



Business Registration




Register a Business – Business Account Manager (BAM)

- **Business Account Manager:** this role possesses the highest level of management access over a business account, with complete read, write, and edit privileges.
- Businesses should determine who their Business Account Manager (BAM) is prior to business account set up.
- BAM will need to have the required legal information to link their business account in the portal.
- Highly recommended that businesses assign at least two Business Account Managers.

Business Registration – Before Getting Started

- Have your information ready before starting the process.
- If you need a copy, please reach out to [CARM Engagement](#).
- Also available in Onboarding Documentation section of the portal: [CARM \(canada.ca\)](#)

 Canada Border Services Agency / Agence des services frontalières du Canada

Registering a Business on the CBSA Assessment and Revenue Management (CARM) Client Portal

Have the following information on hand before you start.

- 1. Identify your Business Account Manager (BAM)**

The Business Account Manager handles all activities related to the business account in the CARM Client Portal (CCP). The first individual who links their account to the business becomes the Business Account Manager.

Name: _____ Email: _____
- 2. Each user needs to create a user profile within the CCP using one of the sign-in options. This includes the Business Account Manager.**

GCKey ([GCKey - FAQ \(degc-gckey.gc.ca\)](#)) and Sign-in Partner ([Sign-in Partners Help and FAQs - Canada.ca](#)) are authentication processes. These processes allow an individual access to Government of Canada online portal accounts. Users may:

 - Use an existing GCKey that has been created for other Government of Canada portals (except for a CRA GC Key), or create a new GCKey for the CCP. (Please note that your log in credentials for your Canada Revenue Agency (CRA) account will not work in the CARM Client Portal)
 - Use the Sign-in Partner where users authenticate themselves using their own banking credentials

A multi-factor authentication page will prompt the user to enter an email address. This email address will be used to send a six digit passcode. This passcode will need to be entered to log in to the CCP.

Once the Business Account Manager has selected their user credentials, they will create a user profile in the CCP. The Business Account Manager does not submit an "Employee Access Request". Instead, the Business Account Manager selects "Register my business" at the initial setup screen.

It is highly-recommended to assign more than one Business Account Manager. The primary Business Account Manager can grant permission to another Business Account Manager after the account is set up.
- 3. Have your Business Number (BN9) and importer/exporter program account identifier (for example: RM0001) information ready.**

This number may be found on Canada Border Services Agency (CBSA) related documents such as a completed B3 Canada Customs Coding form, a Daily Notice, a Statement of Account, a completed B2 Adjustment Request, and/or a Detailed Adjustment Statement (DAS).

BN9 (9 digits): _____ RM (4 digit): _____

If your business does not have a business number (BN), OR the business has a business number, but not an importer/exporter program account (RM), you will need to register with the CRA: [How to register for a business number or Canada Revenue Agency program accounts - Canada.ca](#)

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Register my business – for designated Business Account Manager

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CARM Client Portal

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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)**

Search

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.

Register my business

Note: In the case of multiple BN9 accounts, multiple user accounts will be required as a single user account cannot be linked to more than one BN9.



Register my business – for designated Business Account Manager

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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	R M 0 0 0 2
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.


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Enter your business number and program reference number

* Business number (999999999) (required) ⓘ

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

I, John Doe (Devuser108), certify that I am hereby authorized to act on behalf of the business to conduct trade activities with the Canada Border Services Agency (CBSA)



Register my business – for designated Business Account Manager

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

123456789

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

123456789 Canada Inc.

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)

2021 CARM Lane

Address Line 2

P.O box/R.R

* Country (required)

Canada

* Province/State (required)

British Columbia

* City (required)

Vancouver

* Postal/Zip Code (required)

C2R 1M2

Next →



Register my business – for designated Business Account Manager

Validate your business information

! The provided business information does not match our records. Please validate the spelling and try again.

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).

- If the information you input does not match the records of CBSA, you will see this error message.



Register my business – for designated Business Account Manager

- The CARM Client Portal will guide you through the process and the questions you will need to answer.
- You will need to answer one or two of three questions, the system will guide you.
- Only the questions that apply to your RM account will be presented.
- The information can be found on your Daily Notice or Statement of Account.
- Answers must be identical to those 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).

Validate your transaction information

Answer the following question(s) for the identified program account. If you encounter errors, make sure you have entered the appropriate answer.

Business number RM account
123456158RM0001

* Question 1 (required)

Select a question

* Question 2 (required)

Select a question

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Register my business – for designated Business Account Manager

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



Register my business – for designated Business Account Manager

Question: Payment amount and date

Enter the Payment date and Payment amount for an import accounting transaction accepted by the CBSA in the past six years.

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



Register my business – for designated Business Account Manager

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) 

-9876.00 \$CA



Register my business – for designated Business Account Manager

Validate your transaction information

 Incorrect answer(s)

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. For security reasons, your account will be locked after 10 failed attempts.

