



# CARM Trade Chain Partner Working Group – Record of Discussion

## January 26<sup>th</sup>, 2022, 9:00am to 1:00pm – Virtual Session

| Trade Chain Member Participants  | Trade Chain Member Participants  | CBSA Member Participants   |
|--|--|--|
| <p><b>Melanie Bédard</b><br/>Canadian Society of Customs Brokers<br/><a href="mailto:mbedard@cscb.ca">mbedard@cscb.ca</a></p>            | <p><b>Petek Bal</b><br/>IBM<br/><a href="mailto:petekbal@ca.ibm.com">petekbal@ca.ibm.com</a></p>   | <p><b>Mike Leahy</b><br/>Director General, CARM<br/><a href="mailto:Mike.Leahy@cbsa-asfc.gc.ca">Mike.Leahy@cbsa-asfc.gc.ca</a></p>   |
| <p><b>Susan Foster</b><br/>FedEx / Canadian Express Association<br/><a href="mailto:sfoster@fedex.com">sfoster@fedex.com</a></p>         | <p><b>Shannon Sommerauer</b><br/>CPMA<br/><a href="mailto:ssommerauer@cpma.ca">ssommerauer@cpma.ca</a></p>   | <p><b>Stephanie Drouin</b><br/>Executive Director, Change Enablement<br/><a href="mailto:Stephanie.Drouin@cbsa-asfc.gc.ca">Stephanie.Drouin@cbsa-asfc.gc.ca</a></p>                          |
| <p><b>Bruce Rodgers</b><br/>CIFFA<br/><a href="mailto:bruceprodgers@gmail.com">bruceprodgers@gmail.com</a></p>                           | <p><b>Kristy Mulvihill</b><br/>Costco Wholesale Canada Ltd<br/><a href="mailto:kristy.mulvihill@costco.com">kristy.mulvihill@costco.com</a></p>      | <p><b>Sarah Williams</b><br/>Director, PMO<br/><a href="mailto:sarah.williams@cbsa-asfc.gc.ca">sarah.williams@cbsa-asfc.gc.ca</a></p>  |
| <p><b>Penny Moulton</b><br/>UPS<br/><a href="mailto:Penny.Moulton@ups.com">Penny.Moulton@ups.com</a></p>                                 | <p><b>Jayson Ryan</b><br/>Costco Wholesale Canada Ltd<br/><a href="mailto:jayson.ryan@costco.com">jayson.ryan@costco.com</a></p>                     | <p><b>Doug Band</b><br/>Director General, Trade and Anti-Dumping Programs Directorate<br/><a href="mailto:Doug.Band@cbsa-asfc.gc.ca">Doug.Band@cbsa-asfc.gc.ca</a></p>                       |
| <p><b>Ray Fischer</b><br/>KPMG<br/><a href="mailto:ray.fischer@kpmg.com">ray.fischer@kpmg.com</a></p>                                    | <p><b>Kim Duquette</b><br/>Costco Wholesale Canada Ltd<br/><a href="mailto:kim.duquette@costco.com">kim.duquette@costco.com</a></p>                  | <p><b>Fred Gaspar</b><br/>Vice President, Commercial and Trade Branch<br/><a href="mailto:Fred.Gaspar@cbsa-asfc.gc.ca">Fred.Gaspar@cbsa-asfc.gc.ca</a></p>                                   |
