Victorian Chamber of Commerce and Industry



eATA Carnet App & Desktop User Guide

Passing customs,

Pre-arrival notice and declarations &

Sharing a voucher

April 2026

eATA Carnet App & Desktop User Guide

Passing customs & Pre-arrival notice and declarations & Sharing a voucher

Victorian Chamber of Commerce and Industry

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eATA Carnet App & Desktop User Guide

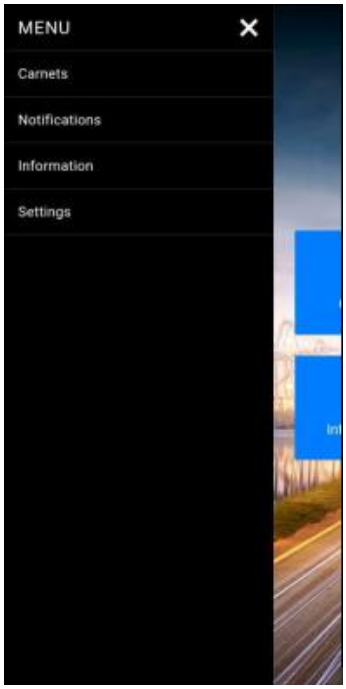
Passing customs & Pre-arrival notice and declarations & Sharing a voucher

Passing customs

When traveling with goods and an ATA Carnet, you must complete a transaction at each customs crossing. Please follow below steps:

1. Tap on Carnets from the main menu or from the side bar menu

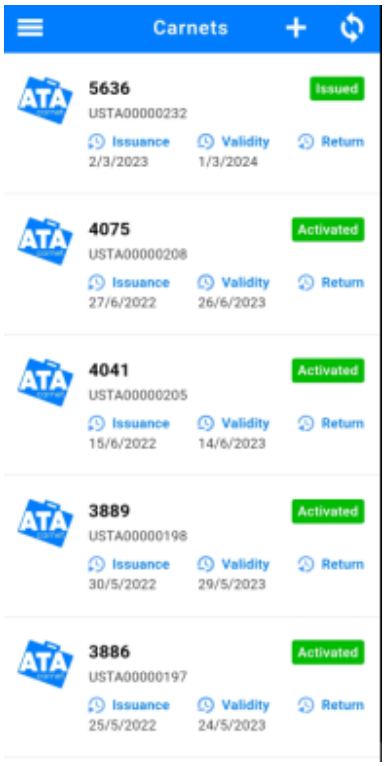


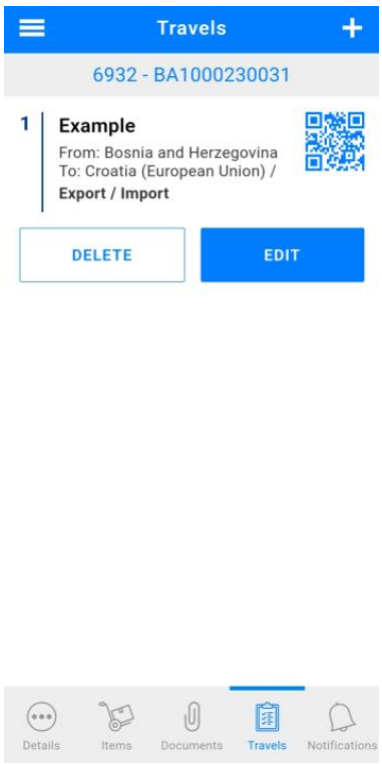


2. Tap on the ATA Carnet you wish to use

3. Tap on Travels in the lower menu

4. Tap on the QR code icon of the desired travel



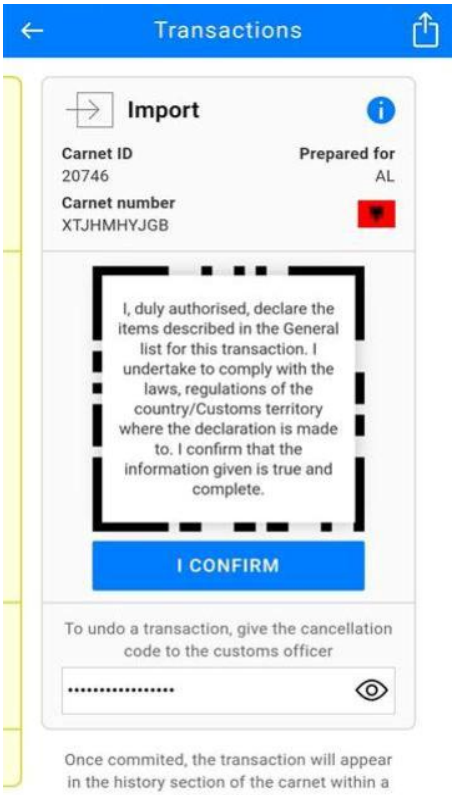


5. Swipe right to the required transaction

6. Read carefully the terms and conditions and tap on the disclaimer box to accept them

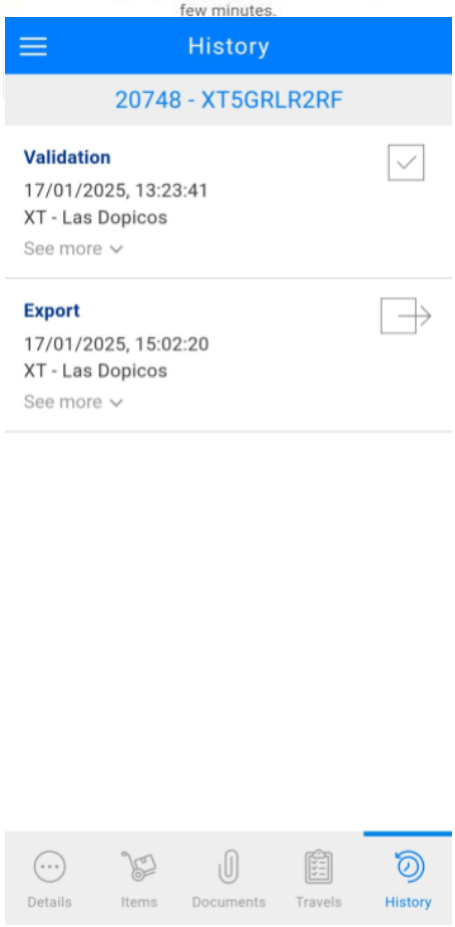
7. A QR code will appear that will have to be shown to custom officer to check the carnet and the goods

8. At the end of the process, you will get a notification on the phone of the transaction commitment and you will see it in the notifications tab in the app. The holder also receives an email notification if the Issuing Association added their email address when issuing the carnet.



9. The history of transactions can be seen in the **History** section. A recent committed transaction requires a few minutes to show up here.

Note: Each prepared travel automatically generates at least two transaction QR codes (1 Export + 1 Import or 1 Re-export + Re-import), plus any required Activation and/or Transit codes.



Pre-arrival notice and declarations

The digital Carnet includes two main options:

- pre-arrival notice and
- pre-arrival declaration

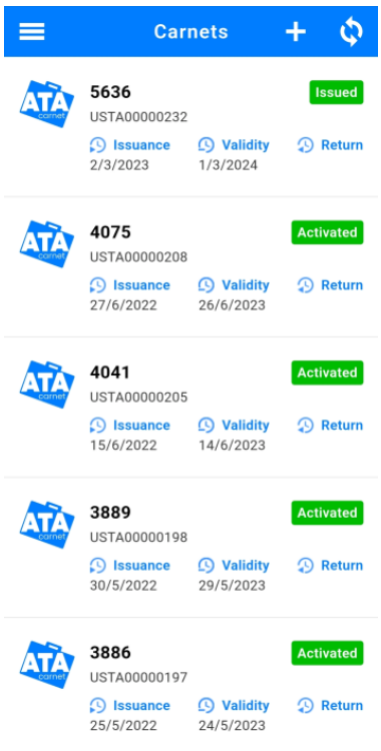
These options are only available at customs offices that support them, so the feature will only be active where it is accepted.

- **Pre-arrival notice** lets you notify customs officers in advance about when you will present your QR code and goods for processing. Using this feature can help speed up the processing of your Carnet.
- **Pre-arrival declaration** (also known as Pre-declaration) allows you to send all the transaction details, including the list of goods, directly to customs officers before you arrive.
    - **Remote commitment** (available with pre-arrival declarations) gives customs the option to process your transaction remotely, so you do not need to present the QR code in person. This is typically used at locations that manage cargo or freight.

