



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.

New importers (as of after October 4th, 2024) without transactions history during the previous 12 months, need to enrol in the Release Prior to Payment (RPP) program via the CARM Client Portal to benefit from the remainder of the 180 day transition period. When completing the enrollment form, they need to respond “No” to the question below:



Security requirement self-assessment

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

☐ Yes

☒ No

A financial security must be added to the account prior to the end of the transition period ending April 19th 2025 if the importer wishes to continue participating 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.

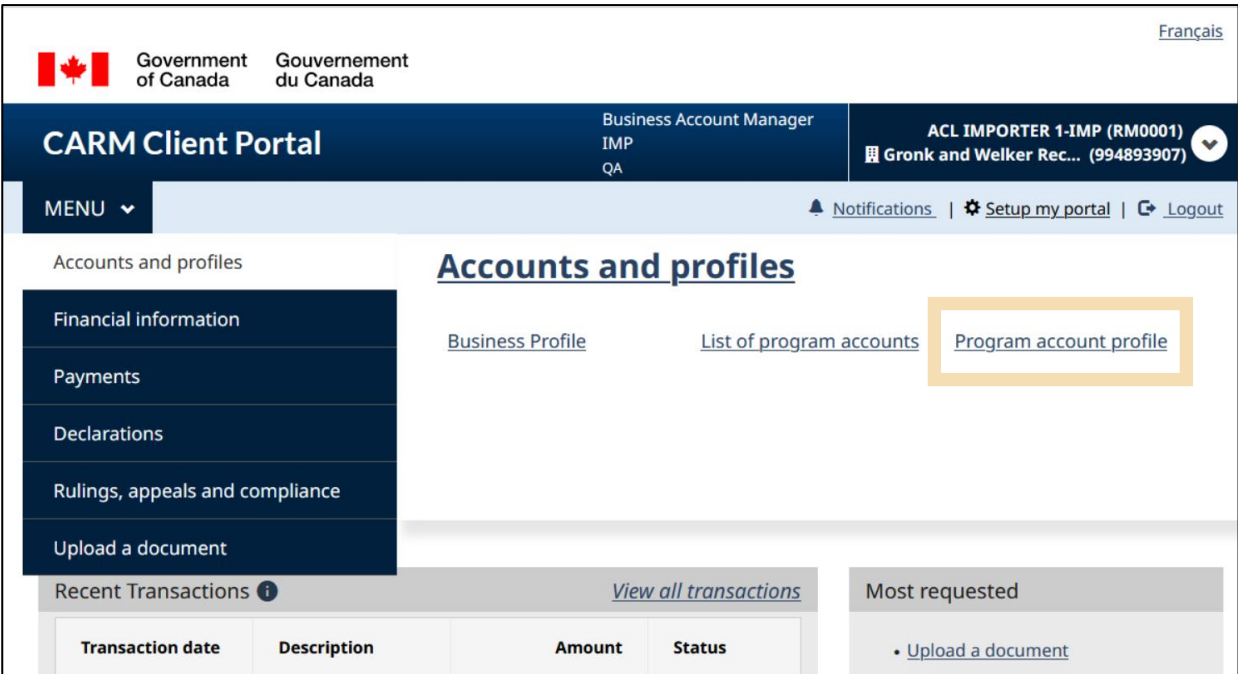
For more information, please refer to [Memorandum D17-1-8- Release Prior to Payment Privilege](#).

