



Trade Chain Partner User Guide

Onboarding to the CARM Client Portal

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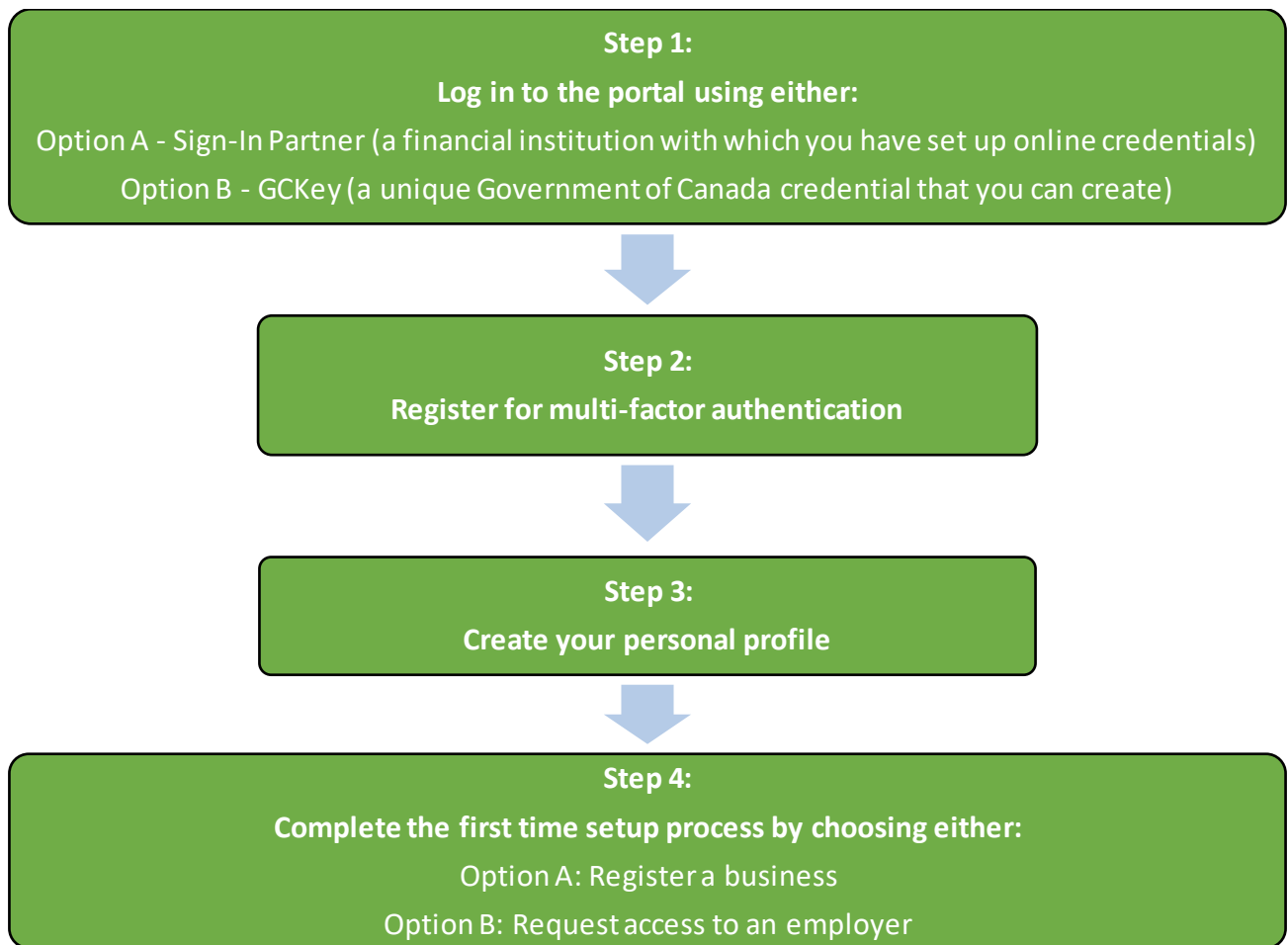
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1. Onboarding to the CARM Client Portal

1.1 - Overview

The CARM Client Portal (CCP) 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 (CCP)

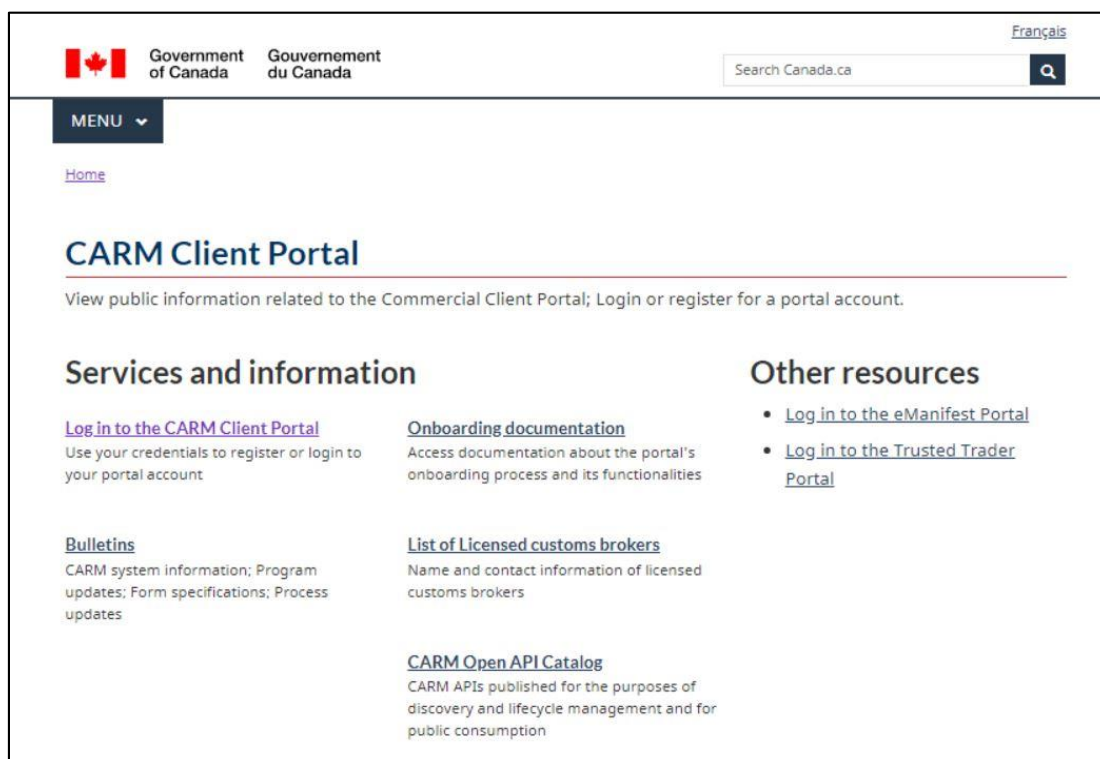
To access the CARM Client Portal (CCP), individuals must first open the CBSA webpage, the link to which can be found below:

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

Upon launching the CARM Client Portal, you will see the CCP 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 CCP by following the steps in this user guide. Trade consultants may do so by contacting the CBSA at 1-800-461-9999.



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**.

The screenshot shows the CARM Client Portal homepage. At the top, there is a header with the Canadian flag, 'Government of Canada / Gouvernement du Canada', and a search bar. A red box highlights the 'Français' language link in the top right corner. A green callout box with an arrow pointing to it says 'Click to change the portal language if required'. Below the header is a 'MENU' dropdown. The main content area is titled 'CARM Client Portal' and includes the text 'View public information related to the Commercial Client Portal; Login or register for a portal account.' Under the 'Services and information' section, a red box highlights the 'Log in to the CARM Client Portal' link, which includes the text 'Use your credentials to register or login to your portal account'. A green callout box with an arrow pointing to it says 'Click to log in to the CARM Client Portal'. Other sections include 'Onboarding documentation', 'List of Licensed customs brokers', 'Bulletins', and 'CARM Open API Catalog'. The 'Other resources' section lists links to the eManifest Portal and the Trusted Trader Portal.

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 CCP 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

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](#)

Select Sign-In Partner

By selecting a Sign-In Partner, you are agreeing to the [Terms and Conditions](#) and [Privacy Notice of Government Sign-In by Verified.Me](#)

SECUREKEY Concierge is now  **Government Sign-In by Verified.Me**

SecureKey Concierge is rebranding to Government Sign-In by Verified.Me

For you, nothing changes. You can continue to rely on the same secure sign in service with the financial institution that you have used for many years with SecureKey Concierge. For us, we are unifying who we are, what we look like and how we talk about the tools in our digital identity network to serve you better. [Learn how Government Sign-In by Verified.Me works](#)

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 GCKey login interface. At the top, there is a header with the Canadian flag, 'Government of Canada', and 'Gouvernement du Canada'. Below this is a navigation bar with 'Definitions', 'Frequently Asked Questions (FAQ)', and 'Help'. A breadcrumb trail reads 'Home → Sign In / Sign Up'. The main heading is 'Welcome to GCKey'. On the left, the 'Sign In' section includes fields for 'Username: (required)' and 'Password: (required)', each with a 'Forgot your [username/password]?' link. There are 'Sign In' and 'Clear All' buttons. On the right, the 'Simple Secure Access' section explains that it's a simple way to securely access Government of Canada online services, requiring one username and one password. It features a 'Sign Up' button and a note that the 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 CCP.

1.5 - Creating a New GCKey

To create a new GCKey, follow the steps below:

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

Home → Sign In / Sign Up

Welcome to GCKey

Sign In

Username: **(required)**

Password: **(required)**

[Forgot your password?](#)

Sign In **Clear All**

Simple Secure Access

A simple way to securely access Government of Canada online services.

One username.
One password.

Sign Up

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.

Definitions Frequently Asked Questions (FAQ)

Home → GCKey Sign Up Step 1 of 4

Terms and Conditions Username Password

Terms and Conditions of Use

In return for the Government of Canada providing you with a GCKey, you agree to abide by the following Terms and Conditions of Use:

- 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.
- 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](#).

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.

I accept **I decline**

3. Create your username as per the specifications provided in the **Username Checklist** and click the **Continue** button.

Terms and Conditions Username Password Questions and Answers Email

Create Your Username

Your username must contain at least eight characters and be unique to you. When creating your Username, we recommend that you:

- make your Username easy for you to remember and hard for others to guess;
- avoid using personal information such as your name, Social Insurance Number (SIN), mailing address or email address;
- always keep your Username secure and do not share it with anyone.

Create Your Username: (required)

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

Continue Clear All Cancel

Privacy

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

Username Checklist

- Minimum 8 characters
- May contain:
 - capital letters (A - Z);
 - lower-case letters (a - z);
 - French characters (ôüÿâäæçéëêëô œûüÿÀÆÇÈÉÊËÏÔÕ);
 - digits (0 - 9); and
 - special characters: \$ % ^ ? : { } ~ ' ? / | & * _ - . ' () [] !.

4. Create your password as per the specifications provided in the **Password Checklist** and click the **Continue** button.

Terms and Conditions Username Password Questions and Answers Email

Create Your Password

Your Password must be at least 12 characters and must not contain your username.

Create Your Password: (required)

Strength: Strong

Confirm Your Password: (required)

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

Continue Clear All Cancel

Privacy

Please keep your Password secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

Password Checklist

- ✓ Minimum 12 characters
- ✓ Does not contain your Username
- ✓ Passwords match

Date modified: 2020-09-01

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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](#).

