Canada Border Services Agency
Agence des services frontaliers du Canada

CARM Solution Spotlight – Delegation of Authority

Updated: November 2020

Canada

CARM | CBSA Assessment and Revenue Management

The CARM Client Portal will be introduced in Release 1 and will include the functionality to delegate authority.

Release 0

Upgrade – Accounts Receivable Ledger (ARL)

- ✓ No action required from Trade Chain Partners*

*Recipients of Daily Notices may experience a delay in receiving them during the implementation, similar to other ARL updates.

Release 1

Basic Functions CARM Client Portal

- ✓ Open to importers, customs brokers and trade consultants (all other clients will gain access with Release 2)
- ✓ **Ability to grant access to your portal account to third-party service providers (customs broker, trade consultant)**
- ✓ New online payment options (credit card payments, pre-authorized debit, etc.)
- ✓ Tools to help classify goods and estimate duties and taxes
- ✓ Application Program Interface (API) to retrieve tariff data
- ✓ Ability to electronically request rulings and track their progress

Release 2

All Functions CARM Client Portal

- ✓ Open to all trade community.
- ✓ Business registration and program enrolment
- ✓ Electronic commercial accounting declarations with ability for corrections and adjustments (to replace current B3 Customs Coding and B2 Request for Adjustment forms)
- ✓ Changes to Release Prior to Payment requirements for bonds
- ✓ Harmonized billing cycles
- ✓ New offsetting options
- ✓ Electronic management for appeals and compliance actions

Delegation of Authority

Delegation of Authority

Key Benefits

- ✓ Flexibility in managing access to specific employees based on specific roles and visibility rules
- ✓ Provides trade chain partners with greater control and visibility over who has access to their business account

- Trade chain partners will be able to delegate access to their CARM Client Portal account to their employees and to third-party service providers to manage commercial importation activities on their behalf
- Post-Release 2, conducting certain importation activities on behalf of a client, such as the submission of commercial accounting declarations, **may not** be possible without proper delegation of authority within the CARM Client Portal
- Only importers, customs brokers and trade consultants will have access to the portal in Release 1, while other client types will be able to access the portal in Release 2
- The delegator must have a portal account that is linked to their business, and the delegate must have a user account.

R0 R1 R2

Overview of roles and access types in the CARM Client Portal

In the CARM Client Portal, there are many different ways to segment access and visibility to a business account. The following details how access can be managed within the portal.

Access By Role

"Jean is a Lead at ABC Inc. who manages the day-to-day operations of his customs department. He has full management access at the business and program account levels. Jean has the ability to accept new employees to the business and request Third party relationships with clients. He assumes the role of ***Business Account Manager (BAM)****."*

"Luc is a Program Account Manager at ABC Inc. He has the ability to modify program registration information, grant access to employees of his Program and create, edit and view all Program transaction information. He assumes the role of ***Program Account Manager (PAM)****."*

"Edward is an Analyst within ABC Inc.'s Customs Department. He is able to create, edit and view all transaction information for a Program. He assumes the role of ***Editor****."*

"Joe is a Financial Analyst at ABC Inc. He is able to see all transaction information for a Program but is unable to create or edit information. He assumes the role of ***Reader****."*

R0 R1 R2

Overview of roles and access types in the CARM Client Portal

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Access By Role

Rebecca works within Jean's department at ABC Inc. She has created her personal profile on the CARM Client Portal, she has not yet been accepted as an employee of ABC Inc. She assumes the role of Orphan User.

*"Ron is a Program Account Manager (PAM) at a service provider business (e.g. customs broker). He was delegated access to a client's program by Lucie. He has the ability to grant access to employees who will work with him on his client's program account. He assumes the role of **Third Party Account Manager (pPAM)**.*

*Lucie is a lead at a service provider business (e.g. Customs broker). Her business has delegated access to clients' business accounts. She can manage which of her employees can access a client's account and has the ability to request additional business relationships with other clients. As the Business Account Manager (BAM) for her employer's business account, she assumes the highest possible role based on the type of relationship established by her client. If the client sets the relationship at the business level (full access to all program accounts), Lucie will act as **Third party Business Account Manager (pBAM)** for this client. If the relationship was set at the program level (access to specific a program account), Lucie will act as **Third party Program Account Manager (pPAM)** for this client.*

Overview of roles and access types in the CARM Client Portal (cont’d)

In the CARM Client Portal, there are many different ways to segment visibility to a business account.

