



**Asia-Pacific  
Economic Cooperation**

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2022/CTI/WKSP6/003

## **e-Longroom: Part of an Emerging Digital Customs Strategy for Canada Border Services Agency**

Submitted by: Canada



**Utilizing Digital Technology in the Field of  
Trade Facilitation Under the Current COVID-19  
Pandemic and Beyond: Best-Practices  
Sharing Workshops (Phase II) – First  
Workshop on Technology to Support  
Customs Procedures  
3 August 2022**



# e-Longroom

## Part of an Emerging Digital Customs Strategy for CBSA

**APEC**

**August 3, 2022**

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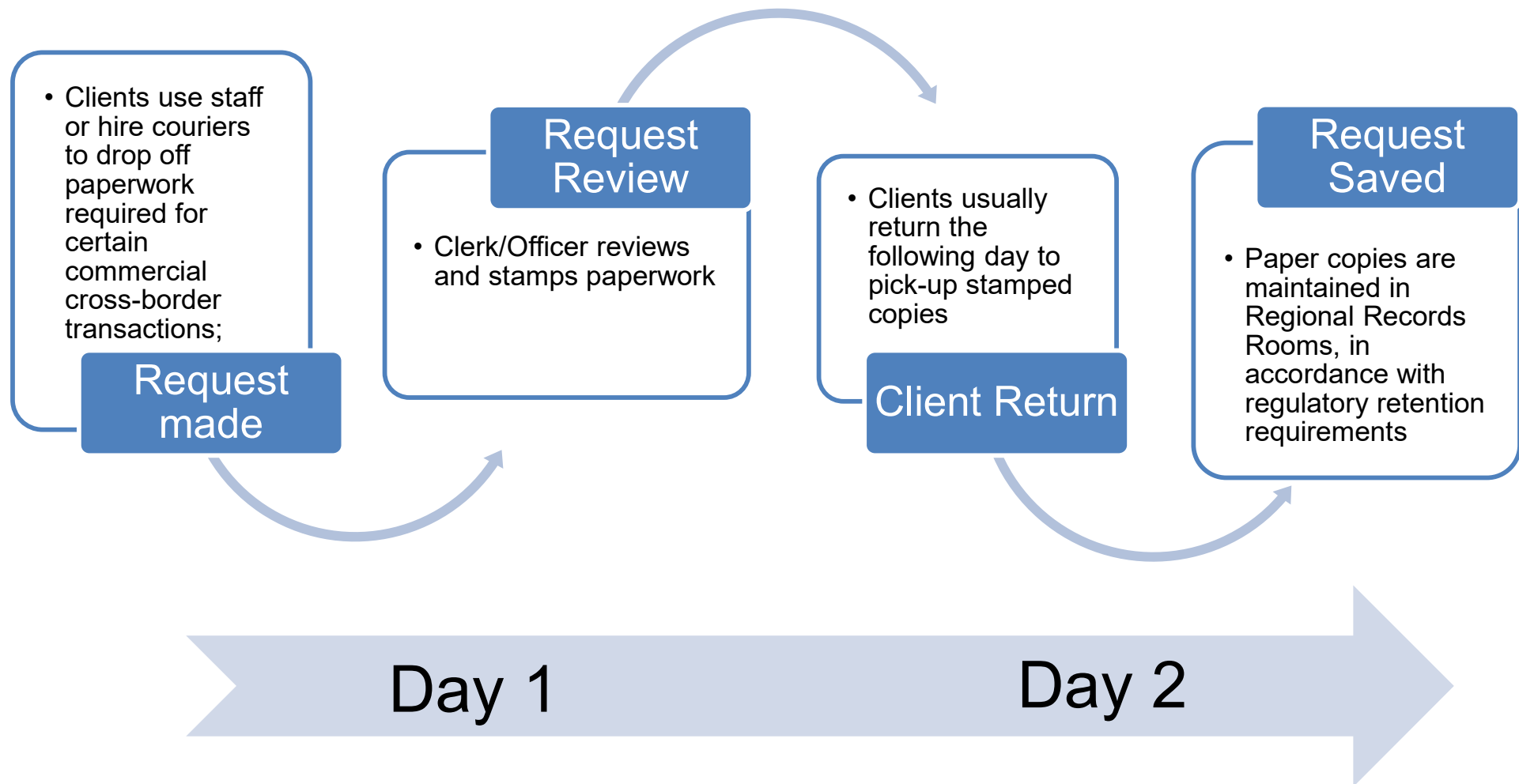