Contact

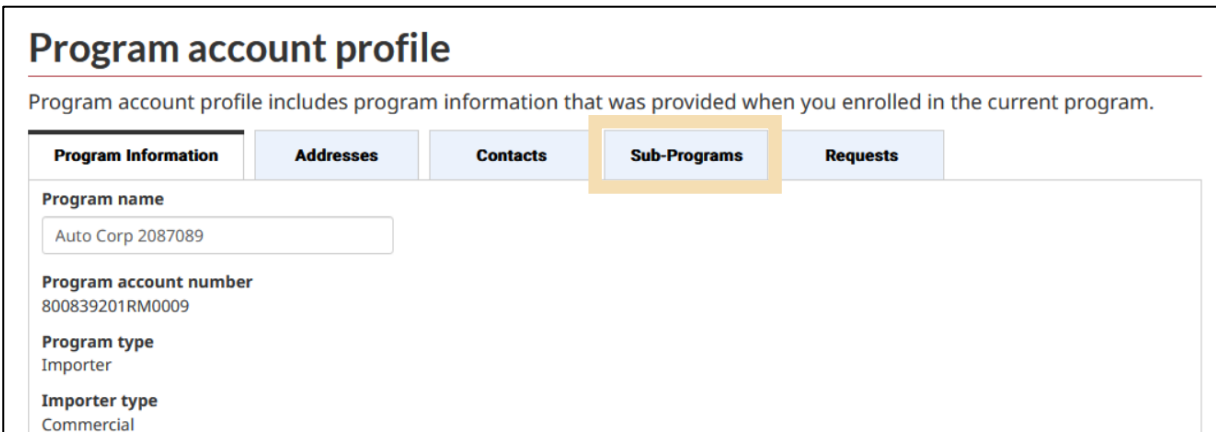
Contact the [CARM Client Support Helpdesk](#) if you need additional support.

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).



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



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: 100 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

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

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

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

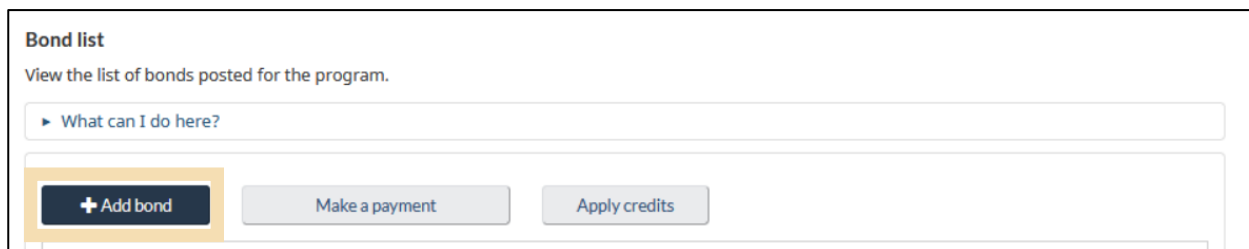
← Previous

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**.

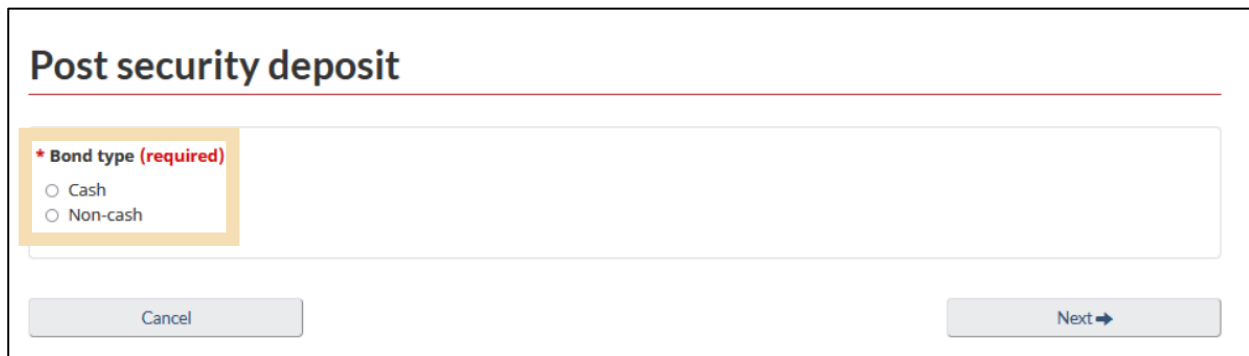


Bond list
View the list of bonds posted for the program.

