



# CARM Trade Chain Partner Working Group – Record of Discussion

## April 27, 2023 9:00am to 12:30pm – Virtual Session

<u>Trade Chain Member Participants</u>	<u>Trade Chain Member Participants (continued)</u>	<u>CBSA Member Participants</u>
Oryst Dydynsky <b>AICBA / Descartes / CTA</b>	Steve Ness Sharon Clark-Koufis <b>Surety Association of Canada</b>	Mike Leahy <b>Director General, CARM</b>
Melanie Bédard <b>Canadian Society of Customs Brokers</b>	Penny Moulton Peter Shaw <b>UPS</b>	Darren Uchman Alycia Praznik-Hardy Eric Trudel Ramona Eryuzlu-Maillet Vladimir Omazic Yaël Lespinasse <b>Stakeholder Engagement, CARM</b>
Rachel Ng <b>CFIB</b>	Margaret Valtas <b>Walmart</b>	Kerri-Anne Whittaker Bryan Sherman <b>Business Readiness</b>
Jayson Ryan <b>Costco Wholesale Canada Ltd</b>	Mohan Raj <b>Other</b>	Geri-Lynn Lidstone Margarita MacDonald <b>CARM Experience Simulation</b>
Tomasz Jasiewicz <b>Descartes</b>	<u>CBSA Guests</u>	Christian Figueredo <b>CARM Solution Delivery</b>
Emil Fiorantis <b>Dominion Group</b>	Andrew Wishart <b>Project Executive, CARM</b>	Abderrahim Boussanni <b>Payment Processing Center</b>
Steve Bunda <b>Expeditors Canada</b>	Kevin Horseman Anusan Anandan Angela Briggs Deanna Galati Kathleen McDonald Megan Wambolt <b>Stakeholder Engagement, CARM</b>	Todd Boucher <b>A/Executive Director, Commercial Programs</b>
Kyle Dempsey Renate Jalbert Shannon Munson <b>Federal Express Canada Corporation</b>	Jonathan Hopkins <b>Business Transformation, CARM</b>	Charles Melchers <b>Regulatory Trade Programs</b>
Phil Cahley Susan Foster <b>FedEx / Canadian Express Association</b>	Carola Daffner Anand Ramaswamy Jason Porteous Andrew McGrath Micah Potechin <b>Solution Design, CARM</b>	Kimberly Paradis <b>Commercial Programs</b>
Alan Dewar <b>GHY International</b>	Stacey McKinnon <b>CARM Experience Simulation</b>	Martha Desrosiers <b>Chief of Staff, VP Commercial and Trade</b>
Kristina Billinger Petek Bal <b>IBM Canada</b>		Valery Sina Ba Nathalie Bellefeuille <b>Revenue and Accounting, FCMB</b>
Debbie Price <b>IE Canada</b>		Jean-Philippe Morin <b>A/Manager CARM</b>
Ray Fischer <b>KPMG</b>		Paul Allen <b>CARM Border Management Division</b>
Anthony Buchanan <b>Livingston International</b>		Cindy Fox <b>Other</b>
Erol Ozberk <b>Loblaw Company Limited</b>		
Michael Galinski <b>Magna</b>		
Ruheda Karim <b>Nissan Canada Inc.</b>		
Carol Brown Gloria Terhaar <b>Pacific Customs Brokers</b>		
Catherine Jenkins <b>Russell A. Farrow Limited</b>		

<b>Agenda:</b>
Opening Remarks
Walkthrough/Presentation of Duties and Taxes Calculations
CCP Onboarding Strategy
CARM Experience Simulation Update
Industry Consultation

Note: For detailed information on the agenda items, please see the PDF presentation material.