1

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.

Important Note:

If you receive an email with a passcode and you did not try to log into the CCP, 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 CCP, and each time you press the **Resend** button. Always use the most recent multi-factor authentication passcode that was sent to you.

5. 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.

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

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

[Accept Terms](#) [I DO NOT Accept](#)

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 <https://www.cbsa-asfc.gc.ca/eservices/multifactor-help-aide-multifacteur-eng.html>

If, after reviewing the information, you are still having issues, contact CARM Client Support using the link on the CARM webpage shown below.

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](#)
- [Video tutorials](#)

Benefits

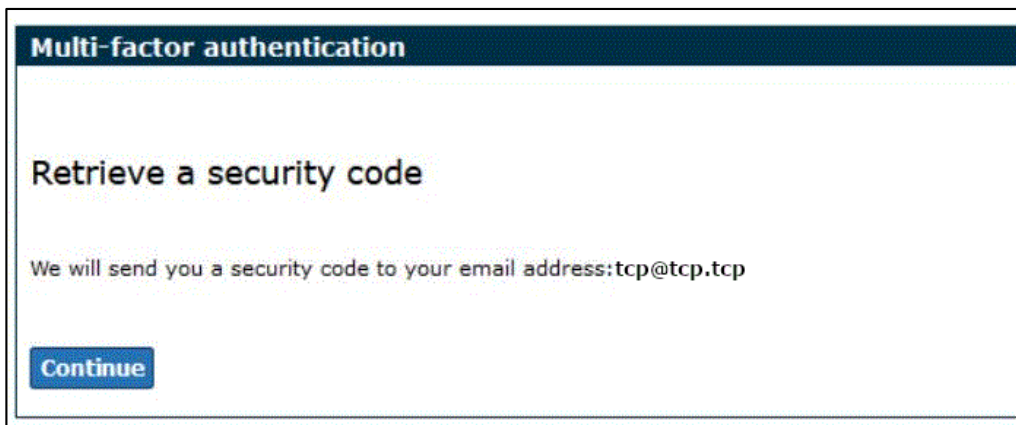
Once fully implemented, CARM will:

- 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 CCP (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.



