



Digital ATA Carnets

What clients need to know from 1 June 2026

From 1 June 2026, ATA Carnets for journeys involving the UK, EU, Norway and Switzerland begin moving to a digital process using the ATA Carnet App and QR codes. Depending on the route, the carnet may be digital, paper, or mixed.


 <p>Go live 1 June 2026</p>	 <p>First digital markets UK, EU, Norway, Switzerland</p>	 <p>Main tool ATA Carnet App + QR codes</p>	 <p>Important Some itineraries will still use paper</p>
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 <p>What is an ATA Carnet? An ATA Carnet is a temporary admission document, often called a passport for goods, allowing eligible goods to move temporarily without paying duties and taxes, provided the rules are followed.</p>	 <p>What is changing?</p> <ul style="list-style-type: none"> • QR codes are used at customs for digital routes. • The route determines whether the carnet is digital, paper or mixed. • The traveller or agent needs access to the correct QR code. • Digital declarations are created in the app before travel.
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Example mixed journey



One trip may involve both digital and paper carnet steps.

 <p>What stays the same</p>	<ul style="list-style-type: none"> • Goods must still be declared correctly. • Every export, import, re-export and re-import step still matters. • The carnet holder remains responsible.
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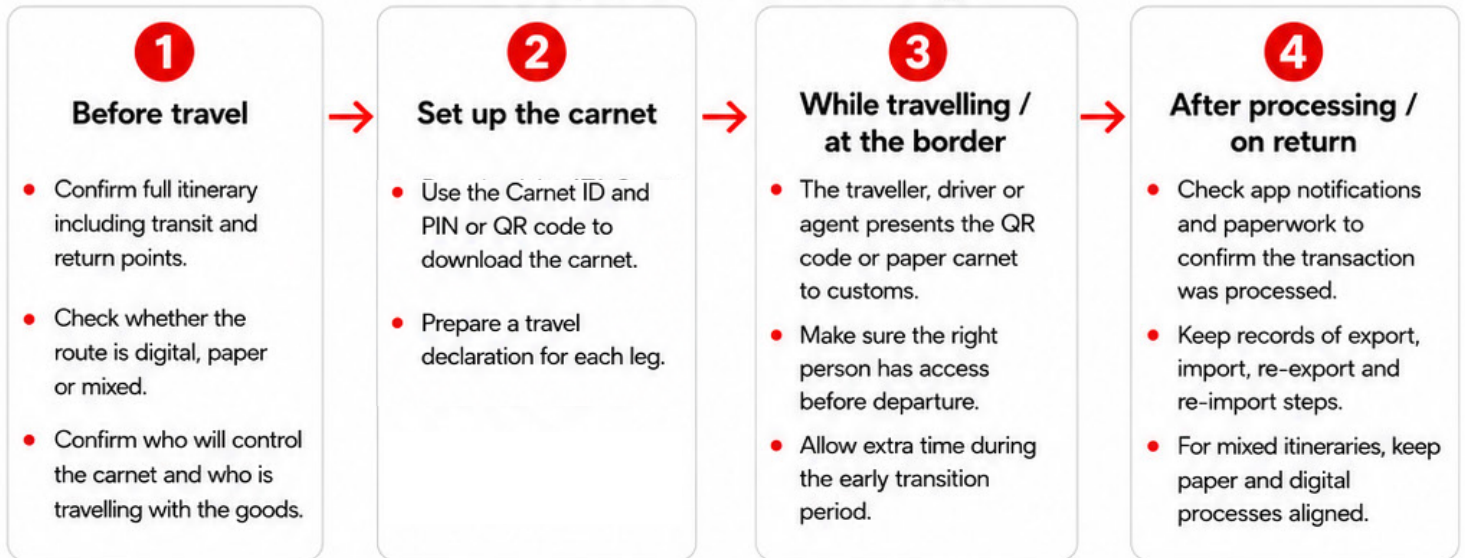
<p>Why this should help</p>	 <p>Less paperwork</p>	 <p>Better visibility</p>	 <p>Lower risk of lost documents</p>	 <p>Clearer journey tracking</p>
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What you need to do

Client steps before, during and after travel with the carnet


The process is straightforward if the route and responsibilities are clear.

The process at each stage





For clients

- ✓ Send the full itinerary early.
- ✓ Tell EFM who is travelling with the goods.
- ✓ Confirm if a forwarder or local agent is involved.
- ✓ Do not assume every country is digital yet.
- ✓ Make sure the QR code and any paper carnet are available at the border.

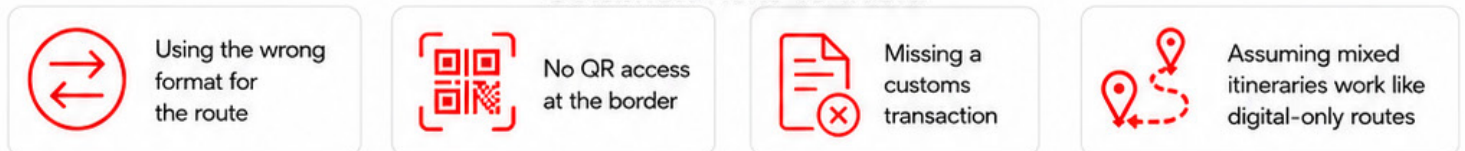



Mixed route while travelling



If your route includes a paper country, keep both the app and the paper carnet ready.

