



**[www.e-ata.no](http://www.e-ata.no)**

**Manual**

# 1. KICK START

## Access to e-ata and login

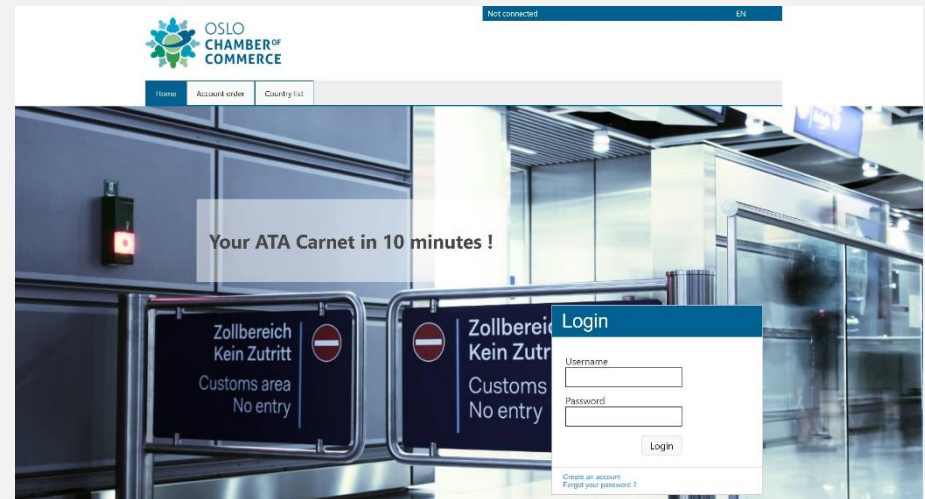
1. To get started, enter the site URL address below in your browser:

<https://www.e-ata.no>

The portal site of e-ata for your country is displayed. On this site you will find access to all Chambers of commerce as well as general information on the ATA carnet and the e-ata platform;

2. Select your Chamber of commerce from the list on the portal page;

3. If your Chamber of commerce has already provided you with your access codes, enter your username and password in the right-hand 'Login' part of the screen;



4. Otherwise, request an account by clicking on the 'Account order' tab;

5. Fill in the requested information and click on the 'Account Order' button;

6. You will receive an email confirming your request and to which is attached a user contract that you must complete, sign and return to your Chamber of commerce to have your account activated;

7. Your Chamber of commerce will activate your account after receiving your signed contract, which will be notified to you by email;

8. From now on, you will be able to work with e-ata to apply for Carnets and monitor their status.

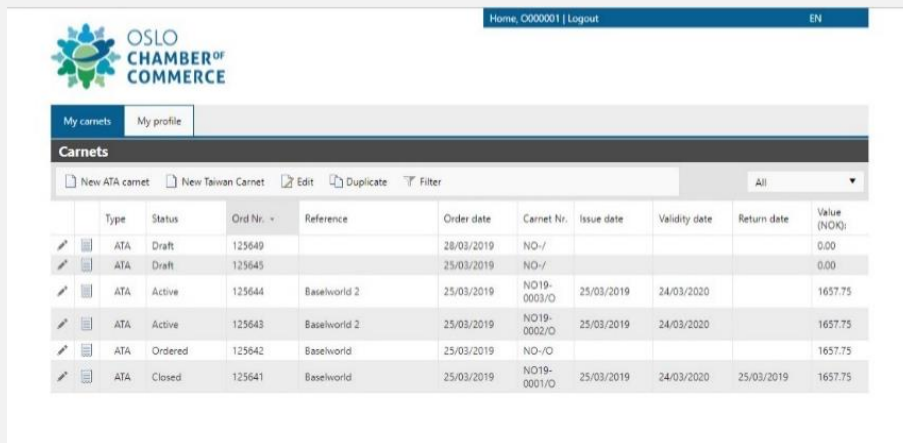
The screenshot shows a web interface for creating an account. At the top, there are navigation tabs: 'Home', 'Account order' (which is highlighted in blue), and 'Country list'. Below the tabs is a dark header with the text 'Account order'. The main content area is white and contains the following elements:

- A note: 'All fields (\*) are mandatory'.
- Two main sections: 'Company' and 'Responsible'.
- Company section:**
  - Company VAT number: [text input]
  - Company name/Individual\*: [text input]
  - Industry/Sector: [text input]
  - Address\*: [text input]
  - Postal code\*: [text input]
  - City\*: [text input]
  - Phone number\*: [text input]
  - Company email\*: [text input]
  - New Password\*: [text input]
  - Password confirmation\*: [text input]
  - Security question: [dropdown menu with 'What is your favorite brand?' selected]
  - Answer\*: [text input]
- Responsible section:**
  - Title (Job)\*: [text input]
  - Last name\*: [text input]
  - First name\*: [text input]
  - Phone number\*: [text input]
  - Email\*: [text input]
- A question: 'Are you a member of the Chamber?' with two radio button options: 'Yes' and 'No' (which is selected).
- A yellow button labeled 'Account order' in the bottom right corner.

## 2. CARNET REQUEST AND FOLLOW-UP

### Apply for an ATA carnet or a CPD carnet (only for Taiwan)

After logging in to e-ata, a list of your Carnets is displayed (provided you have already submitted requests via e-ata, otherwise the list is empty).



The screenshot shows the user interface of the Oslo Chamber of Commerce e-ata system. At the top left is the logo for the Oslo Chamber of Commerce. The user is logged in as 'Home\_000001' and the language is set to 'EN'. The main navigation area includes 'My carnets' and 'My profile'. Below this is a 'Carnets' section with a toolbar containing 'New ATA carnet', 'New Taiwan Carnet', 'Edit', 'Duplicate', and 'Filter'. A dropdown menu is set to 'All'. The main content is a table listing the user's carnets.

	Type	Status	Ord Nr. -	Reference	Order date	Carnet Nr.	Issue date	Validity date	Return date	Value (NOK)
	ATA	Draft	125649		28/03/2019	NO-/				0.00
	ATA	Draft	125645		25/03/2019	NO-/				0.00
	ATA	Active	125644	Baselworld 2	25/03/2019	NO19-0003/O	25/03/2019	24/03/2020		1657.75
	ATA	Active	125643	Baselworld 2	25/03/2019	NO19-0002/O	25/03/2019	24/03/2020		1657.75
	ATA	Ordered	125642	Baselworld	25/03/2019	NO-/O				1657.75
	ATA	Closed	125641	Baselworld	25/03/2019	NO19-0001/O	25/03/2019	24/03/2020	25/03/2019	1657.75



**A new request for a Carnet is made in 3 steps:**

## Step 1: Enter general information

1. click on the button "New ATA Carnet / New CPD Carnet" in the toolbar;
2. enter a **Reference** for your Carnet in order to be able to find it easily (example. Hanover Fair 2019);
3. check the contact details of the **Responsible** person;
4. enter the **Contact person** details (use the arrow to copy the contact person's data into the contact person's fields if convenient);
5. enter the **Number of sheets** you want for each type of transaction (import, export, reimport, reexport, transit);
6. enter **Representative** contact details if you give a **proxy** to a third party (you can also select them from the **Address book**) or attach a power of attorney in PDF format;
7. enter a **Foreseen usage** (exhibition, fair, professional material, other intended use of goods and description);
8. select the desired **Delivery** method (regular mail, express mail, at desk,...) ;

The screenshot shows a web application interface for creating a Carnet. At the top, there are tabs for "My carnets" and "My profile". Below the tabs is a toolbar with buttons for "Save", "Order", "Cancel", and "Return to list". The main form is divided into several sections:

- Information:** Fields for Company (UDTIS IT 12121), Customer No., Reference (Baselworld), Responsible (Name: Sanglard, Firstname: Hervé, Phone: +41 32 557 55 00, Email: herve.sanglard@udtis.ch), and Contact person (Name: Sanglard, Firstname: Hervé, Phone: +41 32 557 55 00, Email: herve.sanglard@udtis.ch).
- Number of sheets:** Five dropdown menus for "How many times are you leaving Norway?", "How many times will you enter a foreign country?", "How many times will you exit a foreign country?", "How many times are you coming back to Norway?", and "Transit:", all set to "2".
- Representative or power of attorney:** Fields for Name/ Company (Transit Ltd), Firstname (Hans Hellen), Address (P.O. Box 34), Postal code (31XCV), and City (London). Includes a checkbox for "Include name of representative" and a PDF upload field for "powerattorney.pdf".
- Foreseen usage:** Radio buttons for "Exhibitions, fairs, congresses" (selected), "Commercial samples", "Professional equipment", and "Other".
- Carnet delivery:** A dropdown menu for "Delivery:" set to "A delivery".
- A checkbox at the bottom left for "Print remarks in English".

