CARM PORTAL ONBOARDING

TRI-AD

CARM Release 1 -May 2021

CARM Client Portal Functionality at Release 1

The CARM Client Portal will serve as the primary hub for accounting and revenue management with the CBSA. Release 1 offers basic functionality that allows users to set up their business account, and begin to familiarize themselves with the portal in advance of full implementation of CARM's Release 2.

DELEGATE ACCESS
to your employees and third-party service providers

VIEW ACCOUNTING INFORMATION AND MAKE PAYMENTS
electronically, through the CARM Client Portal

USE SELF-SERVICE TOOLS
to classify your goods and calculate duties and taxes
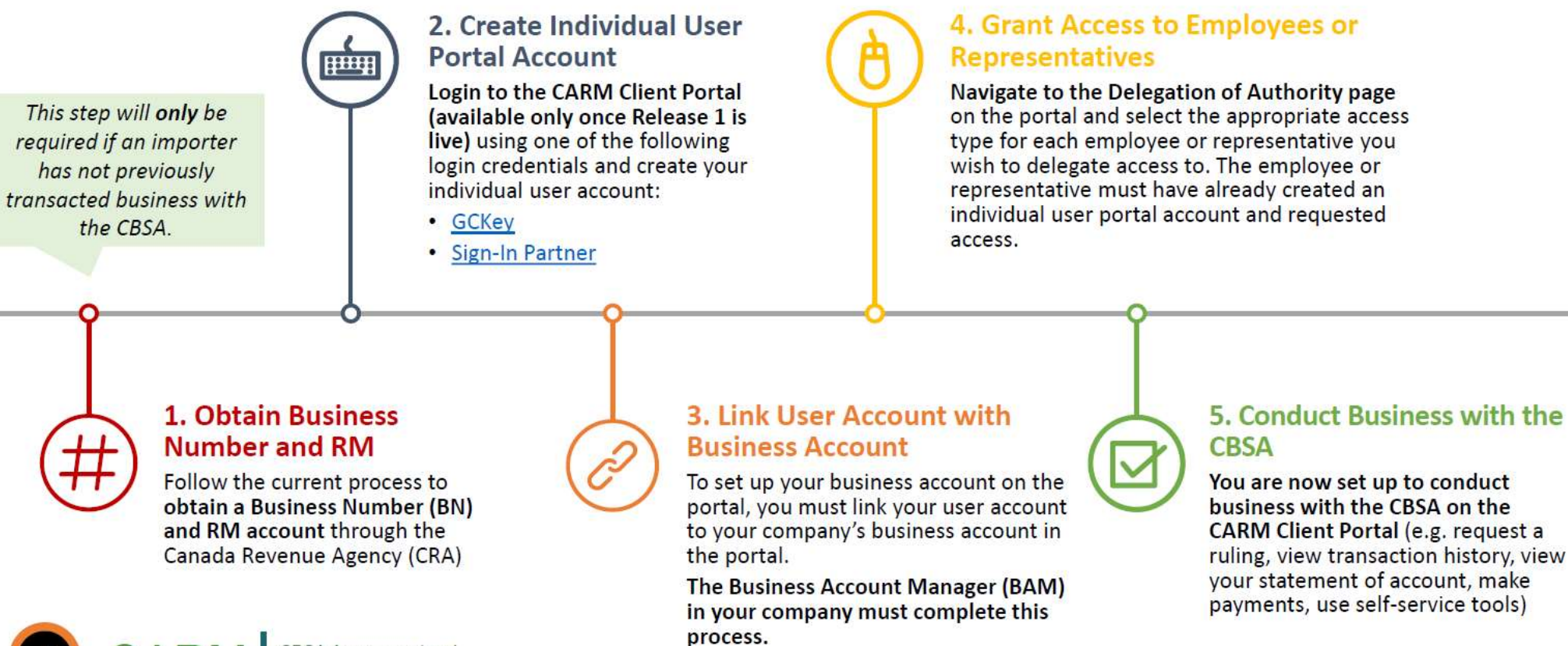
SUBMIT RULINGS
and track the status of these requests

All individuals conducting business with the CBSA, on behalf of their own organization,
**must create an individual user account in the CARM Client Portal**.

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CARM Client Portal Onboarding

Onboarding process once CARM Client Portal is available with Release 1

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

2. Create Individual User Portal Account

Login to the CARM Client Portal (available only once Release 1 is live) using one of the following login credentials and 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.

