



CARM Trade Chain Partner Working Group – Record of Discussion

February 23, 2022, 9:00am to 12:30pm – Virtual Session

<u>Trade Chain Member Participants</u>	<u>Trade Chain Member Participants</u>	<u>CBSA Member Participants</u>
Melanie Bédard Canadian Society of Customs Brokers	Petek Bal IBM	Mike Leahy Director General, CARM
Susan Foster FedEx / Canadian Express Association	Shannon Sommerauer CPMA	Stephanie Drouin Executive Director, Change Enablement
Bruce Rodgers CIFFA	Kristy Mulvihill Jayson Ryan Costco Wholesale Canada Ltd	Sarah Williams Director, PMO
Penny Moulton UPS	Kim Duquette Costco Wholesale Canada Ltd	Doug Band (Absent) Director General, Trade and Anti-Dumping Programs Directorate
Ray Fischer KPMG	Karen Kancens (absent) Shipping Federation of Canada	Fred Gaspar Vice President, Commercial and Trade Branch
Oryst Dydynsky Descartes / AICBA / CTA	Julissa Jaime (Absent) Ford Canada	Jimmy Fecteau Agency Comptroller
Anabela Bekic Tomasz Jasniewics Descartes	Laurie Pasher Shawn Kloostra (Absent) Livingston International	Charles Melchers Director, Regulatory Trade Programs
Candace Sider Livingston	James McCoy (Absent) Shared Services Canada	Edith Laflamme Director, Trade Policy
Kristina Bryson Billinger IBM Canada	CBSA Guests	Valery Sina Ba Director, Revenue and Accounting, FCMB
Jennifer Steeves (Absent) CVMA	Kevin Horseman Stakeholder Engagement, CARM	Alex Lawton Director, Trade Compliance
Karin Muller Magna	Andrew Wishart (Absent) Project Executive, CARM	Kerri-Anne Whittaker Interim Director, CARM
Kim Campbell (Absent) Debbie Price IE Canada	Louise Upton (absent) Project Executive, CARM	Vladimir Omazic CARM Stakeholder Engagement
Vikram Patel Global eTrade Services	Carola Daffner Solution Delivery, CARM	Ramona Eryuzlu-Maillet CARM Stakeholder Engagement
Cherie Storms (Absent) Gloria Terhaar (Absent) Carol Brown (Absent) Pacific Customs Brokers	Brennan Badgley Solution Design, CARM	Suhas Deshpande Senior Analyst, Trade and Anti-dumping
Erol Ozberk Loblaw Company Limited	Jonathan Hopkins Business Transformation, CARM	Kim Paradis Senior Advisor, Commercial Programs
Emil Fiorantis Dominion Group	Megan Wambolt Stakeholder Engagement, CARM	Abderrahim Boussanni Team Leader, CBSA
Margaret Valtas Walmart	Sarah Fogh Stakeholder Engagement, CARM	Kerri Schleppe Manager, CARM PMO
Renate Jalbert (Absent) Shannon Munson June Corfield Susan Rasmussen FedEx	Anusan Anandan Stakeholder Engagement, CARM	Todd Boucher Director, Commercial Programs
Sharon Clark-Koufis Surety Association of Canada	Evening K'necht Stakeholder Engagement, CARM	Brenda Campbell Manager, Regional Programs
Steve Ness (Absent) Surety Association of Canada	Janine Johnston (Absent) Cutover Lead, CARM	Eric Trudel Manager, Commercial and Trade Business Design Team
Dave Bucholtz (Absent) ABC Customs	Eric Grenier (Absent) Director, CARM	Patrick Mineault Executive Director, ISTB CARM
Rachel Ng CFIB	Andrew Jefferies (Absent) Partner, CARM	Shawn Hoag Director General, Commercial and Trade
	Jason Porteous (Absent) Accenture	Christian Figueredo Director, CARM Solution Delivery

Above list of core Working Members that were in attendance. Organizations may have brought additional SMEs to the session.

