



CARM Trade Chain Partner Working Group – Record of Discussion

December 8th, 2021, 9:00am to 12:30pm – Virtual Session

<u>Trade Chain Member Participants</u>	<u>Trade Chain Member Participants</u>	<u>CBSA Member Participants</u>
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Agenda:
1: Opening Remarks/CARM Project Updates
2: TCP Readiness
3: Deep Cycle Testing Update
4: R1 Lessons Learned
5: Industry-Led Walkthrough Update
6: TCP Portal Onboarding Update
7: Q&A/Roundtable/Conclusion

Summary:
<ul style="list-style-type: none"> • Announcements: Ms. Drouin announced that Mike Leahy will assume the role of acting Director General for CARM starting January 4th, 2022. • R2 Update: Ms. Drouin shared that although the project plan of May 2022 CARM go-live is still in effect under current authorities (expenditure, timeline, scope, time, cost), alternatives are being explored. This includes the possibility of a pilot in a non-production environment with a group of TCP volunteers in May 2022. Industry raised some concerns about a pilot in a non-production environment, including resource challenges and the need for sufficient notice. Ms. Drouin anticipates being able to share more concrete information by the end of January/ the beginning of February 2022. Industry requested to be part of discussions to assist in Release 2 future planning. In addition, an offer was made by Ms. Bedard, on behalf of some of the TCPs, to assist with triaging outstanding questions for Release 2 preparation. • Financial Security: The CBSA will meet with the Surety Association of Canada and I.E. Canada next week to discuss their concerns. Key outcomes from these discussions will be shared with the TCP Working Group. • Portal Onboarding Affinity Questions: The CARM Client Support Helpdesk (CCSH) is working on a process to provide a secure way for Brokers to assist their Importer clients with registration and answering the portal onboarding affinity questions. A number of internal discussions are still to be had before fully moving forward with the process. • Rulings Visibility: Mr. Fiorantis raised an ongoing concern of Brokers not being able to see the rulings decision if the Importer removes access after the submission of the ruling. The CARM team will work with Ms. Laflamme to understand the concern. • ARL Clean Up: Mr. Sina Ba provided an update that significant progress has been made with the ARL Clean Up, which is on target for completion by R2. Industry asked for a dashboard on percent cleanup for next TCP WG. • Payment Process: There was also discussion on a recent notification that reminded importers to make payments electronically, if the amount payable is over \$50,000 (not to pay with a cheque). Industry raised that this caused some confusion with Importers and asked for more clear messaging in the future to prevent double payments (importers should talk to their brokers first). Valery committed to sharing how double payment will be handled. • Payment Process Message: A question was raised and taken back to confirm if there is a notification on the portal that reminds Importers to check with their Broker prior to making payment.

- **ECCRD:** Ms. Campbell raised a concern over lack of clarity on corrections and adjustments and unanswered questions. Industry is encouraged to continue to use the established process via CARM Engagement for technical questions that arise.
- **Regulatory Package:** Ms. Drouin assured that the regulatory package is moving forward and will share more as soon as authorities allow to do so.
- **SIMA:** Industry asked for a separate meeting on SIMA
- **CLVS Working Group:** Ms. Jalbert recommended CBSA schedules a CLVS Working Group meeting soon to discuss policy around NRI. Ms. Paradis is planning to schedule the next CLVS Working Group meeting for early in the new year.
- **CSA Meeting:** Customs Self-Assessment (CSA) participants have been invited to a meeting on December 16th that will provide some key updates and discuss the plan to address outstanding concerns.
- **Deep Cycle Testing:** The Bond API is part of the Deep Cycle Testing plan and will occur at the end of Deep Cycle Testing. Ms. Sharon expressed concern that 2 months is not enough time to test. Additionally, it was shared that the SOAP Envelope is not in scope for Deep Cycle Testing at this time. Ms. Foster asked if the CARM Client Portal is included in Deep Cycle Testing. Only EDI and APIs will be tested. The CARM Client Portal will be covered in other test sessions.
- **New BN15:** Through Deep Cycle Testing, it was shared that there will be a new declarant id/ importer id BN15 for transmissions. The number will be provided in advance of TCP certification. Industry raised concern that new BN15s cannot be given to TCPs outside of Deep Cycle Testing after R2 as there needs to be configuration from the TCP side. Mr. Badgley agreed that it cannot be done after Release 2. Mr. Badgley confirmed information will be conveyed to the greater TCP audience at future TCP Technical Working Group session.
- **Payment Process:** Questions were raised on when both a Broker and an Importer make a payment on an Importer account. Specifically, on whether the Broker's payment would be accepted over the Importer payment. Mr. Sina Ba will get back to the group on this.
- **User Experience Sessions:** Ms. Campbell and Mr. Ozberk requested that Release 2 User Experience Sessions be more comprehensive than the R1 sessions. Ms. Bedard requested that a larger group of TCPs take part in the Release 2 sessions. Mr. Horseman shared that these sessions are planned for Release 2 and that more information will be shared in an upcoming meeting.
- **Cloud Security:** Mr. Dydynsky raised a question on how CARM is protected against ransomware. Ms. Williams confirmed that the CARM team is updating the 2019 cloud security document and aims to distribute to the group before holidays. Mr. Ozberk also requested more details on the security measures that CSIS signed off on.
- **Industry- Led Walkthroughs:** Ms. Bedard and Mr. Dydynsky requested a commitment for CBSA support with more industry-led walkthroughs. The walkthroughs have helped unfold new details in scenarios and they would like to continue these with CBSA. CBSA agreed to supporting more industry-led walkthroughs.
- **TCP Portal Onboarding:** Mr. Horseman shared the current statistics and progress being made with the Top 300 and Top 3000 Importers, among other stats. Release 2 onboarding milestone targets are under development and will be shared in an upcoming meeting.
- **Portal Login Challenges:** Ms. Munson expressed having issues logging in. She shared that she logs into the portal multiple times per day and often each login can take 5 attempts to log in. Other TCPs shared that they or clients are having similar issues. Ms. Whittaker shared that the CCSH is aware of these issues and that they are being investigated.
- **Surety Association Webinar:** Ms. Clark-Koufis announced that the SAC is planning a webinar on customs bonds, including how to obtain a bond. The webinar will be open. The date is set for January 19th from 1:00-2:30 EST. She will share the information with the group so that the group can attend and share with others.

Action Items:

- **Message from the Director General on Release 2:** CBSA to send out a new message on the status of Release 2 to Industry that they can share with their clients and contacts.
- **Message from CBSA on new DG, CARM:** Mr. Gaspar to email a message to the TCP WG on the naming of a new DG, CARM.
- **Surety Association of Canada and Importers-Exporters Canada Discussions:** Highlights from the December meetings between CARM and SAC/IE will be brought back to the TCP Working Group.
- **ARL Clean Up Statistics:** Mr. Horseman and Mr. Sina Ba to review possibility of including ARL Clean Up statistics in a dashboard format.
- **CLVS Working Group:** Ms. Paradis to organize the next CLVS Working Group meeting for early 2022.
- **Payment Processing:** Mr. Sina Ba to confirm how payments will be applied when a Broker and Importer both make a payment on an Importer account.
- **Payment Process Message:** CARM to confirm if there is a portal message that reminds Importers to verify with their Broker prior to making a payment.
- **CCSH Issues and Resolutions Report:** Ms. Whittaker to confirm if the CCSH report is still being published and to share with group.
- **Rulings Visibility:** CARM and Ms. Laflamme to address industry concern on visibility to rulings information if portal delegation is removed by an Importer.
- **Cloud Security:** CARM to share an updated document on cloud security with the TCP Working Group.