



CARM QUARTERLY

A Newsletter for Trade Chain Partners

CBSA Assessment and Revenue Management (CARM)

OVERVIEW

The CBSA Assessment and Revenue Management (CARM) project is a multi-year initiative that will modernize how the CBSA assesses imported goods and manages revenue. Once fully implemented, CARM will streamline and automate business processes and offer online self-service tools to help the trade community do business in Canada.

The vision of CARM is to deliver a **globally-leading customs experience** that is **customer-centric**, facilitates legitimate trade, improves compliance and revenue collection, and contributes to securing the borders of Canada.

Ensuring timely, effective and open communication between the CARM project and external stakeholders is a critical component to building a solution that works for both the CBSA and the trade community. The project team has established a [Trade Chain Partner Working Group \(TCP WG\)](#), which meets monthly to provide input, recommendations and feedback on the CARM design and implementation.

TARGET DELIVERY TIMELINE



Release 0

Accounts Receivable Ledger (ARL) technology upgrade

No Impact for TCPs

- ✓ Seamless migration from existing system to new technology

Release 1

Introduction of basic portal functionality

Key Functionality for TCPs

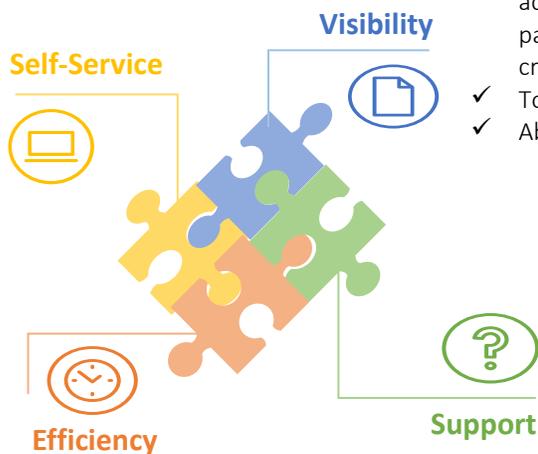
- ✓ External portal is accessible to existing CBSA clients
- ✓ Ability to view statements of account and make electronic payments (pre-authorized debit, credit card, etc.)
- ✓ Tool to help classify goods
- ✓ Ability to request advance rulings

Release 2

All CARM functionality is available to trade community

Key Functionality for TCPs

- ✓ Ability register and enroll in CBSA programs
- ✓ Ability to manage account data and delegate authority to customs brokers and third party service providers
- ✓ Customizable electronic notification options
- ✓ Ability to submit new commercial accounting declarations and make corrections
- ✓ Harmonized billing cycle that aligns payment due dates and provides more time to make interest-free corrections



CARM will introduce online client **self-service** options and real-time **support** for Trade Chain Partners and will provide a greater ability to do business directly with the CBSA. Through CARM, the CBSA will improve **visibility** and transparency to client accounts and increase **efficiency** by eliminating many paper-based processes.

Small and Medium-Sized Enterprise

| | |
|--|--|
| <p>DID YOU KNOW?</p> <ul style="list-style-type: none"> • Since April 2018, CARM has completed over 64 engagement sessions with the trade chain community, helping to ensure that stakeholders are informed early and often throughout the design of the project. • CARM will become the first large-scale Government of Canada application to use a public cloud computing environment. | <p>CARM CLIENT PORTAL</p> <p>CARM will provide access to a self service portal that will allow online:</p> <ul style="list-style-type: none"> • Registration and enrolment in CBSA programs. • Submission of commercial accounting declarations. • Access to transaction history and statements of account. • Submission of requests for rulings, appeals and adjustments to commercial accounting declarations. <p>GET INVOLVED</p> <p>CARM wants to hear from you!</p> <p>If you are a small- or medium-sized enterprise in the commercial importation business and would like to participate in the CARM conversation, contact CBSA.CARM_Engagement-Engagement de la GCRA.ASFC@cbsa-asfc.gc.ca.</p> |
| <p>STAY CONNECTED</p> <ul style="list-style-type: none"> • If you would like more information on CARM, refer to the CARM section of the CBSA Website: https://www.cbsa-asfc.gc.ca/prog/carm-gcra/menu-eng.html • Follow CBSA social media accounts on Facebook (Canada Border Services Agency) and Twitter (@CanBorder). | |

HOT TOPIC – The CARM ChatBot

What is a ChatBot?

A ChatBot is a form of artificial intelligence that can simulate a typical conversation on a particular topic, using either auditory or text messages.

