

CBSA Assessment & Revenue Management (CARM)

What is CARM?

The Canada Border Services Agency Assessment and Revenue Management (CARM) is a multi-phase project to modernize the accounting process and the collection of duties and taxes for commercial goods imported into Canada.

Release 1: it is important to register for a CARM Client Portal account and delegate access to your customs broker (Mohawk Global).

Release 2: has been delayed until May, 2024. Additional information about Release 2 will be in a separate publication.

CARM Client Portal (CCP)

The CARM Client Portal will become the main communications interface between the CBSA and trade chain partners. Through the portal, users will have online self-service access to view and manage their customs transactions, including corrections and adjustments, applying for customs rulings, and the accounting and payment of duties and taxes.

All trade chain partners that conduct commercial business with the CBSA will be required to register and link their business on the portal.

- All businesses registering in the portal will require a CRA assigned 9-digit business number with an RM extension.

- All portal users must first create their personal profile before setting up a business program profile account or being assigned as a portal user.
- Note: you will be prompted to register for multi-factor authentication.
- If you are a First-time CCP User, visit the Government of Canada website at: <https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/homepage>
 - Choose “Log in to the CARM Client Portal”
- Access with Sign-in Partner - use the same sign-in information you use for other online services (for example, online banking).
- Access with GCKey - a GCKey allows you to access the CARM Client portal and other governmental programs and services.
 - Register for a GCKey user ID and password if you do not have one.

What do I need to register in the CARM Portal?

- Business Number
- Import/Export Program account (RM)
- Statement of Account and Daily Notice
- Business Legal Name and Address

Business Account Manager (BAM)

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

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.

Additional Resources

Registering a Business on the CARM Portal

https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/assets/pdfs/onboarding/en/Information_Sheet-Registering_a_Business_on_the_CARM_Client_Portal_October_2022.pdf

CARM User Guide

https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/assets/pdfs/onboarding/en/CARM_R1_User%20Guide_Onboarding%20to%20the%20CARM%20Client%20Portal-0723.pdf

Delegation of Authority

The BAM must delegate authorization to third party service providers such as customs brokers (example, Mohawk Global) so they can be linked on the CCP.

Please reach out to your Mohawk Global representative for further information or assistance with registering on the CARM Client Portal. Or reach out to us at clientservice@mohawkglobal.com.