Common risks to avoid

Important: tell EFM when you are finished with the Carnet

Once the goods have completed their final return movement, you must notify EFM. This allows us to check the records and arrange for the Carnet to be closed correctly. Please do not assume the Carnet is finished simply because the goods have returned.

****Another important point to add, after the digital carnet is approved, nothing can't be changed apart from bond duration. You cannot add countries on, you cannot add vouchers. You will need to plan everything carefully to ensure you have everything covered.**

Digital ATA Carnet Workflow

How to apply for and prepare your Carnet

Follow these steps to submit your request, receive your Carnet and prepare it for travel.

PHASE 1 CLIENT SUBMITS REQUEST

1 Complete the Excel template



Fill in the template in full with goods information.

2 Email the completed template



Send it to carnets@efm.global.

3 Letter of Authorisation



A valid Letter of Authorisation is required. If you do not have one, EFM will send it to you.

PHASE 2 EFM PROCESSES THE APPLICATION

4 EFM checks the request



We review the template, goods list, itinerary and supporting documents.

5 EFM submits to the Chamber of Commerce



We submit the application for approval.

6 After approval



If both paper and electronic versions are required, EFM will print the paper Carnet and send it together with the PIN and ID numbers.

PHASE 3 CLIENT PREPARES FOR TRAVEL

7 Download the ATA Carnet App



iOS App

Android App

8 Sign the Carnet in the app



The Carnet must be signed in the app before use.

9 Prepare the Carnet for travel



Create the travel declaration in the app.

10 Generate the unique Carnet QR code



Create the QR code for presentation to customs.

11 Present at customs



The traveller presents the QR code at customs. If a paper Carnet is also required, carry and present that as needed.



Important

The person travelling with the goods must have access to all required QR Codes – these should be saved just in case there is no internet connection, and it won't open.



Need help?

Email carnets@efm.global



Or Watch (click here / scan)
How to download your Digital / eATA Carnet to the Carnet app

FAQS

Below are answers to the most common questions about Digital ATA Carnets.

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| <p>Q1 What is an ATA Carnet?</p> | <p>An ATA Carnet is a temporary admission document, often called a passport for goods. It allows eligible goods to be moved temporarily across borders without paying duties and taxes, provided the rules are followed and the goods are re-exported correctly.</p> |
| <p>Q2 What is changing from 1 June 2026?</p> | <p>ATA Carnets for journeys involving the UK, EU, Norway and Switzerland will begin moving to a digital process for eligible routes. Digital Carnets will be accessed through the ATA Carnet App using QR codes. Some routes will still require paper Carnets.</p> |
| <p>Q3 How will I know if my journey is digital or paper?</p> | <p>EFM will advise you based on your full itinerary, including destination, transit points and return route. Some journeys may require both digital and paper Carnets.</p> |
| <p>Q4 What is the ATA Carnet App?</p> | <p>The ATA Carnet App is the official ICC app used to manage digital Carnets. It allows you to access your Carnet, generate QR codes for customs and receive notifications when movements are processed.</p> |
| <p>Q5 Do I still need a paper Carnet?</p> | <p>It depends on your route. If you are travelling through a country that is not yet using digital Carnets, you will still need a paper Carnet for that part of the journey.</p> |
| <p>Q6 What do I need to present at customs?</p> | <p>In digital countries, present the QR code.
In countries that require paper, present the paper Carnet for endorsement. Always ensure the correct declaration is selected.</p> |
| <p>Q7 Who can use the Carnet on my behalf?</p> | <p>Only people who have been authorised by EFM can use or handle the Carnet on your behalf, such as a freight forwarder, driver, courier, tour manager, production representative or local agent. Please tell us in advance.</p> |
| <p>Q8 What happens if I miss a customs transaction?</p> | <p>Missing a transaction can cause problems when re-entering a country and may lead to duties and taxes being requested. Always ensure each export, import, re-export and re-import is completed.</p> |
| <p>Q9 What happens if I lose my QR code or cannot access the app?</p> | <p>Contact EFM immediately. We can help you regain access or take the necessary steps to resolve the issue before you reach customs.</p> |
| <p>Q10 Do I need internet access to use the app at the border?</p> | <p>No. The ATA Carnet App works offline. Make sure your Carnet and QR codes are available before you travel without internet access.</p> |
| <p>Q11 What do I need to do after my goods have returned?</p> | <p>You must notify EFM as soon as your goods have completed their final return movement. This is essential so we can check the records and close the Carnet correctly. Do not assume the Carnet is finished simply because the goods have returned.</p> |
| <p>Q12 What are the main risks to avoid?</p> | <p>Using the wrong format for the route, arriving at customs without the correct QR code, forgetting the paper Carnet on a mixed route, missing a transaction, assuming every country is digital and forgetting to notify EFM when finished.</p> |



IMPORTANT: TELL EFM WHEN YOU ARE FINISHED WITH THE CARNET.

Once the goods have completed their final return movement, you must notify EFM so we can check the records and close the Carnet correctly. EFM must be told when the Carnet is no longer required.

