

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.

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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.

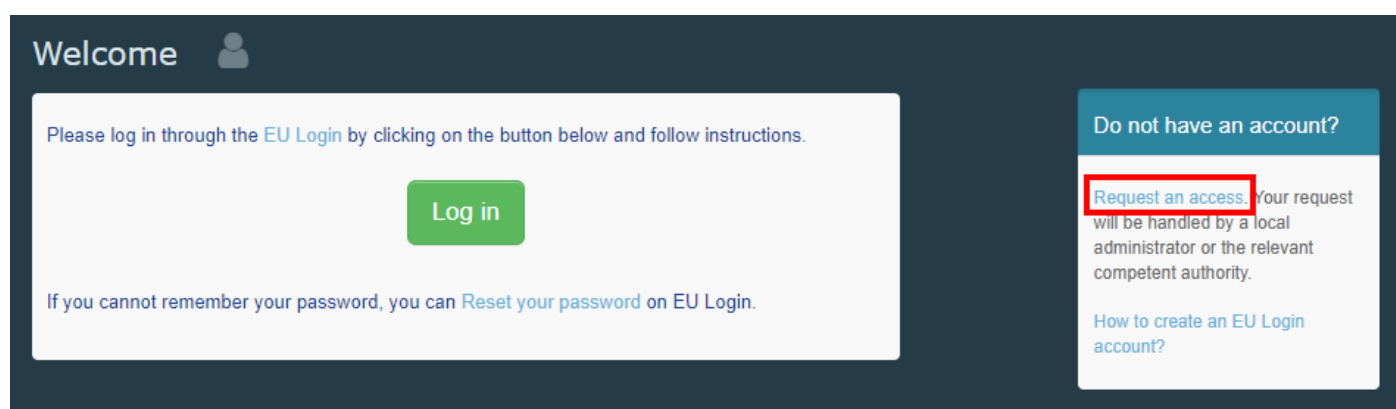
If you already have an EU login account, you can skip the steps below and directly go to [chapter II](#).

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.

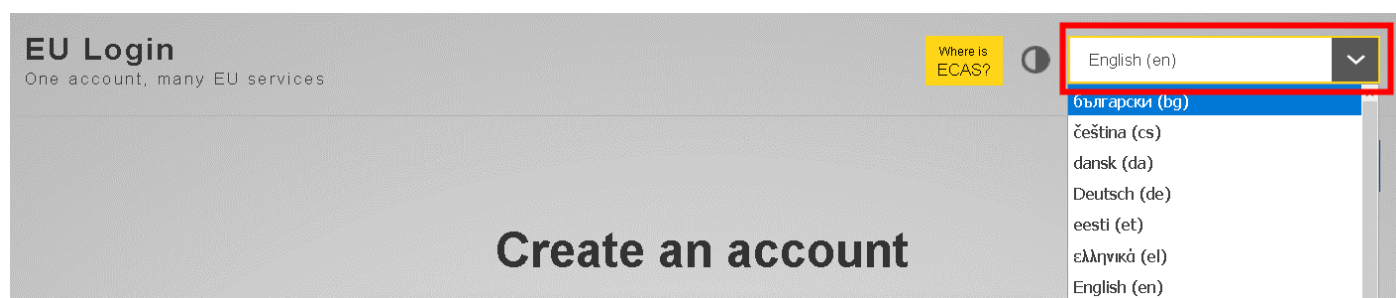
FOR PRODUCTION (real documents): Go to <https://webgate.ec.europa.eu/tracesnt/login> to access the TRACES NT welcome page.

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:

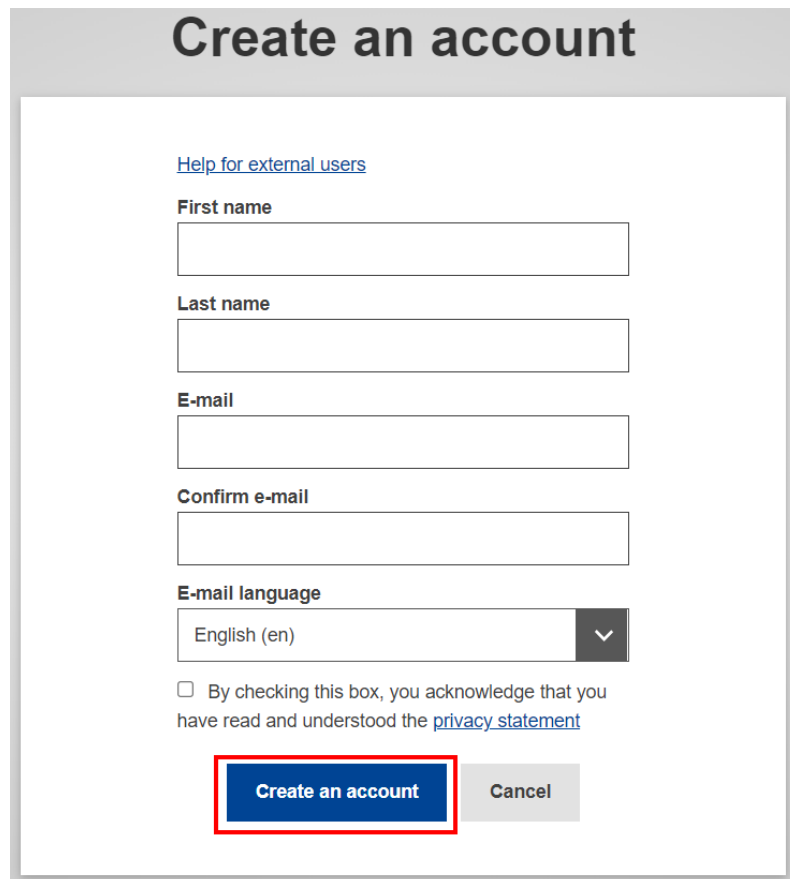


Complete all the fields of the form.

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**".



Create an account

[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language
English (en) ▼

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

Create an account Cancel

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

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

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

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

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

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

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.

Configure my account

First name

CCA FR

Last name

ONE

E-mail

CCA01.FR@ec-traces.eu

E-mail language

Deutsch (de)

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

Submit

Cancel

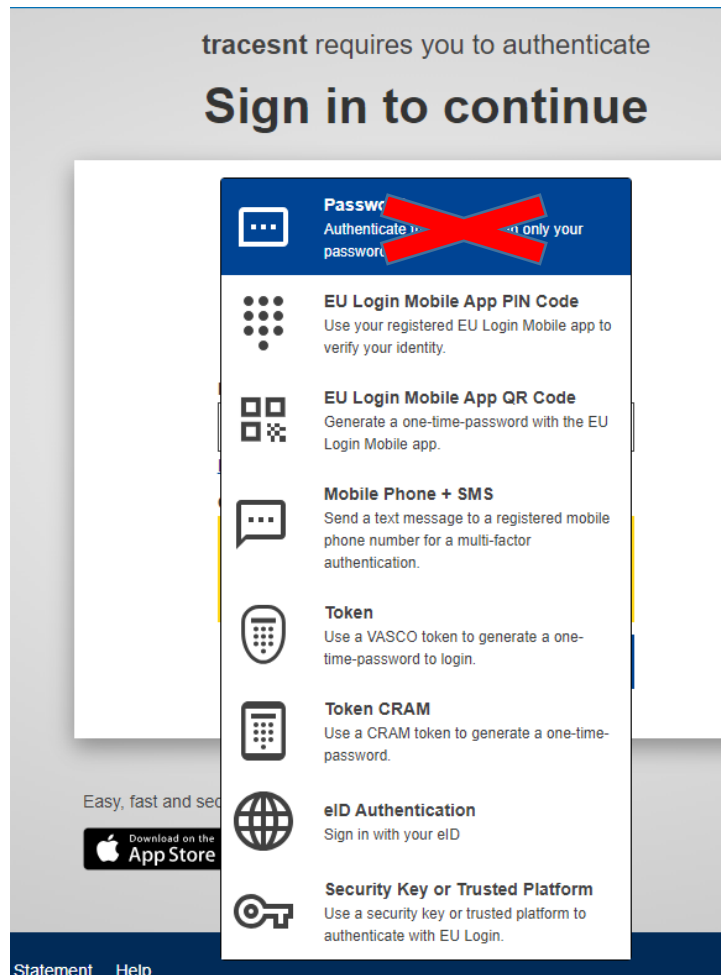
II. Activate the two-factor authentication

