



PARTNERS IN CARM



AGENDA

- ✓ CARM full scope and what it means to importers
- ✓ Important dates and provisions of each Release
- ✓ Role of Importer and Customs broker
- ✓ How to pro-actively prepare for a smooth transition

**CARM OVERVIEW
CBSA ASSESSMENT
AND REVENUE
MANAGEMENT**

- Modernize importing of goods into Canada
- Transform the collection of duties and taxes for goods imported
- CARM will affect all Importers
- **Implemented in Releases**
 - *Release 1 – May 25, 2021 – CCP (CARM Client Portal)*
 - *Release 2 – May 2022 – Changes to Operations and Financial Processes*

THE CARM CLIENT PORTAL WILL BE INTRODUCED IN RELEASE 1

May 25, 2021

May 2022

Release 0

Upgrade – Accounts Receivable Ledger (ARL)

- ✓ No action required from Trade Chain Partners*



Release 1

Basic Functions CARM Client Portal

- ✓ **Open to importers, customs brokers and trade consultants (all other clients will gain access with Release 2)**
- ✓ Ability to grant access to your portal account to third-party service providers (customs broker, trade consultant)
- ✓ New online payment options (credit card payments, pre-authorized debit, etc.)
- ✓ Tools to help classify goods and estimate duties and taxes
- ✓ Application Program Interface (API) to retrieve tariff data
- ✓ Ability to electronically request rulings and track their progress



Release 2

All Functions CARM Client Portal

- ✓ Open to all trade community
- ✓ Business registration and program enrolment
- ✓ Electronic commercial accounting declarations with ability for corrections and adjustments (to replace current B3 Customs Coding and B2 Request for Adjustment forms)
- ✓ Changes to Release Prior to Payment requirements for bonds
- ✓ Harmonized billing cycles
- ✓ New offsetting options
- ✓ Electronic management for appeals and compliance actions



*Recipients of Daily Notices may experience a delay in receiving them during the implementation, similar to other ARL updates.



**CARM
CLIENT
PORTAL
(CCP)
RELEASE I**

- **Main Feature of the CARM Project Release I**
Link between Importer / Broker / CBSA
- ALL trade chain partners (importers) that conduct business with CBSA WILL be required to register their business on the CCP (when available in Release I)
- ALL Importers will need to approve broker's request, delegate authority and visibility level after Release I and before Release 2.
- Brokers will NOT be able to submit transactions on behalf of clients who have not delegated authority to them once Release 2 is implemented !
- Release I Purpose – Set Up Portal and Linking Importers/Brokers in preparation for Release 2



**CARM
RELEASE 2
MAY-2022**

Importers

- Enroll in RPP Program (release prior to payment)
- **Post Security (surety bond or cash bond)**
- **ALL importers required to post security (incl. NRIs)**
- View SOAs (statement of account) in portal
- Billing cycles changing
- CBSA Payment due date changing
- Disbursement (Offset) processes changing
- Financial Statements in the Portal

Introduction of the CAD (Commercial Accounting Declaration)

- Document which will replace the confirming and amendment processes associated with importations into Canada
- Mass Adjustments (replace Blanket B2) / Drawbacks will also utilize CAD Versioning through the portal

CARM CLIENT PORTAL REGISTRATION

CARM Client Portal Onboarding Process

R0

R1

R2

Step 1 will *only* be required if an importer has not previously transacted business with the CBSA.



1. Obtain Business Number and RM

Follow the current process to obtain a **Business Number (BN)** and **program account identifier (RM number)** through the [Canada Revenue Agency \(CRA\)](#)



2. Create Individual User Portal Account

Login to the CARM Client Portal using one of the following login credentials to create your individual user account:

- [GCKey](#)
- [Sign-In Partner](#)



4. Grant Access to Employees or Representatives

Navigate to the **Delegation of Authority** page on the portal and select the appropriate access type for each employee or representative you wish to delegate access to. The employee or representative must have already created an individual user portal account and requested access.

**See solution spotlight on delegation of authority for more information on this step.*



3. Link User Account with Business Account

To set up your business account, you must link your user account to your company's business in the portal.

The company's Business Account Manager must complete this step. The following information will be required for setup:

- Legal entity name and full address
- Affinity question information (e.g., transaction number and associated duties and taxes, last payment amount and last statement of account balance)



5. Use the CARM Client Portal

You are now set up to use the **CARM Client Portal** (e.g. to request a ruling, view transaction history, view statement of account, use self-service tools)

PERSONAL USER PROFILE

- ALL CCP users are required to create a Personal User profile, regardless of the user role(s) they are assigned.
- Only employees that interact with CBSA (payments, review transactions etc.) will need to be linked to the importer's CCP.
- Users will request access to their employers once their personal profile is created.



CARM CLIENT PORTAL USER ROLES

- Prior to accessing the CARM Client Portal (CCP), please review the user profile definitions and roles
- Determine the list of portal users and account administrators for your business



BUSINESS ACCOUNT MANAGER (BAM)

- The Business Account Manager (BAM) is the primary user with complete administrative access and functionality who sets up the business account
- BAM will need to have the required legal information to link their business account in the portal.
- The BAM is responsible for:
 - registering your company on the CCP
 - approving and assigning user roles to subsequent users
 - approving additional BAMs to help with the administration of the business account
- Once a BAM has approved another BAM, they both have equal access and functionality to administer all of your business and program accounts
- It's recommended that businesses assign at least two BAMs



PROGRAM ACCOUNT MANAGER (PAM)

- The Program Account Manager (PAM) must first create their personal profile and submit an access request to be added to the business account
- The BAM receives and approves the access request, and assigns the applicable RM program account(s) to be administered by the PAM
- The PAM has the ability to:
 - modify program registration information
 - grant program access to employees as either Editors or Readers,
 - create, view and edit all program transaction information



EDITOR

- The Editor must first create their personal profile and submit an access request to be added to the program account
- Editors are able to create, view and edit all transaction information within a program
- The Editor has access at the program account level to edit the following sub-programs: Finances, Financial Security, Payments, Declarations, Rulings & Appeals



READER

- The Reader must first create their personal profile and submit an access request to their employer to be added to a program account
- Readers are able to view all transaction information within a program, but are unable to create or edit information
- The Reader has access at the program account level to view the following sub-programs: Finances, Financial Security, Payments, Declarations, Rulings & Appeals



SUMMARY

- ✓ Obtain Business Number and RM
- ✓ Create Individual User Portal Account
- ✓ Link User Account with Business Account
- ✓ Grant Access to Employees or Representatives
- ✓ Use the CARM Client Portal



NEXT STEPS

- ✓ Importers that are not currently set up with a surety bond should begin the process of posting security for Release Prior to Payment privileges in preparation for release 2.
- ✓ Ensure you are set up and receiving our Omniflash communications and continue to watch for new CARM update information provided by Omnitrans.
- ✓ The CBSA is preparing communications such as playbooks, webinars, and YouTube videos with detailed information pertaining to CCP Registration. These will be available early in May of 2021.
- ✓ When the portal is available – log in and register your business and assign users at the business and program levels.
- ✓ **Once Omnitrans advises that they are set up in the CCP – log in and accept/authorize delegation to Omnitrans.**

THIS STEP IS EXTREMELY IMPORTANT !

- ✓ Importers that are not currently set up with a surety bond should begin the process of posting security for Release Prior to Payment privileges in preparation for release 2.



**CARM
INQUIRY
CONTACT
INFO**

For CARM related questions, please send an email to:

CARM-GCRA@omnitrans.com



THANK YOU!