## Step 2: Enter the travel and means of transport

1. click on the button (+) to add a line in the section "Travel and transportation means".
2. select a first country of destination and a means of transport from the drop-down lists
3. click on the button ✓ to validate your entry;
4. repeat step 1 to select additional countries and means of transport;
5. at any time, you can either delete a destination with the X button or edit it with the ✎ button .

2. Travel and transportation means

Travel :

Country	Transport		
Switzerland	By plane	X	✎

## Step 3: Enter the list of goods

To enter the list of your items, there are 2 possibilities:

1. enter the items one by one;
2. directly import a CSV file from Excel;

In addition to the item list, you have the option to add an attachment to your Carnet, for instance to provide photos. This PDF document will be added at the end of the Carnet.

Finally, you have the possibility to add a message to your Chamber of commerce related to the request.

Your carnet request is now ready to be ordered to the Chamber of Commerce. An automatic check will be achieved before submission, the resulting errors, if any, are reported at the top of the page, **in red**.

To submit the request, click on the "Order" button in the toolbar.

### Specific constraints

A Carnet draft can be recorded at any time for later completion. To do this, use the "Save" button on the toolbar.

A request can only be edited if it has not yet been submitted.

A request can be cancelled using the "Cancel" button.

A request can be duplicated using the "Duplicate" button.

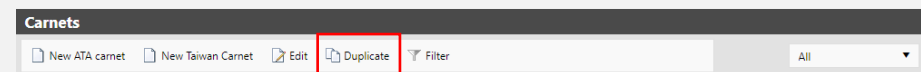
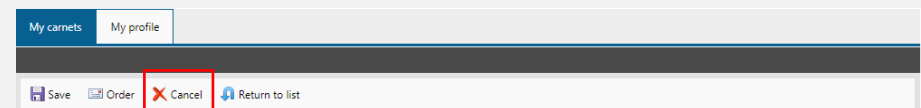
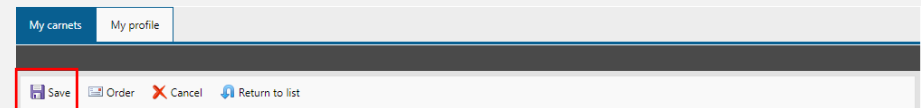
The Chamber of commerce has the possibility to refuse a request if it is not correct. The reason for the refusal will appear in the message list. The request will then be editable again. You can correct it and resubmit it.

3. Items

To import as CSV    Upload attached document

Add an item

Item no.	Quantity	Description	weight	Weight unit	Value:	Origin		
1	1	item1	50	KG	100.25	US	✕	✎
2	4	item2	51	KG	101.25	US	✕	✎
3	3	item3	52	KG	102.25	US	✕	✎
4	2	item4	53	KG	103.25	US	✕	✎
5	1	item5	54	KG	104.25	US	✕	✎
6	4	item6	55	KG	105.25	US	✕	✎
7	3	item7	56	KG	106.25	US	✕	✎
8	2	item8	57	KG	107.25	US	✕	✎
9	1	item9	58	KG	108.25	US	✕	✎
10	4	item10	59	KG	109.25	US	✕	✎
11	3	item11	60	KG	110.25	US	✕	✎
Total:			605	KG	1,157.75			



## Method 1: Entering items one by one

1. click on "Add an item" button in the "Items" section
2. enter item no, quantity, weight and unit, the value as well as the origin of the goods and the description;
3. click on the "Save" button to validate your entry;
4. repeat step 1 to enter more articles.

