3.5 EXECUTION PHASE

EXHIBIT A - Instructions for Performing Opening Meeting

Document Name	Instructions for Performing Opening Meeting
Document Number	3.5A
When/How Used	These instructions will assist the CVO in the preparation of the opening meeting.
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Document Owner

Division	Compliance Management HQ
Contact	Contact your local compliance verification office at: http://cbsa.gc.ca/contact/listing/indexpages/index-e.html

Other Stakeholders

Instructions for Performing Opening Meeting

The CVO should prepare an agenda for an opening meeting at the client's premises. If any questions or concerns have arisen during the client profiling step or the review of the Systems Questionnaire, the CVO should address these questions with the client, during the opening meeting. A sample opening meeting agenda is shown in Exhibit B.

The CVO must telephone the client to arrange a convenient time and place for the meeting, and must also prepare to bring pertinent materials such as a copy of the *Customs Act*, as well as, any relevant Customs Memoranda. It is important during the initial contact, to inform the client, that it will be necessary to perform a systems walk-through, and as a result, it will be necessary to meet with personnel in the purchasing, receiving, payables, and CBSA departments.

The opening meeting should begin with an overall introduction and conclude with a question and answer session. A brief presentation on the verification process may also be provided to the client. After the opening meeting, while still at the client's premises, the CVO/team should perform a tour of the client's premises and begin the systems walk-through.