

# **User Guide**

## **ELO Online Service**

## Table of Contents

|                                                                        |    |
|------------------------------------------------------------------------|----|
| Introduction.....                                                      | 3  |
| 1. Overview of the ELO Home Page.....                                  | 4  |
| 2. Creating an ELO.....                                                | 5  |
| 2.1. Providing the ELO's pairing data.....                             | 6  |
| 3. Completing or modifying an ELO.....                                 | 8  |
| 3.1.1. Adding declarations.....                                        | 8  |
| 3.1.2. Declaring unavailability of customs clearance applications..... | 9  |
| 3.1.3. Consulting the ELO's main data.....                             | 10 |
| 3.2. Finalising the creation of an ELO.....                            | 11 |
| 3.2.1. Closing an ELO.....                                             | 11 |
| 3.2.2. Handling an ELO in "Incorrect" status.....                      | 13 |
| 3.2.3. Downloading the ELO's barcode.....                              | 14 |
| 4. Managing and monitoring ELOs.....                                   | 16 |

## Introduction

The purpose of this guide is to provide a **step-by-step guide for users** of the new online service dedicated **to creating, managing and tracking the Obligatory Logistics Envelope (ELO)**.

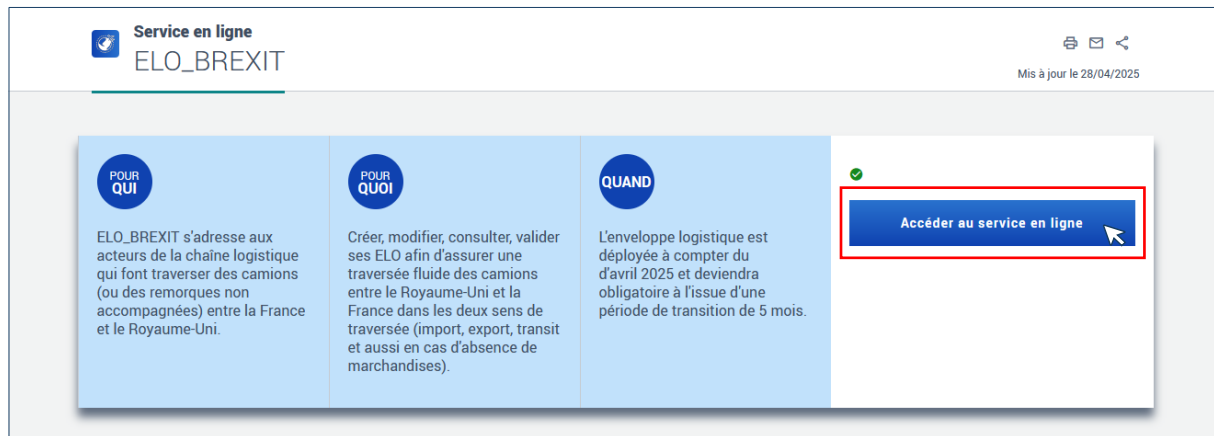
**ELO regroups all the information and formalities necessary for crossing the border under a single barcode that is presented by drivers to agents of crossing companies (tunnel and ferries) at the time of crossing.** The deployment of ELO in 2025 by the Directorate General of Customs and Excise (DGDDI) at the border between France and the United Kingdom is part of the reform of the Union Customs Code (UCC) and the resulting changes to the national components of trans-European IT systems. The implementation of ELO aims to strengthen the reliability of customs data, while simplifying the movement of goods and harmonising the crossing processes between France and the United Kingdom.

