User Guide
ELO Online Service

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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).**

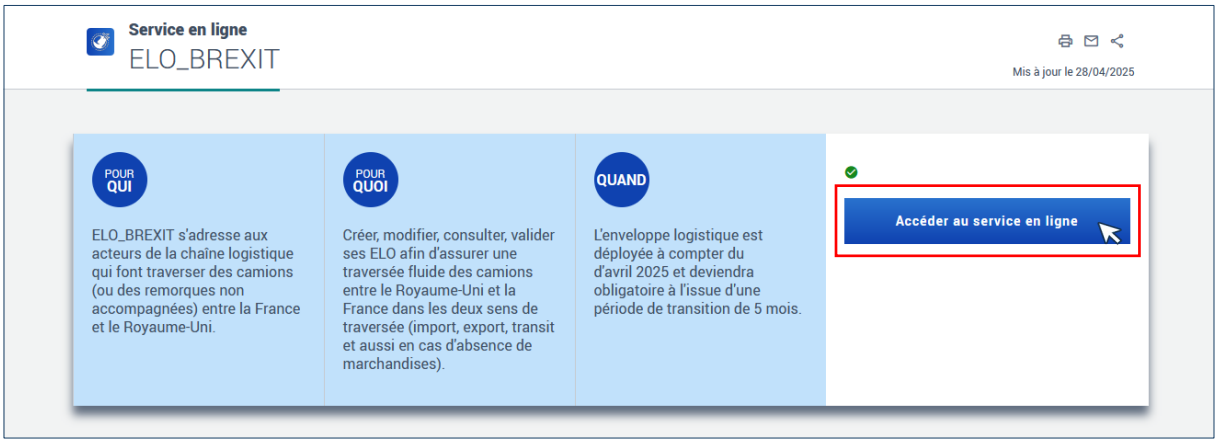
ELO regroups all the information and formalities necessary for crossing the border under a single barcode that is presented by drivers to agents of crossing companies (tunnel and ferries) at the time of crossing. The deployment of ELO in 2025 by the Directorate General of Customs and Excise (DGDDI) at 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. Once authenticated, the operator will be able to access the new ELO interface which allows:

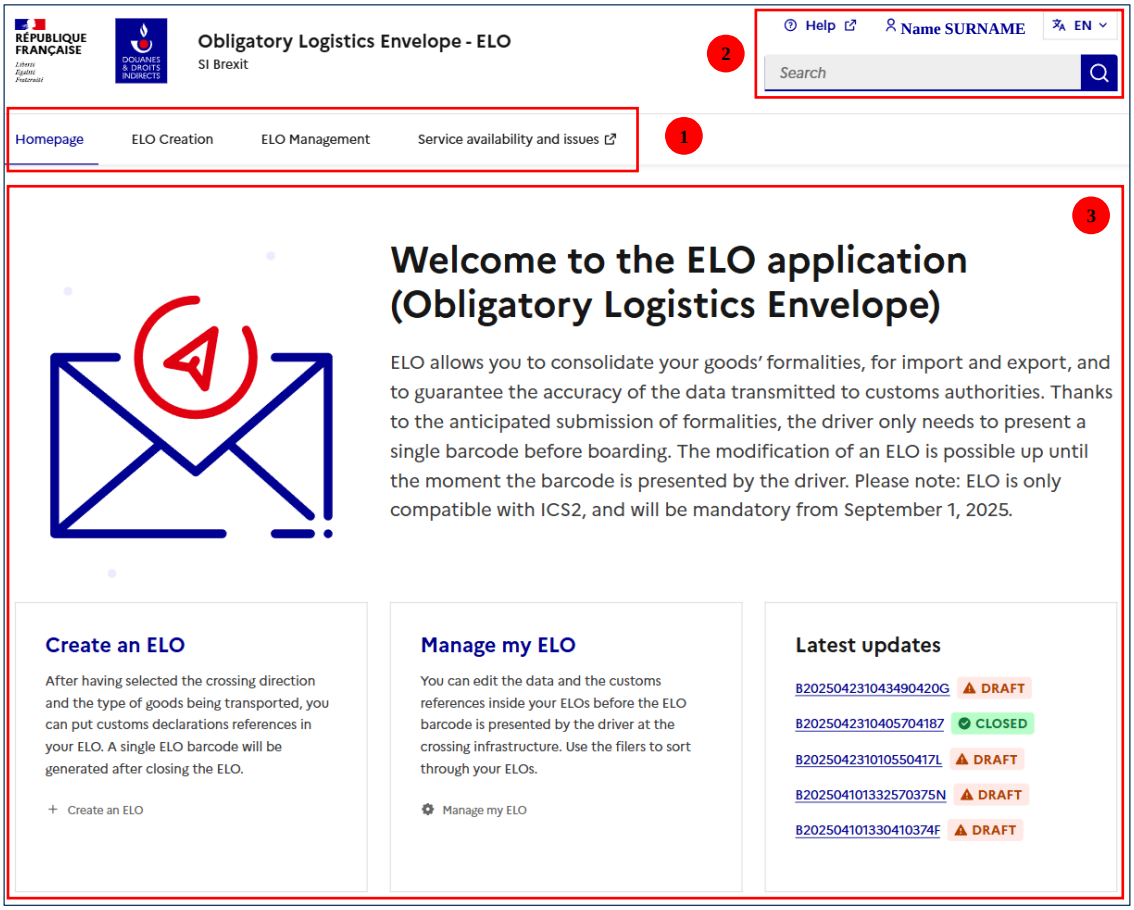
1. **The creation of an ELO** for transport units crossing the smart border between France and the United Kingdom.
2. **Modification of an ELO**, with the option of adding or removing certain declarative references or providing additional details about the changes.
3. **The tracking of an ELO** through 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:

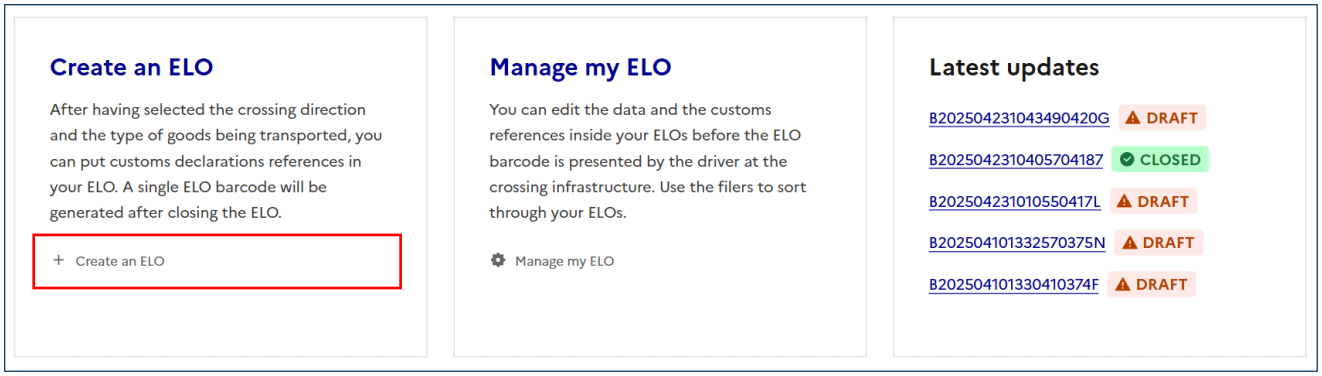
- A button to select the language of the site (French or English)
- A search bar that allows the user to find and open an ELO directly by entering the reference, temporary (draft) or permanent (closed) of the ELO.
- The name of the account used.
- A "Help" button, which allows the user to access the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

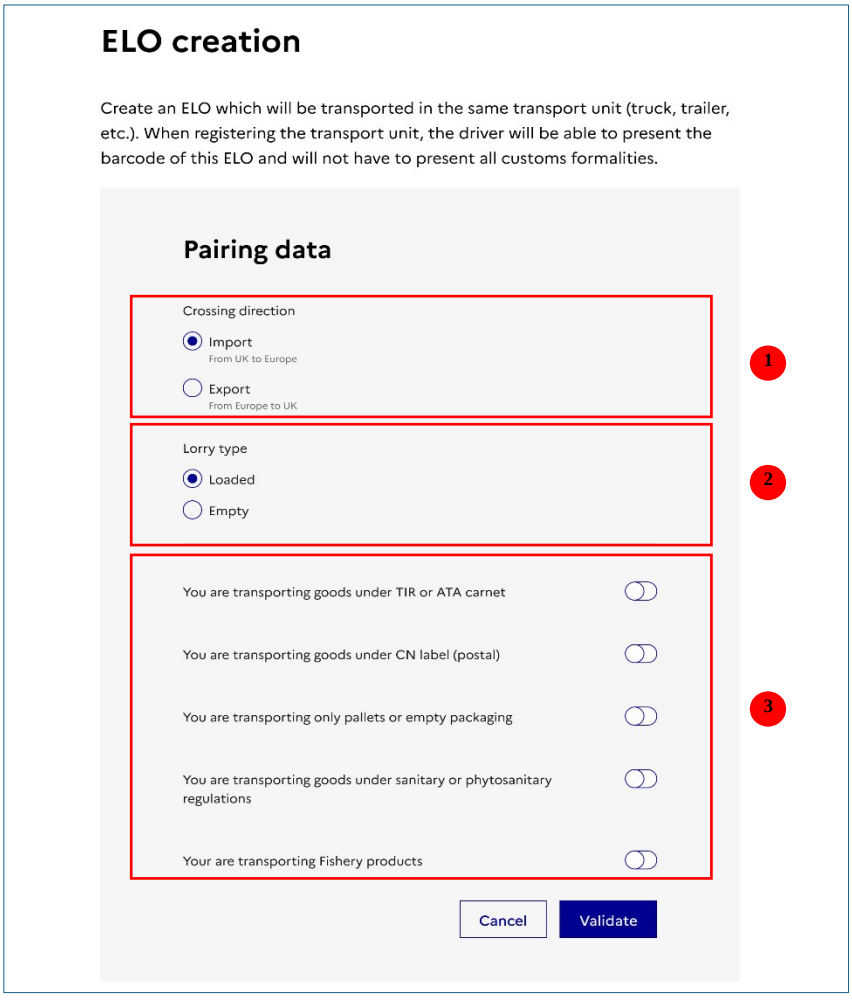
To initiate the creation of a new ELO, the user must click on the "**Create an ELO**" section on the home page.



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:



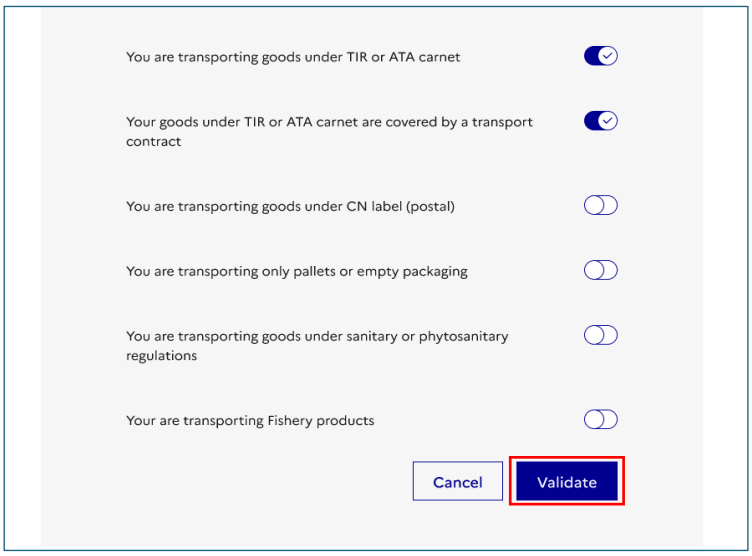
Section 1: **Crossing direction –** the user must choose between the two: **import** (from the UK to Europe) or **export** (from Europe to the UK).

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.

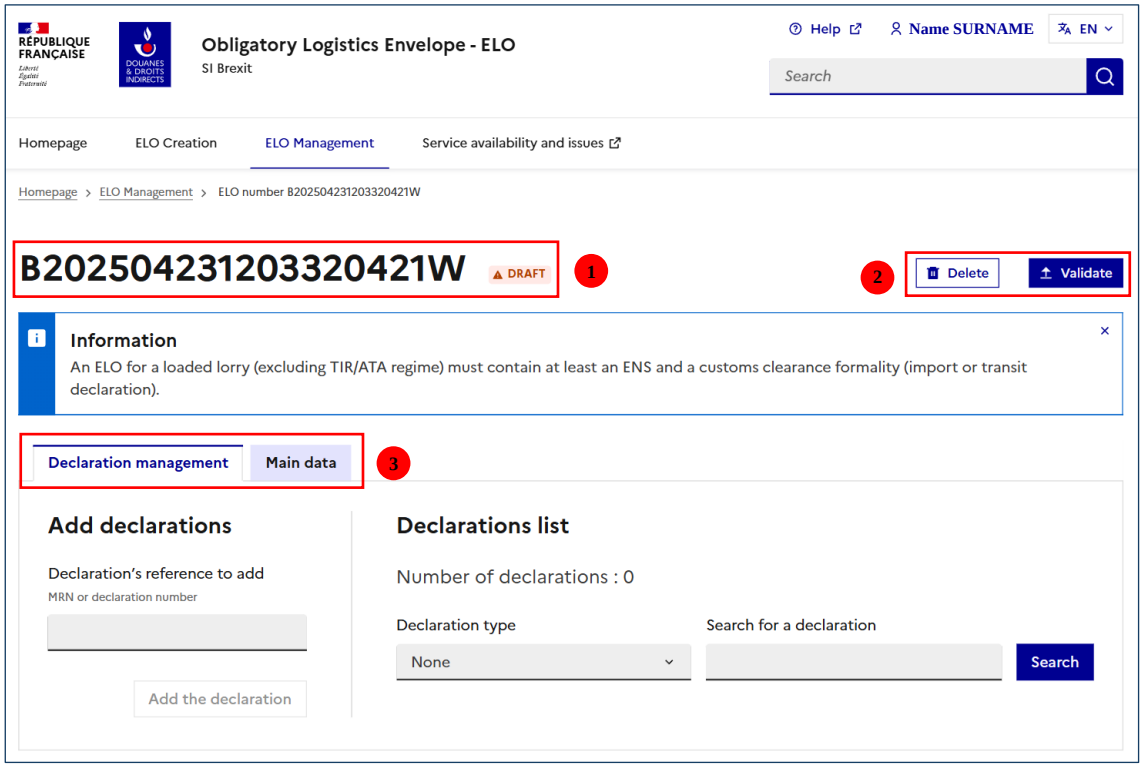


Once all the pairing data has been entered, the user must click "**Validate**", which will create the ELO in “draft” status and the allocation of a temporary reference.

2.2. Completing or modifying an ELO

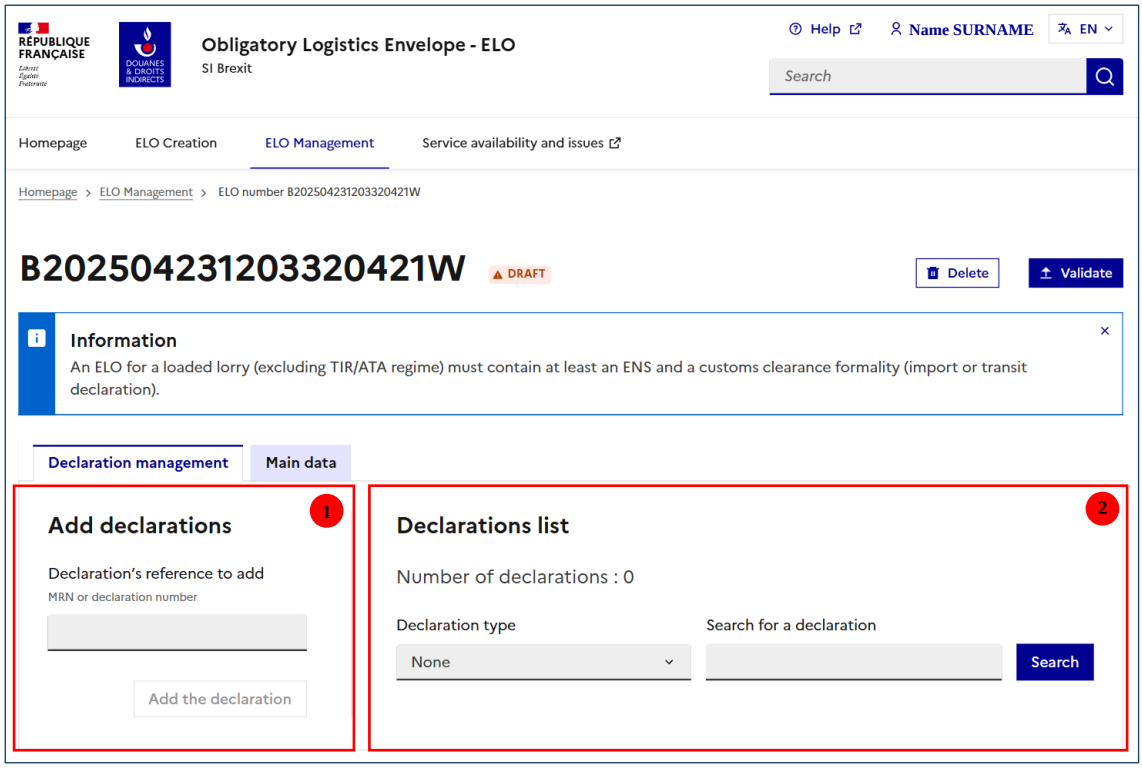
After clicking "Validate" on the "Pairing Data" page, the user is directed to the page where the ELO can be completed or modified. The user can:

- **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**)

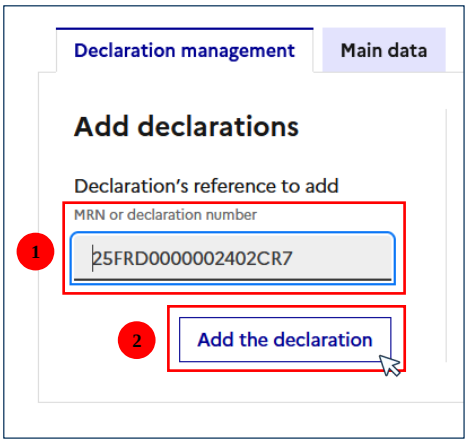


2.2.1. Adding declarations

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:



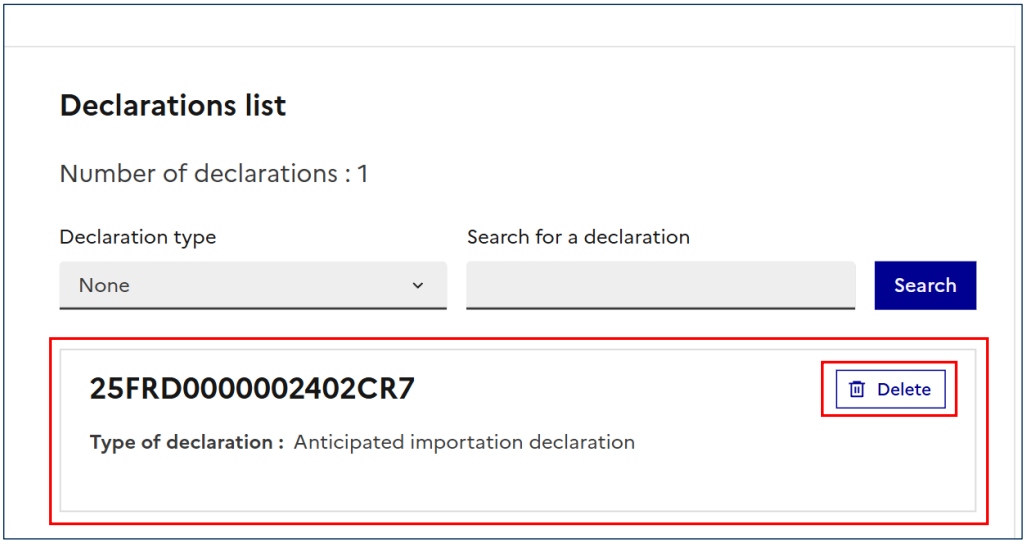
To add a declaration to an ELO, the user must **enter the declaration reference** (1) (either an *"MRN - Movement Reference Number"*, a Delta G import declaration number) in the grey bar, on the left, and then click on "**Add the declaration**" (2):



When adding the declarations, the user must ensure that:

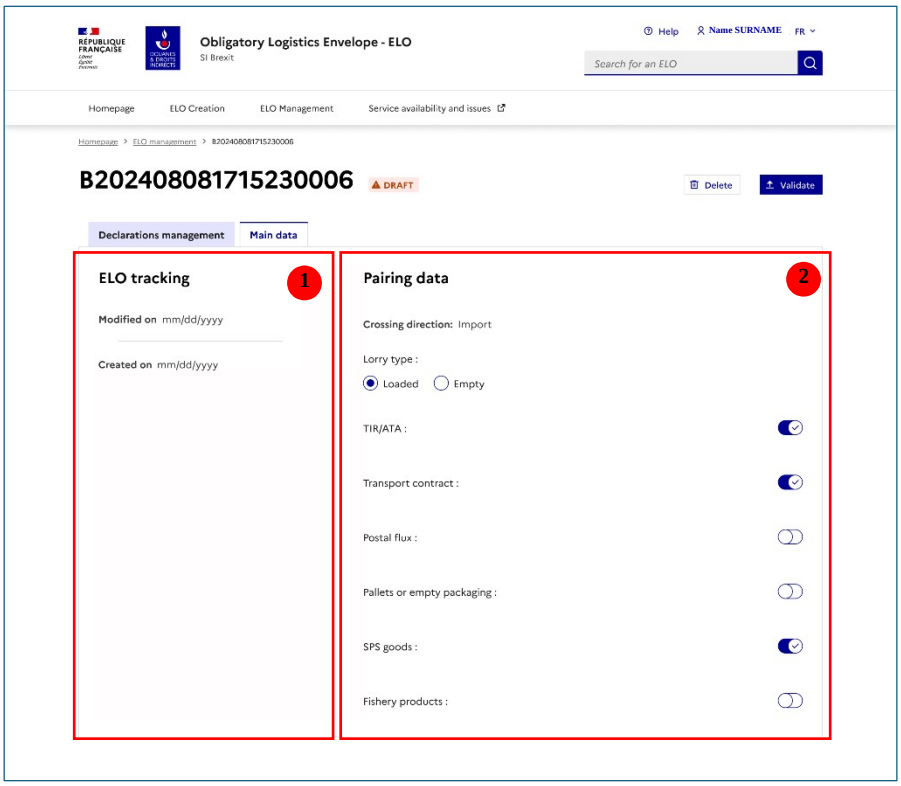
- The references do not contain typos or spaces
- The references are consistent with the type and direction of the ELO that has been created
- The declarations are valid for the crossing (not previously cancelled, not already crossed the border)
- They are consistent with the type and direction of the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

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.



2.2.2. 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:

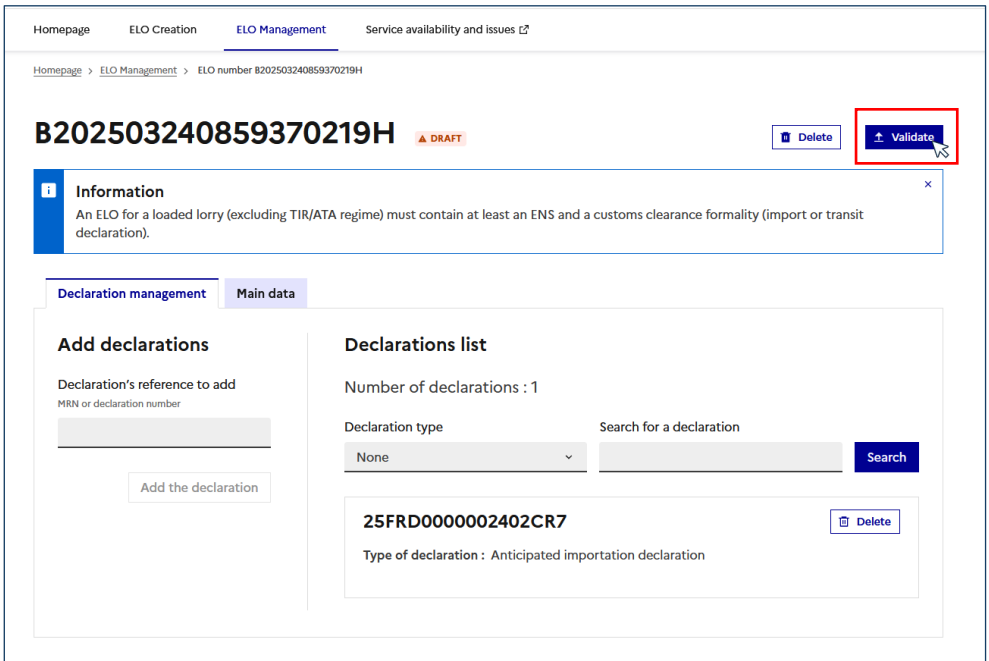


- **Section 1: "ELO Tracking"** - Located on the left, this section provides the possibility to **view all of the ELO's status changes**, including the date of its creation, latest modifications and closure, as well as information regarding pairing, embarkation and, for the import direction only, disembarkation 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.

