



# CARM Client Portal

## User Guide

Register my business with no  
existing CBSA program accounts  
(Scenario 2)

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## Purpose of this guide

This guide explains how to register your business with an existing 9 digit business number (BN9) and no existing CBSA program accounts on the CARM Client Portal (for example no importer – exporter RM, no carrier code, no warehouse sub-location code). This is referred to as a Scenario 2 registration (with BN9 and no existing CBSA program account) in the [First time set up – Register my business scenarios](#) user guide. The First time set-up user guide also provides information on how to make a Status Check enquiry to verify if the business already has an existing CBSA program account.

As you complete this registration, it is required to fill in every line that has a red asterisk. Click on the drop down arrow to see all of the available options.

## Audience

This guide is for new CBSA clients who have a BN9 but do not have any existing CBSA program accounts and need to register on the CARM Client Portal.

If your business does not have a 9 digit business number or does have CBSA program accounts, see [First time set up – Register my business scenarios](#) user guide to find the scenario that applies to your business.

This option is intended for authorized users with access to privileged information and will allow the user to set up and complete registration for a business on the portal. If you are an employee and want to find a business already registered on the CARM Client Portal, see [Onboarding to the CARM Client Portal](#) user guide.

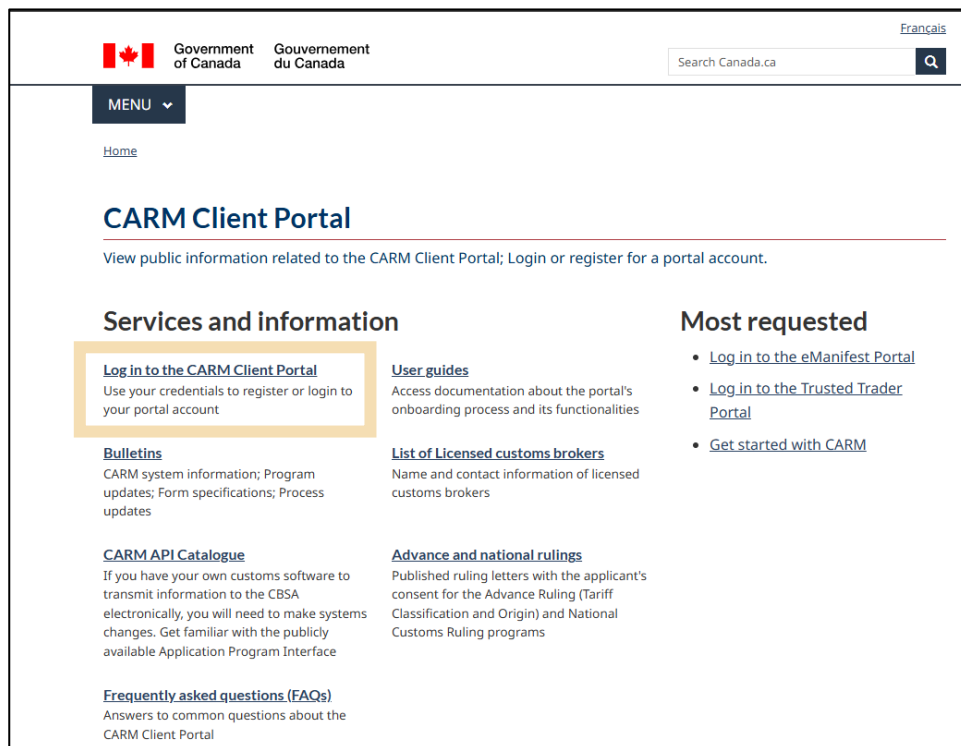
It is important to note that the user who completes the registration of the business on the CARM Client Portal will automatically become the associated Business Account Manager (BAM), or the person with ultimate account authority. A business account can only be registered once, but its Business Account Manager can assign other users a BAM role (or other user roles) through the employee management page.

## Contact

Contact the [CARM Client Support Helpdesk](#) if you need additional support.

# 1. Register my business on the Portal

1. From the CBSA website, you need to [Log in to the CARM Client Portal](#) and complete the steps to access the system and complete your profile.



## Note:

To access the portal, individuals must first open the CBSA webpage, using this link:

[Click here to access the CARM Client Portal](#)

For more information, please refer to the user guide [Onboarding to the CARM Client Portal](#).

