



CARM is HERE!

ARE YOU READY?



WHAT? THE CANADA BORDER SERVICES AGENCY (CBSA) ASSESSMENT AND REVENUE MANAGEMENT (CARM) PROGRAM

has transformed how the CBSA manages the import of commercial goods into Canada, including the requirement for importers to create a CARM Client Portal (CCP) business account.



WHO? BUSINESSES IMPORTING COMMERCIAL GOODS INTO CANADA

Whether you're a small business or a large corporation, importing a little or a lot, CARM will impact you.



WHEN? TAKE ACTION NOW!

CARM went into effect October 2024, so it's imperative to take the necessary steps to help ensure your FedEx Express shipments aren't delayed at the border.

TAKE THESE STEPS NOW

STEP 01

Create your CARM Client Portal (CCP) account

Creating a CCP business account is required to import commercial goods into Canada and it will enable your business to transact directly with the CBSA.

[REGISTER TODAY](#)

STEP 02

Approve our delegation of authority request in the CCP

Approving the delegation of authority request from Federal Express Canada Corporation will allow us to continue managing your commercial importation activities specific to our company under CARM.

[LOG IN & APPROVE NOW](#)

STEP 03

Post Financial Security for Release Prior to Payment (RPP) Privileges

Posting your own financial security (e.g., surety bond or cash deposit) in the CCP **before May 20, 2025 at 3 a.m. (EDT)** is required to benefit from the RPP program. A security provider can help you with this requirement.

[GET THE DETAILS](#)

STEP 04

Set up your FedEx importer profile

If FedEx Express is one of your designated customs brokers, the FedEx Importer Profile Hub, our free online solution, helps you, your team, and FedEx track your CARM progress with us — all in one place. Monitor completed steps, keep your profile up to date, get email alerts for changes, access a detailed history and more.

[TRACK YOUR PROGRESS](#)



WHAT YOU NEED TO KNOW

BAM APPROVAL: The Business Account Manager (BAM) assigned by your company can approve all levels of delegation of authority requests from multiple brokers. This approval is necessary even if you have an existing General Agency Agreement (GAA) and Power of Attorney (POA) with FedEx Express.

GAA & POA: If you don't currently have a GAA and POA with FedEx Express, please email us at POACANADA@fedex.com. This is required for us to act as your customs broker.

RPP DEADLINE: MAY 20, 2025 AT 3 A.M. (EDT)

If you miss the deadline, you'll lose your RPP privileges and will have to pay duties and taxes before Canada Customs releases your goods, leading to shipment delays and supply chain disruptions.

PLEASE NOTE:

- RPP is required for electronic release of imported goods before duty & tax payment
- One surety bond or cash deposit can cover imports from all brokers/couriers.
- You're responsible for posting financial security; customs brokers cannot do it on your behalf.

IMPORTANT: IF FINANCIAL SECURITY IS NOT SECURED BY THE DEADLINE, SHIPMENT CLEARANCE WILL BE DELAYED UNTIL FINANCIAL SECURITY IS IN PLACE. WHY RISK IT?

ACT NOW [READ THE CBSA'S NEWS RELEASE FOR ADDITIONAL RPP DETAILS](#)



WE'RE HERE TO HELP

Email us at CARMPROFILE@fedex.com to schedule a one-on-one call for support with creating your CCP business account, approving our delegation of authority request, finding a security provider, or posting a bond.

WHAT ARE YOUR PAYMENT OPTIONS?

Import Duty & Tax

The CCP offers direct payment of import duties and taxes to the CBSA.

FedEx Express will continue to pay the CBSA for duties and taxes calculated on imported goods that we release on your behalf, and then charge you accordingly, unless you instruct us otherwise.

As a FedEx Express customer, you can choose to pay the CBSA directly. To request this option, notify us in advance by completing and submitting [this agreement](#) by email.

To avoid duplicate charges, it's important to advise us if you prefer to pay the CBSA directly.



STILL HAVE QUESTIONS?

We've got you covered.

CBSA CARM RESOURCES:

- ▶ [REGISTER](#) for a CARM webinar
- ▶ [REVIEW](#) onboarding documentation
- ▶ [WATCH](#) video tutorials
- ▶ [COMPLETE](#) the client support contact form

FEDEX CARM EXPERTS:

- ▶ For general inquiries, email us at CARM@fedex.com or call [1.844.875.7286](tel:18448757286).
- We're ready to assist you.*



Bookmark fedex.ca/CARM for quick access & the latest updates.