

CARM Client Portal

User Guide

Onboarding to the CARM Client Portal

Revision date: December 13, 2022

Purpose of this guide

This guide will explain the process for setting up individual and business accounts in the CARM Client Portal. This includes the detailed steps to be followed for accessing the CARM Client Portal either through a GCKey or Sign-In Partner, registering for multi-factor authentication and setting up user profile.

Important note:

It is important that users log in to the CARM Client Portal on a regular basis. For security purposes, user accounts created in the CARM Client Portal will be deactivated after 180 days of inactivity.

Table of contents

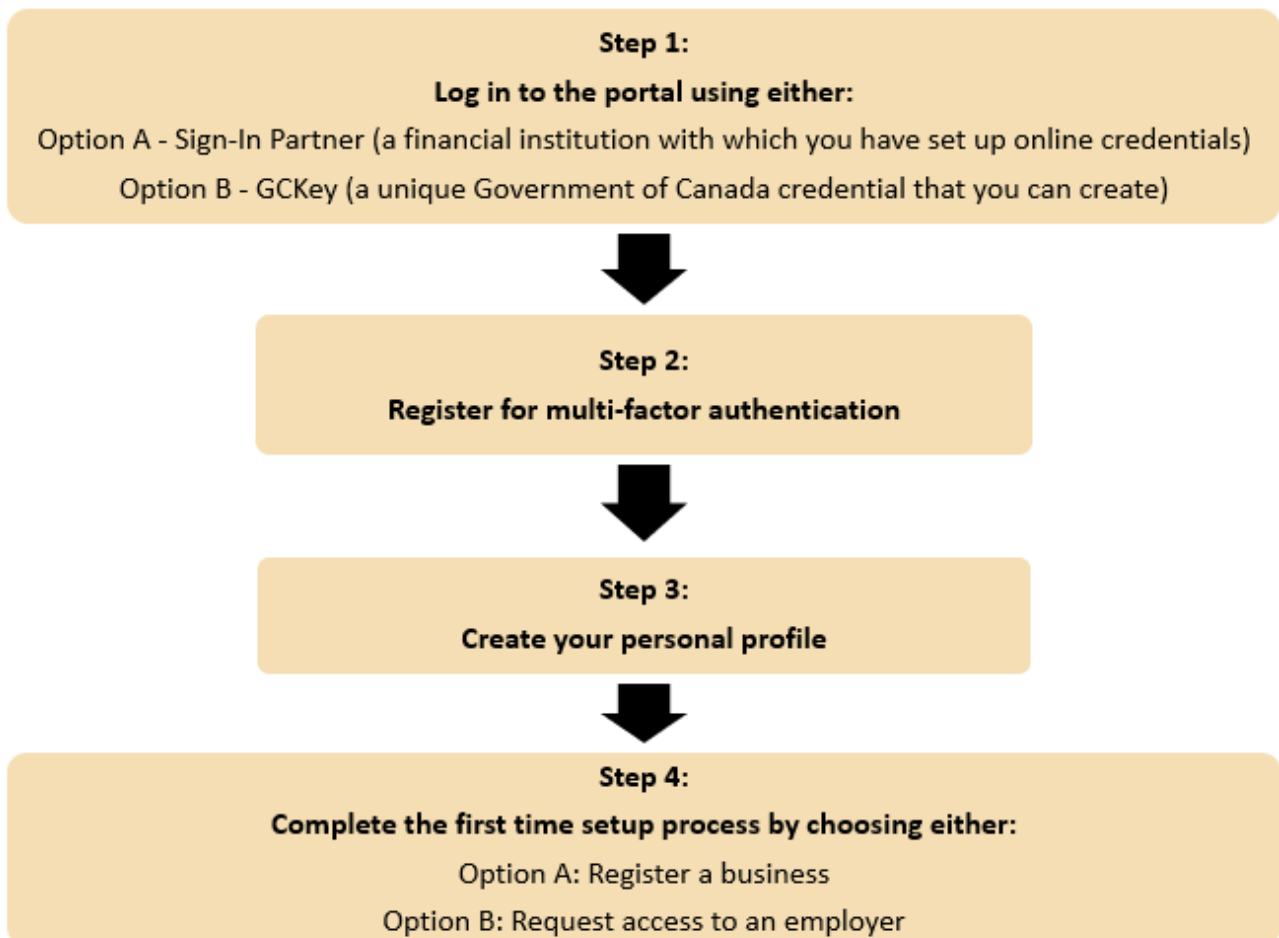
Purpose of this guide.....	2
Table of contents.....	3
1. Onboarding to the CARM Client Portal	4
1.1 Overview	4
1.2 Accessing the CARM Client Portal	5
1.3 Logging in with a Sign-In Partner	8
1.4 Logging in using an existing GCKey.....	9
1.5 Creating a new GCKey.....	10
1.6 Registering for Multi-Factor Authentication	13
1.7 Logging in with Multi-Factor Authentication.....	18
1.8 Creating your personal profile.....	21
1.9 Linking your individual account to a business account	23
2. Basic navigation and features of the CARM Client Portal	30
2.1 Login navigation and features	30
2.2 Functions available on the home page.....	31
2.3 Setup of notifications.....	39
2.4 Notifications (view).....	41
2.5 Uploading documents.....	43
3. Requesting a new business relationship	45
3.1 Account types	45
3.2 Business relationships.....	46
4. Resources	49

1. Onboarding to the CARM Client Portal

1.1 Overview

The CARM Client Portal will serve as the primary hub for accounting and revenue management with the CBSA. Release 1 includes basic functionality in the portal that will allow users to easily set up their individual and businesses accounts, and begin to familiarize themselves with the portal in advance of the full implementation of CARM at Release 2.

To onboard to the CARM Client Portal, users will complete the following processes:



1.2 Accessing the CARM Client Portal

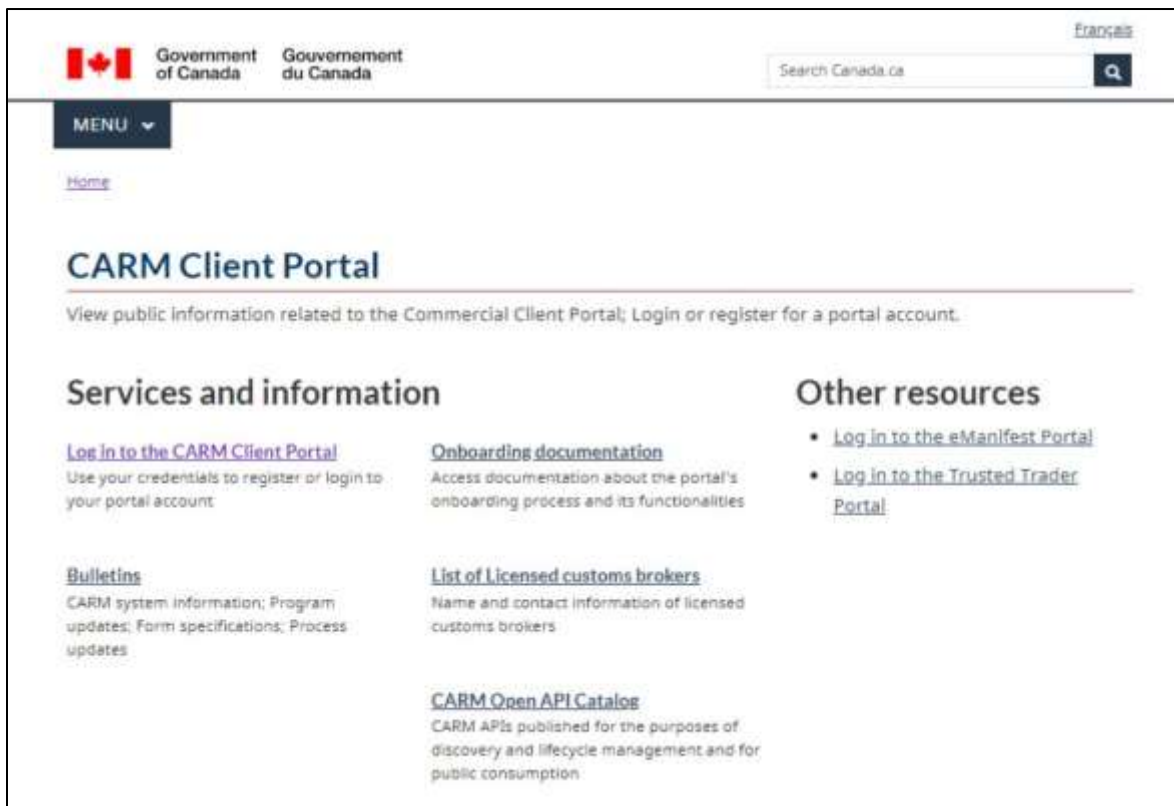
To access the CARM Client Portal, individuals must first open the CBSA webpage, the link to which can be found below:

[Click here to access the CARM Client Portal](#)

Upon launching the CARM Client Portal, you will see the CARM Client Portal home page. This page has many resources available to you that do not require logging into your portal account.

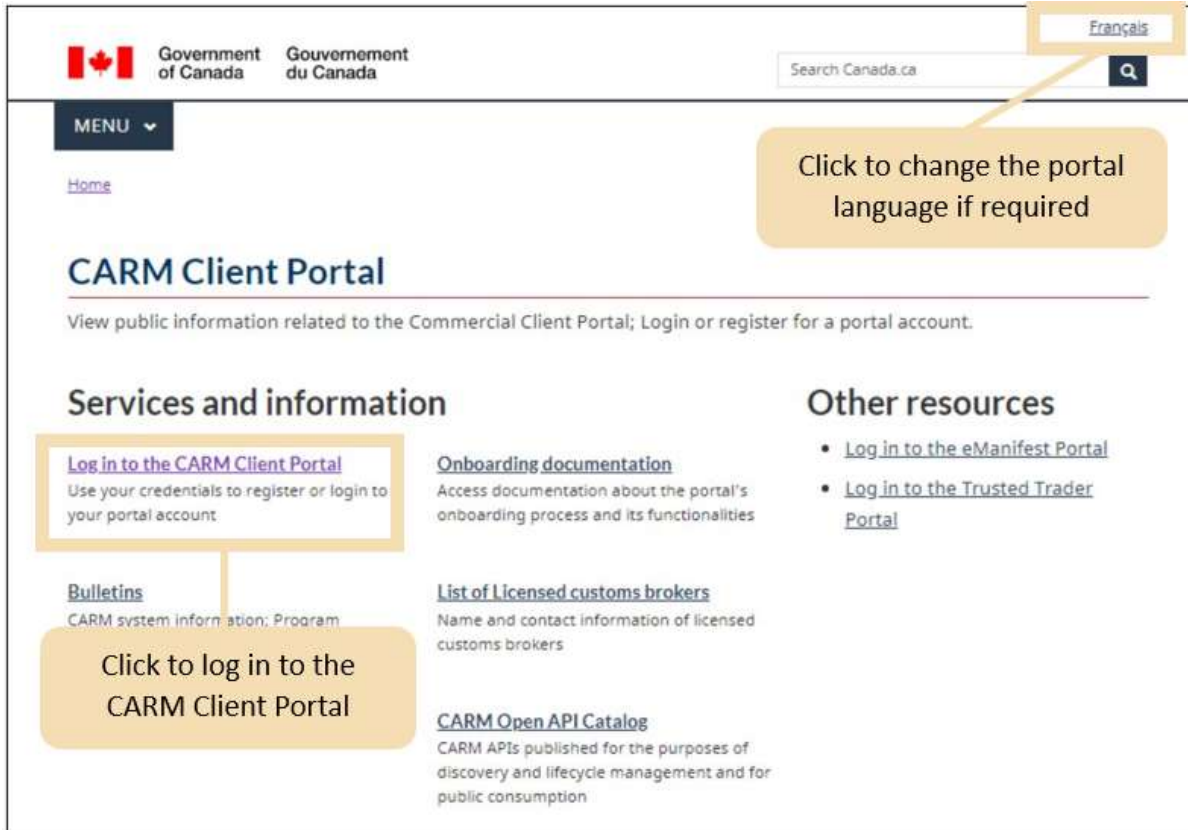
Important note:

Existing importers and customs brokers can onboard to the CARM Client Portal by following the steps in this user guide. Trade consultants may do so by contacting the CBSA at 1-800-461-9999.



