CARM

CARM Client Portal (CCP)

Comprehensive Step-by-Step User Guide

SEALION CARGO™

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What is CARM Client Portal (CCP)? Does it affect my business?

The CCP is a **centralized hub for importers to submit commercial goods declarations** directly to the Canada Border Services Agency (CBSA), request rulings, and access Statements of Accounts (SOAs).

This platform aims to:

1. Simplify trade procedures
2. Enhance importer interaction with CBSA
3. Facilitate the collection and analysis of trade-related data by CBSA

CARM will have an impact on all commercial imports to Canada. This includes Canadian importers of record and Non-Resident Importers (NRI).

Effective October 21, CARM will become the official system for importers to account for their goods and pay applicable duties and taxes to CBSA. Therefore, CCP will not be available during the technical transition period (Oct 4 - Oct 20).

See the next slide for a helpful guide!

Who needs to register in CARM Portal Client?

Do you import from outside of Canada?

“Yes, I do”
OR
“Yes I do, through a broker or courier.”

“Yes I do, but I operate my business in Canada from outside of Canada.”

→ Register on the **CARM Client Portal** before **May 13th**

“I don’t know... How do I check?”

→ Check any invoices to see if your goods were purchased from outside of Canada. If yes, CARM applies to your business.

“No, I buy all my goods within Canada.”

→ CARM does not apply to you.

If you purchase goods from outside of Canada in the future, register on the **CARM Client Portal.**

Do you export goods to Canada?

"Yes, and the shipment is Delivered Duty Paid (DDP)"

→ Must Register on **CARM Client Portal** before by **May 13th**

"Yes, and the shipment **is not** Delivered Duty Paid (DDP)"

"No, I don’t export to Canada."

→ CARM does not apply to you.

Required items to collect PRIOR registration (have them on hand)

I. Identify who will be the Business Account Manager (BAM): This person has the highest level of access to a business account, and is authorized to read, write, and edit all business information in the CARM Client Portal

II. Company's Business Number (BN9)

III. Importer/exporter program reference number (ex: RM0001)

IV. Legal entity name or operating name of the business

V. Full physical or mailing address of the legal entity

VI. For security questions*, you can choose to answer 1 or 2 of the following 3:

- One single Customs Declaration / Canada Customs Coding Form (B3) previously submitted and accepted by CBSA. You will need to match the information against CBSA records, including the transaction number and the total duties and taxes paid on that entry.
- Previous Payment amount to CBSA: The CCP will ask you to select a date (MM/YYYY) and enter a payment amount made on the selected date.
- Statement of Account Balance: The CCP will ask you to select a date (MM/YYYY) and enter the Statement of Account balance for the selected date.

**Security questions do not apply to new importers.*

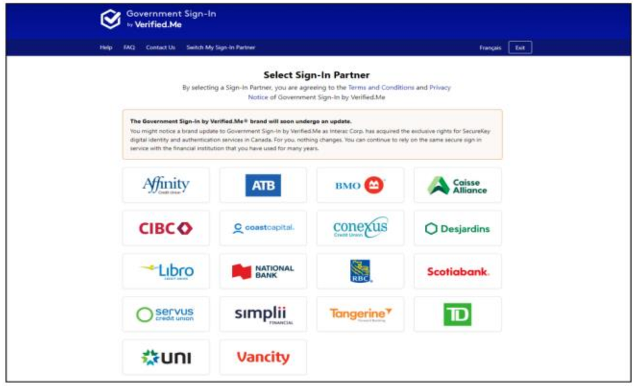
Step 1 - Registration process

- **Access the [CARM Client Portal](). (Recommended browsers: Edge or Safari)**

- **Choose from one of two options to access the CARM Client Portal:**

Option 1: Sign-in Partner

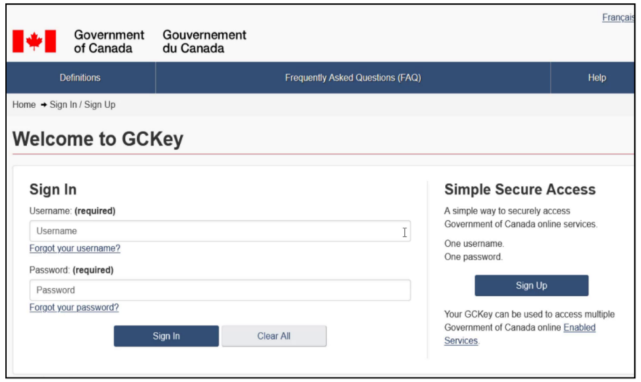
The Sign-In Partner option allows users to log in through the web portal of their pre-existing Canadian financial service provider. Sign-In Partners are financial institutions and banks that have partnered with SecureKey Technologies.



Option 2: GCKey

A GCKey is a unique credential that protects your communications with online Government programs and services. You will have the option to sign in using an existing GCKey(*) or you may create a new one.

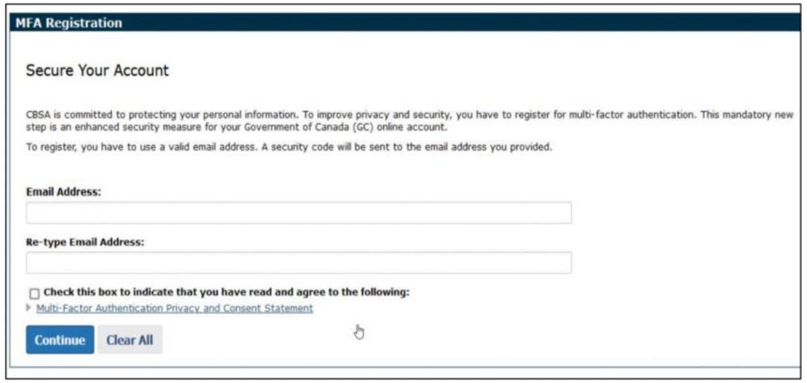
(*) It must be different from the one you use for the Canada Revenue Agency (CRA).



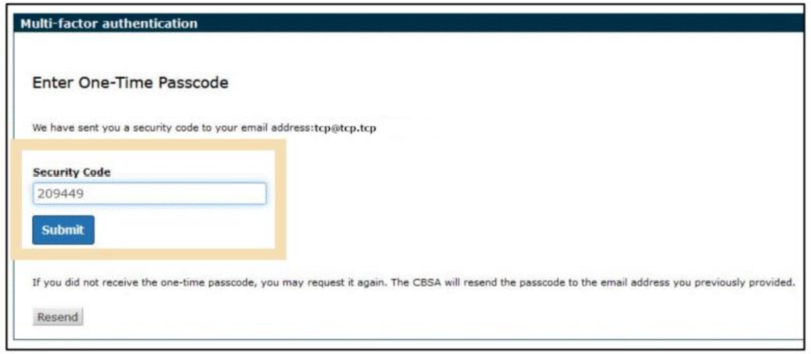
➢ Setup Multi-factor Authentication

Once you have signed in using either a Sign-In Partner or GCKey, you will be taken to the multi-factor authentication registration page.

1. Enter your email address in the fields provided, check the box to indicate that you have read and that you agree to the multi-factor authentication privacy and consent statement and click on the **Continue** button.



