



Trusted Trader News

Kudos!

Significant seizures made with your help!

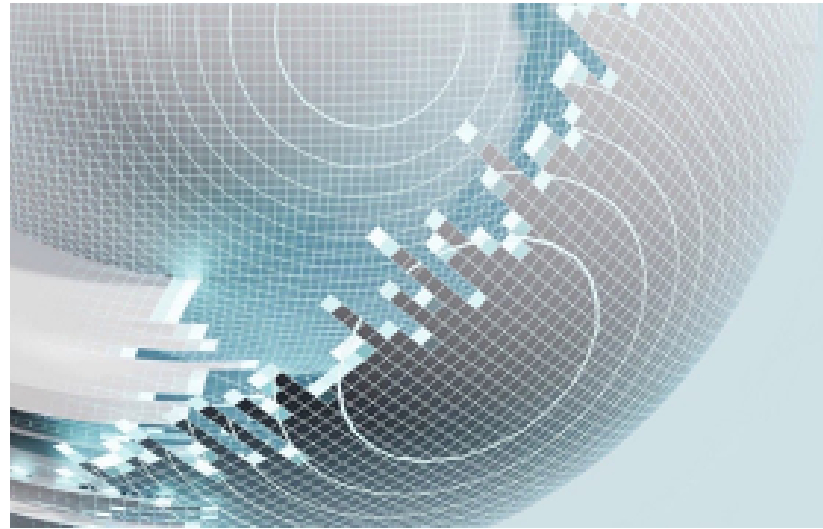
The Trusted Traders program would like to extend the utmost gratitude to several of our courier members for their unprecedented assistance in supporting the CBSA's mandate in protecting health, safety and security over the past months. Information provided from these member have lead to the interception of significant amounts of prohibited, controlled and regulated goods. Thank you DHL, FedEx, FedEx Express and UPS for your continued support!

We highly value our strong partnerships and industry's contribution to keeping Canada safe. If you observe any suspicious activities or anomalies, report them to the Senior Trusted Trader Officer (STTO) assigned to your account. Alternatively, information can be shared with the Border Watch line (1-888-502-9060) or a Border Services Officer at a Port of Entry and using the [secure online tip submission form](#).

THANK YOU!

Get ready for CARM!

CBSA Assessment and Revenue Management (CARM) is a multi-year initiative that will transform the collection of duties and taxes for commercial goods imported into Canada and offer a modern and simplified importing process. We continue to urge all importers to make the necessary preparations and familiarize themselves with CARM's features and functionalities.



CARM R2 - Features & Benefits

- Obtain statements of account (SOA) and access account balances through the online self-service portal.
- Submit commercial accounting declarations (CAD) and adjustments online without the need to complete form B2 (adjustment request), nor Form B3 (Canada Customs Coding Form).
- Submit appeals and track their progress.
- Modern interface, paperless environment.

Expect a series of releases over the coming years to complement your user experience and improve business functionality. Visit the [CARM Website](#) for ongoing updates.

Important to note – CSA CARM Billing Option Selection:

Prior to the upcoming CARM Release 2, it is necessary that each CSA importer choose the CARM CSA accounting option that they will use, regardless of whether they are currently on CSA option 1 or CSA option 2. Here are the new Options 1 and 2 under CARM:

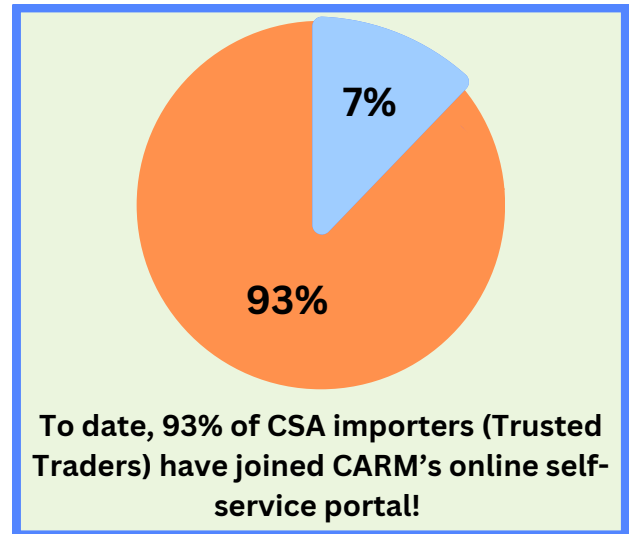
1
Accounting for goods released/received in a calendar month is due by the payment due date (10 weekdays after the 17th of the following month).