The creation of an ELO is carried out by an operator appointed by the various actors in the supply chain. **Note** that to access ELO services, the operator must have a personal account [douane.gouv.fr](https://douane.gouv.fr). Once authenticated, the operator will be able to access the new ELO interface which allows:

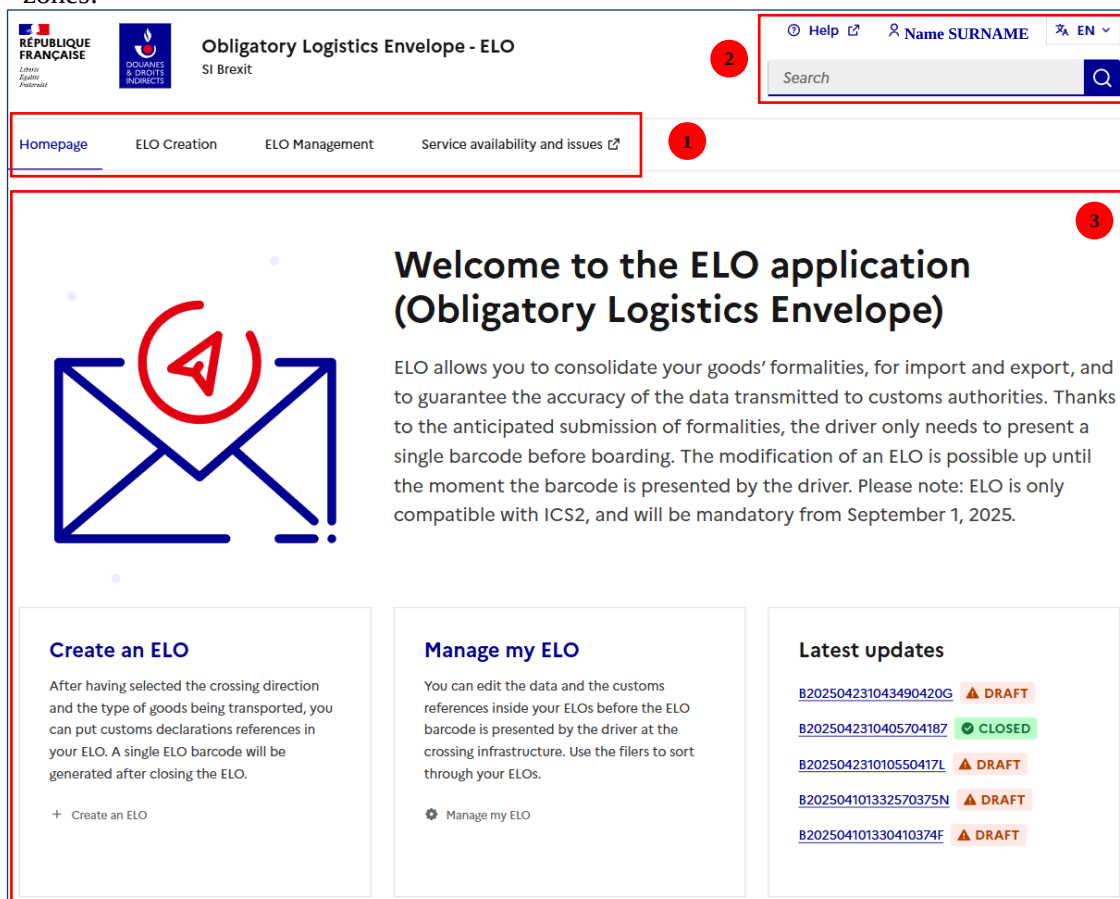
1. **The creation of an ELO** for transport units crossing the smart border between France and the United Kingdom.
2. **Modification of an ELO**, with the option of adding or removing certain declarative references or providing additional details about the changes.
3. **The tracking of an ELO** through the different stages of the border crossing of a transport unit (paired, embarked, disembarked).

## 1. Overview of the ELO Home Page

Once logged into their douane.gouv.fr account, the user will need to click on **the ELO\_BREXIT option** to access the ELO application. Please note that this page appears in French. However, the user will have the option to change the language to English once they have opened the ELO application.



After clicking on the ELO option, the user is directed to the home page, which is organised around 3 zones:



**Zone 1: Navigation Menu** - at the top left of the screen. This zone is composed of a menu that allows the user to quickly navigate the site between the "Home", "ELO Creation", and "ELO Management" pages. **Note** that this menu is displayed in the same place regardless of the page on which the user is located.

