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ATA CARNET DIGITAL CARNET PILOT CUSTOMER GUIDE

ATA CARNET APP

British Chambers of Commerce Accredited

CONTENTS

ABOUT THE APP 3

DOWNLOADING THE APP 3

GLOSSARY 4

HOW TO REGISTER AND LOGIN 5

DOWNLOADING AN ATA CARNET TO THE SMARTPHONE 8

ACTIVATE A CARNET (VALIDATION) 10

PREPARING A TRAVEL 10

PASSING CUSTOMS 15

SHARING A VOUCHER 18

ABOUT THE APP

The ATA Carnet app allows holders to download and store the carnet on the smartphone with all its details, to make the necessary declarations when crossing customs and to obtain real-time transaction confirmation.

DOWNLOADING THE APP

APP STORE & GOOGLE PLAY STORE

Holders can download their electronic ATA Carnet to their smartphone by downloading the ATA Carnet app on the App Store or the Google Play Store.

- iOS: https://apps.apple.com/us/app/ata-carnet/id1470367115?ls=1
- Android: https://play.google.com/store/apps/details?id=org.iccwbo.atacarnet

GLOSSARY

Password: password for your account associated to your email address.

Wallet pin code: pin code used to unlock and access the ATA Carnet Wallet app.

Carnet pin code: pin code used to download an ATA Carnet into the Wallet app.

Transaction code: a code associated to a specific transaction to be shown to customs to initiate the transaction.

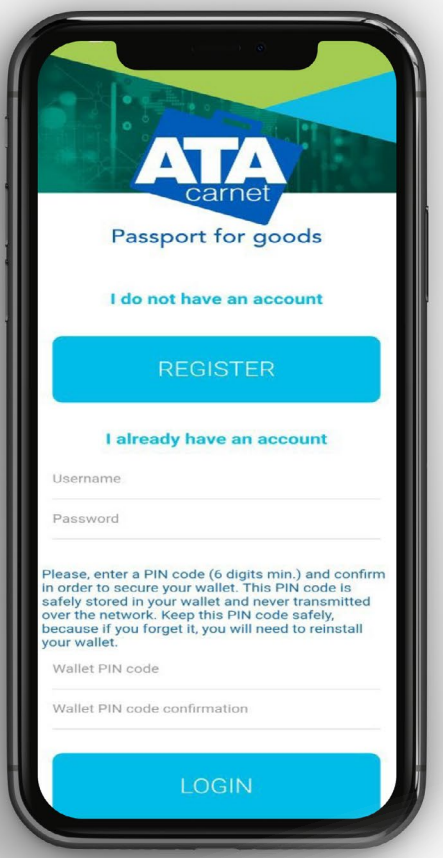
Verification code: a code given to the holder/representative from the customs officer to verify the successful processing of a transaction.

Cancellation code: a code to show to customs in case of disagreement or mistake in a committed transaction. This cancels the transaction thus allowing to reprocess the said transaction.

HOW TO REGISTER AND LOGIN

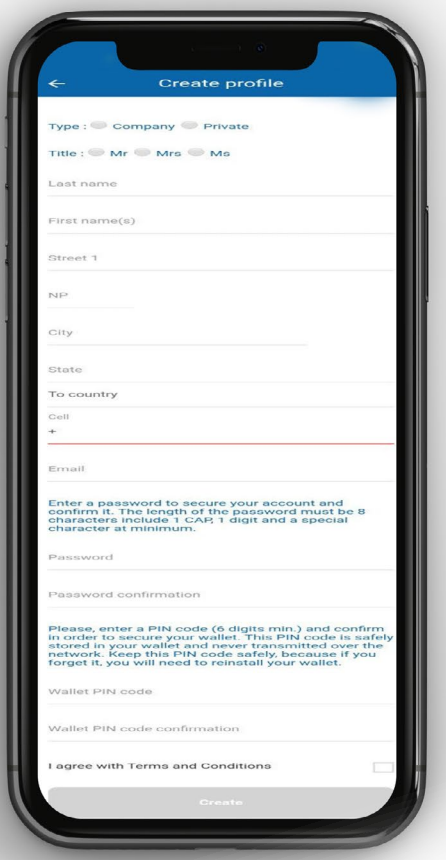
Below are the instructions to register to the ATA Carnet app.

