eCarnet System
User Guide

eCarnet System User Guide

London Chamber of Commerce and Industry (LCCI) have launched a new online Carnet system, designed to enhance your user experience.

Follow our five step guide to complete your applications. Look out for the Info boxes ❶ displayed on every page, which will provide relevant information to help with your application process.

1. Log in to your portal

You can apply for a new Carnet, check the status of your applications (up to five) and view what stage of the process your document is at. If there's any action points to complete your application, they will be displayed on the home page.

New	Submitted	Actions needed	Completed

Notifications ⓿ Here you will see notifications from the issuing office e.g. notification that the Carnet can be collected, price changes, new countries coming into the scheme.

Notification Title	Sent On	Sent By	Is Read?

Actions Needed ⓿ Here you will see applications that require your input e.g. If your application has been approved, you will need to finalise it; if the application has been rejected, you will need to amend the required fields and re-submit.

ID	Date	Name	Company	Client Ref	Status	Action ❶

Applications you're working on ➊ Here you will see applications that have been created but not submitted. Click on the application to resume working from where you stopped.

ID	Date	Name	Company	Client Ref	Status	Action ❶

Submitted Here you will see applications that have been submitted. Once the application has been processed by the issuing body, you will be notified via email and the application will show in the 'actions needed' or 'completed' section.

ID	Date	Name	Company	Client Ref	Status	Action ❶

Completed ⓿ Here you will see applications that have been completed. The issuing office has all the information required to process your Carnet and your document will be issued either as standard or express as you have indicted in the fees section.

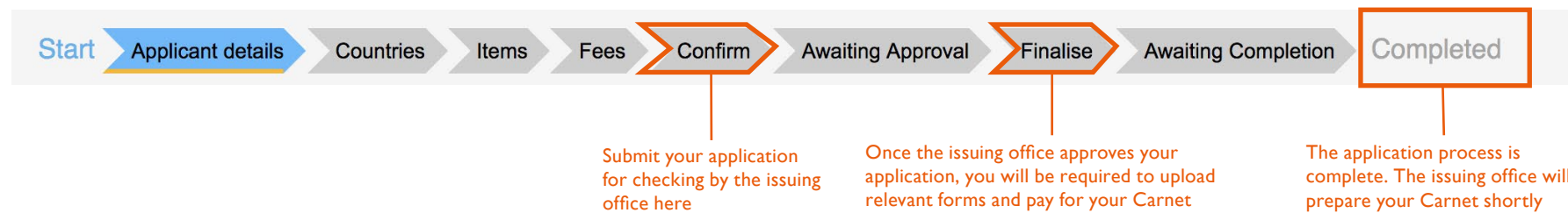| ID	Date	Name	Company	Client Ref	Status	Action

eCarnet System User Guide

2. How to apply for a Carnet

Click on the 'New' button on the top navigation bar. The system will now guide you through the application process for your Carnet order. If you are a returning customer, you will have the option to copy a previously completed Carnet.

| New | Submitted | Actions needed | Completed |

The progress bar at the top of your screen will display the status of your application. If you need to return to a previously completed section, click on the relevant tab or click on the 'Next' and 'Back' buttons that feature at the bottom of each page.

Start | Applicant details | Countries | Items | Fees | Confirm | Awaiting Approval | Finalise | Awaiting Completion | Completed

Submit your application for checking by the issuing office here

Once the issuing office approves your application, you will be required to upload relevant forms and pay for your Carnet

The application process is complete. The issuing office will prepare your Carnet shortly

eCarnet System User Guide

3. How do I create a list of items (the General List)?

There are three ways to create a list of items:

    a)   enter each item manually using the online Wizard
    b)   copy a list from a previous Carnet
    c)   import an excel list

a. Create the list manually using online Wizard:

- Complete all the fields in this section and click the 'Add' button
- Each item must be itemised individually; only identical items may be grouped together
- Repeat the process to add further lines

Create your General List by adding items below. Each item must be itemised individually. Only identical items may be grouped together.

