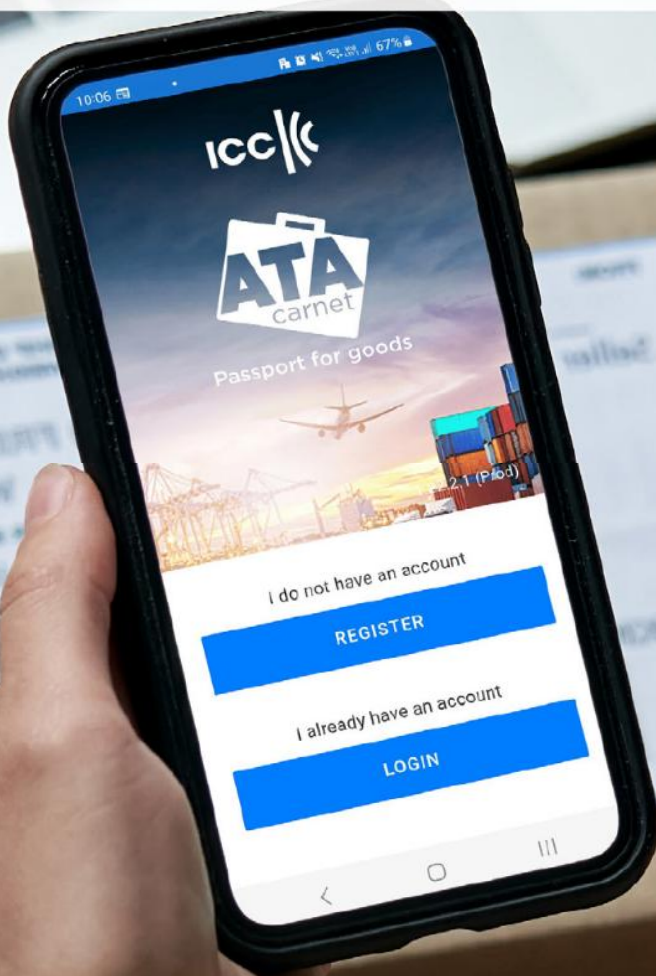




# UKNATACO

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.

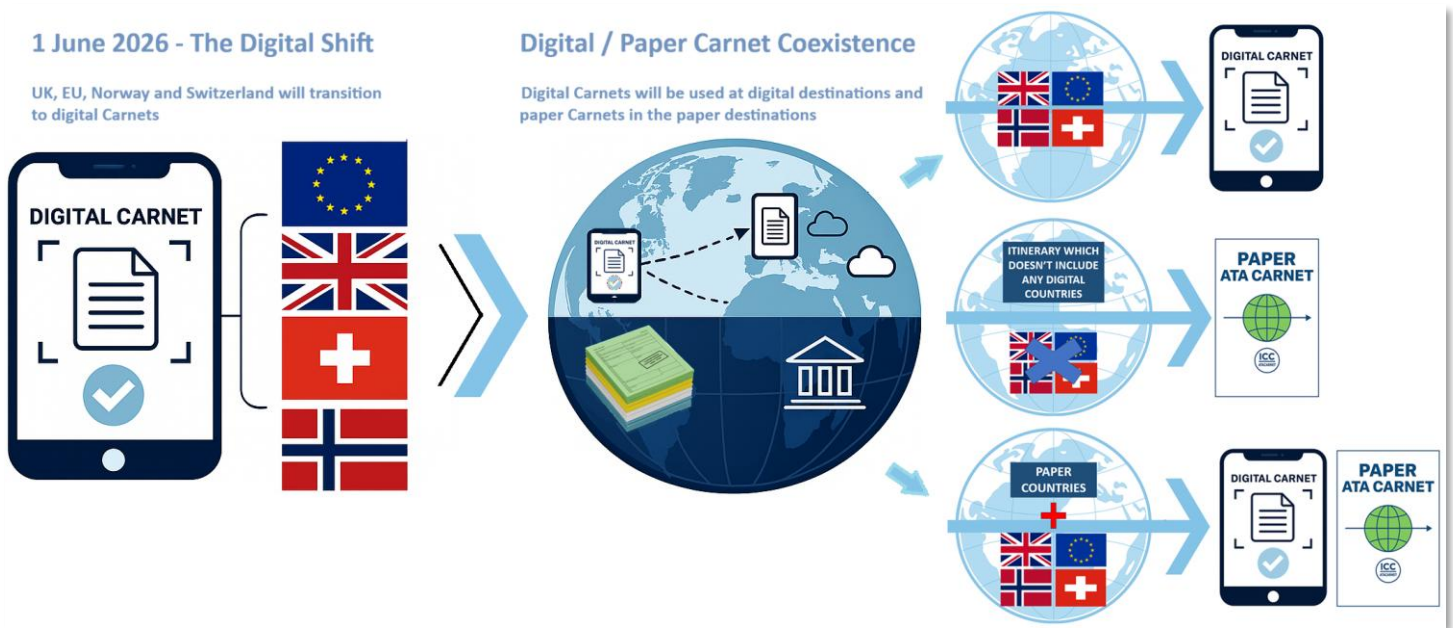
United Kingdom started digitalising its ATA Carnet procedures in 2021 as part of the global initiative led by the International Chamber of Commerce and the World Customs Organization. Border Force, HMRC and UKNATACO are currently working on getting the UK ports ready for processing Carnets digitally from **1 June 2026**.

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## 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.**

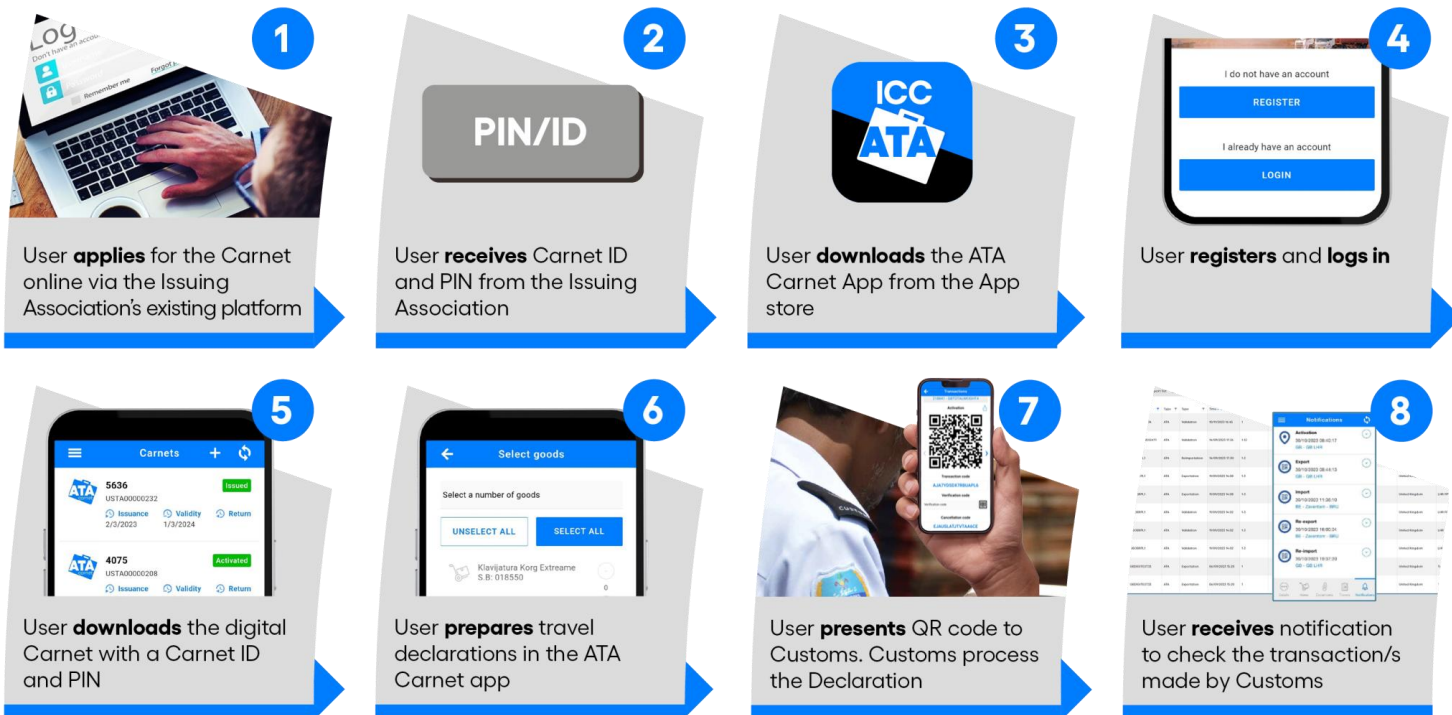
## 2. WHAT ARE ADVANTAGES OF DIGITAL CARNETS

- 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.



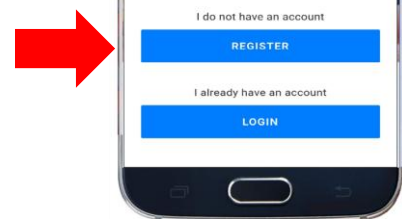
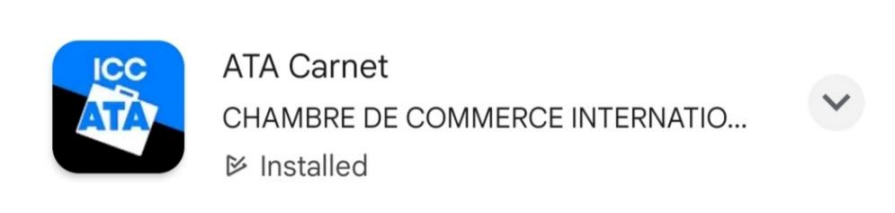
Click here for the [Digital Carnet Video](#)

#### 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)

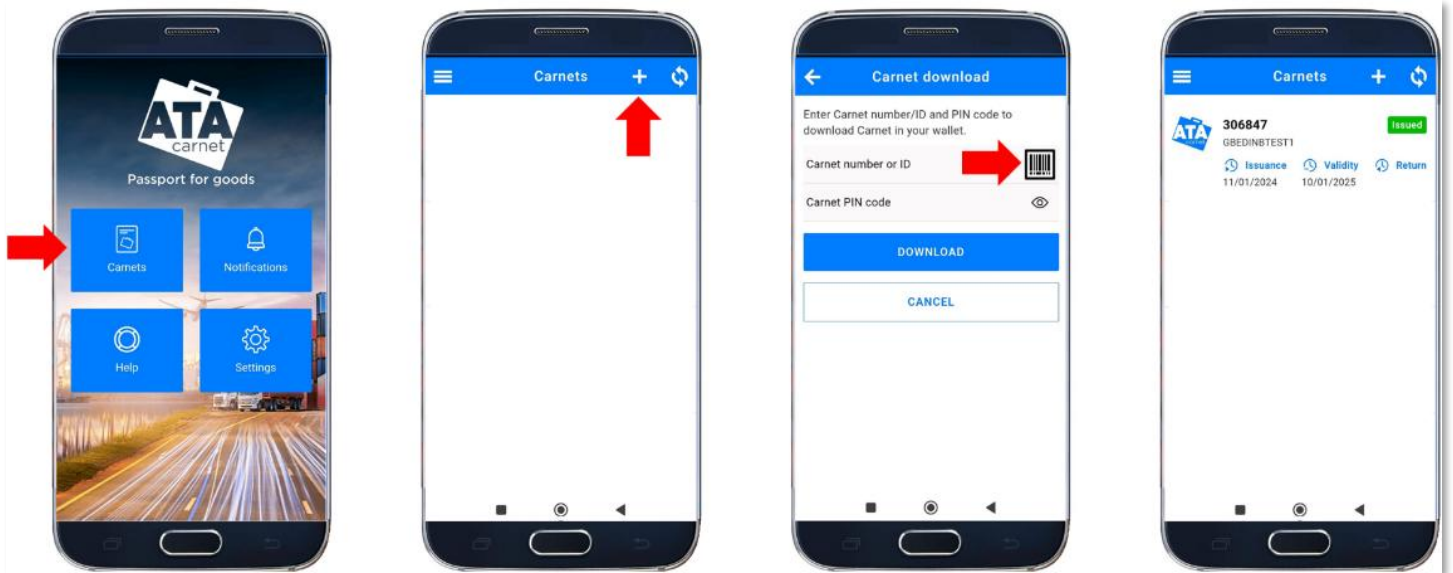
- In the issuing system, find the notification containing digital Carnet PIN and QR code and download the Carnet to the Wallet as follows:

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

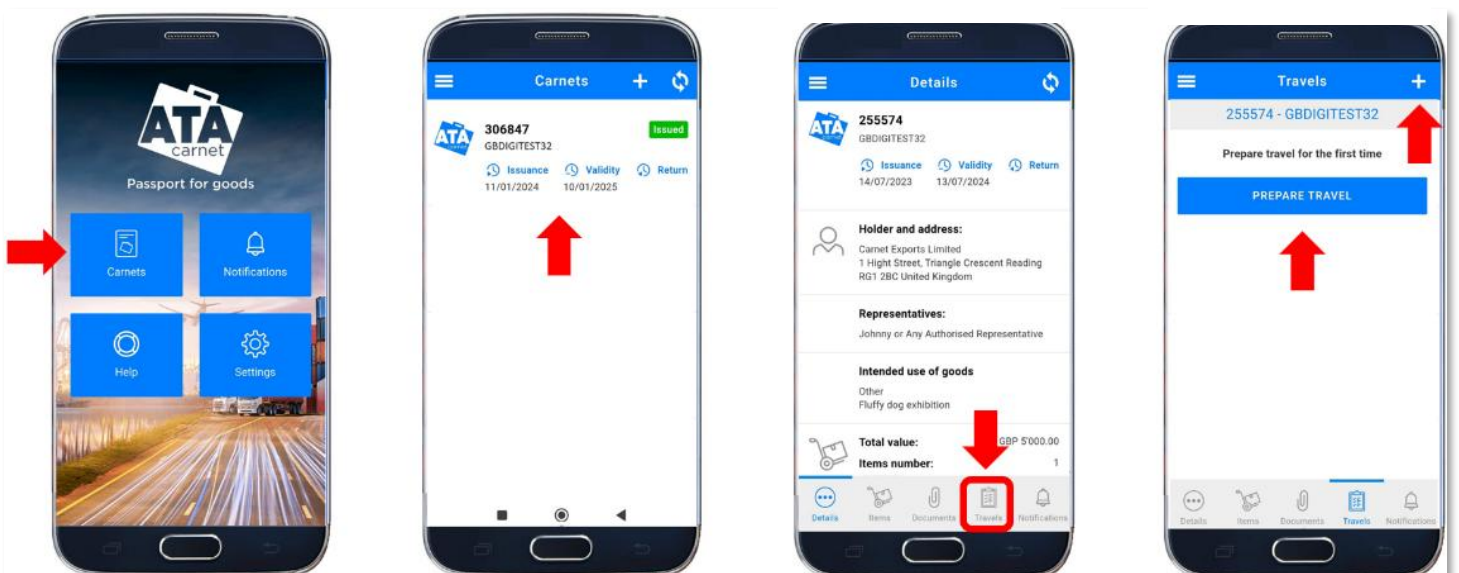
- Open your Carnet App and take the following steps:

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

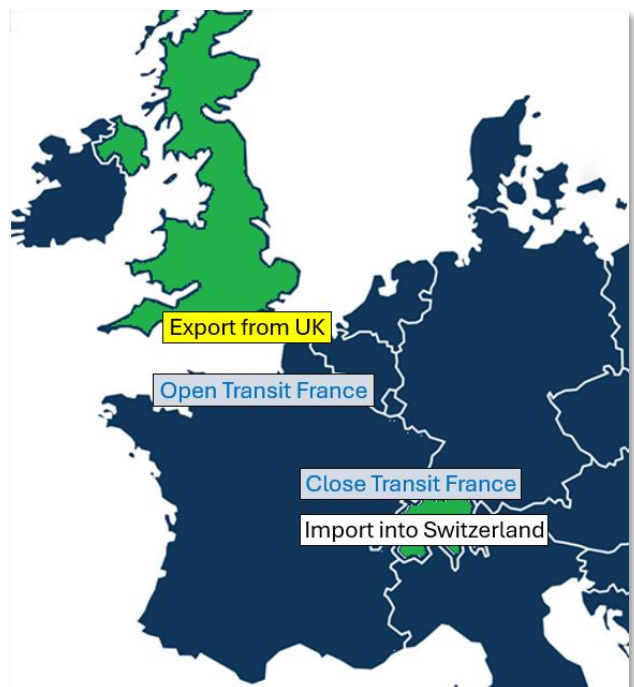
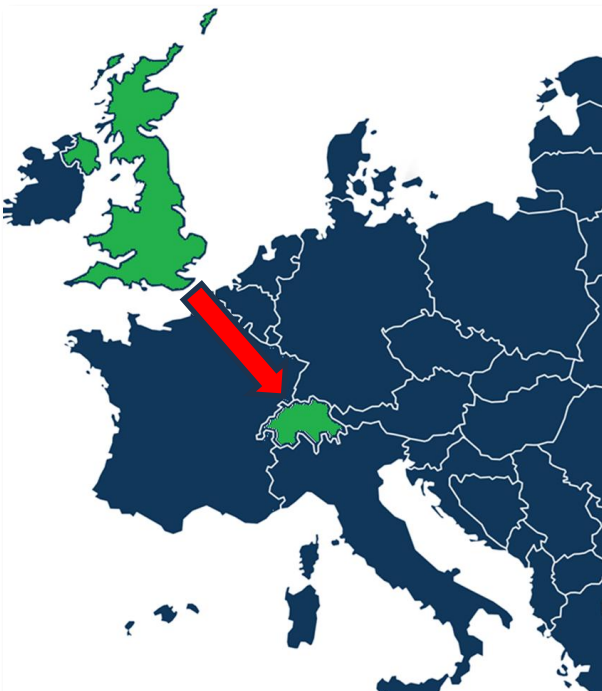
- Declaration is complete once the app creates a QR code
- **Split consignments** require multiple declarations (use item ranges as the reference)

## 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


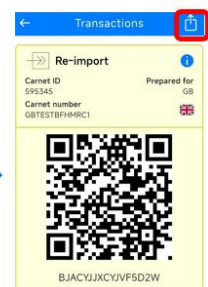
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### Sharing the Travel (QR Code)



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

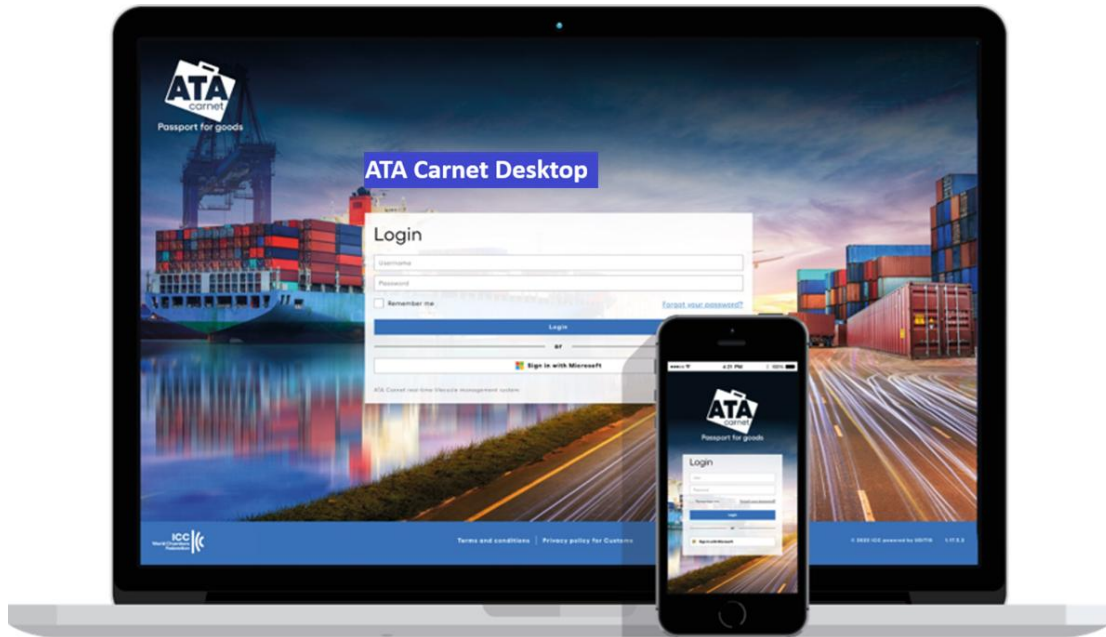
Individual QR Code from the APP

*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 FORWARDERS 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

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		Details

Set up Contacts (drivers / persons using the Carnet)

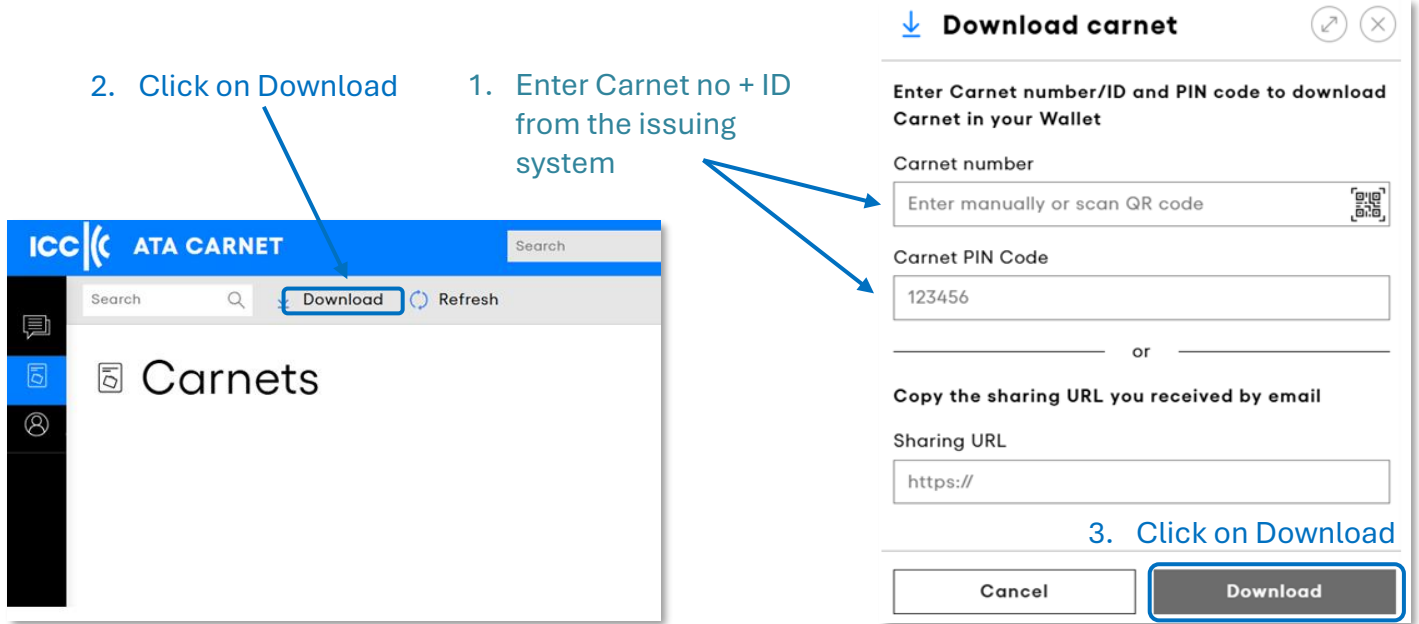
Set up other accounts (e.g. for the Holder to sign the Carnet)

- View Carnet details
- Prepare and edit Travels
- View QR Codes for Travels
- Share QR Codes with contacts

Download the Carnet to ACD:

2. Click on Download

1. Enter Carnet no + ID from the issuing system



**Download carnet**

Enter Carnet number/ID and PIN code to download Carnet in your Wallet

Carnet number

Enter manually or scan QR code

Carnet PIN Code

123456

or

Copy the sharing URL you received by email

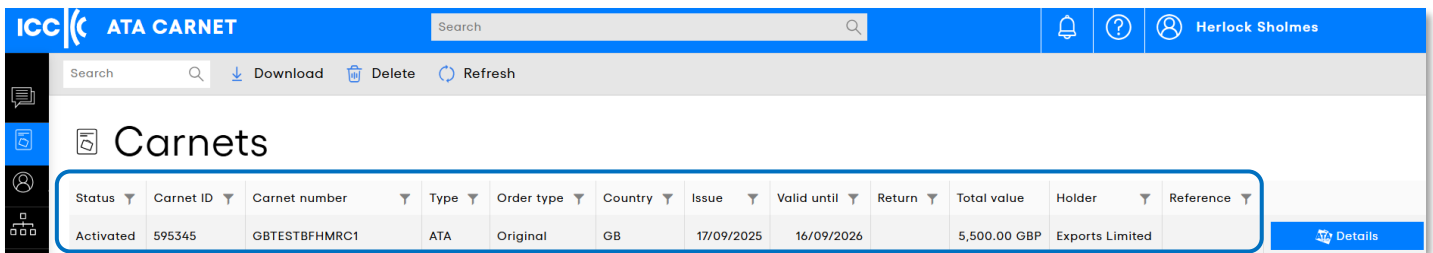
Sharing URL

https://

3. Click on Download

Cancel Download

The Carnet is now visible in the system:



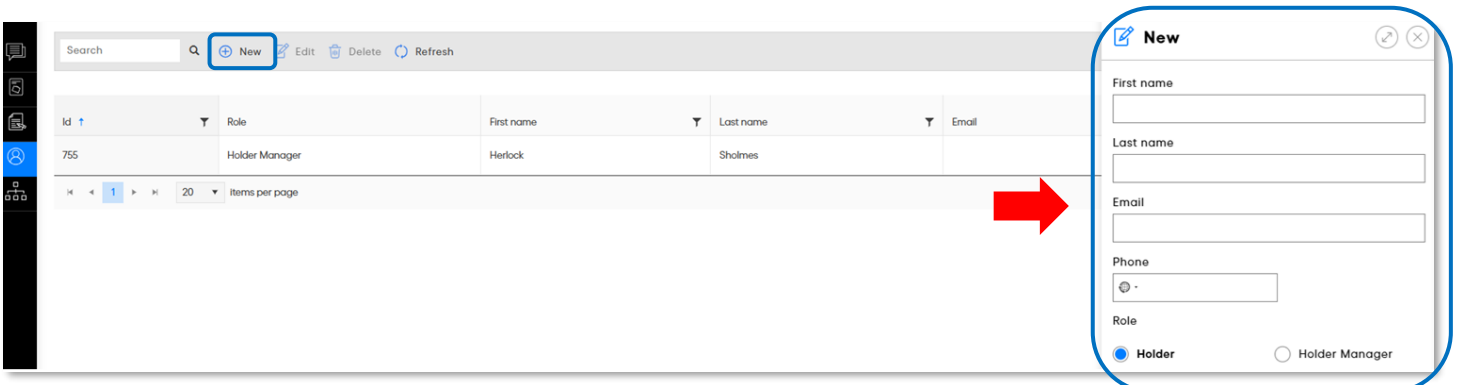
Status	Carnet ID	Carnet number	Type	Order type	Country	Issue	Valid until	Return	Total value	Holder	Reference
Activated	595345	GBTSTBFHMRC1	ATA	Original	GB	17/09/2025	16/09/2026		5,500.00 GBP	Exports Limited	

## 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"



**New**

First name

Last name

Email

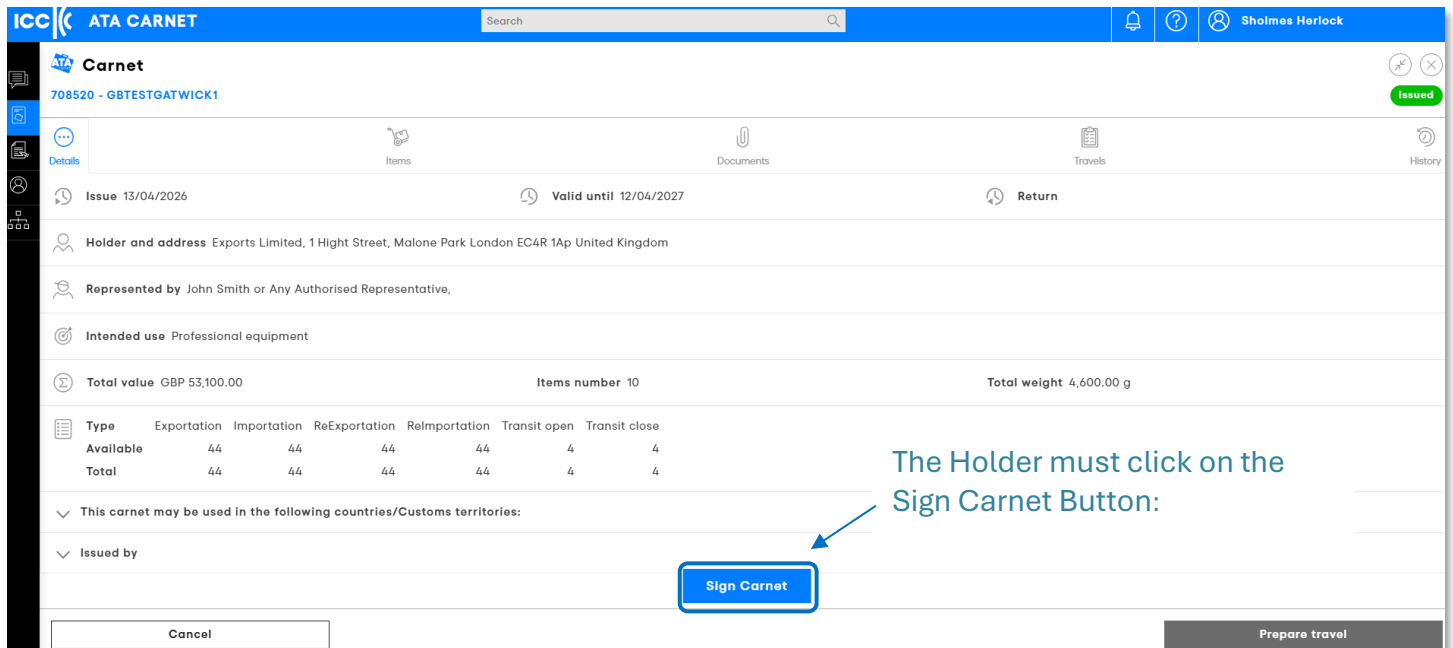
Phone

Role

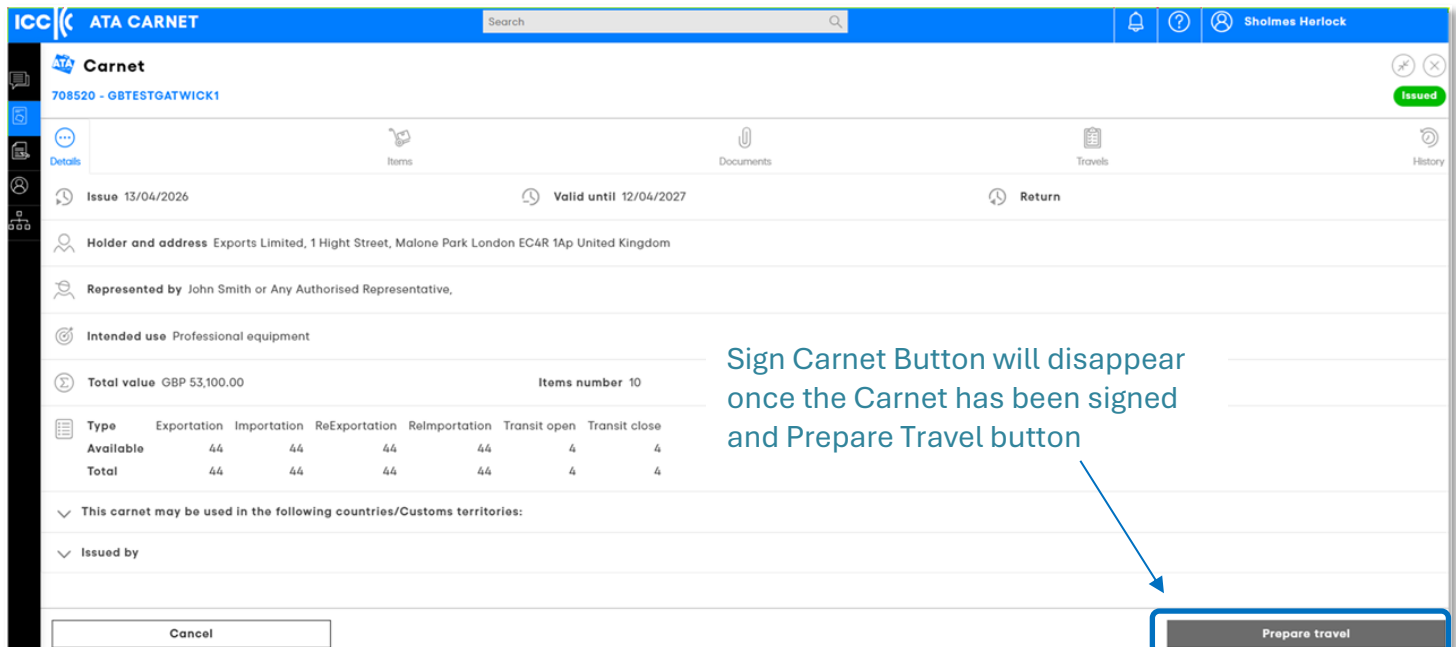
Holder  Holder Manager

- 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**

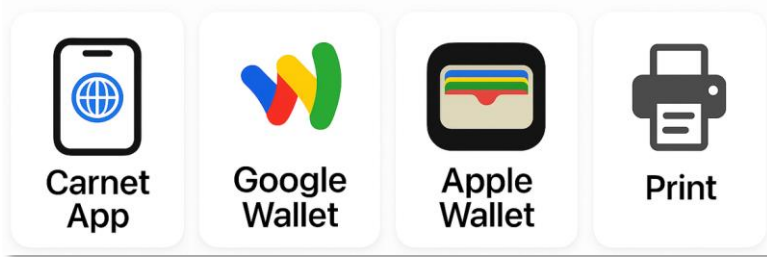
**Note 2** – The name of the person that clicks on “Save and sign” will be recorded as the declarant (if the declaration is to be signed by someone else, the page can be saved as draft, and the other user downloads the Carnet to their app and signs by clicking on Save and sign)

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

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:

## Received QR Code can be stored as follows:



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

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

The screenshot shows a mobile app interface titled 'Transactions'. The main section is 'Relimportation' with a yellow background. It displays 'Carnet ID: 595345', 'Prepared for: GB', and 'Carnet number: GBTESTBFHMRC1' with a UK flag. A large QR code is centered, with the alphanumeric code 'BJACYJJXCYJVF5D2W' below it. A text box below the QR code says 'To undo a transaction, give the cancellation code to the customs officer' with a masked input field. At the bottom, there are two buttons: 'Share' and '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**

This screenshot shows the 'Pre-arrival declaration' settings. It includes a description: 'Pre-declaration allows you to share with customs authorities all the details of the transaction, including the list of goods.' Below this, the 'Allow remote commitment' checkbox is checked. A blue arrow points from the text '“Allow remote commitment” must be ticked' to this checkbox.

The screenshot shows the bottom navigation bar of the app. It includes a breadcrumb trail: '2 ReExportation / Relimportation From : France To : United Kingdom'. Below this, it says 'Pre-declarations'. At the bottom, there is a bar with a 'Relimportation' icon and text: 'Test Customs Office - use this for testing the app 05/05/2026 17:30'. To the right are three buttons: 'Update predeclaration', 'Delete predeclaration', and 'Authorize'. A blue arrow points from the text 'Authorise link must be activated...' to the 'Authorize' button.

## 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	<a href="#">Review</a> <a href="#">Extend</a> <a href="#">Extra Vouchers</a> <a href="#">PIN</a> <a href="#">Transactions</a>

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

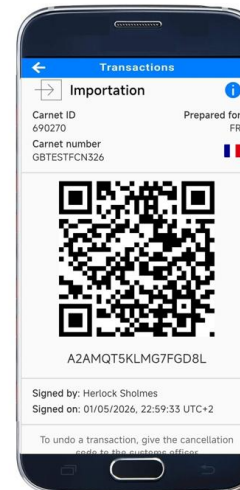
- Present Import QR Code
- Customs will scan the QR code and process the transaction
- App History tab will show details of the transaction



**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 open**

Carnet ID: 686797  
Carnet number: GBTESTUKNATAC01




BSAHE6427TYWBKACQ

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

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).

## 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](mailto: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



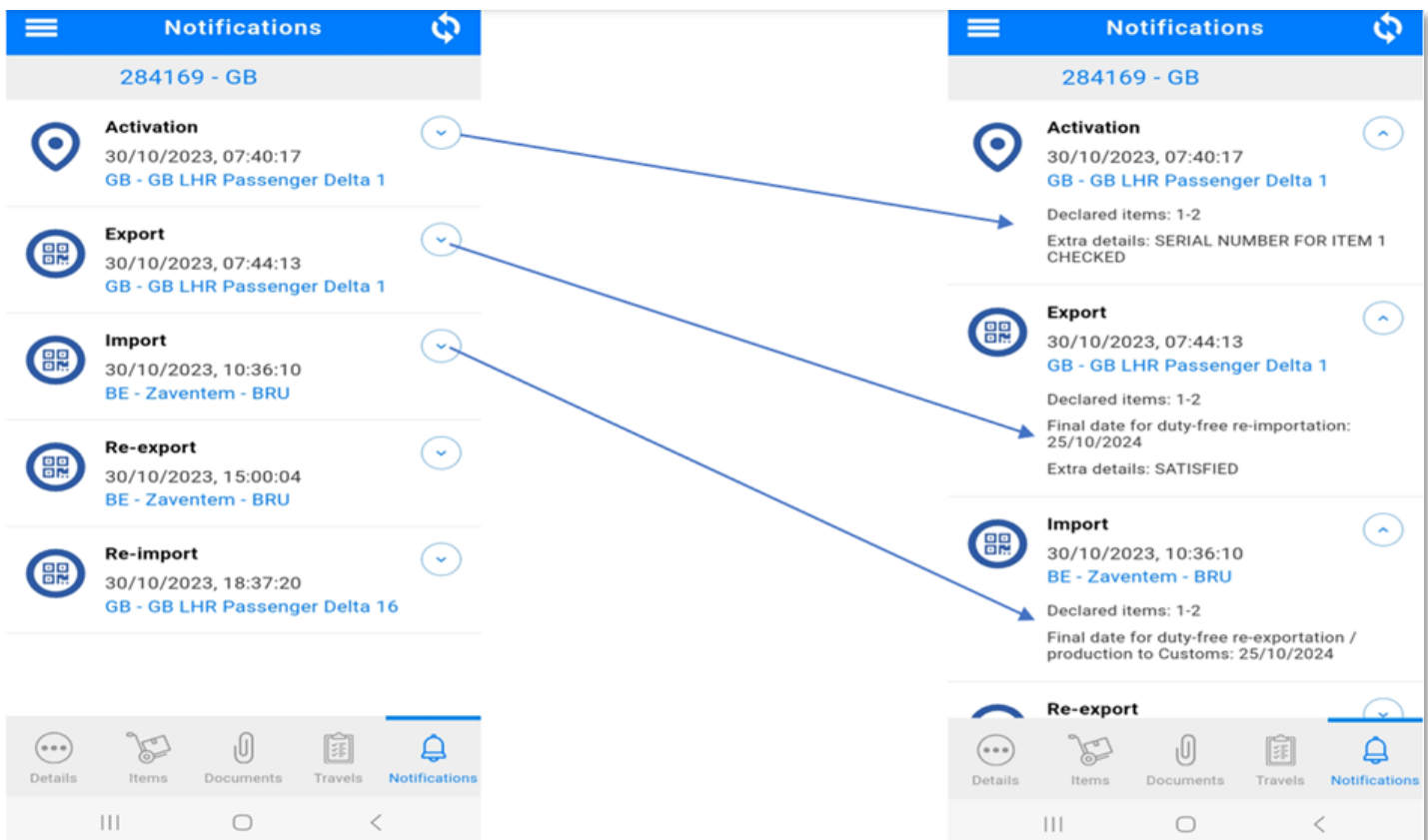
### Eurostar (St Pancras International):

- 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.

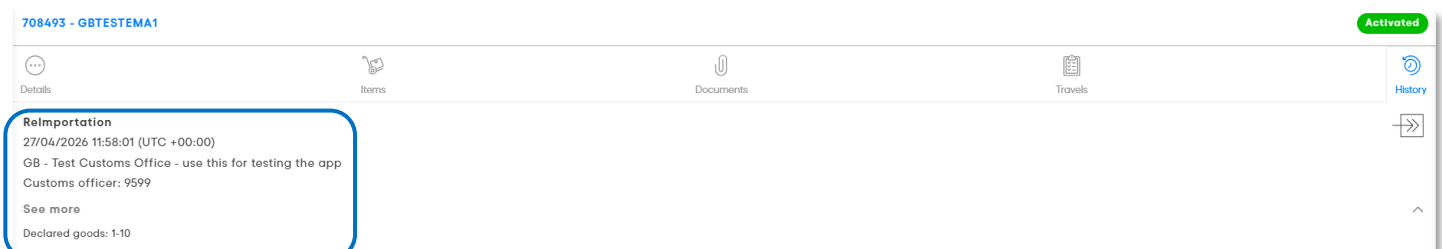
ADDITIONAL REQUIREMENTS	
<b>Permits and Declarations</b>	ATA Carnet is not a substitute for usual Customs documentation such as permits or certificates (i.e. Export License, Cites etc.). Any such documents will need to be obtained before your goods are temporarily exported on a Carnet. Goods travelling as Airfreight or Sea freight must have relevant Customs entries both in the UK and abroad
<b>Letter of Authorisation</b>	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
<b>Goods Movement Reference (GMR / GVMS)</b>	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:



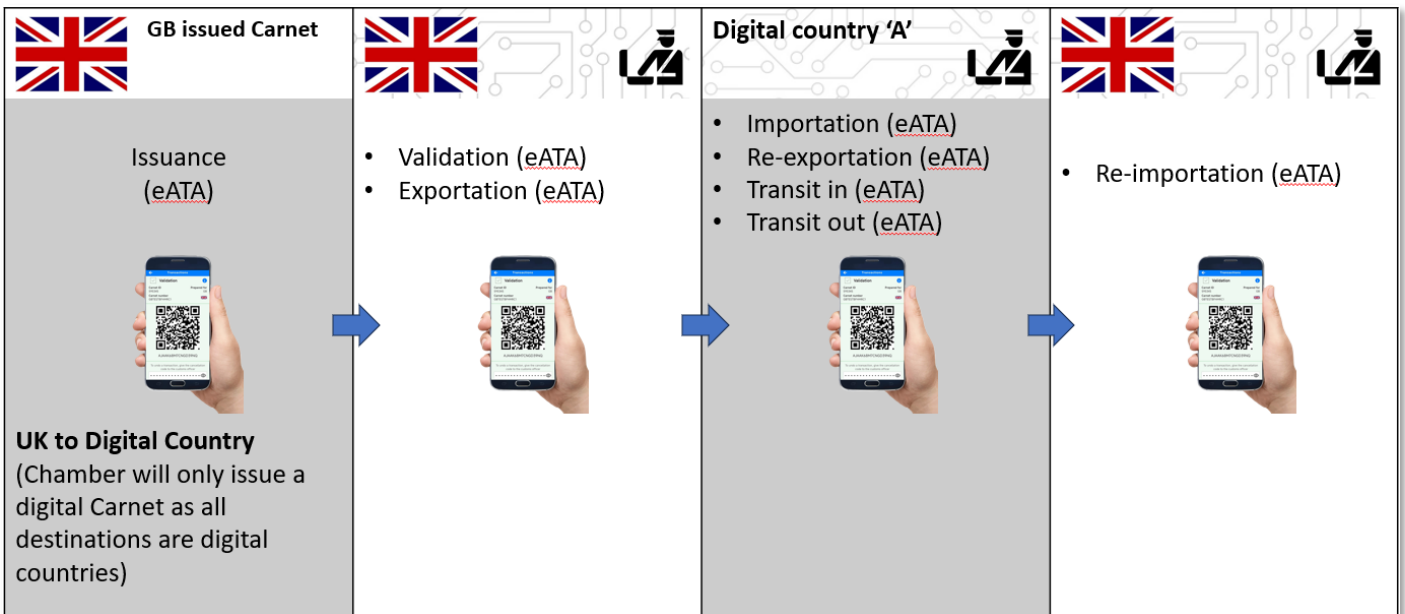
## 15. PAPER AND DIGITAL PARALLEL CARNET USE DURING THE TRANSITION PERIOD

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)

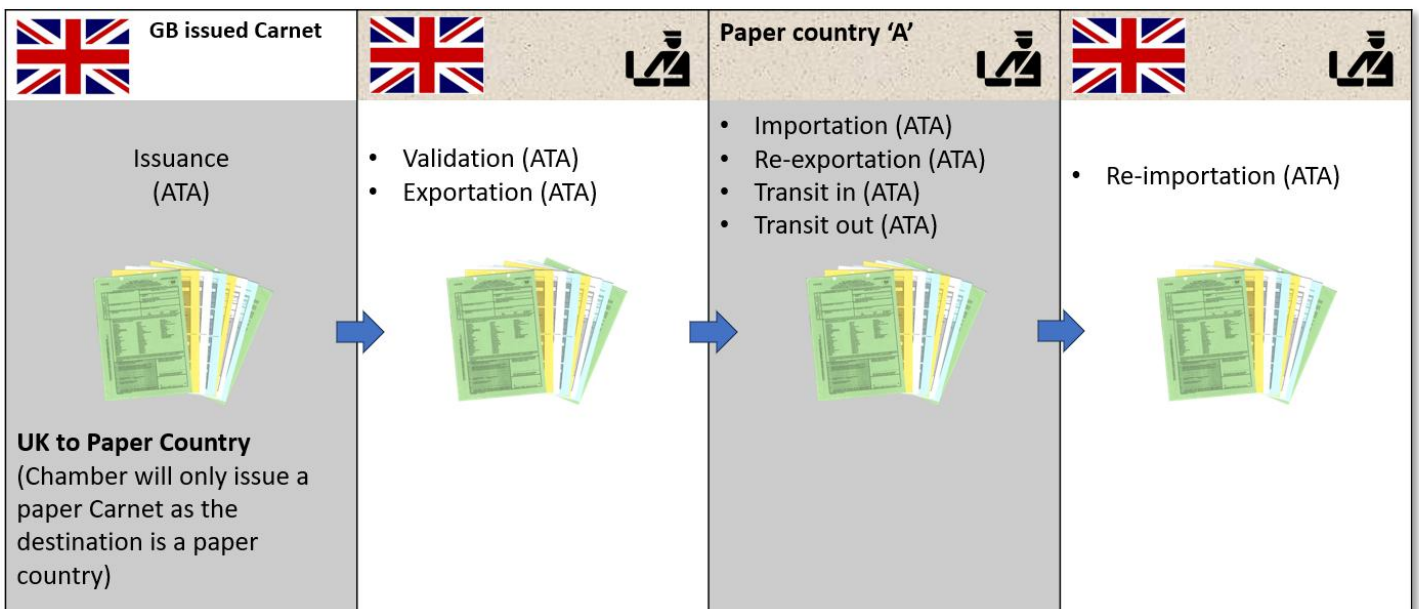
### 1. Itinerary involving DIGITAL countries only

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



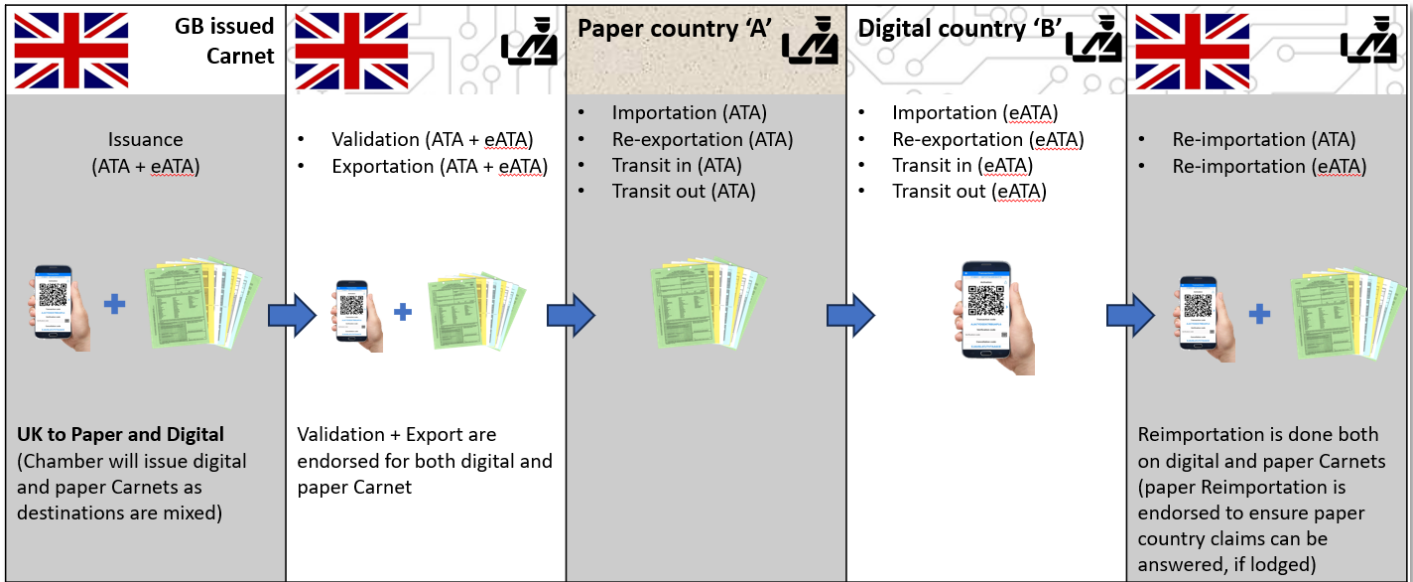
### 2. Itinerary involving PAPER countries only

- 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)

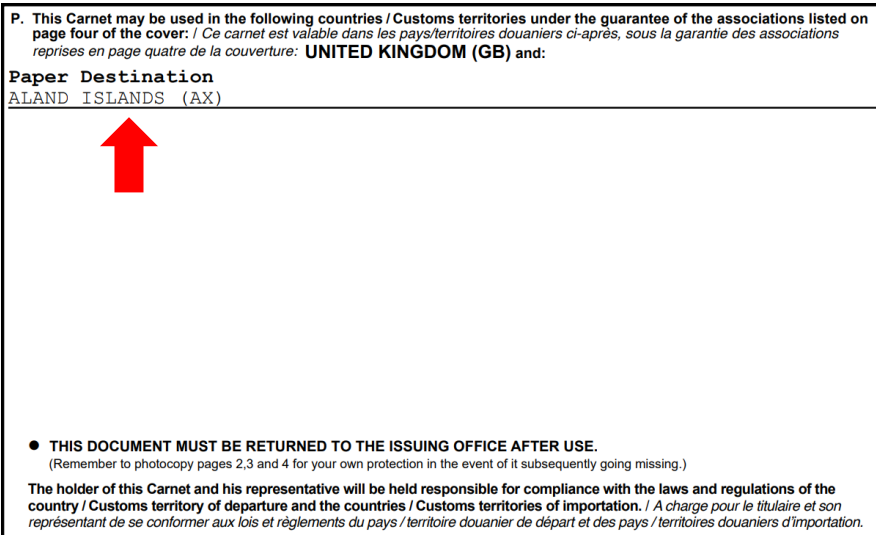


### 16. HOW DOES THE CARNET USER KNOW WHERE TO USE DIGITAL OR PAPER CARNETS

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:



## 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 <span>1</span>			
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:**

PAPER DESTINATIONS	DIGITAL DESTINATIONS
ALBANIA (AL)	HONG KONG, CHINA (HK)
ALGERIA (DE)	HUNGARY (HU)
ANDORRA (AD)	IRELAND (IS)
AUSTRALIA (AU)	INDIA (IN)
AUSTRIA (AT)	INDONESIA (ID)
BELGIUM (BE)	IRAN (IR)
BOSNIA AND HERZEGOVINA (BA)	IRELAND (IE)
BULGARIA (BG)	ISRAEL (IL)
CANADA (CA)	ITALY (IT)
CHILE (CL)	IVORY COAST (CI)
CHINA (CN)	JAPAN (JP)
CROATIA (HR)	KAZAKHSTAN (KZ)
CYPRUS (CY)	KOREA (KR)
CZECH REPUBLIC (CZ)	LATVIA (LV)
DENMARK (DK)	LEBANON (LB)
ESTONIA (EE)	LITHUANIA (LT)
FINLAND (FI)	LUXEMBOURG (LU)
FRANCE (FR)	MACAO, CHINA (MO)
GERMANY (DE)	MADAGASCAR (MG)
GIBRALTAR (GI)	MALAYSIA (MY)
GREECE (GR)	MALTA (MT)
	MAURITIUS (MU)
	MEXICO (MX)
	MOLDOVA (MD)
	MONTENEGRO (ME)
	MONGOLIA (MN)
	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)
	SPAIN (ES)
	SRI LANKA (LK)
	SWEDEN (SE)
	SWITZERLAND (CH)
	THAILAND (TH)
	TUNISIA (TN)
	TURKIYE (TR)
	UNITED STATES OF AMERICA (US)

**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.

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)

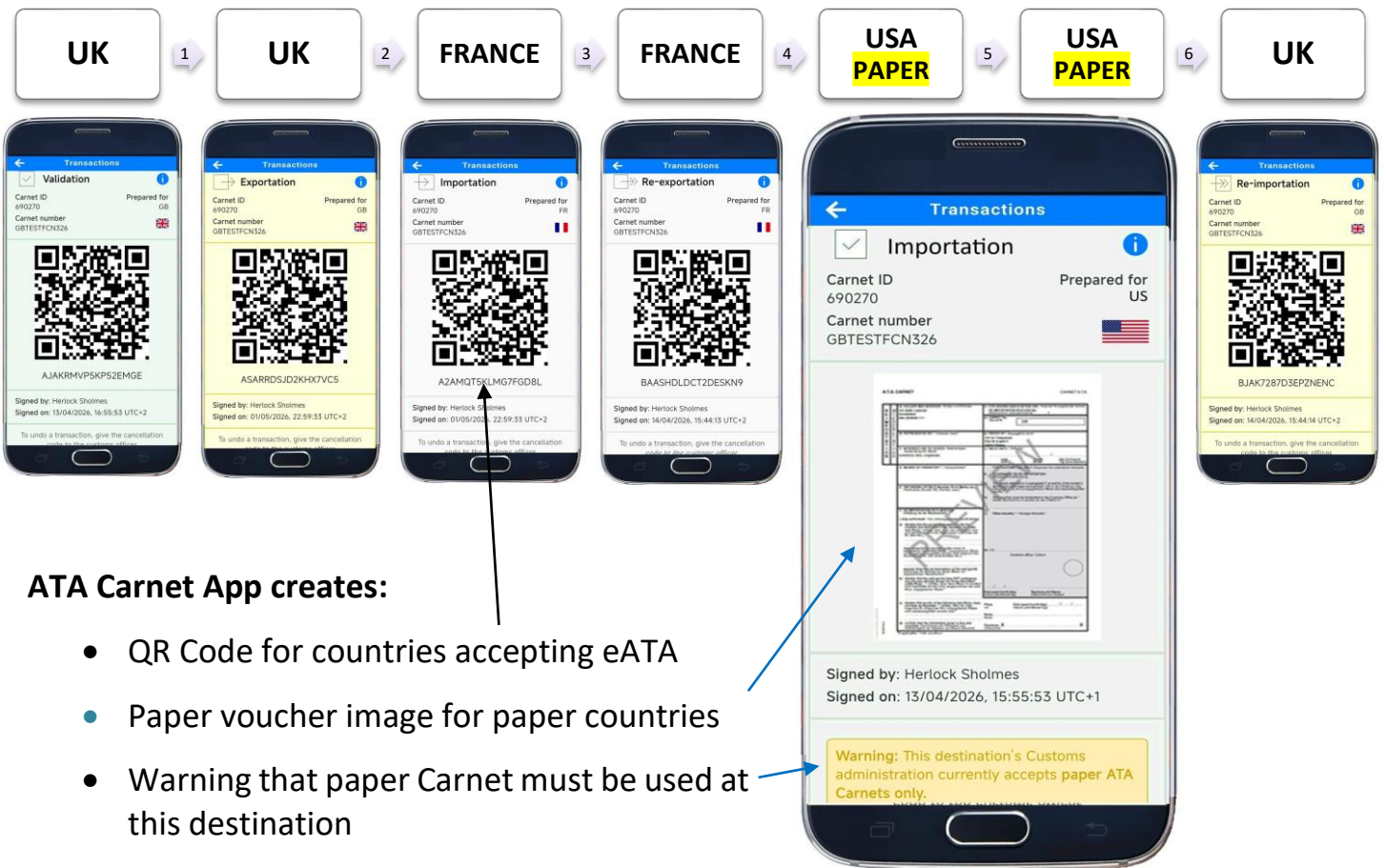
**Warning:** This destination's Customs administration currently accepts paper ATA Carnets only. Digital ATA Carnets will not be accepted.

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 PEOPLE 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	<a href="#">Review</a> <a href="#">Extend</a> <a href="#">Extra Vouchers</a> <a href="#">PIN</a> <a href="#">Transactions</a> <a href="#">Return Carnet</a>



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:

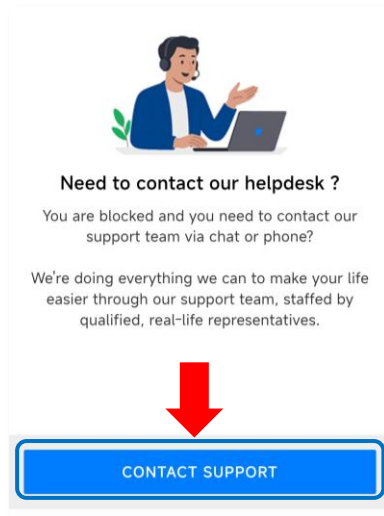
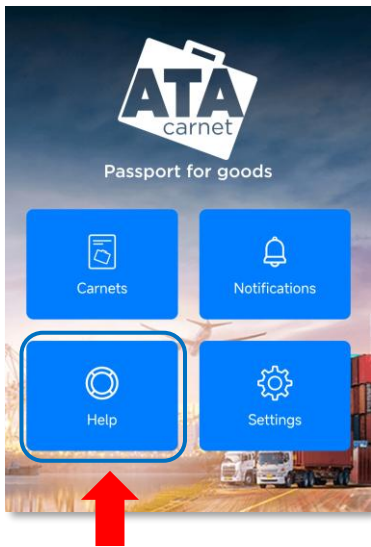
Email: [atacarnetunit@hmrc.gov.uk](mailto:atacarnetunit@hmrc.gov.uk)

Telephone: 0300 322 7064

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

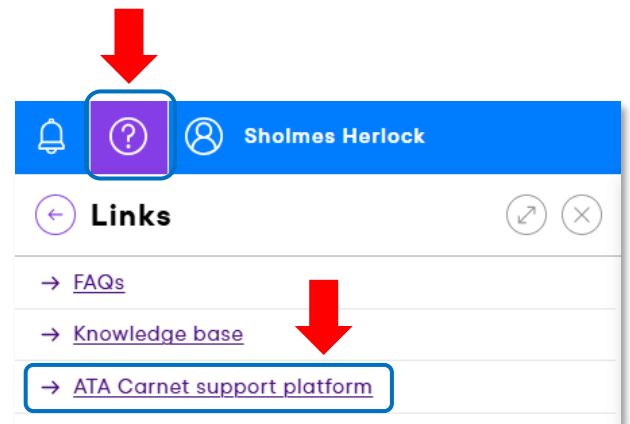
### ATA Carnet App:

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](#)



UK NATIONAL ATA CARNET ORGANISATION (UKNATACO)

T: +44 (0)20 7203 1714 E: [queries@uknataco.co.uk](mailto:queries@uknataco.co.uk) W: [uknataco.co.uk](http://uknataco.co.uk)