



CARM QUARTERLY

A Newsletter for Trade Chain Partners

CBSA Assessment and Revenue Management (CARM)

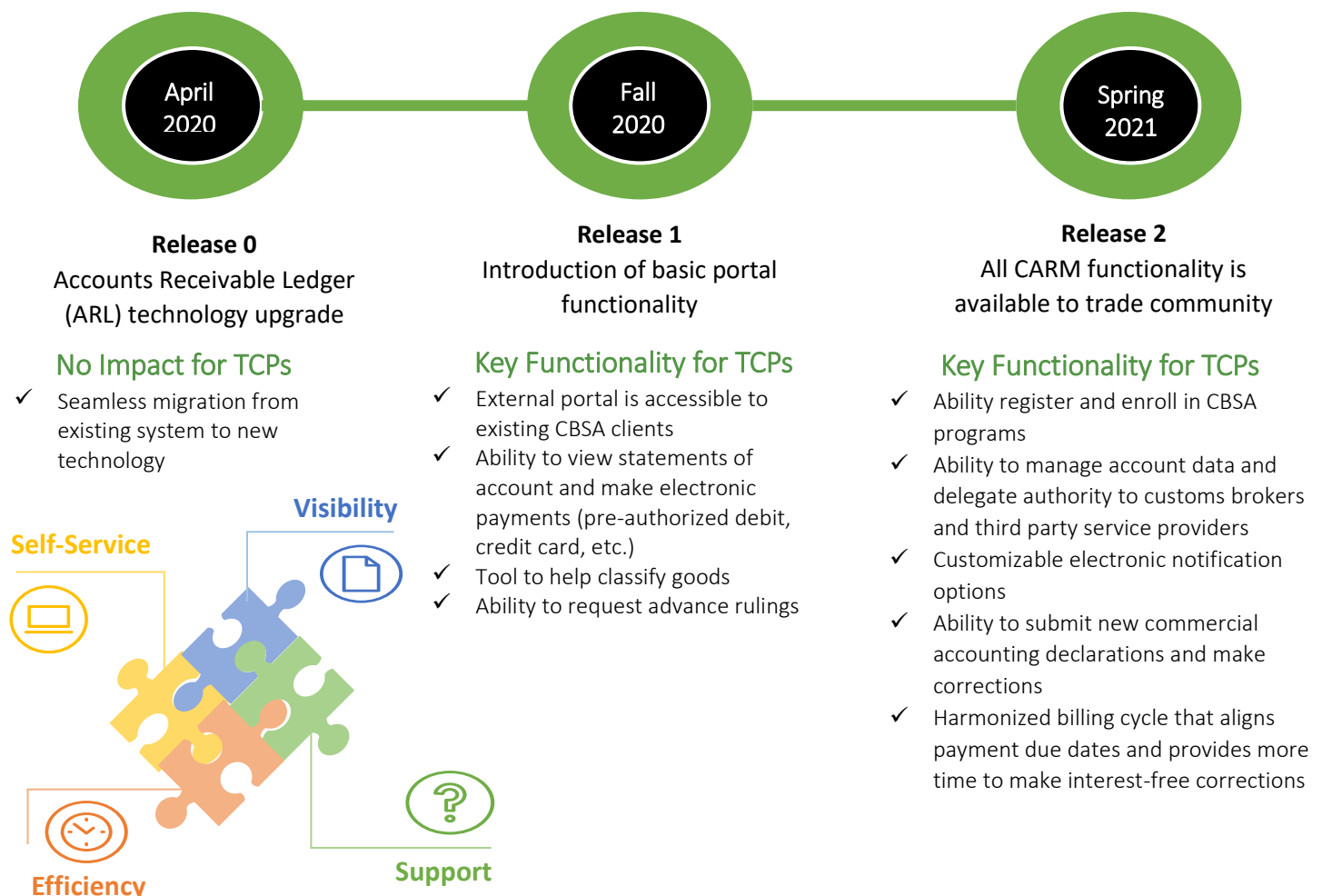
OVERVIEW

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



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

 DID YOU KNOW? • 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.	CARM CLIENT PORTAL CARM will provide access to a self service portal that will allow online: • 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. GET INVOLVED CARM wants to hear from you! 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.
 STAY CONNECTED • 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.