If you already have an ATA Carnet app account, insert Username and Password on step 1 and add a Wallet pin code.



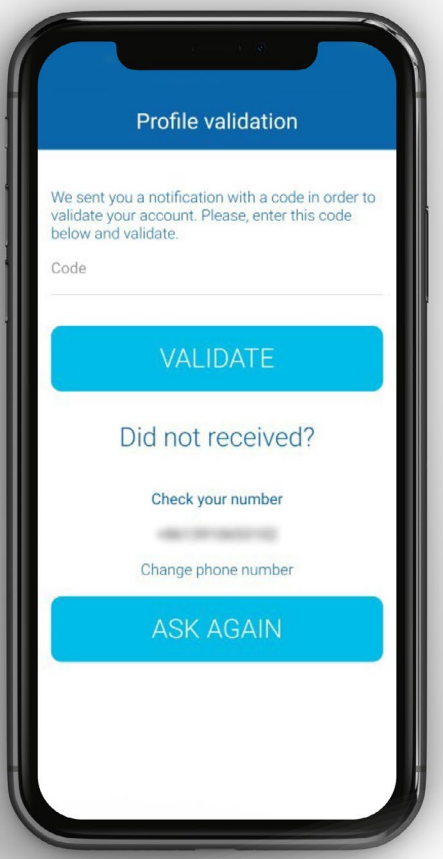
1. Click on **Register**

HOW TO REGISTER AND LOGIN

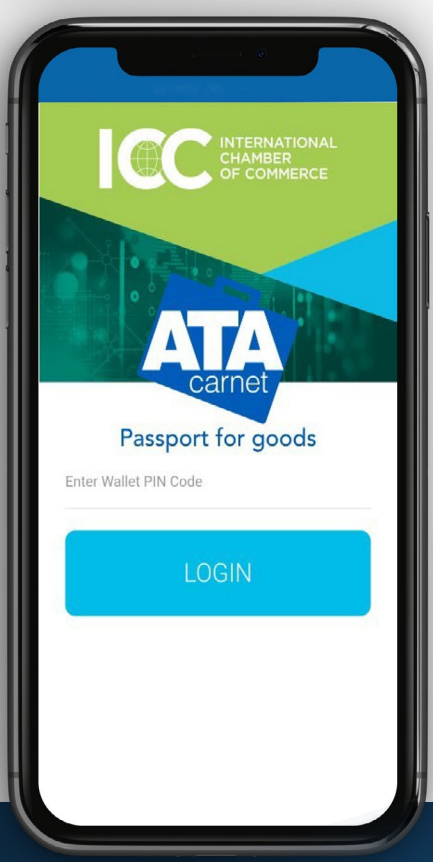


1. Fill in the required fields.
   a. Insert your phone number including the national prefix (with either 00## or +##).
   b. Insert a password for your personal account
   c. Insert a PIN for your ATA Carnet app