2
Goods released/received between the 18th of one month and the 17th of the second month must be accounted for by the payment due date (10 weekdays after the 17th of the second month).

Have you registered for the CARM Client Portal (CCP) yet?

To facilitate CARM implementation and ensure the smooth continuity of business operations, it is crucial that all importers be adequately prepared for R2. As CBSA legacy systems are being replaced by CARM, delaying the onboarding process may lead to serious risks of business and financial disruption (e.g. delays, increased costs) for both importers and the CBSA.

Border fluidity, the release of goods, calculation of duties and taxes, and adjustment requests may all be adversely impacted if clients fail to register for CARM. Non-registered importers will also lose the ability to use the Release Prior to Payment (RPP) program at the border, and will no longer be able to account for imported goods and submit adjustments through EDI or their company's systems. To minimize risks and ensure shared success, we strongly recommend that you register for the CARM Client Portal (CCP) as soon as possible.



For the 7% who haven't yet registered your business for CARM and need help with the process, please contact [CARM client support](#) or take a look at the information on the [CARM Client Portal](#) page (i.e. Onboarding Documentation, FAQs, etc.).

New business model for importers, including CSA:

- Importer liability: importers are required to post their own security (bond/cash).
- Importers can no longer rely on their Brokers' bonds.
- The security requirement is based on the last 12 months (50% for bonds with a \$25k minimum, 100% for cash with no minimum).
- Bond claims are initiated and executed by the Finance and Corporate Management Branch (FCBM).
- Delegated authority: importers can delegate access to their service provider (e.g. customs broker) to transact with the CBSA on their behalf and manage their account(s) within the CARM portal. Employees can also be assigned individual user roles to define which actions they can take and what information they can see.



Please visit the [CARM Client Portal](#) or get in touch with client support for more information on how to get started with CARM.



Reminder!

CSA importers are required to make all payments to the CBSA electronically. No other forms of payment will be accepted once CARM is implemented.

Move your goods FASTER!

Did you know that highway carriers do not need to be enrolled in both the Customs Self Assessment (CSA) and Partners in Protection (PIP) programs to have access to Free and Secure Trade (FAST) lanes?

Since 2019, eligible highway carriers who are members of the PIP program only can use FAST lanes at any of the five participating ports of entry: Fort Erie, ON; Sarnia, ON; Windsor, ON; Emerson, MB; and Pacific Highway, BC.

To verify if you are eligible to use the FAST lane, you must first sign up to receive the FAST Lane Notices through the eManifest portal. These notices are generated pre-arrival to advise the highway carrier that a shipment is eligible or ineligible to use the FAST lane.

To find out more about the criteria used to determine if a carrier will receive a FAST Lane Eligible (FLE) or FAST Lane Ineligible (FLI) notice, please consult [Customs Notice 19-23](#).

For general enquiries you may contact the [Technical Commercial Client Unit \(TCCU\)](#) or the [PIP Inbox](#).

To sign up for the eManifest FAST Lane Eligibility notices, complete the Notice application form [here](#).

Secure Corridor and Commercial Lane Enhancement Project

As announced in the Winter 2022 issue of the Newsletter, the CBSA's first Secure Corridor (SC) lane launched in September 2018 and is presently operating at Ambassador Bridge in Windsor, ON. The lane allows Trusted Traders to be processed in an expedited manner while maintaining the safety and security of goods and people coming into Canada.

Secure Corridor is now open for enrolment to all carriers, drivers, and importers who are:

Members of both PIP and CSA programs

Carry CSA eligible goods using FAST approved drivers

Why should you use this lane?

