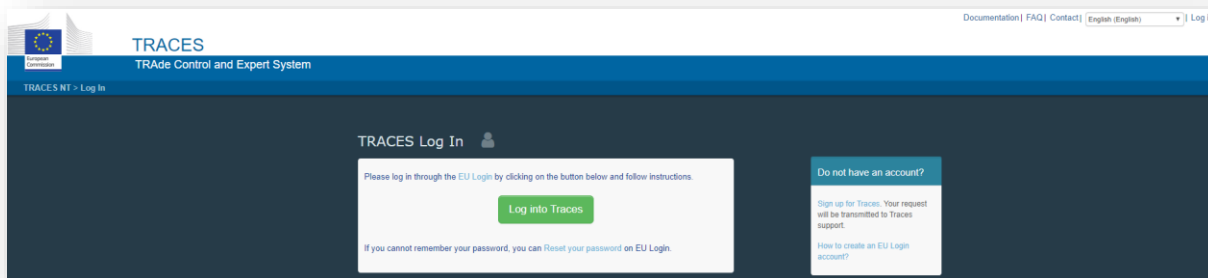


How to log into Traces?

Open the “**TRACES NT**” page.

Follow this link for **official use**: <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):

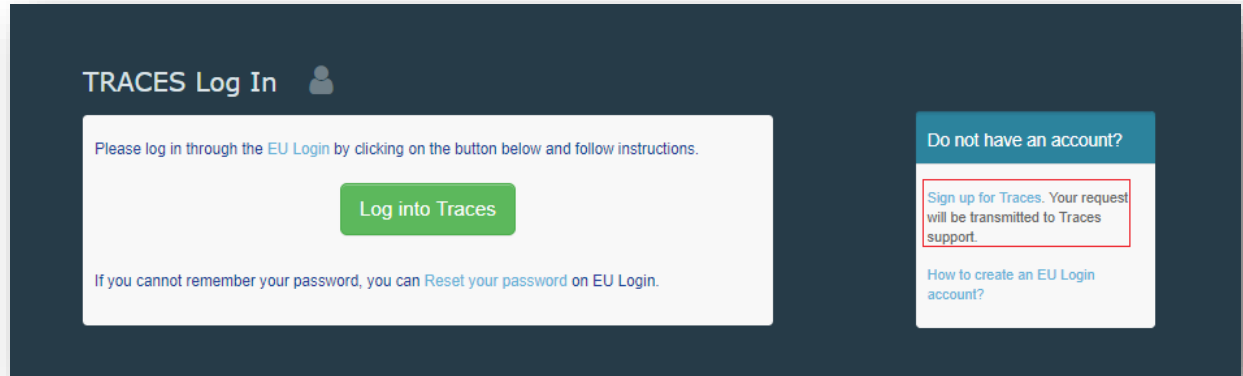
This screenshot shows the 'Sign in to continue' screen for email authentication. The header reads 'tracesnt requires you to authenticate' and 'Sign in to continue'. The main form has a 'Use your e-mail address' section with a text input field and a 'Next' button. Below this is a 'Create an account' link. An 'Or' separator is followed by an 'eID' section with a 'Select your country' button. The background is a light gray with a subtle grid pattern.This screenshot shows the 'Sign in to continue' screen for password authentication. The header reads 'tracesnt requires you to authenticate' and 'Sign in to continue'. The main form has a 'Welcome' section with the email 'RFC01.FR@ec-traces.eu (External)'. Below this is a 'Password' section with a text input field and a 'Lost your password?' link. A 'Choose your verification method' dropdown menu is set to 'Password'. At the bottom, there's a 'Sign in' button. The background is a light gray with a subtle grid pattern.

Click on “**Sign in**”.

