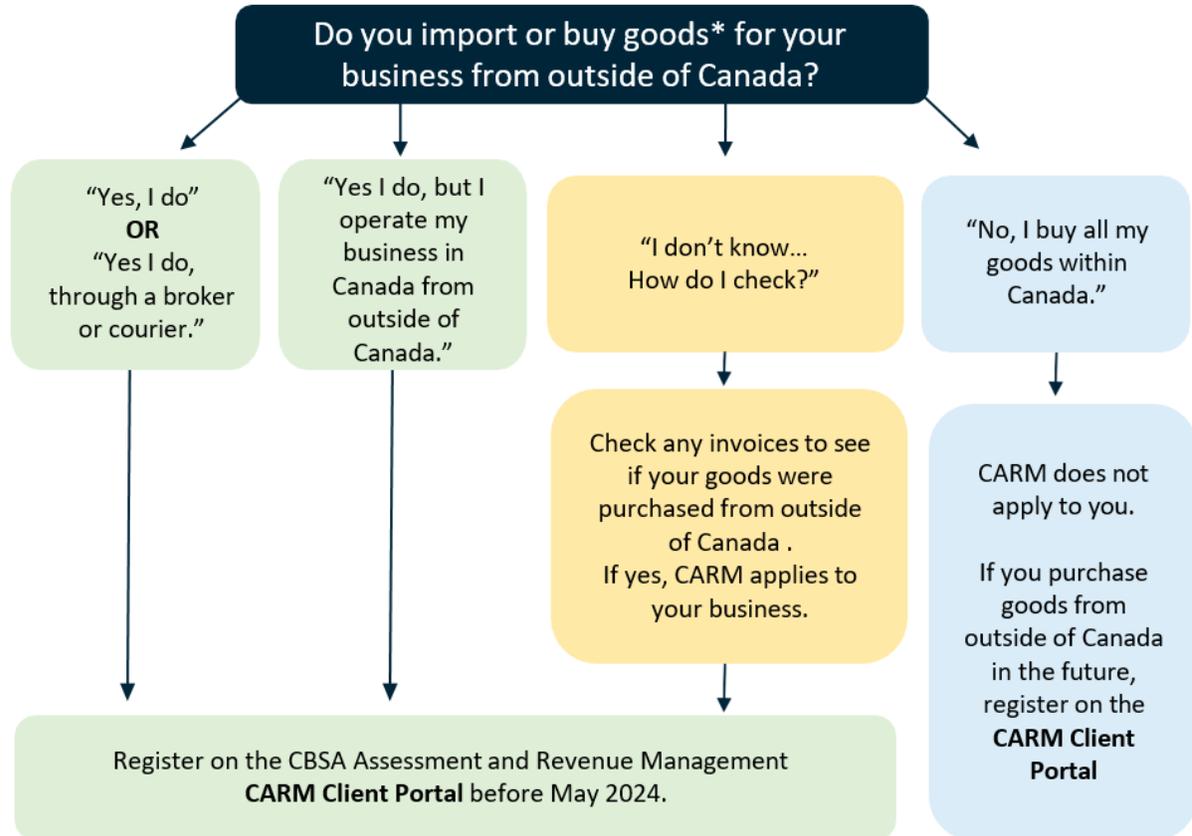




Changes coming in May 2024 to the importation of commercial goods into Canada



*Goods include anything that your business uses to make other goods for sale, operating your business (laptops for employees, samples, etc.) or re-selling for profit.

If CARM applies to your business, follow these steps:

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

If you need assistance contact the **CARM Client Support Helpdesk** via our online [contact form](#) or by calling the helpdesk at 1-800-461-9999, select option 2.

For more information: visit the [CARM Section of the CBSA website](#), email the [CARM Engagement Team](#) or contact your customs broker / third party service provider, if you use one.



5 Steps to Register your Business on the CBSA Assessment and Revenue Management CARM Client Portal

Review the steps below to ensure that you have all of the necessary information on hand before you start. These steps are also required for Non Resident Importers (NRI).

1. Identify your Business Account Manager (BAM).

The first person to link their personal profile to a business account becomes the BAM. The BAM has the highest level of access to a business account, and is authorized to read, write, and edit all business information in the CARM Client Portal.

2. Have your company's Business Number (BN9) and importer/exporter program account identifier (ex: RM0001) ready for Step 3.

3. Create a user profile within the CARM Client Portal (CCP) using one of the sign-in options.

Once you create your profile, you will be presented with two options:

- **The BAM** selects "Register my business".
- **All other users** select "Employee Access Request" and provide the BN9. They then await BAM approval of their request.

The subsequent steps will be completed **by the BAM**.

4. Input the following business information on the CCP to register your business:

- 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.

5. Answer the security questions, which can be 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.

You may find the following checklist helpful in preparing to complete your registration on the [CARM Client Portal](#).



Prepare your Checklist

1. Identify your Business Account Manager (BAM)

My BAM will be _____

They will be the first person to link their personal profile to our business account.

Note: More BAMs can be added to the account once the primary BAM is registered.

2. My company's Business Number (BN9) is _____

My company's importer/exporter program account identifier (BN15)

is _____

3. Create a user profile within the CARM Client Portal (CCP) using one of the sign-in options.

- I will be using a GCKey
- I will be using a Sign-In Partner

Each user will complete steps 1-3 but the BAM must complete their registration first.

Once you create your profile, you will be presented with two options:

- The **BAM** selects "Register my business"
- **All other users** select "Employee Access Request" and provide the BN9 in their access request. They will have no further steps but will need to await BAM approval of their request.

The subsequent steps will be completed **by the BAM**

4. Input the following business information on the CCP to register your business:

My legal entity name or operating name is _____

The physical or mailing address of the legal entity is _____

5. Complete the security questions, which can be one or two of the following:

Duties and taxes payment

Past transaction number: _____

Total duties and taxes paid to the CBSA: _____

Payment amount

Date of payment (MM/YY) to the CBSA: _____

Amount paid on this date: _____

Statement of Account balance

Date of Statement of Account balance: _____

Amount of that balance: _____