2. Click on **Create**



3. Wait for a verification code sent to you via SMS. Insert it in the box and click **Validate** to verify your account.



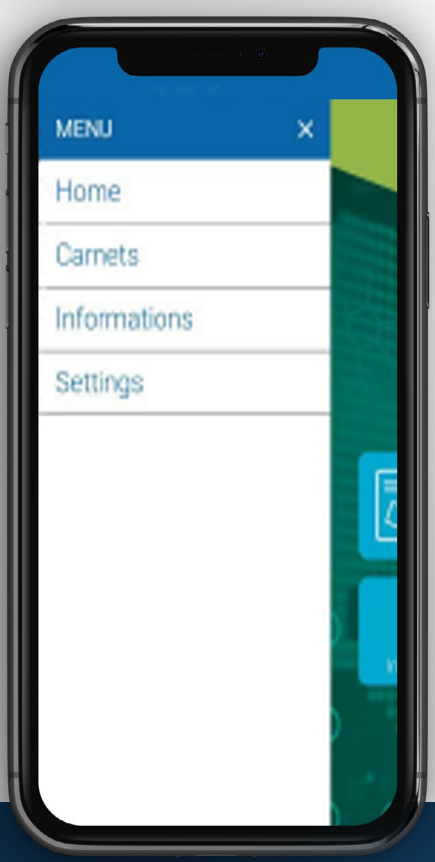
4. Enter your personal ATA Carnet app PIN code.
5. Click on **Login**.

***Tip**: You may enable auto-login to skip this step every time you open the app from the Settings menu and ticking 'Auto- login at startup'.*

DOWNLOADING AN ATA CARNET TO THE SMARTPHONE

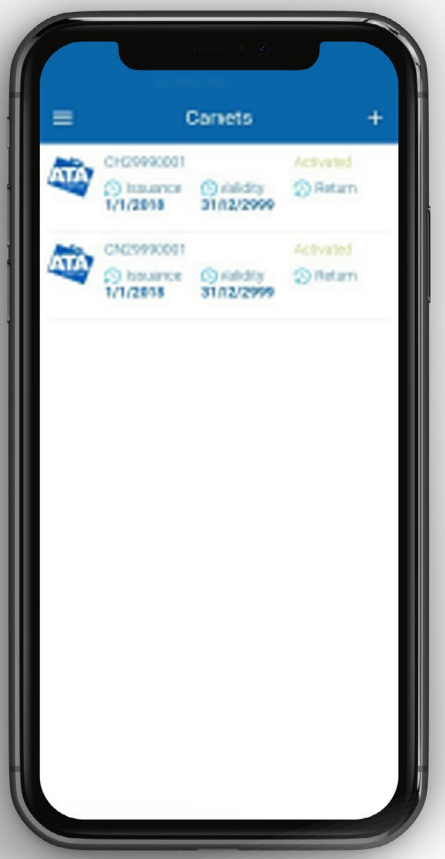
Once you have the app in your smartphone and have logged in, you can download an ATA Carnet to your ATA Carnet app.

1. (a) Tap on **Carnets** from the main menu…

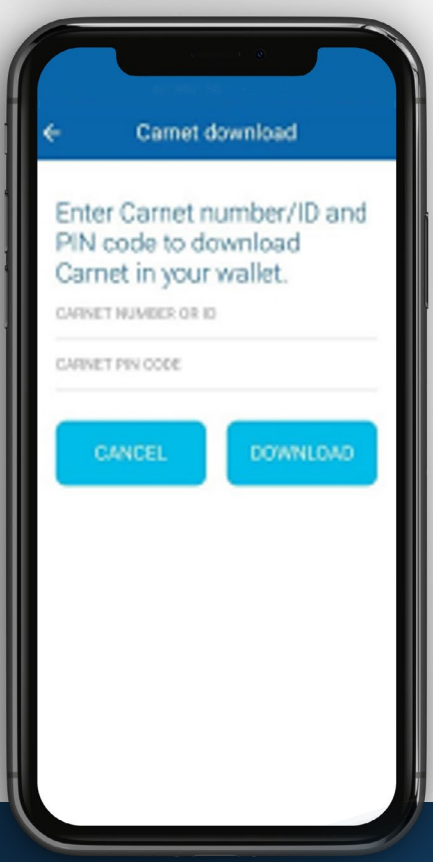


1. (b) …or from the sidebar menu.

