



Passport for goods

ATA Carnet App User Guide

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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.

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>



PRE-PRODUCTION

WARNING: Pre-production testing is exclusively intended for NGA developers and IT staff to ensure seamless integration with the ATA Carnet System. It is strongly advised that ATA staff or holders refrain from using the pre-production environment for practice, as it is not designed to be user-friendly. However, if you insist on using the pre-production environment for practice purposes, NGA's IT staff or service provider must be ready to provide supervision and support to their colleagues, and potentially even assist the local IA staff and holders.

You may find the preproduction version of the ATA Carnet app:

Android

[Google Play Store Beta](#)

[APK download](#)

iOS

[iOS TestFlight Beta](#)

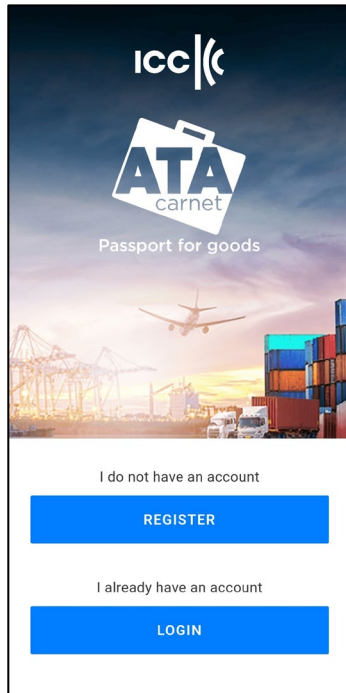
GLOSSARY

- **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, tap on Login and insert Username (email address) and Password on step 1, together with your country, and create a Wallet pin code.



1. Tap on **Register**

Create profile

Type :
 Company Private

Title :
 Mr Mrs Ms

First name(s)

Last name

Email

Street 1

Postal code

City

State

Country

+355 Mobile Number (+national prefix)
67 212 3456

Enter a password to secure your account and confirm it. The length of the password must be 12 characters include 1 capital letter, 1 lower case letter, 1 digit and a special character at minimum.

Password

Password confirmation

Please, enter a PIN code (6 digits min.) and confirm in order to secure your wallet. This PIN code is safely stored in your wallet and never transmitted over the network. Keep this PIN code safely, because if you forget it, you will need to reinstall your wallet.

Wallet PIN code

Re-enter wallet PIN code

I agree with [Terms and Conditions](#)

CREATE

1. Fill in the required fields.
 - a. Insert your phone number including the national prefix.
 - b. Insert a password for your personal account
 - c. Insert a PIN for your ATA Carnet app
 - d. Accept the Terms and Conditions.
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.

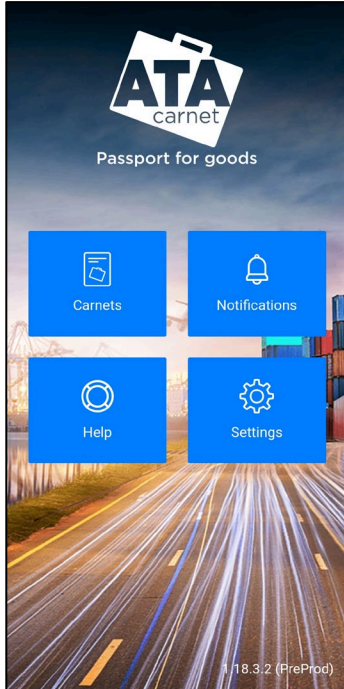
4. Enter your personal ATA Carnet app **PIN code** to login your ATA Carnet app.
5. Tap **Login**.

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'.

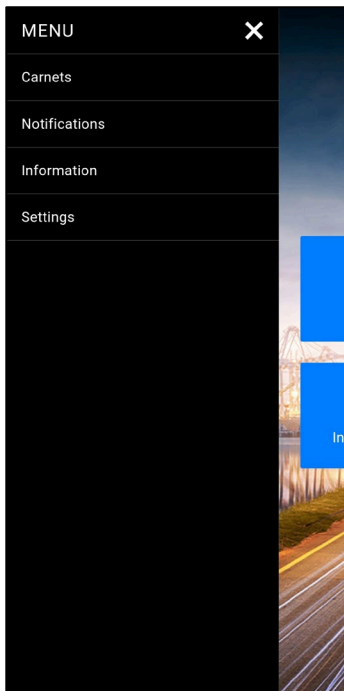
If you forget your wallet pin code, you will have to delete the app and redownload it to create a new pin code during the log in process.