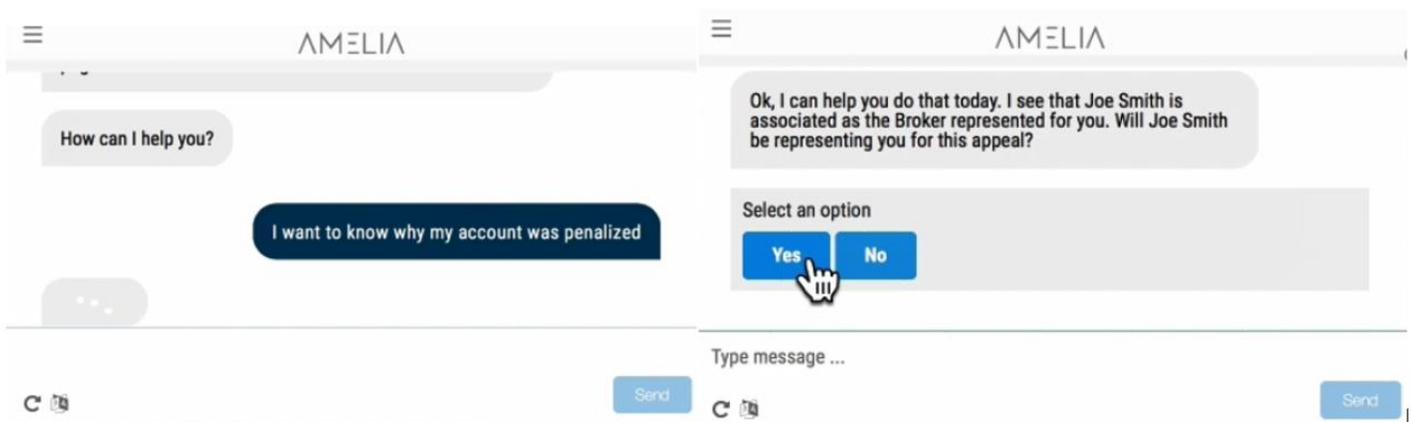
Why does the CBSA intend to use a ChatBot?

A ChatBot will allow CBSA clients to quickly get answers to the most frequently asked questions. This innovative solution will reduce the volume of calls and emails received by the CBSA support teams, allowing them to deal with more complex client inquiries, as well as improve the overall client experience.

When will CARM implement the ChatBot?

The ChatBot will be implemented as part of Release 2, scheduled for Spring 2021.

A sample view of a conversation with a CBSA ChatBot, where the user is inquiring about a penalty they have received.





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CBSA ASSESSMENT AND REVENUE MANAGEMENT (CARM)

CARM Client Portal to Launch in Winter 2020/21!

CBSA is getting ready for the initial launch of the CARM Client Portal in winter 2020/21 for importers and customs brokers. Once launched, you will need to create a user account and set up your business on the CARM Client Portal.

Initially, the CARM Client Portal will be the means for you to:



- Create your portal user account and set up your business account
- Make payments online, either by debit/credit card or pre-authorized debit
- Submit and track ruling requests online
- Estimate duties and taxes
- Delegate authority to customs brokers to manage your import activities

To access the CARM Client Portal, you will need a valid business number (BN) and program account identifier (RM). If you do not currently have a BN or RM, you will need to contact the [Canada Revenue Agency](#).

Once fully launched in 2021, the CARM Client Portal will be accessible to all CBSA commercial clients with additional changes such as the ability to:

- Acquire a BN directly through the portal, enroll in numerous CBSA programs, and obtain a RM number
- Submit, correct, and adjust commercial accounting declarations (also available via electronic data interchange (EDI))
- Post and manage financial security to take advantage of Release Prior to Payment (RPP) privileges
- Delegate authority to third-party service providers to manage import activities

CARM Client Portal Key Benefits

- Provides visibility and control over the importing process
- Introduces tools that will help classify goods and estimate duties and taxes
- Allows for the ability to submit and track ruling requests electronically
- Provides a central location to access transaction history



KEY TAKEAWAYS

1. The CARM Client Portal will be accessible to all CBSA commercial clients in mid-2021.
2. Importers and customs brokers should plan to create their user account and set up their business on the CARM Client Portal beginning in Winter 2020/21.
3. Trade chain partners must determine who will have access to their account to conduct business on their behalf, such as employees and/or customs broker. Other third parties can be delegated in mid-2021.

HOT TOPIC – COMMUNICATION and ENGAGEMENT

The CBSA is leveraging a variety of communication channels to engage with the trade community.



Upcoming engagements

Recorded Webinars will provide details on what the CARM Client Portal will offer in winter 2020/21, and how to prepare for the upcoming changes. These recorded webinars will be available in spring 2020 on the CARM section of the [CBSA website](#).

Live Webinars will provide tailored information for customs brokers and other service providers, focusing on what is important to each group.

Open Mics will enable interaction between the trade community and CARM representatives. They will help the project team gather feedback and answer any questions in real time. Registration to attend these open mics in spring 2020 will be posted on the CARM section of the [CBSA website](#). Check it often, and register.



