



Canada Border
Services Agency

Agence des services
frontaliers du Canada

Release 1 Change Impact Workshop

Importers who do not use a Customs Broker

January 14th, 2020

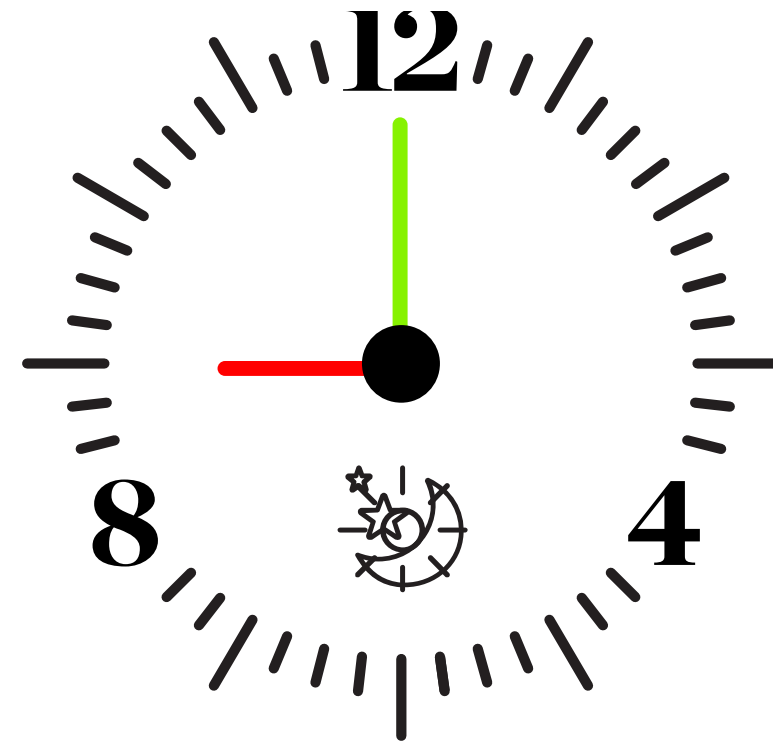
DRAFT – FOR DISCUSSION ONLY

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Revenue Management

Agenda

1. **Introduction, Objectives and Guiding Principles**
2. **Release 1 Changes and Change Impact Discussion**
3. **Release 1 Change Journey**
4. **Wrap-up, Parking Lot and Next Steps**



Roundtable Introductions



***Let's do a
quick
roundtable***

- *Name*
- *Position*
- *Expectations for today*



 DRAFT

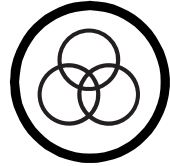
Workshop Objectives

- Develop a common understanding of the CARM Release 1 key changes and what can be expected in the deployment strategy.
- Review how the R1 changes may impact your organization's work.
- Discuss what could be done to alleviate some of the impacts that your organization will be facing with the move to CARM Release 1.
- Determine which transition activities (i.e. engagement, communication, and training) will be the most impactful for your organization.

Change Impact Workshop Guiding Principles



Consider the Change Impacts assessment to be iterative and ongoing



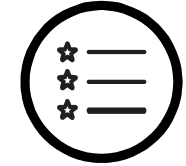
Focus on the key impacts for your organization and proposed solutions to mitigate them before Go-Live



Put yourself in your colleagues' shoes (i.e. speak on behalf of your industry as a whole)