DOWNLOADING AN ATA CARNET TO THE SMARTPHONE

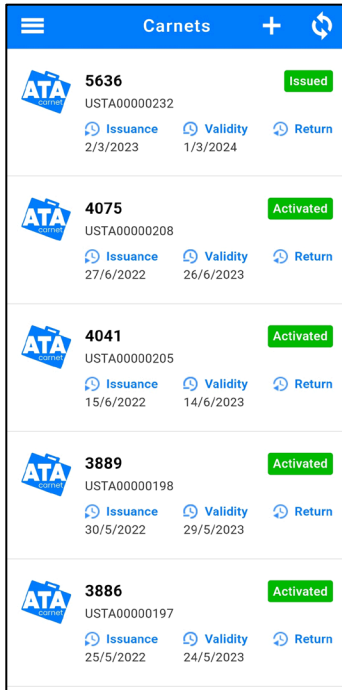
Once you have the app in your smartphone and have logged in, you can download an ATA Carnet to your ATA Carnet app.



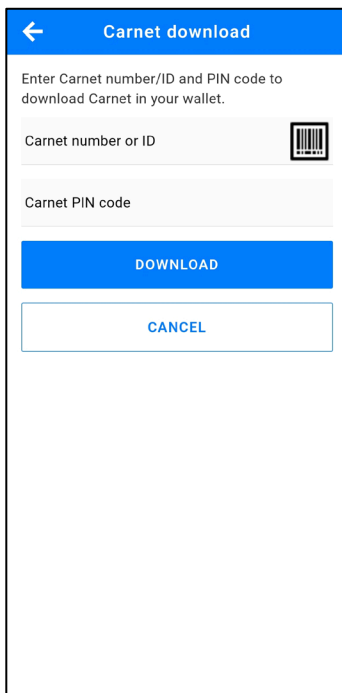
1. (a) Tap on **Carnets** from the main menu...



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



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**.

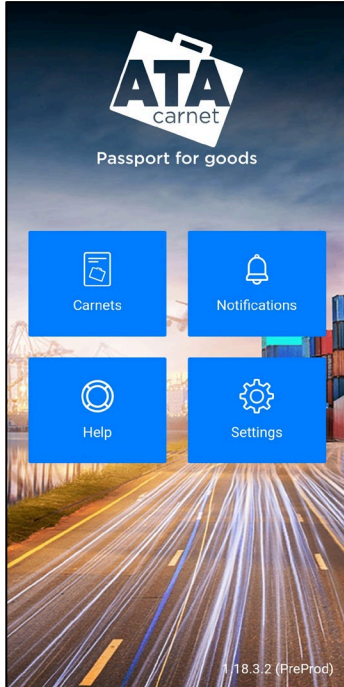
a. Alternatively, you may also scan the QR Code by tapping the barcode icon for a faster importation, if provided to you.

ACTIVATE A CARNET (VALIDATION)

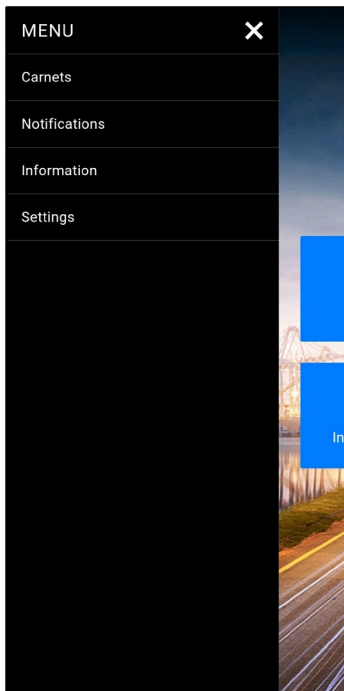
Before you can prepare a travel and commit transactions, the carnet needs to be activated, just as one would validate a carnet. To do so, simply create a travel by following the steps in the next two chapters and use the Activation QR code first when going through customs check.

PREPARING A TRAVEL

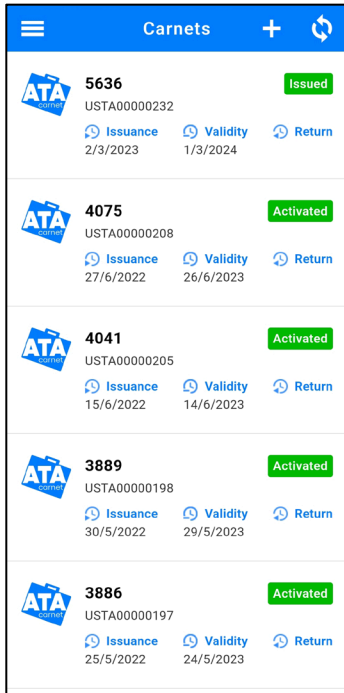
Holders or representatives are required to prepare a declaration before arriving to customs. This is done through the Prepare a Travel function within the ATA Carnet app. Here is how you do it:



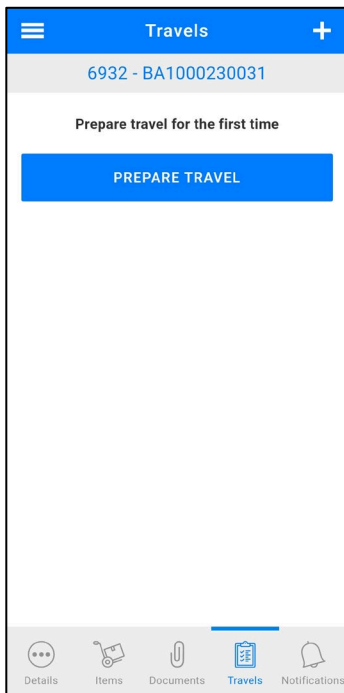
1. (a) Tap on **Carnets** from the main menu...



