



CARM QUARTERLY

A Newsletter for Trade Chain Partners

CBSA ASSESSMENT AND REVENUE MANAGEMENT (CARM)

CARM Release 1 Launch Update – the CARM Client Portal is live!

The CARM Client Portal was successfully launched with our CARM Release 1 Go-Live in May 2021! Importers, Customs Brokers and Trade Consultants can now set up their account on the portal and enjoy the benefits of having access to their importing accounting information online, including:

- Access to monthly Statement of Account (SOA)
- Viewing transactions and financial information
- Delegating access to employees
- Ability for importers to delegate access to service providers like customs brokers and trade consultants

Over 9000 clients have registered so far and the rate of weekly registrations is steadily increasing. Sign up now by visiting the [CARM Client Portal](#) home page!

CARM Client Portal Onboarding Webinars and Open Mic Sessions

Haven't onboarded to the CARM Client Portal yet? Need more information about account creation and delegation? Join us for one of our ongoing monthly CARM Client Portal Onboarding webinars starting up again in January 2022.

Sign up to receive CARM information, **including dates and times of upcoming webinars**, by emailing us at [CBSA.CARM_Engagement-Engagement de la GCRA.ASFC@cbsa-asfc.gc.ca](mailto:CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca) and asking to be added to the CARM distribution list. Encourage your employees and clients to do the same!

Added Security Measures

As of November 9, 2021, a new security measure has been added to all CBSA portals to enhance cyber security and protect client information. When you sign into the CARM Client Portal, you will notice a prompt to register for [multi-factor authentication](#). If you have any questions, please contact the CARM Client Support Helpdesk ([CCSH](#)).

Account Preparations for CARM Release 2

CBSA is executing a cleanup of BN15 (RM) accounts to support an efficient user experience on the portal.

- All BN15 (RM) accounts with no activity during the past 4 years will be closed.
 - If you plan to reinstate a BN15 (RM) account, please contact the CRA at 1-800-959-5525.
- You may see a change to your BN15 (RM) account program type. Conversions to correct certain inaccurate account types are currently underway. For example:
 - **An RM registered as an importer** with only exporter type transactions will see their program type corrected to that of an exporter.
 - **An RM registered as an exporter** with only importer type transactions will see their program type corrected to that of an Importer.
 - **An RM registered as a dual importer / exporter** with only exporter type transactions will see their program type corrected to that of an exporter.
 - **An RM registered as a dual importer / exporter** with only importer type transactions will see their program type corrected to that of an importer.
- Corrections will be seamless for Trade Chain Partners as transaction information on the portal and in the Canadian Export Reporting System will stay the same, and you will use the same RM number.
- Account cleanups will continue through CARM Release 2 implementation. If you have any concerns with a change, please contact the [CCSH](#).

Stay Connected

- Access CARM resources in the [CARM Google Drive](#), refer to the CARM section of the [CBSA website](#) or watch instructional videos on the CARM Client Portal via the [CBSA YouTube channel](#)
- Follow the CARM project on [LinkedIn](#)
- Contact your customs broker and/or third-party service provider to learn more about CARM

We welcome your feedback for future editions of CARM Quarterly. Please send all questions/comments to: [CBSA.CARM_Engagement-Engagement de la GCRA.ASFC@cbsa-asfc.gc.ca](mailto:CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca)