



Canada Border
Services Agency

Agence des services
frontaliers du Canada



Registering Your Small / Medium Business on the CARM Client Portal

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Today's Agenda

- The CARM vision and phased approach
- Does your organization need to register?
- Portal Registration
- Business Registration
- Delegation of Authority
- Next Steps – register now!
- Question & Answer



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

May 2024 - All CARM functionality

Access

Available to 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



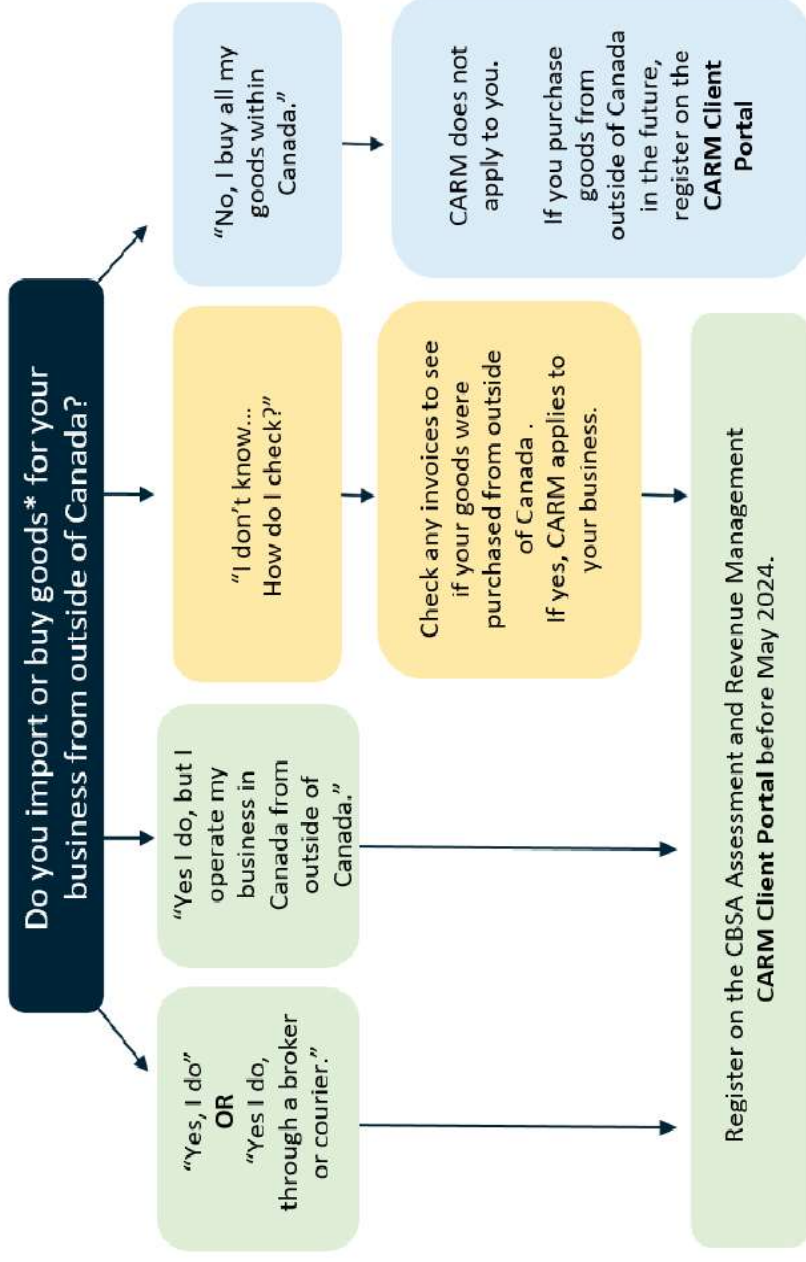
Billing Cycle

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





Do you need to register on the CARM Client Portal?





Does CARM apply to your business?