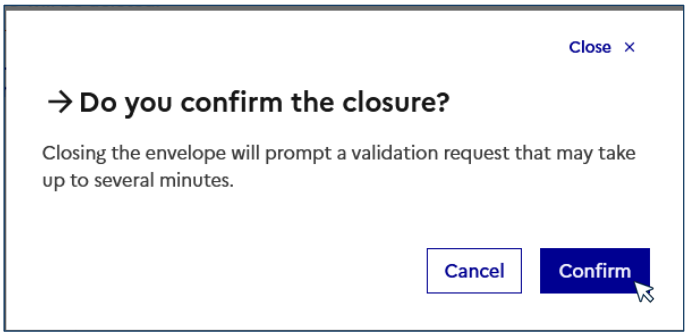
2.3. Finalising the creation of an ELO

2.3.1. Closing an ELO

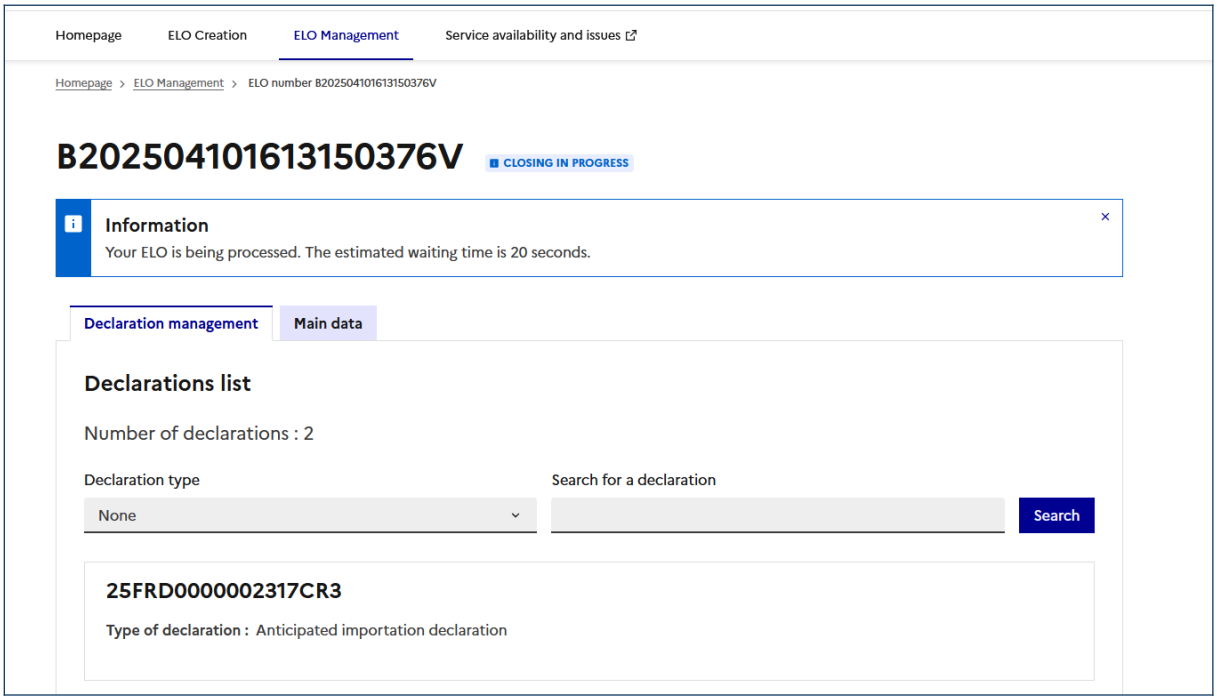
Once all the declarations have been added, the user must click on the "**Validate**" button to finalize the creation of an ELO.



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



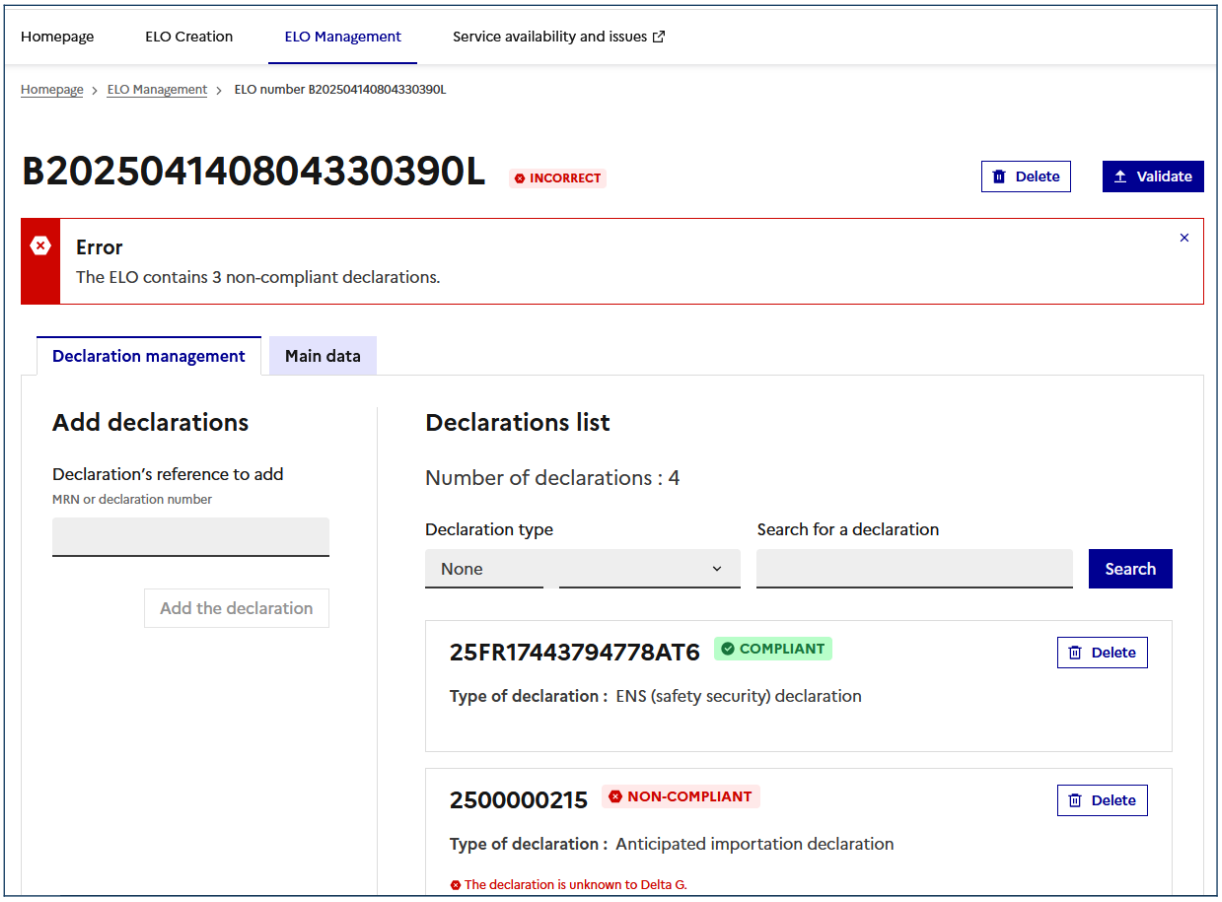
Once confirmed, the ELO will move to "**closing in progress**" status, pending the analysis of the declarations by the customs applications. During this period, the ELO **cannot be changed**.



