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# Trade Chain Partner Working Group (TCP WG)

**DRAFT – FOR DISCUSSION PURPOSES ONLY**

May 19, 2021

Canada

**CARM** | CBSA Assessment and  
Revenue Management

# Teleconference Technical Guidelines

- Join the WebEx information from the invitation, upon joining the meeting the call in details (phone number, meeting ID and access ID) will be provided.
- You will be muted upon joining the meeting, to join the conversation press the unmute button at the bottom-middle of your WebEx screen.
- If you are only calling in, please mute your phone by pressing \*6 and unmute your phone press \*7 to join the discussion. Once you are finished speaking, please mute your phone again by pressing \*6.

# Agenda

Topic	Speaker	Timing
Technical Rules of Engagement	Kevin Horseman	9:00AM – 9:05AM
Opening Remarks / CARM Project Update	Peter Hill / Goran Vragovic	9:05AM – 9:45AM
CARM Client Support Helpdesk (CCSH) Overview	Donna Lee	9:45AM – 10:10AM
Scenario Walkthroughs: Bonds Release 1 Non Resident Importers (NRIs)	Marcel Schlueter Carola Daffner	10:10AM – 10:45AM
Break		10:45AM – 11:00AM
Demo of CARM Client Portal – Account Overview, Rulings, etc.	Marianne Bousquet-Racine	11:00AM – 11:45AM
CARM Communications and Engagement Update	Kevin Horseman	11:45AM – 11:55AM
TCP Readiness Update	Kim Campbell	11:55AM – 12:25PM
Conclusion	Kevin Horseman	12:25PM – 12:30PM



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# Opening Remarks / CARM Project Update

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# CARM Project Update

- Release 1 Go-Live
- ECCRD and API
- Client Mass Upload Files
- ARL Clean-up
- Onboarding Dashboard



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# CARM Client Support Helpdesk (CCSH) Overview

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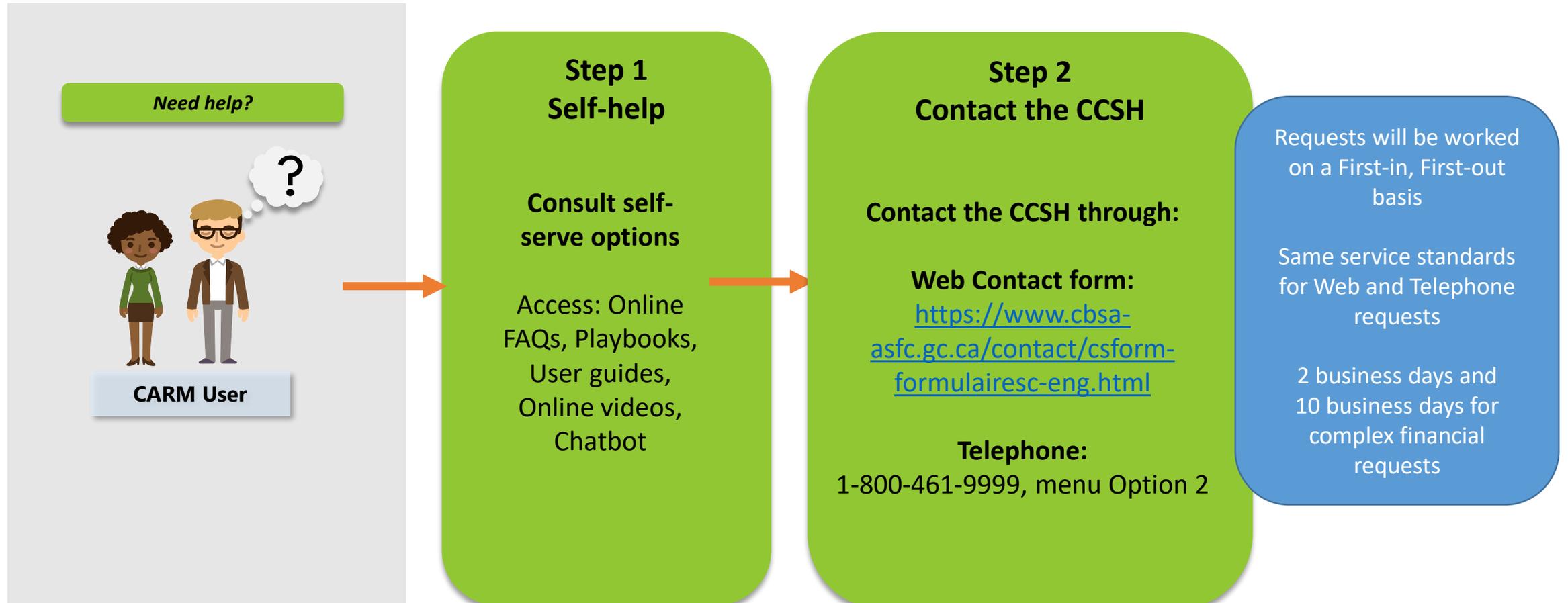
# CARM Client Support Helpdesk (CCSH)