- Trucks are processed much quicker than in a regular commercial lane – 33 sec on average
- More fuel savings due to faster processing
- Reduced contact between drivers and BSOs

12 registered Trusted Traders have saved over 32 days in border wait times!*

*From September 2018 – April 2023

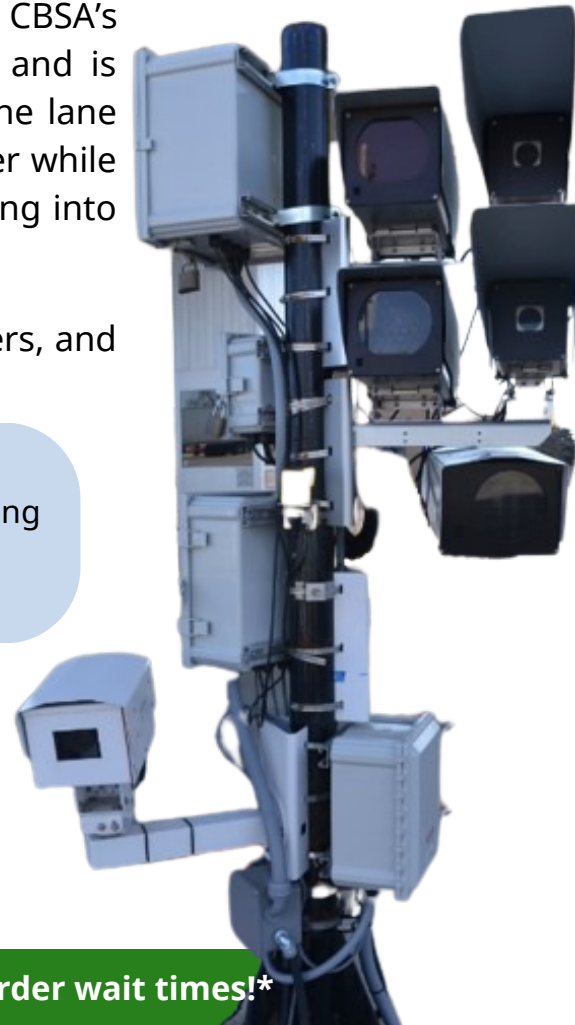
Enroll today!

For details on how to join or general questions please visit our website [Secure Corridor Concept - Trusted Trader Pilot \(cbsa-asfc.gc.ca\)](#) or contact us at CBSA.Secure_Corridor-Couloir_Securitaire.ASFC@cbsa-asfc.gc.ca. Participation in the SC lane remains completely voluntary.

Already a participant?

Feel free to reach out to us to obtain the latest SC User Guide and send us your feedback at CBSA.Secure_Corridor-Couloir_Securitaire.ASFC@cbsa-asfc.gc.ca.

Stay tuned for updates on SC lane deployment at the 6 largest ports of entry (POEs) across Canada!



Maintaining your Partners in Protection Account is a Requirement!

The CBSA asks Partners in Protection (PIP) members to review business contact information in the Trusted Trader Portal at least once a year to ensure that your Trusted Trader Portal account credentials remain active, and to comply with the Terms and Condition of the Program.

As such, PIP members must advise the Program of any change to their Company Profile or Security Profile in a timely fashion. This includes changes to business contacts' name and title, telephone number, and email address.

Similarly, the CBSA may suspend the authorization of Customs Self-Assessment (CSA) members if they fail to notify the CBSA of any change in the information described in Schedule 2 and 3 of the Accounting for Imported Goods and Payment of Duties Regulations at least 30 days before they occur. This information includes contact information.

In addition to keeping your contact information current, please ensure you have identified the right people, with the right role, as your business contacts.

PIP members:

- The primary contact should be an employee who is familiar with your business supply chain security processes, and who is able to answer questions concerning your Security Profile.
- The account owner (AO) user role should be assigned to a person who is authorized to officially represent your business and has signing authority. The AO is the only person who can submit portal changes and updates.

CSA members:

- The main contact should be an employee who is familiar with your business books and records / accounting processes, and who is able to answer questions related to the information provided in the Part 2 - Books, Records and Business systems application form.

Please pencil in an annual records update in your calendar and keep in touch with the CBSA!

Best Practices



It is recommended that your company maintains a communication partnership with their CBSA Senior Trusted Trader Officer, especially if there is a critical incident that needs to be reported and further security needs are required to be evaluated and implemented. Call/ email your STTO or reach out to the [PIP inbox](#).