**Zone 2: Transversal Zone** - at the top right of the screen. This area is composed of 4 features:

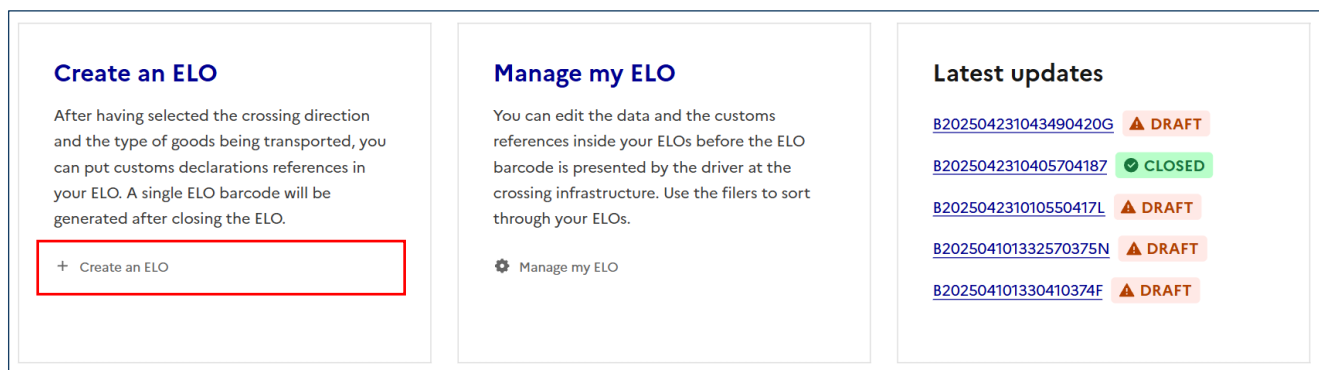
- A button to select the language of the site (French or English)
- A search bar that allows the user to find and open an ELO directly by entering the reference, temporary (draft) or permanent (closed) of the ELO.
- The name of the account used.
- A "Help" button, which allows the user to access the Online Support Management Tool (OLGA) and report any malfunctions.

**Zone 3: ELO Zone** - in the middle of the screen. This area presents a brief description of the ELO application and is composed of 3 sections:

- On the left, the user can click on the **"Create an ELO"** section to go to the page for creating a new ELO.
- In the centre of the area, the user can click on the **"Manage my ELO"** section to access the list of previously created ELOs.
- On the right, the **"Latest Updates"** section allows you to quickly view the status of recently updated ELOs and view them.

## 2. Creating an ELO

To initiate the creation of a new ELO, the user must click on the **"Create an ELO"** section on the home page.



### 2.1. Providing the ELO's pairing data

Once the "Create an ELO" option is clicked, the user is directed to the **"Pairing Data"** page, which is used to fill in information about the route and the goods being transported.

The "Pairing Data" page is structured around 3 sections:

## ELO creation

Create an ELO which will be transported in the same transport unit (truck, trailer, etc.). When registering the transport unit, the driver will be able to present the barcode of this ELO and will not have to present all customs formalities.

### Pairing data

Crossing direction

☒ Import  
From UK to Europe

☐ Export  
From Europe to UK

Lorry type

☒ Loaded

☐ Empty

You are transporting goods under TIR or ATA carnet ☐

You are transporting goods under CN label (postal) ☐

You are transporting only pallets or empty packaging ☐

You are transporting goods under sanitary or phytosanitary regulations ☐

You are transporting Fishery products ☐

CancelValidate

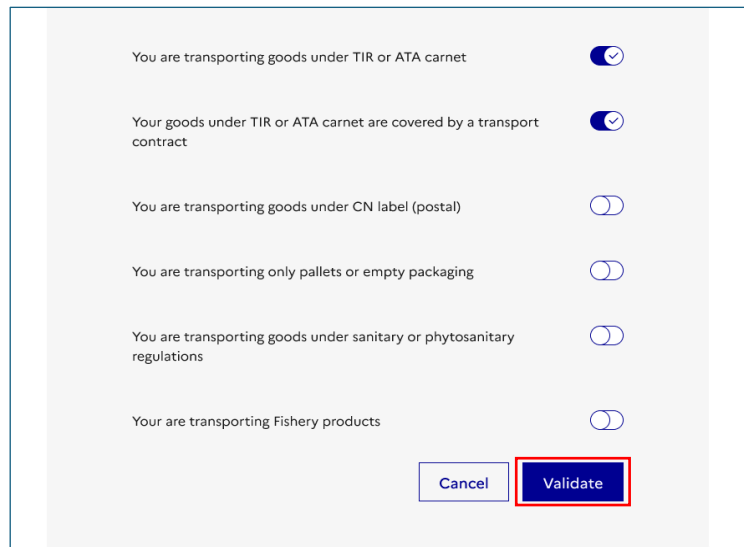
**Section 1: Crossing direction** – the user must choose between the two: **import** (from the UK to Europe) or **export** (from Europe to the UK).

