



Section 3

Performing Verification

3.1 PROCESS OVERVIEW

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3.1 Process Overview

3.1.1 Consistent Process Approach

The verification process has been developed to support both Multi-Program Verification and Single Program Verification:

➤ **Multi-Program Verification (MPV)**

Previously referred to as Compliance Assessment Review (CAR).
Involves the on-site multiple-program verification of a client's compliance.

➤ **Single Program Verification (SPV)**

Previously referred to as New Verification Process (NVP).
Driven through priorities assigned through HQ from other program lines and regionally generated cases.
Primarily done through "Desk Verification",
On-site verification, if deemed necessary

IMPORTANT !

This...	refers to...
Multi-Program Verification (MPV)	Compliance Assessment Review (CAR)
Single Program Verification (SPV)	New Verification Process (NVP)

The process steps for on-site verifications; under both single and multi-program verifications have commonalities.

While the steps in the MPV and SPV processes must all be followed, responsibilities may vary between regions, depending upon organization, structure and client demographics.





3.1.2 Quality Planning for Post-Release Verification

Quality of the verification is important to the client, the CVO and the CBSA. Quality, in the context of Post-Release Verification, means: ensuring that risks of non-compliance are addressed; that the process works effectively to avoid having to repeat steps and redo work; and that the result demonstrates fairness to the client; and delivers on the commitments that the CBSA has made to the public and expressed through its values.

Achieving this goal comes from a combination of an effective process, as well as the way in which the CVO and managers carry out the work, in relationship with the client. Included in this manual are a number of approaches that are aimed at ensuring CBSA delivers a high quality process. These include:

- In Section 2, guidelines on verification standards that include several behavioural aspects that the CVO should be aware of and follow;
- In Section 2, guidelines on working papers that are aimed at ensuring good records are maintained, that provide solid documentation of the verification activity;
- Section 3 outlines all of the process activities and tasks for verification. Every step has been reviewed to identify potential areas of risk and from this to include guidance to ensure these risks are minimized; following the steps, as outlined, should help achieve a quality verification;
- The exhibits to Section 3 contain templates that should be used to ensure potential information that could be missed in communicating with clients or conducting verifications is not overlooked; and
- In Section 3, checklists are included to ensure that each step of the process has been verified, either by the CVO themselves or the manager, to ensure that no areas have been overlooked.

Delivering a quality verification depends on the overall approach taken by the CVO. Following the processes as outlined should help to ensure that this goal is achieved. Many CVOs have considerable experience, when it comes to best practices in conducting verifications and in some cases, they would know where these could be reflected in the existing process documentation; CVOs are encouraged to put forward these suggestions as items for future improvements that can be shared with others.





3.2 Key Phases and Steps

The following outline shows key process steps and major activities within each phase. Activities may vary by the type of verification and in some cases (e.g. Desk Verifications for single program) certain steps may not be required.

Pre-Planning Phase

- 0.1 Research and confirm commodity information
- 0.2 Send notification e-mail to stakeholders
- 0.3 Confirm client location, commodity information, location and availability of records
- 0.4 Confirm viability with Manager

Planning Phase

1. Open Client file
2. Notify the Client
3. Research client import history
4. Verification Planning Memorandum

Execution Phase

5. Prepare and perform opening meeting
6. Conduct systems review and walk-through
7. Select samples for verification
8. Complete the verification, analysis and evaluation of the programs

Reporting Phase

9. Report results to client
10. Complete National reporting requirements

Follow-Up Phase

11. Identify File for follow-up





Process Steps	Multi- Program Verification (MPV)	Single Program Verification (SPV)	
		(SPV) On-site	(SPV) Desk Verification
3.3 PRE- PLANNING			
0.1 Research and confirm commodity information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
0.2 Send notification e-mail to stakeholders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
0.3 Confirm client location, commodity information, location and availability of records	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
0.4 Confirm viability with Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 PLANNING			
1. Open client file	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2. Notify the client	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3. Research client import history	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4. Verification Planning Memorandum	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	If required
3.5 EXECUTION			
5. Prepare and perform opening meeting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
6. Conduct systems review and walk-through	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Obtain documents from client and internal sources
7. Select samples for verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Done in step 1
8. Complete the verification, analysis and evaluation of the programs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.6 REPORTING			
9. Report results to client.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10. Complete National reporting requirements	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.7 FOLLOW-UP			
11. Identify file for follow- up	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