Try to keep to one conversation at a time



Park questions and issues that cannot be resolved today



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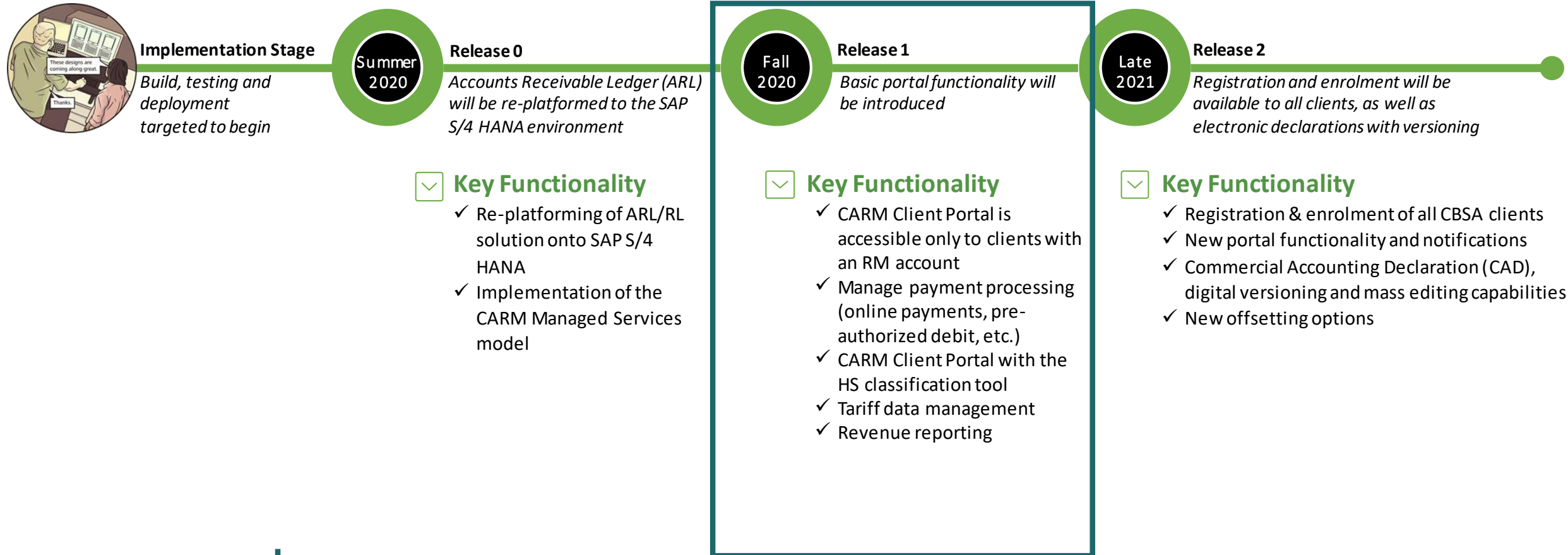
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Release 1 Changes and Change Impact Discussion

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CARM will be deployed in three releases, each impacting the way in which the Agency operates



Release 1 Changes (TCP)

TCP



When: Fall 2020



Introducing the CARM Client Portal

- TCPs with an active RM account (i.e. Importers, Customs Brokers and Exporters) will be able to request access onto the new CARM Client Portal to view and verify their client and financial information (i.e. Statement of Account).



New online functionality

- New electronic payment options via the CARM Client Portal: set-up and use of pre-authorized debit (PAD) or credit card payments.
- Statements of Account (SOAs) and basic client transaction information available on the CARM Client Portal.
- TCPs using the CARM Client Portal will be able to delegate access to their business account to individuals and/or legal entities.



Implementation of a client registration process to get access to the CARM Client Portal

- During Release 1 specifically, the CARM Client Portal will only serve existing clients (business account owners enrolled in a program) for them to view their business and program details. They will not be able to use the portal to enroll in a new program until Release 2.



New tools available for Trade Chain Partners

- Introducing a Landed Cost Calculator.
- Introduction of an online tool for the classification of goods.



TCP Stakeholder Groups Impacted



High Impact

- Customs Brokers



Medium Impact

- Importers
- Other Trade Chain Partners (Delegated as a single user to transact on behalf of importers)



Low Impact

- Exporters
- Others Trade Chain Partners (Non-users of CARM)

