User Guide

Delegation of Authority in the CARM Client Portal

DRAFT

# Contents

Overview of Delegation of Authority

Delegation of Authority is the CCP's process for managing user roles and access within the portal. The different roles and relationships between users fall under pre-set conditions that allow or prevent users from performing certain tasks based on the access they have been granted.

This guide will outline the various user roles that exist in the portal. It will also define the relationships that can exist between users according to their roles.

Here is what a structured Delegation of Authority could look like:

3
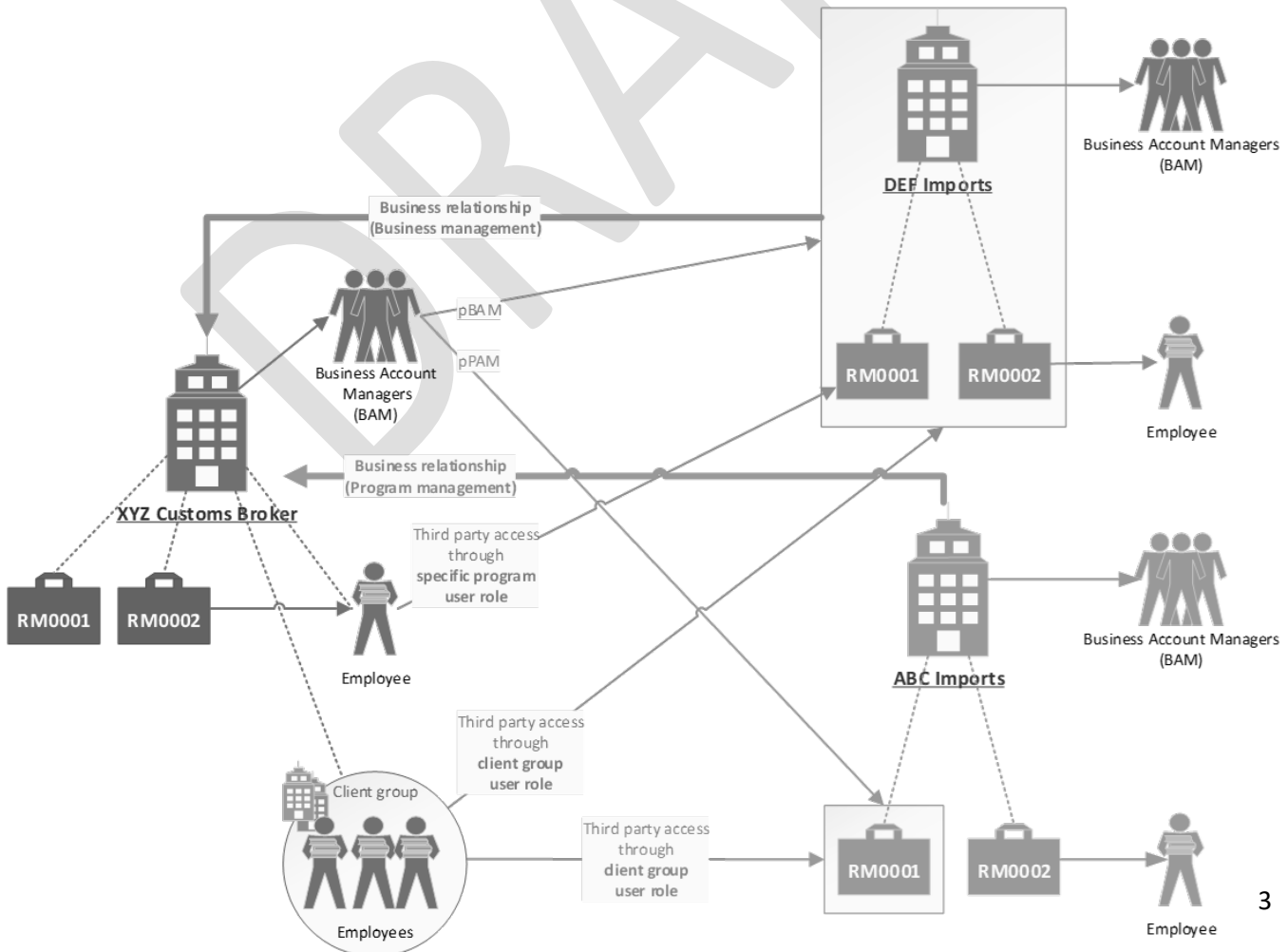
Overview of Employee Access by User Roles and Functionality Permissions

User roles define the actions that each individual user can take within given business and program accounts.

