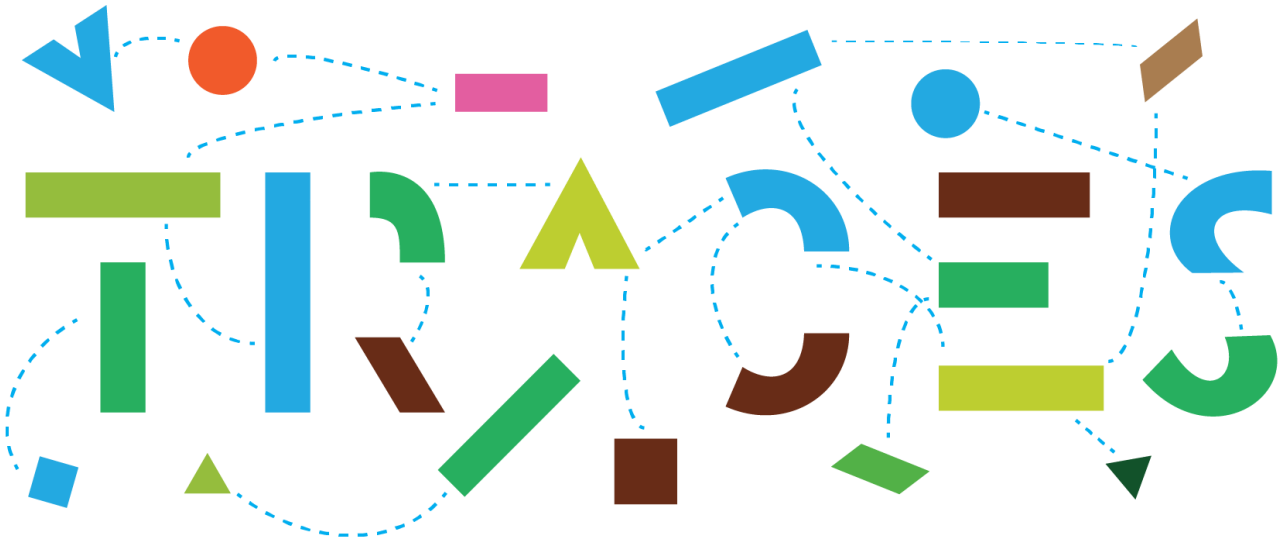
European Commission



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.

Health and Food Safety

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 or administrator - 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.

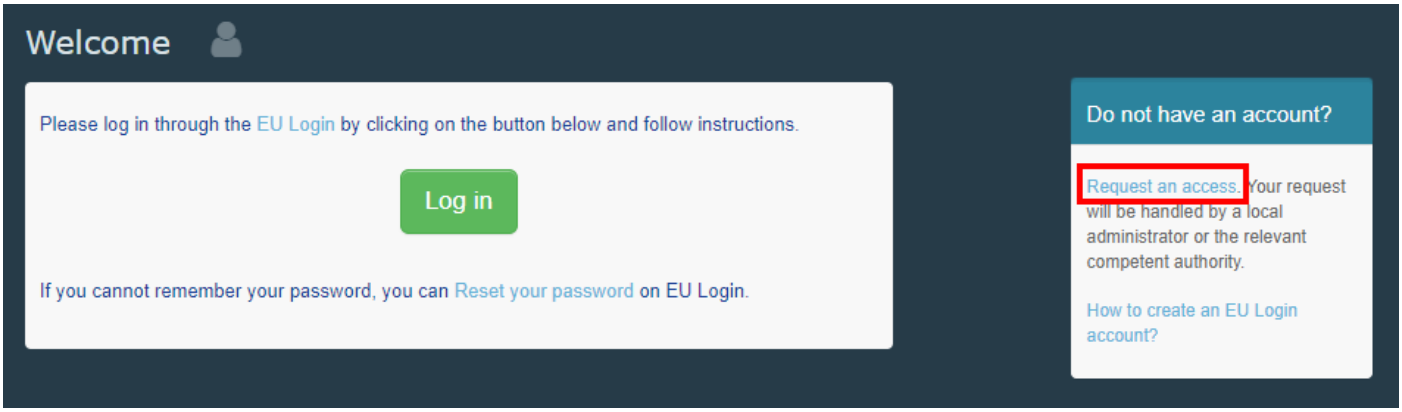
If you already have an EU login account, you can skip the steps below and directly go to chapter II.

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.

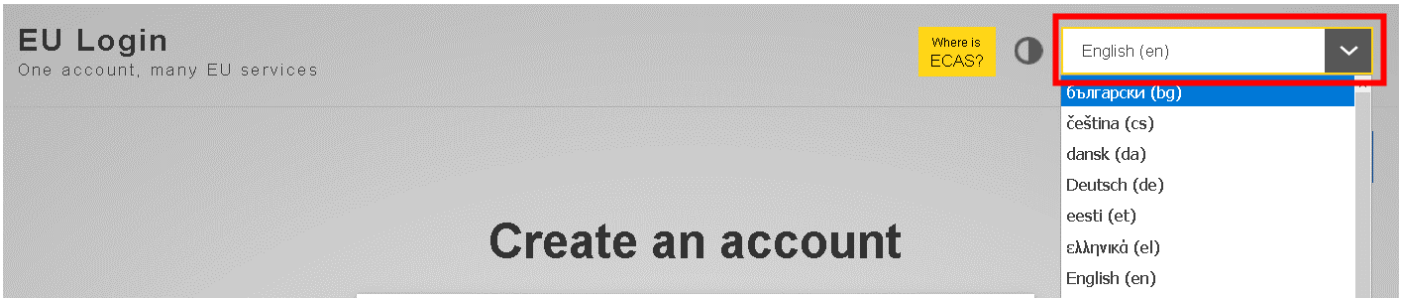
FOR PRODUCTION (real documents): Go to https://webgate.ec.europa.eu/tracesnt/login to access the TRACES NT welcome page.

> **Note**: These environments are different. Having a role in one of them does not mean you have access to the other environment. You will need to have your account set up in each environment you want to have access to.

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:

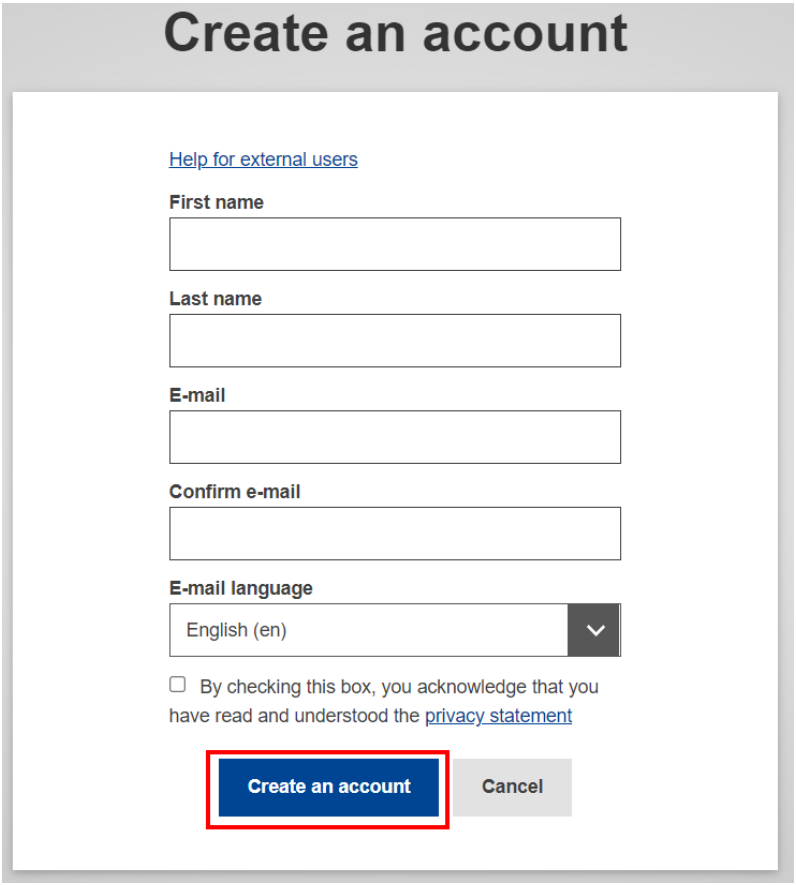


Complete all the fields of the form.

> **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**".



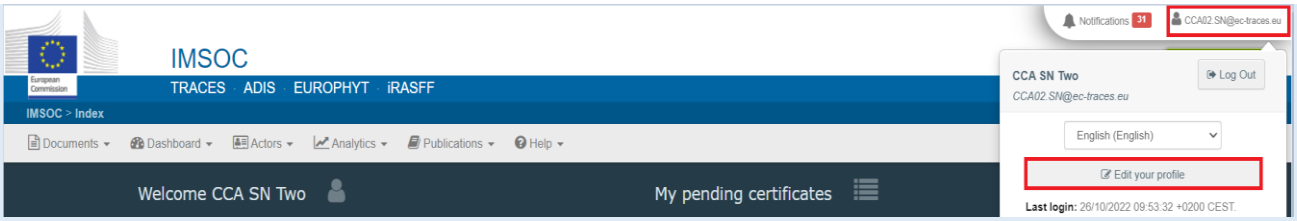
Once the request is sent, you will receive an automatic email with a link allowing you to set up your password.

> **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.

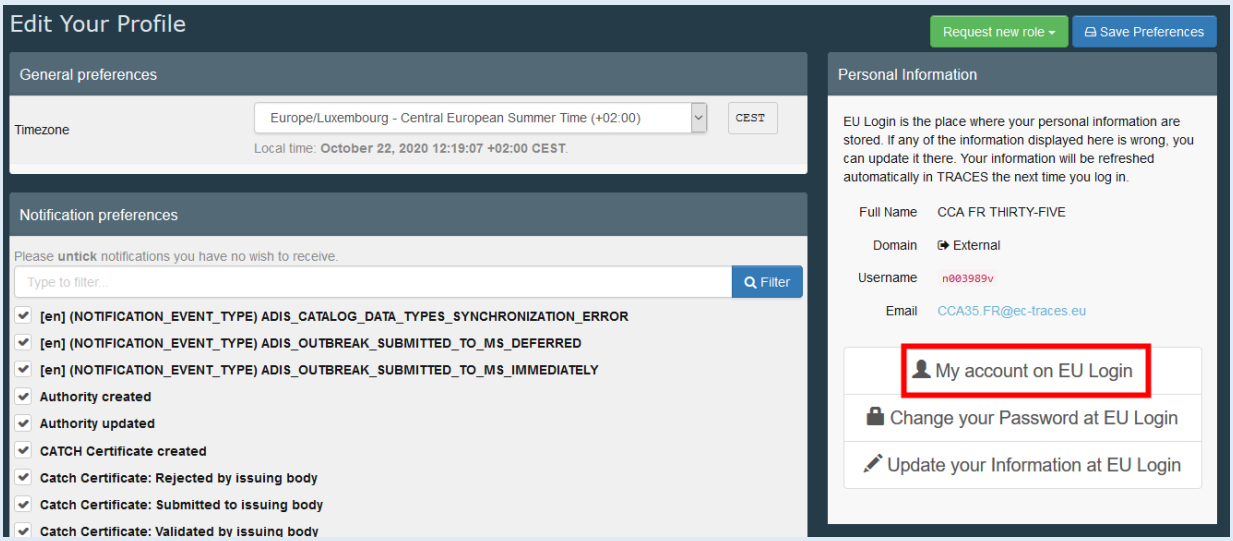
If you do not receive this automatic email, you can find help on this page: https://webgate.ec.europa.eu/cas/contact.html

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

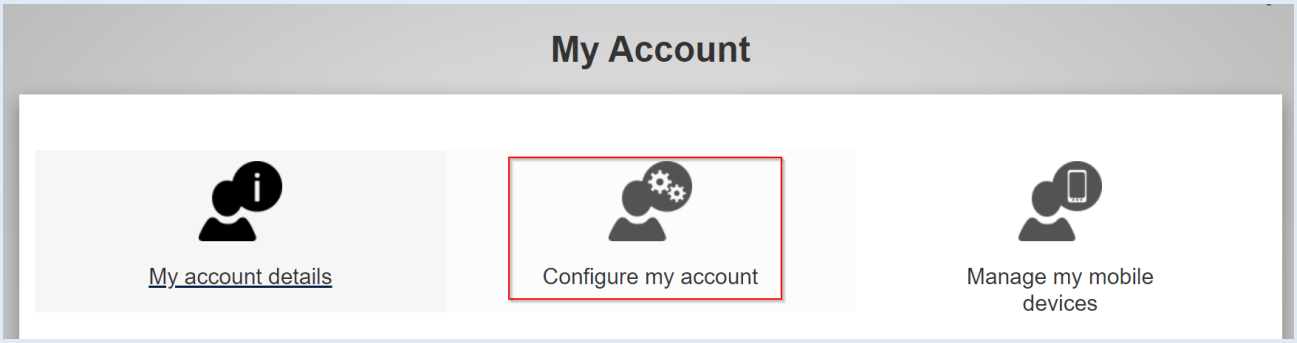
> **Note**: It will be possible at a later stage to manage your own account and change the personal data. To do so, once logged in TRACES NT, click on your email address in the top right corner of the screen and then on "**Edit your profile**".



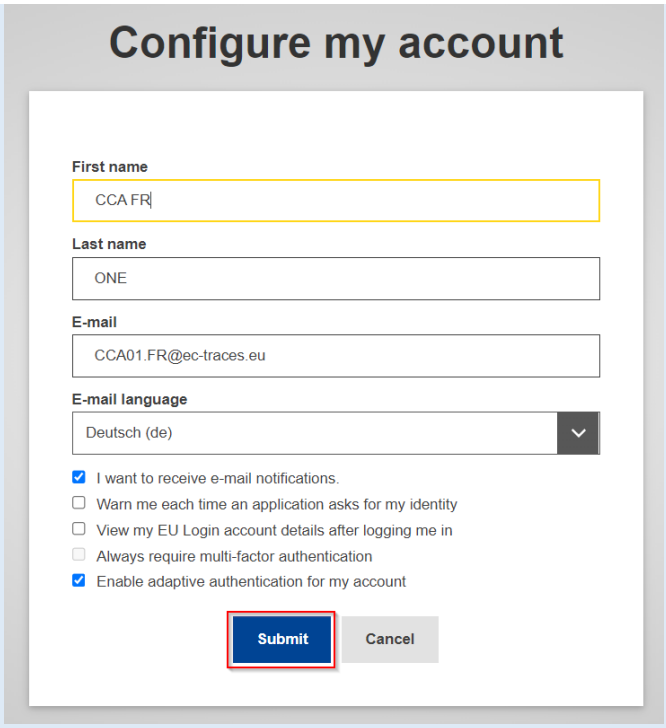
Click on "**My account on EU login**".



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



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



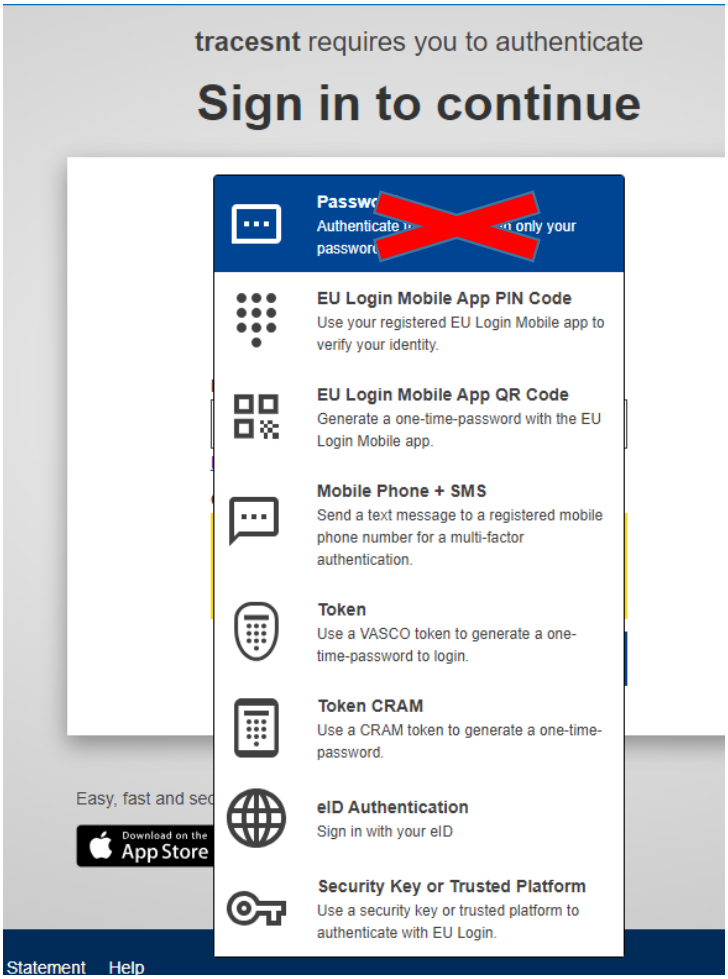
II. Activate the two-factor authentication

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

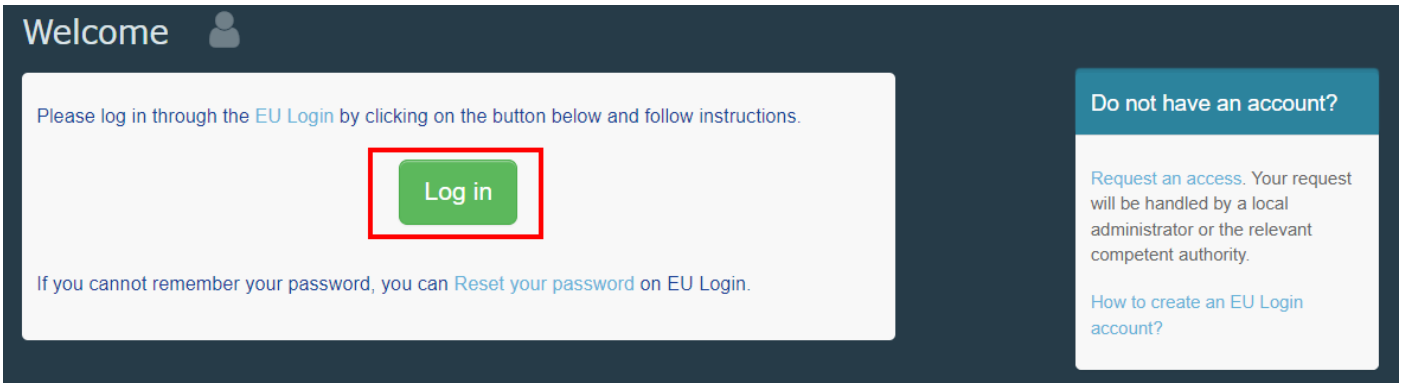
Once your EU login created, you must request a **role** in TRACES NT in order to have access to the system. The **role** defines what you can do and see in the system.