Activity #1 – Guidelines



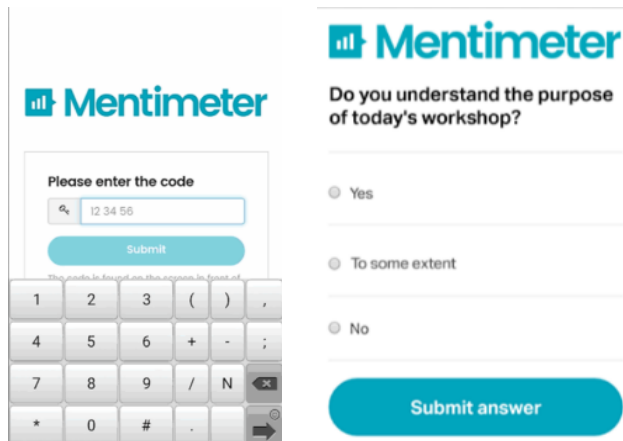
Let's get a better understanding which changes will be impacting your organization



In this activity, each participant will vote on which key changes will be the most impactful for their organization. We will leverage an interactive tool called Mentimeter for real-time voting and results.

Objectives:

- **Receive** votes in real-time on which Release 1 changes will be the most impactful for you and your organization.
- **Review** the results and discuss any discrepancy between the participants on which change is the most impactful.
- **Gather** valuable feedback that will enable the Stakeholder Engagement Team to better understand what key changes will be important to your organization.