Agenda:
1: Opening Remarks/CARM Project Updates
2: TCP Readiness
3: Testing Overview
4: TCP Portal Onboarding Update
5: CARM Experience Simulation Proposal
6: Q&A/Roundtable/Conclusion

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

Summary:
<ul style="list-style-type: none"> • Release 2 Update: Mr. Leahy shared that January 2023 is being explored as a target date for the Release 2 go-live. Ms. Foster and others shared that January would still be peak season for some industry sectors (e.g. CLVS), and would be challenging for them to prepare and train properly to meet the go-live date. February 2023 would be more agreeable to CLVS participants. Industry requested something in writing that May 2022 will not be the Release 2 go-live date. Mr. Leahy confirmed that there will be something in writing as soon as the necessary approvals are in place. Mr. Leahy acknowledged the need for criteria to assess TCP readiness. • Financial Security: Mr. Sina Ba shared that an update on the financial security transition plan will be shared at the March Working Group session. Mr. Sina Ba agreed that collaboration with Working Group members is important for the transition plan before announcing to the broader industry. Ms. Bedard and Ms. Sider asked to see and provide input prior to the plan being confirmed and shared with the broader industry. Mr. Sina Ba agreed that their input would be taken into account before sharing with the broader industry. A question was asked on whether importers that currently have financial security will be transitioned into the future state. Mr. Sina Ba explained that the current plan is to transition those importers. Those importers could receive nudging early on if they do not have enough financial security under the new calculations. • CSA Working Group: Several topics were covered in the last CSA Working Group session on January 27th. Topics included key program and policy changes. Sessions will be scheduled more frequently moving forward. The next CSA meeting will be after the Technical Working Group meeting. The goal of the session is to cover the (TT) type assessment, corrections and adjustments. Agenda will be confirmed after the March 2nd Technical Working Group meeting. • CLVS Working Group: The next meeting will be scheduled in March. The meeting will cover the recapsheet, CBSA's position on single line entries versus consolidated F-type entries and adjustments of consolidated CADs. CBSA continues to work on other foundational issues like BN and RPP. Ms. Paradis is aiming for a discussion on the outstanding issues in an April CLVS Working Group meeting. • Cloud Security: Mr. Figueredo confirmed that the document on cloud security is being translated and will be available for industry within two weeks. Links and resources on the document have been updated. • Rulings: CBSA is reviewing industry concerns on the rulings design. Industry would like an update at the next Working Group session. • Trade Shows/Temporary Imports: There was discussion on the requirement for Importers to have a BN for Temporary Importations and trade shows. Mr. Leahy reinforced that a BN and portal registration is required by all importers, including NRI and those performing temporary importations. Mr. Leahy agreed to have a future conversation to confirm details. It was confirmed that Importers will not need RPP for temporary importations and trade shows. If payment is required, the BSO will direct the importer to the commercial office for processing. • ECCRD: Industry requested a live (work in progress) ECCRD document at the last information session. Mr. Horseman shared that a live document for the ECCRD would pose a number of challenges for the CBSA and is not feasible. The CARM team is working to consolidate recent changes into an updated version to make it easy for the industry to make modifications to their own system, and appropriate timing for updates to the ECCRD is being considered. Industry stressed the need for a more complete ECCRD, especially for the CSA sector, to be ready for Release 2. • Bond API Walkthrough: A technical session is planned for March 3rd, 2022. This will be a walkthrough on how the Bond API will work and how to use it. Mr. Horseman will connect with Ms. Clark-Koufis on her questions prior to the session. • Portal Affinity Questions: Ms. Whittaker shared that the CARM team is working on a simplified onboarding process. • Release 2 Playbook: The R2 Playbook is in development and will incorporate the feedback from demos presented to industry, the CARM Experience Simulation and other activities underway. • Regulatory Package: Industry wants to be made aware of changes in the regulatory package. Ms. Drouin emphasized that there should not be any surprises and that the CBSA will continue to share what it can as more information becomes available. • Printable CAD and Data Matrix/CAD Crosswalk: There was discussion on the current CAD Printable having too much information on it. Ms. Whittaker confirmed that the CBSA is looking at changes to it so that it is more legible. She is also working with Ms. Campbell to plan a session focused on the CAD Crosswalk. • Exchange Rate/Tariff API: Ms. Daffner confirmed both APIs are public so an API key is not required. The Exchange Rate API is on the CBSA website and the Tariff API is on the portal. For both APIs, the TCPs will need to do a pull for the information. • Delegation of Authority: Industry raised a concern that Importers are being exposed to a lot of risks by not having the option to delegate authority to specific functionalities on the CARM Client Portal. Examples shared included the CAD and Adjustments. Mr. Ozberk and others emphasized that there is an increased amount of risk that they, the Importers, are assuming with the current Delegation of Authority roles. They would prefer to have a greater ability to limit controls. • TCP Portal Onboarding: There was discussion on additional metrics and targets for monitoring TCP onboarding as we get closer to R2 implementation. Multiple metrics will be part of an overall TCP Readiness dashboard that is currently in