2. Check your email for a one-time passcode (six-digit number) and enter this in the Security Code field. Then, click the **Submit** button.



3. Click **Continue to CARM Client Portal** button.

- **Register in the CARM CLIENT PORTAL**

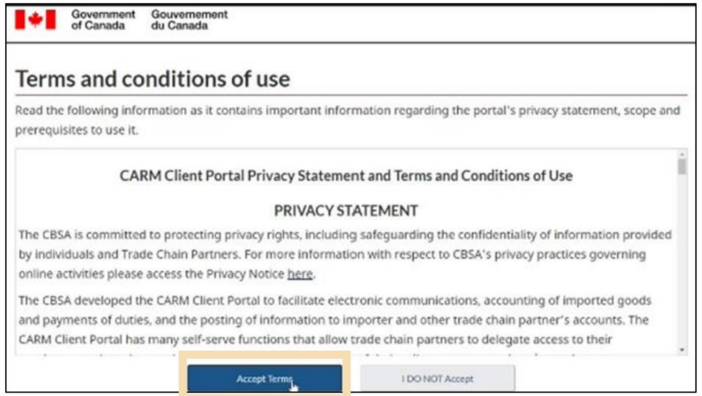
  1. Click **Accept Terms** button
  2. Create your Personal Profile:

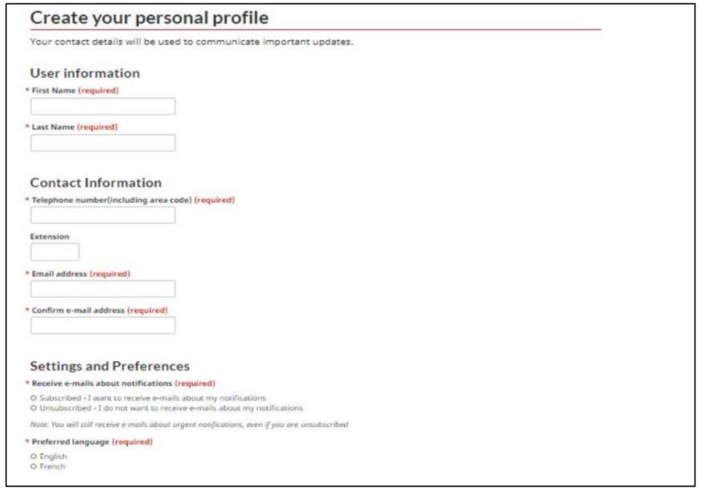
     You will be prompted to create your personal profile including contact details, as well as settings and preferences.

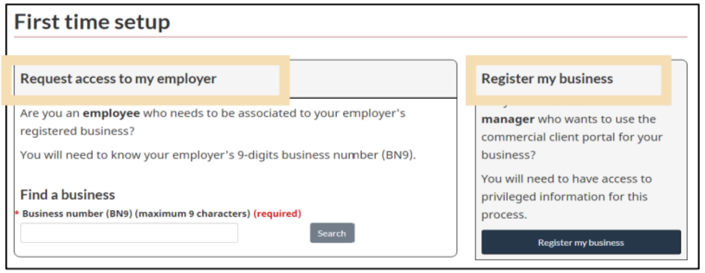
  3. First time setup page**:** After your profile creation, you will be given two options:

     a) Register My Business

     b) Request Access to My Employer



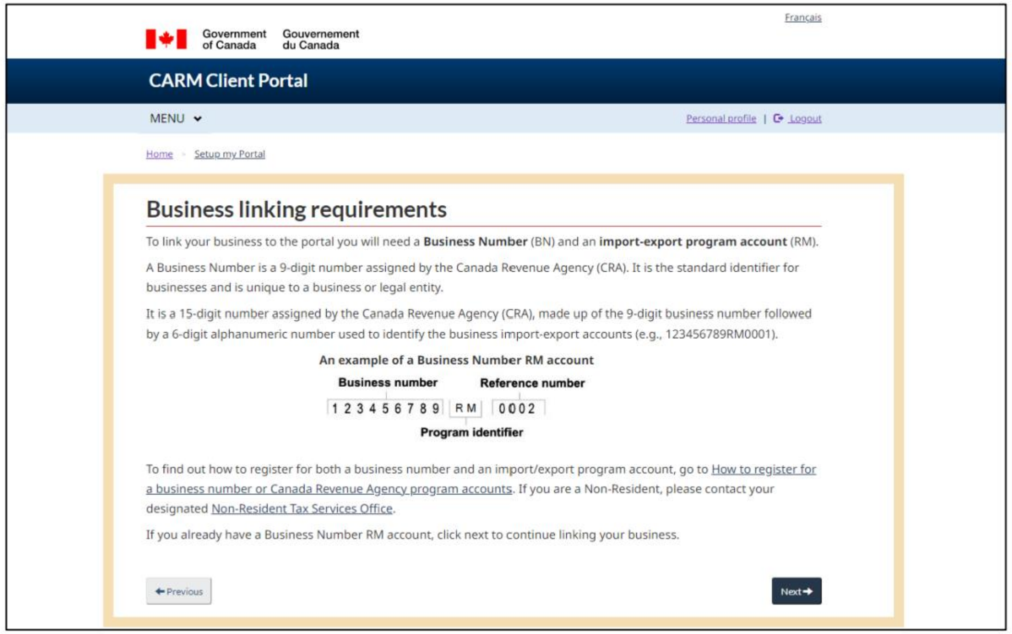




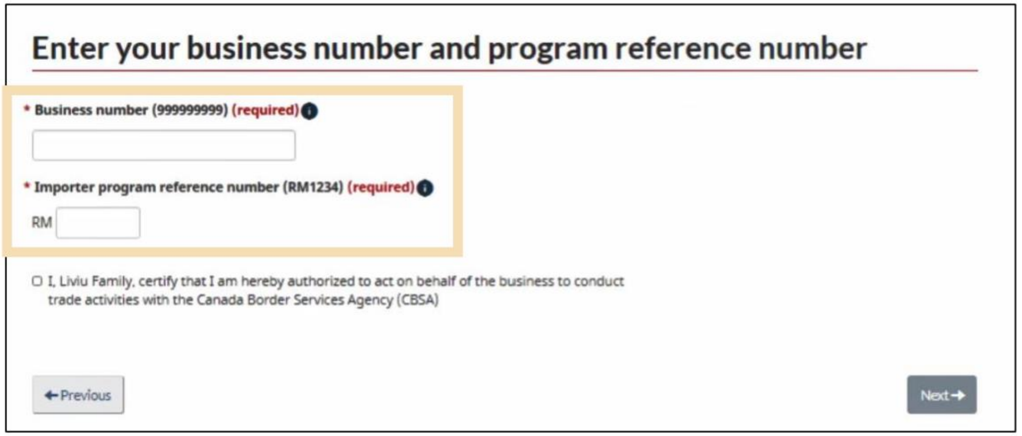
4. Upon clicking **Register My Business**, you will be greeted with the following screen that details the business linking requirements. Click on **Next** button.

Important Note: This option is intended for authorized users with access to privileged information and will allow the user to set up and complete registration for a business on the portal.

*The user who completes the registration of the business on the CARM Client Portal will automatically become the associated **Business Account Manager (BAM)**, or the person with ultimate account authority.*



5. You will then be required to enter the business number and program reference number, as shown below. Then, click on **Next** button.

