



Section 3

Performing Verification

3.7 FOLLOW-UP PHASE

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3.7 Follow-up Phase

The follow-up phase involves ensuring that any actions required, as a result of the verification, have been noted and where required communicated within CBSA or to others.

Follow-up Phase Summary by Type of Verification

Process Steps	Multi-Program Verification (MPV)	Single Program Verification	
		SPV On-site	SPV Desk Verification
11.0 Identify file for follow-up.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Follow-up will be determined on a region-by-region basis and as such, the instructions for this phase are limited to key actions that should be consistent among regions at some stage in the process.

While this is a small phase, it is critical in ensuring that the benefits of a verification are not lost through follow-up, not being clearly identified and responsibility assigned.





Key Steps in Follow-up

11.0 Identify file for follow-up

11.1 Determine what follow-up is required.

11.2 Document and communicate actions required.

11.3 Close / archive file.





Follow-Up, Step-By-Step

11.0 Identify file for follow-up

The purpose of follow-up is to ensure that any actions required, as a result of the verification, are followed up on. This will include observations made during the verification that requires follow-up to ensure compliance by the client or actions that require further activity within the CBSA.

	On-Site	Desk Verification
	O.S.	D.V.
11.1 Determine what follow-up action is required, by who and when.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.1.1 Identify those items in the Trade Compliance Final Verification Report that require follow-up with client, to ensure compliance.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.1.2 Identify those items in the file that require follow-up with other areas within CBSA (such as Investigations and Client Services).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CSA Client: Ensure that the CSA Compliance Manager's name is in the file for follow-up for payment of DAS on RSF.		
11.1.3 Identify any other actions in the file that require communication and / or action to be taken by another third party including, other government departments (OGD), for example, Environment Canada.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.2 Follow regional procedures to communicate required actions to areas that have been identified as responsible for follow-up. This may include the monitoring of the client's obligation under section 32.2 of the <i>Customs Act</i> .	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.2.1 Ensure that a written memo is included within the file / working papers that indicate what actions were assigned to what area and the date.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.3 Follow regional procedures to close verification file and ensure adequate storage of all information.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>





Follow-Up Phase – At A Glance

Objectives

- To ensure that the client fulfills his obligations under section 32.2 of the *Customs Act*.
- To ensure that any other interested parties (Investigations, OGDs) are notified of any recommended follow-up.
- To ensure that file is properly closed and archived.

Suggested Procedures

- Make a referral to Targeting and Monitoring area (if one exists) to ensure that client files B2s to correct errors identified during the verification.
- Forward a memo and supporting documents, as required to the interested party, to initiate any further action.
- Close the file in the CM Workbook and in any other regional database and forward the file for storage.





Follow-up Phase

Accompanying Documentation and Templates

Exhibits are individual documents and are maintained and controlled individually, being updated as versions change.

EXHIBITS	Version / Date
No exhibits at this time	