| <p><b>Oryst Dydynsky</b><br/>Descartes / AICBA / CTA<br/><a href="mailto:odydynsky@descartes.com">odydynsky@descartes.com</a></p>        | <p><b>Karen Kancens (absent)</b><br/>Shipping Federation of Canada<br/><a href="mailto:kkancens@shipfed.ca">kkancens@shipfed.ca</a></p>              | <p><b>Jimmy Fecteau</b><br/>Agency Comptroller<br/><a href="mailto:Jimmy.Fecteau@cbsa-asfc.gc.ca">Jimmy.Fecteau@cbsa-asfc.gc.ca</a></p>  |
| <p><b>Tomasz Jasniewicz</b><br/>Descartes<br/><a href="mailto:Tomasz_tjasniewicz@descartes.com">Tomasz_tjasniewicz@descartes.com</a></p> | <p><b>Julissa Jaime (Absent)</b><br/>Ford Canada<br/><a href="mailto:jjaim14@ford.com">jjaim14@ford.com</a></p>                                      | <p><b>Charles Melchers</b><br/>Director, Regulatory Trade Programs<br/><a href="mailto:Charles.Melchers@cbsa-asfc.gc.ca">Charles.Melchers@cbsa-asfc.gc.ca</a></p>                            |
| <p><b>Candace Sider</b><br/>Livingston<br/><a href="mailto:csider@livingston.com">csider@livingston.com</a></p>                          | <p><b>Laurie Pasher</b><br/>Livingston International<br/><a href="mailto:lpasher@livingstonintl.com">lpasher@livingstonintl.com</a></p>              | <p><b>Edith Laflamme</b><br/>Director, Trade Policy<br/><a href="mailto:edith.laflamme@cbsa-asfc.gc.ca">edith.laflamme@cbsa-asfc.gc.ca</a></p>   |
| <p><b>Kristina Bryson Billinger</b><br/>IBM Canada<br/><a href="mailto:kristina@ca.ibm.com">kristina@ca.ibm.com</a></p>                  | <p><b>CBSA Guests</b></p>  | <p><b>Valery Sina Ba</b><br/>Director, Revenue and Accounting, FCMB<br/><a href="mailto:Valery.SinaBa@cbsa-asfc.gc.ca">Valery.SinaBa@cbsa-asfc.gc.ca</a></p>                                 |
| <p><b>Jennifer Steeves</b><br/>CVMA<br/><a href="mailto:jsteeves@cvma.ca">jsteeves@cvma.ca</a></p>                                       | <p><b>Kevin Horseman</b><br/>Stakeholder Engagement, CARM<br/><a href="mailto:Kevin.Horseman@cbsa-asfc.gc.ca">Kevin.Horseman@cbsa-asfc.gc.ca</a></p> | <p><b>Alex Lawton</b><br/>Director, Trade Compliance<br/><a href="mailto:AlexanderB.Lawton@cbsa-asfc.gc.ca">AlexanderB.Lawton@cbsa-asfc.gc.ca</a></p>  |
| <p><b>Karin Muller</b><br/>Magna<br/><a href="mailto:Karin.muller@magna.com">Karin.muller@magna.com</a></p>                              | <p><b>Andrew Wishart</b><br/>Project Executive, CARM<br/><a href="mailto:Andrew.Wishart@cbsa-asfc.gc.ca">Andrew.Wishart@cbsa-asfc.gc.ca</a></p>      | <p><b>Kerri-Anne Whittaker</b><br/>Interim Director, CARM<br/><a href="mailto:Kerri-Anne.Whittaker@cbsa-asfc.gc.ca">Kerri-Anne.Whittaker@cbsa-asfc.gc.ca</a></p>                             |
