

Welcome to **TRACES NT (TNT)**.

This manual contains all essential information to get started with TNT. It includes step-by-step explanation for the registration and for the management of users & operators.

Table of Contents

I.	Create an EU login account.....	3
II.	Activate the two-factor authentication.....	6
III.	Create an account in TRACES NT: request a role	7
1.	Request a role as an operator “Holder of the goods”.....	9
2.	Request a role as an operator “Exemption beneficiary”	17
3.	Request a role as a competent authority	25
IV.	Validation workflow	28
1.	As authority - I want to validate an operator (entity).....	28
2.	As authority/power user - I want to validate the role of a user	31
V.	Operator management.....	34
1.	How to add an activity to an operator?.....	34
2.	How to request an additional role?	35
3.	How to delete an operator?.....	36
4.	How to delete the activity of an operator?.....	37
5.	How to delete my role?.....	38

I. Create an EU login account

An EU login account is required to access the ICG module of TRACES. This is a mandatory security layer.

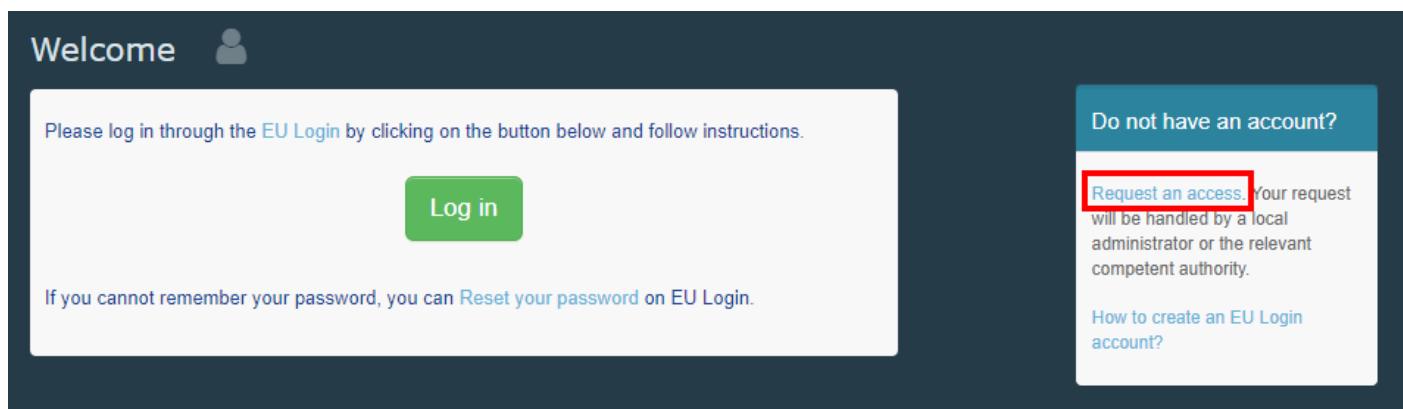
If you do not have an EU login account, you will need to create it by following the steps described in this chapter.

If you already have an EU login account, you can skip the steps below and directly go to [chapter II](#).

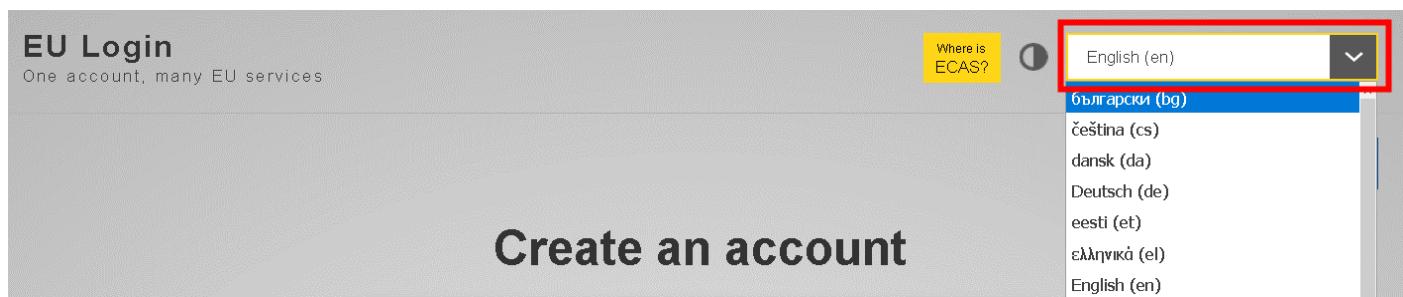
FOR ACCEPTANCE BETA (demo environment as playground): Go to <https://webgate.acceptance.ec.europa.eu/tracesnt-beta/login> to access the TRACES NT welcome page.

FOR PRODUCTION (real documents): Go to <https://webgate.ec.europa.eu/tracesnt/login> to access the TRACES NT welcome page.

Click on the link “**Request an access**” in the box on the right side:



You will be redirected to the EU Login registration page. In the top right corner, you have the option to choose your language:



Complete all the fields of the form.

Note: Please keep in mind that the data you choose is the data that will appear on the documents when you sign them. As the documents in TRACES NT have a legal value, it is important that you register your EU login account in the name of a real person, NOT a generic name such as the name of your authority or the name of your operator.

Concerning the e-mail address: it is strongly recommended to choose **your individual professional email address**. It will be used to login to TNT.

After completing all the fields, click on "**Create an account**".

Create an account

[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language
 ▼

By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Create an account Cancel

Once the request is sent, you will receive an automatic email with a link allowing you to set up your password.

Note: It might take a couple of minutes to receive the email. Once received, you have 90 min to click on the link before it expires.

If you do not receive this automatic email, you can find help on this page:

<https://webgate.ec.europa.eu/cas/contact.html>

Congratulations, the first step is done and your EU login account is created!

Note: It will be possible at a later stage to manage your own account and change the personal data. To do so, once logged in TRACES NT, click on your email address in the top right corner of the screen and then on "**Edit your profile**".

Notifications 31 CCA02.SN@ec-traces.eu

CCA SN Two
CCA02.SN@ec-traces.eu

English (English) Edit your profile

Last login: 26/10/2022 09:53:32 +0200 CEST.

Click on “**My account on EU login**”.

Edit Your Profile

General preferences

Timezone: Europe/Luxembourg - Central European Summer Time (+02:00) CEST
Local time: October 22, 2020 12:19:07 +02:00 CEST.

Notification preferences

Please untick notifications you have no wish to receive.

Type to filter... Filter

- [en] (NOTIFICATION_EVENT_TYPE) ADIS_CATALOG_DATA_TYPES_SYNCHRONIZATION_ERROR
- [en] (NOTIFICATION_EVENT_TYPE) ADIS_OUTBREAK_SUBMITTED_TO_MS_DEFERRED
- [en] (NOTIFICATION_EVENT_TYPE) ADIS_OUTBREAK_SUBMITTED_TO_MS_IMMEDIATELY
- Authority created
- Authority updated
- CATCH Certificate created
- Catch Certificate: Rejected by issuing body
- Catch Certificate: Submitted to issuing body
- Catch Certificate: Validated by issuing body

Personal Information

EU Login is the place where your personal information are stored. If any of the information displayed here is wrong, you can update it here. Your information will be refreshed automatically in TRACES the next time you log in.

Full Name: CCA FR THIRTY-FIVE
Domain: External
Username: n003989v
Email: CCA35.FR@ec-traces.eu

My account on EU Login

Change your Password at EU Login
Update your Information at EU Login

Click on “**Configure my account**” and modify the data you wish.

My Account

My account details

Configure my account

Manage my mobile devices

Do not forget to click on “**submit**” to save the changes.

First name
CCA FR

Last name
ONE

E-mail
CCA01.FR@ec-traces.eu

E-mail language
Deutsch (de)

I want to receive e-mail notifications.
 Warn me each time an application asks for my identity
 View my EU Login account details after logging me in
 Always require multi-factor authentication
 Enable adaptive authentication for my account

Submit **Cancel**

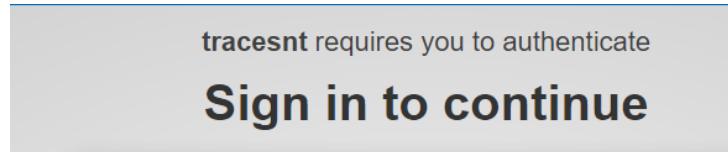
II. Activate the two-factor authentication

If you already activated the two-factor authentication for your EU Login account, you can skip the steps below and directly go to [chapter III](#).

To increase system security, as of 24 June 2024, all users will need a two-factor authentication to access TRACES. For accounts created after that date, the activation of the two-factor authentication needs to be done after the EU Login creation and before requesting a role in TRACES.

To do so, please go to <https://webgate.ec.europa.eu/cas> and log in with the username and password you use for TRACES (= EU Login account).

Need more help with the two-factor authentication? Please watch [this video](#) explaining the set-up of the two-factor authentication and consult the [EU Login Help page](#).



III. Create an account in TRACES NT: request a role

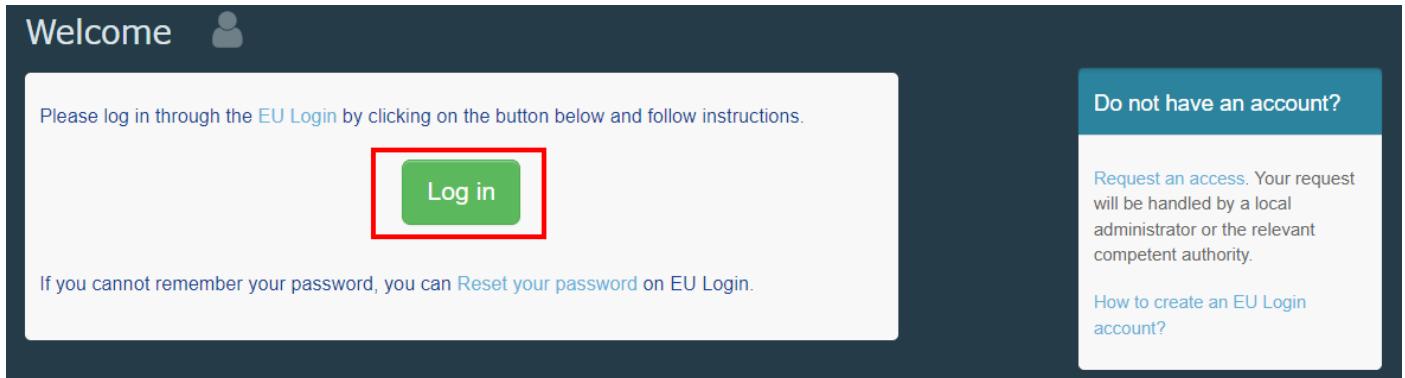
Once your EU login created, you must request a **role** in TRACES NT in order to have access to the system. The **role** defines what you can do and see in the system.

The different possible roles for ICG are the following:

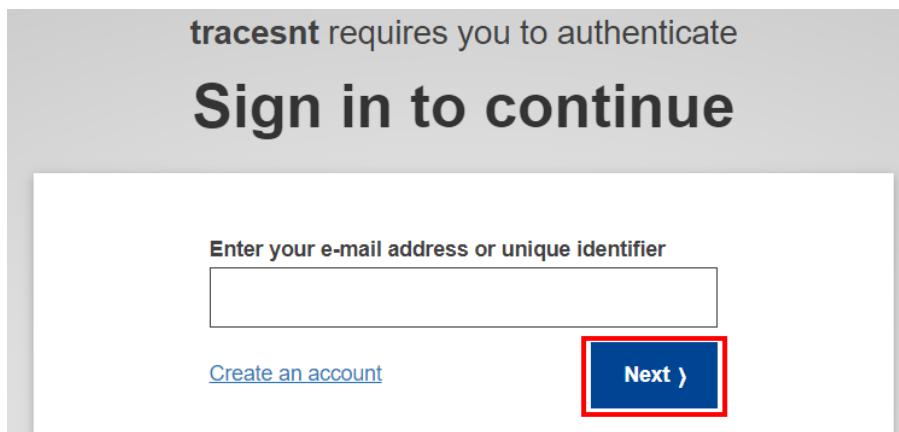
- **Operator – Holder of the goods**: The holder of the goods means the person or entity who is the owner of the goods or who has a similar right of disposal over them or who has physical control of them.
- **Operator – Exemption beneficiary**: The “Exemption beneficiaries” means the person or entity who is defined as trustworthy by its competent authority and therefore benefits from the exemption of obtaining an import licence or drawing up an importer statement for each import of cultural goods (e.g. Museum, University, Institutes,...).
- **Competent authority**: The user belongs to an official competent authority of one of the Member States (local, regional, central, custom office,...).

Go to the TNT website: <https://webgate.ec.europa.eu/tracesnt/login>.

Then click on the green button “**Log in**”.



You will be redirected to the EU Login access page. Introduce your email address and click on “**Next**”.



Introduce your password and click on “**Sign in**”.

Sign in to continue

Welcome

BCP01.FR@ec-traces.eu
(External)

[Sign in with a different e-mail address?](#)

Password

[Lost your password?](#)

Choose your verification method

Password



Sign in

When accessing TRACES NT for the first time, you will see this page where you can choose your role:

Request authorisation

⚠
 You currently do not have any role allowing you to access the application.

Please select the type of organisation you're requesting access for.

IMPORTANT: Do not request access from a new tab - this can result in duplicated access requests.

Operator >
Economic operators such as *particular businesses, stores, non-profit organisations...*

Organic Control Body >
Control Bodies listed in Annex III and Annex IV of Commission Regulation (EC) No 1235

Authority >
Competent authority such *Customs offices, Veterinary authorities, central competent authorities, phytosanitary authorities...*

Appointed Veterinary Offices >
Description

Other body >
Other bodies such as *translators, country administrators, customs systems (at national level)...*

1. Request a role as an operator “Holder of the goods”

The holder of the goods means the person or entity who is the owner of the goods or who has a similar right of disposal over them or who has physical control of them. The holder of the goods can:

- Register importer statements for the import of cultural goods (ICGS)
- Submit applications for import licences for the import of cultural goods (ICGL)
- Only sees documents in which his/her company is mentioned.

To get the role of “Holder of the goods” in the system, select “Operator” on the screen below.

Request authorisation

⚠
You currently do not have any role allowing you to access the application.

Please select the type of organisation you're requesting access for.

IMPORTANT: Do not request access from a new tab - this can result in duplicated access requests.

Operator 
Economic operators such as *particular businesses, stores, non-profit organisations...*

Organic Control Body 
Control Bodies listed in Annex III and Annex IV of Commission Regulation (EC) No 1235

Authority 
Competent authority such *Customs offices, Veterinary authorities, central competent authorities, phytosanitary authorities...*

Appointed Veterinary Offices 
Description

Other body 
Other bodies such as *translators, country administrators, customs systems (at national level)...*

Need [help](#) to find out which kind of organisation you belong to?

The system will redirect you to a search page, which will enable you to search for your company.

Select the “**Country**” and type the name of the company in the box “**Search**”. The fields “**Section**” and “**Activity type**” are optional but can help you to better filter the results (select “Holder of the goods”). Then click on “**Search**”.

◀ Select an existing operator Request authorisation

Country:  France (FR)  *

Section: Holder of the Goods (HOLDER-OF-THE-GOODS)

Activity Type: Holder of the goods

Search: Test 

If your company already exists in the system: tick the small box on the right (you can select more than one company, if needed) and then click on the green button “**Request authorisation**”.

< Select an existing operator

[+ Create a new operator](#)

Request authorisation

Country	Spain (ES)	*						
Section:	Holder of the Goods (HOLDER-OF-THE-GOODS)	*						
Activity Type	Holder of the goods	*						
Search:	art	<input type="button" value="Search"/>						
<table border="1"> <thead> <tr> <th>Name</th> <th>Address</th> <th>Activities</th> </tr> </thead> <tbody> <tr> <td>Logistic and Art EORI: ES12345X789682345</td> <td>Street 1 28012 Madrid Spain</td> <td>> Holder of the goods (HOLDER-OF-THE-GOODS) Valid <input checked="" type="checkbox"/></td> </tr> </tbody> </table>			Name	Address	Activities	Logistic and Art EORI: ES12345X789682345	Street 1 28012 Madrid Spain	> Holder of the goods (HOLDER-OF-THE-GOODS) Valid <input checked="" type="checkbox"/>
Name	Address	Activities						
Logistic and Art EORI: ES12345X789682345	Street 1 28012 Madrid Spain	> Holder of the goods (HOLDER-OF-THE-GOODS) Valid <input checked="" type="checkbox"/>						

A pop-up window will appear and you have the option to send more information (optional). Click on

“Send authorisation request”.

Confirm authorisation request for **OLIVER ART SL**

Optionally, you can provide some additional useful information.

Message

Email

Phone

You have now requested to be linked to your company.

If your company does not exist in the system: you can create it by clicking on the green button “**+ Create a new operator**”.

Note: In order to reduce the number of duplicates in TRACES NT, the option to create a new operator is only available after you have searched for it.

< Select an existing operator

[+ Create a new operator](#)

Request authorisation

Country	Spain (ES)	*
Section:	Holder of the Goods (HOLDER-OF-THE-GOODS)	*
Activity Type	Holder of the goods	*
Search:	art	<input type="button" value="Search"/>
<div style="border: 2px solid red; padding: 10px; width: fit-content; margin: auto;"> <p>Really didn't find the operator you belong to? In this case only you might consider creating a new one using the button above.</p> </div>		

Type the requested information in the box “**Operator details**”.