Equipping you with CARM information

The following tools are currently available on the CARM section of the [CBSA website](#) to help communicate the benefits of CARM:



CARM Videos



CARM Infographic

STAY CONNECTED

- Refer to the CARM section of the [CBSA website](#) to stay up-to-date on CARM
- Register for CARM open mics and watch webinar recordings as they become available
- Join our [CARM GCcollab](#) group to download CARM materials
- Follow the project on LinkedIn (search CBSA Assessment and Revenue Management)

CARM wants to hear from you!

- If you would like to participate in the CARM conversation, contact us at [CBSA.CARM_Engagement-Engagement de la GCRA.ASFC@cbsa-asfc.gc.ca](mailto:CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca)

CARM welcomes feedback and suggestions for future topics of the CARM Quarterly. Please send all questions/comments to [CBSA.CARM_Engagement-Engagement de la GCRA.ASFC@cbsa-asfc.gc.ca](mailto:CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca)



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New CARM release dates: Release 1 to come in Spring 2021

KEY PROJECT UPDATES

The CBSA has revised its timelines for the CARM project, resulting in new implementation dates for Release 0, Release 1, and Release 2.



Release 0

Upgrade – Accounts
Receivable Ledger (ARL)

Release 1

Basic Functions
CARM Client Portal

Release 2

All Functions
CARM Client Portal

No action required by the trade community*

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

Key Functions

- ✓ 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
- ✓ 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

Key Functions

- ✓ 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

Now available! Chapters 24 and 26 of the [Electronic Commercial Clients Requirements Document \(ECCRD\)](#), designed to provide system specifications for key technical changes under CARM.

HOT TOPIC – DELEGATION OF AUTHORITY

At Release 1, using the CARM Client Portal, Trade Chain Partners will have the ability to grant access of their portal business account to employees and third-party service providers (e.g., customs brokers), allowing them to manage commercial importation activities on their behalf. **Note:** Only importers, customs brokers, and trade consultants will be able to access the CARM Client Portal at Release 1, and therefore, delegate access accordingly.



What does this mean for you?

- With Release 1, importers, customs brokers and trade consultants will need to create their portal Business Account and designate a **Business Account Manager (BAM)** – the BAM will be responsible for managing the day-to-day aspects of the account (e.g. assigning privileges, approving delegation of authority requests, etc.).
- All users of the CARM Client Portal will be required to create their individual portal user accounts.
- Stay tuned for more information on how to prepare for CARM!

STAY CONNECTED

- **Recorded Webinars** will be available in Fall 2020. They will provide details on what the CARM Client Portal will offer, as well as key information on core changes to come
- Refer to the CARM section of the [CBSA website](#) to stay updated on CARM
- Contact your customs broker and/or third-party service provider to learn more about CARM
- Join our [CARM GCcollab](#) group to download CARM materials
- Follow the project on LinkedIn by searching *CBSA Assessment and Revenue Management*

CARM welcomes your feedback and suggestions on topics for future editions of the CARM Quarterly. Please send all questions/comments to [CBSA.CARM_Engagement-Engagement de la GCRA.ASFC@cbsa-asfc.gc.ca](mailto:CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca)



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KEY PROJECT UPDATES

CARM Release 1 – Preparations Underway

On May 25, 2021, CBSA will launch the CARM Client Portal for importers, customs brokers and trade consultants. Release 1 will allow these clients to view their transactions and statements of account, request rulings and settle invoices with new electronic payment options. All other trade chain partners will have access to the CARM Client Portal at Release 2.

The project team is preparing a series of materials that will guide you through the CARM Client Portal setup. These resources will be available on the [Google Drive](#), the [CBSA YouTube](#) channel and the CARM Client Portal landing page (available on May 25, 2021).

Resources currently available through [Google Drive](#) include:

- **CARM Client Portal Release 1 Onboarding Guide:** onboarding checklists and an overview of key functionalities.
- **Release 1 Playbook:** detailed information on all key processes.
- **CARM Information Packages:** key CARM materials, including CARM solution highlights, infographic, and more.

Resources coming soon:

- **CARM instructional videos:** step-by-step instructional videos that explain how to perform key functions within the CARM Client Portal at Release 1.
- **CARM user guides:** step-by-step instructional guides with screenshots that explain how to perform key functions within the CARM Client Portal at Release 1.

TRADE CHAIN PARTNER ENGAGEMENT SURVEY

On May 3, 2021, CARM distributed an open survey for all trade chain partners.

- **Access to the survey** – The [survey link](#) is available, it was also emailed and shared on the [CARM LinkedIn](#) page.
- **Format** – The survey includes multiple choice questions and an area for additional comments and feedback. It will take less than 10 minutes to complete.
- **Share with your network** – Encourage your colleagues to complete the survey by sharing the link with them.