The screenshot shows the CARM Client Portal home page. At the top, there is a header with the Canadian flag, the text "Government of Canada / Gouvernement du Canada", and a search bar labeled "Search Canada.ca" with a magnifying glass icon. A "Français" link is also visible. Below the header is a "MENU" dropdown. The main content area features the title "CARM Client Portal" and a subtitle "View public information related to the Commercial Client Portal; Login or register for a portal account." The page is divided into two columns. The left column is titled "Services and information" and contains links for "Log in to the CARM Client Portal" (with a description: "Use your credentials to register or login to your portal account"), "Bulletins" (with a description: "CARM system information; Program updates; Form specifications; Process updates"), "Onboarding documentation" (with a description: "Access documentation about the portal's onboarding process and its functionalities"), "List of Licensed customs brokers" (with a description: "Name and contact information of licensed customs brokers"), and "CARM Open API Catalog" (with a description: "CARM APIs published for the purposes of discovery and lifecycle management and for public consumption"). The right column is titled "Other resources" and contains two links: "Log in to the eManifest Portal" and "Log in to the Trusted Trader Portal".

In order to create and/or access your portal account, go to the **Log in to the CARM Client Portal** link under **Services and Information**.



Note that in order to access all available features of the CARM Client Portal, individuals and businesses must first go through the initial setup process. Once you have selected the **Log in to the CARM Client Portal** link, you will be taken to the CARM Client Portal access page where you will be prompted to log in using one of the following options:

- Continue to Sign-In Partner
- Continue to GCKey

Steps for logging in using both methods are detailed on the following pages.

Curious to learn more about the CARM Client Portal Login process? Reference the following walkthrough video:

- [How to Create Login Credentials in the CARM Client Portal](#)

The screenshot shows the top of a web page with the Government of Canada logo and a search bar. The breadcrumb trail is 'Home > CARM Client Portal'. The main heading is 'Access the CARM Client Portal'. Under 'Option 1', there is a button 'Continue to Sign-in Partner' and a list of instructions. A button 'View list of Sign-In Partners' is also present. Under 'Option 2', there is a button 'Continue to GCKey' and another list of instructions.

Government of Canada / Gouvernement du Canada

Search Canada.ca

Home > CARM Client Portal

Access the CARM Client Portal

Option 1

[Continue to Sign-in Partner](#)

- Use the same sign-in information you use for other online services (for example, online banking).
- If you have a joint bank account, only one of the two people can register for CCP with the shared account. The second person must use a different Sign-In Partner account or create a GCKey account.
- None of your information (for example, financial, banking) will be shared with CBSA. Your Sign-In Partner will not know which government service you are using.
- You will temporarily leave the CBSA site to use your Sign-In Partner.

[View list of Sign-In Partners](#)

Option 2

[Continue to GCKey](#)

- Sign-in with a GCKey user ID and password if you do not use one of the Sign-In Partners.
- Register for a GCKey user ID and password if you do not have one.
- Your GCKey user ID can be used to access other Government of Canada departments and agencies. GCKey user IDs created on other federal government sites can be used on CBSA.
- If you have forgotten an existing GCKey user ID you will need to create a new one.

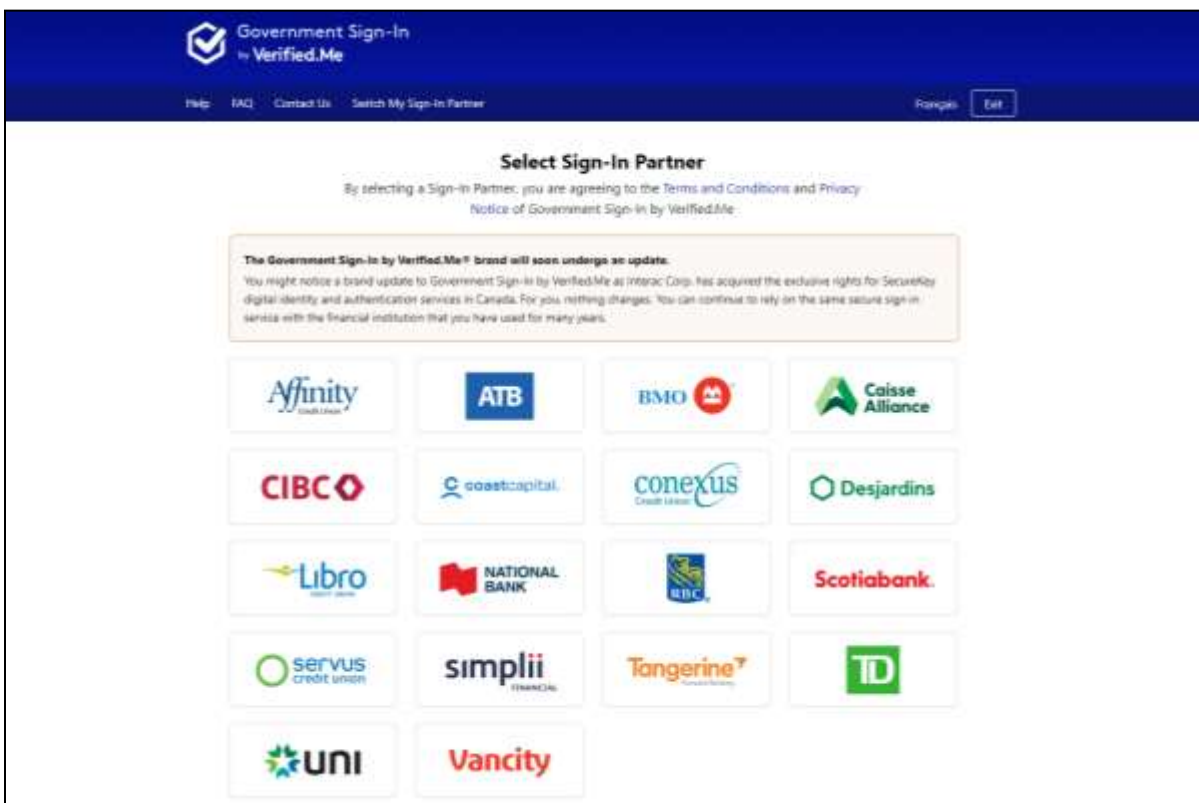
1.3 Logging in with a Sign-In Partner

The **Sign-In Partner** option allows users to log in through the web portal of their financial service provider. Sign-In Partners are financial institutions and banks that have partnered with SecureKey Technologies to enable their customers to use their online credentials to log in to other secure sites.

All individuals and businesses who use this option must have a pre-existing account with the selected partner.

After selecting your Sign-In Partner from the list of available institutions, you will be directed to the Partner's sign-in page to log in using your credentials.

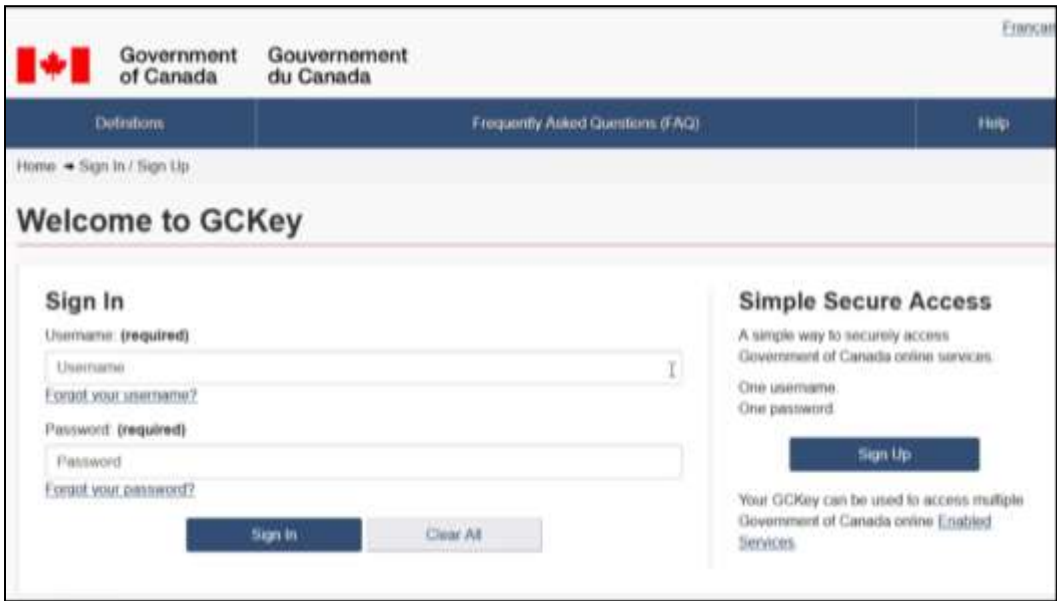
The full list of available Sign-In Partners can be found by clicking the following link: [List of Sign-In Partners](#)



1.4 Logging in using an existing GCKey

A GCKey is a unique credential that protects your communications with online Government programs and services.

On this page, you will have the option to sign in using an existing GCKey, or you may create a new one.



The screenshot shows the Government of Canada GCKey sign-in page. At the top, there is a header with the Canadian flag, the text "Government of Canada" and "Gouvernement du Canada", and a language selector for "Français". Below the header is a navigation bar with links for "Definitions", "Frequently Asked Questions (FAQ)", and "Help". The main content area starts with a breadcrumb "Home > Sign In / Sign Up" and a heading "Welcome to GCKey". There are two main sections: "Sign In" and "Simple Secure Access". The "Sign In" section contains a "Username (required)" field with a "Forgot your username?" link, a "Password (required)" field with a "Forgot your password?" link, and "Sign In" and "Clear All" buttons. The "Simple Secure Access" section describes it as a single way to securely access Government of Canada online services, requiring one username and one password, and includes a "Sign Up" button. A note at the bottom states: "Your GCKey can be used to access multiple Government of Canada online Enabled Services."

Important note:

While you may use existing GCKey credentials from certain other Government of Canada portals, note that some exceptions (such as MyCRA) may apply. If this is the case, you will need to create a unique GCKey to access the CARM Client Portal.

1.5 Creating a new GCKey

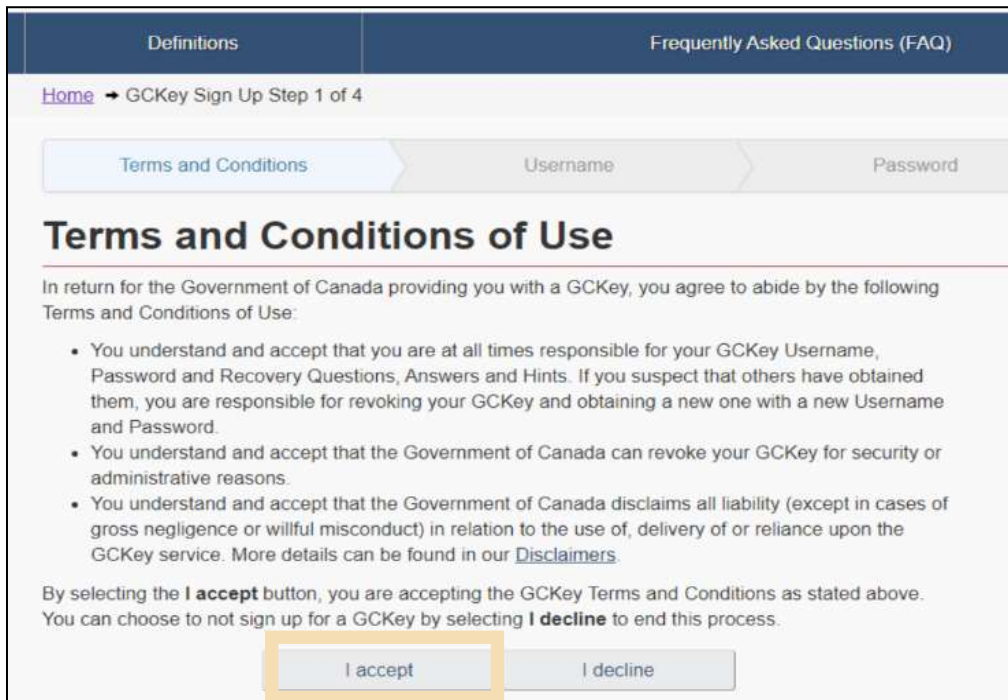
To create a new GCKey, follow the steps below:

1. Click on the **Sign Up** button.



The screenshot shows the 'Welcome to GCKey' page. On the left, there is a 'Sign In' section with fields for 'Username (required)' and 'Password (required)', and a 'Forgot your password?' link. Below these fields are 'Sign In' and 'Clear All' buttons. On the right, there is a 'Simple Secure Access' section with the text: 'A simple way to securely access Government of Canada online services. One username. One password.' Below this text is a blue 'Sign Up' button, which is highlighted with a yellow box. At the bottom of the right section, it says: 'Your GCKey can be used to access multiple Government of Canada online Enabled Services.'

