

**REGISTERING OF THE CARM
CLIENT PORTAL (CCP)
AS A RESIDENT IMPORTER
(RI)**



Agenda

- What is CARM and does it apply to you?
- Portal Registration
- Business Registration
- Delegation in the CARM Client Portal
- NRI Requirements
 - Getting a Business number
 - Maintenance of Books & Records
 - Payments



The CARM vision

Deliver a **globally-leading** customs experience that is client-centric, facilitates legitimate trade, improves compliance and revenue collection, and contributes to securing the borders of Canada.





CARM Phased Approach to Support Adoption

Now - Basic portal functionality



Access

Available to Importers, including **Non Resident Importers**, Customs Brokers and trade consultants



Account Data

Ability to manage account data and delegate authority to Customs Brokers



Payments

Ability to view statements of account and make electronic payments (pre-authorized debit, credit card, etc.)



Self Service

Tool to help classify goods



Rulings

Ability to request advance rulings



Access

Available to all CBSA clients



Enrollment

Ability register and enroll in CBSA commercial programs



CAD

Ability to submit new commercial accounting declarations, ability to make corrections and adjustments



Notifications

Customizable electronic notification options



Billing Cycle

Harmonized billing cycle that aligns payment due dates and provides more time to make interest-free corrections



Follow These Steps if CARM Applies to Your business:

- **Prepare your account information** using *5 Steps to Register your Business on the CBSA Assessment and Revenue Management (CARM) Client Portal*.
- **Register** on the [CARM Client Portal](#).
- **Grant access** to your employees and/or your broker.





5 Steps to Register your Business on the CARM Client Portal

1. Identify your Business Account Manager (BAM)
2. Have your company's Business number (BN9) and importer exporter number (RM0001) ready for the next step. If you do not have your BN9 yet, please contact Canada Revenue Agency (CRA).
3. Create a user profile in the CARM Client Portal using the sign-in option available to you.
4. Input the following information:
 - Legal entity name or operating number of the business;
 - Full physical or mailing address of the legal entity
5. Answer the security questions



Portal Registration (Steps 1 and 2)



Business Account Manager (BAM)

- **Business Account Manager (BAM):** this role possesses the highest level of management access over a business account, with complete read, write, and edit privileges.
- Businesses should determine who the BAM is **prior** to business account set up (Step 1).
- The BAM will need to have the required legal information to link the business account in the portal (Step 2).
- Highly recommended that businesses assign **at least** two Business Account Managers.



Portal Registration (Step 3)



CARM Client Portal Home Page

The CARM Client Portal can be first accessed from the [CBSA Website](#) or your favorite search engine.



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MENU ▾

[Home](#)

CARM Client Portal

View public information related to the CARM Client Portal; Login or register for a portal account.

Services and information

[Log in to the CARM Client Portal](#)

Use your credentials to register or login to your portal account

[Onboarding documentation](#)

Access documentation about the portal's onboarding process and its functionalities

