



Trade Chain Partner Working Group (TCP WG)

DRAFT – FOR DISCUSSION PURPOSES ONLY

June 14, 2023

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Agenda

Topic	Speaker	Timing
Opening Remarks	Mike Leahy	9:00AM – 9:10AM
CARM Experience Simulation Update & Transition	Geri-Lynn Lidstone	9:10AM – 9:40AM
API Onboarding / EDI Certification	Donna Lee	9:40AM – 10:30AM
Break		10:30AM – 10:40AM
Regulatory Update	Darren Uchman	10:40AM – 10:55AM
Release 2 Transition Planning Update	Darren Uchman	10:55AM – 11:10AM
Industry Consultation	All	11:10AM – 11:50AM
Q&A / Conclusion	All / Mike Leahy	11:50AM – 12:00PM



Opening Remarks

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CARM Experience Simulation Update

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CES Update

✓ Completed CES Dry-Run

- The CES Dry-Run ran from February 6th to 24th with 1 external TCP.
- The Dry-Run revealed opportunities to improve CES support capacity & processes, enhance educational material, and address issues related to reference data.

✓ Completed Sprint 1 “Portal Fundamentals”

- Sprint 1 ran from February 27th to March 24th and included 11 external TCPs.
- Participants were able to perform the majority of their planned Portal simulation processes; however, issues discovered during the dry-run related to reference data gaps persisted, and negatively impacted the participants experience and ability to complete all planned actions.
- Often there were technical and policy-related questions posed by TCPs during touchpoints that could not be answered by CES core team.
- An action plan was created to analyse the root cause of the priority incidents discovered during Sprint 1, and develop remediation actions.
- Further, Subject Matter Experts were on boarded to help address TCP questions during touchpoints.

✓ Completed Sprint 2 “Portal Enhanced”

- Sprint 2 ran from March 27th to April 21st and included 29 external TCPs.
- Overall participants were highly engaged and regular touch points proved beneficial to encourage open dialogue and joint troubleshooting.

✓ Completed Sprint 3 “Portal + EDI & API”

- Sprint 3 ran from April 24th to May 26th and included 32 external TCPs.
- Finalizing Lessons Learned; will share at a later date.

✓ Started Sprint 4 “Portal + EDI & API”

- Sprint 4 to conclude on June 23, 2023
- Additional TCP engagement sessions provided to TCPs on specific topics such as SIMA and Portal functionality for Financial Security Providers



Sprint 2 Lessons Learned

Sprint 2 “Portal Enhanced” perspectives were gathered through a post-sprint survey and a lessons learned session with Trade Chain Partner (TCP) participants.

Key Observations from TCPs

- Regular touchpoints were valuable and allowed TCPs to share information and learn from one another
- The activities conducted with the Model Office provided TCPs with an opportunity to learn more about how processes will work and identified opportunities for enhancement
- Participant experience was negatively impacted by reference data gaps and lack of documentation for mass adjustments and drawbacks
- Overall user experience executing drawbacks was negative and TCPs felt that the current process is more efficient
- Participants had concerns with the timeliness to resolve incidents, and would benefit from increased visibility on the status of any known system issues.
- Overall, TCPs felt more confident in being able to execute CARM processes following their participation in CES but less prepared from a process and technology standpoint



Summary of CES Priority Incidents & Business Impact

- **CAD Calculations:**
 - ECCRD does not reflect workaround when multiple tax codes are required.
 - Exchange rate discrepancies (duplicate rates, historical rates returning the incorrect value for duty).
 - TCPs have identified issues submitting declarations that include SIMA.
 - Incorrect or incomplete reference data (e.g. sufferance warehouse codes, HS codes, SIMA, tariff rates, OICs).
- **C-Type CAD Submissions:**
 - Broker Account Security-led transaction number for C-Type CADs cannot be processed
- **System Integrations: CARM and ACROSS**
 - “Release not found” error being received due to releases not syncing from ACROSS to CARM CES. TCPs were unable to submit AB and C-Type CADs from May 18th to May 26th. Additional activities underway to ensure all releases submitted during this timeframe have been processed.
- **EDI/API**
 - TCPs transmitting via EDI are not receiving CAD responses.
 - “Missing AcceptanceDateTime in CAD response” error due to field mistakenly removed.
 - CAD status received via API does not align with CAD status shown in CARM Client Portal. Fix has been developed and is currently being tested.



