



CARM: Did You Know?

Limited Series, Issue #3, January 10, 2025

“CARM: Did You Know?” is a limited series newsletter created to help small and medium businesses stay up-to-date on all things CARM.



Non-Resident Importers (NRIs)

Are you an NRI that needs to register on the CARM Client Portal (CCP)? If so, the following is required:

- 1. Business Number (BN9):** You must obtain a BN9 from the Canada Revenue Agency (CRA) prior to registration.
- 2. BSF900 Form:** If you do not maintain a place of business in Canada, you may request the privilege of maintaining books and records at the Canadian location of an authorized agent by submitting a BSF900 via the [CARM Client Portal](#). Email submissions will no longer be processed.

Failure to obtain a BN9 and provide a BSF900 form will result in a registration processing error.

Resources

[How-to User Guides and the CARM Release 3 Playbook](#) are available to help you register and navigate the CARM Client Portal.

Portal Registration Tips

Try these troubleshooting tips if you are receiving the following error codes when validating your business information:

Error Code EC-1012 on business registration:

- Clear your browser cache and cookies.
- Avoid copying and pasting data, using your browser's autofill functions, or using the “Tab” key to navigate through fields.
- Only enter the four digit RM number in the “Program Reference Number” field (e.g. Enter “0001” and omit the preceding “RM”).
- Ensure that the legal name and address information is identical to your CRA documentation.

Error Code EC-1029 on affinity questions:

- Enter the full 14-digit transaction number (including the five leading zeros on c-type entries).
- The “Payment Date” field requires the date that the duties and taxes were paid, not the date the invoice was issued.

- Switch your web browser (from Microsoft Edge to Google Chrome, for example), and reattempt the questions.

Webinars

These 30 minute podcast-style webinars will offer you a step-by-step overview on how to register in the CARM Client Portal, with troubleshooting tips along the way. Register today!

English Sessions:

[Tuesday, January 14, 2025 \(1:00 PM to 1:30 PM ET\)](#)

[Thursday, January 16, 2025 \(11:00 AM to 11:30 AM ET\)](#)

French Session:

[Wednesday, January 15, 2025 \(1:00 PM to 1:30 PM ET\)](#)

CARM Client Support Helpdesk (CCSH)

Call **1-800-461-9999**, select menu **Option 2**
Monday-Friday (except holidays),
7:00 AM – 7:00 PM ET

Due to high call volumes, consider reaching us via the Client Support Contact Form: <https://www.cbsa-asfc.gc.ca/contact/csform-formulaire-eng.html>

When following up on your case, please reply to your most recent CCSH correspondence with the ticket number and do not change the subject line.

Interactive Tool

Use this [interactive tool](#) to find answers to the most common questions about registering your business in the CARM Client Portal.

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