User Guide

ATA Carnet App & ATA Carnet Desktop

Stockholms Handelskammare 1902

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VIDEO TRAINING

The instructions provided in this document are also available through the following video tutorials. Please be advised that these videos may not reflect the most current procedures of the ATA Carnet System, although the fundamental concepts remain covered.

- ATA Carnet app & Desktop training (2025) full course
- Overview of an eATA transaction
- ATA Carnet App: How to create an account
- ATA Carnet App: How to download a carnet
- ATA Carnet Desktop: How to download a carnet
- ATA Carnet App: How to prepare a travel
- ATA Carnet Desktop: How to prepare a travel
- ATA Carnet App: How to share a voucher
- ATA Carnet Desktop: How to share a voucher
- ATA Carnet App: How to extend final date of re-exportation or re-importation
- ATA Carnet App: Termination of temporary admission under an ATA Carnet
- ATA Carnet App & Desktop: Handling split shipments with the digital ATA carnet
- ATA Carnet App & Desktop: Using pre-arrival notices and pre-arrival declarations

BASICS

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.

NB: To update declarations and receive transaction confirmations, you'll need an internet connection while abroad. Ensure your plan includes data roaming or consider using an eSIM for local access. Roaming charges may apply.

For those who prefer working on a computer, the **ATA Carnet Desktop** web application offers the same core features as the ATA Carnet mobile app. ATA Carnet Desktop is especially useful for company managers who need to manage multiple carnets for their business, or for freight forwarders who frequently handle carnets on behalf of various holders. This design makes it easier to manage and share carnets with all relevant participants.

With ATA Carnet Desktop, users can:

- Manage and share carnets with team members or partners
- Track the status of carnets as they move between countries

Users may access both ATA Carnet App and ATA Carnet Desktop utilising identical account credentials. Once a Carnet is downloaded, it is synchronised across the ATA Carnet App and ATA Carnet Desktop platforms.

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://apple.co/3e1re68
- Android: https://bit.ly/3e2d1pl

- APK direct download: https://bit.ly/ATACarnetAPK

ACCESSING ATA CARNET DESKTOP

ATA Carnet Desktop is reachable at app.atacarnet.iccwbo.org. You will need to select the country from which you order your carnets to be redirected to the appropriate portal.

GLOSSARY

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

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: (obsolete) 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

The same account can be used for both ATA Carnet app and ATA Carnet Desktop.

ATA CARNET APP

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

1. Tap on **Login**
2. A browser window pops up to log in or create an account.

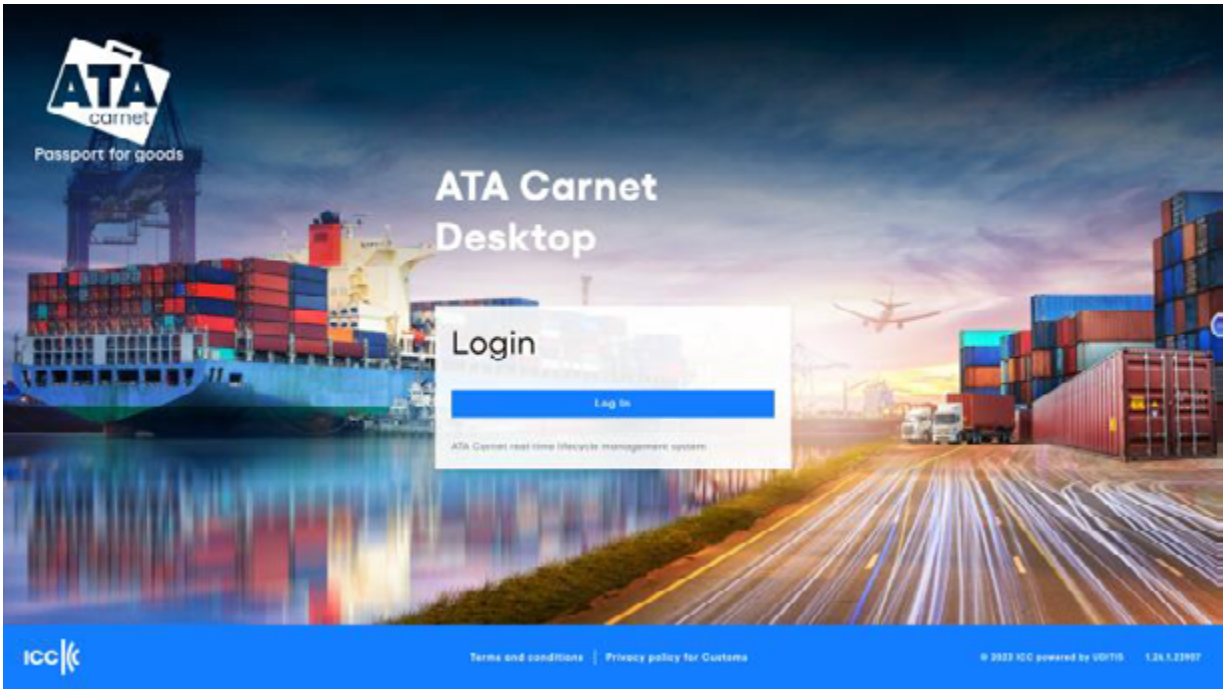
    a) If you already have an ATA Carnet app account, insert your Username (email address) and Password (or log in with one of the identity providers below), and confirm access.

    b) If you do not have an account, follow the on-screen instructions to create one or log in directly with one of the identity providers below.

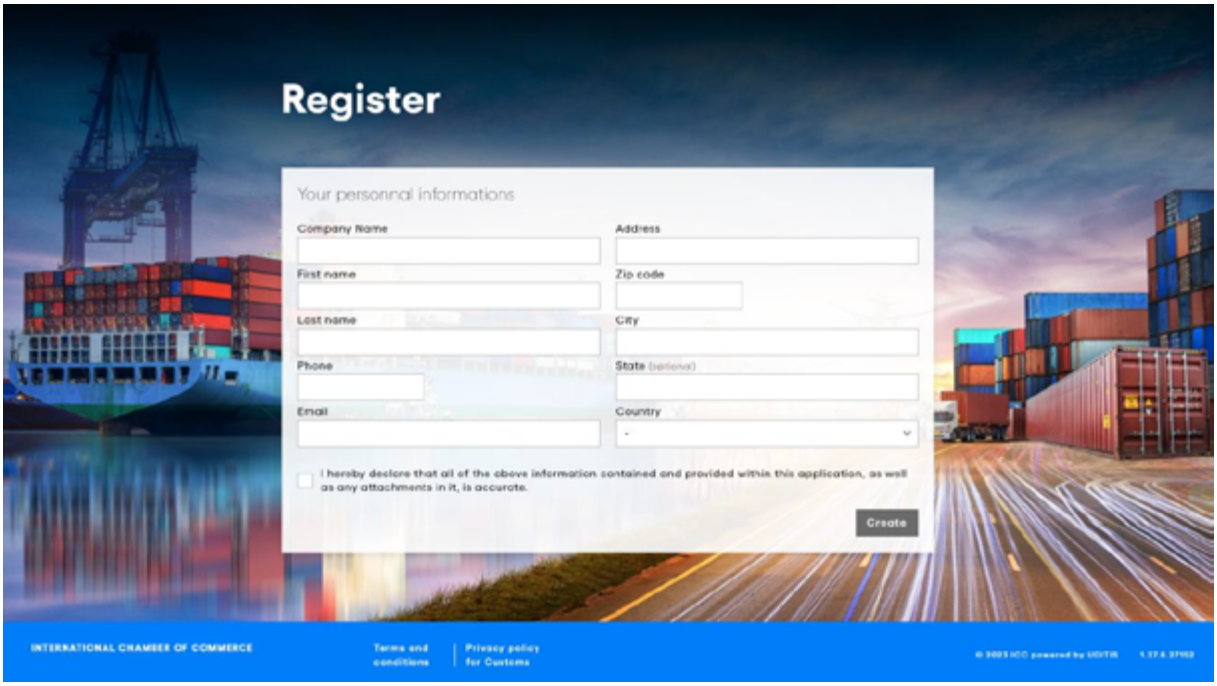
1. Fill in the required fields.
2. Read and accept the Terms and Conditions.
3. Tap on Create

ATA CARNET DESKTOP

Once you are redirected to the correct URL, you arrive at the login page. Clicking on “Log In” presents options to either register a new account or access an existing one. To register, follow the instructions on screen. If you have previously logged in, selecting “Log In” will return you directly to your ATA Carnet Desktop session, allowing you to pick up right where you left off.