Upcoming CES Milestones

Activity	Target Completion Date
Conclude Sprint 4 and lessons learned	June 23, 2023
Conclude CES close-out and overall lessons learned	July 14, 2023



Transitioning from CES to R2 EDI & API Readiness

	CES	CARM TCP EDI/API Readiness
Purpose	<ul style="list-style-type: none"> To strengthen CARM readiness, build confidence in the solution and processes, and identify critical gaps that need to be addressed for Release 2 implementation. 	<ul style="list-style-type: none"> To validate that TCP proprietary software and connections integrate with CARM solution both technically and functionally
Scope	<ul style="list-style-type: none"> Simulate CARM R2 business processes and interactions with Trade Chain Partners (TCPs) and CBSA business users in a non-production environment through the Portal, EDI and API. Note: Program enrolment dependent on CRA integration, high volume transactions, CAD Cancellations and BN changes without full delegation of authority are not in scope for CES. 	<ul style="list-style-type: none"> Execute pre-defined CBSA test scenarios for each of the EDI/API service options for each unique instance of TCP software developed for CARM
Environment	<ul style="list-style-type: none"> RTR Test Environment 	<ul style="list-style-type: none"> RTR Test Environment
TCP Participants	<ul style="list-style-type: none"> 73 TCP participants representing commercial importers, carriers, customs bonded warehouses, brokers, trade consultants, and financial security providers 10 software/service providers 	<ul style="list-style-type: none"> ~150 TCP participants representing electronic software/service providers, customs brokers, importers and security providers ~ 60 software/service providers
Support	<ul style="list-style-type: none"> Dedicated CARM Client Helpdesk and solution design team CES Model Office (CBSA team to support TCP activities) CES Project Team 	<ul style="list-style-type: none"> Dedicated Client Representatives (business function experts) Technical Support Team – Connectivity support, ECCRD, API swaggers, CCP)
Engagement	<ul style="list-style-type: none"> Touchpoints Monday, Wednesday and Friday Ad hoc topic-specific information sessions 	<ul style="list-style-type: none"> One-on-one business specific discussions with client representatives and technical support as required



API Onboarding & EDI Certification

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CARM EDI/API TCP Readiness Activities

What is CARM EDI/API TCP Readiness?

- The verification that the software developed operates effectively with the CBSA systems
- The verification that CARM results functionally integrates with TCP proprietary software and business processes

Who is to participate?

- All companies that have developed their own software
 - Software developers that are not an **active** participant in the commercial importation process, must partner with:
 - CAD/DN/SOA/CBSS: a minimum of one customs broker (maximum of 3) and one importer (maximum of 3) to conduct testing of their software and must complete the entire test package
 - Bond: a minimum of one security company
 - Importers must test their software; may be exempt from certain test scenarios
 - Customs brokers must test their own software; may be exempt from certain test scenarios
 - Security providers must test their own software (no test package currently exists)



CARM EDI/API TCP Readiness Activities

When does Testing/Certification start/finish?

- CAD/DN/SOA/CBSS: started in April and runs through to the end of ***cut off period****
- Bond: to commence the end of June and run through to the end of ***cut off period**** 2023

How do I enroll in CARM EDI/API Testing/Certification?

- Complete a Client Contact Form and submit it to the CBSA (refer to Appendix A/B) for examples on how to complete the form
- CBSA Officers will contact you with the next steps

* *Cutoff period TBD. Technical support ends at the end of cutoff period; environment and business support may be available until the end of September 2023.*

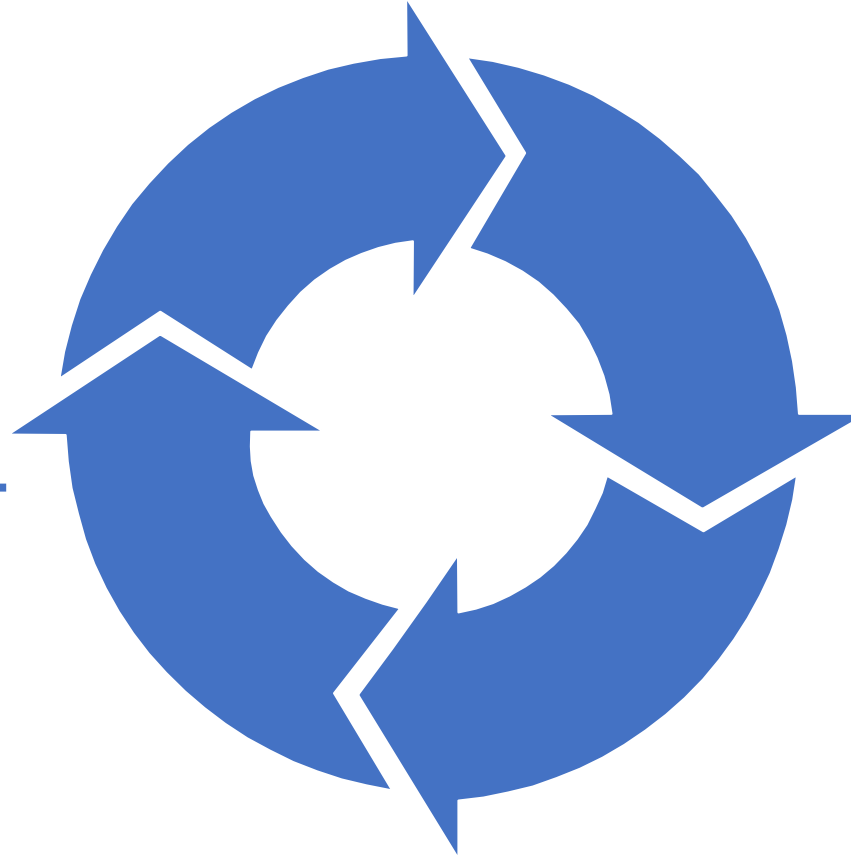
TCP Readiness Approach

Initial TCP Engagement

- ✓ Initial outreach messaging sent on March 24th
- ✓ Pilot (Dry Run) of readiness approach with a large service provider completed on April 3rd
- ✓ Informational Webinar delivered on April 5th to TCPs