| <p><b>Kim Campbell</b><br/>IE Canada<br/><a href="mailto:kcampbell@mkmarin.com">kcampbell@mkmarin.com</a></p>                            | <p><b>Louise Upton (absent)</b><br/>Project Executive, CARM<br/><a href="mailto:Louise.Upton@cbsa-asfc.gc.ca">Louise.Upton@cbsa-asfc.gc.ca</a></p>   | <p><b>Vladimir Omazic</b><br/>CARM Stakeholder Engagement<br/><a href="mailto:Vladimir.Omazic@cbsa-asfc.gc.ca">Vladimir.Omazic@cbsa-asfc.gc.ca</a></p>                                       |
| <p><b>Debbie Price</b><br/>IE Canada<br/><a href="mailto:dprice@iecanada.com">dprice@iecanada.com</a></p>                                | <p><b>Carola Daffner</b><br/>Solution Delivery, CARM<br/><a href="mailto:Carola.Daffner@cbsa-asfc.gc.ca">Carola.Daffner@cbsa-asfc.gc.ca</a></p>      | <p><b>Ramona Eryuzlu-Maillet</b><br/>Interim Manager, CARM Stakeholder Engagement<br/><a href="mailto:ramona.eryuzlu-maillet@cbsa-asfc.gc.ca">ramona.eryuzlu-maillet@cbsa-asfc.gc.ca</a></p> |
| <p><b>Vikram Patel</b><br/>Global eTrade Services<br/><a href="mailto:vikram@globaltrade.services">vikram@globaltrade.services</a></p>   | <p><b>Brennan Badgley</b><br/>Solution Design, CARM<br/><a href="mailto:Brennan.Badgley@cbsa-asfc.gc.ca">Brennan.Badgley@cbsa-asfc.gc.ca</a></p>     | <p><b>Suhas Deshpande</b><br/>Senior Analyst, Trade and Anti-dumping<br/><a href="mailto:Suhas.Deshpande@cbsa-asfc.gc.ca">Suhas.Deshpande@cbsa-asfc.gc.ca</a></p>                            |
| <p><b>Cherie Storms (Absent)</b><br/>Pacific Customs Brokers<br/><a href="mailto:cstorms@pcb.ca">cstorms@pcb.ca</a></p>                  | <p><b>Jonathan Hopkins</b><br/>Business Transformation, CARM<br/><a href="mailto:jhopkins@deloitte.ca">jhopkins@deloitte.ca</a></p>                  | <p><b>Kim Paradis</b><br/>Senior Advisor, Commercial Programs<br/><a href="mailto:Kim.Paradis@cbsa-asfc.gc.ca">Kim.Paradis@cbsa-asfc.gc.ca</a></p>   |
| <p><b>Dave B</b><br/>Pacific Customs Brokers<br/><a href="mailto:daaveb@pcb.ca">daaveb@pcb.ca</a></p>                                    | <p><b>Megan Wambolt</b><br/>Stakeholder Engagement, CARM<br/><a href="mailto:mwambolt@deloitte.ca">mwambolt@deloitte.ca</a></p>                      | <p><b>Abderrahim Boussanni</b><br/>Team Leader, CBSA<br/><a href="mailto:Abderrahim.Boussanni@cbsa-asfc.gc.ca">Abderrahim.Boussanni@cbsa-asfc.gc.ca</a></p>                                  |
| <p><b>Gloria Terhaar</b><br/>Pacific Customs Brokers<br/><a href="mailto:gloria@pcb.ca">gloria@pcb.ca</a></p>                            | <p><b>Sarah Fogh</b><br/>Stakeholder Engagement, CARM<br/><a href="mailto:sarah.fogh@cbsa-asfc.gc.ca">sarah.fogh@cbsa-asfc.gc.ca</a></p>             |  |
|  | <p><b>Anusan Anandan</b><br/>Stakeholder Engagement, CARM<br/><a href="mailto:ananandan@deloitte.ca">ananandan@deloitte.ca</a></p>                   |  |

