Canada Border Services Agency

Agence des services frontaliers du Canada

Trade Chain Partner Working Group (TCP WG)

November 3, 2021

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Teleconference Technical Guidelines

- Join the WebEx information from the invitation, upon joining the meeting the call in details (phone number, meeting ID and access ID) will be provided.

- You will be muted upon joining the meeting, to join the conversation press the unmute button at the bottom-middle of your WebEx screen.

- If you are only calling in, please mute your phone by pressing *6 and unmute your phone press *7 to join the discussion. Once you are finished speaking, please mute your phone again by pressing *6.

Agenda

Topic	Speaker and Support	Timing
Technical Rules of Engagement	Kerri-Anne Whittaker	9:30AM – 9:35AM
Opening Remarks/CARM Project Updates	Kerri-Anne Whittaker/Fred Gaspar	9:35AM – 10:15AM
RM Account Clean up	Andre Bertrand	10:15AM – 10:25AM
TCP Portal Onboarding Update	Kevin Horseman	10:25AM – 10:35AM
Q&A	All	10:35AM – 10:50AM
Forward Agenda	Kerri-Anne Whittaker	10:50AM – 10:55AM
Conclusion	Kerri-Anne Whittaker	10:55AM – 11:00AM

Opening Remarks/CARM Project Updates

- Release 2
- ECCRD
- Deep Cycle Testing
- Financial Security
- Multi-Factor Authentication

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RM Account Clean up

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Background

CARM Release 2 will be implementing a new client data model; in order to prepare for R2 Go-Live, a data cleansing analysis was required.

The Customs Commercial System (CCS) automatically expires Importer RM accounts that have no activity during the previous four years.

As CCS does not contain export activities, a gap for account types touching on the export area exists. This leaves many RM accounts in "active" status in both CCS and CARM, with no activities on that RM account during the past four years.

An extensive data analysis exercise of CCS and Canadian Export Reporting System (CERS) reports has identified almost 400,000 accounts that require cleanup.

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Simple Account Corrections

The vast majority of corrections are quite simple and have minimal impact for the TCPs.

The first two simple account cleanup items

1. **Expiring the RM accounts with no activity in the past 4 years** – this action would be to manually do what CCS already does with the Importer account types, but for the other programs.

2. **Converting RM account types** to the program being used by the TCP ensures proper client enrollment.

These actions can very easily be reversed, a process is currently in place at the CRA.

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Simple Account Corrections

Table – Converting RM account types

Original account type	Transacting with CBSA	Converted to this type
Importer type RM	Exporter type only transactions	Exporter type account
Exporter type RM	Importer type only transactions	Importer type account
Dual Importer/Exporter type RM	Exporter type only transactions	Exporter type account
Dual Importer/Exporter type RM	Importer type only transactions	Importer type account

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Communication in CARM Quarterly Vol. 5

In Preparation for CARM R2

CBSA is executing a cleanup of BN15 (RM) accounts.

All BN15 (RM) accounts with no activity during the past 4 years will be closed.

- If you plan to reinstate a BN15 (RM) account, please contact the CRA at 1-800-959-8302.

You may see changes to your BN15 (RM) account program type as conversions to correct certain inaccurate account types are currently underway. For example:

- An RM registered as an Importer with only Exporter type transactions will see their program type corrected to that of an Exporter.
- An RM registered as an Exporter with only Importer type transactions will see their program type corrected to that of an Importer.
- An RM registered as a dual Importer / Exporter with only Exporter type transactions will see their program type corrected to that of an Exporter.
- An RM registered as a dual Importer / Exporter with only Importer type transactions will see their program type corrected to that of an Importer.
- These corrections will be seamless for the TCPs as transaction information on the portal and in the Canadian Export Reporting System will remain the same, and you will use the same RM number.
- Account cleanups will continue through R2 implementation, more information will follow. If a TCP has any concerns with a change, please contact the CARM Client Support Helpdesk.

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More to follow

- In addition to the simple account fixes just discussed, the remaining files to be addressed are the dual I/E RM accounts that are actually being used for both activities.

- We will continue to work with the program areas to develop an approach and communication strategy which we will be sharing this with you at a future TCP WG meeting.

- We will be looking for both your feedback and possible participation in reviewing the various scenarios, including the possibility of piloting of proposed approaches.

