



CARM Client Portal

User Guide

Post financial security for Release
Prior to Payment (RPP) privileges

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Purpose of this guide

This guide shows how to enrol in the Release Prior to Payment (RPP) sub-program in the CARM Client Portal. It also covers how to post financial security to your account, a necessary step in RPP enrolment.

A financial security must be added to the account if an importer wishes to participate in RPP program. Please refer to [D17-1-8](#) and [D17-5-2](#) for more information.

Audience

This guide is intended for the following kinds of users of importer and broker accounts:

- Business Account Manager (BAM)
- Program Account Manager (PAM)

Preamble

RPP is a privilege and permits you to obtain the release of goods from CBSA before paying duties and taxes, defer accounting for the goods and defer the payment of duties and taxes. To enrol in RPP, you will need to set up your financial security. You can post a cash or electronic non-cash bond to maintain your program compliance or to secure a transaction.

For more information, please refer to [Memorandum D17-1-8- Release Prior to Payment Privilege](#).

Contact

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

1. Begin enrolment in the Release Prior to Payment (RPP) sub-program

1. Go to the **Program account profile** page (Home or Menu → Accounts and profiles → Program account profile).

The screenshot shows the CARM Client Portal interface. At the top, there is a header with the Government of Canada logo and the text 'Government of Canada' and 'Gouvernement du Canada'. To the right, it says 'Business Account Manager' and 'IMP QA'. Further right, it displays 'ACL IMPORTER 1-IMP (RM0001)' and 'Gronk and Welker Rec... (994893907)'. Below the header, there is a 'MENU' dropdown and links for 'Notifications', 'Setup my portal', and 'Logout'. The main content area is titled 'Accounts and profiles' and contains a sidebar with links: 'Financial information', 'Payments', 'Declarations', 'Rulings, appeals and compliance', and 'Upload a document'. The main content area also has links for 'Business Profile', 'List of program accounts', and 'Program account profile', with the latter being highlighted by a yellow box. Below this, there is a 'Recent Transactions' section with a table showing transaction details and a 'Most requested' section with a link to 'Upload a document'.

2. Click the **Sub-programs** tab.

The screenshot shows the 'Program account profile' page. At the top, it says 'Program account profile' and 'Program account profile includes program information that was provided when you enrolled in the current program.' Below this, there is a tabbed interface with tabs for 'Program Information', 'Addresses', 'Contacts', 'Sub-Programs', and 'Requests'. The 'Sub-Programs' tab is highlighted by a yellow box. Under the 'Sub-Programs' tab, there is a form with the following fields: 'Program name' (Auto Corp 2087089), 'Program account number' (800839201RM0009), 'Program type' (Importer), and 'Importer type' (Commercial).

3. Click **Enrol in a sub-program**.

Program account profile

Program account profile includes program information that was provided when you enrolled in the current program.

Program Information

Addresses

Contacts

Sub-Programs

Requests

Requesting sub-program profile updates

To update the profile of a sub-program, submit a new enrolment form and provide the required changes.

Active

Filter items

Sub-program type	Actions
No rows to show.	

Items per page: 10

0 to 0 of 0

<>Page 0 of 0>>

Enrol in a sub-program

Request disenrolment

4. Click the information icon next to any of the sub-programs in the list to learn more.

Home > Accounts and Profiles > Sub-Programs

Enrol in a sub-program

* Select the sub-program you wish to enrol in

EDI

Canadian Goods Abroad

Container Bank

Duties Relief Licence

Release Prior to Payment (RPP)

Trusted Trader

The Release Prior to Payment (RPP) Privilege is a privilege that entitles importers and licenced customs brokers who have posted financial security and obtained an account security number to:

(a) obtain the release of goods from the CBSA before paying duties and taxes;

(b) defer accounting for goods; and,

(c) defer payment of duties and taxes.

