



## **Guidelines for Carnet Document Tracking and Claim Prevention**

These guidelines are intended to assist carnet users in returning carnet documents to CIB upon completion of the final trip or at the end of the 12-month term, whichever ever comes first. **The timely return of the carnet is the most important claim prevention action for a carnet user** therefore; CIB highly recommends adopting these guidelines.

While we provide these guidelines for carnets, they apply to any temporary import system or documentation you choose to use. If you are using other temporary import tools in addition to or as a substitute for a carnet we recommend that you adapt these guidelines for those situations. It will help prevent financial losses and control costs.

### ***1. Know your Obligations and Responsibilities***

The inside front cover of the blue carnet jacket lists your obligations and responsibilities as a carnet holder. Failure to fully understand and comply these obligations and responsibilities may result in assessment of duties, taxes and penalties. A complete and careful review of this information is necessary to prevent financial loss.

### ***2. Require Employee Training***

Any employee (or agent) that handles the carnet or the carnet merchandise/equipment potentially exposes the carnet holder to a claim. To protect the carnet holder all personnel involved with carnets should be trained in the proper use of the carnet and understand the responsibilities associated with using the carnet. CIB can provide any training necessary to assist new personnel in the proper use of the carnet.

### ***3. Use the Carnet Receipt (when available)***

Upon receiving the carnet, remove the receipt from the back of the document. Make sure that the carnet number and your reference number (if you have one) are properly entered on the receipt. File or diary the receipt for future reference. When you return the used carnet to the Corporation for International Business use the Carnet Receipt to record the name of the delivery service and the waybill number.

### ***4. Make a Copy of the Used Carnet***

Make a copy of your carnet once it is ready to be returned to CIB. Keep this copy with the Carnet Receipt in the event of a loss of the carnet by the delivery service.

### ***5. Keep Track of Carnet Expiration Dates***

Note the date the carnet expires and record the expiration in a calendar or diary that is easily accessible and has reminder capabilities. The carnet must be returned to the CIB following the final trip or within 15 days of the expiration date, whichever comes first.

### ***6. Use the Online Carnet Reports***

Every CIB carnet user has confidential access to their online carnet reports. Carnet users can see all their CIB carnets, carnets by issue date or expiration date and can search for the issue and expiration dates by carnet number. If there is any question about when a CIB carnet expires this information is available 24/7 from [your password-protected area](#) of ATACarnet.com. You will need your log in ID and password to access your confidential

carnet data. CIB recommends that you schedule a monthly review of carnets that will expire in the next 30 days. This is a simple report that can be found online within minutes. Note: Carnets issued by other service providers are not accessible in the CIB database.

### ***7. Use the USCIB Carnet Expiration Notifications***

Sixty days prior to the expiration of every carnet USCIB sends a written notification of the approaching carnet expiration date and requests the timely return of the carnet. This written notification serves as a reminder to locate and return the carnet so that it and any outstanding liability may be cancelled.

### ***8. Require Regular Notification By Your Freight Forwarder***

Your freight forwarder is your partner in tracking and ensuring the timely return of the carnet. He should be instructed to notify you and your CIB Carnet Consultant by e-mail when your carnet crosses each border and is validated. This will leave a trail of e-mail notifications tracking the path of the carnet until the last trip is complete. Additionally the freight forwarder should be instructed to notify you and CIB if, for any reason, a carnet is not used and/or cannot be located. The sooner we receive this type of information the more likely we can avoid a costly problem later on.

### ***9. Purchase Lost, Stolen or Destroyed Carnet***

#### ***Document/Regularization Fee Warranty Protection (LSDR)***

CIB offers low-cost protection for each carnet in case it gets lost, stolen or destroyed and needs to be replaced. The protection extends to cover the expense of Regularization Fees as well. The warranty provides up to \$600 per carnet to cover Regularization Fees, processing fees and shipping of the carnet to its destination. This warranty is not insurance for the merchandise or equipment that is listed on the carnet. CIB can provide Temporary Transit and Storage Insurance, also known as marine cargo insurance, for that purpose. LSDR is available by electronic purchase at the time you apply for a carnet online.

We hope these recommendations provide easy, low-cost ways to control the cost of using carnets and other temporary import documents. If you ever have a concern or questions please contact us by telephone or e-mail so we may assist you in preventing a claim or minimizing the cost of an error. We have toll-free telephone domestic and international numbers for your convenience. You can also use [Carnets@ATACarnet.com](mailto:Carnets@ATACarnet.com) to reach us by e-mail or e-mail your Carnet Customer Service and Sales Representative directly at (800) ATA-2900.