DOWNLOADING AN ATA CARNET TO THE SMARTPHONE



2. Tap on the **+** button on the top right corner.



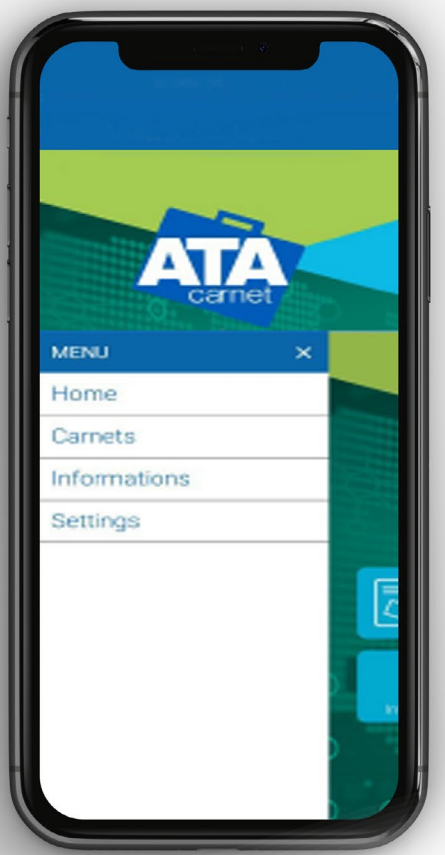
3. Insert **Carnet number** or **Carnet ID** and **Carnet PIN code** as received in the issuing system
4. Tap on **Download**.

ACTIVATE A CARNET (VALIDATION)

Before you can prepare a travel and commit transactions, the carnet needs to be activated, just as one would validate a paper carnet. To do so, simply create a travel by following the steps in the next two chapters and use the Activation QR code first when going through customs check.

PREPARING A TRAVEL

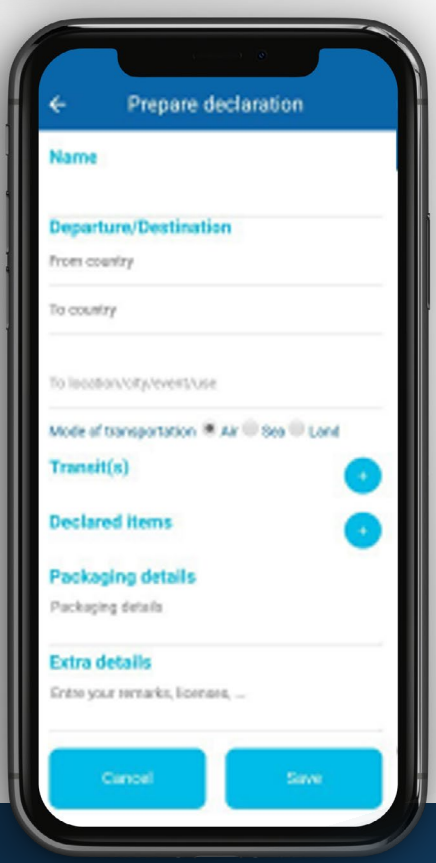
Holders or representatives are required to prepare a declaration before arriving to customs. This is done through the Prepare a Travel function within the ATA Carnet app. Here is how you do it:



1. (a) Tap on **Carnets** from the main menu…

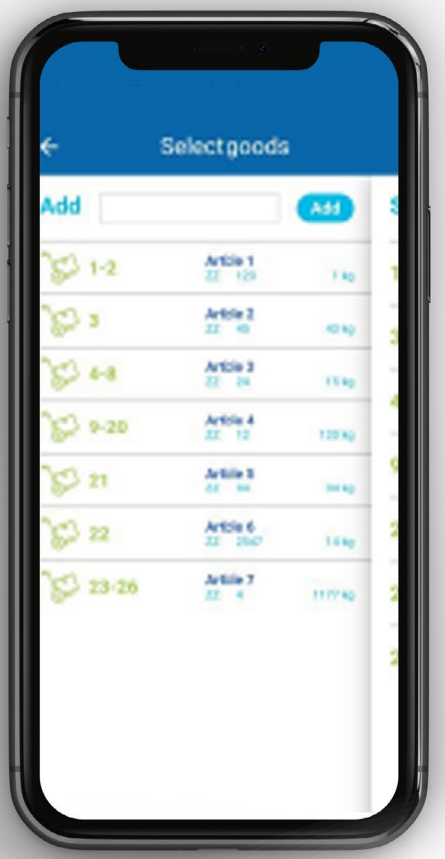
1. (b) …or from the sidebar menu.

