



CARM Client Portal

User Guide

Post financial security bonds and
cash for other bonded programs

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Purpose of this guide

This guide shows how to post financial security for Sufferance Warehouses.

Audience

This guide is for:

- customs bonded warehouse owners and operators
- sufferance warehouse owners and operators

Preamble

You can post financial security either by cash deposit (a cash bond) or by obtaining a surety bond (a non-cash bond). You are required to work with an approved surety provider outside of CARM to obtain a non-cash bond before starting the process for non-cash bonds.

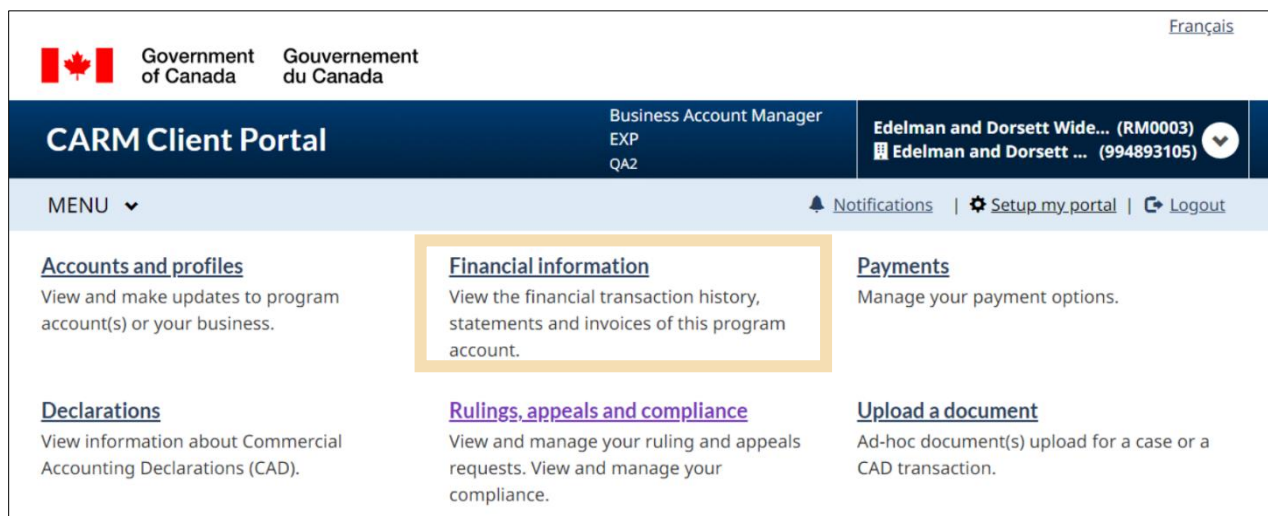
For more information, please refer to [Memorandum D1-7-1- Posting Security for Transacting Bonded Operations](#).

Contact

Contact the [CARM Client Support Helpdesk](#) if you need additional support.