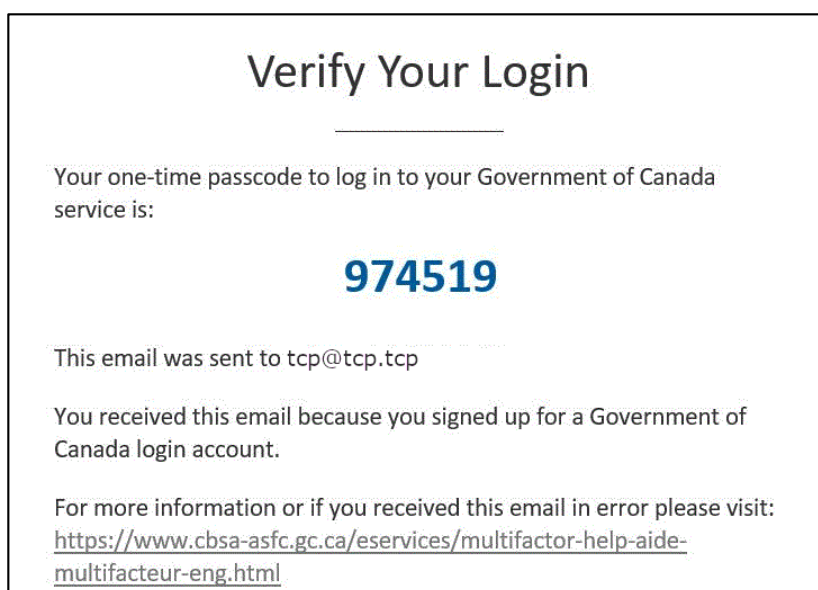
Multi-factor authentication

Retrieve a security code

We will send you a security code to your email address:tcp@tcp.tcp

Continue

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



Verify Your Login

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

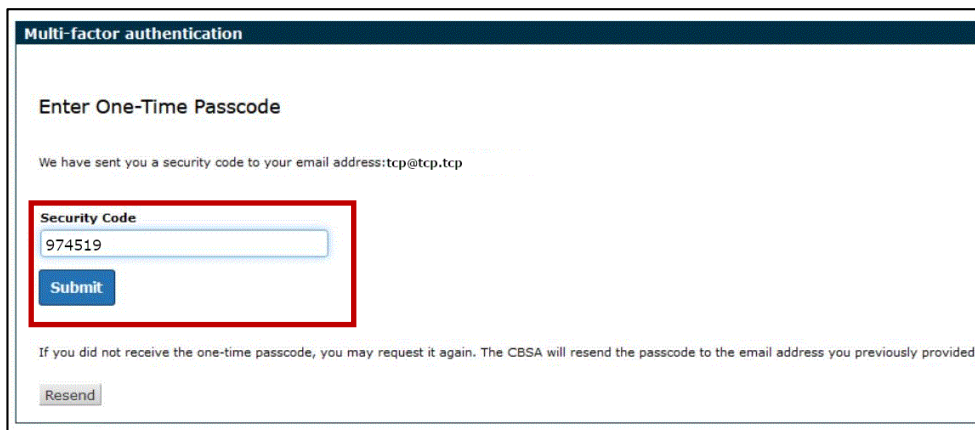
974519

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>

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



Multi-factor authentication

Enter One-Time Passcode

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

Security Code

974519

Submit

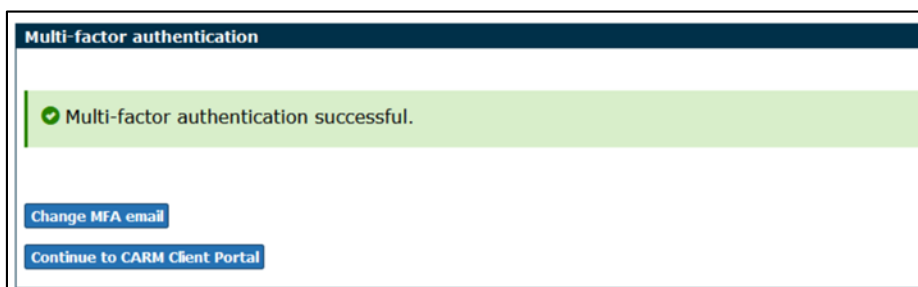
If you did not receive the one-time passcode, you may request it again. The CBSA will resend the passcode to the email address you previously provided.

Resend

Important Note:

The multi-factor authentication passcode changes each time you try to log in to the CCP, 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.



Multi-factor authentication

✔ Multi-factor authentication successful.

Change MFA email

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.



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

Accept Terms

I DO NOT Accept

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 [2.3 – Notifications \(Setup\)](#)

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**.

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)

Register my business

Are you a **business account manager** who wants to use the commercial client portal for your business?

You will need to have access to privileged information for this process.

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.

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)

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.

Found match

Business operating/trade name
ImporterCompany1755

Specify why you need access

* Comments (maximum 256 characters) (required)

This field is required.

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 CCP 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:



[Trade Chain Partner 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 shows the CARM Client Portal interface. At the top, there is a header with the Canadian flag and the text "Government of Canada / Gouvernement du Canada". Below this is a dark blue navigation bar with "CARM Client Portal" in white. To the right of the navigation bar are links for "Personal profile" and "Logout". Below the navigation bar is a "MENU" dropdown. The main content area has a breadcrumb trail "Home > Setup my Portal". The title "Business linking requirements" is followed by a red line. The text explains that to link a business, a Business Number (BN) and an import-export program account (RM) are needed. It defines a Business Number as a 9-digit number assigned by the CRA, and an import-export program account as a 15-digit number assigned by the CRA, made up of the business's 9-digit business number followed by a 6-digit alpha-numeric number. An example of a Business Number RM account is shown: Business number 123456789, Reference number RM0002, with the Program Identifier 123456789RM0001. At the bottom, it states that users can register for both a Business Number and an import-export program account by following the CRA's Business Registration Online (BRO) instructions by clicking a link, and that if they already have a Business Number RM account, they should click next to continue linking their business.

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.

An import-export program account number is represented within the Business Number RM Account (BN15). It is a 15-digit number assigned by the Canada Revenue Agency (CRA), made up of the business's 9 digit business number followed by a 6 digit alpha-numeric number used to identify the business's 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	R	M	0	0	0	2
Program Identifier														

You can register for both a Business Number and an import-export program account by following the CRA's Business Registration Online (BRO) instructions by [clicking here](#).

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

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

Input your business information, ensuring that it is identical to the information that the Canada Revenue Agency (CRA) has on file. Even the punctuation used must match the information on file. Any differences will result in an error message.

After inputting the Business Number (BN) and the Program Reference Number (RM), you will then be required to validate both your business information, and any recent transaction information (see screenshots on the following page).

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](#)

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
100001254

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

This field is required.

Legal entity address details

Enter the information from one of the addresses (physical, mailing or books and records) provided to the CRA when you registered your business.

* Address Line 1 (required)

This field is required.

Address Line 2

P.O box/R.R

* Country (required)

This field is required.

Select a country 

Validate your transaction information

Answer the following questions regarding your Statement of Account (SOA) or Daily Notice (DN). If you encounter errors, make sure you have entered the appropriate answer and verify your spelling.

* Question 1 (required)

This field is required.

Select a question 

* Question 2 (required)

You will need to answer two or three questions, depending on your account type. The information can be found on your most recent Daily Notice or Statement of Account. You can obtain these from your broker if you do not receive them directly. Your answers must be identical to that found on the Daily Notice or Statement of Account and should only be entered using numbers and decimals. Using dollar signs and commas will result in an error message.

Question 1

*** Question 1 (required)**

What is the transaction number and total duties and taxes of one of your recent transactions? ▼

Transaction number
13409538908576

*** Total duties and taxes (required)**

0

A transaction number from your five most recent transactions will be displayed. Enter the total of duties and taxes that were owing for the given transaction number.

Question 2

What is the exact value of your most recent payment? ▼

***Recent payment amount (Required)**

\$CA

You will need the exact value of your most recent payment. This can be found on your Daily Notice or Statement of Account.

Question 3

What is the balance of your last statement of account? ▼

***Last statement of account balance (Required)**

\$CA

You will need the most recent Statement of Account.

Please make note of the following important points to consider during this initial setup process:

- Each user should have their own set of credentials and personal profile.
- Only one set of credentials can be used on a user's account (GCKey or a Sign-In Partner).
- The CBSA cannot retrieve lost credentials (username or password).

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 CCP 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 CCP (see screenshot on the next page).



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du Canada

[Français](#)

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

Accept Terms

I DO NOT Accept

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

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

2.2 - Functions Available on the CCP Home Page

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

The screenshot shows the CARM Client Portal interface. At the top, there is a header with the Government of Canada logo and the user's name: "Test Importer Name (RM0001) ImporterCompany3084 (549132583)". Below the header, a "MENU" dropdown is highlighted with a red box. The main content area features six numbered callouts (1-6) pointing to various links:

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

At the bottom, there are two sections: "Recent Transactions" and "Most requested".

