



Registering your Business in the CARM Client Portal

1. Identify the BAM – Business Account Manager for your Company

- The BAM-Business Account Manager will be responsible for the complete administration access and function of the company, as well as approving and assigning roles to individuals within the company and accepting access requests. **The first individual who links their account to the business number becomes the BAM.**

2. Registration for the CARM Client Portal (CPP)

- Each user must create their own user profile within the CCP using one of the sign-in options. The BAM should create their user file first
- Website to link to get started:
<https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/homepage>
- Save this link to your favourites
- There are two options to choose:
 - ❖ Option One: Sign in Partner
 - This uses your personal Bank Sign in
 - ❖ Option Two: GC Key Login
 - You can use an existing GC Key that you may have for other websites, or create a new GC Key
- You must register your email and every time you want to log on, you will get a unique one-time login number before you can continue

3. Create your user profile for the CCP

- Complete all required fields

4. Register your Business

- Have your 9 digit Business number ready with the RM Digits
- BN9 (9 Digits) _____ RM (4 Digits) _____
- You must have the legal name and address of your company that is register to you BN9

5. Get the following information ready for the following questions about your business

- ✓ Duties and Taxes Payment: The CCP will ask you to provide a transaction number and the total duties and taxes for that B3, (Canada Customs Coding Form) that was previously accepted by the CBSA. If there was no activity on your account, you will not be required to answer the questions.
 - Zero dollar amounts are allowed. Enter the number without commas or other symbols.
 - Transaction # _____ Field 51 (duties/Taxes) \$_____.
- ✓ Payment amount: CCP will ask for a date (MM/YYYY) and enter a payment made on that date.
 - Date (MM/YYYY) _____ Payment amount \$_____.
- ✓ Statement of Account (SOA) balance: CCP will ask you to select a date and enter that amount for that date, zero dollar amount not accepted.
 - Date (MM/YYYY) _____ SOA amount _____.

6. Manage third party requests that are pending

- Click on "Mange Pending third party Requests"
- The BAM can see all requests and click to confirm
- Let us know, "Integrated Customs Services" that you are set up in the CCP, if you do not already see our request.
- When you see our request, please:
 - ❖ Select "All Programs" drop down menu and select "business management"
 - ❖ Under "Transaction Visibility Rules", click all three boxes
 - ❖ Click next and approve

7. Assign More than One BAM (Highly Recommended)

- The second BAM will have to perform steps 2 & 3 when they are prompted with the first-time user screen.
- Request access to the employer, enter the business (BN9) number, request access and comment with a request to access the account
- BAM will log into the portal and click "Manage pending employee request, view access, review and approve accordingly
- There are no limits to the number of BAMS on one account

8: CARM Assistance

- If you are not successful in activating your business account, contact the CARM Client Support Help Desk by completing the web contact form, include a description of the assistance you require and they will contact you
- If you need information for questions on your SOA, please contact imports@iscsl.com and someone will respond back to you
- CARM Client Support Helpdesk- Monday to Friday, 7am to 5 pm ET
- Web Contact form <https://www.cbsa-asfc.gc.ca/contact/csform-formulairesc-eng>
- Phone 1 800-461-9999, press Option 2 for CARM assistance