Users and operators management guide

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1. GLOSSARY

ADMIN USER	Power user with administrator rights				
ВСР	Border Control post				
ССА	Central Competent Authority				
EU	European Union				
LAU	Local authority unit				
OPERATOR	Counterpart of the "organisation" in TRACES Classic				
RCA	Regional competent authority				
RFC	Responsible for Consignment (same as TRANSITAIR in TRACES Classic)				
тит	TRACES new technology				

2. HOW TO REQUEST A ROLE?

The first step is the creation of your EU login. Once you created your EU login, you have to request a role in order to have access to TRACES NT.

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

Then click on the green button "Login into TRACES", you will be redirected to the EU Login access.

TRACES Log In 💄	
Please log in through the EU Login by clicking on the button below and follow instructions.	
If you cannot remember your password, you can Reset your password on EU Login.	

tracesnt requires you to authenticate Sign in to continue	tracesnt requires you to authenticate Sign in to continue
Use your e-mail address I Next Create an account Or Or use the elD of your country Select your country	We conserve a serve

Click on "**Sign in**". When accessing TRACES for the first time, you will see this page:

RACES NT > User Profile > Manag	uuborisation requests
	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 >
	Organic Control Body Control Bodys Sisted in Annex II and Annex IV of Commission Regulation (EC) No 1235
	Authority State Carbon offices, Veternary authorities, central competent authorities, phytosentary authorities,
	Other body Other bodys such as translaters, country identications, customs systems (at national level) >>
	Need help to find out which kind of organisation you belong to?

1. As an operator

If you work for a company and you have to create the PART I of a CHED, select "**Operator**". The system will redirect you to a page, which will enable you to search for your company.

Note: Please keep in mind that to create PART I of any CHED, the company must have the activity "Responsible for the Load".

Complete the fields requested by the system by inserting "**Country**", "**Section**", "**Activity type**" and the name of the company you are looking for.

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 in the green button named "Request authorisation".

Control and Expert System			
			154420191
Select an existing	g operator	+ Create a new operator	Proquest authorisation
Country	France (FR)	. Really ddn't find the operator you bel to? In this case only you might conside creating a new one using the button	
Section:	Responsible For the Load (Freight Forwarder) (RFL)	above	
Activity Type	Responsible for the load		
Search	Air France C	٩	Search
AIR FRANCE CARGO CIN: FR55999020L	12 Rue des Tarterets - zone de fret 1 95763 Reissy Ch De Gaulia Cedex	 Approved Place of Destination (4PG) New Responsible for the load (4FL) Next 	
air france silvla	mmm 95763 Rolesy Ch De Gaulle Cedex Lill France	 Plant establishment (PLANS) New Responsible for the load (ter.) Vale 	

It means that you just have requested the authorisation to be linked to the company you work for. A pop-up window will appear you have the option to send more information. Otherwise, click on **"Send authorisation request"**:

ptionally, you can provi Message	ae som	e additional useful information.
Email		name@domain.com
Phone		+32 02 123456

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 avoid duplicate in TNT, you first have to look for your company in order for the button to turn green. Once you looked for it, you will have the option to click on it.

Country France (FR) Really didn't find the operator you belong to? In this case only you might consider creating a new one using the button above. Section: Responsible For the Load (Freight Forwarder) (RFL) Activity Type Responsible for the load	ght consider
Activity Type Responsible for the load	
Search: Type business name, approval number Q Search	Q Search

If you are <u>creating</u> an operator with activity **Responsible for the Consignment**, please follow this procedure:

- Type the requested information in the box "Operator details". In the box "Chapter or Activity", select "Other".
- Then, in the "Activity" box, select "Responsible for the Load" in "Section" and "Activity" fields. The operators with the activity "Responsible for the Load", you have to select a **Responsible Authority**.

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

ator Details		Chapter or activity		
Name	Test RFC France Training	Chapter	Other •	•
Country	France (FR) *			
Region	Paris	Activity		
City	Q. 75000 PARIS 🗸	✓ Activity details		
Address	rue 2	Section	Responsible For the Load (Freight Forwa	arder) (RFL) 🔻 *
100.000		Activity	Responsible for the load	•
Coordinates	Latitude • / Longitude •	Identifier		
Phone 🗸	 ↓ ★ + + 	Valid From		+02:00 CEST
		Valid to		+02:00 CEST
ator Identifie	Add Identifier	Publication date		
	No identifiers.	1 ubication date		
	No foendiers.	Application date		
		✓ Assigned responsible a	uthorities	
				Q Search responsible authorities
		Name A	ddress Role	Code

• In the "Activity" box, click on "**Search responsible authorities**" and search for the **BCP** you wish to assign to your operator. We usually advise to assign the BCP you work the most with. Click in "Select to assign the BCP"

Note: The BCP that you decided to assign to your operator will be the one in charge of the **validation** of your operator.