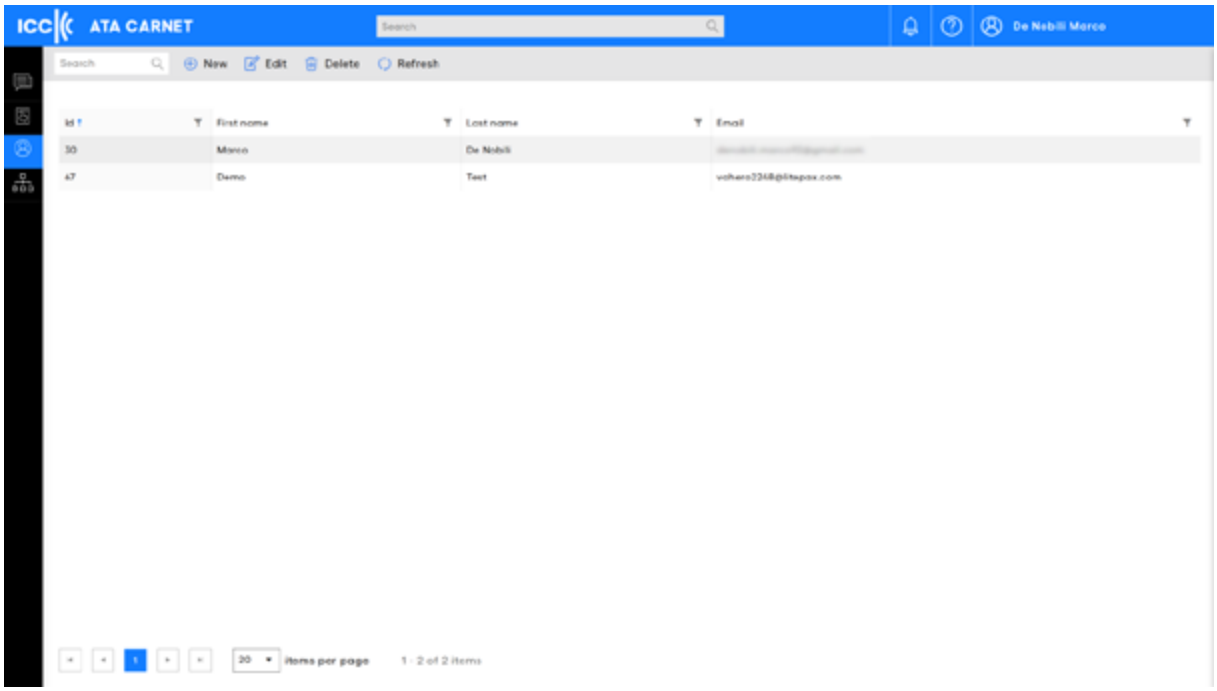


When registering for the first time, you will have to fill in the required fields and click on **Create**.



Existing account users can also create additional accounts for colleagues from the **Accounts** section in ATA Carnet Desktop.

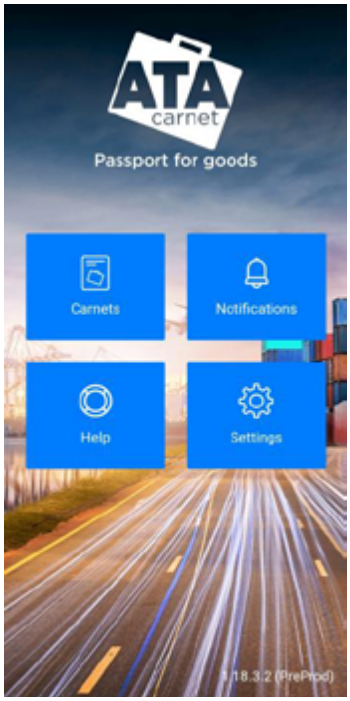
The Accounts section is only available to users with a management role and lists all users connected to your company, so you can manage their roles and permissions.



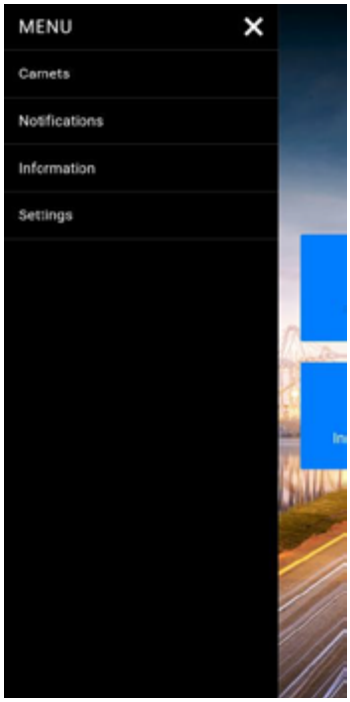
MANAGE CARNETS

ATA CARNET APP

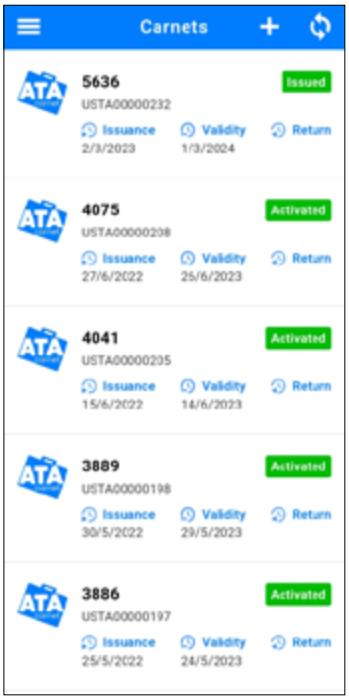
Once you have the app in your smartphone and have logged in, you can download an ATA Carnet to your ATA Carnet app.



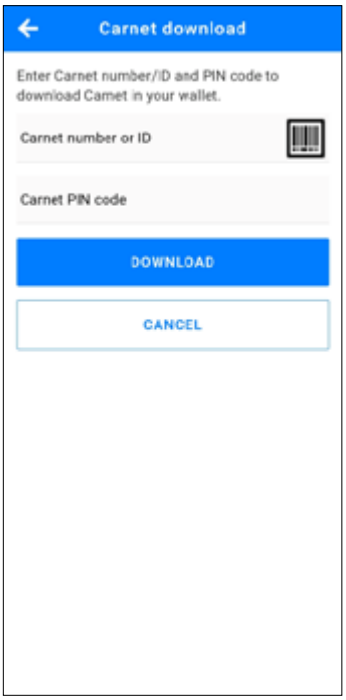
1. (a) Tap on **Carnets** from the main menu...