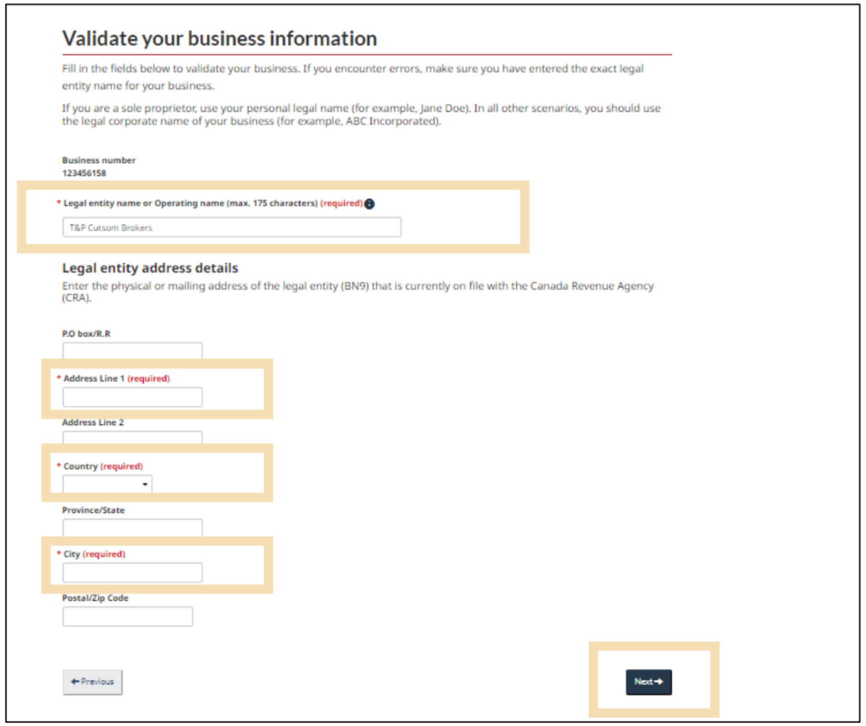


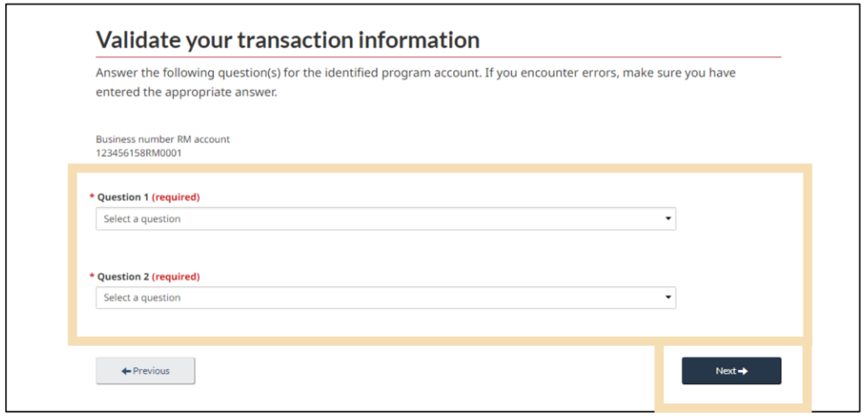
6. Complete and validate your business information and click **Next** to continue

7. Complete and validate your transaction information and click **Next** to continue

Important Note: If you have transacted with CBSA directly or indirectly in the past four years, you MUST enter in the data from 2 of 3 authentication options.

- *One single **Customs Declaration / Canada Customs Coding Form (B3)** previously submitted and accepted by CBSA. You will need to match the information against CBSA records, including the transaction number and the total duties and taxes paid on that entry.*
- ***Previous Payment Amount to CBSA:** The CCP will ask you to select a date (MM/YYYY) and enter a payment amount made on the selected date*
- ***Statement of Account Balance**: The CCP will ask you to select a date (MM/YYYY) and enter the Statement of Account balance for the selected date*



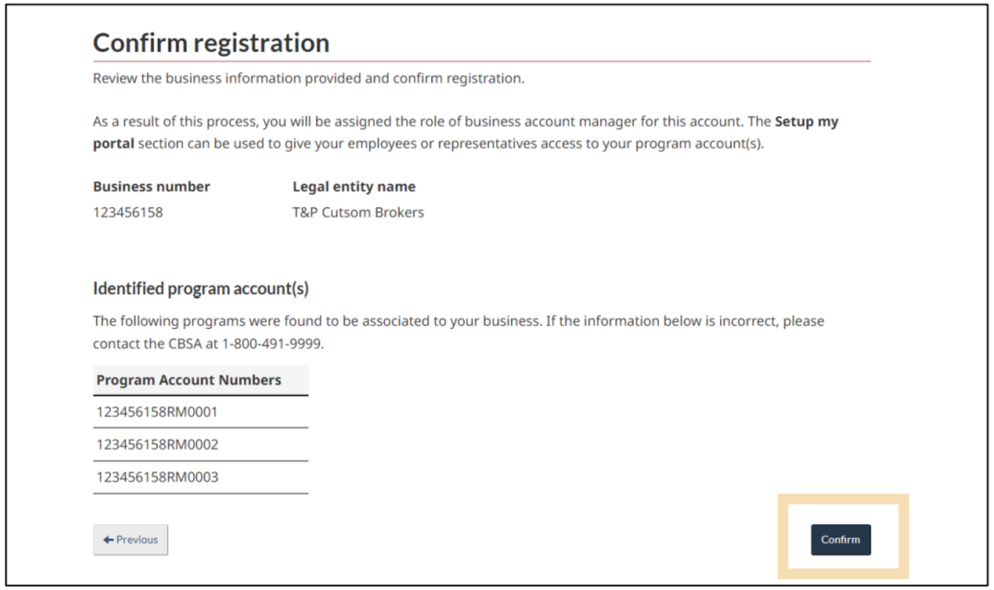


8. Review your business information and click **Confirm** button.

Congratulations, Step 1 is complete!!!

Important Next Steps: We VERY STRONGLY urge you to setup the below two links within your CCP. Otherwise, each shipment will require your direct involvement through the portal and cargo will be held if there are any issues.

1) Link your customs broker (Slides 12 to 13)
2) Additional Employees and Authorized Users (Slides 14 to 18)



Step 2 – Add Business Relationships

Clients, such as importers, can grant access to service providers, like customs brokers, enabling them to manage their accounts within the CBSA. Establishing a business relationship is necessary for service providers to conduct transactions with the CBSA on behalf of their clients. There are two business relationship access types:

Business Management Relationship

In this arrangement, the service provider gains access to **all program accounts**, including any future additions.

Program Management Relationship

This arrangement grants the service provider access solely to **specified program accounts**.