- If the information you input does not match the records of CBSA you will see this error message.
- For security reasons, your account will be locked after 10 failed attempts – if this occurs you must contact the [CARM Client Support Helpdesk](#) to request an account unlock



Register my business – for designated Business Account Manager

Review your business information

Review the business information provided and confirm registration.

As a result of this process, you will be assigned the role of business account manager for this account. The Setup my portal section can be used to give your employees or representatives access to your program account(s).

Business number

123456789

Legal entity name

123456789 Canada Inc.

Identified program account(s)

The following programs were found to be associated to your business. If the information below is incorrect, please contact the CBSA.

Program Account Numbers

123456789RM0001

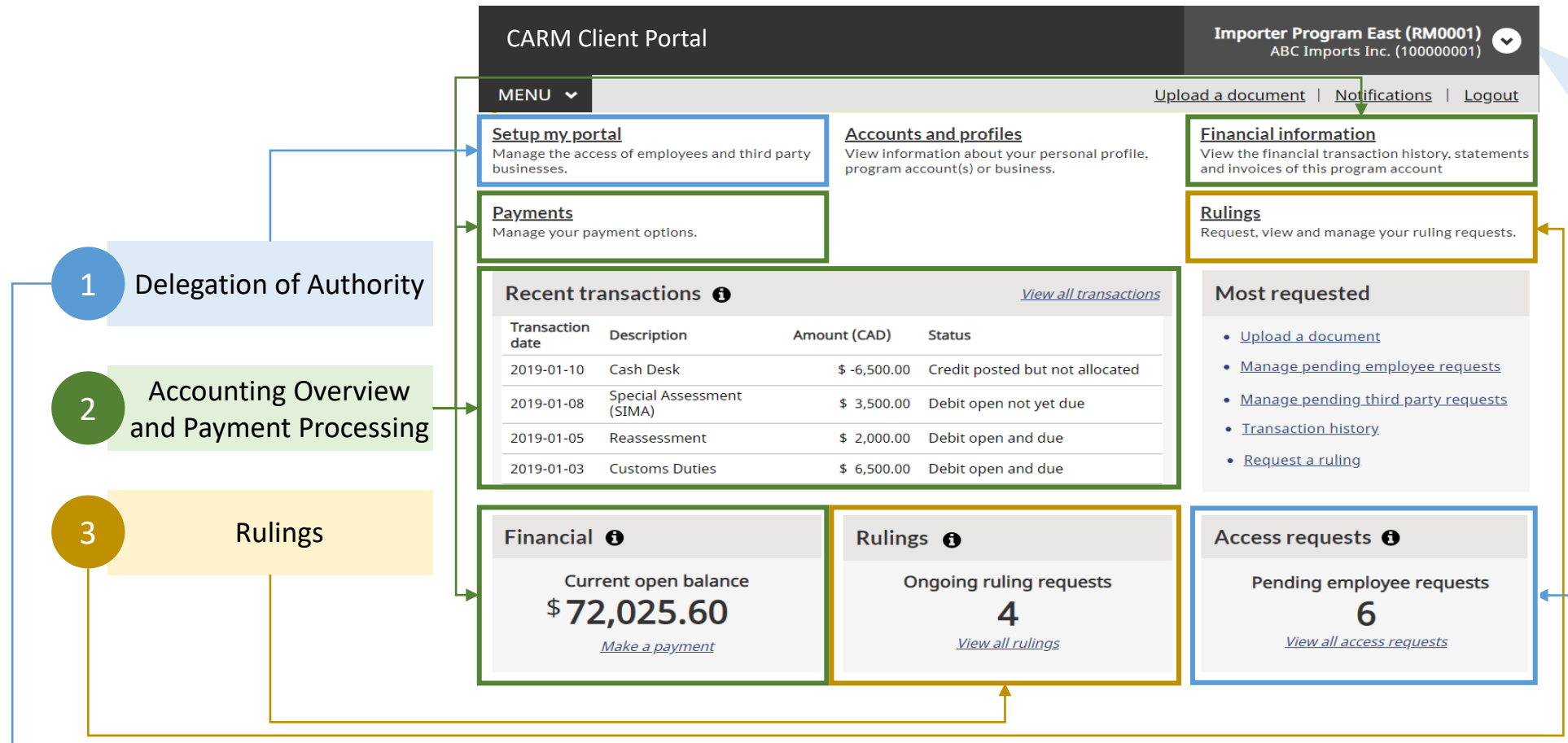
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[Confirm](#)



CARM Client Portal

Portal will bring together all account information



The main dashboard view is always from the perspective of a specific program (RM). It is not an aggregated view of all programs under a BN9.

This is a conceptual mock-up

If you have been locked out of your account for any reason, please contact the CARM Client Support Helpdesk



Once Business is Registered, Advise your employees to “Request access to my employer”

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First time setup

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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

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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?

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Found match

Business operating/trade name
123456789 Canada Inc.

Specify why you need access

* Comments (maximum 256 characters) (required)

This field is required.