Select responsib	le authoritie	S	Andı	មួយបាន 🔹 😈 ខេត្	, .		×
Search	h: roissy				Q Search	Advanced search •	
Name	Country	Address	Role	Code	Competence		^
Roissy Charles- De-Gaulle FRCDG4	France	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex	Border Control Post	FRCDG4	Organic COI rw COI Extract rw		Select
Roissy Charles- De-Gaulle FRCDG4	France	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex	Border Control Post	FRCDG4	Plants CHED-PP rw PHYTO r		Select
Roissy Charles- De-Gaulle FRCDG4	France	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex	Border Control Post	FRCDG4	Food Veterinary CHED-A rw CHED-P n EU IMPORT r- AJL rw		Select
Roissy Charles- De-Gaulle FRCDG4	France	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex	Border Control Post	FRCDG4	Feed and Food of Non-A CHED-D rw	nimal Origin 🖉 S	Select
Roissy PED 11 BUREAU	France	Zone de fret 3 - Bâtiment 3609 - Porte n° 140	Border Control Post	FRDGCCRF11	Organic COI rw COI Extract rw		Select
			AVA 640 6 4 6				Close

Once you have filled all the mandatory fields, selected the activity & the section and assigned the authority, click on the button "Create new operator" in order to submit your application.

perator Details		Chapter or activity						
Name	Test RFC France Training	Chapter	Other		•			
Country	France (FR)							
Region	Paris	Activity						
City	Q. 75000 PARIS 🗸	← Activity details						
Address	rue 2 *	Section	Responsit	le For the Load (Freight Forv	varder) (RF	L) v	×	
		Activity	Responsit	le for the load		Ŧ		
Coordinates	Latitude • / Longitude •	Identifier						
Phone 🗸	S 111 🖈 + *	Valid From			*	+02:00 CEST		
		Valid to				+02:00 CEST		
perator Identifi	ers + Add Identifier							
	No identifiers.	Publication date						
	No Identifiers.	Application date						
		✓ Assigned responsible	authorities					
		Name		Address		Role Code		
		Roissy Charles-De-Gau	le FRCDG4	Zone de fret 1 - Rue du pél BP 10111 95701 Roissy Ch De Gauli France		BCP FRCDG4	Ť.	

When you click on "Create new operator", a pop-up window will appear. You have the option to send more information, otherwise, click on "**Send authorisation request**":

1	Confirm authorisation r	eque	st for Test RFC France Training	x
2	Optionally, you can provid Message	e som	e additional useful information.	
l				.0
I	Email	۳	name@domain.com	
	Phone	2	+32 02 123456	
l			Cancel Send authorisation reques	1

Note: By clicking on "Send authorisation request" you are making a request to the users in the BCP that you have assigned as responsible authority for the validation of the operator as **Responsible for the Load**. You are also requesting to be linked to that operator **Responsible for the Load**.

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

	i
	he roles you requested are being reviewed. You need to contact either your onsible authority either the administrator inside your organisation in order to be validated. You will be notified by email as soon as they will be approved.
	Please select the type of organisation you're requesting access for.
IMP	ORTANT: 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

You will then be able to see the status of your request in your profile:

Your Roles			
Filter status	3 Requested Image: Support of the su		Request new role +
Operator	Silvia RFL Test > Responsible for the load (RFL) Valid 92931 Paris La Defense Cedex III France (FR)	Valid	a
Dperator	COOPERATIVEAD35 Co Responsible for the load (RFL) Valid 40280 Haut Mauco France (FR)	Requested	a

Once your operator and your role are valid, you will have access to TNT.

2. As an authority

If you are an authority and you have to do the PART II or III of the CHED, select "**Authority**". The system will redirect you to a page, which will enable you to search for the authority entity you work for.

Complete the fields requested by the system by inserting "**Country**", "**Section**", "**Activity type**" and the name of the company you are looking for.

Note: It is very important to select the right competence. For instance, the same BCP may have competence for Plants (CHED-PP), for Food and Feed of non-animal origin (CHED-D), for Organic (COI) etc.