Recent Transactions

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

[View all transactions](#)

Most requested

- [Upload a document](#)
- [Manage pending employee requests](#)
- [Manage pending third party requests](#)
- [Transaction history](#)
- [Request a ruling](#)

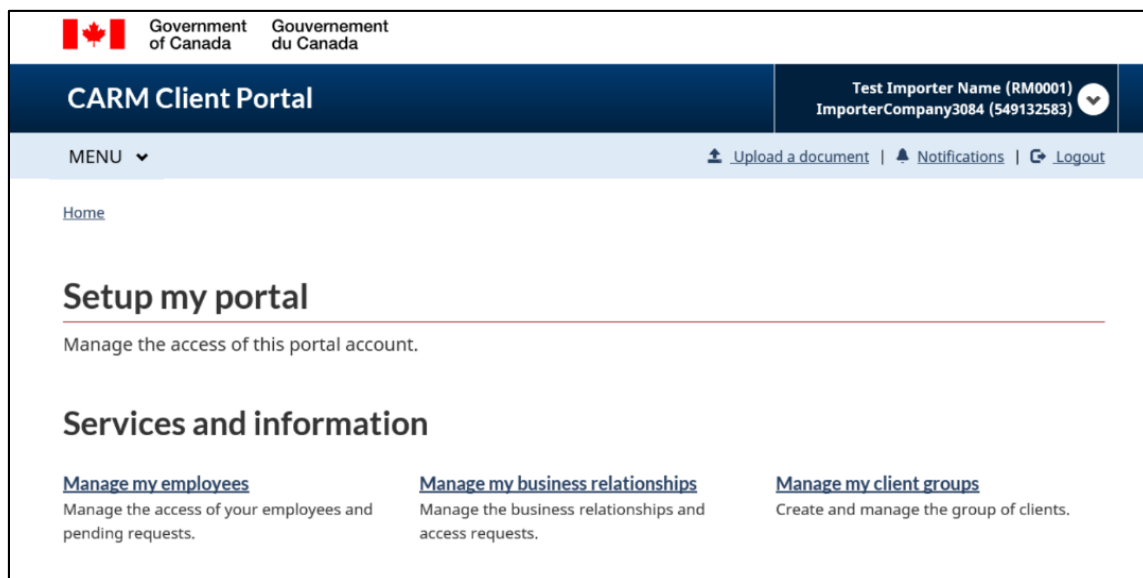
Alternatively, each of these pages can also be accessed by selecting them from the drop-down **MENU** located on the top left of the home page.

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:

Trade Chain Partner 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, there is a header with the Government of Canada logo and the text 'Government of Canada' and 'Gouvernement du Canada'. To the right of the header is a language selector set to 'Français'. Below the header is a dark blue navigation bar with the text 'CARM Client Portal' on the left and a user profile section on the right showing the name '601880594RM0001-Importe... (RM0001) ImporterCompany5788 (601880594)' and a dropdown arrow. Below the navigation bar is a light blue bar containing a 'MENU' dropdown, a link to 'Upload a document', a bell icon for 'Notifications', and a 'Logout' link. The main content area has a heading 'Accounts and profiles' with a subtext 'View and make updates to your personal and business profiles'. Below this is a section titled 'Services and information' which contains four links with descriptions: 'Personal profile' (Maintain Individual profile information and portal preferences), 'Business profile' (View information about your business including: Business information, Address(es) and Ownership), 'List of program accounts' (A list of all the program accounts associated to your business), and 'Program account profile' (Program account profile includes your 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*)


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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

[Transaction History](#)
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.

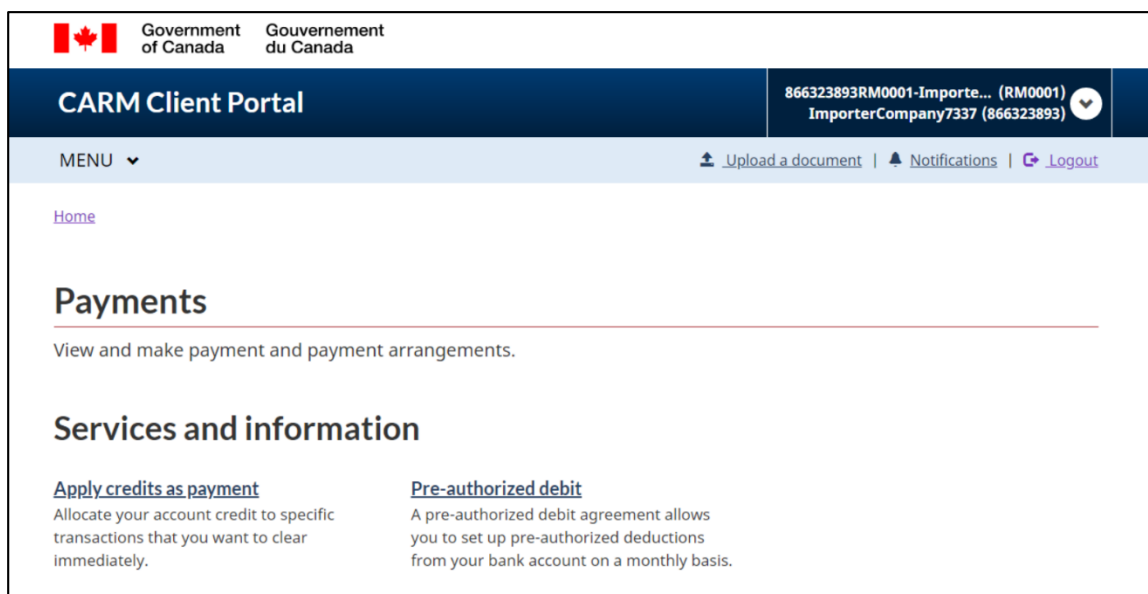
[Statement of account](#)
Statements that outline the transactions with the CBSA.