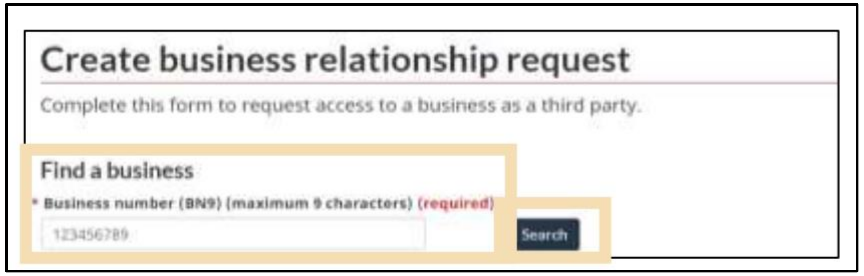
Business Relationships – Customs Broker

NOTE: Only a service provider (such a Custom Broker) can initiate a business relationship. It is their responsibility to send a request to their client with an existing account on the portal.

- **Link your Custom Brokers with your business account**

  1. Notify your Broker that you have completed registration in the Portal so that they can send you the **Business Relationship request.** They must provide your Business number and a comment to justify the request.

Note: For Sealion Cargo customers setup with ACCURATE CUSTOMS BROKER, please see the next slide

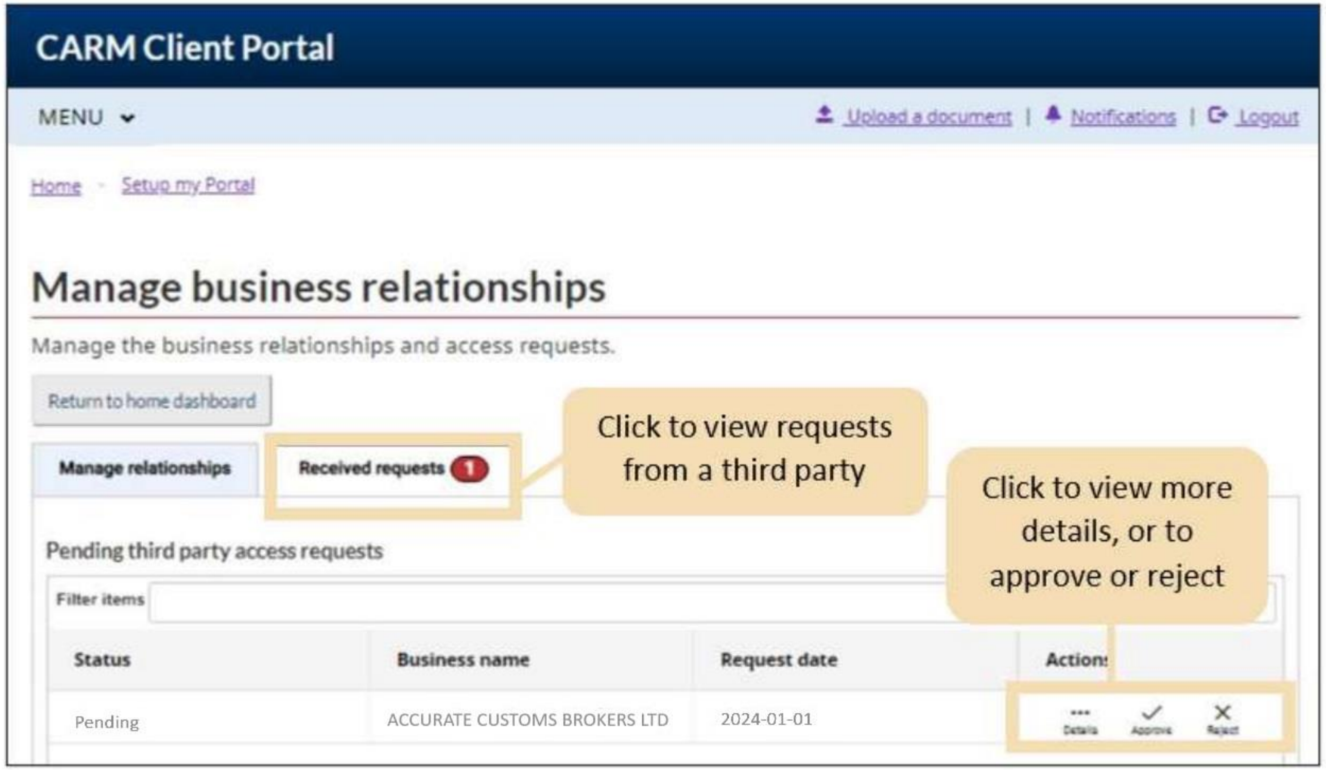


Business Relationships – Customs Broker

The below only applies to Sealion Cargo customers setup with Accurate Customs Brokers Ltd:

If you have provided us a POA or cleared goods via Sealion Cargo in the past two years, the Business Relationship request should already be pending (see slide to the write).

If the invitation is not visible at the time of registration, please contact your Account Manager at Sealion Cargo and we will push the request through again!

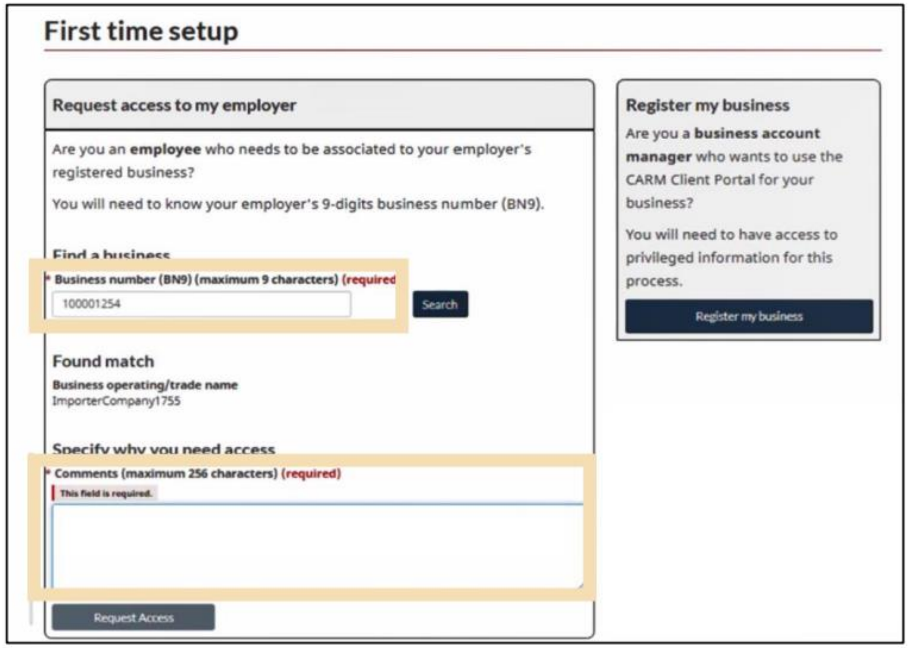


Business Relationships – Employees

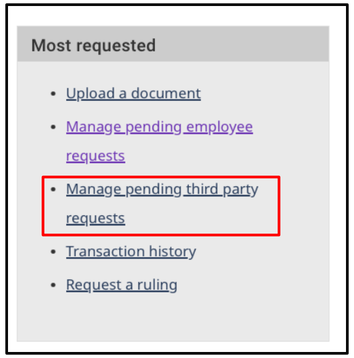
- **Ask Employee to Request Access**

  1. Provide them with the Business Number (or BN9) and ask the Employee to follow instructions from Slide 6 to 8, and this time click on the **Request Access to My Employer** button.