|   |  |   |
|---|--|---|
| <p><b>Carol Brown</b><br/>Pacific Customs Brokers<br/><a href="mailto:cbrown@pcb.ca">cbrown@pcb.ca</a></p> <p><b>Erol Ozberk</b><br/>Loblaw Company Limited<br/><a href="mailto:Erol.Ozberk@loblaw.ca">Erol.Ozberk@loblaw.ca</a></p> <p><b>Emil Fiorantis</b><br/>Dominion Group<br/><a href="mailto:efiorantis@dominiongroup.com">efiorantis@dominiongroup.com</a></p> <p><b>Margaret Valtas</b><br/>Walmart<br/><a href="mailto:margaret.valtais@walmart.com">margaret.valtais@walmart.com</a></p> <p><b>Renate Jalbert</b><br/>FedEx<br/><a href="mailto:rialbert@fedex.com">rialbert@fedex.com</a></p> <p><b>Shannon Munson</b><br/>FedEx<br/><a href="mailto:smunson@fedex.com">smunson@fedex.com</a></p> <p><b>Sharon Clark-Koufis</b><br/>Surety Association of Canada<br/><a href="mailto:sclark@suretycanada.com">sclark@suretycanada.com</a></p> <p><b>Susan Rasmussen</b><br/>FedEx<br/><a href="mailto:srasmussen@fedex.com">srasmussen@fedex.com</a></p> <p><b>Steve Nesss</b><br/>Surety Association of Canada<br/><a href="mailto:sness@suretycanada.com">sness@suretycanada.com</a></p> <p><b>Dave Bucholtz</b><br/>ABC Customs<br/><a href="mailto:bucholtz@abccustoms.com">bucholtz@abccustoms.com</a></p> <p><b>Shawn Kloostra</b><br/>Livingston<br/><a href="mailto:skloostra@livingstonintl.com">skloostra@livingstonintl.com</a></p> | <p><b>Janine Johnston</b><br/>Cutover Lead, CARM<br/><a href="mailto:jjohnston@deloitte.ca">jjohnston@deloitte.ca</a></p> <p><b>Eric Grenier</b><br/>Director, CARM<br/><a href="mailto:egrenier@deloitte.ca">egrenier@deloitte.ca</a></p> <p><b>Andrew Jefferies</b><br/>Partner, CARM<br/><a href="mailto:ajefferies@deloitte.ca">ajefferies@deloitte.ca</a></p> <p><b>Jason Porteous</b><br/>Accenture<br/><a href="mailto:jason.porteous@accenture.com">jason.porteous@accenture.com</a></p> | <p><b>Kerri Schleppe</b><br/>Manager, CARM PMO<br/><a href="mailto:kerri.schleppe@cbsa-asfc.gc.ca">kerri.schleppe@cbsa-asfc.gc.ca</a></p> <p><b>Todd Boucher</b><br/>Director, Commercial Programs<br/><a href="mailto:todd.boucher@cbsa-asfc.gc.ca">todd.boucher@cbsa-asfc.gc.ca</a></p> <p><b>Michelle Jones</b><br/>Senior Program Advisor<br/><a href="mailto:michelle.jones@cbsa-asfc.gc.ca">michelle.jones@cbsa-asfc.gc.ca</a></p> <p><b>Brenda Campbell</b><br/>Manager, Regional Programs<br/><a href="mailto:brendah.campbell@cbsa-asfc.gc.ca">brendah.campbell@cbsa-asfc.gc.ca</a></p> <p><b>Bryan Sherman</b><br/>CARM<br/><a href="mailto:bryan.sherman@cbsa.gc.ca">bryan.sherman@cbsa.gc.ca</a></p> <p><b>Eric Trudel</b><br/>Manager, Commercial and Trade Business Design Team<br/><a href="mailto:eric.trudel@cbsa-asfc.gc.ca">eric.trudel@cbsa-asfc.gc.ca</a></p> <p><b>Krista Casselman</b><br/>Manager, CARM<br/><a href="mailto:krista.casselmann@cbsa-asfc.gc.ca">krista.casselmann@cbsa-asfc.gc.ca</a></p> <p><b>Patrick Mineault</b><br/>Executive Director, ISTB CARM<br/><a href="mailto:patrick.mineault@cbsa-asfc.gc.ca">patrick.mineault@cbsa-asfc.gc.ca</a></p> <p><b>Murat Cecen</b><br/>Contractor<br/><a href="mailto:murat.cecen@cbsa-asfc.gc.ca">murat.cecen@cbsa-asfc.gc.ca</a></p> <p><b>James McCoy</b><br/>Shared Services Canada<br/><a href="mailto:james.mccoy@canada.ca">james.mccoy@canada.ca</a></p> <p><b>Shawn Hoag</b><br/>Director General, Commercial and Trade<br/><a href="mailto:shawn.hoag@cbsa-asfc.gc.ca">shawn.hoag@cbsa-asfc.gc.ca</a></p> <p><b>Martha Desrosiers</b><br/>Chief of Staff, VP Commercial and Trade<br/><a href="mailto:martha.desrosiers@cbsa-asfc.gc.ca">martha.desrosiers@cbsa-asfc.gc.ca</a></p> <p><b>Christian Figueredo</b><br/>Director, CARM Solution Delivery<br/><a href="mailto:Christian.Figueredo@cbsa-asfc.gc.ca">Christian.Figueredo@cbsa-asfc.gc.ca</a></p> <p><b>Gino Lechasseur</b><br/>Director General, ISTB<br/><a href="mailto:gino.lechasseur@cbsa-asfc.gc.ca">gino.lechasseur@cbsa-asfc.gc.ca</a></p> <p><b>Kristin Billey</b><br/>Manager, CARM<br/><a href="mailto:kristin.billey@cbsa-asfc.gc.ca">kristin.billey@cbsa-asfc.gc.ca</a></p> <p><b>Steven Proulx</b><br/>Director, Cyber Security<br/><a href="mailto:steven.proulx@cbsa-asfc.gc.ca">steven.proulx@cbsa-asfc.gc.ca</a></p> <p><b>Carole Hargrave</b><br/>Manager, Cyber Security<br/><a href="mailto:carole.hargrave@cbsa-asfc.gc.ca">carole.hargrave@cbsa-asfc.gc.ca</a></p> |
|---|--|---|

