



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada

# Single Window Initiative Canada's Experience

Presentation to the WCO  
Permanent Technical Committee  
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Canada

# CBSA – Single Window Initiative



## Purpose

Share the Canada Border Services Agency (CBSA) experience respecting our Single Window Initiative (SWI).

# Canada Border Services Agency

## Vision

**A SMART  
BORDER  
A SMART  
ORGANIZATION**

## Mandate and Mission

### MANDATE

Provide integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants, that meet all requirements under the program legislation

### MISSION

To ensure the security and prosperity of Canada by managing the access of people and goods to and from Canada

## Priorities and Outcomes

### STRATEGIC PRIORITIES

Effective delivery of programs and services

Innovating for the border of the future

Strong internal and external relationships

A modern management regime

### STRATEGIC OUTCOMES

Efficient and effective border management that contributes to the security and prosperity of Canada

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## Changing Border Management Environment

- Exponential growth of importation and exportation of new commodities.
- Increased responsibility to protect our citizens from threats to health, safety & security.
- Increased Other Government Departments (OGD) requirements (e.g. 7/24 service).
- Shift to paperless environment (e.g. full Electronic Data Interchange (EDI) Customs interface).
- Need to effectively balance security while supporting economic prosperity via facilitated processes to ensure the free flow of known or low risk goods.

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## Well positioned to lead SWI in Canada

- CBSA is responsible for border management regarding all Customs issues as well as Immigration enforcement, and Food, Plant and Animal enforcement at the border. We provide integrated border services while facilitating the free flow of persons and goods meeting all Government of Canada program requirements.
  - Administer more than 90 Acts and Regulations on behalf of OGDs.
  - 1,200 points of service across Canada and 39 international locations.
    - 8891 kilometres of border with the US, 243,000 kilometres of coastline
  - 119 land border crossings, 13 international airports, 3 major marine ports.
  - 13,000 employees, including 7,200 uniformed border services officers.
  - Over 12 million commercial releases each year (80% via electronic reporting).
    - 6.5 million trucks, 186,000 marine vessels, 5,500 cargo aircraft, 43,000 rail movements per year
  - Over 25 years conducting business electronically.

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## CBSA Single Window Vision

- CBSA is the lead in developing a more efficient, effective and integrated approach to collecting and consolidating all Government of Canada advance commercial information required on all imported goods, and eventually exports.
  - Will be the single entry point for the electronic submission of all OGD import/export regulatory requirements.
  - Goal is to eliminate paper-based reporting.
  - Offer 7/24 service for EDI / OGD release requests.
- The Single Window will maintain consistency with WCO data model and international standards.

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## Key Features of SWI

### Advance Electronic Information

- CBSA will receive all commercial data electronically in advance and make it available to OGDs for risk assessment and admissibility recommendations.

### Intelligent Risk Assessment

- CBSA and OGDs will quantify risk through electronic assessment of advance electronic information.

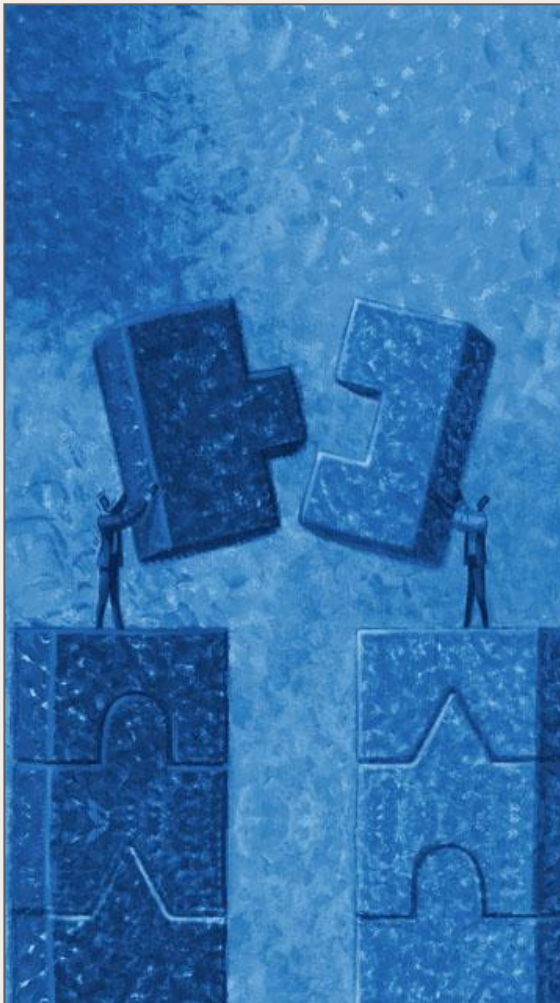
### Pre-approval programs

- CBSA will encourage the expansion of programs supporting identification of low risk, legitimate trade chain participants and commodities before goods arrive at the border.

