We are bringing to your attention a new CBSA Program

CARM Client Portal:
The simple and secure way to transact with the CBSA

Release 1 (May 25th, 2021)

**Importers create their CARM Client Portal (CCP) Account.**
At Release 1, the CARM Client Portal will be accessible to importers and customs brokers.
*Users will be able to:*  
- View transactions posted to their accounts, view Statements of Accounts (SOA)  
- Make payments by credit card or set up pre-authorized debit  
- Delegate portal access to employees and third-parties (such as customs brokers and/or trade consultants) to manage commercial import activities  
- Request and track the progress of rulings electronically  
- Launch of Release 1 CARM will **NOT** change present day release requests

Release 2 (May 2022)

**Key Functions**
At Release 2, the CARM Client Portal will be available to all trade chain partners.
*Users will be able to:*  
- Acquire a Business Number (BN9) and program account (RM account and/or Program ID)  
- Submit, correct and adjust a Commercial and Accounting Declaration (CAD), which will replace the current customs coding form (B3) and request for adjustment form (B2), also available via Electronic Data Interchange  
- Post and monitor security to participate in the Release Prior to Payment (RPP) program as an importer  
- Changes to Release Prior to Payment Privileges (RPP) requirements for bonds  
- Electronic management for appeals and compliance actions (CBSA Trade Verification)

**Stay tuned for more information on how to prepare for CARM!**
Questions on CARM contact:  
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Overview
The CARM program is a multi-year initiative that will transform the collection of duties and taxes for goods imported into Canada. The CARM program will be fully functional and implemented within two phases: Release 1 (May 25th 2021) & Release 2 (May 2022).

The Canada Border Services Agency (CBSA) is launching an online client self-service portal on May 25th, 2021
Launch Release 1 in May 2021: Registration on the CARM Client Portal (CCP) will be available to Importers & Trade Chain Partners (customs brokers). We encourage importers to register for the portal once available, as it will be a mandatory requirement as of Release 2 May 2022. The CARM Client Portal (CCP) will allow importers to delegate authority to customs brokers, which will be a mandatory requirement in Release 2 in order to allow the broker to release and account for your goods.

**What does this mean for you?**
- All importers that conduct commercial business with the CBSA will be **required** to create an account in the CARM Client Portal  
- Customs Brokers need the approval of the importer to access the importer’s CCP account  
- At Release 1, using the CARM Client Portal, Importers will have the ability to grant access to customs brokers, which will be a mandatory requirement in Release 2 in order to allow the broker to release and account for your goods.

- All **users** of the CARM Client Portal will be required to create their individual portal user account  
- Login to the CARM Client Portal using one of the following login credentials to create your individual user account: GCKey or Sign In Partner.