CARM FACT SHEET

What is CARM?

- The CBSA Assessment and Revenue Management (CARM) is a major transformation project to modernize the CBSA's commercial systems and business processes used to assess imported goods and manage the associated revenue. While CARM has a significant technology component – it is much more than an IT project. The scope of CARM also encompasses:

    - A complete business solution component;
    - An Innovation and Program Management component;
    - Project and Vendor Management;
    - A change enablement component;
    - Governance and Oversight; as well as
    - The downstream managed services solution.

What will CARM do?

- Reduce the cost of importing for our Trade Chain Partners (TCPs).
- Ensure the fair and consistent application of trade rules.
- Streamline and automate processes for increase efficiency.
- Provide financial oversight, compliance and accountability.
- Increase transparency and improve quality of data needed for trade-related decision making.
- Establish a platform for future innovation.

What are the timelines?

- The Design Stage for CARM began in April 2018, and is expected to run for 12 months.
- The detailed implementation plan will be determined as part of the Design Stage.

Who is impacted?

- TCPs involved in importing goods into Canada.
- CBSA employees – modernized systems will allow focus on areas of higher risk.
- Other Government Departments who rely on the CBSA to collect fees on their behalf and exchange import-related data.

Who is involved?

- Subject Matter Experts from across the CBSA.
- TCPs will be engaged to ensure the new processes and systems will work in real-life scenarios.
- Other Government Departments.
- Deloitte Inc., contracted to deliver CARM with CBSA, will bring its global border expertise.

Who is leading CARM?

- The Vice-President of the CARM Branch is the Project Lead, working closely with the Vice-President of the Programs Branch, the Business Sponsor.

Questions? Please contact us at **CBSA-ASFC_CARM.GCRA@cbsa-asfc.gc.ca**

CARM | CBSA Assessment and Revenue Management

CARM BUSINESS CAPABILITIES

Client Registration and Program Enrolment
Provide Trade Chain Partners the ability to register and enrol online in CBSA commercial programs.

Customs Tariff and Rulings Information
Allow the CBSA and Trade Chain Partners to retrieve and validate information on the Customs Tariff and past rulings.

Assessment / Reassessment Processing
Integrate the processing of all CBSA assessment and reassessment transactions.

Online Client Self-Service
Allow commercial clients to manage their account information and perform business transactions.

Trade Data and Revenue Reporting and Analytics
Enable access to information and analytics required to provide trade data to Trade Chain Partners and the Government of Canada.

Compliance Monitoring and Analytics
Collect information and analytics to strengthen compliance.

Trade Fraud and Evasion Detection and Analytics
Identify systemic non-compliance to enable greater enforcement of customs policies and laws.

Case Management
Provide tools for case, workflow, and enhanced document and image management.

Financial Security Program Management
Provide a simplified process to manage and monitor compliance for the programs where financial security is required

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ENHANCEMENTS OF EXISTING CAPABILITIES

Client Account Invoicing

Payment Processing

Collections Management

Financial Management and Controls

Commercial Client Accounts Management

CARM will further enhance the capabilities of the Accounts Receivable Ledger (ARL) project, implemented in January, 2016.

Top 3 Takeaways

1

Collaboration
Consultations and Concept Testing

2

Innovation
Re-engineering and Exploring

3

Accountability
Project Oversight and Transparency