Canada Border Services Agency
Agence des services frontaliers du Canada

# CARM Client Portal Onboarding Guide for Customs Brokers

April 2021

Canada

CARM | CBSA Assessment and Revenue Management

# How to use your guide

## PURPOSE

- The **CARM Client Portal Onboarding Guide** will provide you with information you need to onboard onto the portal, including:
  - Information on the functionality that will be introduced with Release 1, and links to support resources.
  - A checklist to ensure you complete the onboarding activities.

## HOW TO USE THIS GUIDE

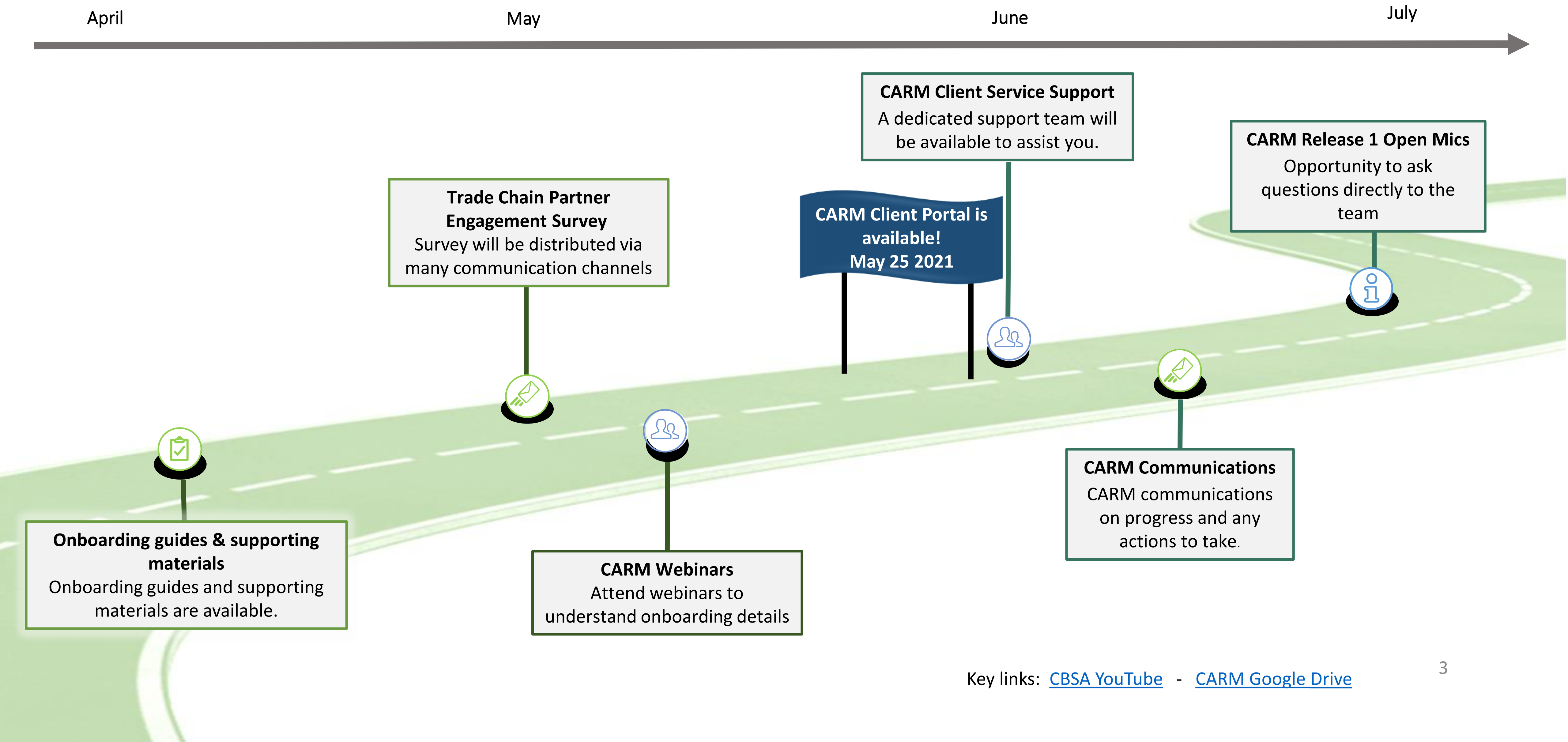
- **Review the content** to understand how to onboard onto the CARM Client Portal.
- **Use this information** to prepare your organization and engage with clients.
- **Distribute this guide** to colleagues and clients to ensure they too are prepared for CARM's Release 1.