2. If you agree with the **Terms and Conditions of Use** after reading, click the **I accept** button to continue.



The screenshot shows the 'Terms and Conditions of Use' page. At the top, there are navigation links for 'Definitions' and 'Frequently Asked Questions (FAQ)'. Below that is a breadcrumb trail: 'Home → GCKey Sign Up Step 1 of 4'. A progress bar shows three steps: 'Terms and Conditions' (highlighted in blue), 'Username', and 'Password'. The main heading is 'Terms and Conditions of Use'. The text reads: 'In return for the Government of Canada providing you with a GCKey, you agree to abide by the following Terms and Conditions of Use:'. There are three bullet points: 'You understand and accept that you are at all times responsible for your GCKey Username, Password and Recovery Questions, Answers and Hints. If you suspect that others have obtained them, you are responsible for revoking your GCKey and obtaining a new one with a new Username and Password.', 'You understand and accept that the Government of Canada can revoke your GCKey for security or administrative reasons.', and 'You understand and accept that the Government of Canada disclaims all liability (except in cases of gross negligence or willful misconduct) in relation to the use of, delivery of or reliance upon the GCKey service. More details can be found in our [Disclaimers](#).' Below this text, it says: 'By selecting the **I accept** button, you are accepting the GCKey Terms and Conditions as stated above. You can choose to not sign up for a GCKey by selecting **I decline** to end this process.' At the bottom, there are two buttons: 'I accept' (highlighted with a yellow box) and 'I decline'.

Important note:

Throughout each step of this process, some indications will be provided at the right side of the screen (e.g., username and password checklists, recovery questions and answers guidance, etc.). It is important you pay attention to these.

- 5. Create your recovery questions and click the **Continue** button.

Create Your Recovery Questions, Answers and Hints

Your Recovery Question, Answers and Hints are used to help you if you forget your Password. Please complete all the required fields below to continue the Sign Up process.

Select a Recovery Question: **(required)**

Please select a question...

My Recovery Answer: **(required)**

My Memorable Person: **(required)**

My Memorable Person Hint:

My Memorable Date (YYYY-MM-DD): **(required)**

My Memorable Date Hint:

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue **Clear All** **Cancel**

Privacy

Please keep your Recovery Question, Answers and Hints secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

i

Your answers must contain at least three characters and contain no special characters (for example: %, #, @). Your hints must contain at least three characters and may contain letters, numbers and the following punctuation characters: apostrophe ('), comma (,), dash (-), period (.) and question mark (?).

- 6. Click the **Continue** button on the confirmation page to finalize the process.

[Home](#) → GCKey Sign Up Complete

GCKey Sign Up Complete

You have successfully created your GCKey.

Your Username is: CDCTest1

Please select **Continue** to leave the GCKey service and return to the Government of Canada online service.

Continue

Privacy

Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

1.6 Registering for Multi-Factor Authentication

Once you have signed in using either a Sign-In Partner or GCKey, you will be taken to the multi-factor authentication registration page.

To use the CARM Client Portal, you will automatically be prompted to register for multi-factor authentication if you have not previously completed the registration process.

1. On the multi-factor authentication registration page, enter your email address in the fields provided:

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**

Important note:

Multi-factor authentication for the CARM Client Portal only uses email at this time. Multi-factor authentication passcodes cannot be sent by text message.

2. Check the box to indicate that you have read and that you agree to the multi-factor authentication privacy and consent statement. It is recommended that you click the link below it to read it first. Then, click **Continue**.

Check this box to indicate that you have read and agree to the following:

▼ [Multi-Factor Authentication Privacy and Consent Statement](#)

CBSA is committed to protecting your personal information. To improve privacy and security, you have to register for a multi-factor authentication.

This mandatory new step is an enhanced security measure against an unauthorized access to your business account associated with the commercial portal(s).

You have to provide a valid email address, which will be shared with a third party (2Keys), so they can send you an email with a security code for the second factor authentication.

If you:

- have read the above statement completely,
- understand that Canada Border Services Agency will protect your personal information in accordance with the Privacy Act,
- understand that your personal email address will only be used for sending you the security code by 2Keys for in-transit data transmission,
- your email address will not be permanently stored by 2Keys once the security code is sent, rather your email address will be deleted permanently,
- allow Canada Border Services Agency to disclose your personal email information to 2Keys, and
- you would like to proceed with the MFA registration,

please check the box above.

Note: As a consequence of withholding the consent, you will not be able to access the commercial portal(s).

3. Check your email for a one-time passcode. The passcode is a **six-digit number**.

Verify Your Login

Your one-time passcode to log in to your Government of Canada service is:

209449

This email was sent to tcp@tcp.tcp

You received this email because you signed up for a Government of Canada login account.

For more information or if you received this email in error please visit:
<https://www.cbsa-asfc.gc.ca/eservices/multifactor-help-aide-multifacteur-eng.html>

4. Enter this passcode in the **Security Code** field. Then, click the **Submit** button.

Multi-factor authentication

Enter One-Time Passcode

We have sent you a security code to your email address: tcp@tcp.itp

Security Code

209449

Submit

If you did not receive the one-time passcode, you may request it again. The CBSA will resend the passcode to the email address you previously provided.

Resend

Important note:

If you receive an email with a passcode and you did not try to log into the CARM Client Portal, it might mean that your GCKey or Sign-In Partner password has been compromised. You should investigate and if necessary, change your password.

Important note:

The multi-factor authentication passcode changes each time you try to log in to the CARM Client Portal, and each time you press the **Resend** button. Always use the most recent multi-factor authentication passcode that was sent to you.

Important note:

Some e-mail domains, especially company domain names, are taking longer to receive the email with the one-time passcode. This delay is causing the passcode to be received outside of the validity period which renders it invalid.

If you are receiving your passcode outside of the range of validity and then an expired passcode reject thereafter, please have your company IT department review this information and have the following email address be recognized as trusted if possible:

CBSA-ASFC@auth.canada.ca

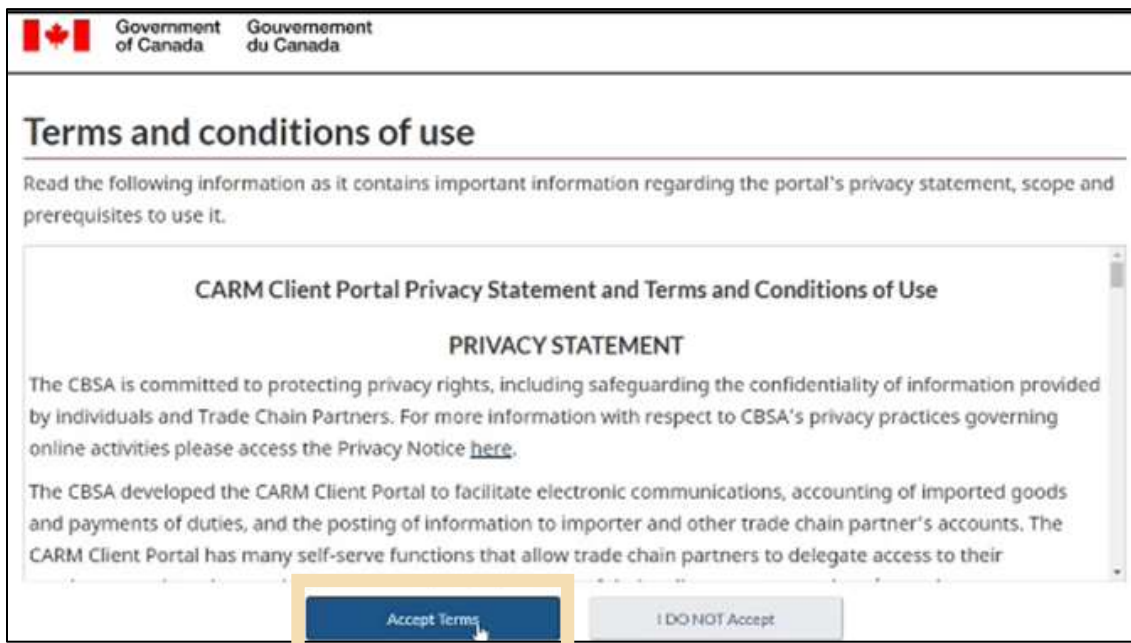
Otherwise, update the email address that you have registered with to a different email address (for example an email address not linked to the company).

- The registration screen will inform you of successful registration for multi-factor authentication.



If you click **Change MFA email**, you will need to repeat this process. If you click **Continue to CARM Client Portal**, you will be taken to the **Terms and conditions of use** page.

- Click the **Accept Terms** button to continue.



Important note:

If you encounter challenges using the multi-factor authentication, review the [Multi-factor Authentication Help for Secure Online Services](#) page for more information.

If, after reviewing the information, you are still having issues, contact [CARM Client Support Helpdesk](#) using the link on the CARM webpage shown below.

The screenshot shows the top portion of a webpage titled "CARM: CBSA Assessment and Revenue Management project". The page is from the Canada Border Services Agency. It includes a description of the project, a list of services, and a section on benefits. The "Client support" link in the services list is highlighted with a yellow box.

CARM: CBSA Assessment and Revenue Management project

From the [Canada Border Services Agency](#)

The Canada Border Services Agency (CBSA) Assessment and Revenue Management (CARM) project is a multi-year initiative that will transform the collection of duties and taxes for goods imported into Canada. Through CARM, the CBSA will modernize and streamline the process of importing commercial goods.

Services

- [Client Portal](#)
- [How the trade community can prepare](#)
- [Client support](#)
- [CARM website](#)

Benefits

Once fully implemented, CARM will:

- simplify the overall importing process
- provide a modern interface for importing into Canada
- give importers self-service access to their information
- reduce the cost of importing into Canada

1.7 Logging in with Multi-Factor Authentication

Once multi-factor authentication has been set up, when you log in to the CARM Client Portal (using either the Sign-In Partner or GCKey option), you will be taken to the Multi-factor authentication page. It will inform you that a security code has been sent to your email address.

1. On the Multi-factor authentication page, click the **Continue** button to send the security code to your email address.




The screenshot shows a web page titled "Multi-factor authentication" in a dark blue header. Below the header, the main heading is "Retrieve a security code". Underneath, a message states: "We will send you a security code to your email address:tcp@tcp.tcp". At the bottom left of the page, there is a blue button with the word "Continue" in white text.

2. Check your email for the one-time passcode, which is a **six-digit number**.



The screenshot shows an email verification page with the heading "Verify Your Login". Below the heading, it says "Your one-time passcode to log in to your Government of Canada service is:". The passcode "974519" is displayed in a large, bold, blue font, enclosed in a yellow-bordered box. Below the passcode, it says "This email was sent to tcp@tcp.tcp". Further down, it explains "You received this email because you signed up for a Government of Canada login account." At the bottom, it provides a link for more information: "For more information or if you received this email in error please visit: <https://www.cbsa-asfc.gc.ca/eservices/multifactor-help-aide-multifacteur-eng.html>".

3. Enter the passcode received via email in the **Security Code** field. Click **Submit** to continue.

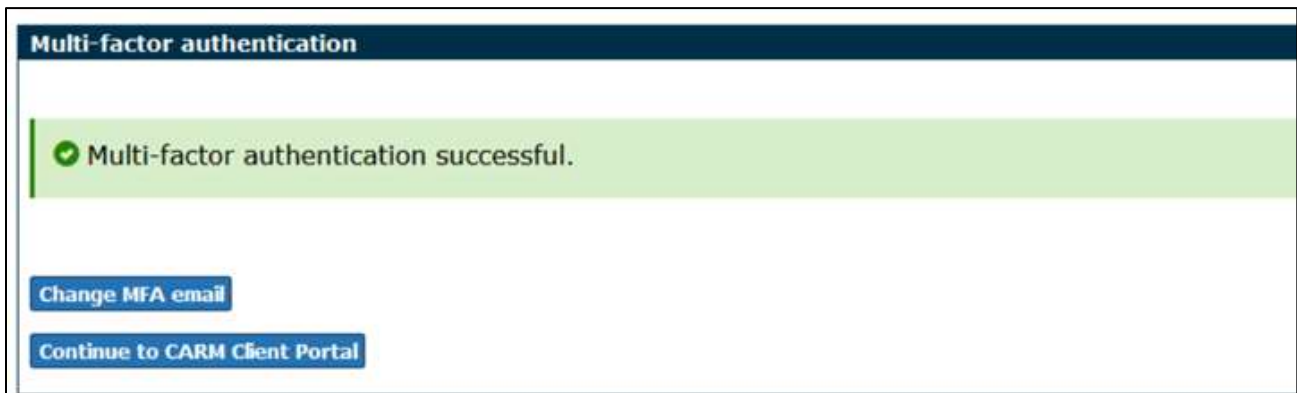


The screenshot shows a web form titled "Multi-factor authentication" with a dark blue header. Below the header, the text "Enter One-Time Passcode" is displayed. A message states: "We have sent you a security code to your email address:tcp@tcp.tcp". A text input field labeled "Security Code" contains the value "974519". Below the input field is a blue "Submit" button. At the bottom of the form, there is a link: "If you did not receive the one-time passcode, you may request it again. The CBSA will resend the passcode to the email address you previously provided." and a "Resend" button.

