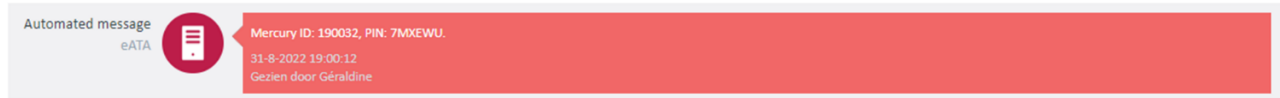


PLEASE NOTE THAT YOUR ATA CARNET IS DIGITAL!

Check for your **Carnet ID and Pin** in www.e-ata.eu in “messages”



Discover how to use your digital Carnet in the European Union, the UK, Norway and Switzerland



Check the App

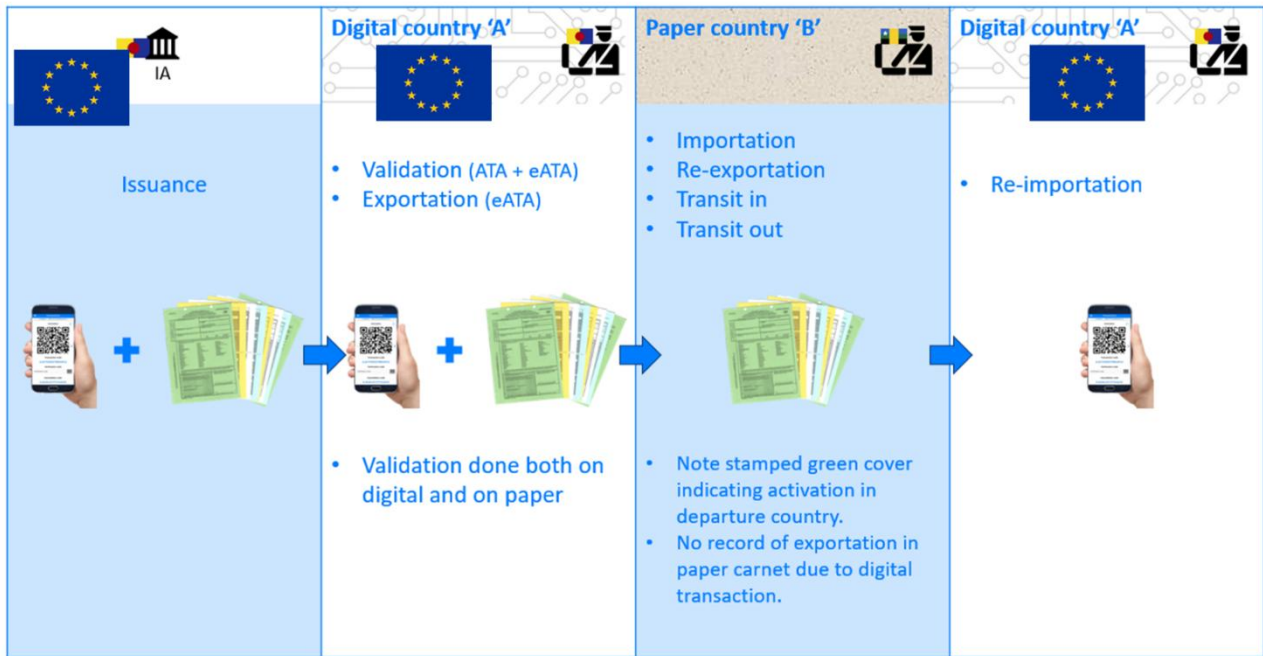


Check the scenarios!

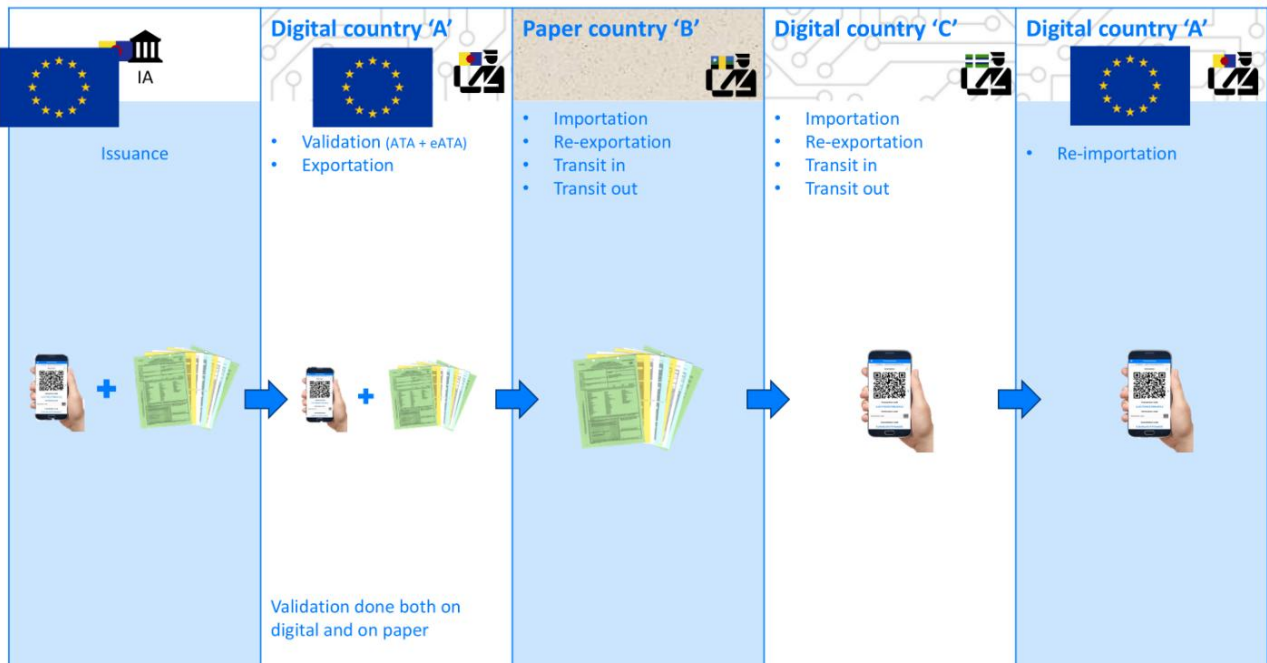
Digital only.







Destination “paper” country



Destination digital and “paper” countries



Use the app and/or the desktop version?

App	Desktop
Prepare travels	
Share QR codes	
Pre-declaration	
Follow up on Carnets : ☹️	Follow up on Carnets : 😊
Show QR to customs	Print QR code (via shared voucher)
	Manage users
   	https://app.atacarnet.iccwbo.org

Share PIN and ID or share voucher with the Carnet user?**What can user do ...**

With shared PIN + ID	With shared voucher
Download Carnet in App/Desktop	Download voucher in App
Create, edit and delete travels	
Share vouchers	
Show QR code to customs	

Show QR code or make pre-declaration to Customs?

Show QR code	Pre-declaration
"Manned" Customs desks Hand carried	"Unmanned" Customs desks Cargo
Customs ask it	

Videos

App

Register and login

https://www.youtube.com/watch?v=hKSk_KSIS8w

Download Carnet:

<https://www.youtube.com/watch?v=DmYMNXc9u1E>

Prepare travel:

https://www.youtube.com/watch?v=RAg_98F1dSU

Share voucher:

<https://www.youtube.com/watch?v=qIHDvqQOysk>

Desktop

Downlaod Carnet:

<https://www.youtube.com/watch?v=Dz8L9EKCYCM>

Prepare travel:

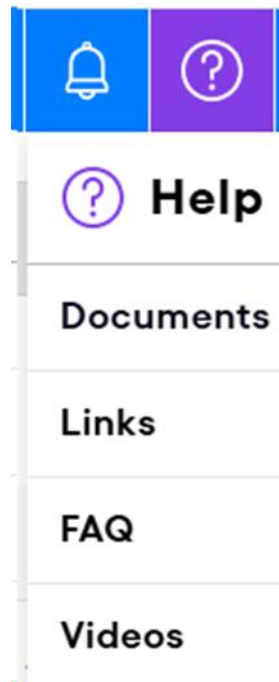
<https://www.youtube.com/watch?v=CnBBceGb5wU>

All

<https://support.atacarnet.iccwbo.org/support/solutions/articles/202000107205-video-training>

Support

1. Check support in App/Desktop



2. Check with your issuing Chamber of Commerce

3. Support Portal

<https://support.atacarnet.iccwbo.org>

4. Email

atacarnet-support@iccwbo.org

5. Telephone

+41 58 440 1510

The telephone channel is intended primarily for **urgent or operationally critical issues**, particularly those with legal or system-wide impact.