співпраця з німеччиною
DEUTSCHE ZUSAMMENARBEIT

Implemented by:
giz Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

EasTnT
Eastern Partnership for Trade and Transport

ATA carnet

ATA CARNET

TRANSITION FROM A PAPER-BASED DOCUMENT TO A DIGITAL PROCEDURE

SET OF GUIDE MATERIALS

AUGUST 2025

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OVERVIEW

ATA Carnet Digitalisation_Flyer 1	2 pages
ATA Carnet Digitalisation_Flyer 2	2 pages
Global Transition Plan	25 pages
Customs Preparation Guide	10 pages
ATA Carnet Identity 101	8 pages
Introduction to the ATA Carnet system	11 pages
ATA Carnet app User Guide	26 pages
ATA Carnet Customs User Guide	54 pages
Support User Guide	6 pages

EasTnT Project

This set of Guide materials was compiled by the **"Strengthening Sustainable and Digital Trade Routes and Logistics Concepts between Eastern Partnership Countries and with the EU" (EasTnT)** project. The EasTnT project is funded by the **Federal German Ministry for Economic Cooperation Development (BMZ)** and implemented by **Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH**.

The project aims to strengthen collaboration among the key stakeholders involved in trade routes and logistics strategies within the Eastern Partnership countries - Armenia, Azerbaijan, Georgia, Moldova, and Ukraine. Enhanced cooperation among these entities is essential to foster greater convergence across the EaP countries, ensuring the efficient processing of goods at borders, improving domestic logistics networks, and leveraging the potential of digital trade.

Disclaimer
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Join ICC's eATA pilot project and go digital with the ATA Carnet app

Why participate?

An ATA Carnet is an international customs document that permits the tax- and duty-free temporary export and import for up to one year.

To take the customs document into the digital age, ICC—in cooperation with the World Customs Organization—is working to take the lifecycle management process of ATA Carnets online—from issuance and declarations to transactions and claims.

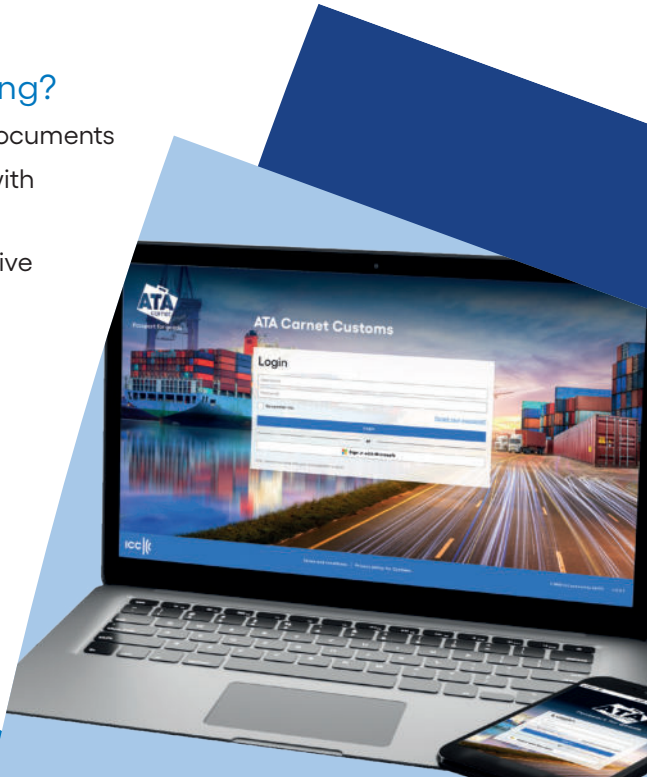
By being a part of the pilot, you will:

- Get an exclusive experience before the tool is offered to the public
- Be a pioneer in testing the digital tool dedicated to ATA Carnet holders and share your input

What benefits does the ICC ATA Carnet app bring?

- Eliminate the risk of lost documents
- Speed through customs with digital declarations
- Improve traceability with live notifications

www.iccwbo.org/ata



How to join

Express your interest to your National Guaranteeing Association (NGA).
To find your local NGA, please visit **www.iccwbo.org/ata**.

How to use the ICC ATA Carnet app

1. Download ICC's "ATA Carnet" app from your app store
2. Create your account and log in
3. Add or upload your ordered ATA Carnet(s)
4. Prepare your travel declaration(s)
5. Show your transaction QR code to customs to confirm your declaration
6. Verify the transaction and it's done!

To learn more about the ATA Carnets,
visit **www.iccwbo.org/ata**.

ATA Carnet Digitalisation

Preparing Carnet holders for the global transition

Passport for goods

ATA Carnet digitalisation will shortly enter the global transition phase during which, Customs administrations around the world will gradually start adopting digital Carnet procedures.

Here we explain how digital Carnets will work and what to expect during the global transition, where paper and digital Carnets coexist, until all countries are digital.

1

User **applies** for the Carnet online via the Issuing Association's existing platform

2

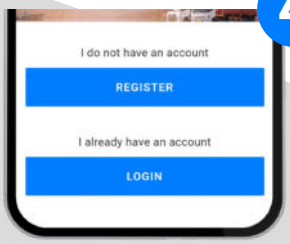
PIN/ID

User **receives** Carnet ID and PIN from the Issuing Association

3

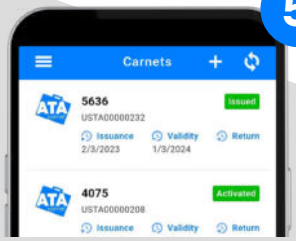
User **downloads** the ATA Carnet App from the App store

4



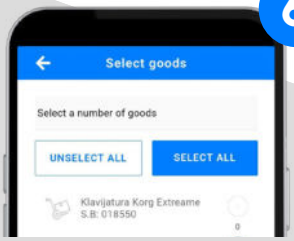
User **registers** and **logs in**

5



User **downloads** the digital Carnet with a Carnet ID and PIN

6

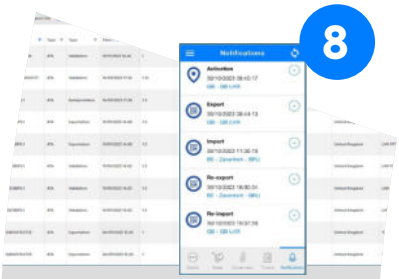


User **prepares** travel declarations in the ATA Carnet app

7

User **presents** QR code to Customs. Customs process the Declaration

8



User **receives** notification to check the transaction/s made by Customs

Scan this code to view which Customs can transact digital Carnets

Download on the App Store

GET IT ON Google Play

Check with your issuing association for full user guide

What are different deployment stages of ATA Carnet digitalisation?

2024/2025

Preparation

Countries are getting ports and Customs ready

Digital Carnets are being used for **test purposes** and must be processed alongside the paper Carnet

2026/2027

Transition

First countries will start using digital Carnets

Digital Carnets are used in **digital countries** and paper Carnets in **paper countries**

2028+

Digital

All countries have adopted digital Carnet functionality

Paper Carnet can no longer be used (all transactions must be done on **digital Carnets**)

When to use paper Carnet or digital Carnet during the transition?

Itinerary including **paper** countries only

Itinerary including **digital** and **paper** countries

Itinerary including **digital** countries only

ICC World Chambers Federation

ICC World Chambers Federation

ATA carnet Passport for goods

Global Transition Plan

Moving from a paper-based document to a digital procedure

Table of Contents

1. Background 2
2. Summary of the concept 3
3. Overview of the ATA Carnet System Architecture 4
4. Comparison of ATA paper process and the full digital process 6
5. How do ATA Carnet stakeholders go fully digital 8
6. Assumptions of this paper 10
7. Different use cases during the transition phase 12
   - Use case 1: from a paper country to paper country(ies) 12
   - Use case 2: from a paper country to digital country(ies) 12
   - Use case 3: from a digital country to digital country(ies) 14
   - Use case 4: from a digital country to paper country(ies) 15
   - Scenarios to be further analysed 16
   - Use case 5: from a paper country to both paper countries and digital countries 16
   - Use case 6: from a digital country to both paper countries and digital countries 16
8. Principles towards the global transition 18

Current Version: November 2023. Last Version: November 2022.

Summary of updates:

- Page 2, adjusted global transition timeline based on discussions at the WCO ATA/Istanbul Convention Administrative Committee meeting on 2 November 2023.
- Page 5, updated graphic.
- Page 8-9, updated the Customs section according to the newly released Customs Preparation Guide.
- Page 18, removed expectations on decisions/action points that have been achieved at the WCO ATA/Istanbul Convention Administrative Committee meeting in November 2022.

1. Background

The ATA Carnet is an international customs document that permits duty-free and tax-free temporary import of goods for up to one year. It contains pre-prepared unified customs declaration forms to be used at each customs border offices and serves as a guarantee to customs duties and taxes. The initials "ATA" are an acronym of the French and English words "Admission Temporaire/ Temporary Admission."

The ATA Carnet is still today a paper-based document, although its digitization (turning the physical paper into an electronic file) and the digitalization of the Carnet-based temporary admission process has been discussed since 2007. The fact is that, given the complicated nature of temporary admission and the complexity of the data exchanges taking place among the various parties involved (ATA Carnet holders and representatives, issuing associations, national guaranteeing associations and Customs authorities), the task has proven to be challenging. The digitalization of the process must be done at an international level in an organized and coordinated way.

The eATA Carnet project aims to digitalise ATA Carnets and their lifecycle management process – from issuance and declarations to transactions and claims. ICC first developed its eATA concept in 2016. With the support of the World Customs Organization, a pilot project was launched to move from academic research to development and implementation. A brand-new ATA Carnet system has now been developed, comprising various digital tools tailored for a range of stakeholders.

The system has been tested in selected pilot countries since October 2019. Based on the feedback of pilot participants, the system underwent massive enhancement and its official production version was launched in July 2023. From that moment, the eATA Project was transformed from its pilot phase to the global transition preparation phase.

Based on the discussion at the WCO ATA/Istanbul Convention Administrative Committee meeting on 2 November 2023, the following transition timeline was agreed, and Contracting Parties are invited to make necessary preparations accordingly:

- the first group of Customs administrations can be ready to officially accept digital carnets from the beginning of 2025,
- the remaining Contracting parties shift to digital gradually between 2025 and 2026.
- The ATA Carnet procedure is expected to become fully digital by 2027.

It means that from Q3 2024, Contracting Parties ready to use the system may start shifting from paper procedures to digital procedures. Considering that not all countries will be ready at the same time, it is time to consider a global transition plan. This paper will introduce the system, the change of paradigm and practice, the steps to go fully digital, and various use cases during the global transition period when paper countries and digital countries coexist.

This document is prepared for the WCO ATA/Istanbul Convention Administrative Committee to set up a common strategy to carry out the eATA global transition. The content can be enriched, and adjusted in a living manner through dynamic result analysis.

2. Summary of the concept

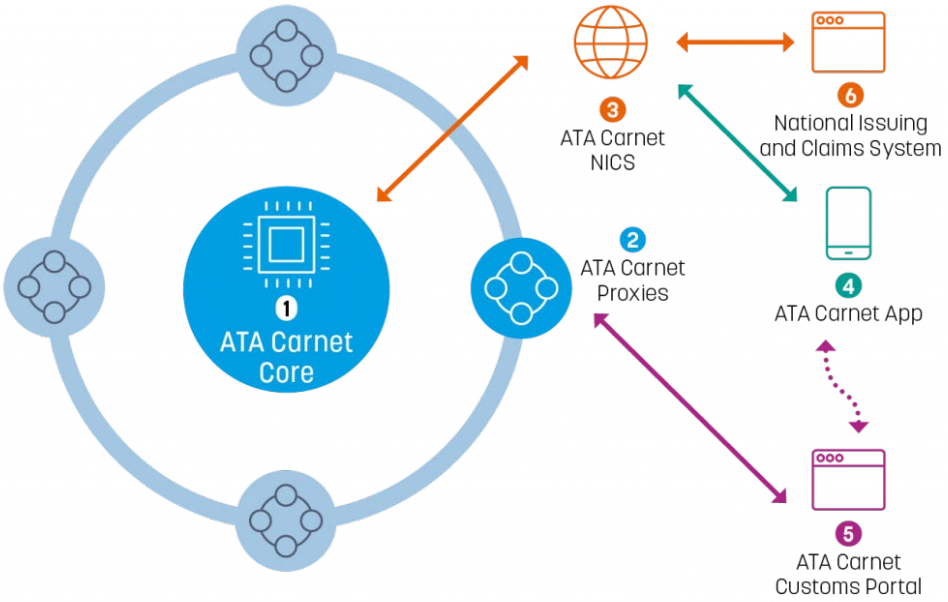
Moving from paper to digital requires a change of mindset. The goal of the project was to digitalise the paper-based ATA Carnet procedure. While mirroring the paper procedure as much as possible, some new elements compatible with what makes sense in the digital world have to be taken into account. The ATA Carnet real-time lifecycle management system (ATA Carnet System) was designed and developed under this direction from the very start.

From an end user perspective, the concept and the new paradigm defined are the following:

1. Holder orders carnets online through National Issuing and Claims Systems (NICS), the local systems not part of the ATA Carnet system.
2. Holder downloads the ordered carnet into his smartphone wallet (ATA Carnet app) and if necessary, shares it with his representative. The carnet is encrypted and never transmitted in 'open format' on the network.
3. During border crossing, the holder or representative unlocks his wallet and shows a QR code or a transaction code that corresponds to a particular carnet and a specific transaction.
4. Customs officer opens ATA Carnet Customs and scans the QR code or types in the transaction code, sees the detailed carnet info, and confirms transactions.
5. The transaction is recorded, and a confirmation is sent to the holder/representative's smartphone
6. Customs have the possibility to detect potential claims and eliminate unnecessary claims through virtual voucher reconciliation and manage them with National Guaranteeing Associations (NGAs).

3. Overview of the ATA Carnet System Architecture

Let us look at the technicalities of the ATA Carnet digital ecosystem. The image below provides a general overview of its design and architecture: the system per se is made up of five types of components (Exhibit 1-5), while a sixth component (Exhibit 6) represents the national tool(s) developed by each issuing/guaranteeing association.



The **ATA Carnet Core** (Exhibit 1) is the central IT system that links the other parts together and ensures that the exchange mechanism is secure and robust. This component includes a user interface with various monitoring, reporting, alerting, and analytics tools developed to enable ICC to manage the eATA digital environment.

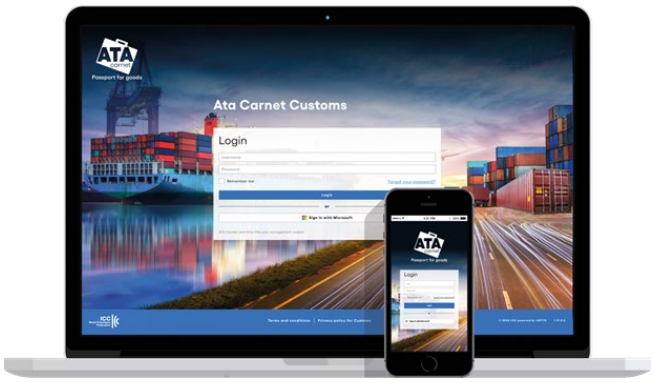
ATA Carnet Proxies (Exhibit 2) strengthen the connection speed and enable each user to connect easily to the Core. ICC plans to deploy six proxies around the world. Each proxy will record a copy of all the eATA Carnets issued and can back up the other proxies in case of a technical failure. The **ATA Carnet NICS** (Exhibit 3) provides an application programming interface (API) to enable each country to integrate its own national issuing and claims system (Exhibit 6) with the ATA Carnet Core. Six API bases have been built to cover the entire world. NGAs/IAs can either integrate their systems via one of the six API bases or be hosted separately.

The **ATA Carnet App** (Exhibit 4) is the mobile application provided to Carnet users (holders/representatives). It is a secure wallet where users can store the eATA Carnets purchased from an IA/NGA and prepare border crossing declarations via the app. Each user has a profile and can therefore access the system via any connected device. When an eATA Carnet is issued, users receive instructions on how to download it in the mobile application, and a QR code and a transaction code is created for each declaration. When crossing borders, users simply need to show Customs the QR code or the transaction code.

The **ATA Carnet Customs** portal (Exhibit 5) is the component with a user interface dedicated to Customs authorities. It provides both an API and a standard user interface to create and manage

accounts for Customs offices and officers, manage border crossing operations and follow the lifecycle of eATA Carnets. Customs authorities can choose to use ICC's standard user interface. Customs authorities also have the option to process eATA Carnets using their own digital systems. To do so, they need to integrate their IT system with the ICC system, as IAs/NGAs do. In both cases, Customs authorities can also request ICC to set up a dedicated instance of the portal, which is a virtual computing environment dedicated to one organization and its workloads.

Finally, the *National Issuing and Claims System* (Exhibit 6) represents the digital tool(s) developed by NGAs/IAs and to be integrated with the ICC system. This component is not standardized, as each country has its own specific and unique way of managing issuance and claims. As a result of integration, data or information received from or sent to ICC's ATA Carnet system is standardized. The ATA Carnet system has also been assessed by an external company to verify its security. More assessments are planned in the future as the system evolves.



4. Comparison of ATA paper process and the full digital process

Below is a non-exhaustive list of practice comparisons between how the paper carnet is processed and how this will change with the digital carnet during the declaration and transaction process.

Paper process	Digital process
Customs administrations authorise Customs offices and officials to handle ATA Carnets	Customs administrations create accounts for Customs offices and officials to enable them handling eATA Carnets
Holder gets a paper carnet from an issuing association.	Holder gets an eATA ID and Pin from an issuing association and downloads the carnet data into his/her mobile wallet.
To prepare a declaration, the holder/representative fills in required fields in the paper voucher.	To prepare a declaration, the holder/representative types in required fields in the ATA Carnet App. A transaction QR and a transaction code will be generated for each declaration, which is replacing the paper voucher.
At the Customs border, the holder/representative presents the carnet voucher to the Customs official.	At the Customs border, the holder/representative presents the transaction QR or the transaction code to the Customs official.
The Customs official checks the data printed in the paper carnet.	The Customs official checks the data by scanning the transaction QR or by typing in the transaction code, all data will be displayed in ATA Carnet Customs.
The Customs official signs and detaches the paper voucher from the Carnet to record the transaction.	The Customs official digitally commits the transaction declared via the transaction QR or the transaction code. The record is made automatically in the ATA Carnet Customs. If needed, a paper voucher can be printed from ATA Carnet Customs for traditional signature and archives purposes.
The Customs official signs the paper counterfoil and gives the paper carnet back to the holder/representative so he/she can verify the entry made by the Customs official.	Once a transaction is committed, a verification code will be displayed in ATA Carnet Customs, which can be given to the holder/representative to verify the completion of the transaction. A notification will also be given automatically in the ATA Carnet App so the holder/representative can verify the entry made by the Customs official.
In case of error, modifications can be made with the consent of Customs.	In case of error, modifications can be made with the consent of Customs. To do so, holder/representative shall provide a

	cancellation code to Customs, and then edit his/her declaration and redo the transaction.
After transactions, vouchers will be manually matched in order to identify potential claims. In case of claims, the Customs administration notifies its guaranteeing association using its own way established with the NGA.	After transactions, Customs will check the transaction history recorded in ATA Carnet Customs. Thanks to the functionality of data reconciliation, it is much easier for Customs to identify potential claims. In case of claims, Customs administration notifies its guaranteeing association using its own way established with the NGA.
With paper vouchers and counterfoils, Customs can handle special declaration and transaction process, for example, making partial/split consignments, extending the final date of re-exportation/re-importation, using a replacement carnet, and terminating the temporary admission.	With transaction QR / code and ATA Carnet Customs, Customs can handle special declaration and transaction process, see Customs user guide for detailed procedure.

5. How do ATA Carnet stakeholders go fully digital

Holders/representatives

Holders and representatives can download the ATA Carnet app from the App Store or Google Play Store or by downloading the APK file directly. Once the app is installed and an account is created, the user may download the digital carnet by inputting eATA ID and PIN as provided by the IA. Alternatively, representatives can also just receive a link from the holder to open and transact a single declaration without them having to download the ATA Carnet app and registering for an account.

NGAs/IAs

NGAs and IAs can digitise in two ways: if they already have a National Issuing and Claims System that qualifies for integration, they may continue to use their own software to issue carnets. By integrating, they will receive the eATA ID and PIN to be given to the holders.

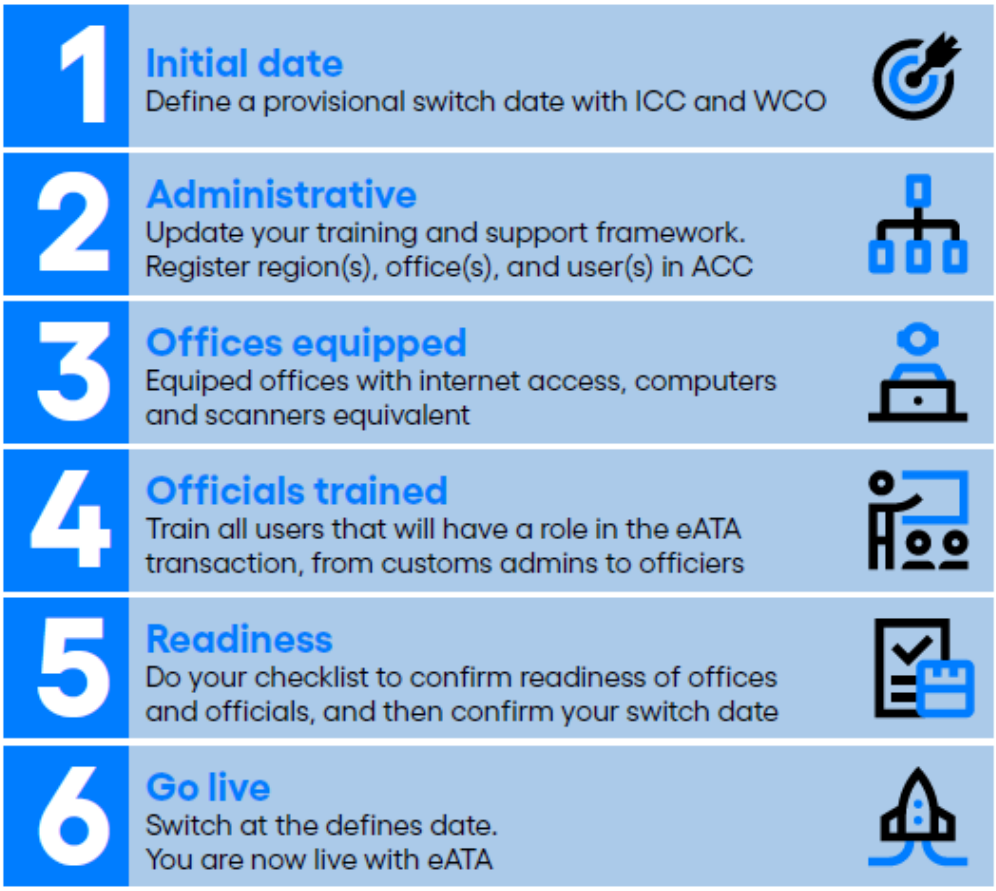
Alternatively, should they not have a qualified National Issuing and Claims System or not have one at all, they may register to use a generic issuing platform (ICC ATA Gateway) directly. The ATA Gateway allows NAGs and their IAs to issue carnets and is already connected to the ATA Carnet System out of the box, no tweaking required.

Customs

Before the end of the eATA global transition, Customs are invited to use ATA Carnet Customs directly as it does not imply any costs or integration risks. The portal works directly from a web browser.

Integration between the ATA Carnet System and national Customs systems will only be possible after the end of the global transition. However Customs should not underestimate the cost for integration and possible long-term maintenance which must be done and covered by Customs administrations.

To help Customs administrations better prepare for the transition of ATA Carnet from a paper-based procedure to its digital era, an eATA Customs Preparation Guide was prepared by ICC. We strongly recommend each country/customs territory assign a project manager to coordinate internally and communicate externally, especially with ICC, and keep the preparation on track.



For details of the Customs Preparation Guide, please visit https://iccwbo.org/business-solutions/ata-carnet/eata-carnet/.

6. Assumptions of this paper

To elaborate the Global Transition Plan and go into detail in the pragmatic use cases, basic assumptions had to be made. These are listed as follows:

- All issuing associations are technically capable to issue paper carnet with eATA ID & pin code from Q3 2023. A common strategy has been agreed by the issuing network in November 2021 that all ATA carnets issued after 01 January 2023 must have synchronous digital records in the global system deployed by ICC. Q1 and Q2 2023 are used as a buffer for the issuing network's readiness.
- However, not all Customs will shift to eATA carnet procedures on the same date.
- Therefore, there will be "paper countries" and "digital countries" during the global transition period.
- "Paper countries" refer to Customs territories where declarations must be made with paper carnets like today.
- "Digital countries" refer to Customs territories where declarations must be made with digital carnet data and transactions are digitally committed using the eATA system as deployed by ICC.
- Digital countries should not be asked to process any paper carnets at all with the exception that they need to validate (activate) paper carnets issued in their countries/ Customs union at the time of departure, so that these carnets can be used in paper destinations. Borders are quite busy, if Customs officers and Carnet holders have to go through the paper procedure and the digital procedure in parallel for every single carnet, we would be concerned that Customs would take the digital procedure as extra work, and holders could blame eATA for making border transactions longer.
- Customs authorities in the country of issue do not need to check the destinations where the carnet will be used.
- Today, apart from validation/activation (certified by the Customs of departure in box H of the Cover page), Customs authorities in the country of temporary admission/transit do not rely on/abide by the entries made by other Customs (in the country of issue or in other countries) to grant the temporary admission/transit. This would avoid obligating digital countries to double their workload to handle both paper carnets and digital carnets except endorsing the cover page of the equivalent paper carnet to accommodate the need of paper countries. For digital countries, they would need to trust the validation/activation made by paper countries on the equivalent paper carnets instead of obligating paper countries to handle digital carnets that they are technically not ready yet.
- Each Contracting Party to the ATA Convention and/or Istanbul Convention shall notify WCO and ICC when it is ready to shift to the eATA carnet procedure. The notification takes into effect after 3 months from the date of receipt. The 3 months would allow appropriate preparations from the user side. We expect Contracting Parties to one Customs Union to shift at the same time, and all offices in one Contracting Party are ready at the same time, i.e. not having paper offices and digital offices in one Contracting Party.

- Upon the receipt of the notification, WCO shall notify other Contracting Parties and ICC, and ICC shall notify the NGA/IA network with a list of digital countries and paper countries so that issuing associations must issue the right type of carnets according to the acceptance of the Customs administration(s) involved in the itinerary. The information will be published online and updated on a regular basis over the global transition period.
- With the lists, the following points are clear to each stakeholder:
    - For holders: the right type of carnets to use at home and abroad.
    - For IAs: the right type of carnets to issue and deliver. And the impact of the transition on carnet discharge and claims.
    - Actions to take when the carnet is returned.
    - For Customs: actions to take at the border. And the impact of the transition on claims.
- The use cases are built to explain what IA, holder, Customs would do in practice.

7. Different use cases during the transition phase

When **the holder applies for a carnet, the holder must specify the destination countries. It will allow the issuing association to deliver the right type(s) of carnets to be used in countries involved in the itinerary.**
Below the different use cases are identified and further explained.

From \ To	Paper country(ies)	Digital country(ies)	Both
Paper country	Use case 1	Use case 2	Use case 5
Digital country	Use case 4	Use case 3	Use case 6

Use case 1: from a paper country to paper country(ies)

When a holder needs to go from a paper country to another paper country or multiple paper countries, the IA must issue a paper carnet as it has always done until now. eATA ID and Pin are visible to the IA, but the IA does not give them to the holder. So, no change at all from the holder side and from the Customs side.

Holder:

- no change at all, i.e., apply a paper carnet, use it home and abroad as before, and when the temporary admission mission is finished, return the carnet back to the IA for discharge.

IA:

- Issue a paper carnet.
- Do not send the eATA ID & Pin to the holder even though they are displayed in the issuing system.
- When a carnet is returned, check transaction records in the paper carnet to discharge or maintain the security.
- In case of claims, work with NGA as per NGA's instruction.

Customs of departure (paper country):

- no change at all, process the paper carnet as before.

Customs of temporary admission (paper country):

- no change at all, process the paper carnet as usual and manage claims as before.

Use case 2: from a paper country to digital country(ies)

When a holder needs to go from a paper country to a digital country or multiple digital countries, the IA must issue a paper carnet and its digital version must also be delivered to the holder (by providing the holder with the eATA ID and pin). The paper carnet is used in the country of departure/export (paper country) and the digital carnet is used in the country of temporary admission or transit (digital country).

Holder:

- Apply a paper carnet with its eATA ID & PIN.