► What can I do here?

+ Add bond Make a payment Apply credits

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.](#)



Post security deposit

* Bond type (required)

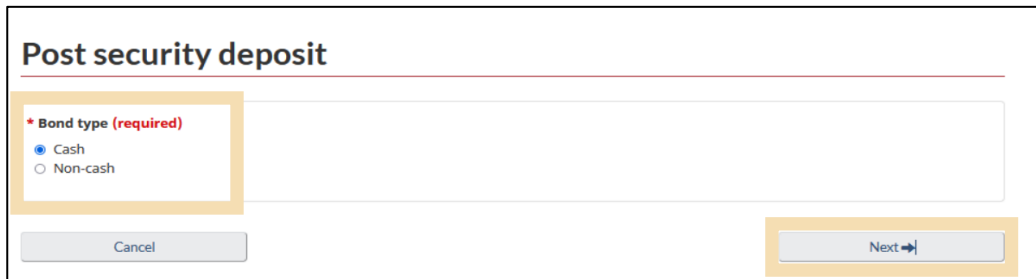
☐ Cash
☒ Non-cash

Cancel Next ➔

2. Post a bond for RPP enrolment

2.1 Cash bond

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

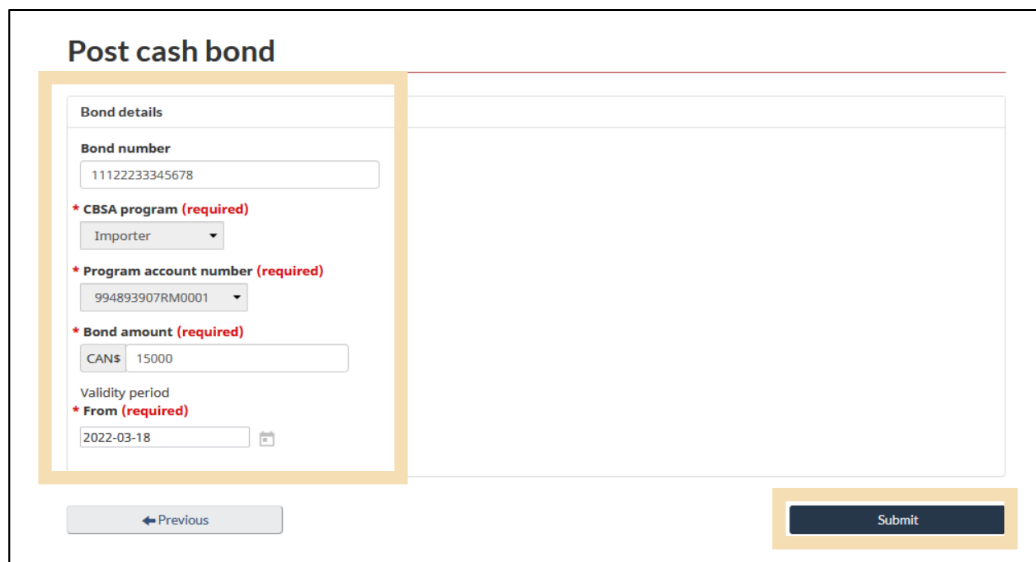


The screenshot shows a web form titled "Post security deposit". On the left, there is a section titled "* Bond type (required)" with two radio button options: "Cash" (which is selected) and "Non-cash". At the bottom left is a "Cancel" button, and at the bottom right is a "Next" button with a right-pointing arrow. The "Next" button is highlighted with a yellow border.

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 required at this time. Click **Submit**.



The screenshot shows a web form titled "Post cash bond". On the left, there is a section titled "Bond details" which contains several required fields marked with an asterisk (*):

- Bond number**: A text field containing "11122233345678".
- * CBSA program (required)**: A dropdown menu with "Importer" selected.
- * Program account number (required)**: A dropdown menu with "994893907RM0001" selected.
- * Bond amount (required)**: A text field with a currency selector set to "CAN\$" and the value "15000".
- Validity period**: A section containing a required field *** From (required)** with the date "2022-03-18" and a calendar icon.

