



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada



# Registering on the CARM Client Portal (CCP) as a Non-Resident Importer (NRI)

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# 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 to 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



# Are you a Non-Resident Importer business (NRI)?

A Non-Resident Importer (NRI) is a business **located outside** of Canada, that ships goods to customers in Canada and is responsible for customs clearance and other import-related requirements

If you are a Non-Resident importer (NRI), CARM applies to your business.



# 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.

[Français](#)



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[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](#)

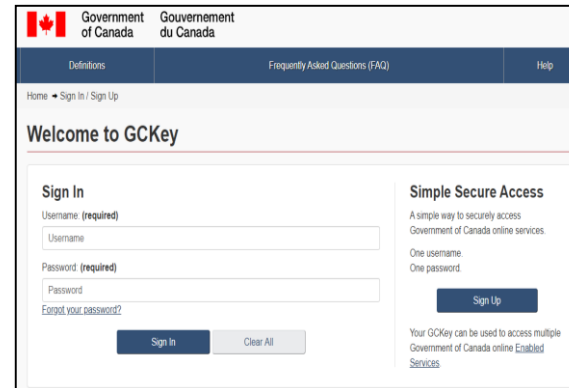
# Initial Setup – creating your user profile

All individuals and businesses must first go through the initial setup **prior** to using the CARM Client Portal's main functionalities.

While there are 2 authentication processes to choose from, **most NRIs will need to select the GCKey option.**

## GCKey

If you or your employees **reside outside of Canada**, you will create a user profile using **GCKey**.



The screenshot shows the GCKey login interface. At the top, there is a header with the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". Below this is a navigation bar with links for "Definitions", "Frequently Asked Questions (FAQ)", and "Help". The main content area is titled "Welcome to GCKey" and contains a "Sign In" section with fields for "Username (required)" and "Password (required)". There is also a "Forgot your password?" link. To the right of the sign-in fields is a "Simple Secure Access" section with a "Sign Up" button. At the bottom of the sign-in section are "Sign In" and "Clear All" buttons.



# 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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Français

**CARM Client Portal**

MENU ▾

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

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

## Enter your business number and program reference number

**\* Business number (99999999) (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)

[← 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 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



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## CANADA CUSTOMS CODING FORM DOUANES CANADA - FORMULE DE CODAGE

PROTECTED B (WHEN COMPLETED)  
PROTÉGÉ B (UNE FOIS REMPLI)

