Canada Border Services Agency | Agence des services frontaliers du Canada

CARM: Did You Know?

Limited Series, Issue #2, December 4, 2024

Welcome to the "CARM: Did You Know?" Newsletter, a limited series newsletter created to help small and medium businesses (SMB) stay up-to-date on all things CARM.

C-Type Importers

Are you submitting your Commercial Accounting Declaration (CAD) at a CBSA commercial office in person? Follow these steps:

- **Step 1:** Log into the CARM Client Portal (CCP), navigate to Declarations, and **select CAD C-type: To Obtain Release of Goods**.
- **Step 2:** Complete the CAD and print two copies.
- **Step 3:** Combine both CADs with any support documents needed (E.g. invoices, cargo documents, permits, etc.).
- **Step 4:** A Border Services Officer (BSO) will review and either release your imported goods or reject it for correction.
- **Step 5:** All C-type importers must pay the amounts owing at the port of entry using cash, credit, or debit prior to release. Release Prior to Payment (RPP) Program participants may pay upon receipt of their Statement of Account (SOA) issued on the 25th of each month.

Resources

How-to User Guides and the CARM Release 3 Playbook are available to help you navigate the CARM Client Portal. Consider consulting the User Guide below to submit your CAD.

- **C-Type Importers: User Guide - Submit a Commercial Accounting Declaration**

Departmental Memoranda (D-Memos)

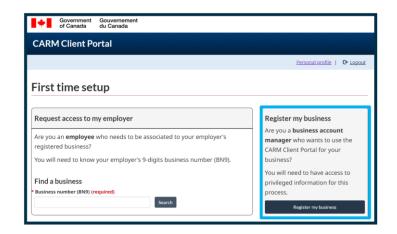D-Memos are helpful guides to stay informed on policy, procedures, and legislation.

- Consider consulting **Memorandum D17-1-4: Release of Commercial Goods** and/or **Memorandum D17-1-10: Coding of Customs Accounting Documents** for guidance to further assist you in the completion of your CAD.

Visit the full library of **CARM-related D-memos** to find key information on a variety of topics!

Portal Registration Tips

Registering your business? Are you waiting for your manager to approve your access request to the business account?

- If you are registering the business, select **Register my business** and follow the registration steps. The first person to register the business is the BAM and will have the highest level of access to the business account. The BAM is highly encouraged to assign a backup BAM.
- Need access to the business account as an employee? Select **Request access to my employer**. The business must first be registered on the CCP. Your access request will appear in the "Pending employee access" widget on the BAM's portal dashboard.

Canada

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Are you receiving the following error codes when validating your business information? Try these troubleshooting tips:

Error Code EC-1012 on business registration:

- If you have a RM account, select yes to the question "Do you have a program account?"
- Clear your browser cache and cookies, and start again.
- Avoid copying and pasting data, or using your browser's autofill functions. Type your information instead.
- Ensure that the legal name and address information is identical to your Canada Revenue Agency (CRA) documentation.

Error Code EC-1029 on affinity questions:

- Enter full 14-digit transaction number.
- Do not use the dollar sign ($) for values (use numerals only).
- If a transaction number or Statement of Account you are referencing is causing an error, consider using a different document, if available. SOA used cannot be zero dollars. Zero dollars can be used for transaction.
- Delete your responses and switch the order of the affinity questions you have selected.

Webinars

This updated webinar continues bringing awareness to our small and medium businesses on getting registered in the CARM portal and the Release Prior Payment Program but now includes useful registration troubleshooting tips as well as an extended Q & A period.

Webinar Registration – Registering Your SMB on the CARM Client Portal

English

Date: Wednesday, December 11, 2024

Time: 1:00 PM to 2:30 PM ET

Register: Registering your SMB on the CARM Client Portal registration - WebEx Enterprise Site

French

Date: Thursday, December 12, 2024

Time: 1:00 PM to 2:30 PM ET

Register: Inscription de votre PME au portail client de la GCRA registration - WebEx Enterprise Site

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CARM Client Support Helpdesk

Call **1-800-461-9999**, select menu **Option 2**
Monday-Friday (except holidays):
7:00 AM – 7:00 PM ET

Due to high call volumes, consider reaching us via the Client Support Contact Form:
https://www.cbsa-asfc.gc.ca/contact/csform-formulairesc-eng.html

When following up on your case, please reply to your most recent CARM Client Support Helpdesk correspondence with the ticket number and do not change the subject line.

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