2. Tap on the + button on the top right corner.



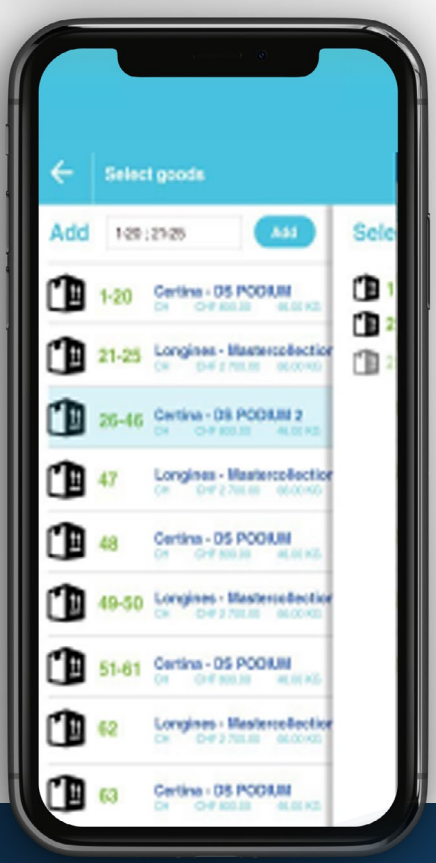
3. Fill in the required fields:
   - Name of the trip
   - Country of departure
   - Country of destination
   - Intended use

4. Tap on + in the **Declared Items** section

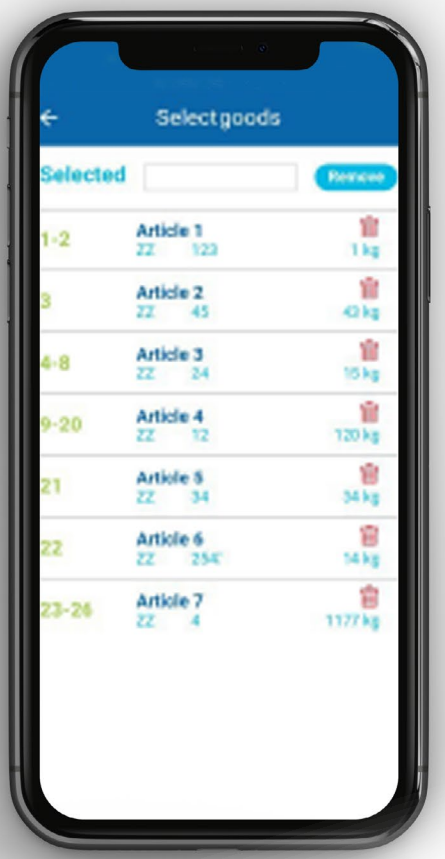


a. Type in the goods to declare from the General List of the ATA Carnet i.e. 1-10* and tap on **Add** to add them to the declaration.

*if you are only taking partial items – then enter ranges separated by comma i.e. 1-4,9-10

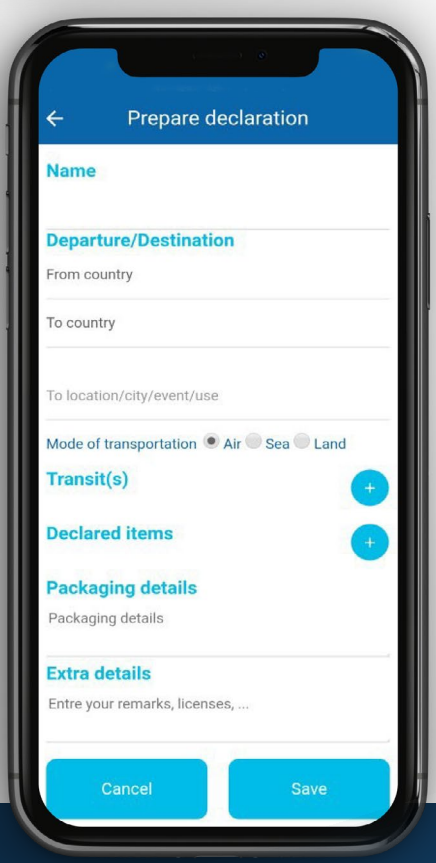


b. Goods added to the travel will appear on the right side of the screen.