2. Select **Register my business**.

### 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.

3. To register your business, confirm that you have a **business number (BN9)**.

### Portal requirements

#### Contact support

For information and assistance with registration, contact the CARM Client Support Services Help Desk at 1-800-461-9999.

To request access to the portal you will need a **Business Number** and **program account number (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.

A program account number is represented within the Business Number RM Account (BN15). It is a 15-digit number assigned by the Canada Revenue Agency (CRA), made up of the business 9 digit business number followed by a 6 digit alpha-numeric number used to identify the business's program accounts.

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

#### Service not available

Due to daily maintenance activities, the registration and enrolment services are not available between **3am and 6am** (Eastern time).  
You cannot submit a request to register or enrol in a new program during these times.

### Requirements Validation

\* Do you have a business number (BN9)? (required)

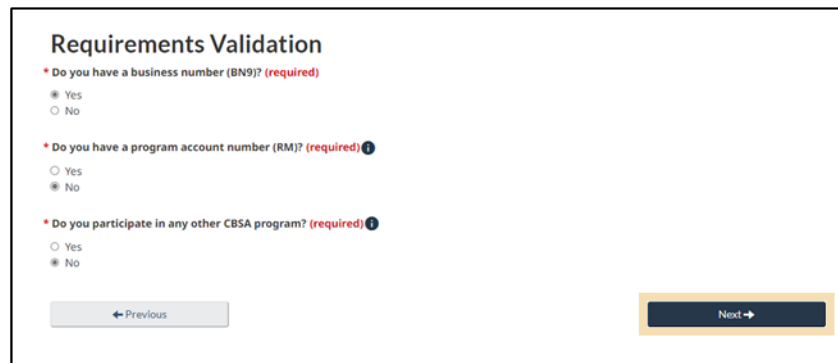
☐ Yes

☐ No

**Note:**

Be sure you are following the correct registration scenario - if you have a BN9, with no importer or exporter RM, **but do have a CBSA program ID** (like a carrier or warehouse), please do not onboard / register your business until you have followed the steps found in [First time set up – Register my business](#) user guide, Scenario 4.

4. Continue answering the next questions and then click on **Next**.



**Requirements Validation**

\* Do you have a business number (BN9)? (required) ⓘ

☒ Yes  
☐ No

\* Do you have a program account number (RM)? (required) ⓘ

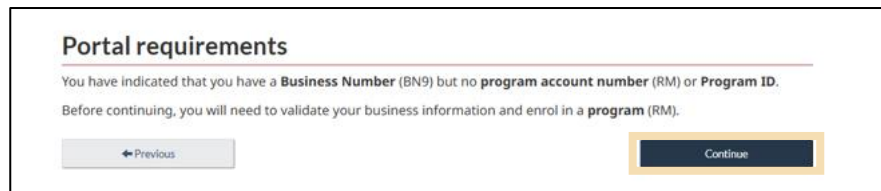
☐ Yes  
☒ No

\* Do you participate in any other CBSA program? (required) ⓘ

☐ Yes  
☒ No

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5. Click **Continue**.

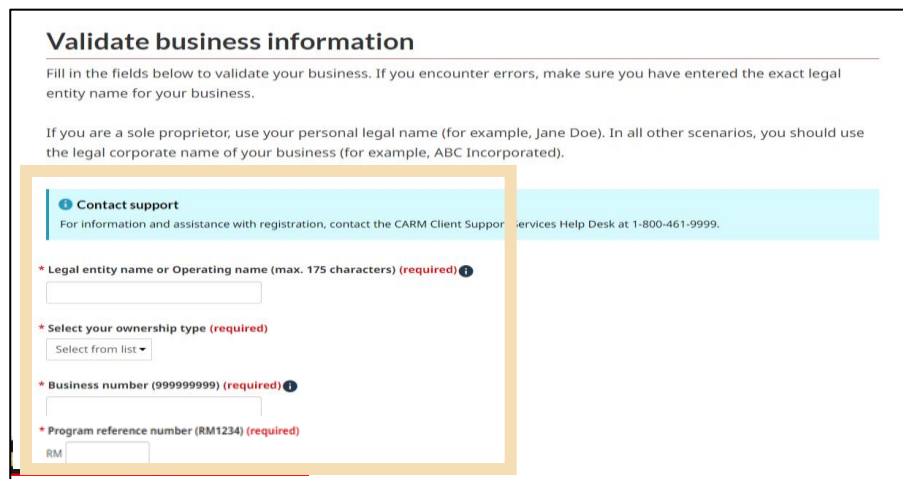


**Portal requirements**

You have indicated that you have a **Business Number** (BN9) but no **program account number** (RM) or **Program ID**. Before continuing, you will need to validate your business information and enrol in a **program** (RM).