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TCP Portal Onboarding Update

Trade Chain Partner Portal Onboarding Status

6650 TCPs have registered on the portal as of October 27th

Cumulative Weekly Registration Numbers

6650 Total TCPs
6403 Importers
247 Brokers

(Chart: Cumulative Weekly Registration Numbers from Jun_2 to Oct_27, showing Total TCPs, Importers, and Brokers)
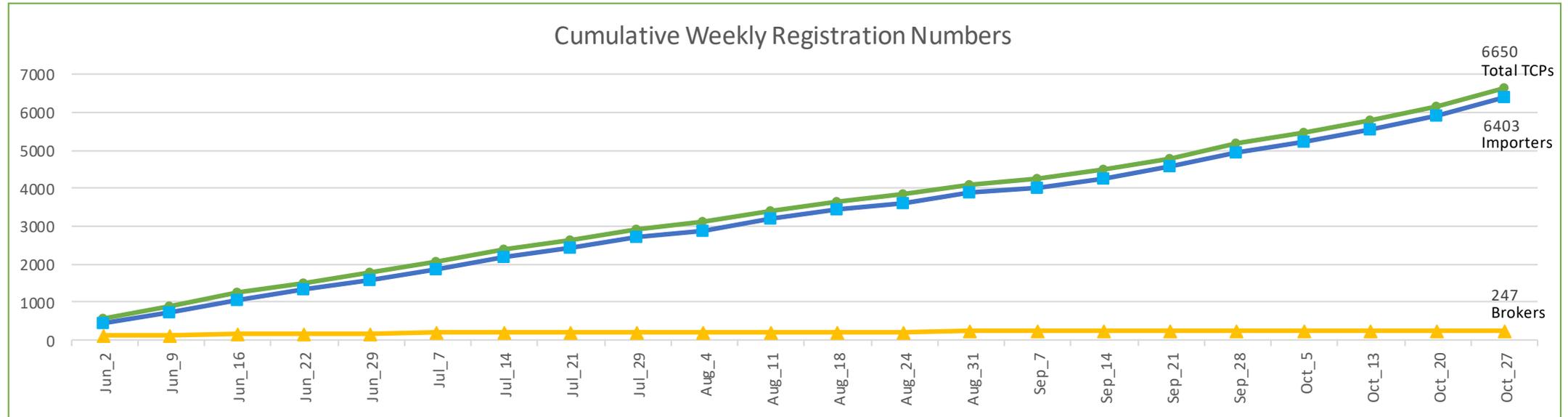
Registration Numbers								
		Last 2 Weeks (October 13 to October 27)	**Prior 2 Weeks (September 29 to October 12)**	**Month over Month**				**YTD**
				July	August	September	October	
All TCPs		872	608	1179	1133	1195	1351	6650
Brokers	All Brokers	5	7	25	13	11	6	247
	Top 30 Brokers (value)	N/A	N/A	N/A	N/A	N/A	N/A	30
Importers	All Importers	867	601	1154	1120	1184	1345	6403
	Top 3000 Importers (value)	89	88	171	127	122	131	866
	CSA Importers	2	1	13	6	2	3	73

Notes: Year-to-date registration total include registrations beginning from May 25th.

Updated October 27th, 2021

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Trade Chain Partner Portal Onboarding Status

Total Broker Registration

82%

■ Registered Brokers

Top 300 Importers (by volume)

54%

■ Registered Top 300 Importers

Top 300 Importers (by value)

47%

■ Registered Top 300 Importers

Top 3000 Importers (by volume)

32%

■ Registered Top 3000 Importers

Top 3000 Importers (by value)

