



Re: CARM (CBSA Assessment and Revenue Management) Implementation

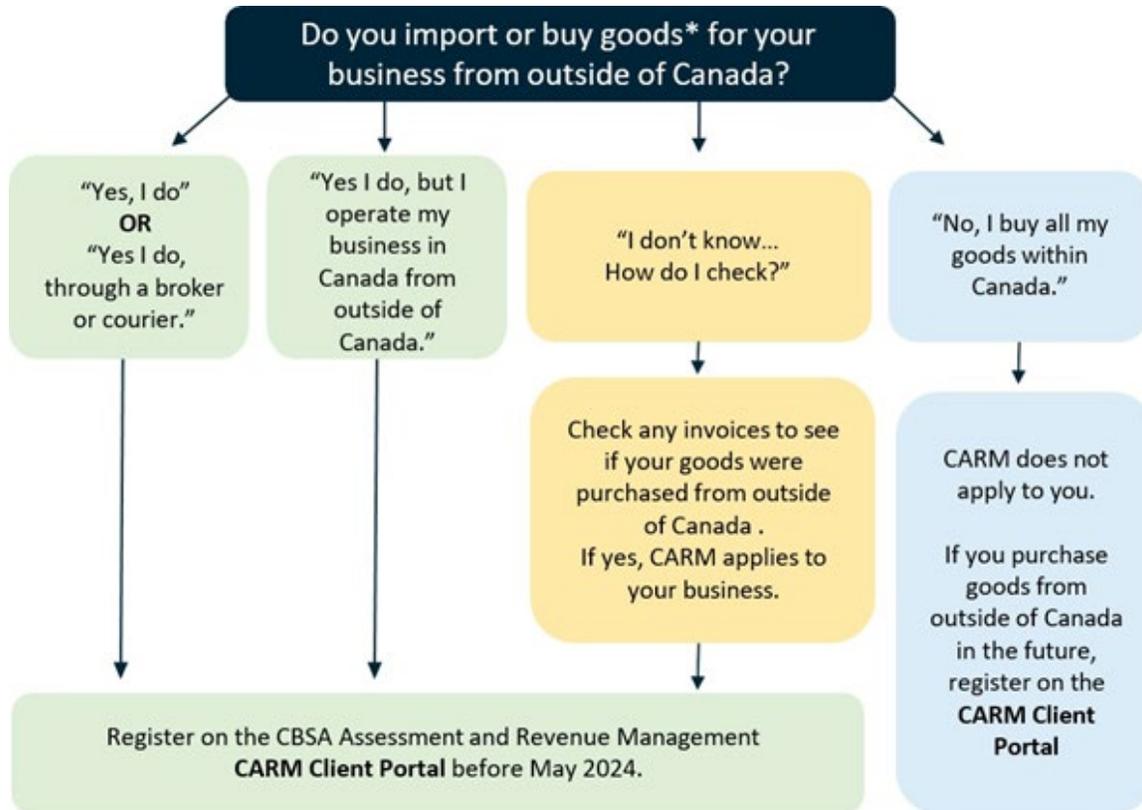
The Government of Canada is streamlining the collection of duties and taxes for all goods imported into Canada. To prevent potential delays in your commercial shipments in the future, your business must register on the CARM Client Portal in advance of the May 2024 implementation date.

Starting May 13, 2024, all Canadian resident and non-resident importers that import goods into Canada and their Trade Chain Partners need to register on CARM Client Portal (CCP). Please click "[Get started with CARM](#)" for more information.

You must register your business on the CARM Client Portal (CCP) **on or before April 26, 2024**, after that the CARM Client Portal will be unavailable due to scheduled system updates until May 13, 2024. Moreover, if you use the service of a customs broker, you must delegate the access to continue to allow them to transact business on your behalf on the CARM Client Portal.

Through CARM, clients will have access to the CARM Client Portal to:

- Delegate authority to the Customs Broker to allow them to continue transacting on their behalf.
- View transactions and account balances in real time.
- Submit commercial accounting declarations and adjustments.
- Post financial security to benefit from Release Prior to Payment (RPP) privileges, and much more.



If CARM applies to your business, please follow these 2 steps:

1. Register on the CARM Client Portal. Please click [here](#) for the video tutorial.
2. Grant access of your account to your Customs Broker. Please click [here](#) for the video tutorial.

How to Register for the CARM Client Portal

1. Go to the [CBSA CARM homepage](#) and select “Log in to the CARM Client Portal”.
2. Select how you would like to access the CARM Client Portal. You can either use a Sign-in Partner which uses secure credentials you have previously set up with your financial institution, or you can use a government of Canada issued GCKey.
3. Once you have signed in using either a Sign-in Partner or GCKey, you will be taken to the multi-factor authentication registration page. Multi-factor authentication requires you to type in a unique series of numbers, called a multi-factor authentication passcode, every time you sign in to the CARM Client Portal.
4. Next, you will then need to create your personal profile in the CARM Client Portal. Once you have added your personal information and have identified your preferences for notifications and preferred language, you will be prompted to create security questions and answers for subsequent identity verification attempts. Note: the person who registers the business automatically becomes the Business Account Manager (BAM) in CARM for your business. The BAM should be the President, Controller, Director, or Owner of the company. Make sure you subscribe to email notifications when setting up your profile.
5. Register your Business. If you are the Business Account Manager and need to set up an account for your business in the CARM Client Portal, click “Register my business.” You will need to enter a 9-digit Business Number for your company, and Importer program reference identifier (Ex: 0001).
6. Enter the following business information on the CCP to register your business:
 - Legal entity name or operating name of the business; and
 - Legal entity address
7. After that, you will be required to select and answer one or more security questions. The answers to these questions are provided on the body of the email.
 - The date (MM/YYYY) and the balance of a Statement of Account (SOA) within the last six years of the current date.
 - The date (MM/YYYY) and the exact amount of a payment that has been applied to your account within the last six years of the current date.
 - The transaction number and the total amount of duties and taxes for an import accounting transaction accepted by CBSA within the last six years of the current date.
8. Finally, you will be asked to review and confirm that all information entered is correct.



How to Delegate the Access to Mellohawk/Straitlink Global Logistics Inc. in the CCP

1. When logged into the CARM Client Portal on your homepage, select "Setup my portal".
2. Select "Manage my business relationships".
3. Click "Received Requests" tab.
4. Click the "Approve" button beside Straitlink Global Logistics Inc. Note: If you do not see this request from Straitlink, please let us know so we can send you the request.
5. Select "All Programs".
6. Select "Business Management".
7. Under Transaction Visibility Rules, please check all 3 boxes:
 - Submitted by Straitlink Global Logistics Inc.;
 - Submitted by Importer; and
 - Submitted by other businesses.
8. Review the details and click approve.