ATA Carnet App

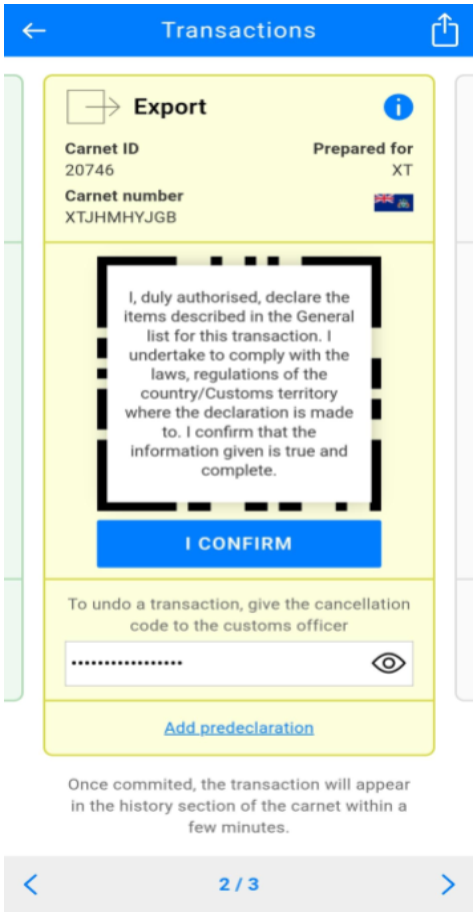
Here is how to use the pre-arrival notice and declaration function in the ATA Carnet App:

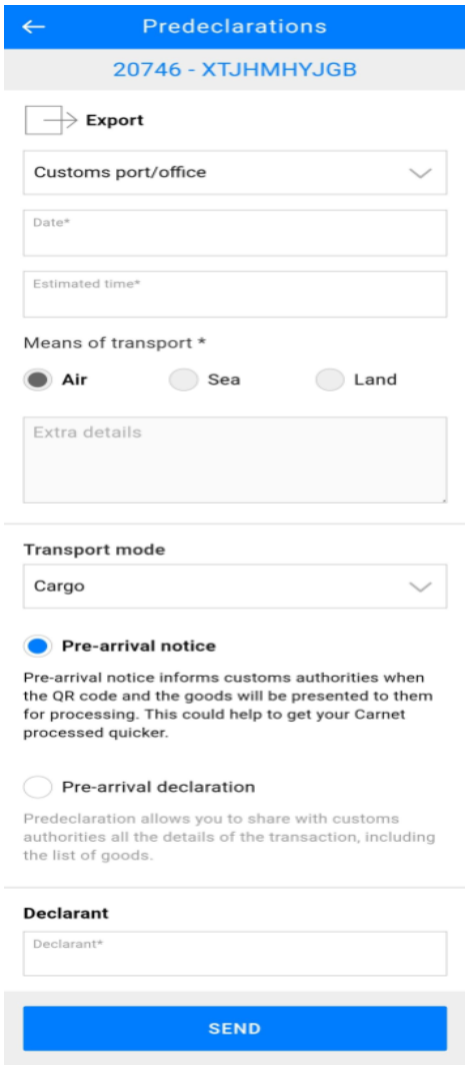
1. Tap on the ATA Carnet containing the prepared travel to be sent in as a pre-arrival notice or declaration.



2. Tap on the **Travels** tab **in** the lower menu.

3. Locate and access the prepared travel record containing the relevant transaction by tapping the QR code icon. Navigate to the desired transaction and tap **Add predeclaration** to proceed with forwarding to Customs.



