Canada Border Services Agency | Agence des services frontaliers du Canada

# Trade Chain Partner User Guide

## Onboarding to the CARM Client Portal

Canada

CARM | CBSA Assessment and Revenue Management

# Table of Contents

# 1. Onboarding to the CARM Client Portal

## 1.1 - Overview

The CARM Client Portal (CCP) will serve as the primary hub for accounting and revenue management with the CBSA. Release 1 includes basic functionality in the portal that will allow users to easily set up their individual and businesses accounts, and begin to familiarize themselves with the portal in advance of the full implementation of CARM at Release 2.

To onboard to the CARM Client Portal, users will complete the following processes to fully set up their account

**Step 1:**

**Log in to the portal using either:**

Option A - Sign-In Partner (a financial institution with which you have set up online credentials)

Option B - GCKey (a unique Government of Canada credential that you can create)

**Step 2:**

**Create your Personal Profile**

**Step 3:**

**Complete the First Time Setup process by choosing either:**

Option A: Register a business

Option B: Request access to an employer

## 1.2 - Accessing the CARM Client Portal (CCP)

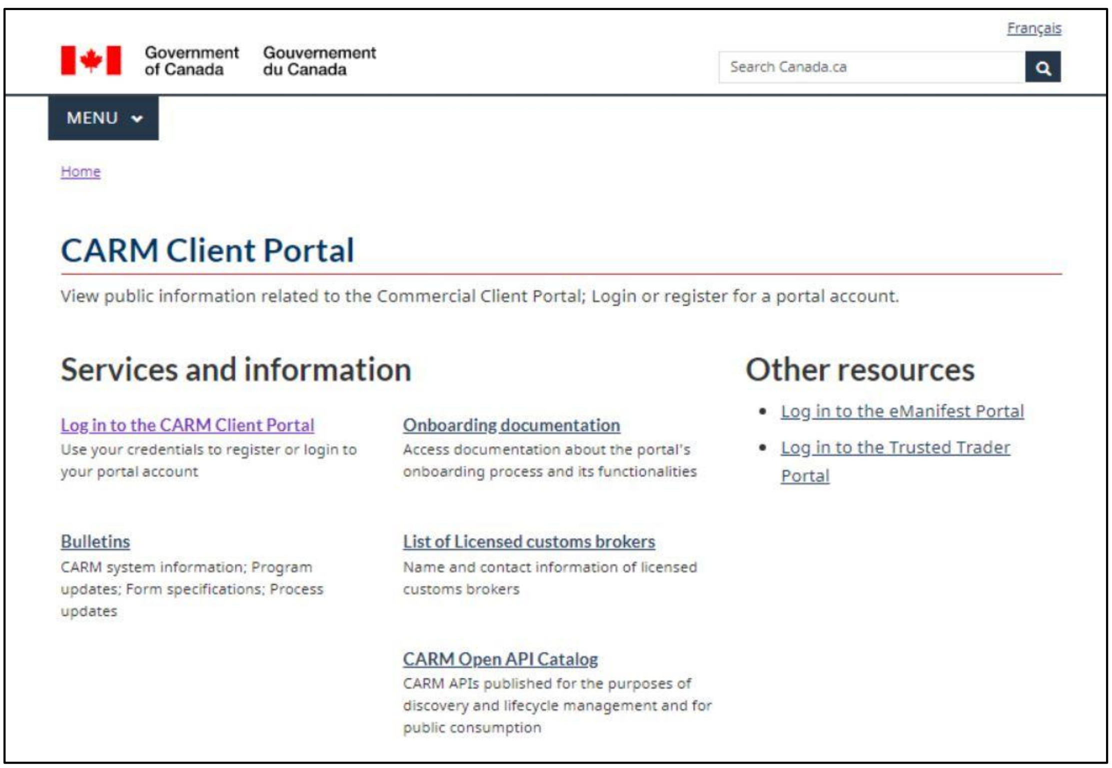
To access the CARM Client Portal (CCP), individuals must first open the CBSA webpage, the link to which can be found below:

**Click here to access the CARM Client Portal**

Upon launching the CARM Client Portal webpage, you will see the CCP home page. This page has many resources available to you that do not require logging into your portal account.

**Important Note:**

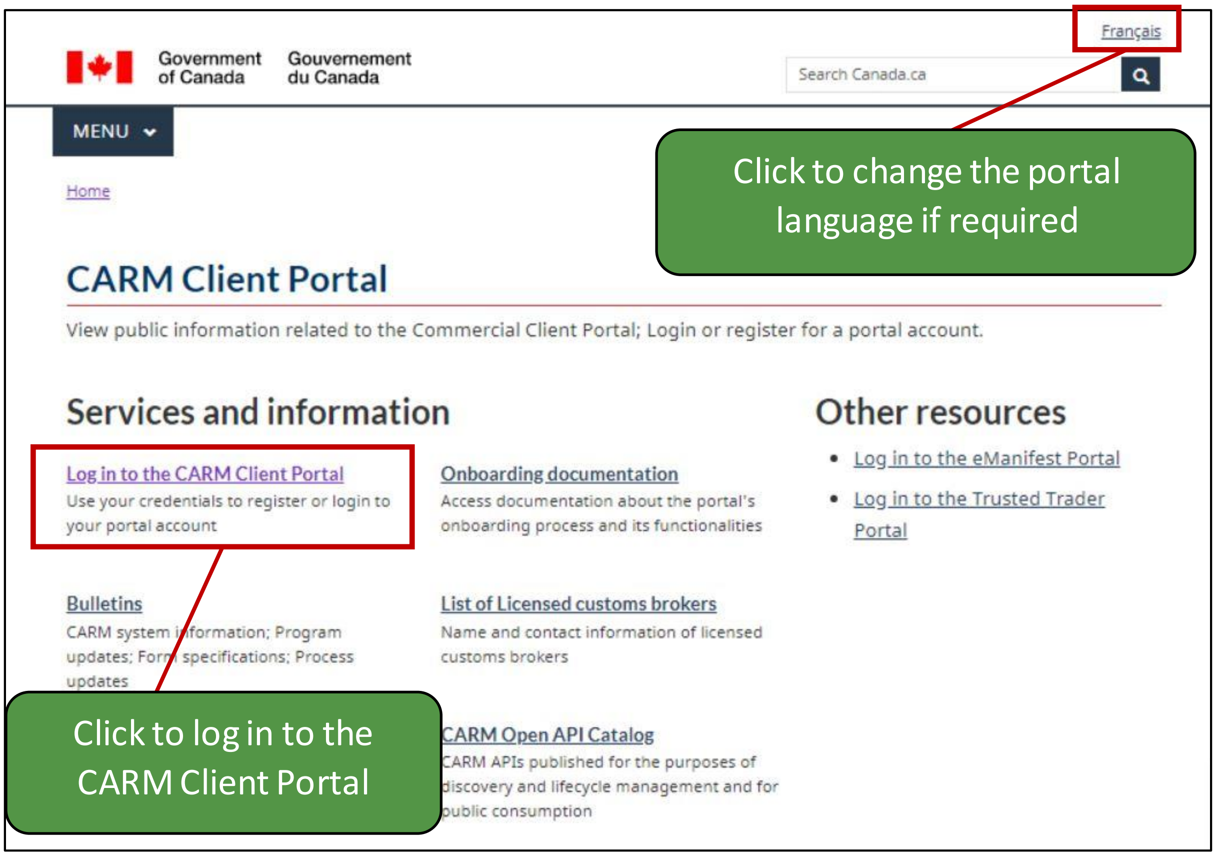
Existing importers and customs brokers can onboard to the CCP by following the steps in this user guide. Trade consultants may do so by contacting the CBSA at 1-800-461-9999.




In order to create and/or access your portal account, go to the **'Log in to the CARM Client Portal'** link under '**Services and Information**'.

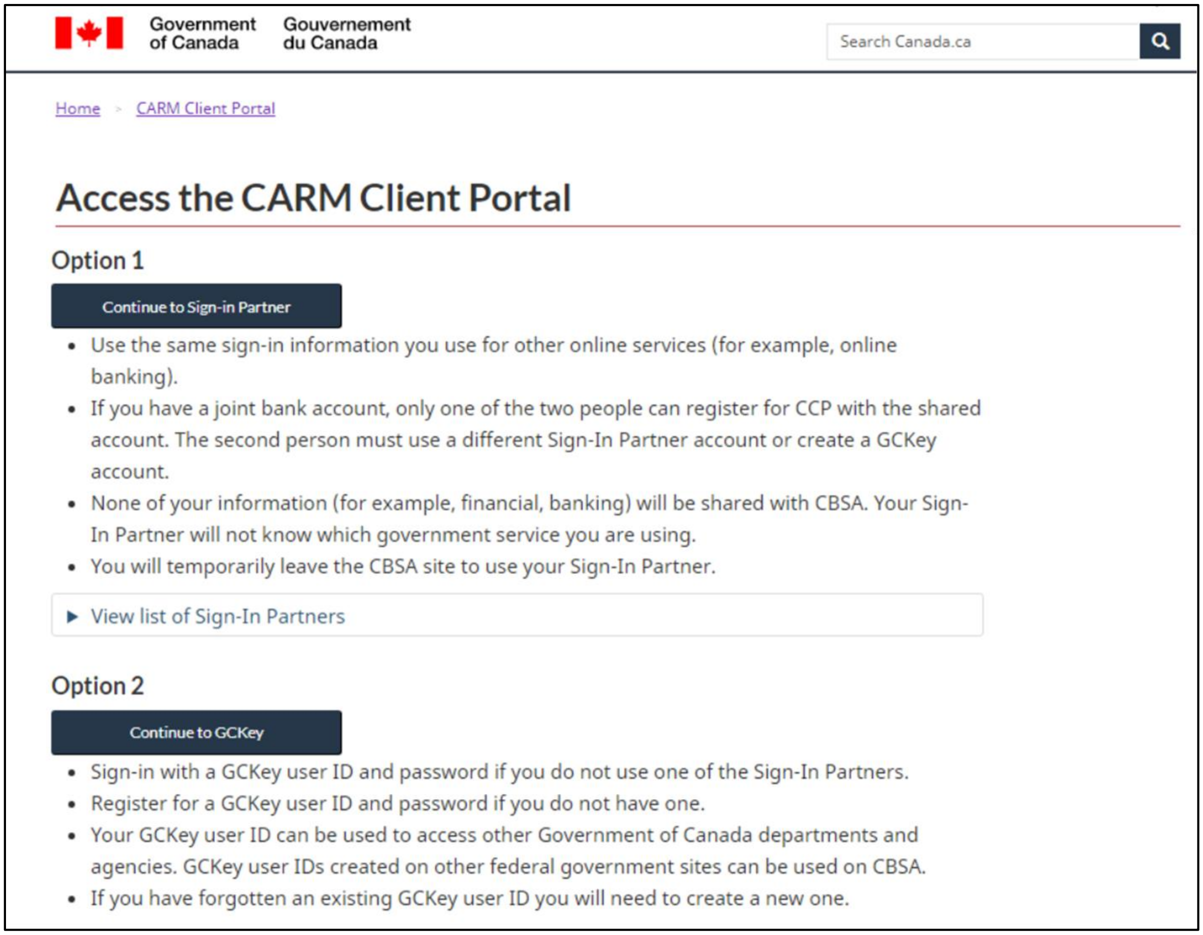
From here, you will be directed to complete the initial set up process that will enable you to access the CCP's main functionalities.

Note that in order to access all available features of the CARM Client Portal, individuals and businesses must first go through the initial setup process. Once you have selected the **'Log in to the CARM Client Portal'** link, you will be taken to the CCP access page where you will be prompted to log in using one of the following options:




- **Continue to Sign-In Partner**

- **Continue to GC Key**




Steps for logging in using both methods are detailed on the following pages.

Curious to learn more about the CARM Client Portal Login process? Reference the following walkthrough video:

**How to Create Login Credentials in the CARM Client Portal**

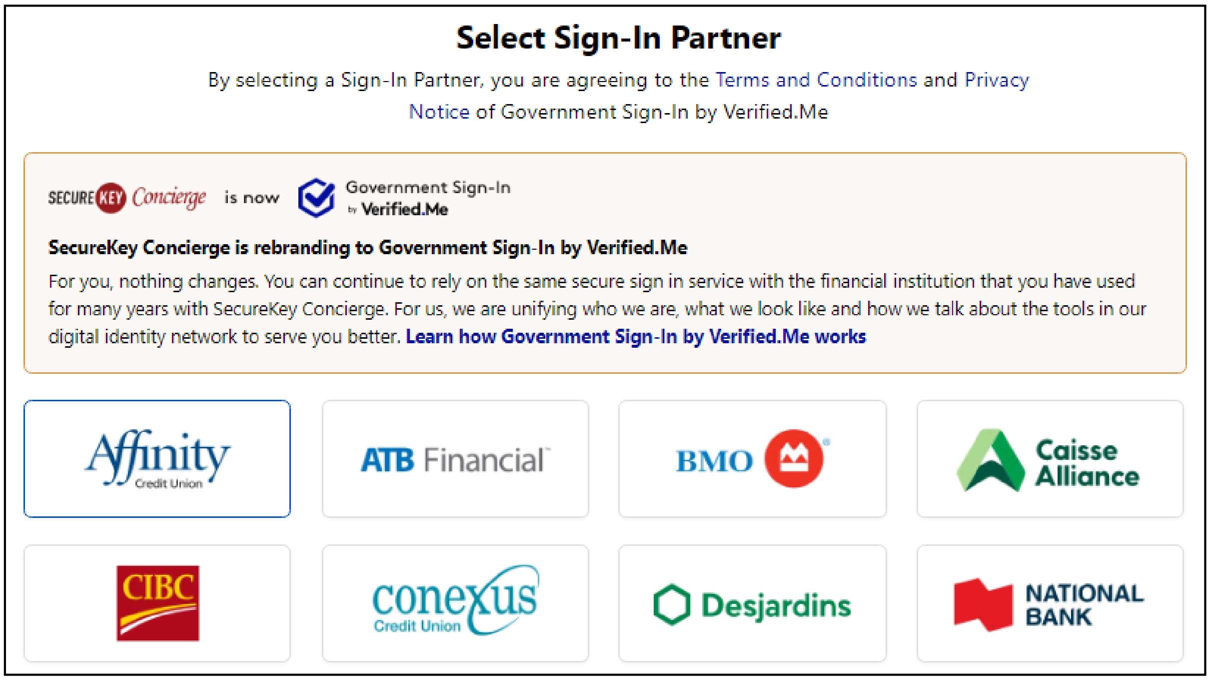
## 1.3 - Logging in with a Sign-In Partner

The **Sign-In Partner** option allows users to log in through the web portal of their financial service provider. Sign-In Partners are financial institutions and banks that have partnered with SecureKey Technologies to enable their customers to use their online credentials to log in to other secure sites.

