



# CARM: Did You Know?

Limited Series, Issue #3, January 10, 2025

“CARM: Did You Know?” is a limited series newsletter created to help small and medium businesses stay up-to-date on all things CARM.



## Non-Resident Importers (NRIs)

Are you an NRI that needs to register on the CARM Client Portal (CCP)? If so, the following is required:

- 1. Business Number (BN9):** You must obtain a BN9 from the Canada Revenue Agency (CRA) prior to registration.
- 2. BSF900 Form:** If you do not maintain a place of business in Canada, you may request the privilege of maintaining books and records at the Canadian location of an authorized agent by submitting a BSF900 via the [CARM Client Portal](#). Email submissions will no longer be processed.

Failure to obtain a BN9 and provide a BSF900 form will result in a registration processing error.

## Resources

[How-to User Guides and the CARM Release 3 Playbook](#) are available to help you register and navigate the CARM Client Portal.

## Portal Registration Tips

Try these troubleshooting tips if you are receiving the following error codes when validating your business information:

### Error Code EC-1012 on business registration:

- Clear your browser cache and cookies.
- Avoid copying and pasting data, using your browser’s autofill functions, or using the “Tab” key to navigate through fields.
- Only enter the four digit RM number in the “Program Reference Number” field (e.g. Enter “0001” and omit the preceding “RM”).
- Ensure that the legal name and address information is identical to your CRA documentation.

### Error Code EC-1029 on affinity questions:

- Enter the full 14-digit transaction number (including the five leading zeros on c-type entries).
- The “Payment Date” field requires the date that the duties and taxes were paid, not the date the invoice was issued.

- Switch your web browser (from Microsoft Edge to Google Chrome, for example), and reattempt the questions.

## Webinars

These 30 minute podcast-style webinars will offer you a step-by-step overview on how to register in the CARM Client Portal, with troubleshooting tips along the way. Register today!

### English Sessions:

[Tuesday, January 14, 2025 \(1:00 PM to 1:30 PM ET\)](#)

[Thursday, January 16, 2025 \(11:00 AM to 11:30 AM ET\)](#)

### French Session:

[Wednesday, January 15, 2025 \(1:00 PM to 1:30 PM ET\)](#)

## CARM Client Support Helpdesk (CCSH)

Call **1-800-461-9999**, select menu **Option 2**  
Monday-Friday (except holidays),  
7:00 AM – 7:00 PM ET

Due to high call volumes, consider reaching us via the Client Support Contact Form: <https://www.cbsa-asfc.gc.ca/contact/csform-formulaire-eng.html>

When following up on your case, please reply to your most recent CCSH correspondence with the ticket number and do not change the subject line.

## Interactive Tool

Use this [interactive tool](#) to find answers to the most common questions about registering your business in the CARM Client Portal.

## Subscribe

Email us to subscribe to upcoming issues of this newsletter, and more [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)

## Visit Our Website