## MORE INFORMATION TO COME

- This Onboarding Guide is intended to serve as a starting point in the onboarding process, additional educational materials will be available soon, such as:
  - **Instructional educational videos**; and,
  - **User Guides.**

# 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.




Key links: [CBSA YouTube](#) - [CARM Google Drive](#)

# 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 includes basic functionality to allow users to set up their 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 obtain access to client accounts

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

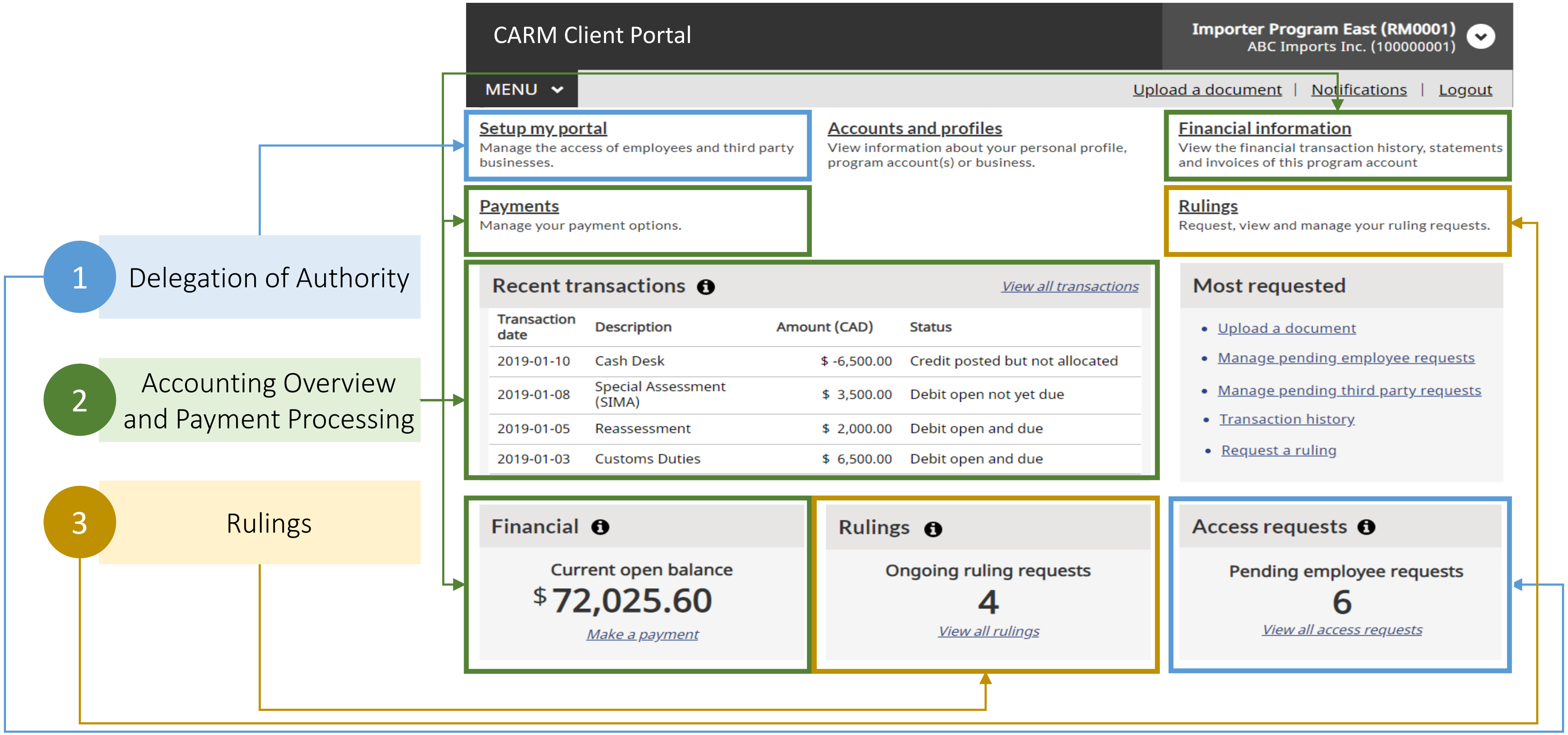
**USE SELF-SERVICE TOOLS**
to easily classify your goods and estimate duties and taxes