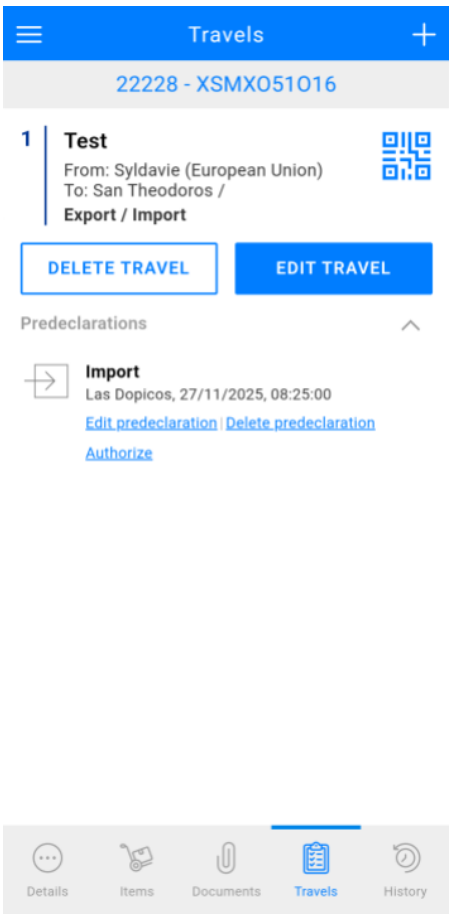


4. Fill in the fields as indicated on screen.

5. Select whether you wish to send a pre-arrival notice or a pre-arrival declaration.

6. After completing the fields, select **Send** to transmit the pre-arrival notice or declaration to the designated Customs office. If necessary, the pre -arrival notice or declaration can be modified and re-sent through the Travels tab by selecting **Edit** predeclaration, or by returning to the transaction and choosing Edit predeclaration.

7. In the case of pre -arrival declaration with remote commitment allowed, you will need to go back to the Travels tab, open the Predeclarations sub menu, and tap on Authorise. Once authorised, Customs will be able to remotely commit the transaction.



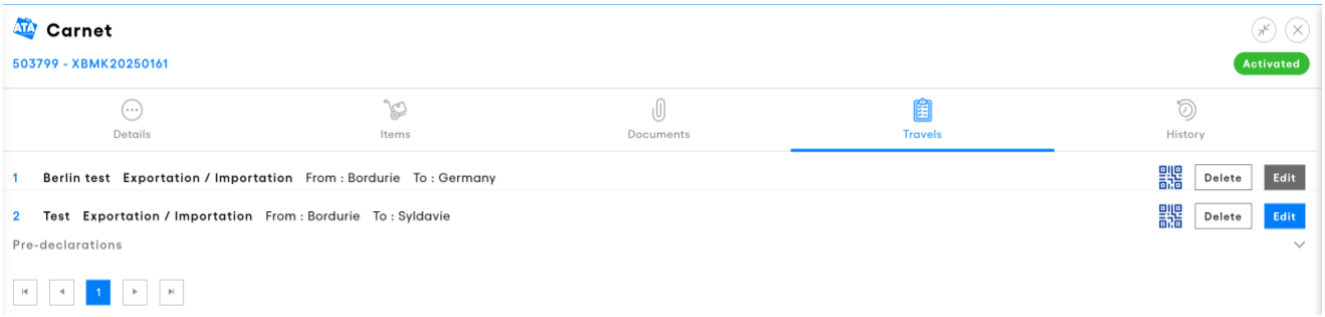
To revise or resend a pre-arrival notice or declaration, either return to the transaction and select 'Update Predeclaration,' or go to the 'Pre -Declarations' subsection under the Travels tab of a carnet and click 'Update Predeclaration.' You can also delete a notice or declaration from this section if needed.

Note: if a declaration has been committed by Customs, the notice or declaration can no longer be revised. In case of mistakes, please follow the cancellation procedure.

ATA Carnet Desktop

Here is how to use the pre-arrival notice and declaration function in the ATA Carnet Desktop:

1. On the **Carnets** page, locate your carnet and click **Details**. Go to the **Travels** tab, find the relevant prepared travel, and click the QR code icon to view transaction codes.



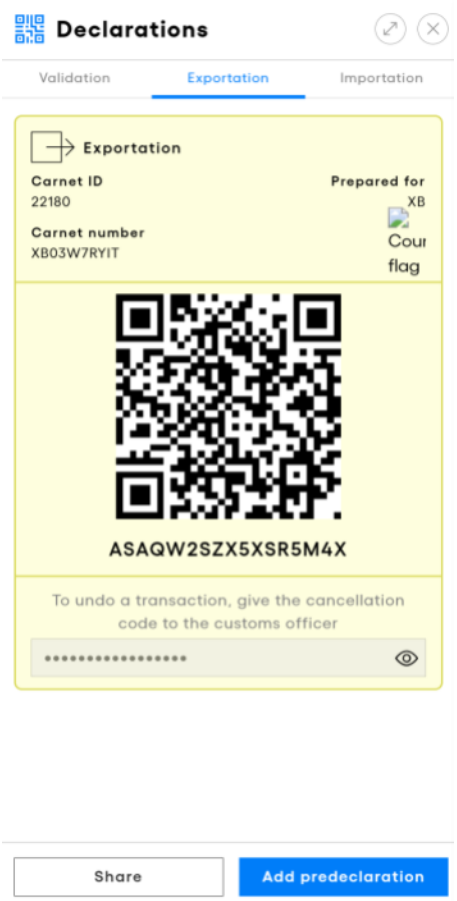
2. Next, locate the relevant transaction and click **Add predeclaration**.