Important note:

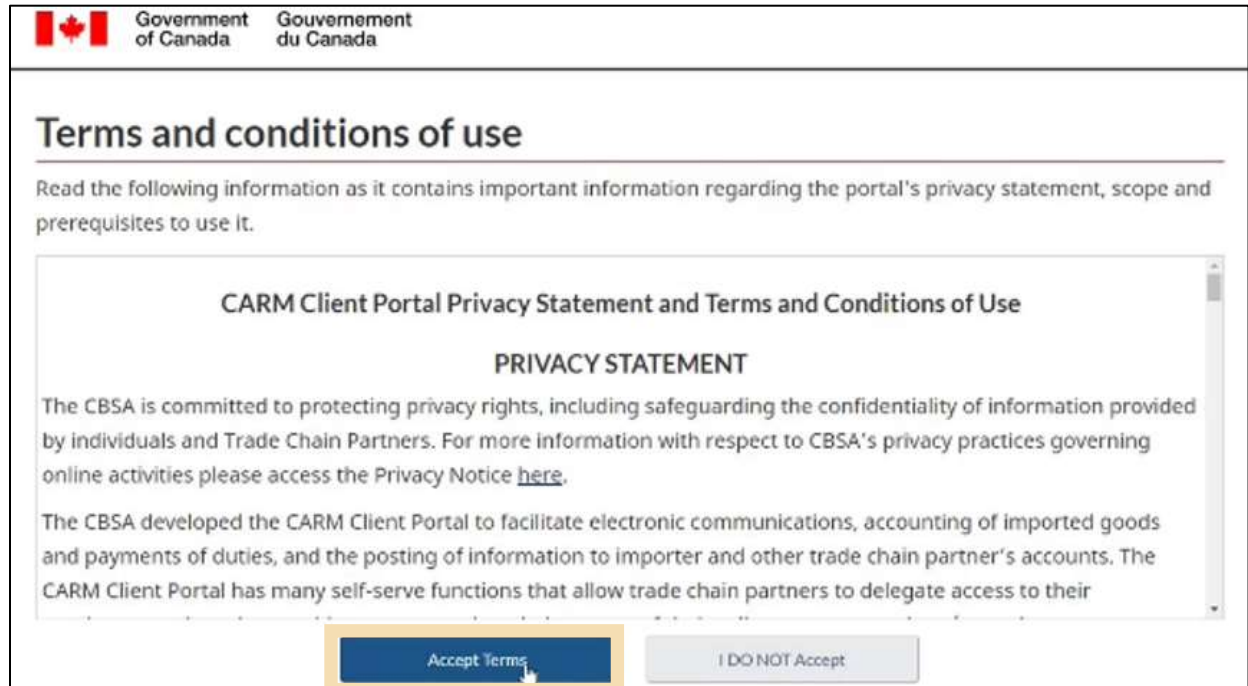
The multi-factor authentication passcode changes each time you try to log in to the CARM Client Portal, and each time you press the Resend button. Always use the most recent multi-factor authentication passcode that was sent to you.

4. If you entered the correct passcode, the message Multi-factor authentication successful will be displayed.



The screenshot shows the same "Multi-factor authentication" page, but now with a green success message: "Multi-factor authentication successful." Below the message are two blue buttons: "Change MFA email" and "Continue to CARM Client Portal".

If you click **Continue to the CARM Client Portal**, you will first be taken to a page that shows the Terms and conditions of use page. Click **Accept terms** to continue.



The screenshot shows the top of a web page with the Government of Canada logo and text in both English and French. Below this is a heading "Terms and conditions of use" followed by a paragraph of introductory text. A large white box contains the title "CARM Client Portal Privacy Statement and Terms and Conditions of Use" and a sub-heading "PRIVACY STATEMENT". The text in the box describes the CBSA's commitment to privacy and mentions the CARM Client Portal. At the bottom of the page, there are two buttons: "Accept Terms" (highlighted with a yellow box) and "I DO NOT Accept".

Government of Canada / Gouvernement du Canada

Terms and conditions of use

Read the following information as it contains important information regarding the portal's privacy statement, scope and prerequisites to use it.

CARM Client Portal Privacy Statement and Terms and Conditions of Use

PRIVACY STATEMENT

The CBSA is committed to protecting privacy rights, including safeguarding the confidentiality of information provided by individuals and Trade Chain Partners. For more information with respect to CBSA's privacy practices governing online activities please access the Privacy Notice [here](#).

The CBSA developed the CARM Client Portal to facilitate electronic communications, accounting of imported goods and payments of duties, and the posting of information to importer and other trade chain partner's accounts. The CARM Client Portal has many self-serve functions that allow trade chain partners to delegate access to their

1.8 Creating your personal profile

When you first log in to the CARM Client Portal (using either the Sign-In Partner or GCKey option), you will be prompted to create your personal profile. Your personal profile contains your contact details, as well as settings and preferences.

Create your personal profile

Your contact details will be used to communicate important updates.

User Information

* First Name **(required)**

* Last Name **(required)**

Contact Information

* Telephone number(including area code) **(required)**

Extension

* Email address **(required)**

* Confirm e-mail address **(required)**

Settings and Preferences

* Receive e-mails about notifications **(required)**

Subscribed - I want to receive e-mails about my notifications.
 Unsubscribed - I do not want to receive e-mails about my notifications.

Note: You will still receive e-mails about urgent notifications, even if you are unsubscribed!

* Preferred language **(required)**

English
 French

To learn more about subscribing to email notifications, see [Section – Setup of notifications](#).

Note that you will be able to update this information in your Account Settings at a later time if required.

Once you have added your personal information and have identified your preferences for notifications and preferred language, you will be prompted to create security questions and answers for subsequent identity verification attempts.

Security questions

Your selected questions and answers will be used for identity verification when calling the CBSA phone support in regards to activities on this account.

* Question 1 (required)

* Answer 1 (required)

* Question 2 (required)

* Answer 2 (required)

* Question 3 (required)

* Answer 3 (required)

[Create Profile](#)

Version 0.1.55

1.9 Linking your individual account to a business account

After your profile creation, you will be greeted with the **First time setup** page, from which two options will be available: **Request access to my employer**, or **Register my business**.

The screenshot shows the 'First time setup' page with two main options highlighted in yellow boxes:

- Request access to my employer**: This option asks if the user is an employee who needs to be associated to their employer's registered business. It requires the employer's 9-digit business number (BN9). Below this is a search section titled 'Find a business' with a text input field for the business number (BN9) and a 'Search' button.
- Register my business**: This option asks if the user is a business account manager who wants to use the commercial client portal. It requires access to privileged information. A 'Register my business' button is located at the bottom of this section.

1. Request access to an employer

This option is intended for employees who wish to request access to a business account that is already registered on the portal. Employees will be asked to enter the **Business Number (or BN9)**, and to provide a **reason for requesting access**.

This screenshot shows the 'Request access to my employer' option selected. The 'Business number (BN9)' field is filled with '10001254' and highlighted in yellow. Below it, a 'Found match' section displays 'Business operating/trade name: ImporterCompany1755'. A 'Specify why you need access' section is also highlighted in yellow, containing a 'Comments (maximum 250 characters) (required)' field with a red error message 'This field is required.' and a 'Request Access' button at the bottom.

2. Register your business

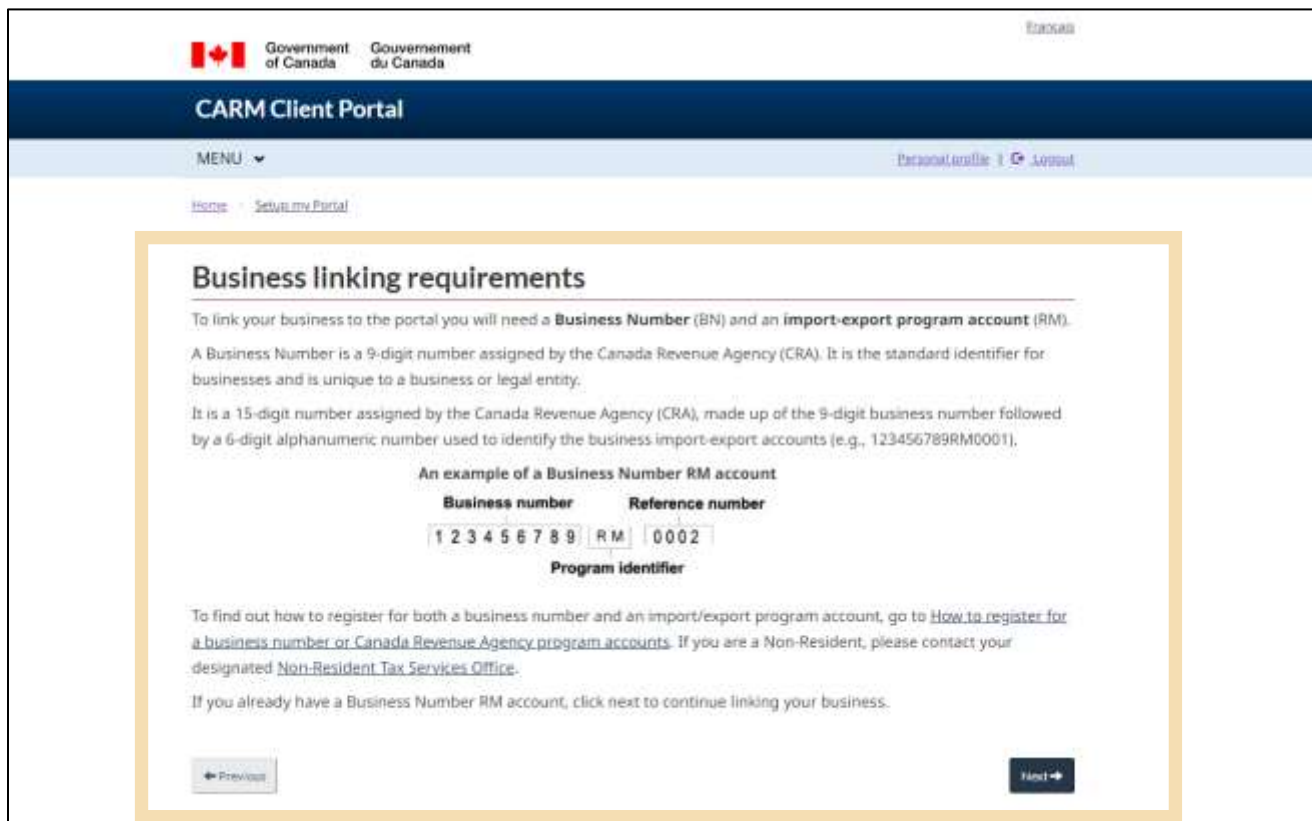
This option is intended for authorized users with access to privileged information and will allow the user to set up and complete registration for a business on the portal.

It is important to note that the user who completes the registration of the business on the CARM Client Portal will automatically become the associated Business Account Manager (BAM), or the person with ultimate account authority. A business account can only be registered once, but its Business Account Manager can assign other users a BAM role (or other user roles) through the employee management page.

To learn more about the role of the Business Account Manager as well as the Delegation of Authority process, review the following guide:

- [User guide – Delegation of Authority](#)

Upon clicking **Register my business**, you will be greeted with the following screen that details the business linking requirements:



The screenshot displays the CARM Client Portal 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 dark blue navigation bar with "CARM Client Portal" in white. A light blue secondary navigation bar contains "MENU" and "Personal profile" with a "Logout" link. The main content area has a breadcrumb trail: "Home > Setup my Portal". The central focus is a white box with a yellow border titled "Business linking requirements".

