

# CARM Trade Chain Partner Working Group – Record of Discussion

## June 14, 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>
<p>Oryst Dydynsky <b>AICBA / Descartes / CTA</b></p> <p>Amanpreet Singh Sihra <b>Air Canada</b></p> <p>Melanie Bédard <b>Canadian Society of Customs Brokers</b></p> <p>Bruce Rodgers <b>CIFFA</b></p> <p>Kristy Mulvihill <b>Costco Wholesale Canada Ltd</b></p> <p>Shannon Sommerauer <b>CPMA</b></p> <p>Jennifer Steeves <b>CVMA</b></p> <p>Tomasz Jasiewicz <b>Descartes</b></p> <p>Emil Fiorantis <b>Dominion Group</b></p> <p>Carrie Vitti Kristin Renaud Linda Dynes Tammy Moore Wendi Normand <b>Farrow</b></p> <p>June Corfield Renate Jalbert Shannon Munson <b>Federal Express Canada Corporation</b></p> <p>Lorena Zevallos Phil Cahley Susan Foster <b>FedEx / Canadian Express Association</b></p> <p>Alan Dewar Sarah Marcotte <b>GHY International</b></p> <p>Petek Bal <b>IBM Canada</b></p> <p>Debbie Price Kim Campbell <b>IE Canada</b></p> <p>Ray Fischer <b>KPMG</b></p> <p>Candace Sider Laurie Caron <b>Livingston</b></p> <p>Erol Ozberk <b>Loblaw Company Limited</b></p> <p>Karin Muller Michael Galinski <b>Magna</b></p>	<p>Ruheda Karim Sadia Hill <b>Nissan Canada Inc.</b></p> <p>Carol Brown Gloria Terhaar <b>Pacific Customs Brokers</b></p> <p>Catherine Jenkins <b>Russell A. Farrow Limited</b></p> <p>Steve Ness Sharon Clark-Koufis <b>Surety Association of Canada</b></p> <p>Penny Moulton Peter Shaw <b>UPS</b></p> <p>Pawan Kumar Marc Seguin <b>Other</b></p> <p><u>CBSA Guests</u></p> <p>Kevin Horseman Anusan Anandan Deanna Galati Kathleen McDonald Megan Wambolt Odile Burume (CES) <b>Stakeholder Engagement, CARM</b></p> <p>Jonathan Hopkins <b>Business Transformation, CARM</b></p> <p>Carola Daffner Anand Ramaswamy Andrew McGrath Micah Potechin <b>Solution Design, CARM</b></p> <p>Stacey McKinnon <b>CARM Experience Simulation</b></p>	<p>Mike Leahy <b>Director General, CARM</b></p> <p>Darren Uchman Alycia Praznik-Hardy Yaël Lespinasse <b>Stakeholder Engagement, CARM</b></p> <p>Raffi Bedrossian <b>Director General, Transformation Planning and Integration</b></p> <p>Kerri-Anne Whittaker Bryan Sherman Carolina Greco Natalia Byc <b>Business Readiness</b></p> <p>Geri-Lynn Lidstone Margarita MacDonald Vishwa Rachamalla <b>CARM Experience Simulation</b></p> <p>Christian Figueredo <b>Director, ISTB</b></p> <p>Donna Lee <b>A/Manager, EDI Certification/ API Onboarding</b></p> <p>Edith Laflamme <b>Director, Trade Policy</b></p> <p>Bethany Maclean <b>Strategic Policy Branch</b></p> <p>Todd Boucher <b>A/Executive Director, Commercial Programs</b></p> <p>Kimberly Paradis <b>Commercial Programs</b></p> <p>Valery Sina Ba Nathalie Bellefeuille <b>Revenue and Accounting, FCMB</b></p> <p>Paul Allen <b>CARM Border Management Division</b></p> <p>Cindy Fox <b>Director General Office</b></p>