The new **CARM Client Support Helpdesk (CCSH)** is here to answer inquiries related to functionality being delivered in Release 1 as well as requirements for being ready for Release 2

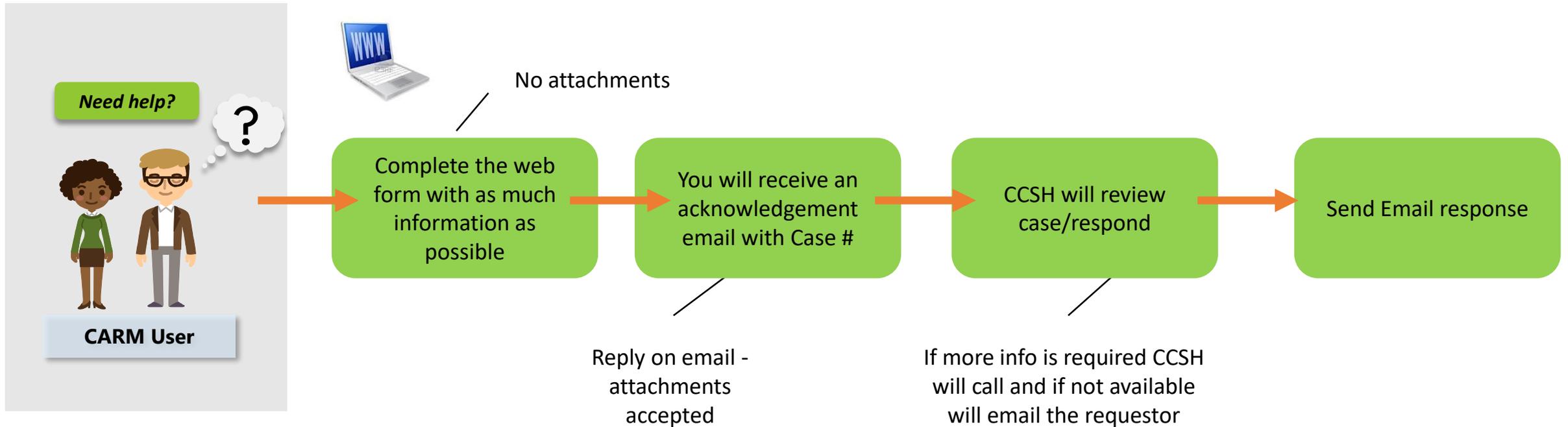
- **General information on CARM:** how to access information, request to join webinars, how to enrol and certify for the new Electronic Data interchange Commercial Accounting Declaration (EDI CAD), Daily Notices (DN) and Statement of Accounts (SOA), enrolling in the Release Prior to Payment (RPP) program for CARM Release 2, general information on importer RPP
- **Assistance with the CARM Client Portal:** user portal account registration, business account activation, delegation of employees and authorized representatives; submission and management of advance rulings on the CARM Client Portal, using the duty and tax calculator and tariff classification look up tools, setting up pre-authorized debit payment option, viewing your online financial account, requesting DNs and SOAs etc.
- **Financial account activities:** Trouble with a transaction, understanding your DN/SOA, help with a payment etc.