**SUBMIT RULINGS**
and track the status of these requests

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

# CARM Client Portal Main Dashboard View

The following illustrates what the CARM Client Portal will look like to users in Release 1 when they access their account.



# CARM Release 1 Onboarding Checklist

- The Onboarding checklist provides an overview of the steps you can take to prepare for changes before and after the implementation of CARM Release 1
- A timeline for each task is recommended in order to facilitate your smooth transition to the CARM Client Portal

# 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.

## 4 weeks prior to implementation

- ☐ I read the CARM Information Package.
- ☐ I sent the contents from the CARM Information Package to my clients.

## 3 weeks prior to implementation

- ☐ I have discussed with my clients about 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.

# CARM Checklist: Post-Release Activities

This is your checklist of activities to complete in the weeks following Release 1 implementation 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.
- ☐ I used the access upload file to provide a list of my organization's clients to be loaded into the CARM Client Portal. I have shared this information with the CBSA, by sending it to CARM Engagement.

## 4 weeks after implementation

- ☐ If I am my organization's Business Account Manager, I have requested access to my client'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 information (for example business address).

# Setting up your portal account

- Details the steps required to acquire the appropriate credentials to create an account in the CARM Client Portal, along with how to create your user portal account and link it to your business account.

# How to Acquire a GCKey

A GCkey or Sign-in partner is **required for every individual to create their user account** in the CARM Client Portal

## 1 What is a GCKey?

- A GCKey is a unique credential that protects your communications with online government programs and services.
- All information will be kept private following the Government of Canada privacy standards.

## 2 What is my GCKey Used for?

- Allows you to access the CARM Client portal and other governmental programs and services.
- One GCKey can be used to access multiple online Government programs and services.
- You can use the same GCKey with different computers.

## 3 How do I acquire my GCKey?

- Navigate to the CARM Client Portal landing page (once available) and follow the instructions on screen to complete your GCKey registration.

# How to Setup a Sign-In Partner

A GCkey or Sign-in partner is **required for every individual to create their user account** in the CARM Client Portal

## 1 What is Sign-In Partner?

- Sign-In Partners are financial institutions and banks that have partnered with SecureKey Technologies to enable their customers to use their online credentials.
- Click the following link to access the List of Sign-In Partners.

## 2 What is my Sign-In Partner used for?

- Allows you to access the CARM Client Portal and other governmental programs and services.

## 3 How to set up the Sign-In Partner?

- Navigate to the CARM Client Portal landing page (once available)
- Log in using your online banking information (e.g. username, password) if you have an account with one of the participating Sign-In Partners
- **Note:** To log in using a Sign-In Partner that is a financial institution or bank, you must be registered for online banking access. Contact your institution for assistance.

# Creating your user portal account and linking it to your business account

The following steps outline how to register your business, create your individual user account, and how to link your user account to your business account, in order to begin transacting business with the CBSA through the CARM Client Portal.