At the bottom left is a "Previous" button with a left-pointing arrow, and at the bottom right is a "Submit" button. The "Submit" button is highlighted with a yellow border.

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

Confirmation of successful bond posting

Your request has been submitted.
Case number: 6000010075

Payment requirements

Your cash bond has been created and is pending payment. Your bond is not valid until it has been paid.

Make a payment

Return to enrolment

You can also follow up on your application status on the [list of requests](#) under your subprogram account profile.

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

Online payment

Make an online payment.

Make a payment

Enter the amount you would like to pay **i**

\$ 4999.99

Make payment

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

MASTERCARD

AMERICAN EXPRESS

VISA

DEBIT

MASTERCARD

CLASSIC

Cardholder Name

Card Number

MMYY

CW ⓘ

Total

\$456.00

Back

Pay

7. 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.

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

8. Go to the **Financial security** page (**Home** or **Menu** → **Financial information** → **Financial security**).



Government of Canada
Gouvernement du Canada

CARM Client Portal

Business Account Manager
IMP
DEV

Importer 3 (RM0001)
Importer 3 (800838609)

MENU

Accounts and profiles

Financial information

Payments

Declarations

Rulings, appeals and compliance

Upload a document

Recent Transactions

Notifications

Setup my portal

Logout

Financial information

Transaction history

Collection letters

Statement of account

Financial security

CBSA invoices

Late payment interest simulation

[View all transactions](#)

Most requested

9. Scroll down to the **Bond list** on the **Enrol in Release Prior to Payment: 2. Add bond and Submit** page. Click 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

