



The CARM Client Portal (CCP) is now live and participation in CARM is scheduled to become mandatory with Release 2, so let's help you get started with CCP registration. Registration in the CCP is necessary to gain access to the portal's functionality as well as delegate access to your broker before Release 2.

## How to Register a Business on the CARM Client Portal (CCP) and Delegations

### STEP 1 Identify your Business Account Manager (BAM)

The Business Account Manager is responsible for all activities associated to the management of the business account in the CARM Client Portal.

**NOTE:** The first individual who links their personal user account to the business account, automatically becomes a BAM.

This user role should be held by an individual with active involvement in the management of its business account and has access to business information (i.e., legal name, finances)

### STEP 2 Log on to the CARM Client Portal using one of the Sign-In options

<https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/auth/login>

This Sign-In will be used by the user to access the CCP so the option chosen must remain consistent.

#### Option 1: Sign in Partner

- Authentication process that allows an individual access to Government of Canada online portal accounts
- Uses your personal bank sign in. All banking information is secure. Does not link bank info to Portal.

#### Option 2: GC Key - Our recommended method

- You can use your existing GC Key for other Government of Canada portals, (except for a CRA GC Key), or create a new GC Key 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)

The BAM will be prompted to register their email address for Multi-Factor Authentication (MFA). This email address will receive a one-time password required to complete the log in.

**TIP:** If you don't have GC key you can sign up for GC key by clicking the Sign Up Tab as shown below.

### Sign In

Username: **(required)**

[Forgot your username?](#)

Password: **(required)**

[Forgot your password?](#)

### Simple Secure Access

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

One username.  
One password.

←

Your GCKey can be used to access multiple Government of Canada online [Enabled Services](#).

## STEP 3 Create your personal profile for the CCP

Complete the required fields:

- Name
- Official email address
- Phone number
- Three security questions

### 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

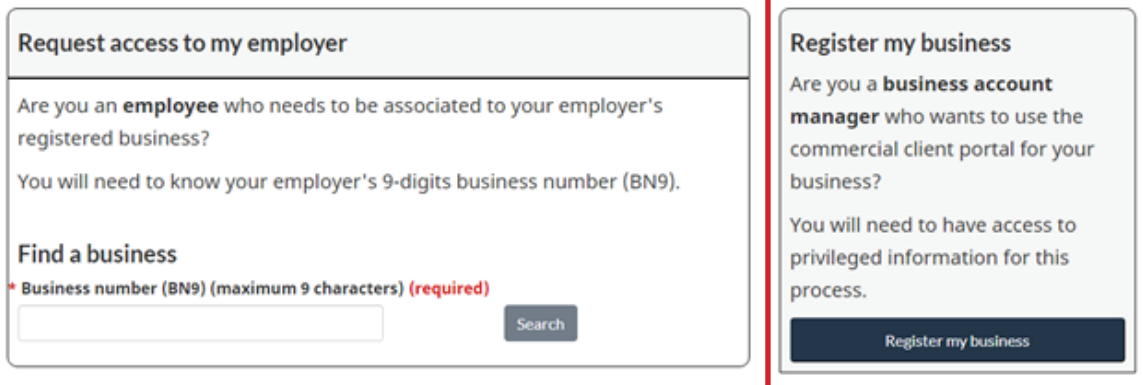
**TIP:** The personal profile will identify the user in the CCP.

**TIP 2:** Write down your security questions and answer in a secure place for future reference.

#### STEP 4 Registering your business on CCP (for first time users of CCP)

First time users who are setting up the account for their company, will need to register their business, using the option on the Right Hand Side of the screen.

##### 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.

#### STEP 5 Identify the Business Number (BN9) and Import Program account identifier (e.g., RM0001)

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

The import account number can be found on CBSA related documents (invoice from broker, B3 Canada Customs Coding form, Daily Notice, B2 Adjustment Request).

##### Enter your business number and program reference number

\* Business number (999999999) (required) ⓘ

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

RM

I, Livi 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).

**TIP:** If your business has additional RM identifiers choose one active account for registration purposes, other accounts will be linked in the process.



## STEP 6 Enter legal business Information

This information must match exactly to CRA record (this includes spaces, punctuation, abbreviations, upper and lower case). Even the punctuation used must match the information on file. You will get an error message if you input anything different from the CRA's information.

