

October 25, 2024

Mr. Ted Gallivan
Executive Vice-President
Canada Border Services Agency (CBSA)
Ted.Gallivan@cbsa-asfc.gc.ca

Subject: Implementation of CBSA Assessment and Revenue Management (CARM) Program

Dear Mr. Gallivan,

On behalf of the Canadian International Freight Forwarders Association (CIFFA), we would like to commend the Canada Border Services Agency (CBSA) on the continued implementation of the CARM program, which represents an important step toward modernizing and streamlining trade processes for Canadian businesses.

As CARM moves forward, our members have been actively engaged in its various phases, and they have identified several areas where enhanced communication would be beneficial. Many of these stakeholders, including our customs committee, have expressed concerns about the availability of timely, consistent information on common issues that arise in day-to-day operations with CARM, as well as on the expected timelines for the resolution of those issues.

Considering this, we respectfully recommend that CBSA consider issuing daily communications to address prevalent challenges and outline anticipated timelines for rectification. Such updates could include explanations of current issues affecting the user experience and the steps CBSA is taking to resolve them. This measure would go a long way in reducing uncertainty for users, allowing businesses to adapt more efficiently to changes and better manage their operational workflows.

CIFFA would be pleased to assist in communicating these updates to the industry, for example via our daily eBulletin, ensuring that relevant stakeholders are well-informed and able to respond proactively. Our members have a vested interest in the success of CARM and stand ready to support its effective implementation for the benefit of Canada's trade community.

Thank you for your attention to this matter, and we look forward to continued collaboration.

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce Rodgers". The signature is fluid and cursive, with a prominent loop at the end.

Bruce Rodgers

Executive Director, CIFFA

A handwritten signature in black ink, appearing to read "Julia Kuzeljevich". The signature is cursive and somewhat stylized.

Julia Kuzeljevich

Director, Policy and Regulatory Affairs, CIFFA