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



2. 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.

Prepare travel

6932 - BA1000230031

Give a nickname to your trip

Departure/Destination

Departure/Destination

Bosnia and Herzegovina

To country *

To location/city/event/use

Mode of transp. *

Air Sea Land

Extra details

Enter your remarks, flight number, license pla...

Declared items * (+)

Packaging details

Enter your comment

CANCEL SAVE

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

Travels

6932 - BA1000230031

1 Example

From: Bosnia and Herzegovina
To: Croatia (European Union) /
Export / Import

DELETE EDIT

Details Items Documents Travels Notifications

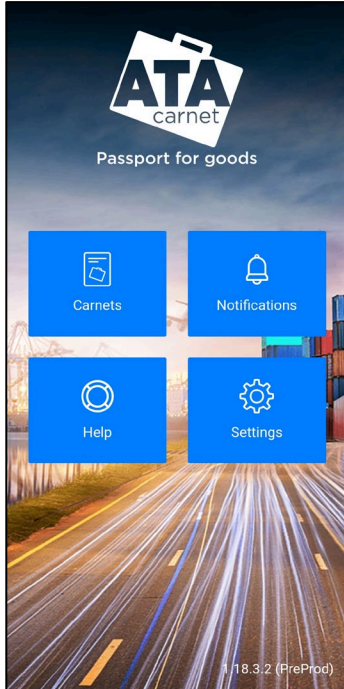
8. To modify a travel, simply tap **Edit** and after the edits have been made tap **Save**. You may also **Delete** prepared travels if needed and if not yet transacted.

NB:

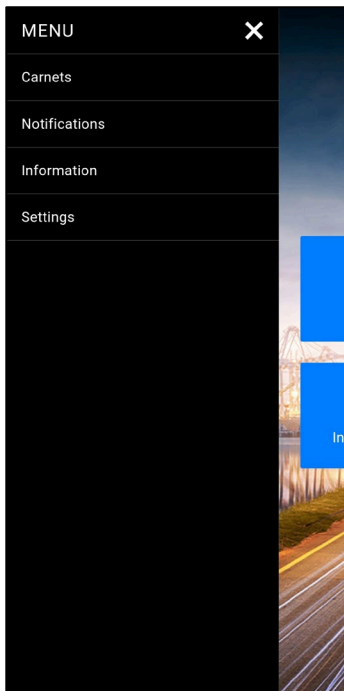
1. Prepared travels synchronise between devices. A travel prepared on one smartphone for a carnet will appear on another smartphone with the same carnet downloaded.
2. A travel can be saved and prepared in multiple stages. Make sure all the fields are complete before going to Customs to process a transaction.
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

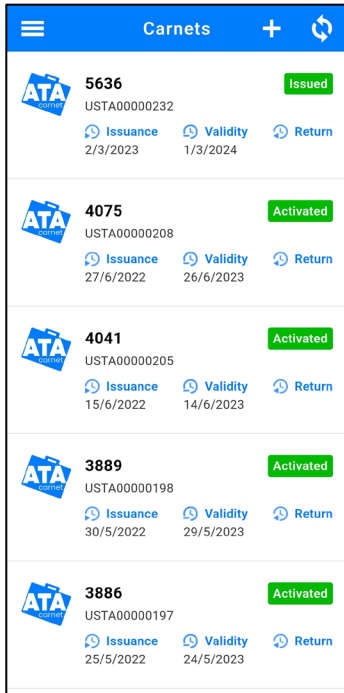
When travelling with the goods and the ATA Carnet, you will have to make a transaction at every customs crossing. To do so following these instructions:



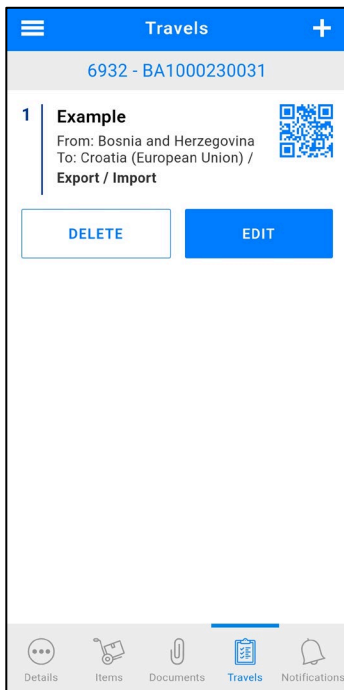
- (a) Tap on **Carnets** from the main menu...