	<i>Who are we?</i>	<i>How to Reach us!</i>
<b>CARM Client Support Helpdesk (CCSH)</b>	<p>The CCSH is comprised of two units, CARM Finance (formerly known as ARL Support) and the CARM Client Support Unit.</p> <p>Each unit will provide support related to the topics they are responsible/experts in.</p>	<p><b>For trade chain partners:</b>                      Web Contact form: <a href="https://www.cbsa-asfc.gc.ca/contact/csform-formulairesc-eng.html">https://www.cbsa-asfc.gc.ca/contact/csform-formulairesc-eng.html</a>                      BIS line: 1-800-461-9999, menu Option 2 – CARM Client Support</p> <p>These contact options will be available May 25, 2021 @ 07:00 ET</p>
	<p><b>Hours of Operation:</b></p> <p><b>Monday to Friday: 07:00 to 20:00 ET</b>                      Telephone service is closed on weekends and statutory holidays.                      Webform requests may be submitted 7/24 but will be responded to during our business hours.</p>	

# CARM Client Support Options



# CARM Client Support Helpdesk (CCSH) – Web form Request Workflow



# CARM Client Support Helpdesk (CCSH) – New CBSA Web Contact form



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## PPL - Client service support contact form: Canada Border Services Agency

⚠ Messages that contain profanity will not be answered.

▶ [Privacy disclaimer](#)

### Your contact information

\* First name (required)

Jane

\* Last name (required)

Doe

\* Email address (required)

Jane.Doe@company.com

\* Telephone number (required)

6135554568

Telephone extension

\* Country of residence (required)

Canada ▾

\* Province/state (required)

Ontario ▾

\* Language preference (required)

English

French

# CARM Client Support Helpdesk (CCSH) – New CBSA Web Contact form

\* What commercial program are you inquiring about? (required)

\* With respect to the company this question is for, I am... (required)

\* What type of authorized representative are you? (required)

\* Please select the most appropriate topic that pertains to your request for assistance... (required)

\* I have a question or require information about... (required)

# CARM Client Support Helpdesk (CCSH) – New CBSA Web Contact form

## Business information

\* Business name (required)

\* Business number (BN) (required)

\* RM number (required)