Cancel

Enrol in sub-program

6

5. Click the radio button for **Release Prior to Payment (RPP)**, then click **Enrol in the sub-program**.

Home > Accounts and Profiles > Sub-Programs

Enrol in a sub-program

* Select the sub-program you wish to enrol in: (required)

- ☐ EDI ⓘ
- ☐ Canadian Goods Abroad ⓘ
- ☐ Container Bank ⓘ
- ☐ Duties Relief Licence ⓘ
- ☒ Release Prior to Payment (RPP) ⓘ
- ☐ Trusted Trader ⓘ

Cancel Enrol in sub-program

6. Scroll down to **System calculated security requirement** under the **Calculated security requirement** section.

The **System calculated security requirement** is how much financial security (the value of the bond) you need to post to your account to enrol in RPP.

Security requirement guidelines

Release Prior to Payment security requirements

Security requirement is calculated in real-time based on the highest amount of accounts receivable from the previous 12 months. Should you not have transaction history, you need to post security in the amount of the highest monthly account receivables expected. Regardless of the amount posted, you need to monitor and maintain security based on your importation activities.

Calculated security requirement

Program account name
Not available

Program account number
755437540RM4830

System calculated security requirement ⓘ
CAN\$ 30,000.00

Security requirement self-assessment

* Are you requesting a modification to the security requirement calculated by the CBSA? (required)

- ☐ Yes
- ☒ No

← Previous Start

Note:

The system determines how much financial security (the total value of all bonds) you need for RPP. This amount depends on the value of the goods that you imported in the past 12 months. If your account is new, then the amount of financial security you need will depend on the amount of business you estimate you will do in the future.

The amount of security that you need can change over time, depending on the amount of business that you do. The CBSA will send you notifications in the portal's **Notification centre** when you need to post more bonds to remain in RPP.

7. Click **Yes** or **No** to answer **Are you requesting a modification to the security requirement calculated by the CBSA?** This example shows **No** selected. Click **Start**.

Security requirement self-assessment

* Are you requesting a modification to the security requirement calculated by the CBSA? (required)

☐ Yes

☒ No

← Previous

Start

Note:

As a new importer without transaction history during the previous 12 months, the system will calculate the security requirement to \$0.00. Select 'No' to the question if you are requesting a modification to the security requirement and then click on **Submit**. The system will automatically enrol you into the Release Prior to Payment sub-program.

System calculated security requirement ⓘ

\$0.00

Security requirement self-assessment

* Are you requesting a modification to the security requirement calculated by the CBSA? (required)