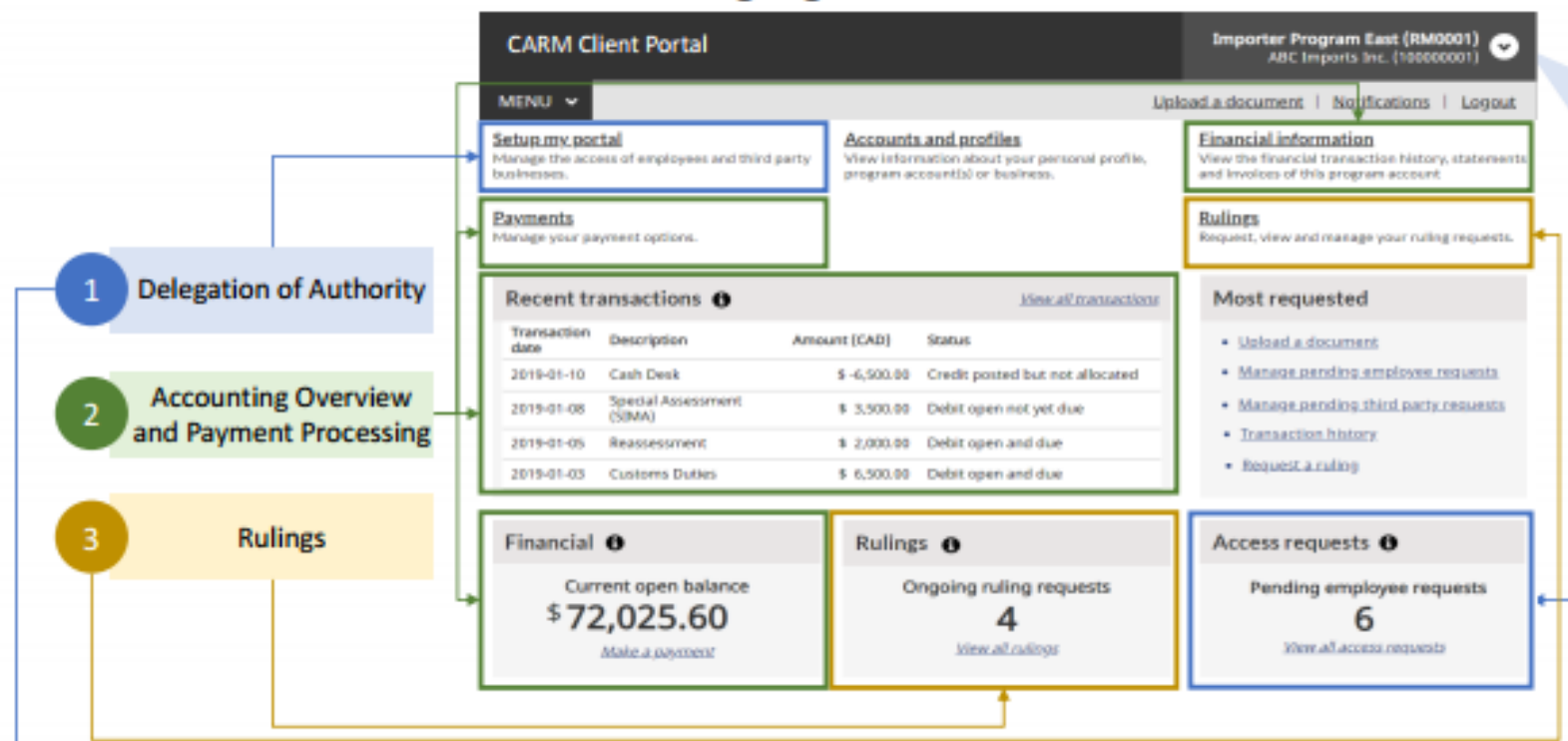
Other resources

- [Log in to the eManifest Portal](#)
- [Log in to the Trusted Trader Portal](#)



CARM Client Portal

Portal will bring together all account information





Create Your GCKey

All individuals and businesses who use the GCKey option to login into the portal must create a GCKey if they do not already have an active GCKey. The **GCKey** allows you to **reuse existing credentials** used on other Government of Canada portals or create a new one.

Follow the steps (you will not need a SIN):

1. Click on the **Sign Up** button.
2. Click the **I accept** button to accept the terms and conditions.

Please note: you **cannot use** your Canada Revenue Agency GCKey.



Register for Multi-Factor Authentication

Once you have logged in via Sign-In Partner or GCKey, you will be prompted to register for Multi-Factor Authentication

1. On the MFA Registration page, enter your email address in the fields provided under the headings **Email Address** and **Re-type Email Address**.
2. Agree to the terms and conditions and click Continue.
3. Click **Continue**.

