

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

MESSAGE NUMBER	TARGET AUDIENCE
CARM 2021-08-23	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
Third party Business Account Managers (pBAM) and Third party Program Account Managers (pPAM) have experiencing problems toggling between different businesses and in some cases between RM program accounts within the same business.	<p>A fix has been introduced to resolve this issue.</p> <p>If you continue to experience this error, please contact the CCSH for assistance.</p>	August 21, 2021
A performance issue has been identified with the Financial Transaction download feature. When there are too many transactions selected for the date range entered the CARM system does not respond	<p>A long-term solution is being investigated.</p> <p>If you experience this problem reduce the date range (e.g. a one month period) and try again.</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>	TBD

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