Note: The mandatory fields are marked with the red star (*)

>Create operator to request being attached to **nfeonine**

Create a new operator

Operator Details

Name	<input type="text" value="Test operator"/> *
Country	<input type="text" value="France (FR)"/> *
Phone	<input type="text" value="+32 21 12 10 01"/>

Chapter or activity

Chapter	<input type="text" value="No section chapter"/> *
---------	---

Addresses

+ Add address

1	
Region	Paris / Ile-de-France / Metropolitan France
City	<input type="text" value="75004 Paris"/> *
Ext:	<input type="text" value="[A-Z]{2}"/>
Address	<input type="text" value="central street 1"/> *

Note: You may add multiple addresses by clicking on the green button “**+ Add address**”:

Addresses

+ Add address

1

Region **Saône-et-Loire** [FR-71] / Bourgogne-Franche-Comté [FR-BFC] / Metropolitan France

City ✓ *

Address *

Coordinates /

2

Region **Cher** [FR-18] / Centre-Loire Valley [FR-CVL] / Metropolitan France

City ✓ *

Address *

Coordinates /

You can set the main address by clicking on the star on the top right corner of the address.

For the “Holder of the goods”, the EORI number is a mandatory information. Therefore, click on “**Add identifier**” below the Address box and select the type **EORI**. Make sure to enter a valid format for that identifier.

You can find information on how to get an EORI number by following these two links:

- [Economic Operators Registration and Identification number \(EORI\)](#)
- [EORI National implementation](#)

Operator Identifiers

+ Add Identifier

Type	Value
EORI	FR12345X789012395
Format: BE12345X789012345	

Once all the mandatory information filled, you will be able to choose the chapter in the box “**Chapter or Activity**”. Select “Import of cultural goods”.

Note: The chapter depends on the document you need to create/access. You can find below the chapters with their corresponding documents:

Import of cultural goods (ICGL, ICGS, ICGD), **Organic** (COI), **imported timber products** (FLEGT), **Plants** (access to CHED-PP, creation of PHYTO), **Fishing** (CATCH), **Veterinary** (access to CHED-A and CHED-P, creation of IMPORT), **Feed and food of non-animal origin** (access to CHED-D), **Food** (IMPORT), **Other** (horizontal roles such as “transporter” and “responsible for the load” (to create CHED-A, CHED-P, CHED-D, CHED-PP)).

In the box “**Section**” and “**Activity**”, select “**Holder of the goods**”. In the box “**Activity Address**” select the relevant address by clicking on the globe button.

Chapter or activity

Chapter Import of cultural goods *

Activity

Activity details

Section Holder of the Goods (HOLDER-OF-THE-GOODS) *

Activity Holder of the goods *

Identifier

Valid From Activity details +02:00 CEST

Valid to +02:00 CEST

Publication date

Application date

Activity Address

Address central street 1
75004 Paris

Assigned responsible authorities

Search responsible authorities

For the role of “Holder of the goods” you do not need to manually assign a responsible authority. The system will automatically define the responsible authorities based on the geographical data (e.g. an operator based in Brussels will be associated to the competent authority for cultural goods in that area).

Once you have filled all the mandatory fields, click on the button “**Create a new operator**”.

< Create operator to request being attached to **ngoustev**

Create a new operator

Operator Details

Name Test operator *

Country France (FR) *

Chapter or activity

Chapter Import of cultural goods *

A pop-up window will appear and you have the option to send more information (optional). Click on

“Send authorisation request”.

Confirm authorisation request for **Test operator** ×

Optionally, you can provide some additional useful information.

Message

Email name@domain.com

Phone +32 02 123456

Cancel Send authorisation request

Once your request is submitted, whether you requested to be linked to your existing company or whether you created your company, you will receive the following message on the TRACES homepage:

Request authorisation

i

The roles you requested are being reviewed. You need to contact your responsible authority or the administrator inside your organisation in order to be validated. You will be notified by email as soon as they will be approved. Please note that TRACES Helpdesk is not responsible for the validation of your request for access.

Please select the type of organisation you're requesting access for.

IMPORTANT: Do not request access from a new tab - this can result in duplicated access requests.

Operator 

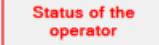
Economic operators such as *particular businesses, stores, non-profit organisations...*

 Need [help](#) to find out which kind of organisation you belong to?

You will be able to see the status of your role request at the bottom of the page.

Roles

User Roles status to display 0 Deleted 1 Requested

Operator	Test validation request > Holder of the goods (HOLDER-OF-THE-GOODS)		
	00100 Rome Italy (IT)		

You will have access to TNT once both status of your operator **AND** of your user request are valid.

2. Request a role as an operator “Exemption beneficiary”

The “Exemption beneficiaries” means the person or entity who is defined as trustworthy by its competent authority and therefore benefits from the exemption of obtaining an import licence or drawing up an importer statement for each import of cultural goods (e.g. Museum, University, Institutes,...). The Exemption beneficiaries can:

- Register import statements for the import of cultural goods (ICGS)
- Submit applications for import licences for the import of cultural goods (ICGL)
- Register General description when the imports happen under derogations for education, science or research purpose or safekeeping procedure (ICGD)
- Only sees documents in which his/her company is mentioned.

To get the role of “Exemption beneficiary” in the system, select “Operator” on the screen below.

Request authorisation

⚠

You currently do not have any role allowing you to access the application.

Please select the type of organisation you're requesting access for.

IMPORTANT: Do not request access from a new tab - this can result in duplicated access requests.

- Operator** >
Economic operators such as *particular businesses, stores, non-profit organisations...*
- Organic Control Body** >
Control Bodies listed in Annex III and Annex IV of Commission Regulation (EC) No 1235
- Authority** >
Competent authority such *Customs offices, Veterinary authorities, central competent authorities, phytosanitary authorities...*
- Appointed Veterinary Offices** >
Description
- Other body** >
Other bodies such as translators, country administrators, customs systems (at national level)...

? Need [help](#) to find out which kind of organisation you belong to?

The system will redirect you to a search page, which will enable you to search for your company.

Select the “**Country**” and type the name of the company in the box “**Search**”. The fields “**Section**” and “**Activity type**” are optional but can help you to better filter the results (select “Exemption beneficiaries”). Then click on “**Search**”.

< Select an existing operator + Create a new operator Request authorisation

Country	 Spain (ES) ▼	*
Section:	Exemption beneficiaries (AUTHORISED-ENTITY) ▼	*
Activity Type	Exemption beneficiaries ▼	
Search:	Search (F4)	

If your company already exists in the system: tick the small box on the right (you can select more than one company) and then click on the green button “**Request authorisation**”.

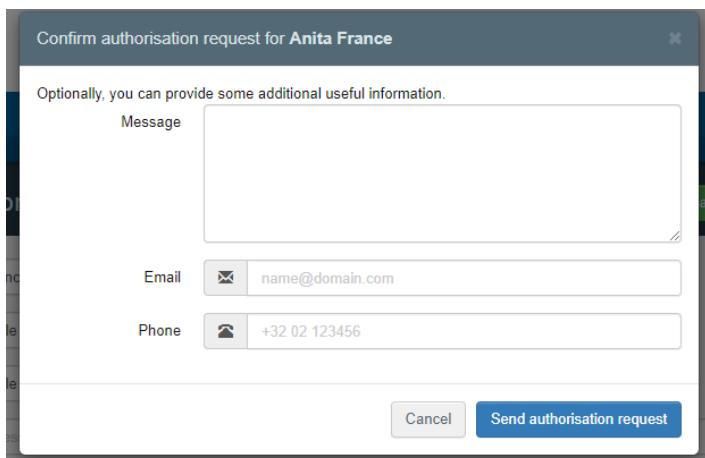
Select an existing operator

+ Create a new operator

Request authorisation

Country	Spain (ES) 		*								
Section:	Exemption beneficiaries (AUTHORISED-ENTITY)										
Activity Type	Exemption beneficiaries										
Search:	Institute		 Search								
<table border="1"> <thead> <tr> <th>Name</th> <th>Address</th> <th>Activities</th> <th></th> </tr> </thead> <tbody> <tr> <td>Institute of ancien art</td> <td>1447 Street 08036 Barcelona </td> <td>Exemption beneficiaries (AUTHORISED-ENTITY) </td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>				Name	Address	Activities		Institute of ancien art	1447 Street 08036 Barcelona 	Exemption beneficiaries (AUTHORISED-ENTITY) 	<input checked="" type="checkbox"/>
Name	Address	Activities									
Institute of ancien art	1447 Street 08036 Barcelona 	Exemption beneficiaries (AUTHORISED-ENTITY) 	<input checked="" type="checkbox"/>								

A pop-up window will appear and you have the option to send more information (optional). Click on **“Send authorisation request”**.



