

# CARM Checklist

Stay compliant, catch errors early, and make your broker and CBSA love you.

## 1. Verify BAM Status ☐

- Confirm current BAM is active and employed
- Ensure secondary BAM in case of personal changes
- Clearly define BAM's roles to prevent duplication of tasks
  - Incorporate employee access levels and removal to BAM's roles

## 2. Clean Up Third-Party Access ☐

- Review all business relationships in the portal
- Cancel or expire outdated broker/consultant/third-party access

## 3. Export and Analyze Data ☐

- Download transaction history via CSV:
  - Compare transaction history with internal reports and customs brokers' reporting for reconciliation
  - Request CAD Declarations Reports from CBSA
- Filter the CAD report for surtax and validate classification & country of origin
- Flag any suspicious or recurring surcharge patterns

## 4. Audit Remission Credits ☐

- Confirm remission credits appear in the transaction history
- Match approved remissions to entries
- Verify adjustments are still pending approval for missing credits

## 5. Check the Shared Notification Inbox ☐

- Review all notification notices
- Flag deadlines or urgent compliance items
- Ensure all notices are acknowledged and actioned

## 6. Statement of Account (SOA) Review ☐

- Download and review SOA for the period (even better, have a broker send it to you or provide a dashboard)
- Match with the broker's record of releases
- Flag and resolve discrepancies before due date

## 7. Review Security Amount ☐

- Adjust security coverage to comply with CBSA's requirements
  - Verify if further adjustments are required to comply with CBSA nudges
- Document any changes made and notify internal stakeholders

## 8. Amendment Workflow Review ☐

- Ensure corrections are filed prior to payment due date
- Verify broker corrections are filed within time limits
  - Ensure all required documentation is supplied in the CARM Client Portal for refund adjustments
  - Monitor pending adjustments regularly for CBSA inquiries and document requests

## 9. Flag Missed or Late Payments ☐

- Look for interest or penalty charges in the portal
- Investigate root causes
- Adjust internal workflows to prevent recurrence

## 10. Run CARM Health Snapshot ☐

- Review: active users & roles, open business relationships, surges in surtax or unusual fees, pending corrections, remission performance
- Archive this review for audit trail / compliance log

## Need Support?

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