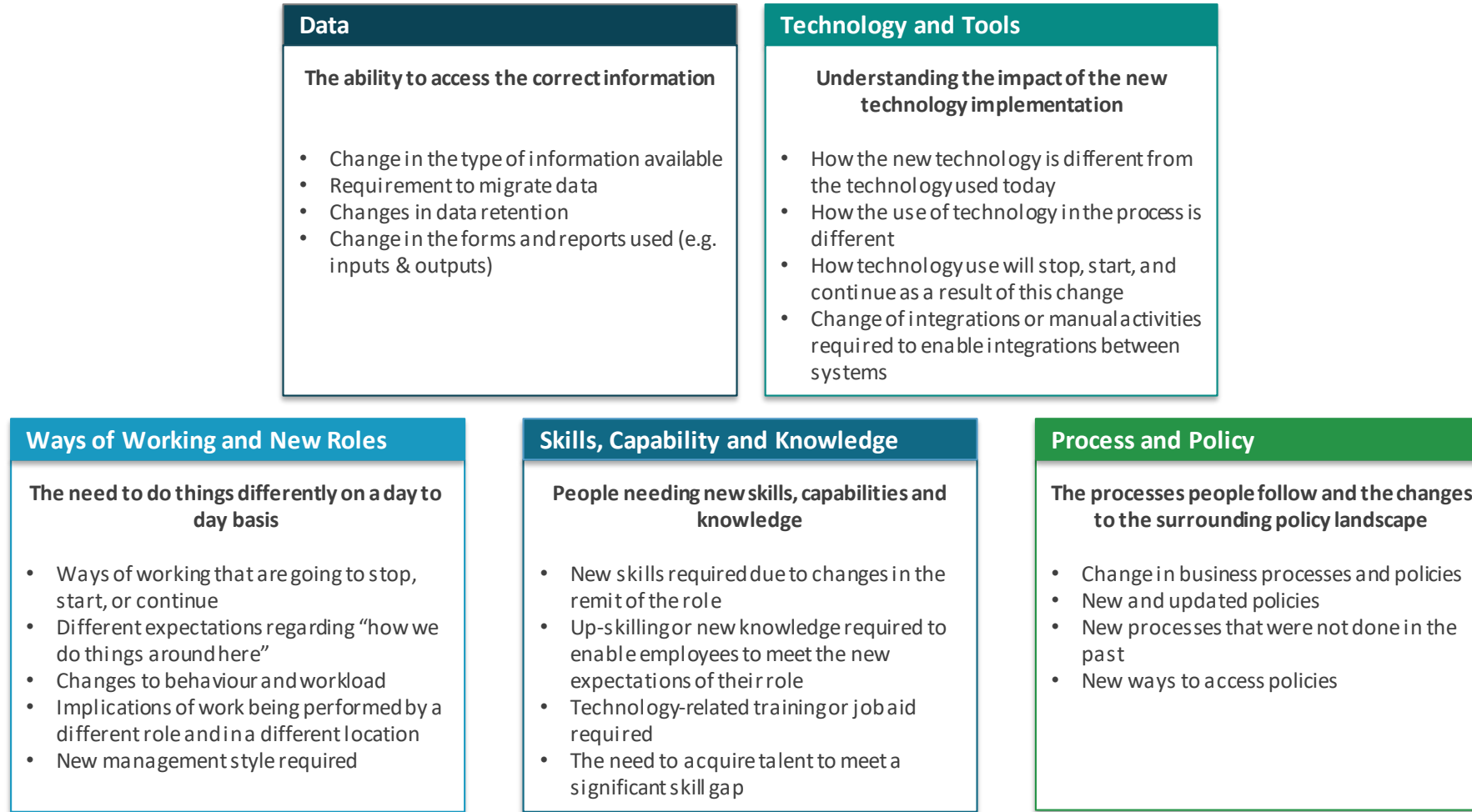


Steps:

1. Go to www.menti.com
2. Enter this code: 10 42 21
3. Vote!

Understand the Change Impact Dashboard – Impact Dimensions

In addition to ratings, impacts are assigned with dimensions. Five different dimensions are used to categorize impacts. The criteria of each dimension is depicted in the figure below.

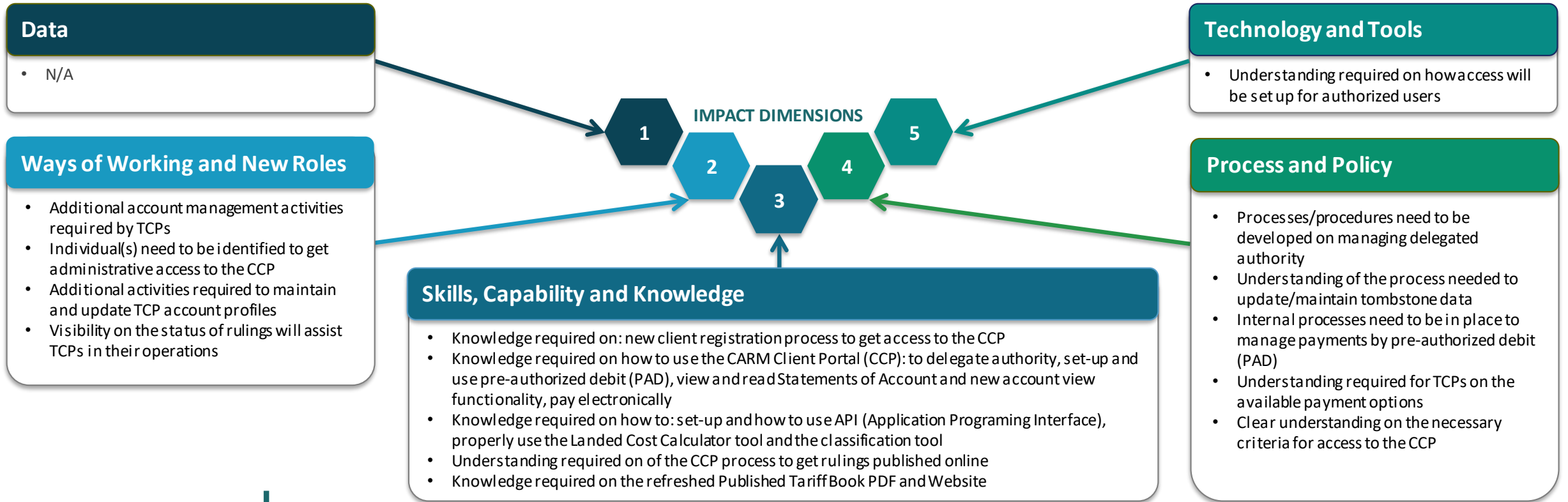


Importers who do not use a Customs Broker

What changes will impact this group?