29%

■ Registered Top 3000 Importers
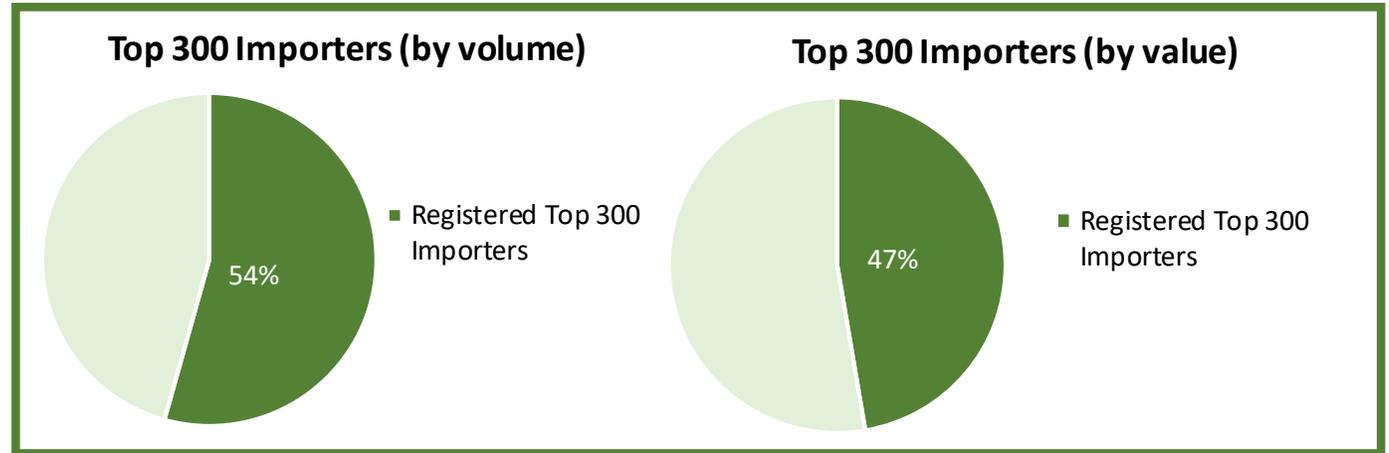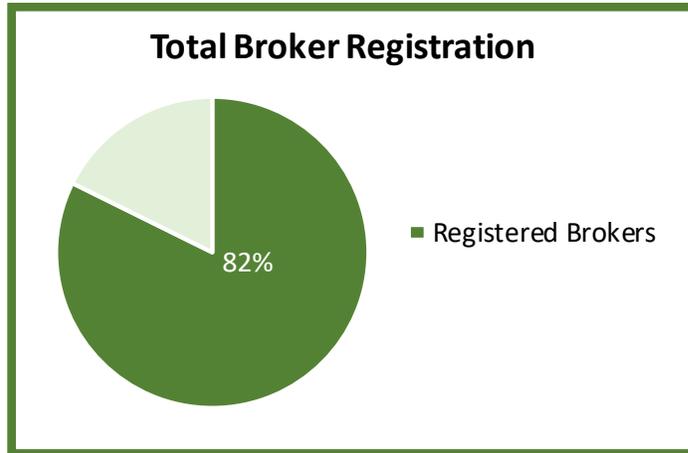
Highlights

- 'White glove service' (personalized outreach to Customs Brokers) continues with individualized phone calls to remaining unregistered brokers.
- Strong registration continues among top 300 importers by volume (54%) and by value (47%).
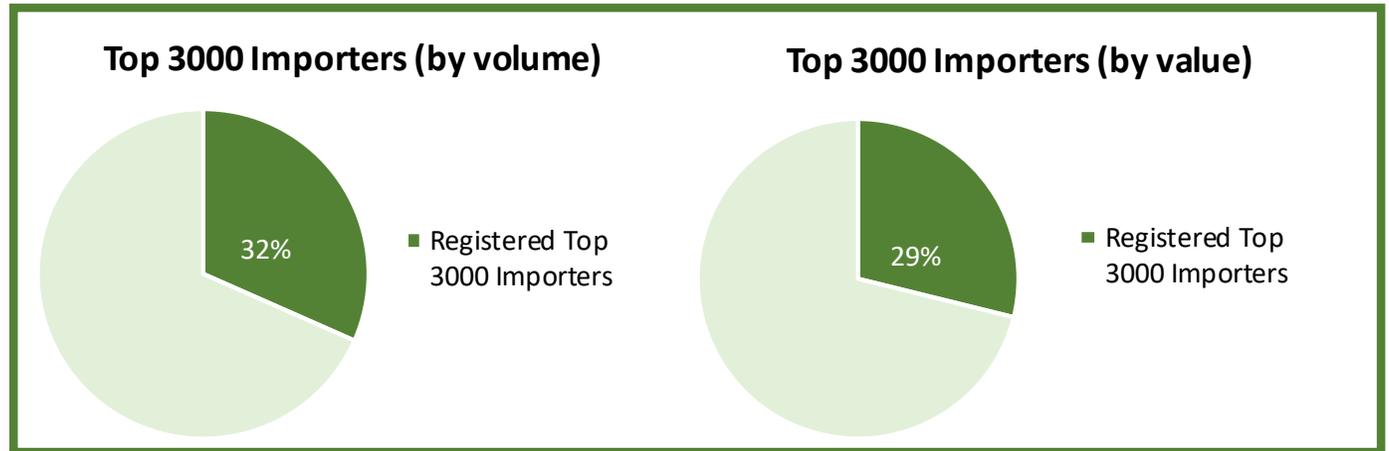
Updated October 27th, 2021

Key Notes and Assumptions:
- Top 30 Brokers (by value) make up >80% of Total Broker Accounts Receivable (A/R) Value. Top 3000 Importers (value) make up >80% of Total Importer A/R.
- Top 30 Brokers make up >80% of Total Broker Volume and Top 3000 Importers make up 79% of Total Importer Volume.

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CARM Client Portal Onboarding Targets and Next Steps

- Initial portal onboarding **focus on Customs Brokers** has led to 247 registered out of approximately 280 licensed customs broker businesses. Efforts are underway to contact remaining brokers to offer assistance with registration.

- Portal onboarding focus has shifted to Importers. Seeing a relatively **high uptake among larger importers**, based on overall engagement and understanding of CARM, and relationships with Customs Brokers. 54% of the Top 300 Importers (by volume) registered to date.