## 1

### Obtain your Business Number and RM account

**Obtain a Business Number (BN) and program account identifier (RM number)** through the Canada Revenue Agency (CRA)

*If you already have a Business Number and RM account, you do not need to complete this step*

## 2

### Create your individual user account in the portal

Using GCKey or Sign In Partner, create your user account in the CARM Client Portal

Any individual wishing to conduct business on behalf of a client **must create a user portal account in the CARM Client Portal**

*If you have been designated as the **Business Account Manager**, you must complete this step*

## 3

### Answer affinity questions to validate your business account

You will need to provide your BN and RM account information and answer the following questions:

- Legal entity name of the business and full address information
- Two of the following three transactional questions*:
  - Recent transaction number and associated duties & taxes, last transaction payment amount, or last Statement of Account balance
- **If you currently have multiple RMs, simply select one of your accounts to validate in the portal**
- **Upon validating your business account, a new broker RM will be assigned to you**

**If you are a new business without transaction history, simply input all of the information available to you.*

# Delegating access to your portal account

- Provides details on the delegation of authority process in the CARM Client Portal.
- The delegation of authority process is managed by the following user roles: Business Account Manager, Program Account Manager, Third-Party Business Account Manager, and Third-Party Program Account Manager.

# Delegating access to your portal account

There are a variety of different user roles and visibility rules that can be set by the Business Account Manager.

| User Role | 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. The first user that registers a business inherits the Business Account Manager user role by default. It is highly recommended that businesses assign at least two Business Account Managers |
| 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. |
| 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. |
| Unassociated users | Has created their personal profile on the CARM Client Portal, but has not yet been accepted as an employee of their business. |

| User Role as a Third-Party | Description |
|---|---|
| Third-Party Business Account Manager | Ability to manage which of your employees can access a client's account and has the ability to request additional business relationships with other clients. If the client sets the relationship at the business level (full access to all program accounts), you assume the highest possible role for this type of relationship, and act as Third-Party Business Account Manager for this client. |
| 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. |

Your importer clients can set the transaction visibility to allow you to access transactions that are:

- Submitted by your business only
- Submitted by the client
- Submitted by another third-party service provider business

# 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**, once your user account is linked to your business account, employees of your business will be able to request access your business portal account
2. Each employee, upon creating their individual user account, will request access to your business portal account
3. The **Business Account Manager** manages access requests from employees, and assigns the type of access they require

**Managing your client's business account:**

3. Upon receiving acceptance for your access request to your client's business account, as the **Third-Party Business Account Manager**, you may now operate your client's account
4. The **Third-Party Business Account Manager** delegates access to the client account to their employees, and assigns the type of access they require

KEY NOTES

Only the Business Account Manager of a third-party service provider can request access to another business account

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

# Delegation of Authority example

The following diagram illustrates how delegation of authority will work, using an importer-customs broker delegation of authority relationship as an example.

**Importer Inc.**

Employees at Importer Inc. assume the following user roles:

- Business Account Managers
- Program Account Managers
- Editors
- Readers
- Unassociated users

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

Employees at ZXY 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

**ZXY Customs Brokers Inc.**

Employees at ZXY Customs Brokers Inc. assume the following user roles:

- Business Account Managers
- Program Account Managers
- Editors
- Readers
- Unassociated users

*In a third-party service provider business, you will have user roles for your own business account,* ***and user roles for transacting business on behalf of your client.***

# What does this mean for me?

## Important Takeaways

**Communicate the importance of delegating authority to your clients**
As of CARM Release 2, conducting certain importing activities on behalf of a client, such as the submission of the commercial accounting declaration, will not be possible without proper delegation of authority.

**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 employees of your organization who will need to operate in the portal.

## More Details

- 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 instructional videos (available May 2021 on the CBSA YouTube channel).

# Additional information and support for CARM Release 1

| VISIT | EMAIL | FOLLOW | CHECK OUT |
| --- | --- | --- | --- |
| Visit the CARM section of the CBSA website | Email us at CARM Engagement | Follow the CARM on LinkedIn | Check out the resources available on the CARM Google Drive |

Once **CARM Release 1 goes live**, there will be a dedicated support team ready to answer any CARM related inquiries you may have. A web-form will be accessible through the CBSA website where you can send your inquiries.