



Carrier Enrollment in CARM

Carriers are now required to obtain a business number and register for their carrier code in the **CBSA Assessment and Revenue Management (CARM)** client portal (CCP).

Step 1: Obtaining a BN9 business number:

Canadian Carriers

- Canadian carriers can obtain their BN9 through the [CCP](#).

Non-Resident Carriers

- Non-resident carriers must contact the Canada Revenue Agency (CRA) to obtain a BN9 prior to registering in CARM.
- You can register via the following means:
 - The Non-Resident telephone line, or
 - The CRA's [non-resident web form](#)
- The CRA contact information and hours of service can be found [here](#).
- For a non-resident carrier, a third party service provider is allowed to register for a BN9 on behalf of another entity by following the steps above, providing they have the following information:
 - Current Legal Name and any previous legal names, and any operating/trade names.
 - Where they were formed or incorporated (jurisdiction, date, and entity/file number).
 - Should this information not be available online for verification, you will be asked to provide a copy via fax or Secure Drop Zone.
 - The name of at least one officer/director, title and their telephone number (contact information of a representative is not sufficient),
 - Physical and mailing addresses.
 - Preferred Language of Correspondence: English or French.
 - The third party will also need to provide their information: Full name, title and telephone number.

Step 2: Register to the CCP:

- All carriers are required to enroll and create a CCP account to:
 - Obtain a carrier code;
 - Register a new bond or cancel an existing bond.
- Business information (company address, contact information, etc.) can also be updated in the CCP.
- See the “Onboarding to the CARM client portal” and the “Enroll in a CBSA program” from the [CARM User Guide](#).
- **Note:** The BN and CCP accounts must be registered under the carrier's legal name, liability for all CBSA matters rests with the carrier.

Step 3: Apply for a carrier code - transporter enrollment

- See the [CARM User Guide](#) – “Enrol in the Carrier program”
- If you have a pre-existing carrier code, upon registration, you will be prompted to confirm that you have a program account (a carrier code).
- **Note:** Once the operating carrier has obtained a BN9 and registered in CARM, the carrier may designate a third party within CARM as a company contact in their CCP account.

Pre-arrival and reporting requirements:

Advance Commercial Information (ACI): Carriers are required to meet Canadian pre-arrival and reporting requirements. Carriers who arrive in Canada without meeting the pre-arrival reporting requirements **may be subject to administrative monetary penalties**. Please refer to the CBSA website for more information on [reporting requirements by client type](#).

- Note that technical registration to enable ACI reporting requirements normally take several days to set-up; this time requirement should be incorporated into arrival planning.
- Should a new non-Canadian carrier be on route to Canada without a carrier code and be unable to register in the CCP, they may contact the [CARM Client Support Helpdesk \(CCSH\)](#) for guidance:
 - [Client support contact form](#)
 - Telephone (for urgent requests): 1-800-461-9999 (toll-free from Canada or the US)
 - 1-204-983-3500 or 1-506-636-5064 (Overseas call)
- Under extreme circumstances, carriers may contact the Commercial Operations Integrated Support (COIS) Unit for additional guidance and support. Please be advised that contacting COIS should be reserved for situations in which the CCSH’s ability to assist has been exhausted. COIS is available as follows:
 - Email: carrier.cargo@cbsa-asfc.gc.ca
 - Monday-Friday 08:00-16:00 EST
- The CBSA is not responsible for issuing or denying docking permission as a result of failure to obtain a carrier code, or failure to comply with other requirements for arriving in Canada. All carriers are

expected to conduct due diligence in a timely manner regarding the requirements for their arrival in Canada.

Additional assistance in registering for the CCP:

Should carriers experience difficulties registering for the CCP, the CARM client service help desk can be reached here: <https://www.cbsa-asfc.gc.ca/services/carm-gcra/support-eng.html>.