**Section 2: Lorry type** - the user must indicate whether the transport unit is **empty** or **full**.

- If the "Empty" option is selected, the user will be able to proceed directly to closing the ELO (refer to chapter 2.3.1 of this guide).
- If the "full" option is selected, a 3rd section is displayed on the screen.

**Section 3: Cargo formalities** - these options allow for the reporting of goods requiring differential treatment.

If the load they are declaring is concerned by any of these formalities, the user must choose the applicable options by clicking on one of the three buttons. Please note that certain options, when ticked, will generate new sub-options, which should also be ticked if applicable. Once the option(s) have been chosen, the button slides to the right and changes from white to blue.



|                                                                        |                                     |
|------------------------------------------------------------------------|-------------------------------------|
| You are transporting goods under TIR or ATA carnet                     | <input checked="" type="checkbox"/> |
| Your goods under TIR or ATA carnet are covered by a transport contract | <input checked="" type="checkbox"/> |
| You are transporting goods under CN label (postal)                     | <input type="checkbox"/>            |
| You are transporting only pallets or empty packaging                   | <input type="checkbox"/>            |
| You are transporting goods under sanitary or phytosanitary regulations | <input type="checkbox"/>            |
| You are transporting Fishery products                                  | <input type="checkbox"/>            |

Once all the pairing data has been entered, the user must click "**Validate**", which will create the ELO in "draft" status and the allocation of a temporary reference.

Please note: for fishery products destined for Boulogne-sur-Mer, the option "You are transporting goods subject to sanitary or phytosanitary regulations" must be unchecked.

### 3. Completing or modifying an ELO

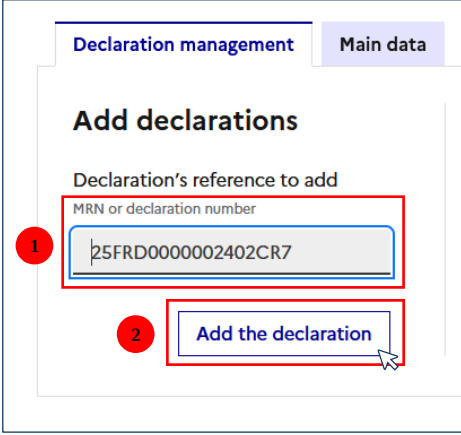
After clicking "Validate" on the "Pairing Data" page, the user is directed to the page where the ELO can be completed or modified. The user can:

- **Consult the ELO's temporary reference and its status**, at the top left **(1)**.
- **"Delete"** or **"validate"** the ELO, at the top right **(2)**.
- **Add declarations to the ELO, consult** declarations already linked with the ELO ("Declaration management" tab), or **track** its progress ("Main Data" tab) **(3)**

#### 3.1.1. Adding declarations

To add declarations to an ELO, the user must ensure that they are in the **"Declaration management"** tab. This tab is divided into **two** sections:

To add a declaration to an ELO, the user must **enter the declaration reference (1)** (either an "MRN - Movement Reference Number", a Delta G import declaration number) in the grey bar, on the left, and then click on "**Add the declaration**" (2):