- Use the paper carnet for activation/exportation/re-importation in the country of departure/export (paper country).
- Download the digital carnet (using the eATA ID/pin) into the ICC ATA Carnet App, then use the digital carnet in the country of temporary admission or transit (digital countries) for importation/re-exportation or transit open/transit close. It means that the holder shall prepare and submit declarations via the ATA Carnet App in the digital countries. This would require all digital carnet to be automatically validated by the system. Should the digital countries require, holders may upload the paper carnet's cover page via the App to demonstrate the validation/activation made in the country of departure/export (paper country).
- When the temporary admission mission is finished, notify the IA, and return the paper carnet back to the IA for discharge.

IA:

- Issue a paper carnet with eATA ID & PIN. Once issuing data is validated, an eATA ID/PIN will be displayed on the issuing system side. IA shall deliver paper carnet together with its eATA ID/PIN to the holder.
- When the carnet is returned to the IA, the IA needs to check both paper transaction records and digital transaction records to discharge or maintain the security.

Customs of departure (paper country):

Transactions related: activation, exportation, and re-importation

- No change at all, process the paper carnet as before.

Customs of temporary admission or transit (digital country):

Transactions related: importation and re-exportation; transit open and transit close

- Login to ICC ATA Carnet Customs.
- Read carnet and declaration data by scanning the transaction QR code or typing in the transaction code.
- If necessary, check paper carnet validated by the country of departure/export.
- Commit the transaction using ICC ATA Carnet Customs.
- Check transaction history using the ATA Carnet Customs and determine if a claim shall be opened.
- If a claim is needed, open and manage the claim with your NGA as before.
- The only change in terms of claims is that you may receive evidence made in the paper country in the traditional format and/or evidence made in digital countries in the new eATA transaction format. For example, you may receive the traditional re-importation counterfoil, or a certificate of location issued in the country of departure (paper country), and you may also receive evidence made in another digital country demonstrating the digitally recorded subsequent transactions, or a certificate of location issued by Customs in the third country. Evidence from paper countries or digital countries shall be mutually recognized.

Use case 3: from a digital country to digital country(ies)

When a holder needs to go from a digital country to another digital country or multiple digital countries.

Holder:

- Apply for a digital carnet.
- Download the digital carnet (using the eATA ID/PIN provided by the IA) into the ATA Carnet App, then use the digital carnet for all transactions home and abroad (since they are all digital countries). It means that the holder shall prepare and submit declarations via the ATA Carnet App at all times.
- When all transactions are completed or the digital carnet will no longer be used, notify the IA for discharge.

IA:

- Once issuing data is validated, an eATA ID/PIN will be displayed on the issuing system side.
- IA shall deliver the eATA ID/PIN to the holder, and no paper carnet will be delivered since all countries in the itinerary are paper free.
- When the holder requested a discharge, IA needs to check digital transaction records to discharge or maintain the security. If there are digital vouchers unused, block the carnet to avoid unauthorized usage after discharge.
- In case of claims, coordinate with the NGA as before.

Customs of departure (digital country):

Transactions related: activation, exportation, and re-importation.

- Login to ICC ATA Carnet Customs.
- Read carnet and declaration data by scanning the transaction QR code or typing in the transaction code.
- Commit the transaction using the ICC ATA Carnet Customs.

Customs of temporary admission or transit (digital country):

Transactions related: importation and re-exportation; transit open and transit close.

- Login to ICC ATA Carnet Customs.
- Read carnet and declaration data by scanning the transaction QR code or typing in the transaction code.
- Commit the transaction using the ICC ATA Carnet Customs.
- Check transaction history using ATA Carnet Customs and determine if a claim shall be opened. Note, Customs can see all transactions history, i.e., transactions made in other countries prior to the arrival to your country. Customs will not see transactions made in other countries after except the final re-importation).
- If a claim is needed, open and manage the claim with your NGA as before.

- In terms of claims, you may receive evidence demonstrating the digitally recorded subsequent importation/re-exportation/transit open/transit close/re-importation, or a certificate of location issued by Customs in a third country. Evidence within the system or outside the system shall be mutually recognized as long as they are certified by Customs administrations.

Use case 4: from a digital country to paper country(ies)

When a holder needs to go from a digital country to a paper country, the IA must issue a paper carnet and its digital version. Customs at the country of departure/export will have to activate both the paper and the digital versions of the carnet, while exportation and re-importation can then be done only digitally. In the country of temporary admission or transit, Customs process the paper carnet.

Holder:

- Apply a paper carnet with its eATA ID & PIN.
- Use the digital carnet for activation/exportation/re-importation in the country of departure (digital country). Please also present the paper carnet for activation in the initial declaration, so that the paper carnet is recognized in other paper destinations.
- Use the paper carnet in the country of temporary admission or transit (paper countries) for importation/re-exportation or transit open/transit close.
- When the temporary admission mission is finished, notify the IA, and return the paper carnet back to the IA for discharge.

IA:

- Once issuing data is validated, an eATA ID/PIN will be displayed on the issuing system side. IA shall deliver paper carnet together with its eATA ID/PIN to the holder.
- When the carnet is returned to the IA, the IA needs to check both paper transaction records and digital transaction records to discharge or maintain the security.

Customs of departure (digital country):

Transactions related: activation, exportation, and re-importation

- Process digital carnets for the related transactions.
- Please do stamp the paper green cover to activate the paper carnet since it will be used in paper destinations.

Customs of temporary admission or transit (paper country):

Transactions related: importation and re-exportation; transit open and transit close

- Process the paper carnet as usual. In the paper carnet, you will see that the green cover was stamped by the country of departure/export, but you will not see the record of exportation in the paper carnet because that transaction was made digitally.

Scenarios to be further analysed

This below two use cases are related to a combination of various scenarios. Therefore, they might need further analysis together with Customs administrations and Guaranteeing & Issuing associations.

Use case 5: from a paper country to both paper countries and digital countries

When a holder needs to go from a paper country to other paper countries and digital countries.

IA

Option 1: issue a paper carnet with its eATA ID & Pin. The eATA ID & Pin would generate a cloned digital version of the carnet. i.e., the carnet number displayed in the paper format and its digital format will be the same, and the guarantee covers both paper destinations and digital destinations.

Option 2: issue twin carnets, one is valid for paper countries (in paper format), and the another is valid for digital destinations (in digital format). To differentiate, the twin carnets' numbers do not have to be identical but cross-referenced.

Holder

- Use the paper carnet in the country of departure/export (for activation, exportation, and re-importation) and in those paper destinations (for importation and re-exportation, or transit open and transit close). Use the digital carnet (either with a cloned number or a cross referenced twin number, depends on the IA's practice) in digital destinations (for importation and re-exportation, or transit open and transit close).
- Return the paper carnet back to the IA after the mission.

Customs at departure (paper country)

- Process the paper carnet for activation, exportation, re-importation.

Customs of temporary admission or transit (paper country)

- Process the paper carnet for importation and re-exportation, or transit open and transit close.

Customs of temporary admission or transit (digital country)

- Process the digital carnet for importation and re-exportation, or transit open and transit close. Note: the activation of this carnet was made in the country of departure (paper country) under the linked paper carnet (with identical number or cross-referenced number).

Use case 6: from a digital country to both paper countries and digital countries

When a holder needs to go from a digital country to paper countries and other digital countries.

IA

Option 1: issue a paper carnet with eATA ID & PIN. The eATA ID & Pin will generate a digital carnet with a cloned carnet number, i.e., the carnet number displayed in the paper format and its digital format will be the same, and the guarantee covers both paper destinations and digital destinations.

Option 2: issue twin carnets, one is valid for paper destinations (in paper format), and the another is valid for digital destinations (in digital format). To differentiate, the twin carnets' numbers do not have to be identical but cross-referenced.

Holder

- Use the paper carnet in paper destinations (for importation and re-exportation, or transit open and transit close). It should also be used in the country of departure/export to get the validation/activation stamp on the cover page.
- Use the digital carnet (either with a cloned number or a cross referenced twin number, depends on the IA's practice) in the country of departure/export (for activation, exportation, and re-importation) and in those digital destinations (for importation and re-exportation, or transit open and transit close).
- Return the paper carnet back to the IA after the mission.

Customs at departure (digital country)

- Stamp the paper carnet's green cover for validate/activate it.
- Process the digital carnet (either with a cloned number or a cross referenced twin number, depends on the IA's practice) for activation, exportation, and re-importation.

Customs of temporary admission or transit (paper country)

- Process the paper carnet for importation and re-exportation, or transit open and transit close. Nothing changed.

Customs of temporary admission or transit (digital country)

- Process the digital carnet for importation and re-exportation, or transit open and transit close.

8. Principles towards the global transition

- Until a revised plan is adopted, the current version of the Global Transition Plan is considered a high-level guidance to Contracting Parties. Contracting Parties are invited to work closely with WCO and ICC to join the ATA Carnet System at an earlier phase, where feasible.
- The shift from paper procedure to digital procedure should not affect the use of paper carnets already accepted before the shift. For example, when a country switches to digital, it is paper-free for new export/ import/ transit open procedures, but for paper carnets already accepted, they shall be accepted for re-exportation, re-importation, or transit close.
- During the transition period, evidence made in paper countries in the traditional format and/or evidence made in digital countries in the new eATA transaction format are mutually accepted. Evidence outside the carnet/system but certified by Customs administrations, such as a Certificate of location may still be recognised.

****

Itinerary containing **DIGITAL** countries only

Itinerary containing **DIGITAL** and **PAPER** countries

Itinerary containing **PAPER** countries only

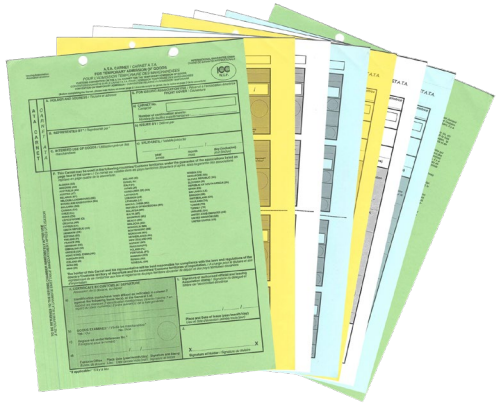
use

use

+

use

use



IA

Issuance

Paper country ‘A’

- Validation
- Exportation

Paper country ‘B’

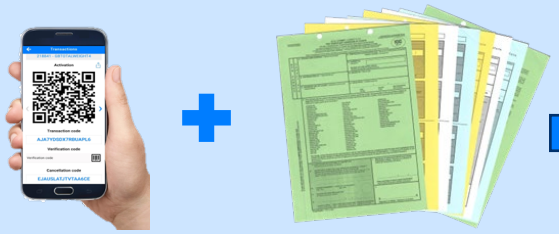
- Importation
- Re-exportation
- Transit in
- Transit out

Paper country ‘A’

- Re-importation

IA

Issuance



Paper country ‘A’

- Validation
- Exportation

Digital country ‘B’

- Importation
- Re-exportation
- Transit in
- Transit out

- Optionally verify paper carnet validation from departure country.
- Recognize evidence from both paper and digital countries for claims.

Paper country ‘A’

- Re-importation

IA

Issuance

Digital country ‘A’

- Validation
- Exportation

Digital country ‘B’

- Importation
- Re-exportation
- Transit in
- Transit out

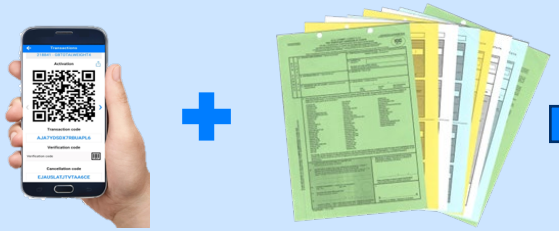
- Recognize evidence from within and outside the system certified by Customs administrations.

Digital country ‘A’

- Re-importation

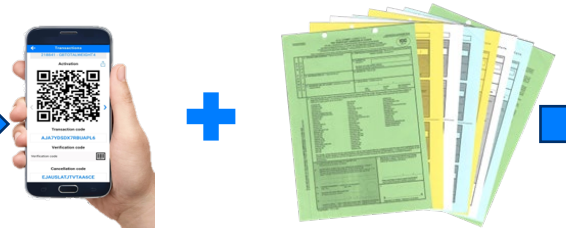
IA

Issuance



Digital country ‘A’

- Validation (ATA + eATA)
- Exportation (eATA)



- Validation done both on digital and on paper

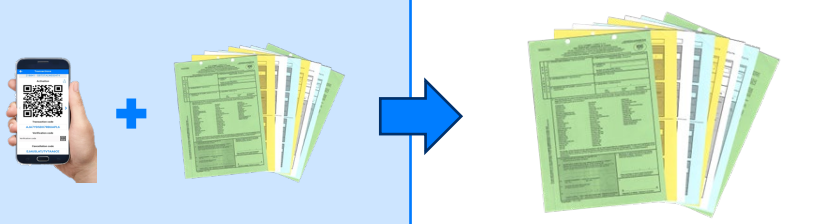
Paper country ‘B’

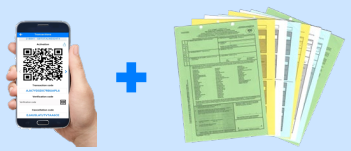
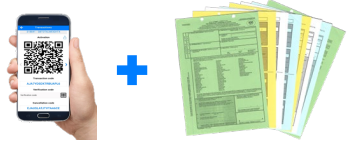
- Importation
- Re-exportation
- Transit in
- Transit out

- Note stamped green cover indicating activation in departure country.
- No record of exportation in paper carnet due to digital transaction.

Digital country ‘A’

- Re-importation

IA	Paper country ‘A’	Digital country ‘B’	Paper country ‘C’	Paper country ‘A’
Issuance	• Validation • Exportation	• Importation • Re-exportation • Transit in • Transit out	• Importation • Re-exportation • Transit in • Transit out	• Re-importation
				
	• Note: Activation done in departure paper country under linked paper carnet. • Recognize evidence from both paper and digital countries for claims.			

IA	Digital country ‘A’	Paper country ‘B’	Digital country ‘C’	Digital country ‘A’
Issuance	• Validation (ATA + eATA) • Exportation	• Importation • Re-exportation • Transit in • Transit out	• Importation • Re-exportation • Transit in • Transit out	• Re-importation
				
Validation done both on digital and on paper				

ICC
World Chambers
Federation

ATA
carnet

Passport for goods

Customs Preparation Guide

What is the eATA preparation phase?

Following the end of eATA Pilot Phase on 30 June 2023, the eATA project has entered into a new phase. The digital ATA Carnet System deployed by the International Chamber of Commerce (ICC) has moved from its pilot to its production standard, and stakeholders may start preparing the official use of the system. During this new preparation phase, while the Customs administrations may continue testing the system, the focus would change from giving test feedback to preparing the official acceptance of digital carnets via the ATA Carnet System.

Why was this guide created?

Tasked by the ATA/Istanbul Convention Administrative Committee (AC) of the World Customs Organization (WCO), ICC drafted the eATA Global Transition Plan (GTP) which was circulated to Contracting Parties (CPs) and discussed during the AC meeting in 2022. In the plan, Customs preparation was mentioned but a more in-depth guide was suggested, especially for those not familiar with the project as the pilot participants did. This guide is therefore created to help Customs administrations better prepare for the transition of ATA Carnet from a paper-based procedure to its digital era.

The scope of the guide

It is divided into 6 chapters, and each chapter explains a step to be taken by Customs to prepare the official use of the system and the official acceptance of digital ATA Carnet. An Excel table is attached to the guide which includes the simulation of the workload required for each step. This would help Customs to better estimate and monitor the preparations.

We strongly recommend each country/customs territory assign a project manager to coordinate internally and communicate externally, especially with ICC, and keep the preparation on track.

1. **Initial date**
   Define a provisional switch date with ICC and WCO
2. **Administrative**
   Update your training and support framework.
   Register region(s), office(s), and user(s) in ACC
3. **Offices equipped**
   Equiped offices with internet access, computers and scanners equivalent
4. **Officials trained**
   Train all users that will have a role in the eATA transaction, from customs admins to officiers
5. **Readiness**
   Do your checklist to confirm readiness of offices and officials, and then confirm your switch date
6. **Go live**
   Switch at the defines date.
   You are now live with eATA

Is this guide mandatory?

Like all kinds of user guides, the use of this guide is optional. If your project manager already knows what must be done or has better ways of preparing, he/she may skip some or all chapters or just use it as a checklist to complete the preparation. The goal is to make sure that your Customs administration makes effective preparations to activate the use of digital carnets via the ATA Carnet System as deployed by ICC in accordance with the GTP.

What is the scope of the guide?

The guide covers administrative steps to be taken by Customs administrations before the official use of the ICC ATA Carnet Customs (ACC), a ready-to-use web portal allowing Customs to monitor and process digital ATA Carnets declarations/transactions. The detailed functionalities of the ATA Carnet Customs and how to use them are explained separately in the ATA Carnet Customs User Guide and therefore not covered in the preparation guide.

We also take this opportunity to remind all that using ACC is required during the global transition. The integration and use of national ATA systems are not in the scope and will not be facilitated before the end of the global transition.

Abbreviation dictionary

For easy reference, all abbreviations used in the guide are gathered here:

- WCO: World Customs Organization
- ICC: International Chamber of Commerce
- SPOC: single point of contact
- AC: WCO ATA/Istanbul Convention Administrative Committee
- CPs: Contracting Parties
- NGAs: National Guaranteeing Associations
- ACC: ATA Carnet Customs
- GTP: Global Transition Plan
- MFA: Multifactor Authentication

Preliminary Step: designate a single point of contact (SPOC)

This person will act as the project manager to coordinate among parties involved in your customs' preparation phase.

This person is the single contact point for ICC and WCO in terms of communications. This person must be able to communicate in English.

When the person is chosen, please notify your NGA. You can find your NGA here. Please include the following data of your SPOC* in the notification:

Given name	
Surname	
Email address	
Phone number	
Job title	

*Important note, this SPOC will be given:

- An admin account within the ICC's ATA Carnet Customs portal to help track the preparation process.
- An account in the ICC's ticketing support portal

Step 1 Define a provisional digital date

1.1 What does the digital date refer to?

The term 'digital date' in this guide refers to a date from which all carnet declarations made in your country/customs territory must be made digitally using the ATA Carnet System as deployed by ICC.

1.2 How to define the date?

Each CP should review its preparation status, estimate the time required for its preparations, and then define a provisional switch date. The date is provisional but should be realistic.

To help you assess the time required for the preparation, an Excel table is attached to the guide as a sample project management tool which includes the simulation of the workload required for each step.

It is highly recommended to have a manager monitor the progress to respect the timeline.

1.3 Who needs to be notified about the provisional digital date?

The provisional digital date must be notified by email, from the SPOC to ICC and WCO, please refer to the contact below :

- ICC: wcf-ata@iccwbo.org
- WCO: facilitation@wcoomd.org

1.4 Special reservation regarding the switch date notification

Please note, eATA global support is organised by ICC, and it will start only if a minimum number of countries are ready to switch. Therefore, the notification to ICC and WCO is subject to confirmation by ICC via WCO.

1.5 When should you notify the provisional digital date?

The notification of the provisional digital date should arrive at WCO and ICC at least 5 months before the said date.

Step 2 Administrative preparation

2.1 What does the administrative preparation refer to?

The administrative preparation refers to the works carried out by Customs administrations to make sure that Customs officials have sufficient knowledge of how the ATA Carnet Customs is used, what needs to be done in case of experiencing technical issues and have the competence account for use.

2.2 What tasks are covered under the administrative preparation?

Three major tasks are covered under this step:

2.2.1 Update your training framework

We assume that every country has its training programs for Customs officials on all types of Customs procedures including the ATA Carnet procedure. While it is planned to change from a paper procedure to a digital procedure, please make sure to update your training framework so that your Customs officials know how to process digital carnets and monitor them. It is essential to ensure proper training as it would enable officials to exercise their duties.

To help you develop eATA training programs, ICC has produced a set of training materials, such as ATA Carnet Customs User Guide, and eATA training videos. ICC also trained your national guaranteeing association who can be of help if needed.

Training frequency and scale might not be the same in all countries, so each Customs administration is free to determine how to use the resources available and how to organize the training.

2.2.2 Update your support framework

We assume that every country has its own Customs support framework which tells what to do if Customs officials have questions/issues in handling all types of Customs procedures including the existing paper ATA Carnets procedure.

For ATA business-related questions, such as conventions and national laws, there should be no change regarding Customs support. For questions related to the eATA tool, i.e. the ATA Carnet Customs, you may refer to the eATA global support channel established by ICC:

- Email: support@iccwbo.freshdesk.com
- Online Support: https://iccwbo.freshdesk.com/support/home

Note that these channels will be updated in 2024 to reflect the new global support.

Please make sure to incorporate the eATA global support information in your support framework.

2.2.3 Setup and manage your ATA Carnet Customs portal

ATA Carnet Customs (ACC) is a free and ready-to-use web portal provided by ICC.

Please refer to the help section within the ACC.

a) Setup

The setup stage of the portal is simply about feeding it with all your existing data on regions, offices and users in charge of ATA Carnet. Once the individual responsible for creating the aforementioned objects has been determined, the project manager should establish a new Customs Administrator account for them, provided this individual differs from the project manager.

Important notice on Account Security: ACC is an online application exposed to the internet. User accounts must be properly managed and protected. Best practice includes individual accounts and activating one of the multifactor authentications (MFA) options provided within the tool. MFA may become mandatory in the future, with more methods added.

We acknowledge that regions, offices or users account creation can be challenging and time-consuming if your country has a large number of those subjects. Manual entry takes a couple of minutes, thus depending on the quantity, you may consider using the provided import functions, please refer to the corresponding section of the guide.

Important notice on import functions: the current release (November-December 2023) only has import functions for Regions and Offices; Bulk User import will arrive in early 2024.

b) Manage

Align your onboarding and offboarding user frameworks with the ACC portal:

- Each time you onboard a new Customs official in charge of ATA Carnet, provision an ACC account for them.
- When a Customs official changes position, change their corresponding role in the system (e.g., promotion from Customs officer to Customs regional manager).

Each time you offboard a Customs official, disable or delete their accounts.

Important notice on identity management:

- We acknowledge that managing identity in a third-party software can be challenging for certain countries.
- We are actively working on adding more options to fit current identity management standards for both initial onboarding and routine account management.
- If you foresee any challenges, have your project manager contact ICC.
- Despite identity management challenges, we encourage you to pursue your preparation, as resolutions will be addressed in parallel.

Step 3 Equipment

ATA Carnet Customs is a ready-to-use web portal provided as a turnkey application. Customs administrations DO NOT need to invest in its development or maintenance. Officials just need internet and basic equipment to start using it:

3.1 Internet access.

Internet access can be delivered by different methods. Customs are free to choose the methods available in your country.

If your border offices do not have access to the internet, you need to find a way to deploy before the switch date.

3.2 Device to access the web portal.

Customs officers need to use a device to access the web portal. The device can be a PC, a laptop, a smartphone, or a tablet.

If your border office(s) have none of these devices, you need to equip your offices properly.

3.3 QR scanner (optional).

The eATA declaration will be made in the form of a transaction QR code, therefore Customs officers at the checking points shall be able to read the QR code. Please make sure to have a device equipped with QR code scanning function, be it the original built-in camera or an external QR code reader application.

If it is not available, Customs would need to type in the numeric equivalent transaction code associated with each QR code, but that will be more time consuming.

Step 4 Training

After updating your training framework, support framework, and having accounts ready to use, you may start organising the actual training for Customs officials. A proper walkthrough and some reasonable practices are highly recommended to not be surprised when a holder comes to your border for a specific real digital transaction.

Each country has its characteristics. Some Customs administrations will have more offices and more officers to train. It is therefore the responsibility of your project manager to coordinate internally to define the list of trainees, the scale of the training, and the frequency of the training.

Based on feedback given by pilot countries, small group training with devices and demo carnets is much more effective than large group training without actual practice. 15 persons per group was preferred. Knowledge refreshment is necessary especially if the transaction volume is not high enough to maintain officers memory on the digital procedure for long.

ATA Carnet Customs is easy and straightforward to use. The following resources are available to facilitate national training:

- ATA Carnet Customs User Guide
- QuickStart wallchart
- ATA Carnet Customs training videos
- eATA Global Transition Plan

Please keep in mind that above training materials are available in ATA Carnet Customs within the help section.

Please do not hesitate to seek the help of your national guaranteeing associations who may help you train the first group of officers. The first group of trainees could then become trainers to help other officers quickly. Based on feedback and experience, this model is far more efficient and effective than having one trainer for all.

Step 5 Readiness checklist and confirmation of digital date

When all tasks for the preparation steps 1-4 are completed, your Customs administration is almost ready for eATA, and it is time to confirm the digital date.

To properly manage all tasks, we recommend your project manager create a checklist to monitor every work item. This step would help you secure the final milestone, i.e. switching to the digital procedure at the predefined digital date.

A Checklist could be made in the form of an Excel table where your project manager keeps up to date on the status of tasks to be achieved:

The Excel table is advised to contain the name of the task; time required; starting date, end date; person(s) in charge; status, etc. You may organise/split your list based on steps. A sample checklist is available at https://iccwbo.org/business-solutions/ata-carnet/eata-carnet/. To help you manage the tasks, the Excel table also contains an assumption of each task required, so the project manager can use the information to define your provisional digital date.

- Tab 1 "Content": table of content
- Tab 2 "Calculations": it contains the estimated time required to complete each task. The project manager could use the information to define your provisional digital date. Just place your metrics in your "timing" & "number" columns.
- Tab 3 'Sample-calculations': it is a sample that helps you understand how to manage the Tab 2.
- Tab 4 "Planning": Planning example. Based on the example in the calculation: the country has 1 region to manage. There are 10 offices and 1000 officers to train, and they need to be ready before the country can go digital.
- Tab 5 "Readiness": Regions and offices readiness status list. This is the basic checklist that tells you the readiness status of the whole country.
- Tab 6 "data": for filter purposes, no need to use it.

The checklist allows you to identify any missing elements and assess whether you can meet the specified provisional digital date.

To confirm your digital date, please kindly send an official email to ICC and WCO (refer to contact details in step 1) 3 months before the provisional digital date. Please use the provided template below, which has been approved by the WCO ATA/Istanbul Convention Administrative Committee.

"All formalities necessary for implementing the provisions of the Istanbul Convention shall be carried out by using the digital eATA carnet system as deployed by the International Chamber of Commerce as from [……..]. Paper ATA carnets may be used only in cases where eATA carnets cannot be issued."

In the event that Customs preparations are not complete on time, please kindly notify ICC and WCO that the provisional digital date cannot be adhered to and provide details to the newly established provisional digital date, then confirm readiness again 3 months before such date.

Step 6 Go live—digital date D-day

“Go live” refers to the official acceptance of digital carnets via the ICC’s ATA Carnet Customs. The ‘Go live’ date is the official ‘digital date’.

You are now live with eATA Carnet at the chosen date.

ATA carnet

Passport for goods

Contact

wcf-ata@iccwbo.org

iccwbo.org/ata

ICC World Chambers Federation

ATA carnet

Passport for goods

ATA Carnet Identity 101

ICC World Chambers Federation

Document version: 2.1

CONTENTS

OVERVIEW 2
IDENTITY, EATA PROJECT AND ATA CARNET SYSTEM 2
METHOD 1 – BUILT-IN 4
METHOD 2 – SSO 5
FINAL NOTE 6

OVERVIEW

- This document aims at introducing the different methods to manage identity for Customs in the "ATA Carnet System" ecosystem, especially within "ATA Carnet Customs".
- This document does not serve as a technical integration guide for some of the methods discussed further.

- Identity management is a particularly important topic in the digital world. Indeed, identity, and corresponding authentication and authorization, are the entry point for accessing any digital system.
- The challenge is that many digital systems usually mean many digital identities, which then implies several constraints, both for end users and IT operators.
- IT professionals, both the providers and customers, are aware of those challenges and have started some years ago to find ways to mitigate them.
- One of the main responses is "Single Sign On" (SSO; including seamless SSO).
- While SSO offers many benefits, it also comes with challenges and costs on its own, which implies that each individual organization needs to assess the overall benefit of using SSO or not. Each organization is unique, differences range from preferences, compliance, risk management or simply available budget.
- The key point here is to mitigate the identity challenges to avoid delays in your preparation and activation of eATA.

IDENTITY, EATA PROJECT AND ATA CARNET SYSTEM

The ongoing eATA project aims to digitize the ATA Carnet and its lifecycle management as soon as possible for the benefit of all stakeholders. As you are aware, the system has been in production since July 2023. While other system improvements are underway, the current focus is on onboarding nearly 80 Customs administrations where the ATA procedure is implemented, in accordance with the communicated Global Transition Plan (GTP), which targets the start of the eATA service in 2025.

Starting the eATA service presents many challenges. To mitigate some of these challenges on the Customs side, the use of the ATA Carnet Customs (ACC), a free web application for Customs, has been mandated. At a later stage, if some Customs administrations prefer full integration, the International Chamber of Commerce (ICC) has already developed a beta Application Programming Interface (API) for this purpose. However, full integration involves numerous requirements, challenges, and constraints, as well as direct investment from Customs, which could delay the launch of the service and jeopardize the GTP timeline.

