Release 1 Change Impact Workshop

Importers who do not use a Customs Broker

January 14th, 2020

DRAFT – FOR DISCUSSION ONLY





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



DRAFT

Roundtable Introductions





- Name
- Position
- Expectations for today



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





Release 1 Changes and Change Impact Discussion





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



Implementation Stage

Build, testing and deployment targeted to begin



Release 0

Accounts Receivable Ledger (ARL) will be re-platformed to the SAP S/4 HANA environment



Key Functionality

- ✓ Re-platforming of ARL/RL solution onto SAP S/4 HANA
- ✓ Implementation of the CARM Managed Services model

Today's Focus



Release 1

Basic portal functionality will be introduced



Key Functionality

- ✓ CARM Client Portal is accessible only to clients with an RM account
- Manage payment processing (online payments, preauthorized debit, etc.)
- ✓ CARM Client Portal with the HS classification tool
- ✓ Tariff data management
- ✓ Revenue reporting



Release 2

Registration and enrolment will be available to all clients, as well as electronic declarations with versioning



Key Functionality

- ✓ Registration & enrolment of all CBSA clients
- ✓ New portal functionality and notifications
- ✓ Commercial Accounting Declaration (CAD), digital versioning and mass editing capabilities
- ✓ New offsetting options



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



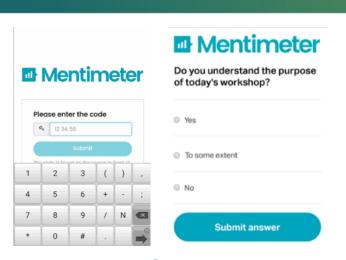
Let's get a better understanding which changes will be impacting your organization



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:

- 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.

Data

The ability to access the correct information

- Change in the type of information available
- · Requirement to migrate data
- · Changes in data retention
- Change in the forms and reports used (e.g. inputs & outputs)

Technology and Tools

Understanding the impact of the new technology implementation

- How the new technology is different from the technology used today
- How the use of technology in the process is different
- How technology use will stop, start, and continue as a result of this change
- Change of integrations or manual activities required to enable integrations between systems

Ways of Working and New Roles

The need to do things differently on a day to day basis

- Ways of working that are going to stop, start, or continue
- Different expectations regarding "how we do things around here"
- Changes to behaviour and workload
- Implications of work being performed by a different role and in a different location
- New management style required

Skills, Capability and Knowledge

People needing new skills, capabilities and knowledge

- New skills required due to changes in the remit of the role
- Up-skilling or new knowledge required to enable employees to meet the new expectations of their role
- Technology-related training or job aid required
- The need to acquire talent to meet a significant skill gap

Process and Policy

The processes people follow and the changes to the surrounding policy landscape

- Change in business processes and policies
- New and updated policies
- New processes that were not done in the past
- New ways to access policies



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

Data

N/A

Ways of Working and New Roles

- Additional account management activities required by TCPs
- Individual(s) need to be identified to get administrative access to the CCP
- Additional activities required to maintain and update TCP account profiles
- Visibility on the status of rulings will assist TCPs in their operations



Skills, Capability and Knowledge

- Knowledge required on: new client registration process to get access to the CCP
- Knowledge required on how to use the CARM Client Portal (CCP): to delegate authority, set-up and
 use pre-authorized debit (PAD), view and read Statements of Account and new account view
 functionality, pay electronically
- Knowledge required on how to: set-up and how to use API (Application Programing Interface), properly use the Landed Cost Calculator tool and the classification tool
- Understanding required on of the CCP process to get rulings published online
- Knowledge required on the refreshed Published Tariff Book PDF and Website

Technology and Tools

• Understanding required on howaccess will be set up for authorized users

Process and Policy

- Processes/procedures need to be developed on managing delegated authority
- Understanding of the process needed to update/maintain tombstone data
- Internal processes need to be in place to manage payments by pre-authorized debit (PAD)
- Understanding required for TCPs on the available payment options
- Clear understanding on the necessary criteria for access to the CCP



BSA Assessment and evenue Management

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



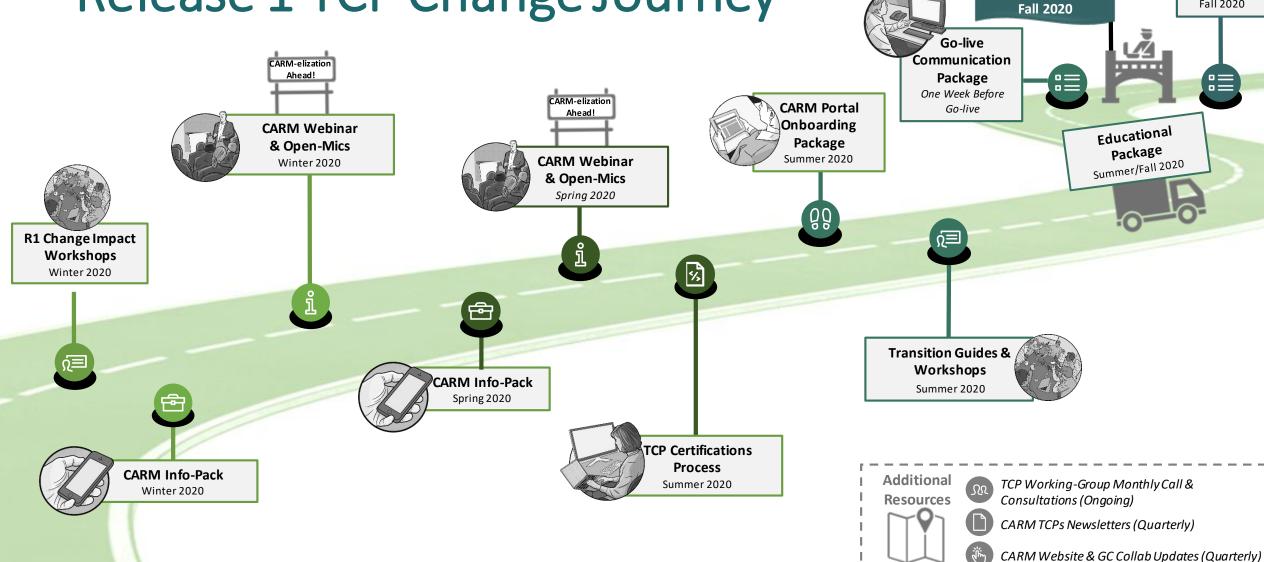


Release 1 Change Journey









Post Go-Live

Support Fall 2020

R1 Go-live

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"
 Key Topics: 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.) 	 Key Topics: 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) 	 Key Topics: Education, readiness checklists, Go-Live information and supporting resources provided Explanation of the Support Model and resources 	 Key Topics: 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



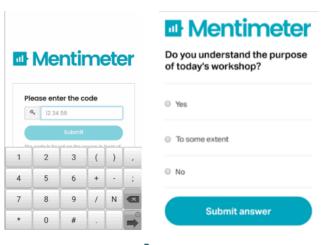
Let's determine which activities will be the most impactful for your organization



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:

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

Wrap-up, Parking Lot and Next Steps







Next Steps

February to March 2020 May to July 2020 Engagement Campaign with TCPs
Second Engagement Campaign with TCPs