The different possible roles for ICG are the following:

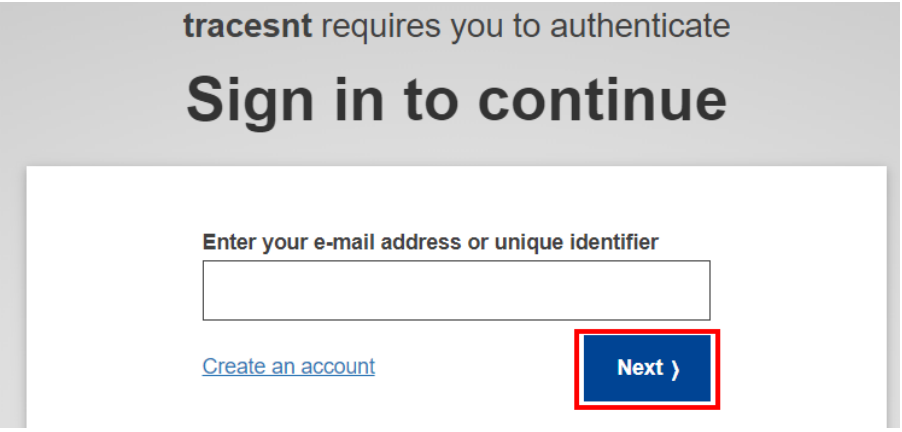
- **Operator – Holder of the goods**: The holder of the goods means the person or entity who is the owner of the goods or who has a similar right of disposal over them or who has physical control of them.
- **Operator – Exemption beneficiary**: The "Exemption beneficiaries" means the person or entity 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.

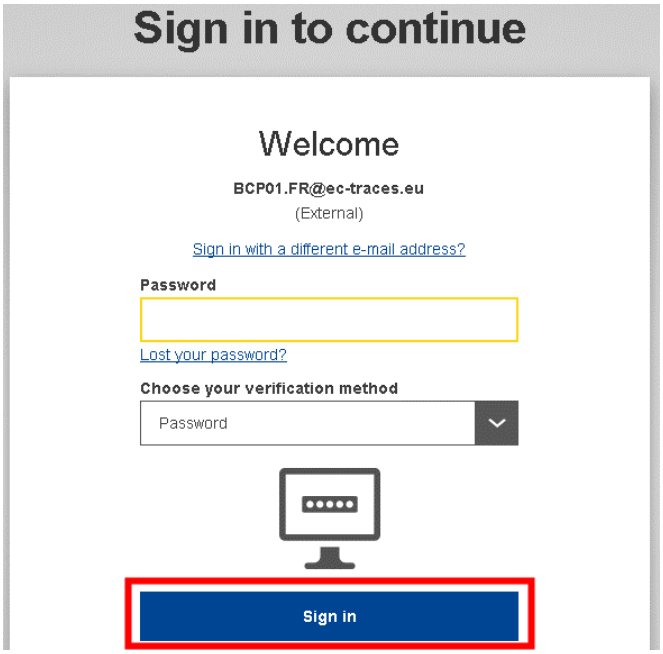
Then click on the green button "**Log in**".



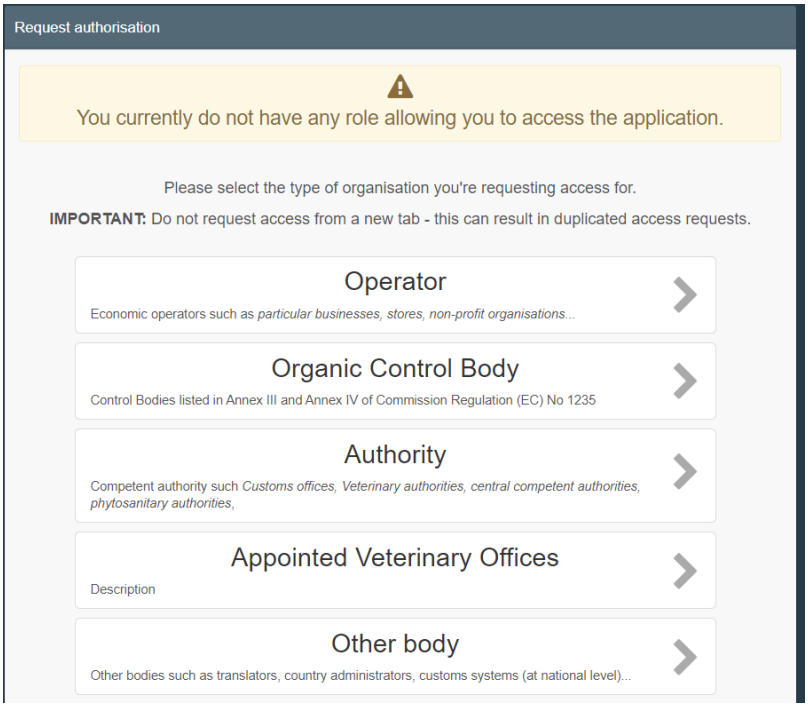
You will be redirected to the EU Login access page. Introduce your email address and click on "**Next**".



Introduce your password and click on "**Sign in**".



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

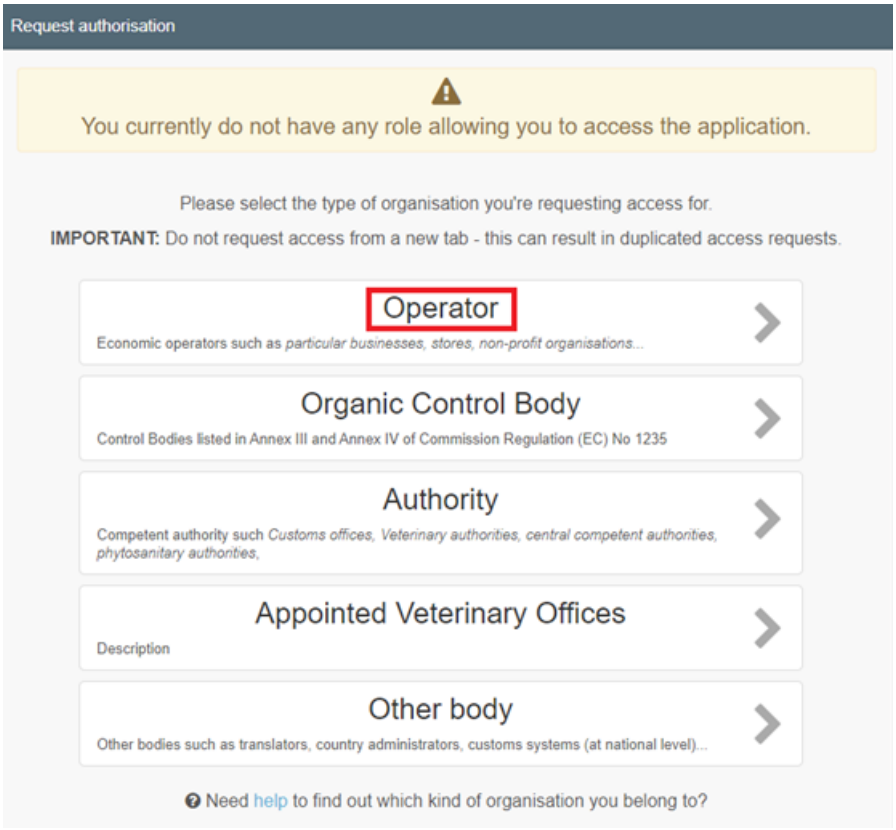


1. Request a role as an operator “Holder of the goods”

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:

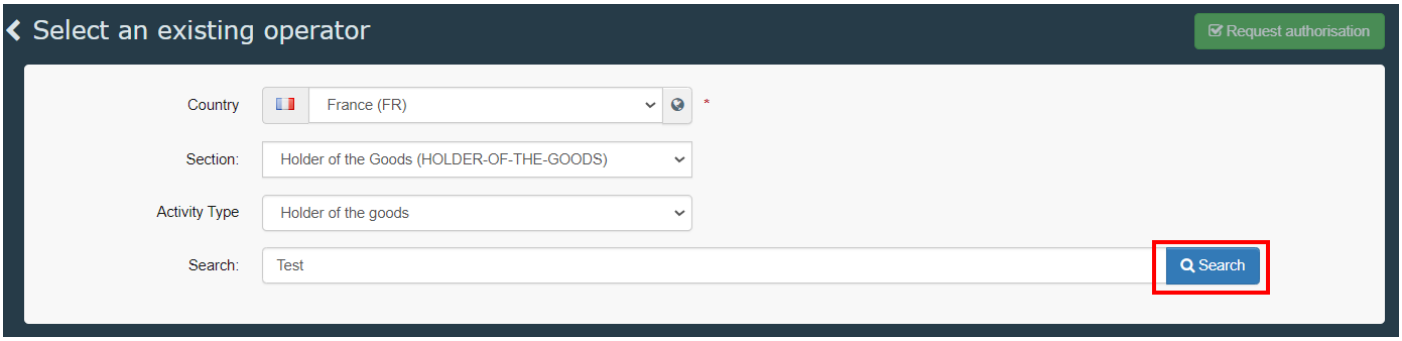
- Register importer statements for the import of cultural goods (ICGS)
- Submit applications for import licences for the import of cultural goods (ICGL)
- Only sees documents in which his/her company is mentioned.

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

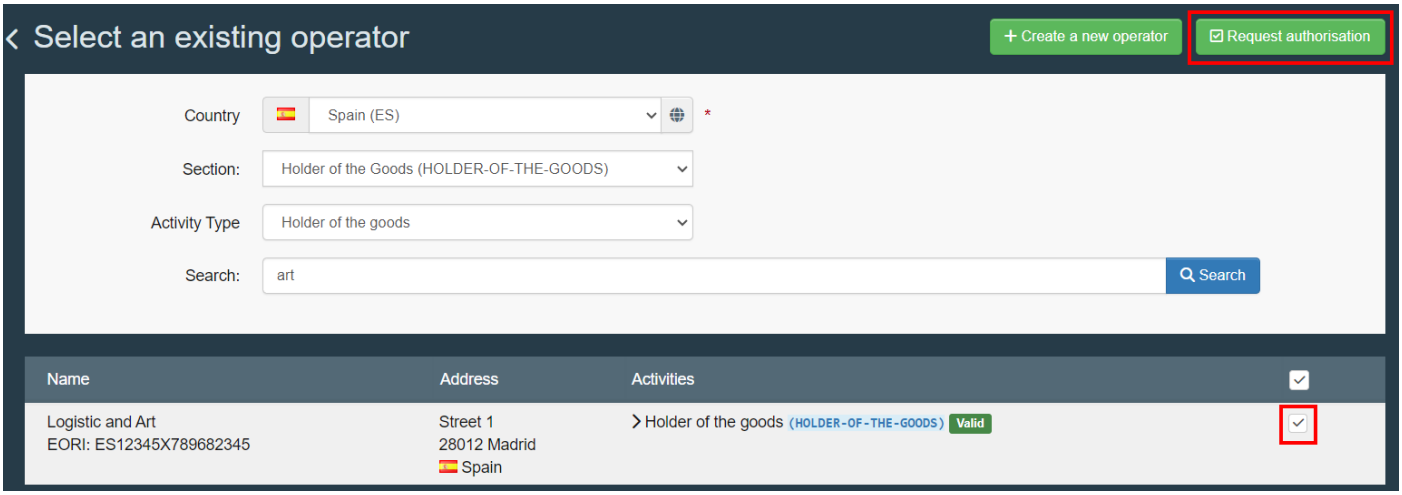


The system will redirect you to a search page, which will enable you to search for your company.

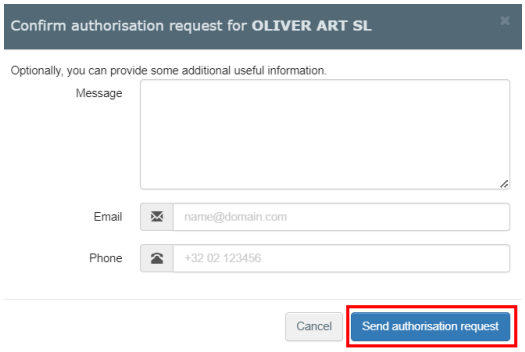
Select the “**Country**” and type the name of the company in the box “**Search”**. The fields “**Section**” and “**Activity type**” are optional but can help you to better filter the results (select “Holder of the goods). Then click on “**Search**”.



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**”.



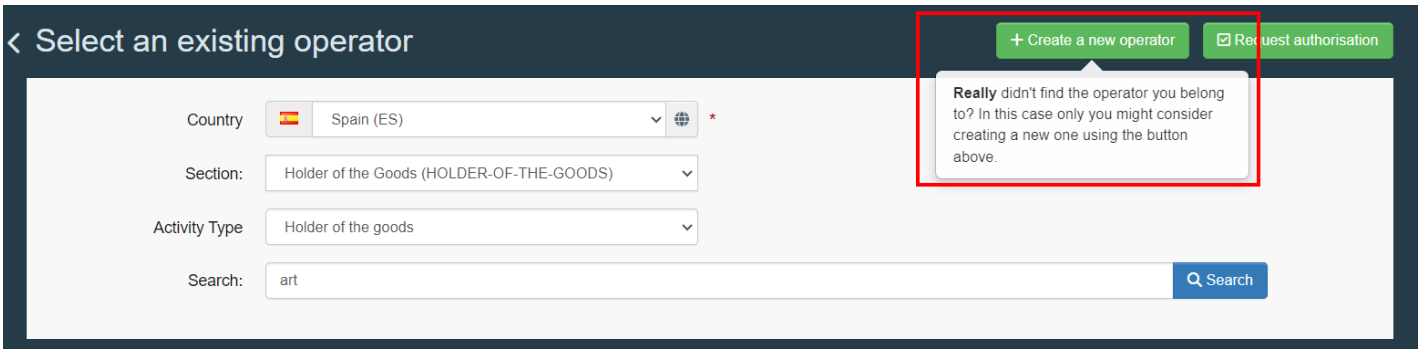
A pop-up window will appear and you have the option to send more information (optional). Click on "**Send authorisation request**".



You have now requested to be linked to your company.

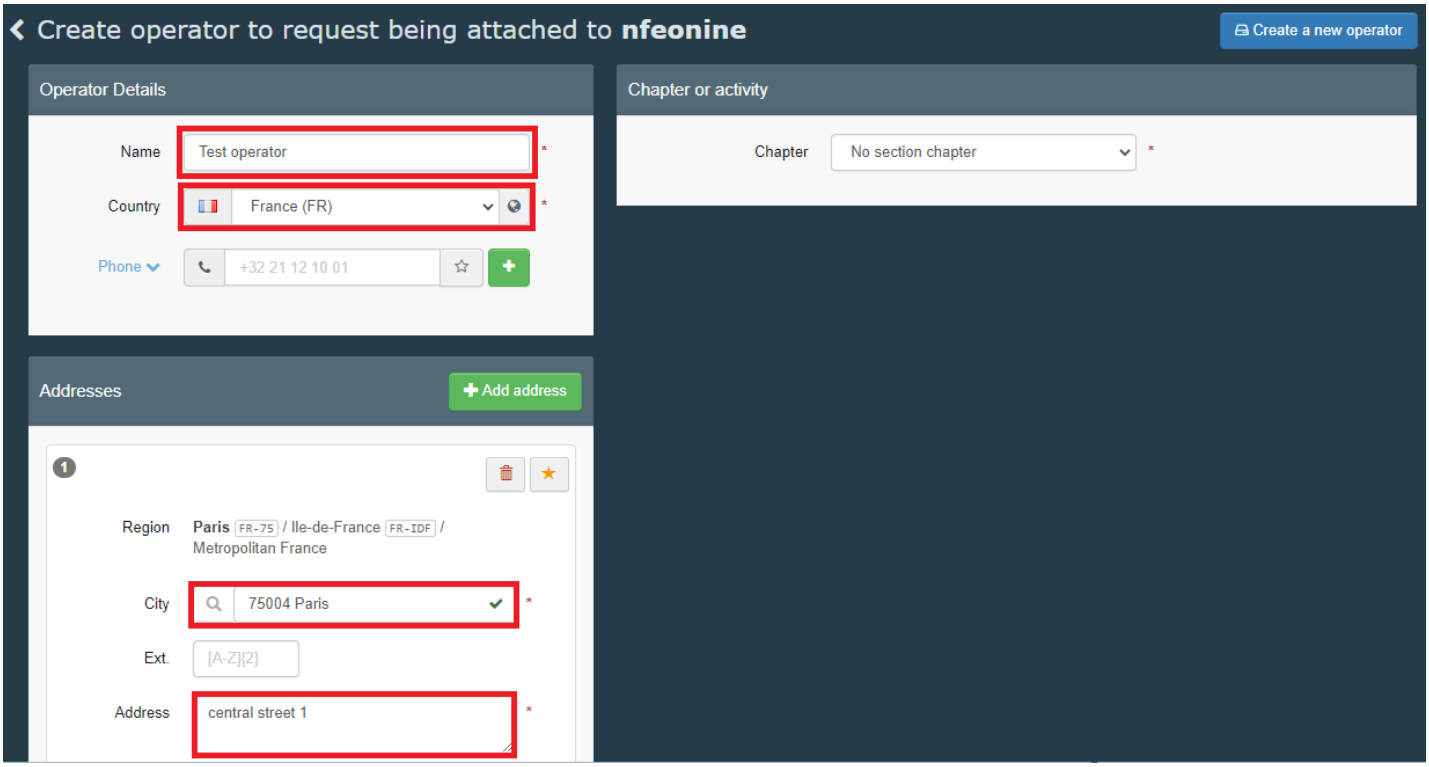
If your company does not exist in the system: you can create it by clicking on the green button "**+ Create a new operator**".

