



## CARM Client Support Helpdesk (CCSH) BULLETIN

### CARM Client Portal (CCP) - Known Problems

MESSAGE NUMBER	TARGET AUDIENCE
CARM 2021-07-31	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"> <li>Go to the CARM login 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
I have subscribed to receive CARM notifications but I am not receiving them.	<p>Some of the CARM Client Portal notifications are not working. The CARM team is investigating.</p> <p>There is no workaround at this time.</p>	TBD
Duplicate relationship requests	A fix has been implemented.	July 31, 2021
Transaction history filtering options	<p>A CCP user was not able to filter financial transactions based upon the newly added "Reference number" (Reference number may be the transaction number or B2 number).</p> <p>A change to allow for this filtering within the advance search feature has been applied.</p>	July 31, 2021
Financial transactions CSV	The "export to CSV" option for financial transactions has been fixed to include the "reference number" and all items, even those that are not "due".	July 31, 2021
CCP User profile	<p>The CCP user profile has been fixed to:</p> <ul style="list-style-type: none"> <li>Accept email addresses with all custom domains E.g. XYZ@gmail.com1</li> <li>Accept multiple last names in the last name field</li> </ul>	July 31, 2021
Updated Customs Tariff API swagger documentation;	<p>An updated "Customs Tariff API swagger" document has been posted on the CBSA site</p> <p><a href="https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/carm-api/tariff-codes">https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/carm-api/tariff-codes</a></p>	July 31, 2021
Inactive importer message	A new message has been introduced to advise Customs Brokers that a request for delegation of authority has been sent to an importer that has had no activity with the CBSA for over a year	July 31, 2021



<b>CCP PROBLEMS KNOWN TO THE CBSA</b>		
<b>Description</b>	<b>Information / Work around</b>	<b>Fix Date</b>
Updates to onboarding documentation	<p>The following documents have been updated and are available on the CCP home page:</p> <ul style="list-style-type: none"><li>• CARM Release 1 Playbook - July 2021</li><li>• Information sheet - Registering a Business on the CARM Client Portal rev2</li><li>• User Guide - Managing Rulings - July 2021</li></ul>	July 31, 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; take a screenshot of the error</li></ul>