☐ Yes

☒ No

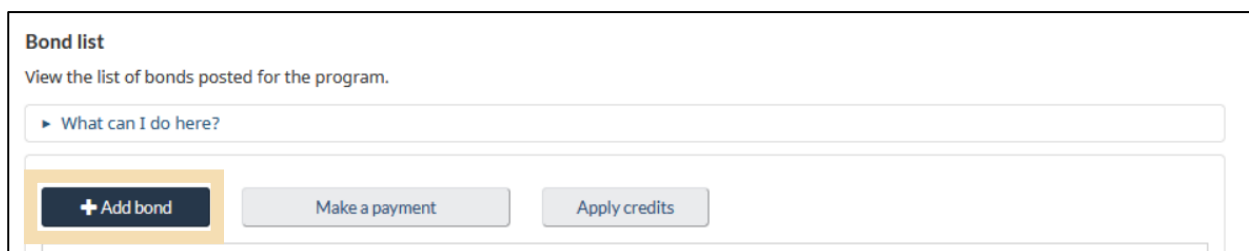
← Previous

Submit

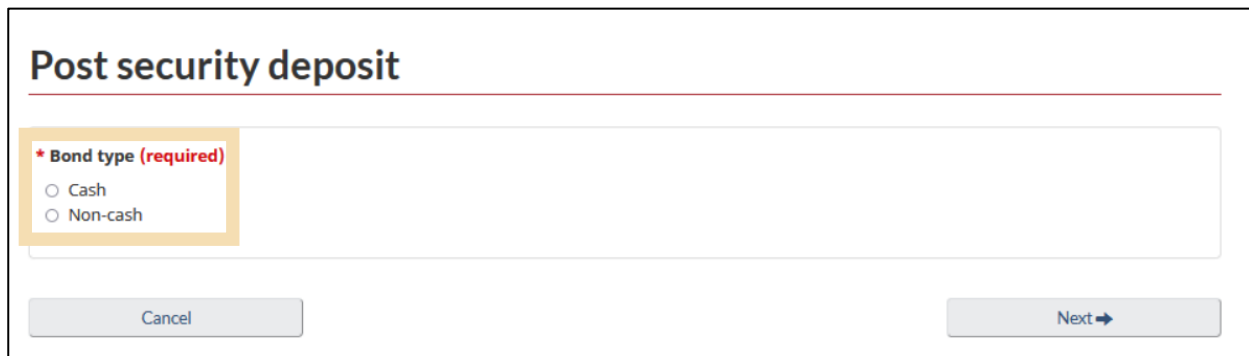
Note:

If you select **Yes** to the question **Are you requesting a modification to the security requirement calculated by the CBSA?**, then you are required to fill in the modified dollar amount and click on **Submit**. This request is then actioned by CBSA. The client will receive a notification with a case number and a request to provide supporting information for the reduction request.

8. Click **Add bond** under the **Bond list**.



9. Choose the **Bond type** on the **Post security deposit** page.
- If you choose **Cash**, proceed to the [Post a bond for RPP enrolment – Cash Bond, section 2.1.](#)
 - If you choose **Non-cash**, proceed to the [Post a bond for RPP enrolment – Non Cash Bond, section 2.2.](#)



2. Post a bond for RPP enrolment

2.1 Cash bond

1. Select **Cash**. Click **Next**.



Post security deposit

* Bond type (required)

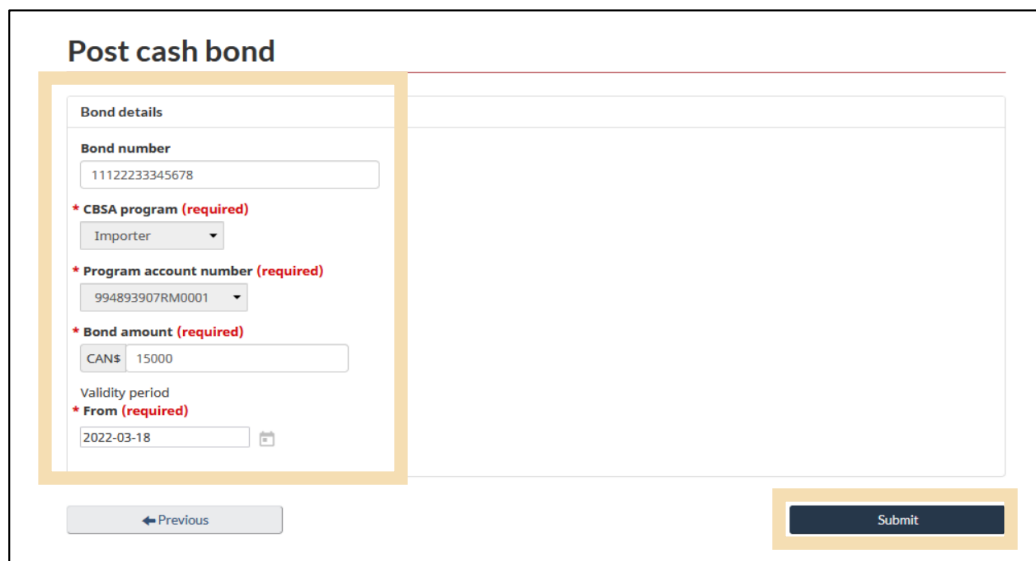
☒ Cash
☐ Non-cash

Cancel Next ➡

Note:

In accordance with [D17-5-2](#), when you select a deposit (cash bond), you will need to post 100% of the “Calculated security requirement” without any minimum requirement.