- Introducing the CARM Client Portal
- Implementation of a client registration process to get access to the CCP
- Introducing Delegation of Authority for the CARM Client Portal
- Implementation of an online tool for the classification of goods
- Introducing a Landed Cost Calculator
- SOAs and basic client transaction information available on the CPP
- New electronic payment options via the CARM Client Portal
- Publication of Ruling decisions
- Refreshed Published Tariff Book PDF and website

Key Impact Findings by Dimension



Activity #2 – Guidelines



Let's get a better understanding of how your organization will be impacted



We will be using the WebEx tool to conduct this activity

- As a group, we will cover each of the following key sections of the Change Impact Dashboard:
 - Key impact findings by dimension
 - Key mitigation activities that should take place to alleviate some of these impacts
- We will upload a screenshot of each section of the Change Impact Dashboard on your screen
- You will be able to comment using the text option on WebEx
- We want to make sure we capture all your thoughts and insights





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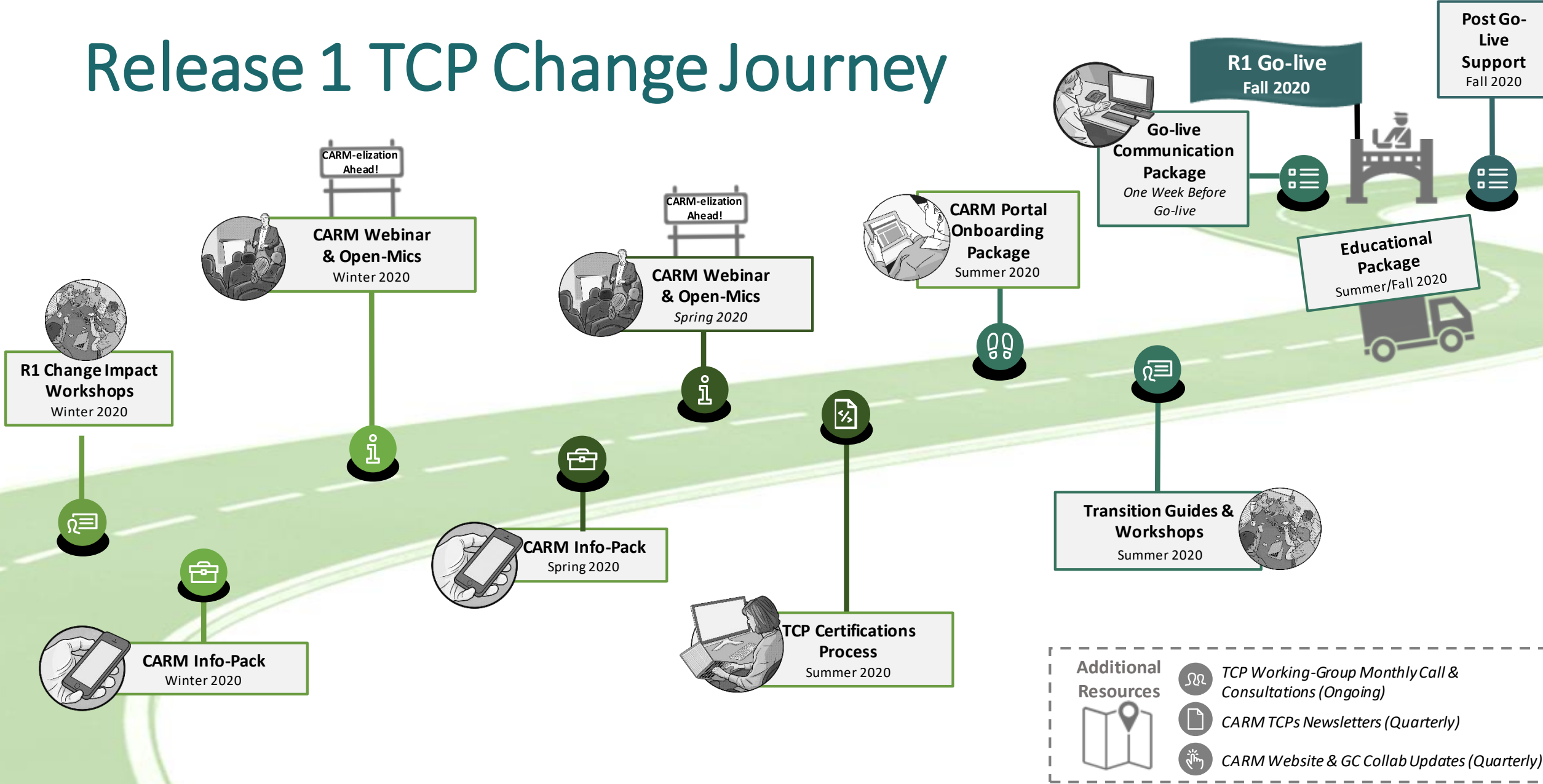
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Release 1 Change Journey