Monitoring and Reporting

- ✓ Prepare regular updates on TCP testing and onboarding readiness
- ✓ Monitor progress of readiness and report to CARM and CBSA leadership



TCP Onboarding

- ✓ TCP onboarding sessions start April 6th
- ✓ Provision access to test environment portal and/or direct connect profile
- ✓ Provide links to all relevant documentation and instruction manuals

Client Testing

- ✓ Clients test their technical integration services
- ✓ Provide relevant support
- ✓ Gather feedback from TCPs to measure readiness status



Support for CARM EDI/API TCP Readiness

What type of support should I expect?

- Onboarding to the test environment
 - Activate CARM Client Portal accounts, obtaining API keys
 - Set up Release, CAD, and financial account statement EDI MQ/CIG profiles in the Test environment
 - Provide support documentation
- Dedicated client account representatives during testing
 - Business and technical support from beginning of testing through to completion; acts as model office for “releasing” transactions and approving/rejecting CAD adjustments

Who will receive support?

- Dedicated to those companies and their testing partners that are required to test/certify their software
 - Once testing/certification is complete support will end so that resources may assist other companies



Appendix A – Submit a Client Contact form for EDI/API CAD/DN/SOA/CBSS

[Client support contact form: Canada Border Services Agency \(cbsa-asfc.gc.ca\)](https://cbsa-asfc.gc.ca)

1

Client support contact form: Canada Border Services Agency

⚠ Messages that contain profanity will not be answered.

▶ Privacy disclaimer

Your contact information

* First name (required)

* Last name (required)

* Email address (required)

* Telephone number (required)

Telephone extension

* Country/Territory of residence (required)

* Province/state (required)

* Language preference (required) English French

2

* Please tell us what your inquiry is about: (required)

- Personal travel e.g. visiting Canada, visiting abroad, importing/exporting personal goods; where is my package; bringing personal goods while working or attending school in Canada
- Help with the CBSA Assessment and Revenue Management (CARM) project (e.g., CARM Client Portal (CCP)); program changes such as importer release prior to payment (RPP) under CARM; API features for tariff, exchange rates, duty & tax calculator; online rulings; EDI/API Commercial Accounting Declaration (CAD) (e.g., enrolling and testing)
- Help with electronic data interchange (EDI) client enrollment for Advance Commercial Information (ACI), release, cargo and warehouse arrivals, G7 export, release and other ACI notifications and the EDI communication methods (e.g., Direct connection to the CBSA, requesting a customs internet gateway (CIG) certificate). Assistance with the eManifest, Canadian Export Reporting System (CERS) or Trusted Trader online portals and EDI commercial documents (e.g., ACI, Conveyance and Warehouse Arrival Messages (CACM/WACM), G7 Export, Release, RNS, Notifications, and the Canada Customs Coding form (B3)
- Financial account activities (e.g., payments, account balance, offsets, credits, financial security, EDI and CCP Daily Notice (DN) and Statement of Account (SOA), etc.)
- Information on commercial programs and regulations e.g. Departmental Memoranda, Customs Notices, Importing/Exporting requirements, Transporter Obligation and Trade Incentives

3

* What commercial program are you inquiring about? (required)

* With respect to the company this question is for, I am... (required)

* Please select the most appropriate topic that pertains to your request for assistance... (required)

* I need assistance with: (required)

4

Business information

* Business name (required)

Business number (BN)

RM number

* Please provide a detailed description of your request for assistance (max 3000 characters): (required)

I have developed software for CARM and need to enrol in testing.

I am interested in testing CAD, DN/SOA and CBSS.

Submit



Appendix B – Submit a Client Contact form for API Bond

[Client support contact form: Canada Border Services Agency \(cbsa-asfc.gc.ca\)](https://cbsa-asfc.gc.ca)

1

Client support contact form: Canada Border Services Agency

⚠ Messages that contain profanity will not be answered.

▸ Privacy disclaimer

Your contact information

* First name (required)

* Last name (required)

* Email address (required)

* Telephone number (required)

Telephone extension

* Country/Territory of residence (required)

* Province/state (required)

* Language preference (required)
 English
 French

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* Please tell us what your inquiry is about: (required)