- Legal entity name or Operating name of the business
- Full mailing address of the business

### 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

**NOTE:** The program will lock you out after 3 error messages throughout the registration process. Please contact us or CBSA help line after 2 attempts for assistance.

**STEP 7 Answer financial affinity questions**

Please call us once you reach Step 7 to complete the rest of the registration process

**TIP:** Dollar values should be entered without commas or other symbols (1234.56).

You must choose 2 out of 3 questions to answer.

1. • The total amount of duties and taxes for an import accounting transaction accepted by the CBSA from the last six years and its date.
  - Provide a 14-digit transaction number with no punctuation or hyphen (e.g. 12345123456789)
  - Zero dollar (0.00) amounts are accepted
2. • Provide an exact amount of a payment that has been applied to your account since 2017-10-25.
  - Provide the date in MM/YYYY format
  - Enter the payment amount on the chosen date. (0.00 not accepted)
3. • Balance of a Statement of Account (SOA) back to 2017-10-25.
  - Provide date in MM/YYYY format
  - Enter Statement of Account Balance for chosen date. (0.00 not accepted)

**For e.g.:** Question: SOA balance from last 6 years- First enter the date of an SOA, then enter the balance of that SOA.

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

**\* Statement of Account (SOA) Date (required) i**

**\* Statement of Account (SOA) balance (required) i**

Proceed to confirm your account information. This is the last step before you will have access to your account in the CCP.

**\* If you are not successful, contact the CBSA CARM Client Support Helpdesk. For contact information, please see the page 7.**



## STEP 8 Accept Business relationship requests from your customs broker/brokers

Once you have successfully created your CCP account, make sure to reach out to us and confirm that you have completed your account set up on CCP. We will send you a request to link with your CARM account.

Now you can log in to your account the same way through this link:

<https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/auth/login>

Your homepage will look like below:

**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

**Most requested**

- Upload a document
- Manage pending employee requests
- Manage pending third party requests** (indicated by a red arrow)
- Transaction history
- Request a ruling

Click **“Manage Pending third party requests”**. The BAM should see an access request from us (6382134 Canada Inc.). If so, click confirm. If not, contact your broker to request access.

If G&C Logistics is your primary customs broker, we request:

- Select All programs; drop down menu select business management
- Under Transaction Visibility Rules click all three boxes

**Business Settings**

**Transaction visibility rules** ⓘ

- Submitted by 6382134 CANADA INC.
- Submitted by Elematec USA Corporation
- Submitted by other businesses

Click next and approve.

For further inquires or questions, please feel free to contact G&C Logistics.  
Tel.: +1 905 890 1103 | Fax: +1 905 890 0710 | Email: docs@gclogistics.ca



### **STEP 9 Second BAM to request access in the CCP**

It is highly recommended to assign more than one Business Account Manager in case of an absence or sign-in issues. The second assigned BAM will perform steps 2 & 3, mentioned above.

When they are prompted with the first-time user screen:

- Request access to my employer
- Enter the business number (BN9)
- Request access
- Comment: Request access to account

The access request will show pending until approved by the first BAM.

### **STEP 10 Approve the second BAM access to CCP**

Log in to the CCP portal

- “Manage pending employee requests”
- View access requests
- Review and approve the user as Business Account Manager

Once approved, the second user will be able to sign-in and be a fully functioning BAM.

**TIP:** There is no limit to the number of BAMs (or other roles) assigned to an account.

### **For G&C Logistics CARM help, CCP Support or for general inquires on CARM:**

Please contact Shree or Rishita (905-890-1103)

### **CBSA's CARM Client Support Helpdesk**

Web Contact form - <https://www.cbsa-asfc.gc.ca/contact/csform-formulairesc-eng.html>

Select the topic of “Online portal support”, then “CARM Client Portal – setting up my business account” and state “I require assistance activating my business account.” Once CBSA receives the request, they will contact you to follow through on next steps.

### **Phone number: 1-800-461-9999 Option 2 for CARM assistance**

For further inquires or questions, please feel free to contact G&C Logistics.

Tel.: +1 905 890 1103 | Fax: +1 905 890 0710 | Email: docs@gclogistics.ca