Business Account Manager (BAM):

- Automatically assigned to the individual completing the business registration

- The main purpose of this role is to assume the management of the business account

- Role provides full access to all functionality of the portal for a business account and all its program accounts

- The BAM role has the unique ability to manage legal entity information as well as access to sensitive information

- This role can perform any operational activity in the portal

- *Note: It is recommended to give this user role to at least one another user*

Third Party Business Account Manager (pBAM):

- Automatically given to the BAM of a Service Provider when they are approved for a 'Business Management' relationship by a client.

- This user role gives near full access to all functionality of the portal for a client's business account and all its program accounts:

    o Has the same access as a BAM minus the access to its clients' sensitive information

    o The pBAM can only manage access for its own employees (the Service Provider employees)

    o The pBAM cannot see or manage the business relationship of the client

    o The main purpose of this role is to assume the management of the business account of a client, without interfering with the client's business or profile data, or with any access details that impact employees and business relationships

    o This role can perform any operational activity in the portal in the name of its client

Program Account Manager (PAM):

- This user role gives full access to all functionality of the portal for a specific program account

- The main purpose of this role is to assume the management of a program account alongside the BAM

- The PAM can manage program information and can give access to employees for its program account

- This role can perform any operational activity in the portal

Third Party Program Account Manager (pPAM):

- This role is automatically given to the BAM of a Service Provider when they are approved for a 'Program Management' business relationship by a client

- This user role gives near full access to all functionality of the portal for a client's specific program account

- This role has the same access as a PAM, but it does not have access to its client's sensitive information

- The pPAM can only manage access for its own employees. As such, the pPAM and Service Provider employees cannot see nor manage the business relationship of the client

- The main purpose of this role is to assume the management of a specific program account of a client, without interfering with its profile data or access details

- This role can perform any operational activity in the portal in the name of its client

Editor & Third Party Editor:

- This user role can perform any operational activity in the portal

Reader & Third Party Reader:

- This user role can view any operational activity in the portal

Orphan:

- Users without any user role are considered "Orphans" by the system
- This is intended for users that have onboarded to the CCP but have not yet linked their business, or have not yet been accepted as an employee of a business
- These users do not have any user role within a business account

Expired:

- This user role is intended for BAMs of Service Providers with an expired business relationship. It has the same access rights as a Reader
- The purpose of this role is to allow a Service Provider to be able to view information they submitted on behalf of a client as part of their contractual agreement, after the business relationship has expired

All employees are assigned a user role when their access request is approved. Employees are maintained through the '**Manage my employees'** webpage. This page enables BAMs and PAMs to view all the employees associated to their employer's business account, manage access details of users, and review pending access requests.

> **Important Note:**
>
> Managing employees is an activity reserved for BAMs and PAMs, but only BAMs can remove users.

To access the 'Manage my employees' page:

1. On the CCP Home page, click '**Setup my portal'**.
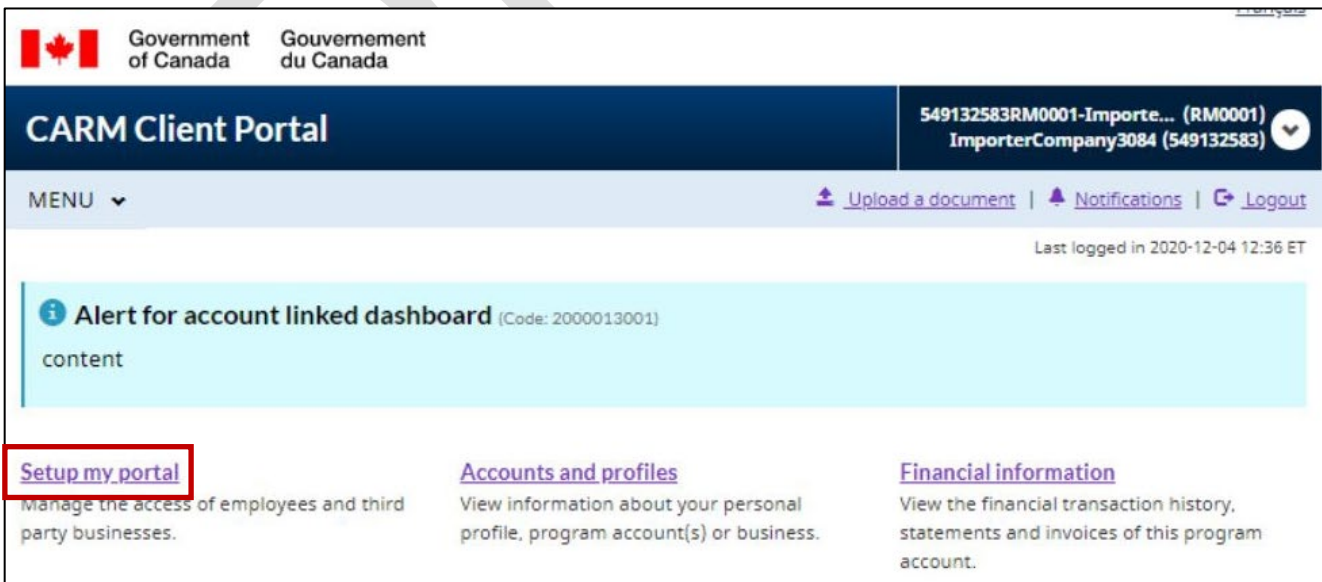
2. Click '**Manage my employees**'.

Setup my portal

⚠ **Alert for Setting up my portal** (Code: 2000012015)
Used index page

Manage the access of this portal account.

Services and information

Manage my employees
Manage the access of your employees and pending requests.

Manage my business relationships
Manage the access of your employees and pending requests.

3. Upon landing on the '**Manage employees'** page, you can edit employees' roles or remove their access.

Manage employees

Manage the list of employees and the pending requests for employees access.

Return to home dashboard

| Manage employees | Access requests |

List of employees

Edit selected   List employees by program   All

Filter items

☐ All	Name	Email	Actions		
☐	testo tesi	testi@hotmail.com	⋯ Details	✏ Edit	✕ Remove
	sitgcuser290_firstname sitgcuser290_lastna…	test@email.com	⋯ Details	✏ Edit	✕ Remove
☐	Jon Snow	y@y.com	⋯ Details	✏ Edit	✕ Remove
☐	Saku Koivu	saku@habs.com	⋯ Details	✏ Edit	✕ Remove

Considerations:

- Viewing the details of an employee shows both the specific roles the user has for any program account, as well as any association to a client group

- Users cannot edit their own access and can only manage the access of others in a hierarchical manner: BAMs have the greatest level of access, then PAMs, then Editors & Readers. For example, BAMs can edit the access of all employees, including other BAMs, but a PAM can't edit the access of a BAM

- Managers (BAMs, PAMs, pBAMs, pPAMs) can only manage their own employees, and never the employees of another business or program

- When editing the access of one or multiple employees, the manager must first:

  - Choose for which business to make the change (employer's or clients)

  - Select the applicable program accounts (all or specific ones) and the new user role

Because the role of BAM is the highest possible level, promoting or demoting a user to this role requires certain business rules.