- Personal travel e.g. visiting Canada, visiting abroad, importing/exporting personal goods; where is my package; bringing personal goods while working or attending school in Canada
- Help with the CBSA Assessment and Revenue Management (CARM) project (e.g., CARM Client Portal (CCP)); program changes such as importer release prior to payment (RPP) under CARM; API features for tariff, exchange rates, duty & tax calculator; online rulings; EDI/API Commercial Accounting Declaration (CAD) (e.g., enrolling and testing)
- Help with electronic data interchange (EDI) client enrollment for Advance Commercial Information (ACI), release, cargo and warehouse arrivals, G7 export, release and other ACI notifications and the EDI communication methods (e.g., Direct connection to the CBSA, requesting a customs internet gateway (CIG) certificate). Assistance with the eManifest, Canadian Export Reporting System (CERS) or Trusted Trader online portals and EDI commercial documents (e.g., ACI, Conveyance and Warehouse Arrival Messages (CACM/WACM), G7 Export, Release, RNS, Notifications, and the Canada Customs Coding form (B3)
- Financial account activities (e.g., payments, account balance, offsets, credits, financial security, EDI and CCP Daily Notice (DN) and Statement of Account (SOA), etc.)
- Information on commercial programs and regulations e.g. Departmental Memoranda, Customs Notices, Importing/Exporting requirements, Transporter Obligation and Trade Incentives

3

* What commercial program are you inquiring about? (required)

* With respect to the company this question is for, I am... (required)

* Please select the most appropriate topic that pertains to your request for assistance... (required)

* I need assistance with: (required)

4

Business information

* Business name (required)

Business number (BN)

RM number

* Please provide a detailed description of your request for assistance (max 3000 characters): (required)

I have developed software for CARM and need to enrol in testing.

I am interested in testing the API bond.

Submit



Appendix C – Frequently asked questions (FAQs)

Do I have to complete all of the test scenarios if I don't have clients that meet the criteria?

It is recommended that all electronic software providers and customs brokers complete all of the test scenarios, however you may apply to be exempt from certain cases. The CBSA will annotate the scenarios for future support requests from your clients and the overall certification notation on the CBSA web site.

Do I have to test CAD Adjustments if I plan to use the CARM Client Portal for corrections and adjustments?

No, however, you will need to support your clients should they submit corrections or adjustment through your software before testing is completed.

Can I begin testing/certification even though my software is not 100% complete? (still working out user interface issues, working on Adjustments to CAD)

Yes. We encourage all companies to begin testing as soon as they are able to. This will help mitigate the risk that you will not be able to complete the testing/certification of your software before the end of cut off period.



Appendix C – Frequently asked questions (FAQs)

Can I use my own API key to submit CADs for my clients?

Customs brokers may use their own API key to submit CADs on behalf of their clients as long as the importer has provided delegation of authority to do so and that you include your BN15 – customs broker account numbers as the declarant on the CAD.

Do I still need to Test/Certify if I participated in the CES?

Yes. All clients must attest to completion of the test packages. While CARM testing/certification is taking on a self-assessment approach, the CBSA will verify transactions that support the test package scenario prior to providing certification. Production MQ profiles will be created once testing/certification is completed – will delay ability to send in production.

What will happen if I need technical support to complete my testing after the cut-off period?

You will continue to submit your issues to your CBSA client representative. They will endeavour to support you and if they are not able to will provide direction on next steps.



Break – Return 10:40am

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Regulatory Update

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Canada Gazette, Part 1 Update

- The CBSA carefully reviewed all comments received during the Canada Gazette, Part 1 consultation process, and has proposed targeted amendments to the regulatory package to address the feedback received.
- The CBSA has drafted a “***What We Heard***” report that will be published on the CBSA website to communicate our responses back to the consulted stakeholder community.
- This report is currently being reviewed through the CBSA internal governance and approvals process and will be shared once completed.
- The next step in the regulatory process is to have the amendments, as well as updates to the Regulatory Impact Analysis Statement (RIAS), reviewed by analysts at the Treasury Board Secretariat (TBS).



Canada Gazette, Part 2 Update

- TBS must approve a regulatory package in order for it to move forward to be presented to Ministers at a Treasury Board (TB) meeting.
- The CBSA has been working closely with TBS to address their questions about the regulatory package and CARM implementation readiness.
- We were unable to conclude those discussions in time to have the regulatory package added to a June TB meeting agenda.
- The CBSA is continuing to work with TBS to move the regulatory package forward for consideration by Ministers and working towards a potential ad hoc meeting before September.
- Once it has been approved, the package will be published and would be considered final at that time.



Release 2 Transition Planning Update

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R2 Cutover and Transition Planning

- The CARM project has created a detailed system cutover plan that includes set-up, conversion and integration activities related to:
 - pre-system cutover;
 - during cutover; and
 - post-system cutover.
- The cutover plan **will** result in CCS and ARL system outages during the cutover period.
 - ACROSS (release system) **will not** be affected by the cutover plan
- Additionally, the CBSA is developing transition plans with clear communications for TCPs and CBSA Programs and Operations regarding:
 - The duration of the cutover period;
 - The introduction of process workarounds during the cutover period.