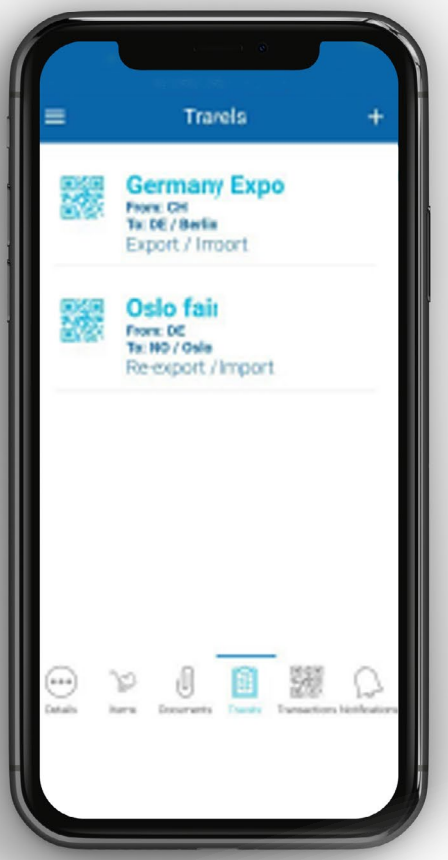


c. Swipe left from the right edge of the screen to view detailed description of the goods added.

d. Once all goods have been added, tap on the ← on the top left corner to go back to the Prepare Travel screen.



5. Tap on **Save** to save the travel.



6. To modify a travel, simply click on the relevant travel, edit information and click on **Save**.

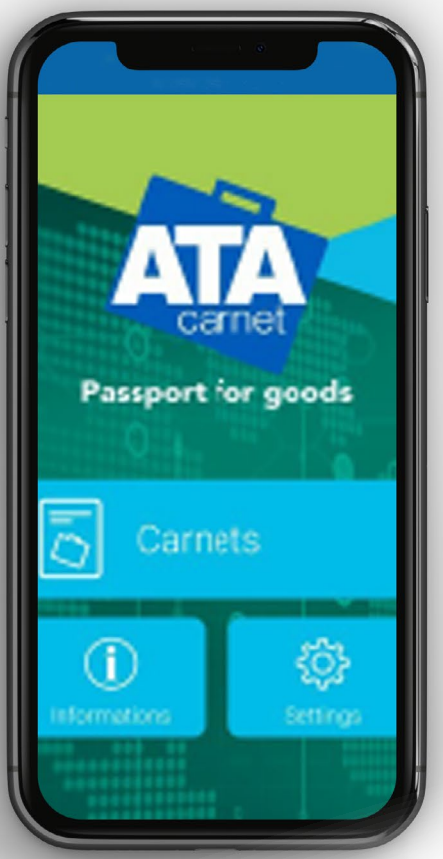
NB: prepared travels do not synchronise between devices. A travel prepared on one smartphone will not appear on another smartphone with the same carnet downloaded.

A travel can be saved and prepared in multiple stages. Make sure all the fields are complete before going to Customs to process a transaction.