A user promoted to BAM receives:
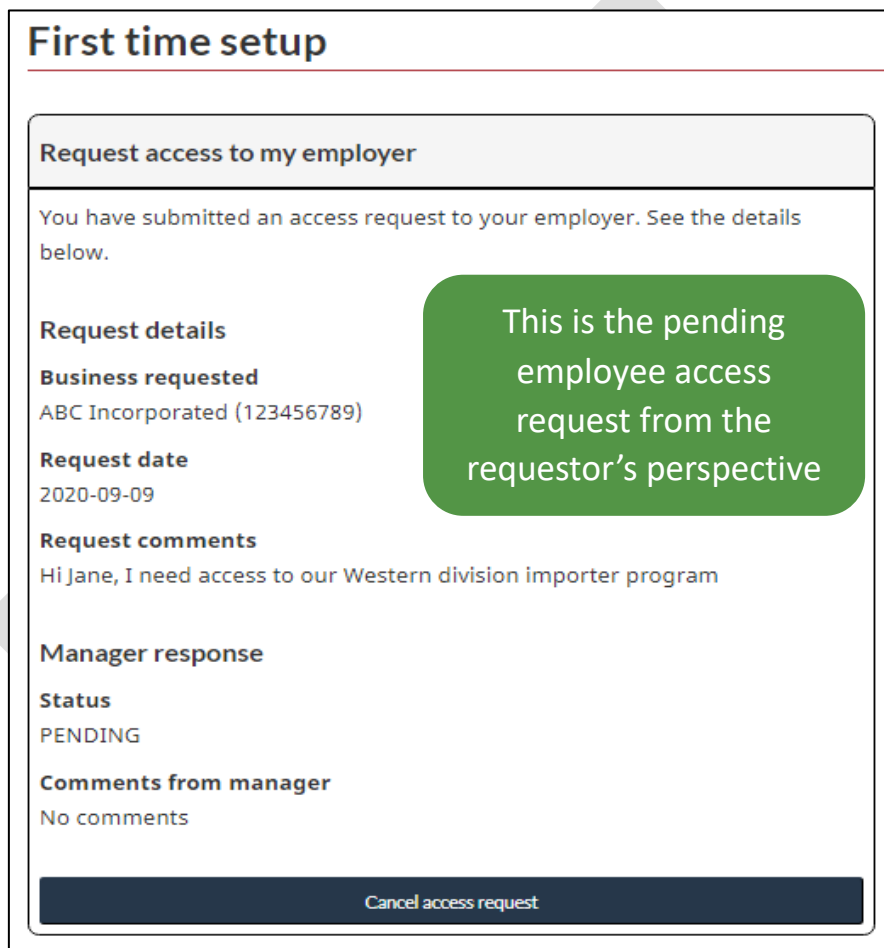
- Automatic access to the employer's business account and program account(s)

- Automatic access to all client accounts based on the business relationship type:

    o Business management: User inherits pBAM user role for client's business account and all program account(s)

    o Program management: User inherits pPAM user role for any delegated program account(s) as selected by the client

- Their association to any client group removed since the BAM now has default access to all client business account(s)

A user demoted from a BAM:

- Loses all client business accounts access but can be reassigned to specific clients or client groups.

- Loses all BAM permissions and only keeps the permissions of new user role (PAM, Editor, Reader).

When user access is requested:

When user access is requested, it will remain in a pending state until a **BAM** or **PAM** of the employer's business account approves or rejects it. The user who requested access may cancel the request at any point while it is in a pending state.

First time setup

Request access to my employer

You have submitted an access request to your employer. See the details below.

Request details

Business requested
ABC Incorporated (123456789)

Request date
2020-09-09

Request comments
Hi Jane, I need access to our Western division importer program

Manager response

Status
PENDING

Comments from manager
No comments

Cancel access request

This is the pending employee access request from the requestor's perspective

When employee access is revoked:

BAMs may choose to remove an employee - an action that completely revokes all access to the employer's business account and to its business relationships. This action can only be performed by a BAM of the employer's business account.

> **Important Note:**
>
> If the removed user is later approved back for the same business account, previous access details will not be restored.

