CARM Client Portal (CCP):

The CARM Client Portal (CCP) is the central feature of the CARM project which, once fully functional, will become the main communications interface between the CBSA and trade chain partners. Through the portal, users will have online self-service access to manage their customs transactions, including electronic submission of corrections and adjustments, applying for classification rulings, and the accounting and payment of any applicable duties, taxes, and fees on their imported goods.

All trade chain partners (including importers) that conduct commercial business with the CBSA will be required to register their business on the CARM Client Portal. **The CARM Client Portal (CCP)** under **CARM Release 1,** is now available via the **CBSA website** for importers to create their individual user accounts and link it to their business account(s) on the portal.

There are several steps for importers to follow to register on the CCP and delegate access to their account(s), internally to their employees (where required), and externally to **"Integral Transportation Networks Corp." aka, (ITN Logistics @ Business Number 888316171)**.

Note: CARM is not a "Shipment Release" program. Prior to and after authority has been granted to ITN Logistics through the CCP, ITN Logistics will continue to manage and process the customs release of your shipments via EDI. However, RPP Security, CBSA monthly SOA and direct CBSA payment, will eventually be the responsibility of each importer through the CCP or via online banking transactions.

The main objective for importers for CARM Release 1, is to register their business in the CARM Client Portal (CCP), delegate authority to ITN Logistics and review the new RPP requirements for CARM Release 2. There is minimal functionality in the CCP as of CARM Release 1, most functionality will only be available as of CARM Release 2 (May 13, 2024), such as importer RPP Financial Security.

Business Number (BN) / Import-Export Number (RM)

Your CRA assigned 9-digit business number will identify your business account on the CCP, and any RM extensions registered to your BN, will identify your import-export program accounts.

CARM Client Portal (CCP) User Roles:

Prior to accessing the CARM Client Portal (CCP), please review the below user profile definitions and roles, and determine the list of CCP users and account administrators for your business.

- **Business Account Manager (BAM)** manages the daily customs operations and has full access to all business and program accounts. They are responsible for approving any access requests, from either employees or **ITN Logistics as customs broker**, and for assigning user roles to each new user (where required). Business accounts can only be set up by a Business Account Manager (BAM). *It is HIGHLY recommended to set up more than one BAM with complete management access to cover any absences, and to share in the administration of your business account(s).*

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- **Program Account Manager (PAM)** has the ability, to create, edit and view all program account information, and is responsible for approving and granting program access to employees. For example: If ABC Windows & Doors (the 9-digit legal entity) has two import divisions, RM0001 ABC Windows and RM0002 ABC Doors, the BAM could assign a different PAM to each of the divisions /program accounts, or conversely the BAM could be responsible for all RM accounts.

The **BAM** may assign a different **PAM** for each RM account linked to the 9-digit business account, or conversely, the BAM may serve as the PAM for any, and all RM program accounts. *What this means is that you do not need to assign a PAM if you choose not to; the BAM (preferably BAM's) could be the sole account manager(s) at both the business and program levels.*

- **Editor** can create, view, and edit all transaction information within a program.
- **Reader** is able only to view all transaction information within a program.
- **Expired User** allows the customs broker to be able to view information they submitted on behalf of a client, after the business relationship has expired.
- **Unassociated User** has registered on the CCP but has not been accepted or linked to any accounts.

CARM Client Portal Registration Instructions:

Note: All CCP users must first create their individual Personal Profile before setting up any business or program profile accounts. The first main (BAM) profile sets up the Business Account.

If you are a First-time User – Business Account Manager(s) (BAM's) and all Employees.
- Importers can obtain a **GCKey** upon logging in to the **CARM Client Portal** for the first time.
- The CBSA has included **"onboarding documentation"** in both English & French in the CCP.
- The following **"Registering a Business on the CARM Client Portal"** should assist with set up.
- Create your personal profile.

If you are the BAM and would like to register your business, choose "Register My Business."
- Enter your 9-digit BN and the RM extension to link to the business and program account(s).
- Provide your legal entity information - the corporate name and address registered with the CRA.
- Answer the set of infinity/security questions to validate your identity.
- Portal registration or affinity question issues, please complete a **"Client Support Contact Form".**
- Read and accept the Terms & Conditions covering the delegation of authority between importers and customs brokers.
- Review your business information to ensure accuracy.

If you are an Employee, choose "Request access to my employer."
- Enter your employer's 9-digit business number to link to your employer's account;
- Add a justification note to request access to your employer's business account. Example: "Hi, I need access to make corrections and adjustments," or "Hi, I need access to view the monthly payables for our clients," and then choose **Request Access**.
- **Once approved, the BAM will designate a user role for each program account assigned to you.**

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Delegation of Authority (Access) to ITN Logistics and Internally to Employees:

If you are a BAM or PAM, you need to delegate access to ITN Logistics as follows:

- From the **CCP Home Dashboard**, choose "**Manage My Business Relationships**" to review and approve (or reject) any pending requests listed under "**Received Requests**." This is where you will find a pending **"Access Request"** from **ITN Logistics** or other third-party service providers.
- **This is where you will designate access to ITN Logistics at the "RM Program Account" level.**
- Set the Business Relationship Details to include an expiry date; (i.e advance date to 2099)
- Set the Visibility Rules to control how much information **ITN Logistics** can view or edit. The three visibility options are: **Submitted by the Customs Broker**; **Submitted by you** (the importer); and/or **Submitted by Other Business** (which could include other customs brokers).

    The "Access Request from ITN Logistics (888316171) can also be found on the Home Page under "Most Requested" (Manage Pending Third Party Requests), which the importer needs to accept. If no access request from ITN Logistics can be identified upon registration under "Received Requests", please contact ITN Customs (carm@itncustoms.com) to report issues as this procedure must be executed to enable ITN to process future transactions and avoid delays.

If you are a BAM or PAM and would like to delegate access to your employees…
- From the CCP Home Dashboard, choose **Manage My Employees** to review and approve (or reject) any pending employee requests listed under Access requests;
- If approved, select and designate access to any applicable program accounts, and assign the employee their CCP user role i.e., BAM, PAM, Editor or Reader, for each program.
- Create Employee groups, based on their user profiles, to facilitate assigning groups of employees to either individual or grouped program accounts.

You are now set up to begin conducting business with the CBSA!

What you, the importer, can do to be ready for CARM:

- Familiarize yourself with the CCP user definitions and roles – BAM, PAM, Editor and Reader.
- Determine the list of CCP users (CARM Client Portal) and account managers for your business;
- If you are the BAM for your 9-digit business account, be sure to have a complete list with all of your active RM program accounts to know the employees responsible for each account. A current list will prepare you for receiving any access requests to know which program account(s) and user roles to assign to each employee. If you are federally incorporated, you can view a list of the RM extensions for your 9-digit business entity here: **https://www.ic.gc.ca/app/scr/cc/CorporationsCanada/fdrlCrpSrch.html.** Once registered, you can view your list of RM accounts directly on the CCP (CARM Client Portal).
- **Register your business on the CCP and review RPP Security requirements for CARM Release 2.**

- **CLICK HERE to leave your contact details for further information as CARM evolves!**

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