> **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.

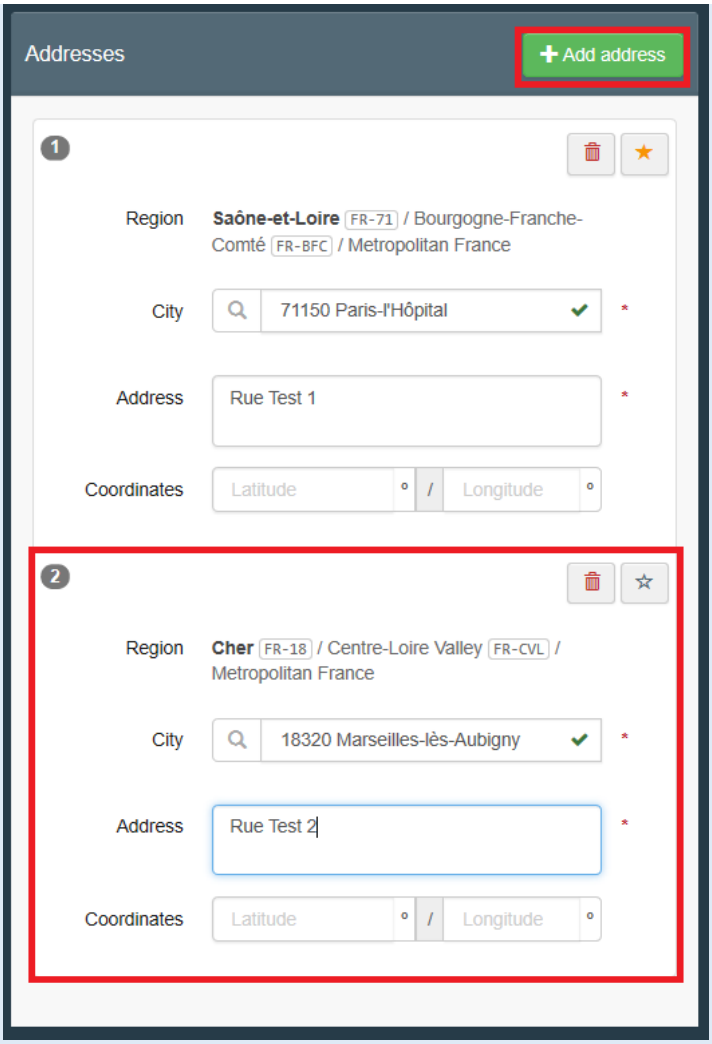


Type the requested information in the box “**Operator details**”.

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



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

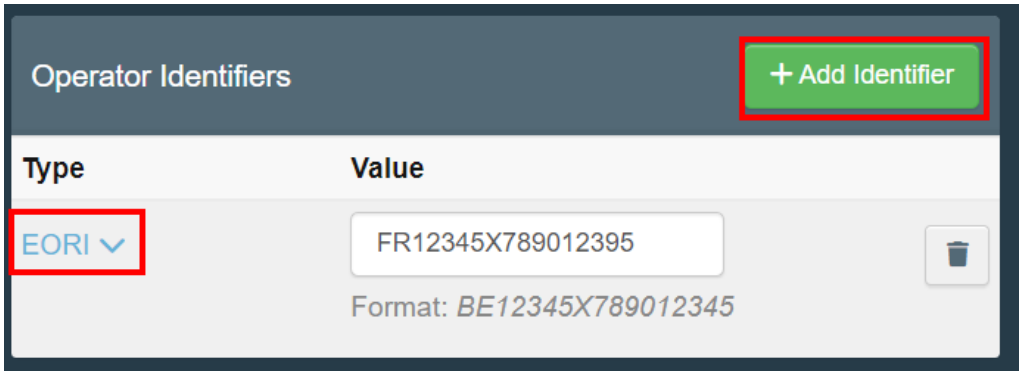


You can set the main address by clicking on the star on the top right corner of the address.

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:

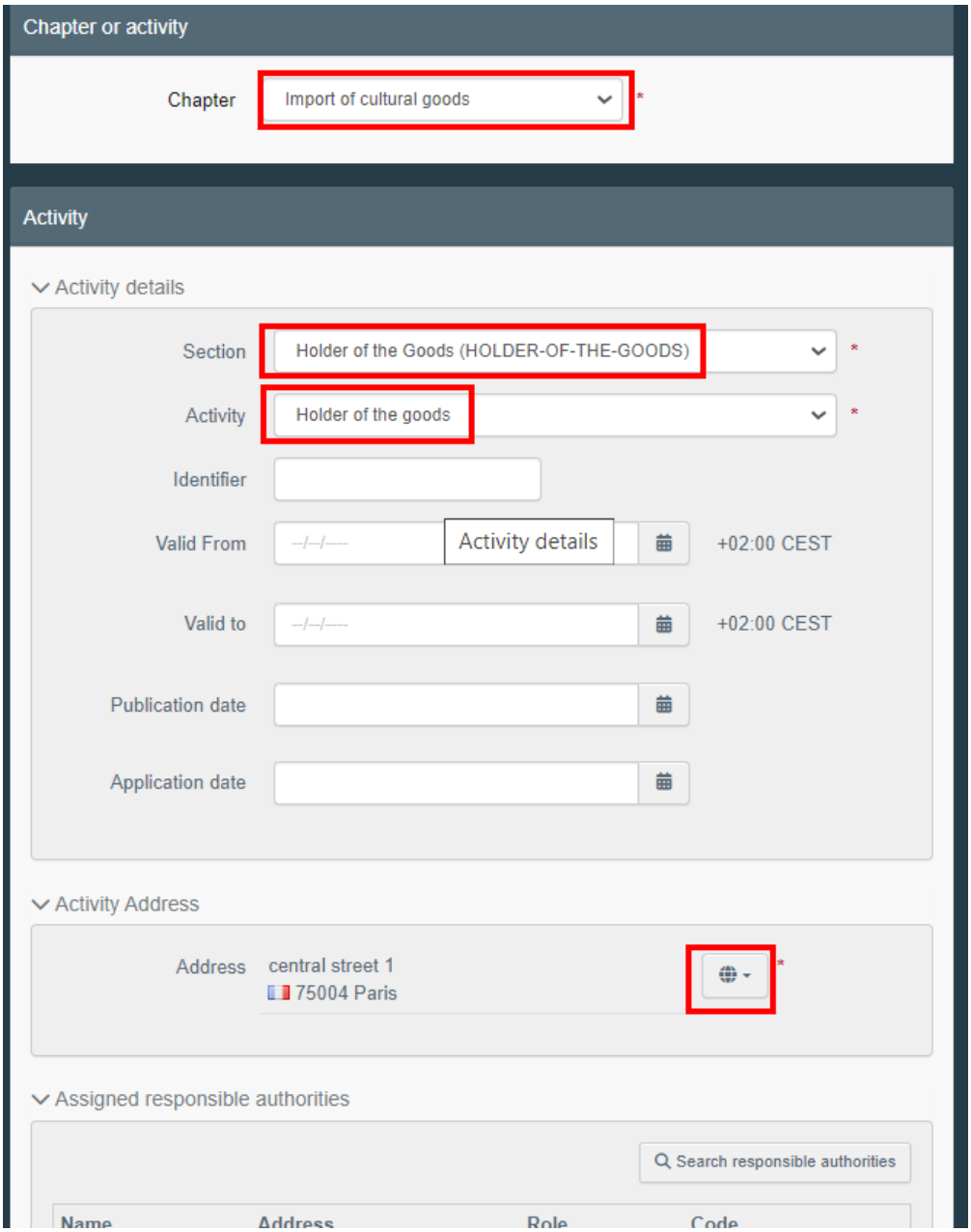
- Economic Operators Registration and Identification number (EORI)
- EORI National implementation



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.

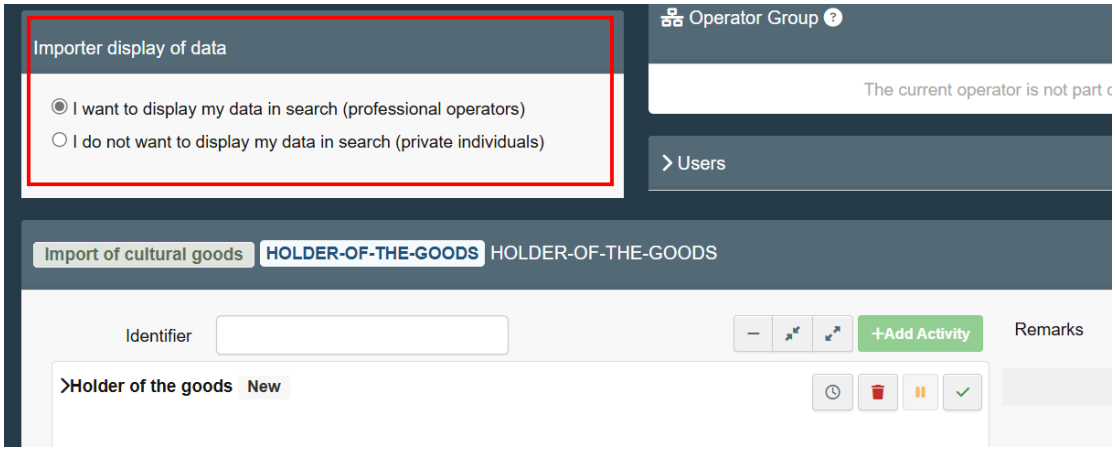


For the role of “Holder of the goods” you do not need to manually assign a responsible authority. The system will automatically define the responsible authorities based on the geographical data (e.g. an operator based in Brussels will be associated to the competent authority for cultural goods in that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

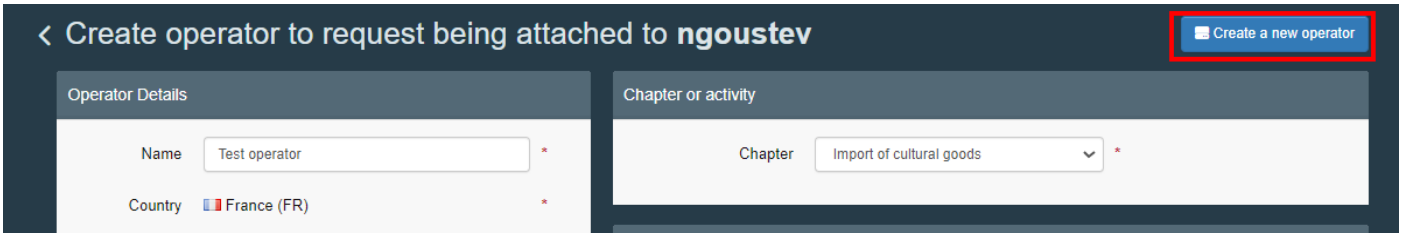
Important note regarding private individuals registering in the ICG

Once the role of “Holder of the goods” selected, a new box “Importer display of data” will appear. If you are a business entity, or a professional operator it is very important to ensure “I want to display my data in Search” is selected. This will allow to easily reuse the information of your company in all your ICG documents. This will also ensure that your colleagues can find your company in the system and request to be linked to it. If this option is not selected then the company will have a single user and become practically not unusable for the full scope of the ICG functionalities designed for companies.

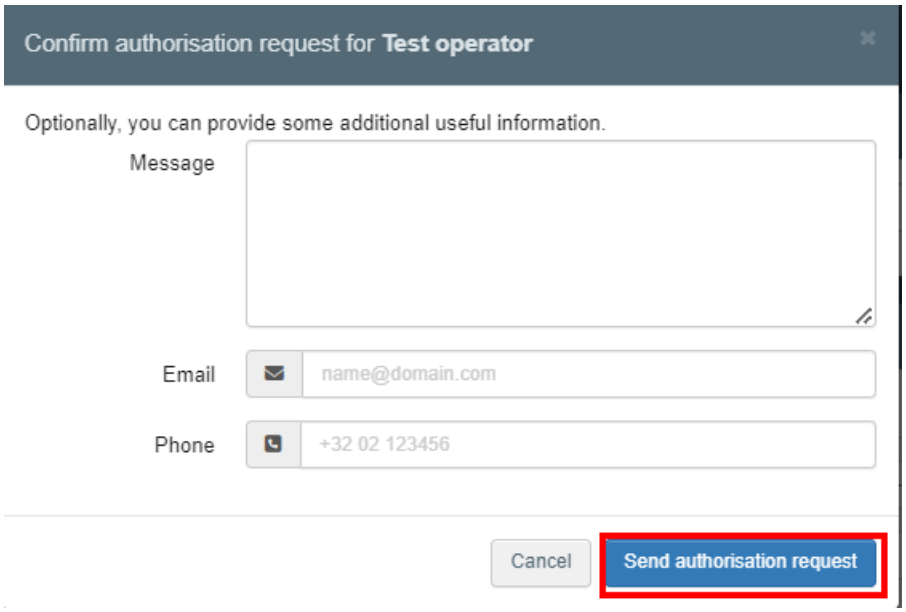
If you are a private importer or individual and are in fact registering yourself and not a business company, select the option “I do no not want to display my data in search (only for ICG)”. That will ensure data protection of your personal data by not allowing them to be visible from the search menu of operators nor inside ICG documents by other users (except for your superior cultural good Competent Authority).



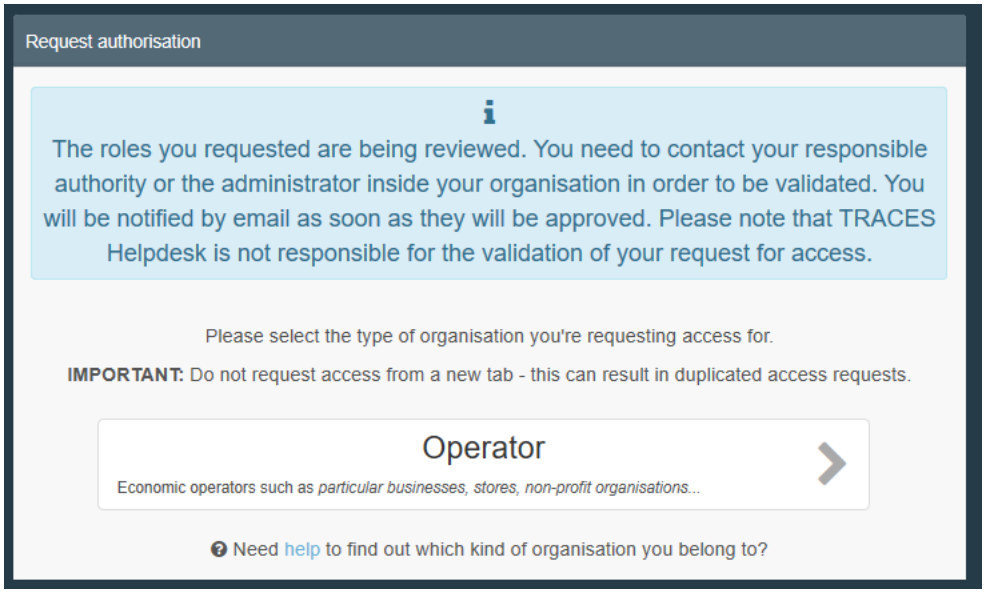
Once you have filled all the mandatory fields, click on the button “**Create a new operator**”.



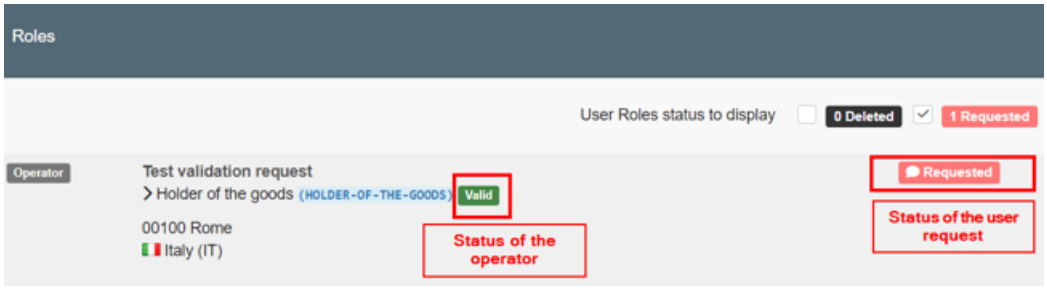
A pop-up window will appear and you have the option to send more information (optional). Click on "**Send authorisation request**".



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.



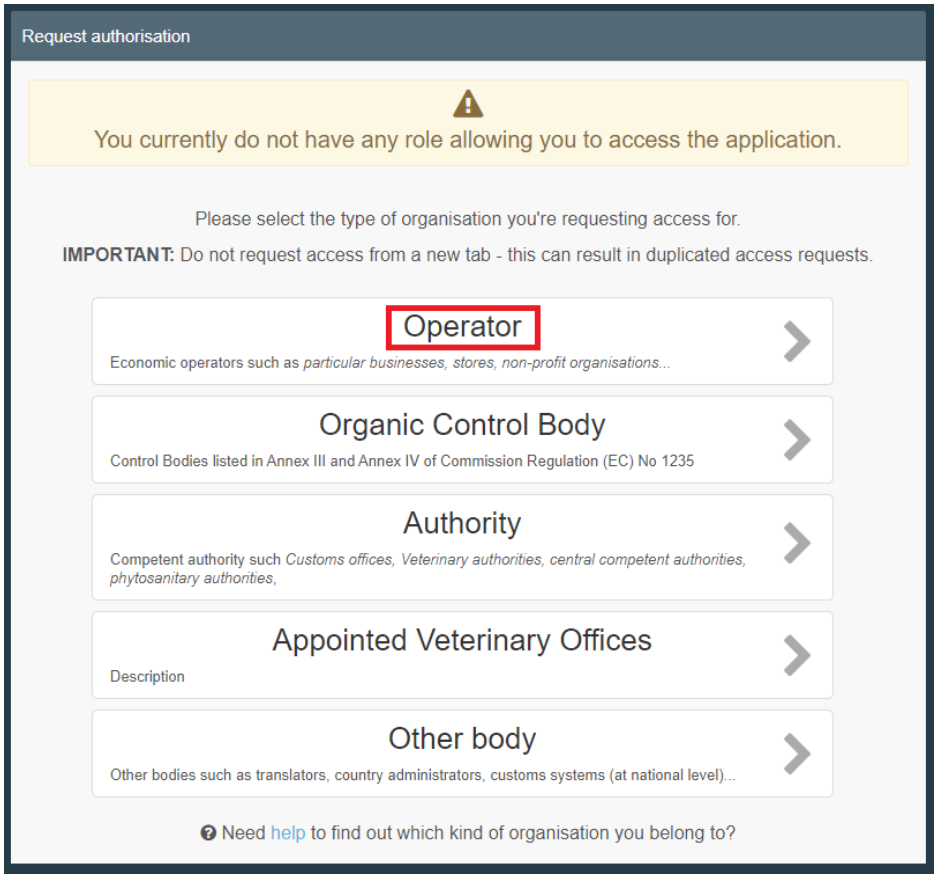
You will have access to TNT once both status of your operator **AND** of your user request are valid.

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:

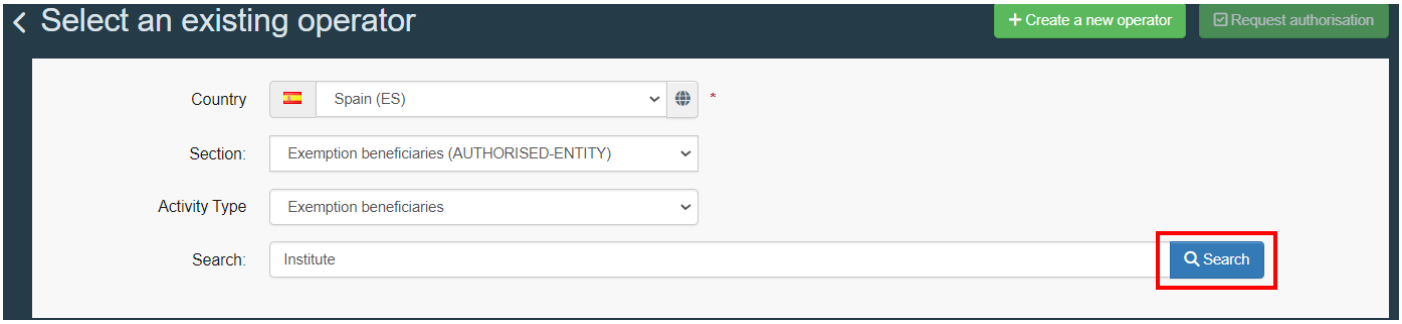
- Register import statements for the import of cultural goods (ICGS)
- Submit applications for import licences for the import of cultural goods (ICGL)
- Register General description when the imports happen under derogations for education, science or research purpose or safekeeping procedure (ICGD)
- 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.

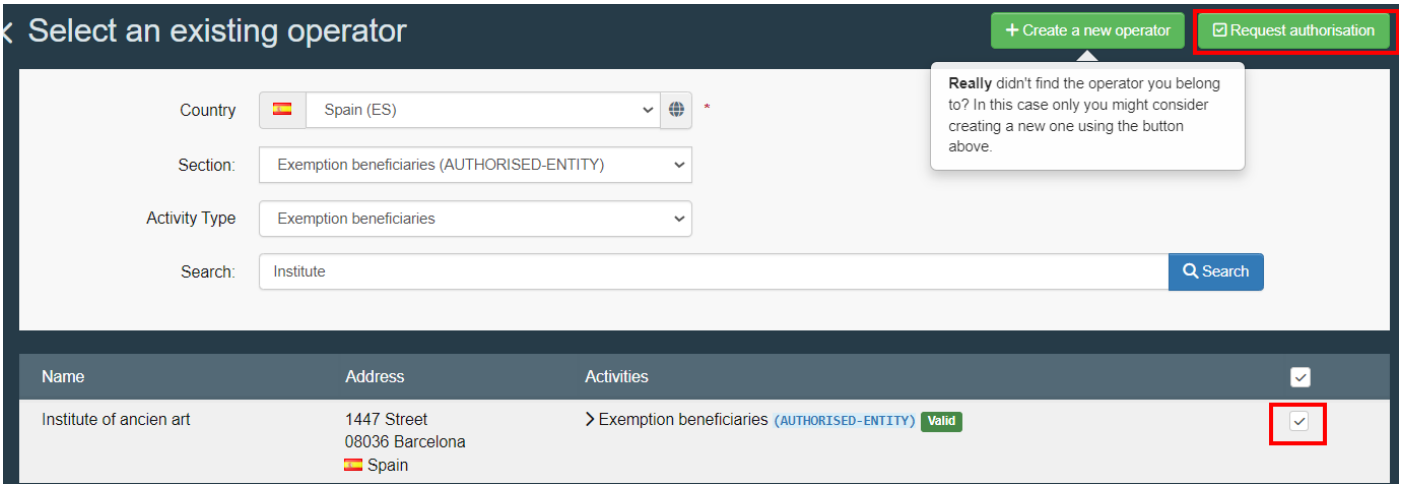


The system will redirect you to a search page, which will enable you to search for your company.

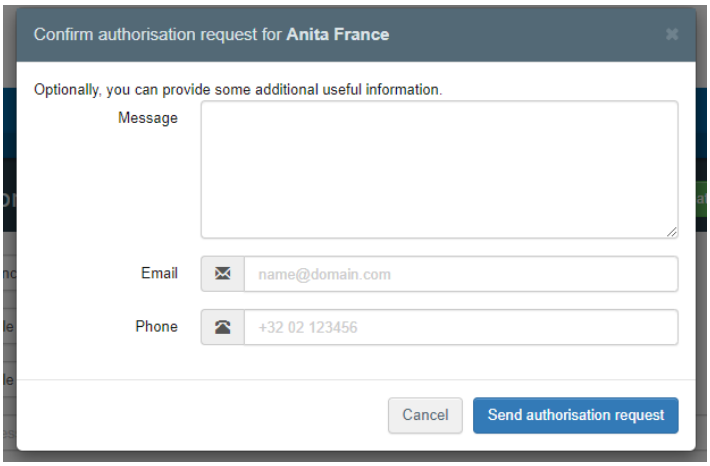
Select the "**Country**" and type the name of the company in the box "**Search"**. The fields "**Section**" and "**Activity type**" are optional but can help you to better filter the results (select "Exemption beneficiaries"). Then click on "**Search**".



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**".



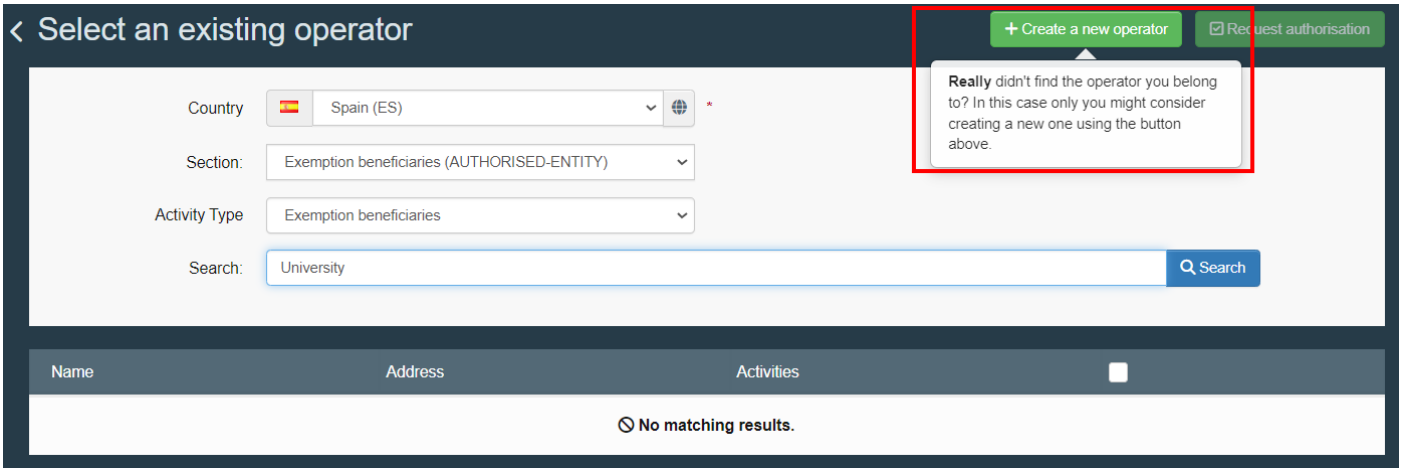
A pop-up window will appear and you have the option to send more information (optional). Click on "**Send authorisation request**".



You have now requested to be linked to your company.

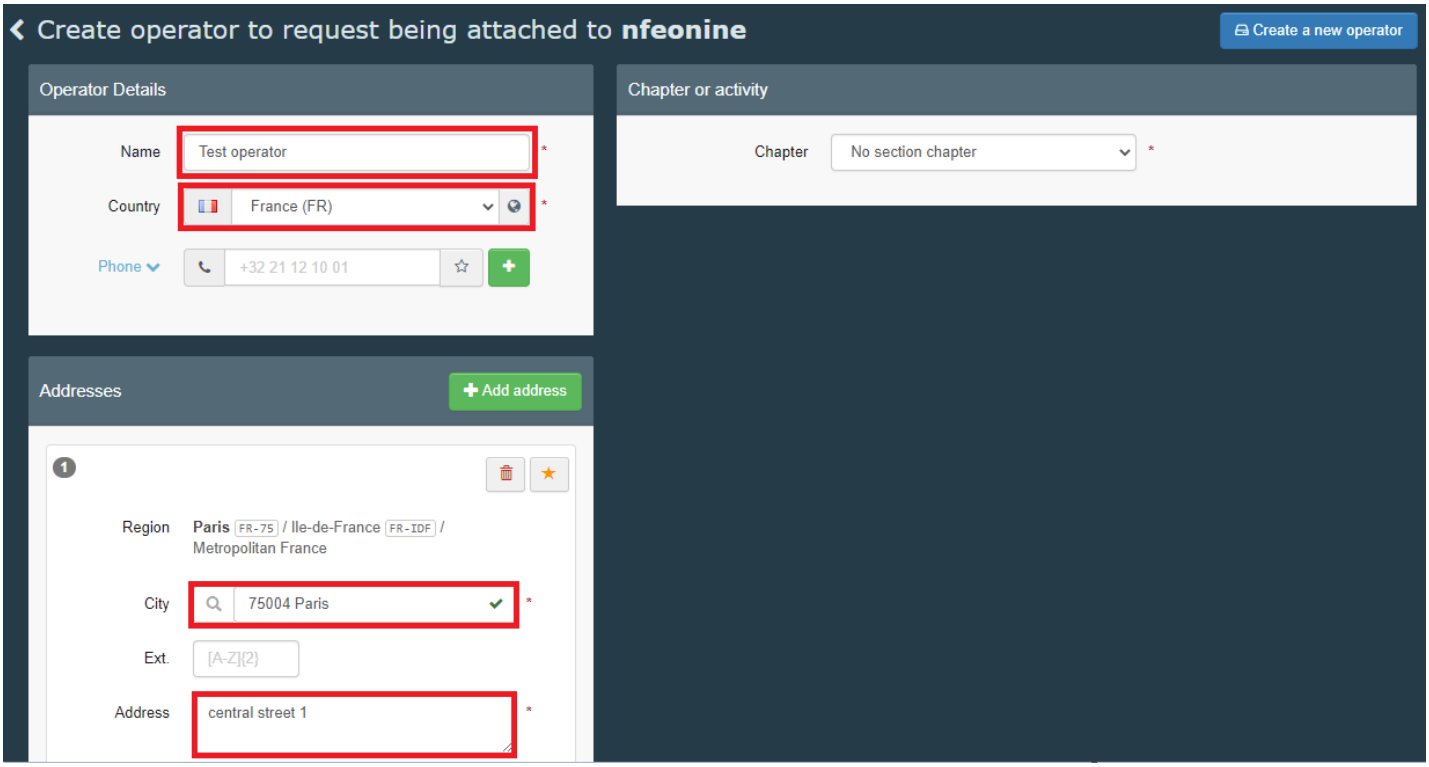
If your company does not exist in the system : you can create it by clicking on the green button "**+ Create a new operator**".

> **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.

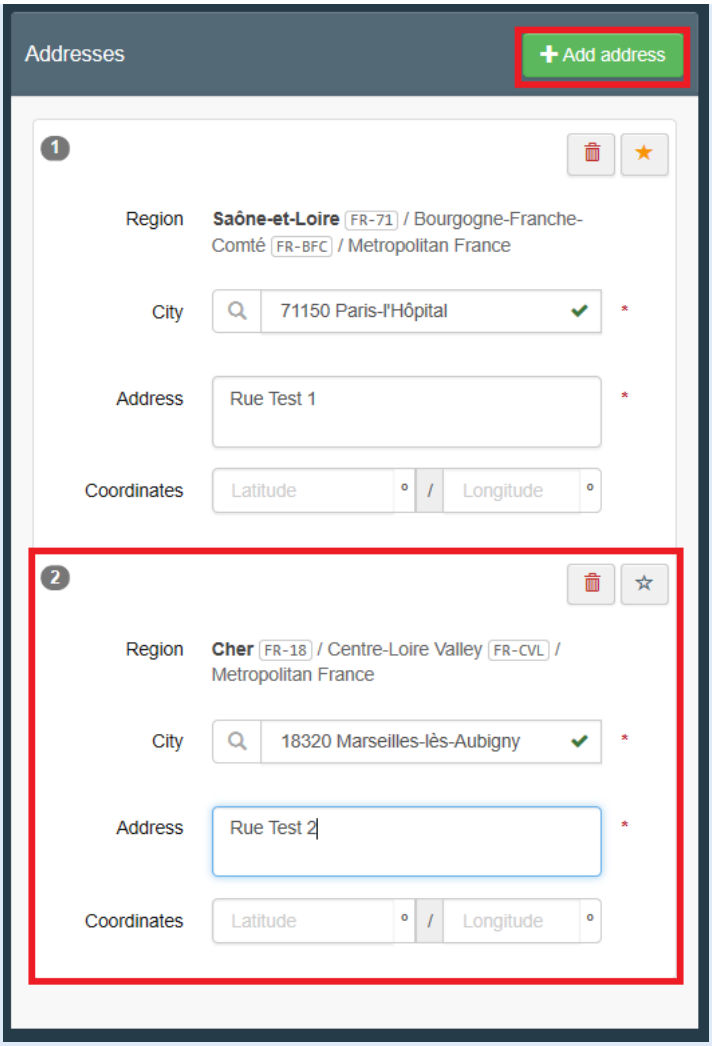


Type the requested information in the box "**Operator details**".

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



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



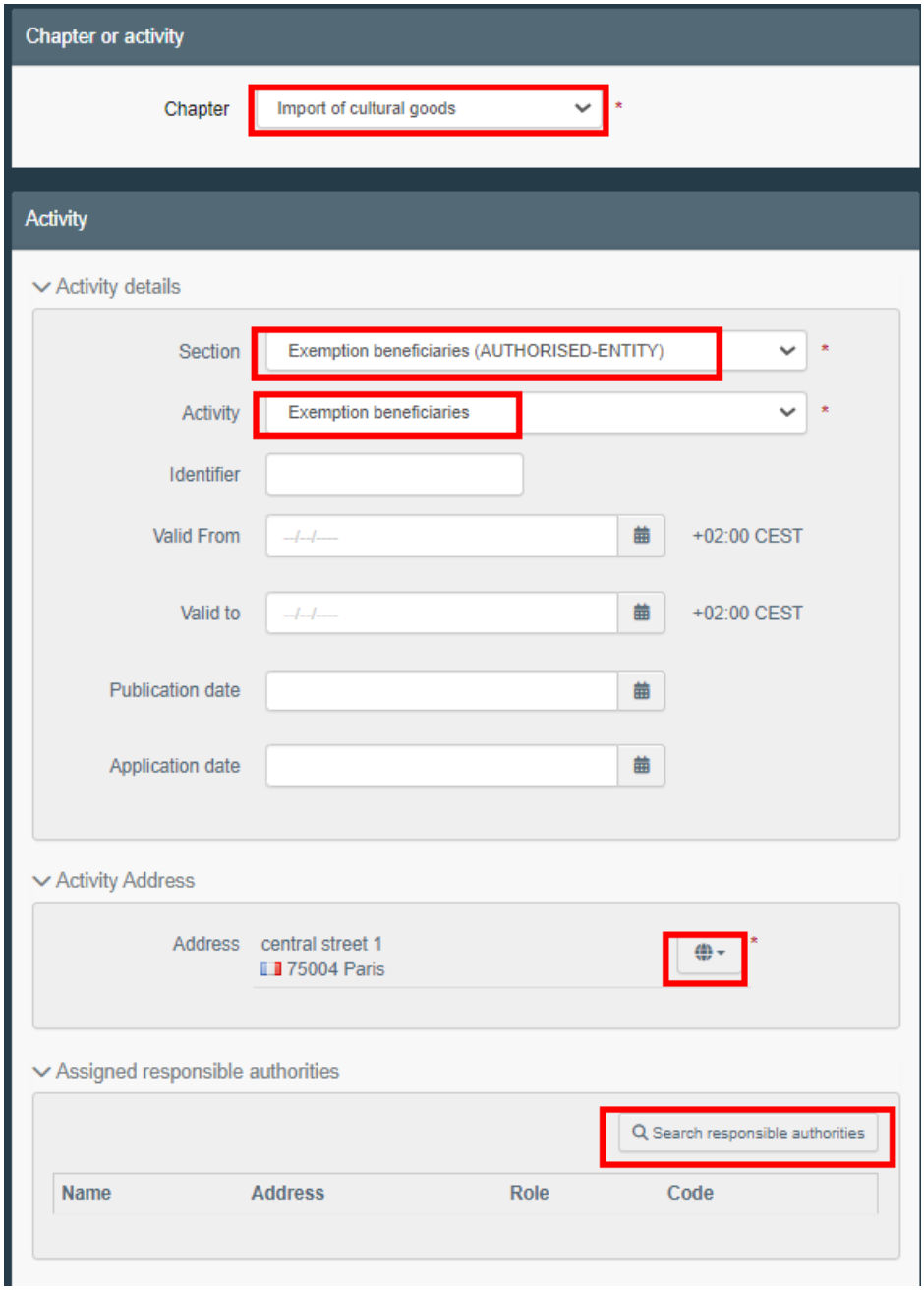
You can set the main address by clicking on the star on the top right corner of the address.