All individuals and businesses who use this option must have a pre-existing account with the selected Partner.

After selecting your Sign-In Partner from the list of available institutions, you will be directed to the Partner's sign-in page in to log in using your credentials.

The full list of available Sign-In Partners can be found by clicking the following link: [List of Sign-In Partners]

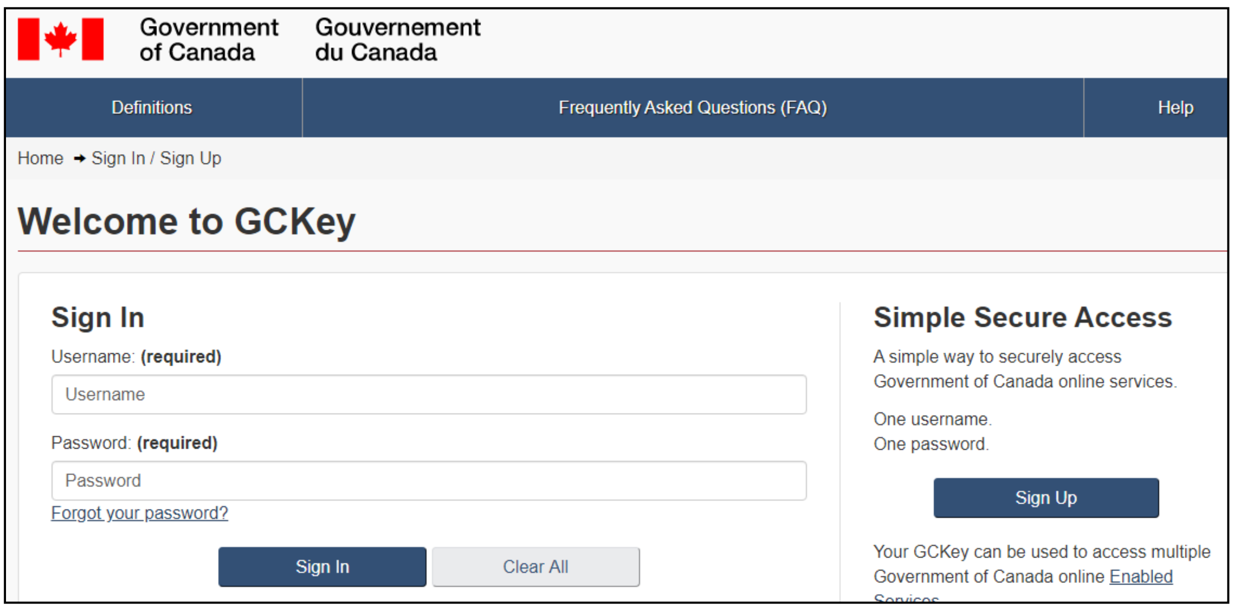


## 1.4 - Logging in Using an Existing GCKey

A GCKey is a unique credential that protects your communications with online Government programs and services.

On this page, you will have the option to sign in using an existing GCKey, or you may create a new one.

> **Important Note:**
>
> While you may use existing GCKey credentials from certain other Government of Canada portals, note that some exceptions (such as MyCRA) may apply. If this is the case, you will need to create a unique GCKey to access the CARM Client Portal.

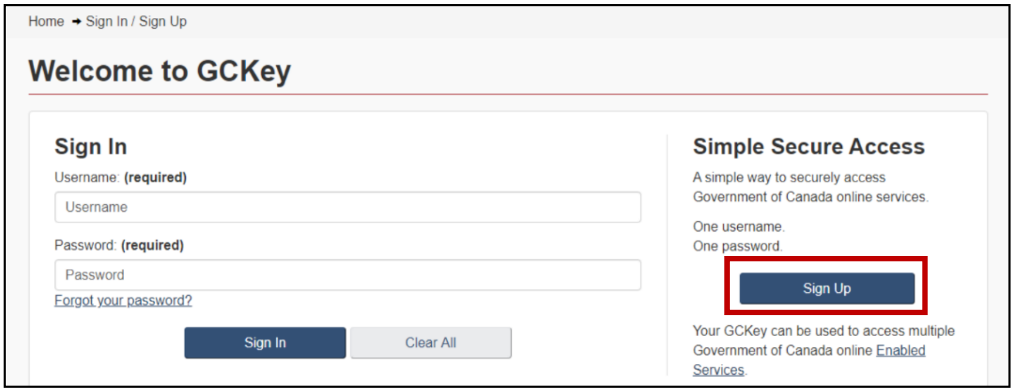



## 1.5 - Creating a New GCKey

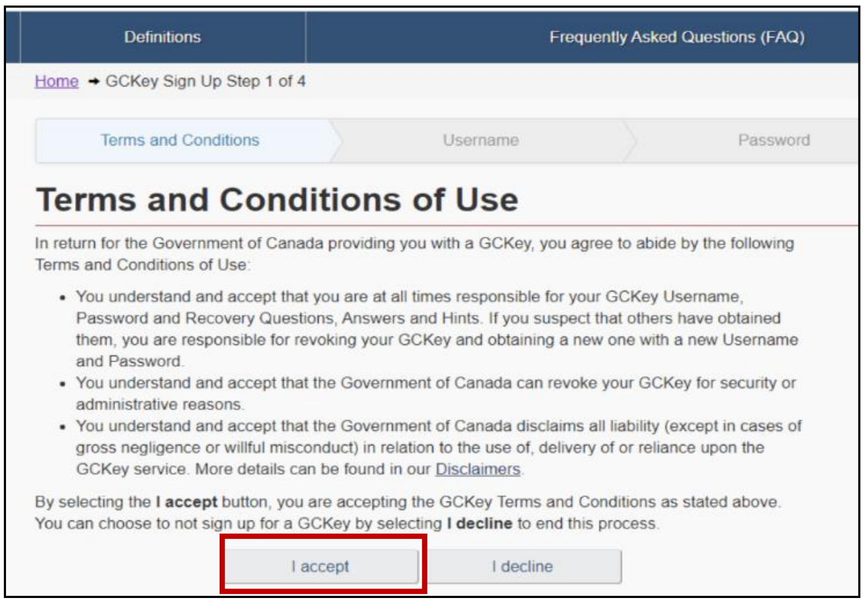
Creating a new GCKey will allow users to access the CARM Client Portal as well as certain other governmental programs and services. Note that all information will be kept private following the Government of Canada privacy standards.

To create a new GCKey, follow the below steps:

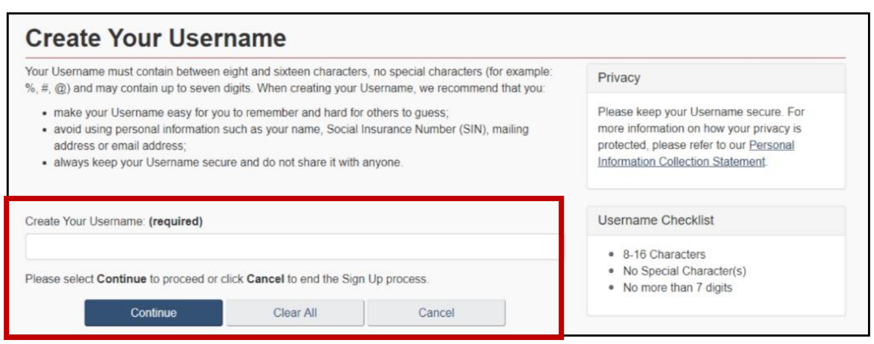
1. Click on the ‘**Sign Up’** button.




2. If you agree with the ‘**Terms and Conditions of Use’** after reading, click the ‘**I accept’** button to continue.

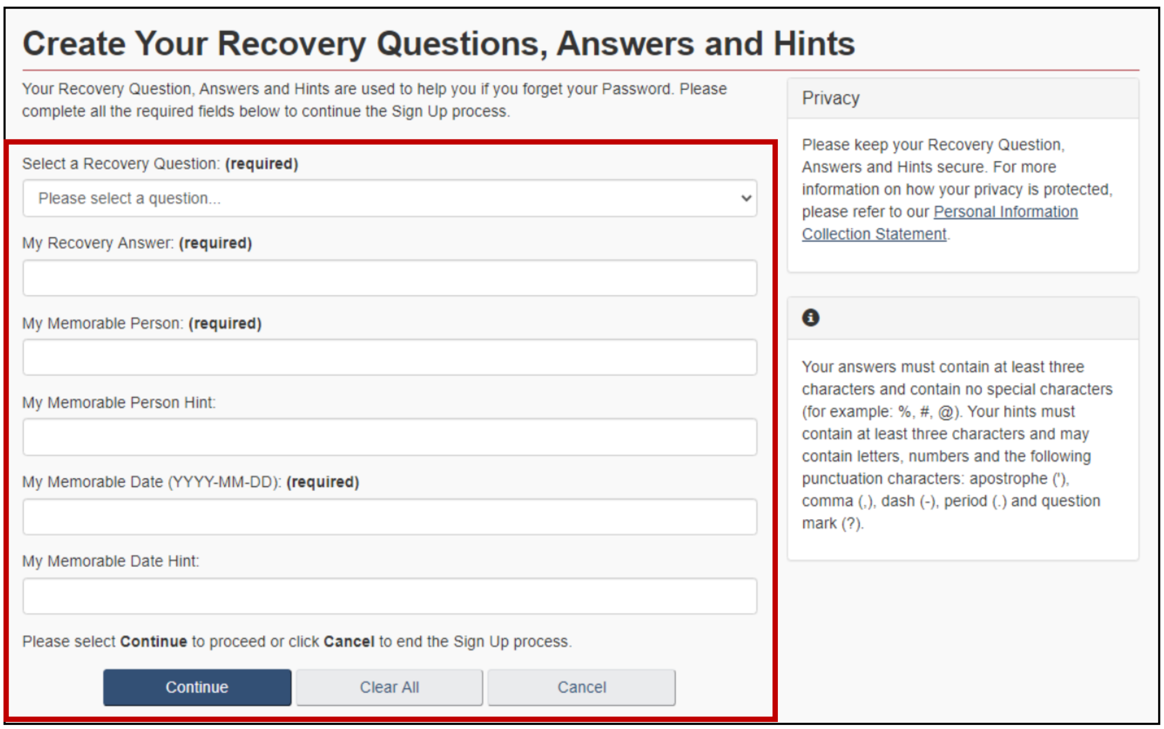



3. Create your username as per the specifications provided in the ‘**Username Checklist**’, and click the ‘**Continue’** button.



4. Create your password as per the specifications provided in the '**Password Checklist**', and click the '**Continue'** button.


5. Create your Recovery Questions and click the '**Continue'** button.



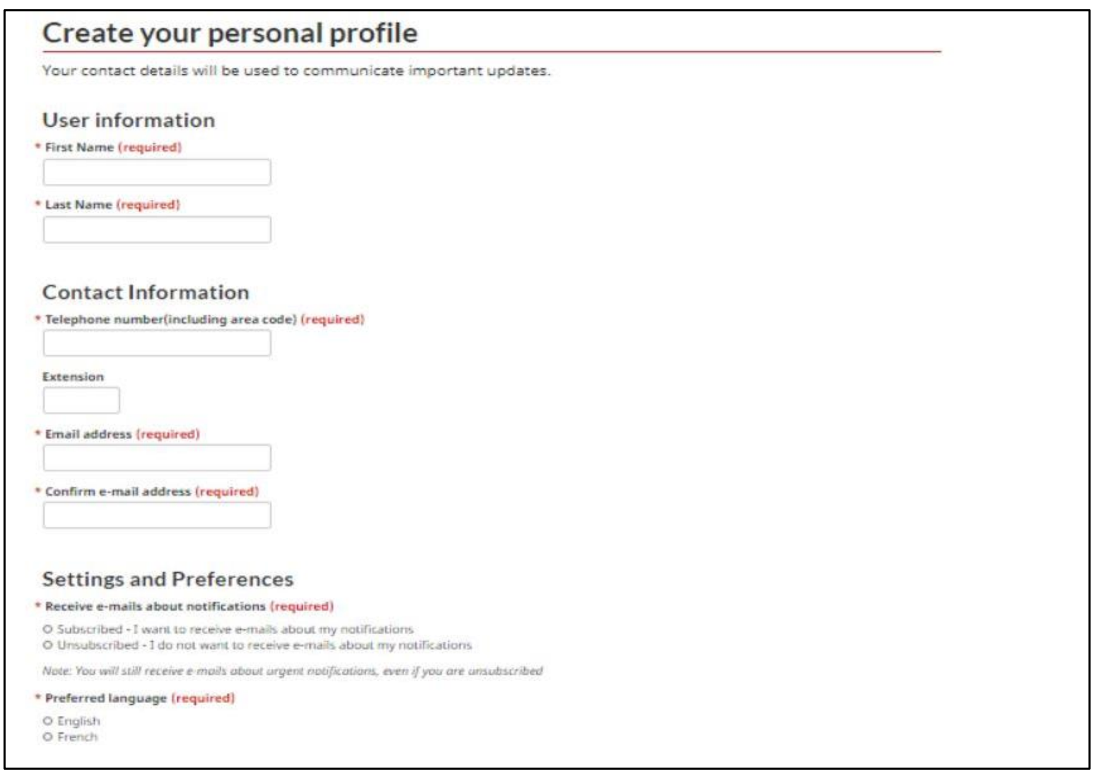

**Important Note:**

Throughout each step of this process, some indications will be provided at the right side of the screen (e.g. username and password checklists, recovery questions and answers guidance, etc.). It is important you pay attention to these.