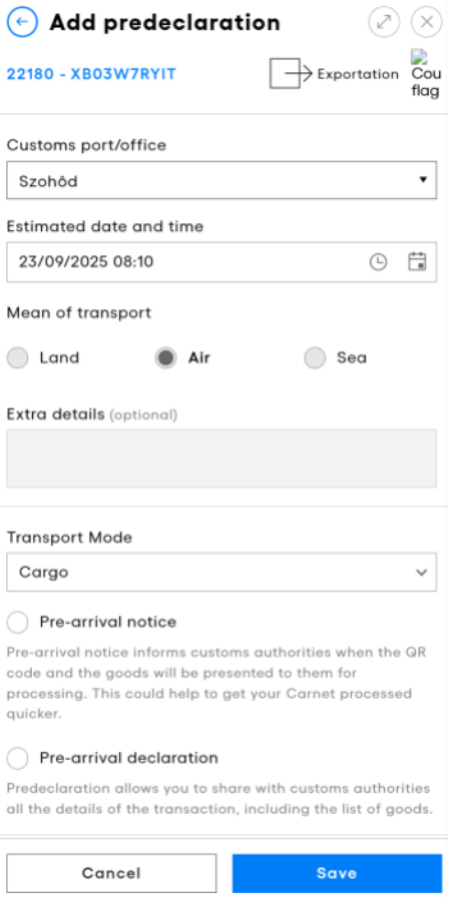
3. Fill in the fields as indicated on screen.

4. Select whether you wish to send a pre -arrival notice or a pre-arrival declaration.

5. Once the fields are completed, click on **Send** and the pre-arrival notice or pre -arrival declaration is sent to the selected Customs office.

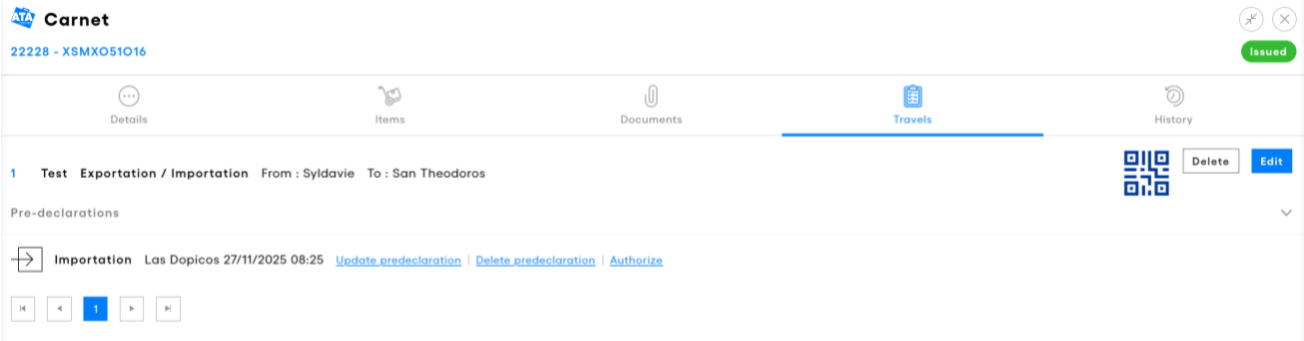
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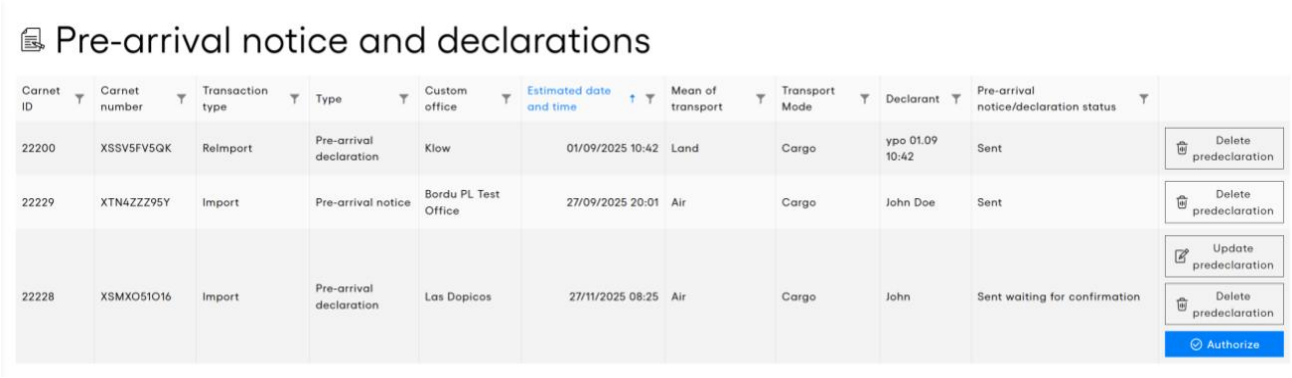