[CBSA Invoices](#)
Invoices billed to you by the CBSA.

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*)



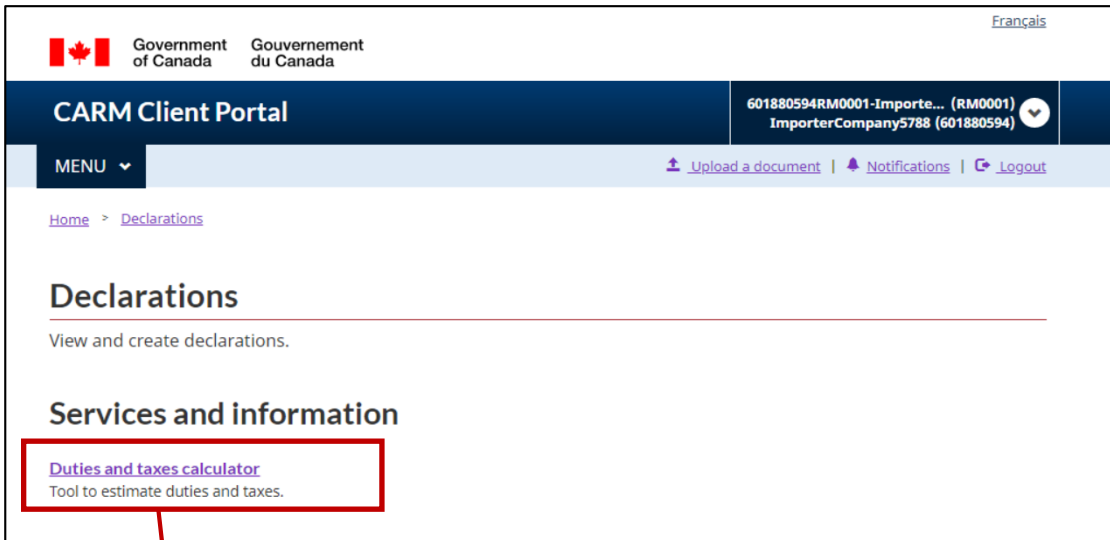
To learn more about financial information, processes, and payments, please reference the following guide:



Trade Chain Partner User Guide – Financial Information and 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.



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CARM Client Portal

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

MENU

Upload a document | Notifications | Logout

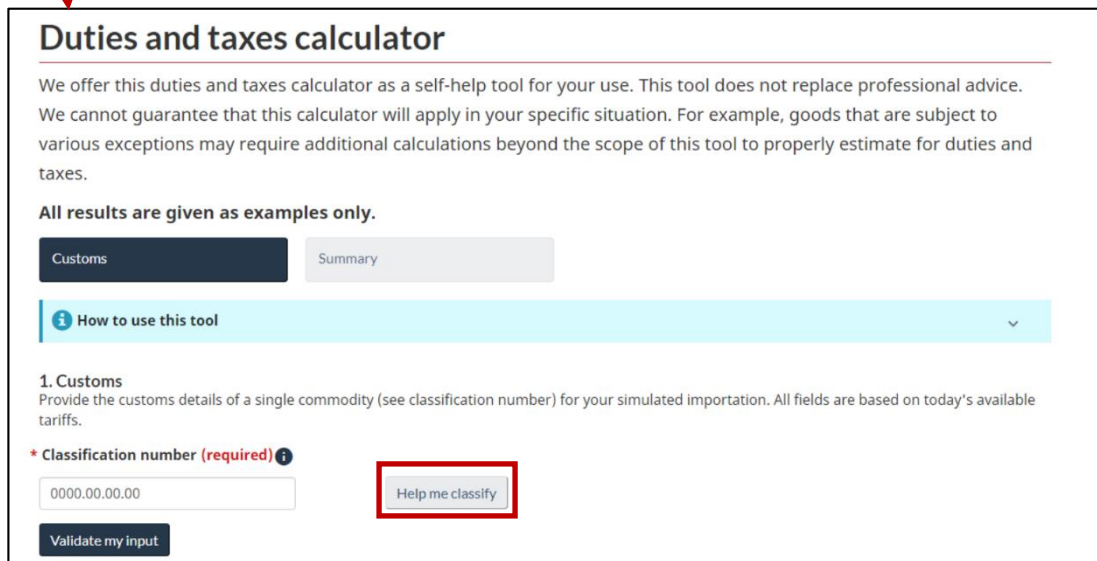
Home > Declarations

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.

Help me classify

Describe Your Product

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.

eg: Frozen Durian

Cancel

Additional information about the Duties and Taxes Calculator, and the Classification Tool can be found in both the below document and the below video:



Trade Chain Partner User Guide – Financial Information and Tools in the CARM Client Portal

