



Registering a Business on the CARM Client Portal

Have the following information on hand before you start.

1	Identify your Business Account Manager (BAM) The Business Account Manager is responsible for all activities associated to the management of the business account in the CARM Client Portal. The first individual who links their user account to the business automatically becomes the Business Account Manager. Name: _____ Email: _____
2	Each user, including the Business Account Manager, needs to create a user profile within the CARM Client using one of the sign in options GCKey (GCKey - FAQ (clegc-gckey.gc.ca)) and Sign-in Partner (Sign-in Partners Help and FAQs - Canada.ca) are authentication processes that allows an individual access to Government of Canada online portal accounts. Users may: • Use an existing GCKey that has been created for other Government of Canada portals , or create a new GCKey specifically for the CARM Client Portal • Use the Sign-In Partner where users authenticate themselves using their own banking credentials • A multi-factor authentication page will prompt the user to enter an email address. This email address will be used to send a six digit passcode. This passcode will need to be entered to log in to the CARM Client Portal. Once the Business Account Manager has selected their user credentials, they will create a user profile in the CARM Client Portal. The Business Account Manager does not submit an “Employee Access Request”, but rather selects “Register my business” at the initial setup screen. It is highly-recommended to assign more than one Business Account Manager. The primary Business Account Manager can grant permission to another Business Account Manager after the account is set up.
3	Have your business number (BN9) and importer/exporter program account identifier (for example: RM0001) information ready This number may be found on CBSA related documents such as a completed B3 Canada Customs Coding form, a Daily Notice, Statement of Account, a completed B2 Adjustment Request, and/or Detailed Adjustment Statement. BN9 (9 digits): _____ RM (4 digit): _____ If your business does not have a business number (BN), OR the business has a business number, but not an importer/exporter program account (RM), you will need to register with the Canada Revenue Agency: How to register for a business number or Canada Revenue Agency program accounts - Canada.ca
4	Find the following business information Important: For security purposes, the Business Account Manager will be asked to enter information that will be used to authenticate that they are a delegated individual of the company before the CBSA will allow the activation of the business account in the portal. The following information must match exactly to CBSA records (this includes spaces, punctuation, upper and lower case letters).

	Legal entity name of the business: The legal name may be found on CBSA related documents such as a Daily Notice, Statement of Account, and/or Detailed Adjustment Statement. Legal Name: _____ Full legal physical or mailing address of the business: The legal address may be found on CBSA related documents such as a Daily Notice or Statement of Account. Street and Number: _____ City: _____ Province/State: _____ Country: _____ Postal/Zip Code: _____												
5	Have the following transaction information ready You may/will be asked to answer 2 of 3 question regarding your business. All of the information that is needed to activate your business account may be found on Daily Notices and Statement of Account documents. Please note: All information provided must be related to the BN/RM importer program account being used to register the business. Recent transaction numbers: The CARM Client Portal will ask you to provide the total duties and taxes for 1 of your 5 most recent importations that were accounted for on a B3 (Canada Customs Coding form) or through the electronic data interchange process for the Business number/importer program account you will be using to register. There is a random selection process so be sure to have all five recent transactions ready. Transaction numbers may be found on Daily Notices or on the presented B3 Canada Customs Coding form that was presented and accepted by the CBSA. Zero dollar (\$0.00) amounts are allowed. If your company has opted to receive these documents they should be on file in your accounting or administrative files. If your company has contracted the services of a Customs Broker, you may or may not have received these. Contact your customs broker to see if they might be able to assist you. <table><thead><tr><th>Transaction Number</th><th>Field 51 – Total Duties & Taxes</th></tr></thead><tbody><tr><td># _____</td><td>\$ _____.</td></tr><tr><td># _____</td><td>\$ _____.</td></tr><tr><td># _____</td><td>\$ _____.</td></tr><tr><td># _____</td><td>\$ _____.</td></tr><tr><td># _____</td><td>\$ _____.</td></tr></tbody></table> Last transaction payment amount: The Business Account Manager will be asked to enter the last registered payment amount that was <u>accepted by the CBSA</u>. The most recent payment amount is available on your Daily Notice or Statement of Account. \$ _____. Last Statement of Account balance: The Business Account Manager will be asked to enter the last statement of account balance. Zero dollar (\$0.00) amounts are not accepted. \$ _____. Importer Statement of Account:	Transaction Number	Field 51 – Total Duties & Taxes	# _____	\$ _____.	# _____	\$ _____.	# _____	\$ _____.	# _____	\$ _____.	# _____	\$ _____.
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	<i>Ex. Importer uses their own Statement of Account or Broker uses their own Importer Statement of Account</i> • Add up lines “I. Importer Total Payable” & “J. Broker Total Payable” to obtain the statement of account balance. If it is positive or negative, this is an answer the system will accept. • If a zero dollar balance is found on the statement of account, it will not be accepted and client is asked to go back to a previous month until they find a statement of account with a positive or negative balance. If none are found, client should use the other two questions. Broker Statement of Account: <i>Ex. Broker uses Broker Statement of Account to provide balance to importer or Broker uses Broker Statement of Account to find balance for their own importer account.</i> • The broker can search for the BN15 on the Broker SOA and use line “I. Importer Total Payable”. If this amount is positive or negative, the system will accept this answer. • If the importer has multiple brokers, any of the positive or negative dollar amounts showing for any broker will be accepted. • If a zero dollar balance is found on one of the Broker SOA, the importer could try another customs broker or use the other two affinity questions. Zero dollar balances are not accepted. If you are not successful in activating your business account with the information you have in your own business records or with information provided to you by your customs broker(s), contact the CARM Client Support Help Desk by completing the web contact form provided below. Select the topic of “Online portal support” and “CARM Client Portal – setting up my business account” with a description of: “I require assistance activating my business account.” Once we receive the request, we will contact you to follow through on next steps.
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You are now ready to [log on to the CARM Client Portal](#) and begin the registration process.

CARM Client Support Helpdesk

Hours of Operation Monday to Friday: 07:00 to 20:00 ET

Web Contact form: <https://www.cbsa-asfc.gc.ca/contact/csform-formulairesc-eng.html>