1. (b) ...or from the sidebar menu.



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



3. Insert **Carnet number** or **Carnet ID** and **Carnet PIN code** as received from the issuing association or that has been forwarded to you from the ATA Carnet holder.

4. Tap on **Download.**

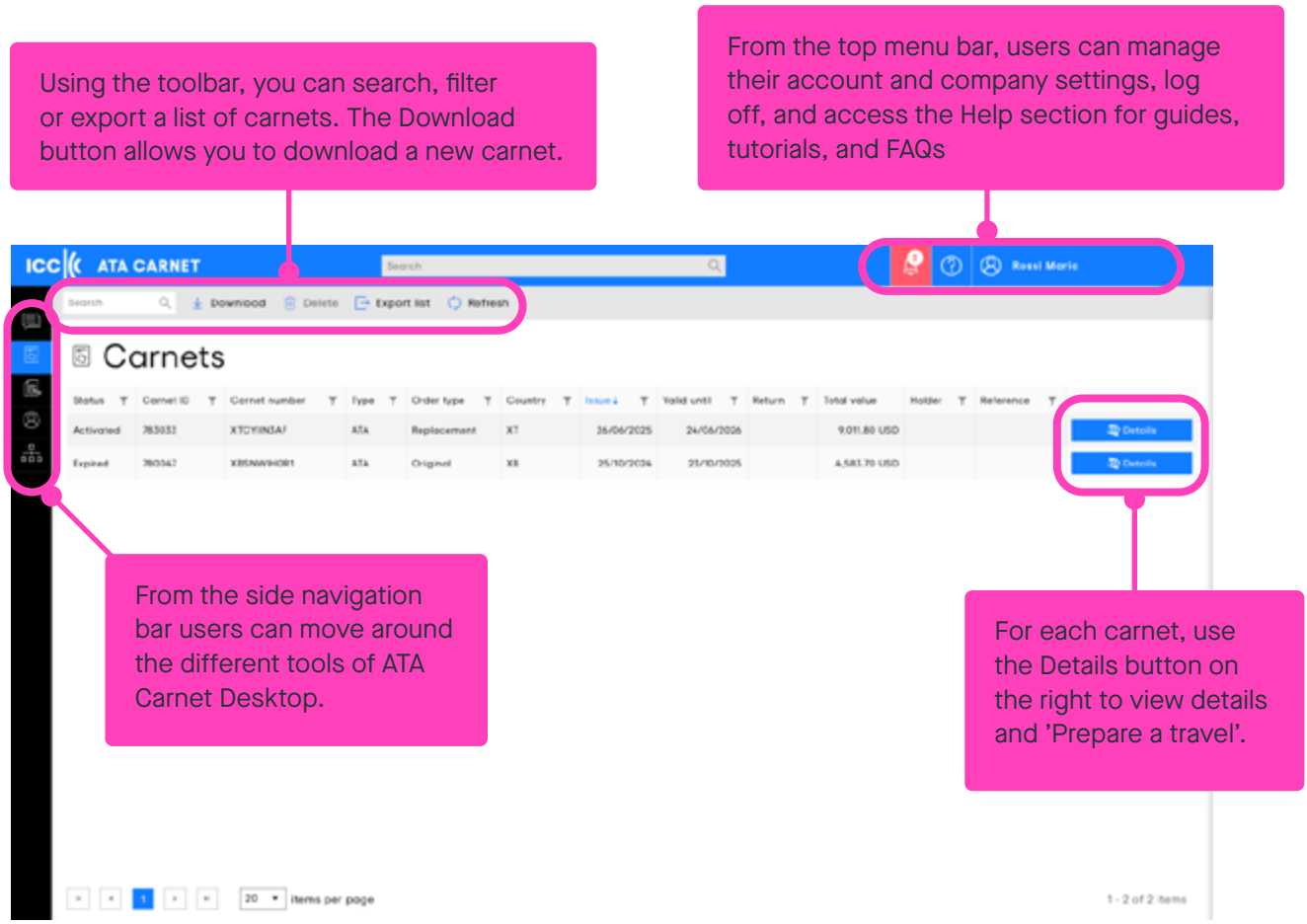
a. Alternatively, you may also scan the QR Code by tapping the barcode icon for a faster importation, if provided to you.

Before you can prepare a travel and commit transactions, the carnet needs to be activated, just as one would validate a 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.

ATA CARNET DESKTOP

Once logged in, the **Carnets** section appears.

The 'Carnets' section is your main hub for managing all carnets in ATA Carnet Desktop. Whether you hold or manage shared carnets, this module offers an organised list of active and archived documents. You can quickly view details, track statuses, and perform actions like downloading, sharing, or updating carnet information, helping you efficiently manage multiple carnets and maintain compliance.



NB: The export list function generates a .xlsx file and are limited to 500 items

Click **Download** on the toolbar to start downloading a Carnet or individual transactions.

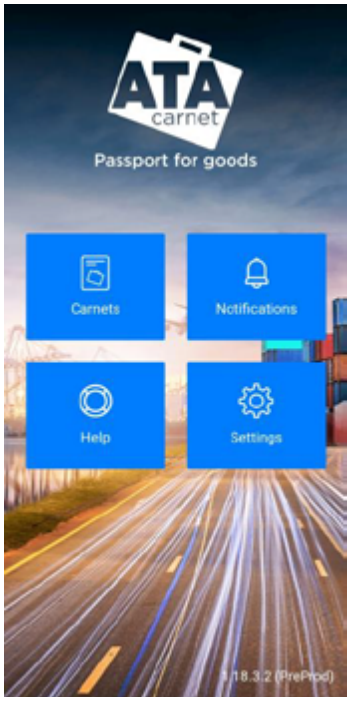
1. To download the full carnet: Enter the **Carnet number** or **Carnet ID** and **Carnet PIN** code as supplied by the issuing association or forwarded from the ATA Carnet holder.
   a. Alternatively, scanning the QR Code by tapping the QR code icon allows for quicker importation, if available.
2. To download individual transactions shared with you: Copy the URL provided in the message from the carnet holder and paste it into the Sharing URL field.
3. Click **Download.**

PREPARING A TRAVEL

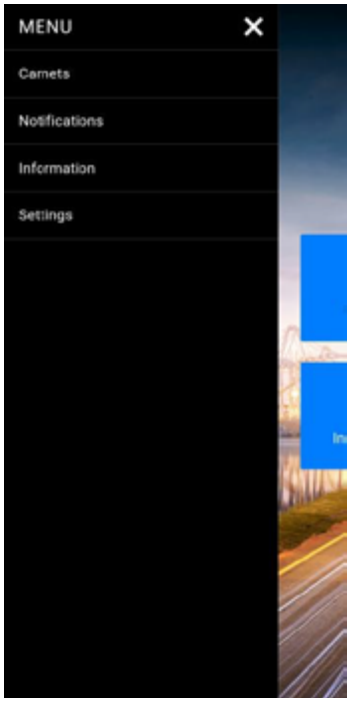
Before arriving at customs, you must prepare a travel declaration using the 'Prepare a Travel' feature. This step is essential for carnet holders or their representatives.