Assign employees to a specific client:

- This action is reserved for a BAM or a PAM

- To give employees access to a client, and assuming the business relationship is active, the BAM or PAM must also be a pBAM or pPAM for the client

- A Service Provider PAM must also be assigned as either a pBAM or pPAM for each client in order to also be able to delegate access of an employee to a client's account. A Service Provider PAM that is not a pBAM or pPAM can only delegate access for the program accounts where they act as PAM

- A Service Provider BAM automatically has access to all client business accounts per the higher third party user role they are eligible for (pBAM or pPAM)

- For any Service Provider employee acting as an Editor or Reader, but with a pBAM or pPAM user role, they will not be able to manage the access of Service Provider employees to a client business account as they lack the employee role of BAM or PAM to access the required employee management web pages

- Giving access to a Service Provider employee for a Client business account is done the same way as for a program under the employer's business account

Important Note:

A client's employees individual roles can be updated (upgraded, downgraded, deleted or revoked)at any time, but the user role appearing on the CCP going forward will always be the last updated one.

Assign employees to a client group:

- For Service providers with a large number of clients, it is recommended that users manage employees' access through the client group function

- The Service Provider BAM already has access to all client business accounts. As such, only a PAM, Editor or Reader can be assigned to a client group by a BAM

- Removing access of an employee from a client is executed in the same way as assigning an employee to a client. When this happens the role of the user is changed to 'No access"

Important Note:

Client group employees' individual roles can be updated at any time, but the user role that appears on the CCP going forward will always be the last updated one.

User Permissions:

As the CCP contains hundreds of webpages, permissions can be regrouped in 11 categories to better understand what each user can do:

1. Organization

    - Manage business profile information, program enrolment and list of programs

2. User Access

- Manage pending requests, manage list of users

3. User Access

- Send a request, manage a received pending request, manage list of business relationships, manage client groups

4. Upload Documents

- Upload a new document for an existing request

5. Program

- Manage program profile information and list of sub-programs

6. Finances

- Transaction history, SOA, invoices, credits

7. Financial Security

- Manage pending requests

8. Payments

- Credit allocation, credit card payment and Interac payment

9. Pre-Authorized Debit

- Authorize the means for automatically settling SOAs or monthly balance

10. Declarations

- View the list of declarations (CAD, temporary import, record of intent, duty drawback, mass adjustment) and complete actions for them (create, edit, withdraw, appeal)

11. Rulings and Appeals

- View list of rulings, request a ruling, request a modification to a decided ruling, add supporting documentation to pending ruling request, view list of appeals, request an appeal

Overview of Business Relationship Types and Visibility Attributes

Through a relationship, a client (such as an importer) can delegate to a service provider (such as a broker) the authority to act on their behalf and manage their account(s) with the CBSA.

Service Provider	• A business account that has at least one program account as a Customs Broker or Third Party.

Client	• Any business account that has delegated their authority to a Service Provider.

All service providers, such as Customs Brokers, must first establish a business relationship with their clients to be able to transact with the CBSA on their behalf.

Once a relationship is established, the Service Provider will be able to assign its employees to the clients' accounts in order to carry out the activities agreed upon in their service contract.

Service providers can:

- Request a new business relationship

- View or cancel pending business relationship requests

- View rejected business relationship requests

- Act on behalf of a client when a business relationship is approved

- Assign clients of their active business relationship to client groups

- Keep a restricted view-only access of expired business relationships

Important Note:

Only Service Providers can request a relationship.

To request a business relationship, a Business Account Manager (BAM) or a Program Account Manager (PAM) will have to:

1. Search for a valid and registered client's 9-digit Business Number (BN9)

Create business relationship request

Complete this form to request access to a business as a third party.

Find a business

* **Business number (BN9) (maximum 9 characters)** (required)

| 123456789 | Search |

2. Provide a meaningful comment to justify the request and send the request

Specify why you need access

* **Comments (maximum 256 characters) (required)**

Indicate any additional comments about this request, such as what you need access to and why.

[Send Request]   [Cancel]

Important Note:

The comment included with the business relationship is critical to help the Business Account Manager of the client account identify if the business relationship should be granted, as well as the level of access that the service provider needs. Failure to provide a meaningful justification could result in the Service Provider seeing their request rejected.

There are several statuses of a Business Relationship:

Pending Request:

A business relationship request will remain in a pending state until the client either approves or rejects it.