Business linking requirements

To link your business to the portal you will need a **Business Number (BN)** and an **import-export program account (RM)**.

A Business Number is a 9-digit number assigned by the Canada Revenue Agency (CRA). It is the standard identifier for businesses and is unique to a business or legal entity.

It is a 15-digit number assigned by the Canada Revenue Agency (CRA), made up of the 9-digit business number followed by a 6-digit alphanumeric number used to identify the business import-export accounts (e.g., 123456789RM0001).

An example of a Business Number RM account

Business number	Reference number
1 2 3 4 5 6 7 8 9	RM 0002

Program identifier

To find out how to register for both a business number and an import/export program account, go to [How to register for a business number or Canada Revenue Agency program accounts](#). If you are a Non-Resident, please contact your designated [Non-Resident Tax Services Office](#).

If you already have a Business Number RM account, click next to continue linking your business.

At the bottom of the white box, there are two buttons: "Previous" and "Next".

You will then be required to enter the **business number** and **program reference number**, as shown below:

Enter your business number and program reference number

* Business number (999999999) (required) ⓘ

* Importer program reference number (RM1234) (required) ⓘ

RM

I, Liviu Family, certify that I am hereby authorized to act on behalf of the business to conduct trade activities with the Canada Border Services Agency (CBSA)

Important note:

If you do not have a Business Number (BN) or Program Reference Number (RM), you will be required to obtain these through the Canada Revenue Agency. Please visit the following link to do so:

[CRA Business Number Registration Page](#)

Input your business information. Ensure it is identical to the information that the Canada Revenue Agency (CRA) has on file about your company. You will get an error message if you input anything different from the CRA's information.


Click **Next** to continue.

Validate your business information

Fill in the fields below to validate your business. If you encounter errors, make sure you have entered the exact legal entity name for your business.

If you are a sole proprietor, use your personal legal name (for example, Jane Doe). In all other scenarios, you should use the legal corporate name of your business (for example, ABC Incorporated).

Business number
123456158

* Legal entity name or Operating name (max. 175 characters) (required) 

Legal entity address details

Enter the physical or mailing address of the legal entity (BN9) that is currently on file with the Canada Revenue Agency (CRA).

P.O. box/R.R.

* Address Line 1 (required)

Address Line 2

* Country (required)

Province/State

* City (required)

Postal/Zip Code

You will need to answer one or more questions about your account:

- The date (MM/YYYY) and the balance of a Statement of Account (SOA) within the last six years of the current date
- The date (MM/YYYY) and the exact amount of a payment that has been applied to your account within the last six years of the current date
- The transaction number and the total amount of duties and taxes for an import accounting transaction accepted by the CBSA within the last six years of the current date

You can find the information to answer these questions on a Daily Notice or Statement of Account that is up to six years old. You can get these from your broker if you do not have them already. Your answers must be identical to what is in these documents. Enter it with only using numbers and decimals. **Do not use dollar signs or commas.**

Select the question(s) you will answer from the pull down menu(s) provided. See below for examples of each of these three questions and how to answer them. (The screenshot below shows two questions being asked.)

The screenshot shows a web form titled "Validate your transaction information". Below the title is a sub-header "Answer the following question(s) for the identified program account. If you encounter errors, make sure you have entered the appropriate answer." Below this, the text "Business number RM account" and "123456158RM0001" is displayed. The form contains two required questions, each with a dropdown menu labeled "Select a question". At the bottom left is a "Previous" button with a left arrow, and at the bottom right is a "Next" button with a right arrow. A yellow rectangular box highlights the two question dropdown menus.

Question: SOA balance from last 6 years

Enter the date of an SOA from the past six years, then enter the balance of that SOA in the space provided.

Balance of a Statement of Account (SOA) back to 2016-10-17

* Statement of Account (SOA) Date (required) ⓘ
09/2022

* Statement of Account (SOA) balance (required) ⓘ
4300.00 \$CA

Question: Payment amount and date

Enter the Payment date and Payment amount accepted by the CBSA in the past six years.

Business number RM account
123456158RM0001

* Question 1 (required)
Provide an exact amount of a payment that has been applied to your account since 2016-10-17

* Payment date (required) ⓘ
09/2022

* Payment amount (required) ⓘ
4300.00 \$CA

Question: Total duties and taxes for an import accounting transaction

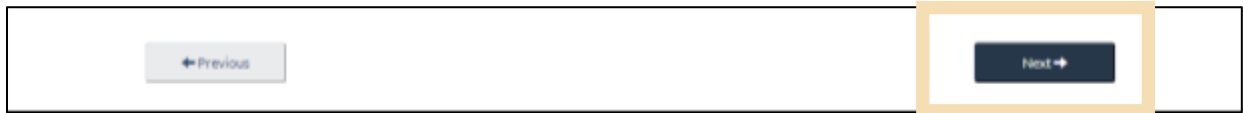
Enter the total amount of duties and taxes for an import accounting transaction accepted by the CBSA in the past six years.

The total amount of duties and taxes for an import accounting transaction accepted by the CBSA from 2016-10-17 to current

* Transaction number (required) ⓘ
12155538621212

* Total amount of duties and taxes (required) ⓘ
-3876.00 \$CA

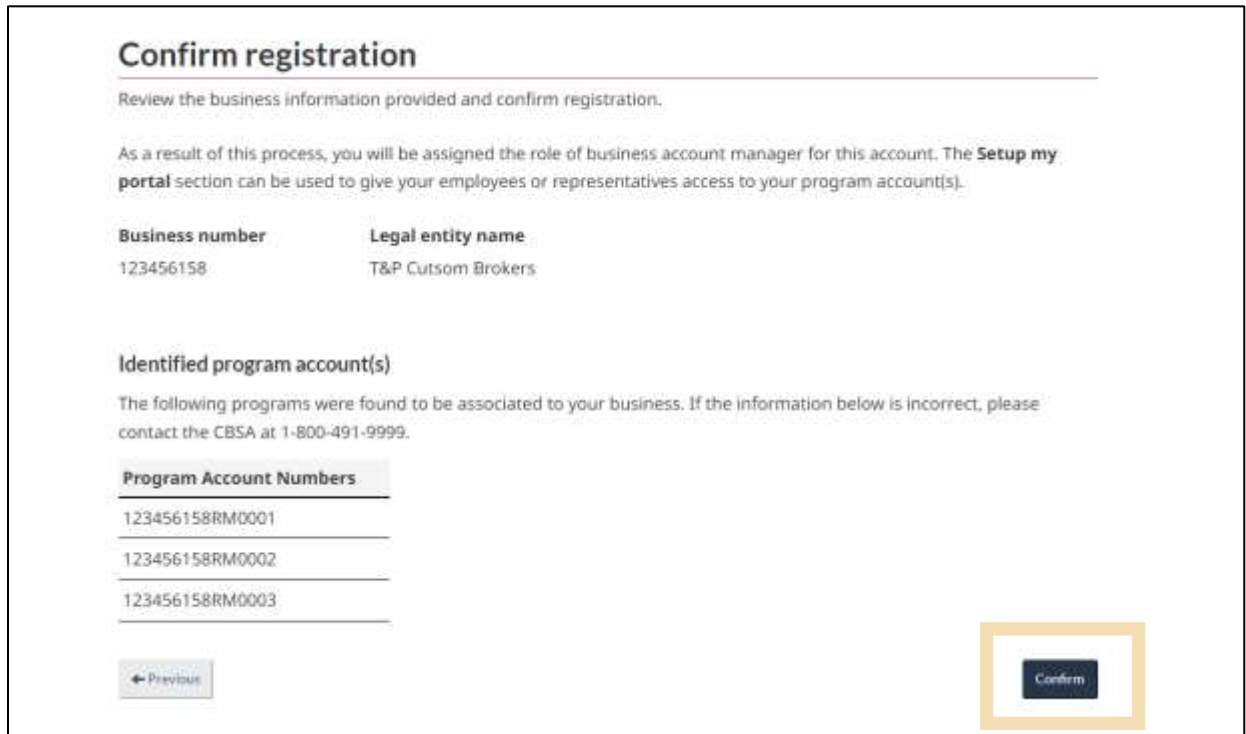
Click **Next** to continue.



Important note:

Enter all figures in Canadian dollars (\$CA, or CAD). Transactions and SOAs used for these questions must be dated in the six calendar years prior to the day that you make these entries.

Review your business information and click **Confirm**.



If any information shown on this screen is incorrect, contact the CBSA at 1-800-491-9999.

Curious to learn more about linking your Individual User Account with your Business Account? Click the link below to access the following step by step walkthrough video:

- [How to connect a user account to a business account](#)

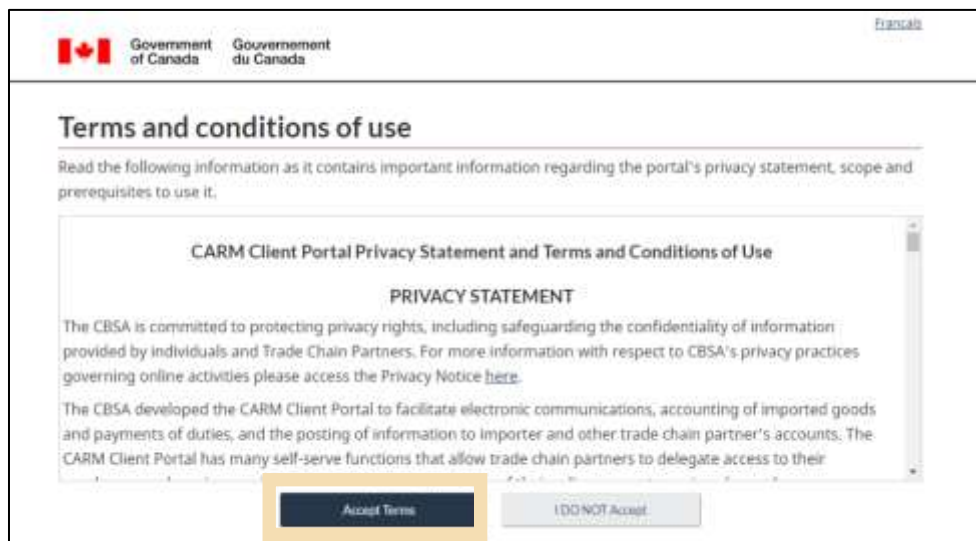
2. Basic navigation and features of the CARM Client Portal

2.1 Login navigation and features

For GCKey users, a successful log in page is displayed prior to reaching the CARM Client Portal home page. As a GCKey user you will be shown a standard welcome message that details your last sign in date, as well as a few links through which you can change your password, change your recovery questions, or revoke your GCKey.



Once you click the **Continue** button on the GCKey welcome page, you will be directed to the **Terms and Conditions of Use** screen of the CARM Client Portal.



These terms and conditions of use will be displayed every time you log in to the CARM Client Portal. It is important that you read and understand these fully prior to proceeding.

- Selecting the **Accept Terms** button will take you to the CARM Client Portal home page.
- Selecting the **I DO NOT Accept** button will cancel the process.

2.2 Functions available on the home page

The home page of the CARM Client Portal displays several quick access links that will allow you to easily navigate to various functionalities and features found on other pages in the CARM Client Portal.

The screenshot displays the CARM Client Portal interface. At the top, it features the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". The main header includes "CARM Client Portal" and user information: "Test Importer Name (RM0001)" and "ImporterCompany3084 (549132583)". A "MENU" dropdown is highlighted in the top left. On the right, there are links for "Upload a document", "Notifications", and "Logout", along with the text "Last logged in 2021-04-21 14:08 ET".

The main content area is divided into six functional blocks:

- Setup my portal**: Manage the access of employees and third party businesses.
- Accounts and profiles**: View information about your personal profile, program account(s) or business.
- Financial information**: View the financial transaction history, statements and invoices of this program account.
- Payments**: Manage your payment options.
- Declarations**: View information about commercial account declarations (CAD).
- Rulings**: Request, view and manage your ruling requests.

Below these blocks, there is a "Recent Transactions" section with a "View all transactions" link. The table below shows the data:

Transaction date	Description	Amount	Status
2021-03-09	Card Lot	\$ -1,000.99	Credit open
2021-03-09	Card Lot	\$ -3,000.99	Credit open
2021-03-09	Card Lot	\$ -2,000.99	Credit open

To the right of the transactions table is a "Most requested" section with a list of links: "Upload a document", "Manage pending employee requests", "Manage pending third party requests", "Transaction history", and "Request a ruling".