R2 Transition Planning Considerations

- Considerations include impacts and submission blackout periods for the following billing cycles:
 - HVS/LVS Billing Cycle;
 - CSA Billing Cycle;
 - Adjustments (B2s and X-Types) Billing Cycle;
 - C-Type Billing Cycle.
- Other key R2 Transition Plan considerations include:
 - Temporary Importations (E29B Form to the BSF865 Temporary Importation Permit Form)
 - Voluntary Importations (B3 V-Type to the CAD V-Type)
 - Customs Bonded Warehouse (CBW) Movements (CBW inventory conversion)
- Initial R2 Transition Plans will be shared at an upcoming TCP Working Group meeting



Industry Consultation

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Industry Questions & Concerns

Topic	Question / Concern	Update / Next Steps
CARM Client Portal Issues	<ol style="list-style-type: none"> 1. CCP logon issues <ul style="list-style-type: none"> • When will this happen? Change the affinity requirements to one of two questions from two of two. • This continues to be an issue for both Brokers and Importers accessing CCP. Industry would like CBSA to share the plan to address this. • Log in fails 95% of time with work arounds (using incognito mode and log off of VPN) which are not working. Numbers of tickets logged may not represent urgency of the issue. • It is not practical for an account owner who is responsible for multiple businesses (companies have shared services for tax, finance, supply chain , logistics, customs etc) to have to obtain multiple sign in's . To have to log out of one and go into another will be an administrative nightmare. 2. Challenges with exact information matching for onboarding (e.g., accents, full names, etc.) <ul style="list-style-type: none"> • When will this happen? 3. Broker DOA Extract – industry ask is for regular access to extract <ul style="list-style-type: none"> • This is a MUST so please provide timeline • The DOA report needs to be on demand and dynamic. Large brokers need an API to query real time to be able to facilitate the movement of trade without delays. 4. Playbook required for CARM portal ; portal screenshots and associated detail with how to use those screens. Illustrating cancelled CAD's, BCN changes etc. <ul style="list-style-type: none"> • Please provide timeline to provide to TCP. This MUST be done at least 90 days before R2. • Who is reviewing, TCP working group should also vet for accuracy ? 	<ol style="list-style-type: none"> 1. CARM to connect with CCSH on details of tickets logged. 2. Determine if further changes to onboarding information requirements can be accommodated. 3. Determine if Broker DOA Extract needs to be produced more than one time prior to R2 Go-Live. 4. R2 Playbook drafted and in review.



Industry Questions & Concerns

Topic	Question / Concern	Update / Next Steps
CARM Client Portal Issues	<p>5. Delegation of authority granularity – concerns over the way the delegation is granted and cannot be segmented (i.e., importer chooses to only provide customs broker authority to submit a CAD).</p> <ul style="list-style-type: none"> We have requested the list of Post R2 plans numerous times. CBSA said they will provide but still nothing. What does CBSA allow for changes to DOA? Do these changes include brokers to be able to end the DOA relationship and cancel? Brokers will need to be able to do this. We cannot rely on importers to remember to cancel the DOA, and we should not have access. <p>6. Rulings module visibility issue. Brokers/consultants losing access/visibility to original submissions and subsequent decisions of CBSA.</p> <ul style="list-style-type: none"> There are instances that the TCP sends the Ruling with DOA for the Importer but does not receive the response to the Ruling. Only the Importer receives response in portal. Cannot export a list of rulings or report with date stamps If Rulings will drop off the portal, then those dates must be clearly communicated! It would be helpful if a description of the products or vendor is shown on the screen to provide a bit more information (avoid reviewing each ruling individually) It would be helpful if a description of the products or vendor is shown on the screen to provide a bit more information (avoid reviewing each ruling individually) Recommend: Adopting CITT Platform’s method/logic for searching/accessing rulings/decisions and include excel extract 	<p>5. Changes to DOA may be considered post R2.</p> <p>6. No change. Rulings visibility based on DOA.</p>



Industry Questions & Concerns

Topic	Question / Concern	Update / Next Steps
CARM Client Portal Issues	<p>6. Rulings module visibility issue. Brokers/consultants losing access/visibility to original submissions and subsequent decisions of CBSA.</p> <ul style="list-style-type: none">• Mass Adjustments and Drawbacks have to find a simpler solution to process.• Many data elements are missing when post B3 are downloaded to CARM. This is time consuming and unnecessary since the date is available on the B3 and is a required field in portal.• Are all entry types going to be in the portal (F types , CLVS, Voluntary)• It is not practical for an account owner who is responsible for multiple businesses (companies have shared services for tax, finance , supply chain , logistics, customs etc) to have to obtain multiple sign in's . To have to log out of one and go into another will be an administrative nightmare.	<p>5. Changes to DOA may be considered post R2.</p> <p>6. No change. Rulings visibility based on DOA.</p>