Therefore, the WCO ATA/Istanbul Convention Administrative Committee has agreed to prioritize the eATA global transition via the direct use of ACC and to postpone the full integration of national systems until after the transition is complete. Nevertheless, identity integration can be organized soon to facilitate onboarding and streamline user processes.

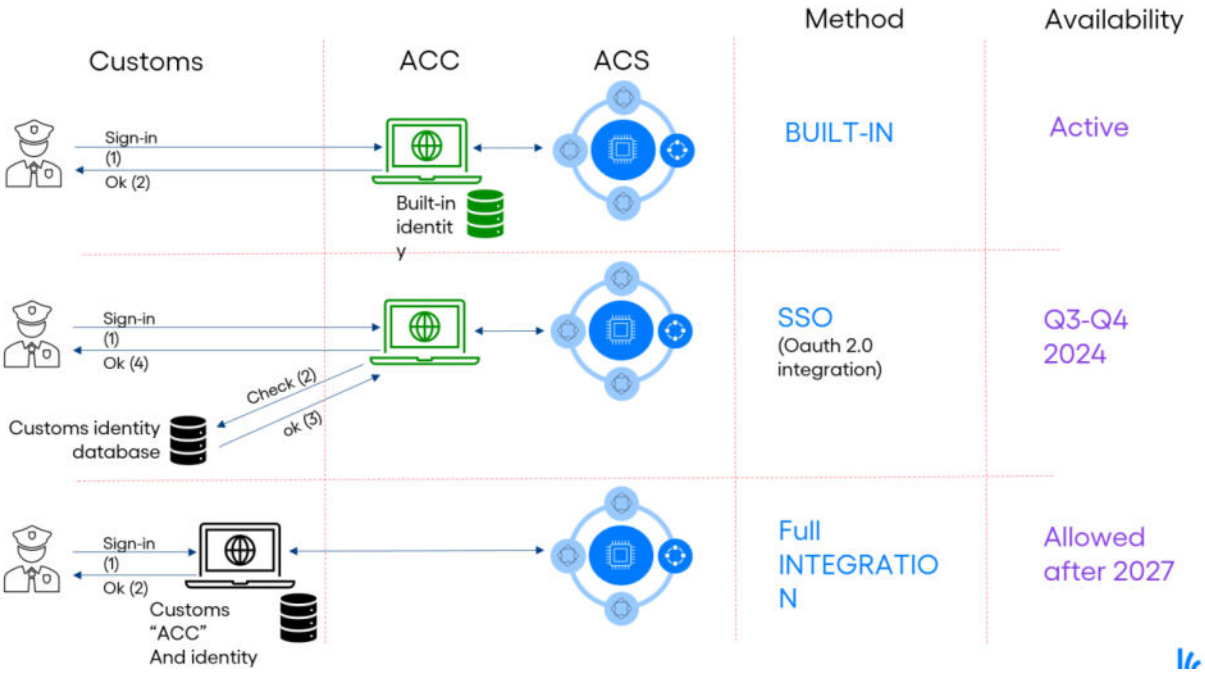
The ATA Carnet Customs (ACC) includes built-in identity management. Establishing an identity in ACC requires a few simple and mandatory steps, beginning with each user needing a unique and active email address.

While ACC's built-in identity management offers a straightforward method for managing users, including initial onboarding with bulk functionalities, we recognize the following challenges:

- Initial onboarding or regular user management can be challenging for large Customs organizations.
- The desire for Single Sign-On (SSO) is legitimate and should not necessitate full integration.

Therefore, the International Chamber of Commerce (ICC) has decided to develop an API for identity integration (identity federation). As with any API, it comes with specific requirements and constraints that any Customs administration wishing to integrate must carefully evaluate.

The schema below gives a high-level overview of possible Customs interactions with the ATA Carnet System regarding identification, authentication, and authorization.



The following chapters briefly describe the BUILT-IN and SSO methods.

METHOD 1 – BUILT-IN

This method is straightforward and thoroughly depicted in the ACC user guide – 'login' section.
This is the method chosen by most of the participating Customs administrations.

Each Customs has been assigned with an initial administrator login to process with available operations, starting with user account management.

Each Customs has its own and private accounts database.

User requirement in ACC:

- A display name, which can be anonymous, up to Customs to manage the internal correspondence,
- A valid email, same as above
- A role, which can be one of the 4 existing ones: Admin, Regional Manager, Controller or Officer
- A default Customs region and Customs office

The ACC offers also bulk import capabilities, particularly useful for the initial onboarding of many Customs objects: Region, Office, or end-users.

Multifactor authentication methods are proposed and currently need to be enabled per user. The 2 current methods are either Time-based one-time password (TOTP) with the installation of a mobile app authenticator, or an alternative email address (please refer to the guide for further details).

Pros

- Does not need any development, thus no direct investment. Neither now nor through the lifecycle of the system.
- Easy and straight forward to use, especially for Customs with a reasonable number of users as well as a reasonable number of changes, e.g.: business as usual on/offboarding, or change of users.
- Preferred method to respect the global transition plan, especially for initial set of countries that will enable eATA.

Cons

- User needs to have a valid email address
- User has another login to manage
- Operator has another identity system to manage

METHOD 2 – SSO

As briefly introduce earlier, ICC will develop an identity API to allow Customs to integrate their identity database, thus benefiting from Single Sign-On.

All the technical specifications are not finalized yet and will be further distributed in a corresponding technical identity integration guide. Though we can already give you the general principles.

ICC will leverage the power of Microsoft Entra External ID and connect the ATA Carnet System to it.

Customs requirements for SSO

- One Customs identity database per country will be allowed to integrate with ACS. If a Customs has multiple identity databases, they need to federate internally.
- ACS being a cloud platform, the Customs identity database must have access to internet. Obviously, the internet access can be limited to the necessary system ports (more technical information to be available in the technical integration guide).
- Microsoft Entra External ID uses several well-known standard protocols like OpenID Connect (Oauth 2.0) or SAML which Customs need to choose from to integrate.
- Several limited mandatory fields will be required to properly integrate.
- Authorization specification (in other terms, role assignment) has yet to be finalized, though it is possible that it will be managed from the ACC itself.

Pros

- SSO (and seamless single sign-on)
- User can use their day-to-day login
- Customs organization benefit from keeping its user policy, including security policy (e.g.: preferred MFA (Multifactor Authentication) method)
- Operators manage ACC user with their day-to-day identity management flows (on/offboarding, changes)

Cons

- Requires some investments to build, setup AND maintain the API (Application Programming Interface) connector.
- Depending on current identity maturity and eligibility, it can put some stress on the global transition plan, especially for initial set of countries that will enable eATA.

FINAL NOTE

ICC encourages Customs administrations to choose the BEST starting identity method that allows for a quick start with eATA. Depending on the knowledge, the skill, the policy, or the resources you have, it can be one or the other. Keep in mind that you can start using the BUILT-IN method and work on SSO method at a later stage.

ATA carnet

Passport for goods

Contact
wcf-ata@iccwbo.org
iccwbo.org/ata

ICC
World Chambers
Federation

Doc 1

ATA carnet

Passport for goods

Introduction to the ATA Carnet System

ICC World Chambers Federation

Document version: 1.3

CONTENTS

Overview 2

Pilot information 2

ATA Carnet system architecture 4

ATA Carnet Core 6

ATA Carnet app 7

ATA Carnet Customs 8

Important notice 9

OVERVIEW

The ATA Carnet real-time lifecycle management system (ATA Carnet System) is based on a complex infrastructure. Its core is based on a centralized database that interconnects with 4 other different components passing on carnet data for users. The 5 components comprise of 2 system interfaces and 3 user interfaces. The latter 3 allow each type of user of ATA Carnets access the carnet data based on their respective needs: ATA Carnet Core, the ATA Carnet app (for holders) and the ATA Carnet Customs.

The basic functioning of the system is:

1. Holder orders carnets online through National Issuing and Claims Systems (NICS), the local systems not part of the ATA Carnet system.
2. Holder downloads the ordered carnet into his smartphone wallet (ATA Carnet app) and if necessary, shares it with his representative. The carnet is encrypted and never transmitted in 'open format' on the network.
3. During border crossing, the holder or representative, unlocks his wallet and shows a QR code which correspond to a particular carnet and a specific transaction.
4. Customs officer opens ATA Carnet Customs and scans the QR code, sees the detailed carnet info and confirms transactions.
5. The transaction is recorded and a confirmation is sent to holder/representative's smartphone
6. Customs have the possibility to detect potential claims and to eliminate unnecessary claims through virtual voucher reconciliation and manage them with National Guaranteeing Associations (NGAs).

In the following sections the 3 main applications are briefly presented. Before we do that though, a brief explanation of the pilot phase is needed.

PROJECT TIMELINE INFORMATION

1. June 2019: The pilot version of the eATA system is launched.
2. June 2019 to October 2019: Initial testing of the system is conducted internally to identify any major issues or bugs.
3. October 2019: A pilot project is initiated to test the eATA system with Customs and chambers.
4. October 2019 to June 2023: The pilot project runs for a significant duration, during which feedback and suggestions are gathered from Customs and chambers involved in the testing phase.
5. June 2023: Based on the feedback and suggestions received during the pilot project, the official release version of the ATA Carnet System is launched.

6. June 2023 onwards: The eATA project enters into a new preparation phase, during which all stakeholders are invited to continue testing the system.

7. The purpose of the new preparation phase is to get all stakeholder acquainted with how the system works and push for eATA acceptance in each jurisdiction.

8. Stakeholders, including Customs, chambers, and other relevant parties, continue testing the eATA system during the preparation phase.

9. The testing during this phase helps identify any remaining issues or areas that require improvement before the official acceptance of digital ATA Carnets.

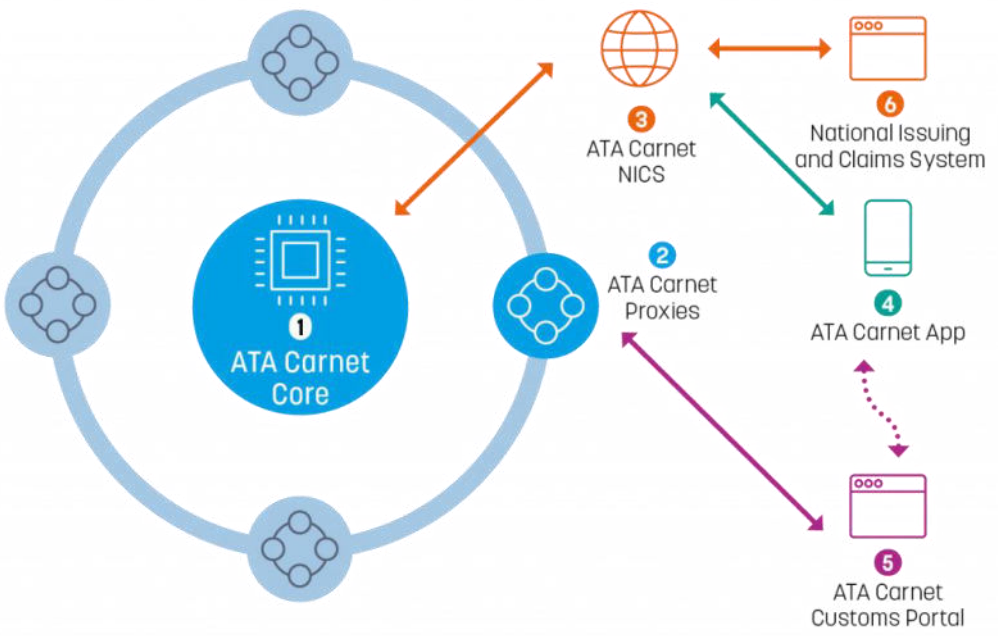
10. The eATA project team works closely with the stakeholders, incorporating their feedback and making necessary updates to the system.

ATA CARNET SYSTEM ARCHITECTURE

The ATA Carnet System architecture consists of 5 components provided and managed by ICC:

1. The **ATA Carnet Core** is the central IT system that links the other parts together and ensures that the exchange mechanism is secure and robust. This component includes various monitoring, reporting, alerting and analytics tools developed to enable ICC to manage the eATA digital environment.
2. **ATA Carnet Proxies** strengthen the connection speed and enable each user to connect easily to the Core. ICC plans to deploy six proxies around the world. Each proxy will record a copy of all the eATA Carnets issued and can back up the other proxies in case of a technical failure.
3. The **ATA Carnet NICS** provides an application programming interface (API) to enable each country to integrate its own national issuing and claims system (Exhibit 6) with the ATA Carnet Core. Six API bases have been built to cover the entire world. NGAs/IAs can integrate their systems via one of the six API bases.
4. The **ATA Carnet App** is the mobile application provided to Carnet users (holders/representatives). It is a secure wallet where users can store the eATA Carnets purchased from an IA/NGA and prepare border crossing declarations via the app. Each user has a profile and can therefore access the system via any connected devices. When an eATA Carnet is issued, users receive instructions on how to download it in the mobile application, and a QR code is created for each declaration. When crossing borders, users simply need to show Customs the QR code.
5. The **ATA Carnet Customs** portal is the component dedicated to Customs authorities. It provides a standard user interface to create and manage accounts for Customs offices and officers, manage border crossing operations and follow the lifecycle of eATA Carnets. Customs authorities can use ICC's standard user interface directly. Later in the project timeline, it is foreseen that Customs authorities will also have the option to process eATA Carnets using their own digital systems. To do so, they will need to integrate their IT system with the ICC system, as IAs/NGAs do.
6. Last but not least, the **National Issuing and Claims System** represents the digital tool(s) developed by NGAs/IAs and to be integrated with the ICC system. This component is not standardized, as each country has its own specific and unique way of managing issuance and claims. As a result of integration, data or information received from or sent to ICC's ATA Carnet system is standardized.

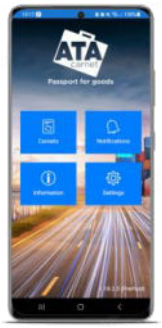
The following is a schematic representation of the different components of the ATA Carnet system and how they interact with each other.



ATA CARNET CORE

National Guaranteeing Associations (NGAs) and Issuing Associations (IAs) use their own national issuing system which is integrated to the ATA Carnet system through NICS Proxy. The national and ATA Carnet systems will interact constantly when issuing a carnet, when the holder requests additional sets or replacement carnet (if available) and when the carnet is cancelled, terminated or blocked.

ATA CARNET APP



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

The app allows the holder 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.

ATA CARNET CUSTOMS

Customs will have their own customized ATA Carnet interface for optimised daily use for Custom officers. With this interface, Customs will be able to digitally review carnet data, process carnet transactions and have the possibility to detect potential claims through virtual voucher reconciliation (and manage them with National Guaranteeing Associations).

ATA Carnet Customs can be found at: https://customs-XX.atacarnet.iccwbo.org ; where XX = be, ch, cn, ru, or us.

Belgium Customs: https://customs-be.atacarnet.iccwbo.org

Switzerland Customs: https://customs-ch.atacarnet.iccwbo.org

China Customs: https://customs-cn.atacarnet.iccwbo.org

Russia Customs: https://customs-ru.atacarnet.iccwbo.org

USA Customs: https://customs-us.atacarnet.iccwbo.org

IMPORTANT NOTICE

NOTE: During the pilot and as long as eATA is not legally valid, a certain number of ATA carnets will be issued both electronically and on paper. Customs formalities will be carried out by using the **paper ATA carnet** as **only** this form of the carnet is **legally valid**. In addition, Customs formalities will be carried out electronically for the purposes of testing the ATA Carnet system, whereas the relevant Customs administrations would need to update the information in the ATA Carnet system in real time.

ATA carnet

Passport for goods

Contact

wcf-ata@iccwbo.org

iccwbo.org/ata

ICC World Chambers Federation

Doc 3

Passport for goods

ATA Carnet App User Guide

ICC World Chambers Federation

Document version: 2.3

CONTENTS

BASICS 2
DOWNLOADING THE APP 3
APP STORE & GOOGLE PLAY STORE 3
PRE-PRODUCTION 4
GLOSSARY 5
HOW TO REGISTER AND LOGIN 6
DOWNLOADING AN ATA CARNET TO THE SMARTPHONE 8
ACTIVATE A CARNET (VALIDATION) 10
PREPARING A TRAVEL 11
PASSING CUSTOMS 16
PRE-DECLARATION AND PRE-NOTIFICATION 19
SHARING A VOUCHER 23

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.

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	iOS
Google Play Store Beta APK download	iOS TestFlight Beta

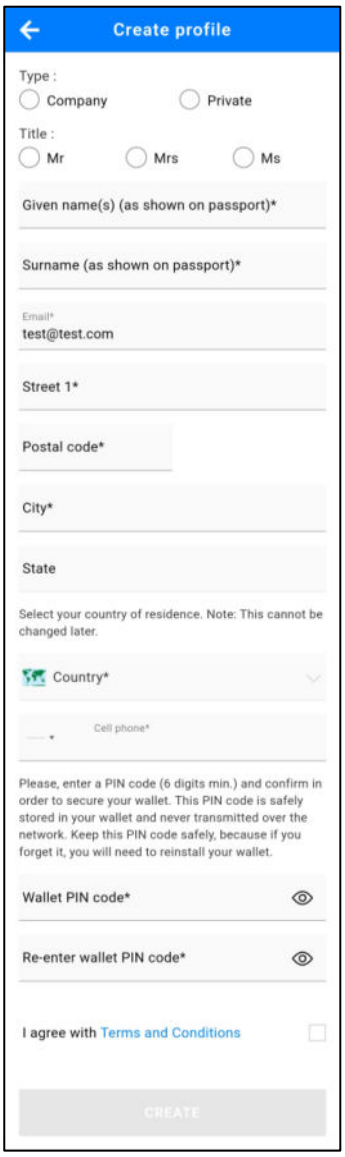
GLOSSARY

- 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.

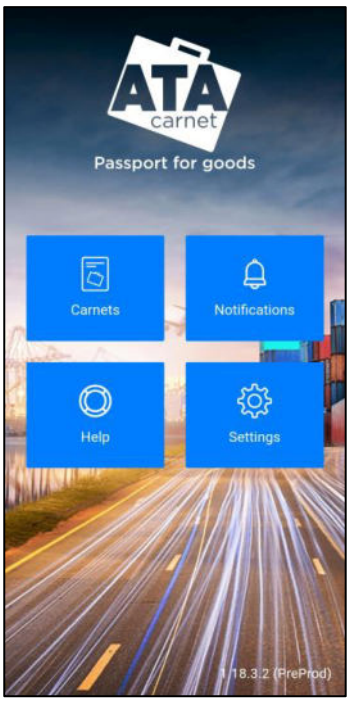
1. Tap on Login
2. A browser window pops up to log in or create an account.
    a. If you already have an ATA Carnet app account, insert your Username (email address) and Password (or log in with one of the identity providers below), and confirm access.
    b. If you do not have an account, follow the on-screen instructions to create one or log in directly with one of the identity providers below.



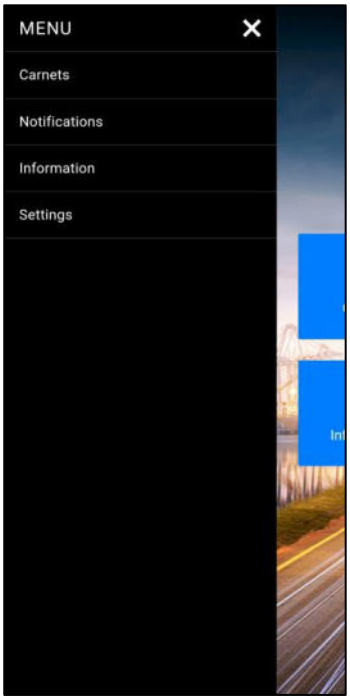
1. Fill in the required fields.
2. Create a Wallet PIN code which will be needed to unlock your ATA Carnet App every time it's opened.
    - Tip: You may enable auto-login to skip this step every time you open the app from the Settings menu and *ticking 'Auto-login at startup'*.
    - If you forget your wallet pin code, you will have to delete the app and redownload it to create a new pin code during the log in process.
3. Read and accept the Terms and Conditions.
4. Click on Create

DOWNLOADING AN ATA CARNET TO THE SMARTPHONE

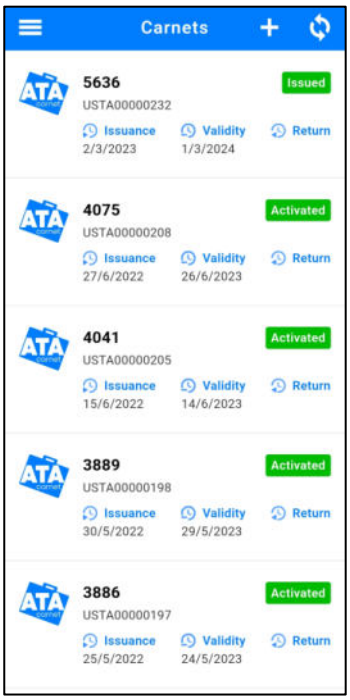
Once you have the app in your smartphone and have logged in, you can download an ATA Carnet to your ATA Carnet app.



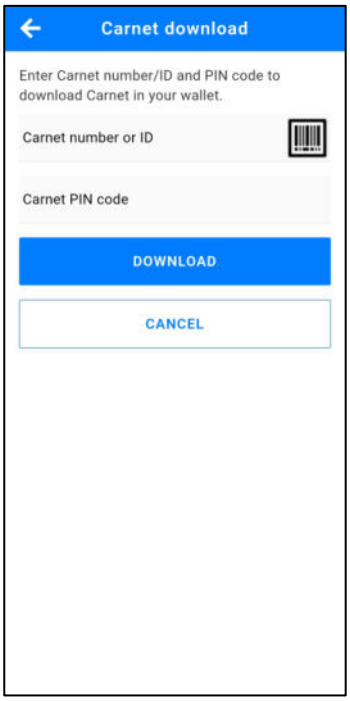
1. (a) Tap on Carnets from the main menu...



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



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



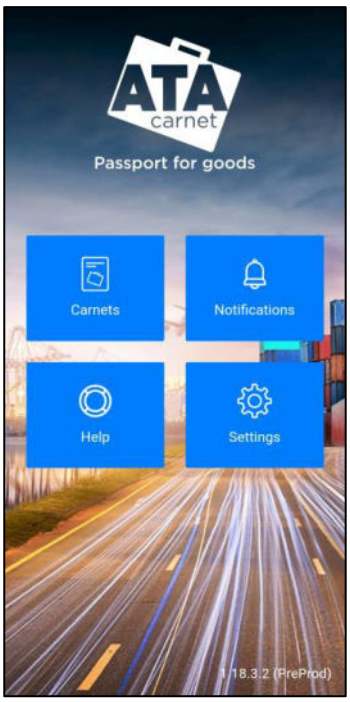
3. Insert Carnet number or Carnet ID and Carnet PIN code as received from the issuing association or that has been forwarded to you from the ATA Carnet holder.
4. Tap on Download.
    a. Alternatively, you may also scan the QR Code by tapping the barcode icon for a faster importation, if provided to you.

ACTIVATE A CARNET (VALIDATION)

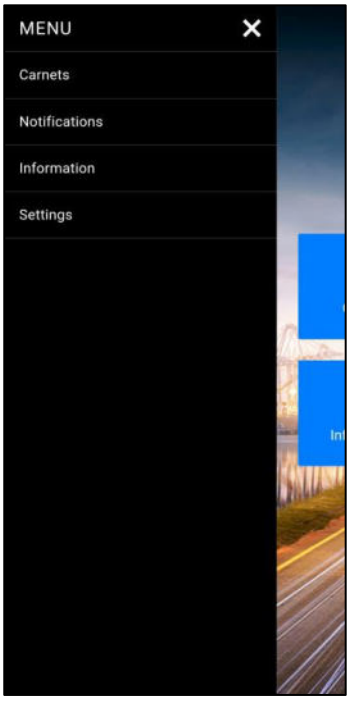
Before you can prepare a travel and commit transactions, the carnet needs to be activated, just as one would validate a carnet. To do so, simply create a travel by following the steps in the next two chapters and use the Activation QR code first when going through customs check.

PREPARING A TRAVEL

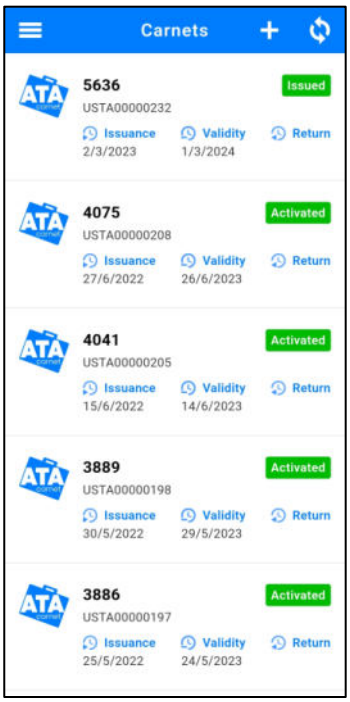
Holders or representatives are required to prepare a declaration before arriving to customs. This is done through the Prepare a Travel function within the ATA Carnet app. Here is how you do it:



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

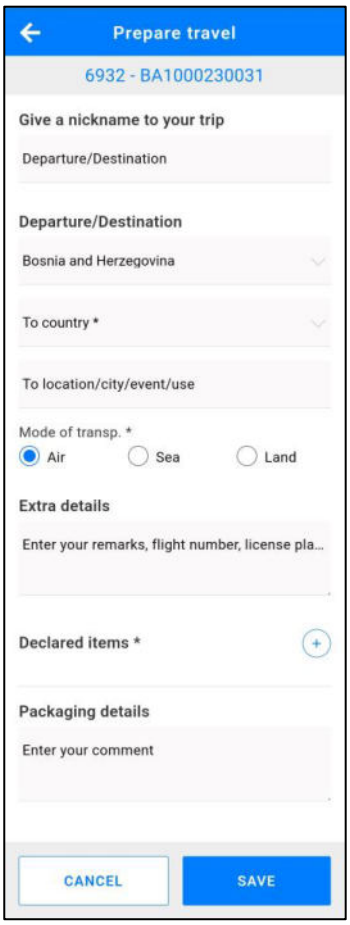


1. (b) ...or from the sidebar menu.

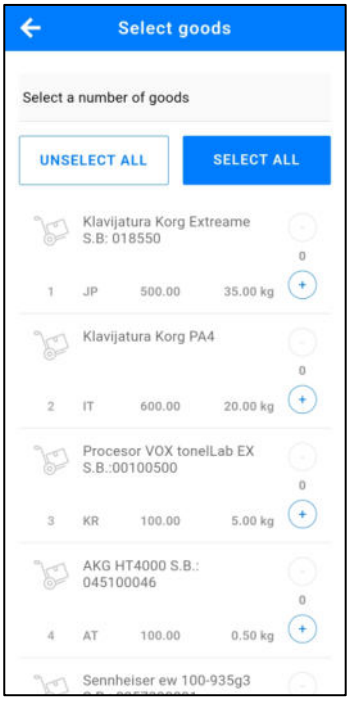


2. Select the carnet you want to use by tapping on it.

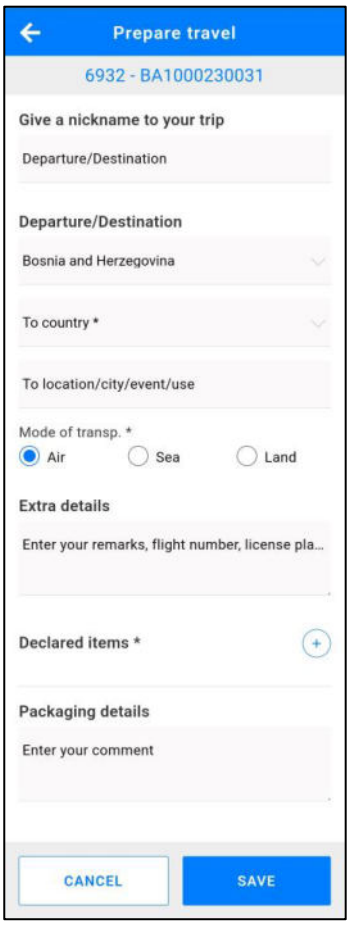
3. Tap on 'Travels' on the bottom and then the + button on the top right corner.



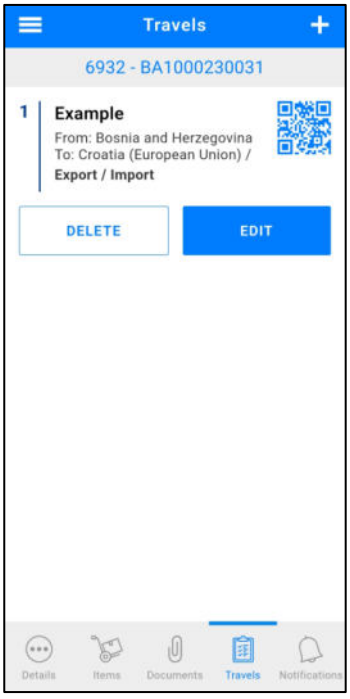
4. Fill in the required fields.
5. If required and you have transit sets available, add transit countries/territories by tapping on + and selecting the countries/territories intended to transit through.
6. Tap on + in the Declared items.



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.



7. Tap on Save to save the travel.



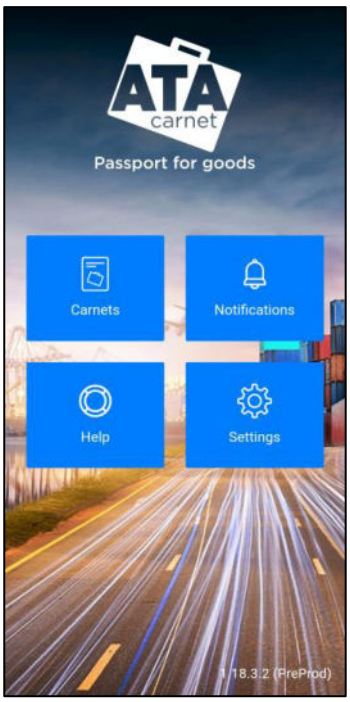
8. To modify a travel, simply tap Edit and after the edits have been made tap Save. You may also Delete prepared travels if needed and if not yet transacted.

NB:

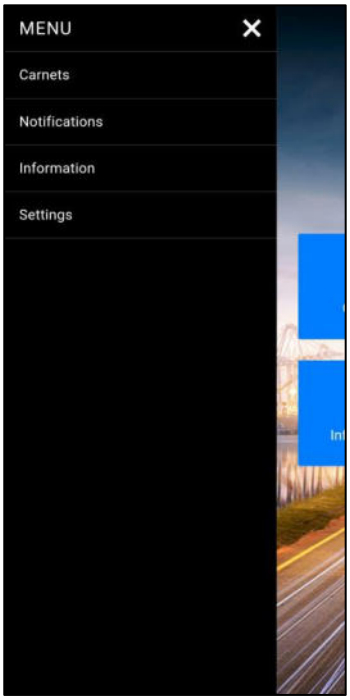
1. Prepared travels synchronise between devices. A travel prepared on one smartphone for a carnet will appear on another smartphone with the same carnet downloaded.
2. A travel can be saved and prepared in multiple stages. Make sure all the fields are complete before going to Customs to process a transaction.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

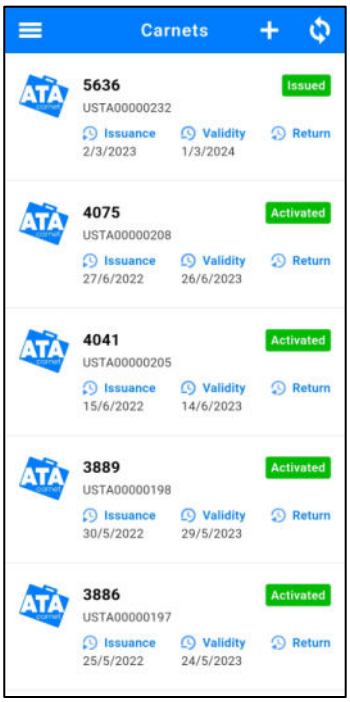
When travelling with the goods and the ATA Carnet, you will have to make a transaction at every customs crossing. To do so following these instructions:



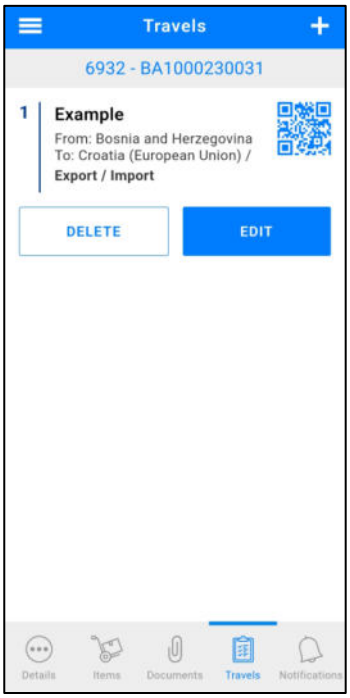
2. (a) Tap on Carnets from the main menu...



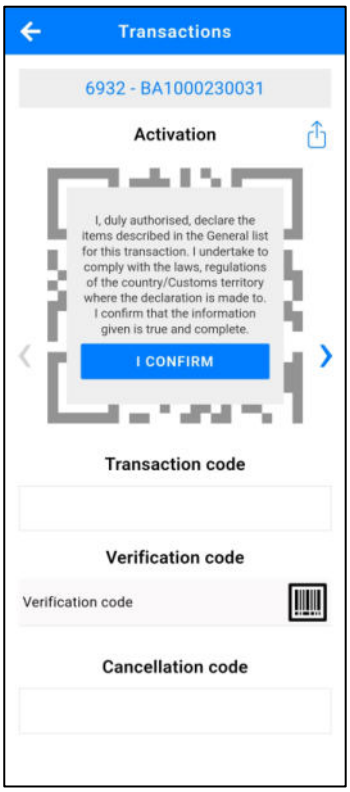
5. (b) ...or from the sidebar menu.



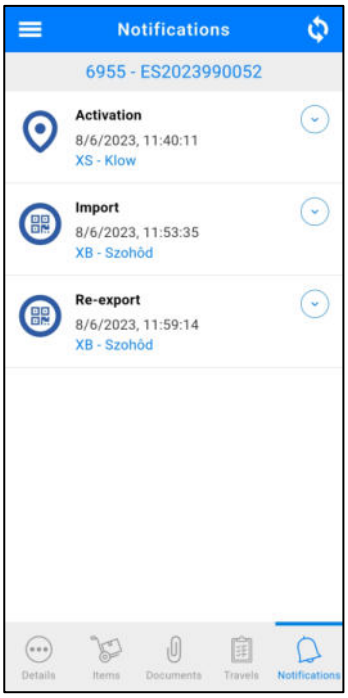
6. Tap on the ATA Carnet you wish to use.



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 optionally 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. You will in any case get a notification on the phone of the transaction commitment and you will see it in the notifications tab in the app.
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.

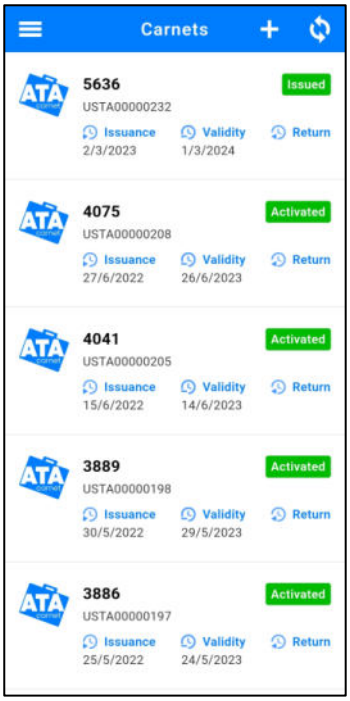
PRE-DECLARATION AND PRE-NOTIFICATION

NB: The pre-declaration and pre-notification functions are still in Beta.

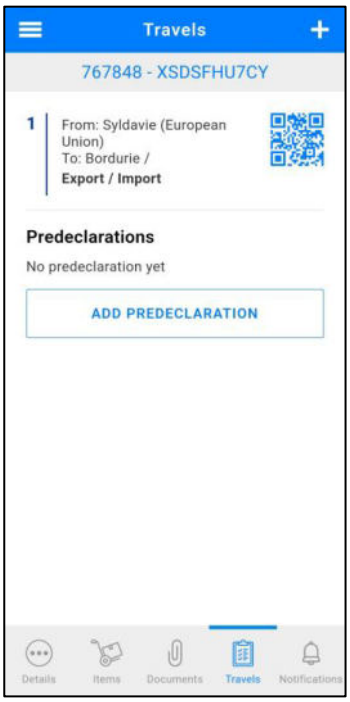
The ATA Carnet App includes a pre-declaration and pre-notification function.

- With pre-notification, the ATA Carnet holder or representative can inform Customs of an incoming carnet and gives the expected time of arrival. The holder can choose whether to send carnet details or not.
- With pre-declaration, the ATA Carnet holder or representative can send in the carnet to Customs in advance before the goods arrive at Customs. Customs will be able to see all the carnet details and the preprepared declaration and can decide whether to commit the transaction without stopping the goods or require an inspection before committing.

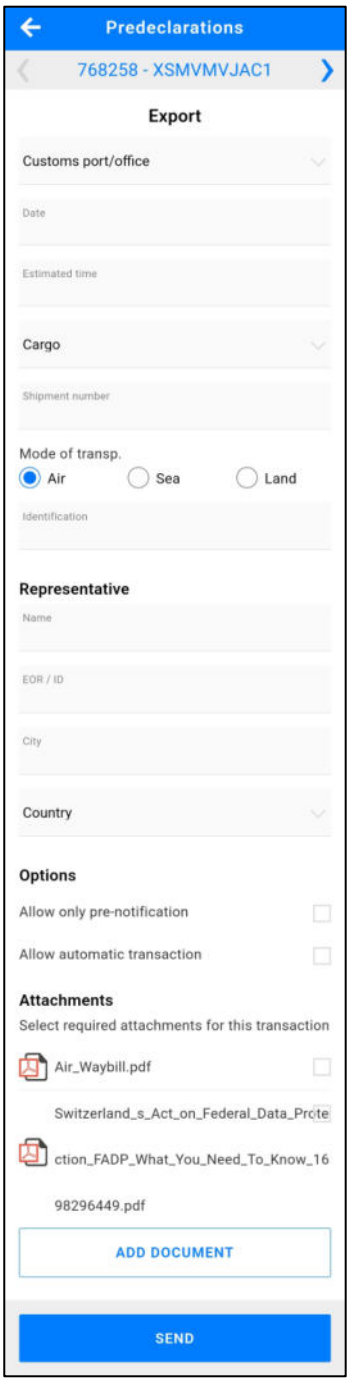
Here is how to use the pre-declaration and pre-notification function:



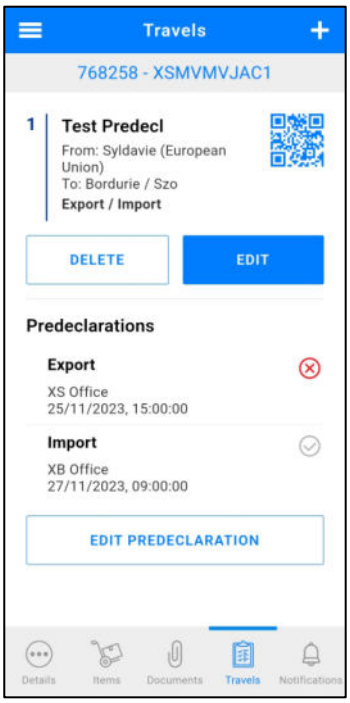
1. Tap on the ATA Carnet containing the prepared travel to be sent in as a pre-notification or pre-declaration.



1. Tap on the Travels tab in the lower menu.
2. Find the prepared travel containing the transaction to forward to Customs and tap on Add predeclaration.



3. Swipe right or left until you find the transaction for which you want to prepare the pre-notification or pre-declaration.
4. Fill in the fields as indicated on screen.
5. In the Options section, do not selecting anything to send a pre-notification with the carnet details, select Allow only pre-notification to send a pre-notification request to Customs without the carnet details or Allow automatic transaction to apply for pre-declaration to Customs.
6. Select the necessary carnet attachments you would like to add to the pre-notification / pre-declaration. You may also add more attachments by tapping on Add document.
7. Once the fields are completed, tap on Send and the pre-notification or pre-declaration is sent to the selected Customs office.

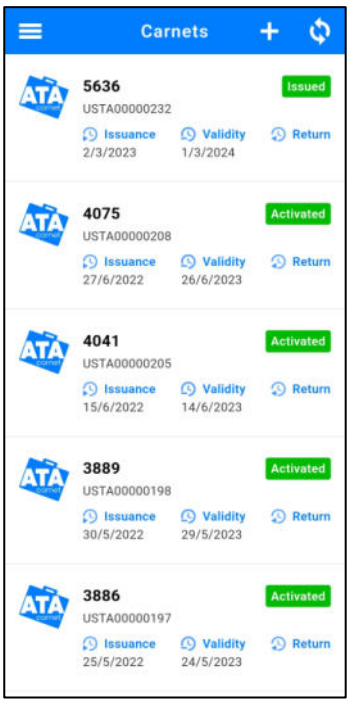


8. Once Customs have processed the pre-notification or pre-declaration request, the app will display in the Travels tab:

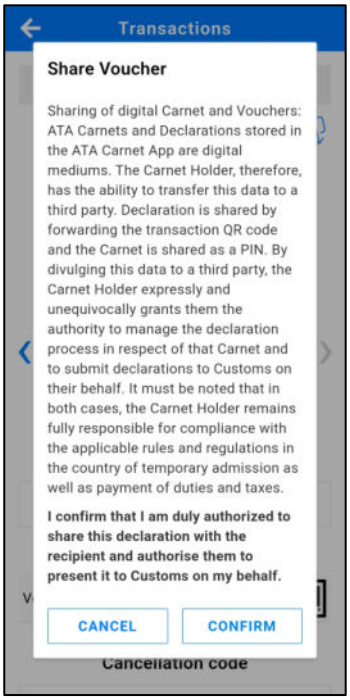
- A green check if the pre-declaration has been accepted and committed (the transaction is also visible in the Notifications tab), or if the pre-notification has been acknowledged by Customs.
- A grey check if the request has not yet been processed,
- A red cross if the pre-declaration has been denied. In this case, Customs require the holder or representative to stop at Customs for inspection.

SHARING A VOUCHER

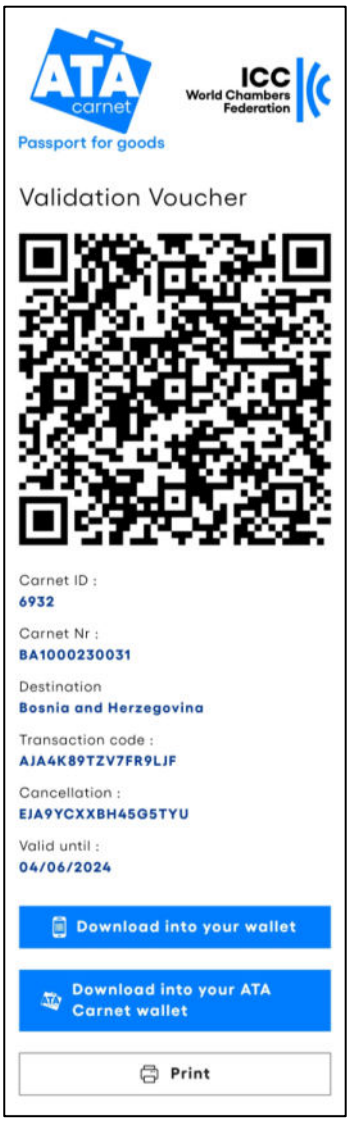
Once a travel is prepared, the ATA Carnet holder can share the voucher(s) to his representative who shall make the declaration at customs. To share a voucher, the holder must:



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.



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 as PDF" or tapping 'Download into your wallet' and importing it into his Apple Wallet or Google Wallet, or any other app that can open 'pkpass' files.

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.

ATA carnet

Passport for goods

Contact

wcf-ata@iccwbo.org

iccwbo.org/ata

ICC World Chambers Federation

Doc 4

Passport for goods

ATA Carnet Customs User Guide

Confidential

ICC World Chambers Federation

Document version: 2.4

CONTENTS

Video training 4

Basics 5

Login 7

Customs officer 9

- User interface guide 9
- Processing an ATA Carnet 10
  - Step 1: Scan/insert the ATA Carnet data 11
  - Step 2: Check the ATA Carnet data and validity 12
  - Steps 3-4 (Validation) 13
  - Steps 3-4 (Exportation) 15
  - Steps 3-4 (Importation) 17
  - Steps 3-4 (Re-exportation) 19
  - Steps 3-4 (Re-importation) 21
  - Steps 3-4 (Transit-open) 23
  - Steps 3-4 (Transit-close) 25
  - Step 5: Receipt 27
- News 28
- Directory 28
- Pre-declaration and pre-notification 28
- Putting a carnet on hold – pausing a transaction 29
- Transit monitoring 31

How to extend final dates for re-exportation and re-importation 31
How to terminate temporary admission under the ATA Carnet in special circumstances 32
How to process replacement carnets 32
Customs controller 33
User interface guide 33
Home 34
News 34
New transaction 34
Putting a carnet on hold – pausing a transaction 34
Pre-declaration and pre-notification 34
Transit monitoring 34
Logs 35
Example cases of reconciliation 38
Directory 41
Customs regional manager 42
Creating a Customs office 42
Edit a customs office 42
Creating a Customs officer account 43

Edit, disable, delete and reset the password of a customs officer account 43
Customs admin 44
Customs account management 44
Creating a Customs officer, controller, regional manager account or admin 45
Edit, disable, delete and reset the password of a customs officer, controller, regional manager or admin account 45
Creating a Customs office 46
Edit or delete a customs office 46
Creating a Customs region 47
Edit or delete a customs region 47
Bulk creation 48
Bulk creation of Customs regions 51
Bulk creation of Customs offices 51
Bulk creation of Customs accounts 52

VIDEO TRAINING

The following instructions listed in this document can also be seen via the following video tutorials:

- ATA Carnet Customs: introduction and basics
- Customs admin
- Customs regional manager
- Customs controller
- Customs officer

BASICS

The ATA Carnet Customs allows Customs officers to process digitally ATA Carnets (in paper or digital version) and to have a digital library of processed ATA Carnets. This also allows for the possibility to detect potential claims through virtual voucher reconciliation (and manage them with National Guaranteeing Associations). In the ATA Carnet Customs homepage, officers can initiate a new transaction procedure or they can browse previously committed transactions and, if required, cancel the transaction (upon cancelation procedure with the holder) to make amendments to the transaction declaration.

ATA Carnet Customs can be found at: https://customs-XX.atacarnet.iccwbo.org ; where XX = 2 digit ISO country code, small caps, e.g.:

Belgium Customs: https://customs-be.atacarnet.iccwbo.org

Switzerland Customs: https://customs-ch.atacarnet.iccwbo.org

China Customs: https://customs-cn.atacarnet.iccwbo.org

Russia Customs: https://customs-ru.atacarnet.iccwbo.org

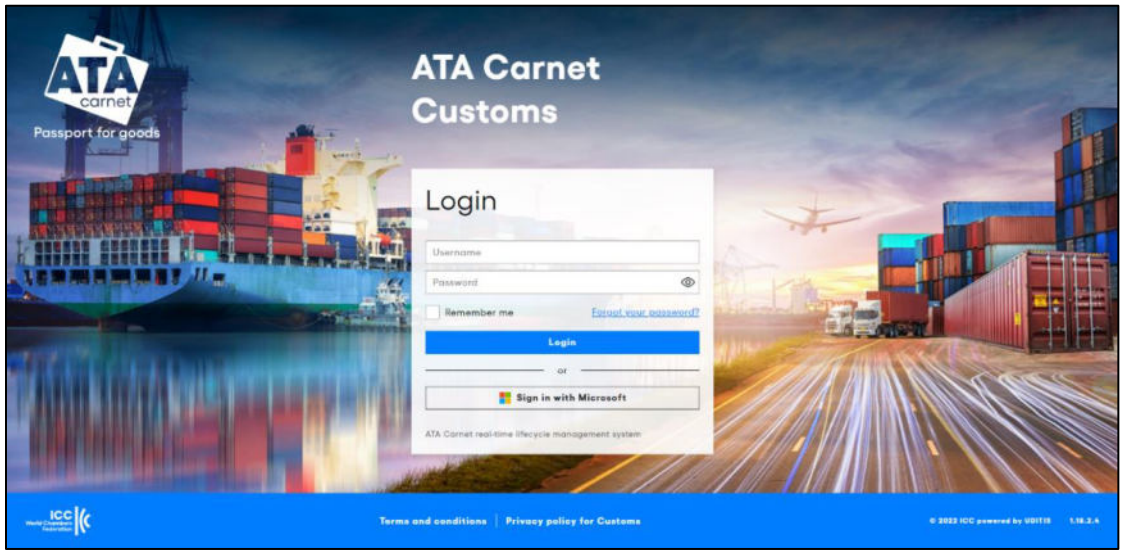
USA Customs: https://customs-us.atacarnet.iccwbo.org

This guide includes the following information:

- How to login
- How to digitally process an ATA Carnet
- How to deal with replacement carnets
- Customs account management (for Customs admins)

LOGIN

The customs officer or controller in need to access the ATA Carnet Customs should request to his customs admin for an account providing his full name and professional email. Once the account is created, the customs officer or controller receives an automatic email invitation to log in and to create a password for the account. The email is sent from wcf-ata@iccwbo.org, please make sure your email server has whitelisted this address. You can check the Remember me box to avoid having to enter your login information every time you log in.



If you forget your password, click on "Forgot your password?. A dialog box will open requesting you to enter your email. You will then receive within a couple of minutes a secure link to reset your password. Note: If you do not see the email in your inbox within a few minutes, please check your junk email folder.

Enabling multifactor authentication (MFA) is strongly advised for enhanced security. After logging in, navigate to the top right corner, click on the account name, choose 'Multifactor authentication,' and proceed to follow the on-screen instructions to activate it.

NB: Should you have missed the 2 week timeframe to open the invitation link and finalise the account creation, you may follow the 'Forgot your password' procedure to obtain a new automatic email from the system and finalise the account creation.
NB: It is the responsibility of Customs to make sure that their internet connection is working and can connect to ATA Carnet Customs. For example, should the cable connection fail, you may use a backup solution such as broadband cellular network (i.e. 4G, 5G).

The following chapters are organised by user type:

- Customs officer
- Customs controller
- Customs regional manager
- Customs admin

This guide provides a detailed explanation of the roles and permissions on ATA Carnet Customs for each user type.

	Officer	Controller	Regional manager	Admin
Process an ATA Carnet	X	X	X	X
News	X	X	X	X
Directory	X	X	X	X
Statistics		X	X	X
Transit monitoring	X	X	X	X
Logs		X		X
Customs settings				
Create a customs office			X	X
Create customs officer account			X	X
Create customs region				X
Create customs controller account			X	X
Create customs regional manager account			X	X
Bulk entity creation				X

CUSTOMS OFFICER

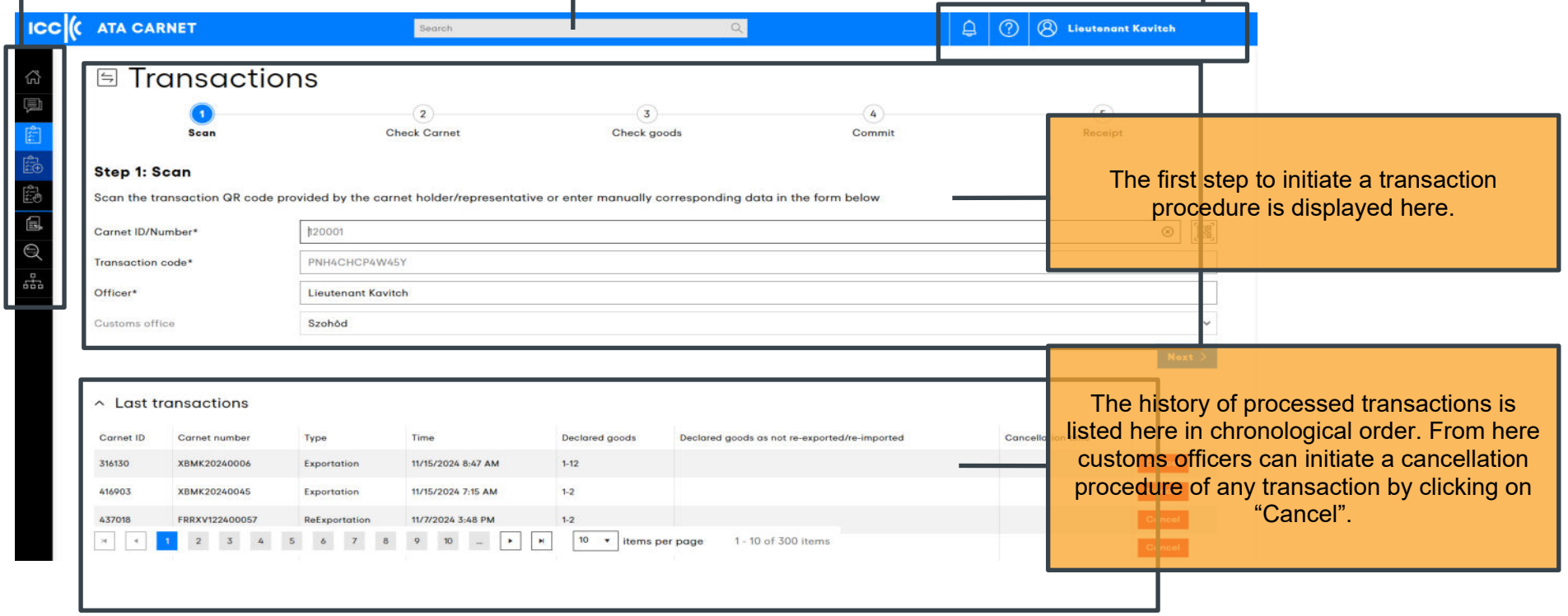
USER INTERFACE GUIDE

Once logged in, the following screen is shown. Here's an overview of the page:

From the side navigation bar users can move around the different tools of ATA Carnet Customs.

The "Search" bar helps you find results in News, Help, and Directory sections, including titles, descriptions, filenames, link texts, video titles, and entry names (e.g., Chambre de commerce).

From the top menu bar, users can edit their account email address and password, change their default customs office, change the language and log off. The Help section can also be found here where guides, tutorials and FAQs can be found.

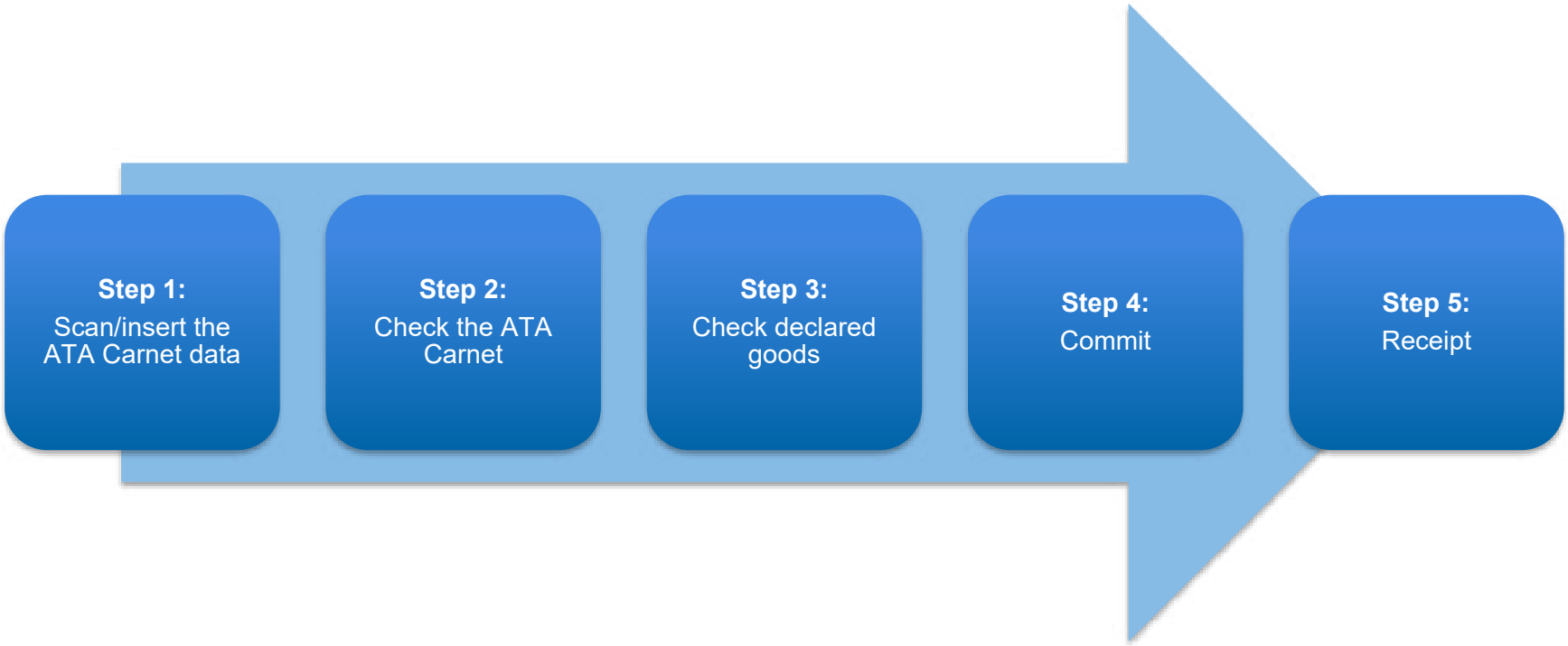


The first step to initiate a transaction procedure is displayed here.