### Harmonized processes

- CBSA will continue to support the international harmonization of data and border processes within the WCO framework.

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## Key Features of SWI / End State

Offer a range of possible models based on OGD needs:

**Passive Mailbox** – Periodic data transfer only.

**Pre-Approval Programs** – Trade chain partners will register in advance, be screened for risk and pre-approved for specific imports.

**Active Admissibility** – OGDs will receive electronic data from CBSA and will make an admissibility decision and communicate their decision electronically to CBSA pre-arrival.

**Active Permit Verification** – OGDs and/or CBSA will validate and provide automated verification of permits, certificates or licences.

**Integrated Targeting** – CBSA will perform automated risk assessment based on OGD parameters that have been incorporated into the CBSA targeting system.

**Shared Systems** – CBSA will grant OGDs limited access to CBSA systems, allowing them to recommend an admissibility decision within our system.

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## Background

Incremental approach started in 1997. Five Government Departments participated:

- Canadian Food Inspection Agency (CFIA)
- Foreign Affairs and International Trade Canada (DFAIT)
- Natural Resources Canada (NRCan)
- Statistics Canada (StatsCan)
- Transport Canada (TC)

Under this early model CBSA collects and verifies paper permits and certificates, detains regulated goods for inspection and/or supplies statistical and historical data on behalf of OGDs.

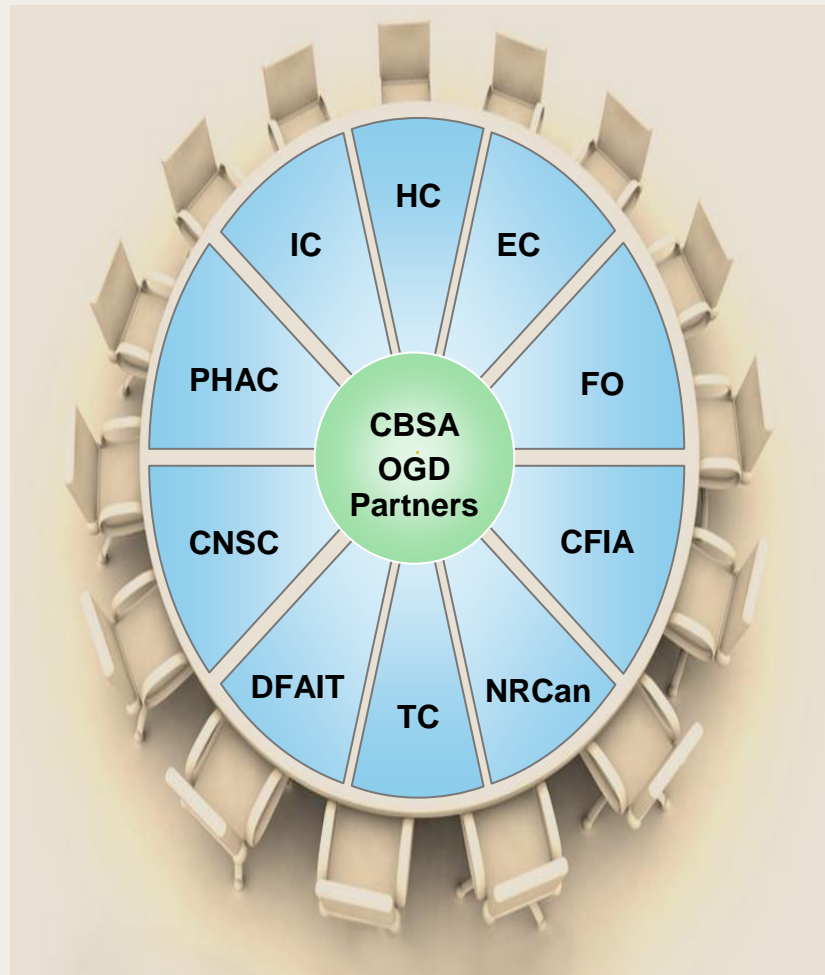
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## Progress

- In 2006, CBSA formalized the SWI which involved 10 departments/agencies representing 43 government programs.
  - The scope of OGD participation resulted in a complex multi-level governance structure.
- CBSA also established links with the trade community.
  - Consultations are held regularly with national associations.

