



“DÉMARCHES SIMPLIFIÉES”

STEP BY STEP USER GUIDE

1 **Creating an account**

2 **Account activation**

3 **Connection**

4 **Import Customs declaration**

5 **Export Customs declaration**

6 **Access and manage folders**

7 **Communication with customs authorities**

8 **Account unlocking**



1

CREATING AN ACCOUNT

CREATING AN ACCOUNT

ACCESS TO “DÉMARCHES SIMPLIFIÉES”

The “Démarches Simplifiées” platform will allow you to manage your customs declarations for the traveler luggage flow.

In order to carry out your import and re-export declarations, under the customs duty-free and/or temporary admission procedure, please log into the following link:

Import: <https://www.mes-demarches.gov.pf/commencer/import-olympic-games-Paris-2024>

Re-export: <https://www.mes-demarches.gov.pf/commencer/reexport-olympic-games-Paris-2024>

Then create your account by entering an email address and password.

Your password must be at least 8 characters long.

CREATING AN ACCOUNT



Paris 2024 Olympics and Paralympics Games - Importation customs formalities

Start the procedure

With FranceConnect

FranceConnect is a solution proposed by the government to secure and simplify the connection to web services.



[What is FranceConnect?](#)

OR

[Create an account demarches-simplifiees.fr](#)

[I already have an account](#)

What is the purpose of this procedure? ▼

Who is the procedure intended for? ▼

What are the required attachments? ▼

CREATING AN ACCOUNT

Create an account using an email

Fields marked by an asterisk (*) are mandatory.

Email *

Expected format : john.doe@example.com

Password * Show

Your password must have :

- i* 8 characters minimum

Create an account



It is *very* important to remember your password, as it *will* not be communicated to *you* and any repeated error *will* cause your account to be blocked.

To unlock your account, please go to Section 8.



ACCOUNT ACTIVATION

ACCOUNT ACTIVATION

You must confirm the creation of your account. For this you will receive a validation email.

If you do not receive this email, you can request a new mailing.

An English version of those screens will be available.



Confirm your email address



Before filling your file, we have to validate your email address
martin.fourcade+2@beta.gouv.fr.

Open your mailbox and **click on the activation link** within the mail we just sent you.

If you have not received our email (have you checked your spam ?), we can resend it.

Email *

Expected format : john.doe@example.com

your@email.address

Resend the confirmation email

ACCOUNT ACTIVATION



The screenshot shows an email header with the French flag logo and the text "Liberté • Égalité • Fraternité RÉPUBLIQUE FRANÇAISE" and "demarches-simplifiees.fr". The main body of the email contains the following text:

Activate account

Dear Sir or Madam,

You have entered your details to create an account on demarches-simplifiees.fr. To confirm your email and finish creating your account, select the following link: https://www.demarches-simplifiees.fr/users/confirmation?confirmation_token=N_Fr25mnMPrdcNsVf8dS&procedure_id=64705

Best Regards,
The team demarches-simplifiees.fr

beta.gouv.fr

A yellow arrow points from the text box on the right to the activation link in the email screenshot.

Click on the activation link.

Once your account is activated,
return to the initial link:

Import

Re-export

3

CONNECTION



Paris 2024 Olympics and Paralympics Games - Importation customs formalities

Start the procedure

With FranceConnect

FranceConnect is a solution proposed by the government to secure and simplify the connection to web services.



[What is FranceConnect?](#)

OR

Create an account [demarches-simplifiees.fr](#)

I already have an account



What is the purpose of this procedure?

Who is the procedure intended for?

What are the required attachments ?

CONNECTION

Sign in with my account

All fields are mandatory.

Email *

Expected format : john.doe@example.com

Password * Show

[Forgot password?](#)

Remember me

Sign in



Enter your login and password, then sign into your account.



IMPORT CUSTOMS DECLARATION

CUSTOMS DECLARATION

Signed in successfully.



Paris 2024 Olympics and Paralympics Games - Importation customs formalities

Start the procedure



What is the purpose of this procedure? ^

Accredited persons and accompanied luggages.

Declaration and authorisation of temporary admission and duty-free imports.