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

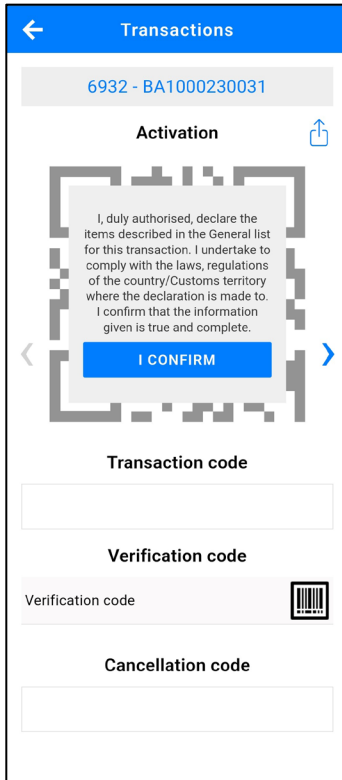


6. Tap on the ATA Carnet you wish to use.

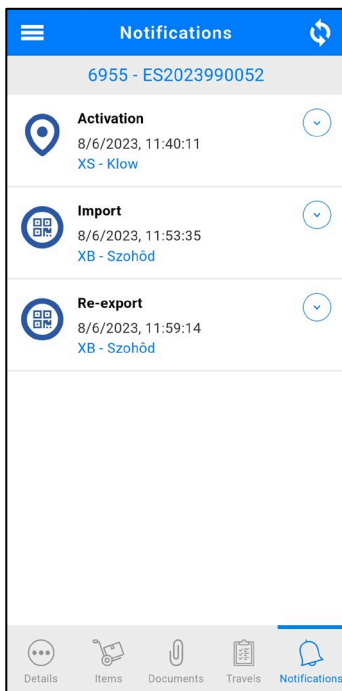


7. Tap on **Travels** in the lower menu.

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 custom officer to check the carnet and the goods.
12. At the end of the process, you may scan the **Verification QR code** or type in the **Verification code** given to you by the customs officer to verify the successful commitment of the transaction.
13. The transaction is confirmed (or not) on screen.

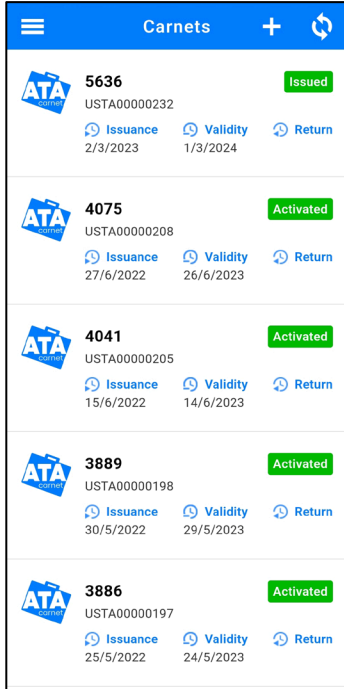


14. The history of transactions can be seen on the **Notifications** section. A recent committed transaction requires a few minutes to show up here.

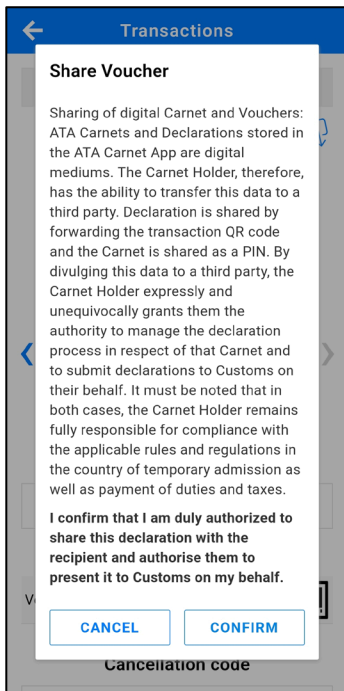
NB: One prepared travel will create automatically at least 2 transaction QR codes depending on the scenario (1 Export + 1 Import or 1 Re-export + Re-import) plus eventual Activation and/or Transits.


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 read the important notice on sharing a voucher. Once confirmed, select the share method of choice.



- 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 as 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).

NB: Should the holder wish, he/she may also share the whole carnet with the representative by giving the carnet IP and pin code. The representative can then download the carnet into his ATA Carnet app. Sharing the carnet must be made with care and does not exclude the holder's liability toward Customs and/or the issuing/guaranteeing chamber in case abuse.



Passport for goods

Contact

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iccwbo.org/ata