- As importer-targeted outreach activities increase, we expect a larger uptake of importers.

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Upcoming Communication and Engagement Activities

Item	Description
Webinars & Open Mics	Given the continued strong registration rates at the monthly CARM-led webinars and open mics, we will continue through the Fall and into the new year. These provide an overview of important information and how-to information for importers, brokers and trade consultants registering on the portal.
Website Updates	Continue to update the CARM CBSA website with onboarding information and support resources.
Industry Association Meetings	Continue to attend various association meetings and webinars to showcase the CARM Client Portal and drive registration of association members. Work with regions to support local association engagement.
Outreach through CRA, CFIB, Chamber of Commerce, Ports of Entry, Regional Contacts	Send infographic, one-pagers and other easily shareable materials to external entities that interact with importers and who can relay information to importers, with a focus on small and medium enterprises.
Minimum Requirements for Low-Frequency Importer	Distribute a one-page document that outlines the requirements for importer registration with a checklist for minimum activities needed to register. Messaging targeted at low frequency importers.
Social Media	Leverage already established CBSA social media platforms for focused messaging on importance of importers registering and delegating authority on the CARM Client Portal.
Trade Magazines, Press Release, Trade Shows (TBC)	Evaluate new external channels and opportunities that can reach importers to encourage registrations. Work with Regions and HQ on potential trade show participation.

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Forward Agenda

Returning to the Regular Schedule – December WG Session

Topic	Lead Speaker
Technical Rules of Engagement	Kevin Horseman
Opening Remarks/CARM Project Updates	Stephanie Drouin
TCP Readiness Update	Kim Campbell
Topics include: - **Deep Cycle Testing Updates** - **Proposal for TCP WG Improvements** - **Additional topics to be confirmed**	• Brennan Badgley • Kerri-Anne Whittaker • TBC
TCP Portal Onboarding Update	Kevin Horseman
Q&A	All

Conclusion

Thank You!

For more information:

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

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Appendix: Communication & Engagement Update

Upcoming TCP Community Engagements

TCP Engagement	Schedule
Deep Cycle Testing Information Sessions	Nov. 4 12pm-2pm ET Nov. 10 TBC
TCP Technical Working Group	Nov. 10th 1:00-2:30pm ET
TCP Monthly Onboarding Webinar	Nov. 16th 1:00-2:30 ET (EN) Nov. 16th 3:00-4:30 ET (FR)
TCP Open Mic Session	Nov. 18th 1:00-2:30pm ET
TCP Technical Working Group	Nov. 24 TBC

Coming Soon
Please share with your network

CARM QUARTERLY
A Newsletter for Trade Chain Partners

CBSA ASSESSMENT AND REVENUE MANAGEMENT (CARM)

KEY PROJECT UPDATES

CARM Release 1 – Preparations Underway

On May 25, 2021, CBSA will launch the CARM Client Portal for importers, customs brokers and trade consultants. Release 1 will allow these clients to view their transactions and statements of account, request rulings and settle invoices with new electronic payment options. All other trade chain partners will have access to the CARM Client Portal at Release 2.

The project team is preparing a series of materials that will guide you through the CARM Client Portal setup. These resources will be available on the Google Drive, the CBSA YouTube channel and the CARM Client Portal landing page (available on May 25, 2021).

Resources currently available through Google Drive include:

- **CARM Client Portal Release 1 Onboarding Guide:** onboarding checklists and an overview of key functionalities.
- **Release 1 Playbook:** detailed information on all key processes.
- **CARM Information Packages:** key CARM materials, including CARM solution highlights, infographic, and more.

Resources coming soon:

- **CARM instructional videos:** step-by-step instructional videos that explain how to perform key functions within the CARM Client Portal at Release 1.
- **CARM user guides:** step-by-step instructional guides with screenshots that explain how to perform key functions within the CARM Client Portal at Release 1.

TRADE CHAIN PARTNER ENGAGEMENT SURVEY

On May 3, 2021, CARM distributed an open survey for all trade chain partners.

- **Access to the survey** – The survey link is available, it was also emailed and shared on the CARM LinkedIn page.
- **Format** – The survey includes multiple choice questions and an area for additional comments and feedback. It will take less than 10 minutes to complete.
- **Share with your network** – Encourage your colleagues to complete the survey by sharing the link with them.

STAY CONNECTED

➤ Access CARM resources in the CARM Google Drive
➤ Refer to the CARM section of the CBSA website
➤ Contact your customs broker and/or third-party service provider to learn more about CARM
➤ Follow the project on LinkedIn

CARM welcomes your feedback for future editions of the CARM Quarterly.
Please send all questions/comments to:

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