

Accounts Receivable Ledger (ARL) Bulletin 35

Date of Issue: May 26, 2017	Bulletin Number: ARL-2017-35	Target Audience: Trade Chain Partners	Area of Interest: National
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Title:	Standard Subject Lines for Emails to CARM Mailbox
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Issue:	To enhance the process of prioritizing, tracking and resolving ARL related requests, the following standard subject lines are required for emails to the CARM mailbox.
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Subject Line	Examples
INQUIRY\ [TOPIC]	INQUIRY\EDI PAYMENT INQUIRY\OFFSETTING INQUIRY\CENTRAL PAYMENT INQUIRY\WEBINAR DATE
To be used for general inquiries into various ARL topics including: electronic data interchange (EDI) payment, offsetting, and policy and process inquiries.	
OPENING BALANCE\ [ACCOUNT#]\[MONTH YEAR]	OPENING BALANCE\12345\AUGUST 16 OPENING\BALANCE\123456789RM0001\APRIL 17
To be used for opening balances that are in unexpected credit or debit positions.	
MISSING TRANSACTION\ [ACCOUNT#]\[TRANSACTION#] MISSING DN\ [ACCOUNT#]\[DN DATE] MISSING SOA\ [ACCOUNT#]\[SOA DATE]	MISSING TRANSACTION\12345-123456789\08-23-2016 MISSING DN\12345\08-21-2016 MISSING SOA\12345\MAY 2017
To be used for inquiries relating to received transactions that have not appeared on a daily notice (DN) or statement of account (SOA), and missing DNs or SOAs.	
DISBURSEMENT\ [CHEQUE# OR TRANSACTION#]	DISBURSEMENT\2739-111111 DISBURSEMENT\12345-123456789
To be used to request information on refund cheques issued by the Canada Border Services Agency. This applies to both the disbursement status of a credit or for the associated cheque breakdown.	
IMPORTER ACCOUNT BALANCE OVERVIEW REPORT\ ACCOUNT NUMBER	IMPORTER ACCOUNT BALANCE OVERVIEW REPORT\123456789RM0001
To be used to request an importer's account balance overview report.	

Contact information:	For questions about the contents of ARL statements, contact the CARM mailbox at cbsa-asfc_carm.gcra@cbsa-asfc.gc.ca . For technical issues related to receiving electronic statements, contact the CBSA's Technical Commercial Client Unit (TCCU) by phone at 1-888-957-7224 or by email at tccu-ustcc@cbsa-asfc.gc.ca .
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