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6. Fill in your business information.



**Validate 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).

**Contact support**  
For information and assistance with registration, contact the CARM Client Support Services Help Desk at 1-800-461-9999.

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

\* Select your ownership type (required)

Select from list ▾

\* Business number (999999999) (required) ⓘ

\* Program reference number (RM1234) (required)

RM


**Note:**


Ensure it is identical to the information that the Canada Revenue Agency (CRA) has on file about your company. You will get an error message if you input anything different from the CRA's information.

7. Click **Next** to continue.

## Legal entity address details

Enter the physical or mailing address of the legal entity (BN9) that is currently on file with the Canada Revenue Agency (CRA).

\* Address Line 1 (required) 

Address Line 2 

\* City (required)

\* Country (required)

Select a country ▼

Postal/Zip code

\* Certification (required)

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

← Previous

Next →

8. Fill in the required information of the **Authorized official 1** who will have financial control over this business number. It is possible to add another official.

## Company officials

CBSA requires the details company officials as a matter of financial control. You must provide the details of at least one authorized company official.

**4 Requirements**

Authorized company official(s) are required for financial control when obtaining and posting surety bonds for the purpose of transacting in bonded operations (e.g. bonded transporter or Release Prior to Payment). The designated official's title and name will be affixed to all surety bond submissions.

### Authorized official 1

9. Once completed, click on **Next**.

**Authorized official 1**

Same As

Select from list ▼

\* Title (required)

\* First name (required)

\* Last name (required)

\* Email address (required)

\* Confirm e-mail address (required)

\* Telephone (required)

Extension

Fax

\* Language preference (required)

English

French

Add another official

Previous

Save draft

Next



10. Fill in the information required for **Generic business contact information**.

## Contacts

Provide information of one or more person(s) that the CBSA may contact regarding this request for program enrolment

### Generic business contact information

\* **Email address (required)**

\* **Confirm e-mail address (required)**

\* **Telephone (required)**

Canada +1

(519) 271-8899

Extension

Fax

Website

\* **Language preference (required)**

☒ English

11. Fill in the information required for **Contact 1**.

Provide information of one or more person(s) that the CBSA may contact regarding this request for a business number

### Contact 1

\* **Contact type (required)**

Finance

\* **Title (required)**

Select from list

Select from list

Clerk

Dispatcher

Employee

Manager

Officer

Secretary

Supervisor

Other

\* **Confirm e-mail address (required)**

\* **Telephone (required)**

12. Once completed, click on **Submit**.

Add another contact

← Previous

Submit

13. You will then see the **Status** of Pending Enrolment under the **Step 1: Register business** section.

## Portal registration status

Reminder

The registration process is not complete until you have enroled in at least one program, see **Step 2: Enrol in program** below

Step 1: Register business

Filter items

Business legal name	Case number	Status	Business number (BN9)
Pork Belly Inc.	6000095705	Pending Enrolment	984136606

Step 2: Enrol in program

Pending enrolments

Drafts

Enrol in program

Filter items

Program account name	Program type	Case number	Status	Program (BN15)	Actions
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## 2. Enrol in a program

At this point in the process, you will need to complete **Step 2: Enrol in a program**, please see [Catalogue of user guides for the CARM Client Portal](#) to find the enrolment instructions for the specific CBSA Program that meets your business needs.

Step 2: Enrol in program

Pending enrolments Drafts

Enrol in program

Filter items

Program account name	Program type	Case number	Status	Program (BN15)	Actions
No rows to show.					

You will need to select one of the below options in order to enrol in a CBSA program.

CARM Client Portal

Unassociated User  
ALL  
RY2

[Personal profile](#) | [Logout](#)

### Enrol in a program

\* Select the program you wish to enrol in. (required)

- ☐ Carrier & Freight forwarder
- ☐ Customs Broker
- ☐ Duty-Free Shop
- ☐ Exporter
- ☐ Importer
- ☐ Third party
- ☐ Warehouse

Cancel Enrol in program