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

2.3.2. 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.

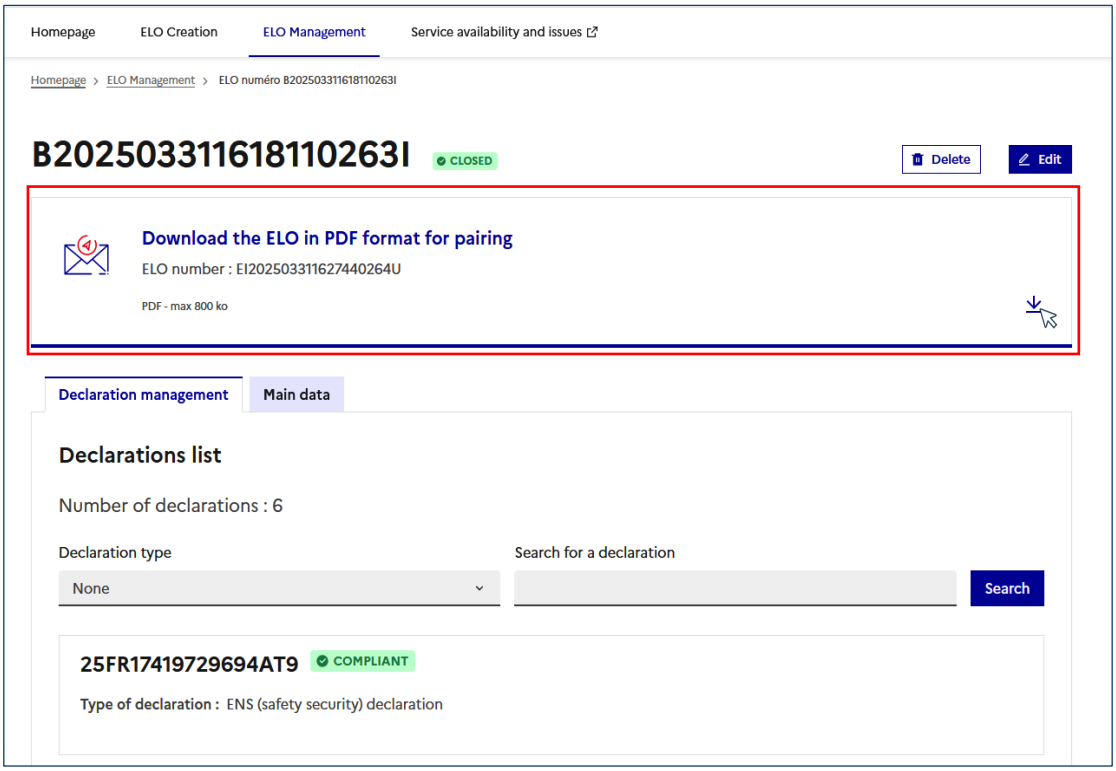


The user can identify which declarations are **non-compliant** by consulting the list of declarations linked with the ELO.

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.

2.3.3. 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).



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.