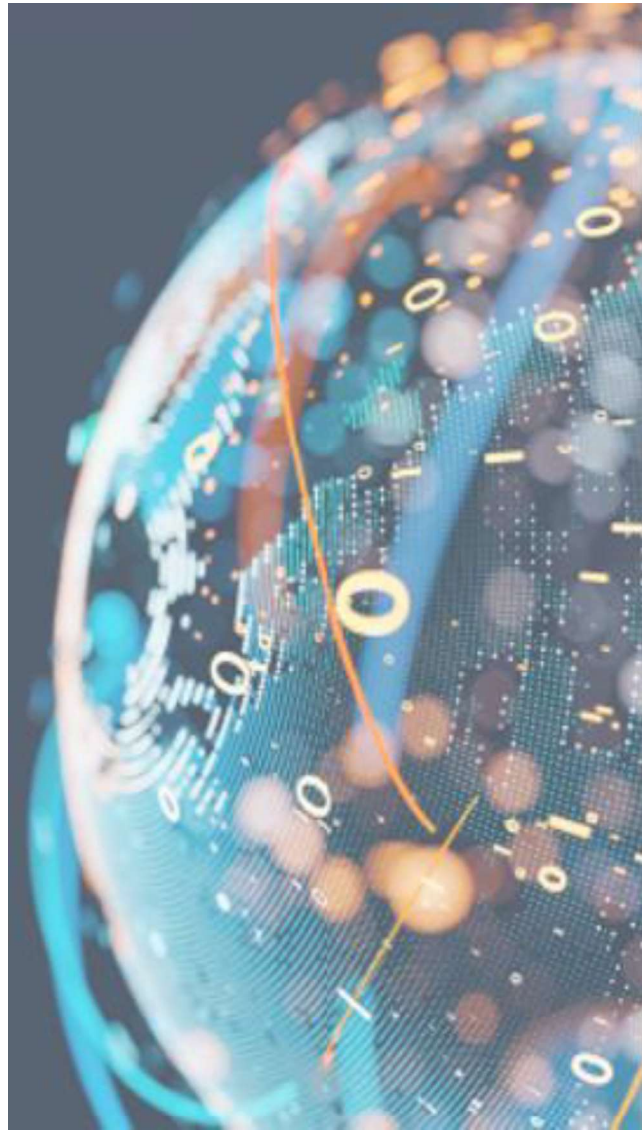
If you can say 'Yes' to **any** of the below statements, register your organization on the CARM Client Portal:

- ➡ My business imports goods that will be **sold** or **used**
- ➡ My business imports commercial goods as seldom as **once** a year or of **small value**
- ➡ My business uses a **customs broker** or third-party service provider to import our commercial goods
- ➡ My business imports commercial goods through a **courier**
- ➡ My business imports goods **temporarily**
- ➡ My business is located **outside of Canada**, and we import goods for commercial purposes into Canada



If CARM applies to your business, follow these steps:

- **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.
3. Create a user profile in the CARM Client Portal using one of the sign-in options.
4. Input the following information:
 1. Legal entity name or operating number of the business;
 2. 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:** this role possesses the highest level of management access over a business account, with complete read, write, and edit privileges.
- Businesses should determine who their Business Account Manager (BAM) is **prior** to business account set up.(Step 1)
- BAM will need to have the required legal information to link their business account in the portal.(Step 2)
- Highly recommended that businesses assign **at least** two Business Account Managers.



Portal Registration (Step3)





CARM Client Portal Home Page

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



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[Français](#)

Search Canada.ca



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

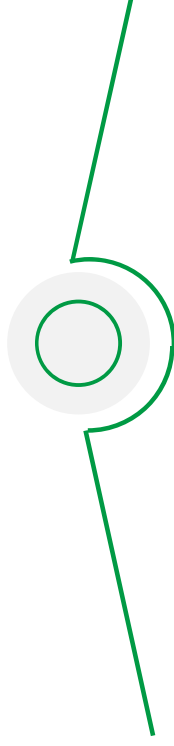
- [Log in to the eManifest Portal](#)
- [Log in to the Trusted Trader Portal](#)



Initial Setup – creating your user profile

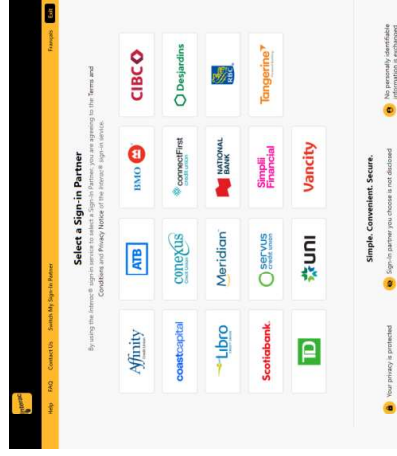
The CARM Client Portal can be first accessed from the [CBSA Website](#). All individuals and businesses must first go through the initial setup prior to using the CARM Client Portal's main functionalities.

To log in to the CARM Client Portal, you must select either **Sign-In Partners** or **GCKey**.



