e-Longroom
Part of an Emerging Digital Customs Strategy for CBSA

Trade Facilitation Committee
World Trade Organization

October 20, 2020
Purpose

• Provide an overview of the e-Longroom initiative;
• Quick response to COVID-19 with low overhead:
  – Reduces face-to-face interaction in customs offices;
  – Protects our employees;
  – Responds to industry requests to protect their own workforce.
• Principles of a post-COVID Digital Customs Strategy:
  ➢ Digital
  ➢ Resilient
  ➢ Simple
  ➢ Agile
  ➢ Reconfigurable
Legacy Longroom Process

Day 1

- Clients use staff or hire couriers to drop off paperwork required for certain commercial cross-border transactions;

- Clerk/Officer reviews and stamps paperwork

- Clients usually return the following day to pick-up stamped copies

Day 2

- Paper copies are maintained in Regional Records Rooms, in accordance with regulatory retention requirements
• Client emails request to generic inbox with PDF attachment

Request made

Request Review

• Clerk/Officer reviews the request on one monitor and has the CBSA system on the other

Client Return

• Clerk/Officer applies electronic stamps and returns to client by email

Request Saved

• Completed requests are saved digitally.

30 minutes
Benefits for CBSA and Our Clients

• More efficient, flexible, resilient process:
  ▪ Clients can submit requests from anywhere;
  ▪ CBSA staff can authorize requests from anywhere by applying an electronic stamp;
  ▪ Goods move faster!

• Reduces face to face interaction in CBSA offices, thereby protecting our employees and the employees of our clients;

• Comprehensive audit trail with automated tracking of time of receipt, reject (if applicable), and return of documents;

• Cost savings on handling, transport, off-site storage and destruction of paper records.
Requirements to Implement

• Simple set up of 2 generic inboxes per port:

  Cargo: CBSA.Manifest-395-Manifeste.ASFC@cbsa-asfc.gc.ca
  Release: CBSA.Commercial-395.ASFC@cbsa-asfc.gc.ca

• Purchase and installation for each workstation:

  - scanner that can read a barcode off a screen - $500
  - second monitor - $350
  - PDF writer software licence - $50

• Development of standard operating procedures.
Digital Stamps

OPEN / OUVERT
AUTHORIZED TO MOVE IN BOND
MOUVEMENT SOUS DOUANE AUTORISÉ
LONGROOM 410 SALLE DES COMPTOIRS
2020-08-14

LONGROOM 410 SALLE DES COMPTOIRS
MANIFEST CANCELLED / MANIFESTE ANNULÉ
2020-08-14
ID: 1111E

LONGROOM 410 SALLE DES COMPTOIRS
CORRECTION
2020-08-14
ID: 1111E

LONGROOM 410 SALLE DES COMPTOIRS
RELEASE / MAINLEVÉE
2020-08-14
#: 1111E
Looking ahead

• The e-Longroom pilot was a success and is being formalized as a permanent process:
  • Incorporate into policies and procedures;
  • Update of the CBSA Directory to identify available locations;
  • Communicate information about the initiative on the CBSA website.

• Expand implementation to 100 offices by end of 2021.
Thank you

For additional information please contact:

WCODesk-BureauOMD@cbsa-asfc.gc.ca