

# eATA Carnet Quick Guide



## What is eATA?

A digital ATA carnet on your phone. No paper document – loaded into the app with a QR code or ID+PIN code.



## Where is it used?

The EU, Norway, Switzerland and the UK will adopt eATA from 1 June 2026. A paper carnet is still required for paper countries.



## Transition period

Both formats in use during 2026–2027. Paper carnets issued before 1 June remain valid for their full duration.

## 1 APPLY FOR A CARNET

- **Submit your application at [atacarnet.fi](https://atacarnet.fi)**  
The issuing Chamber of Commerce processes your application and issues the carnet.
- **You will receive your eATA ID and PIN code at [atacarnet.fi](https://atacarnet.fi)**  
Keep these details separate from your phone!

## 2 DOWNLOAD THE APP AND CARNET

- **Download the ATA Carnet app**  
App Store or Google Play: search "ATA Carnet". Or desktop version: [app.atacarnet.iccwbo.org](https://app.atacarnet.iccwbo.org)
- **Create a personal user account**  
Load the carnet into the app using a QR code or ID+PIN code.

## 3 PREPARE YOUR TRIP BEFORE CUSTOMS

- **Add your trip in the app before departure**  
This is the most important change! Trips must be added to the app before going through customs.
- **The app generates a QR code for each customs transaction**  
You can take a screenshot or print the codes as a backup.

## 4 AT CUSTOMS

- Show the activation code (carnet opening, Validation)**  
First time: show the carnet activation code to customs.
- Show the trip QR code**  
Customs scans the code and validates the transaction. You will receive a confirmation in the app.

## ? WHICH CARNET FORMAT SHOULD I USE?



### DIGITAL COUNTRIES ONLY

EU, Norway, Switzerland, UK

**eATA is sufficient**



### PAPER COUNTRIES ONLY

e.g. Australia, Japan, China, USA – digital carnet must be opened in Finland

**eATA + paper carnet**



### MIXED ROUTE

Both digital and paper countries on the route

**eATA + paper carnet**



### FOR FREIGHT FORWARDERS

The carnet holder can share an individual trip QR code or the entire carnet from the app. A paper power of attorney is still required.



### NO INTERNET?

If trips are created in advance, QR codes work offline. Consider an eSIM card abroad.



### BATTERY DEAD?

Take a screenshot or print QR codes before your trip. Bring a power bank.



### RETURNING THE CARNET

Notify the Chamber of Commerce of the return at [atacarnet.fi](https://atacarnet.fi). A paper carnet must always be returned physically.



**Remember before your trip:** Check your carnet and load your trips well in advance before going through customs! ICC technical support is available in the app 24/7. Keep your eATA ID and PIN code separate from your phone.



## TECHNICAL SUPPORT – APP

ICC 24/7 directly from the app  
Instructions and videos: [support.atacarnet.iccwbo.org](https://support.atacarnet.iccwbo.org)



## ATA CARNET SERVICES

Your Chamber of Commerce – applications, guidance, exceptional cases  
[atacarnet.fi](https://atacarnet.fi)