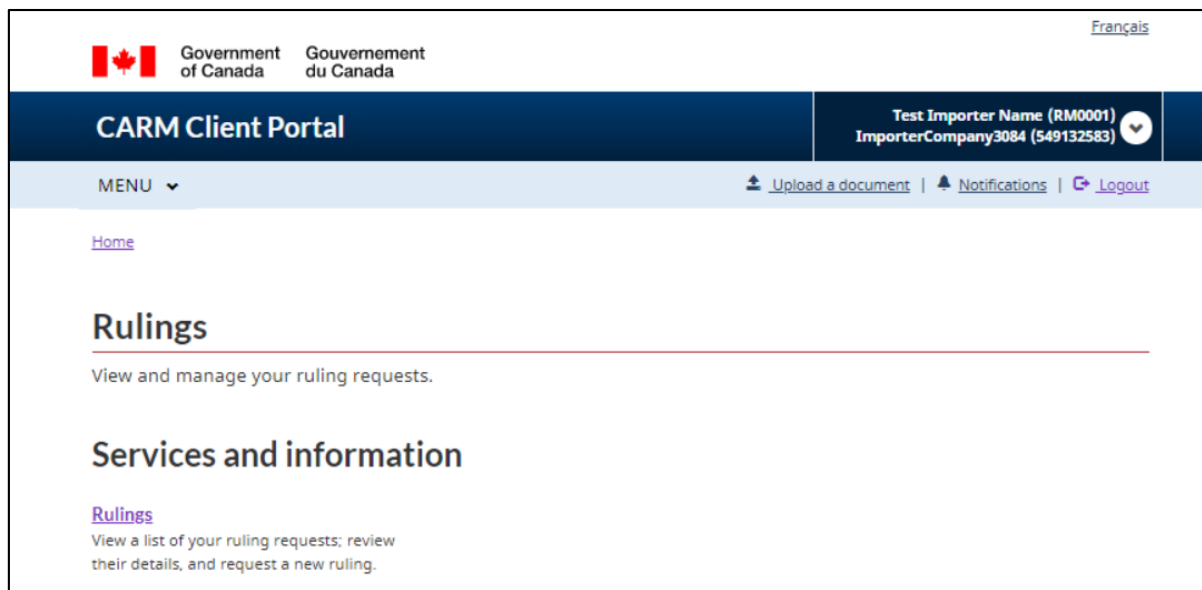


How to Use the Duties and Taxes Calculator in the CARM Client Portal

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:



Trade Chain Partner User Guide – Managing Rulings



Understanding Ruling Statuses in the CARM Client Portal

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.


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[Français](#)

CARM Client Portal

Test Importer Name (RM0001)
ImporterCompany3084 (549132583)

MENU

[Upload a document](#) | [Notifications](#) | [Logout](#)

Last logged in 2021-04-21 14:08 ET

[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.

Recent Transactions ⓘ

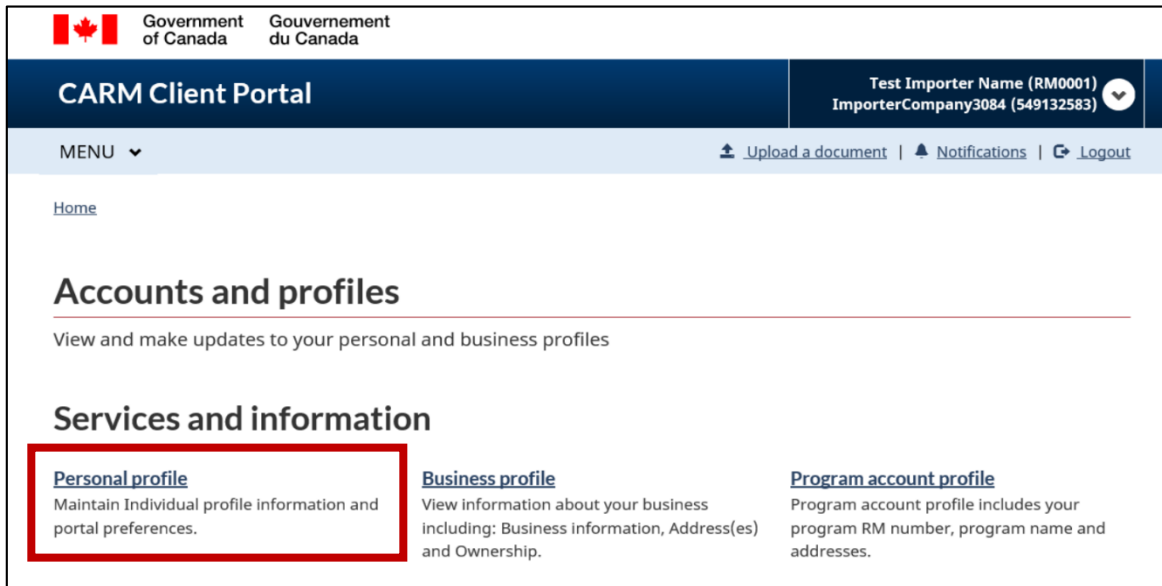
[View all transactions](#)

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

Most requested

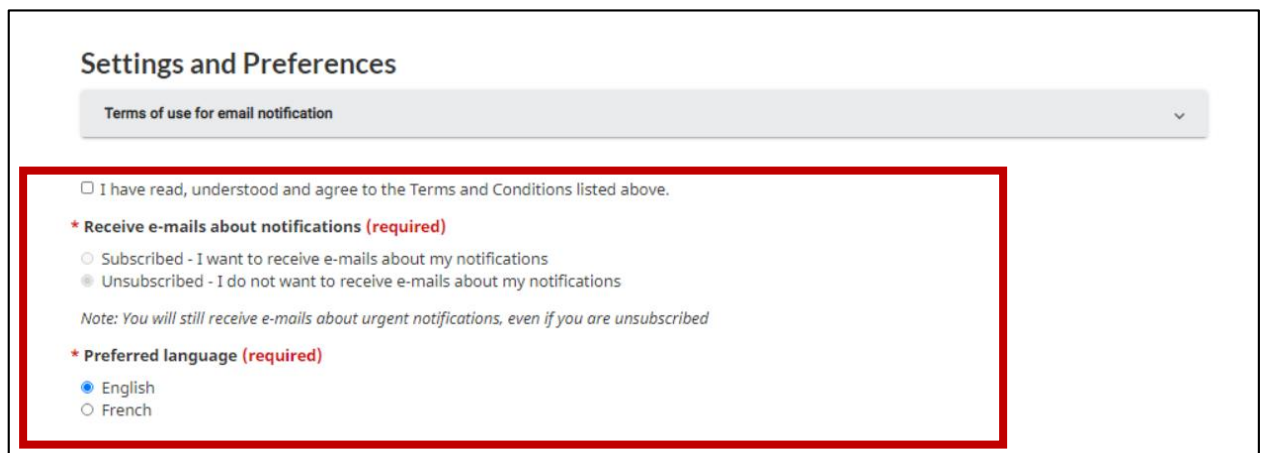
- [Upload a document](#)
- [Manage pending employee requests](#)
- [Manage pending third party requests](#)
- [Transaction history](#)
- [Request a ruling](#)

