



CARM Key Messages

CARM represents a business transformation, not just a technology implementation.



- CARM represents a significant change that is about improving business processes and results
- CARM will require changes to CBSA technology the way data is managed

CARM is needed.



- CARM is driven by the need to:
 - Reduce trade chain partner burden (cost) to import – helping to streamline trade and improve on Canada’s global Trade Enablement Ranking
 - Support the fair and consistent application of trade rules – responding to OAG concerns
 - Improve CBSA Efficiency – enabling modern, efficient service delivery allowing the CBSA to focus on areas of higher risk
 - Enable financial oversight, compliance and accountability
 - Increase transparency and improve quality of data needed for trade-related decision making
 - Establish a platform that will enable future innovation

CARM will make it easier to trade in Canada.



- CARM will offer online self-service tools to help the trade community do business in Canada
- CARM will support the fair and consistent application of trade rules – creating a simpler environment for trade
- CARM will foster increased transparency and improve quality of data, all of which is needed for effective trade-related decision making

CARM is all about innovation and change.



- CARM represents a “once in a generation” opportunity to fundamentally re-define how CBSA serves its clients
- CARM will serve as a platform for future innovation
- CARM will be “digital by default”, striving to eliminate duplicate data capture activities, and strengthening the use of analytics in assessment and verification activities

CARM will be a highly collaborative process.



- Embedded in the CARM Project Team and governance are representatives from key impacted branches of the Agency, as well as service delivery partners such as Canada Revenue Agency, Shared Services Canada, and Public Service and Procurement Canada
- Representatives from across the Agency will participate in various networks and forums
- Employees will be able to attend information sessions so they can better understand the future state, the key changes CARM will bring, and how they will be trained and supported to work effectively
- The trade chain community will be engaged to gather input, feedback, and validation through participation in various networks and forums