



Trusted Trader Program News



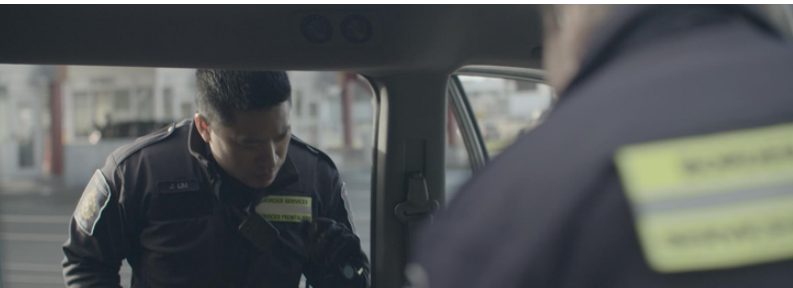
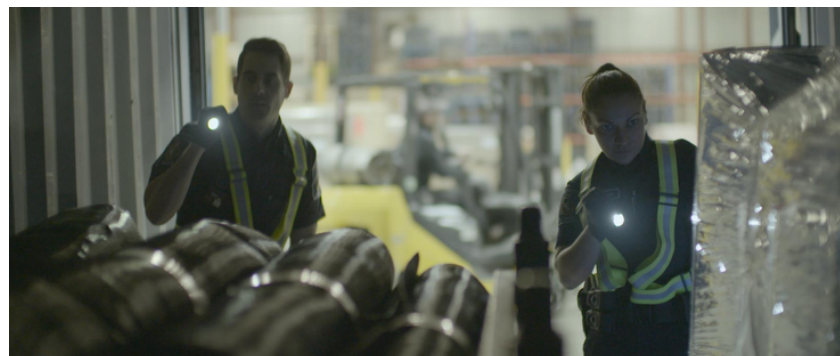
Kudos

Significant seizures made with your help!

As of April 2022, the CBSA has received tips from Trusted Trader members that resulted in 62 significant seizures. This is a jump from last fiscal year, where we noted 29 significant seizures for the entire year.

We highly value our partnerships and industry's contribution to keeping Canada safe. Never hesitate to contact a Senior Trusted Trader Officer, the Border Watch line at 1-888-502-9060, or a Border Services Officer on site if you come across anomalies or suspicious activity. [A secure online Tip submission form](#) can also be used 24/7.

- The Specialized Border Interdiction Unit (SBIU) in the GTA region conducted an examination resulting in a cocaine seizure of approximately \$11,920,000.



- Border Services Officers (BSOs) in the Pacific Region conducted an examination which resulted in the discovery of suspected methamphetamine valued at \$2,210,000.

Compliance - Did you know?

Before a revalidation can occur, a member must log in to the Trusted Trader Portal and update their membership information.

Using the contact information you provided in the Trusted Trader Portal, the CBSA will send a notification letter to your business asking that you log into the Portal and update your membership details. A member then has 90 days to review their details and submit any updates once the notification letter has been issued.

Remember, even if there are no changes to your membership details, you still need to log into the portal and confirm that your details are up to date!

Keeping your information in the Trusted Trader Portal current is crucial in order to receive all communication from CBSA, particularly regarding revalidation requests.

Here are a few tips:



Visit the Trusted Trader Portal regularly to ensure your contact details are up to date, and your access to the portal is current. Do this at least once or twice every year!



When you receive a request for information from the CBSA, respond without delay. Ensure your HR transition guidelines include account owner transfer procedures to keep your business access to the Portal.



If you have questions or run into problems, contact the Senior Trusted Trader Officer responsible for your account, or use the PIP generic email address: PIP-PEP@cbsa-asfc.gc.ca

Keep your trusted trader portal user account active!

If you have a Trusted Trader Portal user account, **please ensure that you login regularly**. After 2 years of inactivity, your login information will be automatically disabled, and you will be unable to access your business' Trusted Trader Portal account.

If your account is de-activated, you will need to go back to GCKey or to your Sign-In Partner to get a new User Reference Number (URN). The Account Owner will then have to add you again as a user in the Portal. If you are the Account Owner and your URN has expired, you will need to get a new URN **AND** contact the Technical Commercial Client Unit (TCCU-USTCC@cbsa-asfc.gc.ca).