1. Obtain Business Number and RM

Follow the current process to **obtain a Business Number (BN) and RM account** through the Canada Revenue Agency (CRA)

3. Link User Account with Business Account

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

The Business Account Manager (BAM) in your company must complete this process.

5. Conduct Business with the CBSA

You are now set up to conduct business with the CBSA on the CARM Client Portal (e.g. request a ruling, view transaction history, view your statement of account, make payments, use self-service tools)

R1

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CARM Client Portal Main View

The following illustrates what the CARM Client Portal will look like to importers in Release 1, when they access their account.
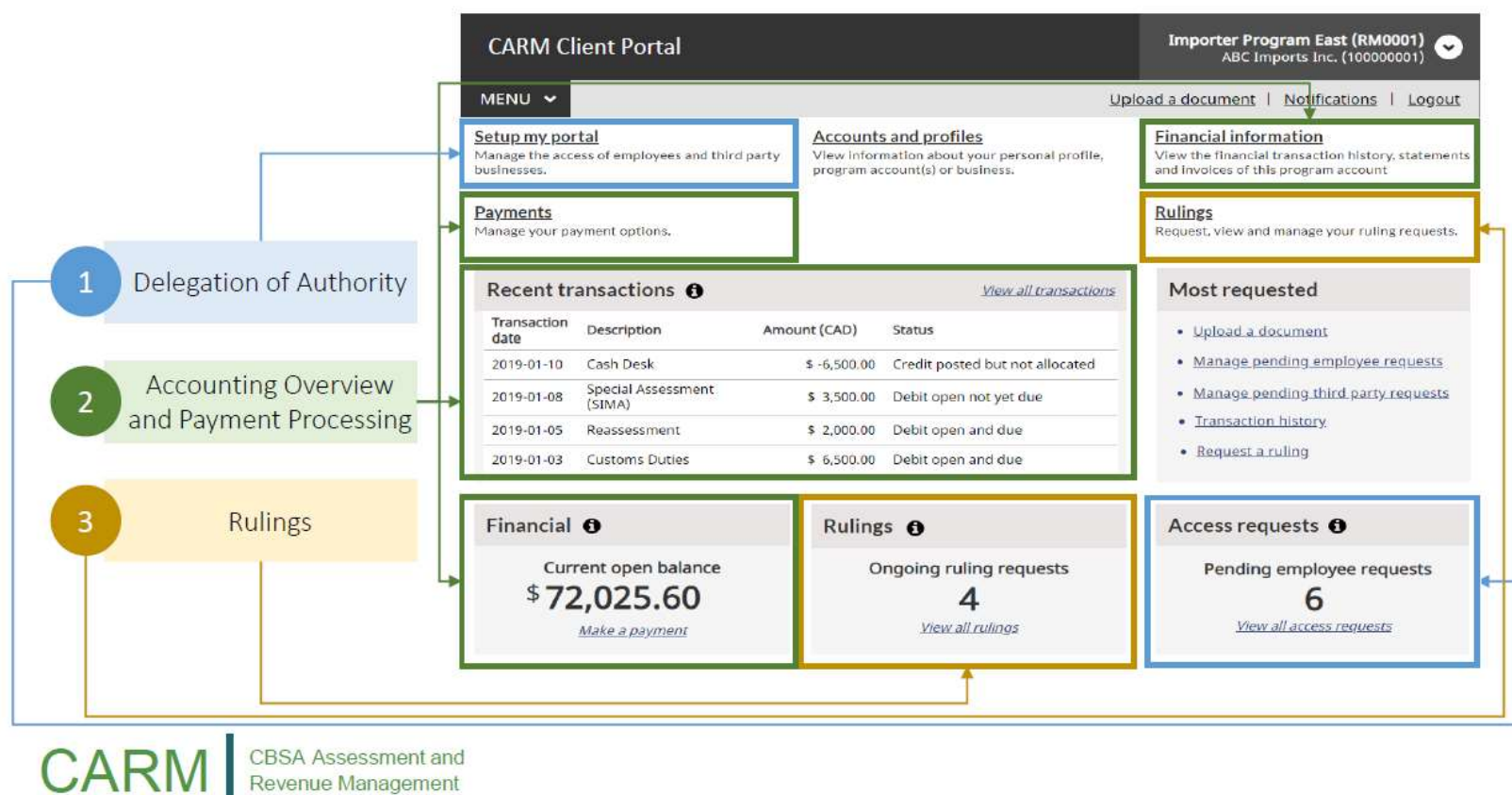
Delegating access to your portal account

Delegation of authority ensures that your employees and third-party service providers have the appropriate access to your CARM Client Portal account.