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.

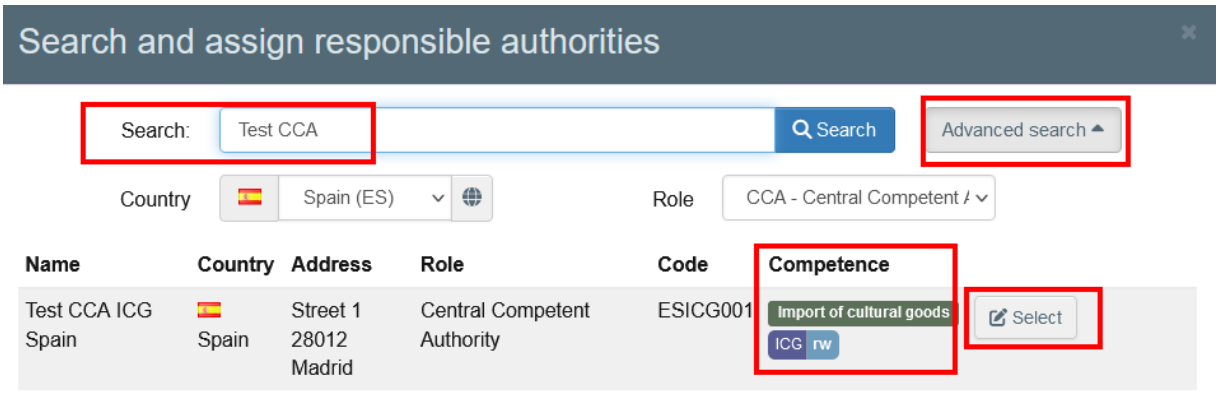


For the role of "Exemption beneficiary" you must manually assign a competent authority. This is the authority which will validate your registration as "Exemption beneficiary" in the system because they consider your entity as trustworthy. According to the regulation, it is the competent authority where 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.

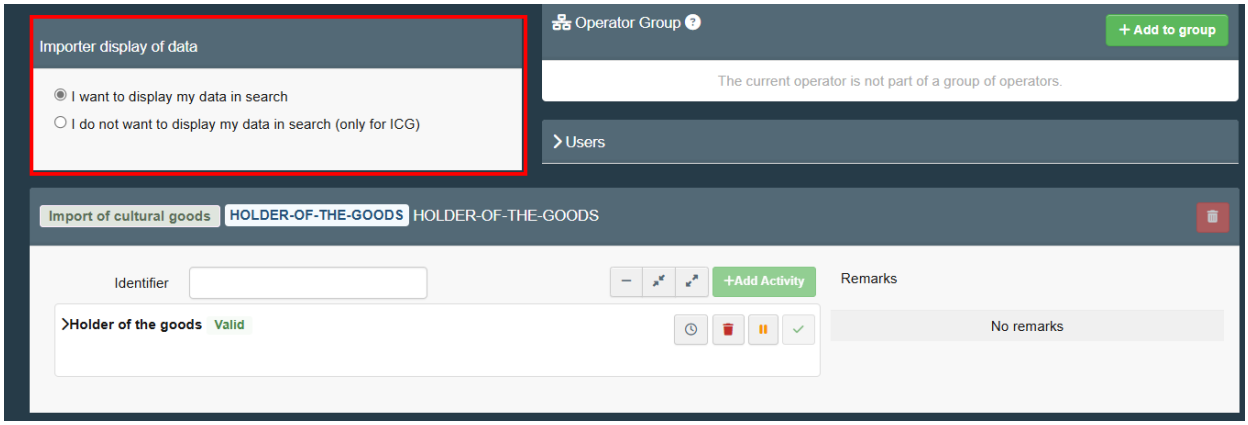
Assign a Responsible Authority to your operator by clicking on "**Search responsible authorities**".

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".

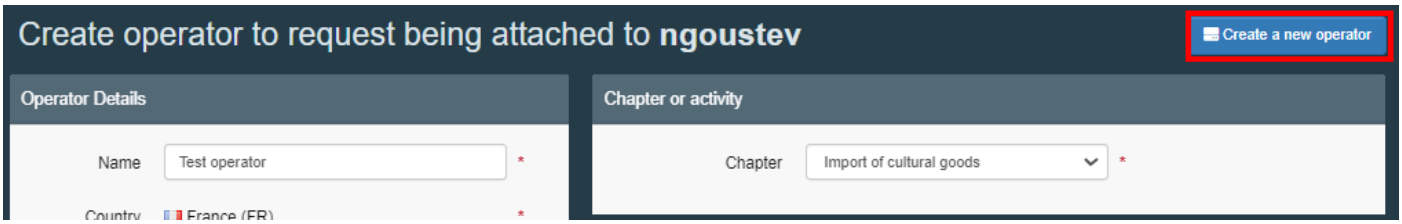
Click on "**Select**" to assign the authority.



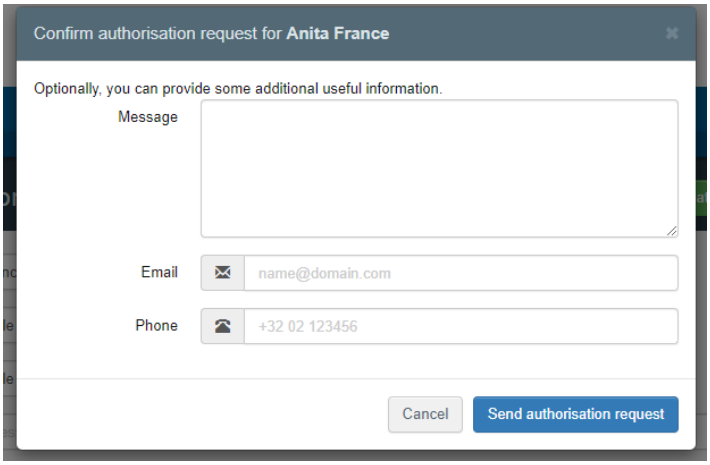
> **Note:** The authority that you assigned to your operator will be the one in charge of the **validation** of your operator only (required to access the system). You will still be able to work with all the other authorities for your imports of cultural goods.



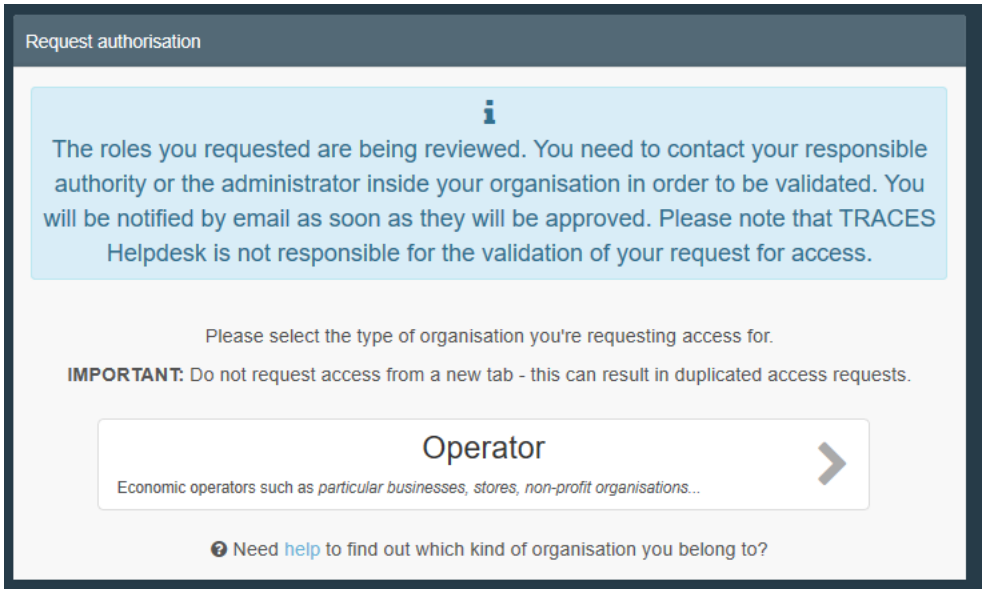
Once you have filled all the mandatory fields and assigned the authority, click on the button "**Create a new operator**".



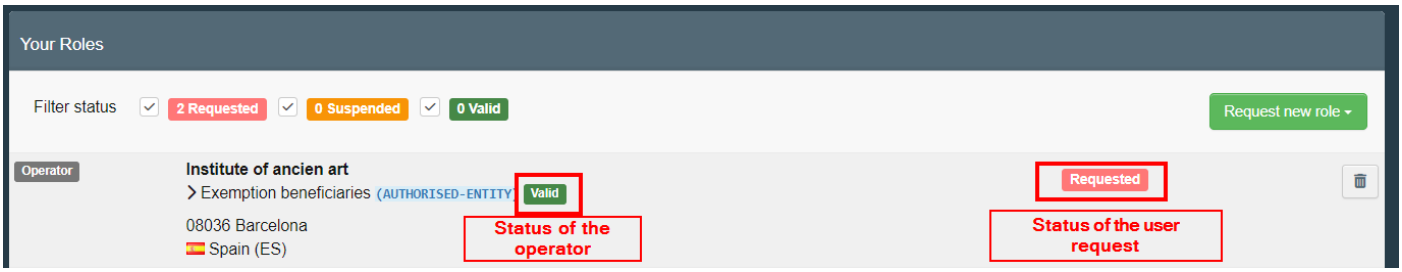
A pop-up window will appear and you have the option to send more information (optional). Click on "**Send authorisation request**".



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:



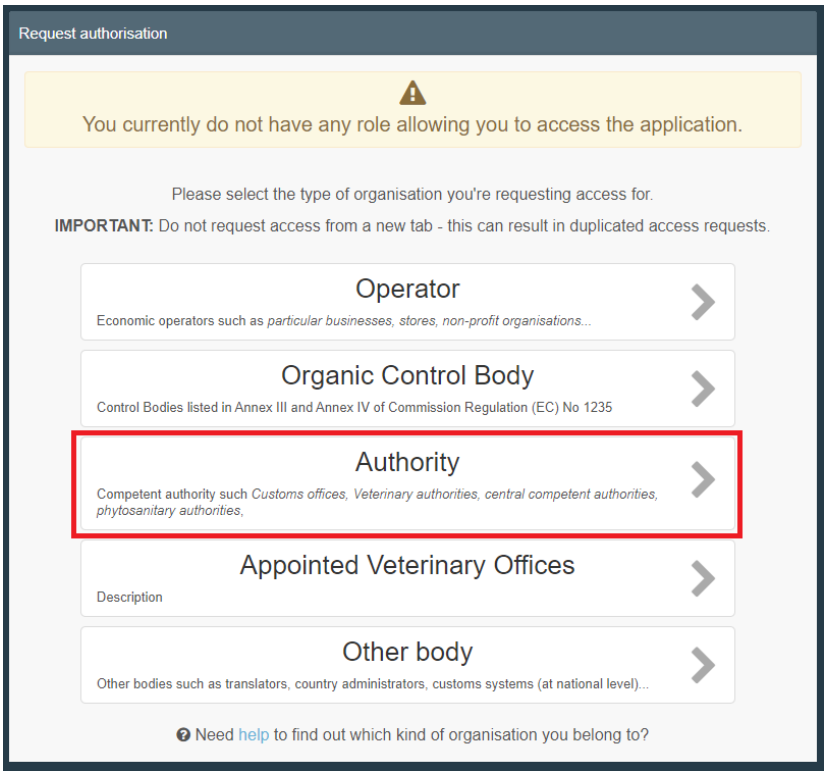
You will be able to see the status of your role request at the bottom of the page.



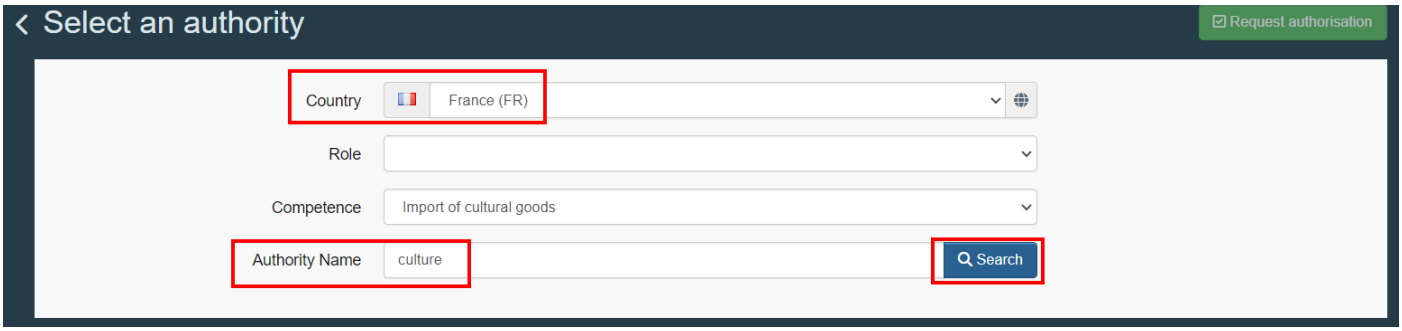
You will have access to TNT once both status of your operator AND of your user request are valid.

3. Request a role as a competent authority

If you are a competent authority user, click on "**Authority**".



The 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**".

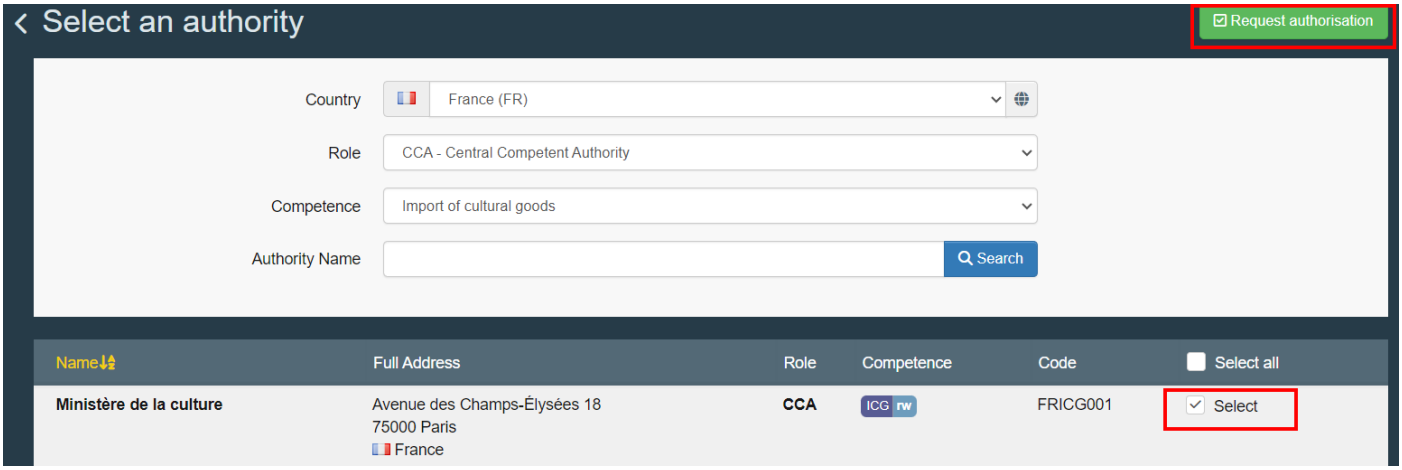


Select one or more authorities by ticking the small box on the right hand side.

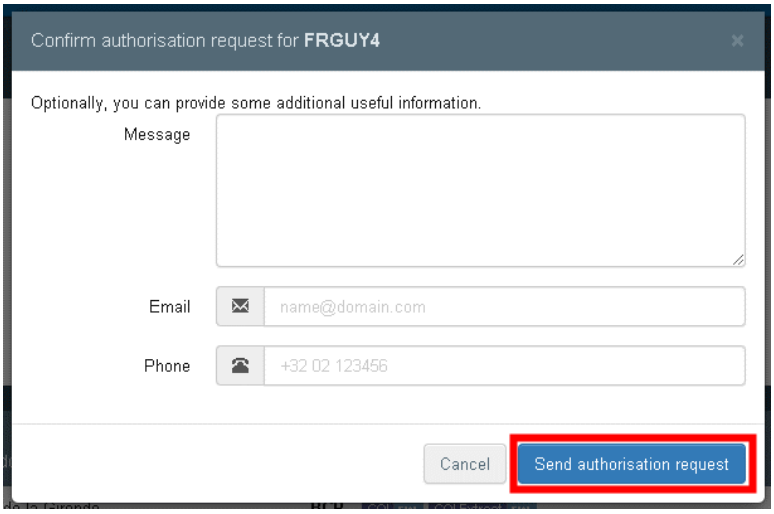
> **Note:** A competent authority can have many competencies. If you select the line with the wrong competence, you will not be able to access the documents relevant to you. It is therefore very important to select the line(s) with the competence corresponding to the field in which you work.