MFA Registration

Secure Your Account

CBSA is committed to protecting your personal information. To improve privacy and security, you have to register for multi-factor authentication. This mandatory new step is an enhanced security measure for your Government of Canada (GC) online account.

To register, you have to use a valid email address. A security code will be sent to the email address you provided.

Email Address:

Re-type Email Address:

☐ Check this box to indicate that you have read and agree to the following:
[Multi-Factor Authentication Privacy and Consent Statement](#)

Continue

Clear All



Personal Profile – Setup

To setup your personal profile, follow the steps below: •

1. Click on the **Accounts and profiles** link.
2. Click on **Personal profile**.
3. Complete the personal profile fields: name, telephone number, email address, etc.

Note: If you opt in to receiving notifications this is the email that will be used.



Business Registration (Steps 4 and 5)



Register Your Business – for Designated Business Account Manager

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CARM Client Portal

[Personal profile](#) | [Logout](#)

First time setup

Request access to my employer

Are you an **employee** who needs to be associated to your employer's registered business?

You will need to know your employer's 9-digits business number (BN9).

Find a business

* Business number (BN9) (maximum 9 characters) **(required)**

Search

Register my business

Are you a **business account manager** who wants to use the CARM Client Portal for your business?

You will need to have access to privileged information for this process.

Register my business

Note: In the case of multiple BN9 accounts, multiple user accounts will be required as a single user account cannot be linked to more than one BN9.



Register Your Business – for designated Business Account Manager

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[Home](#) > [Setup my Portal](#) > [Requirements](#)

Enter your business number and program reference number

* Business number (999999999) (required) ⓘ

* Importer program reference number (RM1234) (required) ⓘ
RM

☒ I, John Doe (Devuser108), certify that I am hereby authorized to act on behalf of the business to conduct trade activities with the Canada Border Services Agency (CBSA)

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Step 4: Input the following information in the portal

- Legal entity name or operating name of the business; and
- Full physical or mailing address of the legal entity at the BN9 level.



Your accounting department may have this information.



Step 5: Answer the security questions

You will be asked to input one or two of the following:

- **Duties and taxes payment:** The CCP will ask you to provide a transaction number and the total duties and taxes for a B3 (Canada Customs Coding form) that was previously accepted by CBSA.
- **Payment amount:** The CCP will ask you to select a date (MM/YYYY) and enter a payment amount made on the selected date.
- **Statement of Account balance:** The CCP will ask you to select a date (MM/YYYY) and enter the Statement of Account balance for the selected date.

Your customs broker can assist you.



Step 5 Example



Canada Border
Services Agency

Agence des services
frontaliers du Canada

CANADA CUSTOMS CODING FORM DOUANES CANADA - FORMULE DE CODAGE

PROTECTED B (WHEN COMPLETED)
PROTÉGÉ B (JUSQU'À REMPLIR)

1 IMPORTER NAME AND ADDRESS NOM ET ADRESSE DE L'IMPORTATEUR		NO - N°	2 TRANSACTION NO. - N° DE TRANSACTION					
		3 TYPE	4 OFFICE NO. N° DE BUREAU	5 GST REGISTRATION NO. N° DE TPS	6 PAYMENT CODE DE PAIEMENT	7 MODE DP DE TRANS	8 PORT OF UNLADING PORT DE DÉBARQ	9 TOTAL VPD - TOTAL DE LA VD
10 SUB FOR NO N° DE SOUV- EN-TÊTE	11 VENDOR NAME - NOM DU VENDEUR		NO - N°	12 COUNTRY OF ORIGIN PAYS D'ORIGINE	13 PLACE OF EXPORT LIEU D'EXPORTATION	14 TARIFF TREATMENT TRAITEMENT TARIFAIRE	15 U.S. PORT OF EXIT BUREAU DE SORTIE DES E-U	RESERVED FOR COM USA RESERVE À L'USAGE DE U.P.O.C.
				16 DIRECT SHIPMENT DATE DATE D'EXPORTATION DIRECTE DU	17 CIRCY CODE GENÈRE	18 TIME LIMIT - DELAI	19 FREIGHT - FRET	
20 RELEASE DATE - DATE DE LA MANLEVÉE								
21 LINE LIGNE		22 DESCRIPTION DÉSIGNATION		23 WEIGHT / KG POIDS / KGM		PREVIOUS TRANSACTION - TRANSACTION ANTERIEURE		25 SPECIAL AUTHORITY AUTORISATION SPECIALE
						34 NUMBER - NUMERO		26 LINE / LIGNE
27 CLASSIFICATION NO. N° DE CLASSEMENT		28 TARIFF CODE TARIFAIRE		29 QUANTITY QUANTITÉ		30 U - M		31 VPD CODE CODE VD
						32 RATE OF CURRENCY DUTY TAUX DE DROIT DE DOUANE		34 E.T. RATE TAUX T.A.
						35 RATE OF GST TAUX DE TPS		36 VALUE FOR CURRENCY CONVERSION CONVERSION VALEUR POUR CHANGE