Cheque number

Date on cheque

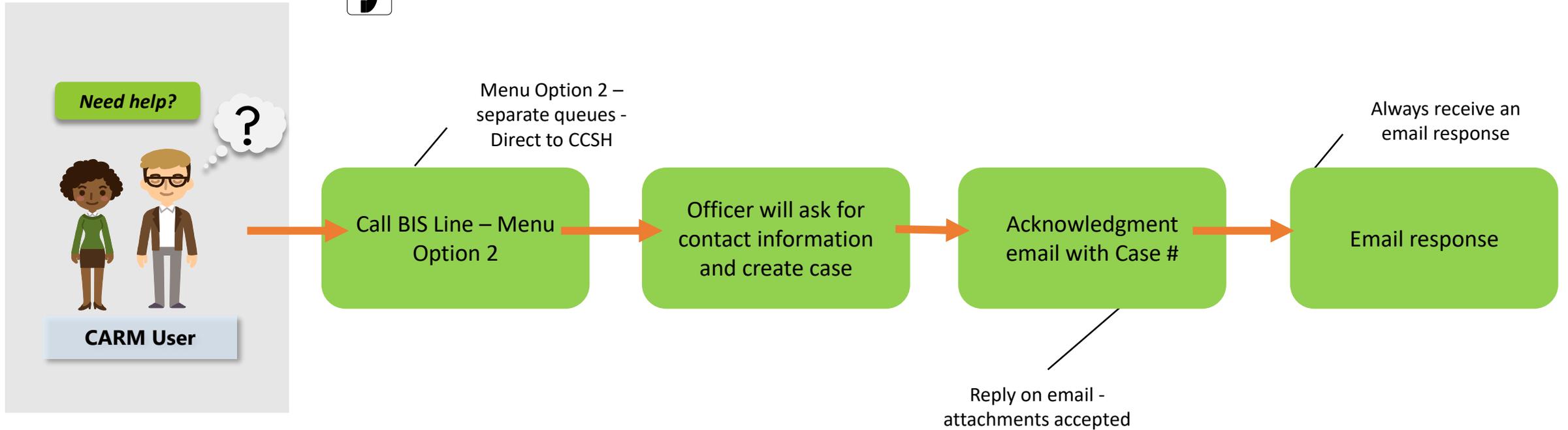
 

Cheque amount

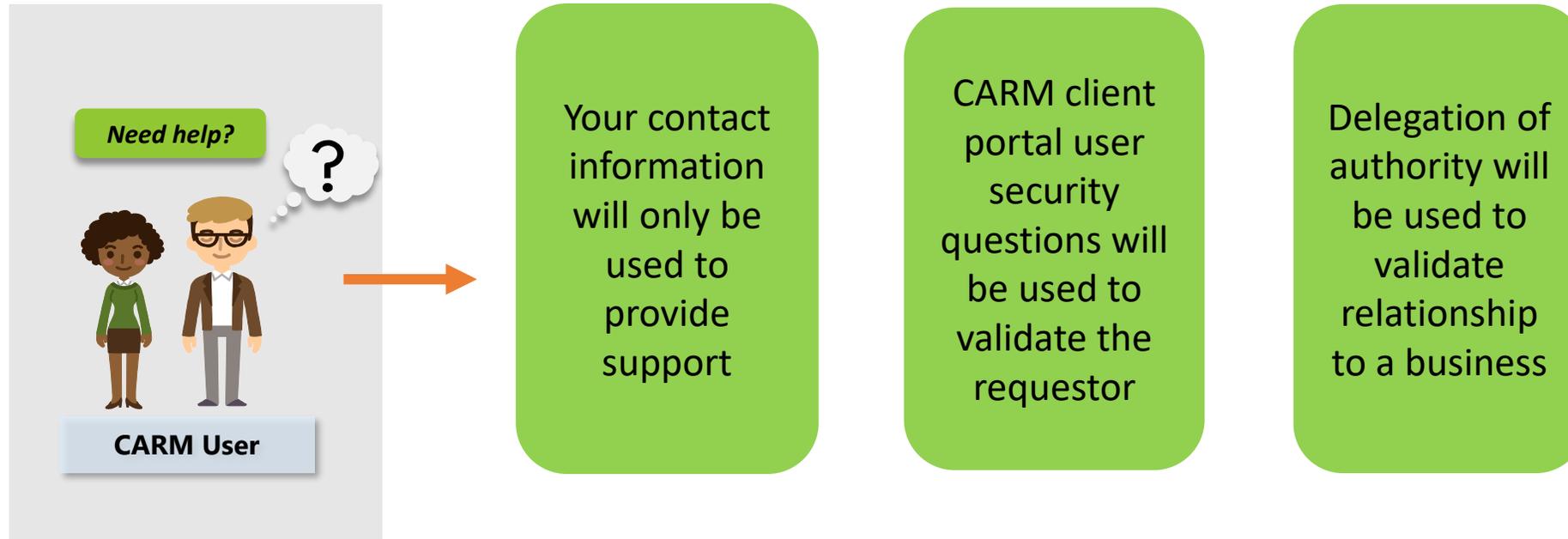
\* Please provide a detailed description of your request for assistance (max 3000 characters, text only) : (required)

Submit

# CARM Client Support Helpdesk (CCSH) – Telephone Request Workflow



# CARM Client Support Helpdesk (CCSH) – Privacy and Sharing of Information





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# Scenario Walkthroughs

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# What is the minimum surety bond amount for importers with multiple RMs?