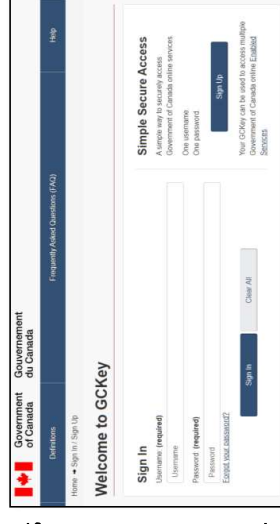
Sign-In Partners

The **Sign-In Partner** allows you to log in through the web portals of an existing set of financial services.



GCKey

The **GCKey** allows you to reuse existing credentials used on other Government of Canada portals or create a new one.

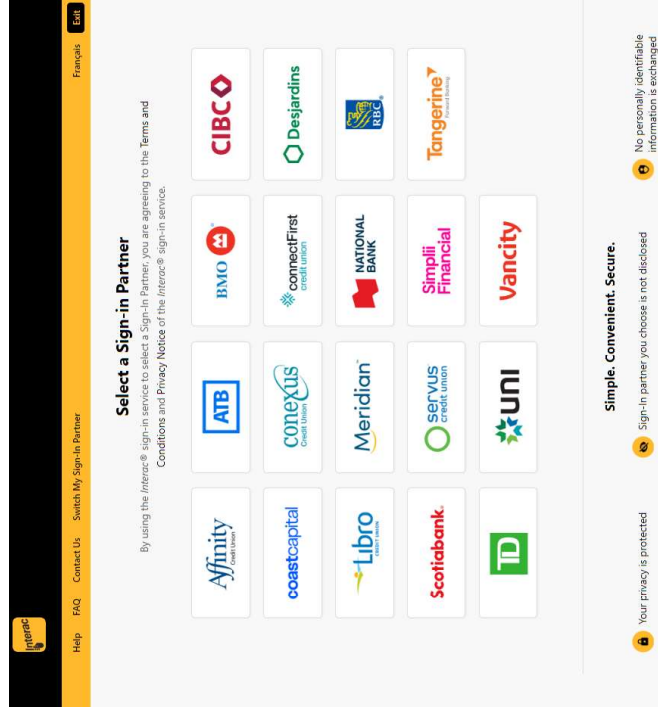




Login Through Sign-In Partners

All individuals and businesses who use the Sign-In Partners option to login into the portal must have a personal account with the selected partner.

Sign-In Partners



On selecting a Sign-In Partner, you will be directed to the Partner's sign-in page where you need to follow the steps provided for logging in.



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.

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.

Home → Sign In / Sign Up

Welcome to GCKey

Sign In
Username: (required)

Username
Password: (required)

Password
[Forgot your password?](#)

Sign In
Clear All

Simple Secure Access
A simple way to securely access
Government of Canada online services.
One username.
One password.
Sign Up
Your GCKey can be used to access multiple
Government of Canada online [Enabled
Services](#).

Please select **Exit** to leave the GCKey service and return to the Government of Canada online service.

Exit



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

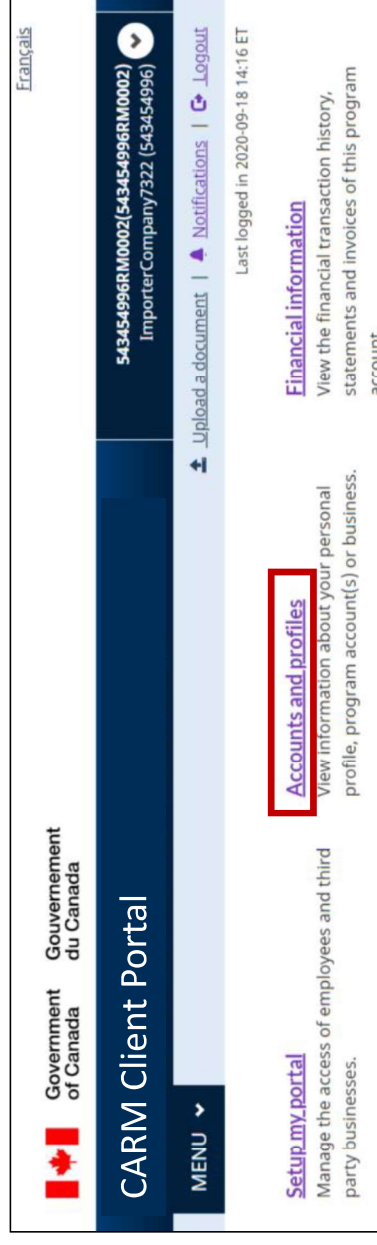


Personal Profile – Setup

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.)

*if you opt in to receiving notifications this is the email that will be used.