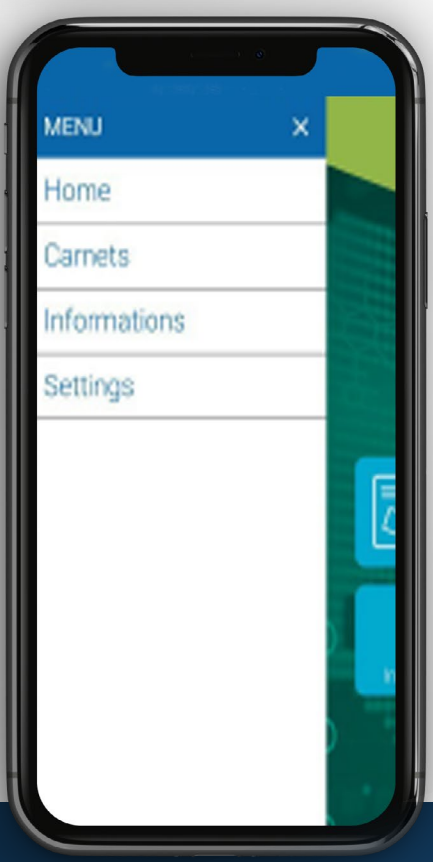
Once a travel is prepared, the holder can share one or more vouchers with his representative who shall make the declaration at customs. Please see the "Sharing a voucher" section to learn more.

PASSING CUSTOMS

When travelling with the goods and the ATA Carnet, you will have to make a transaction at every customs crossing. To do so following these instructions:

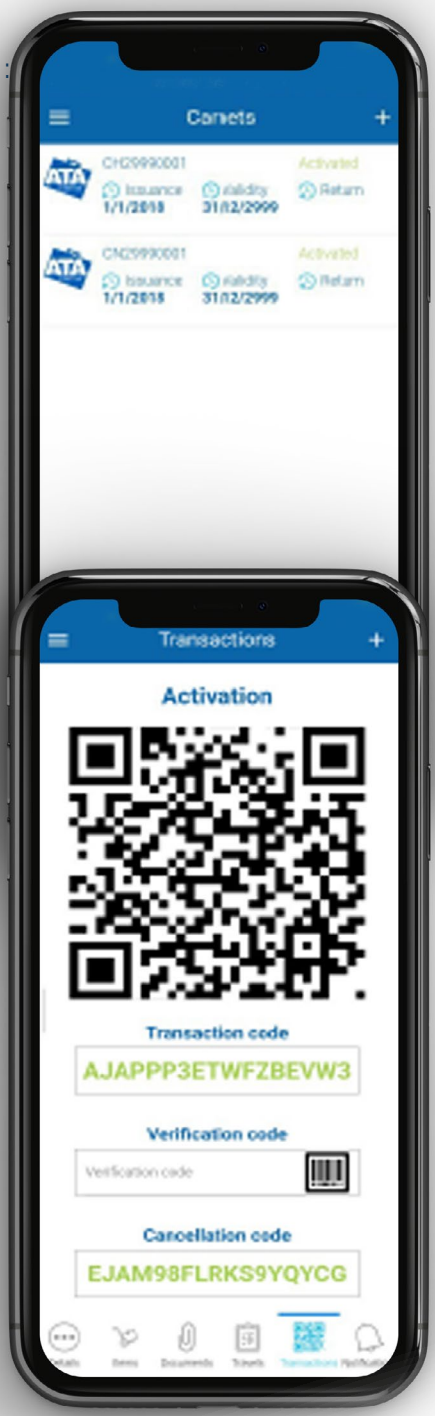


2. (a) Tap on Carnets from the main menu…



5. (b) …or from the sidebar menu.