How do I use this functionality?
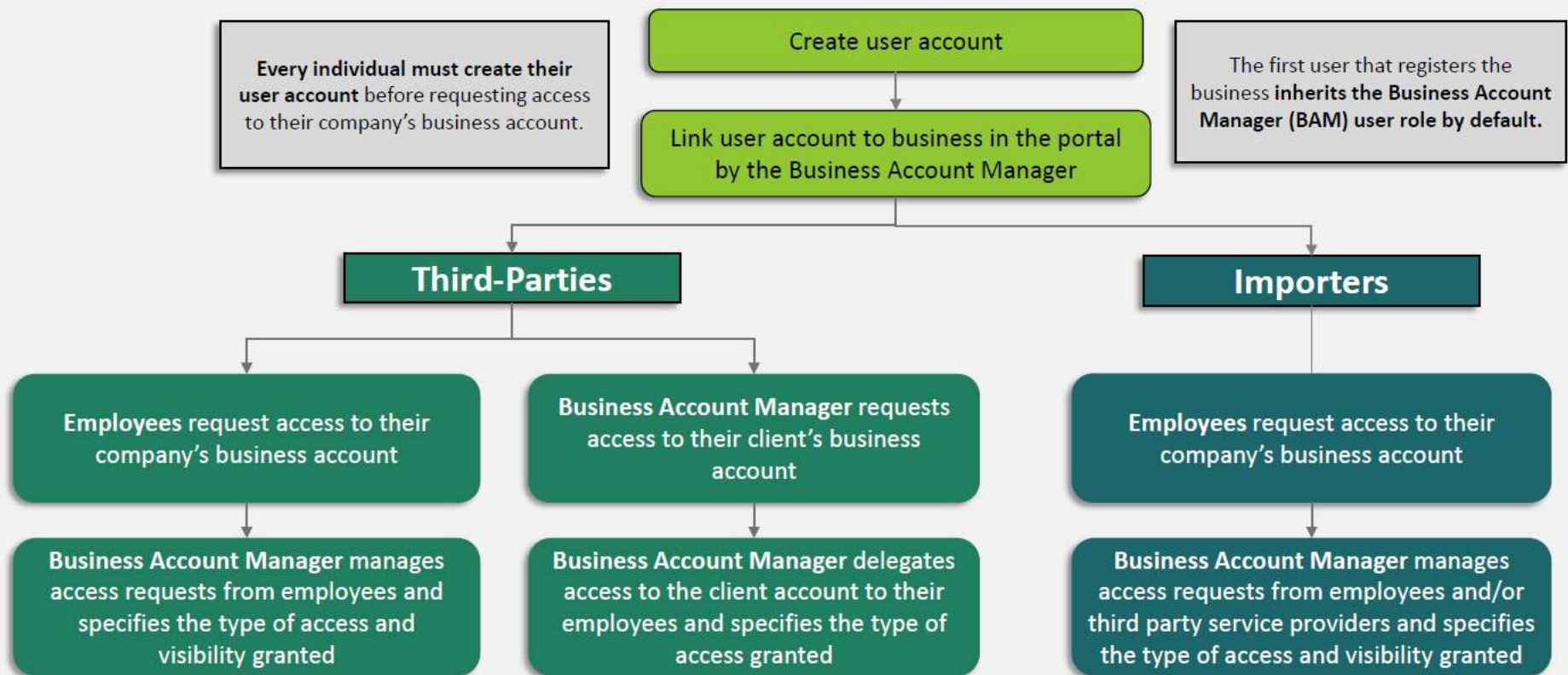
Managing your own business account:

1. As the **Business Account Manager**, upon linking your user account to your business' portal account, employees of your business will be able to request access your business' portal account

2. The **Business Account Manager** manages these access requests from employees, and assigns the specific type of access they require

3. The **Business Account Manager** manages access requests from third-party service providers, and assigns the specific type of access they require

KEY NOTES

The delegator must have a user account that is linked to their business, and the delegatee must also have a user account

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Key steps to delegate access to a business account

Every individual must create their **user account** before requesting access to their company's business account.