2. Fill in the required fields (marked with an asterisk *) on the **Post cash bond** page. Adding a bond number or personal reference number in the **Bond number** field is mandatory and required at this time. The Bond number format can be whatever you wish to use for your reference. Click **Submit**.



Post cash bond

Bond details

Bond number
11122233345678

* CBSA program (required)
Importer

* Program account number (required)
994893907RM0001

* Bond amount (required)
CAN\$ 15000

Validity period
* From (required)
2022-03-18

Previous Submit

3. Click **Make a payment** on the **Confirmation of successful bond posting** page.

4. Enter the amount you would like to pay and click **Make payment**.

Note:

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

5. Once you have read the terms and conditions, check the box beside **I have read, understood, and agree to the Terms and Conditions listed above**. 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

6. Enter the card information. Click **Pay**.

Payment information

Enter your card details.

VISA

AMERICAN EXPRESS

VISA

DEBIT

delta

Cardholder Name

Card Number

MMYY

CW ⓘ

Total

\$456.00

Back

Pay

- Once the payment is processed, you will see the transaction details. You may print or save the receipt for your records by selecting the **Print** button. Click the **Back** button to continue your enrolment.

Transaction approved - Thank you

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

Payment receipt

Transaction total: \$4,999.99

Transaction type: Purchase

Date/time: 2023-08-16 17:43:12

Order ID: 71b903e059

Card number: 5454***5454

Card type: MC

Reference number: 660160060010570030

Resp code - Message: 27 Approved

Auth Code: 476-0_510

PrintBack

- Under step **2. Add bond & Submit** tab, click **Allocate credit**.

1. Security requirement

2. Add bond & Submit

Important

Your enrolment is not complete until you submit this form. You should post enough security to meet security requirement prior to submitting. Failure will result in a notice of rejection.

Bond list

View the list of bonds posted for the program.

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 in	Actions
2023-05-16	Requested		Cash bond	10000000	<div>View</div> <div>Cancel</div>

Items per page: 10

1 to 1 of 1

< > Page 1 of 1

Total security requirement:

\$4,000.00

- Total security coverage ⓘ:

\$0.00

Remaining:

\$4,000.00

Previous

Submit security

9. Select the correct **Security Deposit (SD)** line amount and then click on **Submit**.

Allocate credit as payment

Allocate account credit to specific transactions you want to clear immediately.

Number of items selected: 1

All	Transaction type	Description	Due date	Amount	Clearing amount
<input type="checkbox"/>	B3	Assessment (B3)	2023-05-09	\$50,000.00	\$0.00
<input checked="" type="checkbox"/>	SD	Security Deposit	2023-05-16	\$4,000.00	\$4,000.00

Items per page: 10 1 to 2 of 2 Page 1 of 1

Total open credit: \$4,000.00

-Total clearing amount: \$4,000.00

Remaining credit: \$0.00

Submit

Note:

The **Total open credit** amount must be equal to or greater than the **Total clearing amount** to proceed.

10. You will receive a **Confirmation of successful credit allocation** message. Click on **Return to enrolment** to continue with the enrolment process.

Confirmation of successful credit allocation

Your submission has been received.

A total of \$4,000.00 has been successfully posted toward the selected transaction(s).

Your account has \$0.00 of credit remaining.

Return to enrolment

11. The system will return you to the **Sub-Programs** tab and must click on the **\$Deposit** icon

Program account profile

Program account profile includes program information that was provided when you enrolled in the current program.

[Program Information](#) [Addresses](#) [Contacts](#) [Sub-Programs](#) [Requests](#)

Requesting sub-program profile updates

To update the profile of a sub-program, submit a new enrolment form and provide the required information.

Active

Filter items

Sub-program type	Actions
Trusted Trader	*** Details

Items per page: 10 1 to 1 of 1 Page 1 of 1

[Enrol in a sub-program](#) [Request disenrolment](#)

Requests

Filter items

Sub-program type	Case number	Status	Actions
Release Prior to Payment (RPP)	6000095840	Pending security deposit	Upload Document \$ Deposit

Note:

You will now need to select **No** to not modify the security amount and then click on **Next** on the **Enrol in Release Prior to Payment: 1. Requirement** screen.