6. Click the '**Continue'** button on the confirmation page to finalize the process.


## 1.6 - Creating your Personal Profile

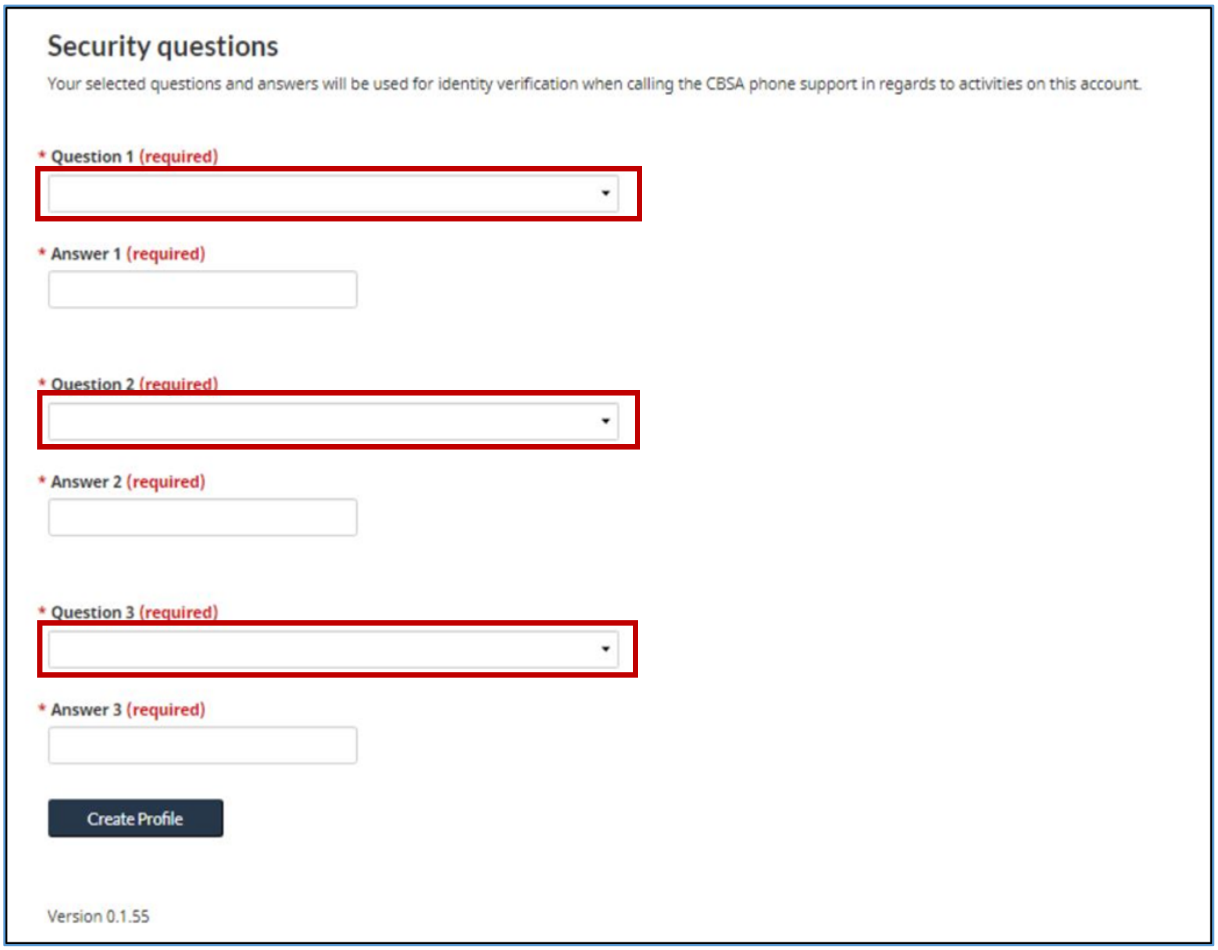
When you first log in to the CARM Client Portal (using either the Sign-In Partner or GCKey option), you will be prompted to create your personal profile. Your personal profile contains your contact details, as well as settings and preferences.




To learn more about subscribing to email notifications, see section [2.3 – Notifications (Setup)]

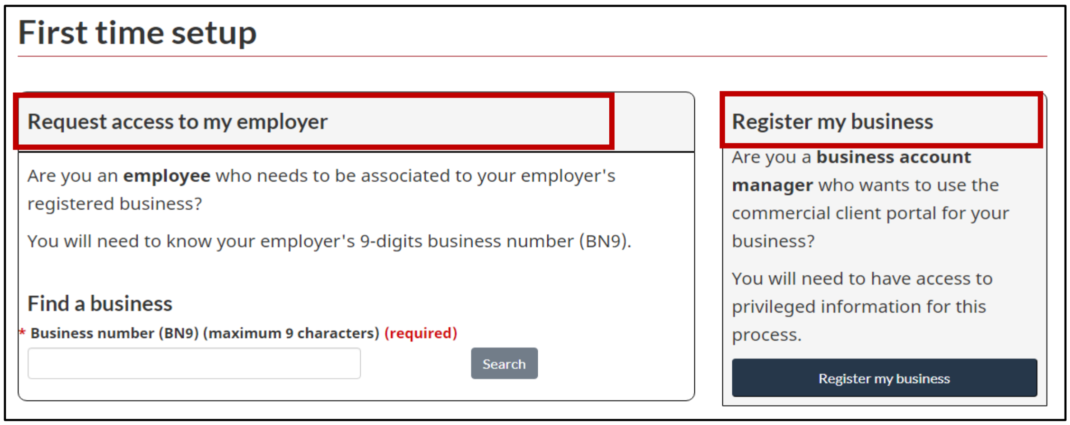
Note that you will be able to update this information in your Account Settings at a later time if required.

Once you have added your personal information and have identified your preferences for notifications and preferred language, you will be prompted to create security questions and answers for subsequent identity verification attempts.



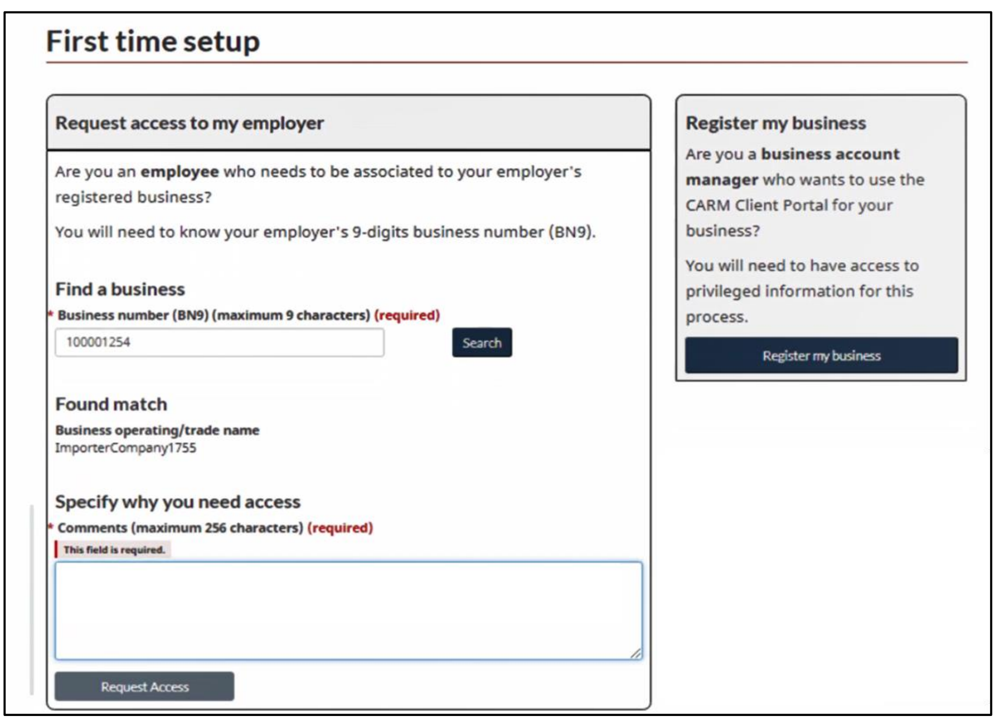
# 1.7 - Linking your Individual Account to a Business Account

After your profile creation, you will be greeted with the '**First time setup'** page, from which two options will be available: '**Request access to my employer**, or '**Register my business**'.




1. **Request Access to an Employer**

This option is intended for employees who wish to request access to a business account that is already registered on the portal. Employees will be asked to enter the Business Number (or BN9), and to provide a reason for requesting access.



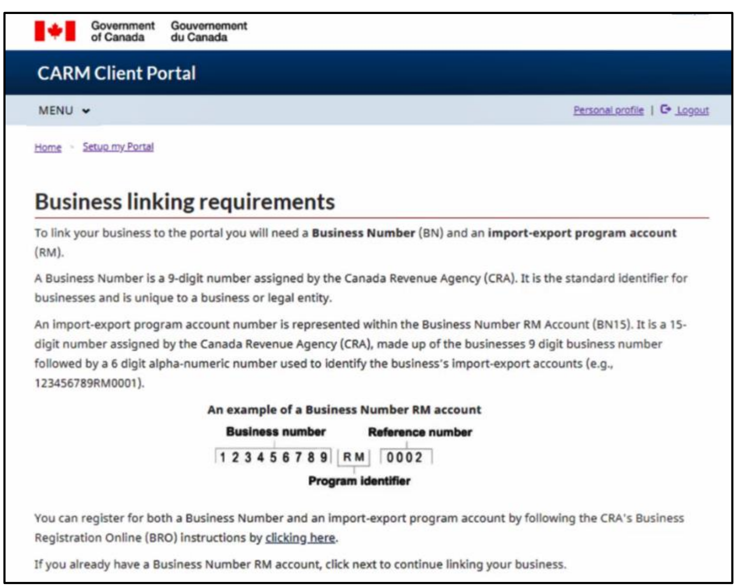
## 2. Register Your Business

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.

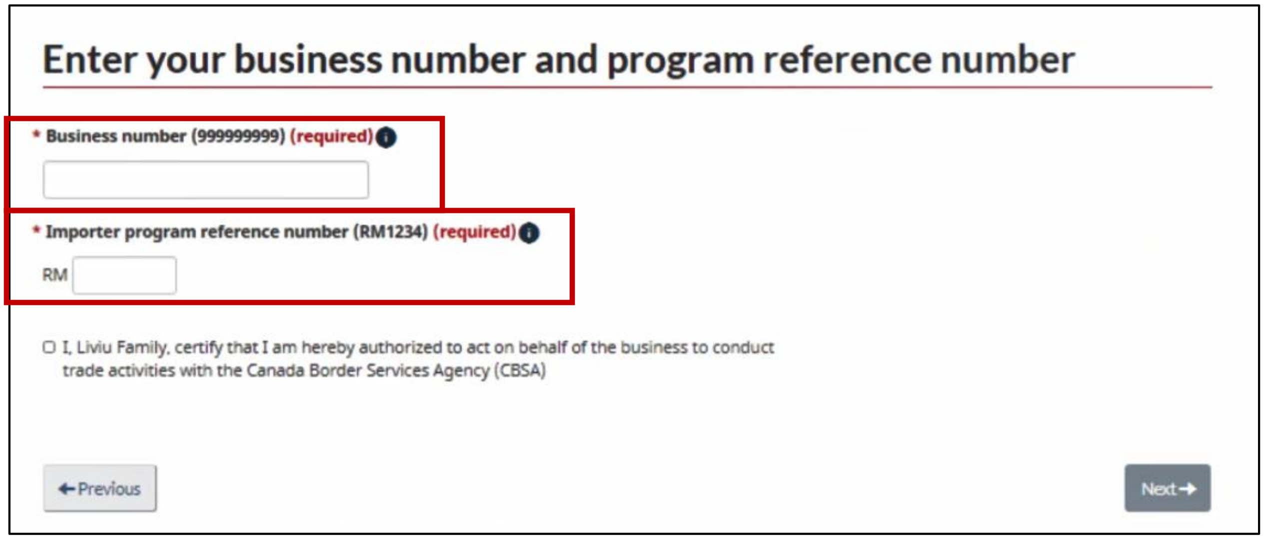
It is important to note that the user who completes the registration of the business on the CCP will automatically become the associated **Business Account Manager (BAM),** or the person with ultimate account authority. A business account can only be registered once, but its Business Account Manager can assign other users a BAM role (or other user roles) through the employee management page.

