

How to join eQueue

INSTRUCTIONS FOR CARRIER with foreign citizenship

1. Go to the website: **echerha.gov.ua**
2. Click the **Join queue** button
3. If this is your first time using the service, click the **Sign Up** button
4. Enter your email address
5. Agree with the Privacy Policy and Terms of Service
6. Click the **Get code** button
7. In a few seconds, a verification code will be sent to the e-mail you specified. Enter the four digits of the code in the corresponding sign-up field.
8. Enter the phone number in the following format: +(country code) (operator code) (subscriber number)
9. Create a password for further access to the system
10. Click the **Sign Up** button
11. Congratulations on signing up for the eQueue website! Now click the **Join queue** button.
12. Select the international checkpoint and click the **Continue** button.
13. In the **Driver Info** section, select your nationality in the **Nationality** field.

Enter the following information in the corresponding fields:

name, surname
international passport series and number
email
phone number

Click the **Additional driver** button or the **Continue** button.

14. Enter your truck details. Select the country of registration, vehicle type and make from the list. Enter the truck number. Indicate whether you are travelling with a semi-trailer.

If you are travelling with a semi-trailer, enter its number in the appropriate field.

Click the **Continue** button.

15. In the **Enter declared cargo** section, indicate whether you are travelling with cargo.

If you are travelling with cargo, enter the number of the customs declaration (MD-2 form) in the appropriate field or the number of another document in the **Other documents** field.

If you are travelling without cargo, attach the vehicle registration certificate in the appropriate place.

Click the **Continue** button.

16. Check and confirm the data.

Important!

If the estimated wait time you see on the screen is less than the time you need to get to the checkpoint, taking into account the time you need to rest, you should postpone further actions on the website. For example, you can move closer to the checkpoint and continue the process of joining the electronic queue there.

Proceed with your registration process: if there are no errors, click the **Join queue** button.

17. You are now in the **Active Queues** section of your personal account. Here you will get information about the wait time and the estimated time of border crossing.

If necessary, you can extend the wait time for 4, 6, 8 or 10 hours. To do this, click the **Details** button and then click **Extend for 4 (6, 8 or 10) hours**. This action can be done once again after arrival in the buffer zone and verification by a representative of the State Service of Ukraine for Transport Safety.

We have made sure that no one violates the conditions of border crossing and the rules of the electronic queue.

We wish you a comfortable border crossing and a safe trip!

The expected border crossing time predicted by the system may change depending on the actual traffic through the checkpoint.