10	4	item10	59	KG	109.25	US	✕	✎
11	3	item11	60	KG	110.25	US	✕	✎
Total:			605	KG	1,157.75			

**New**

Item no. :  Quantity:

weight:

Value:

**⚠ Do not underestimate value of goods**

Origin:

Description :

## Method 2: Using a CSV/ Excel file

1. click on the "To import as CSV" button in the "Items" section, a small window opens
2. if you have not already done so, download the template and save it to your desktop or hard drive;
3. complete the template using Microsoft Excel and save your file in CSV format (NOT Excel native format xls orxlsx!);
4. select your file using the "Browse" button and click on the "CSV Import" button;
5. your items are imported into e-ata.

e-ata.no (test)

### To import as CSV


1. Upload as CSV
2. fill in the template using Microsoft Excel and save your file in CSV ;
3. choose your file with the button « Browse... » and click on the button «Import Excel (.csv) » ;

Aucun fichier choisi

## Lookup for Carnets

e-ata allows the tracking and lookup of Carnets. By default, e-ata shows you a list of your Carnets (or Carnet requests) sorted from the most recent to the oldest request.

The list is paginated: you can change the number of lines per page and move from one page to another using the pagination area at the bottom of the list.

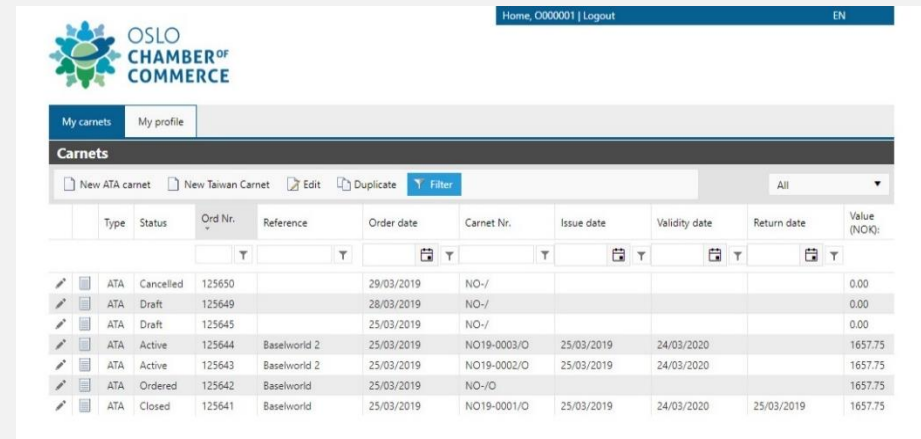
For each Carnet, an operations log is maintained and available online. Simply click on the icon to  obtain a follow-up of the transactions carried out on this Carnet.

By clicking on the column headings, it is possible to sort the list automatically.

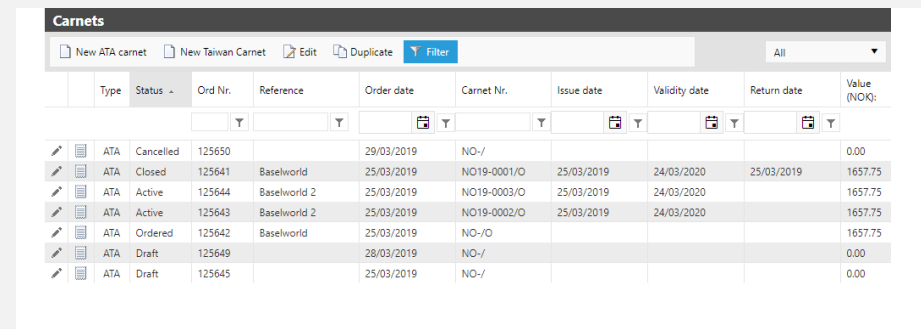
It is possible to filter the Carnets very easily by their status using the drop-down list in the toolbar. To obtain the list, for example, of late or ordered Carnets.

The "Filter" function in the toolbar (below the column titles) allows you to display input fields to search for Carnets according to different criteria.

