REGISTER FOR THE CARM CLIENT PORTAL

The Canada Border Service Agency (CBSA) Assessment and Revenue Management (CARM) project is **changing the way that goods are imported into Canada** and allows for **self-service access for importers**.
It is important that all importers into Canada – both Canadian residents and non-resident importers register for the CARM Client Portal, delegate authority to their customs broker and obtain a Release Prior to Payment (RPP) Importer Security Bond to ensure your shipments are permitted entry into Canada once CARM becomes the official system of record in October 2024.

How to register for the CARM Client Portal

1. On the CARM Client Portal homepage, select "Log in to the CARM Client Portal"
2. Select either option 1 "Continue to Sign-in Partner" or option 2 "Continue to GC Key", it is recommended to use option 2
3. Read and accept the terms and conditions of use.
4. Create your personal profile as required *(we recommend subscribing to email notifications).*
5. Select "Register my business" (on the right)
6. Enter your 9 digit Business Number, and your RM number and check the box that you are authorized to register this business.
7. Enter the Legal Business Name and Address as requested. If it doesn't accept your answers, this means you may need to verify the legal name and address on file with CBSA because what you are entering doesn't match CBSA's system. Please note this must be an exact match including punctuation.
8. The CARM Client Portal will ask you to verify the business. There will be two questions that must be completed, please select two and input the answers.
9. Once entered, you will be asked to review and confirm the information is correct.

Helpful Hint!

The CBSA recommends having two individuals from each business register for the CARM portal as a Business Account Manager (BAM) role.

To register for the CARM Client Portal, you will need to have this information ready:

- ☐ Your Legal Business Name, Address and Business Number
- ☐ A list or access to your recent transactions with CBSA, including total amount of duties and taxes on each transaction
- ☐ The exact value of your most recent payment to CBSA
- ☐ The exact value of your most recent Statement of Account with CBSA

How to Delegate Authority to Your Broker

1. When logged into the CARM Client Portal on your homepage, select "Manage Pending Third Party Requests"
2. Select the approve beside the service providers name
3. Select "All Programs"
4. Select "Business Management"
5. Check all three boxes under Transaction visibility rules so the Broker/Service provider can only see what they do on your behalf, and select next
6. Review details and select Approve
7. Repeat for all Brokers/Service Providers until completed. If there are any that have requested authority that you no longer do business with you can leave the request unapproved, or decline.

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