Important Note:

The BAM or PAM may cancel the request at any point while it is in a pending status.

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Français

MENU ▾   ⬆ Upload a document | 🔔 Notifications | ➡ Logout

Last logged in 2020-11-12 08:59 ET

Setup my portal
Manage the access of employees and third party businesses.

Accounts and profiles
View information about your personal profile, program account(s) or business.

Financial information
View the financial transaction history, statements and invoices of this program account.

Payments
Manage your payment options.

Declarations
View information about commercial account declarations (CAD).

Rulings
Request, view and manage your ruling requests.

Recent Transactions ℹ   _View all transactions_

Click '**Manage pending third party requests'** to view all the received requests from third parties

Most requested
- Upload a document
- Manage pending employee requests
- Manage pending third party requests
- Transaction history
- Request a ruling

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Home › Setup my Portal

Manage business relationships

Manage the business relationships and access requests

[Return to home dashboard]

Click to view any request from the third party

Click to view more details, or to approve or reject

| Manage relationships | Received requests 1 |

Pending third party access requests

Filter items

Status	Business name	Request date	Actions
Pending	ImporterCompany8423 (22788...	2020-10-21	••• Details ✓ Approve ✕ Reject

Rejected Business Relationship Request:

A business relationship request can be rejected by:

- BAM of the Client

- The PAM requesting it

Important Note:

The rejected request must be cancelled before a new request can be sent for the same client.

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CARM Client Portal

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CARM Client Portal

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Home ＞ Setup my Portal

Manage business relationships

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Return to home dashboard

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Manage relationships | **Received requests** 1

Click to view any request from the third party

Pending third party access requests

Filter items

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Pending	ImporterCompany8423 (22788...	2020-10-21	⋯ Details ✓ Approve ✕ Reject

CARM Client Portal

MENU ⌄   ⬆ Upload a document | 🔔 Not

Home > Setup my Portal > Manage Received Requests

Reject business relationship request

Reject this business relationship request. This action cannot be undone

Request details

ImporterCompany8423 (227889992)

Requestor's name	**Requestor's email**
Afrin_FN Afrin_LN	No email provided

Telephone	**Request date**
9876543210 ext301	2020-10-21

Request comments
ef

A justification must be provided in the comments of the rejection notice

* Rejection comment (maximum 256 characters) (required)

[✖ Reject]   [← Previous]

Click to reject

Approved Business Relationship Request:

An approved business relationship will automatically grant access to the delegated client account.

This is applicable for all BAMS, as well as the requester (i.e., PAM) of the Service Provider.

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- Transaction history
- Request a ruling

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CARM Client Portal

MENU ⌄   ⬆ Upload a document | 🔔 Notifications | ⎋ Logout

Home › Setup my Portal

Manage business relationships

Manage the business relationships and access requests.

[Return to home dashboard]

| Manage relationships | **Received requests** 1 |

Click to view any request from the third party

Click to view more details or to approve or reject the request

Pending third party access requests

Filter items [   ]

Status	Business name	Request date	Actions
Pending	ImporterCompany8423 (22788...	2020-10-21	⋯ Details ✓ Approve ✕ Reject

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Approve business relationship: 1. Select access

Approve a business relationship request. Make sure to validate the information provided by the user before giving access to your business.

1. Select access	2. Confirm

Request details

Third party business name
ImporterCompany8423

Requestor's name
Afrin_FN Afrin_LN

Requestor's email
afrikhan@deloitte.ca

Telephone
9876543210 ext301

Request date
2020-10-21

Request comments
ef

> Click to advance to the next step of the process

Select access to programs
- ○ All Programs
- ○ Specific programs

> Click to select the type of access that will be granted

Program name	Account number (RM)
ImporterCompany3084	RM0001

Transaction visibility rules ❷
- ☑ Submitted by ImporterCompany8423
- ☐ Submitted by ImporterCompany3084
- ☐ Submitted by other businesses

> Click to select the type of visibility that will be granted

Cancel   Next →

Important Note:

Before approving a business relationship request make sure to validate the information provided by the user prior to providing access to your business. Transaction visibility rules control what the third party service providers and their employees can see when working on the account that they have been granted access to. By default, the visibility is set to only those transactions submitted by the third party employees.