Importers with multiple RMs are required to post a minimum surety bond of \$25k per RM.

## RPP Security Calculation Recap

Security for RPP can be provided in the form of a bond or cash deposit. The requirements for each are as follows:

1. Post a **surety bond** for 50% of their highest monthly AR with a minimum floor of \$25,000.
2. Post a **cash deposit** for 100% of their highest monthly AR.

## How many importers have multiple RMs?



Only **1.33%** of importer BN9s have multiple RMs.



On average, importers with multiple RMs have **3 RMs**.



The average AR for importers with multiple RMs is **\$95k**.

# of importers with multiple RMs	
How many importers have multiple RMs?	3,426
What % of total importers have multiple RMs?	1.33%
How many RMs does this account for?	9,560
What is the average AR per RM in this sample?	\$94,798

Source: 2019 CBSA Data

## Process to submit a surety bond for an importer with multiple RMs



**Importer obtains bond(s) from a surety company.**



2

Bond information is provided to the CBSA via the surety API, or by the importer entering the bond information on the CARM Client Portal (CCP).



**CBSA receives the surety bond.**

**Note:** An importer can obtain one bond covering all RMs or could obtain a bond per RM.

**Note:** All bonds received by the CBSA must quote the RM they are designated for. This is seamless for bonds submitted via the portal as the user is operating within a specific RM account.

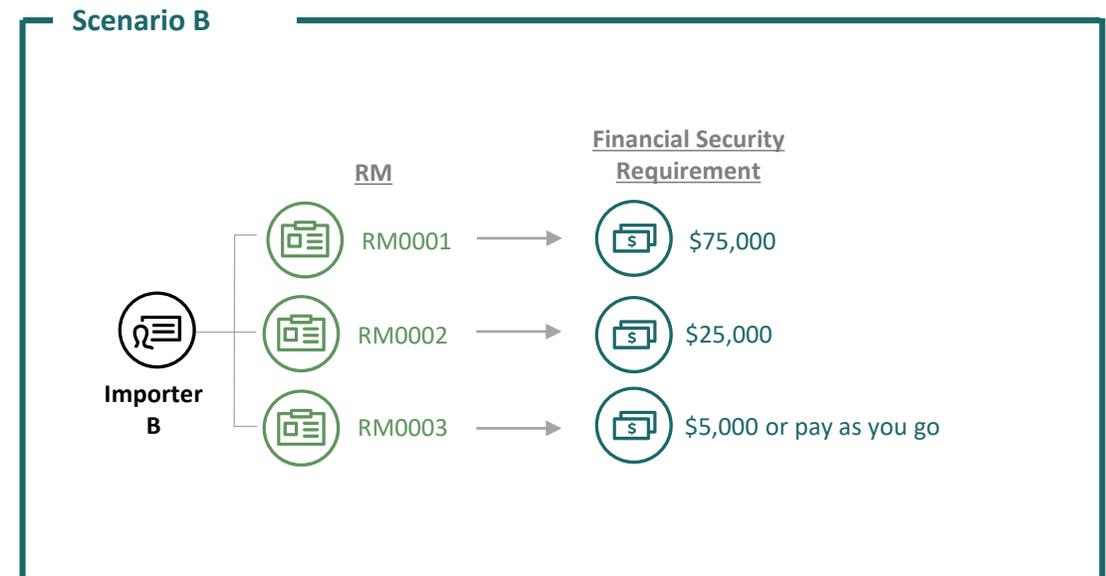
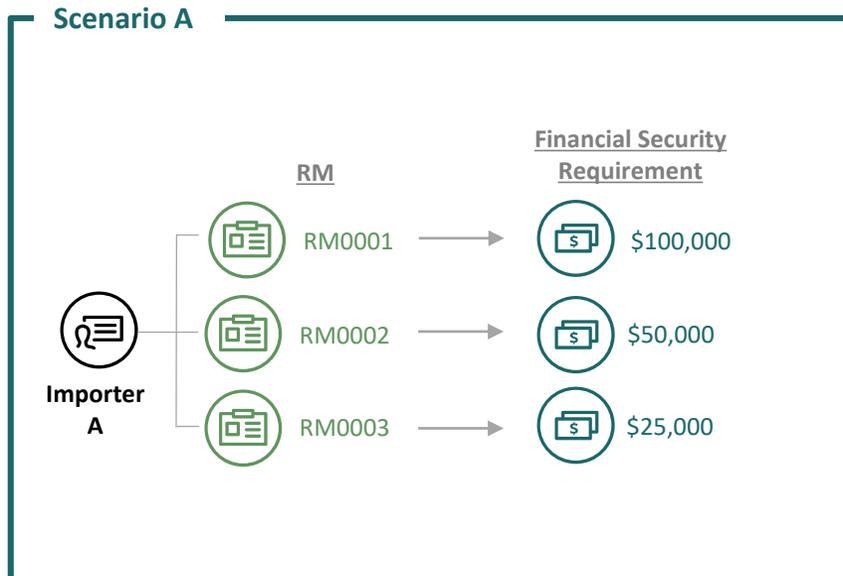
For bonds submitted via the API, each record sent must have a specific RM, amount, and external bond identifier. If an importer would like to designate a portion of one bond to multiple RMs they must communicate this to the surety company so the surety can provide the specific RMs and the corresponding amounts for each RM.