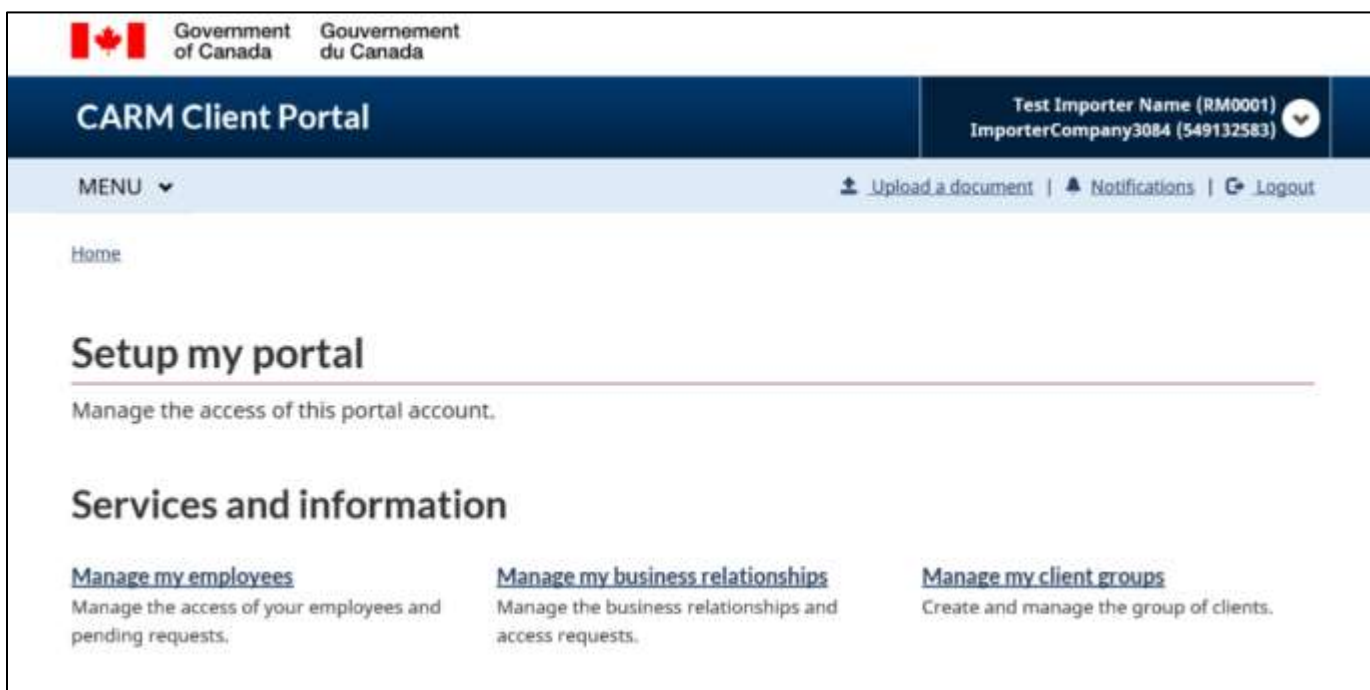
Alternatively, each of these pages can also be accessed by selecting them from the drop-down **MENU** located on the top left of the home page.

Additional information about these functions is outlined in further detail on the following pages.

1. Setup my portal

This link will direct you to the **Setup my portal** landing page. From this page, you will be able access the following options:

- **Manage employees** (Manage the access of your employees to select clients/accounts, and review pending access requests)
- **Manage business relationships** (Manage business relationships with clients and review access requests)
- **Manage client groups** (Create and manage groups of clients, as well as employee access to select groups)



To learn more about the management of employees and clients, please reference the following guide:

- [User guide – Delegation of Authority](#)

2. Accounts and profiles

This link will direct you to the **Accounts and profiles** landing page. From this page you will have the ability to view and/or make updates to your profiles through the following links:

- **Personal profile** (Contains information about your individual profile and portal preferences)
- **Business profile** (Contains relevant business information including address(es) and ownership)
- **List of program accounts** (Displays all program accounts associated with a business)
- **Program account profile** (Contains relevant program information, including RM number, program name, and addresses)

The screenshot shows the CARM Client Portal interface. At the top left is the Government of Canada logo. The page title is 'CARM Client Portal'. The user is logged in as '601880594RM0001-Importe... (RM0001) ImporterCompany5788 (601880594)'. The main heading is 'Accounts and profiles' with a sub-heading 'View and make updates to your personal and business profiles'. Below this, there are three sections: 'Personal profile' (Maintain Individual profile information and portal preferences), 'Business profile' (View information about your business including: Business information, Address(es) and Ownership), and 'List of program accounts' (A list of all the program accounts associated to your business). A 'Program account profile' section is also visible at the bottom left, stating it includes the program RM number, program name, and addresses.

3. Financial information

This link will direct you to the **Financial information** landing page. From this page you will have the ability to view detailed information about your account history, statements, and invoices through the following links:

- **Transaction History** (Allows you to view a history of your transactions, review your account balance, and make payments)
- **Statement of account** (Statements that outline your transactions with the CBSA)
- **CBSA Invoices** (Invoices billed to you by the CBSA)

The screenshot shows the CARM Client Portal interface. At the top left is the Government of Canada logo. The main header is 'CARM Client Portal'. On the right, it displays 'Test Importer Name (RM0001)' and 'ImporterCompany3084 (549132583)'. Below the header is a 'MENU' dropdown and utility links: 'Upload a document', 'Notifications', and 'Logout'. The main content area is titled 'Financial information' and includes a sub-header 'View a detailed account history, statements and invoices.' Below this, there is a section for 'Services and information' with three columns: 'Transaction History' (with a detailed description), 'Statement of account', and 'CBSA Invoices'.

Government of Canada / Gouvernement du Canada

CARM Client Portal

Test Importer Name (RM0001)
ImporterCompany3084 (549132583)

MENU ▾ | Upload a document | Notifications | Logout

[Home](#)

Financial information

View a detailed account history, statements and invoices.

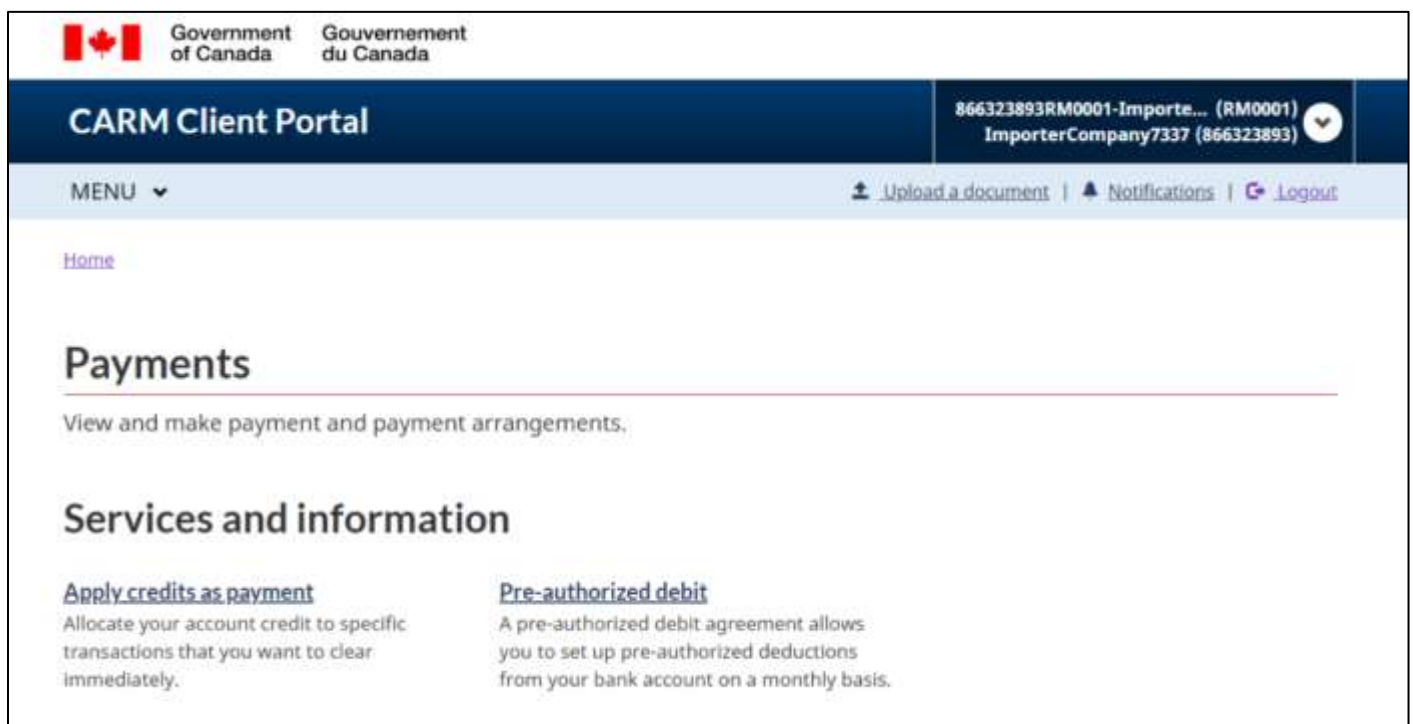
Services and information

<p><u>Transaction History</u></p> <p>View a history of transactions, review the account balance and make payments. Before submitting your payment please verify your payments requirements with your customs broker to avoid duplicate payments.</p>	<p><u>Statement of account</u></p> <p>Statements that outline the transactions with the CBSA.</p>	<p><u>CBSA Invoices</u></p> <p>Invoices billed to you by the CBSA.</p>
---	--	---

4. Payments

This link will direct you to the **Payments** landing page. From this page you will have the ability to view and make payments and payment arrangements through the following links:

- **Apply credits as payment** (Allocate your account credit to specific transactions that you wish to clear immediately)
- **Pre-authorized debit** (Allows you to set up pre-authorized deductions from your bank account on a monthly basis)



The screenshot shows the CARM Client Portal interface. At the top left is the Government of Canada logo. The main header is dark blue with 'CARM Client Portal' on the left and user information '866323893RM0001-Importe... (RM0001) ImporterCompany7337 (866323893)' on the right. Below the header is a light blue navigation bar with 'MENU' on the left and 'Upload a document | Notifications | Logout' on the right. The main content area has a 'Home' link, a 'Payments' heading, and a sub-heading 'View and make payment and payment arrangements.' Below this is a 'Services and information' section with two columns: 'Apply credits as payment' (Allocate your account credit to specific transactions that you want to clear immediately.) and 'Pre-authorized debit' (A pre-authorized debit agreement allows you to set up pre-authorized deductions from your bank account on a monthly basis.)

To learn more about financial information, processes, and payments, please reference the following guide:

- [User guide – Financial information, payment processing and tariff tools in the CARM Client Portal](#)

5. Declarations

This link will direct you to the **Declarations** landing page. From this page, you will have access to the **Duties and taxes calculator**. This tool can be used for estimating the duties and/or taxes that will be owed for goods before they are imported.

français

Government of Canada / Gouvernement du Canada

CARM Client Portal

601880594RM0001-Importe... (RM0001)
ImporterCompany5788 (601880594)

MENU

Upload a document | Notifications | Logout

Home > Declarations

Declarations

View and create declarations.

Services and information

[Duties and taxes calculator](#)
Tool to estimate duties and taxes.

Duties and taxes calculator

We offer this duties and taxes calculator as a self-help tool for your use. This tool does not replace professional advice. We cannot guarantee that this calculator will apply in your specific situation. For example, goods that are subject to various exceptions may require additional calculations beyond the scope of this tool to properly estimate for duties and taxes.

All results are given as examples only.

Customs Summary

How to use this tool

1. Customs

Provide the customs details of a single commodity (see classification number) for your simulated importation. All fields are based on today's available tariffs.