Communication of mandatory documents regarding the processing of specific goods (firearms, medicines, animals, etc).

Who is the procedure intended for? v

What are the required attachments ? v


CUSTOMS DECLARATION

Indicate if this customs declaration is filed for yourself or if you are acting on behalf of someone else


RÉPUBLIQUE
FRANÇAISE
*Liberté
Égalité
Fraternité*

Paris 2024 Olympics and Paralympics Games - Importation customs formalities

This file is:

<input checked="" type="radio"/> For yourself	
<input type="radio"/> For someone else : a family member, a relative, someone you represent	


RÉPUBLIQUE
FRANÇAISE
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Égalité
Fraternité*

Paris 2024 Olympics and Paralympics Games - Importation customs formalities

This file is:

<input type="radio"/> For yourself	
<input checked="" type="radio"/> For someone else : a family member, a relative, someone you represent	

 You are acting as a proxy for a principal, either professionally (such as accountant, lawyer) or personally (family). Make sure to respect the conditions of [Articles 1984 and following of the Civil Code](#). 

CUSTOMS DECLARATION

Complete the form with the identity data (civility, first name and surname) of the person who will transport the goods when they are imported into French Polynesia.

Your identity

Gender *

Ms

Mr

First name *

Last name *

[Continue](#)

OR

Your identity

First name *

Last name *

Identity of the beneficiary

Gender *

Ms

Mr

First name *

Last name *

Notify beneficiary : *

By e-mail


No notification

[Continue](#)

CUSTOMS DECLARATION

FIRST PHASE: GENERAL INFORMATION

Paris 2024 ★
Accreditation number ★
Identification number issued by Paris 2024

Date of birth ★
jj/mm/aaaa 

The accreditation number is a mandatory data for the final validation of the file by the customs authorities.



Legal capacity

Legal capacity 1

I am a minor or a protected adult ★

Yes No

Identity of the person legally responsible ★

ID document of the person legally responsible ★

National identity card (front side only), passport, residency permit or other proof of identity.

File size limit : 20 MB. Supported formats : jpeg, png

Aucun fichier choisi

French law restricts the validation of the form to adults or guardians of minors and protected adults.

So, if you represent a minor or a protected adult, please indicate your identity and add an ID document



CUSTOMS DECLARATION

FIRST PHASE: GENERAL INFORMATION

Place of arrival *

[Dropdown menu]

Choose your POE



Status *

Fill in the reason of your participation in the OG-PG.

[Dropdown menu]

- Dignitary and Olympic family
- Athlete
- Sports federation member
- Sports federation doctor
- Press team member
- International technical official
- Technician / Handler
- Other

Select your participating status



CUSTOMS DECLARATION

SECOND PHASE: ARRIVAL AND STAY INFORMATION

1. Importation procedure

Day and time of arrival *

Expected format: dd/mm/yyyy hh:mm. Example: 15/10/2022 12:00

jj/mm/aaaa --:--



Departure country *

Fill in the country from which you are arriving.

Flight number

If you arrive by plane, please provide the flight number.

Residential address *

Fill in the address of the french lodging during the OG-PG

CUSTOMS DECLARATION

THIRD PHASE: DECLARATION OF DEFINITIVE IMPORTS

2. Definitive importation of goods

Explanation

Goods from outside Polynesia can be imported with total exemption if they are to be consumed or remain into Polynesian territory, ie :

- exemption for pharmaceutical products used at international sporting events;
- exemption relating to certain international relations (cuts, medals, trophies, etc.) ;
- exemption relating to goods intended for the Olympic and Paralympic Games (goodies, uniforms, etc.)

Explanation 1

Do I carry goods destined to be permanently imported ? *

Yes No



Do I carry goods destined to be permanently imported ? *

Yes No

Types of duty relief *

Tick the following boxes regarding the type of goods imported.

- Pharmaceutical products used for an international sporting event
- Rewards and medals
- Materials intended for the Olympic and Paralympic Games (goodies, uniforms, etc.)

Inventory of goods *

Join the .pdf file regarding the inventory of imported goods in accordance with Annex 6.11 of the Customs and Freight Guide edited by the Paris 2024 Organising Committee for the Olympic and Paralympic Games.