|   |
|---|
| <b>Agenda:</b>                            |
| 1: Opening Remarks/CARM Project Updates   |
| 2: TCP Readiness                          |
| 3: Custom Bonded Warehouse Update         |
| 4: Cloud Security                         |
| 5: TCP Survey and Change Impact Workshops |
| 6: TCP Portal Onboarding Update           |
| 7: Q&A/Roundtable/Conclusion              |

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

|  |
|--|
| <b>Summary:</b>  |
| <ul style="list-style-type: none"> <li>• <b>Announcements:</b> Mr. Gaspar appreciates the work Ms. Drouin has done leading the project and seeing the project through important governance milestones.</li> <li>• <b>Release 2 Update:</b> Mr. Leahy confirmed that May 2022 will not be the Release 2 go-live date. A new date is being finalized and will be announced as soon as possible. Considerations raised by industry are being considered in selecting a new date. Once the appropriate approvals have been given on a new date, it will be shared with the TCP Working Group and the broader TCP community. Other measures are also being looked at, such as an experience simulation, to reduce risk with the Release 2 go-live. Industry asked if it would be possible to communicate a 'not before' date.</li> <li>• <b>Financial Security:</b> Key discussions were held with SAC and IE Canada to better understand concerns and gather input. This dialogue will continue moving forward and feedback will be incorporated. The approach will be presented as soon it is available. While rules remain the same, changes to financial security from operational and technical angles are being reviewed. Concerns were raised on CBSA's ability to manage a potential increase in financial security processing. This is part of future planning and additional staffing needs are part of that planning process.</li> <li>• <b>ARL Clean Up:</b> A project update was provided that 98% of accounts have been completed, from an account value basis. The strategy has been to target the high value accounts first. Currently, the small value accounts continue to be worked on. There was a request at a prior Working Group session to potentially have a dashboard or monthly update on this process. The Working Group agreed that based on where this is at, this is no longer required. CBSA will provide updates if/when significant information arises.</li> <li>• <b>Issues and Resolution Reporting:</b> An update was provided that the CARM Client Support Helpdesk continues to update the Issues and Resolutions Report with new issues that arise as TCPs onboard to the portal. An update on resolved issues is available on the CARM Client Portal, within the Bulletins page.</li> <li>• <b>Printable CAD:</b> The format is being reviewed and options are being discussed for new format(s) to make the document more legible.</li> <li>• <b>ECCRD:</b> Mr. Horseman confirmed that updates will be made to the ECCRD as required. At the moment, no update is currently being worked on. Inputs from testing activities are being gathered for a possible future update. Industry asked for all technical documents to be consolidated into one document and/or for a live ECCRD document to be made available. During the discussion, a few points were covered. The ECCRD is the first source for information on system development. The Technical Q&amp;A Log that is published bi-weekly is meant to assist with specific questions and clarifications after reading and applying the material in the ECCRD. The Q&amp;A Log managed by the Deep Cycle Testing (DCT) team is focused on questions related to DCT, however questions that arise during that time that have broader and longer application, will be added to the Technical Q&amp;A Log and may inform any possible future ECCRD update.</li> <li>• <b>Mass Adjustments:</b> Ms. Foster requested a walkthrough on mass adjustments. Ms. Daffner shared that there are two options: 1) portal only and 2) portal and other. Ms. Foster confirmed interested in the second option of both the portal and other.</li> <li>• <b>Deep Cycle Testing (DCT):</b> Deep Cycle Testing is underway. Smoke tests are underway and scenario testing will begin soon. Industry raises concern that DCT is controlled and are providing results that may not be accurate. There is concern that there is a disconnect between the DCT group and Technical Working Group. During the discussion, it was highlighted that there are shared project resources across both groups.</li> <li>• <b>Onboarding Process:</b> Ms. Whittaker confirmed that the onboarding process is being reviewed. CBSA is reviewing the challenges for Importers to register on the portal and looking at process changes. Any changes to the process will be shared early with this group.</li> <li>• <b>Release 2 Playbook:</b> R2 playbook is in development. User Acceptance Testing and other project work will be inputs into the materials. The R2 Playbook will give detailed information on the R2 changes and functionality.</li> <li>• <b>Regulatory Package:</b> Ms. Drouin assured the working group that the regulatory package is moving forward and will be shared as soon as authorities allow to do so.</li> <li>• <b>Surety Companies access to Importer Information:</b> Industry asks whether surety companies will have access to Importer information in the portal.</li> <li>• <b>Custom Bonded Warehouse Conversion:</b> There was a presentation on CBW. Some concerns were raised around discrepancies, in part due to this being a mostly paper-based process. There will be a mock conversion exercise. Ms. Pasher, Ms. Bedard and Mr. Dydynsky are willing to participate and/or help drive participation. Other volunteers are encouraged to email the CARM Engagement mailbox.</li> <li>• <b>Cloud Security Testing:</b> There was a presentation on Cloud Security. Mr. Lechasseur shared that testing the system is an iterative process in phases where it will all come together in the final phase. Mr. Lechasseur assured that the level of progress is where we want to be in terms of completion. Industry requested that cloud security be a standing agenda item.</li> </ul> |