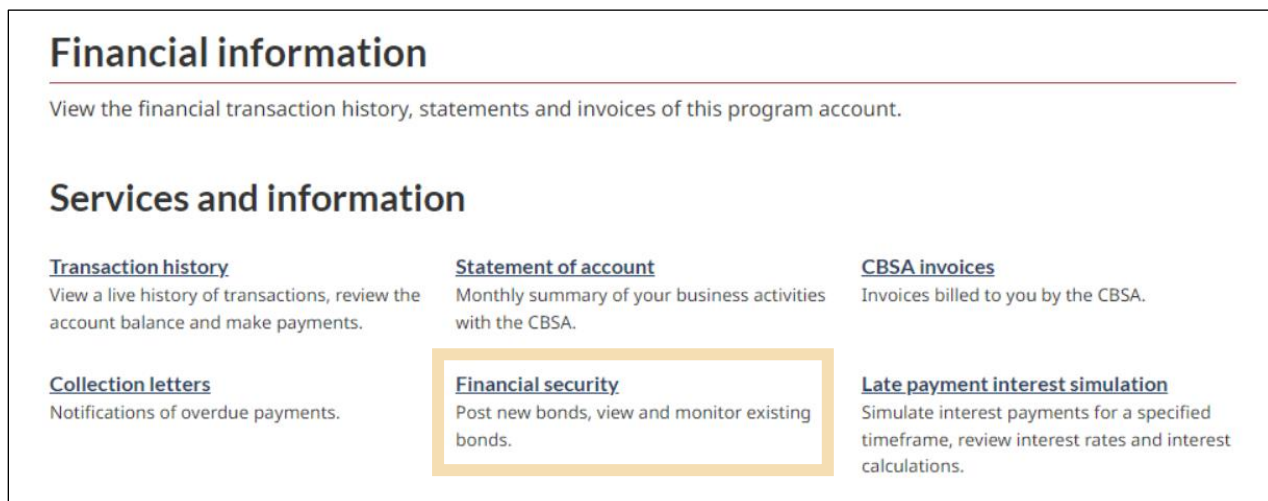
1. Post a non-cash bond

1. Go to the **Financial information** page (**Home or Menu → Financial Information**).



The screenshot shows the CARM Client Portal interface. At the top, there is a header with the Government of Canada logo and name in English and French, and a language selector for 'Français'. Below this is a dark blue navigation bar containing the 'CARM Client Portal' title, user information ('Business Account Manager', 'EXP', 'QA2'), and account details ('Edelman and Dorsett Wide... (RM0003)', 'Edelman and Dorsett ... (994893105)'). A 'MENU' dropdown is visible. The main content area displays a grid of service links. The 'Financial information' link, which includes the description 'View the financial transaction history, statements and invoices of this program account.', is highlighted with a yellow rectangular box. Other visible links include 'Accounts and profiles', 'Declarations', 'Rulings, appeals and compliance', 'Payments', and 'Upload a document'.

2. Click **Financial Security**.



The screenshot displays the 'Financial information' page. It features a header with the page title and a subtitle: 'View the financial transaction history, statements and invoices of this program account.' Below this, a section titled 'Services and information' contains a grid of links. The 'Financial security' link, with the description 'Post new bonds, view and monitor existing bonds.', is highlighted with a yellow rectangular box. Other links in the grid include 'Transaction history', 'Statement of account', 'CBSA invoices', 'Collection letters', and 'Late payment interest simulation'.

3. Scroll down to the **Bond list** section and click **Add bond**.

Bond list

Post a new bond, view and manage the list of current bonds.

▶ What can I do here?

+ Add bond

Make a payment

Allocate credit

Non-cash

Cash

Date submitted	Status	Program account number	Bond number	Security c ID	Actions
No rows to show.					

Items per page: 10 ▾

0 to 0 of 0

◀ < Page 0 of 0 > ▶

4. Select **Non-cash** under the **Bond**. Click **Next**.

Post security deposit

*** Bond type (required)**

☐ Cash

☒ Non-cash

Cancel

Next →

5. Complete the fields. You should already have your Surety Provider, Bond amount and number from securing your non-cash bond outside of CARM.

Post non-cash bond

Surety company

* Surety Provider (required)

Surety CO4582

Bond details

Bond category

Electronic Bond

* Bond number (required)

31328906663332

* CBSA program (required)

Sufferance Warehouse

* Program account number (required)

990812307RM0002

* Bond amount (required)

\$ 5000

6. The legislative authority will default to Customs Sufferance Warehouses Regulations if you selected Sufferance Warehouse in the previous step. Enter the **Validity period** dates in the **From** and **To** fields. Click **Submit**.

Legislative authority

Customs Sufferance Warehouse Regulations

Validity period

* From (required)

2023-03-02

* To (required) i

2023-03-20

Reset

← Previous

Submit

7. Click **Return to Financial Security**.

Confirmation of successful submission

Bond submitted for approval

You will receive a notification once the surety company has approved the bond. If approved, the bond will be listed under the bond list table on the financial security page.