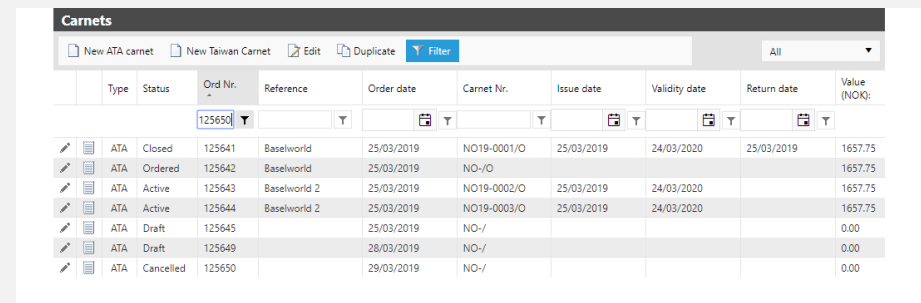
For example, it is possible to easily search for a Carnet by its number by entering it in the appropriate filter field or by a request or issue date.



	Type	Status	Ord Nr.	Reference	Order date	Carnet Nr.	Issue date	Validity date	Return date	Value (NOK)
	ATA	Cancelled	125650		29/03/2019	NO-/				0.00
	ATA	Draft	125649		28/03/2019	NO-/				0.00
	ATA	Draft	125645		25/03/2019	NO-/				0.00
	ATA	Active	125644	Baselworld 2	25/03/2019	NO19-0003/O	25/03/2019	24/03/2020		1657.75
	ATA	Active	125643	Baselworld 2	25/03/2019	NO19-0002/O	25/03/2019	24/03/2020		1657.75
	ATA	Ordered	125642	Baselworld	25/03/2019	NO-/O				1657.75
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	ATA	Active	125644	Baselworld 2	25/03/2019	NO19-0003/O	25/03/2019	24/03/2020		1657.75
	ATA	Draft	125645		25/03/2019	NO-/				0.00
	ATA	Draft	125649		28/03/2019	NO-/				0.00
	ATA	Cancelled	125650		29/03/2019	NO-/				0.00

### 3.

## MANAGE YOUR PROFILE AND PASSWORD

You can edit your contact details of those of your company using the "My Profile" tab.

It is possible to change your password and the secret question to reset it using this screen.

### RESET YOUR PASSWORD

If you have forgotten your password, you can reset it as follows:

1. click on the link "Forgotten password?" below the "Login" area on the homepage;
2. enter your username;
3. answer your secret question.

If the answer is correct, you will receive a password by email.

If you have forgotten your username, call the Chamber of commerce and they will provide it to you.

The screenshot shows a web interface for updating an account. At the top, there are navigation tabs: Camets, Accounts, Statistics, Claims, Deadline, Payments, and Camets. Below this is a header for 'Account update naila (Naila Akhtar)' with buttons for 'Save', 'Reset password', 'New user', and 'Close'. The form is divided into several sections: 'Personal data' with fields for Title (Adviser), First name (Naila), Last name (Akhtar), Phone number (+47 94848220), and Email (naila@chamber.no); 'Account' with fields for Username (naila), Old password, New Password, Password confirmation, Security question (What's your mother's maiden name?), Answer, User activated (checked), Account is locked, and Is member; 'Company' with a sub-section 'Information from the society' containing fields for Unique code client (3102-ca84-7206), Company VAT number, Company name/Individual (Oslo Chamber of Commerce), Industry/Sector, Address (St. Olavs gt 27), Postal code (166), City (Oslo), Phone number (4722129400), and Email (mail@chamber.no).

The screenshot shows a 'Login' form with a blue header. It contains two input fields: 'Username' and 'Password'. Below the password field is a 'Login' button. At the bottom, there are two links: 'Create an account' and 'Forgot your password?'.

The screenshot shows the 'Reset password' process. At the top, there is a 'Not connected' status and an 'EN' language selector. Below the 'OSLO CHAMBER OF COMMERCE' logo, there are navigation links for 'Home', 'Account order', and 'Country list'. The main section is titled 'Reset password' and contains the instruction 'Enter your username in order to reset your password'. A 'Username' field contains 'O000001' and a 'Submit' button is next to it. Below this is another 'Reset password' section titled 'Identity confirmation' with the instruction 'Please, answer to the question in order to reset you password'. It shows the 'Username' as 'O000001' and the 'Question' as 'What's your mother's maiden name?'. An 'Answer' field is empty, and a 'Submit' button is at the bottom.