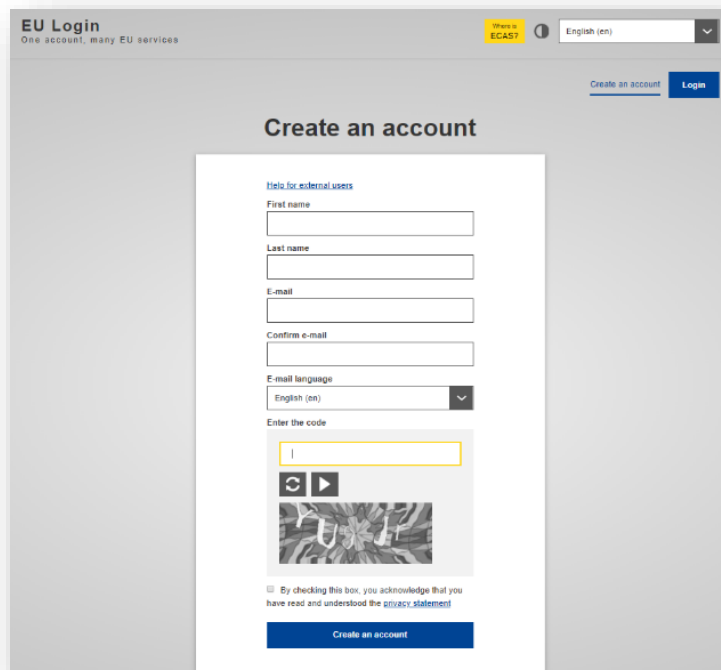
Note: If you do not have an EU Login account yet, we invite you to create one.

Please follow the link and follow the procedure described:

https://webgate.ec.europa.eu/cfcas3/tracesnt-webhelp/Content/C_EU%20login/create-a-new-EU-login-account.htm



The image shows the TRACES Log In interface. At the top left, it says "TRACES Log In" with a user icon. Below this, a white box contains the text: "Please log in through the EU Login by clicking on the button below and follow instructions." and a green button labeled "Log into Traces". Below the button, it says: "If you cannot remember your password, you can Reset your password on EU Login." To the right, a blue box titled "Do not have an account?" contains a red-bordered box with the text: "Sign up for Traces. Your request will be transmitted to Traces support." and a link: "How to create an EU Login account?"



The image shows the EU Login "Create an account" screen. At the top, it says "EU Login" and "One account, many EU services". There are links for "Create an account" and "Login". The main heading is "Create an account". Below this, there is a form with the following fields: "First name", "Last name", "E-mail", "Confirm e-mail", "E-mail language" (with a dropdown menu showing "English (en)"), and "Enter the code" (with a text input field and a refresh button). Below the form, there is a checkbox with the text: "By checking this box, you acknowledge that you have read and understood the [privacy statement](#)". At the bottom, there is a blue button labeled "Create an account".

Once your [EU login](#) is set up, you are able to log into **TRACES**.

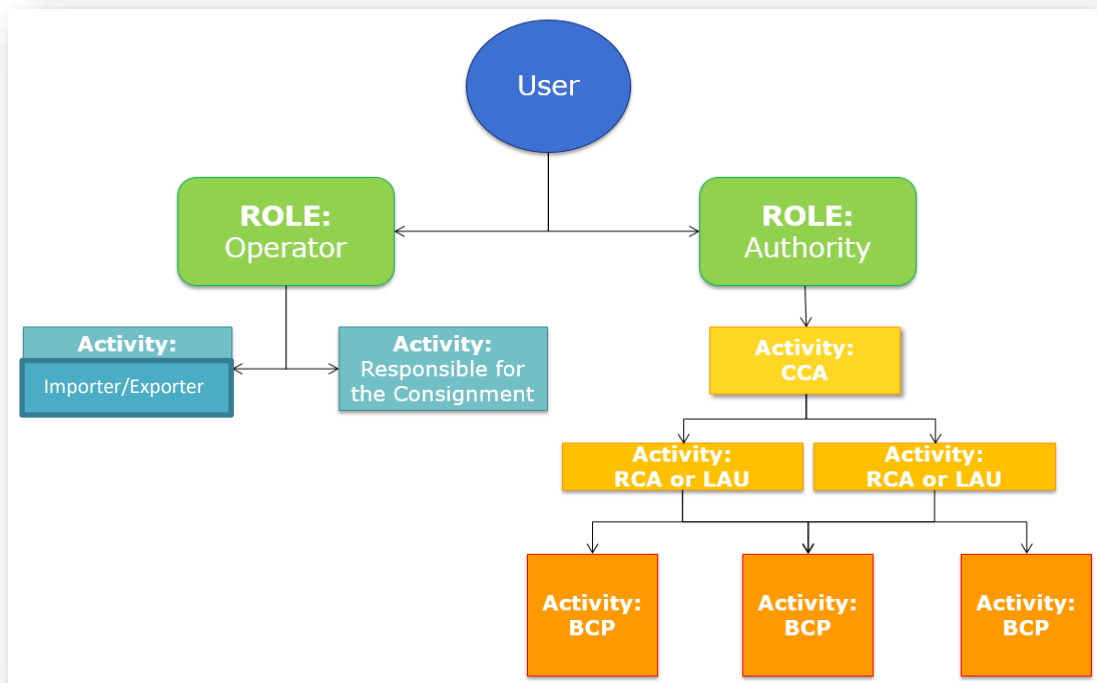
Before starting with the CHED...

