



Common Release Prior to Payment and Financial Security Challenges with Resolution Steps

Prior to contacting the [CARM Client Support Helpdesk](#), please review the following common challenges experienced with Release Prior to Payment enrolment and provisioning of the financial security requirement on the CARM Client Portal. We have provided the typical steps to resolve.

Common Challenge	Typical Steps to Resolve
Broker is receiving I03 error (“invalid client privilege”) on electronic submission.	<p>Ensure the importer has completed the Enrol in Release Prior to Payment steps (User Guide – Post Financial Security for Release Prior to Payment (RPP) Privileges).</p> <p>Most commonly the steps 4-9 on pages 19-21 need to be completed to complete the RPP/Financial Security process.</p> <p>It is not sufficient to only provide the financial security.</p>
A request for reduction of financial security has been submitted, how long will it take to be reviewed?	<p>Please expect up to 25 business days for CBSA to review and make decision on this type of request. Depending on variables of the reduction request supporting documentation, additional review and varying levels of approval within CBSA will be required.</p>
Setting up Pre-Authorized Debit (PAD) for Financial Security	<p>Using PAD as a means to provide the financial security deposit is not available as an option. Signing up for PAD does not grant the RPP privilege. PAD is strictly for the monthly account balance withdrawal.</p> <p>Forms of payment for security deposit includes: debit/credit via CARM Client Portal (credit becomes available immediately), online payment via bank (credit appearing on account is subject to the financial institution processing timelines, ranges from 1-5 business days depending on financial institution).</p>
Financial security provided, but Release Prior to Payment not activated	<p>Ensure the importer has completed the Enrol in Release Prior to Payments steps (User Guide – Post financial security for Release Prior to Payment (RPP) privileges. Most commonly the steps 4-9 on pages 19-21 need to be completed to complete the RPP/Financial Security process).</p>
Financial security calculated requirement has increased	<p>The system calculates the security requirement based on previous 12 months <u>at time</u> of enrolment. The security coverage needs to meet the up to date requirement. The importer may request a reduction, which may take up to 25 business days for the CBSA to provide a decision.</p>
I made a payment for the security deposit, RPP is not activated <i>or</i> the credit paid other debt.	<p>If selecting to provide security deposit, the importer must create the security deposit transaction and then apply credit to it. See User Guide – Post financial security for Release Prior to Payment (RPP) privileges, section 2.1.</p>