Create user account

↓

Link user account to business in the portal by the Business Account Manager

The first user that registers the business **inherits the Business Account Manager (BAM) user role by default.**

Third-Parties

Employees request access to their company's business account

↓

Business Account Manager manages access requests from employees and specifies the type of access and visibility granted

Business Account Manager requests access to their client's business account

↓

Business Account Manager delegates access to the client account to their employees and specifies the type of access granted

Importers

Employees request access to their company's business account

↓

Business Account Manager manages access requests from employees and/or third party service providers and specifies the type of access and visibility granted

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Role differentiation within the portal

Business Account Manager (BAM) will assign roles and visibility rules to employees

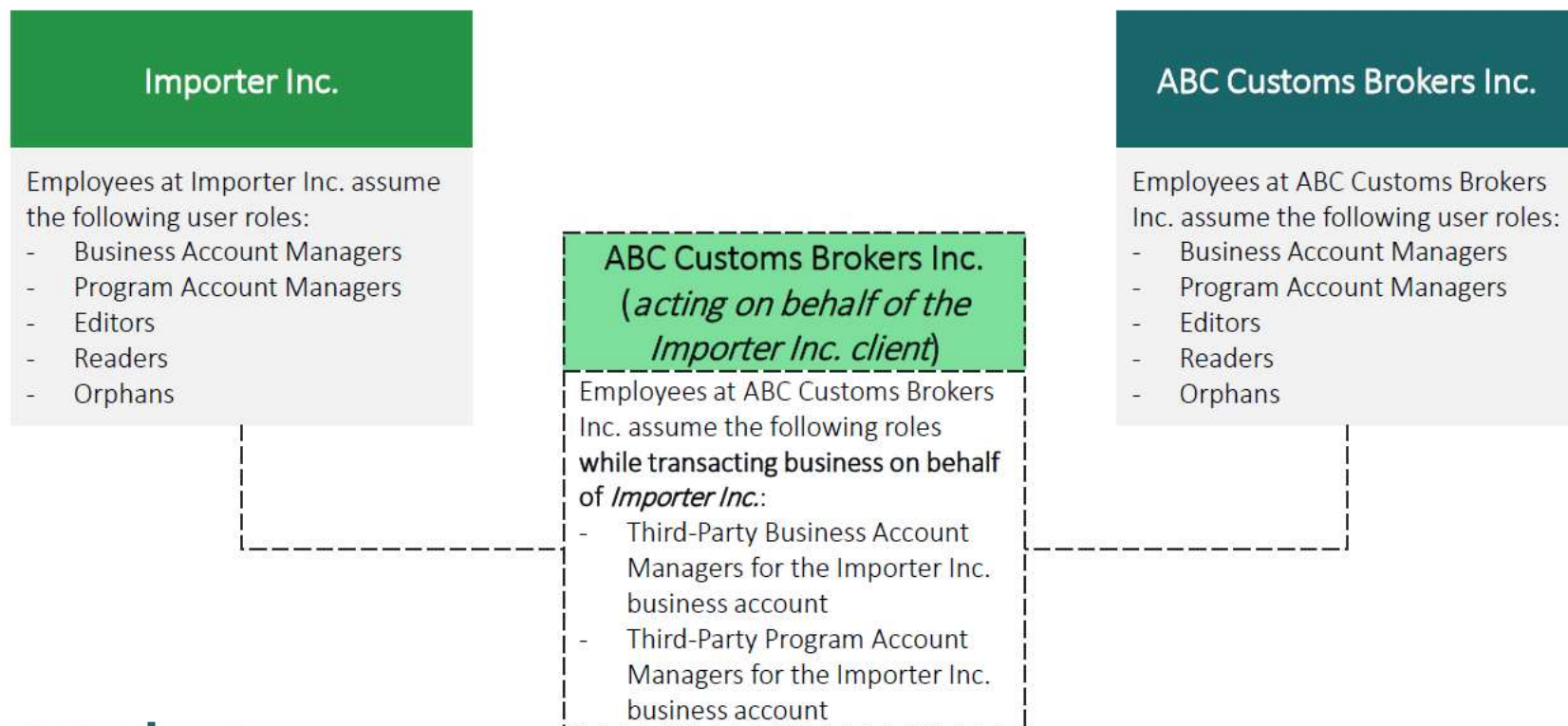| User Role	Description	User Role as a Third-Party	Description
Business Account Manager	Full management access at the business and program account levels, with the ability to accept new employees to the business and request Third-Party relationships with clients. This role should be given to an active operational user, and not necessarily the owner of the company.	Third-Party Business Account Manager	Ability to manage which of your employees can access a client's account. If the client sets the relationship at the business level (full access to all program accounts), you assume the highest possible role based on the type of relationship established by your client, and act as Third-Party Business Account Manager for this client.
Program Account Manager	Ability to modify program registration information, grant access to employees of their Program and create, edit and view all Program transaction information.		
Orphan	Has created her personal profile on the CARM Client Portal, but she has not yet been accepted as an employee of their business.	Third-Party Program Account Manager	With delegated access to a client's Program by the Third-Party Business Account Manager, you have the ability to grant access to employees who will work with you on your client's program account.
Editor	Ability to create, edit and view all transaction information for a Program.		
Reader	Ability to see all transaction information for a Program but is unable to create or edit information.		