Is this the first time you access **TRACES**?

If yes, after logging in, the system will inform you that **you do not have any role** allowing you to access the application.

Depending on the nature of your activity, you will have to select the type of organisation you are requesting access for, among “**Operator**”, “**Authority**” or “**Other Body**”. Therefore, a user needs to have a Role to work in TNT (Operator or Authority or Other body, etc). For each Role, one or more activities are assigned.

The combination of Role and Activity will define what kind and which part of documents the user will be able to create and finalise.



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.

Normally they are linked to their businesses.

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

An individual (User) that needs to work in TRACES to create a CHED and that works for a business (Operator), must request a role in TRACES as “Operator”.

He will also need to request to be linked to the company (Operator) he is working for.

He will then be able to work in the system as User attached to that Company.

NB: The Company can have different activities (RFL, Plant establishment etc.).

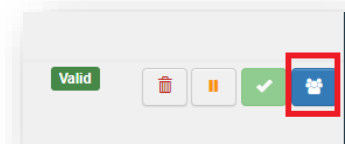
A person (User) that works for an Authority (BCP, RCA, LAU, CCA), must request a role in TRACES as Authority and request to be linked to the proper BCP, RCA, LAU or CCA.

Structures

Possible “Activities” for the Role as “Authority” in TRACES-NT

CCA → Central Competent Authority

The Central Authority of a Member State (MS) is responsible for the organisation of official controls. The European Commission (EC) adds them in the system and validates the first user of CCA. Admin rights are given to this first user.



They are able to validate the requests of their colleagues in the CCA and can give Admin rights to them. They are also able to validate users of RCAs, LAUs, BCPs. Admin rights are given *automatically* to the first users validated for RCAs, LAUs, and BCPs.

Users linked to CCA can see all the documents in Traces involving authorities/operator. The CCA is the superior authority and **can do in the system all the actions that BCP, RCA or LCA can do.**

RCA → Regional Competent Authority

The superior authority of a RCA is the CCA. RCAs can be authorities responsible for Control Points. The users with Admin rights in the RCA can validate the requests of their colleagues in the RCA. They can also give Admin rights to them.

Users linked to RCA can see all the documents involving the authorities/operators the RCA is responsible for.

LAU → Local Authority Unit

The superior authority of a LAU is a RCA or the CCA. LAUs can be authorities responsible for Control Points. The users with Admin rights in the LAU can validate the requests of their colleagues in the LAU. They can also give Admin rights to them.

Users linked to LAU can see all the documents involving the authorities/operators the LAU is responsible for.

BCP → Border Control Post

Place, and the facilities belonging to it, designated by a MS for the performance of official controls. The list of BCPs is approved by the MS and sent to the EC, who adds them in the system and validates them

The superior authority of a BCP can be a LAU, RCA or CCA. The user with Admin rights in the BCP can validate the requests of their colleagues in the BCP. They can also give Admin rights to them.

All users linked to an Authority (for example, a BCP) can be linked with other authorities (for example, other BCPs, LAUs and the CCA).

BCP is the responsible authority of operators "Responsible for the Load". All users linked to the BCP (no matter if admin or not) can validate the RFL for which their BCP has been assigned as responsible authority. Users of that BCP must also validate the request of a user to be linked to the operator RFL. When this link is created, Admin rights are given to the first user of the operator, and this user can and will validate the requests of his colleagues.