Keep your Trusted Trader portal user account active!

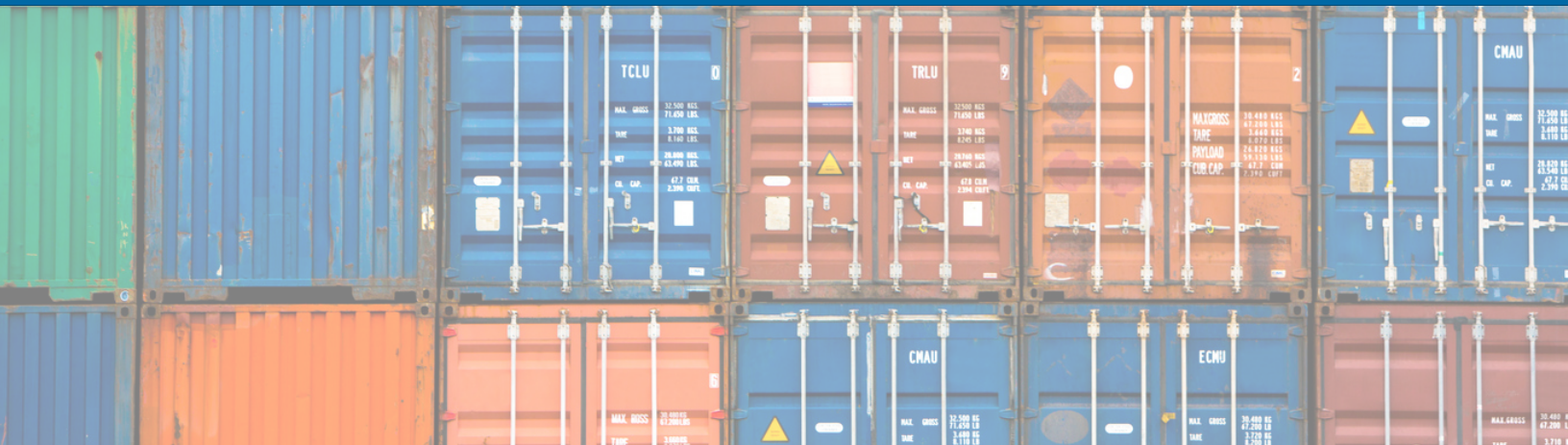
If you have a Trusted Trader Portal user account, **please ensure that you login regularly**. After 2 years of inactivity, your login information will be automatically disabled, and you will be unable to access your business' Trusted Trader Portal account.

If your account is de-activated, you will need to go back to GCKey or to your Sign-In Partner to get a new User Reference Number (URN). The Account Owner will then have to add you again as a user in the Portal.

If you are the Account Owner and your URN has expired, you will need to get a new URN AND contact the [Technical Commercial Client Unit](#).



To learn more about the Trusted Trader Portal User Roles and how to use the Portal, email [PIP inbox](#) to obtain a copy of the newly updated Trusted Trader Portal User Guide.



Tips

The program has seen a continuous increase in tips from our members since the last newsletter. We highly value your contribution to keep Canada safe.

If one of your employee notices ANY suspicious activities, here are a few options available to contact the CBSA:

Email/ Call your Assigned STTO

The Border Watch Line (1-888-502-9060) – (Mon to Fri. 9a.m. to 9p.m. - ET)

Online Tip Submission Form
(24/7)

Any Border Services Officer onsite

Make sure to provide the following information:

Who is / was involved?

What is / was the suspicious activity?

When will it / has it happen?

Where will it / did it take place?

How will it / did it happen?

Thank you for your contribution to keep Canada safe!



Mutual Recognition

The CBSA is in the process of negotiating a Trusted Trader Mutual Recognition Arrangement (MRA) with the customs administration of the United Kingdom. MRAs contribute to strengthening supply chain security, facilitating trade at the border, and supporting economic competitiveness for Canadian traders.

Look for an update in the next newsletter on the progress of these negotiations!



We want to hear from you!

Our members have always played a key role in the development of future program benefits. Your feedback continues to help guide and inform our future direction.

Give us your feedback!

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Canada Border
Services Agency

Agence des services
frontaliers du Canada