> To learn more about the role of the Business Account Manager as well as the Delegation of Authority process, review the following guide:
>
> Trade Chain Partner User Guide - Delegation of Authority

Upon clicking **'Register my Business',** you will be greeted with the following screen that details the business linking requirements:



You will then be required to enter the business number and program reference number, as shown below:



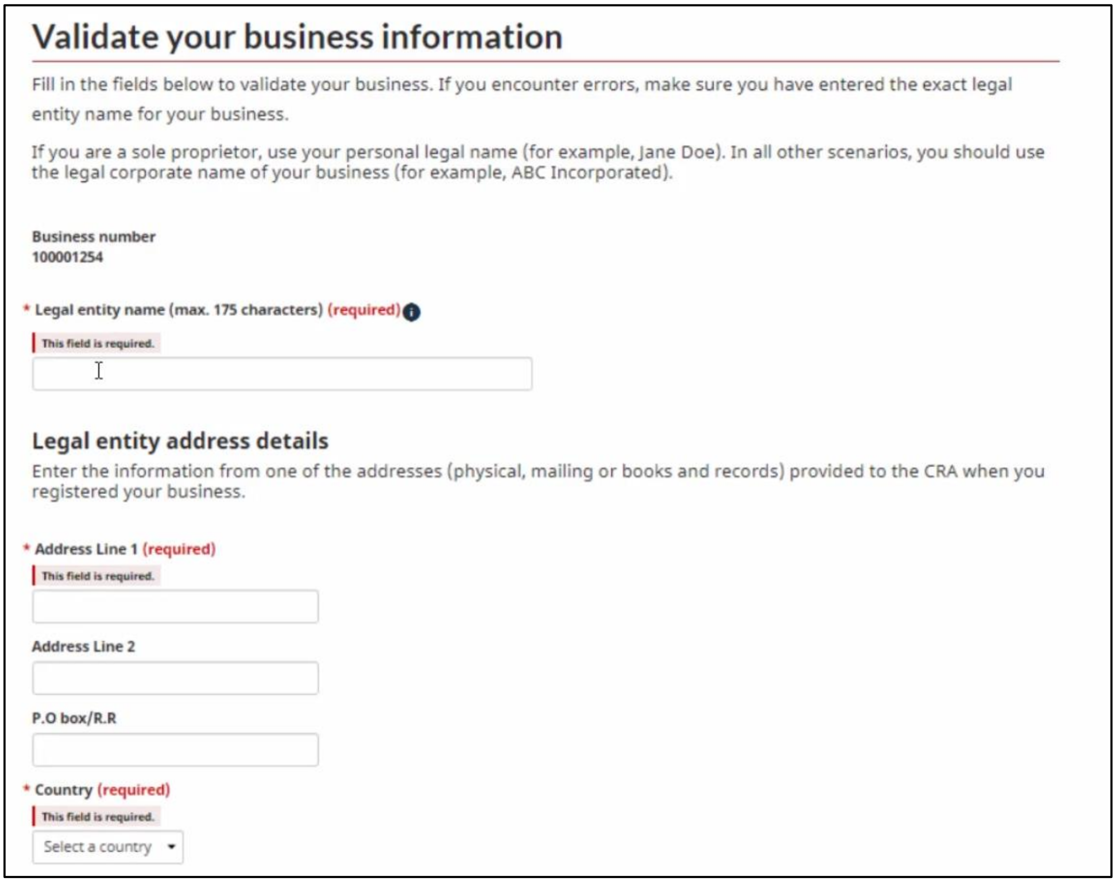

Input your business information, ensuring that it is identical to the information that the Canada Revenue Agency (CRA) has on file. Even the punctuation used must match the information on file. Any differences will result in an error message.

**Important Note:**

If you do not have a Business Number (BN) or Program Reference Number (RM), you will be required to obtain these through the Canada Revenue Agency. Please visit the following link to do so:

**CRA Business Number Registration Page**

After inputting the Business Number (BN) and the Program Reference Number (RM), you will then be required to validate both your business information, and any recent transaction information (see screenshots on the following page).



## Validate your business information

Fill in the fields below to validate your business. If you encounter errors, make sure you have entered the exact legal entity name for your business.

If you are a sole proprietor, use your personal legal name (for example, Jane Doe). In all other scenarios, you should use the legal corporate name of your business (for example, ABC Incorporated).

**Business number**
**100001254**

* **Legal entity name (max. 175 characters) (required)**

This field is required.

### Legal entity address details

Enter the information from one of the addresses (physical, mailing or books and records) provided to the CRA when you registered your business.

* **Address Line 1 (required)**

This field is required.

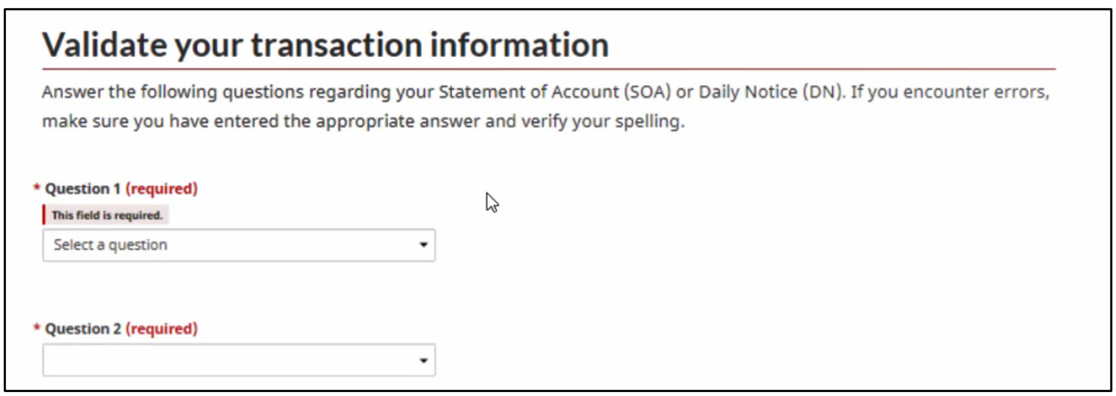
**Address Line 2**

**P.O box/R.R**

* **Country (required)**

This field is required.

Select a country



## Validate your transaction information

Answer the following questions regarding your Statement of Account (SOA) or Daily Notice (DN). If you encounter errors, make sure you have entered the appropriate answer and verify your spelling.

* **Question 1 (required)**

This field is required.

Select a question

* **Question 2 (required)**

You will need to answer two or three questions, depending on your account type. The information can be found on your most recent Daily Notice or Statement of Account. You can obtain these from your broker if you do not receive them directly. Your answers must be identical to that found on the Daily Notice or Statement of Account, and should only be entered using numbers and decimals. Using dollar signs and commas will result in an error message.

## Question 1

* **Question 1 (required)**

What is the transaction number and total duties and taxes of one of your recent transactions?

**Transaction number**

13409538908576

* **Total duties and taxes (required)**

0

A transaction number from your 5 most recent transactions will be displayed. Enter the total of duties and taxes that were owing for the given transaction number.

## Question 2

What is the exact value of your most recent payment?

*Recent payment amount (Required)

$CA

You will need the exact value of your most recent payment. This can be found on your Daily Notice or Statement of Account.

## Question 3

What is the balance of your last statement of account?

*Last statement of account balance (Required)

$CA

You will need the most recent Statement of Account.

Please make note of the following important points to consider during this initial setup process:

- Each user should have their own set of credentials and personal profile.
- Only one set of credentials can be used on a user's account (GCKey or a Sign-In Partner).
- The CBSA cannot retrieve lost credentials (username or password).

Curious to learn more about linking your Individual User Account with your Business Account? Click the link below to access the following step by step walkthrough video:

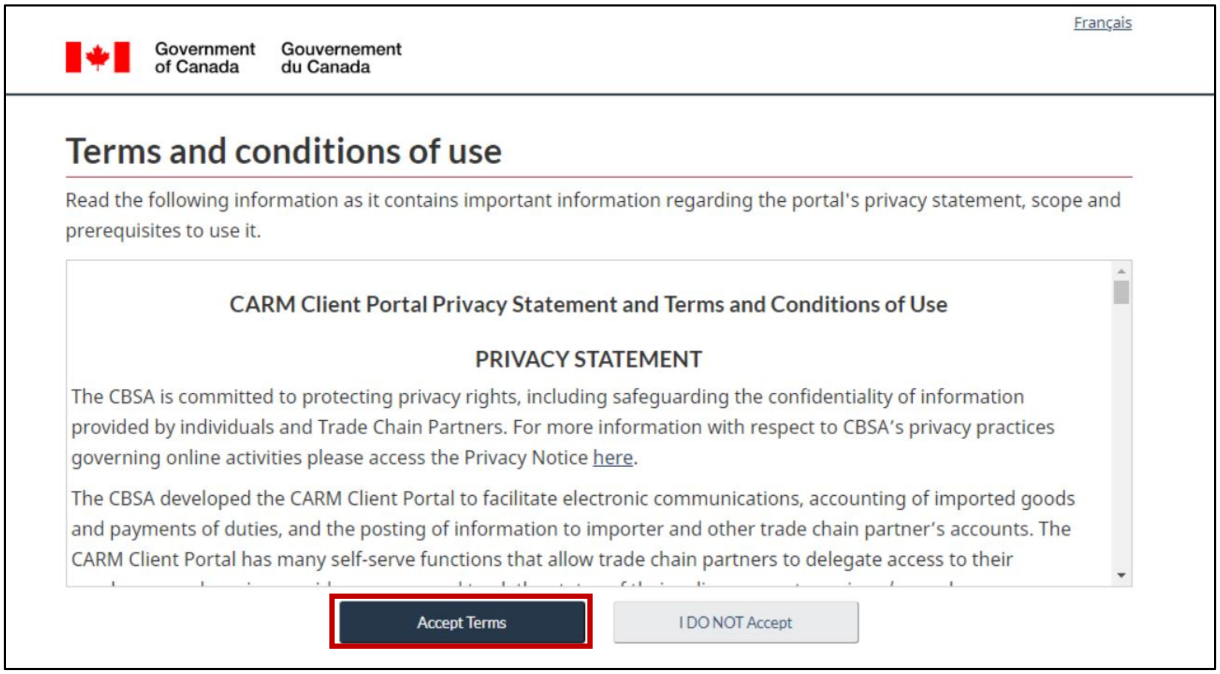
**How to Connect a User Account to a Business Account**

# 2. Basic Navigation and Features of the CARM Client Portal

## 2.1 – Login Navigation and Features

For GCKey users, a successful log in page is displayed prior to reaching, the CCP home page. As a GCKey user will be shown a standard welcome message that details your last sign in date, as well as a few links through which you can change your password, change your recovery questions, or revoke your GCKey.


Once you click the '**Continue'** button on the GCKey welcome page, you will be directed to a '**Terms and Conditions of Use'** screen of the CCP (see screenshot on the next page).

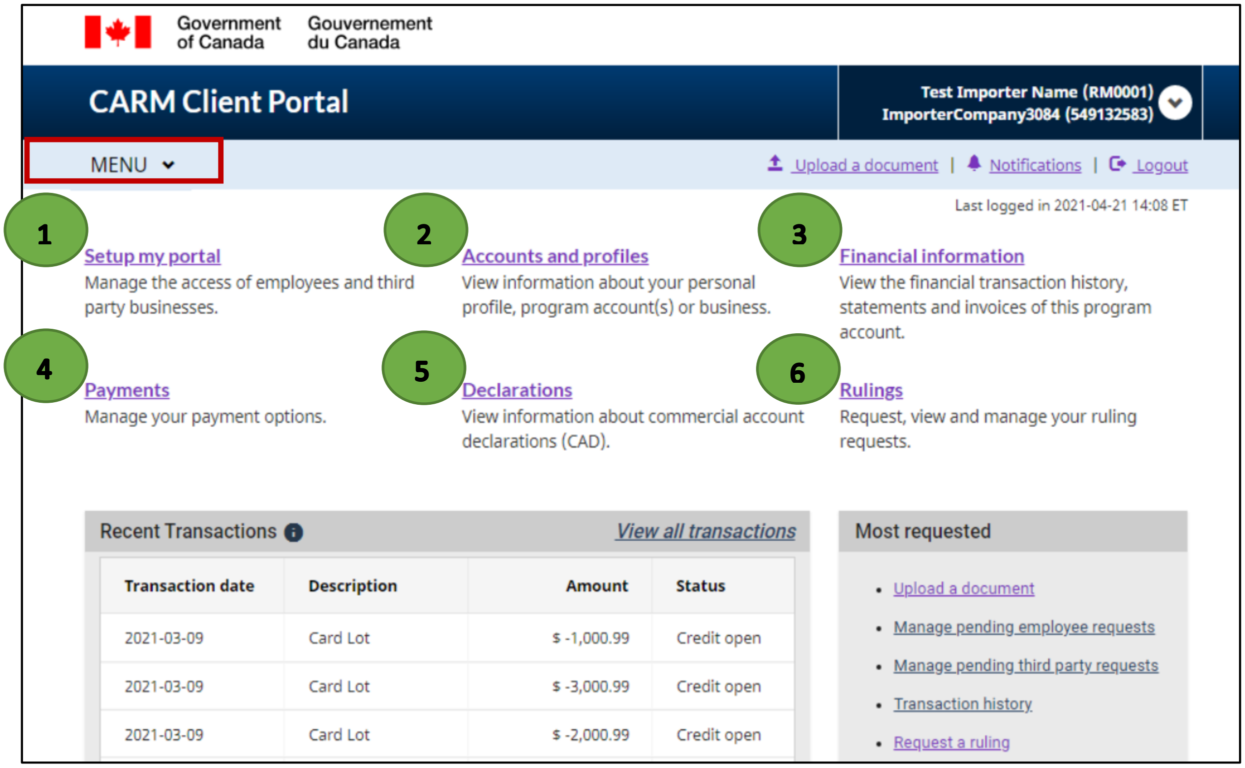



These terms and conditions of use will be displayed every time you log in to the CCP. It is important that you read and understand these fully prior to proceeding.