The inspector at the BCP is the authority that carries out the Official controls and finalises the CHED (Part II). They can create (normally it should be created by the operator RFL) or modify Part I of the CHED.

The CHED can also be finalised by the user linked to the authority responsible for a Control point.

User inspector at BCP can see Documents in all status (except for “Draft”) from his BCP and the Rejected from all the EU. “Rejected” CHEDs are visible by all authorities in all EU, but they cannot access them.

“Cancel certification” → BCP, LAU, RCA and CCA can cancel “Validated”, “Authorised for transshipment”, ‘Authorised for onward travel’ and “Authorised for transfer” to control point CHEDs.

“Replace” → BCP, LAU, RCA and CCA can replace “Validated”, “Authorised for transshipment” and “Authorised for transfer” to control point CHEDs.

“Delete” → BCP, LAU, RCA and CCA can delete “New” and “In progress” CHEDs.

Please note that you can have more than one activity at the same time!

Possible “Activities” for the Role as “Operator” in TRACES-NT

Responsible for the consignment

It is the role needed to create PART I of a CHED.

It needs to be validated by the “Assigned responsible authority” which is always a BCP. This validation is done only once and it gives the first access to TNT to the Operator.

After this step, the operator will be able to work with all the BCPs in the EU.

An operator with RFL activity can create ALL TYPES of CHEDs

Users linked to Operators with RFL activity can see all CHEDs where that Operator is selected as Responsible for the consignment in Part I (Box I.8 Operator responsible for the consignment).

Importer/Exporter

It is the role needed for an Exporter/Importer to be selectable in the system (status “New”).

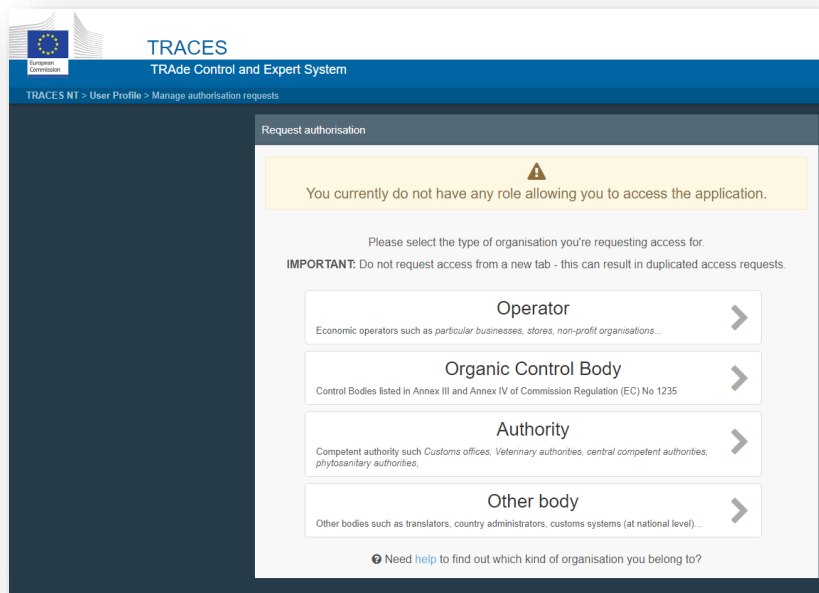
They do not need to be validated. Operators with these activities might not have any user attached, as they do not perform any action in TNT. They are “Read only” activities.

Operators (Exporter/Importer) that have an specific activity depending of the CHED (Plant Establishment for CHED-PP, equine/porcine/ovine&caprine holding for animals...) are automatically assigned a responsible authority by the system. This authority is assigned based on the geographic area where the operator is located and normally it is a RCA or a LAU. Users linked to such RCA or LAU will be able to see the CHEDs concerning that operator. Therefore, Users linked to LCAs, RCAs, CCAs can see CHEDs done by other MS if they involve operators of their country (e.g. DE will see a FR CHEDs for which the importer is in Germany).

Please note that you can have more than one activity at the same time!

Request a role in TNT

When accessing **TRACES** for the first time, you will see this page:

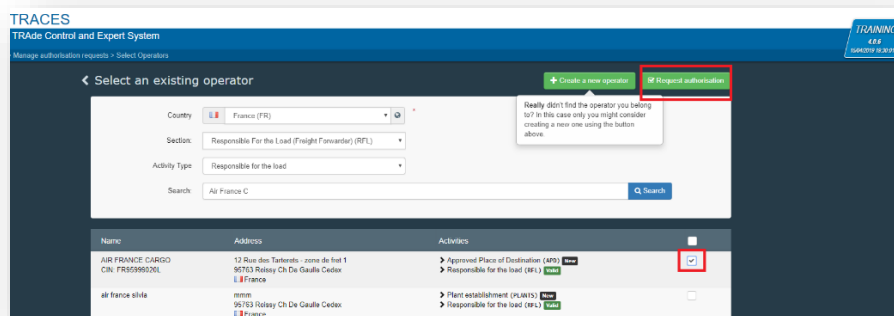


Operator Role

If you work for a company and you have to create PART I of a CHED, select **“Operator”**.

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

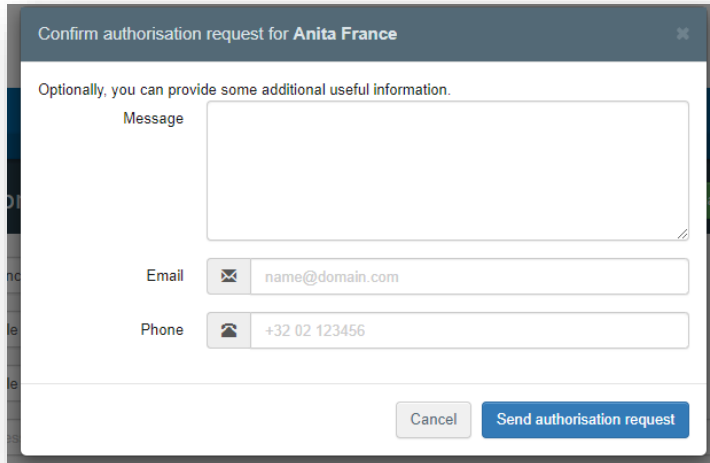
Note: Please keep in mind that to create PART I of a CHED, the company must have the activity “Responsible for the Load”.



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, you will have to request the authorisation to be linked to the company.

Tick the small box on the right (you can select more than one company) followed by the green button named “Request authorisation”.

A pop-up window will appear, click on “**Send authorisation request**”:



A pop-up window titled "Confirm authorisation request for Anita France" with a close button in the top right corner. The window contains a text area for a message, and input fields for email (name@domain.com) and phone (+32 02 123456). At the bottom are "Cancel" and "Send authorisation request" buttons.

Confirm authorisation request for Anita France

Optionally, you can provide some additional useful information.

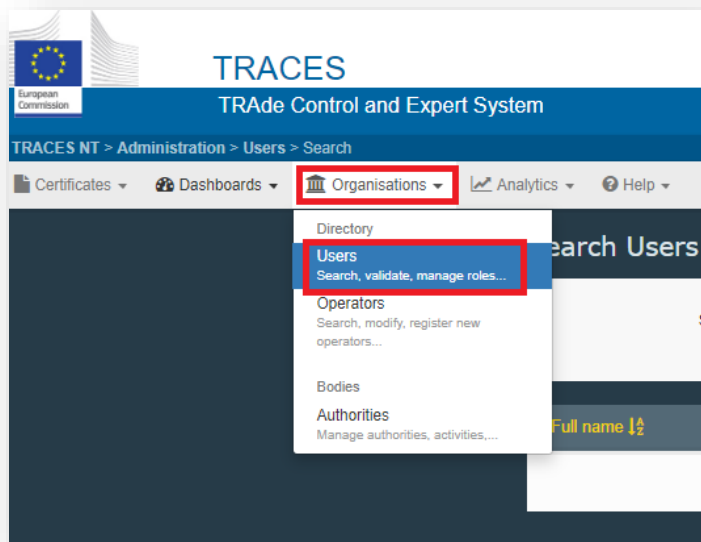
Message

Email name@domain.com

Phone +32 02 123456

Cancel Send authorisation request

After this action, the **Admin User** of the Company (or if there is no other user linked to it yet, the **BCP** responsible for the company) will find your request in “User” → “**Search Pending requests**” and will validate it:



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

< Select an existing operator

Country: France (FR)

Section: Responsible For the Load (Freight Forwarder) (RFL)

Activity Type: Responsible for the load

Search: Type business name, approval number... 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.

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

- Type the requested information in the box “**Operator details**” and in the box “**Chapter or Activity**” and select “**Other**”. Then, in “**Section**” and “**Activity**” select “**Responsible for the Consignment**”.

Note: For operators “Responsible for the Load”, you will have to select a Responsible Authority.

Create operator to request being attached to n002g8bd Create a new operator

Operator Details

Name: Test RFC France Training

Country: France (FR)

Region: Paris

City: 75000 PARIS

Address: rue 2

Coordinates: Latitude Longitude

Phone: 111

+ Add Identifier

Operator Identifiers: No identifiers.

Chapter or activity

Chapter: Other

Activity

Activity details

Section: Responsible For the Load (Freight Forwarder) (RFL)

Activity: Responsible for the load

Identifier

Valid From: +02:00 CEST

Valid to: +02:00 CEST

Publication date

Application date

Assigned responsible authorities

Search responsible authorities

Name	Address	Role	Code
------	---------	------	------

Click on **“Search responsible authorities”** and search for the **BCP** that you wish to assign and that will validate the Operator and your request to be linked to it.

Select responsible authorities

Search:

Country: Role:

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	<input type="button" value="Origins"/> <input type="button" value="CC"/> <input type="button" value="CC External"/>	<input type="button" value="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	<input type="button" value="Search"/> <input type="button" value="CCED 10"/> <input type="button" value="PORTO"/>	<input type="button" value="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	<input type="button" value="Food and Feed of Non-Animal Origin"/> <input type="button" value="CCED 10"/>	<input type="button" value="Select"/>
Roissy PED 11 BUREAU DGCCRF	France	Zone de fret 3 - Bâtiment 3089 - Porte n°140 1/3, rue du Pied Sec BP 10478 95701 Roissy Ch De Gaulle Cedex	Border Control Post	FRDGGCRF11	<input type="button" value="Origins"/> <input type="button" value="CC"/> <input type="button" value="CC External"/>	<input type="button" value="Select"/>

Assigned responsible authorities

Name	Address	Role	Code
------	---------	------	------

Once you have selected the **Authority**, click on the button **“Create new operator”**.

Create operator to request being attached to n002g8bd

Operator Details

Name:

Country:

Region:

City:

Address:

Coordinates:

Phone:

Operator Identifiers

No identifiers.

Chapter or activity

Chapter:

Activity

Section:

Activity:

Identifier:

Valid From: +02:00 CEST

Valid to: +02:00 CEST

Publication date:

Application date:

Assigned responsible authorities

Name	Address	Role	Code
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex France	BCP	FRCDG4

When you click on “Create new operator”, a pop-up window will appear:

The screenshot shows a web application interface for creating a new operator. A pop-up window titled "Confirm authorisation request for Test RFC France Training" is displayed over the main form. The pop-up contains a text area for a message, and input fields for email (name@domain.com) and phone (+32 02 123456). The main form in the background includes sections for "Operator Details" (Name, Country, Region, City, Address, Coordinates, Phone) and "Operator Identifiers".


Click on “Send authorisation request”.

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**.

Following this action, the **BCP** will find the pending request of the validation of the operator in “**Organisation**” → “**Operators**” → “**Operators to validate**”. The request (as user) to be linked to the operator can be found in “**Organisations**” → “**Users**” → “**search pending requests**”.

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

Request authorisation




The roles you requested are being reviewed. You need to contact either your responsible 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.

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 then be able to see the status of your request.

Your Roles			
Filter status <input checked="" type="checkbox"/> 3 Requested <input checked="" type="checkbox"/> 0 Suspended <input checked="" type="checkbox"/> 1 Valid Request new role ▾			
Operator	Silvia RFL Test ➤ Responsible for the load (RFL) Valid 92931 Paris La Defense Cedex 🇫🇷 France (FR)	Valid	
Operator	COOPERATIVEAD35 Co ➤ Responsible for the load (RFL) Valid 40280 Haut Mauco 🇫🇷 France (FR)	Requested	