File size limit : 200 MB.

Aucun fichier choisi

Part 2 consists of a conditional menu:

If you need to declare goods duty-free, then you select the type of franchise and attach an inventory.

In case of a negative answer, you can proceed to the next part.

CUSTOMS DECLARATION

FOURTH PHASE: DECLARATION OF TEMPORARY IMPORTS

Part 3 consists of a conditional menu:

If you need to declare goods for temporary admission, then complete the additional information and attach an inventory.

In case of a negative answer, you can proceed to the next part.

3. Temporary importation of goods

Explanation

The temporary admission procedure allows total or partial exoneration of customs duties and taxes for goods imported temporarily from outside Polynesia and which will be re-exported in the same state.

Do not declare good which will be consumed.

Explanation 1

Do I have goods destined to be reexported ? *

Yes No

CUSTOMS DECLARATION

FOURTH PHASE: DECLARATION OF TEMPORARY IMPORTS

Yes No

Reasons for temporary importation *

Check the box corresponding to the type of material imported temporarily. If you are only importing sports equipment other than weapons and ammunition for the competitions, you do not have to complete the form.



Estimated delay of stay *

- 3 months
- 6 months
- 12 months
- 18 months
- 24 months

- Journalistic materials ;
- Medical materials ;
- Professional materials ;
- Sports equipment (weapons and ammunitions) ;
- Material for the organisation of the event
- Animals

Principal place of use *

Mention the principal place where the goods will be used.

Inventory of goods *

Join the file .pdf regarding the inventory of imported goods in accordance with Annex 6.11 of the Customs and Freight Guide edited by the Paris 2024 Organising Committee for the Olympic and Paralympic Games.

File size limit : 200 MB.

Aucun fichier choisi

CUSTOMS DECLARATION

FIFTH PHASE: DECLARATION OF IMPORTS OF SPECIFIC GOODS

Part 4 consists of a conditional menu for each theme:

If you have to declare specific goods, then complete the additional information and attach the mandatory document(s).

In case of a negative answer, you can proceed to the next part.



Psychotropic or narcotic drugs and medicines

Only declare your Psychotropic or narcotic drugs and medicines if :

- You are an individual and are transporting psychotropic or narcotic drugs or substances for more than 3 months
- You are a doctor.

Psychotropic or narcotic drugs and medicines 1

I import psychotropic or narcotic drugs and medicines *

Yes No

CUSTOMS DECLARATION

FIFTH PHASE: DECLARATION OF IMPORTS OF SPECIFIC GOODS

If you are a particular

If you are a doctor

Psychotropic or narcotic drugs and medicines

Only declare your Psychotropic or narcotic drugs and medicines if :

- You are an individual and are transporting psychotropic or narcotic drugs or substances for more than 3 months
- You are a doctor.

Psychotropic or narcotic drugs and medicines 1

I import psychotropic or narcotic drugs and medicines *

Yes No

Status *

I am an individual

I am a doctor

Medical prescription

If you are an individual, please bring a medical prescription in French or English, which must be presented to the customs service in case of control upon your arrival in France.

Psychotropic or narcotic drugs and medicines

Only declare your Psychotropic or narcotic drugs and medicines if :

- You are an individual and are transporting psychotropic or narcotic drugs or substances for more than 3 months
- You are a doctor.

Psychotropic or narcotic drugs and medicines 1

I import psychotropic or narcotic drugs and medicines *

Yes No

Status *

I am an individual

I am a doctor

Inventory of imported medicines, psychotropic or narcotic drugs *

If you are a doctor, please attach the inventory of imported medicines, psychotropic or narcotic drugs in french or english.


File size limit : 200 MB.

Aucun fichier choisi

CUSTOMS DECLARATION

SIXTH STEP: VALIDATION OF THE FILE

Once your file has been completed, select the button 'Submit the file'.

Your draft is automatically saved. [More informations](#) 

Submit the file



Thank you!

Your file on the procedure Paris 2024 Jeux Olympiques et Paralympiques - Formalités douanières has been sent.

You have now access to your online file.

You can edit it and talk with an instructor.