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When the Client approves a relationship as a **Business management relationship**, all the BAMs of the Service Provider will automatically be assigned as third party BAMs (pBAM).

When the Client approves a relationship as a **Program management relationship**, all the BAMs of the Service Provider will be assigned as third party PAMs (pPAM) for the delegated Client program account(s).

	Approve	Cancel

Click to approve or cancel the request

Preview access details

	Organization	User access	Business relationship	Documents	Program	Finances	Financial security	Payments	Pre-authorization	Declarations	Rulings & Appeals
Business Management	👁	✎	✕	✕	✕	✕	✕	✕	✕	✕	✕
ImporterCompany3084 (RM0001)	✎	✎	👁	✎	✎	✎	✎	✎	✕	✎	✎

Legend

✕ No access

👁 Read-only

✎ Edit

The legend will explain the type of access granted to the user

Assigning Clients to Client Groups:

Using a client group is recommended when a Service Provider needs to efficiently manage many clients for its employees.

> **Important Note:**
>
> Only active clients can be associated to a client group.

Expired Business Relationship Request:

When a business relationship is expired:

- The BAMs of the Service Provider will always have access to the client's program accounts as expired users

- The PAMs, Editors and Readers of the Service Provider will lose all access to the client's program accounts

- Visibility attributes are automatically scaled down to only viewing requests or transactions submitted by the Service Provider

- Re-establishing a business relationship after it was expired will not:

    o Retrieve the previous configuration (i.e. access type, attributes) of the relationship
    o Retrieve the user roles and client group structure the Service Provider had for the client

> **Important Note:**
>
> Only clients can set a business relationship as expired.

The BAM of the client can review the information of a business relationship request and either approve or reject it. When approving a request, the BAM must choose the **Access type for Business Management or Program Management of the Service Provider** and the **Visibility Attributes**.

> **Important Note:**
>
> A business relationship never allows a service provider to perform any restricted actions on behalf a client.

The client BAM can maintain the access, visibility attributes and expiry date of the business relationship. The client BAM can always update the access details of an active business relationship, though some updates may have impacts on the Service Provider:

When the Client upgrades a relationship to Business management	• All the BAMs of the Service Provider will be promoted to third party BAM • All the employees associated with a client group containing this updated client will automatically gain access to all the programs per their group role
When the Client downgrades a relationship to Program management	• All the third party BAMs of the Service Provider will be demoted to third party PAM

When the Client removes a program account from a business relationship	• A business relationship must be downgraded to program management to allow the removal of multiple program account accesses • Any Service Provider employees who had access to the removed program will lose access to it • Any Service Provider BAMs will maintain an expired access to the former program account

The visibility attributes control which requests or transactions a Service Provider can view based on who submitted it. There are three types of visibility attributes:

1. Submitted by the Service Provider:

Defines the requests or transactions that a Service Provider's employee submitted within the business relationship.

- This attribute is always enabled for a Service Provider so that they may always see the work they have accomplished on behalf of their client

- When the business relationship expires, only the Service Provider keeps this attribute

2. Submitted by the Client:

Defines the requests or transactions that an employee of the client submitted on their own behalf, outside of the business relationship.

- This attribute would most likely be used in a situation where the client actively submits requests and declarations in parallel to the Service Provider and may need the Service Provider to act on their behalf for these

- When the business relationship expires, this attribute is disabled automatically for the Service Provider

3. Submitted by Other Businesses:

Defines the requests or transactions that an employee of another Service Provider submitted for the client within a separate business relationship.

- This attribute would most likely be used in a situation where a client has multiple business relationships overlapping the same program accounts

- When the business relationship expires, this attribute is disabled automatically for the service provider

Important Note:

The client BAM can always update the visibility attributes of an active business relationship, and the Service Provider can always see requests and transactions its employees have submitted.