<b>Agenda:</b>
Opening Remarks
CARM Experience Simulation Update & Transition
API Onboarding / EDI Certification
Regulatory Update
Release 2 Transition Planning Update
Industry Consultation

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

<b>Summary:</b>
<p><b>Opening Remarks</b></p> <p><b>Release 2 Update:</b> Mr. Leahy shared that a meeting on CARM readiness will take place this Thursday (June 15) to review readiness of industry, CBSA and the CARM system for the currently planned October 2023 go-live. Mr. Leahy will share the results of this meeting and may call an ad-hoc meeting with the TCP working group.</p> <p><b>CARM Experience Simulation (CES)</b></p> <ul style="list-style-type: none"> <li>• <b>CES Extension:</b> Mr. Jasiewicz requested that there be an extension of CES and testing, as there were issues in sprints 3 and 4 that did not allow for some TCPs to proceed with important testing. CBSA confirmed that current CES activities will not be extended.</li> <li>• <b>CES Client Representatives:</b> Ms. Caron inquired about if CES tickets should still be submitted through the CCSH now that they have been assigned dedicated client representatives. Ms. Lee confirmed that the reps will manage TCP accounts as they progress through EDI certification/API onboarding.</li> <li>• <b>Ticket Prioritization:</b> There was discussion on the level of priority of tickets as assessed by the CBSA compared to the TCPs assessment of the priority level of tickets. Ms. MacDonald shared that the tickets are being looked at individually and that as a TCP, there is a process in place to request a re-prioritization.</li> <li>• <b>CES Tickets:</b> Ms. Campbell and Ms. Price asked if a list of tickets that have been submitted could be shared broadly with the TCPs so that they could confirm that their issues have been documented. Mr. Uchman agreed to share the CES close out report from CES once CES closes and it has been approved by the senior leadership team.</li> <li>• <b>Client Information:</b> Ms. Campbell expressed concern around how information will be collected and reviewed with the Client Reps support. Ms. Lee shared that she is working with her team to ensure the client support model is aligned with TCCU and that she will work on what is best for her team to address issues coming through.</li> <li>• <b>Banks Involvement:</b> Mr. Fischer asked if CES Sprint 4's financial security provider involvement included banks, or just surety companies. Ms. Lidstone shared that it only involved sureties. Mr. Fischer expressed that banks and the CBA are an important stakeholder group to involve. Mr. Leahy agreed that the CBA is an important stakeholder and will continue to be engaged.</li> </ul> <p><b>Testing Transactions at Scale:</b> Mr. Ozberk shared once enhancements go into the system, that TCPs need to be able to see and test themselves, and at scale. Mr. Leahy agreed that pieces around scale are important for the testing environment.</p> <p><b>API Onboarding / EDI Certification</b></p> <p><b>EDI Certification:</b> Ms. Lee confirmed that CES participants got experience with the system and tested their connections, but that EDI Certification is a separate activity. TCPs tested various business scenarios in CES. Certification of specific test cases will occur in EDI Certification. Ms. Bedard shared that her members are asking if they need to get certified and if there has been an uptake on brokers reaching out to the CBSA. Ms. Lee answered yes, and that her team is connecting individually with those interested in getting certified.</p> <p><b>EDI Certification Numbers:</b> Ms. Campbell asked how many TCPs are currently certified and how many are testing. Ms. Lee shared that no organizations are fully certified yet but Ms. Lee confirmed that status reports are being developed. Mr. Uchman shared that this information will be used in readiness decisions.</p> <p><b>Surety Association BN9 Form:</b> A clarification question was asked whether a webform would need to be completed to create a ticket with the CARM Client Support Helpdesk (CCSH) by each financial security provider for submitting their BN9 form. Ms. Lee confirmed that no, tickets will be generated by CBSA for each company that submitted a form via the CARM Engagement mailbox.</p> <p><b>Financial Security Transition:</b> Ms. Karim inquired on the process to test existing bonds in CARM. Ms. Lee shared that there will be a transition period for all RPP participants to offer ample time to post financial security. Mr. Sina Ba further shared that for any TCP that has current financial security today, that it will be transitioned into CARM and that they are in the process of preparing materials for TCPs who have existing financial security. Ms. Foster followed up asking about how nudging would work and asked if importers with existing bonds need to worry about increasing their financial security or if the CARM system will nudge them to advise they need to increase their financial security. Mr. Sina Ba confirmed that the CARM system will nudge clients to advise they need to increase their financial security.</p> <p><b>Current Number of Bonds:</b> Ms. Campbell asked how many bonds are currently in place. Mr. Sina Ba shared that 10,055 are currently in place with the CBSA.</p>