Transaction number
will be found here.
ex. 12345-678910113

Duties and taxes will be
found on the bottom right
corner of the B3.



Once Business is Registered, Advise your employees to “Request access to my employer”



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CARM Client Portal

[Personal profile](#) | [Logout](#)

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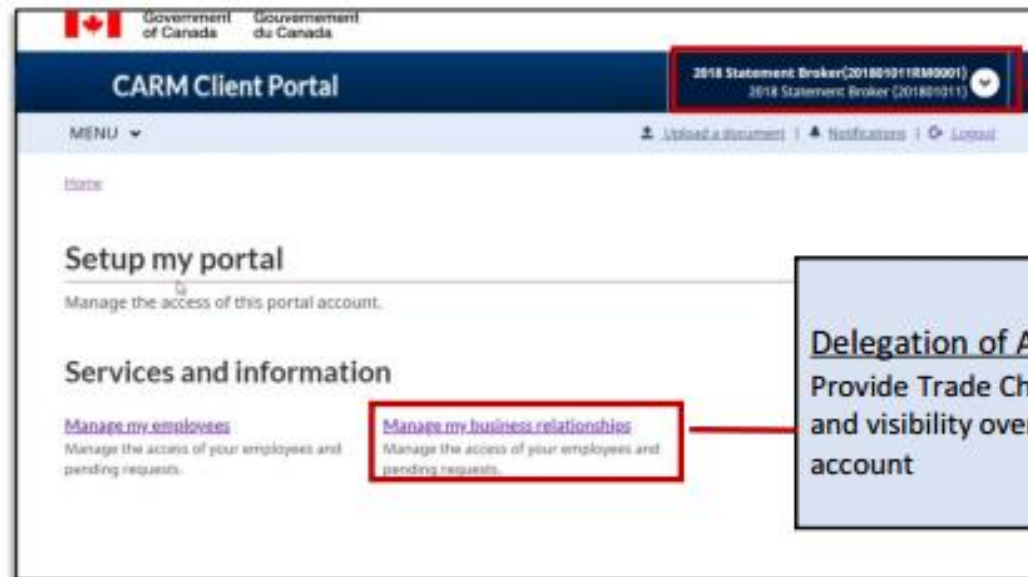
Delegation of Authority in the CARM Client Portal





Delegation of Authority via the CARM Client Portal

Importers will be able to delegate their customs broker(s) to manage their account and perform transactions on their behalf.



This shows which account the user is working in. For an importer that has multiple accounts, they will be able to switch between them here.

Delegation of Authority will:
Provide Trade Chain Partners with greater control and visibility over who has access to their business account



Delegation of Authority – Visibility Rules

The BAM will set visibility rules for their broker or Trade consultant at one of 3 levels.

They may be granted access transactions that are:

- Submitted **only** by their respective their business
- Submitted by the client
- Submitted by **all** third-party service providers





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