Industry Questions & Concerns

Topic	Question / Concern	Update / Next Steps
EDI	<ol style="list-style-type: none"> 1. Challenges with having to refer to multiple documents. <ul style="list-style-type: none"> • Will this ever happen? 2. Outstanding DCT Issues and Defects. <ul style="list-style-type: none"> • Will this ever happen? 3. CAD (printable document) requires exchange rate and duty rate data elements. <ul style="list-style-type: none"> • Will this happen before R2? Versioning numbers should be on CAD hardcopy. 	<ol style="list-style-type: none"> 1. CARM to look into technical document consolidation. 2. Outstanding DCT Issues/Defects to be shared with DCT participants. 3. CARM to investigate data elements not on printable CAD (Exchange rate, duty rate).
Express Couriers – E-Commerce	<ol style="list-style-type: none"> 1. What is the plan? Issues still outstanding. <ul style="list-style-type: none"> • Issues have been identified in the Express Carriers letter and deck submitted to M. Leahy which are all still outstanding. Any process and systems changes require a minimum of 1 year and is not doable in 4 months. 2. Impacts to proposed Bill C-19 change. Need to have casual BN numbers. <ul style="list-style-type: none"> • Commercial CLVS importer volume is not included in the CBSA statistics. Without visibility to this volume, the CBSA will base their implementation decision on inaccurate data. This is considerable volume for the CBSA to exclude when making their decision to go ahead or not go ahead with R2 on October 16, 2023. This CLVS only importer volumes can be up to 50% of express carriers commercial volumes daily. 	<p>CLVS Working Group sessions to be held to address outstanding concerns.</p> <p>Next CLVS Working Group session will be held following the May 2023 IOR industry consultation.</p>



Industry Questions & Concerns

Topic	Question / Concern	Update / Next Steps
Express Couriers – E-Commerce	<p>3. Provide option for carrier/broker to submit line item detail with transmission to eliminate need to provide recap. How is the subset recap submitted?</p> <ul style="list-style-type: none"> • Express Carrier Top 5 Concerns: <ol style="list-style-type: none"> 1. Shipment Delay with Bond Requirement , Registration, and Delegation 2. Ecommerce Shipment Importer of Record 3. Adjustments 4. CLVS Carrier/Broker Recap Requirements 5. CARM Policy Issues 	<p>CLVS Working Group sessions to be held to address outstanding concerns.</p> <p>Next CLVS Working Group session will be held following the May 2023 IOR industry consultation.</p>
CSA	<p>Many open items and new policy proposals (V Types).</p> <ul style="list-style-type: none"> • Was cancelled and scheduled for May 31. • Told on CSA call that CSA TT Adjustments will go to Officer for approval and could take up to 90 days. This is not the case today since the CSA IMP is low risk. Policy change? • How can CBSA say that there are 10% of CSA importers not on RPP when Bond is a requirement for CSA importers? 	<p>A number of CSA Working Group meetings held to discuss changes for CSA participants under CARM.</p> <p>Next CSA Consultation Meeting is scheduled for April 27th.</p>



Industry Questions & Concerns

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Temp Imports	Status update for Temporary Imports (registered Trade Shows) <ul style="list-style-type: none">When in May? Oh, we are in June now! We need this webinar for CSA and non CSA TCPs.	The status update for temporary importations is part of the broader CBSA/TCP discussion on IOR. There are planned consultation sessions on this in May, followed by broad communication.
CBW	Inventory count concerns <ul style="list-style-type: none">Will there be a manual process for warehouse entries?	Inventory count options being tested in CES. Broader engagement activities to occur with CBWs and Customs Brokers.
Operational Workflow	Ask for more walkthroughs of real-world scenarios.	CARM to work with WG members to prioritize walkthroughs.



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Regulatory Package	<ol style="list-style-type: none"> 1. Respecting “Cabinet Confidence” need to have visibility and understanding of the main components of these changes including timelines. 2. What will be the difference under the Customs Act between a correction and an adjustment? What will be the legislative authority for corrections? How do we appeal if CBSA is making the calculation and we are no longer self-declaring duties and taxes? <ul style="list-style-type: none"> • If CBSA makes an error in calculation what is the interim plan process to address? This is still outstanding, under what authority would we appeal CBSA error in calculation? Please respond to questions in #2. 	<ol style="list-style-type: none"> 1. Aim is to seek approval of regulatory changes at June 2023 Treasury Board meeting. 2. This is not a regulatory change.
Enterprise Risk and Corporate Security	<ol style="list-style-type: none"> 1. Industry continues to express concerns utilizing AWS platform and not government cloud farm. Requesting assurance CBSA can protect data. Acknowledge receipt of updated fact sheet. Playbook required outlining how CBSA and Deloitte will manage Enterprise Risk and Corporate Security. <ol style="list-style-type: none"> 1. Business Continuity/Resumption Processes. 2. What is the business continuity plan? <ul style="list-style-type: none"> • Who owns the data? Shouldn't the NDA be between the importer and CBSA? Or is it between AWS and the importer? 	<ol style="list-style-type: none"> 1. Presentation was provided January 2022 and is available on CARM Google Drive. In a future session, an update will be provided on business continuity.