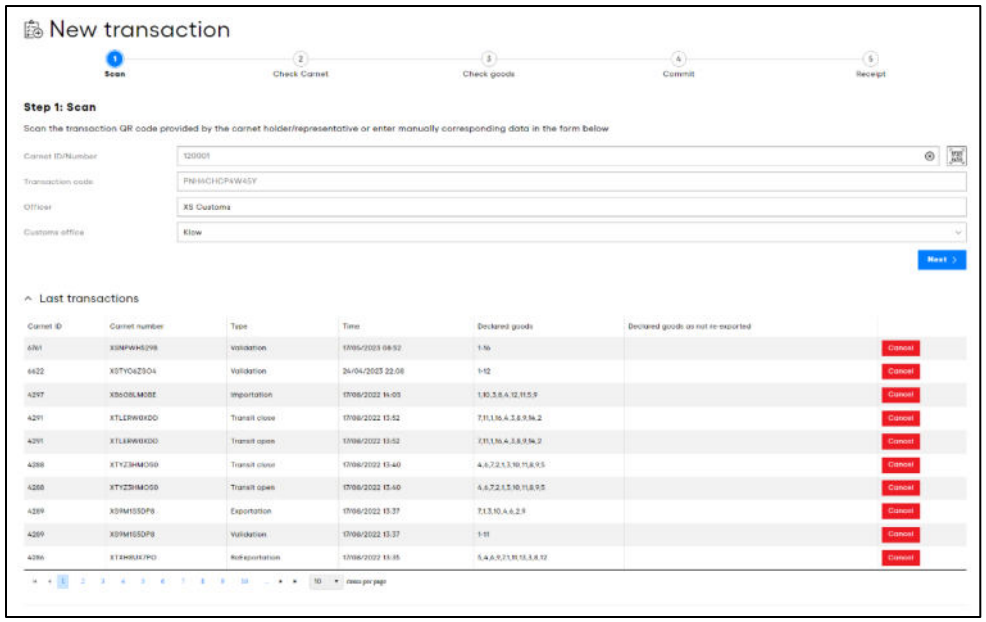
The history of processed transactions is listed here in chronological order. From here customs officers can initiate a cancellation procedure of any transaction by clicking on "Cancel".

PROCESSING AN ATA CARNET

The following passages will explain how to process an ATA Carnet, whether it is on paper or digital. The same process applies to all kinds of transactions (Validation, Export, Import, Re-export, Re-import, Transit open, Transit close) with some slight differences for steps 3 and 4. If necessary, the committed transaction may be cancelled and restarted in step 5 with the consent of both the Customs officer and the holder or representative.



STEP 1: SCAN/INSERT THE ATA CARNET DATA



1. Scan the holder's QR code on the ATA Carnet app or on the ATA Carnet. If you use a tablet, tap on to enable the camera and scan.

a. Alternatively, insert the Carnet Number or Carnet ID in the Carnet ID/Number box.

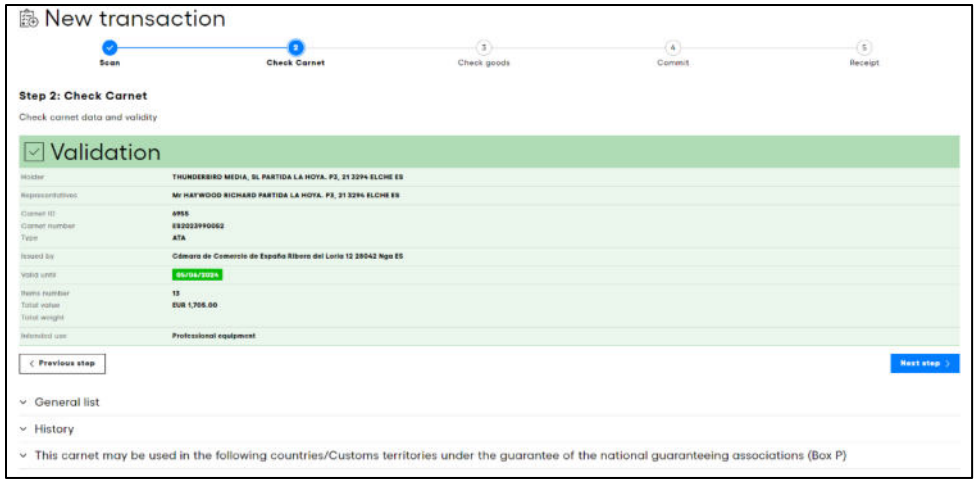
b. Then insert the Transaction code given to you by the holder in the Transaction code box.

2. Make sure the correct Officer and Customs office are pre-inserted in the according boxes. You can change the Officer and select the right Customs office if needed.

3. Click on Next >.

NB: In the unlikely event that the ATA Carnet System is down, the Customs officer may note down the carnet ID and the transaction code and process the transaction once the ATA Carnet System is back online.

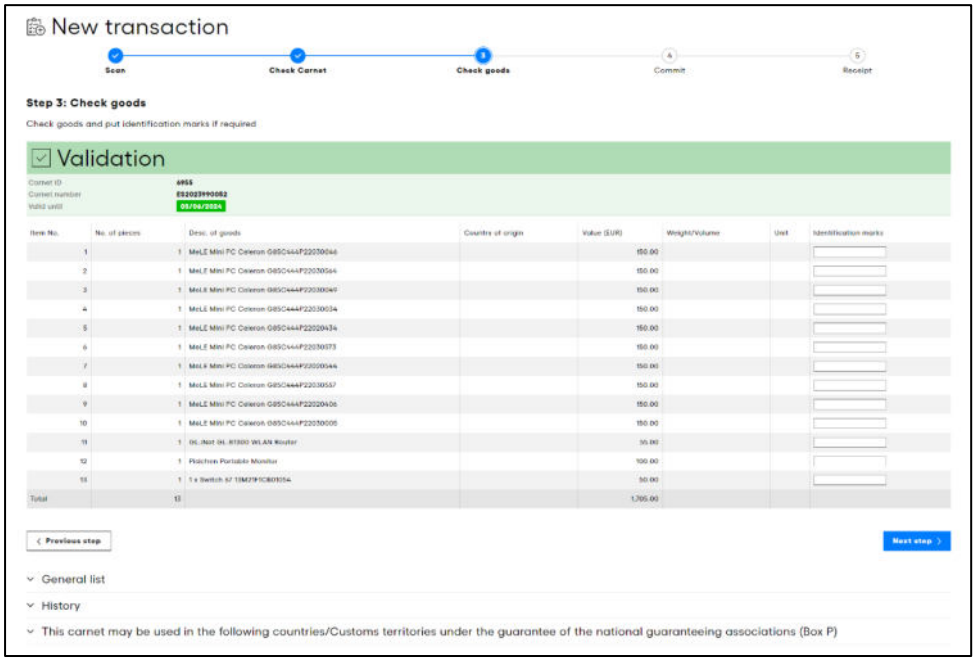
STEP 2: CHECK THE ATA CARNET DATA AND VALIDITY



4. The information of the ATA Carnet is shown along with the General List, the History of the Carnet and the countries/Customs territories where this carnet may be used.
1. Click on the arrows to display the General List, the History and the countries/Customs territories where this carnet may be used.
5. Double check the type of transaction being processed from the top right-hand side of the screen.
6. When finished checking the Carnet data and validity, click on Next step >.

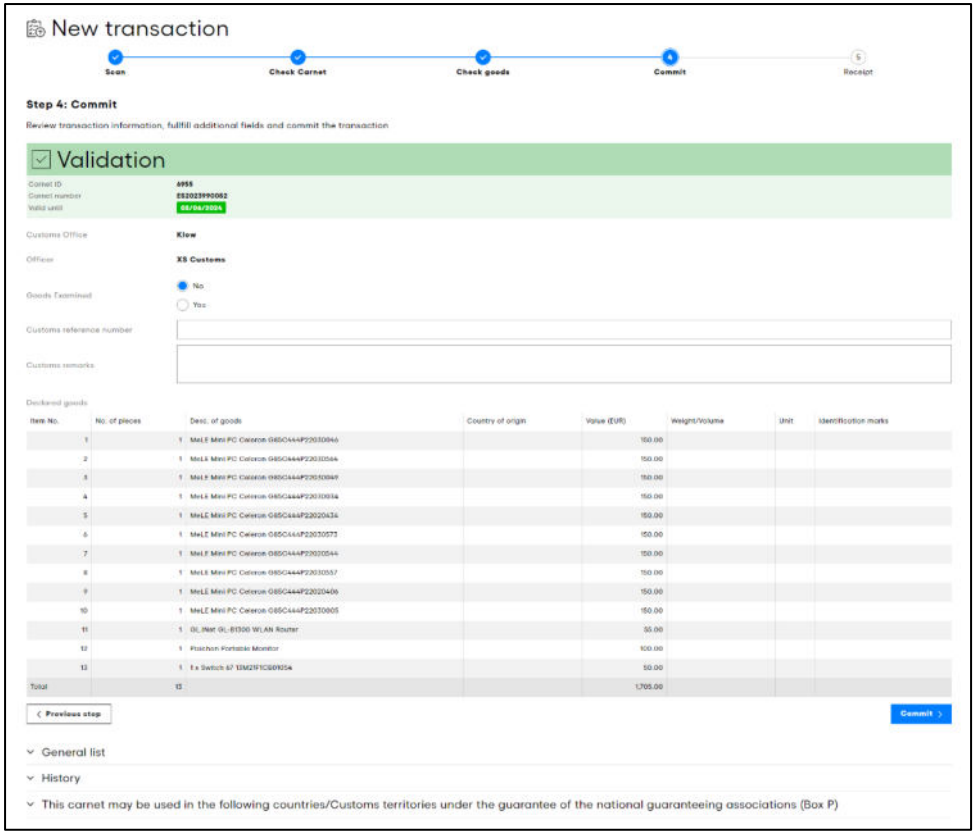
The next two steps differentiate based on the type of transaction being processed. Here are the different scenarios:

STEPS 3-4 (VALIDATION)



STEP 3 (VALIDATION): CHECK GOODS

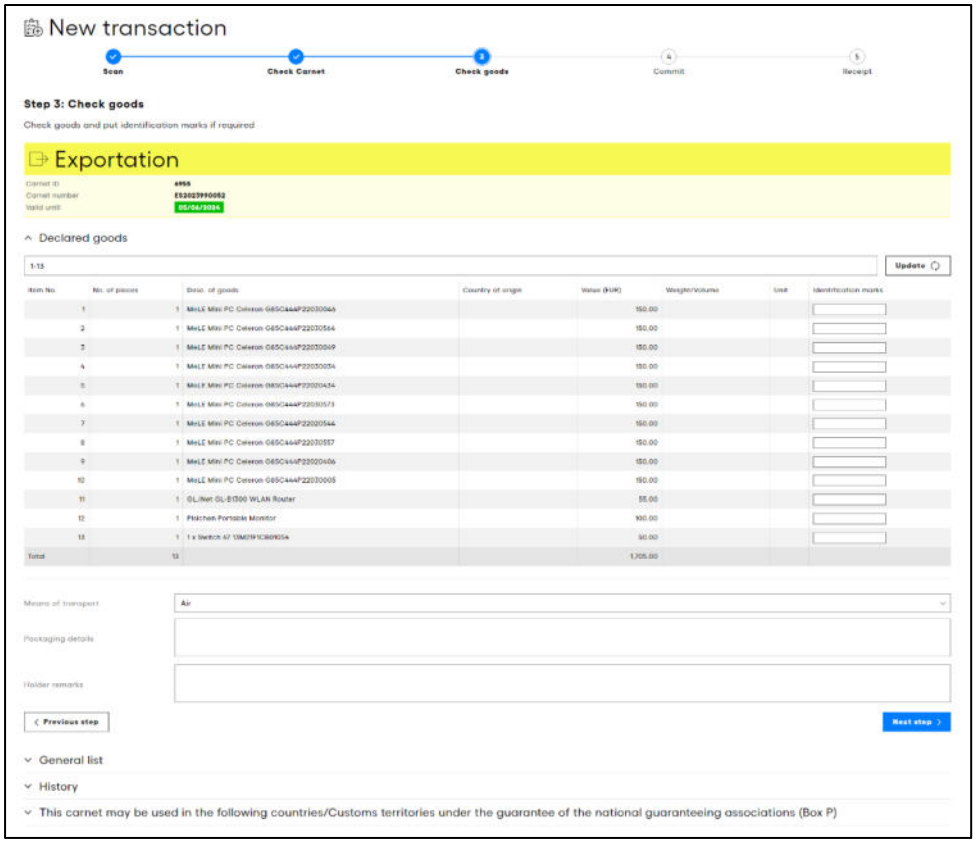
7. Check goods and put identification marks if required.
8. Click on Next step >.



STEP 4 (VALIDATION): REVIEW AND COMMIT

9. Review the transaction information.
10. Tick Yes or No if goods were examined or not.
11. Insert a customs reference number.
12. Add remarks, if any.
13. Click on Commit to commit the transaction.

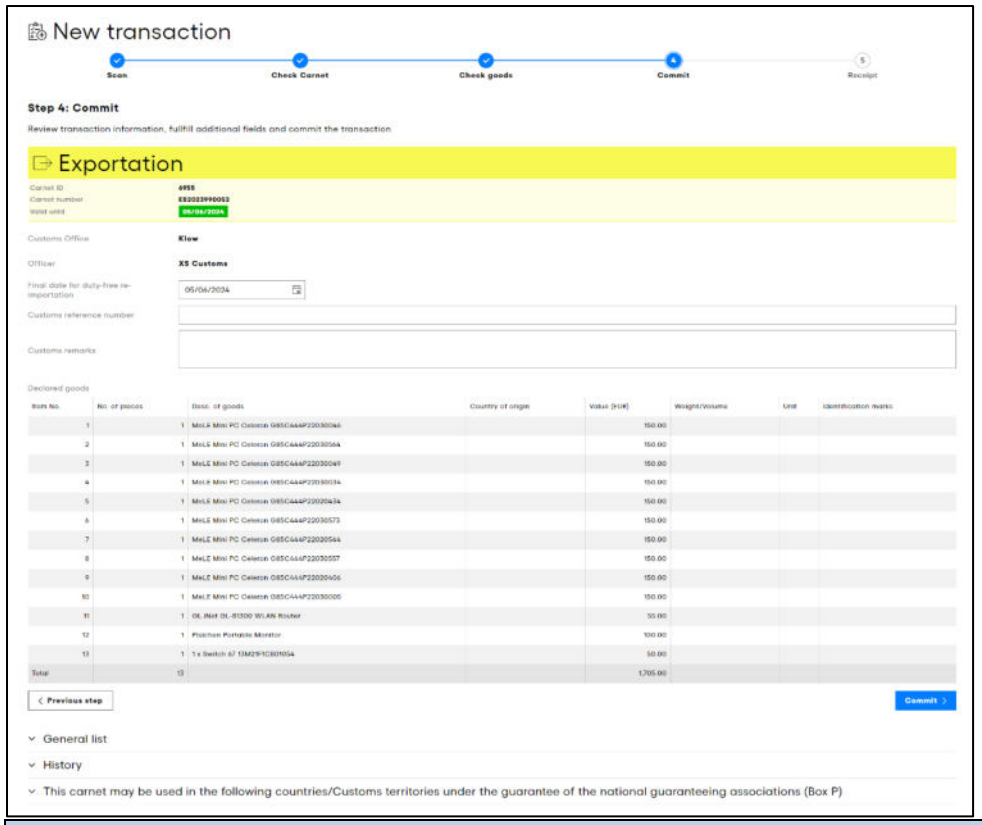
STEPS 3-4 (EXPORTATION)



STEP 3 (EXPORTATION): CHECK GOODS

7. Check the goods being declared and put identification marks if required. Other fields might be already populated by the holder via the ATA Carnet app. If needed, the officer can apply quick changes from here.
8. Click on Next step >.

STEP 4 (EXPORTATION): REVIEW AND COMMIT



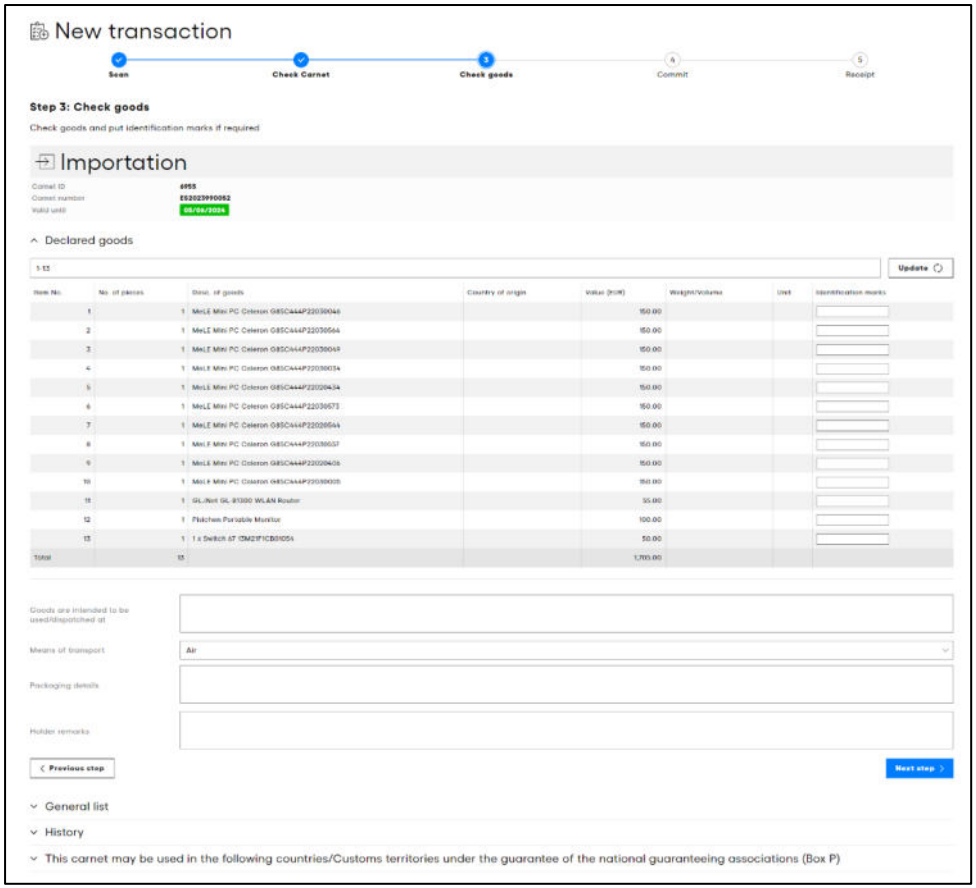
9. Review the transaction information.
10. Select the final date for duty-free re-importation.
11. Insert a customs reference number.
12. Add remarks, if any.
13. Click on Commit to commit the transaction.

NB: EU members will have the additional 'Export' and 'Exit' options on this step.

- 'Export': Prepare the formality in a dedicated office, normally in the EU member country of issue.
- 'Exit': When goods actually leave the EU customs territory.

A first click on 'Export' creates a 'Pre-exportation' transaction, and a second click on 'Exit' commits the ATA Exportation transaction. If 'Exit' is clicked first, both Pre-exportation and Exit are committed if the EU port of export is also the port of Exit.

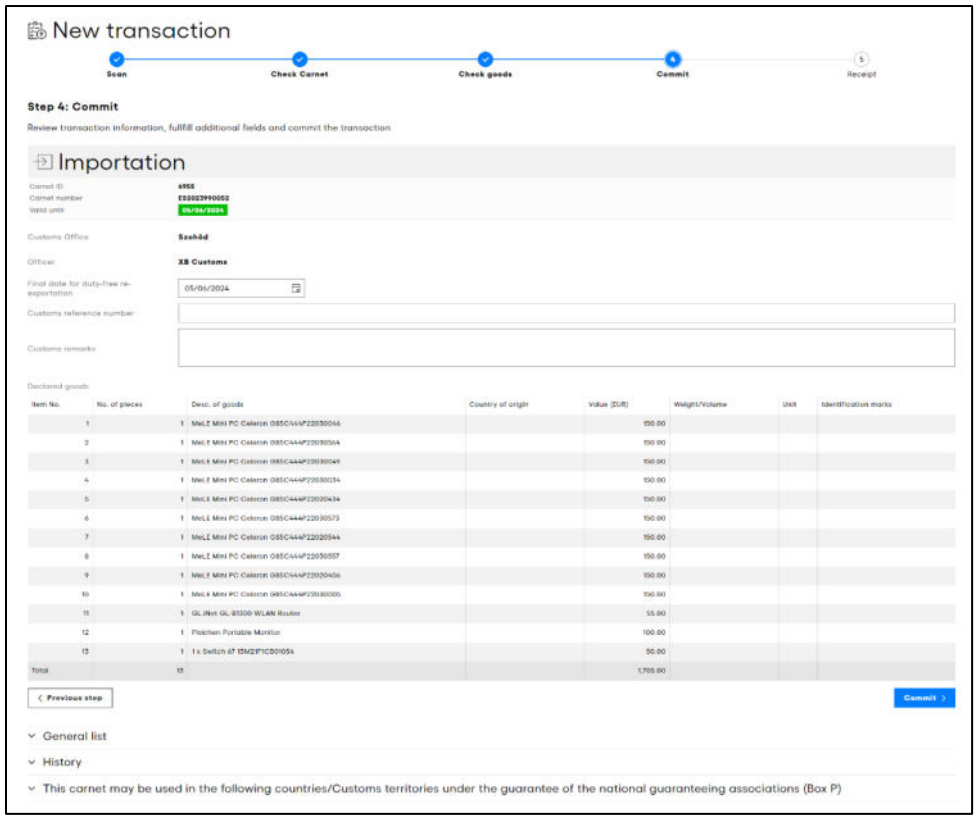
STEPS 3-4 (IMPORTATION)



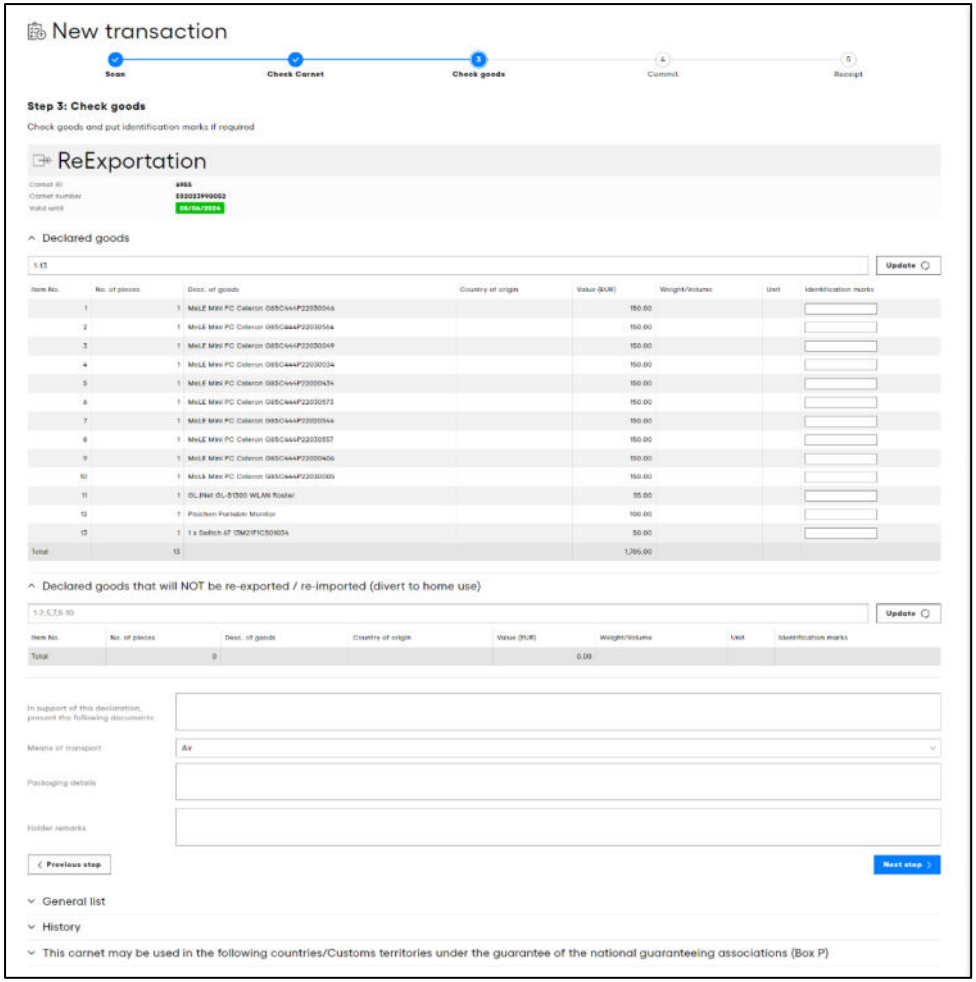
STEP 3 (IMPORTATION): CHECK GOODS

7. Check the goods being declared and put identification marks if required. Other fields might be already populated by the holder via the ATA Carnet app. If needed, the officer can apply quick changes from here.
8. Click on Next step >.

STEP 4 (IMPORTATION): REVIEW AND COMMIT



9. Review the transaction information.
10. Select the final date for duty-free re-exportation. If left blank, the date will automatically be the same date of validity of the carnet.
11. Insert a customs reference number.
12. Add remarks, if any.
13. Click on Commit to commit the transaction.