# How might an importer with multiple RMs choose to post RPP security?

Importers can choose to post one or multiple surety bonds, or deposit cash security with the CBSA.

Below are two scenarios for an importer with multiple RMs

- In **Scenario A**, the importer could choose to provide one surety bond for \$175k, or three bonds covering the respective amount within each of their RM accounts.
- In **Scenario B**, the importer could choose to provide a \$100k bond and \$5k in cash, provide one bond of \$125k, or choose to provide a \$75k bond and a \$25k bond and utilize RM0003 as a pay as you go account.



# NRI at Release 1

## Existing NRIs

1. Same process as all other TCPs at Release 1
2. Will require same information to complete the affinity questions

## New Entity Registering as NRI during R1

1. Must register via the CRA BRO system and meet all the [CRA requirements](#)
2. Upon registering with CRA, can access CARM portal following affinity questions for new business



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# Demo of CARM Client Portal – Account Overview, Rulings, etc.

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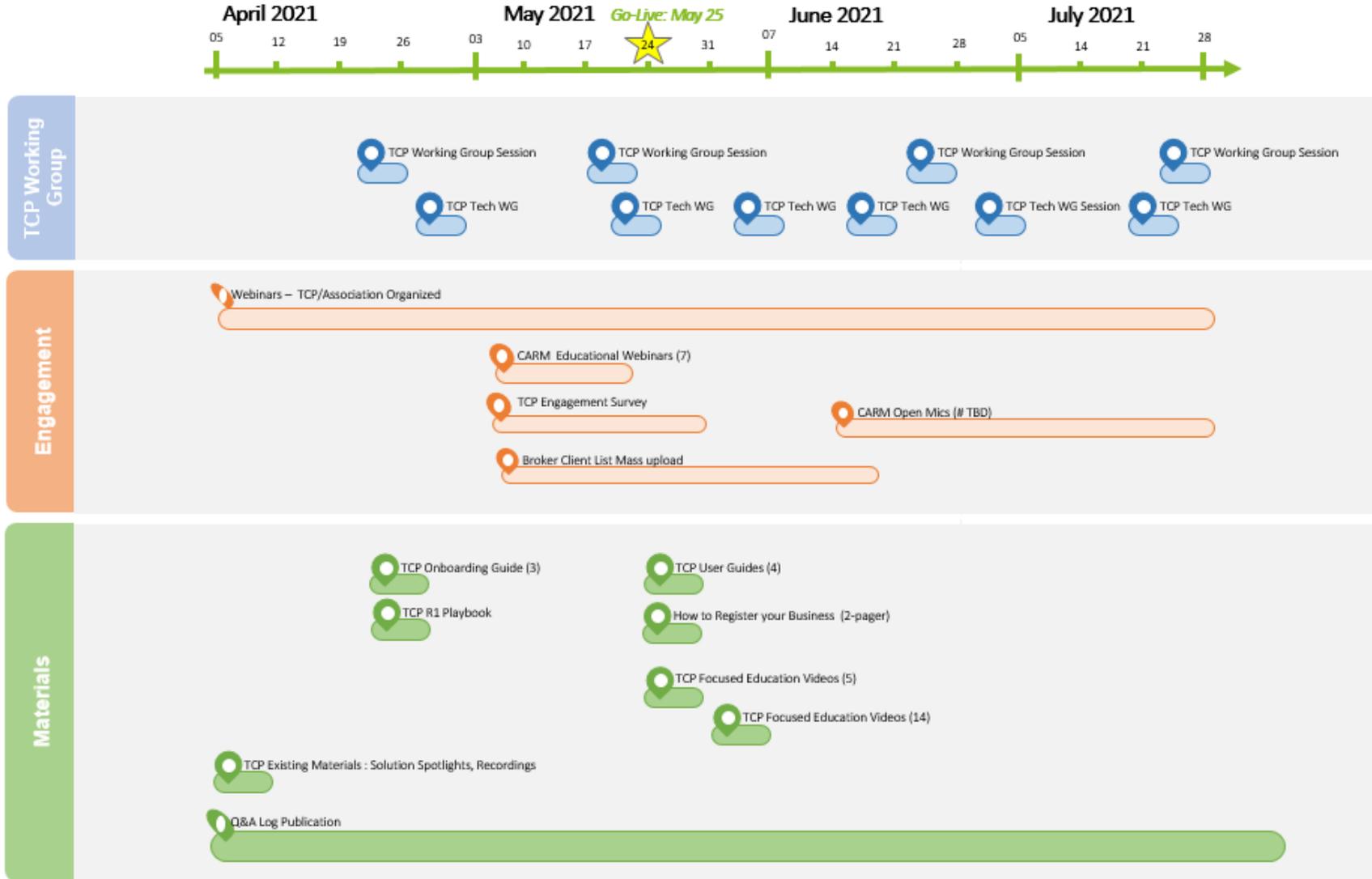
# CARM Communication and Engagement Update

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# CARM Communication & Engagement Update



# CARM-hosted Webinars

Webinars kicked off with strong participation: over 3000 attendees

Month		Date	Status
<b>Importers</b>	EN	May 11 1:00-2:30	Complete (877 attendees)
	FR	May 11 3:00-4:30	Complete (244 attendees)
	EN	May 18 1:00-2:30	Complete (810 attendees)
	EN	May 18 3:00-4:30	Complete (608 attendees)
	EN	May 20 10:00-11:30	Scheduled
<b>Customer Brokers, Trade Consultants, Association Representatives</b>	EN	May 13 1:00-2:30	Complete (754 attendees)
	FR	May 13 1:00-2:30	Complete (66 attendees)

“Thank you for the webinar – it was informative and now CARM feels less scary”  
-Importer Attendee