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## Participating Departments

- Health Canada
- Environment Canada
- Fisheries and Oceans
- Canadian Food Inspection Agency
- Natural Resources Canada
- Transport Canada
- Foreign Affairs and International Trade
- Canadian Nuclear Safety Commission
- Public Health Agency Canada
- Industry Canada

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## Single Window Framework

## E-commerce Solutions & Partnerships to Facilitate Secure Trade

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## Progress

- Co-developed a *Single Window Framework: E-Commerce Solutions and Partnerships to Facilitate Secure Trade*.
  - Collaborative vision of CBSA and its OGD partners.
  - Established CBSA as the lead.
  - Describes long-term goals of Canadian border management in an electronic commerce world.
  - Designed as a communication tool for OGDs to engage trade community in business transformation.
  - Posted on WCO website.
    - [http://www.wcoomd.org/sw\\_overview.htm](http://www.wcoomd.org/sw_overview.htm)
    - [http://www.wcoomd.org/fr/swfr\\_overviewfr.htm](http://www.wcoomd.org/fr/swfr_overviewfr.htm)
- CBSA coordinated an extensive legislative and regulatory review to ensure OGD Acts will permit electronic data collection and sharing.
- CBSA led a rigorous needs assessment process to help OGDs map out current state, future state requirement and readiness to implement.

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## NEEDS ASSESSMENT EXERCISE

### Current State

#### Documented Existing Business

- Legislative / regulatory authorities
- Import / export processes
- Current technical environment

**Leads to:**

**Opportunities for improvement**

### Future State

#### Documented SW “End State”

- Enhanced import / export processes
- Electronic communication
- Improved pre-arrival, release, and post-release data collection

**Leads to:**

**Strategy for enhanced compliance, analysis and program administration**

### Readiness

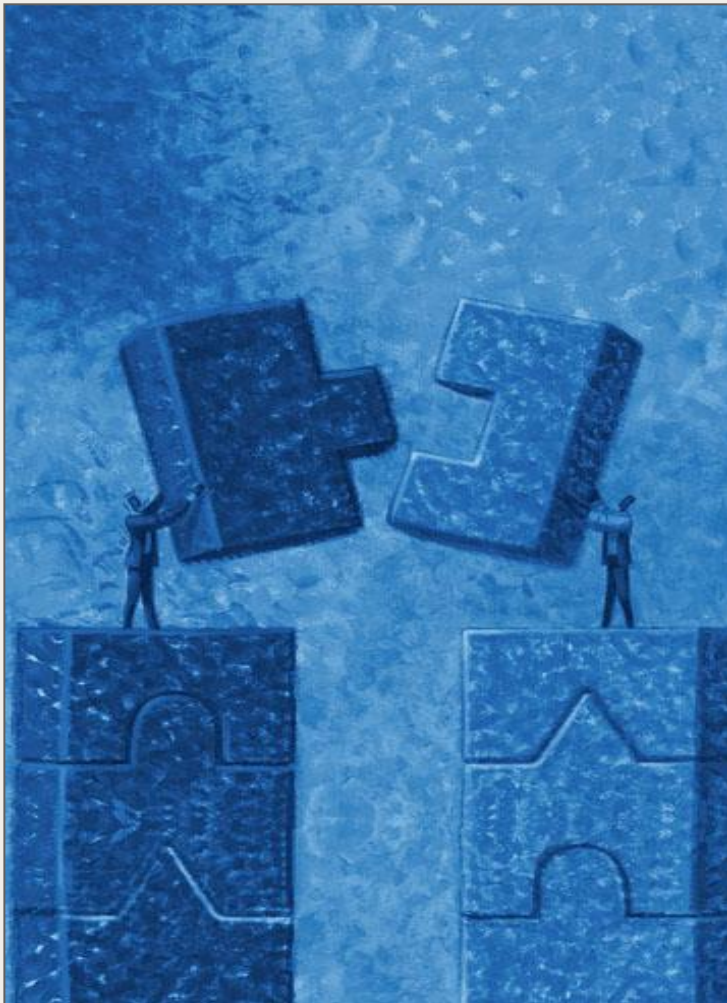
#### Produced High-Level Readiness Assessment

- Business process modifications
- Legislative / Regulatory amendments
- Technology upgrades
- Data collection approach
- Timeframe: 2013 (earliest)

**Leads to:**

**Integrated Project Plan**

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## Needs Assessment - Key Findings

- **Business & Information Needs**
  - OGD Business needs are not satisfied by CBSA information currently collected.
  - HS Code alone is insufficient for most OGDs to identify commodities they need to regulate.
- **Readiness**
  - OGDs are at varying levels of “information” sophistication, technical capability and legislative readiness.
- **Implementation Schedule**
  - Must be phased to reflect OGD readiness.

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## Next Steps

Finalize legislative and regulatory review.

- Determine who will need legislative amendments to proceed and how long that will take.

Confirm OGD needs assessment findings.

- Data requirements, business process and technology needs.

Conduct analysis of program/operational impacts for CBSA and OGDs.

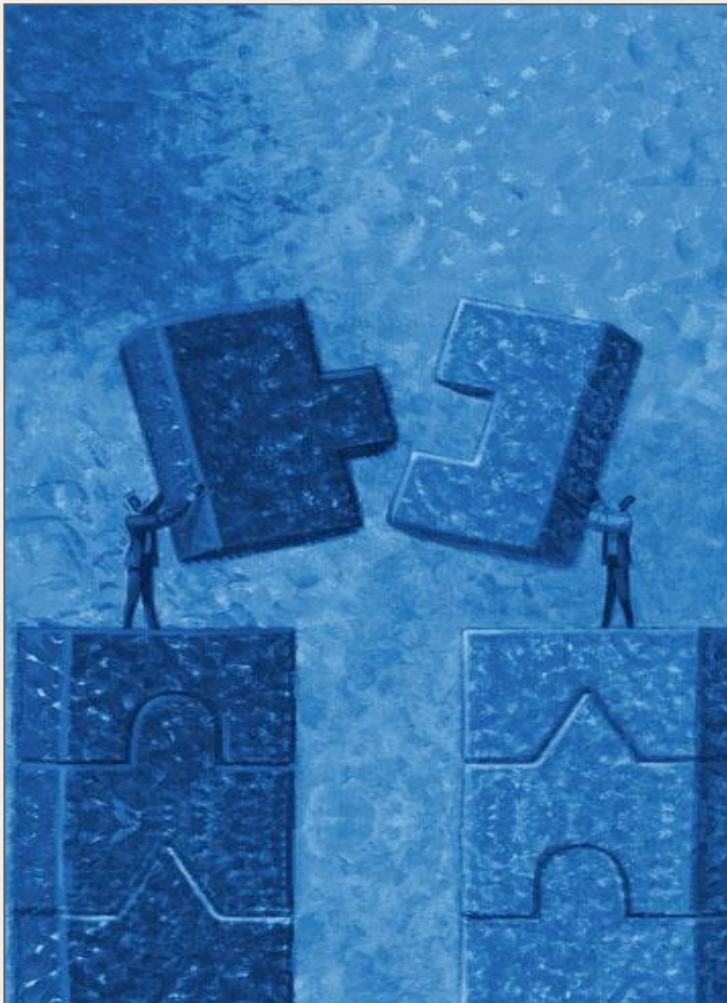
Ensure all business requirements / individual program needs and incorporate into an integrated project plan.

- Collective priority setting and investment with buy-in from OGD community.

Schedule IT build, testing and roll out.

Best case – start operational implementation in 2013.

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## Key Factors for Success

- Program needs must drive SW development - not technology.
- Establish a strong governance structure and senior level commitment.
  - Critical to issue resolution.
- Obtain stakeholder buy-in as soon as possible.
  - Meaningful, strong support from all parties is required.

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## Key Factors To Success

- Consult with partners.
  - CBSA with OGDs, trade community
  - OGDs with their clients/stakeholders
- Take time to define requirements.
  - Needs Assessments determined OGDs:
    - Current Situation
    - Future State
    - Readiness to proceed
- Ensure policy in place.
  - Legislative and regulatory review

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## Conclusion – CBSA Experience Shows

A strong lead agency is essential:

- Lead must be “strong, resourceful and empowered”.

Government and OGD commitment is critical:

- Appropriate political and partner support essential to progress .

Consultation is essential:

- Forges strong links with the business community and OGDs.

Legislative Regulatory review is fundamental:

- Legal authorities lay the foundation for SW to build upon.

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## Conclusion – CBSA Experience Shows

Single Window development is complex and multi faceted:

- Legislative/policy concerns
- Technology capacity
- Competing OGD interests
- Coordination and timing
- Shifting government priorities

Single Window development takes time:

- CBSA started in 1997, operational implementation planned for 2013.

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## Conclusion – CBSA Experience Shows

Single Window development is necessary:

- Extensive range of information and documentation in order to comply with import, export and transit related regulations is a burden to the trade community.
- A single window interface to manage data receipt is efficient for government, it reduces costs for trade community and provides certainty for the movement of goods.