

CARM Setup Instructions

Broker Backed (If you use Ameri-Connect Freight Services to pay your duty and taxes, read below)

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**. An import bond will provide Importers best in cash-management and convenience. If you need to apply for an import bond, reach out to your Ameri-Connect Freight Services account representative.

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.

Step 1 – Identify your Business Account Manager

The first person to register their profile to a business account will become the Business Account manager. They will have the highest level of access to the account and will be authorized to edit all business information in the CARM Client Portal. We recommend that you designate at least two staff within your organization to have this access, preferably the staff responsible for payments to CBSA and a staff responsible for the customs processing.

Please reach out to us if you require assistance to help manage the CARM Portal.

Step 2 – Prior to registering in the CARM Client Portal (CCP)

You will require the following information prior to registering in the CARM Portal:

- Your Business Import Number (BN9)
- Your BN15 which is your importer/export program account identifier.

Step 3 – Create your CARM Profile User Profile

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

- The Business Account Manager selects “Register my business”. The Business Account manager will register the business information and make sure that the legal entity name and mailing address are exact and correct.
 - The Business Account Manager will need to 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.
 - The Business Account Manager will be required to approve access to other staff under the “Manage pending employee requests” and set their level of authority.

- All other users, after logging into the CARM Client Profile will select “Employee Access Request” and provide the BN9.

Step 4 – Grant Customs Broker Access and Delegation

Ameri-Connect Freight Services Inc will require access and delegation of authority to assist with portal management.

The Business Account Manager(s) can grant access under the “Manage pending third-party requests” and then select the level of access.

There are two levels of third-party access, which will not share your companies’ sensitive information such as bank account or other user profiles for the company.

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| <p>Business Management Relationship Delegates access to all program accounts to the service provider including any programs added in the future. <i>*this option provides the optimal level of access for your customs broker to assist you in the CCP</i></p> | <p>Program Management Relationship Delegates access to only selected program accounts to the service provider.</p> |
| <p>Once the level of access is granted, you will then need to grant the authority of access.</p> | |
| <p>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, and</p> | <p>Proxy (pPAM) This user role is for the third-party program account manager. The purpose of this role is for the third party to <i>assume the management of a specific import account</i> (BN9) without access to the client's sensitive information and</p> |

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| <p>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 CANNOT see or manage the employees or business relationships of the client.</p> | <p>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.</p> |
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CARM Checklist – Use the below to prepare for registration.

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| Our Business Account Manager will be: | Our Company’s Business Number (BN9) is: |
| My company’s importer/exporter program account identifier (BN15) is: | The full physical address of our company is: |
| Our legal identity name is: | |
| Duties and Taxes Payment Past Transaction Number: | Total Duties and taxes paid to 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: \$ |