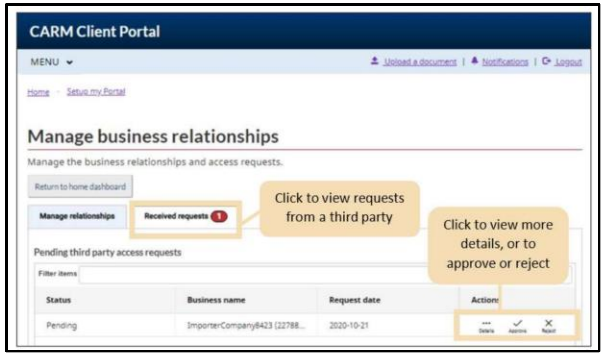
  2. They should enter the Business Number and provide a reason or note that will be visible to the BAM. Then click **Request Access** button.



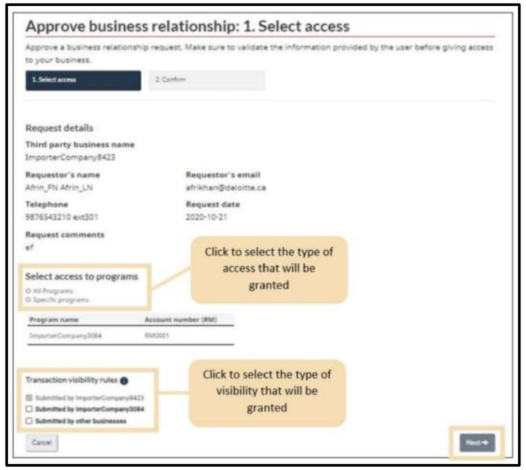
3. The BAM will receive a notification in their registered email, informing them that they have a pending request. When entering the Portal, the BAM will be able to access the following options within the main menu. Click on the **"Manage pending third party requests"** option.



4. Select "**Received requests**" tab to view requests from third parties. Click "**Details**" for more info or "**Approve/Reject**" to take action.



5. **Specify Access Type** (All/Specific programs), set **Transaction Visibility**, and click **Next.** Review the access details and click **Approve** to continue or **Cancel** to exit process.

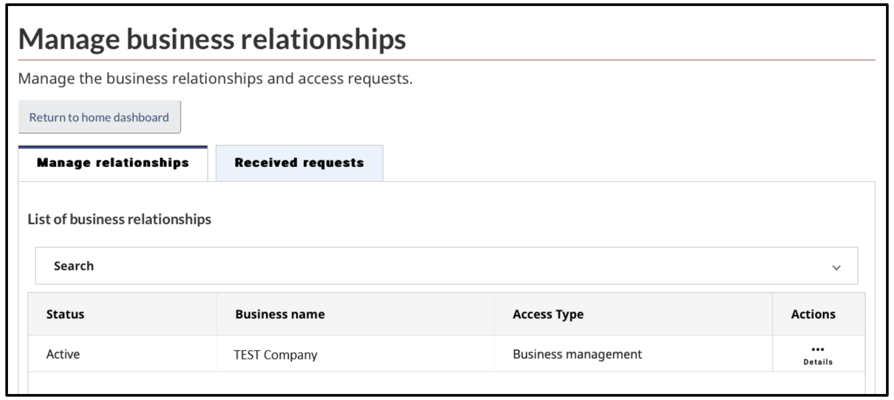


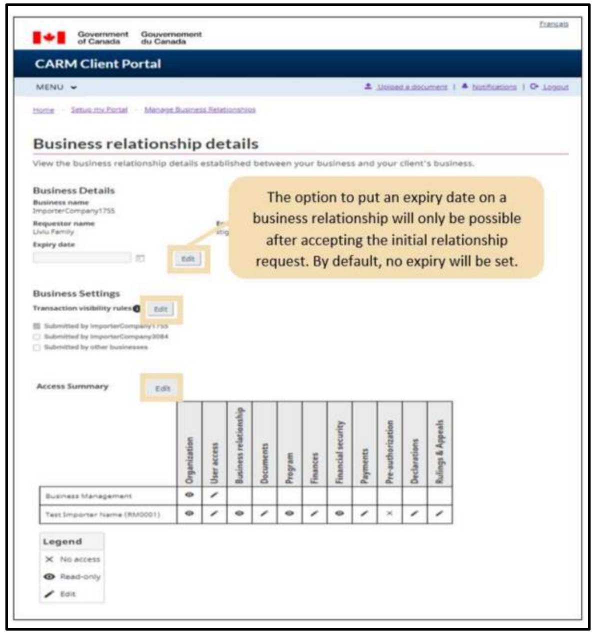
6. Once approved, BAM can edit details of the business relationship such as expiration date, visibility rules, and access type, clicking **Details** button.

7. The broker will be notified via the CARM Client Portal that their relationship request has been accepted once the relationship has been approved.

More information:

- [CARM_R1_User Guide_Delegation of Authority.pdf (canada.ca)]
- [How to set up a delegation of authority for employees in the CARM Client Portal (cbsa-asfc.gc.ca)]

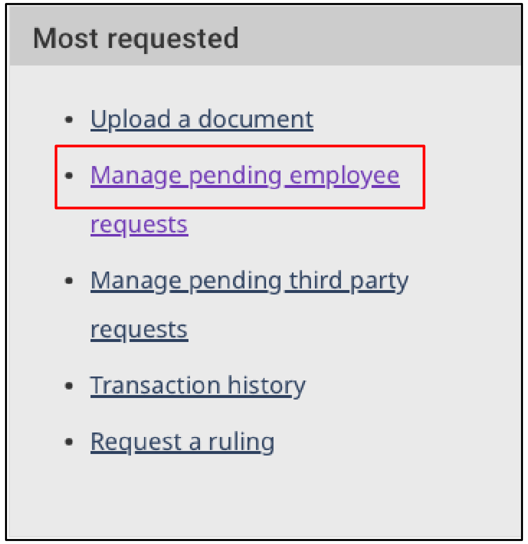


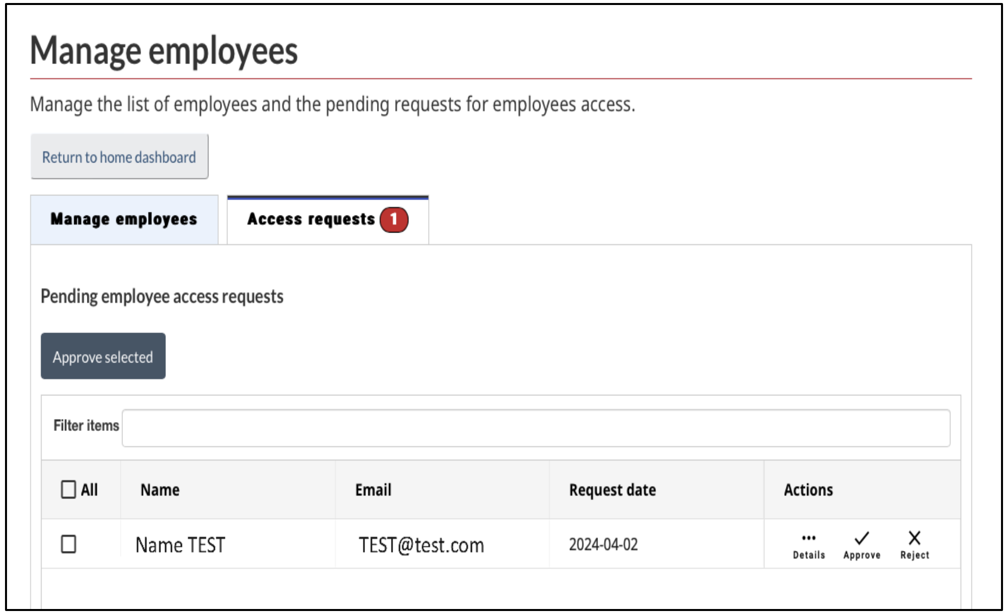


- **Grant Access to the Employee via the Portal**

The BAM will receive a notification in their registered email, informing them that they have a pending request. When entering the Portal, the BAM will be able to access the following options within the main menu.

