



CARM QUARTERLY

A Newsletter for Trade Chain Partners

CBSA ASSESSMENT AND REVENUE MANAGEMENT (CARM)

KEY PROJECT UPDATES

CARM Release 1 – Preparations Underway

On May 25, 2021, CBSA will launch the CARM Client Portal for importers, customs brokers and trade consultants. Release 1 will allow these clients to view their transactions and statements of account, request rulings and settle invoices with new electronic payment options. All other trade chain partners will have access to the CARM Client Portal at Release 2.

The project team is preparing a series of materials that will guide you through the CARM Client Portal setup. These resources will be available on the [Google Drive](#), the [CBSA YouTube](#) channel and the CARM Client Portal landing page (available on May 25, 2021).

Resources currently available through [Google Drive](#) include:

- **CARM Client Portal Release 1 Onboarding Guide:** onboarding checklists and an overview of key functionalities.
- **Release 1 Playbook:** detailed information on all key processes.
- **CARM Information Packages:** key CARM materials, including CARM solution highlights, infographic, and more.

Resources coming soon:

- **CARM instructional videos:** step-by-step instructional videos that explain how to perform key functions within the CARM Client Portal at Release 1.
- **CARM user guides:** step-by-step instructional guides with screenshots that explain how to perform key functions within the CARM Client Portal at Release 1.

TRADE CHAIN PARTNER ENGAGEMENT SURVEY

On May 3, 2021, CARM distributed an open survey for all trade chain partners.

- **Access to the survey** – The [survey link](#) is available, it was also emailed and shared on the [CARM LinkedIn](#) page.
- **Format** – The survey includes multiple choice questions and an area for additional comments and feedback. It will take less than 10 minutes to complete.
- **Share with your network** – Encourage your colleagues to complete the survey by sharing the link with them.

STAY CONNECTED

- Access CARM resources in the [CARM Google Drive](#)
- Refer to the CARM section of the [CBSA website](#)
- Contact your customs broker and/or third-party service provider to learn more about CARM
- Follow the project on [LinkedIn](#)

CARM welcomes your feedback for future editions of the CARM Quarterly.

Please send all questions/comments to:

CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca