CHED
COMMON MANUAL

Contents

1. How to register in Traces NT?

1.1. EU Login

➡ Open the "**TRACES NT**" page with this link: https://webgate.ec.europa.eu/tracesnt/login.
➡ Click on the green button "**Log into Traces**". This leads you to the EU login screen:
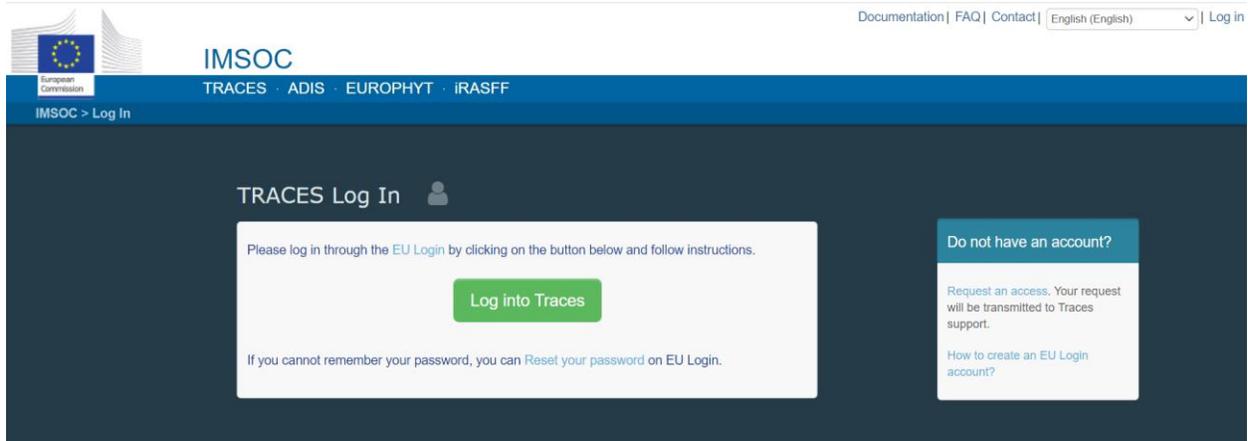
➡ Enter your EU Login account details (e-mail and password):
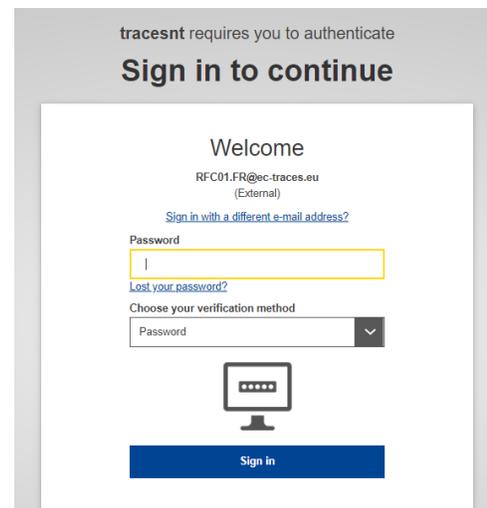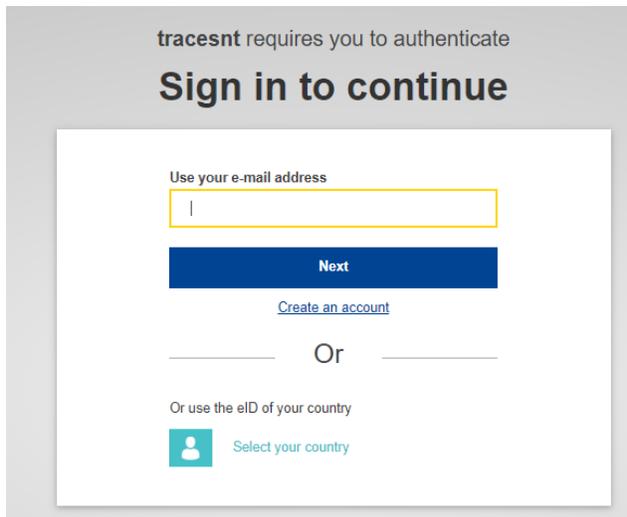
➡ Click on "**Sign in**".
➡ If you do not have an EU Login account yet, you can create it by clicking on '**Sign up for TRACES**':

Once your EU login is set up, you are able to log into **TRACES**.

> Note: you can find more information about EU Login registration by clicking on the link: https://webgate.ec.europa.eu/cfcas3/tracesnt-webhelp/Content/C_EU%20login/create-a-new-EU-login-account.htm

1.2. Request a role in TNT

When accessing **TRACES** for the first time, you need to request a role in order to access the application. Every user has a role. The role represent what you are working for: a company (operator) or an authority.

Note: Please be aware of the difference between "User" and "Operator" in TNT.

Users are individuals, natural persons. They are identified by their e-mail address and name - they all have an EU Login. They are linked to a business.

Operators, on the other hand, are businesses, legal entities.

NB: The Company can have different activities (RFL, Importer, equine holding, plant establishment etc.).

1.2.1.   Available roles

As Authority

- **CCA** → Central Competent Authority

The Central Competent Authority of a Member State (MS) is the superior authority for RCA, BCP or LAU. Users linked to a CCA can see all the documents in Traces involving authorities/operators from their country and can validate all users.

- **RCA** → Regional Competent Authority

RCAs are the regional competent authorities when the MS have this organisation in his country. The RCA is the superior authority for LAU. Users linked to RCA can see all the documents involving the authorities/operators the RCA is responsible for.

- **LAU** → Local Authority Unit

LAUs are the local competent authorities. They can do Part III of the CHED when it's required by legislation. Users linked to LAU can see all the documents involving the authorities/operators the LAU is responsible for.

- **BCP** → Border Control Post

The inspector at the BCP is the authority that carries out the Official controls and finalises the CHED (Part II). The BCP is the responsible authority of operators with the role "*Responsible for the Load*". All users linked to the BCP can validate the RFL for which their BCP has been assigned as responsible authority.

As Operator

- **RFC** → Responsible for the consignment

It is the role needed to create PART I of a CHED. It is under the authority of a BCP, which is responsible for the validation of the operators with the role "Responsible for the consignment". RFL users can see all CHEDs where they are mentioned (Box I.8 Operator responsible for the consignment).

- **All other types**

These are the role needed for an Exporter/Importer to be selectable in the system (status "New"). They do not need to be validated. Operators with these activities might not have any user attached.

Operators (Exporter/Importer) that have an activity other than responsible for the consignment are automatically assigned a responsible authority by the system. This authority is assigned based on the geographical area where the operator is located.

1.2.2. Request an Operator role

➡ If you work for a company and you have to create PART I of a CHED, select "**Operator**".
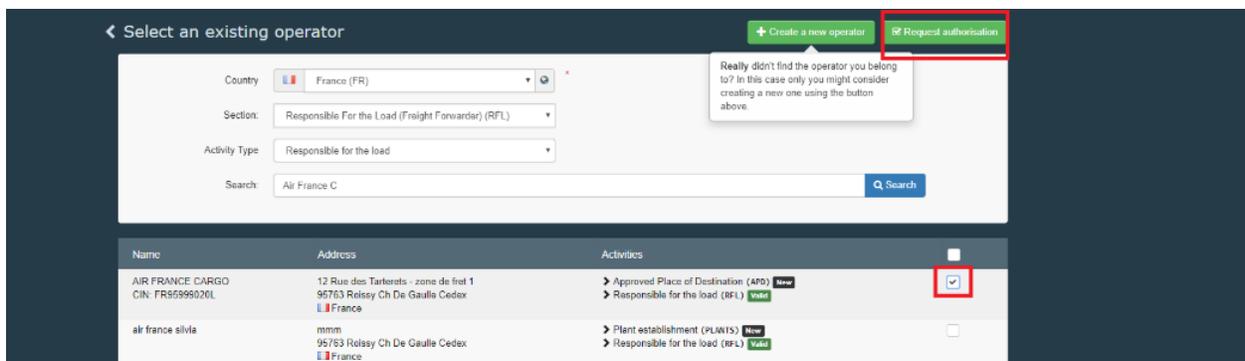
➡ Complete the fields and part of our organisation's name. Click on 'Search'.
➡ If you find your company, tick the small box on the right (you can select more than one company) and then the green button "**Request authorisation**". A pop-up window will appear, click on "**Send authorisation request**":

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

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

To create an operator with the activity **Responsible for the Consignment**, please follow this procedure:

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

2. In the box "**Chapter or Activity**", select "**Other**".

3. In "**Section**" and "**Activity**" select "**Responsible for the Load**".

4. Click on "**Search responsible authorities**" and search for the **BCP** that you wish to assign. He will be responsible for validation of your operator and user request.

5. Click on the button "**Create new operator**".

6. A pop-up window will appear, click on "**Send authorisation request**":

Once your role is requested, it needs to be validated before you can access TRACES NT. It can be validated by your competent authority or by a colleague with Admin Rights. (See part 2).

1.2.3. Request an Authority role

If you are an **Authority** user, select "**Authority**". Complete the fields to find the authority you work for. Note that you can be linked to the more than one authority.

➡ Tick the small box on the right-hand side, followed by the green button "**Request authorisation**".

> 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.

➡ Once you have selected the Authority, click on the green button "**Request authorisation**".

➡ A pop-up window appears, click on "**Send authorisation request**".

Once your role is requested, it needs to be validated before you can access TRACES NT. It can be validated by your superior authority or by a colleague with Admin Rights. (See part 2).

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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.

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?

2. Validation of users and operators

In order to have access to TRACES NT, your account must be validated.

> Note: when validating a new request, the authority must validate first the operator, and then the user account.

2.1. Validation of operators

➡ Only competent authorities can validate operators. To do so, click on "**Actors**" and then "**Operators**".
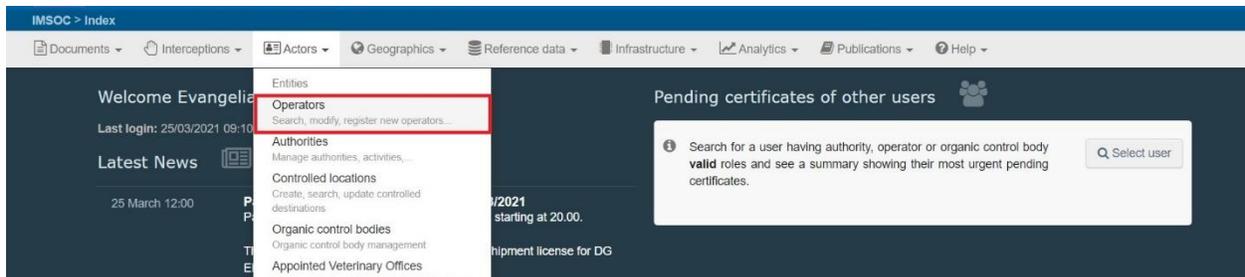
Use the *Search Bar* or *Advanced Search* option to find the operator. You can also see the list of operators waiting for validation by clicking on "**Operators to Validate**".

➡ Click on the operator to open the details.

➡ 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.**

Be aware that you still need to click on the **Save** button to save the changes.

2.2. Validation of user

➡ If you are the first user in your company, your competent authority will validate you.
➡ If you are not the first user in your company, one of your colleague might have the admin rights for your company. As user with admin rights, he can manage users in the company.

➡ To validate users, click on "**Actors**" and then "**Users**".
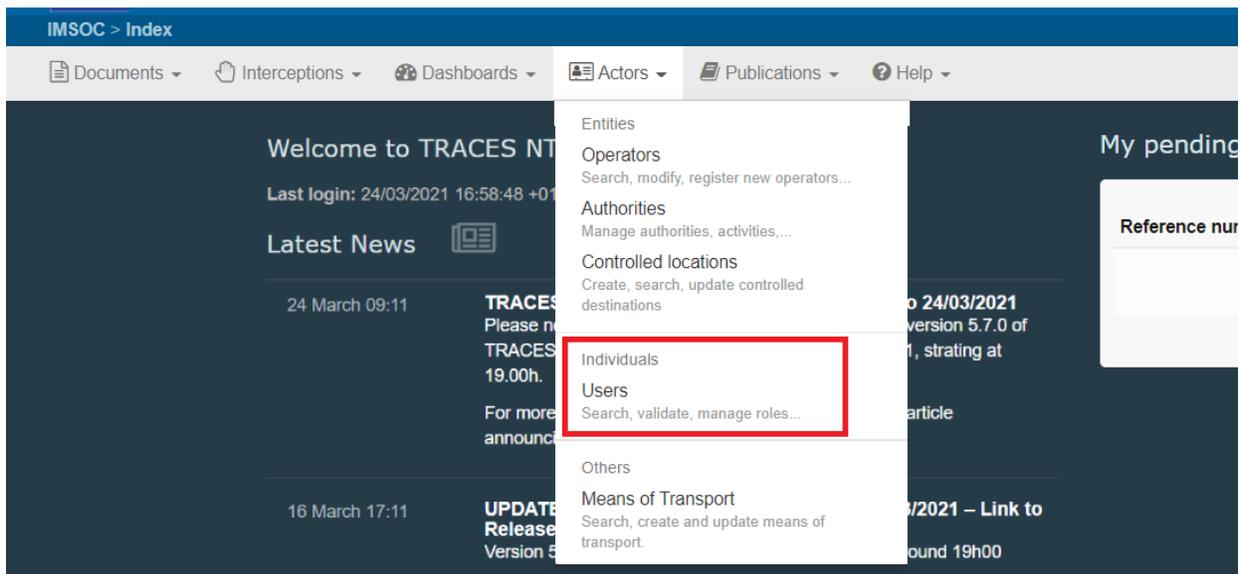
➡ Use the *Search bar* or *Advanced search* option to find the user. You can also see the list of users waiting for your validation by clicking on "**Search pending requests**".
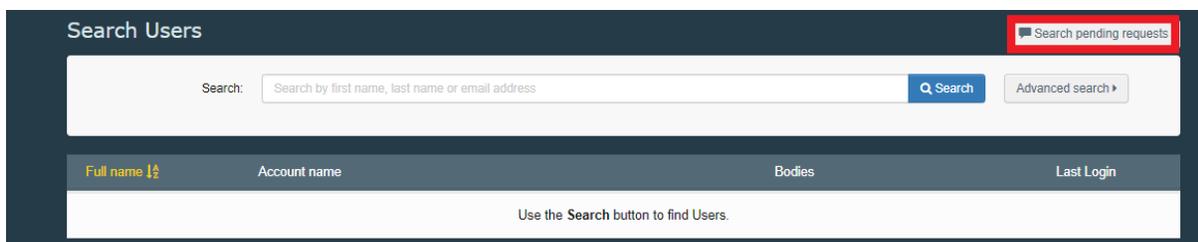
➡ Click on the User to open the details.
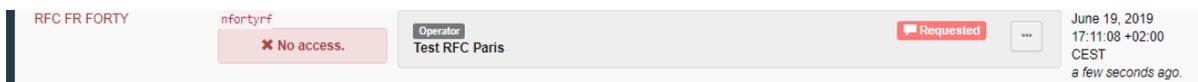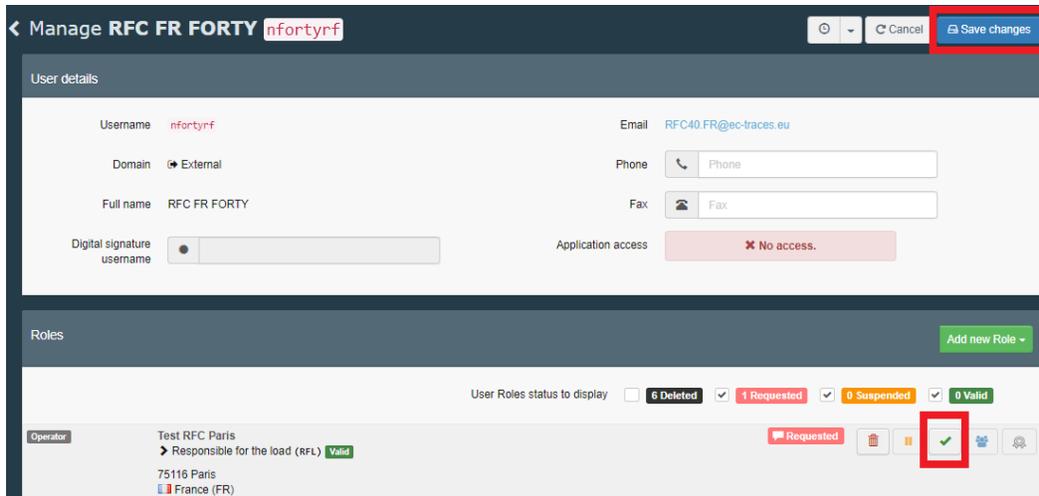
➡️ Click on the check button to validate the relevant role requested.

> Note: it is possible to give the "Administrator role" to a user linked to a company or authority: this will allow him/her to validate the requests of his/her colleagues. To do so, enable the button on the right (it will become blue).
>
>
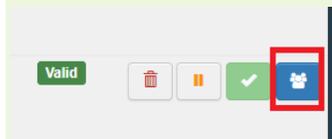
The role that you have validated now has the status **Valid.**

➡️ Please be aware that you still need to click on the **Save changes** button to commit to the changes. Once the changes have been saved, the profile of the user should look like this:
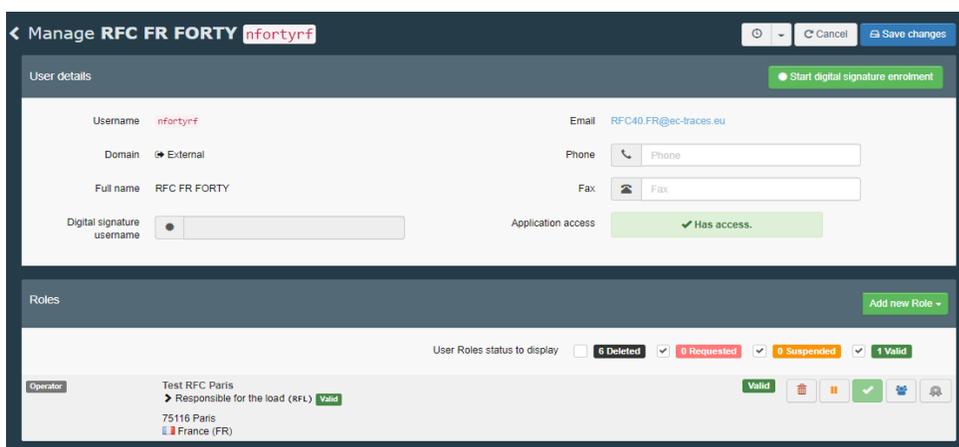
> **Tip:** You can always "delete" or "pause" the operator, by ticking the small icons next to the "check".

3. Management of operators

3.1. How to create an Operator in the system?

➡ Once you have a valid account in TRACES NT, you can create new operators. To do so, click on "**Actors**", then "**Operators**" and then "**+New Operator**".
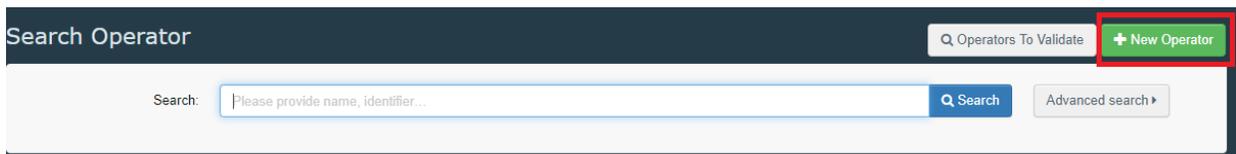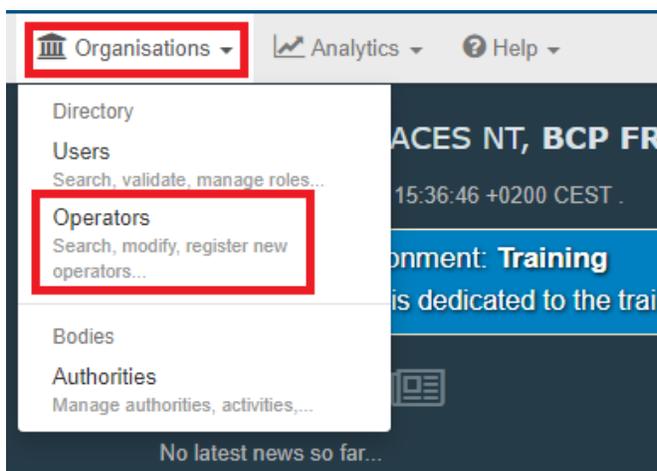
➡ In the Box "**Operator Details**" fill in the mandatory information requested:
- Name,
- Country,
- Phone/Email/Fax/WebUrl.

➡️ The Box "**Operator Identifiers**" is not mandatory. If you wish to add an identifier, click on the button "**+Add Identifier**" and type the necessary information.

➡️ In the Box **"Addresses"** specify your address. If your Company has more than one addresses, select **"+Add address"** and select the little star to indicate your main address.

➡️ The green button "**+Add Activity Section**" will become available only when the mandatory fields in the Box "**Operator Details**" are filled in.
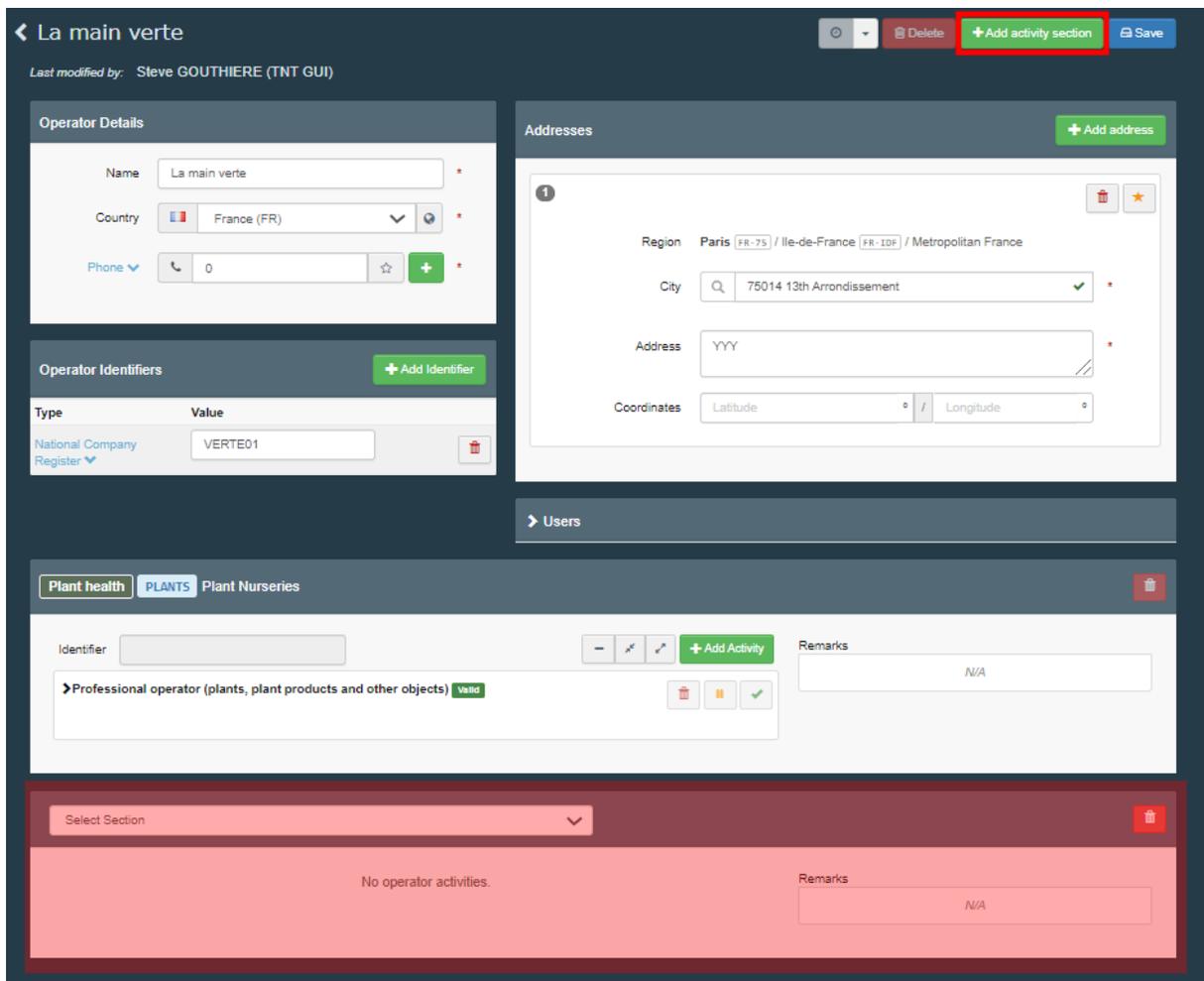
➡ Click on "**+Add Activity section**", select the relevant section from the drop down menu, and then **"Add activity"**. You can add as many activities as you need for one operator.

➡ Then click on the blue button "**Create**".
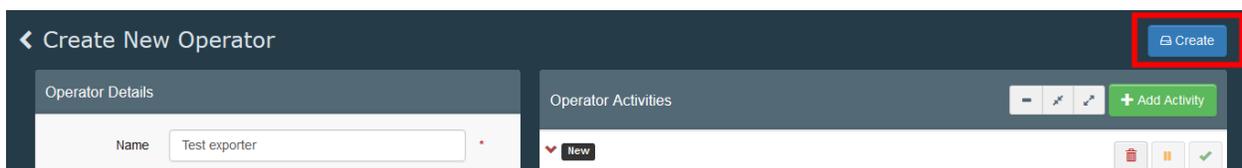
➡ The operator will have the status "New" and it will be selectable in the system. It is also possible to remove an activity by clicking on the red bin icon.
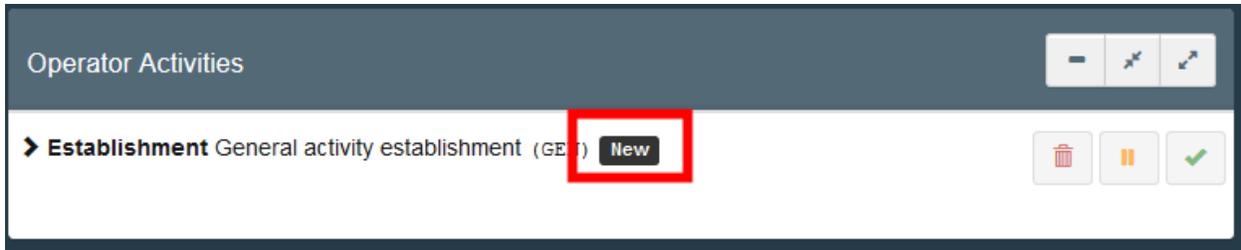
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In the case of a Responsible for the Load you must add a responsible authority. The responsible authority is usually the BCP with which the RFL works the most. The selection of one BCP does not prevent the RFL from working with ANY OTHER BCP in the EU.
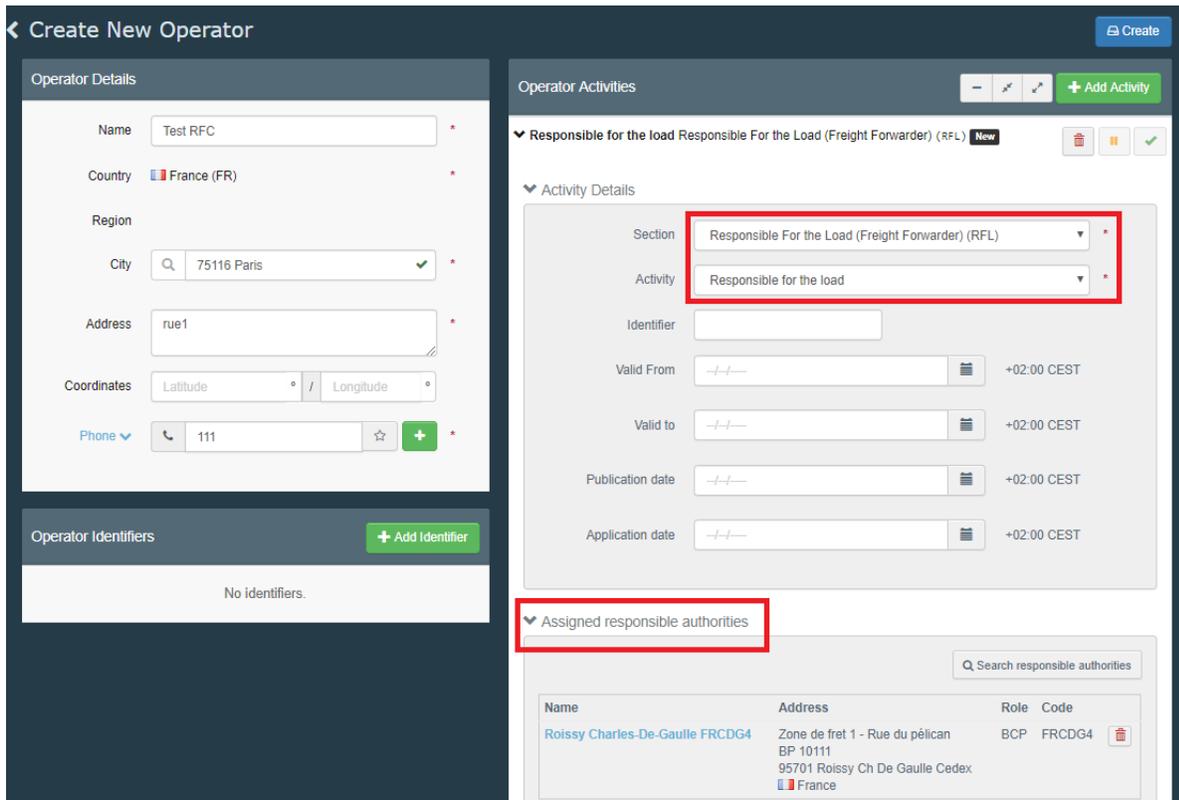
The RFL will be validated by the assigned responsible authority. Once validated, the RFL is able to create PART I of the CHED.

4. QlikView

QlikView is the statistical tool for TRACES-NT.

As Authority, you can access it and search for data relating to CHED signed in your country as well as the rejected CHED of the entire EU.

➡ To access QlikView, click on "Analytics" and then on QlikView.
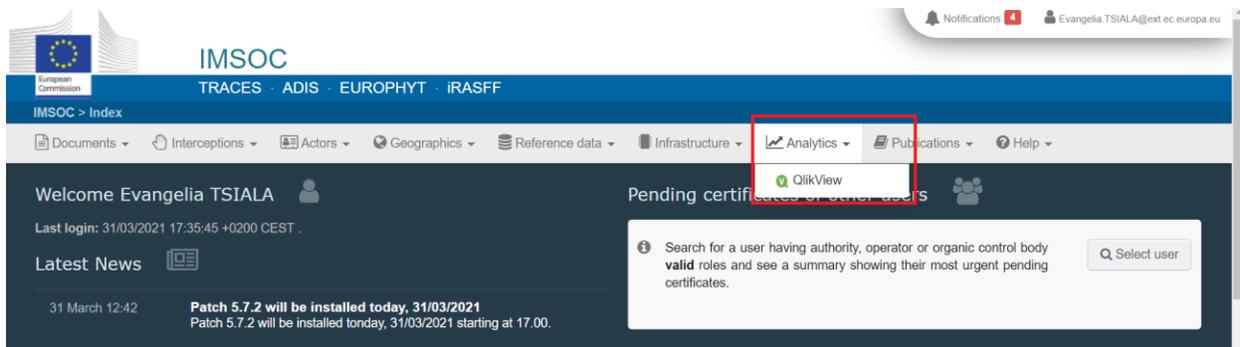
➡ The system will redirect you to a webpage where you will have to click on the small button in the top right corner "Sign in".
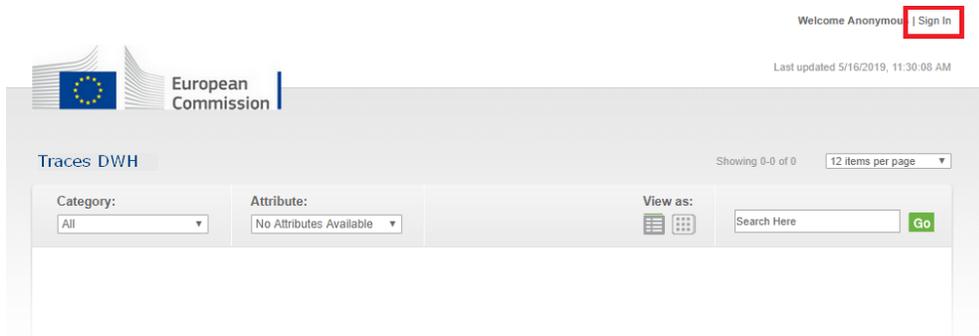
➡ Select which CHED database you want to access (Production environment as shown in the printscreen or Training environment if you want to train on the tool).