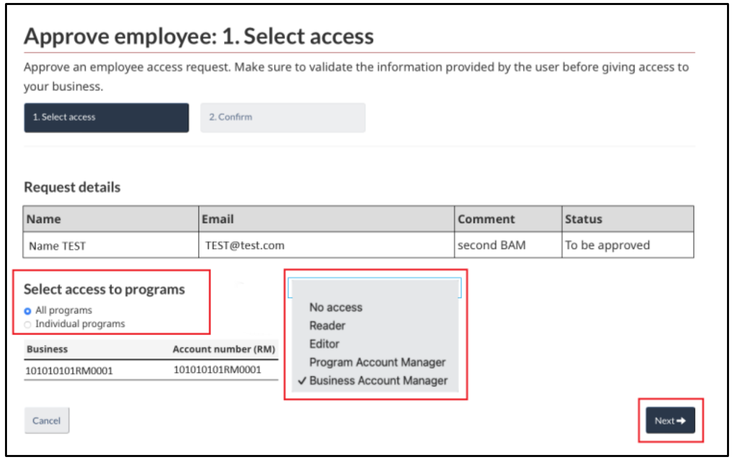
1. Click on the **Manage pending employee requests** option.
2. A box appears with the pending employee requests and you will have the option to **Approve** or **Reject.**

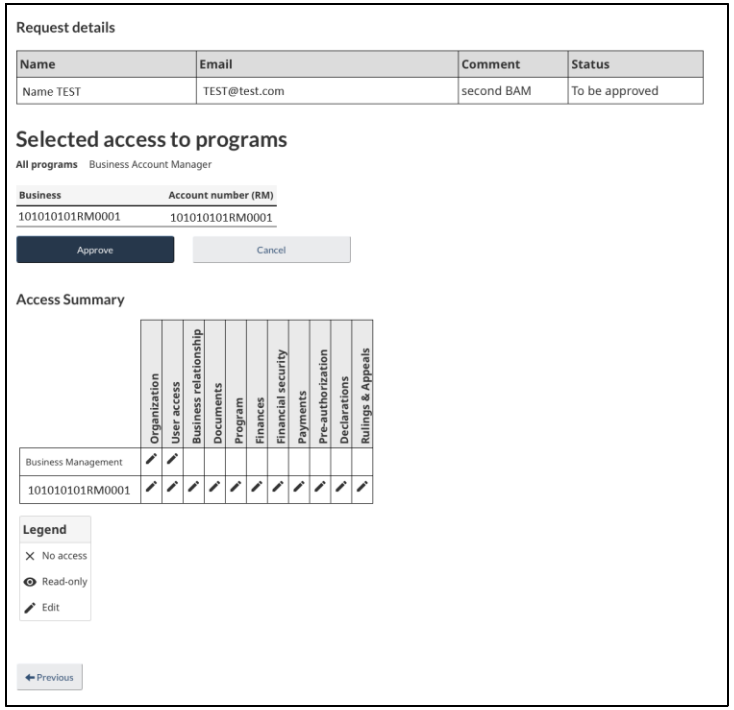




3. When the BAM selects **Approve,** this screen appears to define the permissions that that person will have within the Business Account.
4. Confirm the data and press the **Approve** button.

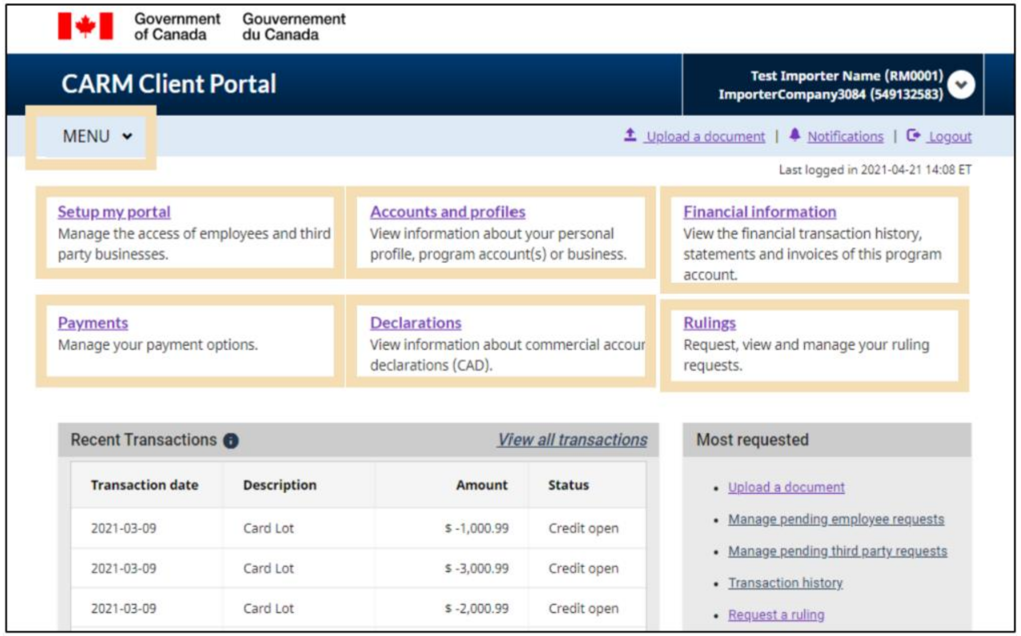
Congratulations, Step 2 is complete!!!