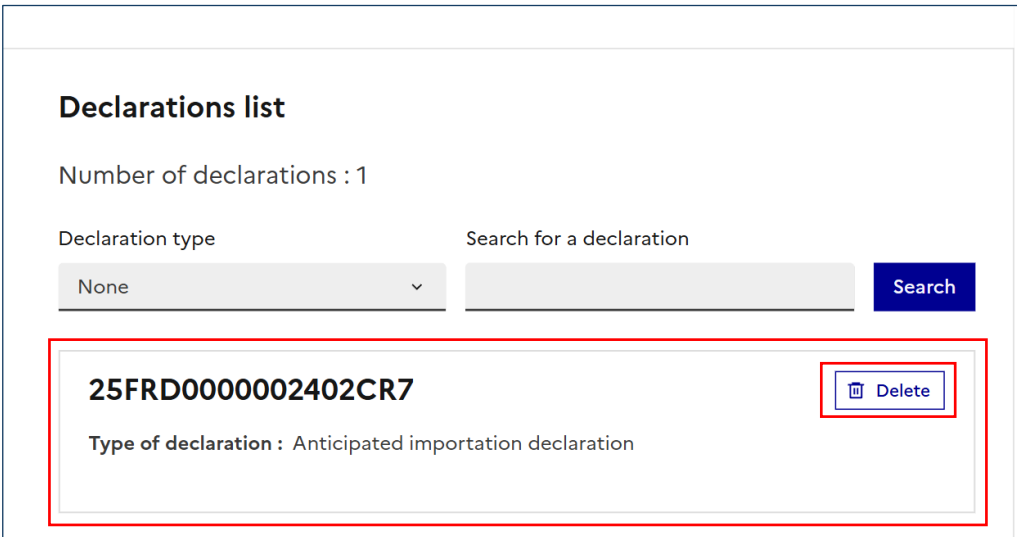


When adding the declarations, the user must ensure that:

- The references do not contain typos or spaces
- The references are consistent with the type and direction of the ELO that has been created
- The declarations are valid for the crossing (not previously cancelled, not already crossed the border)
- They are consistent with the type and direction of the ELO and that the declaration is in the correct format.

Please note: TIR/ATA carnet references or UK GMRs are not accepted for integration into ELO.

Once the declaration has been added, it will be displayed on the right side of the screen, in the "Declarations list". From this list, the user will be able to consult the number and type of each declaration within the ELO. They can also delete a declaration from the envelope by clicking on the "**Delete**" button.



### 3.1.2. Declaring unavailability of customs clearance applications

In the event of unavailability of the user's IT system or that of an EDI service provider, or when the backup procedure for import/export or transit (Delta IE and/or Delta T) is activated, the user is required to declare IT system unavailability when creating or modifying their ELO.

This option is available under the “Declaration Management” tab:

**Declaration management**   **Main data**

**Add declarations**

Declaration's reference to add  
MRN or declaration number

**Unavailability of connected customs systems ?**

DELTA IE Outage – Import ☒

DELTA T Outage ☐

**Declarations list**

Number of declarations : 0

Declaration type   Search for a declaration

None

### 3.1.3. Consulting the ELO's main data

The "Main data" tab allows the user to consult and modify the pairing data of an ELO. This tab is

organised into 2 sections:

- **Section 1: "ELO Tracking"** - Located on the left, this section provides the possibility to **view all of the ELO's status changes**, including the date of its creation, latest modifications and closure, as well as information regarding pairing, embarkation and, for the import direction only, disembarkation of the transport unit.
- **Section 2: "Pairing data"** - Located on the right, this section displays **the information entered during the ELO's creation** (the crossing direction, the type of lorry and additional formalities). With the exception of the crossing direction, which cannot be changed, this information can be changed at any time before an ELO is paired.

## 3.2. Finalising the creation of an ELO

### 3.2.1. Closing an ELO

Once all the declarations have been added, the user must click on the "**Validate**" button to finalize the creation of an ELO.

The screenshot shows the 'ELO Management' page for a specific ELO with ID 'B202503240859370219H' and status 'DRAFT'. At the top right, there are 'Delete' and 'Validate' buttons. The 'Validate' button is highlighted with a red rectangle. Below the header, there is an 'Information' box stating: 'An ELO for a loaded lorry (excluding TIR/ATA regime) must contain at least an ENS and a customs clearance formality (import or transit declaration)'. The main content area has two tabs: 'Declaration management' (selected) and 'Main data'. Under 'Declaration management', there is a section 'Add declarations' with a text input for 'Declaration's reference to add' and an 'Add the declaration' button. To the right is a 'Declarations list' showing 'Number of declarations : 1'. It contains a table with one entry: '25FRD0000002402CR7' with a 'Delete' button. The 'Declaration type' is 'None' and the 'Type of declaration' is 'Anticipated importation declaration'.