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DOUANES & DROITS INDIRECTS

Obligatory logistics envelope - ELO

Reference : B202408081715230006

EI202408131715230001

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

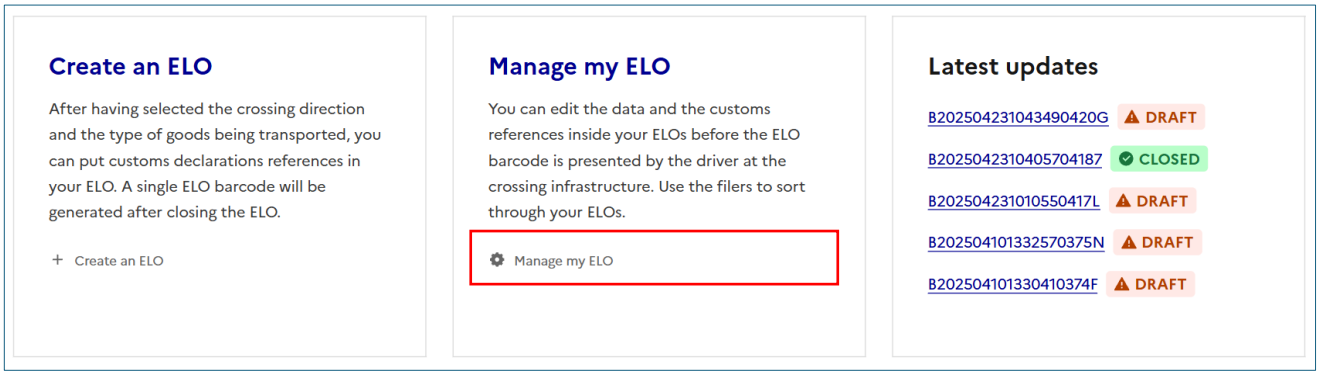
Number of ENS (safety security) : 4

Number of declarations : 41

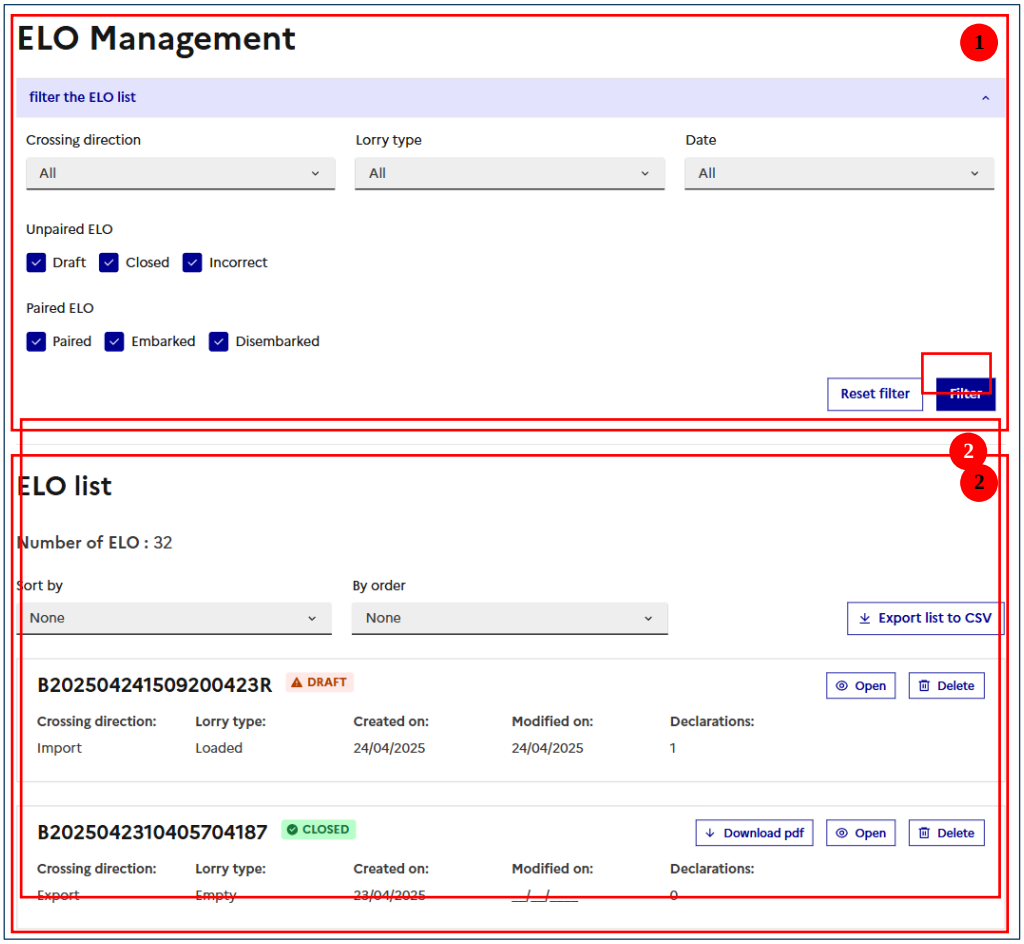
Anticipated importation :	24GB000084FYPVBOJ4
24GB000084FYPVBOJ4	24GB000084FYPVBOJ4
24GB000084FYPVBOJ4	24GB000084FYPVBOJ4
24GB000084FYPVBOJ4	24GB000084FYPVBOJ4
24GB000084FYPVBOJ4	

3. 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.

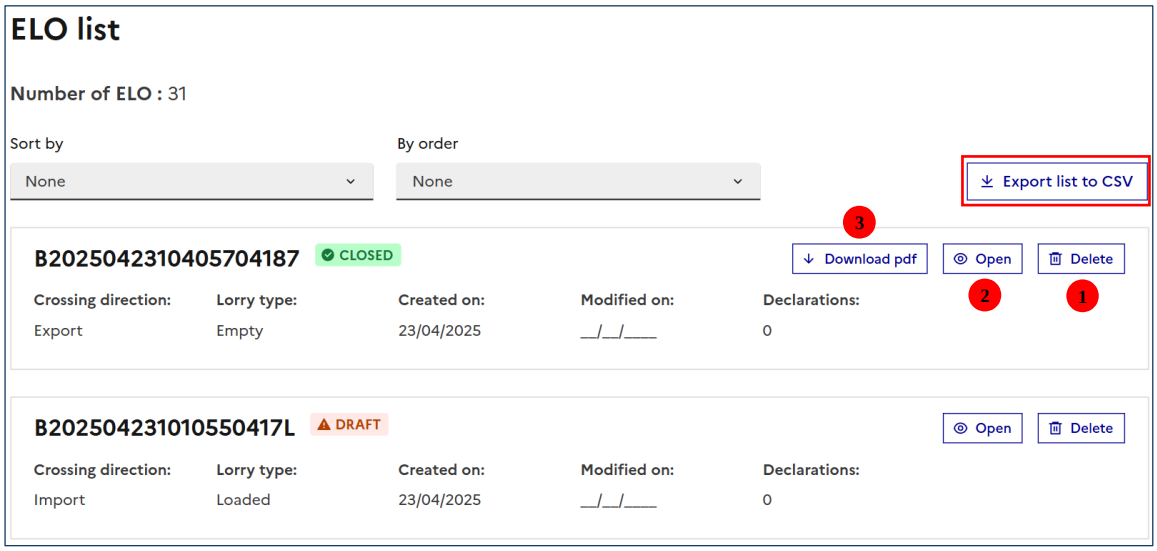


The page is structured around two main sections:



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.



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).