Transaction visibility for businesses can be set to allow third-party service providers to access transactions that are:
- Submitted by your third-party service provider business
- Submitted by the client
- Submitted by another third-party service provider business

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Example: how delegation of authority will work

Diagram illustration is for an importer-customs broker delegation of authority relationship

Importer Inc.

Employees at Importer Inc. assume the following user roles:
- Business Account Managers
- Program Account Managers
- Editors
- Readers
- Orphans

ABC Customs Brokers Inc.
(acting on behalf of the Importer Inc. client)

Employees at ABC Customs Brokers Inc. assume the following roles **while transacting business on behalf** of *Importer Inc.*:
- Third-Party Business Account Managers for the Importer Inc. business account
- Third-Party Program Account Managers for the Importer Inc. business account

ABC Customs Brokers Inc.

Employees at ABC Customs Brokers Inc. assume the following user roles:
- Business Account Managers
- Program Account Managers
- Editors
- Readers
- Orphans

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CARM Checklist: Pre-Release Activities

This is your checklist of activities to complete in the weeks leading up to Release 1 to ensure that you are prepared.

Pre-Release Activities

☐ I have obtained my BN and RM program account, if applicable.

4 weeks prior to implementation

☐ I read the CARM Information Package, which is found on the CARM Google Drive.

3 weeks prior to implementation

☐ I have met with my Customs Broker to discuss how our relationship will be affected by the introduction of the CARM Client Portal.

2 weeks prior to implementation

☐ I have identified the Business Account Managers for my organization, along with the specific access required for my team.

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CARM Checklist: Post-Release Activities

This is your checklist of activities to complete in the weeks following Release 1 to ensure that you are prepared.

2 weeks after implementation

- ☐ If required, I have acquired my GCKey and/or Sign-In Partner credentials, in order to access the CARM Client Portal.

- ☐ I have created my user account in the CARM Client Portal.

- ☐ If I am my organization's Business Account Manager, I have my legal entity name, full legal address, and last Statement of Account, in order to link my user account to my organization's account in the CARM Client Portal.

- ☐ If required, I have reached out to the third-party service provider to confirm that they have requested access to my business account.

- ☐ If I am my organization's Business Account Manager, and my organization uses a third-party service provider, I have accepted their request to access my organization's account in the CARM Client Portal.

8 weeks after implementation

- ☐ I reviewed my legal entity information in the CARM Client Portal, and if required, I contacted the Canada Revenue Agency to make any necessary corrections to my business account information (for example business address).