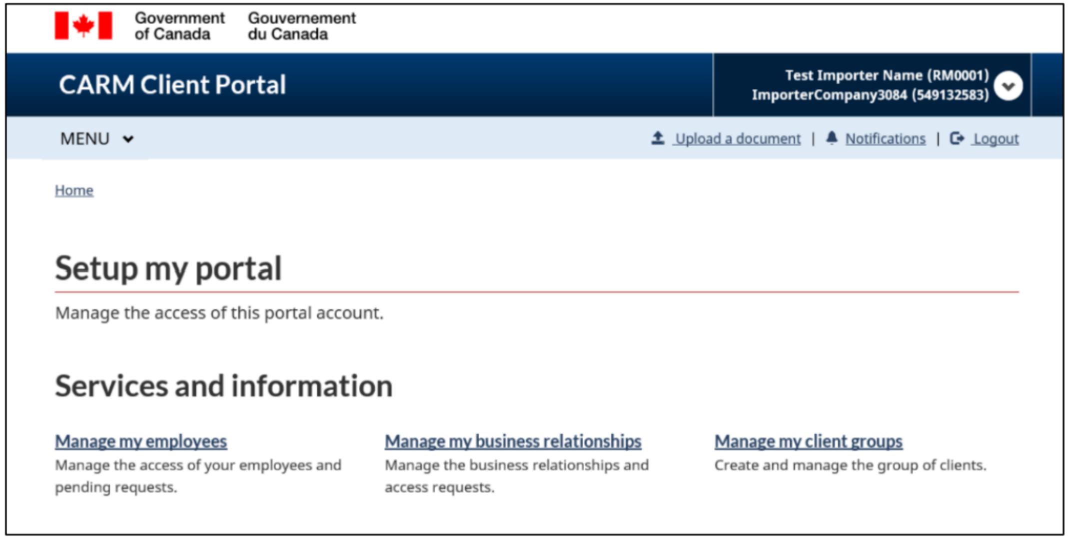




Additional steps to optimize your CCP profile and functions

Available Functions: The home page of the CARM Client Portal displays several quick access links that will allow you to easily navigate to various functionalities and features found on other pages in the CARM Client Portal.





- **Setup my Portal**

Manage employees

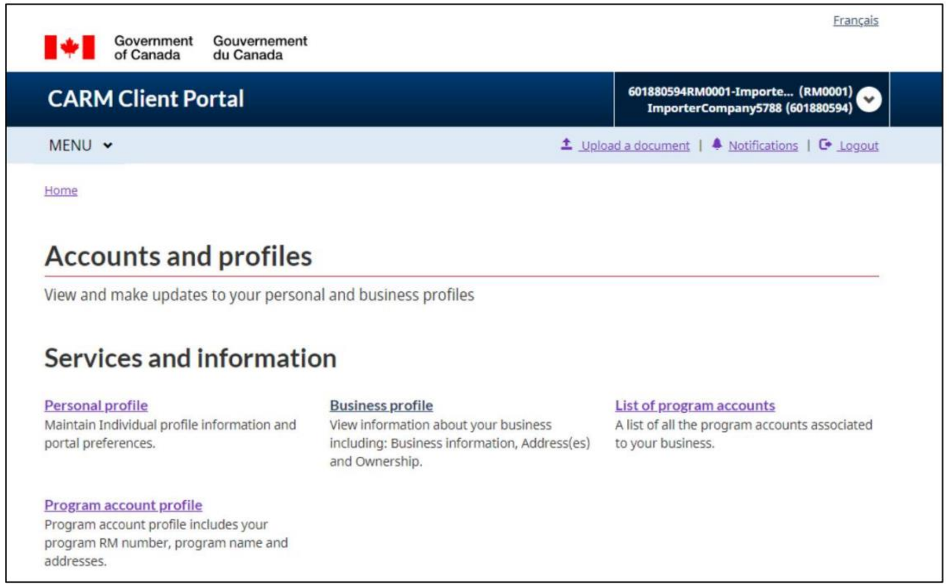
Manage the access of your employees to select clients/accounts, and review pending access requests.

Manage business relationships

Manage business relationships with clients and review access requests.

Manage client groups

Create and manage groups of clients, as well as employee access to select groups.



- **Accounts and profiles**

Personal profile

Contains information about your individual profile and portal preferences

Business profile

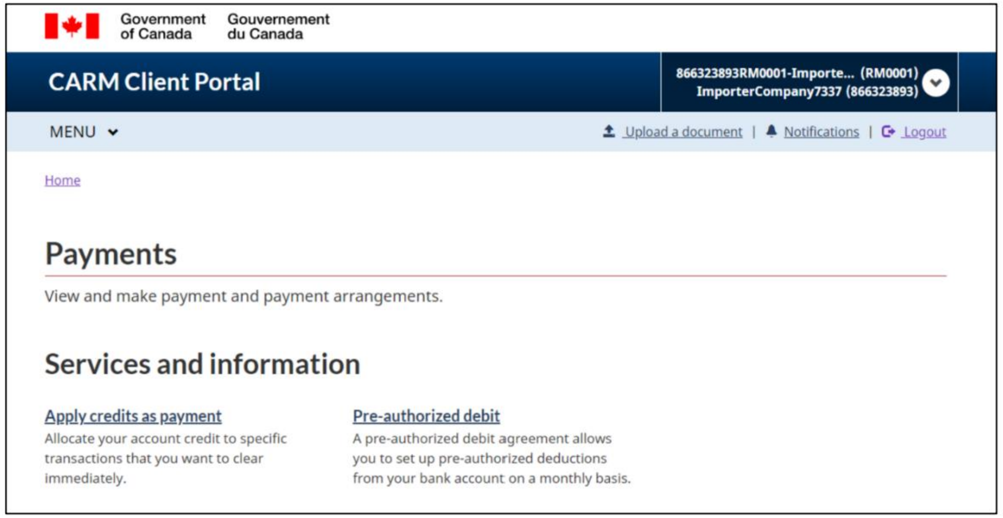
Contains relevant business information including address(es) and ownership

List of program accounts

Displays all program accounts associated with a business

Program account profile

Contains relevant program information, including RM number, program name, and addresses



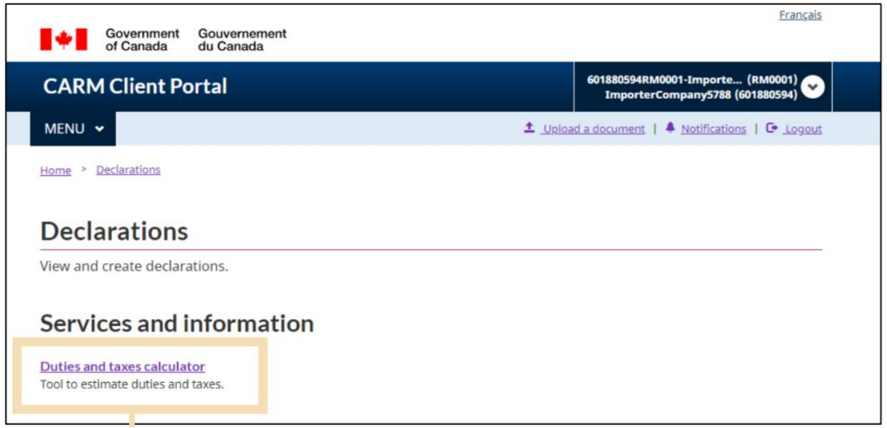
- **Payments**

Apply credits as payment

Allocate your account credit to specific transactions that you wish to clear immediately.