Importance of the account owner user role

The **Account Owner** user role in the Trusted Trader Portal is the most important of all four user roles:

- It is a required user role that can only be given to one employee.
- The employee with the Account Owner user role must have signing authority and be authorized to officially represent the business.
- The employee with this role will generally be the primary user of the Portal and should therefore be identified as the business primary contact.
- The Account Owner user role should not be assigned to a consultant or to a temporary employee.
- Only the Account Owner can submit an application, submit changes to the business profile, or respond to a request for a revalidation.
- Only the Account Owner can transfer account ownership.
- If account ownership needs to be transferred to another employee, the Account Owner must do so BEFORE relinquishing the role.

To learn more about the Trusted Trader Portal User Roles and how to use the Portal, email us at PIP-PEP@cbsa-asfc.gc.ca to obtain a copy of the newly updated Trusted Trader Portal User Guide.



The Trusted Trader program modernization

The CBSA's Trusted Trader Division is modernizing its Trusted Trader programs: Partners in Protection (PIP) and Customs Self-Assessment (CSA).

Driven by increasing commercial volumes at the border, a changing operating environment, emerging threats and technological advancements, the future Program will be supported by regulatory and compliance frameworks. In addition, a review of the PIP Program's minimum security requirements is underway to align with those of the United States CTPAT Program, with which the PIP Program is harmonized.



Following consultations with industry members participating in the CBSA's Border Commercial Consultative Committee, a vision and framework was established for the integration of our two programs into one single PIP program. This merger will reduce duplication, introduce efficiencies and most importantly, ensure supply chain security becomes the core element of the Program, thereby providing additional assurances that Program members present a low risk and should be afforded the benefits of efficient border processing.

How will we achieve this integration?

Essentially, by transforming the CSA program into an optional benefit available to eligible PIP program members.

While this is the most important change of our modernization effort, other changes will also be introduced. These include new minimum security criteria, a new Compliance Framework clarifying compliance expectations and non-compliance responses, aligned with the Agency's Trade and Commercial Culpability Frameworks; and the implementation of the Secure Corridor and Commercial Lane Enhancement (SCCLE) project.

To achieve this vision, over the course of the next two years, we will be reviewing regulations, D-memoranda and internal procedures to cover all aspects of the modernized PIP program.



The Agency is making every effort to plan an organized transition for Program members. If your business is a member of both PIP and CSA, changes will be minimal. However, if your business only has a CSA membership, you will need to enroll it in the PIP Program to maintain your CSA program benefits. CSA-only members are encouraged to start applying to PIP now.

We recognize that you must have questions. We will provide more information as we move forward, and well in advance of key modernization milestones. We invite you to read future issues of this newsletter, and to visit [the Partners In Protection webpage](#) on the CBSA website for news on how and when this modernization effort will unfold, and for opportunities to provide your input.

Secure Corridor and Commercial Lane Enhancement Project

We are pleased to announce the official start of the Secure Corridor and Commercial Lane Enhancement (SCCLE) Project!

The Secure Corridor (SC) lane located at the Ambassador Bridge in Windsor, Ontario, was launched as a pilot in September 2018. The pilot has helped in further expediting how commercial traffic is processed through Free and Secure Trade (FAST) lanes for low-risk, pre-approved trusted traders.

In the Secure Corridor Lane, officers are able to process traffic remotely using different technologies, including:

- Radio frequency identification (RFID) readers.
- License plate readers (LPR).
- Still image cameras (SIC).
- Closed-circuit television (CCTV) to see different views of the vehicle.
- Two-way intercom.

As part of the SCCLE project, Secure Corridor will be implemented in 13 trusted trader lanes at the 6 largest ports of entry (POEs) across Canada, beginning in 2023/24.

Commercial Lane Enhancement (CLE) will use the RFID and LPR technologies that were developed as part of the Secure Corridor pilot to upgrade 31 regular commercial lanes at 9 POEs.



What are the Benefits?

The SCCLE Project will benefit the commercial trucking industry and Canada's borders by:

- Faster passage times – as much as 50% quicker on average than regular commercial lanes.
- Reducing the need to manually input data.
- Minimizing CBSA officer/client interactions.
- Increasing the number of trucks passing through a port of entry.

FAQ

What are the Secure Corridor hours of operation?

The sole Secure Corridor Lane located at Ambassador Bridge in Windsor, ON, is currently operating Monday - Thursday 8:00 a.m. to 8:00 p.m. and Fridays 8:00 a.m. to 4:00 p.m.

Who can participate in the Secure Corridor pilot lane?

In order to use the Secure Corridor Lane, the importer, carrier and driver are required to be a member of both the Partners in Protection (PIP) and Customs Self-Assessment (CSA) programs and carry CSA eligible goods using a FAST-approved driver.

Where can I find out more about Secure Corridor?