The user must then **confirm the closure of the ELO**.

The dialog box asks for confirmation to close the ELO. It contains the text: '→ Do you confirm the closure?' and 'Closing the envelope will prompt a validation request that may take up to several minutes.' At the bottom, there are 'Cancel' and 'Confirm' buttons. The 'Confirm' button is highlighted with a mouse cursor.

Once confirmed, the ELO will move to "**closing in progress**" status, pending the analysis of the declarations by the customs applications. During this period, the ELO **cannot be changed**.

[Homepage](#) [ELO Creation](#) [ELO Management](#) [Service availability and issues](#)

[Homepage](#) > [ELO Management](#) > ELO number B202504101613150376V

**B202504101613150376V** CLOSING IN PROGRESS

**Information**

Your ELO is being processed. The estimated waiting time is 20 seconds.

[Declaration management](#)

[Main data](#)

**Declarations list**

Number of declarations : 2

Declaration type

None

Search for a declaration

Search

**25FRD0000002317CR3**

Type of declaration : Anticipated importation declaration

If, after analysis, all declarations are compliant, the ELO passes to "**Closed**" status.

### 3.2.2. Handling an ELO in "Incorrect" status

Following the analysis of the information provided by the user, it is possible that declarations may be deemed non-compliant. In this case, the ELO passes to "**Incorrect**" status.

[Homepage](#) [ELO Creation](#) [ELO Management](#) [Service availability and issues](#)

[Homepage](#) > [ELO Management](#) > ELO number B202504140804330390L

**B202504140804330390L** INCORRECT Delete Validate

**Error**

The ELO contains 3 non-compliant declarations.

[Declaration management](#)

[Main data](#)

**Add declarations**

Declaration's reference to add

MRN or declaration number

Add the declaration

**Declarations list**

Number of declarations : 4

Declaration type

None

Search for a declaration

Search

**25FR17443794778AT6** COMPLIANT

Type of declaration : ENS (safety security) declaration

Delete

**2500000215** NON-COMPLIANT

Type of declaration : Anticipated importation declaration

Delete

The declaration is unknown to Delta G.

The user can identify which declarations are **non-compliant** by consulting the list of declarations linked with the ELO.

In this case, the non-compliant declarations must be deleted and new declarations added if necessary. The envelope can then be closed for further analysis.

### 3.2.3. Downloading the ELO's barcode

In order for the ELO's corresponding barcode to be presented at the border during the pairing stage, the user must download the ELO in a PDF format by clicking on the download button above the list of declarations (bottom right of the **red box**).

Homepage ELO Creation **ELO Management** Service availability and issues [?](#)

Homepage > ELO Management > ELO numéro 8202503311618110263I

**B202503311618110263I** CLOSED Delete Edit

 **Download the ELO in PDF format for pairing**  
ELO number : EI202503311627440264U  
PDF - max 800 ko 

**Declaration management** **Main data**

**Declarations list**

Number of declarations : 6

Declaration type None Search for a declaration Search

**25FR17419729694AT9** COMPLIANT  
Type of declaration : ENS (safety security) declaration

Downloading the ELO generates a barcode that can be printed and sent to the driver for presentation during pairing. As a reminder, the driver will only be able to present one ELO, which must include all the declarative formalities related to its merchandise load submitted in advance in the ICS2 (ENS), NCTS (transit), Delta G/Delta IE (import) and/or ECS/SDS (export) applications. The downloaded PDF also shows the general information about the ELO as well as the list of declarations it contains.



