



CPMA ACDFL

GETTING READY FOR CARM: PREPARE TO BE ONBOARDED

CBSA Resources

The CBSA Assessment and Revenue Management (CARM) project is a multi-year initiative that will transform the collection of duties and taxes for goods imported into Canada. The implementation of the CARM Client Portal will pose a major shift in how importers manage their accounting activities with the Canada Border Services Agency (CBSA).

CBSA has developed a number of resources to help industry prepare for the roll-out of the CARM Portal at Release 1 (May 2021) and Release 2 (targeted for Spring 2022).

CBSA Website

- [CBSA Assessment and Revenue Management Project overview](#)
- [Features and benefits of the CBSA Assessment and Revenue Management initiative](#)
- [CARM Client Portal Introduction Video](#)
- [CARM Infographic](#)

CARM Google Drive

CBSA has created a [Google Drive of CARM Support Materials](#) containing several resources for industry stakeholders, in both official languages, including:

- [Preparing for CARM Release 1](#) – Onboarding Guides for brokers and importers, Release 1 Playbook, Instructional Videos and User Guides (coming soon)
- [CARM Information Package](#)
 - **CARM Solution Spotlights** – *CARM Client Portal Onboarding, Delegation of Authority, Billing Cycles, Financial Security, Commercial Accounting Declaration (CAD)*
 - **CARM Trade Chain Partner Personas and Guide**
 - **CARM Quarterly Newsletter**
 - **Important Information for Importing into Canada**

Contact CBSA

- **CARM Engagement Team** – For questions about the CARM project and/or to register for future CARM-related communications, contact CARM Engagement at cbsa.carm_engagement_engagement_de_la_gcra.asfc@cbsa-asfc.gc.ca
- **CARM Client Service Support Unit (CCSSU)** – CBSA is creating a [new client service support unit](#), dedicated to supporting CARM, to be operational for the launch of Release 1. Contact the CCSSU at the link above or by calling the Border Information Services line at 1-800-461-9999 and Select Option #2. Hours of Operation as of Release 1: Monday to Friday, 7:00am to 8:00pm ET.