ATA CARNET APP

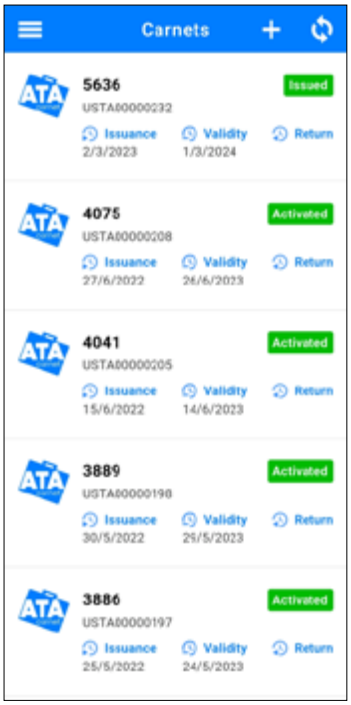
To prepare a travel:



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

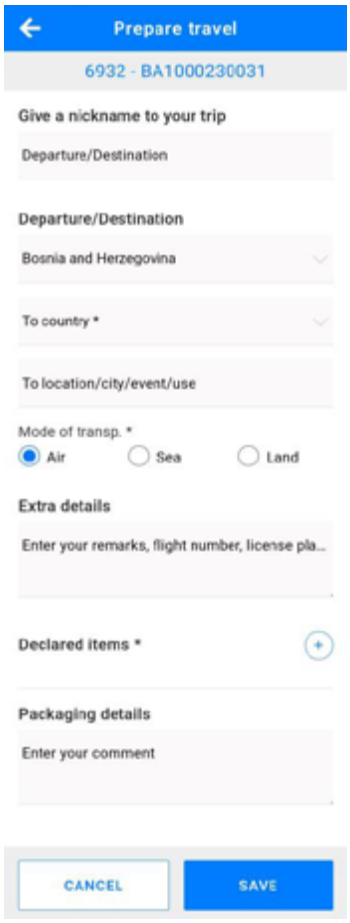


1. (b) ...or from the sidebar menu.

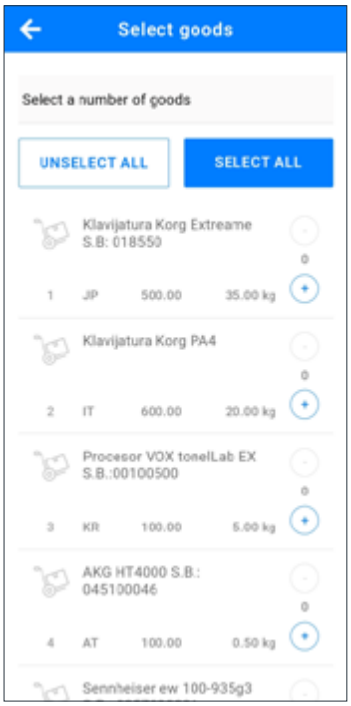


2. Select the carnet you want to use by tapping on it.

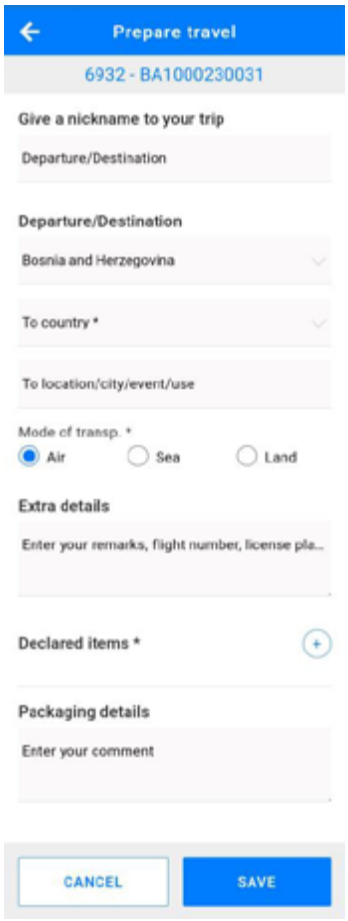
3. Tap on '**Travels**' on the bottom and then the **+** button on the top right corner.



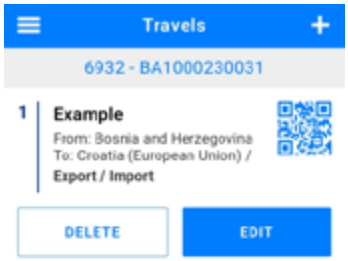
4. Fill in the required fields.
5. If required and you have transit sets available, add transit countries/territories by tapping on + and selecting the countries/territories intended to transit through.
6. Tap on **+** in the **Declared items.**



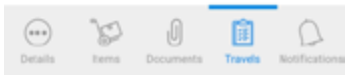
a. Type in the goods to declare from the General List of the ATA Carnet in the field on the top of the screen to add them to the travel. Alternatively, use the + and – buttons to add individual items or you may select / unselect all. You may also tap on **Select all** if required.
b. Once all goods have been added, tap on the ← on the top left corner to go back to the Prepare Travel screen.



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

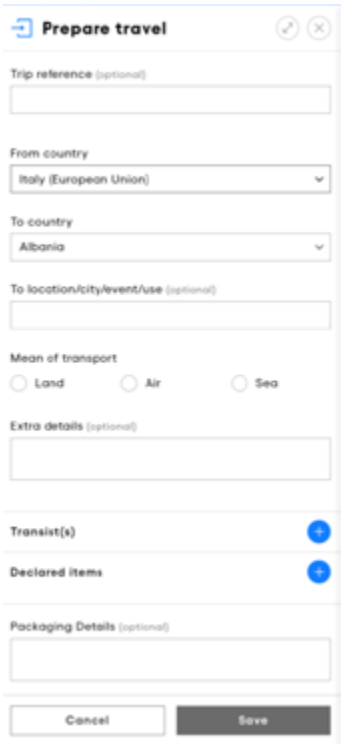


To modify a travel, simply tap **Edit** and after the edits have been made tap **Save**. You may also **Delete** prepared travels if needed and if not yet transacted.



ATA CARNET DESKTOP

From the **Carnets** page, click on **Details** on the corresponding carnet you would like to use and then **Prepare travel** on the bottom of the screen.



1. Fill in the required fields.
a. If required and you have transit sets available, add transit countries/territories by clicking on + and selecting the countries/territories intended to transit through.
2. Click on + in the **Declared items.**

3. Type in the goods to declare from the General List of the ATA Carnet in the field on the top of the screen to add them to the travel. Alternatively, use the + and – buttons to add individual items or you may **select** / **unselect** all. You may also click on Select all if required.
4. Once all goods have been added, click on **Save**.
5. Once the declaration is complete, click on **Save**.

To modify a travel, open the carnet **Details**, navigate to **Travels** and click on **Edit**. After the edits have been made click **Save**. You may also Delete prepared travels if needed and if not yet transacted.

Please consult the Special Scenarios chapter for comprehensive guidance on preparing a travel under specific circumstances.

NB:

1. Prepared travels synchronise between devices. A travel prepared on one device for a carnet will appear on another device with the same carnet downloaded.

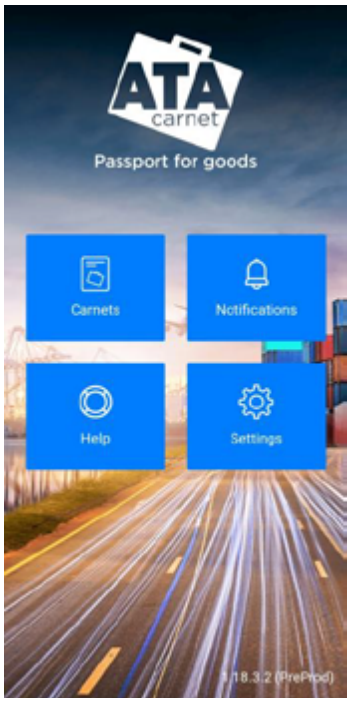
2. A travel can be saved and prepared in multiple stages. Make sure all the fields are complete before going to Customs to process a transaction.