You have now requested to be linked to your company.

If your company does not exist in the system : you can create it by clicking on the green button **“+ Create a new operator”**.

Note: In order to reduce the number of duplicates in TRACES NT, the option to create a new operator is only available after you have searched for it.

< Select an existing operator

Country: Spain (ES) *

Section: Exemption beneficiaries (AUTORISED-ENTITY) *

Activity Type: Exemption beneficiaries *

Search: University Q Search

+ Create a new operator Request authorisation

Really didn't find the operator you belong to? In this case only you might consider creating a new one using the button above.

Name	Address	Activities	Delete
⌚ No matching results.			

Type the requested information in the box “**Operator details**”.

Note: The mandatory fields are marked with the red star (*)

< Create operator to request being attached to **nfeonine**

Operator Details

Name: Test operator *

Country: France (FR) *

Phone: +32 21 12 10 01 * +

Chapter or activity

Chapter: No section chapter *

Addresses

+ Add address

1	Delete	Star
Region:	Paris [FR-75] / Ile-de-France [FR-IDF] / Metropolitan France	
City:	75004 Paris *	✓
Ext:	[A-Z]{2}	
Address:	central street 1 *	

Note: You may add multiple addresses by clicking on the green button “**+ Add address**” :

Addresses

+ Add address

1

Region **Saône-et-Loire** [FR-71] / Bourgogne-Franche-Comté [FR-BFC] / Metropolitan France

City ✓ *

Address *

Coordinates /

2

Region **Cher** [FR-18] / Centre-Loire Valley [FR-CVL] / Metropolitan France

City ✓ *

Address *

Coordinates /

You can set the main address by clicking on the star on the top right corner of the address.

Once all the mandatory information filled, you will be able to choose the chapter in the box **“Chapter or Activity”**. Select “Import of cultural goods”.

Note: The chapter depends on the document you need to create/access. You can find below the chapters with their corresponding documents:

Import of cultural goods (ICGL, ICGS, ICGD), **Organic** (COI), **imported timber products** (FLEGT), **Plants** (access to CHED-PP, creation of PHYTO), **Fishing** (CATCH), **Veterinary** (access to CHED-A and CHED-P, creation of IMPORT), **Feed and food of non-animal origin** (access to CHED-D), **Food** (IMPORT), **Other** (horizontal roles such as “transporter” and “responsible for the load” (to create CHED-A, CHED-P, CHED-D, CHED-PP)).

In the box **“Section”** and **“Activity”**, select **“Exemption beneficiary”**. In the box **“Activity Address”** select the relevant address by clicking on the globe button.

Chapter or activity

Chapter Import of cultural goods *

Activity

Activity details

Section Exemption beneficiaries (AUTORISED-ENTITY) *

Activity Exemption beneficiaries *

Identifier

Valid From

Valid to +02:00 CEST

Publication date

Application date

Activity Address

Address central street 1 75004 Paris

Assigned responsible authorities

Search responsible authorities

For the role of “Exemption beneficiary” you must manually assign a competent authority. This is the authority which will validate your registration as “Exemption beneficiary” in the system because they consider your entity as trustworthy. According to the regulation, it is the competent authority where the perspective exemption beneficiary is established which should validate the request. We therefore advise you to assign the competent authority with which you work the most for your import of cultural goods as they know you.

Assign a Responsible Authority to your operator by clicking on “**Search responsible authorities**”.

Search for the competent **authority** you wish to assign to your operator by typing its name. You can also use the “**Advanced search**”. Make sure to select an authority with **Competence** “Import of cultural goods”.

Click on “**Select**” to assign the authority.

Search and assign responsible authorities

Search:

Q Search

Advanced search ▲

Country

Spain (ES)

Country

Role

Role

Name	Country	Address	Role	Code	Competence
Test CCA ICG Spain	Spain	Street 1 28012 Madrid	Central Competent Authority	ESICCG001	<div style="display: flex; align-items: center;"> Import of cultural goods ICG rw Select </div>

Note: The authority that you assigned to your operator will be the one in charge of the **validation** of your operator only (required to access the system). You will still be able to work with all the other authorities for your imports of cultural goods.

Once you have filled all the mandatory fields and assigned the authority, click on the button “**Create a new operator**”.

Create operator to request being attached to **ngoustev**

Operator Details

Name: *

Country: France (FR) *

Chapter or activity

Chapter: *

Create a new operator

A pop-up window will appear and you have the option to send more information (optional). Click on “**Send authorisation request**”.

Confirm authorisation request for **Anita France**

Optionally, you can provide some additional useful information.

Message

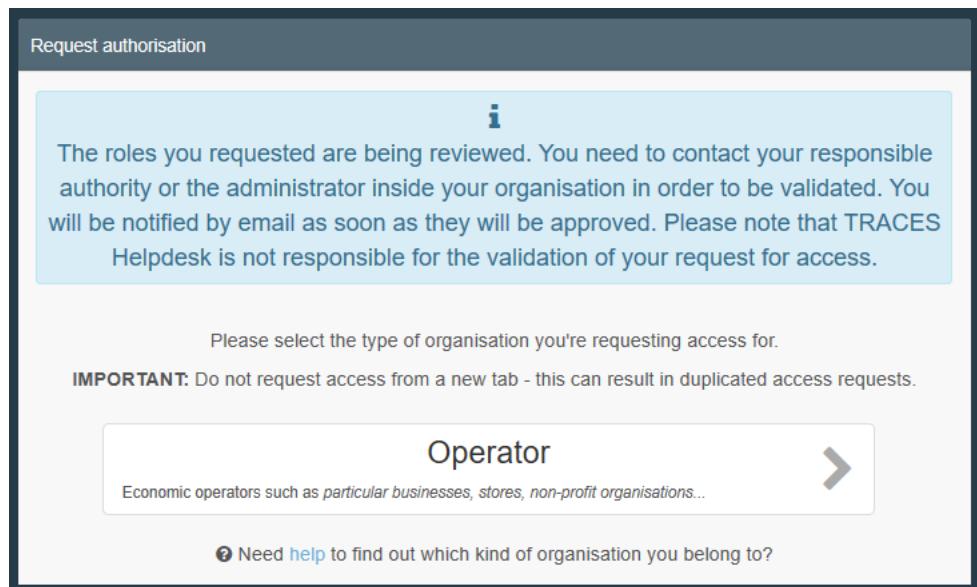
Email

Phone

Cancel
Send authorisation request

23

Once your request is submitted, whether you requested to be linked to your existing company or whether you created your company, you will receive the following message on the TRACES homepage:



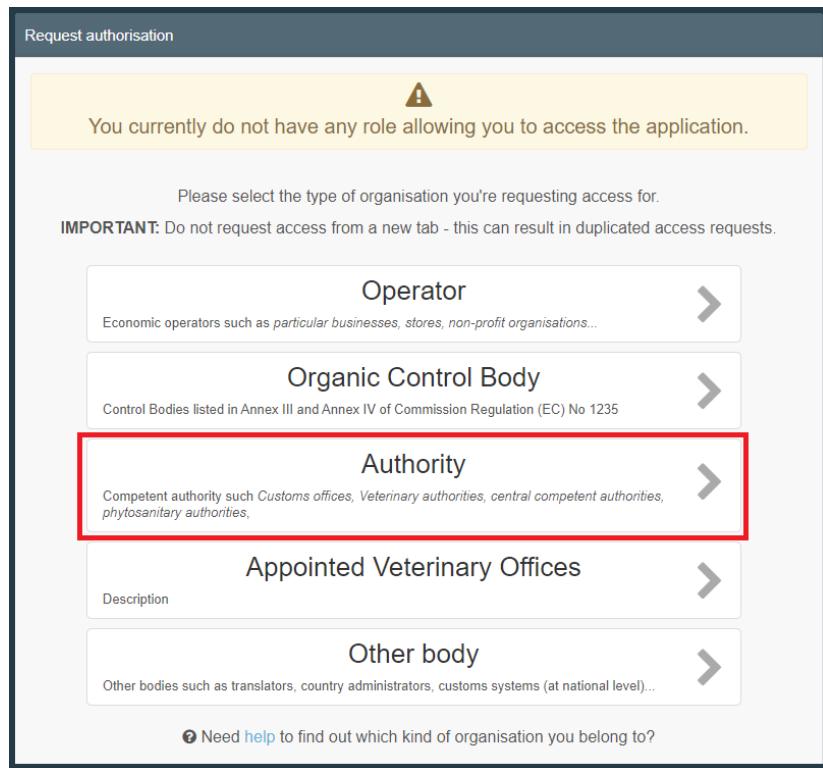
You will be able to see the status of your role request at the bottom of the page.