- Selecting the **'Accept Terms'** button will take you to the CCP home page.
- Selecting the **'I DO NOT Accept'** button will cancel the process.

## 2.2 - Functions Available on the CCP Home Page

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 portal.



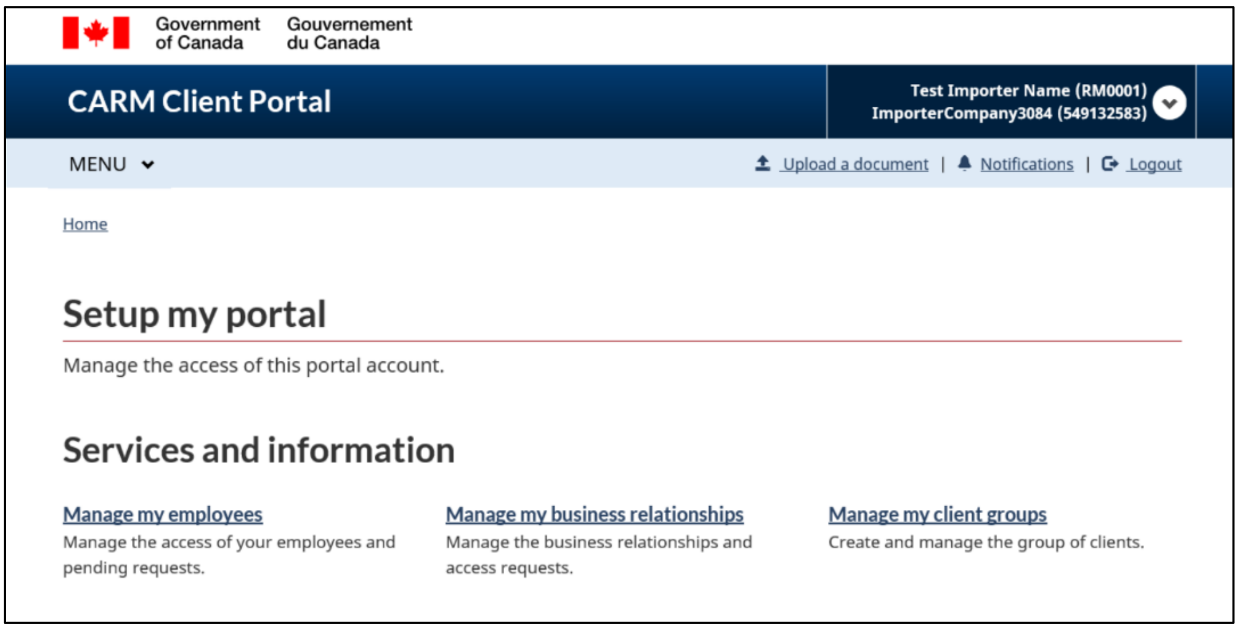

Alternatively, each of these pages can also be accessed by selecting them from the drop-down **'MENU'** located on the top left of the home page.

Additional information about these functions is outlined in further detail on the following pages.

## 1. Setup My Portal

This link will direct you to the '**Setup My Portal**' landing page. From this page, you will be able access the following options:

- 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)*



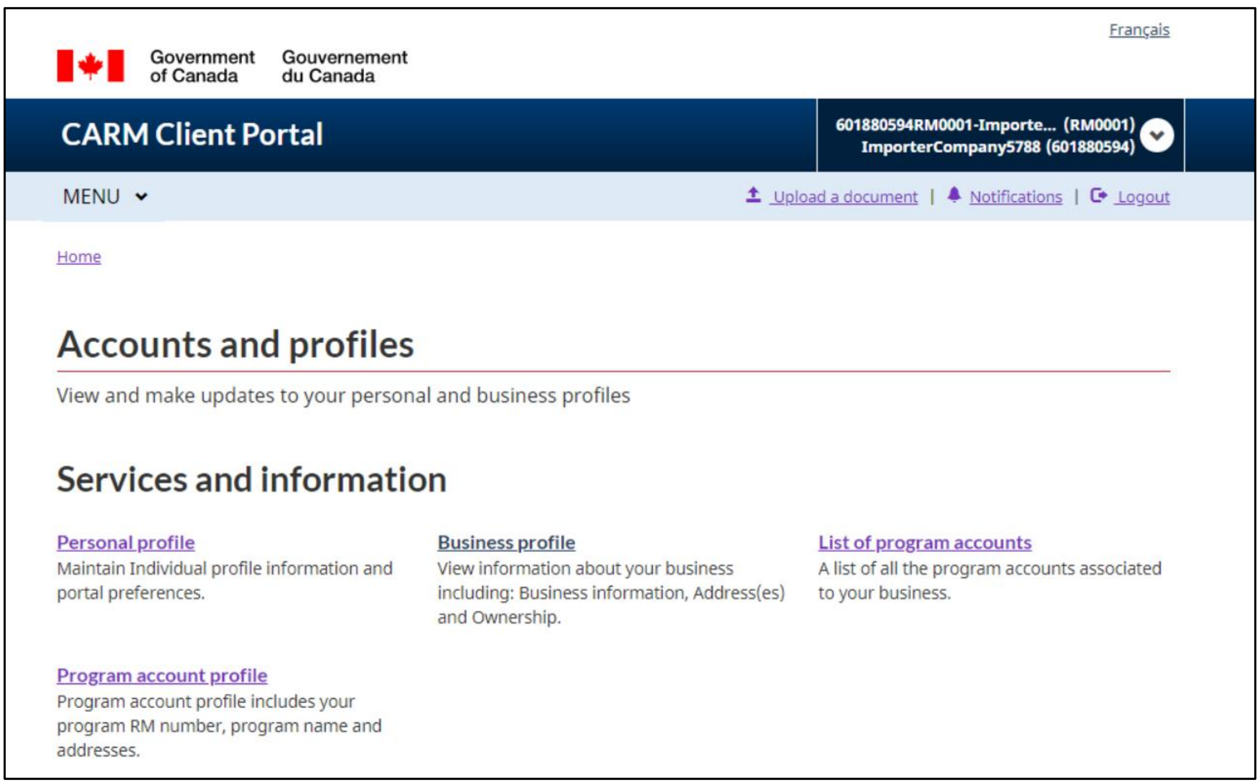

To learn more about the management of employees and clients, please reference the following guide:

**Trade Chain Partner User Guide: Delegation of Authority**

## 2. Accounts and Profiles

This link will direct you to the '**Accounts and Profiles**' landing page. From this page you will have the ability to view and/or make updates to your profiles through the following links:

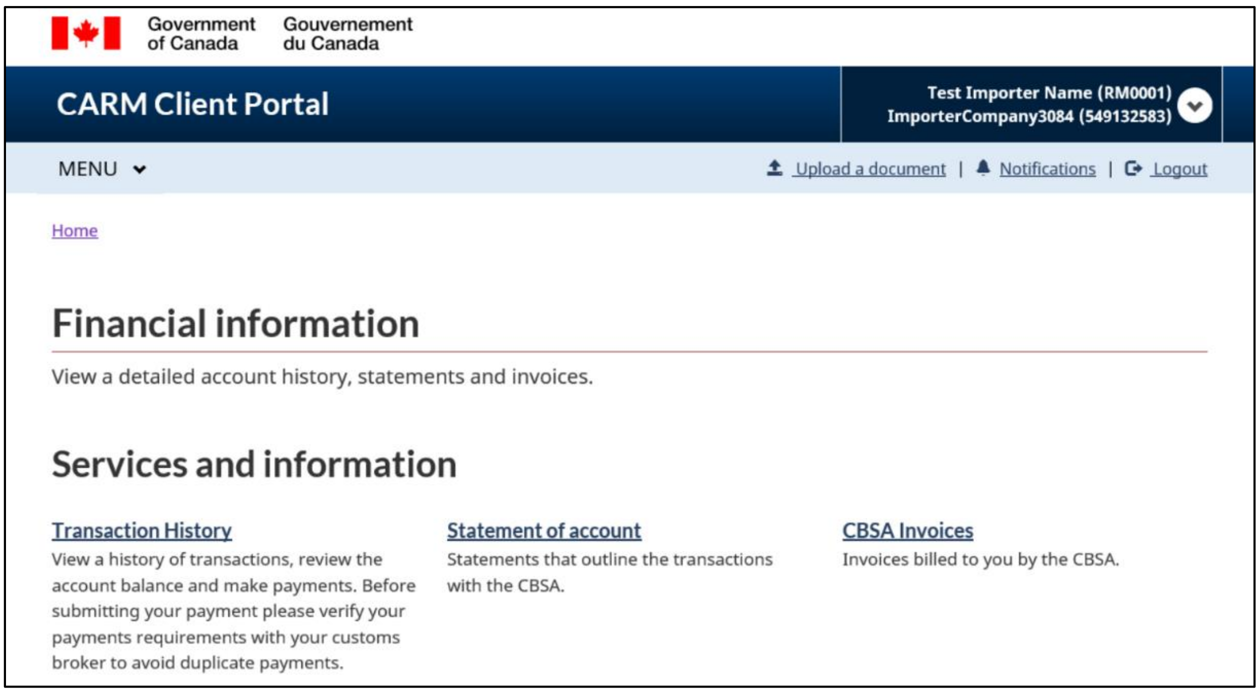
- Personal profile *(Contains information about your individual profile and portal preferences)*
- Business profile *(Contains relevant business information including address(es) and ownership)*
- List of program accounts *(Displays all program accounts associated with a business)*
- Program account profile *(Contains relevant program information, including RM number, program name, and addresses)*



### 3. Financial Information

This link will direct you to the '**Financial Information**' landing page. From this page you will have the ability to view detailed information about your account history, statements, and invoices through the following links:

- Transaction History *(Allows you to view a history of your transactions, review your account balance, and make payments)*
- Statement of account *(Statements that outline your transactions with the CBSA)*
- CBSA Invoices *(Invoices billed to you by the CBSA)*

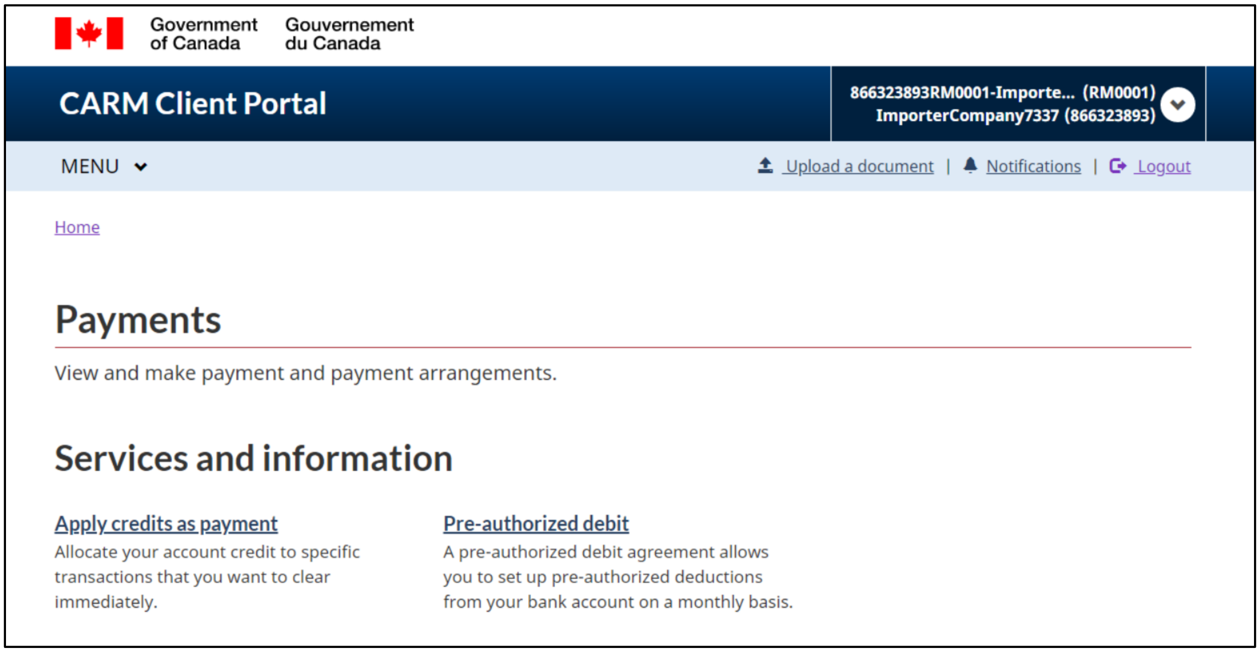



### 4. Payments

This link will direct you to the '**Payments**' landing page. From this page you will have the ability to view and make payments and payment arrangements through the following links:

- 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)*

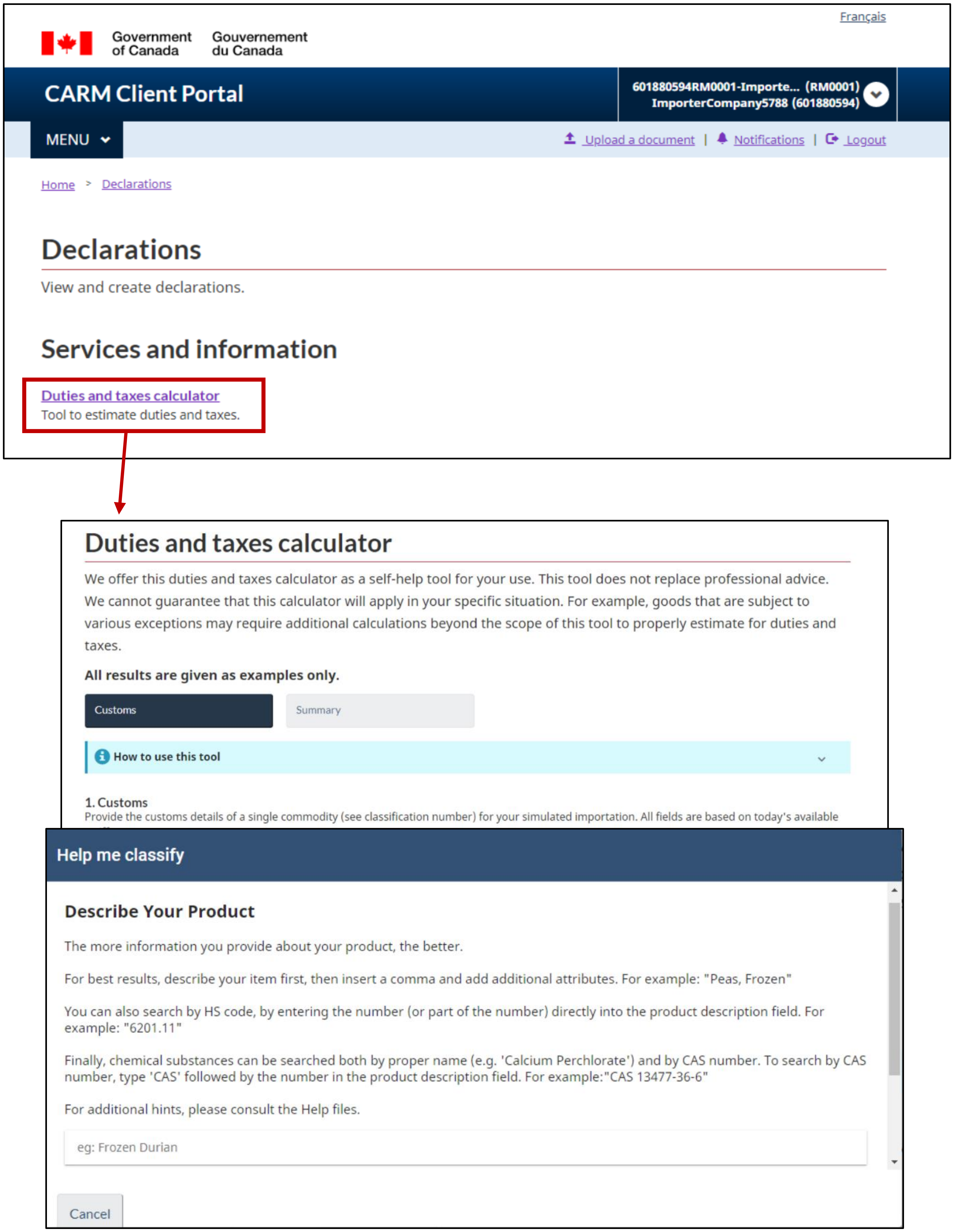



To learn more about financial information, processes, and payments, please reference the following guide:

**Trade Chain Partner User Guide – Financial Information and Tools in the CARM Client Portal**

### 5. Declarations

This link will direct you to the ‘**Declarations**’ landing page. From this page, you will have access to the ‘**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.




Selecting the '**Help me classify'** button within the '**Duties and taxes calculator**' will direct you to an embedded classification tool. This tool will allow you to input known information about your goods/products in order to receive a tariff classification number for the goods.

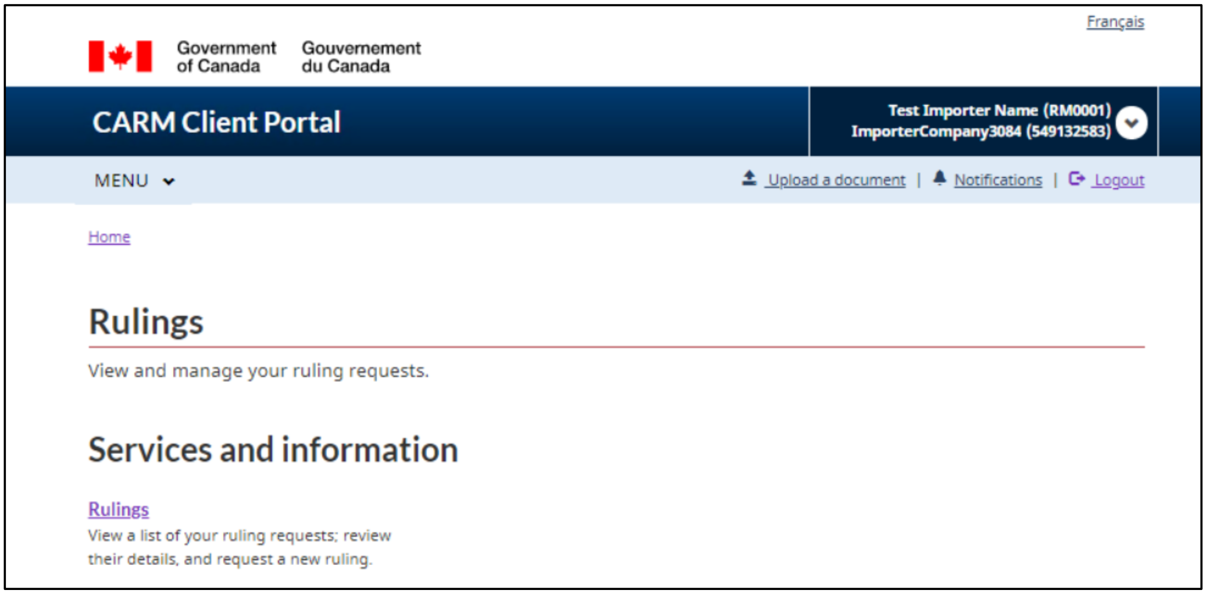
Additional information about the Duties and Taxes Calculator, and the Classification Tool can be found in both the below document and the below video:

**Trade Chain Partner User Guide – Financial Information and Tools in the CARM Client Portal**

**How to Use the Duties and Taxes Calculator in the CARM Client Portal**

## 6. Rulings

This link will direct you to the ‘**Rulings**’ landing page. From this page, you will be able to view and manage all of your ruling requests within the portal through the following link:




- Rulings *(Allows you to view a list of your ruling requests, review their details, and request new rulings)*

Additional information about rulings processes can be found in the below document and the below videos:

**Trade Chain Partner User Guide – Managing Rulings**

**Understanding Ruling Statuses in the CARM Client Portal**

**How to Submit a Ruling Request in the CARM Client Portal**

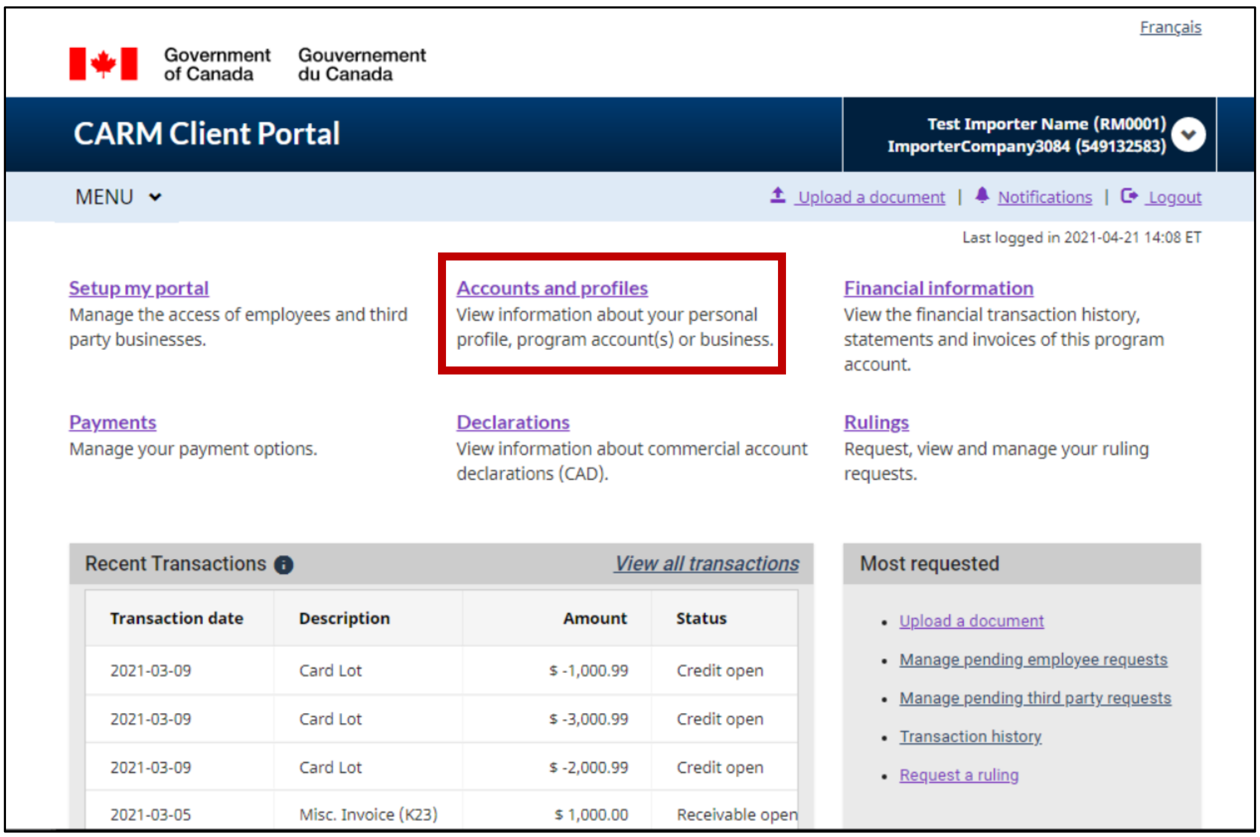
## 2.3 – Setup of Notifications

Setting up notifications within the CARM Client Portal is a useful way to ensure that you do not miss important communications from the CBSA.

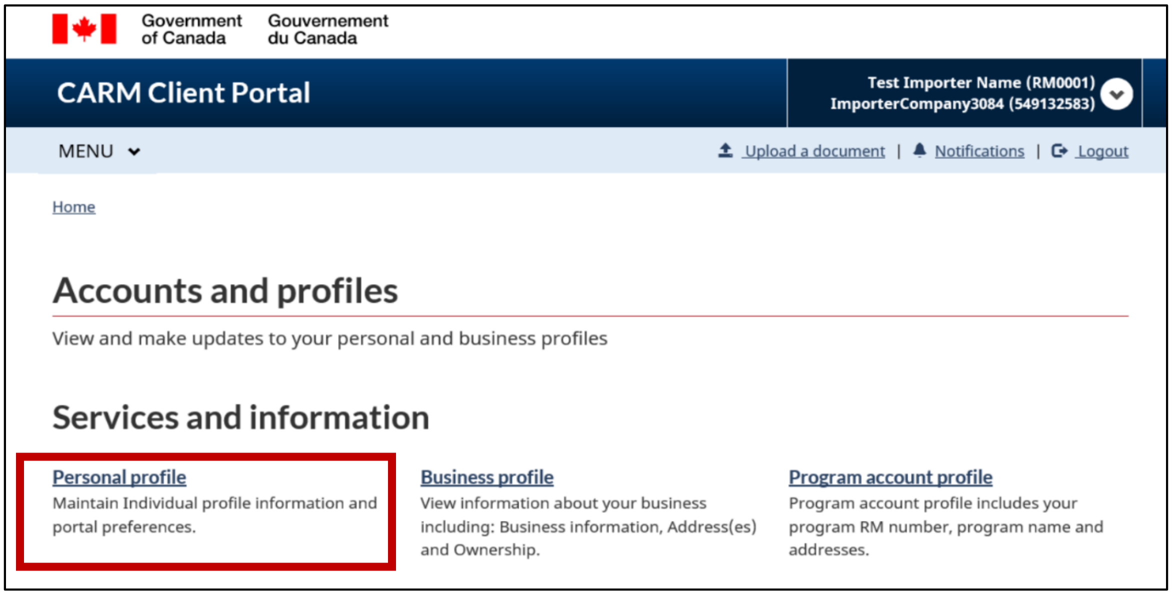
*Note that even if you do not subscribe to all notifications, you will still be notified if important communications that require timely action on your part are received.*

To setup notifications, follow the below steps:

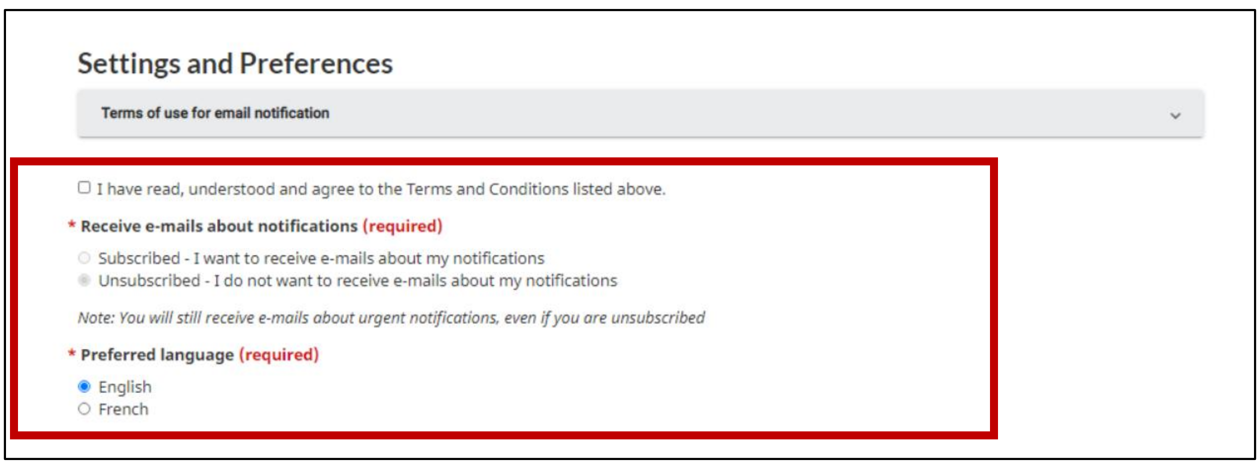
1. Select **'Accounts and profiles'** from the home page.



