

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

MESSAGE NUMBER	TARGET AUDIENCE
CARM 2021-07-15	Commercial clients

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"> Go to the CARM log in page Enter the GCKey you created You should be directed to the CARM Client Portal <p>If the situation persists, please contact the CCSH for assistance.</p>	TBD
The CARM system is not accepting my response when I enter my most recent payment amount.	<p>The CARM system is looking to receive a payment amount that was applied to your account.</p> <p>You may need to look at a payment amount that was previously remitted that you might not consider to be the most recent.</p> <p>If after 3 times of attempting this on your own you are not successful, please contact the CCSH for assistance.</p>	N/A
The CARM system is not accepting my responses when I enter my most recent SOA amount.	<p>The CARM system is looking to receive an importer SOA amount that has some sort of balance: where you owed money or where your account was in a credit position.</p> <p>You may need to look at SOAs that were previously produced that you might not consider to be the most recent. Be sure to follow a sequential approach from current month to previous months.</p> <p>If after 3 times of attempting this on your own you are not successful, please contact the CCSH for assistance.</p>	N/A
The CARM system is not accepting a request for delegation and I am receiving the message: “!errors.carm.invalid.client.id.message”	<p>Customs Brokers or Trade Consultants that receive this message will need to contact the importer and ask them to “onboard to the CCP”. Once they complete this step you may submit your delegation request.</p> <p>We have identified a list of approximately 25K importer accounts that have not been loaded on the CCP. This is the reason this message is being returned.</p>	N/A



CCP PROBLEMS KNOWN TO THE CBSA		
Description	Information / Work around	Fix Date
I have subscribed to receive CARM notifications but I am not receiving them.	Some of the CARM Client Portal notifications are not working. The CARM team is investigating. There is no workaround at this time.	TBD
Duplicate relationship requests	Some importers have received multiple business relationship requests from the same customs broker. If you find that you have received a duplicate request, you can reject the request or contact the CCSH for assistance. A fix to prevent duplicate requests from being sent is slated to be implemented by July 31, 2021.	July 31, 2021
I am receiving emails that tell me I have a notification, but there is no reference to what or who the notification is for.	The practice of sending a generic email notification to advise you that you have correspondence available on a portal is a Government of Canada standard. This practice is intended to safeguard business or user specific information for security and privacy concerns. When you access the CCP Notifications page, you will be presented with a table that will provide you with the recipient name and business number the notification pertains to.	N/A

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