



# Client support: CBSA Assessment and Revenue Management (CARM)

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From the [Canada Border Services Agency](#)

Contact the CARM Client Support Helpdesk (CCSH) if you are a current importer, customs broker or trade consultant and need support with:

- accessing the CARM Client Portal
- issues related to your payment processing, payment allocation, clearing, offsetting and reconciling
- disbursement and collection activities

**Contact us online:** [Client support contact form](#)

**Telephone:** Call 1-800-461-9999 if you are experiencing any difficulties using the form

**Hours of operation:** Monday to Friday, 7 am to 5 pm ET