You can only access the data of the certificate for which you have the authority.

➡ On the welcome page of QlikView, select the language you want.

➡ Once the language is selected, you will be able to freely navigate in the tabs and customize your research.

> Note: In tab "Part I: Details", you can filter your search by ANY of the fields present in Part I of a CHED.
>
> In tab "Part II: Decision" you can filter your search by ANY of the fields present in Part II of a CHED.
>
> Some pre-made tables are available in the other tabs.

In the tab "Quick information display", you can create your own table by selecting the proper filters form the "Available fields" and the "Metrics".

All the tables made in QlikView can be exported to Excel to be manipulated on convenience.

You can "Bookmark" your searches: the system will save them and when you will need to access those searches again in the future, you will have to click on the star in the upper left corner. By refreshing the page, all the data inside a specific search will be updated, without having to re-do the table from scratch.

Here is an example of customised table to be exported to Excel:

5. E-signature

The electronic signature, based on the eIDAS Regulation (Regulation (EU) 910/2014), just like a handwritten signature, ensures an unequivocal link between the identity and the signature of the signatory. It provides a simple and effective way to secure that link.

Documents that are signed or sealed in accordance with eIDAS Regulation, have the same legal value as their paper versions in the EU.

The eIDAS Regulation defines three levels of assurance of e-signature/e-seal: "Simple", "Advanced" and "Qualified". The qualified e-signature, the one required for the Authorities to sign a Document in TNT, is based on a qualified certificate issued by a "qualified trust service provider" and ensures the highest level of assurance and non-repudiation of the document.

As a general rule, when a document is finalised in TNT WITHOUT digital signature (meaning it has a final status "Validated" or "Rejected"), the document still needs to be printed, stamped and signed by the Authority. The printed document (the paper version) has "legal value" and is the "original".

With the new features of electronic signature and seal in TNT, implemented according to eIDAS Regulation, it is possible to sign the document "digitally". This means that the "original" document is the PDF, which has been signed through E-signature, and that any paper version of it is considered a "Copy".

The advantages of the E-signature in TNT are many: the document is accessible from everywhere and at any time; it will facilitate the full dematerialisation of paper documents; it will make it very difficult to falsify signatures, stamps or dates; there will be no need for "officially certified copies" because all copies are original documents.

How to enrol?

To be able to sign digitally a document in TNT, it is necessary to start the enrolment procedure of the inspectors, who will need to contact their central administration, and who will need to be identified by the trust service provider and assigned a "digital identity" (User ID and password). In TNT, inspectors will need a "Qualified signature" to sign a CHED, and the "digital identity" (namely, only ID and Password) will not be sufficient, and in addition they will need a tool to generate a One-Time Password (OTP). Therefore, the trust service provider will make available for the inspectors the means to generate such OTP that will be used and will be different for every single signature. This tool can be a "Token" or a mobile application.

When the document is signed digitally, its validity can be checked by either looking for the logo of the e-signature, or in the PDF document downloaded from TRACES, in the signature panel.

√ Signed and all the signatures are valid

E-signature of the inspector who signed Part II
E-seal of the competent authority to which the inspector belongs
E-seal of the European Commission

6. How to search for a CHED?

➡ On the homepage, click on "**Documents**" and then "**CHED**".

➡ Type directly the Reference number or the Local reference number of the CHED. If you don´t know, run an "**Advanced search**" and select the details.

Tip: As BCP, you can also find all the information about certificates that have been created, validated or rejected at your BCP by date.

➡ Click on the **Search** button and scroll down to see the list.

➡ Click directly on the Reference number of the CHED that you are searching to open the certificate. Alternatively, click on the **Actions** button displayed on the right and select "**Open in a new Tab**".

> Note: the Action button gives access to some extra functionalities to speed up the submission process ("Print PDF", "Copy as new" and "Clone as CHEDPP").