

CARM PORTAL MANAGEMENT

Stay up-to-date on CARM account portal notifications and updates with Trade Consulting-North America.



CARM | CBSA Assessment and Revenue Management

Our dedicated team will provide seamless daily management of your CARM Client Portal (CCP).

Farrow's Trade Consulting-North America team will require portal access to the client's account as an "employee". This is to ensure complete access to monitor and have visibility of necessary functions in the CARM Client Portal (CCP) (included within the terms of the Trade Service Agreement).

Farrow's Consulting team will create a user email with your client name (e.g. clientcompanyname@farrow.com) and will request access as a PBAM into your portal as a "client employee".

A dedicated Farrow Trade Consulting resource will log in daily to the CCP account to manage all notifications received by the CBSA for 2 BN9 + 3RM (Recipient; Account Number; Category; Type; Date Range) daily;

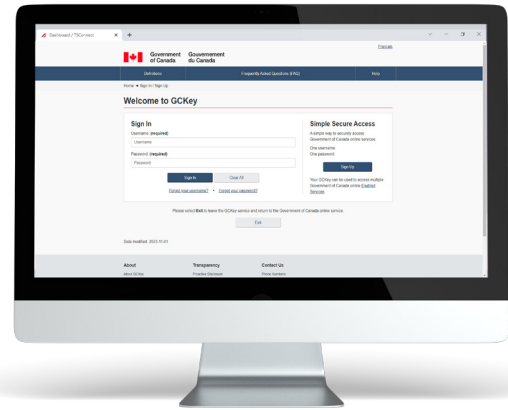
- Recipient: CARM Client Portal
- Account Number: All BN9 + BN15 attached
- Category: Billing; bond status change; case update; collections; CAD; payment; program compliance
- Type: All types of CAD
- Date Range: Start and end dates of each category

Other broker details and entries within the CCP that require action will be notified via the importer.

Additionally, the dedicated resource will handle the creation of a monthly CAD's report to assist the client with reconciling duties/taxes, including a statement of account.

PLEASE NOTE:

To maintain client confidentiality, this Trade Consulting-North America monitoring service operates at arms length from Farrow's Customs Brokerage operations.



Farrow's White Glove Service will consist of the management of notifications, recommendations (provided as needed), and the supply of soft copy documents received in the portal to our client contact.

Billing will be based on an hourly rate per day for 1 BN9 and up to 3 RM with a monthly fee assessed.

- Farrow's fee covers the maintenance of existing data, and working with the importer directly to determine course of action per each notification
- Billing includes a download of transactions for each RM to summarize month end payment

The daily time estimated to manage and complete is 1 hour per day. This includes management of all notifications, communications and documentation.

Management of the CCP does not include management of the required response/outcome to a portal notification, creating or filing corrections or adjustments that would result in a separate Version code, nor payment to the CBSA (Farrow is happy to assist separately on these types of actions).