development. Additional metrics will be added to the existing dashboard including financial security metrics. This will be shared at a future WG meeting for discussion with TCPs.

- CARM Experience Simulation:** A proposed plan for the CARM Experience Simulation (CES) was shared with the Working Group. The CES will provide a representative group of ~200 TCPs with the ability to experience Release 2 functionality prior to the Release 2 go-live. Participants are not expected to be mutually exclusive between groups. Ms. Schleppe shared that if there are more volunteers received than required, a lottery system will take place within each stakeholder group. The CES has a target start date of May 2022 and it will consist of 4-week sprints, each sprint focused on a different stakeholder group. Initial input from different CBSA program areas was used to land on the list of complex business process to include in the CES. Industry requested a list of the business processes that will be in the CES for them to consult with their associations and provide their input on what they consider high risk. Mr. Leahy clarified the CES is not to test if the system is able to handle the load as performance testing will address that need. The CES is to test business operations and reduce the risk for the official launch of Release 2. Mr. Dydynsky shared that he believes the system will work and that the key will be readiness, and that brokers will play a critical role in onboarding their importer clients. Mr. Mineault explained that running parallel systems was considered but the CBSA decided not to pursue this as it is not feasible from a resource and cost perspective. Mr. Leahy asked the group as they go back to their boards, to ask if the CES as planned will help de-risk the R2 implementation.

Action Items:

- Portal Demo:** Ms. Daffner committed to a demo at the March WG.
- CSA Working Group:** Ms. Paradis will schedule the next CSA meeting for March, after the Technical Working Group meeting.
- CLVS Working Group:** Ms. Paradis will schedule the next CLVS meeting for March.
- Financial Security:** Mr. Sina Ba and Mr. Fecteau will present an update on the Financial Security transition plan at the March WG.
- ECCRD:** Ms. Daffner committed to check with Mr. Porteous on the review of updated 'use cases' in the ECCRD.
- Mock Cut Over:** Ms. Daffner took back to present the mock cutover and what is expected of TCPs at a future WG.
- Bond API Walkthrough:** Mr. Horseman will connect with Ms. Clark-Koufis on her questions.
- Business Continuity/System Outage Plans:** Mr. Horseman and Mr. Figueredo took back for this to be presented at an upcoming WG session.
- CARM Experience Simulation:** Ms. Daffner/ Ms. Schleppe will confirm if RMD and IID are in scope for the CES.
- CARM Experience Simulation:** Ms. Schleppe will investigate including agents, such as Trade Consultants, in the CES.
- CARM Experience Simulation:** Ms. Schleppe will revise the stakeholder group from 'Surety Providers' to 'Financial Security Providers' or similar title.
- CARM Experience Simulation:** Ms. Schleppe will provide written expectations and requirements of CES volunteers for the next WG, likely in the form of a Call Letter, to be used for when CARM and WG members are asking for volunteers.
- CARM Experience Simulation:** Industry participants to review the proposed participant list and provide feedback. Industry participants are also asked to provide perspectives on whether or not the CES as planned will help de-risk R2 implementation.