

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)**.

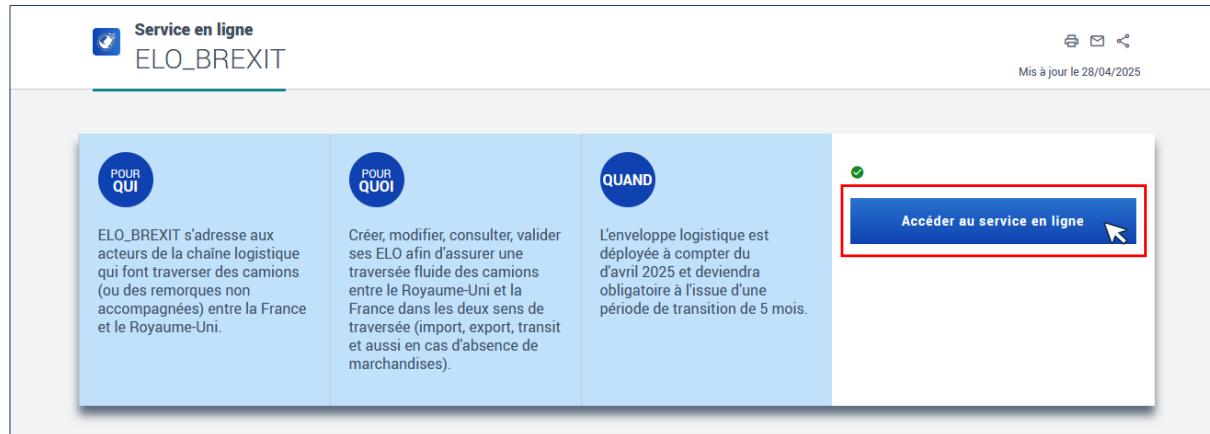
ELO regroups all the information and formalities necessary for crossing the border under a single barcode that is presented by drivers to agents of crossing companies (tunnel and ferries) at the time of crossing. The deployment of ELO in 2025 by the Directorate General of Customs and Excise (DGDDI) at 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.

The screenshot shows a grid of three sections:

- Create an ELO**: A box containing text about selecting crossing direction and goods type, with a red-bordered button labeled "+ Create an ELO".
- Manage my ELO**: A box containing text about editing customs references before the ELO barcode is presented, with a red-bordered button labeled "Manage my ELO".
- Latest updates**: A list of five ELO entries with status indicators (DRAFT or CLOSED): B202504231043490420G (DRAFT), B2025042310405704187 (CLOSED), B202504231010550417L (DRAFT), B202504101332570375N (DRAFT), and B202504101330410374F (DRAFT).

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:

The "Pairing data" page contains the following sections:

- Section 1: Crossing direction** (highlighted by a red box): Contains radio buttons for "Import" (selected, "From UK to Europe") and "Export" (unselected, "From Europe to UK").
- Section 2: Lorry type** (highlighted by a red box): Contains radio buttons for "Loaded" (selected) and "Empty".
- Section 3: Transport conditions** (highlighted by a red box): Contains five checkboxes for: "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", and "Your are transporting Fishery products".

At the bottom are "Cancel" and "Validate" buttons.

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 carnets

Your goods under TIR or ATA carnets are covered by a transport contract

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

Your are transporting Fishery products

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

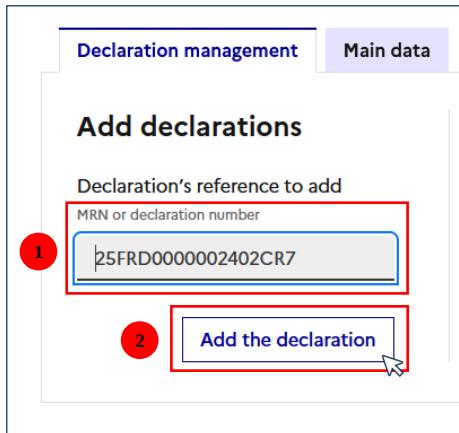
After clicking "Validate" on the "Pairing Data" page, the user is directed to the page where the ELO can be completed or modified. The user can:

- **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:

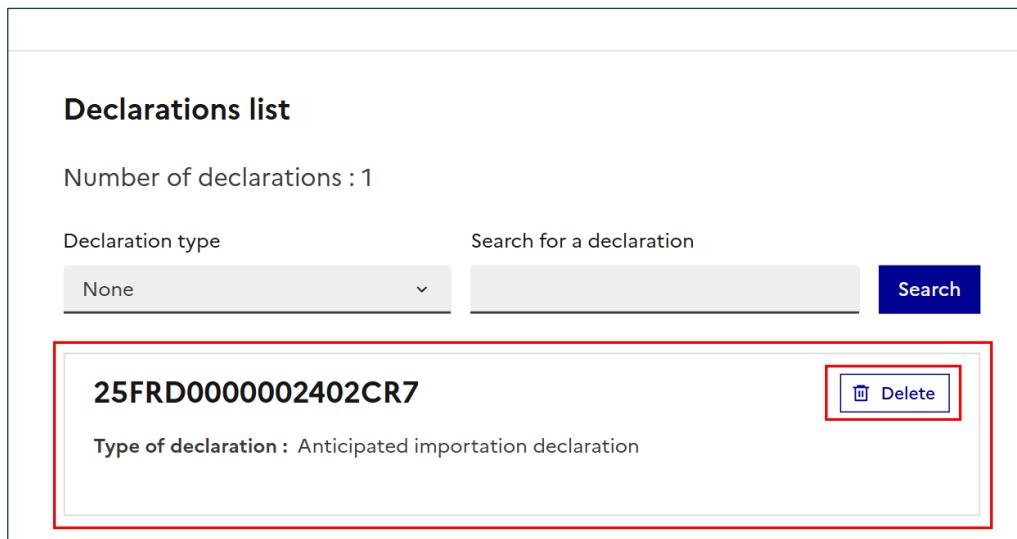
To add a declaration to an ELO, the user must **enter the declaration reference** (1) (either an "MRN - Movement Reference Number", a Delta G import declaration number) in the grey bar, on the left, and then click on "**Add the declaration**" (2):



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:

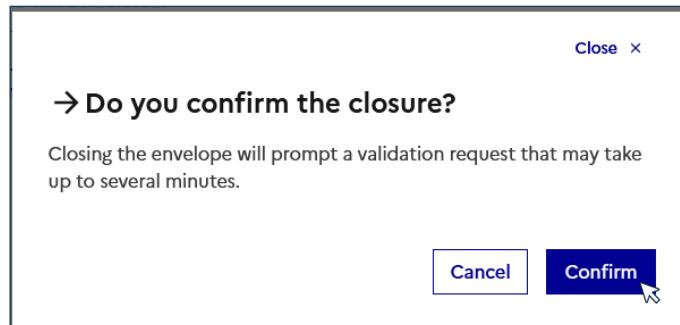
- **Section 1: "ELO Tracking"** - Located on the left, this section provides the possibility to **view all of the ELO's status changes**, including the date of its creation, latest modifications and closure, as well as information regarding pairing, embarkation and, for the import direction only, disembarkation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



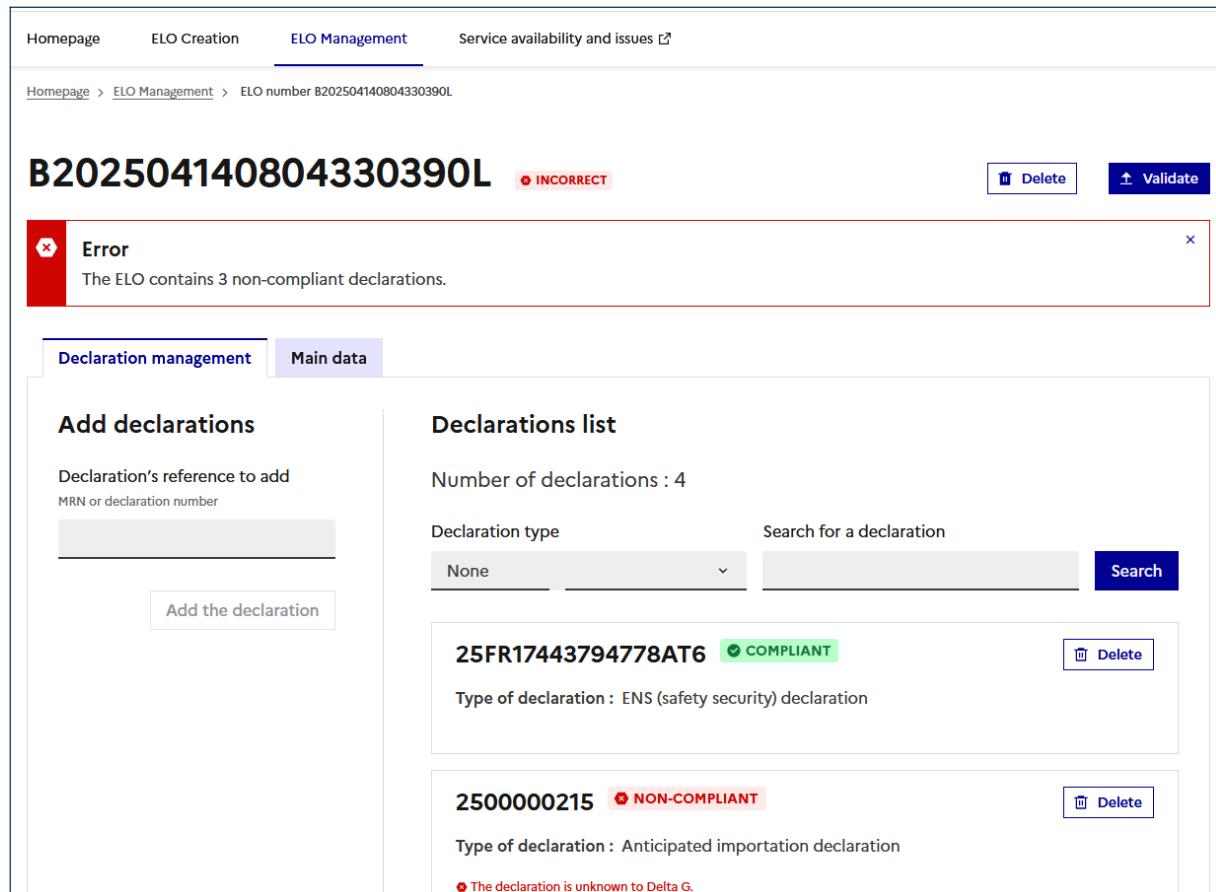
Once confirmed, the ELO will move to "**closing in progress**" status, pending the analysis of the declarations by the customs applications. During this period, the ELO **cannot be changed**.

A screenshot of a web application interface. At the top, there is a navigation bar with links: 'Homepage', 'ELO Creation', 'ELO Management' (which is underlined, indicating it is the active page), and 'Service availability and issues'. Below the navigation bar, the URL 'Homepage > ELO Management > ELO number B202504101613150376V' is shown. The main content area features a large bold text 'B202504101613150376V' with a small blue 'CLOSING IN PROGRESS' badge next to it. Below this, there is a blue box containing an 'Information' icon and the text 'Your ELO is being processed. The estimated waiting time is 20 seconds.' Underneath, there are two tabs: 'Declaration management' (which is active) and 'Main data'. A section titled 'Declarations list' shows the number of declarations as '2'. It includes a dropdown for 'Declaration type' set to 'None', a search bar with placeholder 'Search for a declaration', and a 'Search' button. Below this, a box displays the declaration number '25FRD0000002317CR3' and the type of declaration as 'Anticipated importation declaration'.

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 screenshot shows the ELO Management interface. At the top, there are tabs: Homepage, ELO Creation, ELO Management (which is selected and highlighted in blue), and Service availability and issues. Below the tabs, the URL is displayed as Homepage > ELO Management > ELO number B202504140804330390L. The main content area shows the ELO number B202504140804330390L with a status indicator showing a red circle with a white exclamation mark and the text "INCORRECT". Below this, a red box contains an "Error" message: "The ELO contains 3 non-compliant declarations." There are two buttons: "Delete" and "Validate".

