

The Road to CARM - Top 10 Reasons a Customs Broker Needs Access to Client Accounts on the CARM Client Portal (CCP)

A customs broker will require delegated access to their client accounts on the CARM Client Portal (CCP) to perform the agreed upon tasks involved in the administration of their clients' customs accounts.

The main tasks to be performed on the portal following the implementation of CARM include, but are not limited to, the following:

1. To prepare the CAD in the portal and/or to transmit the CAD via EDI to the CBSA (which requires delegated authority from the client in all cases);
2. To communicate with the CBSA on the CARM Client Portal (CCP) on customs related transactions on behalf of clients who have delegated authority to their customs broker;
3. To manage their own business profile information, program enrolment and list of programs, and manage the list of CCP users and user groups for each program account;
4. To view or make a correction (before payment due date) or an adjustment (after payment due date) in the portal;
5. To have visibility of the most recent version of the CAD in the portal;
6. To upload supporting documentation for corrections and adjustments;
7. To view the list of rulings, request a ruling, request a modification to a decided ruling, add supporting documentation to a ruling request, view the list of appeals, or request an appeal. Only the original filer of the ruling will be able to view or modify an existing ruling;
8. To view the list of declarations (CAD, temporary import, record of intent, duty drawback, mass adjustment) and complete actions for them i.e. create, edit, withdraw, appeal. The importer will decide the level of visibility for the customs broker;
9. To view the monthly payables due on a specific program account, as well as the transaction history, SOA, CBSA invoices, and credits on account;
10. To make payment to the CBSA on behalf of a client, if applicable, via credit card payment, PAD (Pre-Authorized Debit) and Interac payments.

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