STAY CONNECTED

- Access CARM resources in the [CARM Google Drive](#)
- Refer to the CARM section of the [CBSA website](#)
- Contact your customs broker and/or third-party service provider to learn more about CARM
- Follow the project on [LinkedIn](#)

CARM welcomes your feedback for future editions of the CARM Quarterly.

Please send all questions/comments to:

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CARM Release 1 Launch Update – the CARM Client Portal is live!

The CARM Client Portal was successfully launched with our CARM Release 1 Go-Live in May 2021! Importers, Customs Brokers and Trade Consultants can now set up their account on the portal and enjoy the benefits of having access to their importing accounting information online, including:

- Access to monthly Statement of Account (SOA)
- Viewing transactions and financial information
- Delegating access to employees
- Ability for importers to delegate access to service providers like customs brokers and trade consultants

Over 9000 clients have registered so far and the rate of weekly registrations is steadily increasing. Sign up now by visiting the [CARM Client Portal](#) home page!

CARM Client Portal Onboarding Webinars and Open Mic Sessions

Haven't onboarded to the CARM Client Portal yet? Need more information about account creation and delegation? Join us for one of our ongoing monthly CARM Client Portal Onboarding webinars starting up again in January 2022.

Sign up to receive CARM information, **including dates and times of upcoming webinars**, by emailing us at CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca and asking to be added to the CARM distribution list. Encourage your employees and clients to do the same!

Added Security Measures

As of November 9, 2021, a new security measure has been added to all CBSA portals to enhance cyber security and protect client information. When you sign into the CARM Client Portal, you will notice a prompt to register for [multi-factor authentication](#). If you have any questions, please contact the CARM Client Support Helpdesk ([CCSH](#)).

Account Preparations for CARM Release 2

CBSA is executing a cleanup of BN15 (RM) accounts to support an efficient user experience on the portal.

- All BN15 (RM) accounts with no activity during the past 4 years will be closed.
 - If you plan to reinstate a BN15 (RM) account, please contact the CRA at 1-800-959-5525.
- You may see a change to your BN15 (RM) account program type. Conversions to correct certain inaccurate account types are currently underway. For example:
 - **An RM registered as an importer** with only exporter type transactions will see their program type corrected to that of an exporter.
 - **An RM registered as an exporter** with only importer type transactions will see their program type corrected to that of an Importer.
 - **An RM registered as a dual importer / exporter** with only exporter type transactions will see their program type corrected to that of an exporter.
 - **An RM registered as a dual importer / exporter** with only importer type transactions will see their program type corrected to that of an importer.
- Corrections will be seamless for Trade Chain Partners as transaction information on the portal and in the Canadian Export Reporting System will stay the same, and you will use the same RM number.
- Account cleanups will continue through CARM Release 2 implementation. If you have any concerns with a change, please contact the [CCSH](#).

Stay Connected

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CARM Leadership

We are pleased to announce and welcome the new acting Director General of CARM, Mike Leahy. Mike has 28 years of experience at the CBSA. His expertise and leadership will be instrumental in the successful implementation of CARM.

Release 2 Launch Update

Release 2 is the largest and most complex component of the CARM project. We understand the significant investment that it represents for the industry. We are also aware of the impact that COVID-19 has had on many businesses. In view of these challenges, the CBSA has carefully reviewed the appropriate implementation timing for CARM Release 2. At this time, we can share that we do not intend to proceed with the implementation of CARM Release 2 any time before January 2023. We will keep you informed on our progress.

CARM Experience Simulation

The CBSA continues to explore engagement activities and resources to support onboarding to CARM. We are currently organizing the CARM Experience Simulation exercise, which will allow volunteers from our Trade Chain Partner community to duplicate real business processes and interactions and provide their feedback in real time. Stay tuned for updates.

Here are a few key points as you consider volunteering for the CARM Experience Simulation:

- TCPs that are interested in exploring the increased functionality that will be available with R2
- Looking for representation across the commercial importation community
- Criteria:
 - A Business Registration Number and an Importer Program Account (BN15) and CARM Client Portal Account prior to **April 30th, 2022** (TBC)
 - Completion of Delegation of Authority, including Importer approval
 - Access to a company Virtual Private Network (VPN) for participants testing through the CARM Portal
 - Systems configured as per the ECCRD and a smoke test completed for EDI participants

Upcoming Webinars

CARM Client Portal onboarding webinars will continue to be held on a monthly basis. The next one is scheduled for April 19, 2022. To register, please email the [CARM Engagement Mailbox](#).

Webinars focused on Release 2 changes are coming soon. The format will be similar to the onboarding webinars and will be held monthly. They will cover such topics as Commercial Accounting Declaration, Release Prior to Payment, and harmonized billing cycles.

We encourage you to check out the resources we have posted on the [CARM Client Portal](#) and the instructional onboarding videos on our [website](#).

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