# R1 Support Material Overview

	Resource	Description
<b>Contact</b>	Contact Card	Reference sheet on the ways to contact CARM for more information.
<b>Educational Information</b>	Onboarding Guides (NEW)	Guide that provides onboarding information such as checklists for pre-/post- Go-live, and summary information on key R1 functionality. Three tailored versions: Custom Brokers, Trade Consultants, Importers.
	R1 Playbook (NEW)	Clarification document on concepts, terms, processes, etc. that are referenced on the new portal.
	Registering a Business on the CARM Client Portal (May 25, 2021)	Ready reference on the basics for registering a business on the CARM Client Portal.
	User Guides (coming May 2021)	Detailed information on specific functionality, incl. screenshots and step-by-step guided information.
	Educational Videos (coming May 2021)	List of videos to access on the CBSA YouTube Channel. Videos that walk through sections of the portal.
	Recorded CARM Webinars (coming May 2021)	Recordings of the May 2021 live webinars (Importer version, Broker/TC/Assoc. Rep version)
	Solution Spotlights	Existing short information packages on specific functionality or process information.
<b>News</b>	CARM Newsletters	Past quarterly newsletters and the upcoming May publication
<b>Project and Background Information</b>	Infographic	Brief overview of CARM Release 1 and Release 2 features.
	Important information for importing into Canada	Brief overview of CARM and its key changes to importing into Canada.

Click here [CARM Google Drive](#) to access the above resources, once portal is available materials will be shared directly on the CARM Client Portal main page in the Onboarding Documentation section

# Updated TCP WG Activity Calendar

The following outlines the proposed schedule for the next few months of stakeholder engagement activities.

Month	Activity	Date
May	UPS Webinar	May 5
	CARM Onboarding Webinars	May 11 (x2), 13 (x2), 18 (x2), 20
	Delmar International Webinars	May 13, 17, 20
	TCP Working Group Session	May 19
	CSCB Webinar Series	March 10 to May 19 ( <i>bi-weekly</i> )
	Technical Working Group Session (Chapter 24 focused)	May 20
June	IE Canada Summit	June 8-10
	CPMA Webinar	June 15
	Thompson Ahern International Webinar	June 17
	Technical Working Group Sessions (Chapter 26, APIs)	June 2, 16, 30
	TCP Working Group Consultation Session	June TBD
	CFIB Webinar	June TBD
	KPMG Webinar	June TBD



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# TCP Readiness Update

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# Trade Chain Partners - State of Readiness Industry

## TCPs - April 21, 2021

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### Key Areas:

#### R1 Go Live – April 21, 2021

- Need update on state of readiness and communication plan.
- Review implications of ARL clean up.
- **New** - User Guides?

#### Technical Support – April 21, 2021

- Need regular cadence of technical support calls scheduled.
- Current state is to schedule when CBSA deems appropriate with insufficient lead time.
- Schedule calls by sections of the ECCRD (Sections 1.0 to 3.0 on one call, 3.0 Corrections on one call).
- Need all ECCRD information completed (i.e. exchange rate API still to be provided).
- Inaccurate use cases in the ECCRD. Have been identified and need to be corrected.
- Still waiting for Data Elements Matrix (GAP Analysis – What has Changed?).

# Trade Chain Partners - State of Readiness Industry

## TCPs - April 21, 2021

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Key Areas con't:

### **Operational Workflow – April 21, 2021**

- Walkthrough of real-world scenarios. This has been requested since 2011. Need to prioritize for completion as impacts solutioning and TCP understanding of end state.
- Industry TCP's will collaborate to create scenarios for walkthroughs in a separate forum.

### **RPP (Release Prior to Payment Privilege) – April 21, 2021**

- Need update on the RPP On Boarding Process to include the decisions made between SAC (Surety Association of Canada) and CBSA.

### **Regulatory Package - April 21, 2021**

- Respecting “Cabinet Confidence” need to have visibility and understanding of the main components of these changes including timelines.

# Trade Chain Partners - State of Readiness Industry

## TCPs - May 19, 2021

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### Key Areas con't:

#### **Data Matrix/CAD**

- Need comprehensive review of data elements.
- CAD not feasible as presented.
- WCO data elements – level set understanding.

#### **CBSA Coordination**

- Need to ensure not overlapping of meetings with other CBSA meetings and events.
- Need to ensure not competing large scale projects at the same time.



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# Conclusion

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# Thank You!

## For more information:

- Visit the [CARM section of the CBSA website](#)
- Visit the [CARM Google Drive](#) for resources
- Join the [CARM LinkedIn Group](#) for the latest news
- Questions? Email: [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)
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