Category ℹ	Original Paintings/Works of Art	No. of Pieces	Weight or Volume	Value (in GBP)	Country ℹ
Item description	Type i.e. oil giving title and name of the artist. You may attach a picture for easier identification	1	1.2 Kgs	10.50	United Kingdom

Upload an item image   Add

eCarnet System User Guide

If required, you can edit the list. To move the position of the item, click on it and drag up or down. You can also edit the text or delete in the 'Actions' section:

Item No	Item description and marks and numbers, if any	No. of Pieces	Weight or Volume	Value (in GBP)	Country of Origin	Actions
☐ 1	Original painting. Oil on canvas. Flowers in the field painted by Bryan A. *Original Paintings/Works of Art*	1	1.2kg	£10.50	GB	• Edit • Delete
☐ 2	Original painting. Oil on canvas. Puppy on the sofa painted by Bryan A. *Original Paintings/Works of Art*	1	1.6kg	£541.00	GB	• Edit • Delete

Use the 'Comments' box under the list to provide further information about the items e.g. packaging details, statement that the goods are second hand, how the goods will be used. After saving your changes, click on the 'Next' button to proceed to the next step of the application.

Comment (optional - will appear under goods list) ⓘ

Save changes

<< Prev   Next >>

b. Copy a list from a previous Carnet:

Select an existing application from the list and click on the 'Next' button. After the list has been imported, individual lines can be edited. Refer to step 3a) for guidance.

ID	Date	Company	Client Ref	Status
⊙ GB/TestCarnet	10/04/2019	Test Company Ltd	Test Carnet	Completed ✉

○ Using an Excel template

<< Prev   Next >>

c. Importing an Excel list:

Save the template to your desktop and complete columns A, B, C, D, E, F and G. Please note columns C and D are optional. Save the spreadsheet as a .CSV and upload. Individual lines can be edited, refer to step 3a) for guidance.

	A	B	C	D	E	F	G	H
1	Item Description	No. of Pieces	Weight/Volume	Unit of Measure (the following values are allowed only: g, kg, t,	Value (in GBP) (numbers only are allowed	Country of Origin (the codes of the countries are allowed only)	Goods Type ID	
2	Oil Painting	1	1.2	kg	10.5	GB	2	
3	Oil Painting	1	1.0	kg	541	GB	2	
4								

◄ ► | Carnet 48.xls | Country ISO Codes | Goods Type ID | +

Ready

4. What happens after I have submitted my application?

Once the issuing office has checked your application, you will be required to upload relevant forms and pay any applicable fees.
You will receive an email to inform you that the application has been approved and the application will show in the 'Actions Needed' section.

ID	Date	Name	Company	Client Ref	Status	Action ⓘ
48	10/04/2019	John Smith	Test Company Ltd	Test Carnet	Approved ✓	• Finalise • Cancel

Actions Needed 1

If your application has been rejected, the system will highlight the area on the progress bar that needs to be amended e.g. Items.

- Click on the red highlighted section, you will be redirected to the correct page
- Follow the instructions to correct your application
- Once the required changes have been made, you will need to re-submit your application

Actions Needed 1

ID	Date	Name	Company	Client Ref	Status	Action ⓘ
GB/Bohoooo 48	09/04/2019	John Smith	Test Company Ltd		Rejected ✗	• Review • Cancel

Start ▸ Applicant details ▸ Countries ▸ **Items** ▸ Fees ▸ Confirm ▸ Awaiting Approval ▸ Finalise ▸ Awaiting Completion ▸ Completed

eCarnet System User Guide

5. How can I contact the issuing office?

If you experience any difficulties and need to contact the issuing office, click on the 'Contact Us' button.

If you need to leave a message concerning your application to the issuing office, you will find a 'Any further requests for the Issuing Chamber' box on the 'Confirm' page. Complete this field and press submit for approval.