To revise or resend a pre-arrival notice or declaration, either return to the transaction and select 'Update Predeclaration,' or go to the 'Pre-Declarations' subsection under the Travels tab of a carnet and click 'Update Predeclaration.' You can also delete a notice or declaration from this section if needed.

Note: if a declaration has been committed by Customs, the notice or declaration can no longer be revised. In case of mistakes, please follow the cancellation procedure.



You can easily view and handle every pre -arrival notice and declaration for all your carnets in the **Pre-arrival notice and declarations section** of ATA Carnet Desktop, found on the side navigation bar.



Sharing a voucher

After travel arrangements are made, the ATA Carnet holder may provide the voucher(s) to a representative, who will then submit the declaration to customs.

ATA Carnet App

1. To share a voucher, tap on the ATA Carnet containing the prepared travel to be shared.

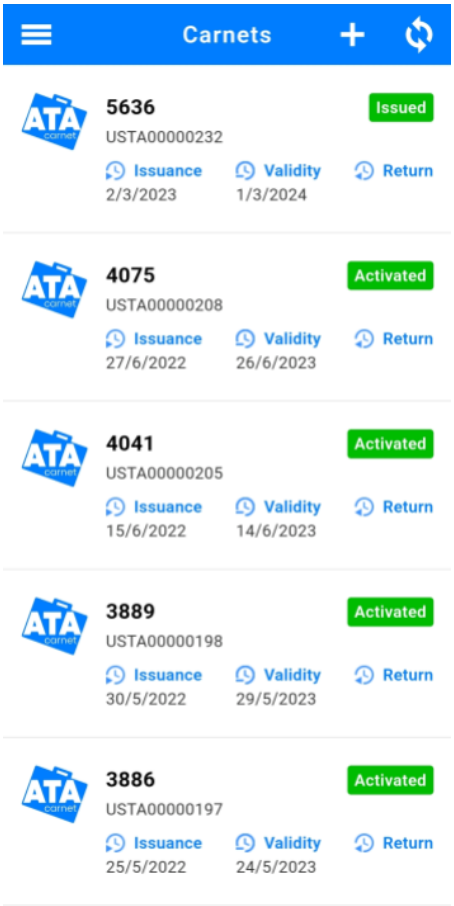
2. Tap on the **Travels** tab in the lower menu.