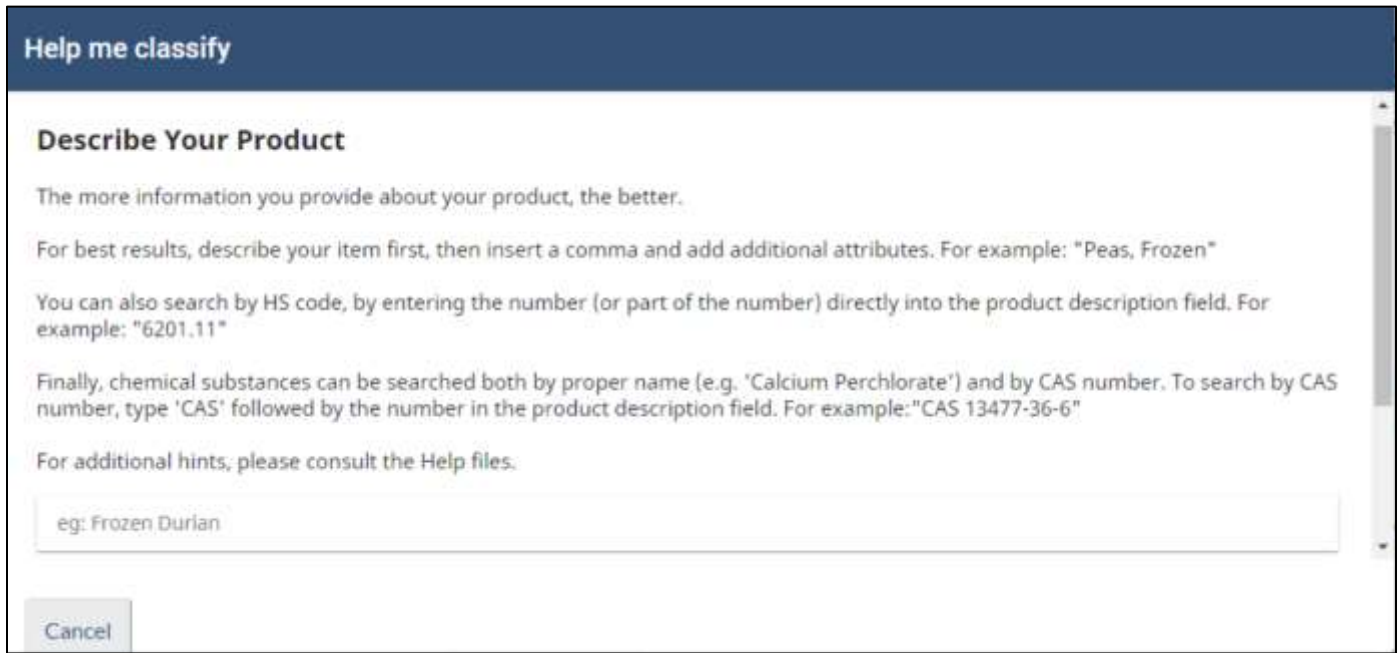
* Classification number (required) ⓘ

0000.00.00.00

Help me classify

Validate my input

Selecting the **Help me classify** button within the **Duties and taxes calculator** will direct you to an embedded classification tool. This tool will allow you to input known information about your goods/products in order to receive a tariff classification number for the goods.



The screenshot shows a web interface titled "Help me classify". Below the title is a section "Describe Your Product" with the following text: "The more information you provide about your product, the better." "For best results, describe your item first, then insert a comma and add additional attributes. For example: "Peas, Frozen"" "You can also search by HS code, by entering the number (or part of the number) directly into the product description field. For example: "6201.11"" "Finally, chemical substances can be searched both by proper name (e.g. 'Calcium Perchlorate') and by CAS number. To search by CAS number, type 'CAS' followed by the number in the product description field. For example: "CAS 13477-36-6"" "For additional hints, please consult the Help files." Below the text is a text input field containing "eg: Frozen Durian". At the bottom left of the interface is a "Cancel" button.

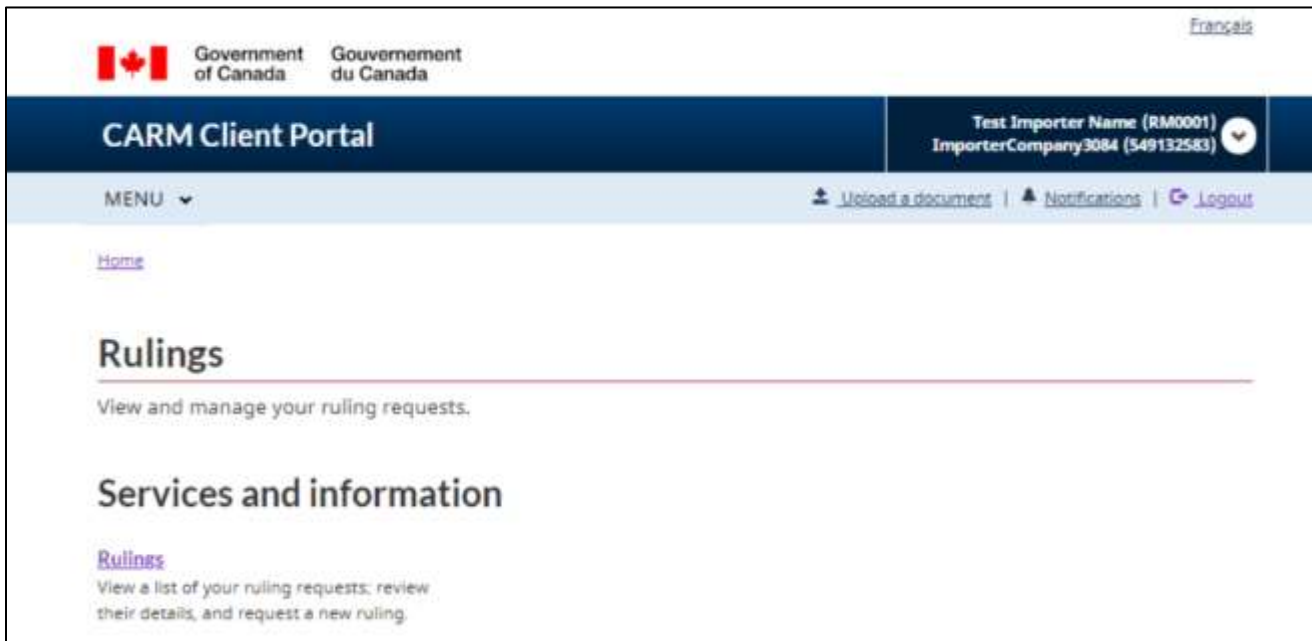
Additional information about the Duties and taxes calculator, and the classification tool can be found in both the below document and the below video:

- [User guide – Financial information, payment processing and tariff tools in the CARM Client Portal](#)
- [Video – How to use the Duties and taxes calculator in the CARM Client Portal](#)

6. Rulings

This link will direct you to the **Rulings** landing page. From this page, you will be able to view and manage all of your ruling requests within the portal:

- **Rulings** (Allows you to view a list of your ruling requests, review their details, and request new rulings)



Additional information about rulings processes can be found in the below document and the below videos:

- [User guide – Managing Rulings](#)
- [Video – Understanding Ruling statuses in the CARM Client Portal](#)
- [Video – How to submit a Ruling request in the CARM Client Portal](#)

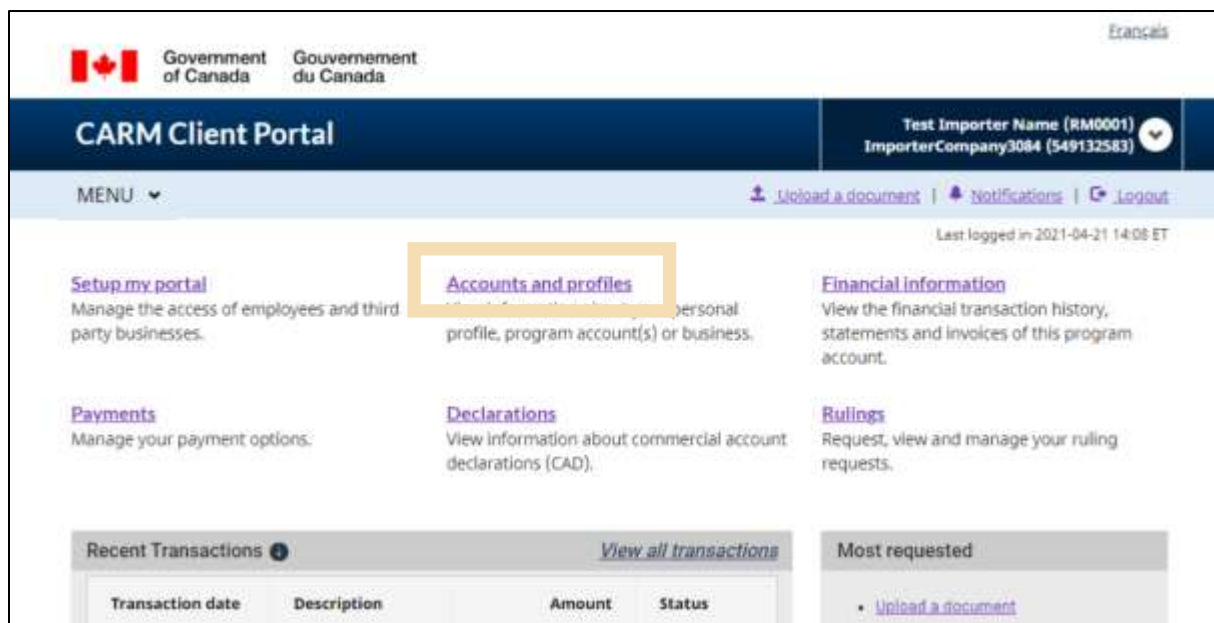
2.3 Setup of notifications

Setting up notifications within the CARM Client Portal is a useful way to ensure that you do not miss important communications from the CBSA.

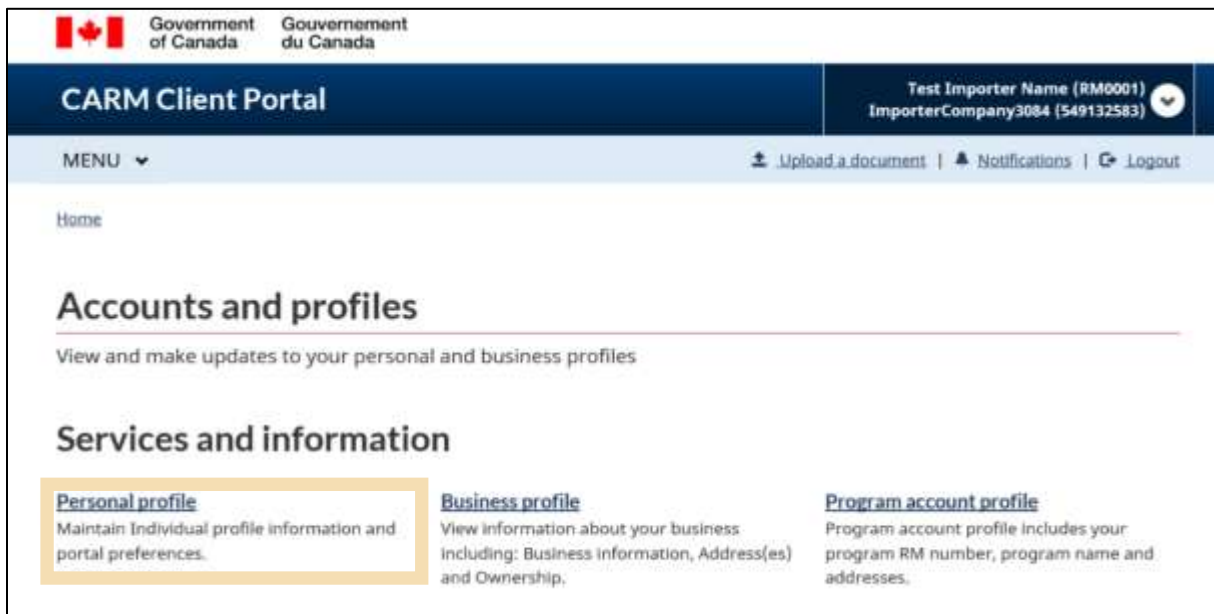
Note that even if you do not subscribe to all notifications, you will still be notified if important communications that require timely action on your part are received.

