

## **FREQUENTLY ASKED QUESTIONS**

### **Can I apply online?**

Yes, you can. If you are already using the e-z cert system through your local Thames Valley Chamber office, select ATA Carnet and begin your application. Alternatively go to [www.ecertsgs.com/uk](http://www.ecertsgs.com/uk) to register selecting TVCCG London Heathrow office. Please call 0208 564 6300 if you need any guidance.

### **Can I still be liable for a claim if I use the Carnet Security Scheme?**

Yes, the carnet holder will be asked to settle this with the London Chamber. It could be possible to extend cover with your insurance company to include potential claims.

### **Can I use an ATA Carnet in Taiwan?**

No. You will need an EC/CPD/China-Taiwan or CPD Carnet. This Carnet covers goods imported/exported between the EC and Taiwan. These are the same as a regular Carnet, apart from being a different colour. The goods for which it can be used; and EC Custom's procedures are identical.

### **Who can apply for a Carnet?**

A company or individuals that are permanent residents of the United Kingdom.

### **Can it be used by anyone other than the Carnet holder?**

The Carnet holder can issue a letter of authority allowing a named representative or agent to use the Carnet through Customs on his behalf. An agent can also be authorised to apply for the Carnet in the holder's name, and sign documents on his behalf.

### **Can I get extra vouchers after the Carnet has been issued, or add anything to the list?**

You can get additional vouchers from the issuing Chamber; however, care must be taken when applying for a Carnet to ensure you have enough vouchers to complete your trip as a repeat issuing fee is payable. Additional items cannot be added after the Carnet has been issued.

### **What happens if my Carnet is lost or stolen?**

The holder should obtain written confirmation stating that the relevant Customs authority where the Carnet was lost or stolen will accept a substitute Carnet. The issuing Chamber can then issue a substitute Carnet on request which expires the same date as the original. Repeat fees are payable.

### **How do I contact you?**

We are based at:

Regus

450 Bath Road

Longford

Heathrow UB7 0EB

Tel: 0208 564 6300

Email: [carnet@tvchamber.co.uk](mailto:carnet@tvchamber.co.uk)

### **Other points to note:**

- ☐ **Such words as various, assorted or set (of) should NOT be used on your list.**
- ☐ **It is important ALL brand names and serial numbers are shown on your list.**
- ☐ **A company name should not appear in box B, unless it is going to Turkey, in which case the Turkish agent must appear.**
- ☐ **The two digit ISO codes must appear in the country of origin column. You can find a list of these at the [ISO website](#).**
- ☐ **If you do not wish to use a carnet or the intended destination is not a signatory to the ATA convention you can obtain information on the requirements of customs authorities outside the Community regarding temporary exports of goods from the Community from: The DTI, King Charles Street, Whitehall, London SW1A 2AH. Tel: 020 7215 5000.**