|  |                                 |                             |                                       |  |  |   |   |  |   |   |
|--|---------------------------------|-----------------------------|---------------------------------------|--|--|---|---|--|---|---|
| 1 IMPORTER NAME AND ADDRESS<br>NOM ET ADRESSE DE L'IMPORTATEUR |                                 | NO. - N°                    | 2 TRANSACTION NO. - N° DE TRANSACTION |  |  |   |   |  |   |   |
|  |                                 |                             | 3 TYPE                                | 4 OFFICE NO.<br>N° DE BUREAU   | 5 GST REGISTRATION NO.<br>N° DE TPS      | 6 PAYMENT<br>CODE<br>CODE DE PAIEMENT                               | 7 MODE<br>OF- DE<br>TRANS.                            | 8 PORT OF<br>UNLADING<br>PORT DE DEBARQ.                             | 9 TOTAL VFD - TOTAL DE LA VD                  |   |
|  |                                 |                             |                                       |  |  |   |   |  |   |   |
| 10 SUB<br>HDR NO.<br>N° DE<br>SOUS-<br>EN-TÊTE                 | 11 VENDOR NAME - NOM DU VENDEUR |                             | NO. - N°                              | 12 COUNTRY OF ORIGIN<br>PAYS D'ORIGINE   | 13 PLACE OF EXPORT<br>LIEU D'EXPORTATION | 14 TARIFF TREATMENT<br>TRAITEMENT TARIFAIRE                         | 15 U.S. PORT OF EXIT<br>BUREAU DE SORTIE<br>DES É.-U. | RESERVED FOR<br>CBSA<br>USE<br><br>RÉSERVÉ À<br>L'USAGE DE<br>L'ASFC |   |   |
|  |                                 |                             |                                       |  |  |   |   |  |   |   |
|  |                                 |                             |                                       |  |  |   |   |  |   |   |
|  |                                 |                             |                                       | 16 DIRECT SHIPMENT DATE<br>DATE D'EXPÉDITION DIRECTE<br>M                      D/J | 17 CRCY.<br>CODE<br>DEVISE               | 18 TIME LIMIT - DÉLAI   | 19 FREIGHT - FRET                                     |  |   |   |
|  |                                 |                             |                                       |  |  |   |   |  |   |   |
|  |                                 |                             |                                       |  |  | 20 RELEASE DATE - DATE DE LA MAINLEVÉE                              |   |  |   |   |
|  |                                 |                             |                                       |  |  |   |   |  |   |   |
| 21 LINE<br>LIGNE   | 22 DESCRIPTION<br>DÉSIGNATION   |                             |                                       |  | 23 WEIGHT / KGM<br>POIDS / KGM           | PREVIOUS TRANSACTION - TRANSACTION ANTERIEURE<br>24 NUMBER - NUMÉRO |   | 25 LINE-LIGNE  | 26 SPECIAL AUTHORITY<br>AUTORISATION SPECIALE |   |
|  |                                 |                             |                                       |  |  |   |   |  |   |   |
| 27 CLASSIFICATION NO.<br>N° DE CLASSEMENT                      |                                 | 28 TARIFF CODE<br>TARIFAIRE | 29 QUANTITY<br>QUANTITÉ               | 30 U - M   | 31 VFD CODE<br>CODE VD                   | 32 SIMA CODE<br>CODE DE LMSI  | 33 RATE OF CUSTOMS DUTY<br>TAUX DE DROIT DE DOUANE    | 34 E.T. RATE<br>TAUX T.A.  | 35 RATE OF GST<br>TAUX DE TPS                 | 36 VALUE FOR CURRENCY CONVERSION<br>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](#)

### First time setup

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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



# 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.

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## CARM Client Portal

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

MENU ▾

[Home](#)

### 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:

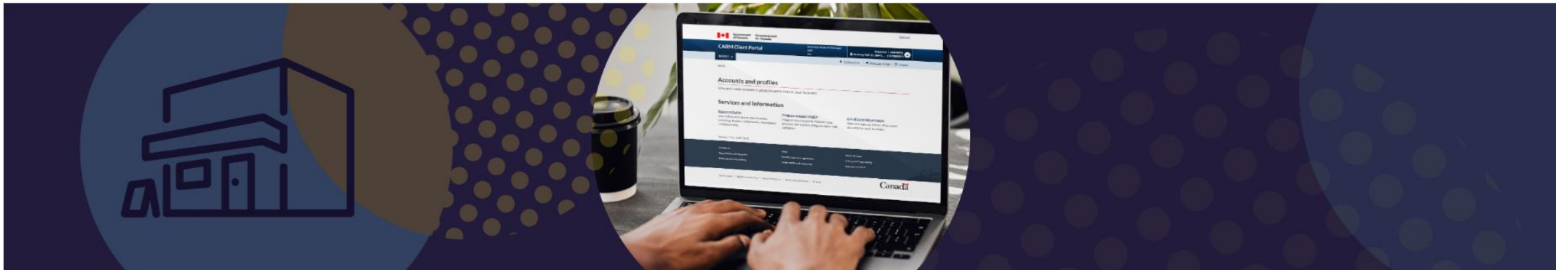
Provide Trade Chain Partners with greater control and visibility over who has access to their business account