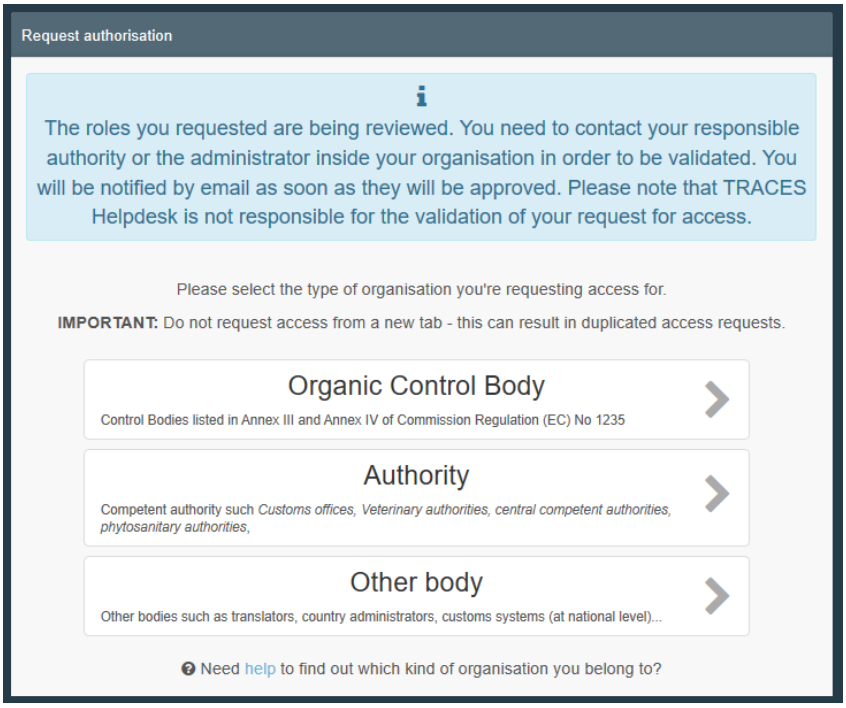
Please note that you can select as many competences as you need. Once you have selected the authority, click on the green button "**Request authorisation**".



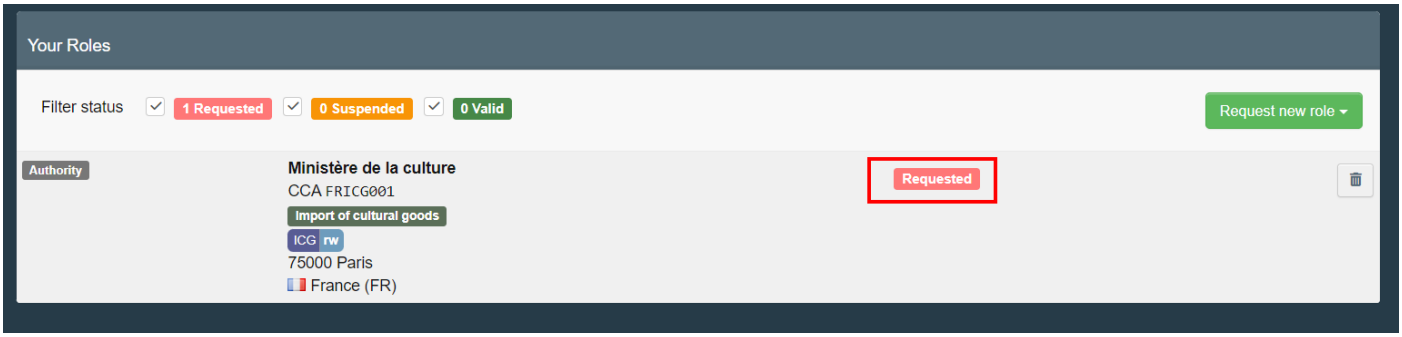
A pop-up window will appear and you have the option to send more information (optional). Click on "**Send authorisation request**".



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.



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

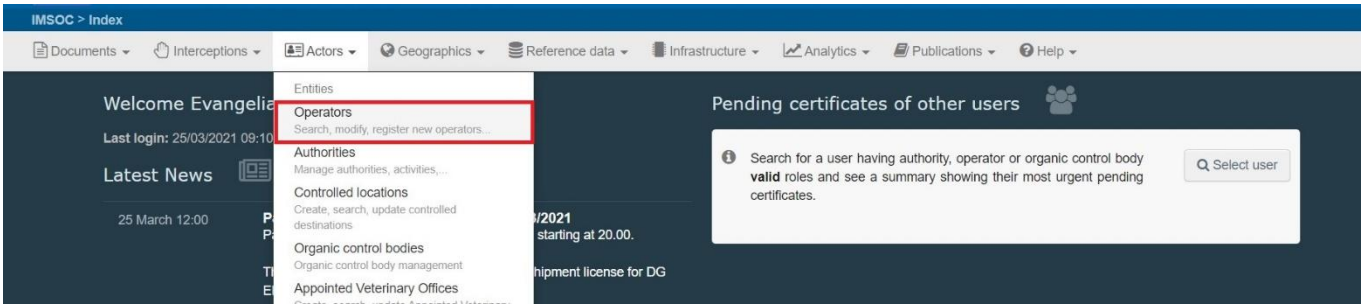
- As user of a superior authority (such as CCA or RCA), you are in charge of the validation of users from subordinate authorities:
  - Central competent authority users (CCA) can validate users from regional competent authorities (RCA) and local authority units (LAU) that are under their responsibility.
  - Regional competent authorities users (RCA) can validate users from local authority units (LAU) and border control post (BCP) that are under their responsibility.

- As administrator 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 authority or operator.

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

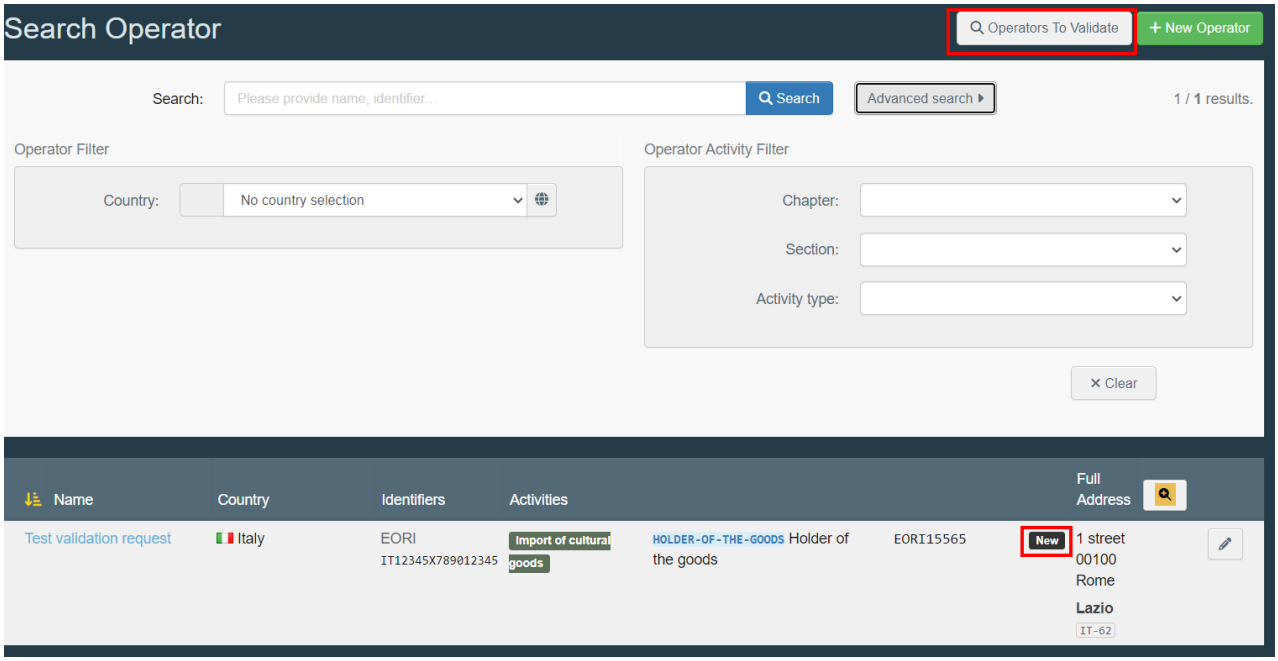
> **Important**: After validating the operator, authorities should also validate the link between the user and the operator so that they may have access to documents and operator information (see III. *2. As authority or administrator user - I want to validate the role of a user*).

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**":

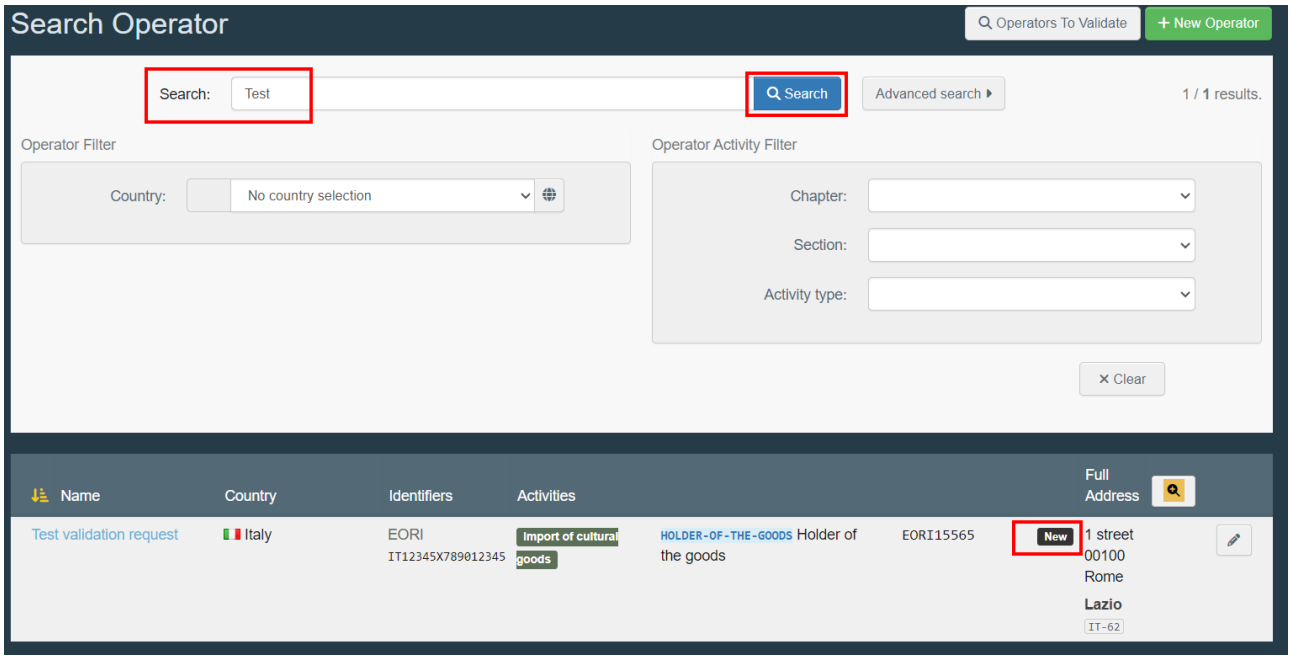


You have a few options to find the operators that are waiting for validation:

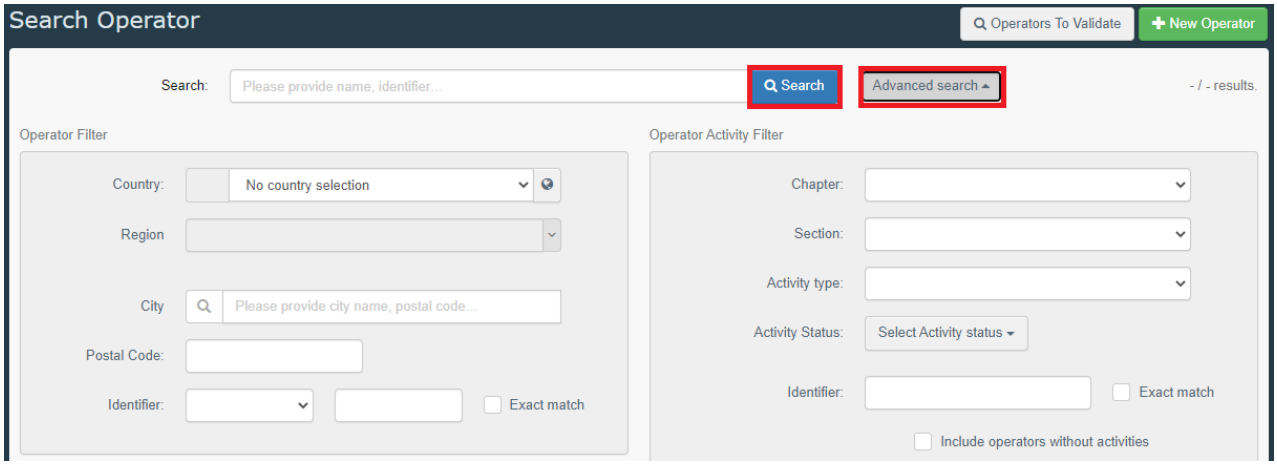
- By clicking in "**Operators to validate**": all the operators that are waiting for your validation will appear in the list below.



- 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.



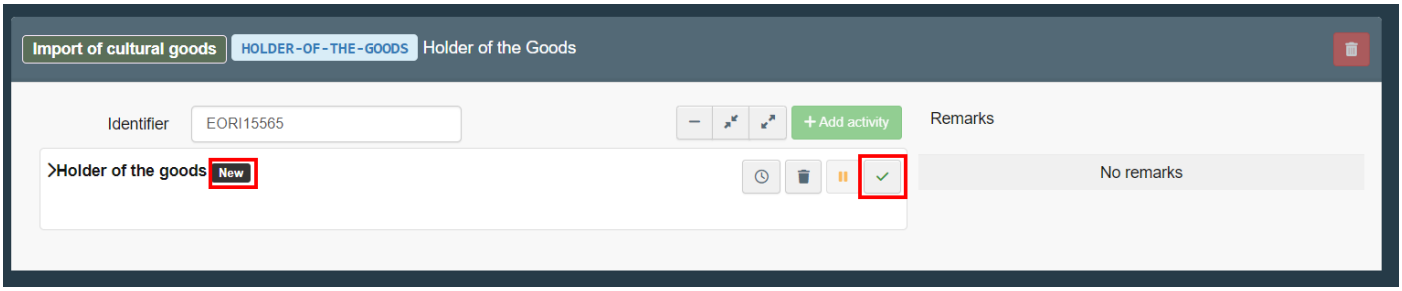
- By using the *Advanced Search* options: you can fill the relevant fields to find the operator.



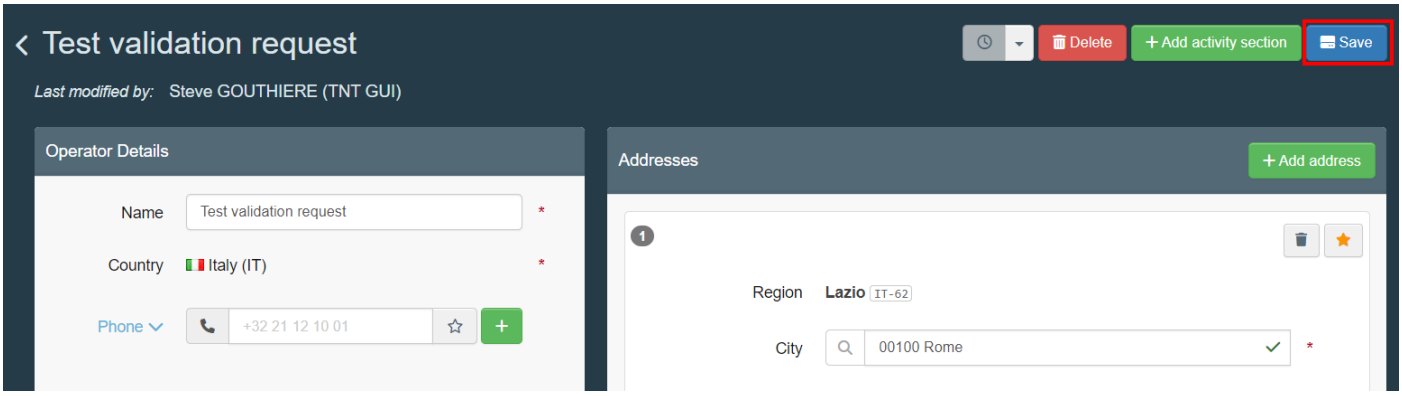
Once you find the operator you are looking for, click on its name or on the small pen icon to open its details.