[Return to Financial Security](#)

8. You will receive a notification once the guarantor has approved or rejected the bond.

Bond list

Post a new bond, view and manage the list of current bonds.

► What can I do here?

[+ Add bond](#)

[Make a payment](#)

[Allocate credit](#)

Non-cash

Cash

Date submitted	Status	Program account number	Bond number	Actions
2023-05-16	Under Guarantor Approval	990812307RM0002	31328906663332	View Cancel

2. Post a cash bond

1. Go to the **Financial information** (Home or Menu → Financial Information) page.

 Government of Canada / Gouvernement du Canada

FRANÇAIS

CARM Client Portal

Business Account Manager
IMP
QA2

Scenario 3 Regression Test 2 (RM0001)
Scenario 3 Regression ... (990827503)

MENU

Notifications | Setup my portal | Logout

Last logged out 2023-04-27 11:51 ET

[Accounts and profiles](#)
View and make updates to program account(s) or your business.

[Financial information](#)
View the financial transaction history, statements and invoices of this program account.

[Payments](#)
Manage your payment options.

[Declarations](#)
View information about Commercial Accounting Declarations (CAD).

[Rulings, appeals and compliance](#)
View and manage your ruling and appeals requests. View and manage your compliance.

[Upload a document](#)
Ad-hoc document(s) upload for a case or a CAD transaction.

2. Click **Financial Security**.

Financial information

View the financial transaction history, statements and invoices of this program account.

Services and information

[Transaction history](#)
View a live history of transactions, review the account balance and make payments.

[Statement of account](#)
Monthly summary of your business activities with the CBSA.

[CBSA invoices](#)
Invoices billed to you by the CBSA.

[Collection letters](#)
Notifications of overdue payments.

[Financial security](#)
Post new bonds, view and monitor existing bonds.

[Late payment interest simulation](#)
Simulate interest payments for a specified timeframe, review interest rates and interest calculations.

3. Select **Cash** as the **Bond type**. Click **Next**.

Post security deposit

*** Bond type (required)**

☒ Cash

☐ Non-cash

Cancel

Next ➔

4. Complete the fields. Add a number or text to the **Bond number** field for your own reference. Click **Submit**.

Post cash bond

Bond details

Bond number

31328906663906

*** CBSA program (required)**

Sufferance Warehouse ▾

*** Program account number (required)**

990812307RM0002 ▾

*** Bond amount (required)**

\$ 10000

Validity period

*** From (required)**

2023-05-15 📅

← Previous

Submit

5. Click **Make a payment**.

Confirmation of successful bond posting

Bond successfully created

Your cash bond request has been created and is **pending payment**.
You must make a payment and clear the bond debt in order to activate the bond.

Make a payment

[Return to Financial Security](#)

6. Enter the amount you would like to pay and click **Make payment**. You will then need to select the type of payment you wish to use, either **Debit Card** or **Credit Card**.

Online payment

Make an online payment.

Make a payment

Enter the amount you would like to pay ⓘ

\$ 4999

Make payment

[← Previous](#)

Note:

Be aware that the screenshots in this user guide are from several cases.

Note:

Debit Card payment is not subject to any limitations by the CBSA. **Credit Card** option does limit you to a payment of \$4,999.99 per program account per billing cycle. After selecting the payment method, click on **Make Payment**.

Online Payment

Please note that credit card payments are limited to a total of \$4,999.99 per program account per billing cycle (18th of previous month to 17th of current month). Debit cards (Visa Debit and Debit Mastercard) payments are not subject to any limit by the CBSA.

Amount you entered to be paid: \$400.00

* Select a payment method (required)

☐ Debit Card (Visa Debit and Debit Mastercard)

☐ Credit Card (\$1044.31 remaining limit in the current billing cycle)

Cancel Make Payment

This amount represents the credit card limit of \$4,999.99 minus any payments previously made this billing cycle.