For more information on the Secure Corridor Lane please visit [Secure Corridor Concept - Trusted Trader Pilot \(cbsa-asfc.gc.ca\)](https://www.cbsa-asfc.gc.ca/secure-corridor-concept-trusted-trader-pilot).

Who do I contact if I have additional questions?

Feel free to submit any questions to our generic inbox at CBSA.Secure_Corridor-Couloir_Securitaire.ASFC@cbsa-asfc.gc.ca.

As we continue to refine our roll-out plan, please stay tuned for more updates on this exciting new initiative!

Minimum Security Requirements

The Partners in Protection (PIP) program is in the process of modernizing the minimum security requirements (MSR) to address new and evolving threats facing the supply chain. The revisions reflect the evolution of the global trade environment and keep us aligned with the World Customs Organization's SAFE Framework of Standards. These changes will come into effect in fiscal year 2023-2024.

Please contact PIP-PEP@cbsa-asfc.gc.ca for more information, and to receive an advance copy.

Seals... a must for Trusted Traders!

As a member of Partners in Protection, use of ISO 17712 high security seals is mandatory for securing cargo whenever possible. The use of these seals is an effective deterrent to both the theft of cargo and compromising of the conveyance contents. CBSA officers are trained in identifying seals that have been tampered with or compromised and will often inspect seals for such indicators.

While in transit to Canada, a high security seal on your conveyance or container will add an additional layer of security and will illustrate to your business partners that supply chain security is your priority. It is also important to remember that as a PIP member, you are expected to ensure that all entities involved in the movement of your cargo have robust security measures in place, including the application and tracking of high security seals.

New E-Seal technology has emerged in recent years that now allows real time tracking as well as tamper incident reporting with an interactive electronic seal. These seals have been used by importers and carriers looking to add an extra layer of security to their shipments. The World Customs Organization has endorsed this use of such technology and many customs administrations are currently utilizing E-Seals today. The CBSA is actively exploring the applicability of such technology as another tool in our efforts to secure the borders and facilitate trade.

The CBSA supports ISO 17712 compliant devices that offer security above and beyond the seals described here, please contact your STTO to discuss additional security measures you are considering



Unisto e-Guard Seal



An ISO 17712 Bolt Seal

For more information on your sealing obligations please consult the PIP Cargo Sealing Guidelines

CARM

We would like to provide you with an update regarding the Canada Border Services Agency (CBSA) Assessment and Revenue Management (CARM) initiative. CARM is redesigning import information requirements, processes and systems. They will be simpler and easier to administer for trade chain partners and Government alike. CARM Release 2 is slated for late 2023. Release 2 will expand the functionalities of the CARM Portal by adding:



- Electronic commercial accounting declarations with the ability for corrections and adjustments.
- New requirements related to the Release Prior to Payment (RPP) program.
- Harmonized billing cycles.
- New offsetting options.
- Electronic management of appeals and compliance actions.

We would like to remind current Customs Self Assessment (CSA) members to please fill out your CSA Client Options letter regarding which CSA Accounting Option you will choose as CARM Release 2 approaches. The information package explaining the options was emailed at the end of August.

CSA Importers will need to make system changes to transmit information to the CBSA electronically with CARM.

Please reference the [Electronic Commercial Client Requirements Document](#) (Chapters 24 and 26) for more details on these system changes.

As the Trusted Trader Program moves forward with modernization, there are plans underway to integrate the CSA program into the Partners in Protection (PIP) program. Therefore, we strongly encourage new applicants and existing CSA-only members to apply to the PIP program.

Visit [Partners in Protection](#) for more information on how to apply.

For additional information on CARM, see the [CARM page](#) on the CBSA website.

Mutual Recognition

The CBSA enters into Trusted Trader *Mutual Recognition Arrangements* (MRA) with foreign customs administrations to further strengthen supply chain security, facilitate trade at the border, and support economic competitiveness for Canadian traders.

An MRA signifies that both countries apply similar security standards and verification processes when approving businesses as Trusted Trader program members. It also means that MRA partners will recognize those members as low risk and grant them benefits, such as facilitated border clearance.

Most recently, the CBSA signed with the customs administrations of [Peru in June 2022](#) and the [European Union in October 2022](#).



[We want to hear from you!](#)

Our members have always played a key role in the development of future program benefits. Your feedback continues to help guide and inform our future direction.

[Give us your feedback!](#)

[No longer want to receive these bi-annual emails? Unsubscribe here](#)



Canada Border
Services Agency

Agence des services
frontaliers du Canada