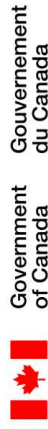


Business Registration (Steps 4 and 5)





Register your business – for designated Business Account Manager



[Français](#)

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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MENU

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

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

Enter your business number and program reference number

* Business number (999999999) **(required)**

123456789

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

RM0001

☒ 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)

Previous

Next



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.

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.
- If you use a customs broker, they may be able to assist you.



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



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Français

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)**

123456789

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



Delegation 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.



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Home

CARM Client Portal

2018 Statement Broker (201801011RM0001)
2018 Statement Broker (201801011)

Upload a document | Notifications | Logout

Setup my portal

Manage the access of this portal account.

Services and information

Manage my employees

Manage the access of your employees and pending requests.

Manage my business relationships

Manage the access of your employees and pending requests.

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:

- Allow flexibility in managing visibility rules
- Provide Trade Chain Partners with greater control and visibility over who has access to their business account

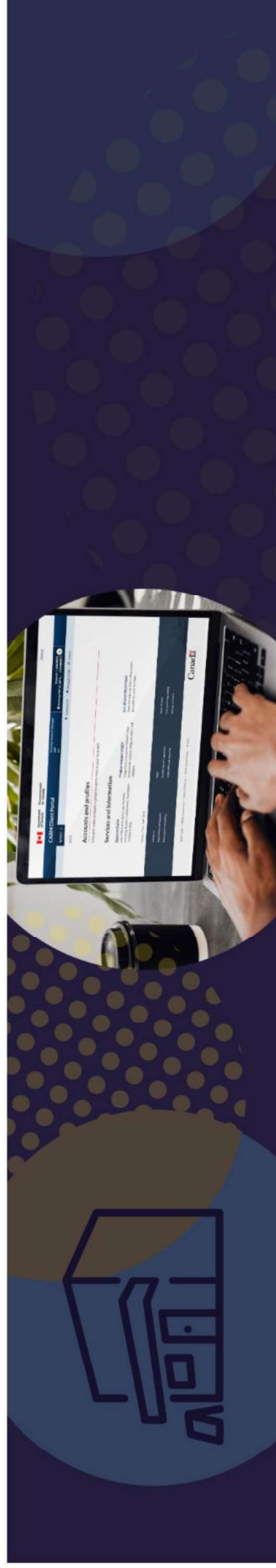


Delegation of authority – visibility rules

The BAM will set visibility rules for third-party service providers (such as brokers) at one of 3 levels.

Third-party service providers may be granted access transactions that are:

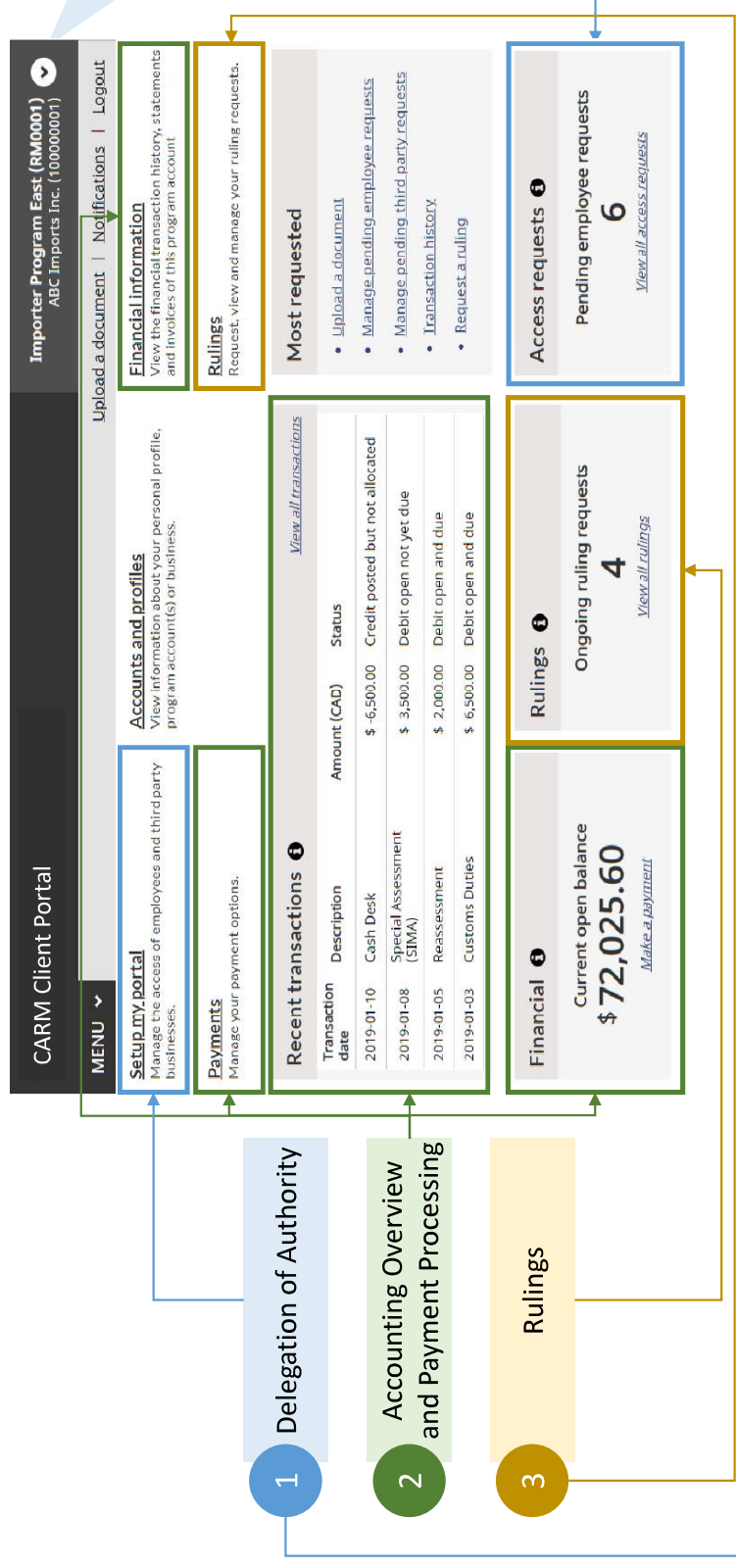
- Submitted **only** by their respective third-party service provider business
- Submitted by the client
- Submitted by **all** third-party service providers