7. Review the terms and conditions. If you agree, check the box and click **Agree**.

Payment through Moneris Terms and Conditions

By checking the box below, you hereby agree to proceed to a secure third-party website to make a payment of relevant duties, taxes, and any other amounts as may be required by Acts of Parliament, or other instruments or authorities governing customs activities in Canada. After the payment, you will be able to return to the Canada Border Services Agency (CBSA) CARM Client Portal.

Third-Party Website Terms and Conditions

1. You understand that the website is operated by the third-party called "Moneris" and agree that it is your responsibility to clearly understand and comply with its terms and conditions.

Banking and Personal Information are not Retained by the CBSA

2. The CBSA does not retain any banking or any other information that you input on a third-party website to make a payment.

Liability Waiver

3. His Majesty the King in Right of Canada, as represented by the CBSA or otherwise, or officers, servants, employees or agents in his service, or who occupy a position of responsibility in his service:

a. will, in no event be held liable or responsible for any claims, liabilities, disputes, demands, inconvenience, damages, and/or causes of action of any nature and kind, including actions for damages in contract, tort/fault (including negligence) or otherwise, caused by your use of or reliance on the website operated by the third-party "Moneris", including, but not limited to:

i. any matters or factors outside of its control, including the availability or unavailability of the Internet, or third-party telecommunications or other infrastructure systems due to system maintenance or otherwise;

ii. the availability or unavailability of the website operated by the third-party "Moneris" to make a payment for duties, taxes, and any other amounts for any reason;

iii. any injury to any person, such as, economic loss or infringement of rights;

iv. Any illegal or fraudulent use of credentials such as user ID or password in relation to the website operated by the third-party "Moneris"; or

v. The use of the website operated by the third-party "Moneris" in a foreign country where such use is prohibited, or otherwise governed, by the law of that country.

b. are discharged from any claims, liabilities, disputes, demands, inconvenience, damages, and/or causes of action of any nature and kind, including actions for damages in contract, tort/fault (including negligence) or otherwise, caused by the use of or reliance on the website operated by the third-party "Moneris".

c. make no express or implied warranties or representations with respect to the use, accuracy, availability, or unavailability of the website operated by the third-party "Moneris".

4. Without limiting the generality of the foregoing, CBSA disclaims any and all liability for any claims associated with the website operated by the third party called "Moneris".

Amendment of Terms and Conditions

5. These terms and conditions of use may be amended from time to time. When this occurs, you will be presented with the new version and asked to indicate your acceptance once again.

☒ I have read, understood and agree to the Terms and Conditions listed above (2023-05-12).

Agree Disagree

8. Enter payment information and click **Pay**.

Payment information

Enter your card details.



Cardholder Name

Card Number

MMYY

CVV 

Total\$4,999.00

[Back](#)

9. You can print the receipt for you records. Click **Back**.

Transaction approved - Thank you

Please print this page and keep it as your transaction receipt.

Payment receipt

Transaction total: \$4,999.00

Transaction type: Purchase

Date/time: 2023-05-16 14:16:01

Order ID: 524e186997

Card number: 5454***5454

Card type: MC

Reference number: 660160060010230040

Resp code - Message: 27 Approved

Auth Code: 269-0_481

Print

Back

10. You can view your cash bond under the **Cash** tab.

Bond list

Post a new bond, view and manage the list of current bonds.

▶ What can I do here?

+ Add bond

Make a payment

Allocate credit

Non-cash

Cash

Date submitted	Status	Program account number	Bond number	Security ID	Actions
2023-05-16	Requested	990812307RM0002	31328906663906	10000001	View Cancel
2023-04-25	Requested	990812307RM0002		10000001	View Cancel
2023-04-25	Requested	990812307RM0002		10000001	View Cancel
2023-04-25	Requested	990812307RM0002		10000001	View Cancel

Items per page: 10

1 to 4 of 4

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