



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?

WHAT CHANGES NEXT?

Effective January 1, 2026, a customs broker's business number (BN) can no longer be used to release or account for commercial goods with the CBSA on an importer's behalf. Take the required steps now to ensure your shipments can be customs-cleared and to avoid Late Accounting Penalties (LAPs) or shipments being returned to the sender. [See Customs Notice 24-27.](#)

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 enables 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 is required to benefit from the RPP program. A security provider can help you with this requirement.

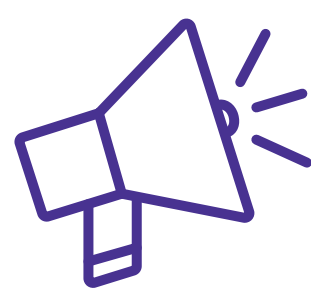
[GET THE DETAILS](#)

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.



FINANCIAL SECURITY IS NOW MANDATORY

A customs broker's RPP financial security **no longer covers commercial importers**. To help prevent clearance delays, all commercial importers must obtain financial security by enrolling in the RPP sub-program in the CCP. Please be aware that your business is responsible for completing this requirement; customs brokers cannot do it on your behalf.

ENROL IN THE RPP SUB-PROGRAM TO GET STARTED:

- Follow the steps in the [‘CARM Client Portal User Guide: Post financial security for Release Prior to Payment privileges’](#).
- Choose your financial security option:
 - Surety bond, or
 - Cash deposit: Pay by credit or debit card, or via online banking with your financial institution.

For full payment instructions, see the [CBSA's Commercial Import Payments webpage](#).



NEED ADDITIONAL SUPPORT?

REVIEW THE CBSA'S [‘COMMON RELEASE PRIOR TO PAYMENT & FINANCIAL SECURITY CHALLENGES WITH RESOLUTION STEPS’ INFORMATION SHEET](#)

CARM HELP IS JUST A FEW CLICKS AWAY

Need support with your CCP business account, delegation of authority, or finding a security provider? Email CARM@fedex.com to schedule a one-on-one call. For RPP enrolment assistance, please contact the [CBSA CARM Client Service and Helpdesk](#).

WHAT ARE YOUR PAYMENT OPTIONS?

IMPORT DUTY & TAX

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

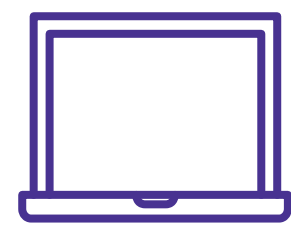
FedEx Express will continue to pay the CBSA for duties and taxes calculated on imported goods that we release on your behalf, and then charge you accordingly, unless you instruct us otherwise.

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.



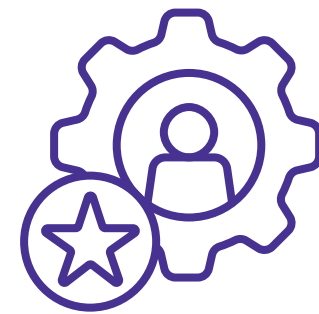
CBSA CARM RESOURCES:

- ▶ [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:1.844.875.7286).

We're ready to assist you.



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