Your Roles	
Filter status	<input checked="" type="checkbox"/> 2 Requested <input type="checkbox"/> 0 Suspended <input type="checkbox"/> 0 Valid
Request new role	
Operator	Institute of ancien art Exemption beneficiaries (AUTORISED-ENTITY) Valid 08036 Barcelona Spain (ES)
	Status of the operator Status of the user request

You will have access to TNT once both status of your operator AND of your user request are valid.

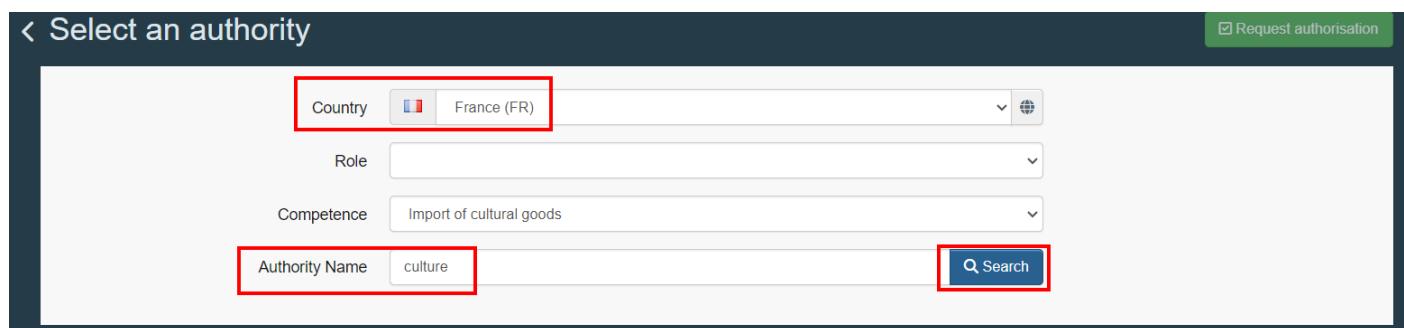
3. Request a role as a competent authority

If you are a competent authority user, click on “Authority”.



The screenshot shows a 'Request authorisation' page with a yellow warning box at the top stating: 'You currently do not have any role allowing you to access the application.' Below this, a note says: 'Please select the type of organisation you're requesting access for.' and an 'IMPORTANT' note: 'Do not request access from a new tab - this can result in duplicated access requests.' There are five options listed with arrows: 'Operator' (Economic operators such as particular businesses, stores, non-profit organisations...), 'Organic Control Body' (Control Bodies listed in Annex III and Annex IV of Commission Regulation (EC) No 1235), 'Authority' (Competent authority such as Customs offices, Veterinary authorities, central competent authorities, phytosanitary authorities...), 'Appointed Veterinary Offices' (Description), and 'Other body' (Other bodies such as translators, country administrators, customs systems (at national level)...). The 'Authority' option is highlighted with a red box.

The system will redirect you to a page, which will enable you to search for the authority entity for which you work. Choose the **country** in the drop-down menu and type the **authority name**. The box “**Role**” and “**Competence**” are optional but can help you to better filter the results (select “Import of cultural goods”). Then click on “**Search**”.



The screenshot shows a 'Select an authority' search page. It has fields for 'Country' (set to France (FR)), 'Role', 'Competence' (set to Import of cultural goods), 'Authority Name' (set to culture), and a 'Search' button. The 'Authority Name' and 'Search' button are highlighted with red boxes.

Select one or more authorities by ticking the small box on the right hand side.

Note: A competent authority can have many competencies. If you select the line with the wrong competence, you will not be able to access the documents relevant to you. It is therefore very important to select the line(s) with the competence corresponding to the field in which you work.

Roissy Charles-De-Gaulle FRCG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex France	BCP	COI rw COI Extract rw	<input type="checkbox"/> Select
Roissy Charles-De-Gaulle FRCG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex France	BCP	CHED-PP rw ePhyto rw EUROPHYT IN rw PHYTO rw	<input type="checkbox"/> Select
Roissy Charles-De-Gaulle FRCG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex France	BCP	CHED-D rw EU IMPORT r-	<input type="checkbox"/> Select
Roissy Charles-De-Gaulle FRCG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex	BCP	CHED-A rw CHED-P rw EU IMPORT r- AJL rw	<input type="checkbox"/> Select

Please note that you can select as many competences as you need. Once you have selected the authority, click on the green button **“Request authorisation”**.

< Select an authority Request authorisation

Country France (FR)	<input type="button" value=""/>
Role CCA - Central Competent Authority	<input type="button" value=""/>
Competence Import of cultural goods	<input type="button" value=""/>
Authority Name 	<input type="button" value="Search"/>

Name *	Full Address	Role	Competence	Code	<input type="checkbox"/> Select all
Ministère de la culture	Avenue des Champs-Élysées 18 75000 Paris France	CCA	ICG rw	FRICG001	<input checked="" type="checkbox"/> Select

A pop-up window will appear and you have the option to send more information (optional). Click on **“Send authorisation request”**.

Confirm authorisation request for **FRGUY4**

Optionally, you can provide some additional useful information.

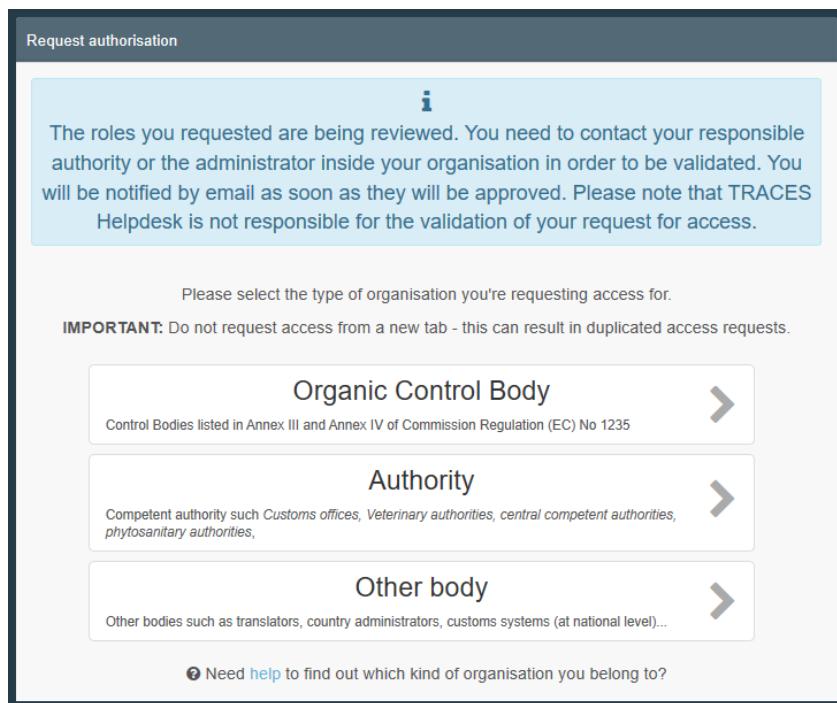
Message

Email name@domain.com

Phone +32 02 123456

Send authorisation request

Once your request is sent, you will receive the following message on the **TRACES** homepage:



You will be able to see the status 'requested' of your role at the bottom of the page.

Your Roles			
Filter status	<input checked="" type="checkbox"/> 1 Requested <input checked="" type="checkbox"/> 0 Suspended <input type="checkbox"/> 0 Valid		
Authority	Ministère de la culture CCA FRICG001 Import of cultural goods ICG rw 75000 Paris France (FR)	Requested	

You will have access to TRACES NT once your user request is validated.

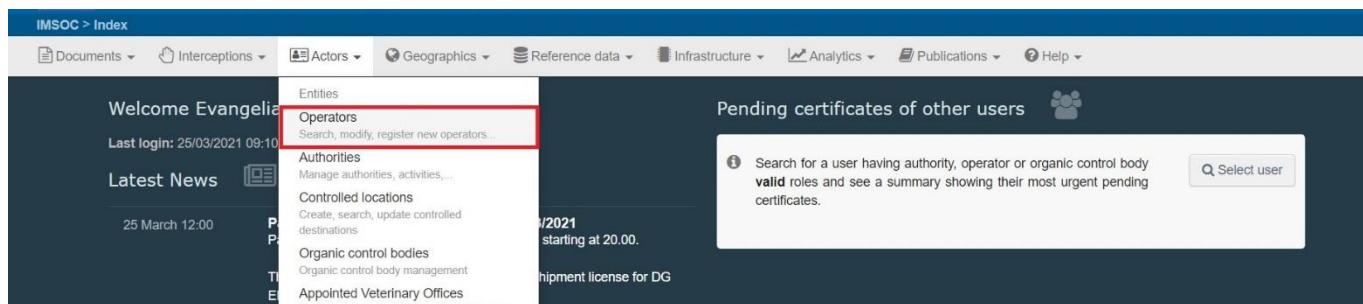
IV. Validation workflow

- ➔ As a competent authority, you are responsible for the validation of:
 - Operators (Holder of the goods / Exemption beneficiaries) that are under your authority
 - Requests of users who wish to be linked to operators under your authority
- ➔ As user of a superior authority (such as CCA or RCA), you are in charge of the validation of users from subordinate authorities:
 - Central competent authority users (CCA) can validate users from regional competent authorities (RCA) and local authority units (LAU) that are under their responsibility.
 - Regional competent authorities users (RCA) can validate users from local authority units (LAU) and border control post (BCP) that are under their responsibility.
- ➔ As a power user (authority / operator), you have the administrator rights for your entity, and you are therefore responsible for the validation of your colleague(s) requesting a role **within** your operator or authority.