Expiry Considerations:

- By default, a business relationship does not have an expiry date, since the Client BAM can update its expiry date as long as the business relationship is active. The expiry date can only be set in the future and takes effect on the selected date

- When the relationship is expired, the Service Provider will only keep an expired access to the programs that they were once delegated and will only see the transactions that they submitted on the client's behalf

- A new business relationship established after an expired one will not retrieve the previous relationship access details or visibility attributes initially configured

- The client group and employee access related to the client that the service provider had configured will not be retrieved

Important Note:

Expiring a business relationship is an action that can't be undone, although the Service Provider and the Client can create a new business relationship.

The party that submits the request or transaction has influences the visibility attributes and their impacts on the business relationship.

Request or Transaction submitted by: Selected visibility attributes:	Employee of Service provider	Employee of Client	Employee of another Service provider
☑ **Submitted by the Service Provider**	Visible	Non Visible	Non Visible
☑ **Submitted by the Service Provider** ☑ **Submitted by the Client**	Visible	Visible	Non Visible
☑ **Submitted by the Service Provider** ☑ **Submitted by other businesses**	Visible	Non Visible	Visible
☑ **Submitted by the Service Provider** ☑ **Submitted by the Client** ☑ **Submitted by other businesses**	Visible	Visible	Visible

Managing Client Groups

Client groups are used to efficiently manage the access of multiple employees to many client business accounts.

Considerations:

- The client groups functionality is only for Service Providers

- Only the BAM of a Service Provider can navigate to the 'Manage client group' webpage to:

    o View the list of all created client groups

    o Manage an employee's assignment to a client group

    o View the delegation process requests

- The Service Provider BAM must input a client group name and select at least 1 available client(s) to be able to create a client group

- To be 'available', a client business account must:

    o Be in an active business relationship

    o Not be associated to a client group by the Service Provider

- A client business account may only be associated with one of the Service provider's client groups

- A client business account can be associated with multiple client groups throughout all the Service Providers within the CBSA system

- There are no restrictions on the maximum number of client business accounts that can be included within the same client group - this functionality was designed for Service Providers with thousands of clients

- The Service Provider BAM can change the name and the composition of the client group

Important Note:

Only BAMs can assign employees to client groups.

Removing clients from an existing group:

- Removing a client from a group removes access for employees associated with that client's business account, with the exception of BAMs

- This action cannot be undone

Adding clients to an existing group:

- Adding a client to a group will automatically give access to the employees associated with this group according to the default roles they were assigned for the client group

- In the 'Manage my employees' page it is possible to:

  o Update the user role of your employees against the client group

  o Override the default role by managing the employees' access for a specific business and program account

> **Important Note:**
>
> Updating the composition of a client group can have significant access impacts for employees associated with the group.

Deleting a Client Group:

- Deleting a Client group removes the association of its employees and clients from the group

- Any employees that were associated with the client group are impacted the same way as when a client is removed from a group

- Employees will lose access to all the clients' program account(s) within the deleted group

- The client business accounts are once more available to be associated with a new or existing client group

- Deleting a client group cannot be undone

Assigning Employees to a Client Group:

- The BAM, as the Service Provider, has access to all client business accounts

- It is only possible to assign to a client group employees that have the roles of PAM, Editor, or Reader

- When assigning employees to a client group, the access of the selected employees will automatically be set to the chosen group user role for all the clients' program accounts

Important Note:

This chosen group user role can be overwritten for specific client program accounts when a user's access is updated. The user role that takes effect for a client program account is always the last one that was updated.

Client Group Process Request:

Because some client groups may contain thousands of program accounts, updating a group could require the processing of hundreds of thousands of system transactions.

These transactions will require updates to the user roles of a Service Provider's employees. As such, delays and errors are a possibility.

> **Important Note:**
>
> The process request table allows the Service Provider BAM to monitor if any operations may be pending, failed or completed.

The process request table contains:

System ID: Generated ID that is helpful if technical support is required

Operation Type: Describes the operation requested in the system

Group Name: Identifies which group is impacted by the operation

Initiator: Identifies which user triggered the operation

Status: Identifies in what stage the operation is on

Requested On: Displays date and time that the operation was initiated