Access your file

Submit an other file



A message appears when your file is correctly sent to the customs authorities.


You will then receive various emails informing you of developments in your file:

- It has indeed been deposited;
- it has been taken by an officer;
- It has been accepted or refused.


5


EXPORT CUSTOMS DECLARATION

CUSTOMS DECLARATION


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Paris 2024 Olympics and Paralympics Games - Reexportation customs formalities


[Start the procedure](#) 

What is the purpose of this procedure? 

Accredited persons and accompanied luggages.

Re-export of goods imported under temporary admission.

Communication of mandatory documents regarding firearms.

What are the required attachments ? 

CUSTOMS DECLARATION

Indicate if this customs declaration is filed for yourself or if you are acting on behalf of someone else


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Fraternité*

Paris 2024 Olympics and Paralympics Games - Importation customs formalities

This file is:

<input checked="" type="radio"/> For yourself	
<input type="radio"/> For someone else : a family member, a relative, someone you represent	


RÉPUBLIQUE
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Égalité
Fraternité*

Paris 2024 Olympics and Paralympics Games - Importation customs formalities

This file is:

<input type="radio"/> For yourself	
<input checked="" type="radio"/> For someone else : a family member, a relative, someone you represent	

 You are acting as a proxy for a principal, either professionally (such as accountant, lawyer) or personally (family). Make sure to respect the conditions of [Articles 1984 and following of the Civil Code](#). 

CUSTOMS DECLARATION

Complete the form with the identity data (civility, first name and surname) of the person who will transport the goods when they are reexported.

Your identity

Gender *

Ms

Mr

First name *

Last name *

[Continue](#)

OR

Your identity

First name *

Last name *

Identity of the beneficiary

Gender *

Ms

Mr

First name *

Last name *

Notify beneficiary : *

By e-mail


No notification

[Continue](#)

CUSTOMS DECLARATION

FIRST PHASE: GENERAL INFORMATION

Paris 2024 ★
Accreditation number ★
Identification number issued by Paris 2024

Date of birth ★
jj/mm/aaaa 

The accreditation number is a mandatory data for the final validation of the file by the customs authorities.



Legal capacity

Legal capacity 1
I am a minor or a protected adult ★
 Yes No

Identity of the person legally responsible ★

ID document of the person legally responsible ★
National identity card (front side only), passport, residency permit or other proof of identity.
File size limit : 20 MB. Supported formats : jpeg, png
 Aucun fichier choisi

French Polynesian law restricts the validation of the form to adults or guardians of minors and protected adults.

So, if you represent a minor or a protected adult, please indicate your identity and add an ID document



CUSTOMS DECLARATION

FIRST & SECOND PHASE: GENERAL INFORMATION AND REEXPORTATION

Place of departure *

Indicate the place of departure.



Choose your POE

Status *

Fill in the reason of your participation in the OG-PG.

- Dignitary and Olympic family
- Athlete
- Sports federation member
- Sports federation doctor
- Press team member
- International technical official
- Technician / Handler
- Other



Select your participating status

1. Reexportation

Import file number

Numéro de dossier

Temporary Admission discharge of goods

Temporary Admission discharge of goods 1

Day and time of departure *

Expected format: mm/dd/yyyy hh:mm. Example: 10/15/2022 12:00

mm/dd/yyyy --:-- --



Destination *

Enter country

Inform the country of destination



Temporary admission *

Join the file .pdf regarding the inventory of reexported goods in accordance with Annex 6.11 of the guidance

File size limit : 200 MB.

Choose File No file chosen



ACCESS AND MANAGE FOLDERS

ACCESS AND MANAGE FOLDERS




**RÉPUBLIQUE
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Fraternité*

Hello

Your file n° 16001173 **has been submitted**. If necessary, you can still make changes to it.

Have a nice day
Customs and Excise Branch (DGDDI)

[Consult my file](#)

[I have a question](#)

—

Please do not reply to this email. To contact your administration, go directly through the [file's email system](#).



To access the files being processed, you can use the email received when submitting a file.

Or connect yourself directly to your account from:



demarches-simplifiees.fr


ACCESS AND MANAGE FOLDERS

On your account all folders appear directly



My files

My files

Search a file (File number, keywords)  Toutes les démarches 

4 in progress 

4 in 4 files

<p>Paris 2024 Olympics and Paralympics Games - Importation customs formalities</p> <p> <input checked="" type="checkbox"/> First submission on 2024-01-28</p>	<p>File n. 16 001 173</p> <p>IN PROGRESS</p> <p>Edit the file Other actions </p>
---	--

ACCESS AND MANAGE FOLDERS

4 in 4 files

Paris 2024 Olympics and Paralympics Games - Importation customs formalities File n. 16 001 173

IN PROGRESS

🔗 First submission on 2024-01-28

[Edit the file](#) [Other actions ▾](#)

- 👤 Transfer the file
- 📁 Start another empty file
- 📄 Duplicate the file
- 🗑️ Delete the file

Several actions are possible:

- Amend the declaration when it is not under instructions by the customs services;
- Share the file;
- Start a new file;
- Duplicate the file;
- Delete the file.

Paris 2024 Olympics and Paralympics Games - Importation customs formalities IN PROGRESS

File n. 16001173 - Submit on January 28 2024 16:50

Expires on 28/01/2025 (12 months after this file was last modified)

[👤 Invite someone to edit this file ▾](#) [Edit file](#)

[Summary](#) [Request](#) [Mailbox](#)

7

COMMUNICATION WITH CUSTOMS AUTHORITIES

COMMUNICATION WITH CUSTOMS AUTHORITIES




RÉPUBLIQUE FRANÇAISE
*Liberté
Égalité
Fraternité*

Hello

Your file n° 16001173 **has been submitted**. If necessary, you can still make changes to it.

Have a nice day
Customs and Excise Branch (DGDDI)

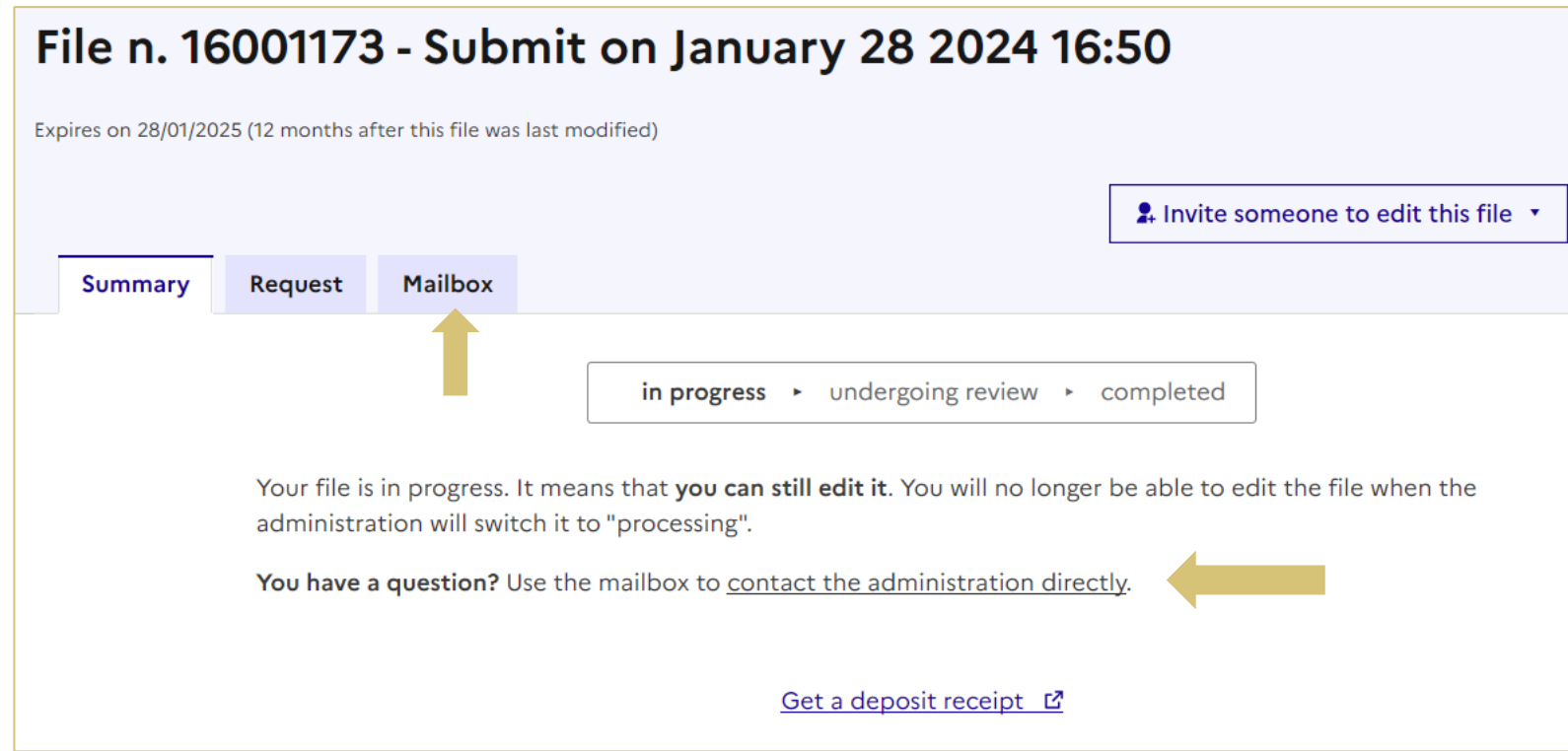
[Consult my file](#)

[I have a question](#)

—

Please do not reply to this email. To contact your administration, go directly through the [file's email system](#).

Note: Yellow arrows point to the 'I have a question' button and the 'file's email system' link.



File n. 16001173 - Submit on January 28 2024 16:50

Expires on 28/01/2025 (12 months after this file was last modified)

[Invite someone to edit this file](#)

[Summary](#) [Request](#) [Mailbox](#)

in progress ▶ undergoing review ▶ completed

Your file is in progress. It means that **you can still edit it**. You will no longer be able to edit the file when the administration will switch it to "processing".

You have a question? Use the mailbox to contact the administration directly.

[Get a deposit receipt](#)

Note: Yellow arrows point to the 'Mailbox' tab and the 'contact the administration directly' link.

To access the mailbox, you can use the email received when creating the folder.
Or connect yourself directly to your account from demarches-simplifiees.fr and select mailbox.

COMMUNICATION WITH CUSTOMS AUTHORITIES

Summary Request Mailbox

The mailbox allows you to contact the instructor in charge of your file.

Automatic email January 28th at 16:50

[Votre dossier n° 16001173 a bien été déposé (Paris 2024 Olympics and Paralympics Games - Importat...)]

Bonjour,

Votre dossier n° 16001173 **a bien été déposé**. Si besoin est, vous pouvez encore y apporter des modifications.

Bonne journée,
Direction générale des douanes et des droits indirects (DGDDI)

[↩ Reply](#)

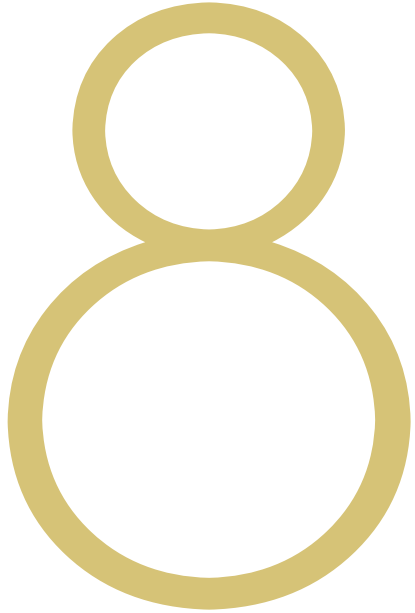
Fields marked by an asterisk (*) are mandatory.

Votre message *

Write your message to the administration here

File size limit : 20 MB.

Aucun fichier choisi



ACCOUNT UNLOCKING

ACCOUNT UNLOCKING

If you are faced with multiple attempts to log in with an incorrect password, your account will be blocked as a security measure.

You will receive an email about it, which will invite you to click on a link to unlock it.

You will be able to unlock your account by logging in again with your email address and password.



Reactivate your account

Hello

Someone has tried to log in to your aumartins@paris2024.org account on demarches-simplifiees.fr a large number of times without success. As a precautionary measure, we have temporarily disabled access to your account.

To restore access to your account, please click on the link below.

[Unlock My Account](#)

Kind regards

The demarches-simplifiees.fr Team

ACCOUNT UNLOCKING

If you no longer remember your password you can click on “forgot password” and enter your login email address.

Forgot your password?

Send me reset password instructions

Email

Request new password

Sign in with my account

All fields are mandatory.

Email *

Expected format : john.doe@example.com

Password *

Show

[Forgot password?](#)

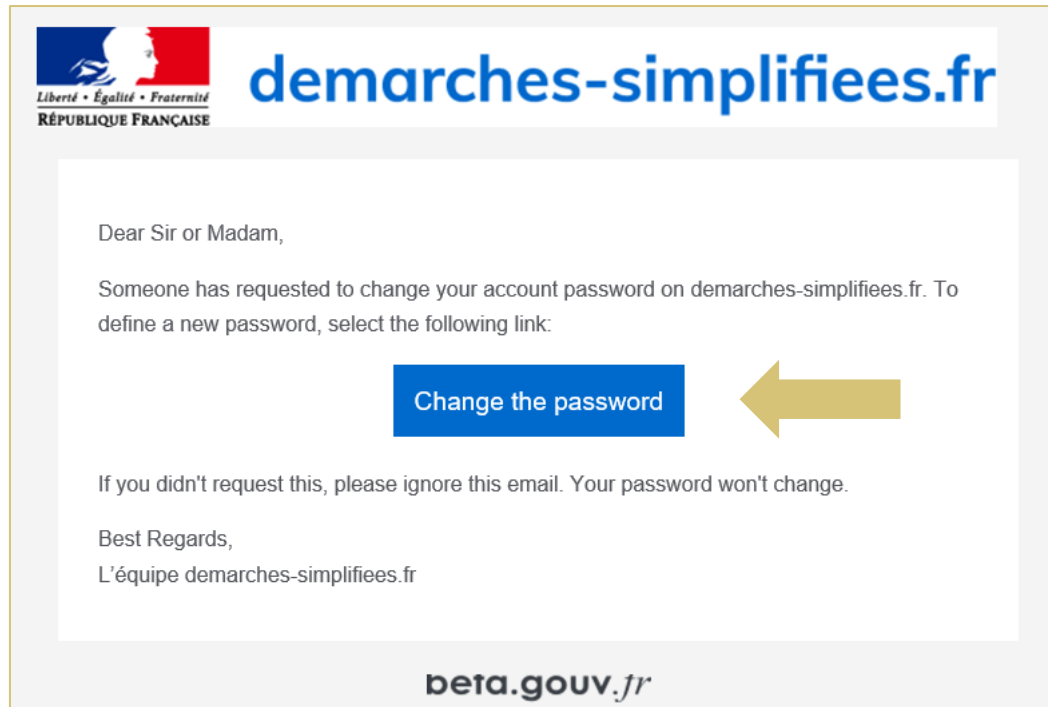
Remember me

Sign in

ACCOUNT UNLOCKING

You will receive an email inviting you to reset your password.

An English version of the last screen will be available.



The screenshot shows an email header with the French Republic logo and the text "Liberté • Égalité • Fraternité RÉPUBLIQUE FRANÇAISE" and "demarches-simplifiees.fr". The body of the email reads: "Dear Sir or Madam, Someone has requested to change your account password on demarches-simplifiees.fr. To define a new password, select the following link:" followed by a blue button labeled "Change the password" with a yellow arrow pointing to it. Below this, it says: "If you didn't request this, please ignore this email. Your password won't change." The email ends with "Best Regards, L'équipe demarches-simplifiees.fr" and a footer with "beta.gouv.fr".



Got it!
Now open your mailbox.

We have sent you an email to the address **aumartins@paris2024.org**.

Click on the link in the email to change your password.

Please note that this message can take up to 15 minutes to arrive.

Change password

Password * Show

Your password must have :

i 8 characters minimum

Password confirmation * Show

Change password