<b>Summary:</b>
<p><b>Release 2 Launch:</b> Mr. Leahy shared that there are three pillars by which the team will use to determine CARM Release 2 readiness, which include (1) is the solution ready, (2) is the CBSA ready, and (3) is the stakeholder community ready.</p> <p><b>Release 2 Date:</b> Ms. Munson asked if the CBSA has a plan to mitigate extra risk that the timing of the release date may pose, as it is in October, just before the December holidays. Mr. Uchman shared that several elements are being considered when it comes to the release of CARM, including readiness, TCP impact, and broader impacts to the community.</p> <p><b>CARM Go-Live Support Plans:</b> Ms. Price raised a question around what is available in terms of contingency plans and support post Release 2. Mr. Uchman explained that contingency plans are being discussed within the CBSA and that information will be shared once finalized.</p> <p><b>API/EDI Onboarding Support:</b> Ms. Bedard expressed that members of CSCB are not sure if they should be getting in touch with the CARM Client Support Helpdesk after the API/EDI webinar on April 5th. Mr. Uchman said that there have been meetings scheduled with clients through the Helpdesk already, and that the team is going to look at the uptake and reassess if further engagement and communication needs to go out to the technical communities.</p> <p><b>Duties and Taxes Calculations Walkthrough:</b></p> <ul style="list-style-type: none"> <li>• Earlier this week, a document was shared with the Working Group that provides clarification on duties and tax calculation under CARM. Mr. Potechin walked through scenarios and common questions (see the PDF presentation material). Mr. Ozberk asked for a future presentation that shows calculations at a transaction level and for the detailed transaction data to be easily accessible on the CARM portal for all clients, including TCPs not represented by third-party service providers.</li> <li>• <b>Self-Declarations:</b> Mr. Dempsey asked if a client can continue to self-declare through the CAD. Mr. Potechin shared that clients will not be able to self-declare, but it depends on the type of import. Although self-declared values will be accepted in the system, any import where CARM is doing the calculation, self-declared values will be overwritten.</li> <li>• <b>F-Type Calculations:</b> Ms. Jalbert asked if the same rounding rules would be used by CARM for F-Type calculations, as their internal systems currently do not have the same rounding rules built in. Mr. Leahy stated to continue to submit as they have always done for F-Types and should any changes be made in the future, they will be communicated to the group.</li> </ul> <p><b>CARM Client Portal (CCP) Onboarding:</b></p> <ul style="list-style-type: none"> <li>• Mr. Uchman presented the approach for onboarding stakeholder groups to the CCP (see the PDF presentation material). Mr. Uchman shared that other jurisdictions have implemented similar projects and experienced a surge of client registrations in the months leading up to go-live. The team continues to work raise awareness with the broad TCP communities and encouraging TCPs to register early.</li> <li>• <b>Top 3000:</b> Ms. Bédard emphasized the importance of onboarding TCPs who are not part of the top 3000 to avoid disruptions as they may still import a significant number of transactions. Mr. Uchman agreed.</li> <li>• <b>Surety Organizations:</b> Ms. Clark-Koufis shared that the Surety Association would like to be included in engagement and outreach conversations to help and review materials going out to surety companies. Mr. Uchman shared that there is an upcoming meeting and that they can include the Surety Association in the conversation.</li> <li>• <b>CARM Onboarding:</b> Mr. Jasiewicz asked if there was a root cause that was analyzed as to why people are not registering. Mr. Uchman shared some reasons, including awareness of what is required of clients and when, demystifying how to get onto the portal, and other factors.</li> <li>• <b>CARM as a Requirement:</b> Ms. Foster shared that she is hearing from Importers that they do not believe CARM is mandatory. Ms. Foster shared that she has suggestions on alternative, stronger wording to strengthen the onboarding messaging that she would be happy to pass over. Mr. Melchers later iterated that while the use of the CCP is not legislated the registering on the CARM Client Portal is required to submit declarations and communicate with the CBSA.</li> <li>• <b>CBSA CARM Website:</b> Industry ask to improve information that is shared on the website to provide more information, incl. Duties &amp; Tax Calculation document. The team is working with Corporate Communications on updates to the website.</li> <li>• <b>Communications through CRA:</b> Mr. Uchman shared that the CARM team is working with the CRA to do outreach on CARM requirements. Working Group members requested a copy of the messaging and to be informed when it goes out.</li> </ul> <p><b>Onboarding to the CCP:</b> Industry shared that while support was being given for onboarding, there were some issues with accessing CCP. Access issues have been an impediment as companies are not able to train staff or answer their customers' onboarding questions. Ms. Whittaker requested industry to continue to report these issues to the CARM Client Helpdesk so that issues could be further investigated and resolved. Mr. Leahy stated that the latency in responding to tickets in the CES is a focus for the team. Time to resolve issues is important and will continue to be worked on.</p> <p><b>Industry Consultation:</b> Ms. Price asked for Working Group members to review the Industry Consultations outlined in the presentation and forward her any questions so she can summarize it for the CBSA. Ms. Price appreciated the new format and said it was great to have responses and action items.</p> <p><b>Gazette Comments:</b> Mr. Dydynsky requested to see a summary of the Gazette comments related to CARM requirements.</p> <p><b>CARM Experience Simulation (CES) Testing to Go-Live Migration:</b> Mr. Jasiewicz asked if there is the ability to migrate the set-up done in CES to live production for API/EDI users. It would create more efficiencies for TCPs involved in the various</p>

testing cycles. Mr. Wishart will investigate and update the group. Mr. Ozberk shared that the carry over for API/EDI connection should be consistent for all users of CARM in terms of timeframe, including TCPs that did not participate in CES. Ms. Price raised a concern and asked for an update on issues that are hindering the ability to test all scenarios in CES. Mr. Uchman shared that the system needs to be fully functioning to go live, and all issues will be resolved.

**CARM Experience Simulation (CES):** Ms. MacDonald provided an update on CES sprint progress (see the PDF presentation material). In the early sprints, the focus was on portal connection users. She expressed that there has been work happening to fix the EPI/ADI issues. Ms. MacDonald agreed that there is value to providing support to service providers as their roadblocks become roadblocks for TCPs that use their software.

**Action Items:**

- **Future Agenda Item – Internal Readiness:** Mr. Leahy agreed to provide an update on internal readiness in a future WG session.
- **Future Agenda Item - Dynamic DOA:** Mr. Leahy agreed that a potential future agenda item is to provide walkthrough of dynamic Delegation of Authority in a future WG session.
- **Duties and Taxes Calculations:** Mr. Potechin to explore options for demonstrating transaction-level calculations with the TCP WG.
- **SIMA Corrections:** Mr. Potechin will investigate if the SIMA calculation could be followed up with a correction if the model ID was incorrectly sent.
- **F-Type Calculations:** Mr. Leahy to confirm if rounding rules apply to F-Type calculations.
- **CRA Communications:** Mr. Uchman agreed to share information on the messaging that is filtered through CRA communications and the timing of when it goes out.
- **Gazette Comments:** Mr. Uchman will follow up on the status of the Gazette Comments.
- **CES Testing to Go-Live Migration Ability:** Mr. Wishart to investigate if companies who have set up their connection can port over their configuration to the live environment.