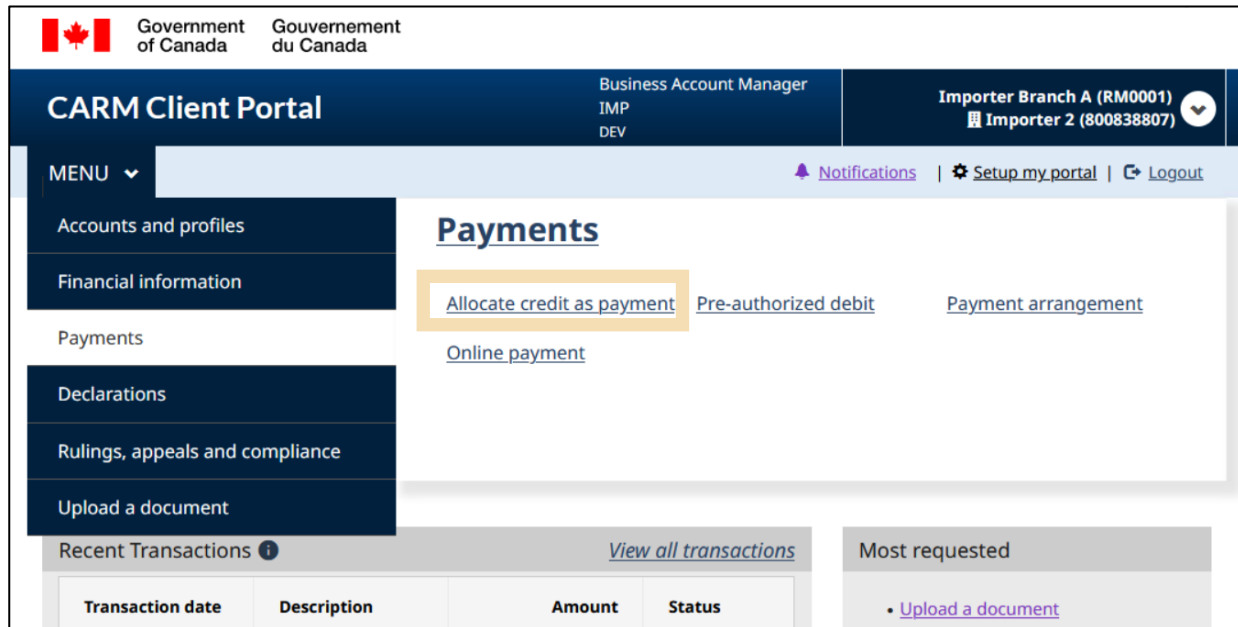
Date range Past 90 days

Date submitted	Status	Program account number	Bond number	Security d ID	Actions
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10. The bond will appear on the list in the **Status** column in requested status. The bond number will appear blank unless you entered a number in step 2.1.2.

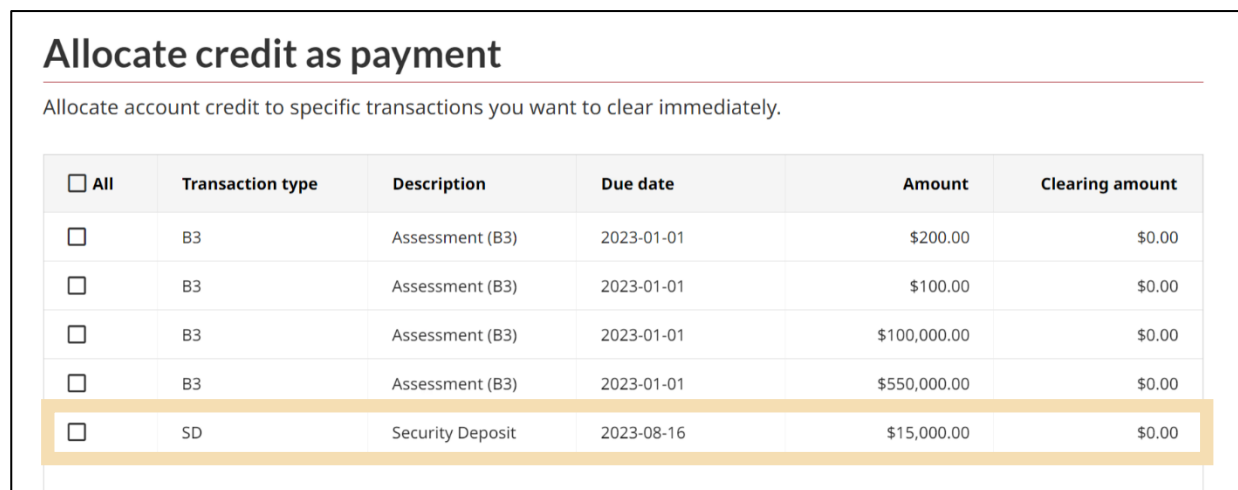
Date submitted	Status	Program account number	Bond number	Security d ID	Actions
2023-08-16	Requested	994883907RM0001	11122233345678	100000019	 View  Cancel

11. You now must go to **Menu** or **Home** → **Payments** → **Allocate credit as payment**.



The screenshot shows the CARM Client Portal interface. At the top, there's a header with the Government of Canada logo and the user's role as Business Account Manager (IMP DEV). The main navigation menu on the left includes options like Accounts and profiles, Financial information, Payments, Declarations, Rulings, appeals and compliance, and Upload a document. The Payments section is active, displaying links for Allocate credit as payment (highlighted with a yellow box), Pre-authorized debit, Payment arrangement, and Online payment. Below this, there's a section for Recent Transactions with a table header and a link to View all transactions. A Most requested section at the bottom right shows a link to Upload a document.

12. This page has a list of transactions. The cash bond you requested will appear on the list as a **Security Deposit**. You will see the amount of that deposit in the list.