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



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' and 'Gouvernement du Canada'. Below this is a dark blue bar with 'CARM Client Portal' on the left and 'Test Importer Name (RM0001) ImporterCompany3084 (549132583)' on the right. A 'MENU' dropdown is visible. The main content area is titled 'Accounts and profiles' with the subtitle 'View and make updates to your personal and business profiles'. Under this, there are three links: 'Personal profile' (highlighted with a red box), 'Business profile', and 'Program account profile'. The 'Personal profile' link has a description: 'Maintain Individual profile information and portal preferences.'

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



The screenshot shows the 'Settings and Preferences' section. At the top, there is a dropdown menu for 'Terms of use for email notification'. Below this, there are two main sections: 'Receive e-mails about notifications (required)' and 'Preferred language (required)'. The 'Receive e-mails about notifications' section has two radio buttons: 'Subscribed - I want to receive e-mails about my notifications' (selected) and 'Unsubscribed - I do not want to receive e-mails about my notifications'. Below this is a note: 'Note: You will still receive e-mails about urgent notifications, even if you are unsubscribed'. The 'Preferred language' section has two radio buttons: 'English' (selected) and 'French'.

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 CCP, follow the below steps:

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

Your notifications can be found at the top right of the home page beside the bell icon

CARM Client Portal

Test Importer Name (RM0001)
ImporterCompany3084 (549132583)

MENU ▾ [Upload a document](#) [Notifications](#) [Logout](#)

Last logged in 2021-04-21 14:08 ET

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.

Recent Transactions [View all transactions](#)

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

Most requested

- [Upload a document](#)
- [Manage pending employee requests](#)
- [Manage pending third party requests](#)
- [Transaction history](#)
- [Request a ruling](#)

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

Notifications

Search and read the notifications received from the CBSA.

Date range 2020-10-05 – 2021-04-22

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

Date posted	Import number	Type	Subject
2021-04-08	549132583RM0001	Delegation changes - ...	Access permission(s)...
2021-03-25	549132583RM0001	Pre-PAD Notification	Pre-Authorized Debit ...
2021-03-24	ImporterCompany3084 549132583RM0001	Delegation changes - ...	Access permission(s)...
2021-03-24	ImporterCompany3084 549132583RM0001	Delegation changes - ...	Access permission(s)...
2021-03-16	ImporterCompany3084 549132583	Delegation changes - ...	Pending access reque...
2021-03-09	ImporterCompany3084 549132583RM0001	Delegation changes - ...	Access permission(s)...
2021-03-09	ImporterCompany3084 549132583RM0001	Delegation changes - ...	Access permission(s)...
2021-03-09	ImporterCompany3084 549132583RM0001	Delegation changes - ...	Access permission(s)...

Items per page: 10
1 to 10 of 215
Page 1 of 22

- 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

Test Importer Name (RM0001)
ImporterCompany3084 (549132583)

CARM Client Portal

[Upload a document](#) | [Notifications](#) | [Logout](#)

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 Upload a document link

CARM Client Portal

Government of Canada / Gouvernement du Canada

Test Importer Name (RM0001)
ImporterCompany3084 (549132583)

MENU ▾

[Upload a document](#) | [Notifications](#) | [Logout](#)

Last logged in 2021-04-21 14:08 ET

[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.

Recent Transactions [View all transactions](#)

Transaction date	Description	Amount	Status
2021-03-09	Card Lot	\$ -1,000.99	Credit open
2021-03-09	Card		open
2021-03-09	Card		open
2021-03-05	Mit		open

Most requested

- [Upload a document](#)
- [Manage pending employee requests](#)
- [Manage pending third party requests](#)
- [Transaction history](#)
- [Request a ruling](#)

The document attachment link found in the Actions column of your displayed Rulings list

The Upload a document link in the Most Requested column

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.

Franglais

Government of Canada / Gouvernement du Canada

CARM Client Portal 601880594RM0001-Importe... (RM0001) ImporterCompany5788 (601880594)

MENU [Upload a document](#) | [Notifications](#) | [Logout](#)

[Home](#)

Upload a document - Step 1 of 2

Select the category and enter a case or reference number associated to the document(s) you want to upload

* Category (required)

* Case/reference number (maximum 10 characters) (required) ⓘ

[Cancel](#) [Next →](#)

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

Attachment(s): case #8000000167

Attach any files of producers or manufacturers product literature, drawings, photographs, or schematics.

Upload files

The maximum upload size per file is 15 MB and a maximum of 10 attachments per upload.

Acceptable file types: .pdf, .doc, .docx, .xls, .xlsx, .rtf, .txt, .jpg, .jpeg, .tiff, .tif, .xps



Click or drag your file here

Upload

Important Note:

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

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 CCP.

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 setting up your Individual account and Personal Profile, see section [1.8 – Creating your personal profile](#) on Page 22 of this document.



To learn more about setting up your notifications, see section [2.3 – Notifications \(Setup\)](#).

Business Account:

Accounts for Businesses exist for:

- Organizations that provide services to clients – service providers
- Client organizations such as importers

Service Provider	Client
Business account that has at least one program account, and performs activities as a customs broker or third party.	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 CCP, 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*

These tables show 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

See next page for *Program Management Relationship* information.

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:

Trade Chain Partner 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 CCP.

4. Onboarding Guides:

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