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 Delete

Type of declaration : ENS (safety security) declaration

2500000215 NON-COMPLIANT Delete

Type of declaration : Anticipated importation declaration

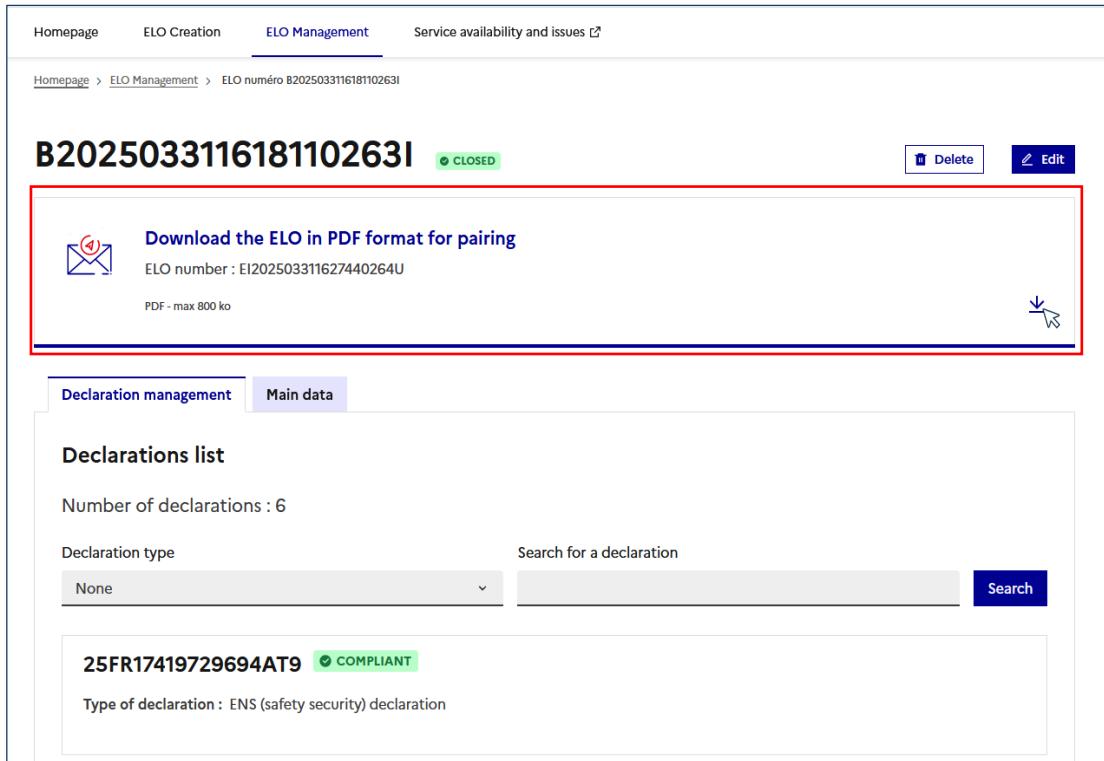
● The declaration is unknown to Delta G.

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.

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**).



The screenshot shows the 'ELO Management' section of the web application. At the top, there are navigation links: 'Homepage', 'ELO Creation', 'ELO Management' (which is underlined in blue), and 'Service availability and issues'. Below the navigation, a breadcrumb trail shows 'Homepage > ELO Management > ELO numéro B2025033116181102631'. The main content area displays the ELO number 'B2025033116181102631' in large bold text. To the right of the number are two buttons: 'Delete' and 'Edit'. A red box highlights a download button labeled 'Download the ELO in PDF format for pairing'. Below this, the text 'ELO number : EI202503311627440264U' and 'PDF - max 800 ko' are visible. To the right of the download button is a cursor icon pointing towards it. The interface includes tabs for 'Declaration management' and 'Main data', and a 'Declarations list' section showing 'Number of declarations : 6'. A dropdown menu for 'Declaration type' is set to 'None'. A search bar with a 'Search' button is also present. At the bottom, a declaration is listed with the number '25FR17419729694AT9' and a 'COMPLIANT' status, with a note that it is an '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



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

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 screenshot shows a grid of three sections:

- Create an ELO**: A brief description of the process for generating an ELO barcode.
- Manage my ELO**: A brief description of editing ELO data and customs references.
- Latest updates**: A list of recent ELO entries with status indicators (DRAFT or CLOSED).

The page is structured around two main sections:

The page is titled "ELO Management". It features two main sections:

- filter the ELO list** (Section 1): Contains filters for "Crossing direction" (All), "Lorry type" (All), "Date" (All), and checkboxes for "Unpaired ELO" (Draft, Closed, Incorrect) and "Paired ELO" (Paired, Embarked, Disembarked). It includes "Reset filter" and "Filter" buttons.
- ELO list** (Section 2): Shows a table of ELO entries. The first entry is "B202504241509200423R" (▲ DRAFT) with details: Crossing direction: Import, Lorry type: Loaded, Created on: 24/04/2025, Modified on: 24/04/2025, Declarations: 1. The second entry is "B2025042310405704187" (CLOSED) with details: Crossing direction: Export, Lorry type: Empty, Created on: 23/04/2025, Modified on: / /, Declarations: 0. Both entries have "Open", "Delete", and "Download pdf" buttons.

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

[Export list to CSV](#) (3)

B2025042310405704187 CLOSED	<input type="button" value="Download pdf"/> (3)	<input type="button" value="Open"/> (2)	<input type="button" value="Delete"/> (1)	
Crossing direction: Export	Lorry type: Empty	Created on: 23/04/2025	Modified on: ___/___/___	Declarations: 0
B202504231010550417L DRAFT				
<input type="button" value="Open"/> (2)	<input type="button" value="Delete"/> (1)			
Crossing direction: Import	Lorry type: Loaded	Created on: 23/04/2025	Modified on: ___/___/___	Declarations: 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).