1. As authority - I want to validate an operator (entity)

Important: After validating the operator, authorities should also validate the link between the user and the operator so that they may have access to documents and operator information (see III. 2. *As authority/power user - I want to validate the role of a user*).

As an authority user, you have the responsibility to validate the operators and user accounts that are under your authority. To validate an operator, click on the menu “**Actors**” and then click on “**Operators**”:



You have a few options to find the operators that are waiting for validation:

- ➔ By clicking in “**Operators to validate**”: all the operators that are waiting for your validation will appear in the list below.

Search Operator

Search: Please provide name, identifier... Advanced search 1 / 1 results.

Operator Filter

Operator Activity Filter

Country:	No country selection	Chapter:
Section:	Activity type:	

Name	Country	Identifiers	Activities	Full Address
Test validation request	Italy	EORI IT12345X789012345	Import of cultural goods HOLDER-OF-THE-GOODS Holder of the goods	EORI15565 New 1 street 00100 Rome Lazio IT-62

→ **By using the search bar:** you can type the name of the operator you are looking for in the search field and then click in “**Search**”. The result of your search will appear below.



Search Operator

Search: Advanced search 1 / 1 results.

Operator Filter

Operator Activity Filter

Country:	No country selection	Chapter:
Section:	Activity type:	

Name	Country	Identifiers	Activities	Full Address
Test validation request	Italy	EORI IT12345X789012345	Import of cultural goods HOLDER-OF-THE-GOODS Holder of the goods	EORI15565 New 1 street 00100 Rome Lazio IT-62

➔ By using the Advanced Search options: you can fill the relevant fields to find the operator.

The screenshot shows the 'Search Operator' interface. At the top, there is a search bar with the placeholder 'Please provide name, identifier...'. To the right of the search bar are two buttons: 'Search' (blue) and 'Advanced search' (red box). Below the search bar is the 'Operator Filter' section, which includes fields for Country (No country selection), Region, City (Please provide city name, postal code...), Postal Code, and Identifier. To the right is the 'Operator Activity Filter' section, which includes fields for Chapter, Section, Activity type, Activity Status (Select Activity status), Identifier, and checkboxes for 'Exact match' and 'Include operators without activities'. The top right corner of the interface shows '- / - results.'

Once you find the operator you are looking for, click on its name or on the small pen icon to open its details.

The screenshot shows the operator details page for 'Test validation request'. It includes fields for Name (Test validation request, red box), Country (Italy), Identifiers (EORI IT12345X789012345, Import of cultural goods), Activities (HOLDER-OF-THE-GOODS Holder of the goods), and Address (Full Address: 1 street 00100 Rome, Lazio, IT-62, edit icon red box). The 'Import of cultural goods' activity is highlighted with a red box.

Once you opened the operator, click on the check button (✓) to validate the operator's activity.

The screenshot shows the 'Holder of the Goods' activity details page. It includes fields for Identifier (EORI15565), Remarks (No remarks), and a validation button (✓, red box). The 'Holder of the goods' activity is highlighted with a red box.

Do not forget to click on the “**Save**” button to save the changes. Once you saved the changes, a confirmation message will pop up.

The screenshot shows the operator details page for 'Test validation request'. It includes sections for 'Operator Details' (Name: Test validation request, Country: Italy, Phone: +32 21 12 10 01) and 'Addresses' (Region: Lazio, IT-62, City: 00100 Rome). The 'Save' button (blue box) is highlighted.

The activity that you have validated now has the status **Valid**.

Name	Country	Identifiers	Activities	Full Address
Test validation request	Italy	EORI IT12345X789012345	Import of cultural goods HOLDER-OF-THE-GOODS Holder of the goods	EORI15565 Valid 1 street 00100 Rome Lazio IT-62

2. As authority/power user - I want to validate the role of a user

A power user is a user who has been granted the administrator rights for his entity, and who is therefore responsible for the validation of the colleague(s) requesting a role within his operator or authority.

This is enabled by activating the “Administrator” button on the user profile. By default, the first user of an entity will have the Administrator rights enabled. It can be disabled if needed. It is possible to have as many administrator as desired for an entity.

Edit User Steve GOUTHIERE ngoustev

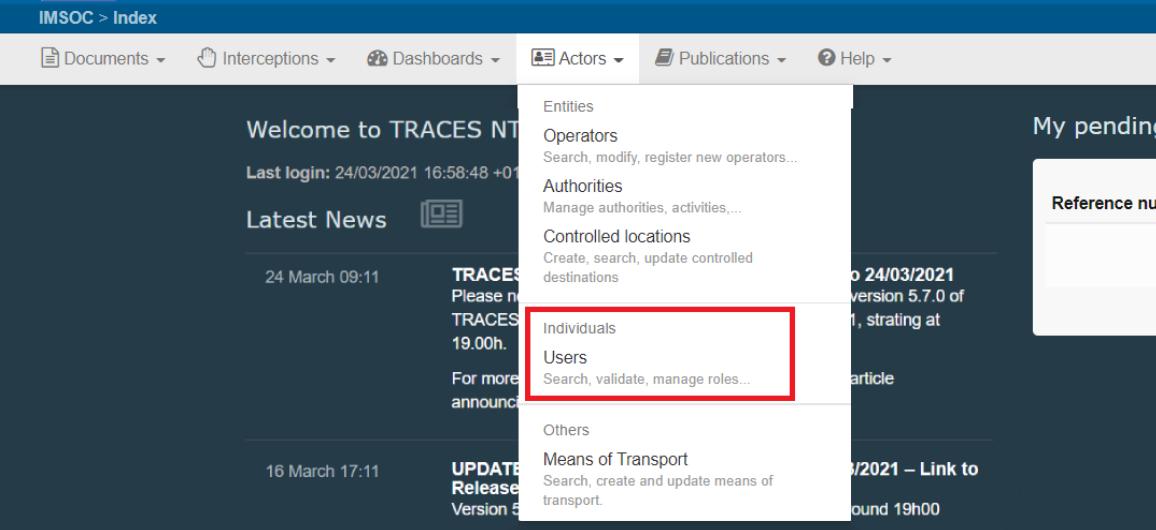
User details

Username	ngoustev	Email	TracesHelpdesk@gmail.com
Domain	External	Phone	Phone
Full name	Steve GOUTHIERE	Fax	Fax
Digital signature authorized SEAL requester ID	Not authorized	Application access	✓ Has access.

Roles

User Roles status to display	0 Deleted	0 Requested	0 Suspended	1 Valid
Operator	Test validation request	Holder of the goods (HOLDER-OF-THE-GOODS)	Valid	✓
	00100 Rome	Italy (IT)		✓
	Administrator			✓
	Use of organisation	Users administrators are able to validate other users and roles within an organisation		
	Electronic seal manager	Electronic seal manager required to validate other users and roles within an organisation		

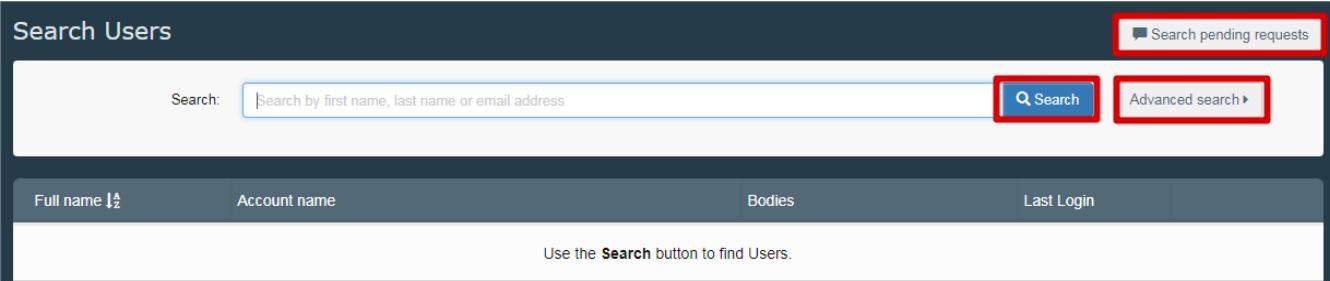
In order to validate the request of a user, click on “**Actors**” in the menu and then click on “**Users**”:



The screenshot shows the TRACES NT interface with the 'Actors' menu open. The 'Users' option is highlighted with a red box. Other options in the menu include 'Entities', 'Operators', 'Authorities', 'Controlled locations', 'Individuals', 'Others', and 'Means of Transport'.