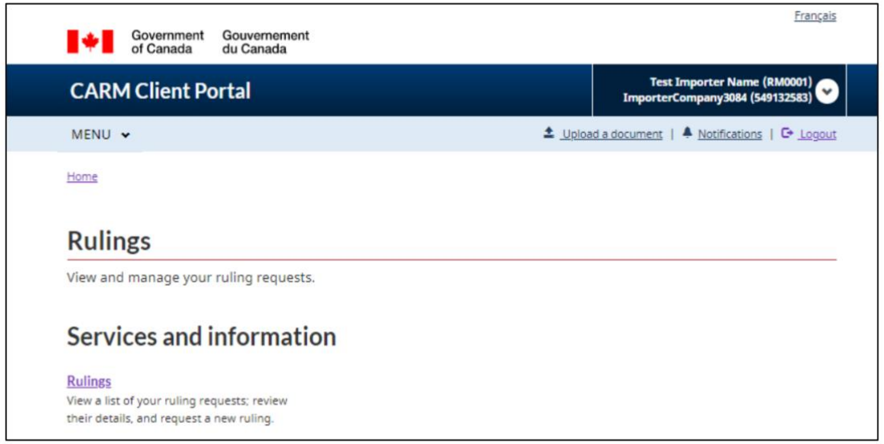
Pre-authorized debit

Allows you to set up pre-authorized deductions from your bank account on a monthly basis.



- **Declarations**

Duties and taxes calculator. This tool can be used for estimating the duties and/or taxes that will be owed for goods before they are imported.



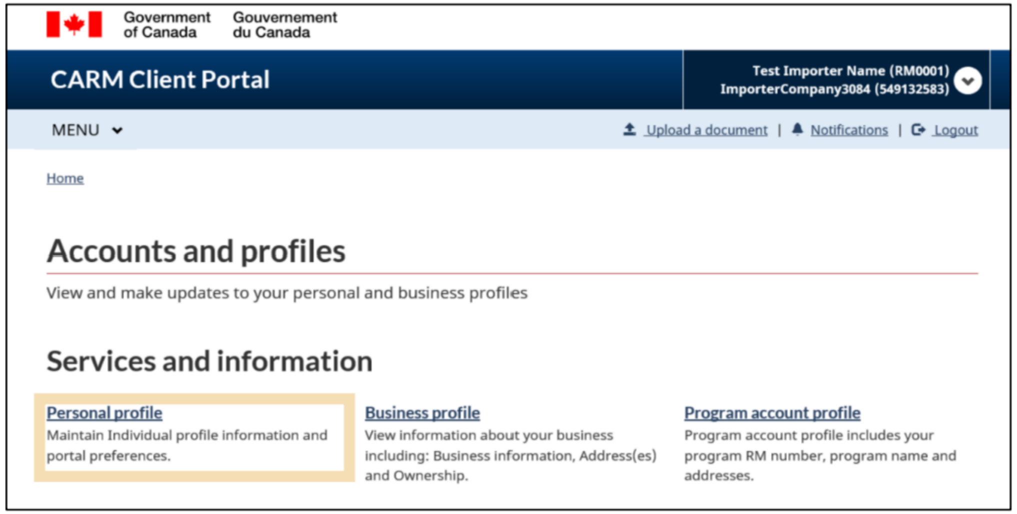
- **Rulings**

View and manage all of your ruling requests within the portal (review their details and request new rulings).

Registration process – Notifications

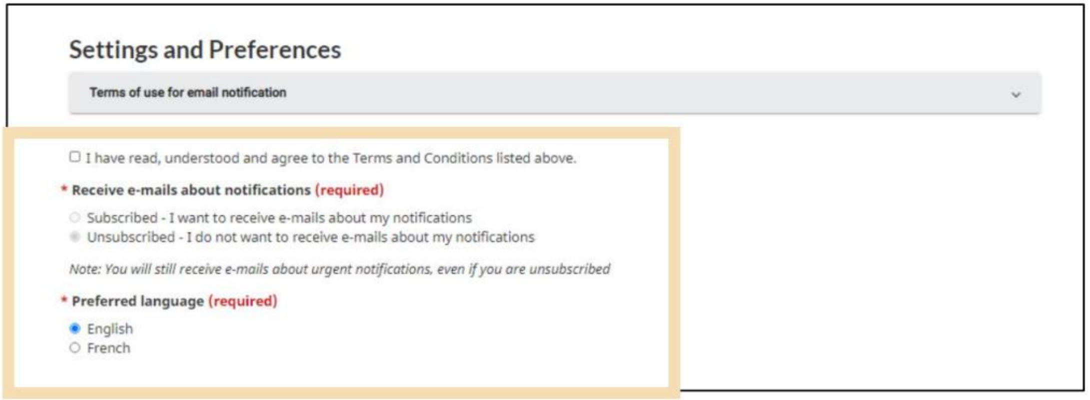
➢ **Setup of notifications**

Ensure that you do not miss important communications from the CBSA. To setup notifications, select **Accounts and profiles** from the home page.

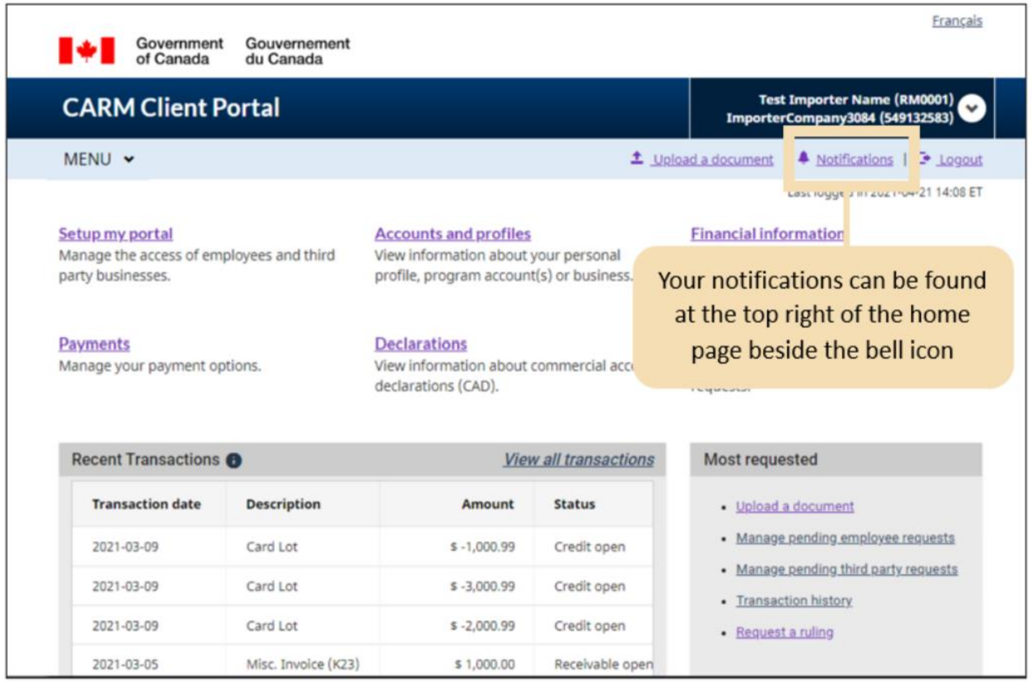


1. From the Personal profile screen, scroll down to **Settings and Preferences** and complete the information:

   Important Note: We strongly recommend you check the box Subscribed (email notifications).



2. To view your notifications in the CARM Client Portal, click the **Notifications** link. A list of notifications will display.



Need assistance?

- ✓ **Sealion Cargo Support:**
  - Contact your Account Manager so they can provide you with guidance.
  - Book an online meeting to address CARM questions
- ✓ **Instructional Videos:** available on the CBSA Website (video gallery) and the CBSA YouTube Channel.
- ✓ **CBSA Client Support Helpdesk:** Access to the online form.