3. 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.

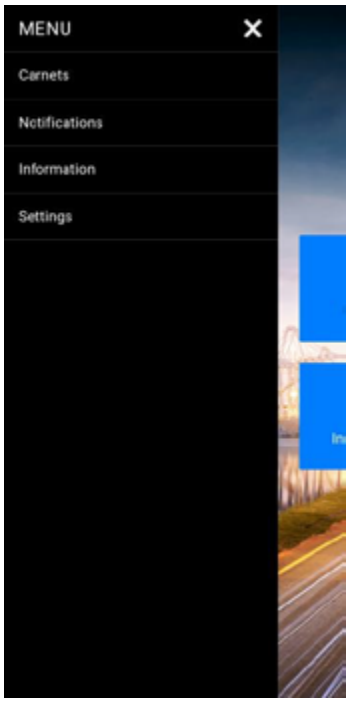
4. A prepared travel consumes 1 ‘set’ (exportation, importation, re-exportation, re-importation, transit) of the ATA Carnet. Only by deleting the prepared travel will you be topped back of the corresponding sets.

PASSING CUSTOMS

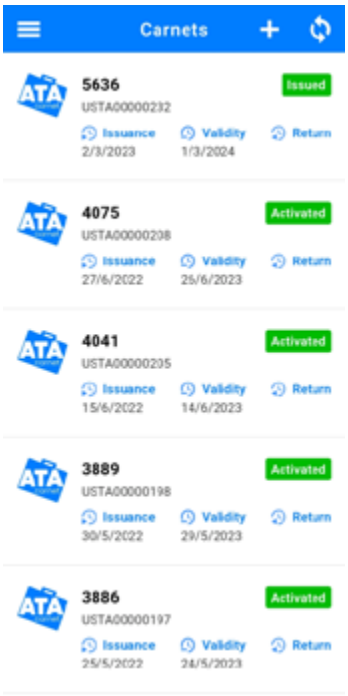
When travelling with goods and an ATA Carnet, you must complete a transaction at each customs crossing. Follow these steps:



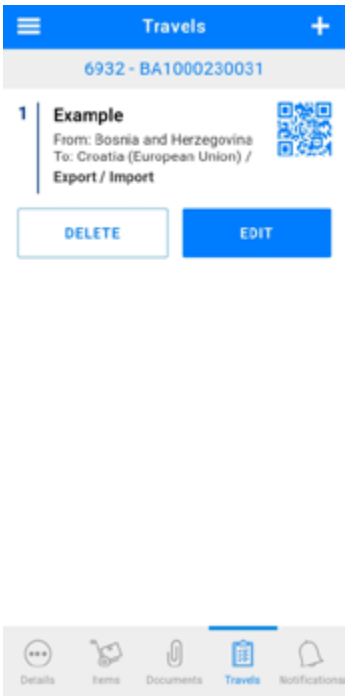
1. (a) Tap on **Carnets** from the main menu...



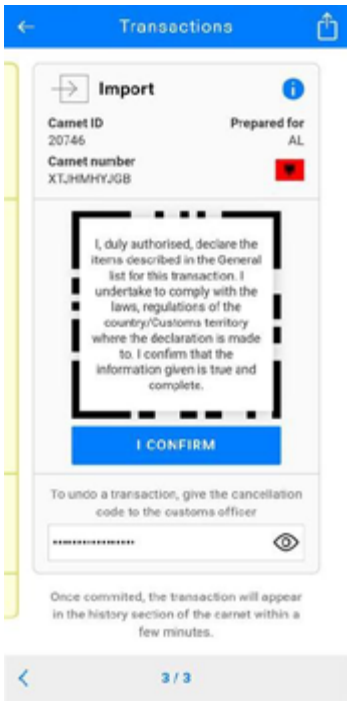
1. (b) ...or from the sidebar menu.



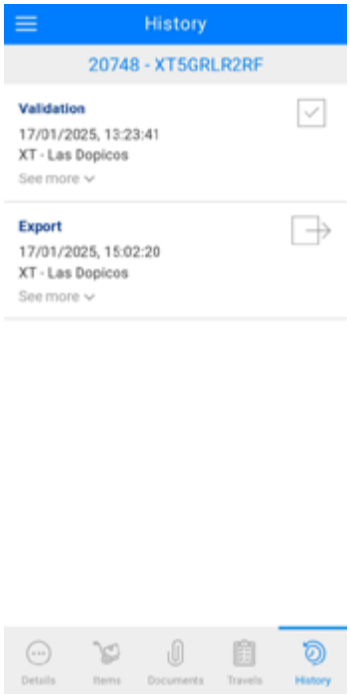
2. Tap on the ATA Carnet you wish to use.



3. Tap on **Travels** in the lower menu.
4. Tap on the QR code icon of the desired travel.



5. Swipe right to the required transaction.
6. Read carefully the terms and conditions and tap on the disclaimer box to accept them.
7. A QR code will appear that will have to be shown to the custom officer to check the carnet and the goods.
8. At the end of the process, you will get a notification on the phone of the transaction commitment and you will see it in the notifications tab in the app. The holder also receives an email notification if the Issuing Association added their email address when issuing the carnet.



9. The history of transactions can be seen on the **History** section. A recent committed transaction requires a few minutes to show up here.

NB: Each prepared travel automatically generates at least two transaction QR codes (1 Export + 1 Import or 1 Re-export + Re-import), plus any required Activation and/or Transit codes.

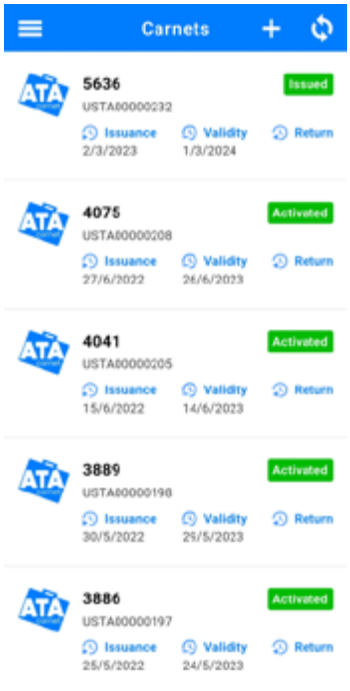
PRE-ARRIVAL NOTICE AND DECLARATIONS

The digital Carnet includes two main options: pre-arrival notice and pre-arrival declaration. These options are only available at customs offices that support them, so the feature will only be active where it is accepted.

- **Pre-arrival notice** lets you notify customs officers in advance about when you will present your QR code and goods for processing. Using this feature can help speed up the processing of your Carnet.
- **Pre-arrival declaration** (also known as Predeclaration) allows you to send all the transaction details, including the list of goods, directly to customs officers before you arrive.
- **Remote commitment** (available with pre-arrival declarations) gives customs the option to process your transaction remotely, so you do not need to present the QR code in person. This is typically used at locations that manage cargo or freight.