- **Protected B Data on the Cloud:** Mr. Figueredo confirmed that this is one of the first instances where protected B data is on the cloud. Mr. Lechasseur explained that there is a lot of oversight and scrutiny on this project. Many controls and robust processes are in place to reduce risk as much as possible.

**Action Items:**

- **CARM Experience Simulation:** Mr. Leahy will share timelines and what to expect from the potential CARM Experience Simulation.
- **Rulings:** Ms. Whittaker confirmed CARM Engagement team will set up meeting with Ms. Laflamme, Mr. Fiorantis and other TCPs to discuss visibility of ruling decision from original filer after no longer having access to importer account.
- **CSA Meetings:** A discussion will take place to see if higher frequency of CSA meetings is feasible/required.
- **Testing Plan:** Mr. Leahy will share out the test schedule for Deep Cycle Testing. Milestones for both DCT and UAT can be shared.
- **Reporting Capabilities:** Ms. Daffner commits to a demo on reporting capabilities in an upcoming session.
- **Temporary Imports:** Mr. Horseman confirms that CARM will support a future session with Ms. Bedard and Mr. Dydynsky similar to previous industry-led walkthrough sessions.
- **Border Activity Coordination:** Mr. Leahy to explore possibility of a ledger around the various projects and teams going on around border activities to help all parties with visibility.
- **SAC Access to the Importer Information:** Mr. Horseman to investigate and share design on surety company access to importer accounts with respect to financial security.
- **Cloud Security:** There is a short document that has links to reference data and outlines the lines of defense mentioned. Mr. Figueredo will determine the appropriate way to publish the document.
- **System Outage Scenario:** Ms. Billey will discuss with the project team and share more information on system outages and/or business continuity with the TCP Working Group in a future session.
- **System Breach:** Mr. Leahy suggests sharing a plan of action in the case of a breach to industry in an upcoming session.
- **Onboarding Milestones:** More information will be shared on onboarding targets in a future session.
- **Mass Adjustments:** Ms. Daffner commits to have a walkthrough on portal and EDI mass adjustments in a future session.

DRAFT