2. Click on the '**Personal profile'** link.




3. From the **'Personal profile'** screen, scroll down to **'Settings and Preferences'** and complete the following**:**
   a) Read the Terms and Conditions in the drop-down menu, and confirm your acceptance by checking the box
   b) Select the **'Subscribed'** button
   c) Select **'English'** or **'French'** as your preferred language




Once notifications are set to **'Subscribed'**, you will begin receiving e-mail notifications from CBSA.

**Important Note:**

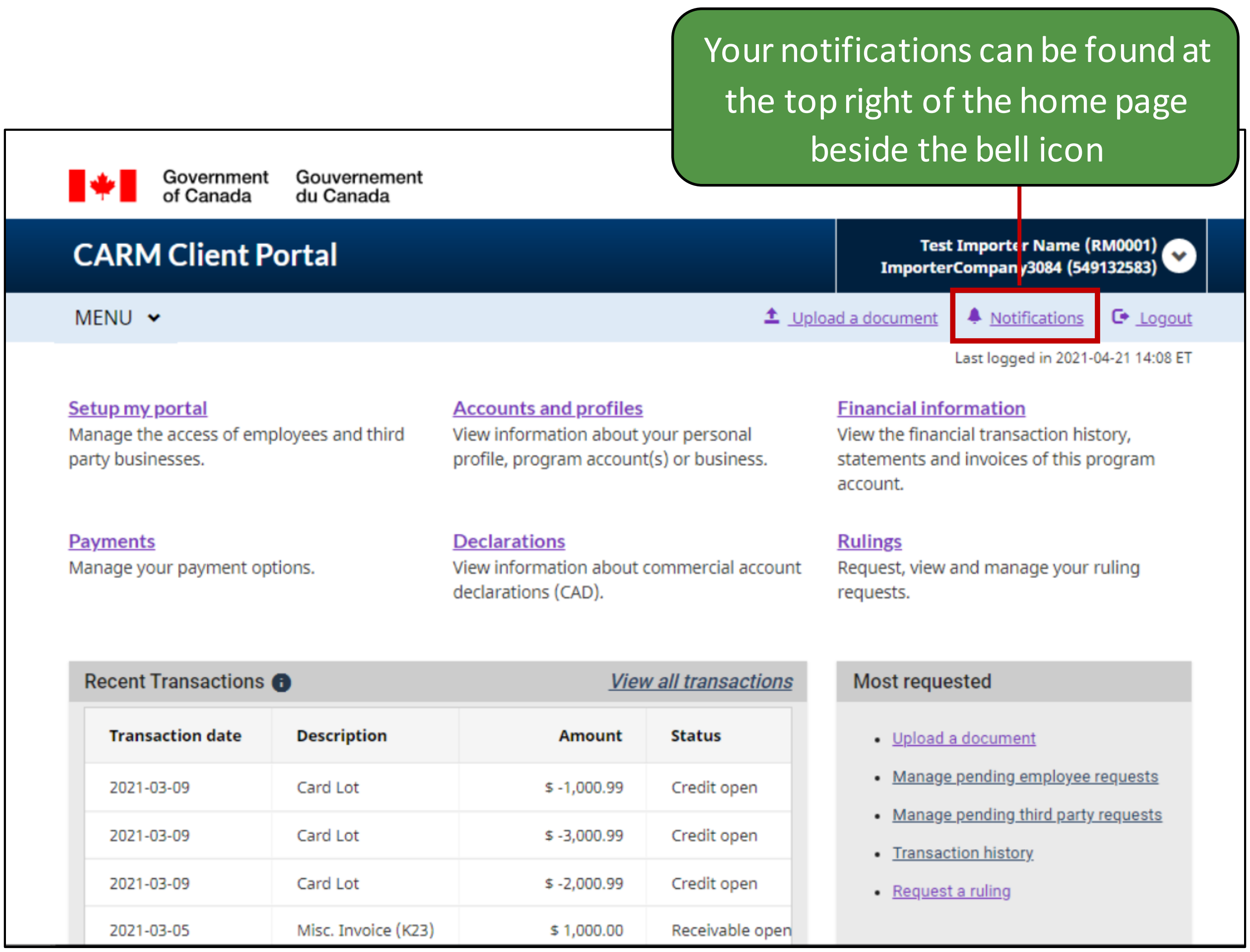
Notifications will be sent in bulk by CBSA. The only options available to users will be to either receive all notifications or to receive none. This option can be modified at any time following the above process.

Remember that urgent notifications will be sent to you regardless of the notification option selected.

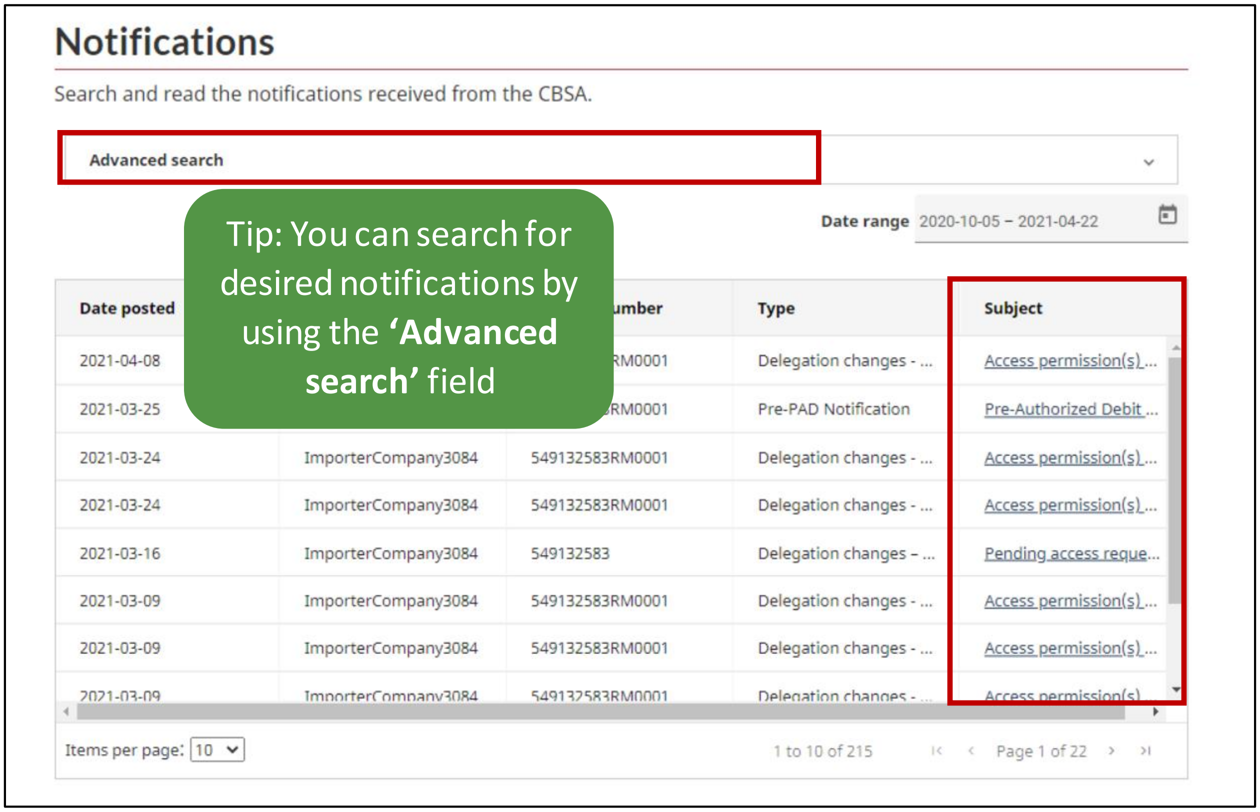
## 2.4 – Notifications (View)

To view your notifications in the CCP, follow the below steps:

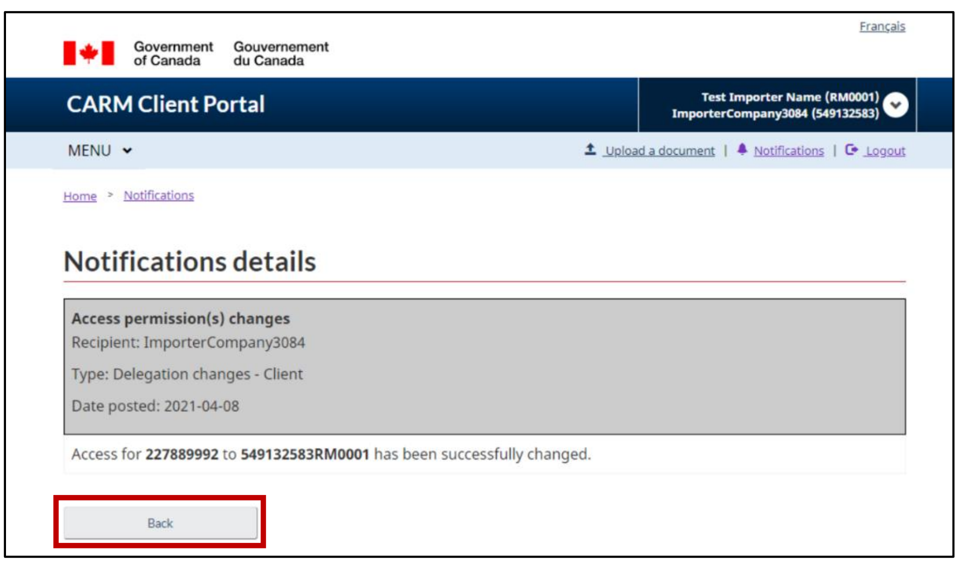
1. Click the ‘**Notifications’** link. A list of notifications will display.



