

Topic	Question	GHY's Answer
Registration & Delegation	Is CBSA's overall motivation to gain more direct access to importers?	As a result of the Auditor General's Report, it was necessary for CBSA to garner greater financial controls to the overall Canada Revenue Agency profiles. This coupled with an aging CBSA system ensured accountability was aligned to Importer of Record (IOR). Please take the opportunity to review the AG report here .
	Is having a CRA my business account a prerequisite to being set up for CARM?	Yes, if you have any questions we can help.
	How and when do I register for the CARM portal?	Specific information will be forthcoming. Registration is scheduled for May 2021 and CBSA hopes to open for registration June 2021.
	Will Non-Resident Importers be required to delegate authority to their customs broker(s) and be able to apply for their statement of account with CBSA?	Yes, all importers into Canada are required to register and receive access to the same tools.
	How many admin can we register in the portal?	Yes, it is recommended to have at least 2 Business Account Managers.
	Will it be possible to download reports from the portal?	Yes, reports will be downloadable.
	Do you have to be a Canadian resident to authorize on the portal?	No, the same process will apply to Non-Resident Importers.
	Will GHY still be able to submit the relevant documents for us on our behalf?	Yes. Once you are registered and delegate authority to GHY you would just need to provide GHY access to your CARM Portal.
	How many digits is the HCKey? We have a 4 digit access code that we use to file GST returns with CRA. Is it the same?	Yes, once you are registered and delegate authority, it is the same access point as CRA.
	How do we obtain the GC Key access code?	You are able to obtain the GC Key here.
	If we are not going to be the importer of record and a distributor is doing this, do we need to sign up for the portal? If we do not have tariffs or classifications how can we find them?	Portal registration is only required if you are the importer. If you simply want to research tariffs there are other on-line tools available including GHY Classify .
	What happens at registration and delegation when there are multiple BN numbers associated with your Company?	Every BN15 must be registered and have authority delegated. In Release 2 Importers will have options to control at the R9 or R15 level.
	How will delegation of authority work for an importer who works with several customs brokers?	Every customs broker who processes a release on behalf of an importer must be delegated authority to complete the accounting at Release 2 of CARM. Our next webinar will provide much more detail on the delegation process and certain steps are still being finalized to ensure ease to Importers particularly where multiple brokers are involved. Our recommendation for increased consistency and compliance is to work with one customs broker.
	Would UPS be considered a second broker on shipments that arrive by mail?	Yes, couriers accounting for shipments on your behalf to CBSA are acting as customs brokers.
	Release Prior to Payment Bond	Can a broker release a shipment post CARM without having been granted access to the portal? Also, does the CARM portal change the need for a GAA?
Will all delegated brokers be able to see the business transacted by other brokers?		At this time it is our understanding CBSA is endeavoring to provide a delegation filter by filer code to assist importer in restricting delegations.
Our finance team currently has access to CRA accounts within our company, but I (compliance) will be responsible for CARM. CBSA will not allow me to have access to CRA accounts. Please advise		Various types of delegations will be available under CARM. In the situation described your Finance Department would have a Business Account Manager appoint you as a Program Account Manager. This will ensure you have all the necessary access to be responsible for CARM.
When is CBSA going to require each importer to have their own surety bond and to stop using the broker's bond?		A Release Prior to Payment Bond will be mandatory as of Release 2 scheduled to happen in May 2022. If you do not already have RPP Bond here are some of the benefits .
Once I secure my bond and I am not using my customs brokers' bond. Will I still need to have a customs broker?		Yes. A Bond allows you to account for shipment but you still require a broker to facilitate the release of your shipment.
I understand the need for all importers to have a bond but also a second bond for RPP. Are there two bond requirements or are they one in the same?		There is only one Bond. A RPP (Release Prior to Payment) Bond.
Is there an improved list of Surety Bond Companies?		We anticipate the marketplace will change in the next months and will provide a list of options. In addition, we will also be able to facilitate the purchase of a bond.
Will our payments have to be submitted to CBSA by the end of every month?		Yes. Please find the proposed payment schedule here . It is midway through the page under the header Proposed Payment Cycle.
Will CBSA be involved in determining values or bonding amounts or is this left to the importer?		Yes, CBSA will be involved and GHY will also be able to work with you to determine the bond amount.
Will CBSA have any bond sufficiency reviews?		Yes.
What happens if I noticed the commercial value of my goods were shorted? Can I make changes through the portal to fix the amount? Or do I go through GHY?		You can make adjustments direct via the portal or retain the option to go through GHY.
Are the corrections and adjustments submitted by the broker or does it depend on the delegations that the importer has assigned?		Yes, it depends on the delegations. An Importer can self-adjust or appoint a broker/consultant.
when and how will CBSA help me clean up my statement of account? I currently receive the SOA, but it's very confusing		CBSA have pledged to have SOA's cleaned up by no later than June 2022. They can be approached immediately here .
How do we request CBSA to use a credit towards our taxes and duties payment?		You can have your broker use a PAS form. Or contact CBSA directly .
Statement of Account, Amendments & Additional Questions		Will I be able to do my own B2's, or only able to correct prior to accounting?
	We typically import non-sale items for display in our gallery, is there anything specific we should now about CARM?	Just that, as an importer, you must register and delegate authority to your customs broker.
	How will this affect the importation of alcohol? i.e. the LCBO is the importer of record in Ontario	The LCBO, as the importer of record, will need to register in the CARM Portal and delegate authority to broker responsible for release. There are no changes to the Release Process in CARM.
	Is there a connection between CARM and the CAED online export process?	No connection at this time.
	Is there a solution for one-time importers?	At this time all importers must register.
	As the importer of record, are we now responsible for all financial transactions or are some going through the broker?	The importer has always been responsible for all transactions associated with their business number even if they were processed on the brokers bond.
	Can you speak to what functionality is being lost for the CSA accounts?	Mass adjustments will now need to be done individually.