The screenshot shows the 'Allocate credit as payment' page. It includes a sub-header 'Allocate account credit to specific transactions you want to clear immediately.' Below this is a table with columns: Transaction type, Description, Due date, Amount, and Clearing amount. The table lists several transactions, with the last one, 'Security Deposit' (SD), highlighted with a yellow box. This transaction has a due date of 2023-08-16 and an amount of \$15,000.00.

<input type="checkbox"/> All	Transaction type	Description	Due date	Amount	Clearing amount
<input type="checkbox"/>	B3	Assessment (B3)	2023-01-01	\$200.00	\$0.00
<input type="checkbox"/>	B3	Assessment (B3)	2023-01-01	\$100.00	\$0.00
<input type="checkbox"/>	B3	Assessment (B3)	2023-01-01	\$100,000.00	\$0.00
<input type="checkbox"/>	B3	Assessment (B3)	2023-01-01	\$550,000.00	\$0.00
<input type="checkbox"/>	SD	Security Deposit	2023-08-16	\$15,000.00	\$0.00

13. Scroll down to find the **Total open credits**. If you made a payment equal to or greater than the value of your bond in the previous steps, you should have enough credit to apply against the cash bond in the next steps.

Items per page: 10

1 to 2 of 2 << < Page 1 of 1 > >>

Total open credits: CAN\$ 857,858.22

-Total clearing amount: CAN\$ 0.00

Remaining credits: CAN\$ 857,858.22

Submit

14. Check the box(es) next to the security deposit transaction(s) you want to allocate the credit to. Click **Submit**.

Allocate credit as payment

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

i Number of items selected: 1

All	Transaction type	Description	Due date	Amount	Clearing amount
<input type="checkbox"/>	B3	Assessment (B3)	2023-01-01	\$200.00	\$0.00
<input type="checkbox"/>	B3	Assessment (B3)	2023-01-01	\$100.00	\$0.00
<input type="checkbox"/>	B3	Assessment (B3)	2023-01-01	\$100,000.00	\$0.00
<input type="checkbox"/>	B3	Assessment (B3)	2023-01-01	\$550,000.00	\$0.00
<input checked="" type="checkbox"/>	SD	Security Deposit	2023-08-16	\$15,000.00	\$15,000.00

Items per page: 10

11 to 15 of 15 << < Page 2 of 2 > >>

Total open credit: \$857,858.22

-Total clearing amount: \$15,000.00

Remaining credit: \$842,858.22

Submit

15. The **Confirmation of successful credits allocation** page will show the amount you posted and the amount of credit you have left.

Confirmation of successful credit allocation

Your submission has been received.

A total of \$15,000.00 has been successfully posted toward the selected transaction(s).

Your account has \$842,858.22 in credits remaining.

2.2 Non-cash bond

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



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

Note:

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. Click **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

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. Review the list of requirements

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 of the header, 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 has three links: "Business Profile", "List of program accounts", and "Program account profile", with the last one highlighted by a yellow box. Below this, there is a section for "Recent Transactions" with a table showing "Transaction date", "Description", "Amount", and "Status". To the right of the table is 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 in the CARM Client Portal. The header is the same as the previous screenshot. Below the header, there is a breadcrumb trail: "Home > Accounts and Profiles". The main content area is titled "Program account profile" and includes a description: "Program account profile includes program information that was provided when you enrolled in the current program." Below the description, there are five tabs: "Program Information", "Addresses", "Contacts", "Sub-Programs", and "Requests". The "Sub-Programs" tab is highlighted with a yellow box.

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

Program account profile

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

Program Information | Address | 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

Requests

Filter items

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

4. In the **Sub-program type** column, you will see your request to enrol in RPP. The **Status** column will show the status of the application.

Requests

Filter items

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

5. The system will send you a notification when your application to the sub-program has been accepted or if the CBSA requires additional information from you.

Note:

Once the bond is approved, the system will check to see if your requirement for RPP is met. The system will process it on the next business day.

If your security requirements are met during the day, you can manually submit the request the same day.