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



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



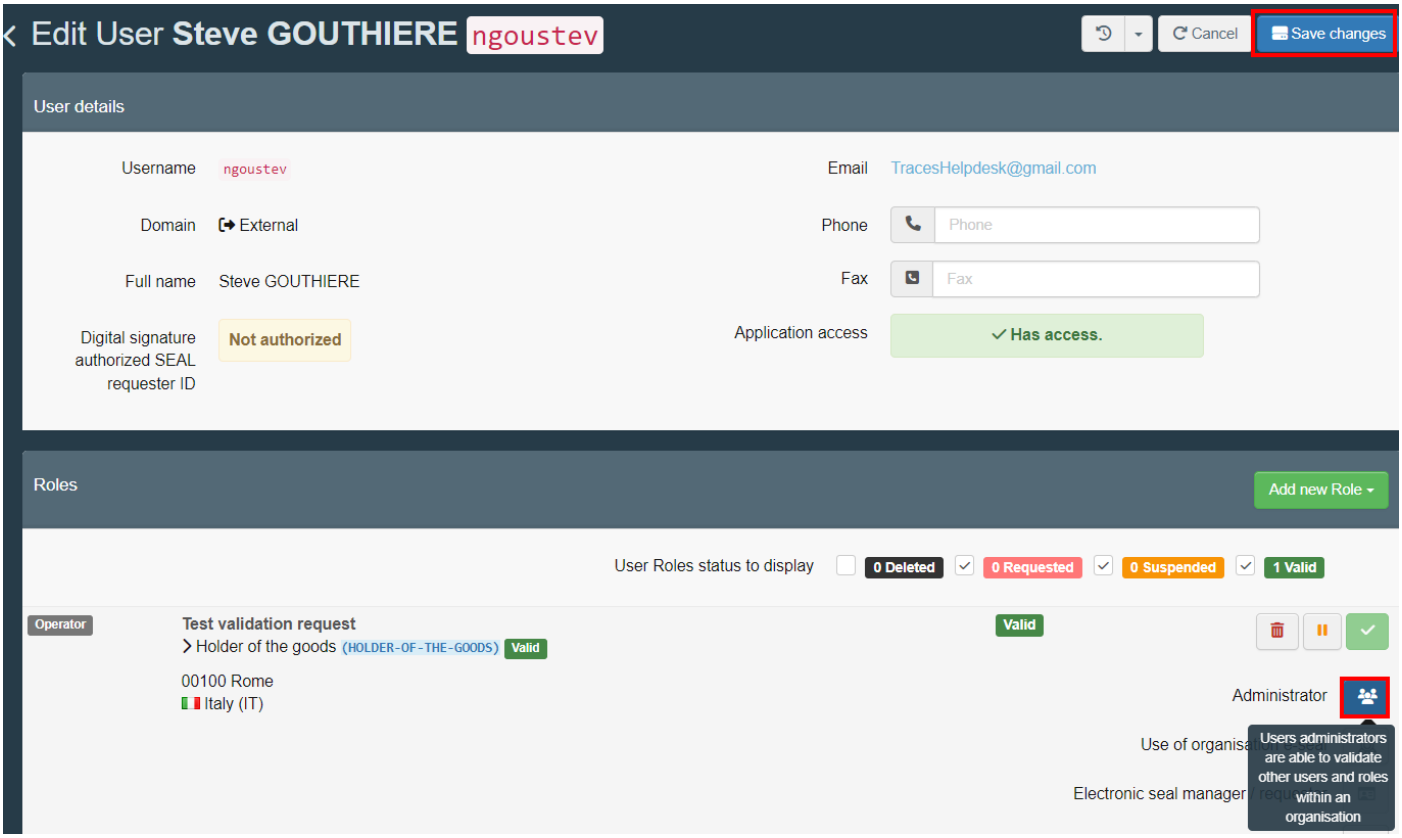
The activity that you have validated now has the status **Valid.**



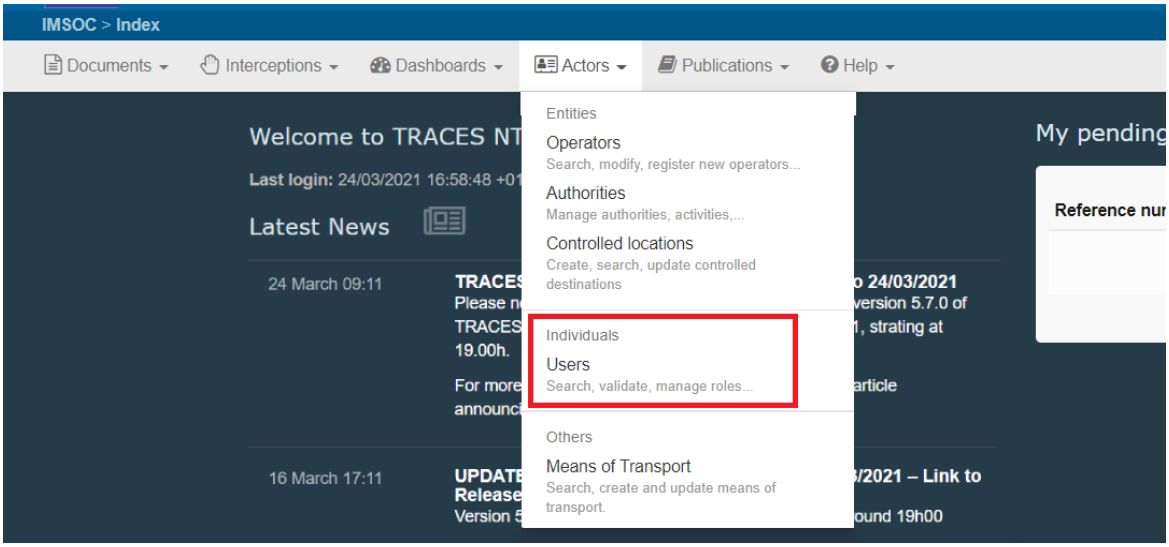
2. As authority or administrator – I want to validate the role of a user

An administrator is 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 fist user of an entity will have the Administrator rights enabled. It can be disabled if needed. It is possible to have as many administrators as desired for an entity.

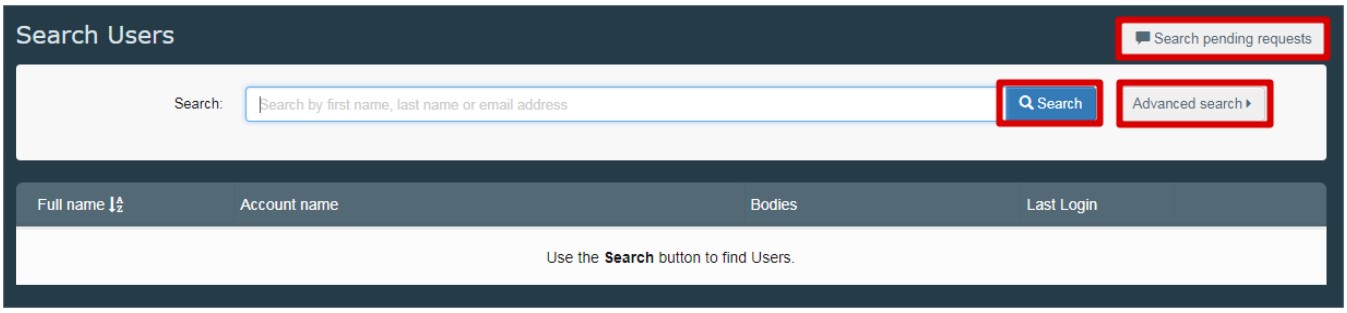


In order to validate the request of a user, click on "**Actors**" in the menu and then click on "**Users**":

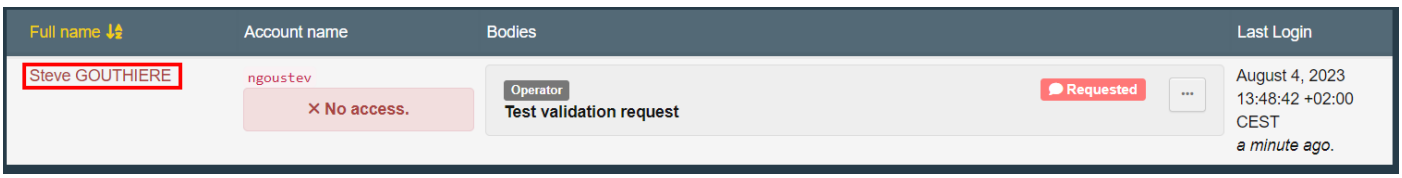


You have a few options to find users that are waiting for the validation of their role:

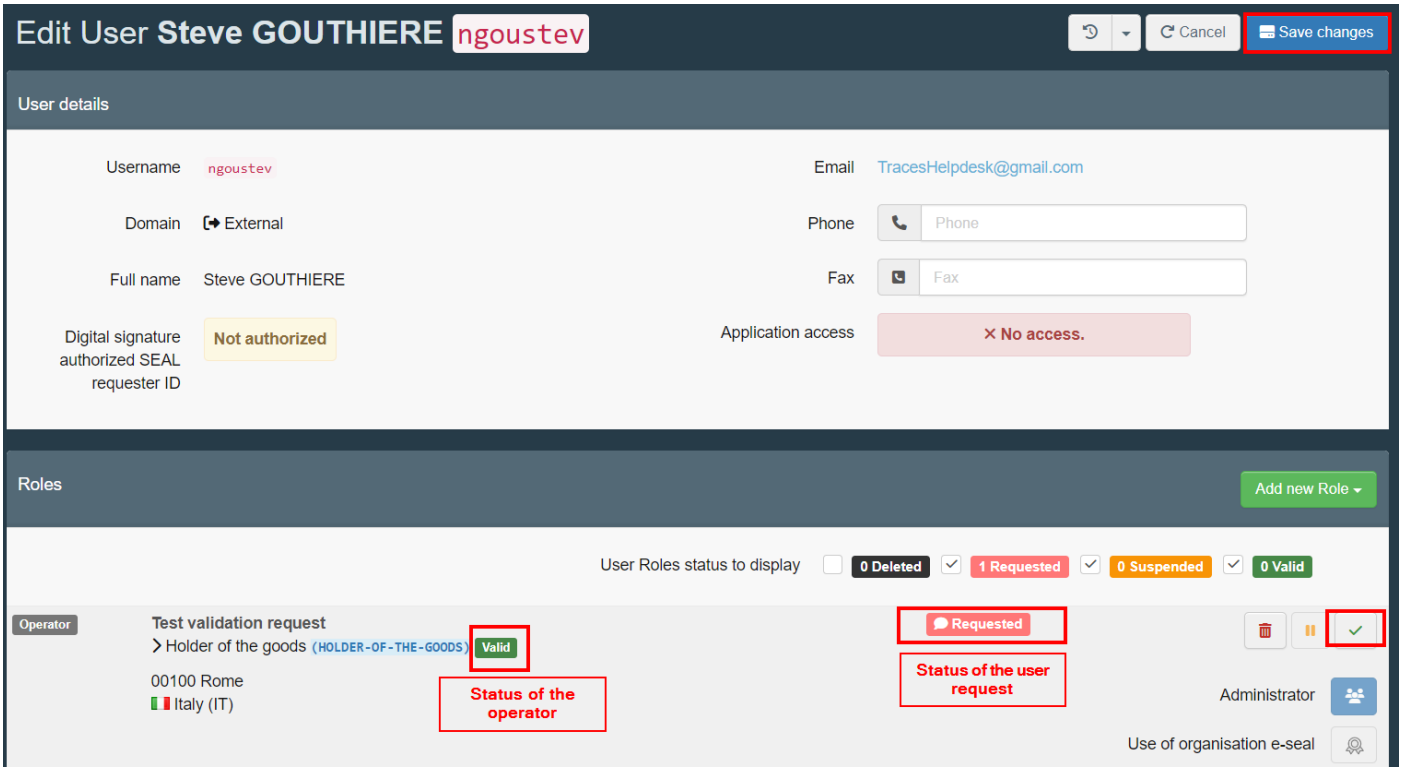
- By clicking in "**Search pending request**": all the users that are waiting for your validation will appear in the list below.
- By using the search bar: type the name/email address of the user you are looking for in the search field and then click in "**Search**". The result of your search will appear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



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

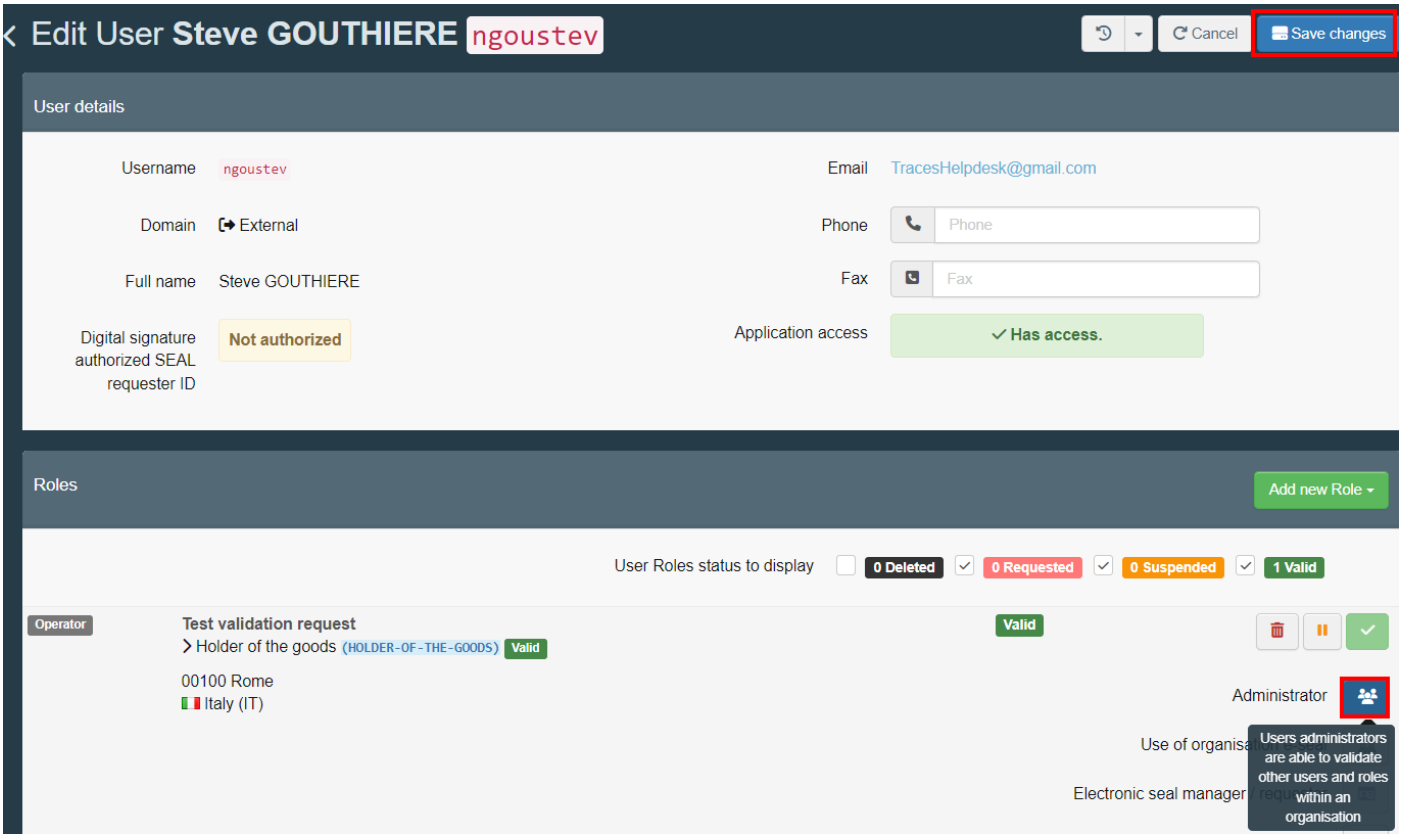


Click on the check button (√) to validate the relevant role request then click on "**Save changes**".



> **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 "**administrator**" and enable him to validate his/her colleagues within his authority/operator, activate the blue icon "Administrator" on the right, then click on "**Save**".

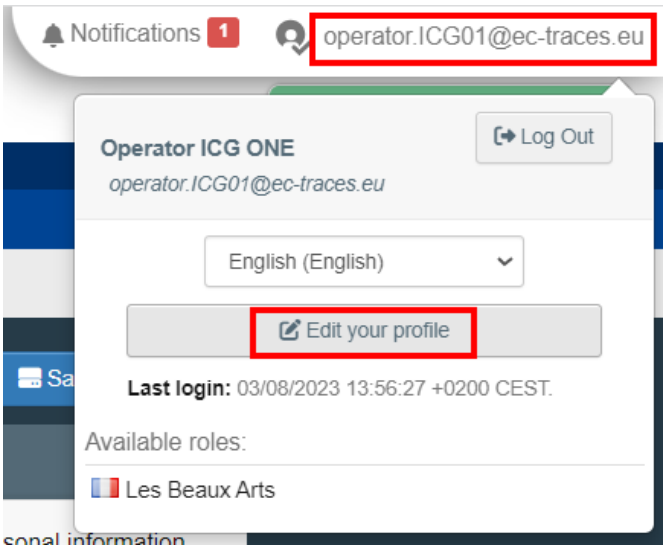


V. Operator management

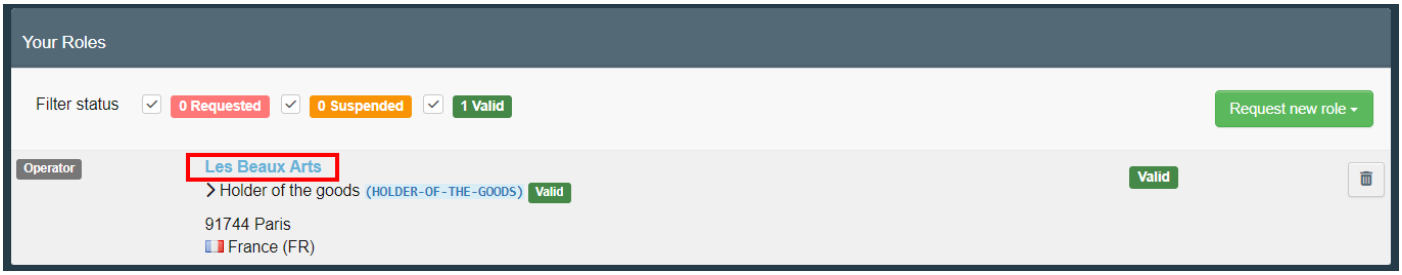
1. How to add an activity to an operator?

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**”.