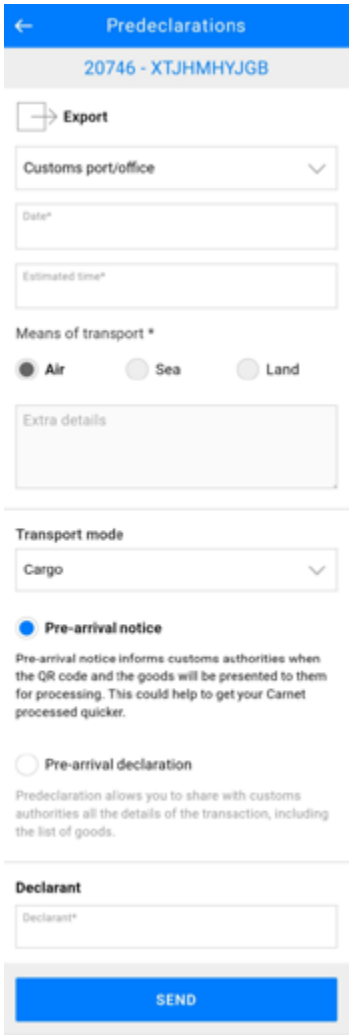
ATA CARNET APP

Here is how to use the pre-arrival notice and declaration function in the ATA Carnet App:

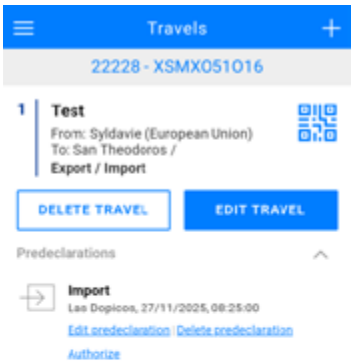


1. Tap on the ATA Carnet containing the prepared travel to be sent in as a pre-arrival notice or declaration.

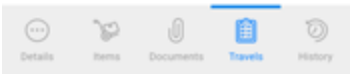
1. Tap on the **Travels** tab in the lower menu.
2. Locate and access the prepared travel record containingthe relevant transaction by tapping the QR code icon. Navigate to the desired transaction and tap **Add predeclaration** to proceed with forwarding to Customs.



3. Fill in the fields as indicated on screen.
4. Select whether you wish to send a pre-arrival notice or a pre-arrival declaration.
5. After completing the fields, select Send to transmit the pre-arrival notice or declaration to the designated Customs office. If necessary, the pre-arrival notice or declaration can be modified and re-sent through the Travels tab by selecting Edit predeclaration, or by returning to the transaction and choosing Edit predeclaration.



6. In the case of pre-arrival declaration with remote commitment allowed, you will need to go back to the Travels tab, open the Predeclarations sub menu, and tap on **Authorize**. Once authorised, Customs will be able to remotely commit the transaction.



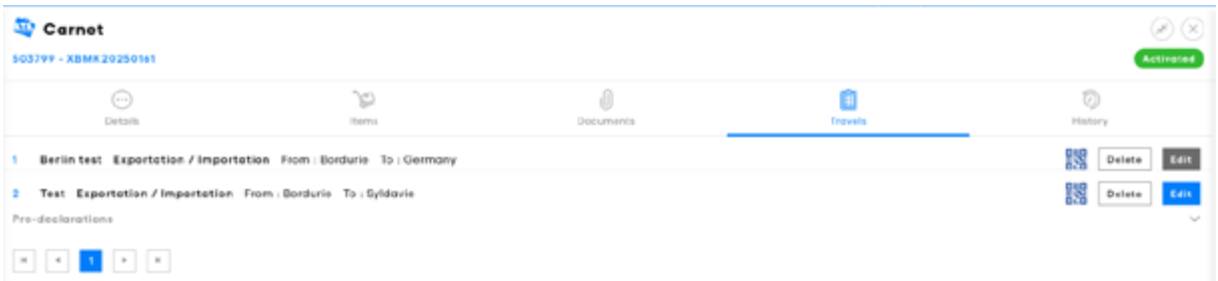
To revise or resend a pre-arrival notice or declaration, either return to the transaction and select 'Update Predeclaration,' or go to the 'Pre-Declarations' subsection under the Travels tab of a carnet and click 'Update Predeclaration.' You can also delete a notice or declaration from this section if needed.

Note: if a declaration has been committed by Customs, the notice or declaration can no longer be revised. In case of mistakes, please follow the cancellation procedure.

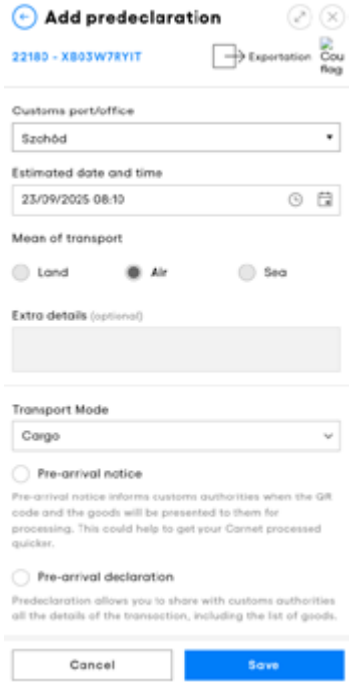
ATA CARNET DESKTOP

Here is how to use the pre-arrival notice and declaration function in the ATA Carnet Desktop:

1. On the **Carnets** page, locate your carnet and click **Details**. Go to the **Travels** tab, find the relevant prepared travel, and click the QR code icon to view transaction codes.



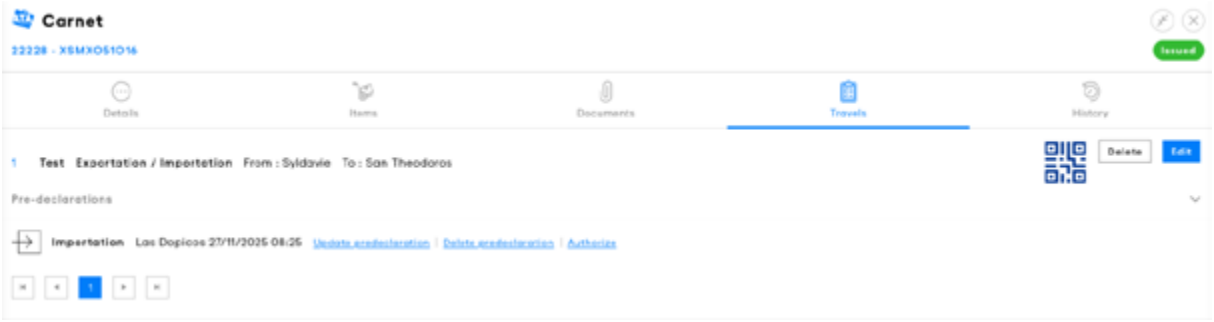
1. Next, locate the relevant transaction and click **Add predeclaration.**



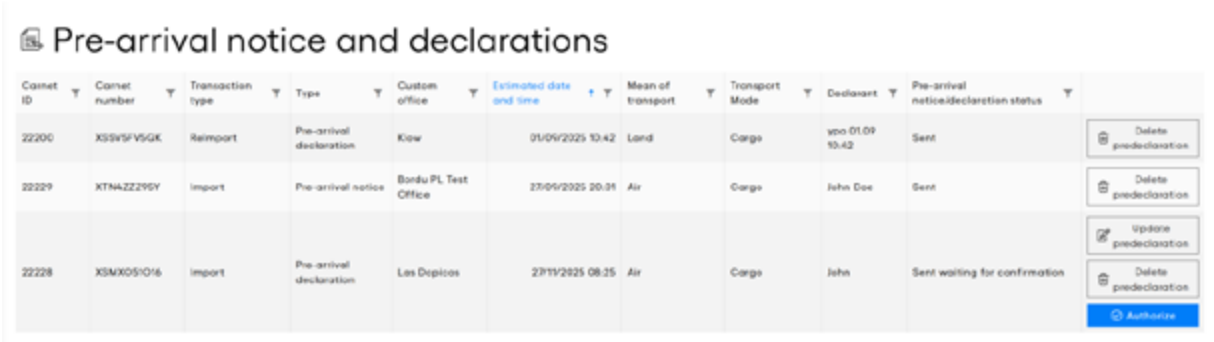
2. Fill in the fields as indicated on screen.
3. Select whether you wish to send a pre-arrival notice or a pre-arrival declaration.
4. Once the fields are completed, click on **Send** and the pre-arrival notice or pre-arrival declaration is sent to the selected Customs office.
5. In the case of pre-arrival declaration with remote commitment allowed, you will need to go back to the Travels tab, open the Predeclarations sub menu, and click on **Authorize**. Once authorised, Customs will be able to remotely commit the transaction.