Transaction Visibility Rules

Transaction visibility for businesses can be set to allow third-party service providers to access transactions that are: • Submitted by the third-party service provider business themselves • Self-submitted by your business • Submitted by another third-party service provider business	 *“Sandra from **DEF Brokerage** needs to make a change to another customs broker’s transaction. She works with her **importer client’s Business Account Manager to grant her the additional visibility required** to perform this action.“*

The BAM should be an active operational user, *and not necessarily the owner of the company.*

R0 R1 R2

After linking your business account in the portal, you can now delegate access.

*Step 1 will **only** be required if an importer has not previously transacted business with the CBSA.*

1. Obtain Business Number and RM

Follow the current process to **obtain a Business Number (BN) and program account identifier (RM number)** through the Canada Revenue Agency (CRA)

2. Create Individual User Portal Account

Login to the CARM Client Portal using one of the following login credentials to create your individual user account:

- GCKey
- Sign-In Partner

3. Link User Account with Business Account

To set up your business account, you must link your user account to your company's business in the portal.

The company's Business Account Manager must complete this process. The following information will be required for setup:

- Legal entity name and full address
- Affinity question information (e.g., transaction number and associated duties and taxes, last payment amount and last statement of account balance)

4. Grant Access to Employees or Representatives

Navigate to the Delegation of Authority page on the portal and select the appropriate access type for each employee or representative you wish to delegate access to. The employee or representative must have already created an individual user portal account and requested access.

**See solution spotlight on CARM Client Portal Onboarding for more information on previous steps.*

5. Use the CARM Client Portal

You are now set up to use the CARM Client Portal (e.g. request a ruling, view transaction history, view statement of account, use self-service tools)

R0 R1 R2

Key steps to delegate access to a business account

Every individual must create their user account *before requesting access to their company's business account.*

Create user account

Link user account to business in the portal, if you are the Business Account Manager

The first user that registers the business ***inherits the Business Account Manager user role by default.***

Third-Parties

Employees request access to their company's business account

Business Account Manager manages access requests from employees and specifies the type of access and visibility granted

Business Account Manager requests access to their client's business account

Business Account Manager delegates access to the client account to their employees and specifies the type of access granted

Importers

Employees request access to their company's business account

Business Account Manager manages access requests from employees and/or third party service providers and specifies the type of access and visibility granted

Frequently Asked Questions

The following represents responses to frequently asked questions related to this aspect of the CARM solution.

1. **When will delegation of authority functionality be introduced?**
   - Delegation of authority functionality will be introduced with Release 1 for importers, customs brokers and trade consultants.
2. **Who should be assigned as the Business Account Manager for my business?**
   - Business Account Managers should be an active operational user, and not necessarily the owner of the company. Furthermore, it is strongly encouraged to assign multiple Business Account Managers.
3. **When an importer delegates authority to a third-party service provider, does every representative of that company need to set up an account on the CARM Client Portal?**
   - Every representative or employee must create a user account on the CARM Client Portal before requesting access to their company's business account, and any of their client accounts.
   - In order to facilitate delegation of client accounts, third party service providers will have the ability to assign all clients to one group, and provide access to that holistic group to all of their employees. For the initial set-up, each employee that the service provider wants to have that access must still create their CARM portal profile and request the access from the Business Account Manager (BAM), who will approve and establish the level of access.
4. **Can I control the type of access and/or visibility that a user has to my CARM Client Portal business account?**
   - You will be able to manage access to your portal account by assigning specific roles to users, with the additional ability to set visibility rules to control how much information a third-party service provider can see.

More information on CARM

For further details on the project:

✓ Visit the CARM section of the CBSA website

✓ Email: CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca

✓ Follow CARM on LinkedIn (CBSA Assessment and Revenue Management group)

✓ Join the CARM group on GCcollab