



# 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 October 2023).**

#### 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](#)
- [Onboarding documentation](#)

#### CARM Google Drive

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

- [CARM Information Package](#)
- [CARM Release 1 Documents](#) – Onboarding information and User Guides
- [CARM Release 2 Documents](#) – Webinar: What you need to know with CARM Release 2

#### 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](mailto:cbsa.carm_engagement_engagement_de_la_gcra.asfc@cbsa-asfc.gc.ca).
- **CARM Client Support Helpdesk (CCSH)** – CBSA has created the [CARM Client Support Helpdesk](#), dedicated to supporting importers, customs brokers and trade consultants in the CARM Client Portal. Contact the CCSH at the link above or by calling the Border Information Services line at 1-800-461-9999 and Select Option #2. Hours of Operation: Monday to Friday, 7:00am to 5:00pm ET.