CN Customs Bulletin

Number 69
November 2023



Important Message from Canadian Border Services Agency (CBSA)

CBSA Assessment & Revenue Management (CARM) is changing the border and how the Canadian Border Services Agency (CBSA) manages commercial goods being imported into Canada, and the *CARM Client Portal* is the new and only way for the trade community to communicate with the CBSA.



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

- *Delegate authority to their 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 enrol for Release Prior to Payment*

Register to *CARM Client Portal* NOW



If you have any questions or need help registering on the *CARM Client portal*, we have a number of ways to help you. You can:

- **Attend the CBSA WEBINAR SESSION**:
  - CBSA offers onboarding webinar sessions.
  - The next one is on December 5th, 2023.
  - To register to an upcoming webinar, click here
- **Contact CBSA directly:**
  - CARM Client Support Helpdesk at 1-800-461-9999 (toll-free from Canada or the U.S), select your preferred language and press 2.
  - CARM webpage - detailed information, links, customer support, etc.
- **If you are a CN Customs Brokerage customer, you can also contact the CN Customs Brokerage team** at 1-866-890-1931.



