

CARM Setup Steps

Review the steps below to ensure that you have all of the necessary information on hand before you start. These steps are also required for Non Resident Importers (NRI). If you are not a Broker Backed Importer, skip to Step 1.

Broker Backed Importers Only

Establish financial security

A requirement of Release 2 is for Importers to establish financial security with CBSA directly through a variety of means:

- Apply for a **Customs Import Bond** (recommended): An import bond will provide Importers ultimate in cash-management and convenience. Alternatively, Importers choosing any of the following options must manage the financial security of each import/transaction ahead of arrival at the port.
- Post a cash bond
- Pay via credit card
- Pre-authorized debit



Need to apply for an import bond?

**Get your Customs
Import Bond here**
pcb.ca/lps/bond

Tip: Unsure of what financial security option your company is currently using? If PCB pays duty & tax on your behalf to CBSA, you're a "Broker Backed" importer.



STEP 1

Identify your Business Account Manager (BAM)

The first person to link their personal profile to a business account becomes the BAM. The BAM has the highest level of access to a business account, and is authorized to read, write, and edit all business information in the CARM Client Portal. We recommend that you designate a minimum of 2 people within your organization to be your BAMs:

1. A person responsible for your payments to CBSA
2. A person responsible for your customs processes

Additional questions to answer are:

- Who in our company will be tasked with paying our duties and taxes in the CCP, **or will we delegate this work to our Customs Broker(s)?**
- Which other staff should be given access to the CCP, and at what authority levels?



Need help managing your CARM Portal? Ensure your financial obligations are met with

CARM Management Services
pcb.ca/services/carm

STEP 2

Gather required information

Your accounting department may have this information. Have the following information ready for Step 3 as it will be required to set up a Business CCP:

- Business Number (BN9) (also known as Business Import Number)
- Importer/exporter program account identifier (BN15) - *example: RM0001*



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STEP 3

Create your CARM Client Portal user profile using one of the sign-in options

Each user who requires access to the CCP **will need to create their own user profile**. Once you create your profile, you will be presented with two options:

- **The BAM** selects "Register my business".
- All other users select "Employee Access Request" and provide the BN9. They then await BAM approval of their request.



Need help setting up your CARM Client Portal?

We can help you with that!

pcb.ca/lps/ccp-setup

STEP 4

Register the Business in the CCP

The BAM will input the following business information to complete the registration:

- Legal entity name or operating name of the business - **must be exact**
- Full physical or mailing address of the legal entity - **must be exact**

The subsequent steps will be completed by the BAM.

STEP 5

Answer the security questions

The security questions can be one or two of the following:

- **Duties and taxes payment:** The CCP will ask you to provide a transaction number and the total duties and taxes for a B3 (Canada Customs Coding form) that was previously accepted by CBSA.
- **Payment amount:** The CCP will ask you to select a date (MM/YYYY) and enter a payment amount made on the selected date.
- **Statement of Account (SOA) balance:** The CCP will ask you to select a date (MM/YYYY) and enter the Statement of Account balance for the selected date. *You may contact CBSA directly for this information.*



Need a copy of your most recent SOA/Daily Notice details?

Submit your request for help with this to us, at carm@pcb.ca.

Service fees will be applicable.

STEP 6

Grant Employee(s) access and delegate authority

The secondary BAM and any other employee who requires access to the CCP must log in to their User Profiles and request access to the business CCP by selecting "Request access to my employer." They will require the BN9 and provide a reason for the request.

The BAM who set up the business account will approve the access and delegation of authority by navigating to the "Manage pending employee requests" approve the request and setting the level of authority.



Want to better understand access and authority levels? Read our blog:

3 Tips To Delegating Your Account Management

pcb.ca/post/carm-3-tips-to-delegating-your-account-management



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STEP 7

Grant Custom Broker access and delegate of authority

Your customs broker will require **access and delegation of authority** in order to assist with portal management.

Grant Access

When your customs broker has submitted a request for access, you will need to confirm the request for access.

1. The BAM will log in to the CCP
2. Navigate to the "Manage pending third party requests"
3. Select the level of access

There are two levels of third party access, neither of which will share your companies sensitive information (bank account, user profiles, business relationships):

Business Management Relationship

Delegates access to all program accounts to the service provider including any programs added in the future.

**this option provides the optimal level of access for your customs broker to assist you in the CCP*

Program Management Relationship

Delegates access to only selected program accounts to the service provider.

Once access is granted, the BAM will need to delegate the authority level.

Delegation of Authority (DOA)

Business Account Manager - Proxy (pBAM)

Selecting BAM for your third-party service provider will automatically default their access level to pBAM, also known as a Proxy Business Administrator. A pBAM can perform operational activities such as requesting rulings, making payments, view Statements Of Accounts (SOA's), and past invoices and payments. A pBAM access level is required by a Customs Broker who will be applying for your binding rulings, making your payments of duties and tax and other aspects of managing your financial obligations with Customs. A **pBAM does NOT** have access to the client's sensitive information such as bank account information. A **pBAM CANNOT** see or manage the employees or business relationships of the client.

Program Account Manager Proxy (pPAM)

This user role is for the third party program account manager. The purpose of this role is for the third party to **assume the management of a specific import account** (BN9) without access to the client's sensitive information and access of the client's employees or business relationships. The pPAM has the same restrictions as the pBAM and can perform the same operational activities. The pPAM is limited only to access a specific program account.



It is recommended that Business Management Relationship access be granted to PCB with pBAM authority levels in order to continue to provide services as necessary. Please also ensure that you enter an expiry date. We are unable to access accounts that have left the expiry date field blank.

Prepare Your CARM Setup Checklist

1. Identify your Business Account Manager (BAM)

My bam will be:

They will be the first person to link their personal profile to our business account.
Note: More BAMs can be added to the account once the primary BAM is registered.

2. Gather required information

My company's Business Number (BN9) is:

My company's importer/exporter program account identifier (BN15) is:

3. Create a user profile within the CARM Client Portal (CCP) using one of the sign-in options.

☐ I will be using a GCKey

☐ I will be using a Sign-In Partner

Each user will complete steps 1-3 but the BAM must complete their registration first.

Once you create your profile, you will be presented with two options:

1. The **BAM** selects "Register my business"
2. **All other users** select "Employee Access Request" and provide the BN9 in their access request. They will have no further steps but will need to await BAM approval of their request.

4. Register the Business in the CCP

My legal entity name or operating name is:

The full physical or mailing address of the legal entity is:

5. Answer the security questions (which can be one or two of the following)

Duties and taxes payment

Past transaction number

Total duties and taxes paid to the CBSA

Payment amount

Date of payment (MM/YY) to the CBSA

Amount paid on this date

Statement of Account balance

Date of SOA balance

Amount of that balance