## Regulatory Update

**Regulatory Update:** Ms. Maclean shared that all CARM amendments are provided in one package.

**Regulatory Package Readiness:** Ms. Bedard shared that if a regulatory package is not ready soon and is shared in September, that the timing is a concern and that this should be considered for the CBSA's readiness decision. Both Mr. Uchman and Mr. Leahy assured that this is being taken into consideration.

**Financial Security Clarification:** Mr. Ness expressed that he would like to clarify what types of financial security will be accepted by the CBSA. He shared that he is waiting to hear back on the regulations and is hopeful that they will address his concerns.

## Release 2 Transition Planning Update

**Transition Plan Timeline:** Mr. Uchman shared that he would like to get the transition plan out as soon as possible. Mr. Leahy added that they are working on a plan that minimizes outage time. Ms. Campbell expressed that three months is too short of a time period to review and understand the transition plan. Mr. Leahy assured that the plan is substantial, with over 5,000 line items. Mr. Leahy further expressed that all these considerations are being heard.

## Industry Consultation

**CARM Key Players:** Ms. Campbell asked for a list of key CARM project resources to be shared with TCPs as new resources have joined the project. Mr. Uchman agreed to share that list.

**Operational Walkthroughs/Workflows:** Ms. Price shared that more business scenario and operational walkthroughs would be helpful to understand how CARM implementation will impact certain scenarios. Mr. Leahy agreed to work with industry to continue running these sessions.

**CARM Portal Login Fails:** Ms. Price highlighted that some clients have indicated a high rate of login fails to the portal. Ms. Munson shared that she has been reporting on this issue, but that it is still occurring for her. Mr. Leahy asked for TCPs to share the scenarios to better understand the problems causing the login failures.

**Broker DOA Exports:** During the Industry Consultation, a request was made to have the DOA exports run more frequently to support brokers in their work to encourage clients to onboard to the portal. Mr. Leahy said that the CBSA will investigate providing the DOA extracts more than once.

**Express Carriers / E-Commerce:** Mr. Leahy shared that internal CBSA consultations are still ongoing in terms of the impact of CARM and that engagement with industry will occur as soon as possible.

**Old ARL Amounts:** Members of the working group raised concerns around old ARL amounts that are appearing on their accounts and enquired why this was occurring. Mr. Sina Ba shared that CBSA is not completed their cleanup of ARL accounts and that is why client may see old amounts appear. A request was made to set up a working group to discuss this issue. Mr. Sina Ba agreed to reach out to Ms. Bedard and Ms. Campbell to coordinate. Ms. Corfield asked to also be included in this discussion.

## Action Items:

- **R2 Update:** Mr. Leahy will share the results of the June 15 meeting on the decision made around R2 timing and will set up a 30-min call with the working group to discuss as soon as possible. **Completed** – *Ad Hoc TCP Working Group meeting was held on June 16.*
- **CES Tickets:** Mr. Uchman agreed to share the CES close out report with TCPs once available.
- **CARM Key Players:** Mr. Uchman to share the most updated list of key CARM project resources at next working group.
- **Broker DOA Extract:** CBSA to look at producing this report more than once.
- **Old ARL Amounts:** Mr. Sina Ba to engage TCPs and organize a working group to discuss ARL account clean up.