Industry Questions & Concerns

Topic	Question / Concern	Update / Next Steps
Enterprise Risk and Corporate Security	<ol style="list-style-type: none"> 2. Communication Outreach Strategy: What is the plan to notify TCPs when there is a breach of information? <ul style="list-style-type: none"> • What were the proposed changes to the T&C? 3. Proposed Changes to CARM CCP Terms and Conditions. <ul style="list-style-type: none"> • Not sure what you mean by this? 4. NDA (Non-Disclosure Agreement) for Deloitte and Accenture for CES participants. 	<ol style="list-style-type: none"> 2. Will be included in business continuity discussion. 3. No changes currently planned. 4. NDA is covered under contractual agreement.
Communication Plan	<p>Would like to see the current plan; specifically, what has been completed and what is planned for future, with proposed roll-out dates.</p> <ul style="list-style-type: none"> • What is the plan to address the commercial CLVS only importers? What about the CBSA communications plan for the NRI's? (Note: There is commercial CLVS only with the express carriers). It should be in simple speak with the least amount of technical customs language as possible, so importers are able to action, based on what it means to them. • Why only 1 session? Importers will need more than 1 option and additional options would be preferred. This is not convenient for any importer outside of Canada. 	<p>Engagement Plan shared at April TCP WG meeting and currently being executed.</p> <p>Updates on engagement activities will be provided at upcoming WG sessions.</p>



Industry Questions & Concerns

Topic	Question / Concern	Update / Next Steps
CBSA Coordination	<ol style="list-style-type: none">1. Need to ensure not overlapping of meetings with other CBSA meetings and events.<ul style="list-style-type: none">• Not happening when TCP has to tell you they are double booked.2. Can we establish a reasonable advance notice criteria?	<ol style="list-style-type: none">1. We continue make best efforts to work around other CBSA meetings and events.2. We are looking to re-establish monthly cadence for WG sessions. Invitations to be sent shortly for May and June WG sessions.
RPP	<p>Release Prior to Payment Privilege.</p> <ul style="list-style-type: none">• Participate in consultations sessions with the CBSA beginning March 2023, covering:<ul style="list-style-type: none">• Proceed with detailed consultations with Financial Security Providers (March 2023)• Establish and communicate the pre release 2 enrolment process for Financial Security Providers (April 2023)• Engage Financial Security Providers to perform API/Bond testing (April September)• Express carriers would like an option to release on the brokers bond.	<p>RPP Transition Plan shared at March WG session.</p> <p>RPP Transition Plan FAQ shared with industry.</p>



Industry Questions & Concerns

Topic	Question / Concern	Update / Next Steps
Payment Process	<ul style="list-style-type: none">• SOA not reflecting proper duty, taxes• Credit and debit information is not taken into account in all SOA• PAD option is withdrawalling the incorrect amount of duty and taxes from importer accounts.• What options will be available for non-north American importers to pay duties and taxes. What support will be available for questions?	
Delegation of Authority	<ul style="list-style-type: none">• SOA can be sent to various brokers and include transactions they have not been contracted to handle. This is a serious issue and I would think a competition issue. If I contract broker a to perform a service for one of our RM businesses and another broker for the other RM accounts come time for RFP these brokers will have access to our business information.• We have requested the list of Post R2 plans numerous times. CBSA said they will provide but still nothing.	
Duty & Tax Calculations and Corrections/Adjustments	<ul style="list-style-type: none">• What happens if CBSA calculates the duty and taxes incorrectly? Is it the importer responsible to bring this to the attention of CBSA and file adjustments and if CBSA calculates incorrectly will interest be waived and how does that work?	



Industry Questions & Concerns

Topic	Question / Concern	Update / Next Steps
Undocumented System Changes	<ul style="list-style-type: none">• We had learned that CARM system will create new version of transaction if submitted adjustment by TCP was under review and decision were partly accept of reject totally the entry.• The decision of repurpose and change the PRE indicator in Cad response. Most of the TCP build logic to used this indicator to recognise pre-CARM entry which was the case during the DCT. This was change and not well documented in ECCRD which now required to force TCP to change their system leaving no time for regression testing• SIMA entry calculation and logic is still unexplained and open even after having 2 sessions. The list of Model and Exporter SBRN is not posted so it's hard to test	



Question and Answer Period

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Thank You!

For more information:

- Visit the [CARM section of the CBSA website](#)
- Visit the [CARM Client Portal](#)
- Visit the [CARM Google Drive](#) for resources
- Join the [CARM LinkedIn Group](#) for the latest news
- Questions? Email:
CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca
- Join the email distribution list by emailing
CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca

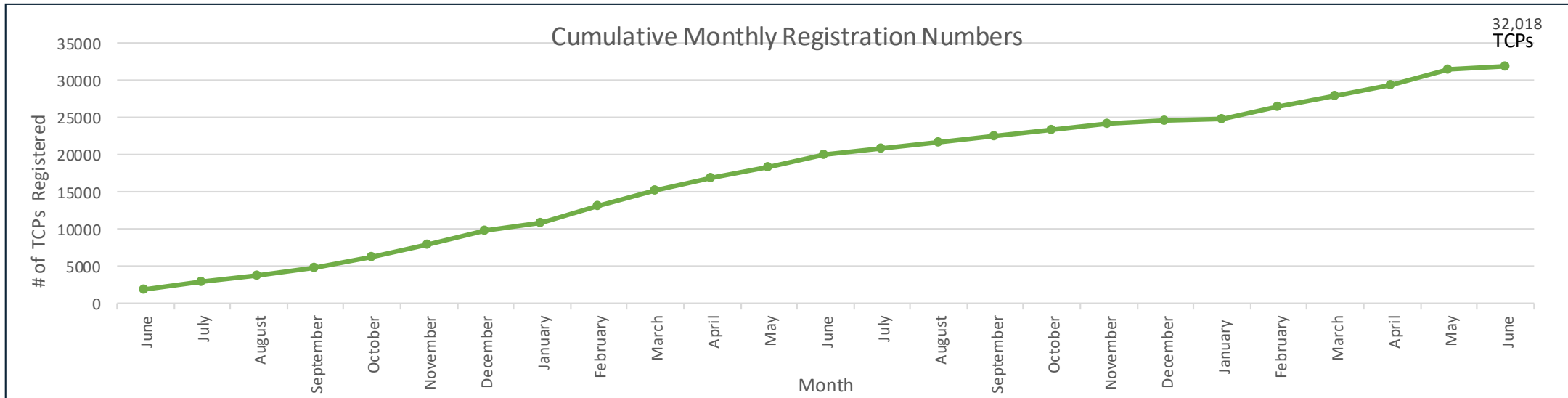
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Trade Chain Partner Portal Onboarding Status