# Purpose

- 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*

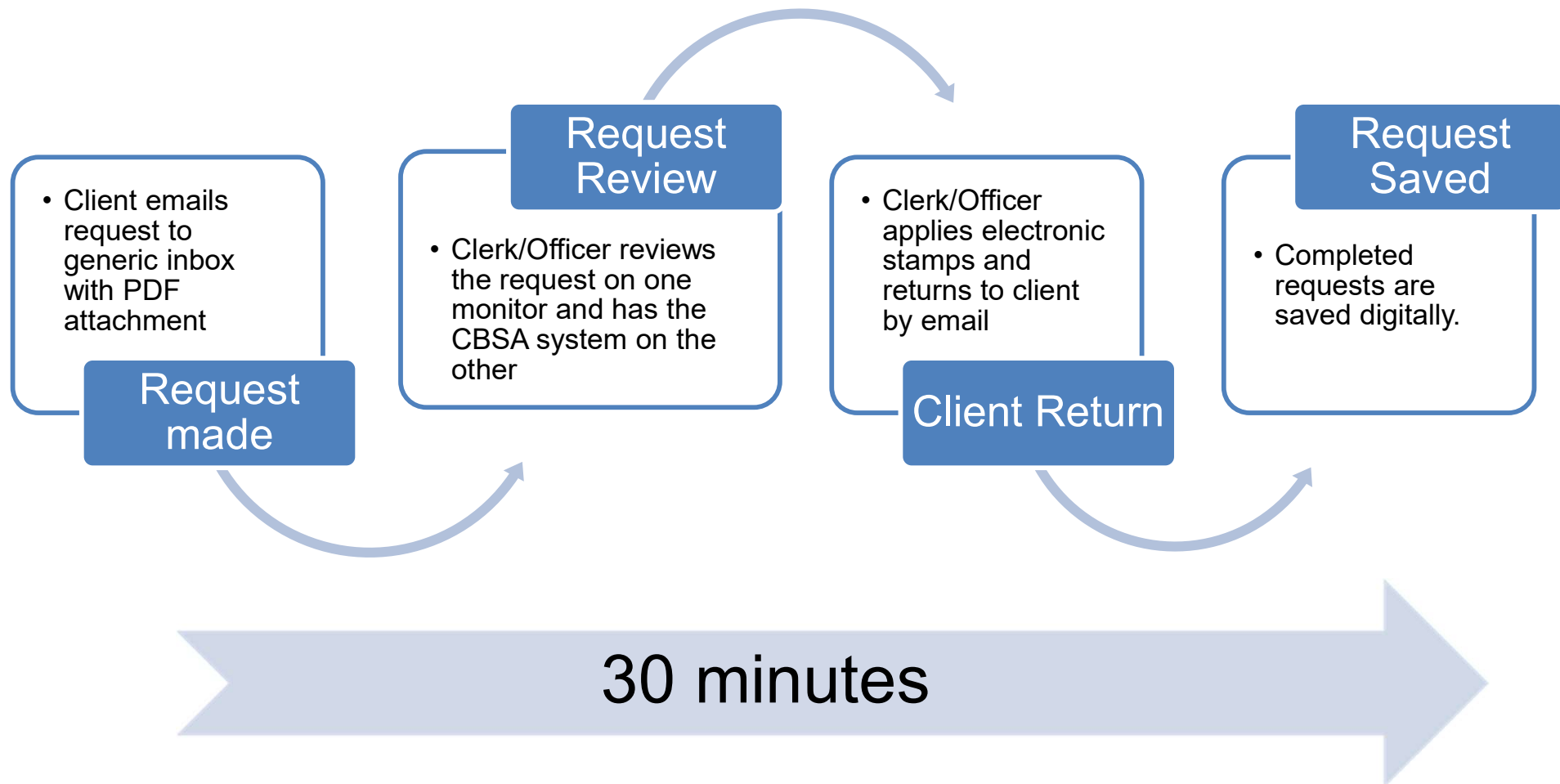


# Legacy Longroom Process





# e-Longroom Process





# 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](mailto:CBSA.Manifest-395-Manifeste.ASFC@cbsa-asfc.gc.ca)

Release: [CBSA.Commercial-395.ASFC@cbsa-asfc.gc.ca](mailto: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

Canada Border Services Agency / Agence des services frontaliers du Canada

**OPEN / OUVERT**

**AUTHORIZED TO MOVE IN BOND**  
**MOUVEMENT SOUS DOUANE AUTORISÉ**

LONGROOM 410 - SALLE DES COMPTOIRS

2020-08-14

Canada Border Services Agency / Agence des services frontaliers du Canada

LONGROOM 410 SALLE DES COMPTOIRS

**MANIFEST CANCELLED / MANIFESTE ANNULÉ**

2020-08-14

ID: 1111E

Canada

Canada Border Services Agency / Agence des services frontaliers du Canada

LONGROOM 410 SALLE DES COMPTOIRS

**CORRECTION**

2020-08-14

ID: 1111E

Canada

Canada Border Services Agency / Agence des services frontaliers du Canada

LONGROOM 410 SALLE DES COMPTOIRS

2020-08-14

Canada Border Services Agency / Agence des services frontaliers du Canada

LONGROOM 410 SALLE DES COMPTOIRS

**RELEASE / MAINLEVÉE**

2020-08-14

#: 1111E

Canada





# 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 the service to 100 offices by end of 2022.



# Thank you

For additional information please contact:

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