To revise or resend a pre-arrival notice or declaration, either return to the transaction and select ‘Update Predeclaration,’ or go to the ‘Pre-Declarations’ subsection under the Travels tab of a carnet and click ‘Update Predeclaration.’ You can also delete a notice or declaration from this section if needed.

Note: if a declaration has been committed by Customs, the notice or declaration can no longer be revised. In case of mistakes, please follow the cancellation procedure.



You can easily view and handle every pre-arrival notice and declaration for all your carnets in the **Pre-arrival notice and declarations** section of ATA Carnet Desktop, found on the side navigation bar.

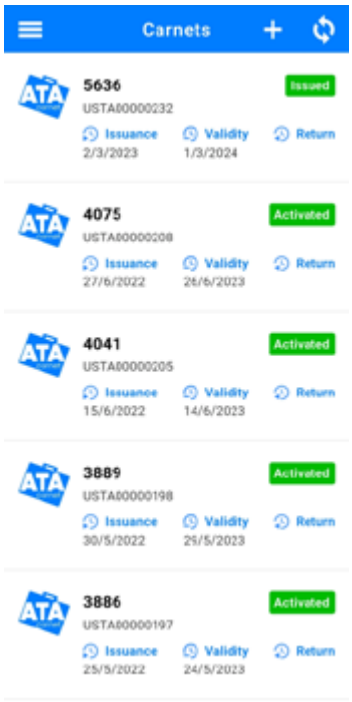


SHARING A VOUCHER

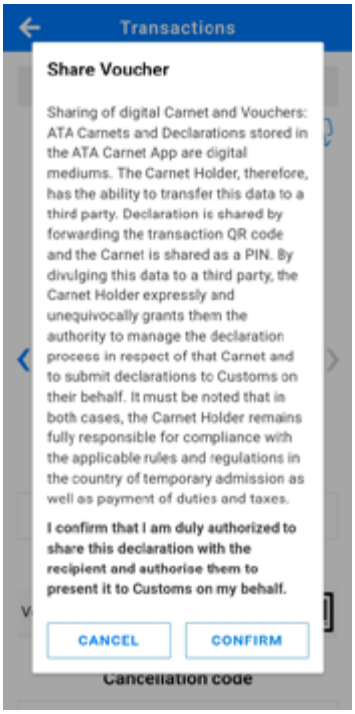
After travel arrangements are made, the ATA Carnet holder may provide the voucher(s) to a representative, who will then submit the declaration to customs.

ATA CARNET APP

To share a voucher, the holder must:



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



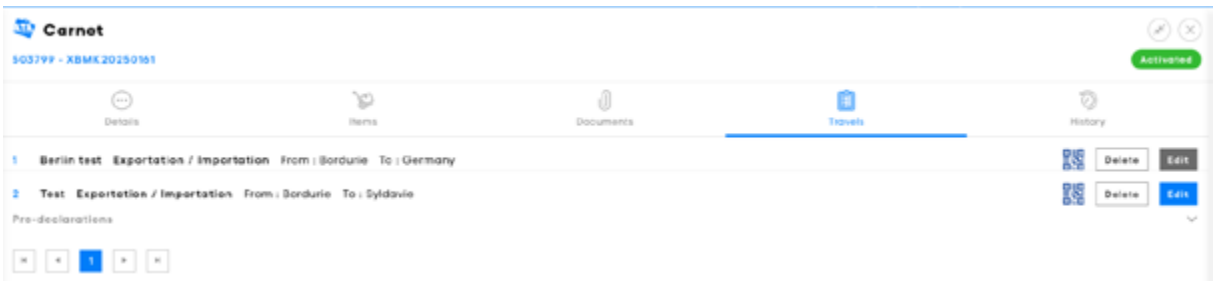
2. Tap on the **Travels** tab in the lower menu.
3. Tap on the QR code icon of the desired travel.
4. Swipe right to the required transaction.
5. Read carefully the terms and conditions and tap on the disclaimer box to accept them.
6. Tap on the share icon on the top right of the screen and read the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

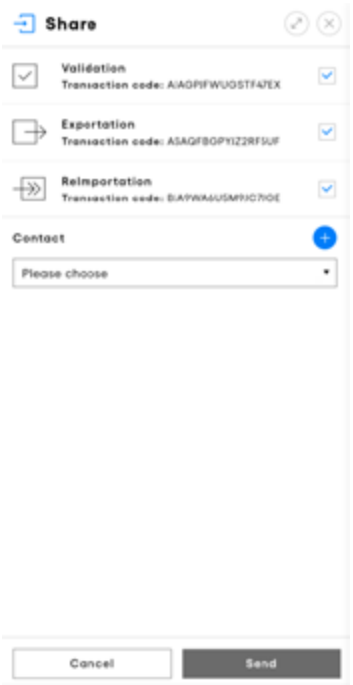
7. The representative receives a URL to the voucher, which can be saved offline by selecting ”Save as PDF” from the print button or downloading it into the ATA Carnet app, Apple

ATA CARNET DESKTOP

To share a voucher, the holder must:

1. Click on **Details** of the desired carnet and navigate to the **Travels** tab.
2. Locate the prepared travel containing the declarations to send and click on the QR code icon to view the transaction codes.