Obligatory logistics envelope - ELO

Reference : B202408081715230006



E1202408131715230001

Downloaded on : \_\_/\_\_/\_\_\_\_  
Crossing direction: Import  
Lorry type: Loaded  
TIR/ATA : Yes  
Transport contract : Yes  
Postal flux : No  
Pallets or empty packaging : No  
SPS goods : No  
Fishery products : No

Number of ENS (safety security) : 4

Number of declarations : 41

|                           |                    |
|---------------------------|--------------------|
| Anticipated importation : | 24GB000084FYPVBOJ4 |
| 24GB000084FYPVBOJ4        | 24GB000084FYPVBOJ4 |
| 24GB000084FYPVBOJ4        | 24GB000084FYPVBOJ4 |
| 24GB000084FYPVBOJ4        | 24GB000084FYPVBOJ4 |
| 24GB000084FYPVBOJ4        |                    |

Transit :  
24GB000084FYPVBOJ4  
24GB000084FYPVBOJ4

Anticipated transit :

24GB000084FYPVBOJ4

## 4. Managing and monitoring ELOs

After clicking "**Manage my ELO**" on the home page, the user is directed to the "ELO Management" page, which allows the user to view the list of created ELOs.

### Create an ELO

After having selected the crossing direction and the type of goods being transported, you can put customs declarations references in your ELO. A single ELO barcode will be generated after closing the ELO.

+ Create an ELO

### Manage my ELO

You can edit the data and the customs references inside your ELOs before the ELO barcode is presented by the driver at the crossing infrastructure. Use the filters to sort through your ELOs.

Manage my ELO

### Latest updates

[B202504231043490420G](#) ▲ DRAFT

[B2025042310405704187](#) ● CLOSED

[B202504231010550417L](#) ▲ DRAFT

[B202504101332570375N](#) ▲ DRAFT

[B202504101330410374F](#) ▲ DRAFT

The page is structured around two main sections:

## ELO Management

filter the ELO list

Crossing direction

Lorry type

Date

All

All

All

Unpaired ELO

☒ Draft ☒ Closed ☒ Incorrect

Paired ELO

☒ Paired ☒ Embarked ☒ Disembarked

Reset filter

Filter

## ELO list

Number of ELO : 32

Sort by

By order

None

None

Export list to CSV

|                                            |             |             |              |               |              |              |
|--------------------------------------------|-------------|-------------|--------------|---------------|--------------|--------------|
| B202504241509200423R <span>▲ DRAFT</span>  |             |             |              |               | Open         | Delete       |
| Crossing direction:                        | Lorry type: | Created on: | Modified on: | Declarations: |              |              |
| Import                                     | Loaded      | 24/04/2025  | 24/04/2025   | 1             |              |              |
| B2025042310405704187 <span>● CLOSED</span> |             |             |              |               | Download pdf | Open  Delete |
| Crossing direction:                        | Lorry type: | Created on: | Modified on: | Declarations: |              |              |
| Export                                     | Empty       | 23/04/2025  | __/__/__     | 0             |              |              |

**Section 1:** Located at the top of the page, this section allows the user to filter ELOs according to several criteria (crossing direction, type of lorry (loaded or empty), creation date, ELO status). Once the criteria have been selected, the user must click "**Filter**" at the bottom right of the section to view ELOs corresponding to these criteria.

**Section 2:** Located at the bottom of the page, this section allows the user to sort the ELOs (by reference, number of formalities or creation date) using the drop-down menus. It is also possible to export the list of ELOs in CSV format.

### ELO list

Number of ELO : 31

Sort by

By order

None

None

Export list to CSV

**B2025042310405704187** CLOSED

Download pdf

Open

Delete

Crossing direction:

Lorry type:

Created on:

Modified on:

Declarations:

Export

Empty

23/04/2025

\_\_/\_\_/\_\_

0

**B202504231010550417L** DRAFT

Open

Delete

Crossing direction:

Lorry type:

Created on:

Modified on:

Declarations:

Import

Loaded

23/04/2025

\_\_/\_\_/\_\_

0

In this section, the user can also delete ELOs (1) or open/edit them (2) (refer to Part 2 of this guide on how to complete or modify an ELO). The “open” option is valid regardless of the status of the ELO. However, it cannot be deleted (or modified) after the ELO has been paired with a transport unit.

The user also has the option to directly download the PDF containing the barcode (3) (for ELOs in "closed", "paired", "embarked" or "disembarked" status).

17