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Release 1 TCP Change Journey



Additional Resources

- TCP Working-Group Monthly Call & Consultations (Ongoing)
- CARM TCPs Newsletters (Quarterly)
- CARM Website & GC Collab Updates (Quarterly)

Winter 2020	Spring 2020	Summer 2020	Fall 2020
"Help People Understand"	"Getting Ready"	"The Big Move"	"Settling In"

Release 1 TCP Change Journey (Key Topics)

Winter 2020	Spring 2020	Summer 2020	Fall 2020
“Help People Understand”	“Getting Ready”	“The Big Move”	“Settling In”
<p>Key Topics:</p> <ul style="list-style-type: none"> • Specific Release 1 changes and benefits (External CARM Client Portal, rulings, new online tools) • Detailed implementation timeline for Release 1 • How Trade Chain Partners will be engaged and communicated to • High-level timeline for Release 2 • Overall Release 2 key benefits and changes from CARM (e.g. Client, Registration and Enrolment, CAD, Corrections and Adjustments, Appeals, Compliance, Collections, Offsetting, Financial Security, Billing, etc.) 	<p>Key Topics:</p> <ul style="list-style-type: none"> • Reinforcement of key R1 benefits and changes from CARM • Key TCP checklist items to be completed prior to Release 1 • Information on education materials provided (videos and other resources) 	<p>Key Topics:</p> <ul style="list-style-type: none"> • Education, readiness checklists, Go-Live information and supporting resources provided • Explanation of the Support Model and resources 	<p>Key Topics:</p> <ul style="list-style-type: none"> • Ongoing CARM Client portal onboarding, post-go-live resources, information, and support • Reinforcement of CARM’s objectives and benefits through visible quick wins (i.e. success stories from implementation)

Activity #3 – Guidelines



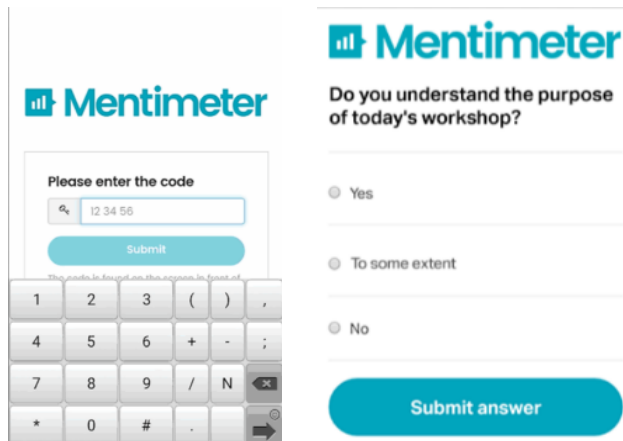
Let's determine which activities will be the most impactful for your organization



In this activity, each participant will vote on which key activities will be the most impactful for their organization. We will leverage an interactive tool called Mentimeter for real-time voting and results.

Objectives:

- **Receive** votes in real-time on which activities will be the most impactful for you and your organization in the transition to CARM.
- **Review** the results and discuss any other potential activities that can enhance your experience as an end-user.
- **Gather** valuable feedback that will enable the Stakeholder Engagement Team to bring you to the future state by keeping you informed, engaged, and trained.



Steps:

1. Go to www.menti.com
2. Enter this code: 10 42 21
3. Vote!



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Wrap-up, Parking Lot and Next Steps

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Parking Lot & Wrap-up

Next Steps

February to March 2020

May to July 2020

Engagement Campaign with TCPs

Second Engagement Campaign with TCPs