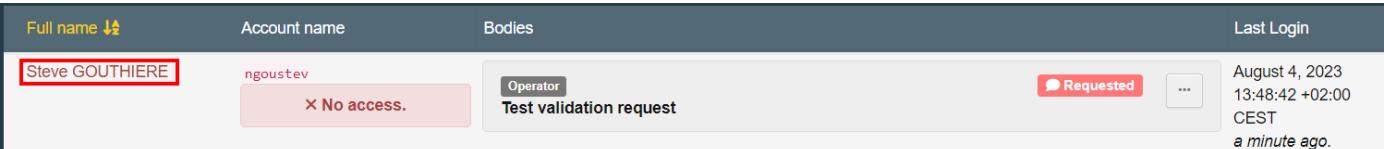
You have a few options to find users that are waiting for the validation of their role:

- ➔ By clicking in “Search pending request”: all the users that are waiting for your validation will appear in the list below.
- ➔ By using the search bar: type the name/email address of the user you are looking for in the search field and then click in “**Search**”. The result of your search will appear below.
- ➔ By using the Advanced Search option



The screenshot shows the 'Search Users' page. It features a search bar with placeholder text 'Search by first name, last name or email address', a 'Search' button, and an 'Advanced search' button. Below the search bar is a table header with columns: 'Full name', 'Account name', 'Bodies', and 'Last Login'. A message at the bottom of the page says 'Use the **Search** button to find Users.'

Once you find the user you are looking for, click on the user's name to open the details.



The screenshot shows the user details for Steve GOUTHIERE. The table columns are 'Full name', 'Account name', 'Bodies', and 'Last Login'. Steve GOUTHIERE's name is highlighted with a red box. The 'Account name' is 'ngousteve' and the 'Bodies' section shows 'Operator' and 'Test validation request'. The 'Last Login' section shows 'August 4, 2023 13:48:42 +02:00 CEST a minute ago.' There is also a 'Requested' button with a checkmark and a '...' button.

Click on the check button (✓) to validate the relevant role request then click on “**Save changes**”.

Edit User **Steve GOUTHIERE** **ngoustev**

Save changes (highlighted with a red box)

User details

Username	ngoustev	Email	TracesHelpdesk@gmail.com
Domain	External	Phone	Phone
Full name	Steve GOUTHIERE	Fax	Fax
Digital signature authorized SEAL requester ID	Not authorized	Application access	No access.

Roles

Add new Role ▾

User Roles status to display: 0 Deleted 1 Requested 0 Suspended 0 Valid

Operator	Test validation request > Holder of the goods (HOLDER-OF-THE-GOODS) Valid	Requested	Administrator
	00100 Rome Italy (IT)	Status of the operator	Use of organisation e-seal

Note: The operator (entity) must be in status valid to allow users to be linked to it. If it's not the case, you will need first to validate the operator, then the user request.

If you want a user to be a “**power user**” and enable him to validate his/her colleagues within his authority/operator, activate the blue icon “Administrator” on the right, then click on “**Save**”.

< Edit User **Steve GOUTHIERE** **ngoustev**

Save changes (highlighted with a red box)

User details

Username	ngoustev	Email	TracesHelpdesk@gmail.com
Domain	External	Phone	Phone
Full name	Steve GOUTHIERE	Fax	Fax
Digital signature authorized SEAL requester ID	Not authorized	Application access	Has access.

Roles

Add new Role ▾

User Roles status to display: 0 Deleted 0 Requested 0 Suspended 1 Valid

Operator	Test validation request > Holder of the goods (HOLDER-OF-THE-GOODS) Valid	Valid	Administrator
	00100 Rome Italy (IT)		Use of organisation e-seal

Users administrators are able to validate other users and roles within an organisation

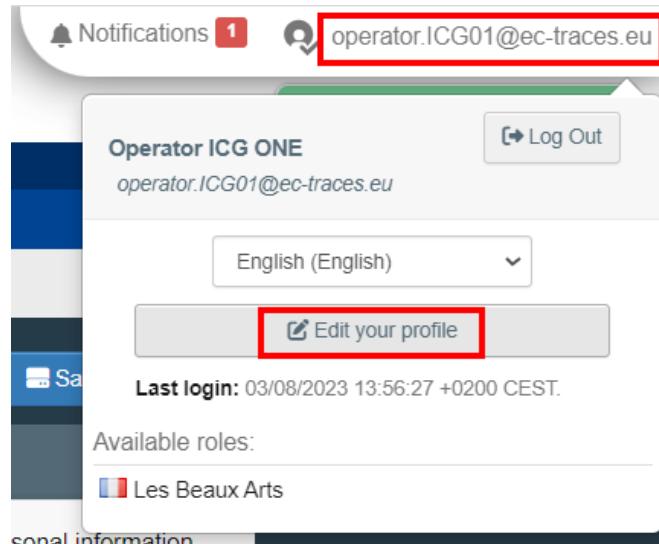
Electronic seal manager

V. Operator management

1. How to add an activity to an operator?

The possible activities for an ICG operator are “Holder of the goods” and “Exemption Beneficiary”.

→ As a user linked to an operator, you can add a new activity to your operator. Click on your email address at the top right corner of the screen, then click on “**Edit your profile**”.



At the bottom of the page, click on your operator to open it.

Your Roles	
Filter status	<input type="checkbox"/> 0 Requested <input type="checkbox"/> 0 Suspended <input checked="" type="checkbox"/> 1 Valid Request new role
Operator	Les Beaux Arts Holder of the goods (HOLDER-OF-THE-GOODS) Valid Valid Request new role
91744 Paris France (FR)	

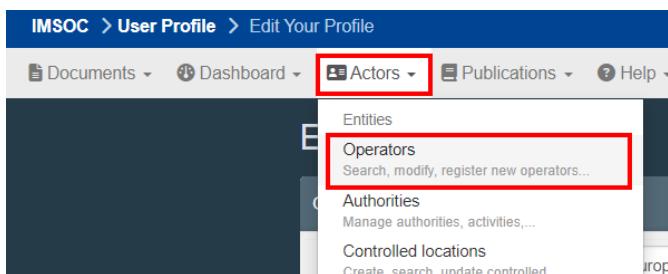
Note: only the users that have the administrator rights (power users) can manage their operator (add an activity, modify the address, add a contact detail).

Then click on “**+ Add Activity Section**”. A new board (in red in the image) will open at the bottom of the page, to fill the new activity details:

< Les Beaux Arts	
+ Add activity section	Save

Click on the button “**Save**” on the top right of the screen to submit your application. The activity has the status “**New**”.

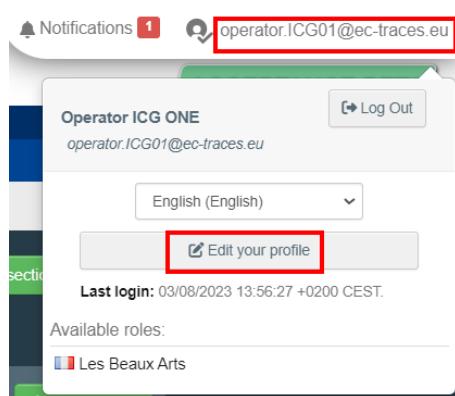
- As a user linked to an authority, you can add an activity to an operator. Search for the operator through the menu “**Actors**” and then “operator”. Once you find it, click on it to open it. Then follow the procedure described above.



If the activity you just added is under your responsibility, the status of this activity will automatically have the status “**Valid**”.

2. How to request an additional role?

Click on your email address in the top right corner and then on “**Edit your profile**”.



Click on the green button “Request new role”.



The screenshot shows the 'Edit Your Profile' page. At the top right, there is a green button labeled 'Request new role' with a red box drawn around it. Below the button are two other buttons: 'Save Preferences' and a small blue square icon. The page has sections for 'General preferences' (Timezone set to Europe/Luxembourg - Central European Time (+01:00), Local time: March 6, 2020 13:45:53 +01:00 CET) and 'Personal Information' (EU Login is the place where your personal information are stored). The 'Request new role' button is the primary focus of the red box.

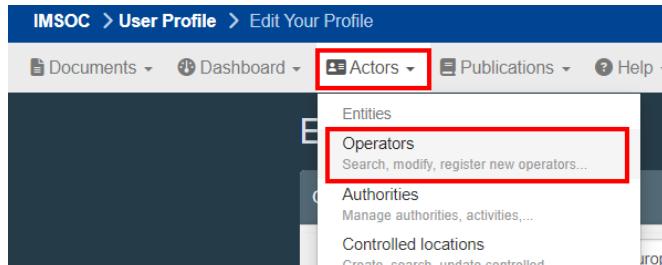
Select the role you wish to add and follow one of the procedures described in II.1 (operator) or II.2 (authority).

Note: The roles of operator and authority are incompatible. If you already have a role as an operator, you will only have the option to request a new role as an operator. If you already have a role as an authority, you will only have the option to request a new role as an authority.

3. How to delete an operator?

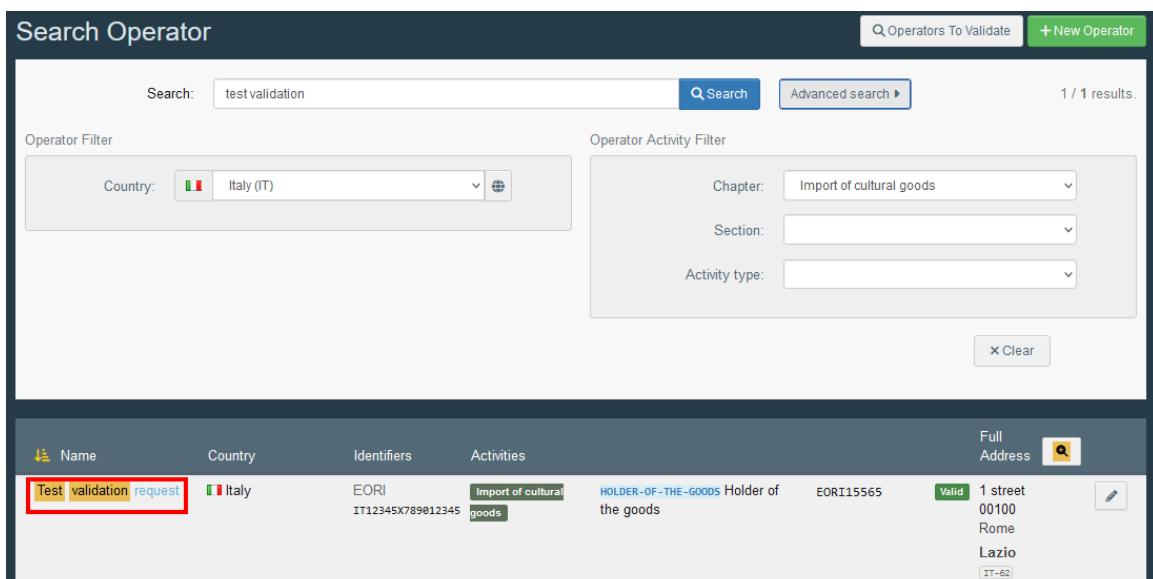
Only competent authorities are able to delete operators. When an operator has several activities, the competent authority can only delete the activity that is under their responsibility and not the complete operator. Please follow the procedure described in IV.4 for the details.

Search for the operator through the menu “**Actors**” then “**Operators**”.



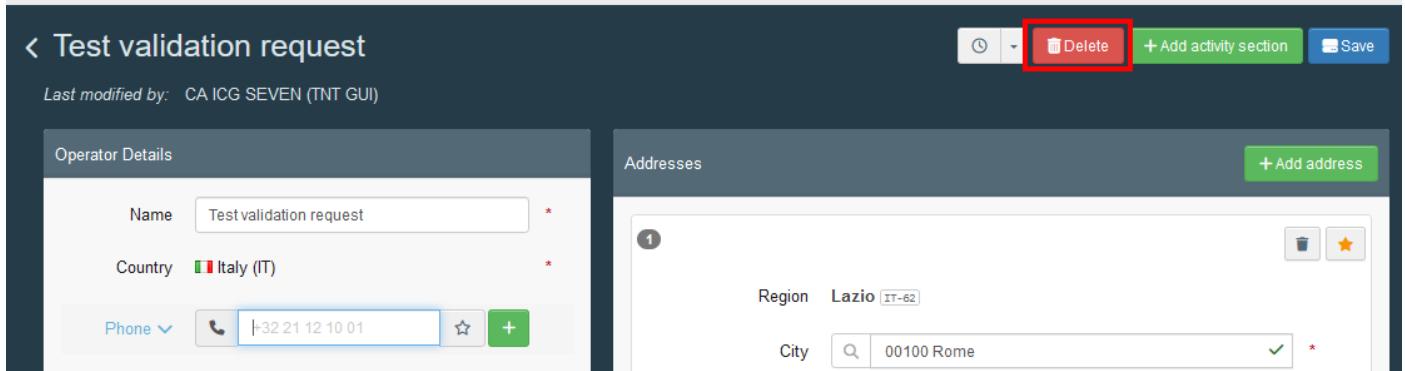
The screenshot shows the 'Edit Your Profile' page with the 'Actors' menu item highlighted with a red box. Under the 'Actors' menu, the 'Operators' sub-menu item is also highlighted with a red box. Other menu items include 'Documents', 'Dashboard', 'Publications', and 'Help'.

Once you find it, click on its name to open the details.



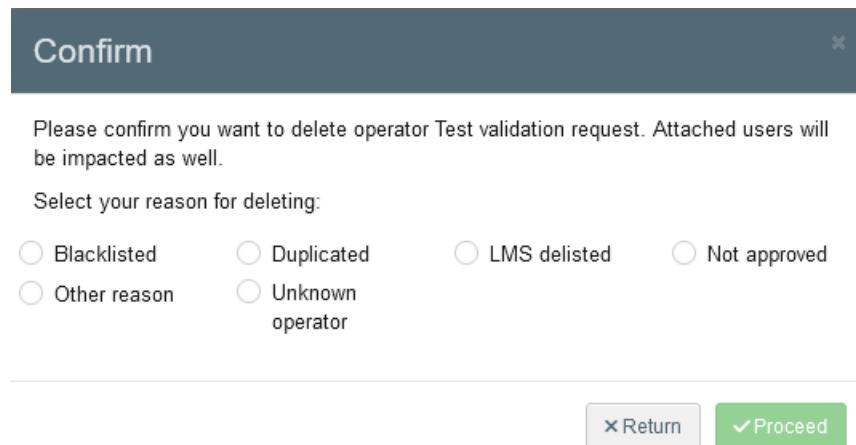
The screenshot shows the 'Search Operator' page. The search bar contains 'test validation' and the results table shows 1 / 1 results. The table has columns: Name, Country, Identifiers, Activities, and Full Address. One row is selected, showing 'Test validation request' in the Name column, 'Italy' in the Country column, 'EORI IT12345X789012345' in the Identifiers column, 'Import of cultural goods' in the Activities column, and '1 street 00100 Rome Lazio IT-62' in the Full Address column. The 'Test validation request' row is highlighted with a red box.

Click on the “Delete” button:



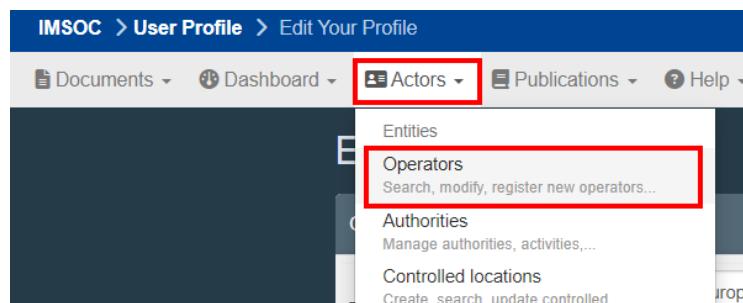
The screenshot shows the 'Test validation request' operator details page. The 'Delete' button in the top right corner is highlighted with a red box. The page includes sections for 'Operator Details' (Name: Test validation request, Country: Italy (IT), Phone: +32 21 12 10 01) and 'Addresses' (Region: Lazio, City: 00100 Rome).

A pop-up window will appear: select one of the reasons for deleting an operator and click on “Proceed” to save the change.



4. How to delete the activity of an operator?

Only competent authorities are able to delete the activity of an operator. They can only delete an activity that is under their responsibility. In order to do so, search for the operator through the menu “Actors”.



Once you find it, click on it to open the details.

Click on the little bin icon next to the activity you wish to delete and click on the “Save” button.

Note: when an operator has only one activity, you can only delete the complete operator and not the activity.

5. How to delete my role?

Click on your email address at the top right corner of the screen and then on “Edit your profile”.

At the bottom of the page click on the little bin icon on the right of the role you want to remove.

Your Roles

Filter status 0 Requested 0 Suspended 1 Valid

Request new role ▾

Operator	Role Details	Status	Actions
Operator	Les Beaux Arts Holder of the goods (HOLDER-OF-THE-GOODS) 91744 Paris France (FR)	Valid	 

Note: When you only have one role and you delete it, you will automatically lose all access rights to TRACES NT. In order to re-gain access, you need to request a new role, which will need to be validated by the authorised users.