

**CARM Client Support Helpdesk (CCSH) BULLETIN****CARM Client Portal (CCP) - Known Problems**

MESSAGE NUMBER	TARGET AUDIENCE
CARM 2021-10-4	Importers and Customs Brokers

CCP PROBLEMS KNOWN TO THE CBSA		
Description	Information / Work around	Fix Date
Clients are being incorrectly directed to the eManifest CBSA Portal user profile portal page when attempting to onboard to the CARM Client Portal after creating a GCKey.	<p>If this occurs, close the eManifest CBSA Portal web page and re-start the CCP login process.</p> <ul style="list-style-type: none"> <li>Go to the CARM log in page</li> <li>Enter the GCKey you created</li> <li>You should be directed to the CARM Client Portal</li> </ul> <p>If the situation persists, please contact the CCSH for assistance.</p>	TBD
Clients have the ability to apply credits as payments in the CARM Client Portal.	<p>The feature that allows importers and customs brokers to apply credits as payments has been disabled until Release 2.</p> <p>If you have any further questions please contact the CCSH.</p>	Release 2
A performance issue has been identified with the Financial Transaction download feature. When there are too many transaction selected for the date range entered the CARM system does not respond	<p>If you experience this problem, an error message will appear to notify you of the error and provide suggestions on how to prevent it (e.g. reduce the date range or try a different period of time).</p> <p>If you have high volumes of transactions you may not be able to use this feature until a fix has been implemented.</p>	October 2, 2021
Clients must create a separate GC key to register each BN9.	<p>Clients with multiple BN9s to register in the CARM Client Portal must create a new GC Key for each BN9. Clients may also use a single sign on partner and GC Keys to register multiple businesses.</p> <p>A fix is being worked on and will be implemented on a future date.</p>	TBD
The search function on the CARM Client Portal was case sensitive.	All searches on the CARM Client Portal will no longer be case sensitive.	October 2, 2021
Business Account Manager's (BAM's) are receiving CBSA Online Notification emails with no reference to a specific account number.	<p>CBSA Online Notification emails are sent without a reference to the specific account number to ensure that business information is not sent through unsecure email traffic for privacy concerns.</p> <p>It is recommended that you sign on to all accounts in the CARM Client Portal to check for notifications.</p>	N/A
Client would like to challenge an entry placed on their account.	If you see a transaction on your account that you believe does not belong to you, we would suggest that you contact your licensed customs broker for more information.	N/A



<b>CCP PROBLEMS KNOWN TO THE CBSA</b>		
<b>Description</b>	<b>Information / Work around</b>	<b>Fix Date</b>
	If you do not deal with a customs broker, submit a request to the CARM Client Support Helpdesk.	
Clients cannot select 'confirm' to complete the onboarding process.	<p>On some occasions, a client will go through the onboarding process but are unable to select 'confirm' at the end to complete the process.</p> <p>As an interim measure, an error message will now appear in the CARM Client Portal if there is an error preventing this process.</p> <p>If this occurs, please contact the CCSH for assistance.</p>	TBD
A user's account is removed from one employer but they are unable to gain access to a new employer.	<p>An error existed where a client was unable to be granted access to a new employer in the CARM Client Portal after they had been removed from an old employer's account.</p> <p>A fix has been implemented that has resolved this issue.</p> <p>If the situation persists, please contact the CCSH for assistance.</p>	October 2, 2021

<b>HOW TO CONTACT THE CARM CLIENT SUPPORT HELPDESK</b>	
<b>Hours of service</b>	Monday to Friday from 07:00 to 20:00 ET
<b>Web contact form</b>	<a href="https://www.cbsa-asfc.gc.ca/contact/csform-formulaire-sc-eng.html">https://www.cbsa-asfc.gc.ca/contact/csform-formulaire-sc-eng.html</a>
<b>Telephone</b>	1-800-461-9999 Option 2 for CARM
<b>Tips when experiencing a problem in the CCP</b>	<ul style="list-style-type: none"> <li>• Try clearing browser history</li> <li>• Log off the CCP and log back on</li> </ul>
<b>When contacting the CCSH...</b>	<ul style="list-style-type: none"> <li>• Identify the web browser you are using</li> <li>• Record the message being received</li> </ul>