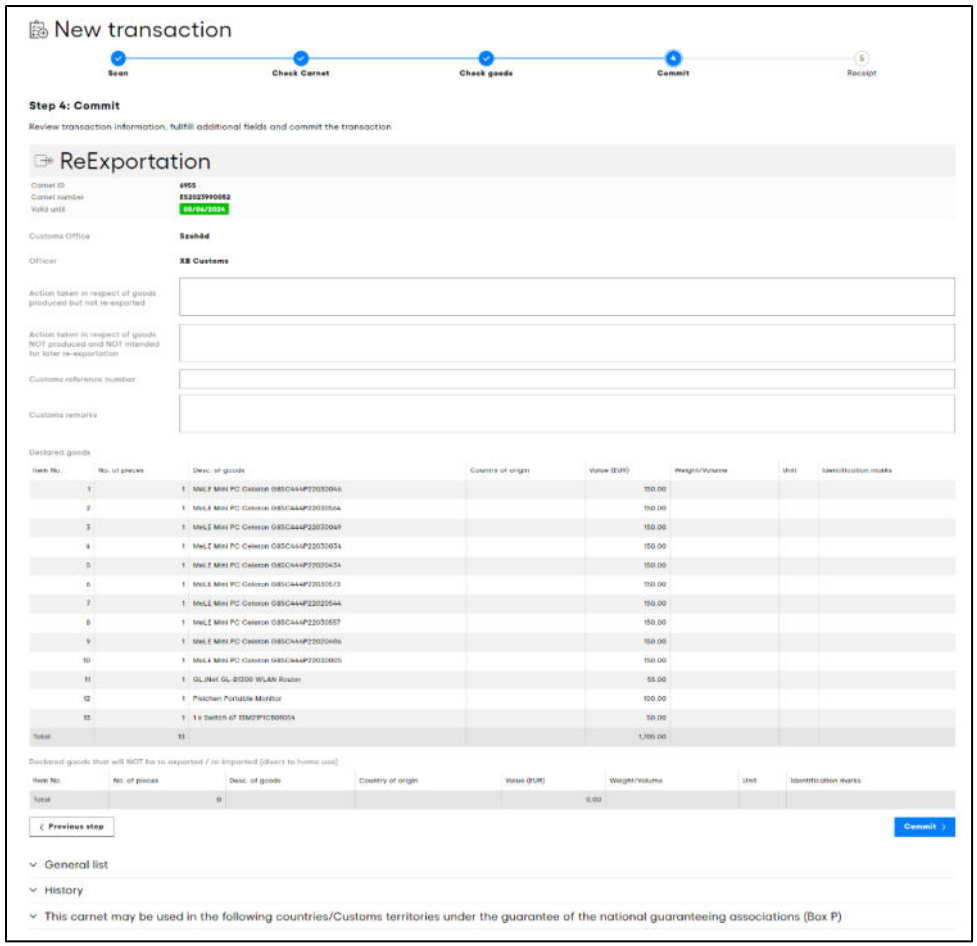


STEPS 3-4 (RE-EXPORTATION)

STEP 3 (RE-EXPORTATION): CHECK GOODS

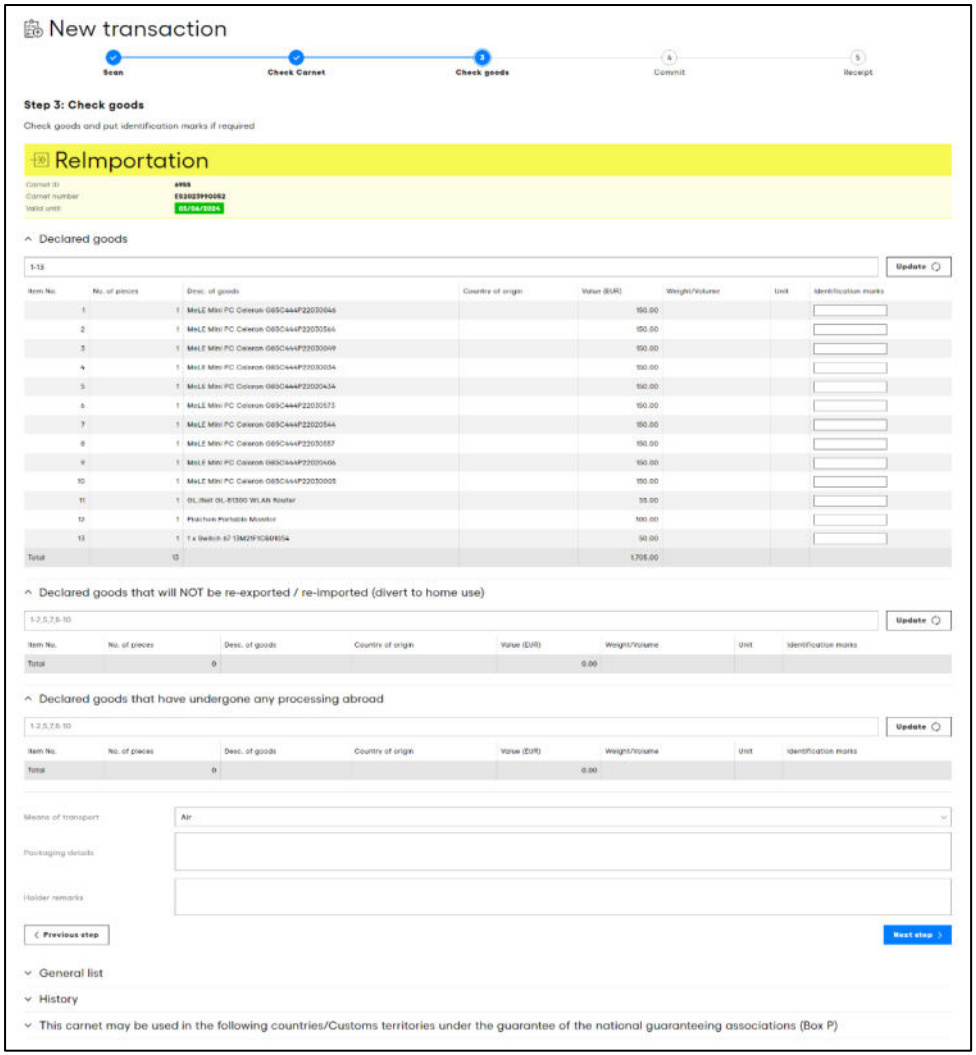
7. Check the goods being declared and put identification marks if required. Other fields might be already populated by the holder via the ATA Carnet app. If needed, the officer can apply quick changes from here.
8. Click on Next step >.

STEP 4 (RE-EXPORTATION): REVIEW AND COMMIT



9. Review the transaction information.
10. Note down actions taken in respect of goods produced but not re-exported, if any.
11. Note down actions taken in respect of goods NOT produced and NOT intended for later re-exportation, if any.
12. Insert a customs reference number.
13. Add remarks, if any.
14. Click on Commit to commit the transaction.

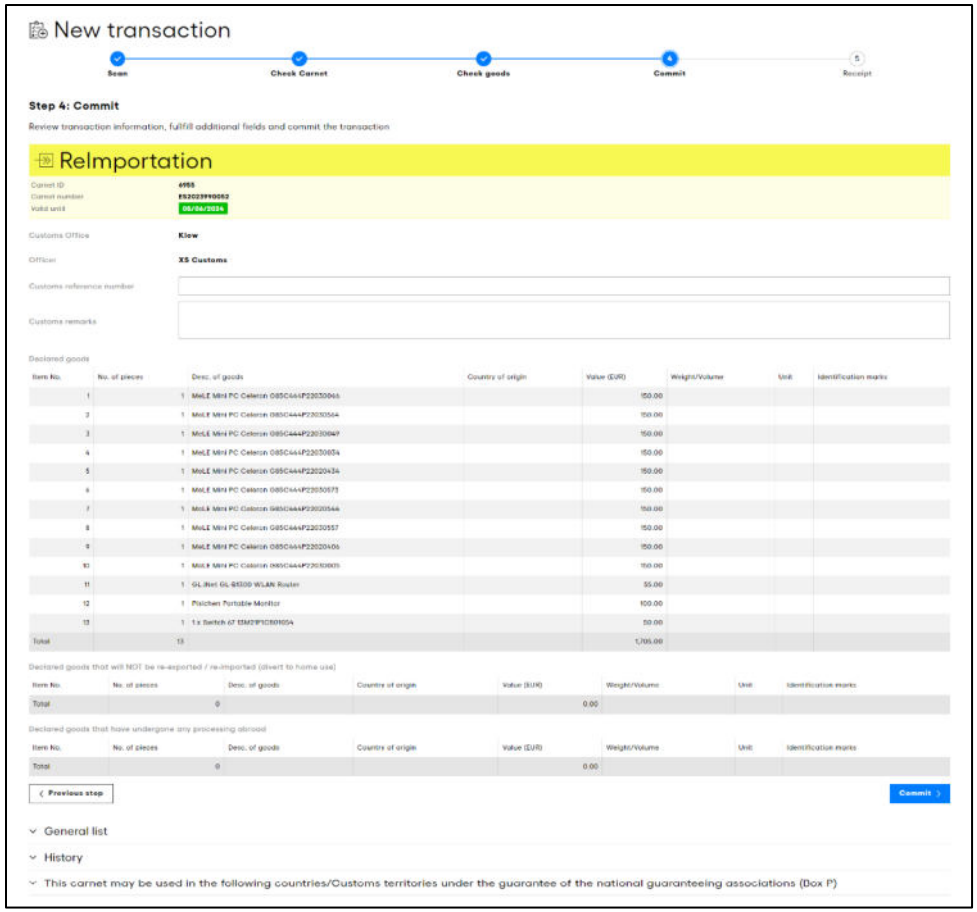
STEPS 3-4 (RE-IMPORTATION)



STEP 3 (RE-IMPORTATION): CHECK GOODS

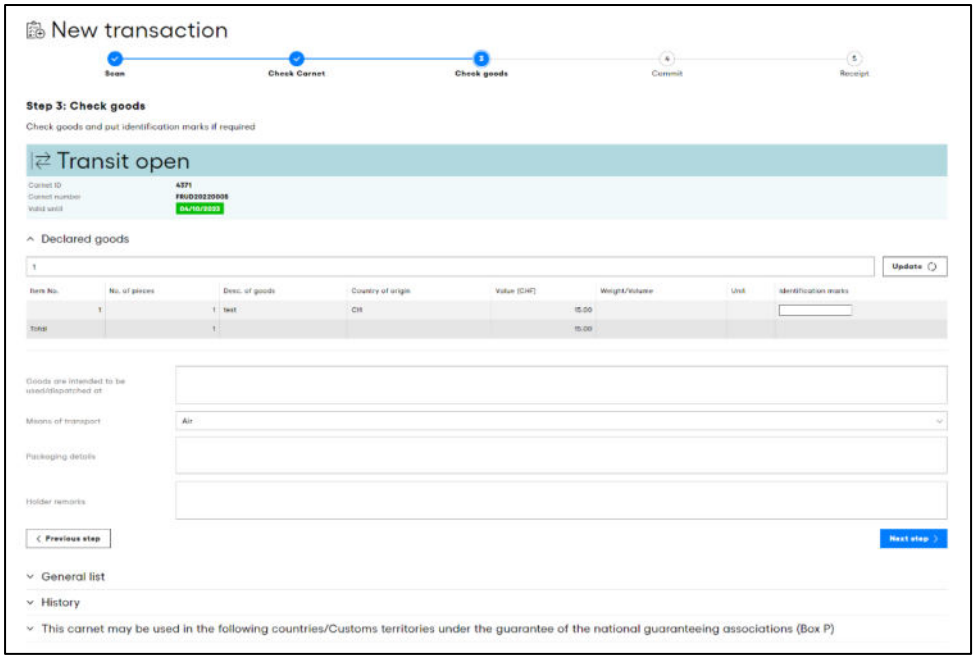
7. Check the goods being declared and put identification marks if required. Other fields might be already populated by the holder via the ATA Carnet app. If needed, the officer can apply quick changes from here.
8. Click on Next step >.

STEP 4 (RE-IMPORTATION): REVIEW AND COMMIT



9. Review the transaction information.
10. Insert a customs reference number.
11. Add remarks, if any.
12. Click on Commit to commit the transaction.

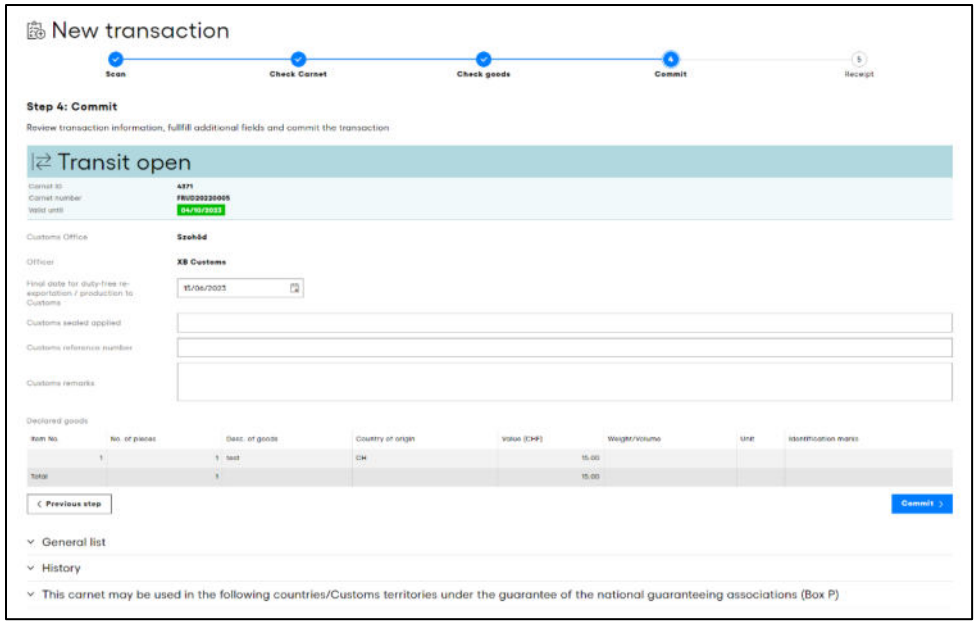
STEPS 3-4 (TRANSIT-OPEN)



STEP 3 (TRANSIT-OPEN): CHECK GOODS

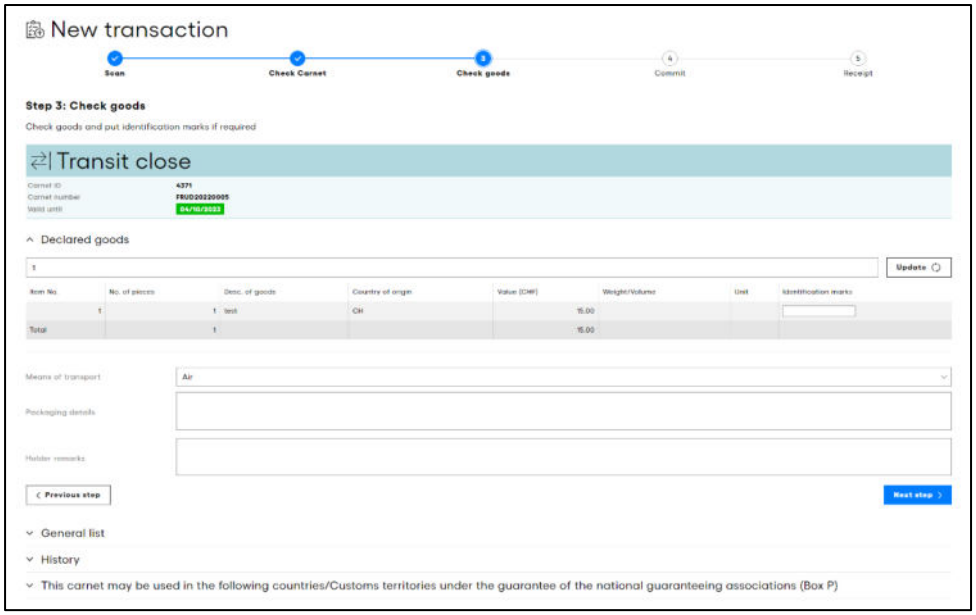
7. Check the goods being declared and put identification marks if required. Other fields might be already populated by the holder via the ATA Carnet app. If needed, the officer can apply quick changes from here.
8. Click on Next step >.

STEP 4 (TRANSIT-OPEN): REVIEW AND COMMIT



9. Review the transaction information.
10. Select final date for duty-free re-exportation / production to Customs.
11. Insert Customs seals applied, if applicable.
12. Insert a customs reference number.
13. Add remarks, if any.
14. Click on Commit to commit the transaction.

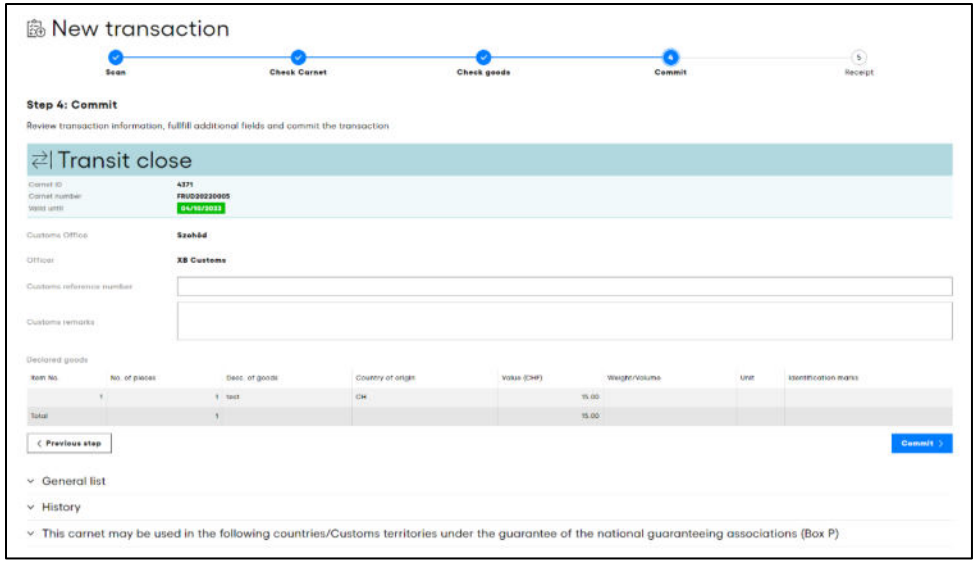
STEPS 3-4 (TRANSIT-CLOSE)



STEP 3 (TRANSIT-CLOSE): CHECK GOODS

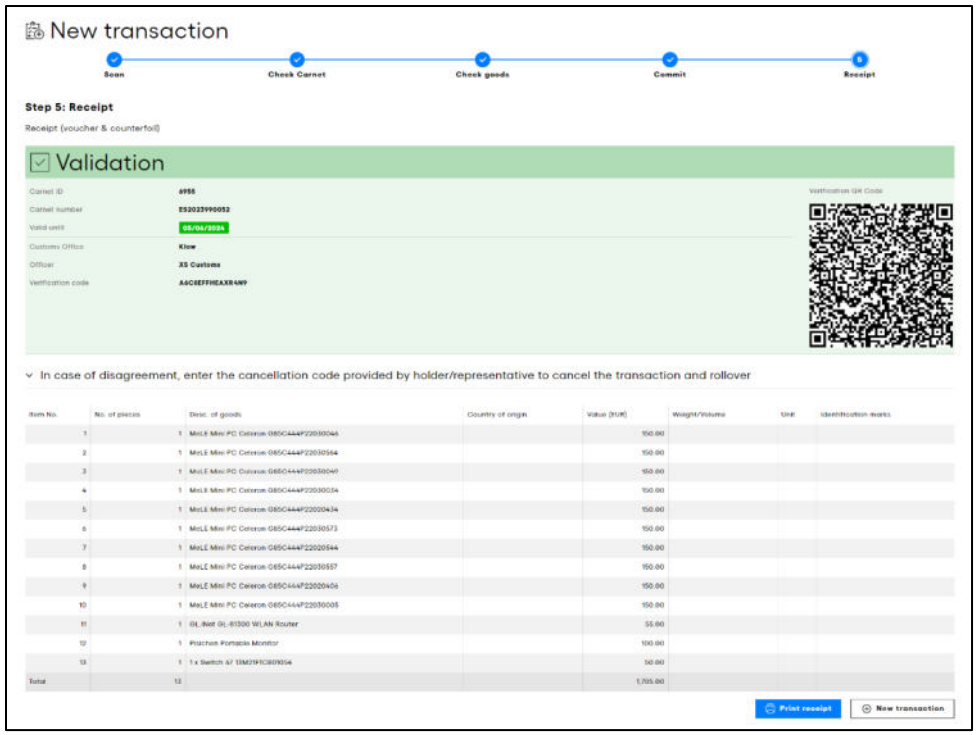
7. Check the goods being declared and put identification marks if required. Other fields might be already populated by the holder via the ATA Carnet app. If needed, the officer can apply quick changes from here using the Update button.
8. Click on Next step >.

STEP 4 (TRANSIT-CLOSE): REVIEW AND COMMIT



9. Review the transaction information.
10. Insert a customs reference number.
11. Add remarks, if any.
12. Click on Commit to commit the transaction.

STEP 5: RECEIPT



13. A receipt can be printed if required by the holder by clicking on Print receipt.
- A digital receipt will in any case be sent automatically to the holder via email.

14. If required, the transaction can be cancelled and re-initiated by inserting the Cancellation code provided by the holder. Click on the arrow to collapse the cancellation field boxes and fill them in accordingly.
15. To go back to the main page and initiate a new transaction, click on New transaction.

NB: If the carnet has expired, ATA Carnet Customs will only allow for re-exportations and re-importations to be transacted. Other transactions types will be blocked.

Optional: If the holder does not have an internet connection and cannot receive the transaction confirmation on their app, Customs can show the QR code or provide the verification code to the holder to verify the successful completion of the transaction.

NEWS

The news section contains relevant information useful to know coming from ICC.

DIRECTORY

The directory contains public contact information and other details of stakeholders within the ATA Guarantee Chain.

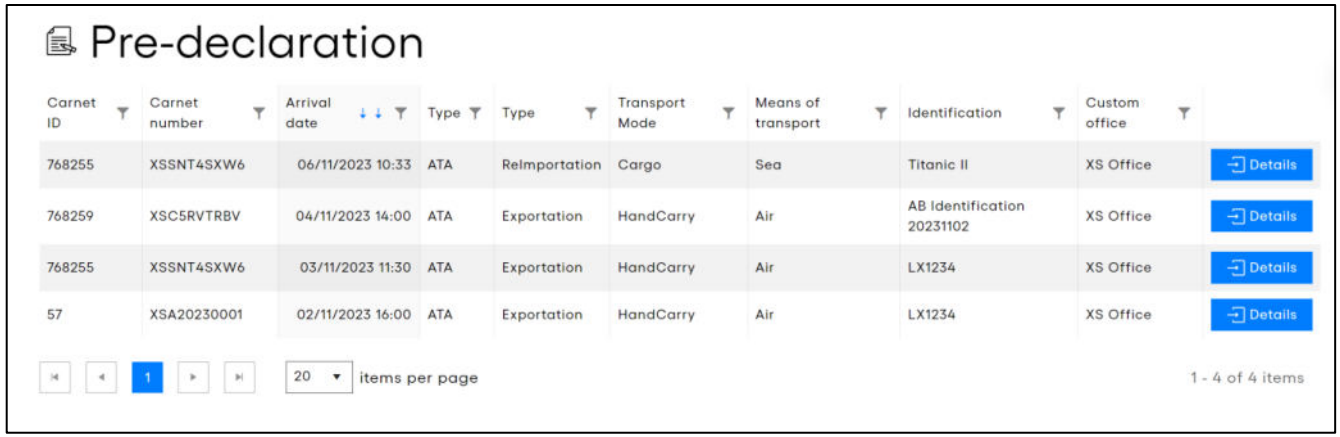
PRE-DECLARATION AND PRE-NOTIFICATION

NB: The pre-declaration and pre-notification functions are still in Beta.

ATA Carnet Customs includes a pre-declaration function. The holder has 2 options:

- With pre-notification, the ATA Carnet holder or representative can inform Customs of an incoming carnet and gives the expected time of arrival and carnet general details (optional).
- With ‘allow automatic transaction’, the ATA Carnet holder or representative can send in the carnet to Customs in advance before the goods arrive at Customs. Customs will be able to see all the carnet details and the preprepared declaration and can decide whether to commit the transaction without stopping the goods or require an inspection before committing.

From the navigation bar, click on **Pre-declaration**, and the list of pre-notifications and pre-declaration requests is shown with carnet general details and expected time of arrival.



Clicking on **Details** will display more information regarding the pre-notification / pre-declaration.

- In case of a pre-notification, the Customs officer may choose from the buttons **Reject** or **Acknowledge**.
- In case of 'allow automatic transaction', the Customs officer may choose from the buttons **Commit, Reject** or **Acknowledge**.

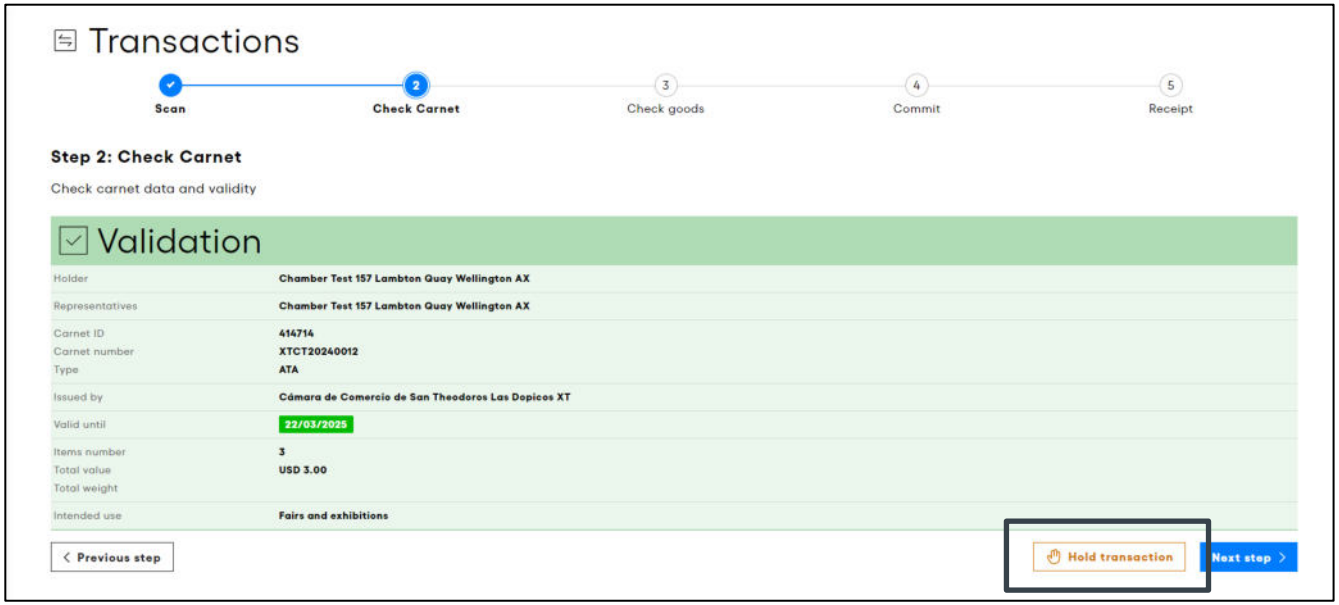
Acknowledge sends a notification of confirmation for the appointment to the holder or representative in the ATA Carnet App.

Commit redirects the Customs officer to step 1 of a new transaction with the fields prefilled with the carnet data. The carnet can be transacted as usual as explained in Processing an ATA Carnet.

Reject sends a notification to the holder or representative that the pre-notification or pre-declaration application has not been accepted by Customs and the goods will be required to stop at the Customs office for inspection.

PUTTING A CARNET ON HOLD – PAUSING A TRANSACTION

The **Hold** function lets customs temporarily pause a transaction, blocking any further transactions on that carnet within the same country/customs territory. A customs officer or a colleague in the same office can then "unhold" the transaction to resume and complete it as needed.



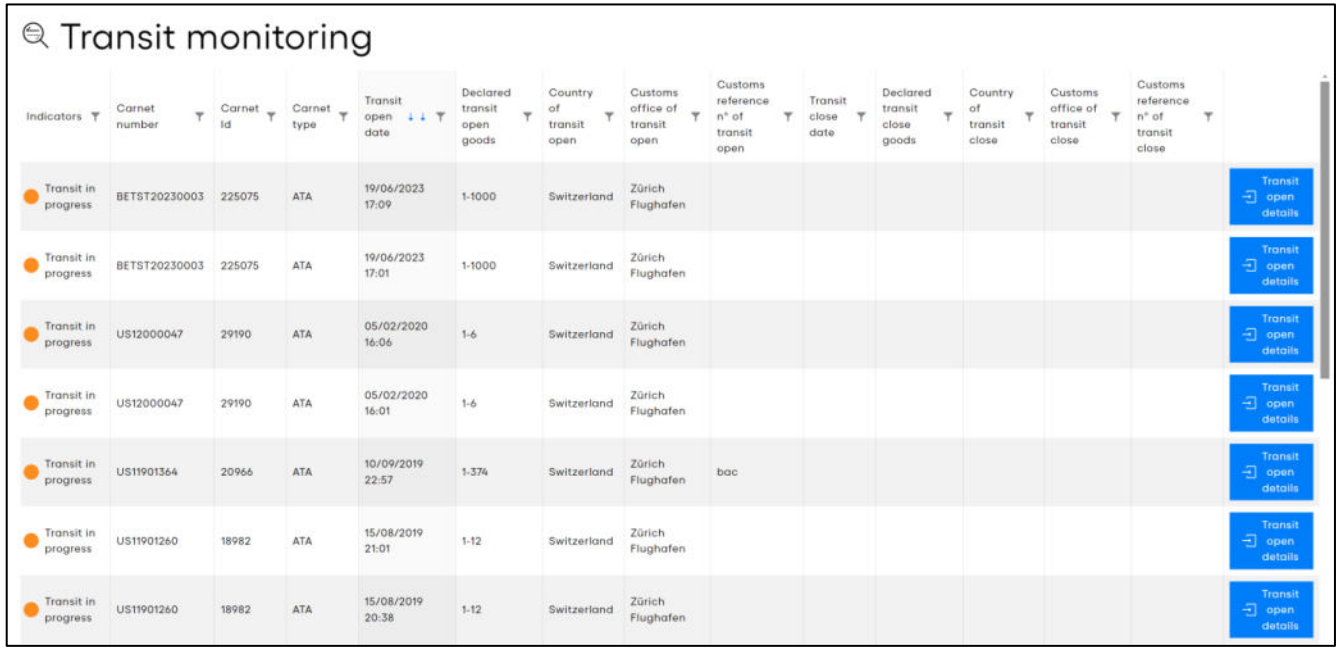
When placing a transaction on hold, Customs officers must enter a reason. This reason will be visible when viewing the details of the Carnet.

From the navigation bar, you can see Carnets on hold by going to **Transactions** and then clicking on '**On hold'.**

To resume the transaction, the officer can click on **Details**, and then click on **Release transaction**. Alternatively the officer can rescan (or re-enter manually) the transaction QR code from the holder.

TRANSIT MONITORING

The Transit Monitoring section allows Customs to keep track of carnets that have entered the customs territory with a transit transaction. Once a transit open is committed, the carnet will be shown here. The page will also display 3 states: Transit in progress (orange), Transit closed in due time (green), and Transit expired (red). More details can be seen by clicking on the **Transit details** button on the right. Transit reconciliation takes place each day around 05:00 (UTC).



HOW TO EXTEND FINAL DATES FOR RE-EXPORTATION AND RE-IMPORTATION

In order to extend the period allowed to stay within a customs territory, the customs officer is to process a re-exportation transaction and then process a new importation transaction with the new date. The customs officer will thus request the holder to initiate a re-exportation transaction on his smartphone and an importation transaction thereafter.