CARM Client Portal

Portal will bring together all account information





Next Steps & Additional Resources





Register now!

- ✓ Familiarize yourself with the CARM Client Portal
- ✓ Access your financial information and make payments
- ✓ If you use the services of a customs broker, **delegate authority** to them now so they may continue to provide you with their services at Release 2
- ✓ Benefit from the **Release Prior to Payment (RPP)** **180 day transition period** allowing time to select and setup your financial security





Release Prior to Payment (RPP) Program

- The RPP program entitles importers to:
 - obtain the release of goods from the CBSA before paying duties and taxes,
 - defer accounting for goods, and
 - defer payment of duties and taxes
- All Importers who wish to participate in the RPP program will be required to enroll in RPP and post financial security because they **will no longer be allowed to use their Broker's financial security.**
- Importers that are **not RPP participants** would continue to have the option to pay full duties and taxes at the time of release at a port of entry (c-type entry).



Release Prior to Payment (RPP) Transition

- The intent of the RPP transition period is to allow time for importers to obtain financial security and adapt to the CARM R2 model.
- Commercial importers will benefit from release prior to payment privileges during the transition period. In order to qualify they will be required to register to the CARM Client Portal before the cutover period prior to the R2 go-live date.
- The transition period will last for 180 calendar days beginning on the go live date of CARM Release 2.



CARM Client Support Help Desk (CCSH)

Web Contact Form

- Form will prompt requestor for information, allowing the CBSA to address the request in a targeted and expedited manner
- CCSH will return a reply email with a ticket number to acknowledge receipt of the request

Telephone

- Telephone service will be provided through the Border Information Services telephone line: 1-800-461-9999, menu Option 2 – CBSA Assessment and Revenue Management

Hours of Operation will be Monday to Friday (except holidays): 07:00 – 17:00 ET



Resources

Tool Kit - Contains a helpful *Prepare to Register* checklist to complete before starting the business registration process in the Portal and further information regarding each item that will be required.

User Guides - include screenshots from within the Portal and step-by-step instructions for users.

Instructional Videos - available on the [CBSA Website \(video gallery\)](#) and the [CBSA YouTube Channel](#). These resources provide information on a wide range of CARM related topics and are worth taking a look at.



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For more information:

Visit the [CARM CBSA website](#)

Link to the [CARM Client Portal](#)

Visit the [CARM Google Drive](#) for resources

Join the [CARM LinkedIn Group](#) for the latest news

Email: [CBSA.CARM_Engagement-Engagement de la GCRA.ASFC@cbsa-asfc.gc.ca](mailto:CBSA.CARM_Engagement-Engagement_de_la_GCRA.ASFC@cbsa-asfc.gc.ca)
to ask questions or join the email distribution list

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Question & Answer

