

# CARM IMPORTER REGISTRATION:

AIR & OCEAN

1. Set up your CARM Client Portal user account following by acquiring a [GCKey](#) or using a [Sign-In Partner](#) and link to your business account
2. Important to note that the first user to register on behalf of your business in the portal will default to the Business Account Manager (BAM) Prior to registration please determine who will be assigned this role within your company. A secondary person should also be assigned in case the BAM is not available or absent
3. Create your business portal account and delegate authority to your employees and/or customs broker and/or trade consultant.
4. Speak with your customs broker or a surety company for assistance in obtaining a surety bond for Release Prior to Payment privileges
5. If you have your own customs software to transmit information to CBSA electronically, you will need to make systems changes. Refer to the [Electronic Commercial Client Requirements Document](#) (Chapters 24 and 26) for more details
6. Tips for assisting with registration
7. Important: the CCP will time out after 20 minutes if no keystroke is used.
8. Business with multiple import accounts please choose one active payable import account when registering your business
9. Businesses with multiple accounts will need to register each entity with a unique GC Key.

## READY TO BEGIN REGISTRATION?

### Click the link to access CARM Client Portal

1. Ensure the page header shows CARM Client Portal if it shows CBSA Portal you were redirected to the wrong place, go back out and login again.
2. Select a GC Key or Sign-in partner to login to the CCP  
These logins are not interchangeable, and the selected method will be use for all users' logins  
Create a new or use an existing CBSA import GCkey  
GCkey is a unique key/password assigned to each user per business account
3. A Multi-factor authentication (MFA) a one-time passcode which will be required every time there is a login to the CCP. This passcode will be sent via email to the registrant Create a Personal Profile.
4. Enter the legal entity information (company's legal name) please note this name must match exactly to CBSA system. Please use your business registration documents to ensure you are putting in any punctuations and abbreviations as it appears on your business registration.
5. Choose 2 of 3 validation questions, this information can be found on your daily notice/statement of account or most recent transaction with CBSA. If you are having issues while doing this, please contact your broker for assistance or the help line at 1-800 461 9999 menu option 2 for CARM.
6. Once your have successfully registered your company on the portal approve your service provider's request for access to your account. To do this click Manage pending third party request. Assign the appropriate role and visibility for each party/provider. If Rhenus is your primary broker, we request authorization for "All Programs" Business management with checks on all three (3) levels of visibility. There is no limit to user approvals, however, it is recommended only one service provider be approved for all programs and visibility to prevent complications on your CBSA account.
7. Please provide your service provider with the name of the BAM for your company.

## Posting Security Prior to Payment (RPP)

All Importers will be required to post security to participate in the Release Prior to Payment (RPP) program. They will no longer be able to use their customs broker's RPP security to clear shipments and receive release prior to payment privileges.

An importer must post security using one of the following two options to be eligible for RPP:

- A surety bond for 50% of their highest monthly accounts receivable with a minimum bond of \$25,000; or
- A cash security for 100% of their highest monthly accounts receivable.

Highest monthly accounts receivable period is the 12-month period between July 25 of the previous year to July 24 of the current year. An estimate will be permitted for importers who wish to post a bond, but do not have a 12-month history of accounts receivable.

### /// How to Obtain a Bond:

A bond can be obtained through an approved surety bond provider or through your customs broker

Rhenus can assist you with the purchase of your bond [Click Here](#) and someone will contact you directly.

### /// What Happens once you have obtained your bond?

Once your company is bonded and set up under CARM you will need to make payments directly to CBSA at month end effective the next billing cycle. Importer direct security (IDS) shifts after the first Statement of Account (SOA) the 25th of the month.

CARM Client Portal (CCP) Registration link: [CARM Client Portal Login](#)

CCP Information Sheet if required your service Provider (Rhenus Customs Brokers Ltd) can assist you with the transaction or financial information required during registration on CARM CCP information sheet

Need further assistance? We can help you!

CBSA has created a CARM Client Portal by topic in a CARM playlist on YouTube. Here is the list of videos available to further assist:

1. [How to create login credentials](#)
2. [How to link a user account to a business account](#)
3. [How to set up delegation for a third-party provider](#)
4. [How to set up delegation of authority for employees](#)