HOW TO TERMINATE TEMPORARY ADMISSION UNDER THE ATA CARNET IN SPECIAL CIRCUMSTANCES

When temporary admission is terminated by diverting goods to home use or placing under Customs warehouse procedure or other special circumstances, Customs must process a re-exportation transaction. We recommend specifying the termination under the remarks field box.

HOW TO PROCESS REPLACEMENT CARNETS

Replacement carnets are to be dealt like new carnets, with Validation done first hand from the home customs and then an Exportation transaction is committed thereafter. At the same time, a Re-importation has to be committed on the original carnet always from home customs. These steps need to be made before the expiration of validity of the original carnet is over.

On the foreign customs side, the holder presents both carnets to customs. An Importation is transacted on the replacement carnet and a Re-exportation is transacted on the original carnet. When exiting the foreign country, the holder must commit a Re-exportation with the replacement carnet and a Re-importation transaction at home country customs always using the replacement carnet. The ATA Carnet system will link the original carnet and the replacement carnet automatically.

In short:

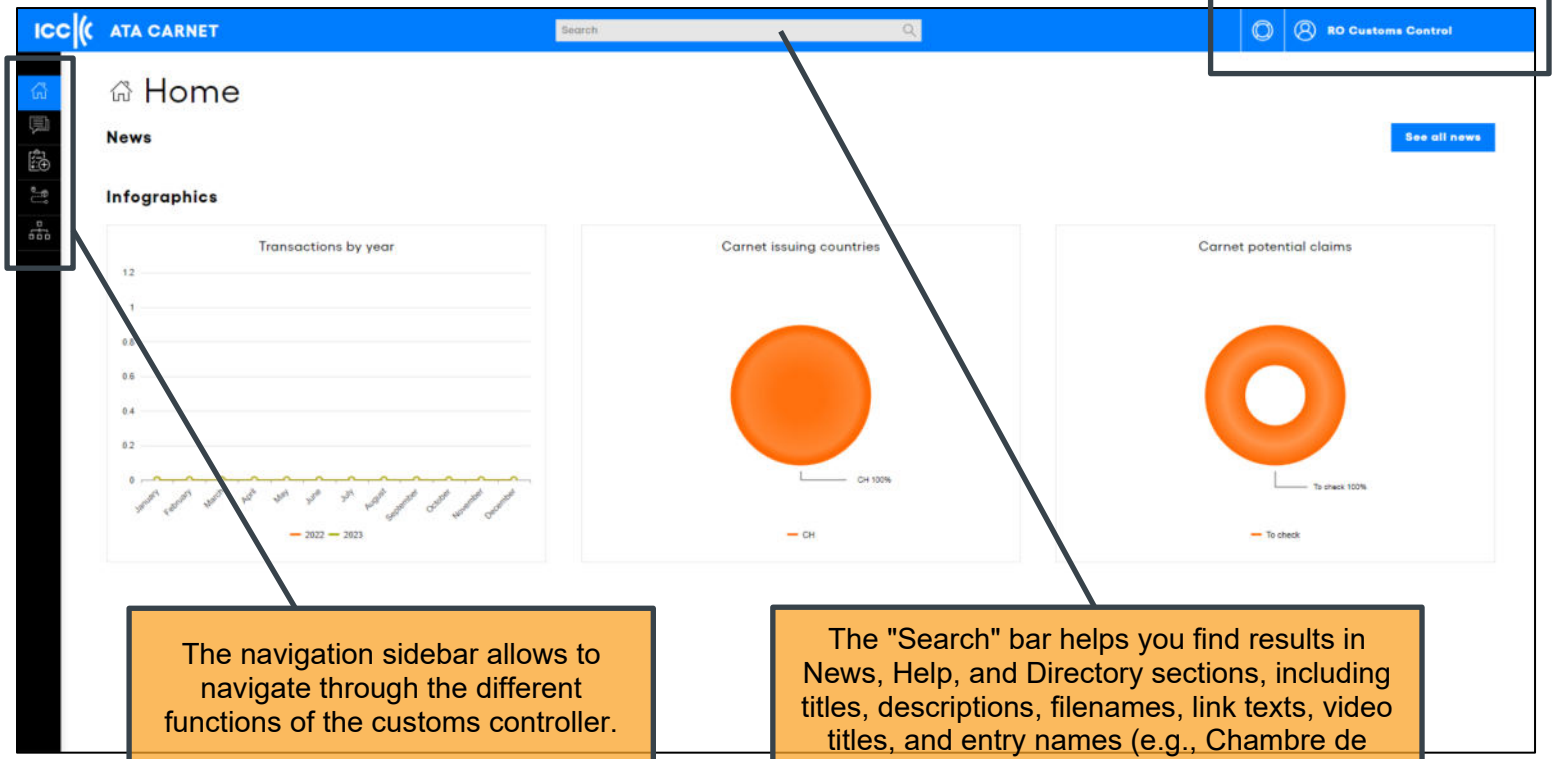
Home customs	Foreign customs
Replacement carnet: Validation	
Replacement carnet: Exportation	
Original carnet: Re-importation	
	Replacement carnet: Importation
	Original carnet: Re-exportation
	Replacement carnet: Re-exportation
Replacement carnet: Re-importation	

CUSTOMS CONTROLLER

USER INTERFACE GUIDE

Once logged in, the following screen is shown. Here's an overview of the page:

From the top menu bar, users can edit their account email address and password, change their default customs office, change the language and log off.



The navigation sidebar allows to navigate through the different functions of the customs controller.

The "Search" bar helps you find results in News, Help, and Directory sections, including titles, descriptions, filenames, link texts, video titles, and entry names (e.g., Chambre de commerce).

HOME

The dashboard gives a live overview of the current state of affairs with some statistics and charts.

NEWS

The news section contains relevant information useful to know coming from ICC.

NEW TRANSACTION

Transactions can be processed by Customs controllers in the same manner as Customs officers do. Please see the previous chapter on Customs officers to see how to transact carnets.

PUTTING A CARNET ON HOLD – PAUSING A TRANSACTION

Customs can hold a carnet pending their processing. This will effectively block any other transaction on the carnet in the same country. Please see the Customs Officer chapter to learn more about the hold function.

PRE-DECLARATION AND PRE-NOTIFICATION

Please see the Customs officer chapter to learn more about pre-declarations and pre-notifications.

TRANSIT MONITORING

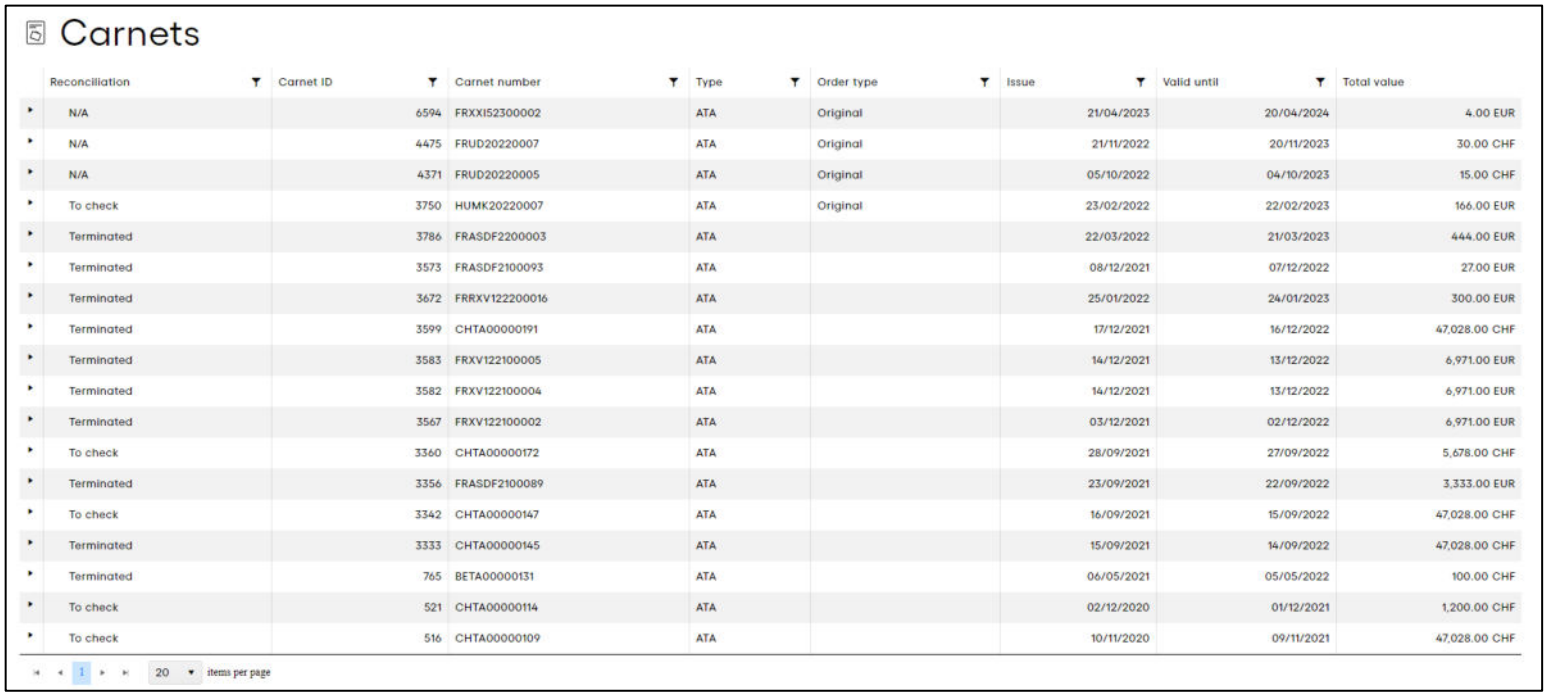
Please see the Customs officer chapter to learn more about transit monitoring.

LOGS

Two subsections are present here: Carnets and Transactions. In Carnets subsection, a list of transacted carnets is presented in chronological order along with their reconciliation status, validity status and more. More info in relation to the single transactions for each carnet can be found by clicking on the dropdown button on the left.

NB: The 'Cleared goods' column in the Carnets and Transaction lists combines both declared goods and definitively imported goods (Boxes F.a and F.b of the re-exportation voucher). This field is named for its purpose, and detailed information can be accessed by clicking on the 'Details' button. Here the goods declared for export and definitively imported goods are displayed separately, clarifying the status of each item. It is important to note that carnet regularization occurs when the holder crosses the border, not during the reconciliation process.

There are 2 Reconciliation statuses: “Terminated” and “To check”. “Terminated” signifies that the goods in the carnet are all correctly re-imported back to the country of origin, “To check” implies that the carnet might present an improper use or is lacking a regularisation. The Customs controller must personally check and investigate the carnet for any possible misuses of the ATA Carnet. Should this indeed occur, he may open a claim with the corresponding National Guarantee Association. Additionally, Customs controllers may also see carnets marked as ‘N/A’, this means that the carnet is still valid and thus does not yet have a reconciliation status.



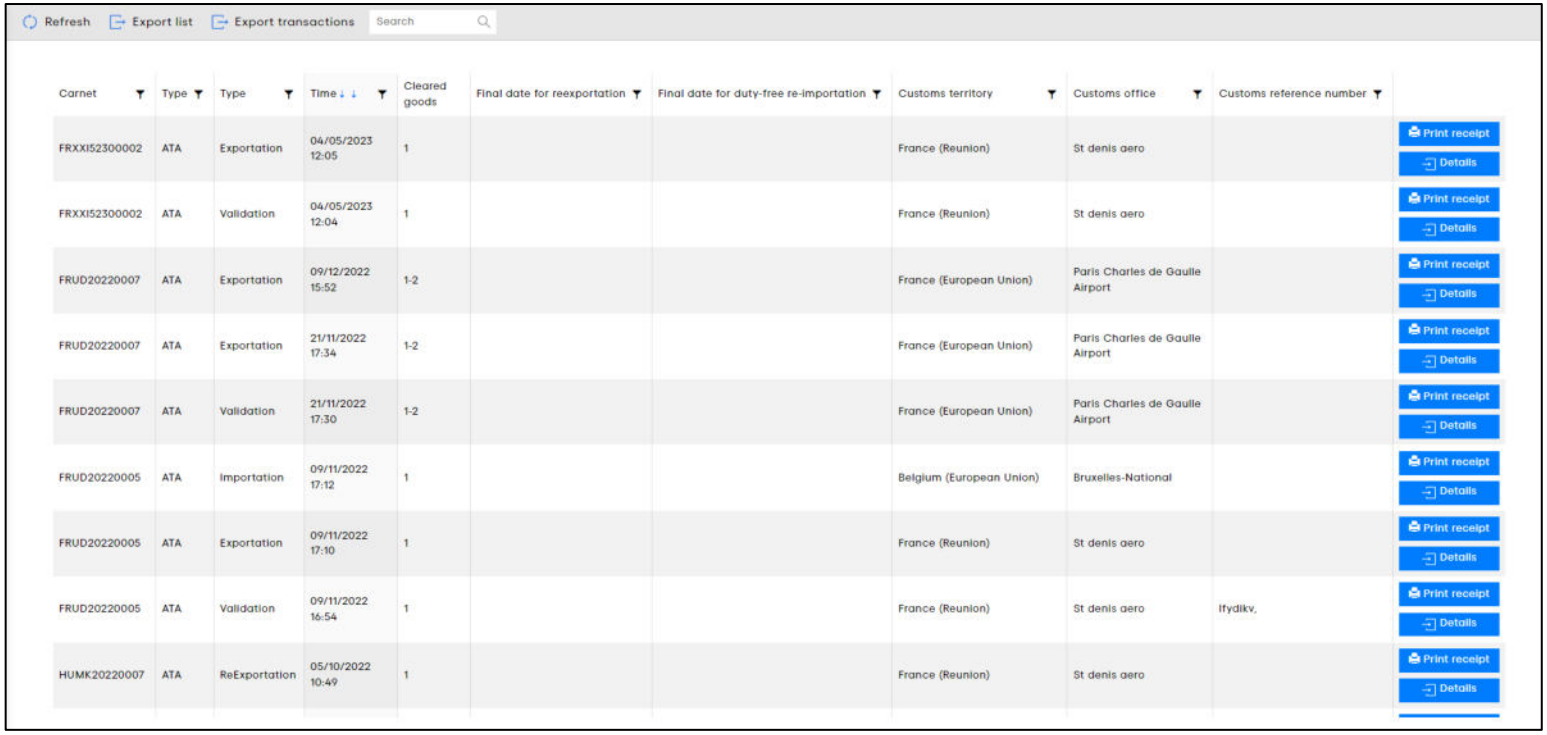
Carnets

Reconciliation	Carnet ID	Carnet number	Type	Order type	Issue	Valid until	Total value
N/A	6594	FRXXI52300002	ATA	Original	21/04/2023	20/04/2024	4.00 EUR
N/A	4475	FRUD20220007	ATA	Original	21/11/2022	20/11/2023	30.00 CHF
N/A	4371	FRUD20220005	ATA	Original	05/10/2022	04/10/2023	15.00 CHF
To check	3750	HUMK20220007	ATA	Original	23/02/2022	22/02/2023	166.00 EUR
Terminated	3786	FRASDF2200003	ATA		22/03/2022	21/03/2023	444.00 EUR
Terminated	3573	FRASDF2100093	ATA		08/12/2021	07/12/2022	27.00 EUR
Terminated	3672	FRRXV122200016	ATA		25/01/2022	24/01/2023	300.00 EUR
Terminated	3599	CHTA00000191	ATA		17/12/2021	16/12/2022	47,028.00 CHF
Terminated	3583	FRXV122100005	ATA		14/12/2021	13/12/2022	6,971.00 EUR
Terminated	3582	FRXV122100004	ATA		14/12/2021	13/12/2022	6,971.00 EUR
Terminated	3567	FRXV122100002	ATA		03/12/2021	02/12/2022	6,971.00 EUR
To check	3360	CHTA00000172	ATA		28/09/2021	27/09/2022	5,678.00 CHF
Terminated	3356	FRASDF2100089	ATA		23/09/2021	22/09/2022	3,333.00 EUR
To check	3342	CHTA00000147	ATA		16/09/2021	15/09/2022	47,028.00 CHF
Terminated	3333	CHTA00000145	ATA		15/09/2021	14/09/2022	47,028.00 CHF
Terminated	765	BETA00000131	ATA		06/05/2021	05/05/2022	100.00 CHF
To check	521	CHTA00000114	ATA		02/12/2020	01/12/2021	1,200.00 CHF
To check	516	CHTA00000109	ATA		10/11/2020	09/11/2021	47,028.00 CHF

1 20 items per page

It is also possible to export data from this page by either clicking on ‘Export list’ or ‘Export transactions’ on the top menu bar. The first creates an .xlsx file of up to 500 items as displayed on screen. The latter, on the other hand, once a carnet is select in the list, will generate a .zip file containing the transactions committed on the carnet in both PDF and XML formats (max 25 objects, please use the filtering options to narrow down your export target).

The Transactions subsection contains the list of transactions presented in chronological order along with their general details. More details can be viewed by clicking on “Details” on the right. Additionally, voucher receipts can be generated by clicking on Print receipt. A full list of transactions can be also exported into an Excel file by clicking on Export list (max 500 items), or you may click on Export transactions to generate a zip file containing PDF and XML files of the selected transaction (max 25 objects, please use the filtering options to narrow down your export target).

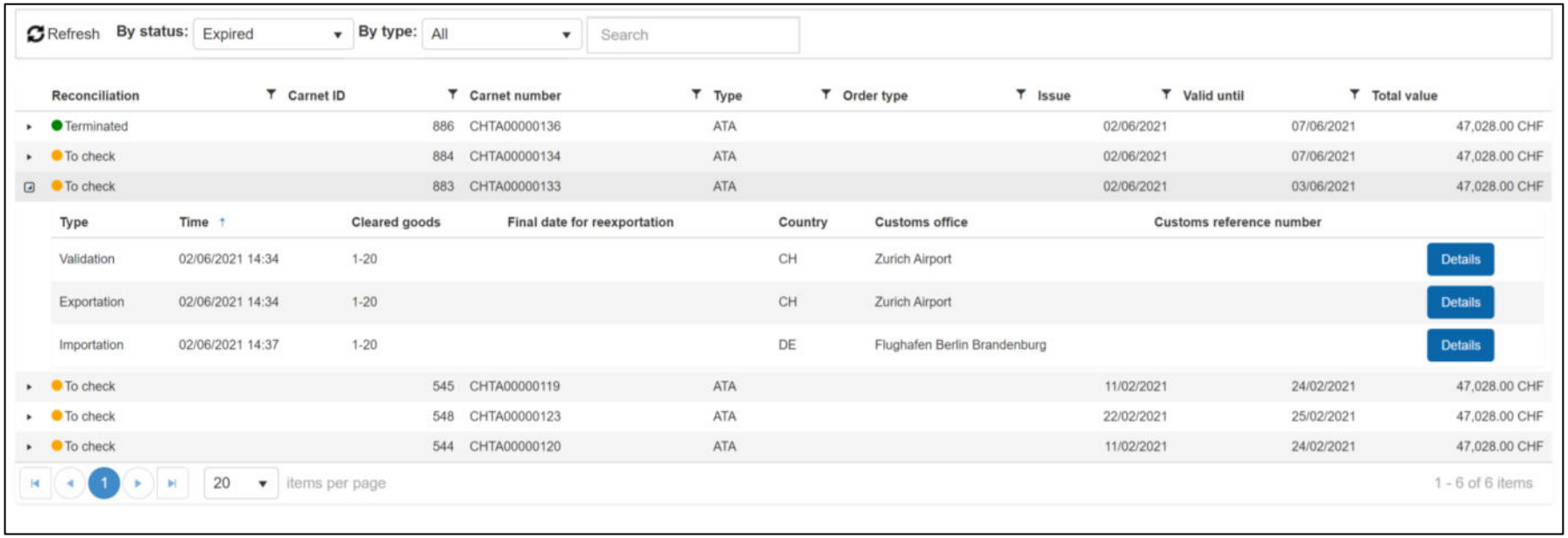


Carnet	Type	Type	Time	Cleared goods	Final date for reexportation	Final date for duty-free re-importation	Customs territory	Customs office	Customs reference number	
FRXXI52300002	ATA	Exportation	04/05/2023 12:05	1			France (Reunion)	St denis aero		Print receipt Details
FRXXI52300002	ATA	Validation	04/05/2023 12:04	1			France (Reunion)	St denis aero		Print receipt Details
FRUD20220007	ATA	Exportation	09/12/2022 15:52	1-2			France (European Union)	Paris Charles de Gaulle Airport		Print receipt Details
FRUD20220007	ATA	Exportation	21/11/2022 17:34	1-2			France (European Union)	Paris Charles de Gaulle Airport		Print receipt Details
FRUD20220007	ATA	Validation	21/11/2022 17:30	1-2			France (European Union)	Paris Charles de Gaulle Airport		Print receipt Details
FRUD20220005	ATA	Importation	09/11/2022 17:12	1			Belgium (European Union)	Bruxelles-National		Print receipt Details
FRUD20220005	ATA	Exportation	09/11/2022 17:10	1			France (Reunion)	St denis aero		Print receipt Details
FRUD20220005	ATA	Validation	09/11/2022 16:54	1			France (Reunion)	St denis aero	ifydlkv,	Print receipt Details
HUMK20220007	ATA	ReExportation	05/10/2022 10:49	1			France (Reunion)	St denis aero		Print receipt Details

EXAMPLE CASES OF RECONCILIATION

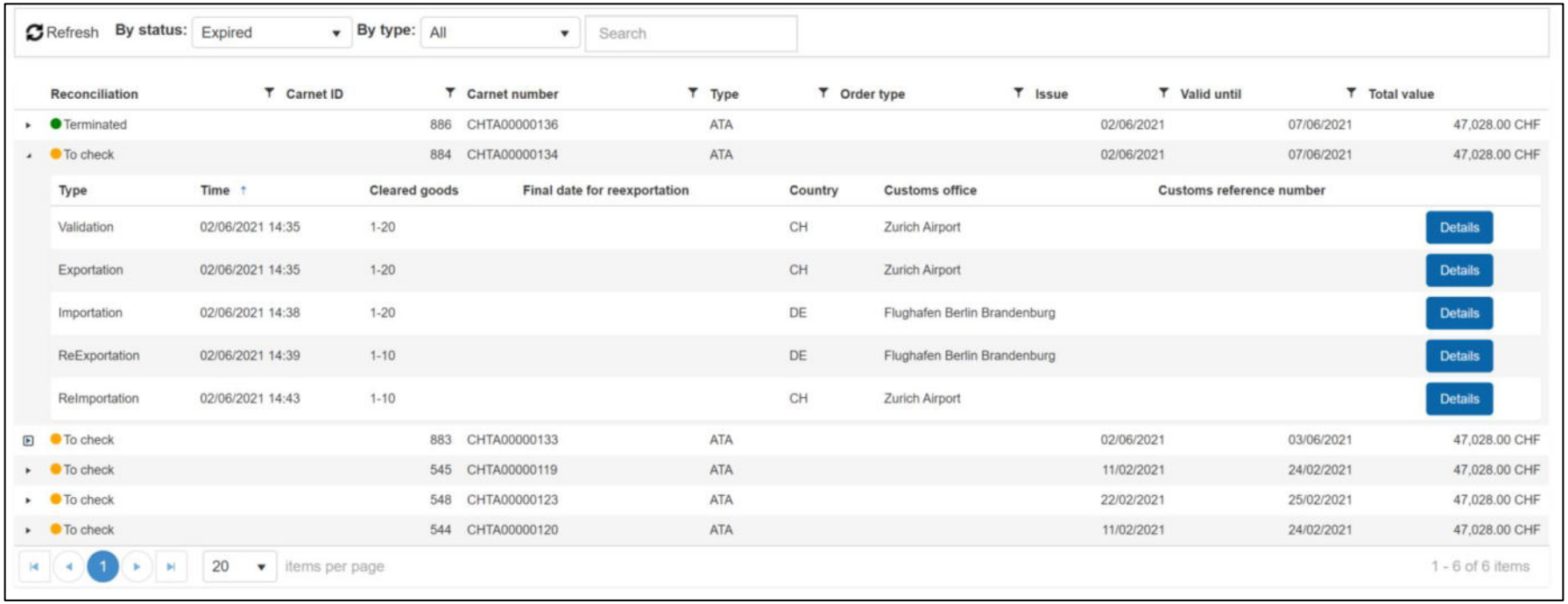
FULL SHIPMENT – RE-EXPORTATION MISSING (POTENTIAL CLAIM ON ALL ITEMS)

In the case displayed below, ATA Carnet 883 issued in Switzerland has expired on 03/06/2021. By analysing its transaction history, the Carnet and all its listed goods were imported into Germany at Berlin Brandenburg airport but no re-exportation was ever processed. With the Carnet now expired and given the missing re-exportation, ATA Carnet Customs now marks the Carnet as “To check”.



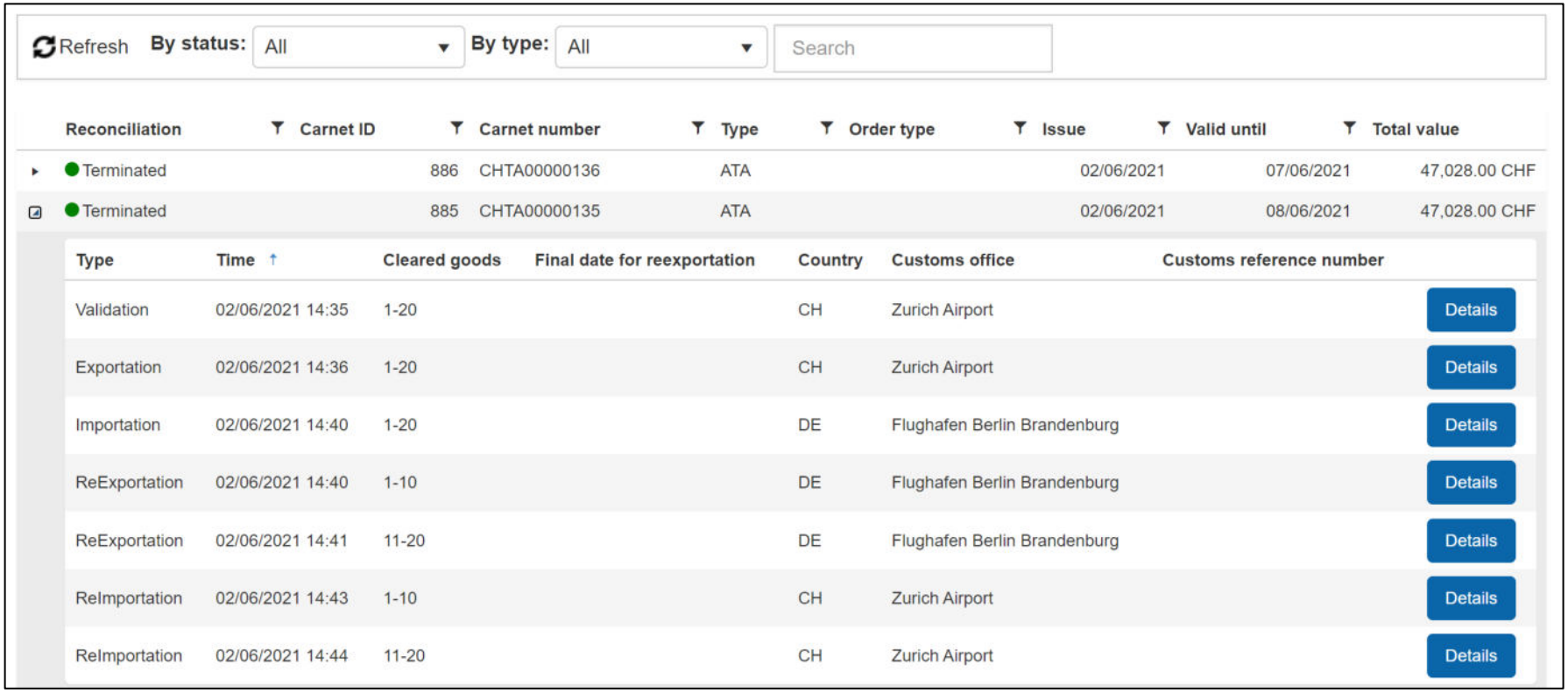
SPLIT SHIPMENT - PARTIAL RE-EXPORTATION (POTENTIAL CLAIM ON NOT RE-EXPORTED ITEMS)

In the case displayed below, ATA Carnet 884 issued in Switzerland has expired on 07/06/2021. By analysing its transaction history, the Carnet and all its listed goods were imported into Germany at Berlin Brandenburg airport, but only items 1-10 were later re-exported out of Germany and re-imported into Switzerland. With the Carnet now expired and given the missing re-exportation of items 11-20, ATA Carnet Customs now marks the Carnet as “To check”.