Name ↓ [≜]	Full Address	Role	Competence	Code	Select all
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex L I France	BCP	Organic COI COI Extract	FRCDG4	Select
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex III France	ВСР	Plants CHED PP PHYTO	FRCDG4	Select
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex II <mark>II</mark> France	BCP	Feed and Food of Non-Animal Origin CHED D	FRCDG4.	Select
Roissy PED 11 BUREAU DGCCRF	Zone de fret 3 - Bâtiment 3609 - Porte n° 140 1/3, rue du Pied Sec BP 10478 95708 Roissy Ch De Gaulle Cedex Lill France	ВСР	Organic COI COI Extract	FRDGCCRF11	Select

Therefore, if you select the wrong competence (e.g. for Organic), it is unlikely that your request will be validated. Furthermore, when you do not select the BCP with the right competence, you won't be able to do the PART II in the documents.

Please note that you can be linked to the same BCP for more than one competence if necessary. Therefore, you need to select as many competences as you need:

Name <mark>↓</mark> ∱	Full Address	Role	Competence	Code	Select all
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex III France	BCP	Organic COI COI Extract	FRCDG4	Select
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex	BCP	Plants CHED PP PHYTO	FRCDG4	Select
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex	BCP	Feed and Food of Non-Animal Origin CHED D	FRCDG4.	 Select
Roissy PED 11 BUREAU DGCCRF	Zone de fret 3 - Bâtiment 3609 - Porte n° 140 1/3, rue du Pied Sec BP 10478 95708 Roissy Ch De Gaulle Cedex	BCP	Organic COI COI Extract	FRDGCCRF11	Select

Once you have selected the authority, click on the green button "Request authorisation".

rol and Expert System					
ation requests > Select Authority					
Select an authority					Request authorisati
Country	France (FR)		• @		
Role	BCP - Border Control Post		*		
Competence	Plants		٣		
Authority Name	roissy		Q Search		
Namel	Full Address	Role	Competence	Code	Select all
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex France	BCP	Plants	FRCDG4	Select

A pop-up window will appear and you have the option to send more information. Click on **"Send authorisation request**":

Optionally, you can provi Message	de som	e additional useful information.
		2
Email		name@domain.com
Phone		+32 02 123456

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

	i	
	he roles you requested are being reviewed. You need to contact ei onsible authority either the administrator inside your organisation ir validated. You will be notified by email as soon as they will be app	n order to be
	Please select the type of organisation you're requesting access for.	
MP	ORTANT: Do not request access from a new tab - this can result in duplicated acce	ess requests.
	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,	
	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?	

You will then be able to see the status of your request in your profile.

Your Roles			
Filter status	V 3 Requested V 0 Suspended V 1 Valid		Request new role +
Operator	Silvia RFL Test > Responsible for the load (RFL) Valid 92931 Paris La Defense Cedex II France (FR)	Valid	
perator	COOPERATIVEAD35 Co > Responsible for the load (RFL) Valid 40280 Haut Mauco UB France (FR)	Requested	

Once your role is valid, you will have access to TNT.

3. VALIDATION WORKFLOW

1. As an authority I want to validate an operator

<u>Remarks:</u>

As BCP user, you have the responsibility to validate the operator with the activity "Responsible for the load".

Note: You can only validate Responsible for the load users that are **linked to your** authority, no matter the country of this operator.

To validate the operator with the activity type "Responsible for the load", follow the procedure:

• Click on "Organisations" in the menu and then click on "Operators"

European Commission	TR	Ade Control and	Expert System				
RACES NT > Ind	ex						
Certificates 👻	🛕 Alerts 👻	🚳 Dashboards 👻	🏛 Organisations 🗸	Analytics	🗸 🕜 Help 🗸		
		L	Directory Users Search, validate, manag Operators Search, modify, register operators Bodies Authorities Manage authorities, act	ge roles r new	g to Production. Th ougs and therefore y or correctness.	ase, to ensure everything is version of the system we provide no guarantees	ж
				on this enviro on data enter	nment to perform t	raining events. over time - the database is	6

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

- <u>By clicking in "Operators to validate</u>" and all the operators that are waiting for your validation will appear in the list below.



- <u>By using the search bar</u>: 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.
- By using the Advanced Search option
- Once you find the operator you are looking for, click on the Operator to open their details.

	Search:	Please provide name	b, identifier		Q Search	Advanced search >	
L7	Name	Country	Identifiers	Activities	Full Address		
Charleszk	97 WW	France	National Company Number FR BIO 10		via Savigliano 45 76600 Le Havre		
Daimler A	G	📕 Germany			Hanns-Martin Schleyer- Str. 21-57 68229 Mannheim, Universitaetsstadt		/
test cp g		France			aa 72500 Vaas		 Image: A second s
Training C	HED-PP Bratislava	🗖 Austria			Wieningerstraße 8 4020 Linz, Donau		/
Test RFC	Paris	France			Rue 1 75116 Paris		

• On the right column, click on the check button to validate the Operator's activity. The activity that you have validated now has the status **Valid**. Do not forget to click on the **Save** button to commit to the changes. Once you saved the changes, a confirmation message will pop up.

perator Details			Operator Activities - 🖌 🧭 🕂 Add Activity
Name	Test RFC Paris	•	> Responsible for the load Responsible For the Load (Freight Forwarder) (RFL) Ker
Country	France (FR)		
Region			> Users
City	Q 75116 Paris	• •	
Address	Rue 1]•	
Coordinates	Latitude • / Longitude	•	
Phone 🗸	 ٤ 222 ☆ 		
perator Identifie	rs + Add	dentifier	
	No identifiers.		

Operator Details		Operator Activities - 🗶 🛃 + Add Activity
Name	Test RFC Paris *	> Responsible for the load Responsible For the Load (Freight Forwarder) (RFL) View
Country	France (FR) *	
Region		> Users
City	Q. 75116 Paris 🖌 *	
Address	Rue 1	
Coordinates	Latitude • / Longitude •	
Phone 🗸	 € 222 ☆ ★ 	
Operator Identifiers	+ Add Identifier	
	No identifiers,	

2. As an authority or a user I want to validate the role of a user

<u>Remarks</u>

As a superior authority user, you can validate the role of users from a subordinate authority and of users of operator for which you are the competent authority.

As a user, you can only validate the users that requested a role within the authority/operator for which you have the administrator rights.

You can only validate Users inside your Authority / your organisation if you are the corresponding administrator.

To validate the role of a user, follow the procedure:

• Click on "Organisations" in the menu and then click on "Users"



- You have few options to find the operators that are waiting for validation:
- <u>By clicking in "Search pending request</u>": all the users that are waiting for your validation will appear in the list below.

Search Search Q Search Advanced search Full name I ^A Account name Bodies Last Login Use the Search button to find Users. Use the Search button to find Users. Use the Search button to find Users.	Search Users	;				Esearch pending requests
		Search:	Şearch by first name, last name or email addres	SS	Q Search	Advanced search
Use the Search button to find Users.	Full name ļ ∱		Account name	Bodies	Last Login	

- <u>By using the search bar</u>: you can type the name 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
- Once you find the user you are looking for, click on it to open his details. Click on the check button to **validate the relevant role** requested.
- If you want this user to be a "power user" and enable him to validate his colleagues inside his authority/operator, activate the blue little person icon on the right to give him the administrator rights for his operator.

Note: the users who have the ADMIN rights are "able to validate users and roles within an organisation". Meaning that the user with ADMIN rights can validate their colleagues who requested a role within the same operator/entity.

Roles		Add new Role +
		User Roles status to display 2 Deleted 2 Requested 0 Suspended 0 Valid
Operator	AIR FRANCE CARGO Plant establishment Responsible for the load 95704 Roissy Ch De Gaulle Cedex France (FR)	Requested in The Second
Operator	Steve RFL Test • Responsible for the load 75000 PARIS I France (FR)	Requested 💼 11 🔽

• The role that you have validated has now the status "Valid". Do not forget to click on the green button "Save changes" to commit the changes.

K Manage Steve	○ - 0	ancel 🚨 Save changes			
Information: Use 'Sa	ve' button to store changes.				×
User details					
Username	nhelpdst	Email	×		*
Domain	D External	Phone	s.	Phone	
First name	Steve	* Fax		Fax	
Last name	HELPDESK	* Application access		✓ Has access.	
Roles					Add new Role -
		User Roles status to display	Deleted	1 Requested 🕑 0 Suspend	led 🕑 1 Valid
Operator	AIR FRANCE CARGO • Plant establishment • Responsible for the load			Frequested	
	95704 Roissy Ch De Gaulle Cedex □ France (FR)				
Operator	Steve RFL Test Responsible for the load			Valid	* • 💌 🗉
	75000 PARIS				