# 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:

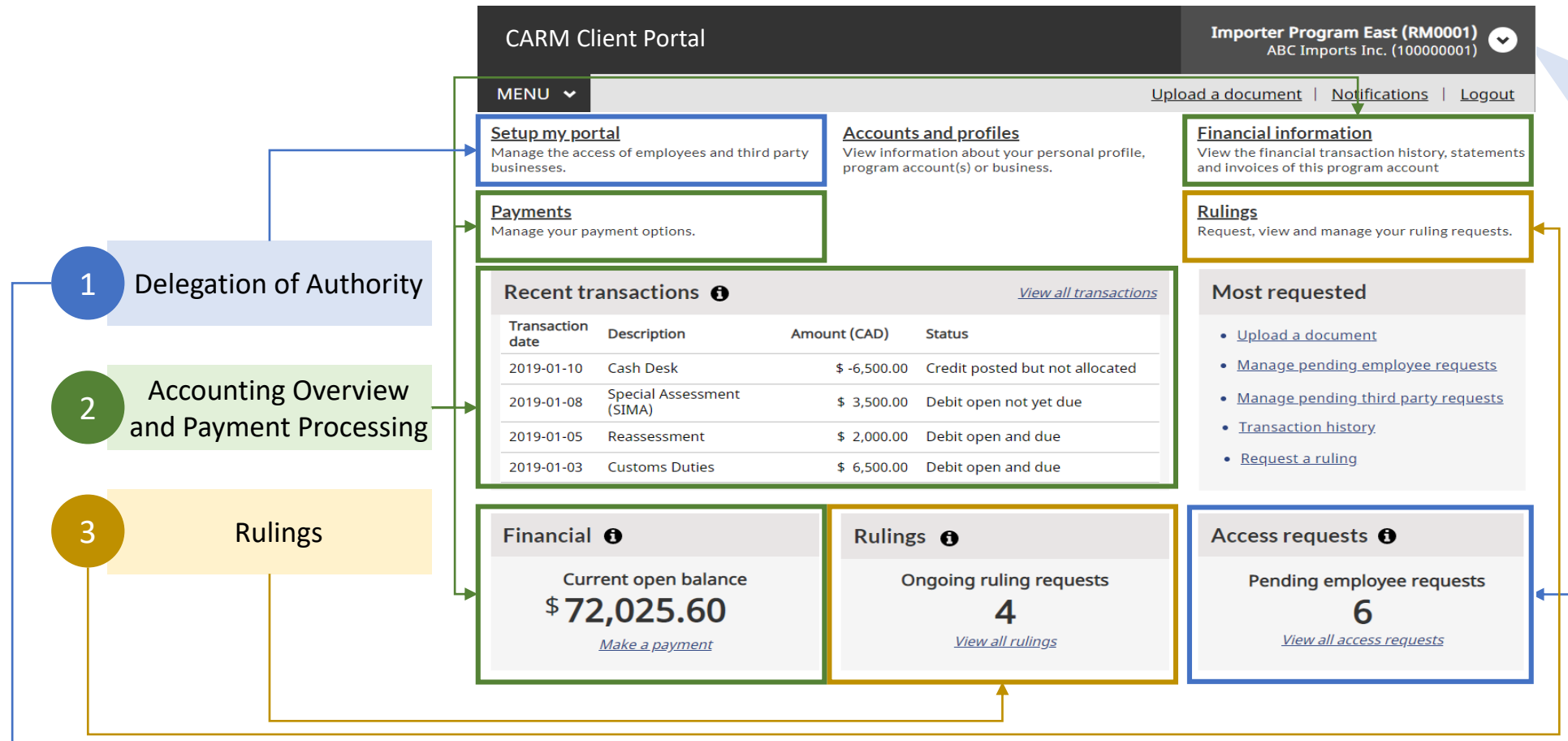
- Submitted **only** by their respective their business
- Submitted by the client
- Submitted by **all** third-party service providers





# CARM Client Portal

Portal will bring together all account information



The main dashboard view is always from the perspective of a **specific program (RM)**. It is not an aggregated view of all programs under a BN9.

**\*\*This is a conceptual mock-up\*\***



# **Non-Resident Importer (NRI) requirements**



# Business number(s) – BN9, BN15/RM15

## BN9

A nine (9)-digit number designated by Canada Revenue Agency (CRA) as a common client identifier for businesses. (e.g., 123456789).

## RM

The RM is a six (6)-digit **program identifier** that notes the business is enrolled in a CBSA program (e.g. RM0001).

## BN15 or RM15:

The BN15 is made up of the BN9 + RM identifier (e.g. 123456789RM0001) and is also known as the RM15.