12. The system will return to step **2. Add bond & Submit** tab. The status will now be **Active**. Click on **Submit security**.

1. Security requirement 2. Add bond & Submit

Important
Your enrolment is not complete until you submit this form. You should post enough security to meet security requirement prior to submitting, failure will result in a notice of rejection.

Bond list
View the list of bonds posted for the program.

► 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	Active	[REDACTED]	Cash bond	100000000	View Cancel

Items per page: 10 1 to 1 of 1 Page 1 of 1

Total security requirement: \$4,000.00
- Total security coverage: \$4,000.00
Remaining: \$0.00

[Previous](#) [Submit security](#)

Note:

The **Total security coverage** amount must be equal to or greater than the **Total security requirement** to proceed.

13. You will receive a **Confirmation of successful enrolment** message. You are now fully enrolment for this cash bond.

Confirmation of successful enrolment

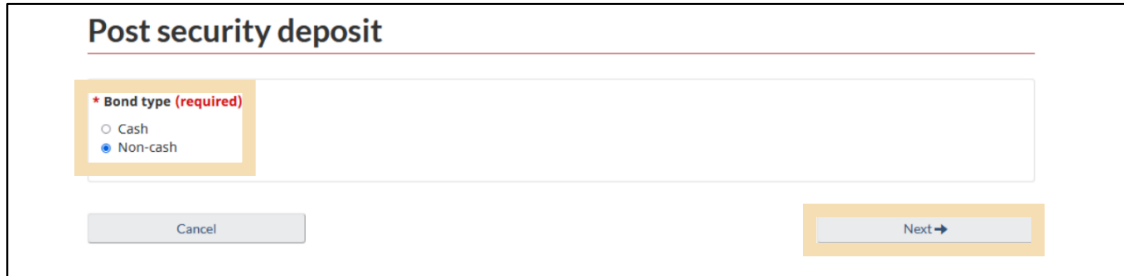
Your enrolment is complete

Your financial security has been successfully submitted.

View and track the processing status on the [list of requests](#) page.

2.2 Non-cash bond

1. Select **Non-cash**. Click **Next**.



The screenshot shows a web form titled "Post security deposit". Below the title is a section labeled "Bond type (required)" with two radio button options: "Cash" and "Non-cash". The "Non-cash" option is selected, indicated by a blue dot. Below the options are two buttons: "Cancel" on the left and "Next →" on the right. The "Next" button is highlighted with an orange border.

Note:

This process explains how a TCP with no active RPP financial security generates a **Non-cash** financial security request in the system.

In accordance with [D17-5-2](#), when you select a written security agreement (for example a non-cash bond), you will need to post only 50% of the “Calculated security requirement” with a minimum of \$5,000. Your security will be doubled in the “Security amount”.

The maximum required for a financial security is \$10M.

2. Fill in the required information (marked with an asterisk *) on the **Post non-cash bond** page. The Bond number field should be filled out with the instrument ID provided by the Security Provider. Once completed, click on **Submit**.

Post non-cash bond

Surety company

* Surety Provider (required)

Surety A

Bond details

Bond category

Electronic Bond

* Bond number (required)

112113344

CBSA program


Importer

Program account number

755437540RM4830

* Bond amount (required)

CAN\$ 30000

 **RPP calculated security requirement and RPP utilization**

The amount posted in the form of a non-cash bond shall be at least 50% of the requirement calculated by the CBSA (i.e. one dollar of the non-cash bond will cover two dollars of debt).

* Is it a Release Prior to Payment (RPP) bond? (required)

☒ Yes

☐ No

Legislative authority

Accounting For Imported Goods And Payment Of Duties Regulations

Validity period

* From (required)

2022-05-25



* To (required)

2024-05-25



← Previous

Submit

3. If you are an importer who entered the financial security agreement details on your own, your status will read: **Under Guarantor Approval** until your Financial Security provider approves. Once your written security agreement (WSA) is accepted, you will be notified.

