



Canada Border
Services Agency

Agence des services
frontaliers du Canada

Canada

CARM Enhancement Intake Process



Canadian Society of Customs Brokers – Annual Conference
September 29, 2026

PROTECTION SERVICE INTEGRITY | PROTECTION SERVICE INTÉGRITÉ



Intake to Production

Enhancement Type	Intake	Business requirements analyzed and consultations held	Solution design and development	Deployment
Minor Enhancement	Month 0	+1-5 months	+3-12 months	+5-12 months
Major Enhancement	Month 0	+1-9 months	+6-24 months	+12-24 months

Influencing factors affecting timelines:

- In progress work and prioritization
- Requirements definition
- Policy decisions
- Funding requirements
- Development complexity
- Testing efforts (internal and external)
- Documentation requirements
- Implementation timelines

Potential Enhancements – Requiring champion, definition and prioritization

Minor Enhancements	Major Enhancements
1. Add account identifier to emails that are generated when new document/information is available in the portal	12. Complex mass adjustment functionality
2. Add officer contact information for Statements of Adjustment	13. Drawback Enhancements
3. Ability to export employee access details	14. Self service for Download reports – instead of current create the request and wait.
4. Transaction History list - ability to filter based on type or other field	15. Add duty rate to CAD
5. In the CARM Client Portal, add vendor field on declaration history page so that it is easier to find specific transactions based on vendor name	16. Origin of credits in the Statement of Account should be down to a transactional level
6. Notifications - option to delete once read	17. A downloadable excel version of the SOA should be available
7. Notifications - account and notification type	18. Unique GC Key required for each BN9
8. Notifications - CSV download	19. V-Type Entries via EDI
9. In the CARM Client Portal, add field to credit page for transaction number so that it is easier for the client to find the applicable transaction a credit is to be applied to. Currently they only have the dollar amount.	20. Greater role access levels
10. Notifications – enrol in and out of notifications based on type	21. Account Mergers- DOA relationships transfer to the successor
11. Changes to Address Displayed on CADs	22. CCP should have an importer bond query function and be able to check if an importer has been fully registered in CARM (for express carriers and brokers)
	23. Visibility of financial security for customs brokers
	24. Visibility of penalties for customs brokers

CSCB CARM Enhancements Committee identified enhancements

1. Additional fields required on CAD – VFD Code, rate of duty, GST rate or exemption code, surtax code needs on CAD auditing prospective and CAD reports – Importers cannot audit the files enhancement PO numbers and Invoice numbers on CAD – CARM takes first number either invoice number or PO number both required for reconciliation and CAD report
2. Ability to pull SIMA calculations by xml to have more transparency
3. Versioning enhancements providing an audit trail and better compliance.
4. Allow customs brokers the ability to assign RPP bond to a BSF865 Temporary Admission Permit as long as they have adequate DOA.
5. U/M notification report should not be sent if nothing has been changed between release and the CAD.
6. Notifications and ad-hoc requests should be routed to the transaction number that they apply to.
7. The ability to make changes to the BSF865 (Temporary Admission Permit) once submitted and before arrival at the border.
8. CARM validation tables – change certain HS with a tariff code API send an API for the most updated information – GST, Tariff codes etc.
9. Working on last version of CAD – applied reason code to all lines showing clerical error however lines did not change only apply reason code to line that changed
10. Expired HS codes should be available in the API query for brokers, included in the daily changes.
11. Overdue list should be available to customs brokers and importers without waiting for a report from the CBSA
12. Enhancement to electronically upload documents – send the documents DIF technology
13. Rejects should always contain adequate details, justifications, or contact info. (includes error messages)

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