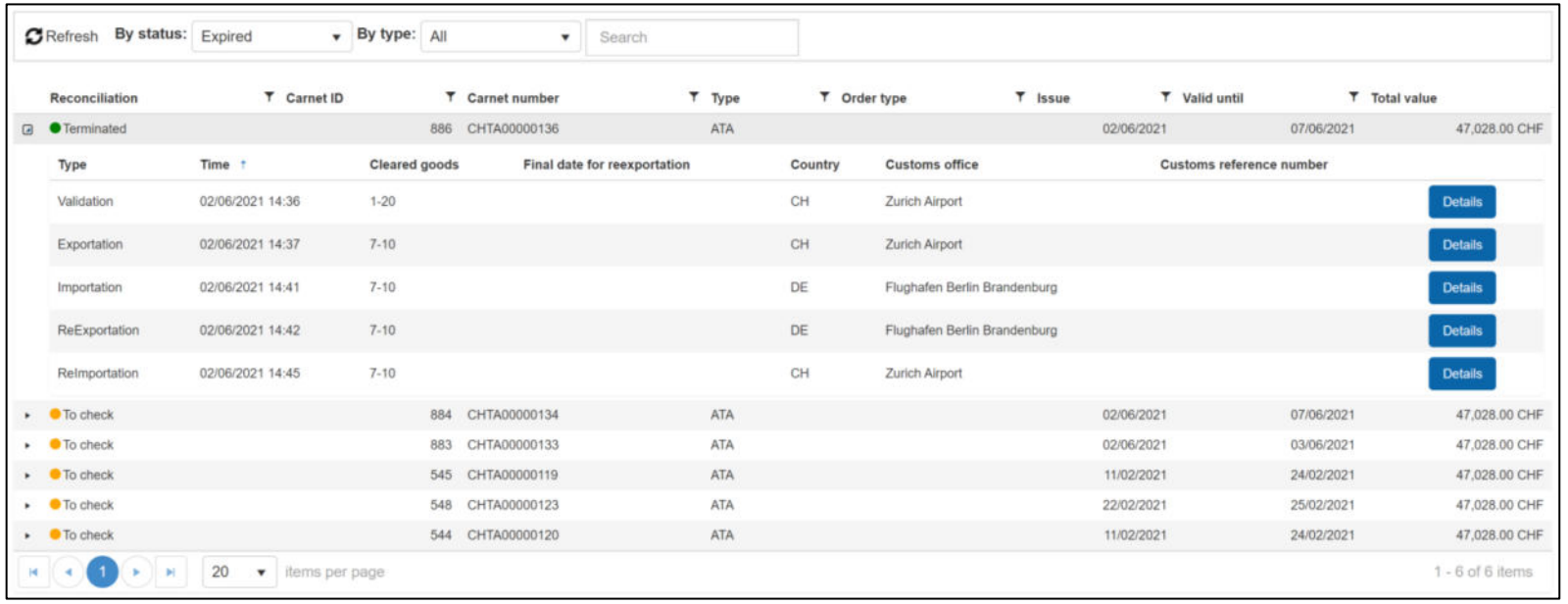
SPLIT SHIPMENT – TERMINATED

In the case displayed below, ATA Carnet 885 issued in Switzerland has expired on 08/06/2021. By analysing its transaction history, the Carnet and all its listed goods were imported into Germany at Berlin Brandenburg airport, with items 1-10 re-exported first and items 11-20 re-exported later. With the Carnet now expired and given that all items are re-imported, ATA Carnet Customs now marks the Carnet as "Terminated".



FULL SHIPMENT – TERMINATED

In the case displayed below, ATA Carnet 886 issued in Switzerland has expired on 07/06/2021. By analysing its transaction history, the Carnet and items 7-10 were imported into Germany at Berlin Brandenburg airport and were later re-exported back to Switzerland. With the Carnet now expired and given that all items are re-imported, ATA Carnet Customs now marks the Carnet as "Terminated".

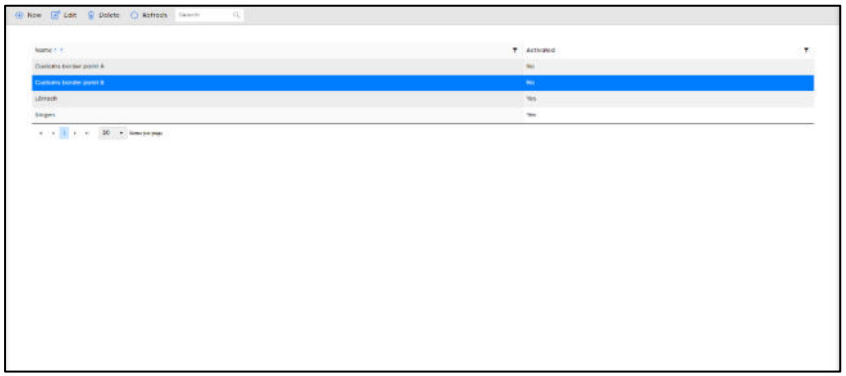


DIRECTORY

The directory contains public contact information and other details of stakeholders within the ATA Guarantee Chain.

CUSTOMS REGIONAL MANAGER

The customs regional manager in an optional account type created when the national customs admin would like to delegate its functions to regional admins. The regional manager can create border offices and officer accounts for his region only. Just like the officer and controller, they may also transact carnets. Please see the previous chapter on Customs officers to see how to transact carnets. They also have access to the Pre-declaration, Transit monitoring, News and Directory sections.

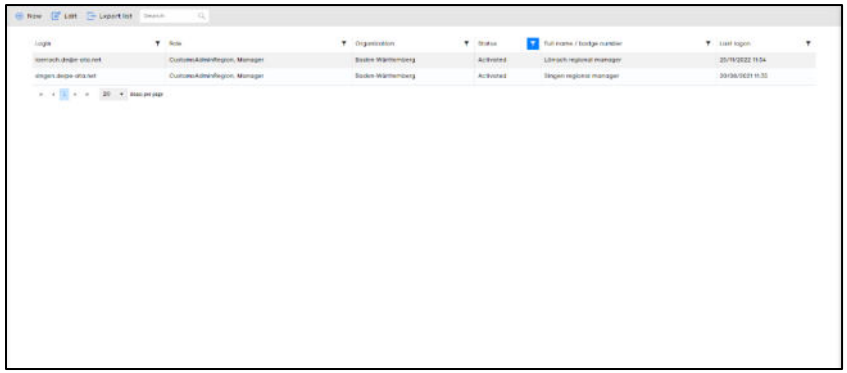


CREATING A CUSTOMS OFFICE

1. From the Customs settings - Customs office section, click on New.
2. A pop-up window appears. Fill in the boxes with the required information.
3. Tick Activated to activate the customs office account.
4. Click on Create.

EDIT A CUSTOMS OFFICE

Customs admins can simply edit Customs office details selecting the Customs office from the list and clicking on Edit. A pop-up window will show up where you can apply your changes.



CREATING A CUSTOMS OFFICER ACCOUNT

1. From the Accounts section, click on New.
2. A pop-up window appears. Fill in the boxes with the required information.
3. Tick Officer.
4. Click on Create.
5. The officer will receive a secured link to set his/her password to his email address input in the email field. Note: the link expires after 2 weeks.

EDIT, DISABLE, DELETE AND RESET THE PASSWORD OF A CUSTOMS OFFICER ACCOUNT

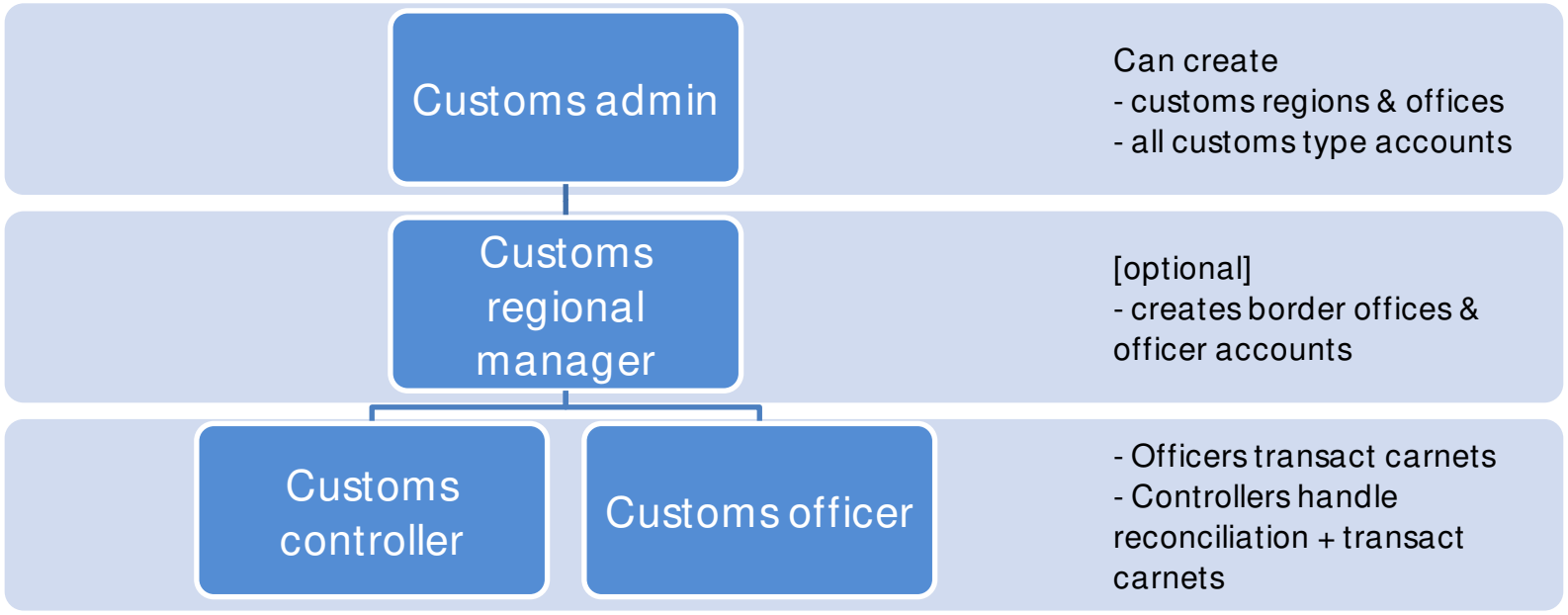
Customs Regional Manager can edit Customs officer accounts by selecting the Customs officer account from the list and clicking on Edit. From here you can also disable the account, request for a password reset (a secured link is sent to officer by email) or force the user to change their password with the next log in. To delete an account, select it from the list and click on Delete on the top action bar.

CUSTOMS ADMIN

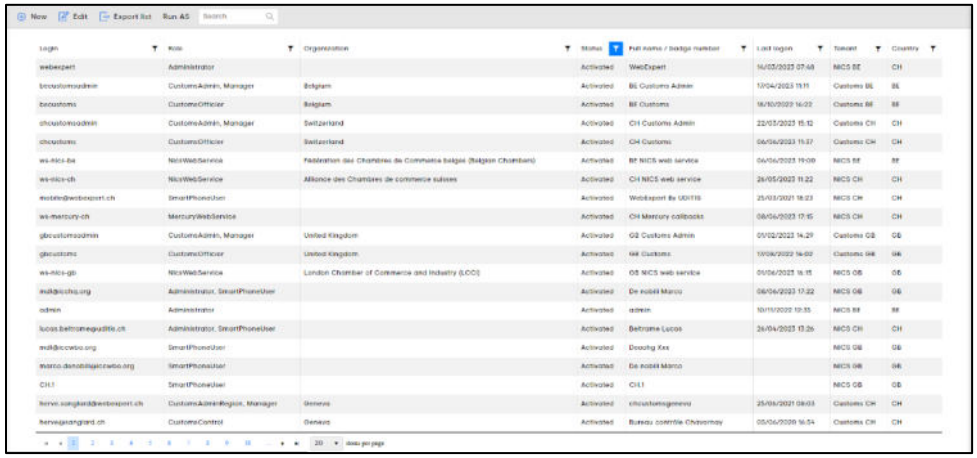
The Customs admin has all of the previous functions from the Customs controller plus the following functions.

CUSTOMS ACCOUNT MANAGEMENT

Customs admins are in charge and responsible of creating Customs regions & offices and accounts for Customs officers and controllers. Eventually the admin can also create regional managers to delegate some of his or her tasks to in specific regions, namely the creation of border offices and officer accounts for his allocated region only. To request an initial Customs admin account, please contact the support team (see support guide) indicating name, surname and email address of the Customs admin. Admins can then create other Customs admin accounts if needed.



CREATING A CUSTOMS OFFICER, CONTROLLER, REGIONAL MANAGER ACCOUNT OR ADMIN



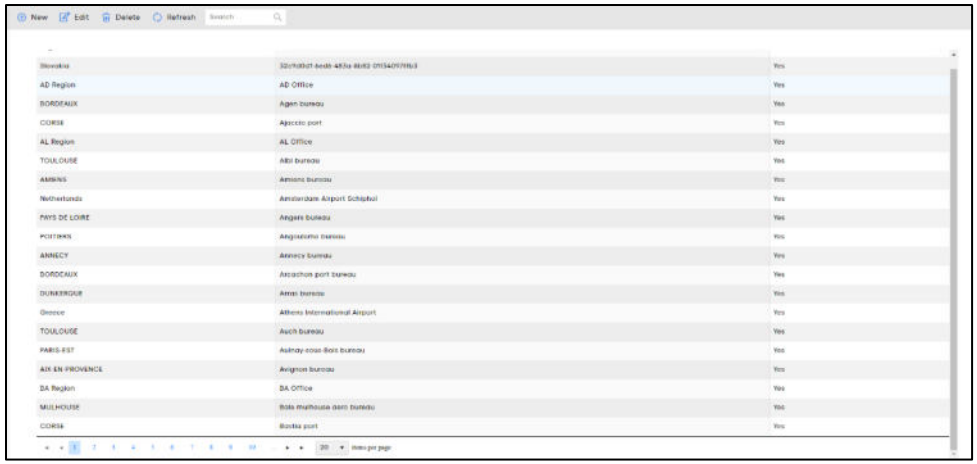
1. From the Accounts section, click on New.
2. A pop-up window appears. Fill in the boxes with the required information.
3. Tick Officer, Reconciliation, Regional Manager or Admin accordingly.
4. Click on Create.
5. The user will receive a secured link to set his/her password to his email address input in the email field. Note: the link expires after 5 days.

EDIT, DISABLE, DELETE AND RESET THE PASSWORD OF A CUSTOMS OFFICER, CONTROLLER, REGIONAL MANAGER OR ADMIN ACCOUNT

Customs admin can edit Customs officer accounts by selecting the Customs officer account from the list and clicking on Edit. From here you can also disable the account, request for a password reset (a secured link is sent to officer by email) or force the user to change their password with the next log in. To delete an account, select it from the list and click on Delete on the top action bar.

NB: Please note that Customs officers and controllers can only choose customs offices within their assigned region.

CREATING A CUSTOMS OFFICE

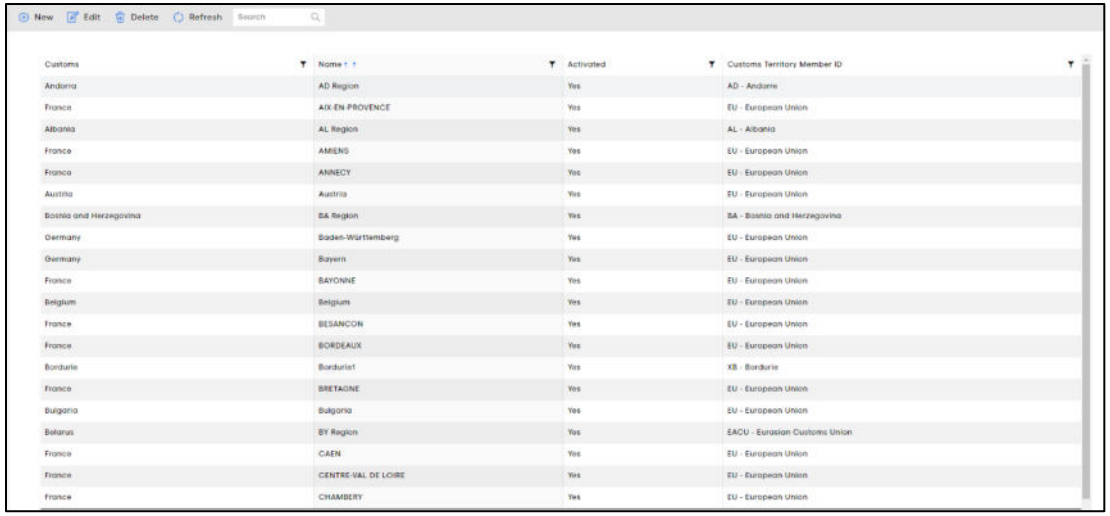


1. From the Customs settings - Customs office section, click on New.
2. A pop-up window appears. Fill in the boxes with the required information.
3. Tick Activated to activate the customs office account.
4. Click on Create.

EDIT OR DELETE A CUSTOMS OFFICE

Customs admins can simply edit Customs office details by double clicking the Customs office from the list or selecting it from the list and clicking 'Edit' on the top action menu. A pop-up window will show up where you can apply your changes. To delete a customs office, select the item to delete and click on 'Delete' on the action menu at the top.

CREATING A CUSTOMS REGION



1. From the Customs settings - Customs region section, click on New.
2. A pop-up window appears. Fill in the boxes with the required information.
3. Tick Activated to activate the customs office account.
4. Click on Create.

EDIT OR DELETE A CUSTOMS REGION

Customs admins can simply edit Customs region details by selecting the Customs region from the list and clicking Edit. A pop-up window will show up where you can apply your changes. To delete a customs region, select the item to delete and click on 'Delete' on the action menu at the top.

BULK CREATION

Since the release of version 1.21.2 of the ATA Carnet System, a bulk upload feature has been introduced to facilitate customs in importing their base data directly within ACS. This feature empowers Customs Admins to create the following entries in bulk:

- Customs Regions
- Customs Offices
- Customs Users

NB: Please exercise caution while using this feature as it can entail a significant amount of data. Ensure that your data is thoroughly prepared in advance, as there is currently no feature available for bulk update or removal. Each incorrect entry made using this process will need to be removed individually.

To maintain coherence, the bulk creation should be executed in sequential steps, starting from Customs Regions down to Users. Each step will necessitate data already added in the preceding bulk update.

NB: We recommend utilizing a pre-production Customs Admin account before implementing this process in a production environment. However, please ensure that fictitious email addresses are utilized to prevent the creation of confusing pre-production accounts for your users.

Below is the recommended order for utilising the bulk creation feature:

1. Download the template for Customs Regions creation.
2. Prepare and upload Customs Regions.
3. Download the template for Customs Office creation, which will include the previously created Customs Regions.
4. Prepare and upload Customs Offices.
5. Download the template for Users, which will include the previously created Customs Offices.
6. Prepare and upload Customs Users.

The bulk upload process can be found in the side navigation bar under Customs settings > Customs Data Import. On this page, you'll find three tabs, each dedicated to a specific data model (Customs region, Customs office, and Accounts).

Each bulk creation flow can be divided into four distinct steps:

1. Downloading the template: This step allows you to download the Excel template to fill. It will contain any other related data needed to properly validate the data.

NB: Bear in mind that this step can take some time to generate the Excel as it uses data within the system to generate it.
NB: Some columns have dropdowns and validators. This is true for the first 50 rows of each fillable document. If you need more rows and want to ensure the validators are on more rows, it is up to you to duplicate the validators on additional rows.

2. Uploading the filled template: This step allows you to upload your document and cache it within our system. This step does not inject data into the system but will start a data cleaning session.

NB: You can only do one data cleaning session at the time, uploading a new document will override the previously cached data.

3. Finalising the data: Review the bulk entries from your imported Excel. Entries with errors will be displayed first for correction. Once fixed, use the Save changes button to update the data in the cache, which can be done multiple times.

NB: The options Saves changes must be used to update the cached data, before moving to Step 4. You can safely reload the page as the system will load back on your cleaning session. We do not guarantee that the session will be kept if the system restarts.

4. Importing the data: After ensuring all entries are valid, trigger the finalization step to initiate an asynchronous data injection process. Refresh the page to check the status of the task.

NB: This process might take a few minutes depending on the amount of data you uploaded.
NB: Refreshing the page will give you the information whether the task is still running or if it is done.

The following subchapters will provide details specific to each object bulk upload.

BULK CREATION OF CUSTOMS REGIONS

The bulk creation of Customs Regions is rather straightforward. You must define:

- A unique region name.
- Selecting the territory member to which the region is bound.
- Specifying the region's active status.

You will find the following tabs in the Excel template:

- CustomsRegions: the tab for you to fill.
- ListValues: a utility tab for generating the list of customs territories, do not edit it.

BULK CREATION OF CUSTOMS OFFICES

The bulk creation of Customs Offices depends on the existence of Customs Regions. For each office, you must define:

- The Customs Regions [mandatory].
- A unique customs office name [mandatory].
- Its postal information (Address, Zip, etc) [optional].
- Its global contact information (Phone, Email, etc) [optional].
- The opening hours information [optional].
- The latitude and longitude coordinates [optional but highly recommended for the directory map].
- Whether the office type is [optional]:
    - An administrative only office.
    - A sea port.
    - An airport.
    - A land port.
    - Any combination of the above.
- Define whether the office is active.

The Excel tabs for this process are:

- CustomsOffices: The tab for you to fill.
- ListValues: a utility tab for generating the list of Customs Regions, do not edit it.

BULK CREATION OF CUSTOMS ACCOUNTS

The bulk creation of Customs user accounts depends on the existence of customs offices. For each user, define:

- Full name or badge number.
- Unique email address.
- Role (Customs Admin, Regional Manager, Customs Controller, Customs Officer).
- Assigned Customs Office.
- Status (whether the user is allowed system access).

The Excel tabs for this process are:

- Accounts: The tab for you to fill.
- ListValues: a utility tab for generating the list of Customs Offices, do not edit it.

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Contact

wcf-ata@iccwbo.org

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Support User Guide

ICC World Chambers Federation

Document version: 2.0

CONTENTS

SUPPORT MODEL 2

SUPPORT PLATFORM (FOR NGAS ONLY) 3

CLIENTS OF THE TICKETING SYSTEM 3

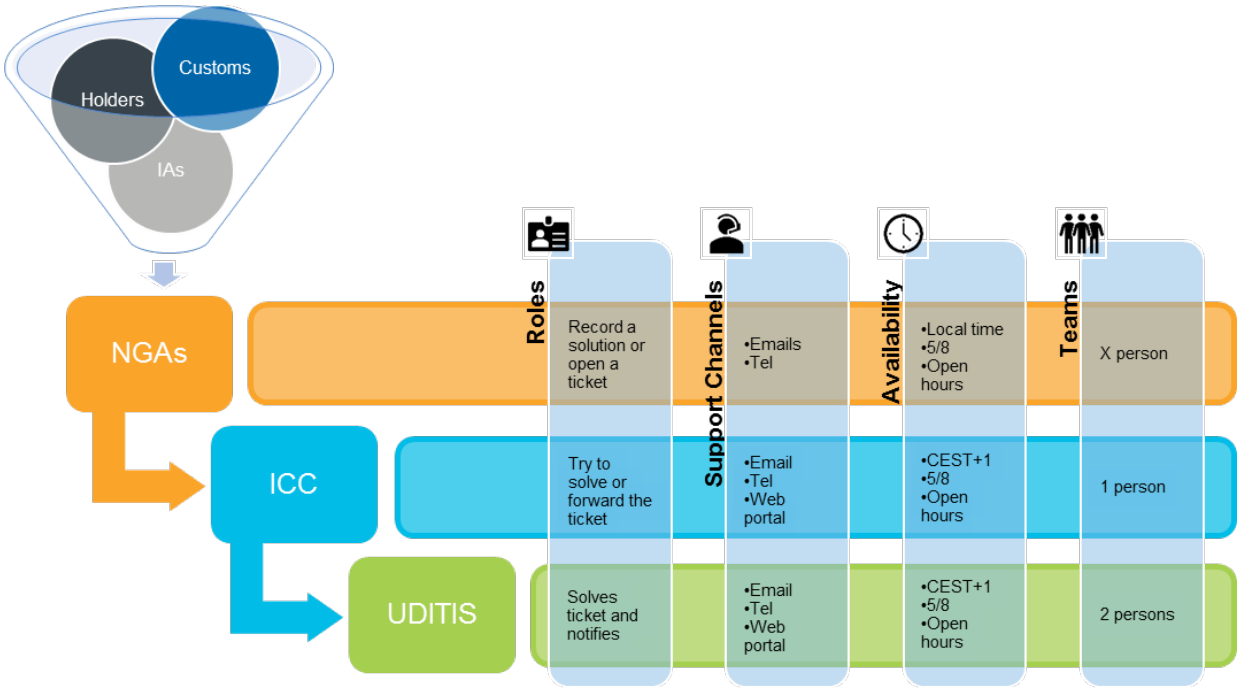
TICKET STATUS 4

SUPPORT MODEL

The support model for the ATA Carnet system will be organized as follows:

- **Holders, customs and Issuing Associations** will receive support directly from the local **National Guaranteeing Association**.
- **National Guaranteeing Associations** will provide their support and if they are not able to do so, they will open a ticket to contact the **ICC Secretariat** for support.
- If the **ICC Secretariat** is not capable of finding a solution or the question is of IT nature, they will contact the IT service provider and developer **UDITIS**.

Below is a flowchart of the support model:



SUPPORT PLATFORM (FOR NGAS ONLY)

For any question, incident report, feature request or problem, please refer to our support page: https://iccwbo.freshdesk.com/support/home. Alternatively, you can send an email to support@iccwbo.freshdesk.com with a precise description of the question or incident. Please check if your question is already present in our database in the FAQ section or by using the search function. Should you not find the solution to your inquiry, please click on "New Support Ticket" to send in your question.

- **When to submit a ticket?**
    - To record a solution given to a customer regarding the ATA Carnet System
    - To open a ticket for an unresolved request.

To help categorize each request, please follow the rules subject naming below:

- If you want to create a ticket for a question add "[QUESTION]" in the subject field;
- If you want to report an incident, add "[INCIDENT]" in the subject field;
- If you want to ask for a new feature, add "[FEATURE]" in the subject field.
- If you want to record a solution given to your customers, add "[SOLUTION]" in the subject field

If you forget to use one of the tags above, your request will still be processed but it'll add some processing time.

Please note that bug, incident or features requests have different lifecycles and will be treated with different timeframes.

NB For multiple requests or bug reports, please send them in one by one (1 ticket per item) and do not send a single batch of items in 1 single ticket. Sending a batch request may lead to the ticket being rejected.

CLIENTS OF THE TICKETING SYSTEM

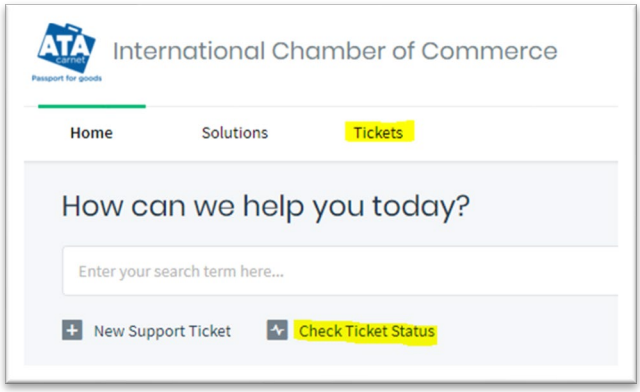
- NGAs/IAs are clients of the ticketing system
- Each client will receive an invitation email to activate his account
- The account allows each client to log in to the client portal

TICKET STATUS

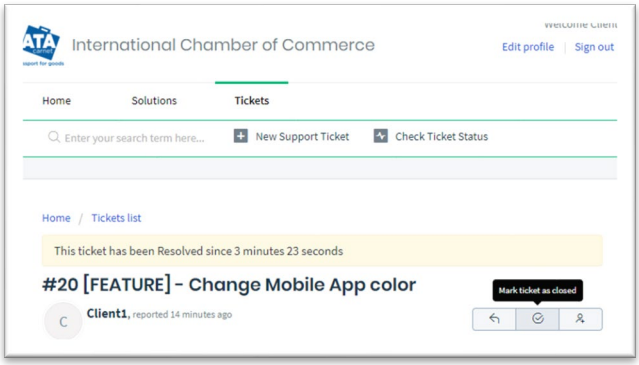
You can check the status of your submitted ticket on the client portal, by clicking either “Tickets” or “Check Ticket Status”.

Please note that the default filter is “Open or Pending”.

You can add a reply at any time, either through the client portal or by sending an email with the EXACT same subject.



When an agent resolves your ticket, you’ll get a notification and the ticket status will change from “Being Processed” to “This ticket has been Resolved”.



If you agree with the resolution, please **close** the ticket with the “Mark ticket as closed” (tick) button.

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