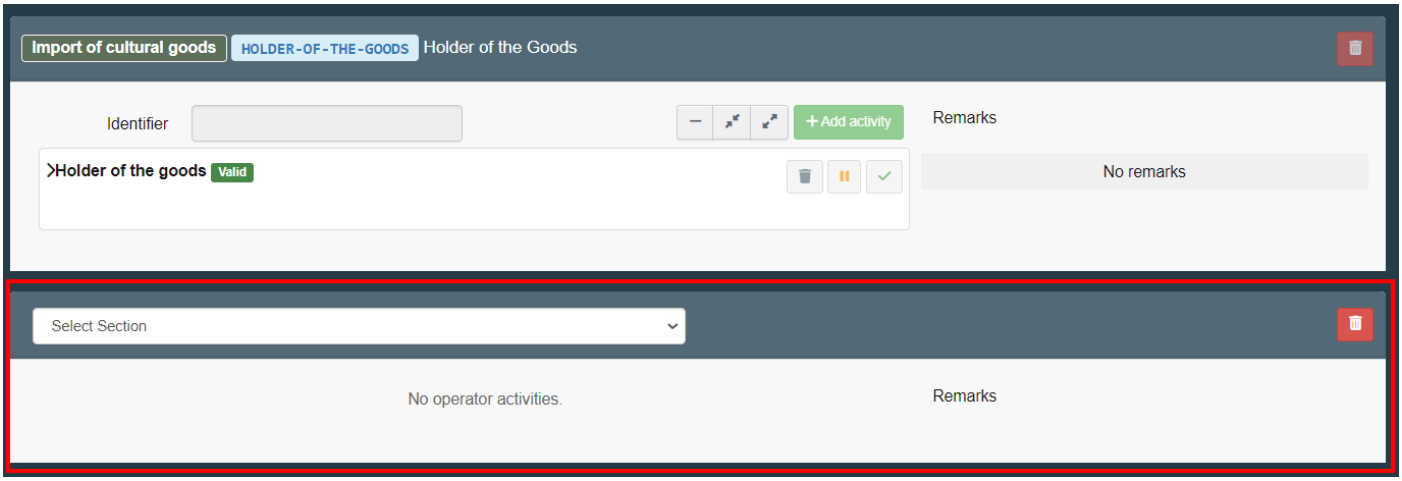
At the bottom of the page, click on your operator to open it.



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

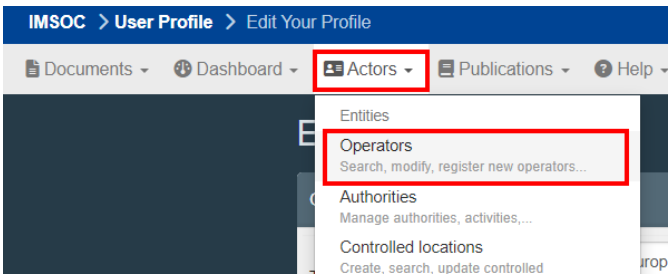
Then click on “**+ Add Activity Section”.** A new board (in red in the image) will open at the bottom of the page, to fill the new activity details:





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

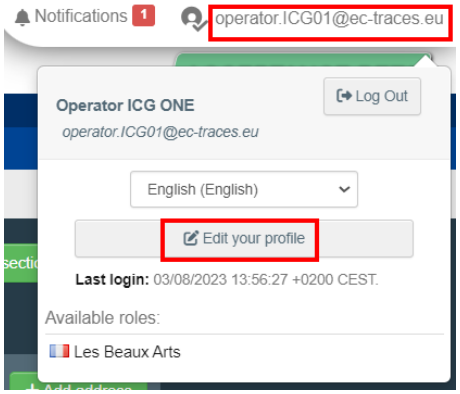
- As a user linked to an authority, you can add an activity to an operator. Search for the operator through the menu "**Actors**" and then "operator". Once you find it, click on it to open it. Then follow the procedure described above.



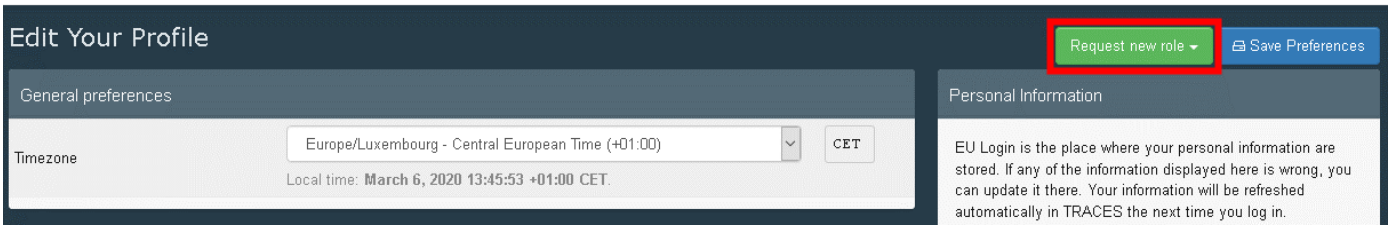
If the activity you just added is under your responsibility, the status of this activity will automatically have the status "**Valid**".

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**”.



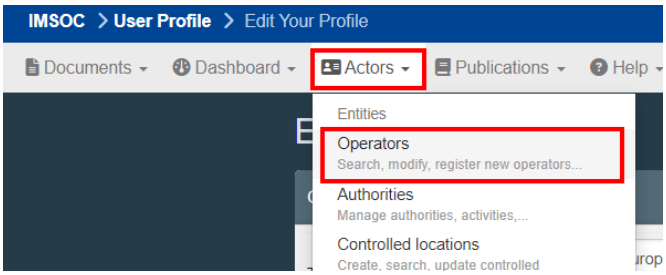
Select the role you wish to add and follow one of the procedures described in II.1 (operator) or II.2 (authority).

> **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.

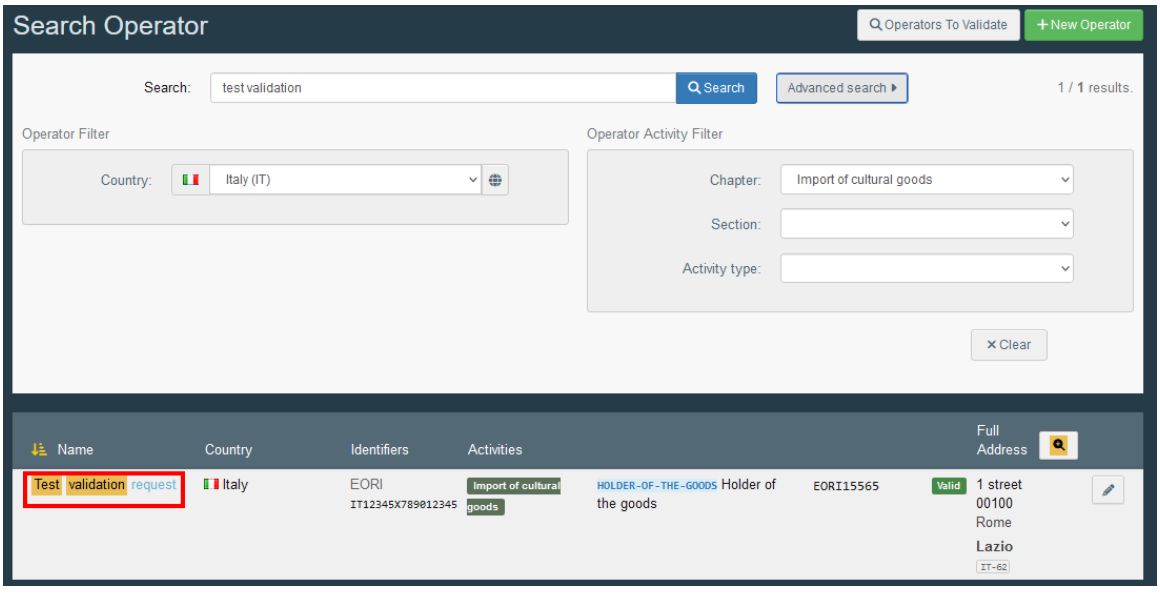
3. How to delete an operator?

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.

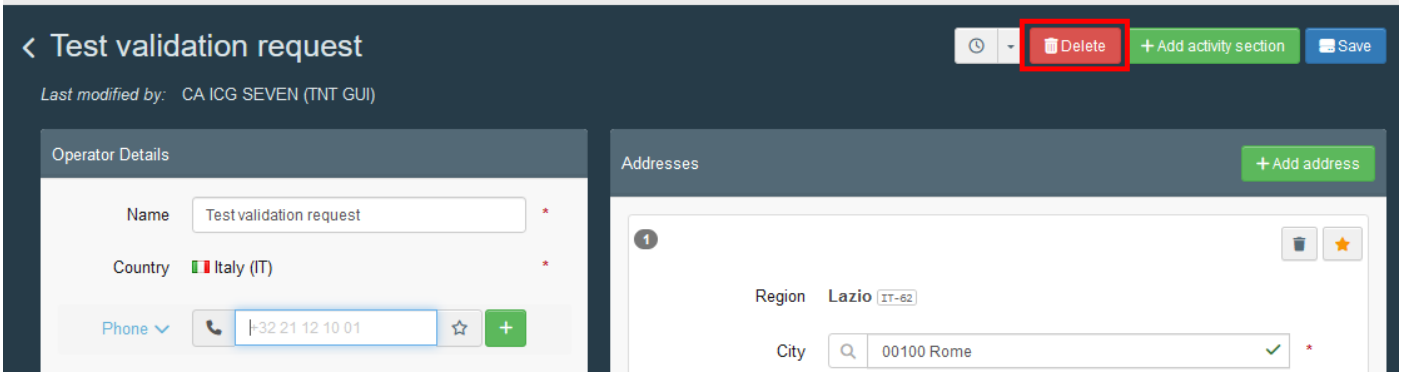
Search for the operator through the menu “**Actors**” then “**Operators**”.



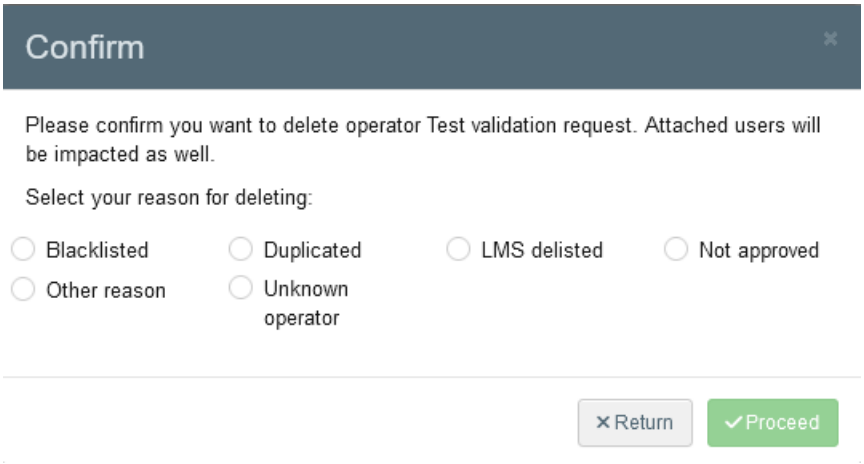
Once you find it, click on its name to open the details.



Click on the "**Delete**" button:

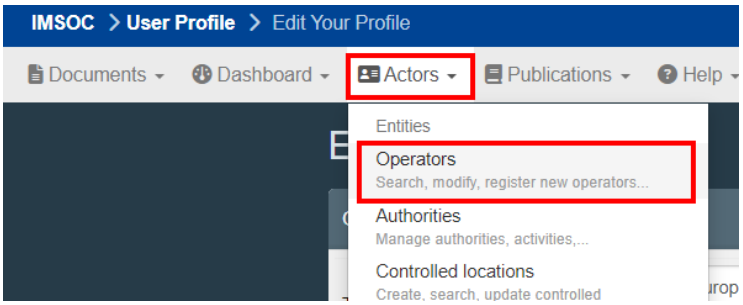


A pop-up window will appear: select one of the reasons for deleting an operator and click on "**Proceed**" to save the change.

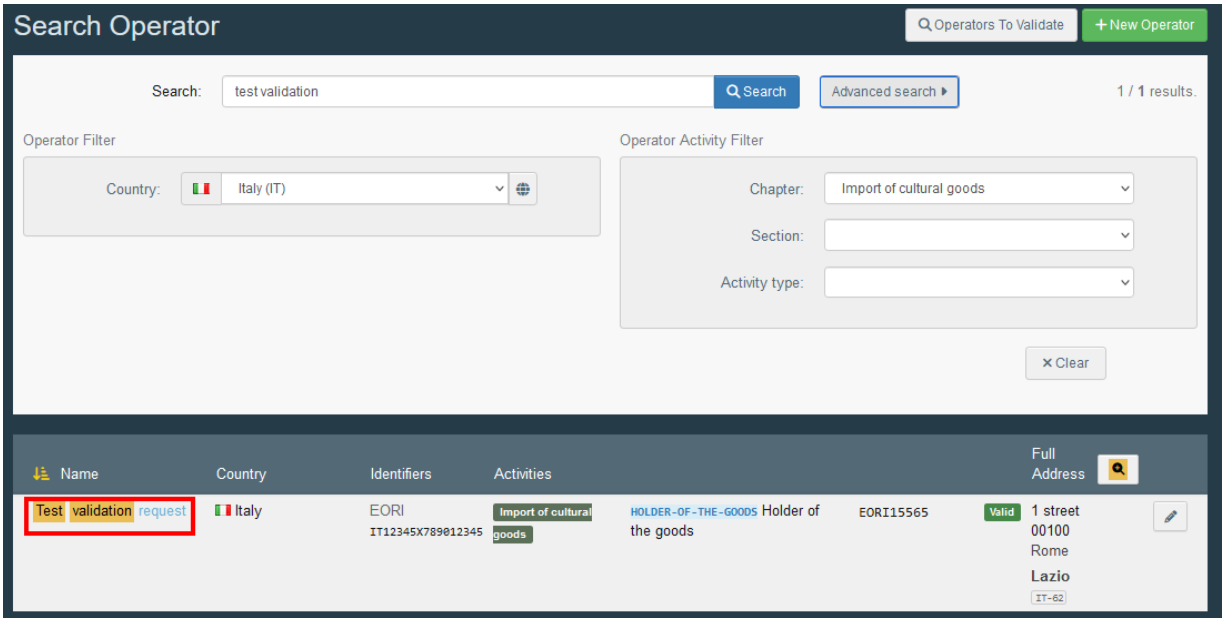


4. How to delete the activity of an operator?

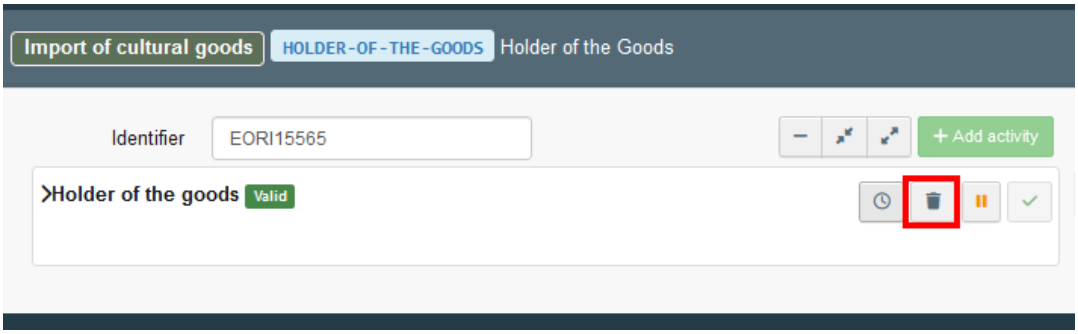
Only competent authorities are able to delete the activity of an operator. They can only delete an activity that is under their responsibility. In order to do so, search for the operator through the menu "Actors".



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



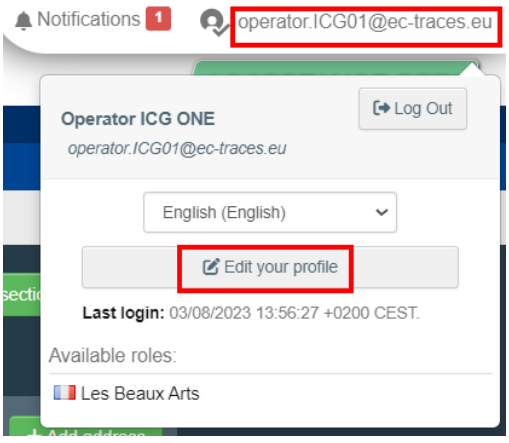
Click on the little bin icon next to the activity you wish to delete and click on the "**Save**" button.



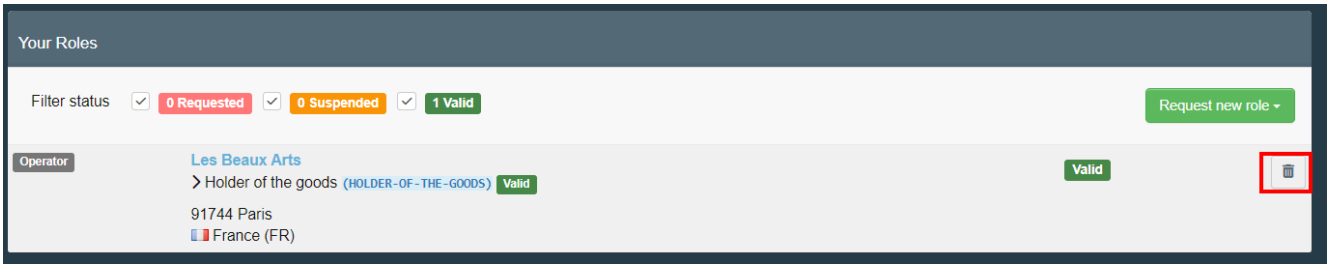
> **Note**: when an operator has only one activity, you can only delete the complete operator and not the activity.

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.



> **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.