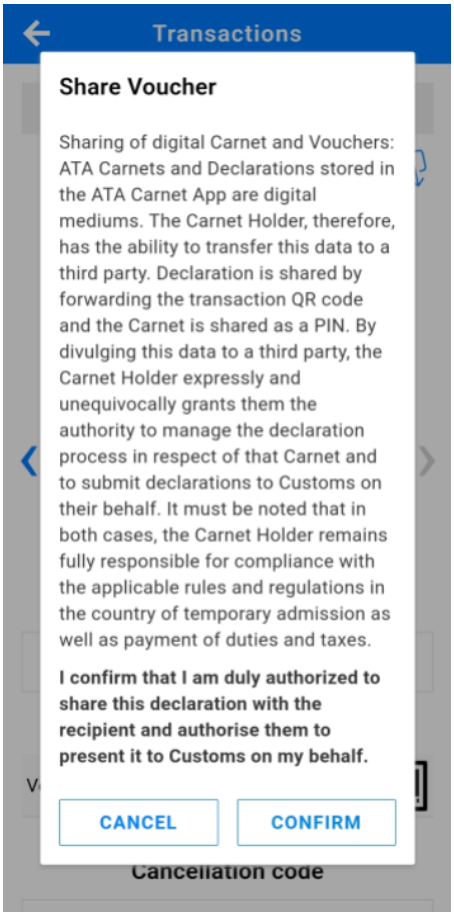
3. Tap on the QR code icon of the desired travel.

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.





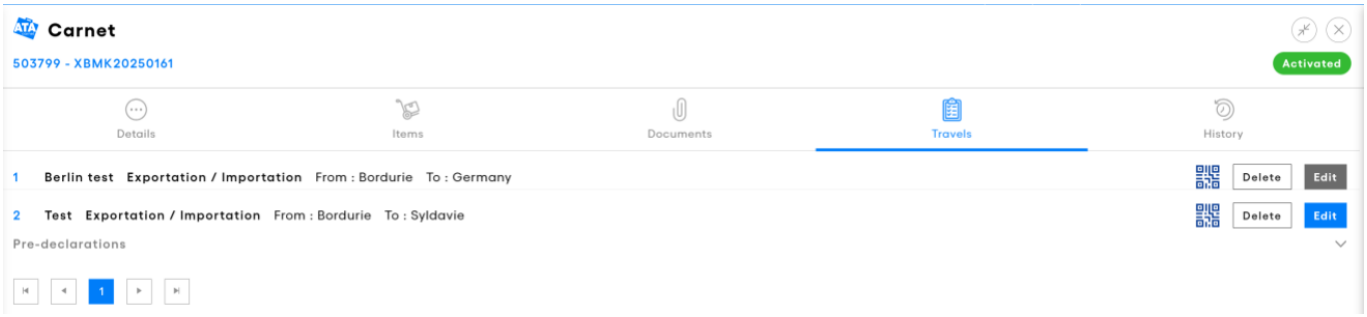
7. The representative receives a URL to the voucher, which can be saved offline by selecting "Save as PDF" from the print button or downloading it into the ATA Carnet app, Apple Wallet, Google Wallet, or any app supporting 'pkpass' files.



ATA Carnet Desktop

1. Click on **Details** of the desired carnet and navigate to the **Travels** tab.

2. Locate the prepared travel containing the declarations to send and click on the QR code icon to view the transaction codes.



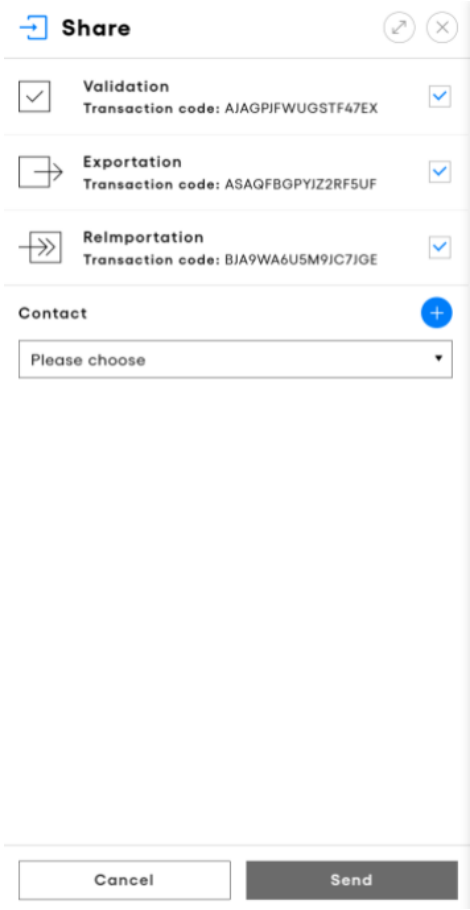
3. Select the transactions you wish to share.

4. Select the contact you wish to share the transactions with.

   - You can create new contacts by clicking on the **+** sign and entering the required details.