32,018 TCPs are currently registered



Registration Numbers								
		Last 2 weeks (May 24th to June 6th)	Prior 2 weeks (May 10th to May 23rd)	Month over Month				Total
				March	April	May	June	
All TCPs		890	894	1693	1380	2131	311	32,018
Brokers	All Brokers	1	0	3	1	1	0	271
	All Importers	889	894	1690	1379	2130	311	31,747
Importers	Top 3000 Importers (value)	52	41	60	47	95	24	2129
	Top 3000 Importers (volume)	62	35	58	35	98	20	2050
	CSA Importers	0	0	2	1	0	0	99
	Top 2150 C-Type Importers	13	11	10	11	20	8	227

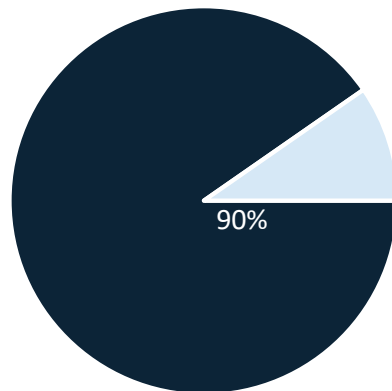
- Top 3000 Importers (volume) make up ~80% of Total Importer Volume. Top 3000 Importers (value) make up >80% of Total Importer A/R.
- CSA Importers account for 35% of Total Importer A/R. Top 2150 C-Type Importers transact at least once per month on average.

Updated June 7, 2023

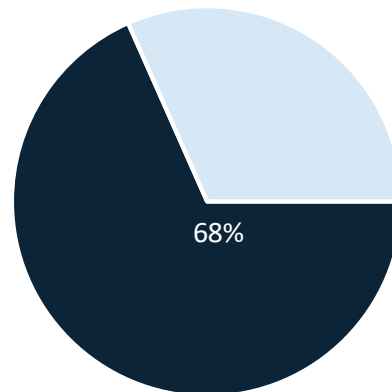


Trade Chain Partner Portal Onboarding Status

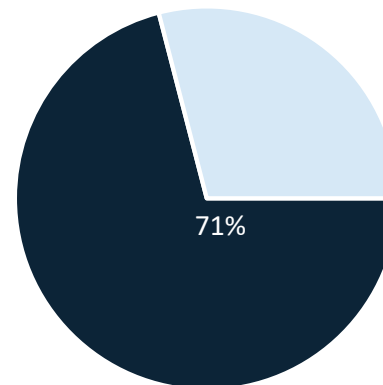
Broker
Registration



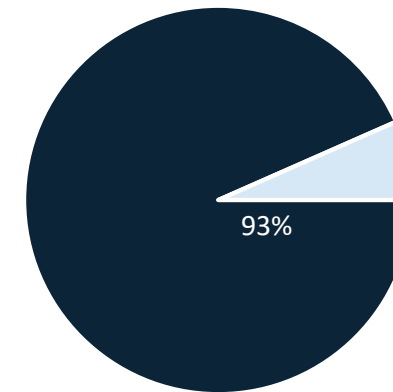
Top 3000 Importers
(by volume)



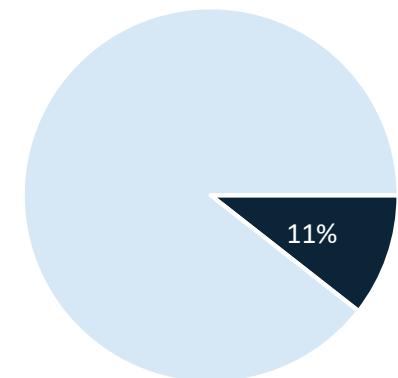
Top 3000 Importers
(by value)



CSA Importers



Top 2150 Importers
(C-type)



Highlights

- Months with long weekends have generally seen a drop in registration. However, May had the highest number of registrations in 2023 despite having a long weekend showing great momentum in TCPs registering to the CARM Client Portal.
- Direct outreach to importers have been made with an objective of raising awareness of CARM resulting in an increase in registrations.
- Association presentations are scheduled across Canada, where CBSA will attend and encourage onboarding to the CARM Client Portal.

Updated June 7, 2023