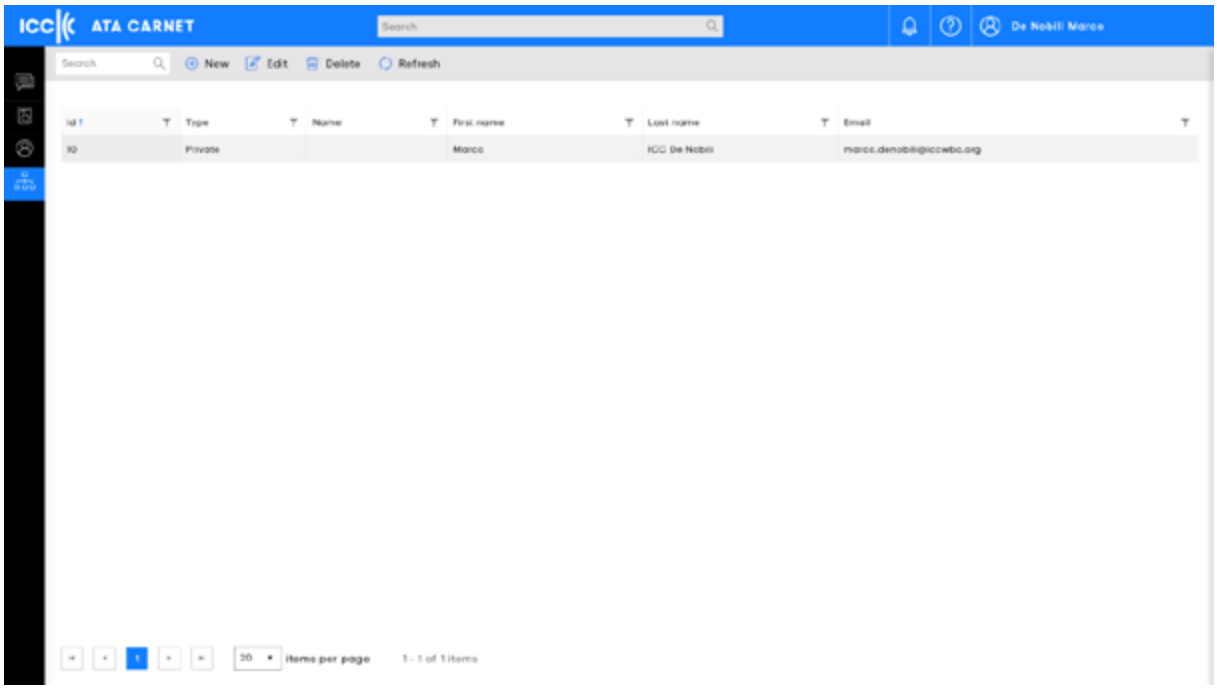




3. Select the transactions you wish to share.
4. Select the contact you wish to share the transactions with.
   - o You can create new contacts by clicking on the + sign and entering the required details.
5. Click on **Send**.
6. The representative will receive an email containing the URLs to the selected transactions.

The **Contacts** section in ATA Carnet Desktop helps you efficiently manage and store contact details. Once a contact is saved, you can quickly select them when sharing carnets or vouchers in the future, so there's no need to re-enter their information each time.

'Contacts' refers to the exporters or freight forwarders that your company, as the carnet holder, regularly shares vouchers with. Keeping this list up to date makes it simple to choose frequent recipients.



NB: If the holder prefers, they can share the entire carnet with a representative by providing the carnet's ID and PIN code. This allows the representative to download the carnet directly into their ATA Carnet app. However, sharing the carnet in this way should be done carefully, as the holder remains fully responsible to Customs and the issuing or guaranteeing chamber if any misuse occurs.

PREARING A TRAVEL FOR SPECIAL SCENARIOS

In some cases, users must arrange travel plans and complete declarations to manage specific situations—such as handling split consignment, terminating a temporary admission under the ATA Carnet, transferring temporary admission benefits from an original carnet to a replacement, or extending the final deadline for duty-free re-exportation or re-importation. The following sections will discuss these scenarios and guide you on how to prepare for travel using either the ATA Carnet App or ATA Carnet Desktop.

HANDLING SPLIT CONSIGNMENTS

NB: Please note, not all customs accept split consignments, please check with customs before planning a split consignment.

If you intend to ship your goods in separate parts (split shipments), you must create a dedicated Travel declaration in the ATA Carnet App or ATA Carnet Desktop for **each portion** of the consignment.

The system works by allowing the holder or representative to select only the items physically present for that trip:

1. **Prepare a Travel:** In the ATA Carnet App or ATA Carnet Desktop, start a new travel declaration under the '**Travels**' tab.
2. **Select the Subset:** When prompted in the **Declared items** section, carefully select or add **only the goods** that are included in this specific physical shipment from the main General List.
3. **Save and Transact:** Save the travel declaration. The system instantly generates the required transaction QR codes corresponding specifically to that subset of goods (the split shipment).

When the holder/representative presents this unique QR code to Customs, the officer sees only the declared items for that partial consignment.

Key points on transactions and planning:

- **Automatic Codes:** Each prepared travel automatically generates a set of corresponding transaction codes (e.g., Exportation and Importation as a set; Re-exportation and Re-importation as a set). You may also add codes for Transits if needed.
- **Voucher Consumption:** Be aware that **each prepared Travel consumes one 'set'** (one voucher pair) from your carnet.
- **Best Practice:** Plan your shipments carefully and make sure you have sufficient travel sets to use. If the goods declared for a return transaction (e.g., Re-importation) do not exactly match the previous transaction (e.g., Re-exportation), you may be required to create an **extra travel** later to correct the discrepancy, which consumes an additional set.

TERMINATING TEMPORARY ADMISSION UNDER THE ATA CARNET

Termination of temporary admission under an ATA Carnet occurs when Customs processes a **re-exportation transaction**, effectively closing the temporary admission granted under the initial importation declaration. This applies to all scenarios where goods leave the customs territory or change status (e.g., diverted to home use, placed under a Customs warehouse procedure).

From the ATA Carnet App or Desktop perspective, the holder or authorised representative prepares and submits the necessary declaration to generate the a set of **Re-exportation and Re-importation transaction codes**, which Customs uses to commit the termination.

Steps to Terminate Temporary Admission:

1. **Access Carnet & Prepare Travel**
   Log into the ATA Carnet App/Desktop, select the carnet, and use **Prepare a Travel** to create the declaration.
2. **Set Departure Country**
   Make sure the “From” field matches the customs territory where termination happens. The “To” field usually doesn’t matter unless export customs require a definite export; in that case, choose the country of export.
3. **Select Items**
   In “Items not being re-exported,” select goods subject to termination.
4. **Generate QR Code**
   Save the travel, then navigate to **Travels**, tap the QR icon, and swipe to the **Re-exportation transaction code**. Accept the disclaimer.
5. **Present to Customs**
   Show the QR code (or Carnet ID + transaction code) to the Customs officer.
6. **Customs Processing**
   The officer scans or inputs the code and commits the transaction in ATA Carnet Customs.

Once committed, confirmation appears in the **Notifications** tab.

Lastly, since goods declared for temporary export will not be returned to the export country, holders may use a re-importation transaction code to declare to Customs of the export country that the temporary export is being regularised into a definite export. If there are any export formalities to complete required by Customs, these are managed outside of the ATA Carnet System.

Note: The app facilitates declaration; Customs performs the actual termination.

TRANSFER TO A REPLACEMENT CARNET

Transferring temporary admission to a replacement carnet is essentially a termination followed by a new admission. Therefore, the process relies on the same principles described in the Termination section.

Key Steps:

1. **Download Replacement Carnet**
   Use the eATA ID and PIN from the Issuing Association to add the replacement carnet to your digital wallet.
2. **Prepare Travels**
   - **Original Carnet:** Create a travel for termination (Re-exportation/Re-importation codes).
   - **Replacement Carnet:** Create a travel for new admission (Validation, Exportation, Importation codes).
3. **Execute Transactions**
   Customs commits these in sequence:
   - **Home Customs:**
     Original carnet → Re-importation
     Replacement carnet → Validation + Exportation
   - **Foreign Customs:**
     Original carnet → Re-exportation
     Replacement carnet → Importation

The ATA Carnet System links both carnets automatically. Confirmation appears in Notifications.

EXTENDING FINAL DATE FOR RE-EXPORTATION AND/OR RE-IMPORTATION

Extension of the allowed stay is also a **termination followed by a new admission**. Customs closes the previous period and opens a new one with an updated final date.

Process
For extending the **Re-exportation date, key steps include:**

1. **Close Previous Period**
   Prepare and present a **Re-exportation transaction** (see Termination steps
2. **Open New Period**
   Prepare and present an **Importation transaction** for the same goods. Customs sets the new final date during this step.

   For extending the Re-importation date, the same logic applies:

- Terminate with **Re-importation**
- Open new period with **Exportation**

Note: an extra travel set will be needed for each extension.

NEWS

ICC news appears in **Notifications** on the ATA Carnet app and in **News** on ATA Carnet Desktop. This is where you will find relevant platform updates.

Stockholms
Handelskammare
1902