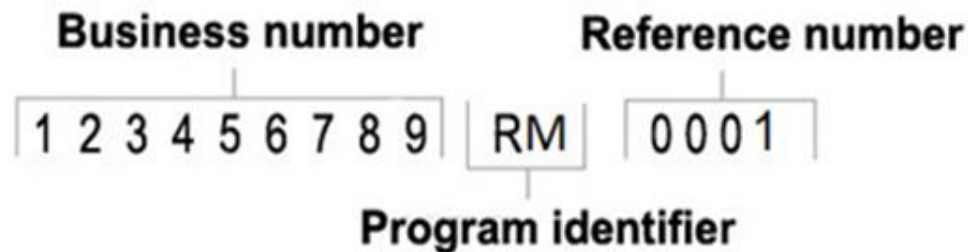




## Registration (Present Day)

If you are a non-resident business and would like to become an importer:

- You must first **obtain a unique 9-digit business number or BN** from the Canada Revenue Agency (CRA)
- You will also need a CRA **import-export program account (RM)**





## Registration (Present Day cont.)

- You can register for a BN or add an RM program account to an existing BN using the CRA's [Non-Resident Business Number and Account Registration Web Form](#)

**Note:** You must allow 30 days to pass before contacting the CRA about the status of your non-resident business number and account registration.

- If you need to speak to the CRA about your non-resident business account, request a callback from one of CRA's non-resident specialists by filling out the [Contact a non-resident specialist form](#)



## Registration – After Release 2

**NRI that have a BN15** will be able to register on the CARM Client Portal (CCP), set up security to obtain RPP and delegate authority to their Customs broker. **This process is the same as today.**

**NRI that don't have a BN15** but have a BN9, will request a BN15 via the CARM Client Portal. As they are Non Resident Importers, **a case will be created for approval** by a CBSA officer.

For **NRI that don't have a BN9**, the creation of the account will start via the CARM Client Portal. Revision of this request will be made by CRA and CBSA. Processing time is **same as today.**

**Note:** You must allow 30 days to pass before contacting the CRA about the status of your non-resident business number and account registration.



# Maintenance of Books & Records

Record-keeping requirements for imported commercial goods apply to resident and non-resident importers.

Any importer keeping Books and Records outside their place of business **or** outside of Canada must submit form BSF900 for revision and approval.

These requirements are not new and ***are not changing***. Ref: Memorandum [D17-1-21 Maintenance of Records in Canada by Importers](#) outlines all requirements.

- NRIs with **no place of business in Canada** may designate a licenced customs broker, accountant or other authorized agent to maintain their records in Canada for them .
- NRIs (in Mexico or the United States) who wish to maintain records at their **place of business outside Canada** must submit a **request** to the CBSA for permission to do so.



# Payment Options

Payments must be in **Canadian dollars** using:

- The CARM Client Portal:
  - Credit cards (Visa – MasterCard - American Express)
  - Visa Debit and MasterCard debit
  - Pre-Authorized Debit (PAD)
- Online banking with a Canadian bank

## Options for NRI who are **unable to pay in Canadian dollars**

- Use services of a third party (Customs broker, accountant, trade consultant...)
- CBSA continues to develop service agreements with foreign banks to support payment transmission.

Rare Exceptions – CBSA *may consider* accepting an international bank transfer if this is the **only payment method available**.



# Online Banking

Online banking is currently offered by:

- Royal Bank of Canada (RBC)
- Scotiabank
- TD Canada Trust
- Bank of Montreal (BMO)
- Canadian Imperial Bank of Commerce (CIBC)
- National Bank
- HSBC
- Desjardins

- Citibank
- Laurentian Bank
- Central One Credit Union
- ATB Financial
- Bank of America
- JP Morgan Chase
- Shinhan Bank of Canada
- Tangerine
- Meridian





# Release Prior to Payment (RPP)



## 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. They **will no longer be allowed** to use their Broker's financial security.
- Importers **that are not RPP participants** must present themselves at the port of entry to pay duties and taxes in full at the time of release (C-type entry) and provide the Customs Accounting Declaration (CAD) at the same time.



## 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** while they proceed to obtain financial security.
- The transition period will last for 180 calendar days beginning on the go-live date of CARM Release 2, allowing time to select and setup your financial security.



## **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





# 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.



# Canada Revenue Agency (CRA)

For more information, go to:

- [When you need a business number or Canada Revenue Agency program accounts](#)
- [How to register for a business number or Canada Revenue Agency program accounts](#)



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# Thank You!

**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 join the email distribution list or if you have a question.



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# Question & Answer