To setup notifications, follow the below steps:

1. Select **Accounts and profiles** from the home page.

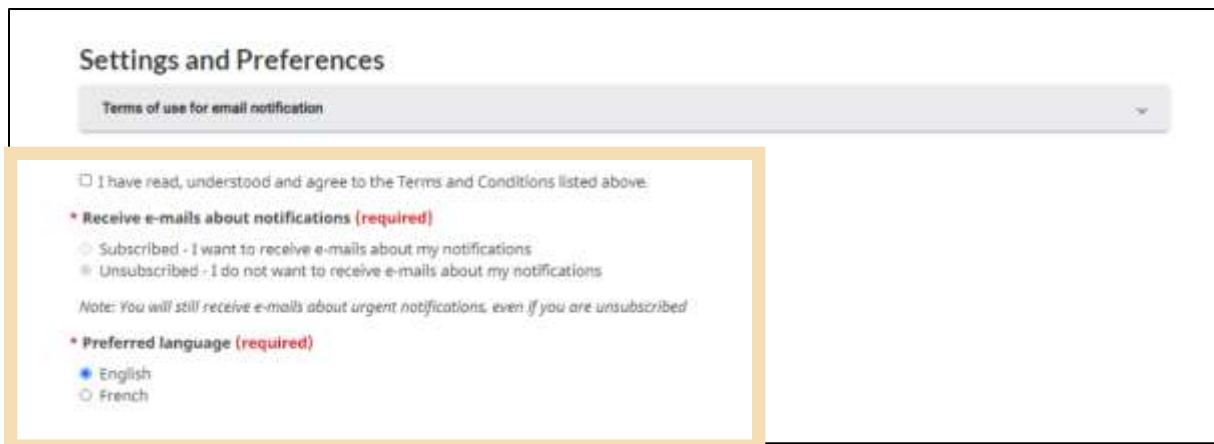


2. Click on the **Personal profile** link.



3. From the **Personal profile** screen, scroll down to **Settings and Preferences** and complete the following:

- Read the **Terms and Conditions** in the drop-down menu, and confirm your acceptance by checking the box
- Select the **Subscribed** button
- Select **English** or **French** as your preferred language



Once notifications are set to **Subscribed**, you will begin receiving e-mail notifications from CBSA.

Important note:

Notifications will be sent in bulk by CBSA. The only options available to users will be to either receive all notifications or to receive none. This option can be modified at any time following the above process.

Remember that urgent notifications will be sent to you regardless of the notification option selected.

2.4 Notifications (view)

To view your notifications in the CARM Client Portal, follow the below steps:

1. Click the **Notifications** link. A list of notifications will display.

The screenshot shows the CARM Client Portal interface. At the top, there is a header with the Government of Canada logo and the text 'Government of Canada / Gouvernement du Canada'. Below this is a dark blue navigation bar with the 'CARM Client Portal' title on the left and user information on the right: 'Test Importer Name (RM0001) / ImporterCompany3084 (549132583)'. A 'Franglais' link is in the top right corner. Below the navigation bar is a light blue bar with a 'MENU' dropdown on the left and links for 'Upload a document', 'Notifications' (highlighted with a yellow box), and 'Logout' on the right. Below this is a main content area with several sections: 'Setup my portal', 'Accounts and profiles', 'Financial information', 'Payments', and 'Declarations'. A callout box points to the 'Notifications' link with the text: 'Your notifications can be found at the top right of the home page beside the bell icon'. At the bottom, there is a 'Recent Transactions' table and a 'Most requested' sidebar.

Transaction date	Description	Amount	Status
2021-03-09	Card Lot	\$ -1,000.99	Credit open
2021-03-09	Card Lot	\$ -3,000.99	Credit open
2021-03-09	Card Lot	\$ -2,000.99	Credit open
2021-03-05	Misc. Invoice (K23)	\$ 1,000.00	Receivable open

2. Click on the **Subject** link to view the details of a notification.

Notifications

Search and read the notifications received from the CBSA.

Advanced search

Date range 2020-10-05 - 2021-04-22

Date posted	Number	Type	Subject
2021-04-08	RM0001	Delegation changes - Client	Access permission(s) changes
2021-03-24	RM0001	Pre-PAD Notification	Pre-Authorized Debit
2021-03-24	ImporterCompany3084 549132583RM0001	Delegation changes - Client	Access permission(s) changes
2021-03-24	ImporterCompany3084 549132583RM0001	Delegation changes - Client	Access permission(s) changes
2021-03-16	ImporterCompany3084 549132583	Delegation changes - Client	Pending access request
2021-03-09	ImporterCompany3084 549132583RM0001	Delegation changes - Client	Access permission(s) changes
2021-03-09	ImporterCompany3084 549132583RM0001	Delegation changes - Client	Access permission(s) changes
2021-03-09	ImporterCompany3084 549132583RM0001	Delegation changes - Client	Access permission(s) changes

Items per page: 10

1 to 10 of 215 Page 1 of 22

Tip: You can search for desired notifications by using the Advanced search field

3. The notification details selected will then be displayed. Click the **Back** button to return to the notifications list once you are done reviewing the notification.

Government of Canada / Gouvernement du Canada

Fransais

CARM Client Portal

Test Importer Name (RM0001)
ImporterCompany3084 (549132583)

MENU

Home - Notifications

Notifications details

Access permission(s) changes
Recipient: ImporterCompany3084
Type: Delegation changes - Client
Date posted: 2021-04-08

Access for 227889992 to 549132583RM0001 has been successfully changed.

Back

2.5 Uploading documents

Including additional documents helps the CBSA with their rulings decisions. Where possible, documents that support a ruling request should always be included with the initial request. If the CBSA feels that they have insufficient information to render a decision, they may request that you provide additional information in order to proceed with your ruling request.

The screenshot displays the CARM Client Portal interface. At the top, there is a header with the Government of Canada logo and the text "The Upload a document link" in a yellow callout box. Below the header, the user's name "Test Importer Name (RM0001)" and company information "ImporterCompany3084 (549132583)" are visible. A navigation menu includes "Upload a document", "Notifications", and "Logout". The main content area is divided into sections: "Setup my portal", "Accounts and profiles", "Financial information", and "Rulings". The "Rulings" section contains a table with a column labeled "Actions" where the "Upload a document" link is highlighted. A yellow callout box points to this link with the text "The document attachment link found in the Actions column of your displayed Rulings list". Below the "Rulings" section, there is a "Recent Transactions" table and a "Most requested" sidebar. The "Most requested" sidebar lists several options, with "Upload a document" highlighted and a yellow callout box pointing to it with the text "The Upload a document link in the Most Requested column".

Transaction date	Description	Amount	Category
2021-03-09	Card		
2021-03-09	Card		
2021-03-09	Card Lot	\$ -2,000.99	Credit open
2021-03-05	Misc. Invoice (K23)	\$ 1,000.00	Receivable open

For the purposes of this guide, we are showing the page that will appear after selecting either of the **Upload a document** links.

From this page you may proceed with the following steps:

1. Select the **Category** from the drop-down menu.
2. Enter the **Case/reference number** that the document you are uploading will be associated with/attached to.

3. Click the **Next** button.

The screenshot shows the CARM Client Portal interface. At the top, there is a header with the Government of Canada logo and the text 'Government of Canada / Gouvernement du Canada'. The page title is 'CARM Client Portal'. On the right, there is a user profile section with the text '601880594RM0001-Importe... (RM0001)' and 'ImporterCompany5788 (601880594)'. Below the header, there is a 'MENU' dropdown and links for 'Upload a document', 'Notifications', and 'Logout'. The main content area is titled 'Upload a document - Step 1 of 2'. Below the title, there is a text input field for the document name. A yellow box highlights a form section with two required fields: '* Category (required)' with a dropdown menu, and '* Case/reference number (maximum 30 characters) (required)' with a text input field. At the bottom left of this section is a 'Cancel' button, and at the bottom right is a 'Next' button with a right-pointing arrow.

4. Drag and drop the file from the specified location and click **Upload** to complete the upload process.

The screenshot shows the 'Attachment(s): case #8000000167' upload interface. At the top, there is a title 'Attachment(s): case #8000000167' and a subtitle 'Attach any files of producers or manufacturers product literature, drawings, photographs, or schematics.' Below this, there is a section titled 'Upload files' with the text 'The maximum upload size per file is 15 MB and a maximum of 10 attachments per upload.' and 'Acceptable file types: .pdf, .doc, .docx, .xls, .xlsx, .rtf, .txt, .jpg, .jpeg, .tiff, .xps'. A large yellow box highlights a central area with a large upward-pointing arrow and the text 'Click or drag your file here'. At the bottom of the interface, there is an 'Upload' button.

Important note:

You can only upload PDF, Word, Excel, RTF, JPG, TIFF and XPS documents to the CARM Client Portal.

3. Requesting a new business relationship

3.1 Account types

Within the CARM Client Portal, there are two types of accounts: Individual accounts and Business accounts.

Individual account:

In order to access a business account, it is mandatory to first have an individual account. This account requires users to complete their personal profile for the user to be granted access to the CARM Client Portal.

Create your personal profile
Your contact details will be used to communicate important updates.

User information

- * First Name (required)
- * Last Name (required)

Contact Information

- * Telephone number (including area code) (required)
- Extension
- * Email address (required)
- * Confirm e-mail address (required)

Settings and Preferences

- * Receive e-mails about notifications (required)
 - Subscribed - I want to receive emails about my notifications.
 - Unsubscribed - I do not want to receive emails about my notifications.
- Note: You will still receive e-mails about urgent notifications, even if you are unsubscribed.
- * Preferred language (required)
 - English
 - French

To learn more about setting up your Individual account and Personal Profile, see **Section – [Creating your personal profile](#)** of this document.

To learn more about setting up your notifications, see **Section – [Setup of notifications](#)**.

Business account:

Accounts for businesses exist for:

- Organizations that provide services to clients – Service Provider
- Business account that has at least one program account and performs activities as a customs broker or third party.
- Client organizations such as importers
- Any business account that has delegated their authority to a service provider.

3.2 Business relationships

Business relationships are established between a service provider and its client(s). A client (e.g., importer) can delegate access to the service provider (e.g., customs broker) for them to act on their behalf and manage their account(s) within the CBSA by establishing a relationship.

Service providers must first establish a business relationship with their clients to be able to transact with the CBSA on their behalf. Only then will the service provider be able to assign its employees to the clients' accounts to carry out the activities agreed upon in their service.

Important note:

The client determines the relationship type to grant to its service provider(s).

Within the CARM Client Portal, there are two business relationship access types that can be established between a service provider and a client.

These are:

- Business management relationship
- Program management relationship

This table shows the activities and access permissions associated with the Business management relationship and Program management relationship:

Activities	Allowed or Restricted	View as Read-only or View and Edit
View business account profile (general information, ownership, addresses, business activity, settings and contacts)	Allowed	Read-only
View all Program accounts profile (general information, addresses, contacts, owners and sub-programs)	Allowed	Read-only
View the list of programs	Allowed	Read-only
View financial security information	Allowed	View and Edit
View information regarding requests (e.g., Rulings) and transactions (e.g., CAD) on the client's behalf	Allowed	View and Edit
Commonly restricted actions	Allowed	Refer to below

1. **Business management relationship:** This relationship delegates access to all program accounts to the service provider, including any programs added in the future. Commonly restricted actions within a Business management relationship include the following:

- Editing the Business account or Program account information
- Viewing or editing pre-authorized debit authorizations
- Viewing collection-related notifications and payment arrangements
- Viewing or editing the client's access requests, and its employees' accesses
- Viewing or editing the client's pending business relationship requests, and its list of active business relationship

2. **Program management relationship:** This relationship delegates access to only selected program accounts to the service provider. This table shows the activities and access permissions associated with the Program management relationship:

Activities	Allowed or Restricted	View as Read-only or View and Edit
View program account profile (general information, addresses, contacts, owners and sub-programs)	Allowed	Read-only
View information regarding requests (e.g., Rulings) and transactions (e.g., CAD) on the client's behalf	Allowed	View and Edit
View Business account profile	Restricted	Not available
View list of programs	Restricted	Not available
View financial security	Restricted	Not available
Commonly restricted actions (refer to previous page)	Restricted	Not available

To learn more about managing business relationships, please reference the following guide:

- [User guide – Delegation of Authority](#)

4. Resources

There are several resources that are available surrounding the CARM Client Portal to help support new users:

1. **Instructional videos:**

- Dedicated instructional videos for portal utilization including step-by-step videos on: Creating and linking individual and business accounts, Delegating authority, Financial information, and more.

2. **FAQ:**

- The CBSA has provided answers to frequently asked questions that clients may have regarding the portal.

3. **Chatbot:**

- The CBSA has introduced a chatbot that includes scripts prepared for users to support their onboarding process to the CARM Client Portal.

4. **Onboarding guides:**

- These guides will help TCPs understand how to use the CARM Client Portal, with information on the key benefits and capabilities that the portal offers.