

<p>CARM Mailbox</p>	<p>CBSA-ASFC_CARM.GCRA@cbsa-asfc.gc.ca</p>	<p>Monitored Monday to Friday, 8:00 – 17:00 EST From January 25, 2016 to April 8, 2016</p>	<p>Email Support</p> <ul style="list-style-type: none"> The CARM mailbox and associated ARL mailbox will continue to be monitored during the stabilization period.
<p>Border Information Service (BIS)</p>	<p>1-800-461-9999 contact@cbsa.gc.ca</p>	<p>Officers available Monday – Friday, 8:00 – 16:00 Local Time</p>	<ul style="list-style-type: none"> Daily Notices: Information contained on the Daily Notice Statements of Account: Information contained on the SOA Payments: Enquiries regarding making or missing payments Refunds: Requesting and receiving refunds Penalties: Understanding penalties Bank Chargebacks: NSF fees and other bank chargebacks Account Adjustments: Reallocating specific transactions Write-Offs: Write-offs of a client account or specific transaction Interest: Enquiries related to interest charges Exchange Rates: Enquiries related to exchange rates Unidentified Transactions: Transactions appearing on a client account that may not relate to that client Suspended Accounts: Enquiries related to suspended client accounts Overdue Accounts: Enquiries related to overdue accounts and related charges
<p>Front-Line Staff</p>	<p>In-person at ARL Payment Processing and ARL Lite Sites</p>	<p>Commercial Office Hours; typically Monday – Friday, 8:00 – 17:00 Local Time</p>	<ul style="list-style-type: none"> Application / Certification: Application and certification process for receiving EDI messages (Daily Notices and Statements of Account) from the CBSA EDI Issues: Problems with the EDI connection between CBSA and the client (e.g. DN not received when expected) Latency / Performance Issues: EDI response times or timeouts
<p>Technical Commercial Client Unit (TCCU)</p>	<p>1-888-957-7224 tccu-ustcc@cbsa-asfc.gc.ca</p>	<p>Monday – Friday, 8:00 – 17:00 EST</p>	<ul style="list-style-type: none"> Application / Certification: Application and certification process for receiving EDI messages (Daily Notices and Statements of Account) from the CBSA EDI Issues: Problems with the EDI connection between CBSA and the client (e.g. DN not received when expected) Latency / Performance Issues: EDI response times or timeouts
<p>Commercial Registration Unit</p>	<p>Broker Licensing: Brokers Licensing-Agreement des courtiers@cbsa-asfc.gc.ca Importer Account Security Registration: CBSA-ASFC Commercial Registration Agreement commercial@cbsa-asfc.gc.ca</p>	<p>Monday – Friday, 8:00 – 16:00 EST</p>	<p>Account Security Management</p> <ul style="list-style-type: none"> Program Registration/Licensing and changes to: <ul style="list-style-type: none"> Account Security Client Information Bonding instruments for Brokers Bonding instruments for Importers (Release Prior to Payment)