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Your Roadmap to Release 1
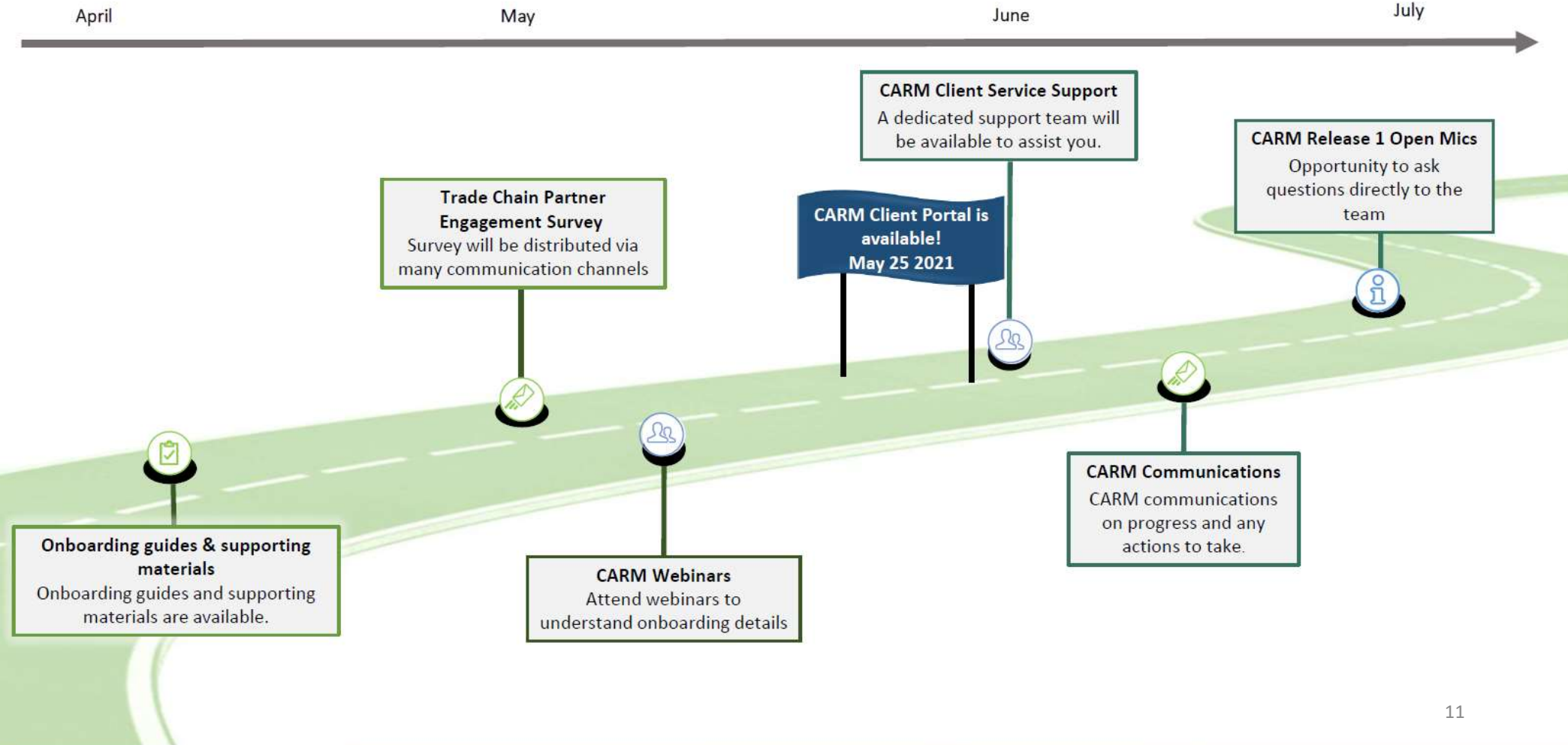
The graphic below is a snapshot of some of the activities that the CARM has planned to prepare you for Release 1.

April   May   June   July

CARM Client Service Support
A dedicated support team will be available to assist you.

CARM Release 1 Open Mics
Opportunity to ask questions directly to the team

Trade Chain Partner Engagement Survey
Survey will be distributed via many communication channels

CARM Client Portal is available!
May 25 2021

Onboarding guides & supporting materials
Onboarding guides and supporting materials are available.

CARM Webinars
Attend webinars to understand onboarding details

CARM Communications
CARM communications on progress and any actions to take.

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What does this mean for me?

Important Takeaways

Delegating authority in the CARM Client Portal is important
Make sure you work with your third-party service provider(s) to delegate them with access to your business' account, so that they can manage importation activities on your behalf.

Select your Business Account Manager(s) and determine your access structure
In advance of Release 1, ensure that your organization has selected the individual(s) who will assume the role of Business Account Manager; and determine access privileges for the rest of your organization, and third-party service providers, who will need to operate in the portal.

Additional Resources

- An overview of the key changes and benefits related to this functionality can be in the delegation of authority 'Solution Spotlight' and related recording on the CARM Google Drive.

- Detailed process information on this change can be found in the CARM Release 1 Playbook on the CARM Google Drive.

- Step-by-step information on how to delegate access to your account will be available in the CARM educational videos (available May 2021 on the CBSA YouTube channel).

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Questions:
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