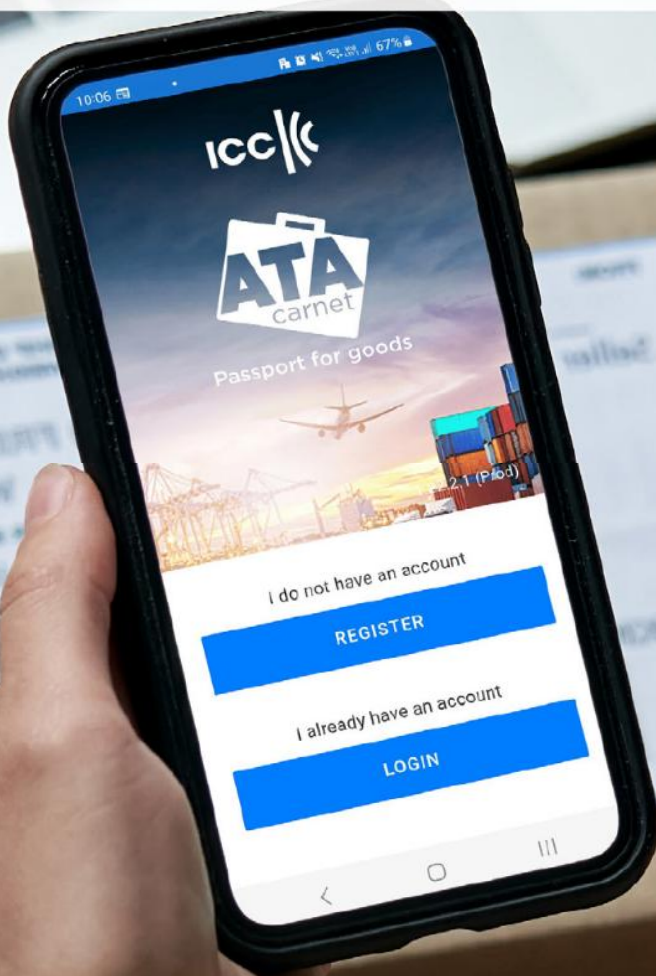




UKNATACO

UK National ATA Carnet Organisation



ATA Carnets – practical guide to digital Carnets

ATA Carnet is an international customs document known as “passport for goods” which permits duty-free temporary admission of commercial samples, goods for trade fairs / exhibitions and professional equipment to over 80 countries and territories around the world.

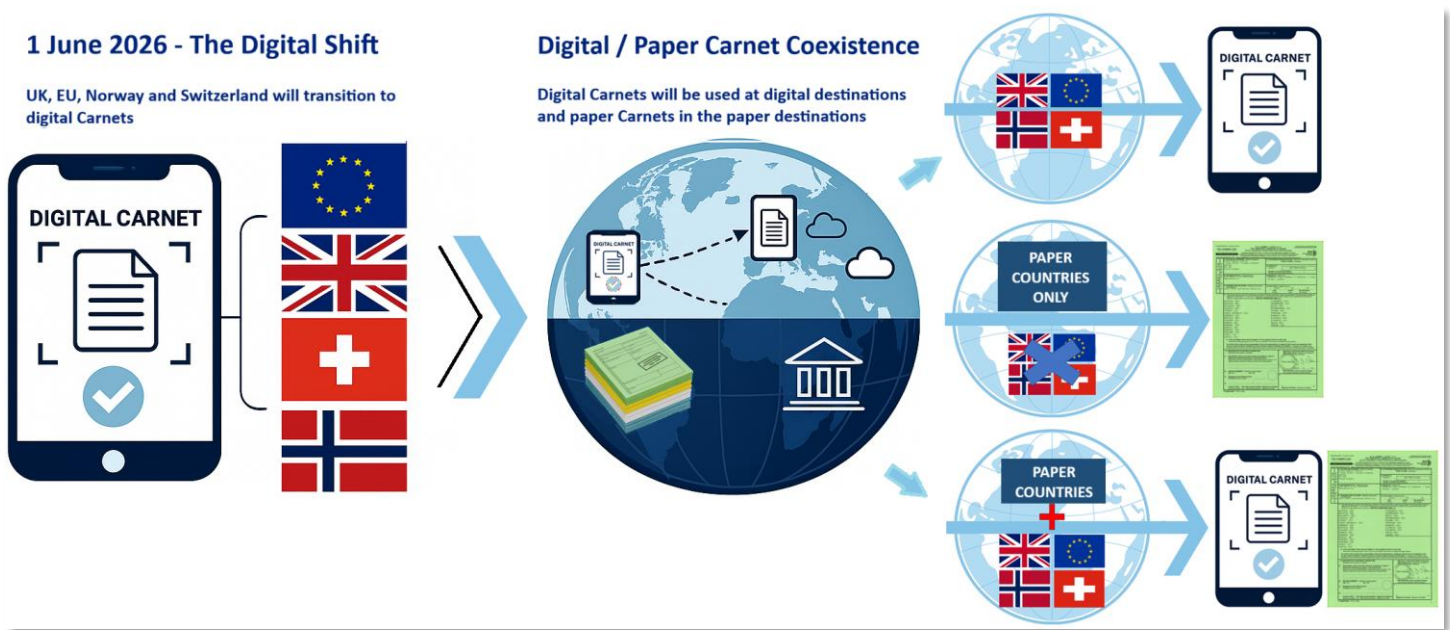
On **1 June 2026** the **United Kingdom, EU, Norway and Switzerland** will transition to the digital ATA Carnet format. This launch will mark the beginning of a global transition period during which paper and digital Carnets will coexist, allowing relevant Customs authorities worldwide time to implement digital functionality. The transition is expected to be completed by 31 December 2027

CONTENTS

1.	WHEN WILL DIGITAL CARNETS GO LIVE.....	3
2.	WHAT ARE ADVANTAGES OF DIGITAL CARNETS.....	3
3.	HOW WILL DIGITAL CARNETS WORK.....	3
4.	HOW DO I DOWNLOAD ATA CARNET APP (ACA) TO MY SMARTPHONE.....	4
6.	HOW DO I CREATE TRAVELS (DECLARATIONS) IN THE CARNET APP.....	5
7.	HOW TO ADD TRANSITS TO THE TRAVEL.....	6
8.	CAN MY SHIPPER CREATE TRAVELS FOR ME.....	7
9.	DESKTOP APP INSTRUCTIONS FOR FREIGHT FOWARDERS AND FREQUENT CARNET USERS.....	8
10.	HOW DO I GET THE CARNET SIGNED IF I'M NOT THE CARNET HOLDER.....	9
11.	HOW TO ADD A PRE-DECLARATION TO THE TRAVEL.....	13
12.	HOW DO I ADD ADDITIONAL VOUCHER SETS TO THE CARNET.....	14
13.	HOW DO I USE DIGITAL CARNET AT DIFFERENT TYPES OF PORT.....	15
14.	WHERE CAN I SEE DIGITAL TRANSACTIONS PROCESSED BY CUSTOMS.....	18
15.	PAPER AND DIGITAL PARALLEL CARNET USE DURING THE TRANSITION PERIOD.....	19
16.	HOW DOES THE CARNET USER KNOW WHERE TO USE DIGITAL OR PAPER CARNETS.....	20
17.	SIMPLIFIED GUIDES FOR USERS TRAVELLING WITH CARNETS.....	22
18.	WHAT SHOULD I DO WITH MY CARNET AFTER I HAVE FINISHED USING IT.....	22
19.	WHAT SHOULD I DO IF MY CARNET WAS NOT ENDORSED BACK INTO UK.....	23
20.	WHERE CAN I GET HELP WITH THE CARNET APP OR FUTHER INFORMATION ON CARNETS.....	23

1. WHEN WILL DIGITAL CARNETS GO LIVE

UK, EU, Norway and Switzerland will start using digital Carnets on **1 June 2026**:



The remaining countries are expected to complete their transition by **31 December 2027**.

- Note 1** Paper Carnets issued before 1 June will remain valid for use in digital countries until expiry
- Note 2** Digital countries will accept paper Carnets if the trader is unable to obtain a digital Carnet. This flexibility will ensure that there are no delays at the border due to technical problems or because certain countries have not yet transitioned to digital Carnets
- Note 3** **If the itinerary involves both digital and paper countries, the issuing Chamber will issue both types of Carnets.**

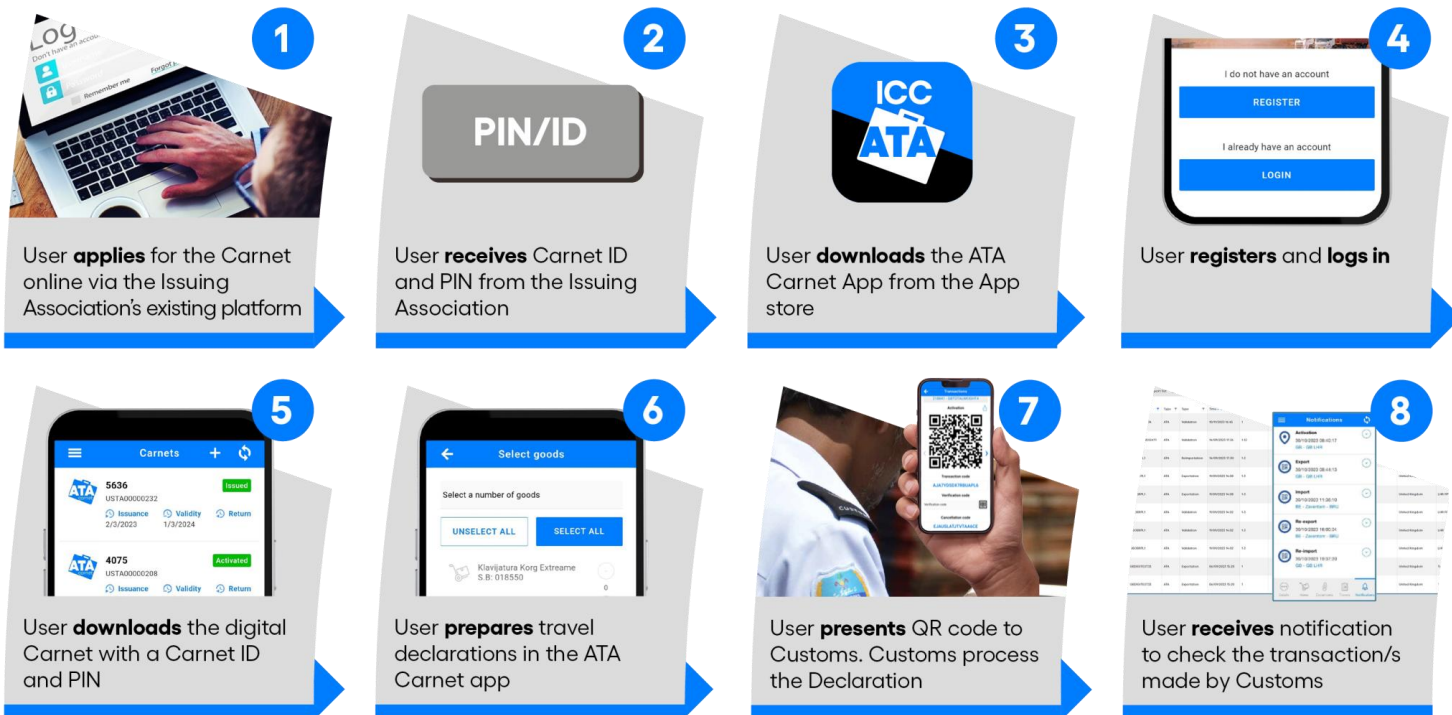
2. WHAT ARE ADVANTAGES OF DIGITAL CARNETS

- Digital Carnets are safer and more secure than paper documents
- Easier to use than paper Carnet
- Reduced queues at the border
- Reduced financial risks as the document cannot be lost
- Full visibility of where the goods are
- 24/7 worldwide support once it goes live
- Environmentally friendly

Moving to digital Carnets will ease the administrative burden of traditional paper Carnets and will save businesses that export their goods temporarily time and money, whilst also reducing risks and environmental impact.

3. HOW WILL DIGITAL CARNETS WORK

Digital Carnets will function as smartphone-based Customs documents utilizing QR codes for border crossings. The Carnet user will download Carnets to a mobile phone or web app and create digital itineraries. Customs will scan a QR code in order to access and process Carnet declarations.



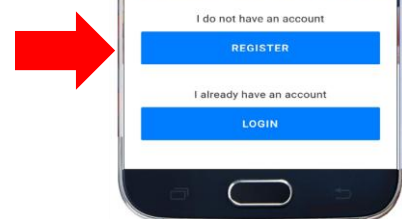
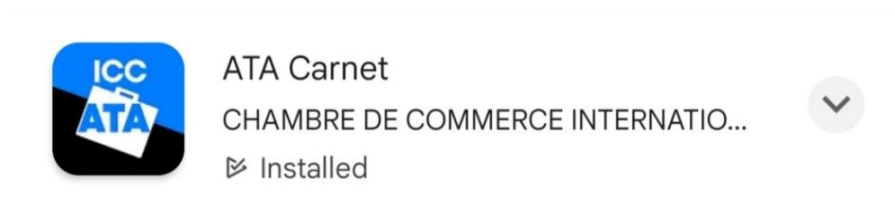
Click here for the [Digital Carnet Video](#)

4. HOW DO I DOWNLOAD ATA CARNET APP (ACA) TO MY SMARTPHONE

The app can be downloaded from Google Play Store (android devices) or App Store (iPhone):



Search for “ATA Carnet App” and the app will look like this:



Once you register the App on your smartphone, you'll be able to download digital Carnets to it and create Travels (digital Carnet declarations equivalent to completing a paper Carnet Voucher).

Further instructions on how to use the Carnet App can be obtained here [PDF File](#) or [Video](#)

Frequent Carnet users can also use web based version of the app to manage their Carnets (see section 9):

[Click here to access ATA Carnet Desktop \(ACD\)](#)

5. HOW DOES CARNET USER DOWNLOAD DIGITAL CARNET TO THEIR ATA CARNET APP (ACA)

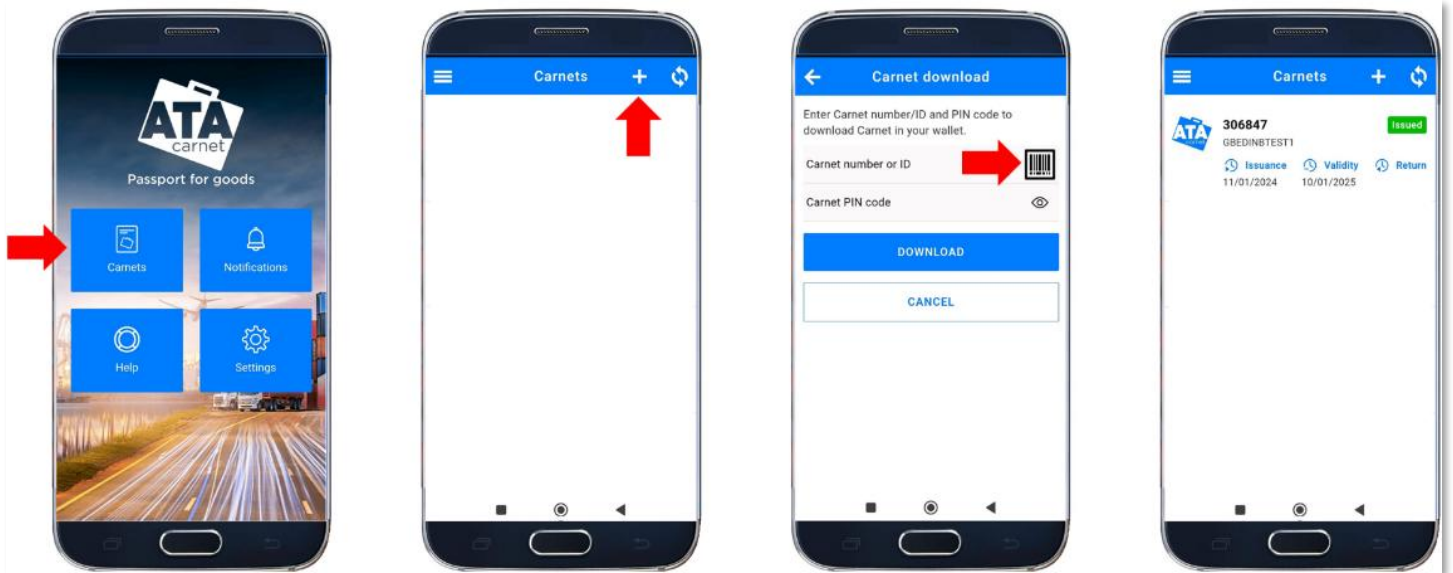
- In the issuing system, find the notification containing digital Carnet PIN and QR code and download the Carnet to the Wallet as follows:

Log into Carnet app and click on Carnets

Click on +

Click on barcode or type ID and PIN to download Carnet

Carnet is now visible in the Carnets section



How to delete Carnets from the Wallet – if the Digital Carnet is no longer required, select the Carnet you wish to delete and then click on the delete icon at the top of the screen. **Note** – if you have finished using the Carnet, then it must be returned to the Chamber first (log into the issuing system and click on “Return Carnet link”).

6. HOW DO I CREATE TRAVELS (DECLARATIONS) IN THE CARNET APP

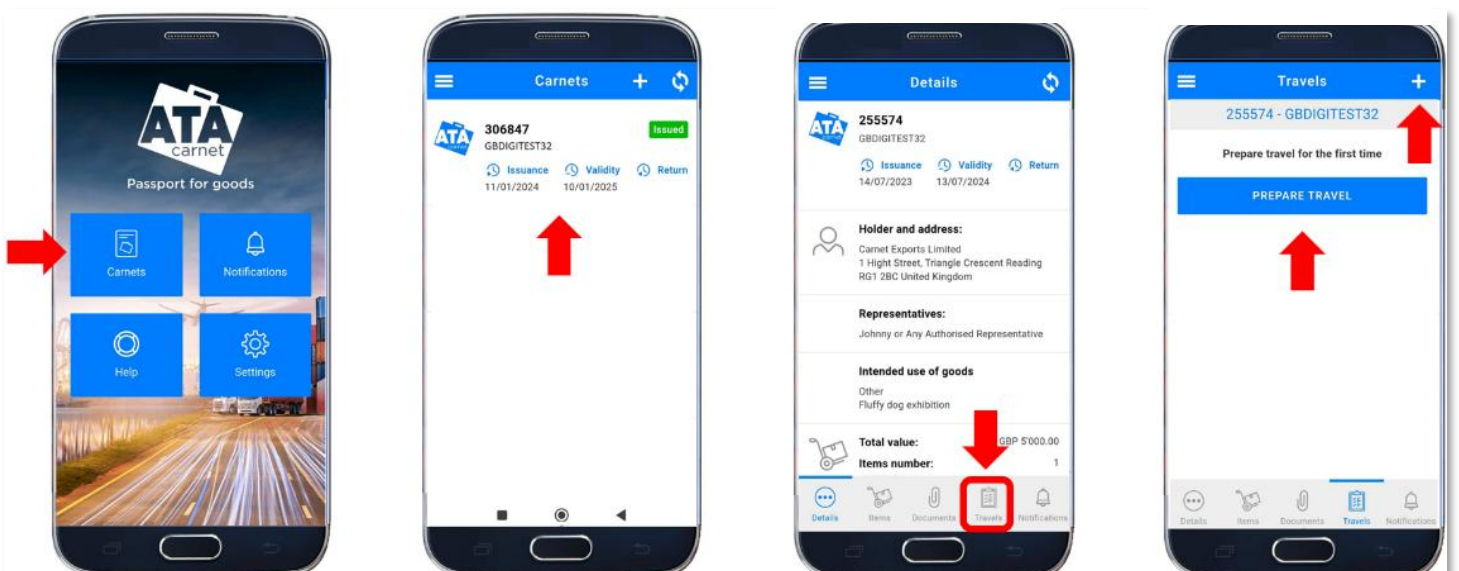
- Open your Carnet App and take the following steps:

Click on the Carnets icon

Click on the Carnet you wish to work on

Click on Travels

Click on Prepare Travel or +



- Complete all the required fields in order to prepare the Customs declaration:

Complete all the fields

Items can be added in three different ways

Saving creates QR Codes

ITEMS CAN BE ADDED AS FOLLOWS:

1. TYPE THE ITEM RANGE
2. SELECT ALL
3. SELECT INDIVIDUAL ITEMS
4. CLICK ON SAVE TO CREATE THE QR CODE

DON'T FORGET TO ALSO CREATE THE RETURN TRIP!

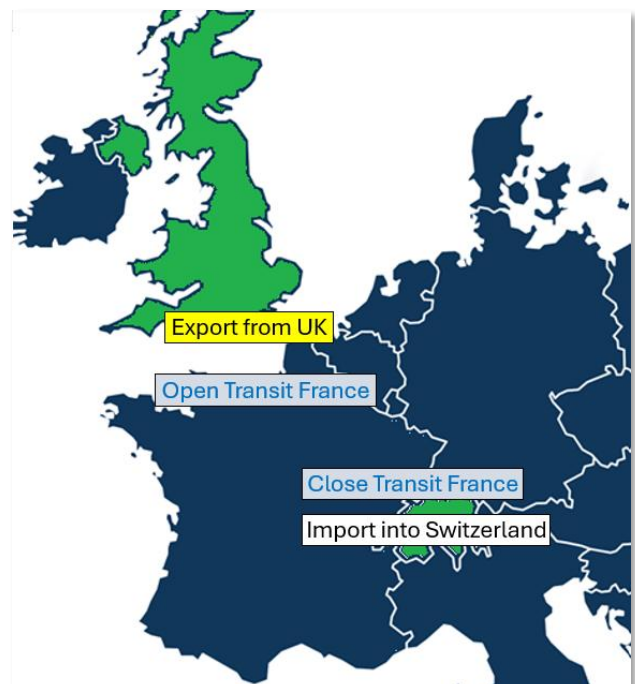
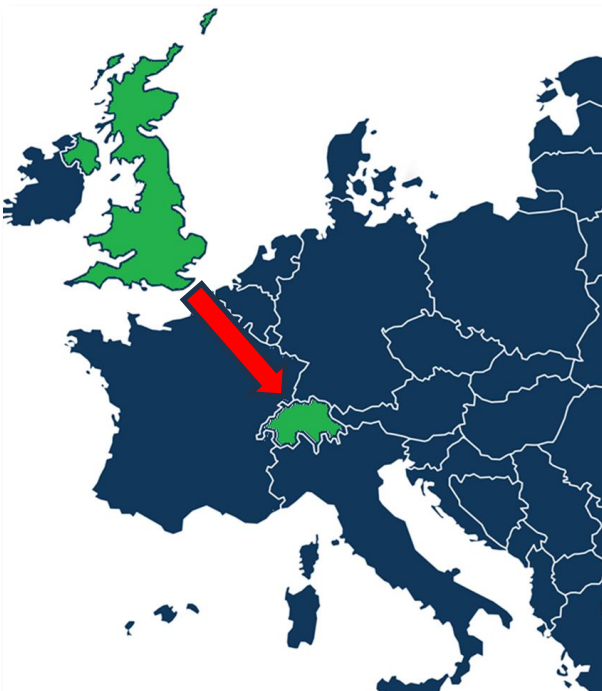
- Declaration is complete once the app creates a QR code
- **Split consignments** require multiple declarations (use item ranges as the reference)

7. HOW TO ADD TRANSITS TO THE TRAVEL

Transit = passing through a Carnet country en-route to the destination country, without stopping to do a commercial activity (**Note: EU counts as one country**)

For example:

- Driving to an exhibition in Switzerland involves passing through France (EU)
- French Customs will, therefore, require a Transit QR Code




- Enter the Customs office that will open and close the Transit (this route involves Calais and St-Louis border offices)
- **Note:** if travelling through multiple EU countries before entering Switzerland, one Transit will be sufficient
- There is no need to create separate Transit for each EU state as long as your movement remains within the EU) but the box will need to state the Office of entry into EU and exit from EU i.e. Calais to Weil am Rhein

- ← Add a Transit to the Travel by clicking on “+”
- ← Select the country where the Transit will be open
- ← Click on Save

8. CAN MY SHIPPER CREATE TRAVELS FOR ME



Yes. They will require PIN + ID from the Issuing system to be able to download the Carnet and create Travels. Travels can then be forwarded to the driver

Sharing the Carnet




- Gives user **full** control of the Carnet
- User can create, edit and share Travels
- Suitable for Freight Forwarders handling the shipment

Carnet PIN / ID from the issuing system


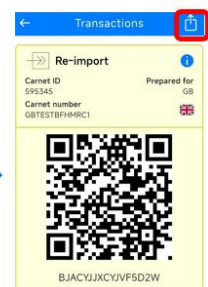



Sharing the Travel (QR Code)



- Recipient can only **view and present** the received Declaration
- Suitable for drivers or persons carrying the goods

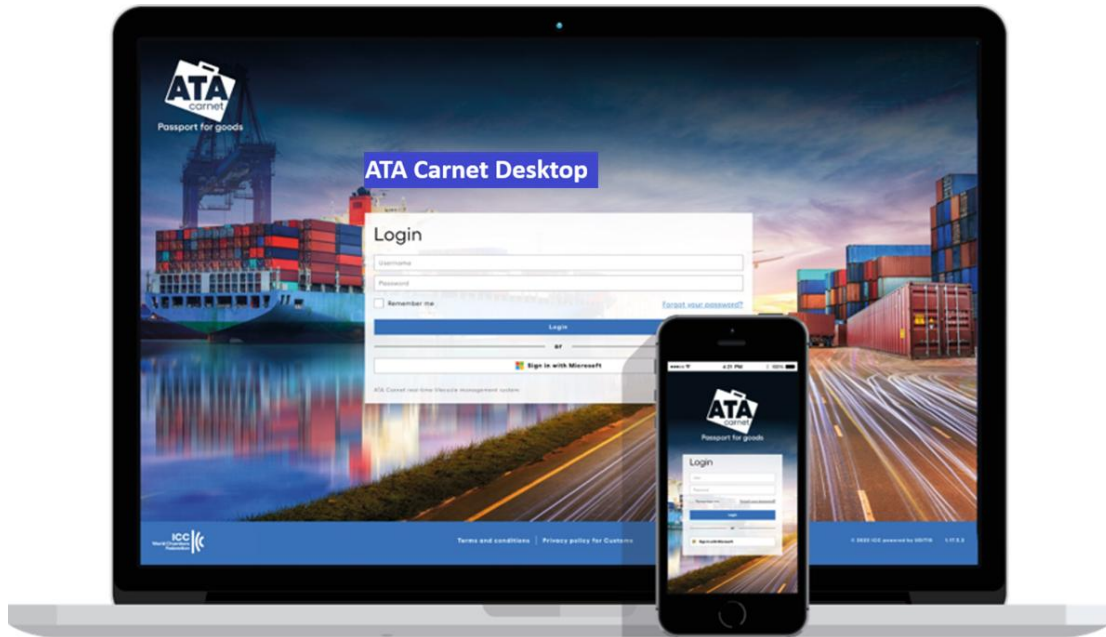
Individual QR Code from the APP

Note that the Carnet Holder remains responsible for customs charges even when the agent creates Travels and submits QR Codes to Customs.

7

9. DESKTOP APP INSTRUCTIONS FOR FREIGHT FOWARDERS AND FREQUENT CARNET USERS



[Click here to access ATA Carnet Desktop \(ACD\)](#)

- ACD is a web-based app that works on the same principle as the ATA Carnet App (users can download Carnets, create and share QR codes and monitor Travels)
- Suitable for users handling multiple Carnets in parallel (forwarders and regular Carnet users)
- Synchronised with the Mobile Phone App (ACA) to avoid duplication of work (for example back office can create Travels (QR Codes) and these will be visible on the driver's Mobile App after they download the same Carnet to the App)

Download Carnet to the App

Delete the Carnet from App

Set up Contacts (drivers / persons using the Carnet)

Set up other accounts (e.g. for the Holder to sign the Carnet)

View Carnet details

Prepare and edit Travels

View QR Codes for Travels

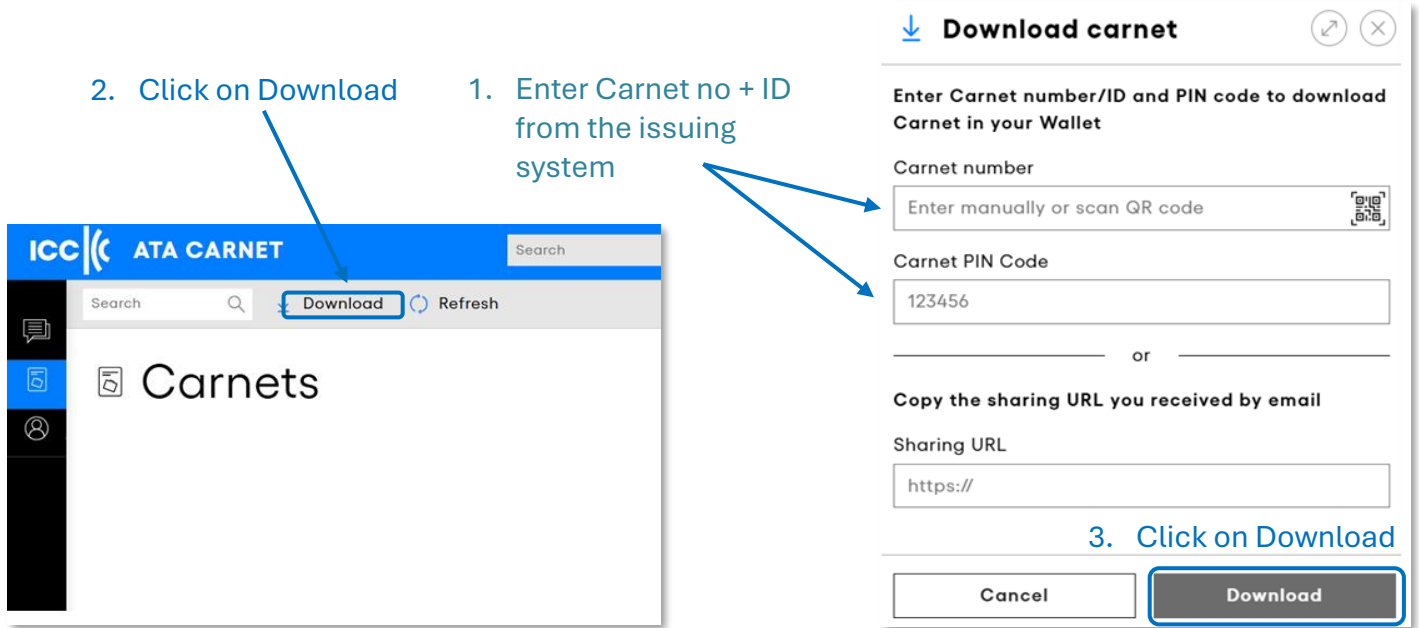
Share QR Codes with contacts

Status	Carnet ID	Carnet number	Type	Order type	Country	Issue	Valid until	Return	Total value	Holder	Reference	Details
Activated	596345	GBTESTBFHMRC1	ATA	Original	GB	17/09/2025	16/09/2026		5,500.00 GBP	Exports Limited		

Download the Carnet to ACD:

2. Click on Download

1. Enter Carnet no + ID from the issuing system

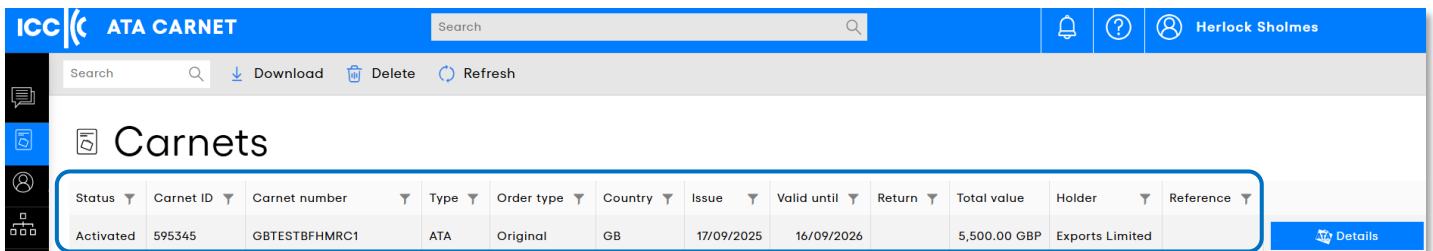


The screenshot shows the 'ATA CARNET' system interface. On the left, a sidebar contains navigation icons. The main area displays 'Carnets' with a search bar and a 'Download' button. A modal window titled 'Download carnet' is open, containing the following fields and instructions:

- Enter Carnet number/ID and PIN code to download Carnet in your Wallet**
- Carnet number**: Enter manually or scan QR code (with a QR code icon)
- Carnet PIN Code**: 123456
- Copy the sharing URL you received by email**
- Sharing URL**: https://
- Buttons**: Cancel and Download

3. Click on Download

The Carnet is now visible in the system:



The screenshot shows the 'ATA CARNET' system interface with a table of carnets. The table has the following columns: Status, Carnet ID, Carnet number, Type, Order type, Country, Issue, Valid until, Return, Total value, Holder, and Reference. The first row of data is:

Status	Carnet ID	Carnet number	Type	Order type	Country	Issue	Valid until	Return	Total value	Holder	Reference
Activated	595345	GBTSTBFHMRC1	ATA	Original	GB	17/09/2025	16/09/2026		5,500.00 GBP	Exports Limited	

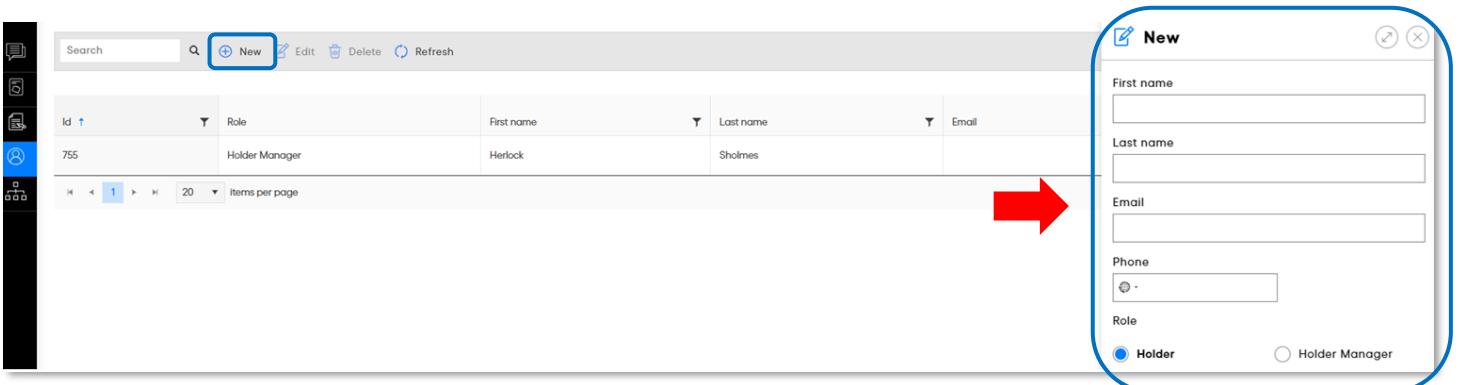
10. HOW DO I GET THE CARNET SIGNED IF I'M NOT THE CARNET HOLDER

The Carnet must be signed by the Carnet Holder before Travels can be created

Note – the agent can sign the Carnet only if they have the Power of Attorney from the Holder

This requires an account to be created for the Holder:

- Go to "Accounts" section and click on "New" / complete the relevant fields and click on "Create"



The screenshot shows the 'ATA CARNET' system interface with a table of accounts. The table has the following columns: Id, Role, First name, Last name, and Email. The first row of data is:

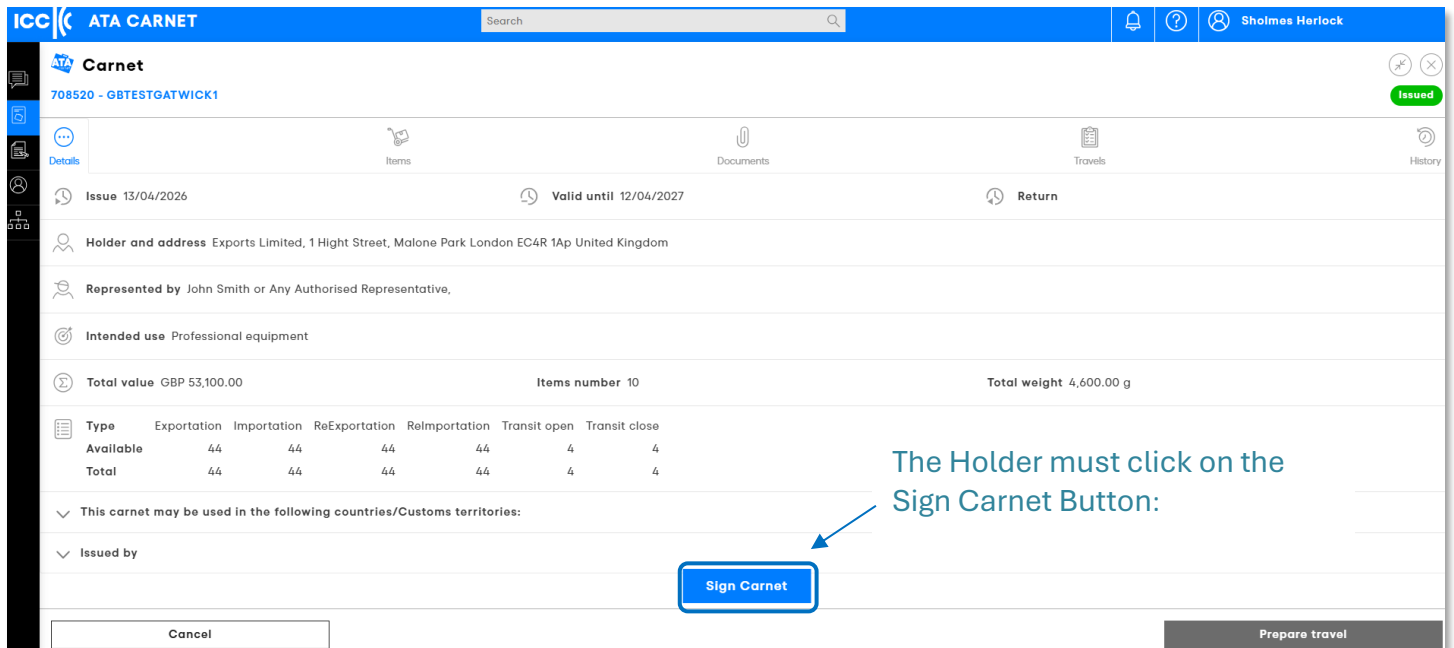
Id	Role	First name	Last name	Email
755	Holder Manager	Herlock	Sholmes	

A red arrow points from the 'New' button in the table to a modal window titled 'New' with the following fields and options:

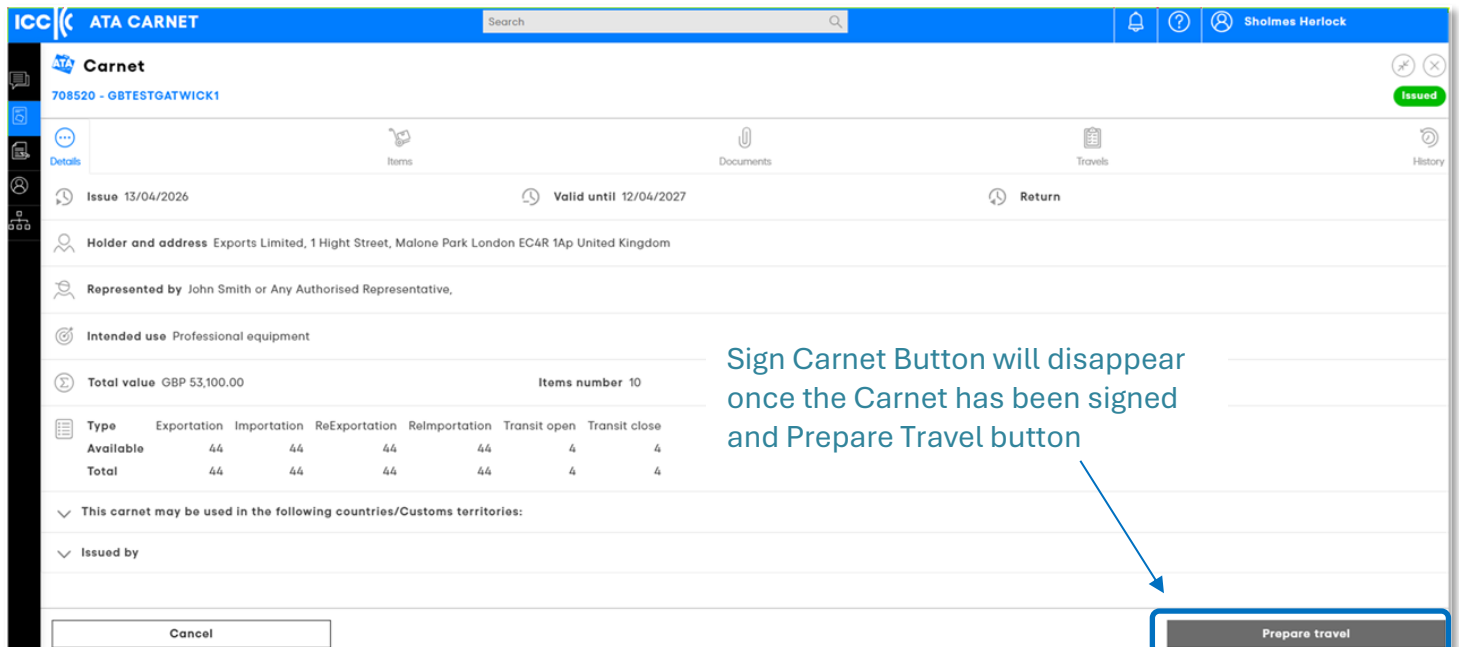
- First name**: [Text input]
- Last name**: [Text input]
- Email**: [Text input]
- Phone**: [Text input]
- Role**: Holder Holder Manager

- the user (Holder) will receive an email asking them to set up a password

- The Holder will need to download the Carnet to their APP (if agent applied for the Carnet, the PIN and ID from the issuing system will need to be shared with the Holder to enable them to download the Carnet to ACD and sign it
- The Holder / signatory will need to click on the Carnet (once downloaded) and click on “Sign Carnet” button



“Prepare Travel” button will be activated once the Carnet has been signed (sign Carnet button will disappear):



- Create Travel by completing the relevant information

Note 1 – Trip reference should contain the event date + name and items for ease of reference i.e. Paris Art Expo Trip / 1.6.2026 / #1 - 250

Note 2 – The name of the person that clicks on “Save and sign” will be recorded as the declarant (if the declaration is to be signed by someone else, the page can be saved as draft, and the other user downloads the Carnet to their app and signs by clicking on Save and sign)

Prepare travel

Trip reference (Optional): Paris Art Expo Trip / 1.6.2026 / #1 - 250

From country: United Kingdom | To country: France (European Union)

To location/city/event/use (Optional): Paris Art Expo 2026, Paris Exhibition Centre | Mean of transport: Land

Extra details (Optional): GVMS 123445667, Numberplate HR65 6TH

Transit(s) (Optional): +

Declared items: +

Packaging Details (Optional): 3 Crates

Buttons: Cancel, Save as draft, Save and sign

Save as Draft saves the information, without signing the Declaration. This allows another user to download the Carnet and sign

- Travels (QR Codes) are now visible in the system:

Carnet

595345 - GBTESTBFHMRC1

Activated

Details | Items | Documents | Travels | History

1	Paris Art Expo Trip	Exportation / Importation	From : United Kingdom	To : France	QR	Delete	Edit
2	Return to UK	ReExportation / ReImportation	From : France	To : United Kingdom	QR	Delete	Edit

Clicking on QR code shows us the existing QR Codes (for the selected travel):

- To share vouchers with the Driver, open the QR Code, click on “Share” and select vouchers to be sent:

Transactions

Validation | Exportation | Importation

Exportation

Carnet ID: 690270 | Prepared for: GB

Carnet number: GBTESTFCN326

ASARRDSJD2KH7VC5

Signed by: Herlock Sholmes | Signed on: 01/05/2026 20:59:33 (UTC+00:00)

To undo a transaction, give the cancellation code to the customs officer

Buttons: Share, Add predeclaration

Share

Share

Validation: [x] Transaction code: AJAKRMVP5KP52EMGE

Exportation: [x] Transaction code: ASARRDSJD2KH7VC5

Importation: [] Transaction code: A2AMGT5KLMG7FGD8L

Contact: Please choose

Select an existing Contact (Driver) or set up a new one. Click on “Send” to forward the Voucher

Buttons: Cancel, Send

Received QR Code can be stored as follows:



Carnet App



Google Wallet



Apple Wallet



Print

The driver can only **view** the received declarations (any amendments would need to be done by the back office)

Back office must ensure they can support drivers with generating new QR codes if corrections or amendments are needed

Declaration creation and editing by the driver are only possible via the Carnet App, provided that the **Carnet has been downloaded to the device**

The printed version of the shared declaration (QR Code) looks as follows:

The image shows a printed document for an ATA carnet. At the top left is the ATA carnet logo with the tagline 'Passport for goods'. At the top right is the ICC World Chambers Federation logo. The main title is 'Importation Voucher'. Below the title is a large QR code. Underneath the QR code, the following information is listed: Carnet ID: 445041, Carnet Nr: FRRXV122400065, To be used in the Customs territory of United Kingdom, Transaction code: A2CLANJ52MBEQFZ6B, Cancellation: E2CPJK8FWC63HZQ4S, and Valid until: 26/11/2025. Arrows from the text on the right point to the QR code, the Carnet ID, and the Transaction code.

Customs can:

- Scan the QR code

Or

- Type the Carnet ID and Transaction Code into the Customs Portal

11. HOW TO ADD A PRE-DECLARATION TO THE TRAVEL

This functionality was originally developed for locations which do not have permanent Customs presence or where Officers are off limits to the public (i.e. NCU, Holyhead IBF, Heathrow Customs House etc).

The Carnet user creates a Carnet Declaration (QR Code) which is then pushed to the specific port. The port can see time + date of arrival and can check the details of the declaration. Once the goods arrive at the port, the user has an option to activate (authorize) the predeclaration. This allows Customs to process it without having to scan the QR Code (in this case the user would attach backup documents to the Declaration (Airway Bill, CDS entry etc) to allow Border Force to process the Carnet transaction. **NOTE – Users can currently create pre-declarations, but Attaching documents is not yet available in the system. Users are, therefore, advised not to use this functionality until further notice. UKNATACO will advise which ports will be operating this facility in due course.**

Transactions

Relimportation

Carnet ID: 595345 Prepared for: GB

Carnet number: GBTESTBFHMRC1

BJACYJJXCJVF5D2W

To undo a transaction, give the cancellation code to the customs officer

.....

Share Add predeclaration

Pre-declarations

- Can be used at cargo / inventory linked locations or ports where Carnet users do not have access to Customs (**note that system will only allow pre-declaration to be created for the countries that accept prenotifications for their territory**)

- Can be added by clicking on “Add predeclaration” and selecting the port and time of arrival at the port
- Pre-declaration could also be used when the driver is at the port and has incorrect QR Code. New declaration can be pushed directly to the port by the back office and be opened by Customs directly

“Allow remote commitment” must be ticked

Authorise link must be activated by the Carnet Holder or their back office once the goods arrive at the port

Pre-arrival declaration

Pre-declaration allows you to share with customs authorities all the details of the transaction, including the list of goods.

Allow remote commitment

Allow remote commitment enables customs to process the transaction remotely, i.e without having to present the QR code in person. This will normally be used at locations that handle cargo or freight

2 ReExportation / Relimportation From : France To : United Kingdom

Pre-declarations

Relimportation Test Customs Office - use this for testing the app 05/05/2026 17:30 [Update predeclaration](#) | [Delete predeclaration](#) [Authorize](#)

12. HOW DO I ADD ADDITIONAL VOUCHER SETS TO THE CARNET

Each Digital Carnet issued has a number of Travel sets (vouchers) allocated to it, depending on what was issued

- These sets are shown in the Carnet Details section of the ACA and ACD
 - Total - total no of sets allocated at issue
 - Available – remaining sets (creating QR Codes uses up the sets)

New sets can be added via the Issuing System (Carnet archive section):

Ref	ClientReference	Created Date	Name	Company	Status	Actions
102229 GB/TEST/DONKEY1	Donkey Art Expo 2026	25/03/2026 14:06:06	John Smith	Exports Limited	Completed	Review Extend Extra Vouchers PIN Transactions

Once the Issuing Association approves the Extra Vouchers application, the extra sets are **automatically pushed to the Digital Carnet** and visible in the “Details” section:

The image shows two side-by-side screenshots of the 'Details' page for a Digital Carnet (Ref: GBTESTDONKEY1). The left screenshot shows the initial state with 6 available Export sets and a total of 8. The right screenshot shows the state after adding extra vouchers, with 10 available Export sets and a total of 12. A blue arrow points from the left to the right screenshot.

Sets	Available	Total
Export	6	8
Re-import	7	8
Import	6	8
Re-export	7	8
Transit	0	0

Sets	Available	Total
Export	10	12
Re-import	11	12
Import	10	12
Re-export	11	12
Transit	0	0

Note that it is currently NOT possible to add countries to the Carnet after issue.
New Carnet will be required to cover additional countries

13. HOW DO I USE DIGITAL CARNET AT DIFFERENT TYPES OF PORT

Flying with hand carried goods / goods in baggage (passenger terminals):

On Departure from the UK or Country of Temporary Admission

Find the Commercial Exports area **before** checking your goods in



If Customs are not present, use the Customs Enquiries phone



On Arrival at the Destination (UK or Abroad)

Collect your luggage and go to the Red Channel (Goods to Declare)



If Customs are not present, use the Customs Enquiries phone



Airfreight (freight terminals):

- Use the same procedure as now, but submit a printed QR Code
- Ensure that Airway Bill and Customs entry match the Carnet Declaration
- Customs may accept pre-declaration (see section 9 / **Procedure TBC**)

Departing from UK

- Present Validation (on 1st use only) and Export QRs
- Customs will scan the QR code and process the transaction
- App History tab will show details of the transaction



Arriving at destination

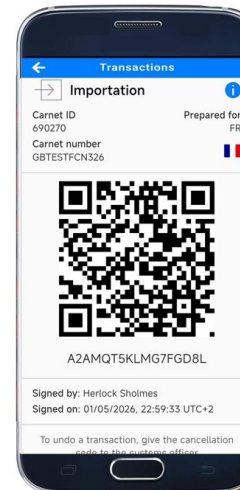
- Present Import QR Code
- Customs will scan the QR code and process the transaction
- App History tab will show details of the transaction



Note – if the app shows paper Voucher instead of the QR code, then you must use a paper Carnet for that country!

Departing the country of Temporary Admission

- Present Re-export QR Code
- Customs will scan the QR code and process the transaction
- App History tab will show details of the transaction



Returning to the UK


- Present Re-import QR Code
- Customs will scan the QR code and process the transaction
- App History tab will show details of the transaction



Transits

Transit = passing through a Carnet country en-route to the destination country, without stopping to do a commercial activity.

For example, driving from UK to Switzerland involves passing through France (EU). French Customs will, therefore, require a Transit QR Code both out and back.



Transit 1


France (European Union)

Via location/city/event/use (optional)
CALAIS to ST. LOUIS

If travelling through multiple EU Countries before entering Switzerland, one Transit will be sufficient (as long as your movement remains within the EU).

Transit open

Carnet ID 686797
Carnet number GBTESTUKNATAC01




BSAHE6427YWBKACQ

To undo a transaction, give the cancellation code to the customs officer

Transit close

Carnet ID 686797
Carnet number GBTESTUKNATAC01



B2AMC763CMR9NMHSB

To undo a transaction, give the cancellation code to the customs officer

Where to get your ATA Carnet processed:



On Departure:

- present the goods and the Carnet Declaration at Commercial Exports counter BEFORE checking the goods in (use the **red duty phone** if no Officer is present)

On Arrival:

- present the goods and the Carnet Declaration at the Red channel

Note – passenger Carnets get processed at passenger terminals / freight Carnets at freight terminals



Dover and Eurotunnel (both out and back):

- Use [SEVINGTON IBF](#), Junction 10a of the M20, TN25 6GE
- **HAULIERS** require **GMR, ENS and ELO** in both directions (exiting and returning to UK)
- **PRIVATE CARS AND VANS** driven by the owner do not need a GMR (ENS and a full declaration are only required if shipping goods subject to export licence)

Holyhead (both out and back):

- Use [Holyhead IBF](#) at Park Cybi, A55 Junction , LL65 2YQ
- **HAULIERS** require **GMR and PBN** in both directions (exiting and returning to UK)
- **PRIVATE CARS AND VANS** driven by the owner must email CustomsPBN@revenue.ie with the scan of the Carnet Front Cover and General list and details of sailing (date, time, ferry, port of exit and entry). Hauliers need to apply for PBN [online](#)

Dover Western Docks:

- To be used only for customers registered with [Motis](#)



All other roro / seaports:

- Go to Goods to Declare point at the port. Present goods and the QR Code to the Border Force
- **Hauliers** require **GMR** for [GVMS Ports](#)
- **Inventory Release request** (e.g. RRE in Destin8) may be required to release the goods moved under transport contract (Hauliers / Cargo) at the Inventory Linked Ports. If the inventory facilitated release (RRE) is not available at the port, use C21i / C21e instead



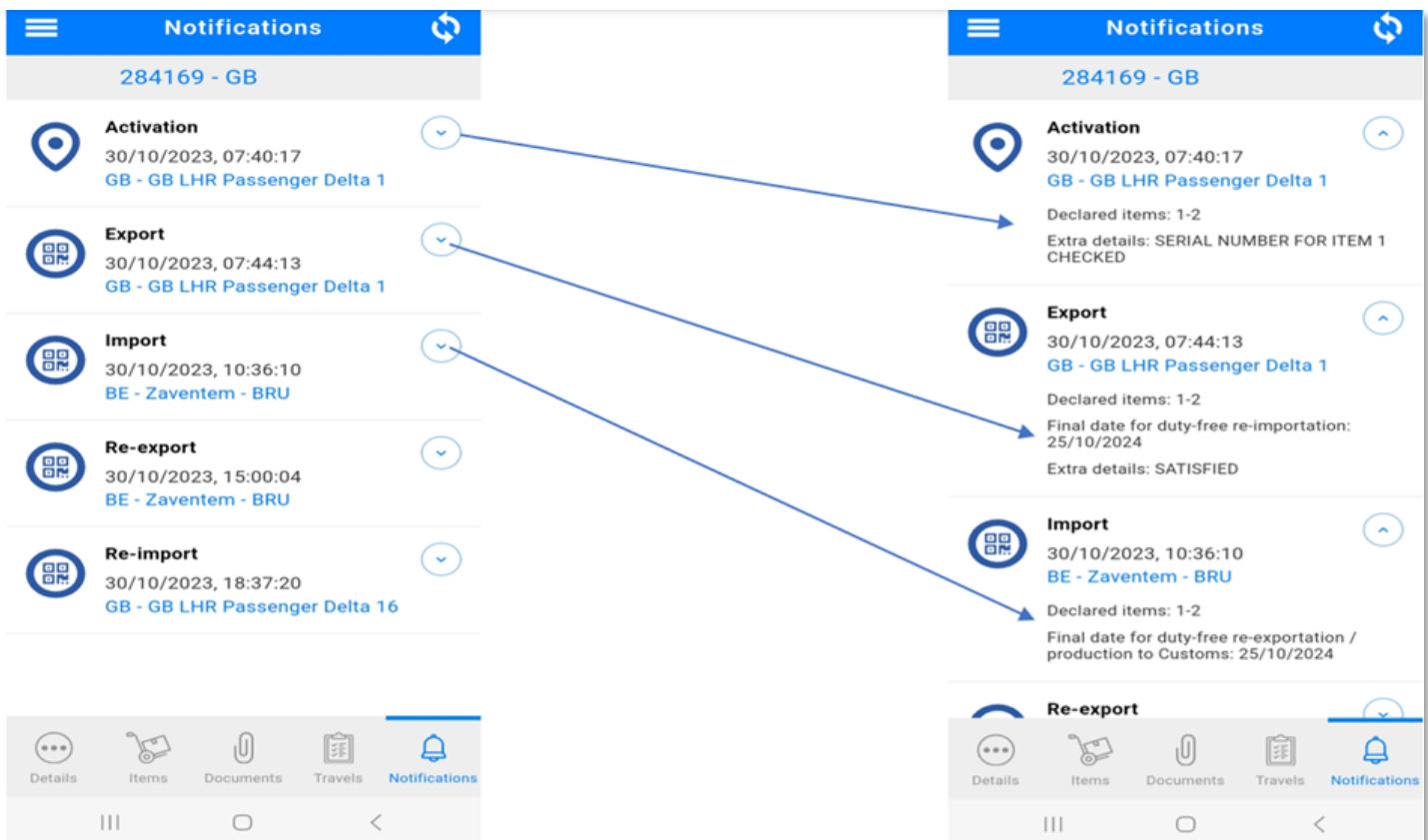
Eurostar (St Pancras International):

- Carnet Holders leaving UK by Eurostar should **pre-notify** Border Force by calling **0207 841 6410**
- **6am departure** - there are no Border Force Officers on duty for this departure. Holders should take their Carnet to St Pancras the day before their departure.

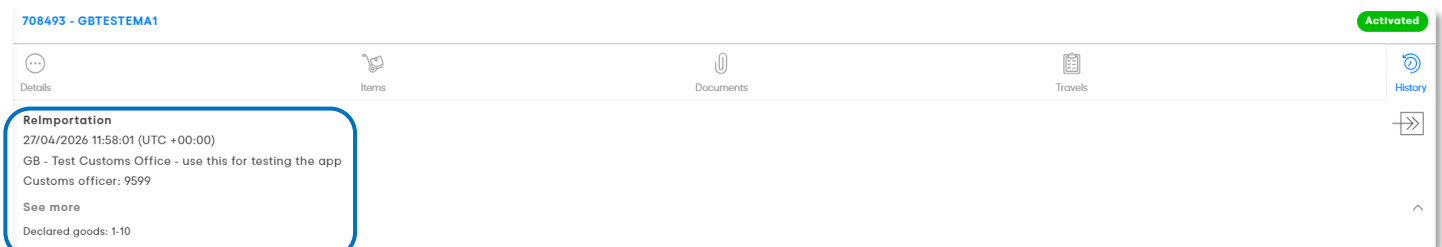
ADDITIONAL REQUIREMENTS	
Permits and Declarations	ATA Carnet is not a substitute for usual Customs documentation such as permits or certificates (i.e. Export License, Cites etc.). Any such documents will need to be obtained before your goods are temporarily exported on a Carnet. Goods travelling as Airfreight or Sea freight must have relevant Customs entries both in the UK and abroad
Letter of Authorisation	These are required to authorise the driver (or any other person not listed as a Representative on the Carnet) to declare the goods to Customs on behalf of the Carnet Holder. The letter must name the driver / person handling the shipment and be signed by the Director of the holder company
Goods Movement Reference (GMR / GVMS)	GMR is a digital wrapper which contains all the required Customs declarations and allows entry to the port freight terminals. GMR is required for all vehicles using the freight route, transporting mixed consignments or shipments that require a full declaration (i.e. controlled goods). Ireland = PBN, France = ELO, Netherlands = Portbase

14. WHERE CAN I SEE DIGITAL TRANSACTIONS PROCESSED BY CUSTOMS

Transactions will be visible in the Notifications section of the ATA Carnet App:



And also in the ATA Carnet Desktop app:



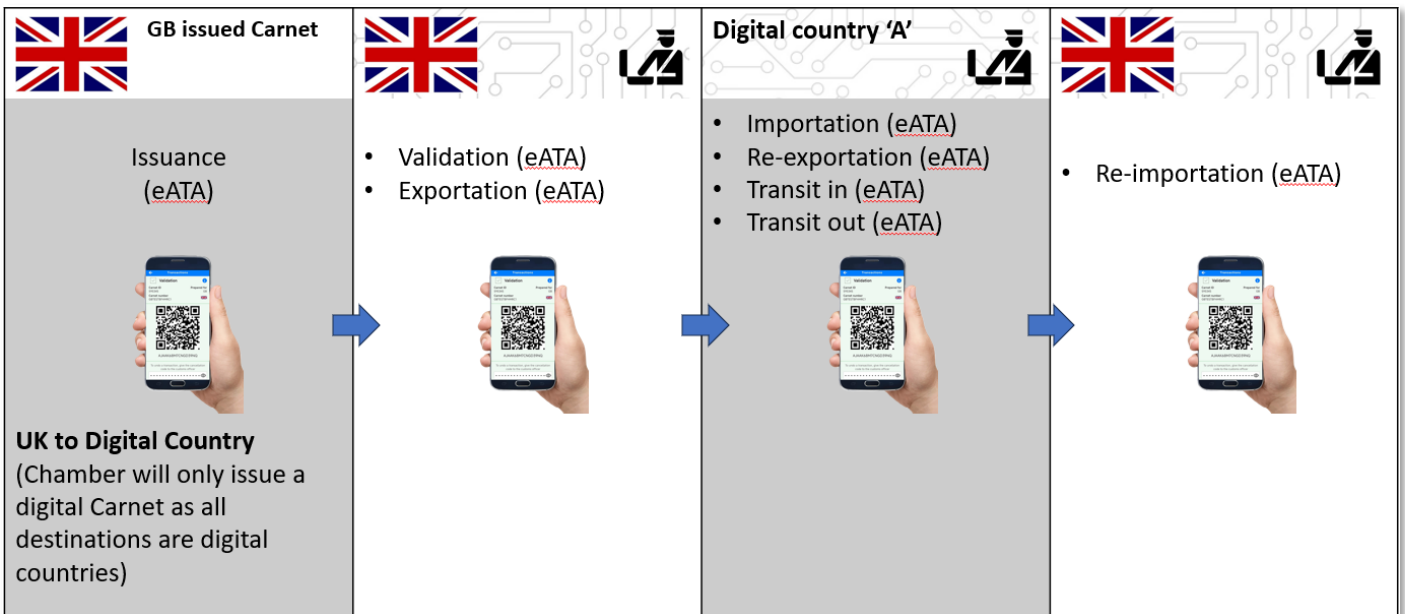
15. PAPER AND DIGITAL PARALLEL CARNET USE DURING THE TRANSITION PERIOD

All Carnet countries are expected to transition to digital Carnets by 31 December 2027.

- Paper and digital Carnets will coexist and will be used interchangeably until the end of Transition
- Issuing Chambers will issue the type of Carnet according to the destination country requirements (paper Carnet for paper destinations, digital Carnet for digital destinations and both Carnet types for mixed itineraries)

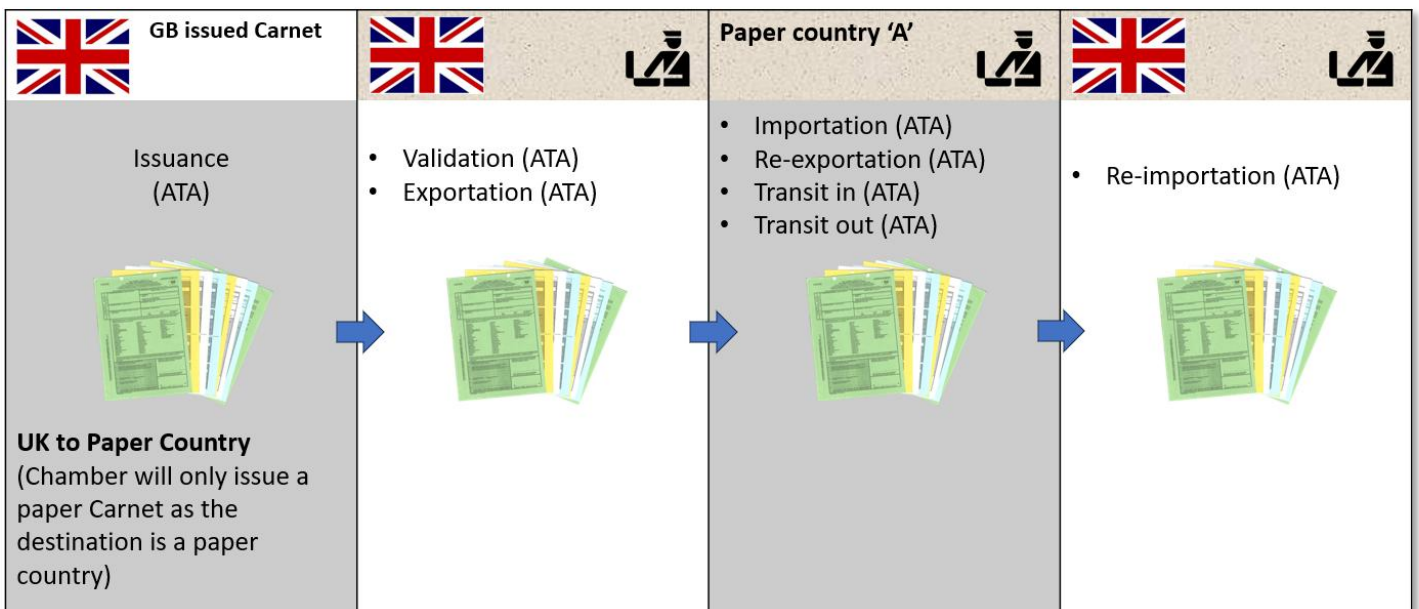
1. Itinerary involving DIGITAL countries only

- Issuing Chamber will only issue a digital Carnet
- The Holder will use the digital Carnet both in the UK and abroad:



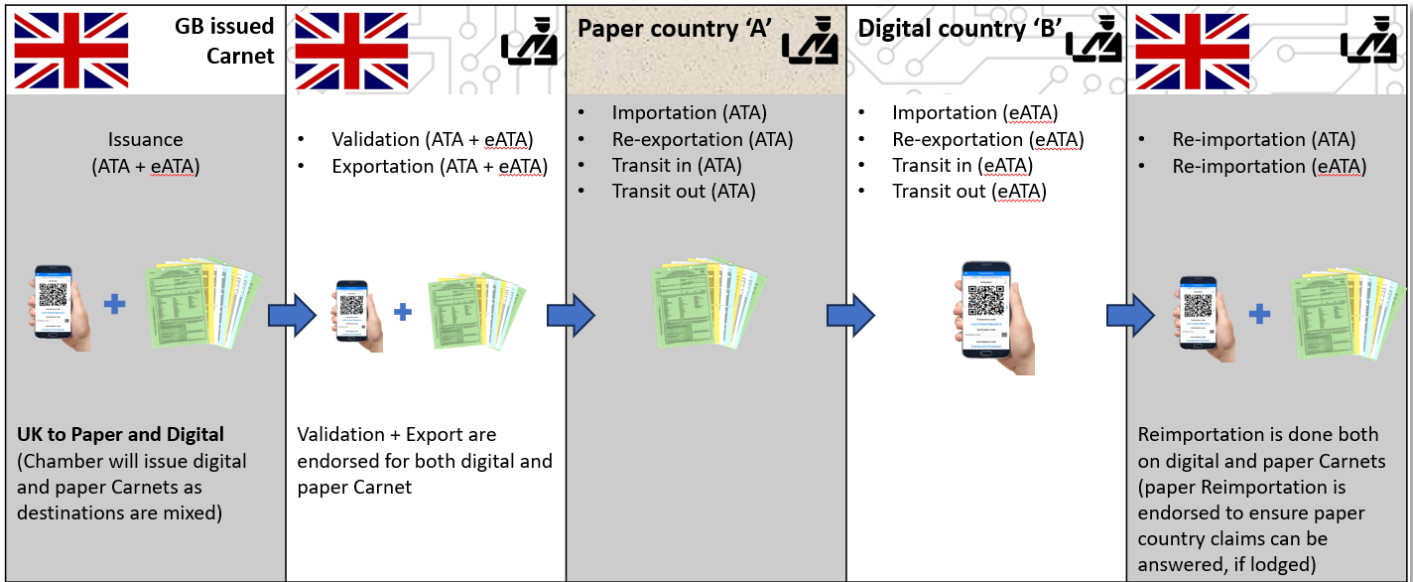
2. Itinerary involving PAPER countries only

- Issuing Chamber will only issue a paper Carnet
- The Holder will use the paper Carnet both in the UK and abroad:



3. Itinerary involving both DIGITAL and PAPER countries

- Issuing Chamber will issue both digital and paper Carnet
- UK Customs will have to process both Carnets on export from UK and return to UK
- Use paper Carnet in paper destinations and digital Carnet in digital destinations (Box P of the paper Carnet Front Cover will group countries into digital and paper for ease of reference)



16. HOW DOES THE CARNET USER KNOW WHERE TO USE DIGITAL OR PAPER CARNETS

The type of ATA Carnet issued will depend on whether the destination accepts paper or digital Carnets. **The issuing system and the Carnet apps have been adjusted to indicate the type of Carnet require.** For example:

Paper destinations only:

- When all the destinations in the itinerary are paper, the Issuing Chamber will only issue a Paper Carnet
- Issuing system **will not** issue digital PIN / ID
- Box P of the Carnet will only show Paper Destinations:

P. This Carnet may be used in the following countries / Customs territories under the guarantee of the associations listed on page four of the cover: / Ce carnet est valable dans les pays/territoires douaniers ci-après, sous la garantie des associations reprises en page quatre de la couverture: **UNITED KINGDOM (GB)** and:

Paper Destination
 ALAND ISLANDS (AX)



• **THIS DOCUMENT MUST BE RETURNED TO THE ISSUING OFFICE AFTER USE.**
 (Remember to photocopy pages 2,3 and 4 for your own protection in the event of it subsequently going missing.)

The holder of this Carnet and his representative will be held responsible for compliance with the laws and regulations of the country / Customs territory of departure and the countries / Customs territories of importation. / A charge pour le titulaire et son représentant de se conformer aux lois et règlements du pays / territoire douanier de départ et des pays / territoires douaniers d'importation.

Digital destinations only:

- When all the destinations in the itinerary are digital, the Issuing Chamber will only issue a Digital Carnet
- Issuing system will issue digital PIN / ID notification

Notifications 1			
Notification Title	Sent On	Sent By	Is Read?
Digital Carnet no GB\TESTCARDIFF1 PIN Notification	13/04/2026	DavorMckinley1	No

Mixed itineraries (both paper and digital destinations):

- The Issuing Chamber will issue both Paper and Digital Carnets
- Paper Carnet Front Cover will show all countries in the itinerary separated into Paper and Digital Countries:

P. This Carnet may be used in the following countries / Customs territories under the guarantee of the associations listed on page four of the cover: / Ce carnet est valable dans les pays/territoires douaniers ci-après, sous la garantie des associations reprises en page quatre de la couverture: UNITED KINGDOM (GB) and:

<p>PAPER DESTINATIONS</p> <ul style="list-style-type: none"> ALBANIA (AL) ALGERIA (DE) ANDORRA (AD) AUSTRALIA (AU) AUSTRIA (AT) BELGIUM (BE) BOSNIA AND HERZEGOVINA (BA) BULGARIA (BG) CANADA (CA) CHILE (CL) CHINA (CN) CROATIA (HR) CYPRUS (CY) CZECH REPUBLIC (CZ) DENMARK (DK) ESTONIA (EE) FINLAND (FI) FRANCE (FR) GERMANY (DE) GIBRALTAR (GI) GREECE (GR) 	<ul style="list-style-type: none"> HONG KONG, CHINA (HK) HUNGARY (HU) IRELAND (IS) INDIA (IN) INDONESIA (ID) IRAN (IR) IRELAND (IE) ISRAEL (IL) ITALY (IT) IVORY COAST (CI) JAPAN (JP) KAZAKHSTAN (KZ) KOREA (KR) LATVIA (LV) LEBANON (LB) LITHUANIA (LT) LUXEMBOURG (LU) MACAO, CHINA (MO) MADAGASCAR (MG) MALAYSIA (MY) MALTA (MT) MAURITIUS (MU) MEXICO (MX) 	<p>DIGITAL DESTINATIONS</p> <ul style="list-style-type: none"> MOLDOVA (MD) MONGOLIA (MN) MONTENEGRO (ME) MOROCCO (MA) NETHERLANDS (NL) NEW ZEALAND (NZ) NORTH MACEDONIA (MK) NORWAY (NO) PAKISTAN (PK) PERU (PE) PHILIPPINES (PH) POLAND (PL) PORTUGAL (PT) ROMANIA (RO) SAUDI ARABIA (SA) SENEGAL (SN) SERBIA (RS) SINGAPORE (SG) SLOVAKIA (SK) SLOVENIA (SI) SOUTH AFRICA AND SACU (ZA) 	<ul style="list-style-type: none"> SPAIN (ES) SRI LANKA (LK) SWEDEN (SE) SWITZERLAND (CH) THAILAND (TH) TUNISIA (TN) TURKIYE (TR) UNITED STATES OF AMERICA (US)
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Carnet Front Cover separates countries into paper and digital

- **ATA Carnet App** will allow creating Travels for both digital and paper countries, however, the app will show a warning that the selected country is a paper destination:

← Prepare travel

Travel name (optional)
Bulgaria Test trip 1.6.2026 / # 1-58

Departure/Destination

United Kingdom

Bulgaria (European Union)

Warning: This destination's Customs administration currently accepts paper ATA Carnets only. Digital ATA Carnets will not be accepted.

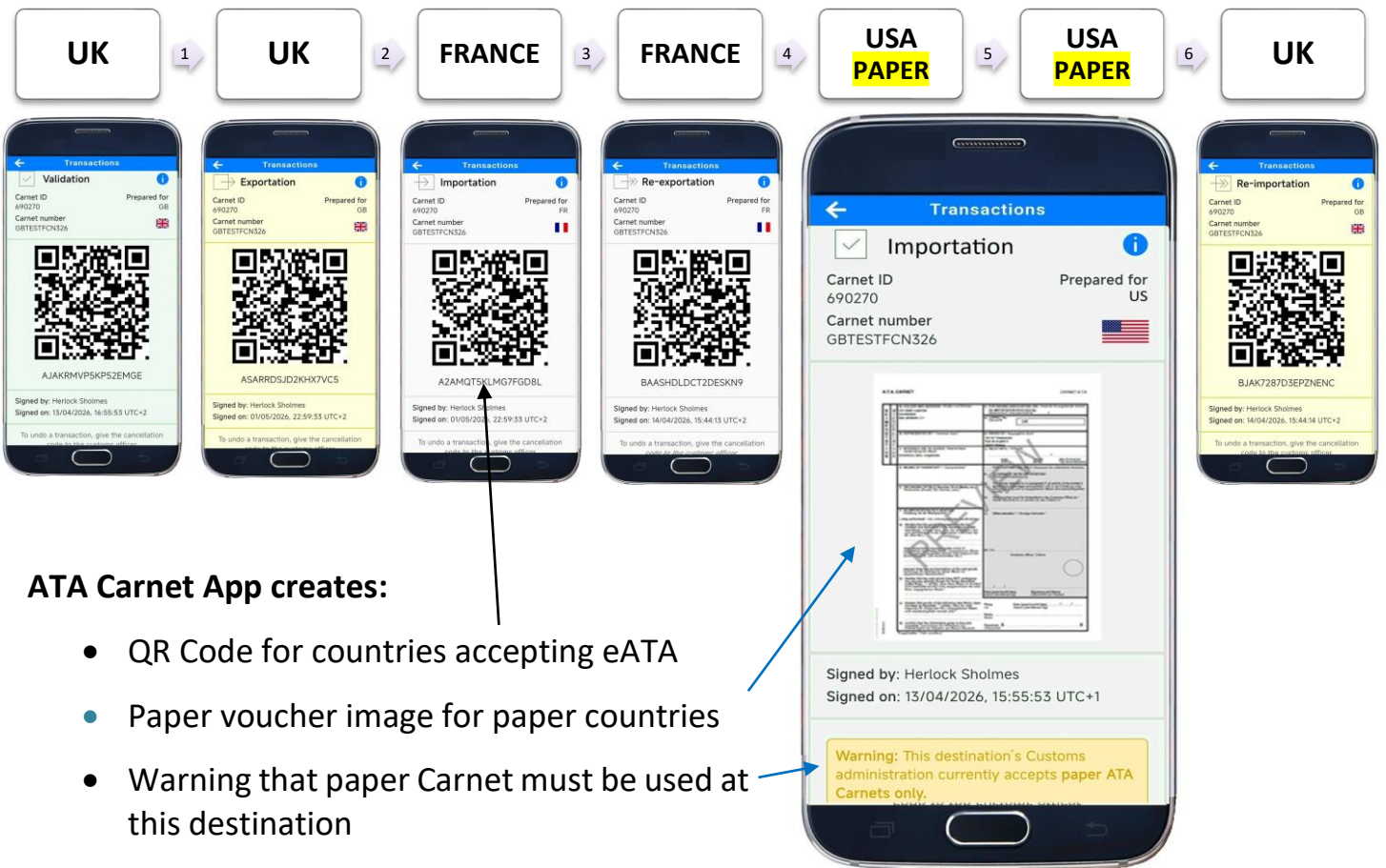
To location/city/event/use (optional)

Means of transport

Air
 Sea
 Land

The App warns user that the destination is a paper Carnet country, hence, paper Carnet should be used instead of the digital Carnet

- Furthermore, **QR codes will only be created for digital countries.** For example, an itinerary involving a visit to France and USA will involve digital QR Codes for UK and France and a paper warning for USA:



ATA Carnet App creates:

- QR Code for countries accepting eATA
- Paper voucher image for paper countries
- Warning that paper Carnet must be used at this destination

17. SIMPLIFIED GUIDES FOR USERS TRAVELLING WITH CARNETS

Important Notes for Carnet Users – [General Instruction Sheet](#)

Important Notes for Carnet Users – [digital Carnets](#)

Important Notes for Carnet Users – [paper Carnets](#)

Important Notes for [Drivers and Hauliers](#)

18. WHAT SHOULD I DO WITH MY CARNET AFTER I HAVE FINISHED USING IT

Let the Chamber know that you have finished using the Carnet:

Go to the issuing system and click on “Return Carnet” in the Carnet Archive section:

Ref	ClientReference	Created Date	Name	Company	Status	Actions
108521 GB/TEST/ALAND7	Eiffel Tower Restoration Project	24/03/2026 12:24:05	John Smith	Exports Limited	Completed	Review Extend Extra Vouchers PIN Transactions Return Carnet



The Chamber will check your Carnet and communicate their observations

If you also have a paper Carnet, scan any Counterfoils endorsed by Customs (keep those on your files) and return the Carnet to the Chamber (preferably by special post or courier).

19. WHAT SHOULD I DO IF MY CARNET WAS NOT ENDORSED BACK INTO UK

Contact the National Carnet Unit (HMRC) and request a Certificate of Location before the Carnet expires:

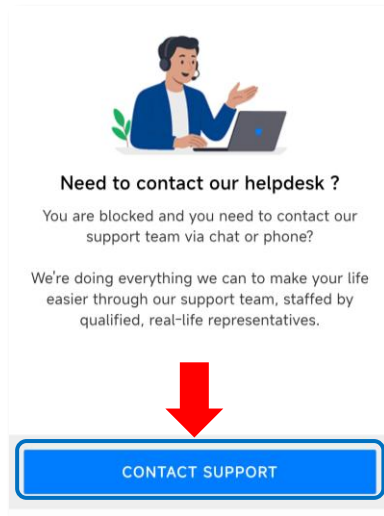
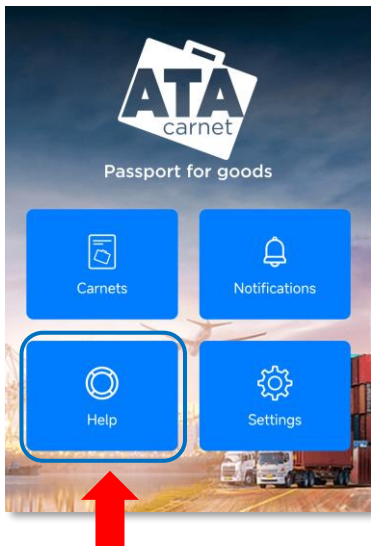
Email: atacarnetunit@hmrc.gov.uk

Telephone: 0300 322 7064

20. WHERE CAN I GET HELP WITH THE CARNET APP OR FUTHER INFORMATION ON CARNETS

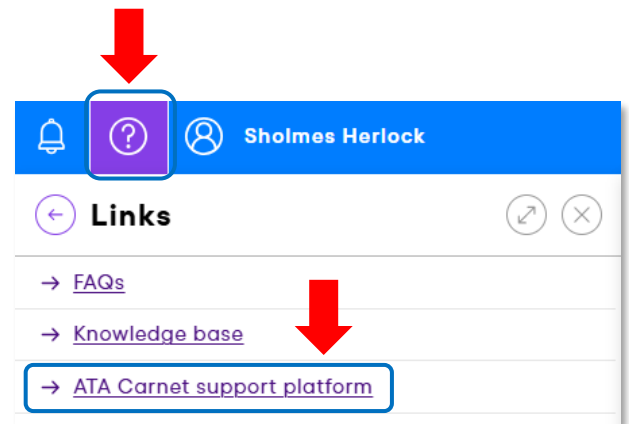
ATA Carnet App:

Click on the Help Icon and then on Contact Support:



ATA Carnet Desktop:

Click on "?", then Links and Support Platform



Please note that the App Support can only answer technical questions pertaining to the APP.

If you have a specific question relating to your ATA Carnet or the application process – [you must contact your issuing Chamber](#)

Further information on ATA Carnets:

The [UKNATACO website](#)



Created by Davor Antonic-McKinley

UK NATIONAL ATA CARNET ORGANISATION (UKNATACO)

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