2. Click on the **'Subject'** link to view the details of a notification.

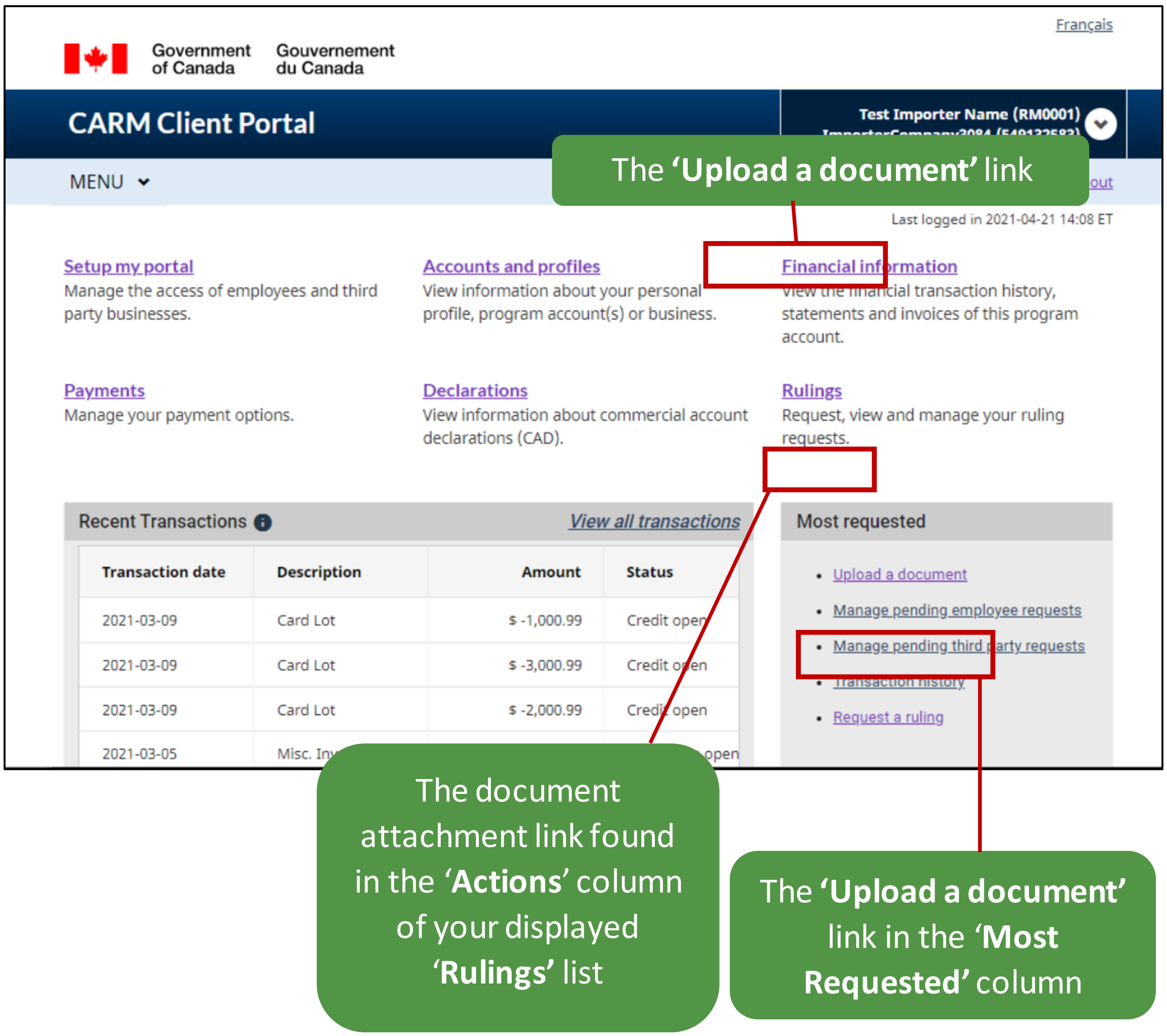



3. The notification details selected will then be displayed. Click the '**Back'** button to return to the notifications list once you are done reviewing the notification.



## 2.5 - Uploading Documents

Including additional documents helps the CBSA in their rendering of rulings decisions. Where possible, documents that support a ruling request should always be included with the initial request. If the CBSA feels that they have insufficient information to render a decision, they may request that you provide additional information in order to proceed with your ruling request.

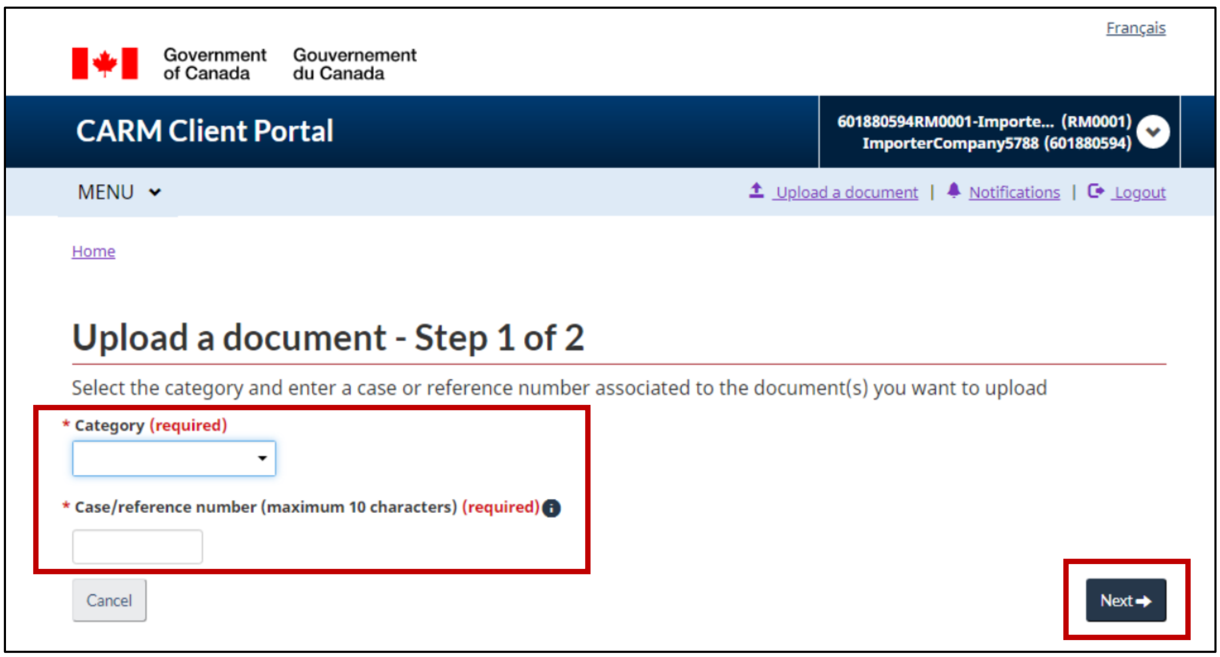


For the purposes of this guide, we are showing the page that will appear after selecting either of the **'Upload a document'** links. From this page you may proceed with the following steps:

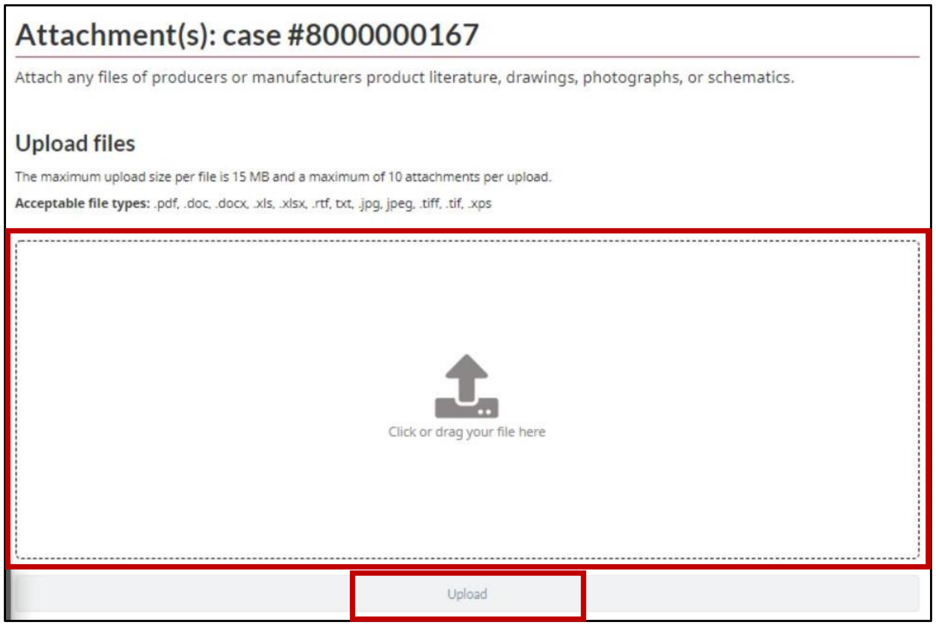
1. Select the '**Category'** from the drop-down menu.

2. Enter the '**Case/reference number'** that the document you are uploading will be associated with/attached to.

3. Click the **'Next'** button.



4. Drag and drop the file from the specified location and click '**Upload'** to complete the upload process.




**Important Note:**

You can only upload PDF, Word, Excel, RTF, JPG, TIFF and XPS documents to the CCP.

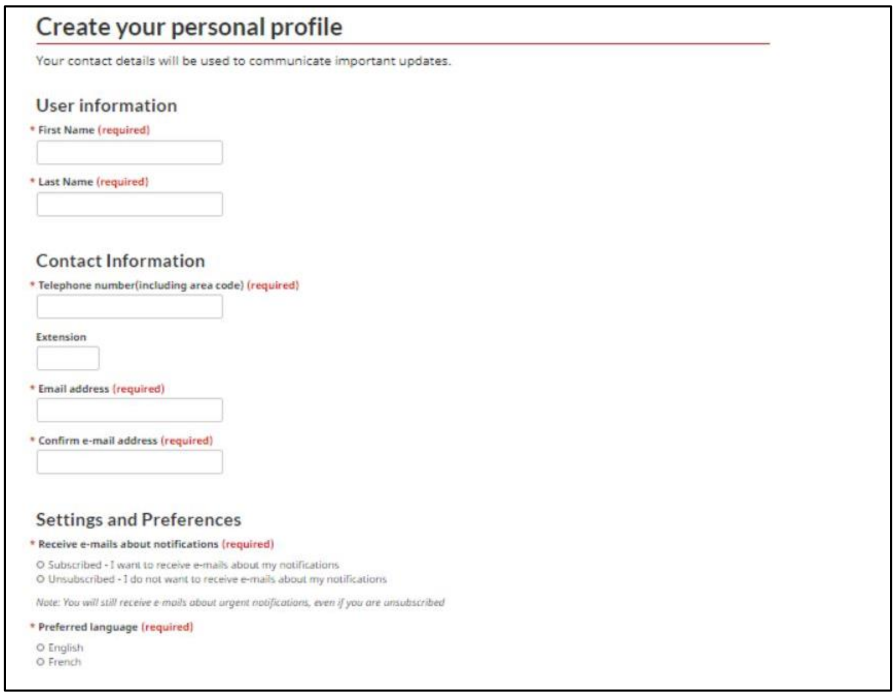
# 3. Requesting a New Business Relationship

## 3.1 – Account Types

Within the CARM Client Portal, there are two types of accounts: *Individual Accounts* and *Business Accounts*

**Individual Account:**

In order to access a business account, it is mandatory to first have an individual account. This account requires users to complete their personal profile for the user to be granted access to the CCP.




To learn more about setting up your Individual account and Personal Profile, see section 1.6 – Creating your personal profile on Page 12 of this document.

To learn more about setting up your notifications, see section 2.3 – Notifications (Setup).

**Business Account:**

Accounts for Businesses exist for:

- Organizations that provide services to clients – service providers
- Client organizations such as importers

| Service Provider | Client |
|---|---|
| Business account that has at least one program account, and performs activities as a customs broker or Third Party. | Any business account that has delegated their authority to a service provider. |

**Important Note:**

Employees of both service providers and clients will have accounts tied to their organization's business account.

## 3.2 – Business Relationships

Business relationships are established between a service provider and its client(s). A client (e.g. importer) can delegate access to the service provider (e.g. customs broker) for them to act on their behalf and manage their account(s) within the CBSA by establishing a relationship.

Service providers must first establish a business relationship with their clients to be able to transact with the CBSA on their behalf. Only then will the service provider be able to assign its employees to the clients' accounts to carry out the activities agreed upon in their service.

Within the CCP, there are two business relationship access types that can be established between a service provider and a client.

These are:

- *Business Management Relationship*
- *Program Management Relationship*

**Important Note:**

The client determines the relationship type to grant to its service provider(s).

These tables show the activities and access permissions associated with the Business Management Relationship and Program Management Relationship :

1. **Business Management Relationship:** This relationship delegates access to all program accounts to the service provider, including any programs added in the future.

| Activities | Allowed or Restricted | View as Read-Only or View and Edit |
| --- | --- | --- |
| View business account profile (general information, ownership, addresses, business activity, settings and contacts) | Allowed | Read-only |
| View all Program accounts profile (general information, addresses, contacts, owners and sub-programs) | Allowed | Read-only |
| View the list of programs | Allowed | Read-only |
| View financial security information | Allowed | View and Edit |
| View information regarding requests (e.g., Rulings) and transactions (e.g., CAD) on the client's behalf | Allowed | View and Edit |
| Commonly restricted actions | Allowed | Refer to below |

Commonly restricted actions within a Business Management Relationship include the following:

- Editing the Business Account or Program Account information
- Viewing or editing pre-authorized debit authorizations
- Viewing collection-related notifications and payment arrangements
- Viewing or editing the client's access requests, and its employees' accesses
- Viewing or editing the client's pending business relationship requests, and its list of active business relationship

See next page for *Program Management Relationship* information

2. **Program Management Relationship:** This relationship delegates access to only selected program accounts to the service provider.

   This table shows the activities and access permissions associated with the Program Management Relationship:

| Activities | Allowed or Restricted | View as Read-Only or View and Edit |
|---|---|---|
| View program account profile (general information, addresses, contacts, owners and sub-programs) | Allowed | Read-only |
| View information regarding requests (e.g., Rulings) and transactions (e.g., CAD) on the client's behalf | Allowed | View and Edit |
| View Business account profile | Restricted | Not available |
| View list of programs | Restricted | Not available |
| View financial security | Restricted | Not available |
| Commonly restricted actions (refer to previous page) | Restricted | Not available |

To learn more about managing business relationships, please reference the following guide:

**Trade Chain Partner User Guide – Delegation of Authority**

# 4. Resources

There are several resources that will be available surrounding the CARM Client Portal to help support new users:

1. Instructional Videos:
    - Dedicated instructional videos for portal utilization including step-by-step videos on: Creating and linking individual and business accounts, Delegating authority, Financial information, and more.

2. FAQ:
    - The CBSA has provided answers to frequently asked questions that clients may have regarding the portal.

3. Chatbot:
    - The CBSA will introduce a chatbot that includes scripts prepared for users to support their onboarding process to the CCP.

4. Onboarding Guides:
    - These guides will help TCPs understand how to use the CCP, with information on the key benefits and capabilities that the portal offers.