Bond list
View the list of bonds posted for the program.

► 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
2023-05-16	Under Guaranto...	627332416RM2070	Non-cash bond	100000000	View Cancel

Items per page: 10 ▾ 1 to 1 of 1 < > Page 1 of 1 < >

4. Once you receive that notification, you need to go back into the portal to review your profile. Go to the **Program account profile page** (Home or Menu → Accounts and profiles → Program account profile).

Government of Canada / Gouvernement du Canada

CARM Client Portal Business Account Manager IMP QA

ACL IMPORTER 1-IMP (RM0001) Gronk and Welker Rec... (994893907)

[Notifications](#) | [Setup my portal](#) | [Logout](#)

Accounts and profiles

[Business Profile](#) [List of program accounts](#) [Program account profile](#)

Recent Transactions [View all transactions](#)

Transaction date	Description	Amount	Status
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Most requested

- [Upload a document](#)

5. Click the **Sub-Programs** tab.

The screenshot shows the CARM Client Portal interface. At the top, there's a dark blue header with 'CARM Client Portal' on the left, 'Business Account Manager' and 'IMP QA' in the center, and 'ACL IMPORTER 1-IMP (RM0001)' and 'Gronk and Welker Rec... (994893907)' on the right. Below the header is a light blue navigation bar with a 'MENU' dropdown, 'Notifications', 'Setup my portal', and 'Logout' links. The main content area has a breadcrumb trail 'Home > Accounts and Profiles' and a title 'Program account profile'. Below the title is a description: 'Program account profile includes program information that was provided when you enrolled in the current program.' At the bottom, there are five tabs: 'Program Information', 'Addresses', 'Contacts', 'Sub-Programs' (which is highlighted with an orange box), and 'Requests'.

6. Scroll down to the **Requests** section.

This screenshot shows the 'Requests' section of the 'Program account profile' page. It features a light blue banner at the top with the text 'Requesting sub-program profile updates' and a sub-note: 'To update the profile of a sub-program, submit a new enrolment form and provide the required changes.' Below this is an 'Active' section with a 'Filter items' input field and a table with columns 'Sub-program type' and 'Actions'. The table is currently empty, displaying 'No rows to show'. Below the table are two buttons: 'Enrol in a sub-program' and 'Request disenrolment'. The 'Requests' tab is highlighted with an orange box. Below the 'Active' section, there is another 'Filter items' input field and a table with columns 'Sub-program type', 'Case number', 'Status', and 'Actions'. The table contains three rows of data:

Sub-program type	Case number	Status	Actions
EDI	6000010130	Pending documentation	Upload Documentation Request
Duties relief licence	6000010090	In progress	Upload Documentation Request
Release Prior to Payment (RPP)	6000010075	Pending security deposit	Upload Documentation Request

7. In the **Sub-program type** column, you will see your request to enrol in RPP. The **Status** column will show the status of Pending security deposit. Click on the **\$ Deposit** icon.

Requests			
Filter items <input type="text"/>			
Sub-program type	Case number	Status	Actions
EDI	6000010130	Pending documentation	
Duties relief licence	6000010090	In progress	
Release Prior to Payment (RPP)	6000010075	Pending security deposit	

8. As it is approved, your status will read as **Active**. To successfully finalize the process, click on **Submit security**.

Bond list

View the list of bonds posted for the program.

[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	Active	627332416RM2070	Non-cash bond	10000000	

Items per page: 10

1 to 1 of 1

Page 1 of 1

Total security requirement:

\$50,000.00

- Total security coverage

\$50,000.00

Remaining:

\$0.00

Previous

Submit security

Note:

The **Total security coverage** amount must be equal to or greater than the **Total security requirement** to successfully enrol.

9. You will then receive this **Confirmation of successful enrolment** in RPP, using the Non Cash bond option.

Confirmation of successful enrolment

Your enrolment is complete

Your financial security has been successfully submitted.

View and track the processing status on the [list of requests](#) page.