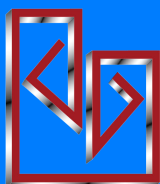




Passport for goods

ATA Carnet App User Guide



СТОПАНСКА КОМОРА
НА СЕВЕРНА МАКЕДОНИЈА
ECONOMIC CHAMBER
OF NORTH MACEDONIA



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BASICS

The ATA Carnet app allows holders to download and store the carnet on the smartphone with all its details, to make the necessary declarations when crossing customs and to obtain real-time transaction confirmation.

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

[Google Play Store Beta](#)

[APK download](#)

iOS

[iOS TestFlight Beta](#)

GLOSSARY

- **Password:** password for your account associated to your email address.
- **Wallet pin code:** pin code used to unlock and access the ATA Carnet Wallet app.
- **Carnet pin code:** pin code used to download an ATA Carnet into the Wallet app.
- **Transaction code:** a code associated to a specific transaction to be shown to customs to initiate the transaction.
- **Verification code:** a code given to the holder/representative from the customs officer to verify the successful processing of a transaction.
- **Cancellation code:** a code to show to customs in case of disagreement or mistake in a committed transaction. This cancels the transaction thus allowing to reprocess the said transaction.

HOW TO REGISTER AND LOGIN

Below are the instructions to register to the ATA Carnet app.



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.

←

Create profile

Type :

☐ Company
☐ Private

Title :

☐ Mr
☐ Mrs
☐ Ms

Given name(s) (as shown on passport)*

Surname (as shown on passport)*

Email*

test@test.com

Street 1*

Postal code*

City*

State

Select your country of residence. Note: This cannot be changed later.

Country*

Cell phone*

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

Wallet PIN code*

Re-enter wallet PIN code*

I agree with [Terms and Conditions](#)

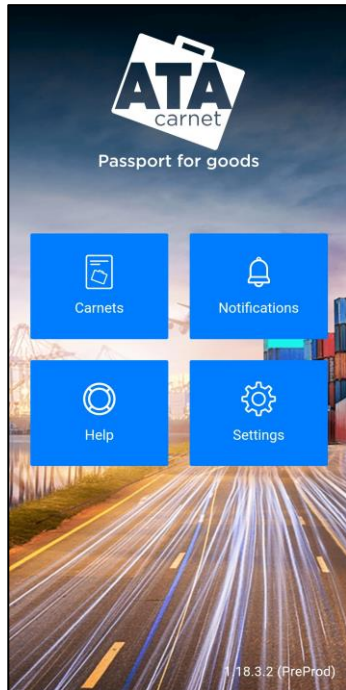
☐

CREATE

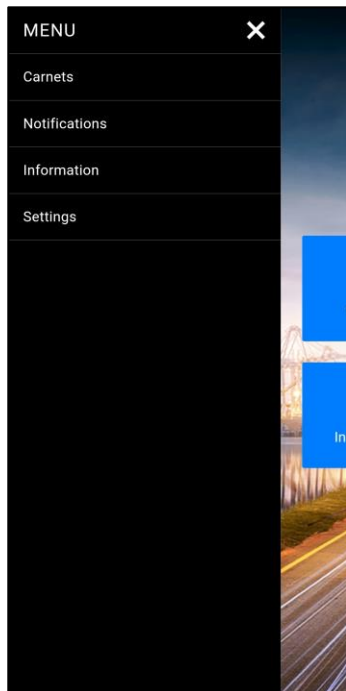
1. Fill in the required fields.
2. Create a Wallet PIN code which will be needed to unlock your ATA Carnet App every time it's opened.
 - **Tip:** You may enable auto-login to skip this step every time you open the app from the Settings menu and ticking 'Auto-login at startup'.
 - **If you forget your 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

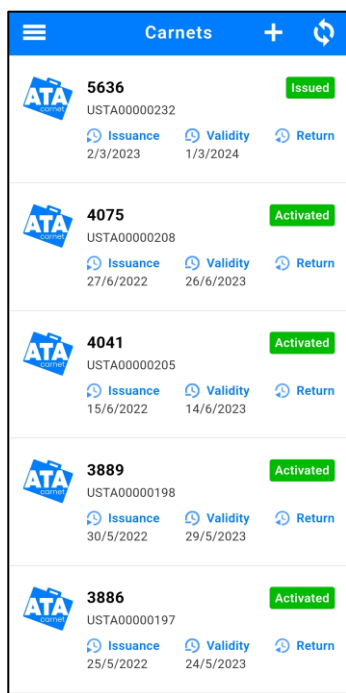
Once you have the app in your smartphone and have logged in, you can download an ATA Carnet to your ATA Carnet app.



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.

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

Carnet number or ID 

Carnet PIN code

DOWNLOAD

CANCEL

3. Insert **Carnet number** or **Carnet ID** and **Carnet PIN code** as received from the issuing association or that has been forwarded to you from the ATA Carnet holder.

4. Tap on **Download**.

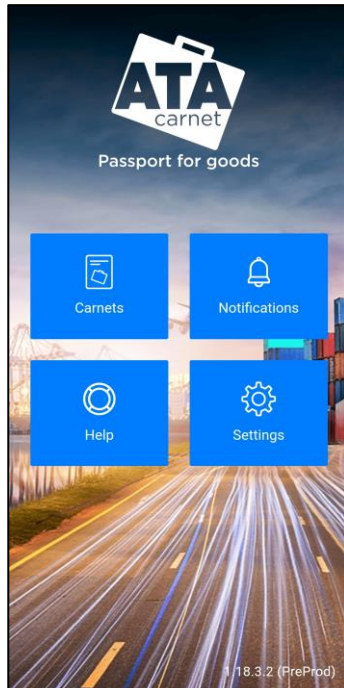
a. Alternatively, you may also scan the QR Code by tapping the barcode icon for a faster importation, if provided to you.

ACTIVATE A CARNET (VALIDATION)

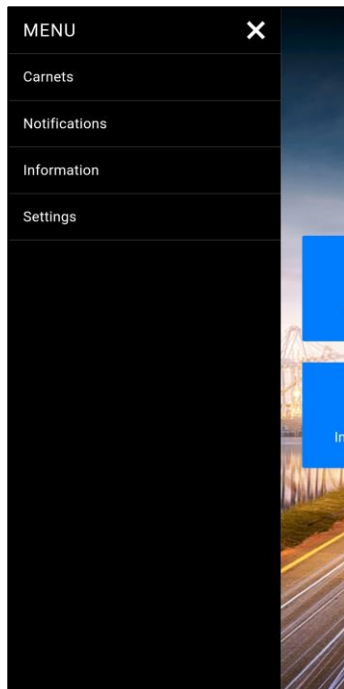
Before you can prepare a travel and commit transactions, the carnet needs to be activated, just as one would validate a carnet. To do so, simply create a travel by following the steps in the next two chapters and use the Activation QR code first when going through customs check.

PREPARING A TRAVEL

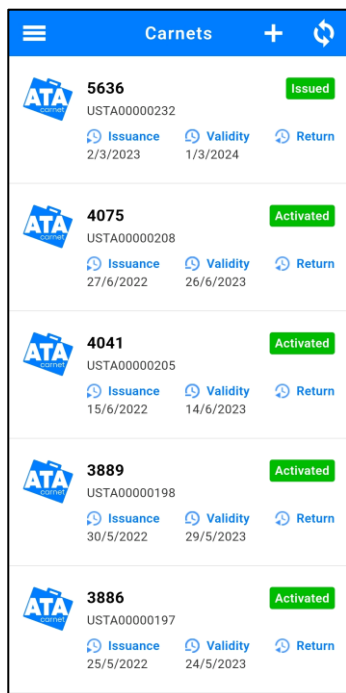
Holders or representatives are required to prepare a declaration before arriving to customs. This is done through the Prepare a Travel function within the ATA Carnet app. Here is how you do it:



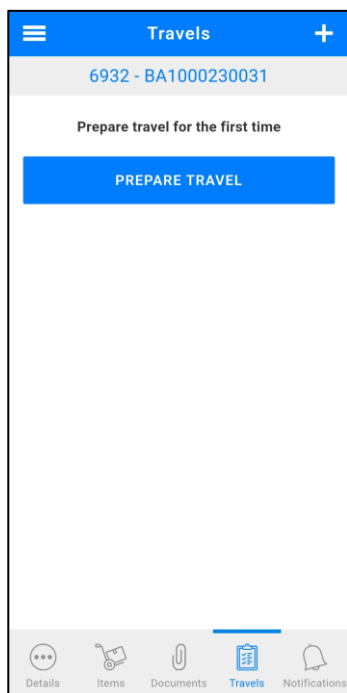
1. (a) Tap on **Carnets** from the main menu...



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



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



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

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

- a. Type in the goods to declare from the General List of the ATA Carnet in the field on the top of the screen to add them to the travel. Alternatively, use the + and – buttons to add individual items or you may select / unselect all. You may also tap on **Select all** if required.
- b. Once all goods have been added, tap on the ← on the top left corner to go back to the Prepare Travel screen.

← Prepare travel

6932 - BA1000230031

Give a nickname to your trip

Departure/Destination

Departure/Destination

Bosnia and Herzegovina

To country *

To location/city/event/use

Mode of transp. *

☒ Air ☐ Sea ☐ Land

Extra details

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

Declared items * (+)

Packaging details

Enter your comment

CANCEL SAVE

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

☰ Travels +

6932 - BA1000230031

1 Example

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

QR Code

DELETE EDIT

Details Items Documents **Travels** Notifications

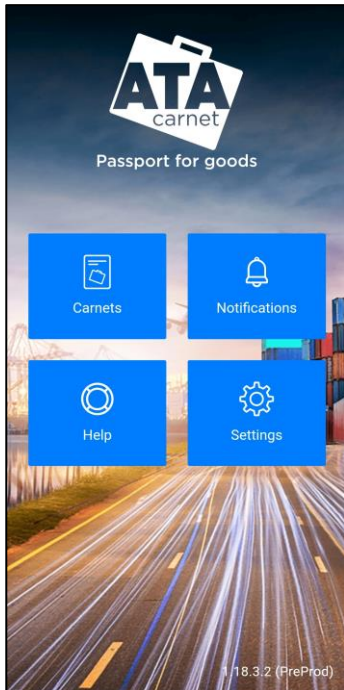
8. To modify a travel, simply tap **Edit** and after the edits have been made tap **Save**. You may also **Delete** prepared travels if needed and if not yet transacted.

NB:

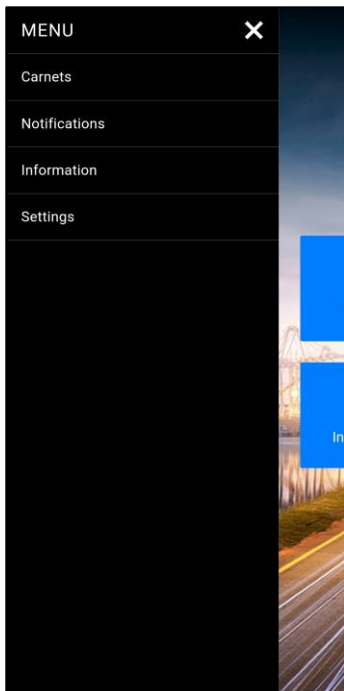
1. Prepared travels synchronise between devices. A travel prepared on one smartphone for a carnet will appear on another smartphone with the same carnet downloaded.
2. A travel can be saved and prepared in multiple stages. Make sure all the fields are complete before going to Customs to process a transaction.
3. Once a travel is prepared, the holder can share one or more vouchers with his representative who shall make the declaration at customs. Please see the “Sharing a voucher” section to learn more.
4. A prepared travel consumes 1 ‘set’ (exportation, importation, re-exportation, re-importation, transit) of the ATA Carnet. Only by deleting the prepared travel will you be topped back of the corresponding sets.

PASSING CUSTOMS

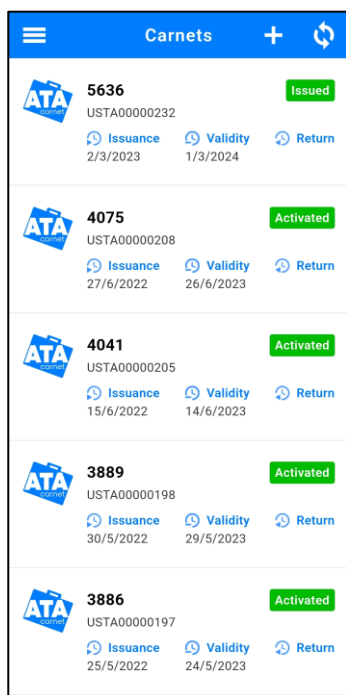
When travelling with the goods and the ATA Carnet, you will have to make a transaction at every customs crossing. To do so following these instructions:



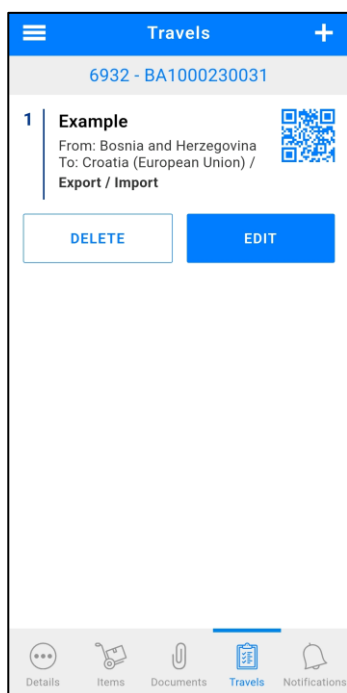
2. (a) Tap on **Carnets** from the main menu...



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.

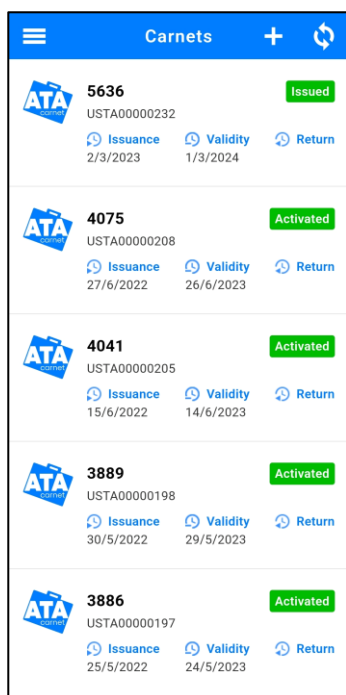
PRE-DECLARATION AND PRE-NOTIFICATION

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

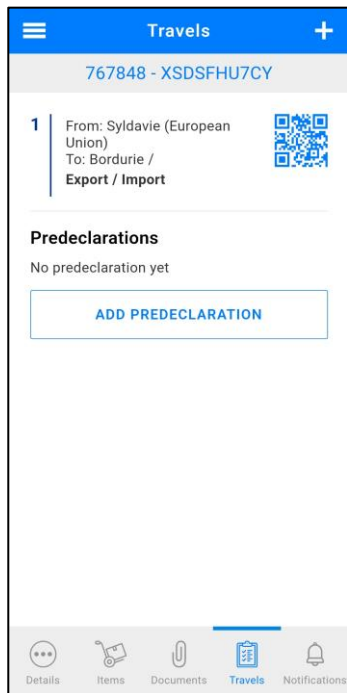
The ATA Carnet App includes a pre-declaration and pre-notification function.

- 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**.

Predeclarations

768258 - XSMVMVJAC1

Export

Customs port/office

Date

Estimated time

Cargo

Shipment number

Mode of transp.

☒ Air
☐ Sea
☐ Land

Identification

Representative

Name

EOR / ID

City

Country

Options

Allow only pre-notification

Allow automatic transaction

Attachments

Select required attachments for this transaction

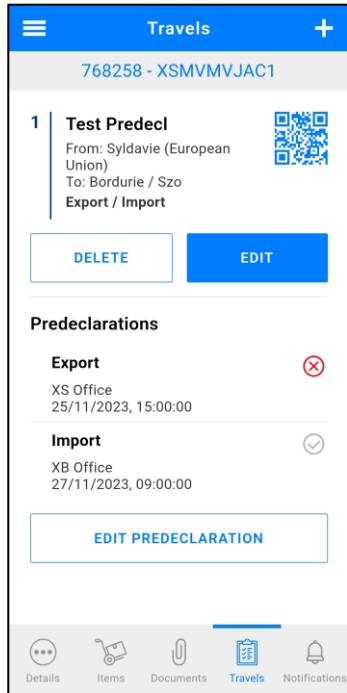
Air_Waybill.pdf

Switzerland_s_Act_on_Federal_Data_Protection_FADP_What_You_Need_To_Know_1698296449.pdf

ADD DOCUMENT

SEND

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.

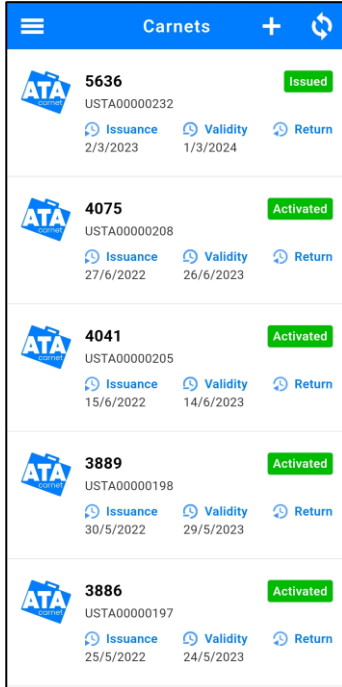


8. Once Customs have processed the pre-notification or pre-declaration request, the app will display in the **Travels** tab:

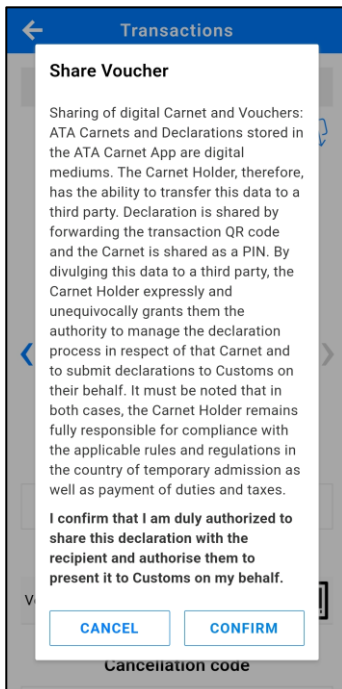
- A green check if the pre-declaration has been accepted and committed (the transaction is also visible in the Notifications tab), or if the pre-notification has been acknowledged by Customs.
- A grey check if the request has not yet been processed,
- A red cross if the pre-declaration has been denied.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

SHARING A VOUCHER

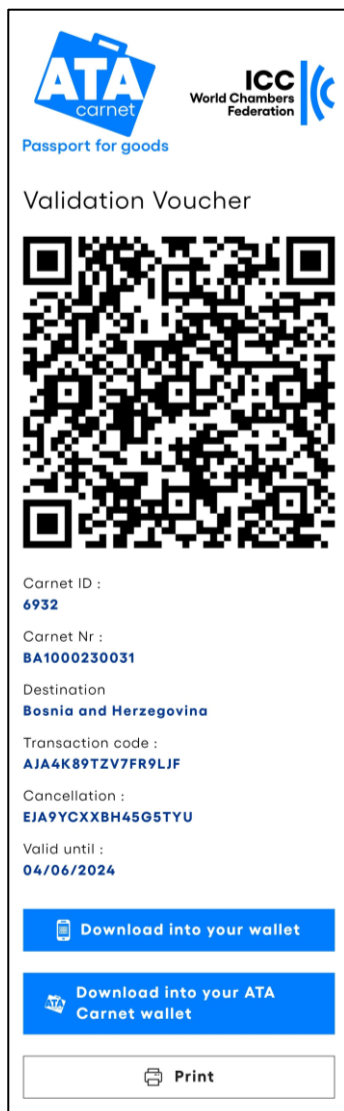
Once a travel is prepared, the ATA Carnet holder can share the voucher(s) to his representative who shall make the declaration at customs. To share a voucher, the holder must:



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.

PRACTICAL TIPS FOR A SMOOTH JOURNEY

Before You Travel

- ✓ Verify that your ATA Carnet has been collected.
- ✓ Ensure you have an active internet connection.
- ✓ Enter your flight number under "Extra Details."
- ✓ Check the location of the customs office at your departure airport.
- ✓ Allow at least one extra hour before your scheduled departure.

At the Airport

- ✓ Visit the customs office before proceeding to check-in.
- ✓ Keep your goods readily accessible for customs inspection.
- ✓ Be prepared for the verification of serial numbers.

Upon Arrival

- ✓ Follow the signs for "Goods to Declare."
- ✓ If no customs officer is present, request assistance from the customs authorities.

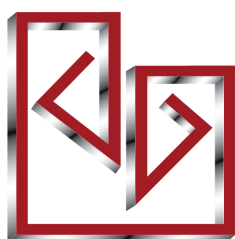
SUPPORT

For additional information and technical assistance:

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Telephone: 02 3244049



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Passport for goods

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