Victorian Chamber of Commerce and Industry



eATA Carnet App & Desktop User Guide

How to register & login

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Victorian Chamber of Commerce and Industry

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Overview

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.

NOTES: 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.

For those who prefer working on a computer, the **ATA Carnet Desktop** web application offers the same core features as the ATA Carnet mobile app. ATA Carnet Desktop is especially useful for company managers who need to manage multiple carnets for their business, or for freight forwarders who frequently handle carnets on behalf of various holders. This design makes it easier to manage and share carnets with all relevant participants.

With ATA Carnet Desktop, users can:

- Manage and share carnets with team members
- Track the status of carnets as they move between countries

Users can log in to both the mobile app and ATA Carnet Desktop using the same account credentials.

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/3e2d1pI



- APK direct download: https://bit.ly/ATACarnetAPK

Accessing ATA Carnet Desktop

ATA Carnet Desktop is reachable at ATA Carnet Desktop - Portal. Please select Australia from the country list to be directed to the appropriate portal.



How to register and login

The same account can be used for both ATA Carnet app and ATA Carnet Desktop.

ATA Carnet App

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

1. Tap on Login

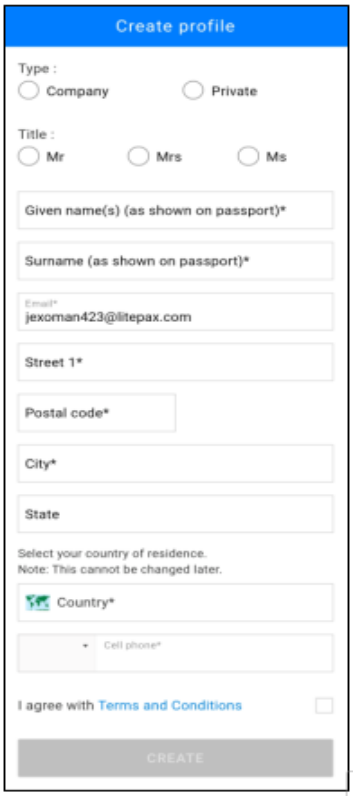
2. A browser window pops up to log in or create an account.

    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.

    - Fill in the required fields
    - Read and accept the Terms and Conditions
    - Tap on Create





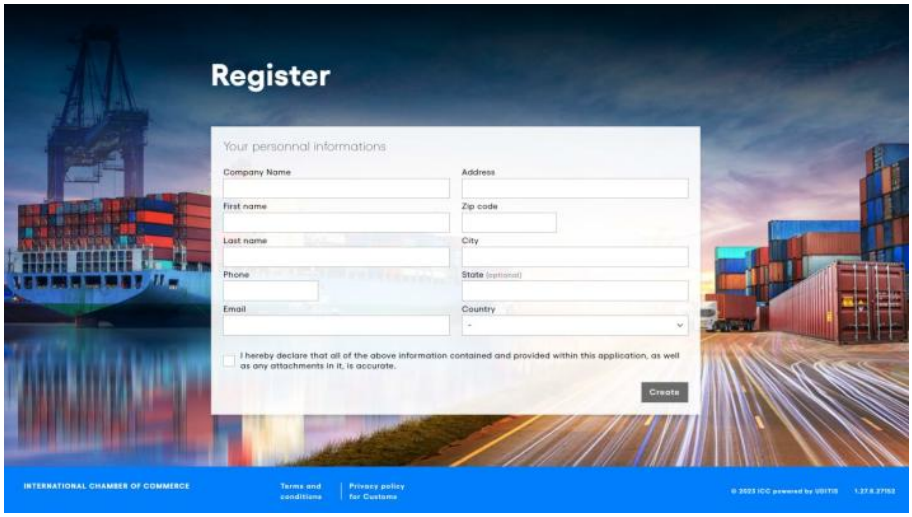
ATA Carnet Desktop

1. Once you are redirected to the correct URL, you arrive at the login page.

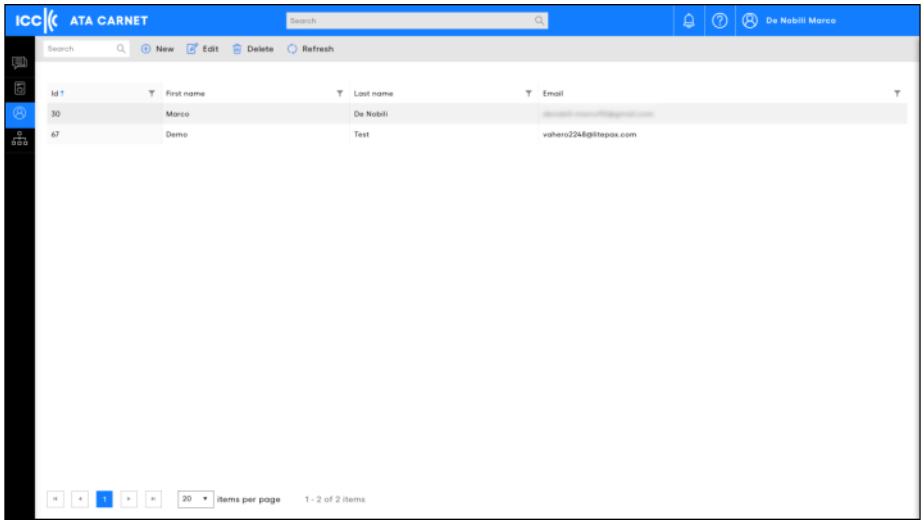
2. Clicking on “Log In” presents options to either register a new account or access an existing one.

- To register, follow the instructions on screen.
- If you have previously logged in, selecting “Log In” will return you directly to your ATA Carnet Desktop session, allowing you to pick up right where you left off.

When registering for the first time, you will have to fill in the required fields and click on Create.



Existing account users can also create additional accounts for colleagues from the Accounts section in ATA Carnet Desktop. The Accounts section is only available to users with a management role and lists all users connected to your company, so you can manage their roles and permissions.



Glossary

Password: password for your account associated to your email address.

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: (obsolete) 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.



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