PASSING CUSTOMS



6. Tap on the ATA Carnet you wish to use.

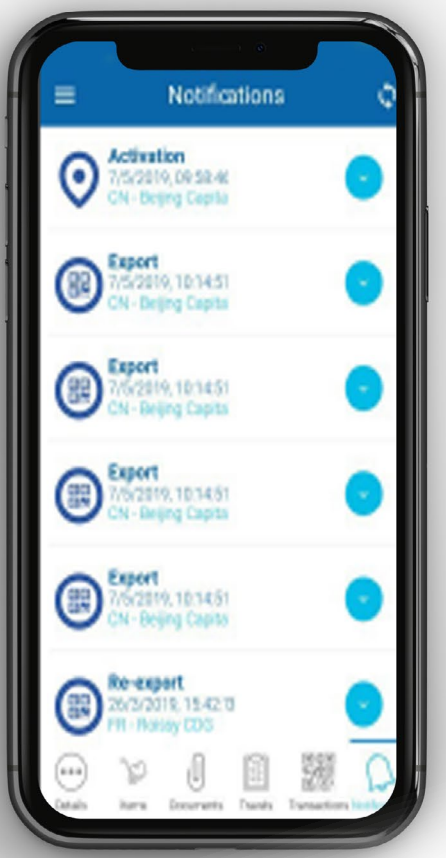
5. (b) …or from the sidebar menu.
7. Tap on Travels in the lower menu.
8. Tap on the QR code icon of the desired travel.
9. Swipe right to the required transaction.
10. Read carefully the terms and conditions and tap on the disclaimer box to accept them.
11. A QR code will appear that will have to be shown to the customs officer to check the carnet and the goods.
12. The transaction will be confirmed once customs officer completes the entry on their side.

Exit from UK - on the first exit from UK, you will need to present both Validation and Exportation QR code to the UK Customs Officer (one transaction at the time). Subsequent exits will only require Exportation QR code.

Importation is created at the same time as Activation and Exportation QR Codes and can be accessed by swiping Activation or Exportation QR Code to the left.

Re-exportation is created for the return trip. Make sure correct items are declared. Present the Re-exportation QR code to the customs before the goods are checked in to allow for inspection of goods.

Re-importation can be accessed by swiping Re-exportation QR code to the left

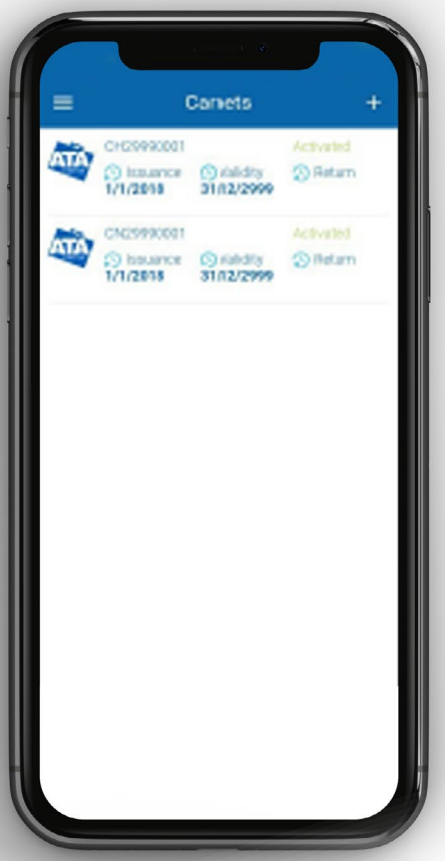


14. The history of transactions can be seen in the **Notifications** section.

NB: One prepared travel will create automatically at least 2 transaction QR codes depending on the scenario (1 Export + 1 Import or 1 Re-export + Re-import) plus eventual Activation and/or Transits.

SHARING A VOUCHER

Once a travel is prepared, the ATA Carnet holder can share the voucher(s) to his representative who shall make the declaration at customs. To share a voucher, the holder must:



1. Tap on the ATA Carnet containing the prepared travel to be shared.

2. Tap on the **Travels** tab in the lower menu.
3. Tap on the QR code icon of the desired travel.
4. Swipe right to the required transaction.
5. Read carefully the terms and conditions and tap on the disclaimer box to accept them.
6. Tap on the share icon on the top right of the screen and select the share method of choice.

SHARING A VOUCHER

7. The representative will receive a message containing a URL to the voucher. He may download the voucher for offline use by tapping on the print icon and selecting "Save ad PDF" or tapping 'Download into your wallet' and importing it into his Apple Wallet. Android users may do the same by installing a separate app capable of opening 'pkpass' files (search for 'pkpass' in the Google Play Store).