

CARM Preparedness Steps

STEP 1 - Broker Backed Importers Only

Establish financial security

A requirement of Release 2 is for Importers to establish financial security with CBSA directly through a variety of means:

- Apply for a **D120 Import Bond** (recommended): An import bond will provide Importers ultimate in cash-management and convenience. Alternatively, Importers choosing any of the following options must manage the financial security of each import/transaction ahead of arrival at the port.
- Post a cash bond
- Pay via credit card
- Pre-authorized debit



Need to apply for an import bond?
Get your D120 Import Bond here
pcb.ca/lps/bond

Tip: Unsure of what financial security option your company is currently using? If PCB pays duty & tax on your behalf to CBSA, you're a "Broker Backed" importer.



STEP 2

Determine how your company will manage your CARM Client Portal (CCP)

This includes identifying your Business Account Manager(s) (BAM) who is the person to open your CCP. We recommend that you designate 2 people within your organization to be your BAMs:

1. A person responsible for your payments to CBSA
2. A person responsible for your customs processes

Additional questions to answer are:

- Who in our company will be delegated the task of paying duties and taxes in the CCP **or will we delegate this work to our Customs Broker(s)?**
- Which other staff should be given access to the CCP, and at what authority levels



Looking for assistance managing your CARM Portal?
Ensure your financial obligations are met with **CARM Management Services**
<https://www.pcb.ca/services/carm>

STEP 3

Setup your CARM Client Portal

Each user who requires access to the CCP **will need to create their own user profile.** Users create their profile using **ONE** of the three options below:

1. An existing GCKey that has been created for other Government of Canada portals
2. Create a new **GCKey specifically for the CCP**
3. Use the Sign-In Partner where users authenticate themselves using their own banking credentials



pcb.ca | carm@pcb.ca | 888.538.1566

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STEP 4

Gather required information

The following information is required to set up a Business CCP:

- Business Import Number (BN9) and RM Program Account Extension Number
- Legal Entity name of the business, must be exact
- Full legal physical or mailing address of the business, must be exact
- Copy of most recent Statement of Account/Daily Notice details which can be requested from:
 - **CBSA directly**
 - Use the Sign-In PCB Customs Brokers can request your Statement Of Account from CBSA on your behalf by emailing **carm@pcb.ca**. Service fees will be applicable.

STEP 5

Register the Business in the CCP

Using the information gathered, the BAM selected to open the account will log in to the **CARM Client Portal** and select: "Register my business"



Need help setting up your CARM Client Portal?

We can help you with that!

pcb.ca/lps/ccp-setup

STEP 6

Grant Employee(s) access and delegate authority

The secondary BAM and any other employee who requires access to the CCP must log in to their User Profiles and request access to the business CCP by selecting "Request access to my employer." They will require the BN9 and provide a reason for the request.

The BAM who set up the business account will approve the access and delegation of authority by navigating to the "Manage pending employee requests" approve the request and **setting the level of authority**.



Want to better understand access and authority levels?

Read our post **3 Tips To Delegating Your Account Management**

pcb.ca/post/carm-3-tips-to-delegating-your-account-management



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STEP 7

Grant Custom Broker access and delegate of authority

Your customs broker will require **access and delegation of authority** in order to assist with portal management.

Grant Access

When your customs broker has submitted a request for access, you will need to confirm the request for access.

1. The BAM will log in to the CCP
2. Navigate to the "Manage pending third party requests"
3. Select the level of access

There are two levels of third party access, neither of which will share your companies sensitive information (bank account, user profiles, business relationships):

Business Management Relationship

Delegates access to all program accounts to the service provider including any programs added in the future.

**this option provides the optimal level of access for your customs broker to assist you in the CCP*

Program Management Relationship

Delegates access to only selected program accounts to the service provider.

Once access is granted, the BAM will need to delegate the authority level.

Delegation of Authority (DOA)

Business Account Manager - Proxy (pBAM)

Selecting BAM for your third-party service provider will automatically default their access level to pBAM, also known as a Proxy Business Administrator. A pBAM can perform operational activities such as requesting rulings, making payments, view Statements Of Accounts (SOA's), and past invoices and payments. A pBAM access level is required by a Customs Broker who will be applying for your binding rulings, making your payments of duties and tax and other aspects of managing your financial obligations with Customs. A **pBAM** does **NOT** have access to the client's sensitive information such as bank account information. A **pBAM CANNOT** see or manage the employees or business relationships of the client.

Program Account Manager Proxy (pPAM)

This user role is for the third party program account manager. The purpose of this role is for the third party to **assume the management of a specific import account** (BN9) without access to the client's sensitive information and access of the client's employees or business relationships. The pPAM has the same restrictions as the pBAM and can perform the same operational activities. The pPAM is limited only to access a specific program account.

It is recommended that Business Management Relationship access be granted to PCB with pBAM authority levels in order to continue to provide services as necessary. Please also ensure that you enter an expiry date. We are unable to access accounts that have left the expiry date field blank.



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