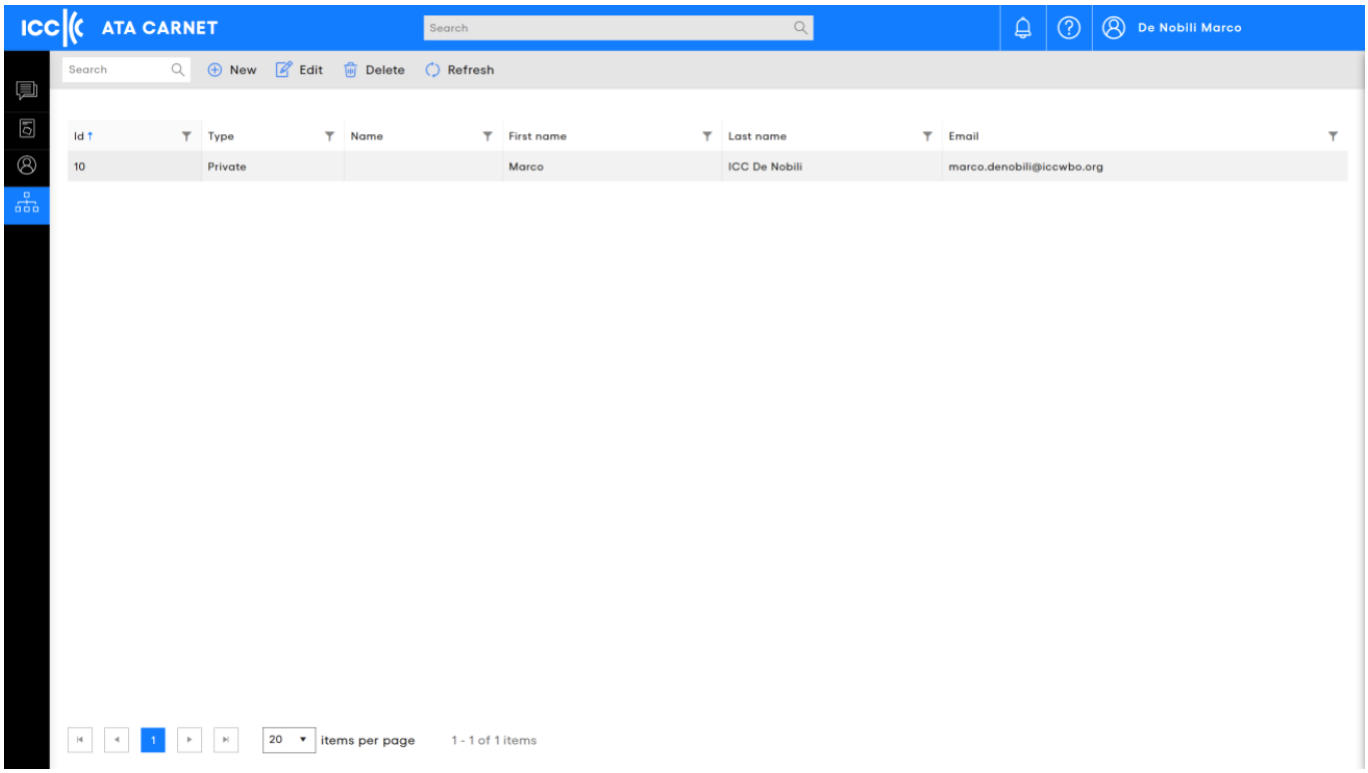
5. Click on **Send**.

6. The representative will receive an email containing the URLs to the selected transactions.



The **Contacts** section in ATA Carnet Desktop helps you efficiently manage and store contact details. Once a contact is saved, you can quickly select them when sharing carnets or vouchers in the future, so there's no need to re -enter their information each time.

Contacts refers to the exporters or freight forwarders that your company, as the carnet holder, regularly shares vouchers with. Keeping this list up to date makes it simple to choose frequent recipients.



Note: If the holder prefers, they can share the entire carnet with a representative by providing the carnet's IP and PIN code. This allows the representative to download the carnet directly into their ATA Carnet app. However, sharing the carnet in this way should be done carefully, as the holder remains fully responsible to Customs and the issuing or guaranteeing chamber if any misuse occurs.



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