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

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

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

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



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

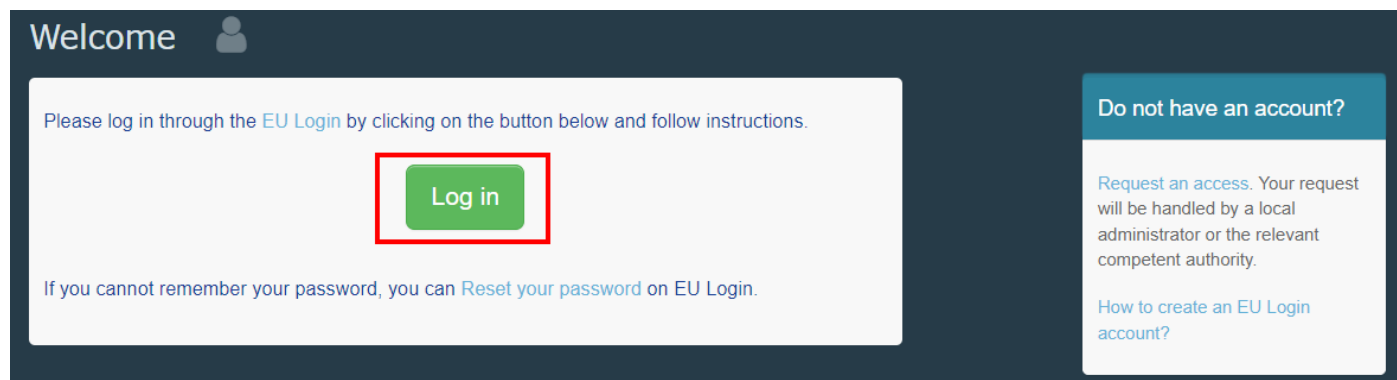
Once your EU login created, you must request a **role** in TRACES NT in order to have access to the system. The **role** defines what you can do and see in the system.


The different possible roles for ICG are the following:

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

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

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



Welcome 

Please log in through the [EU Login](#) by clicking on the button below and follow instructions.

Log in

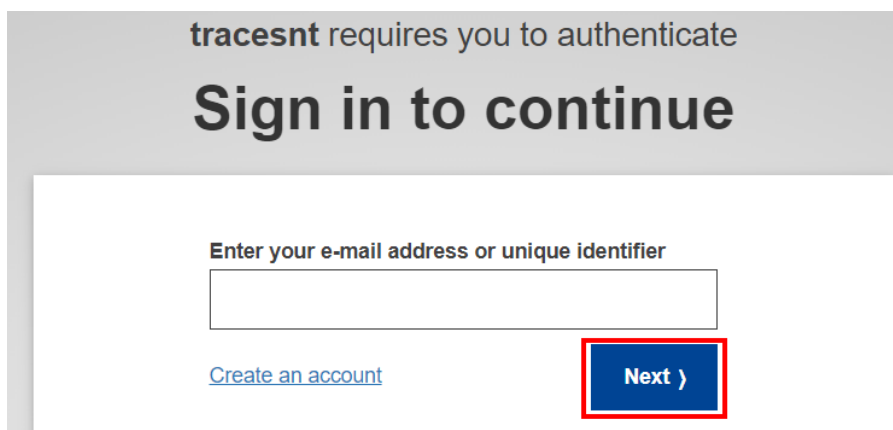
If you cannot remember your password, you can [Reset your password](#) on EU Login.

Do not have an account?

[Request an access](#). Your request will be handled by a local administrator or the relevant competent authority.

[How to create an EU Login account?](#)

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



tracesnt requires you to authenticate

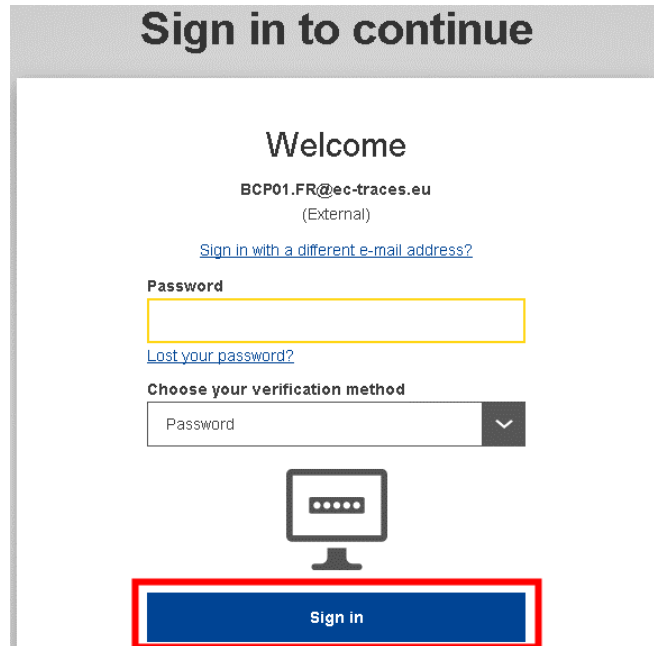
Sign in to continue

Enter your e-mail address or unique identifier

[Create an account](#)

Next >

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



Sign in to continue

Welcome

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

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

Password

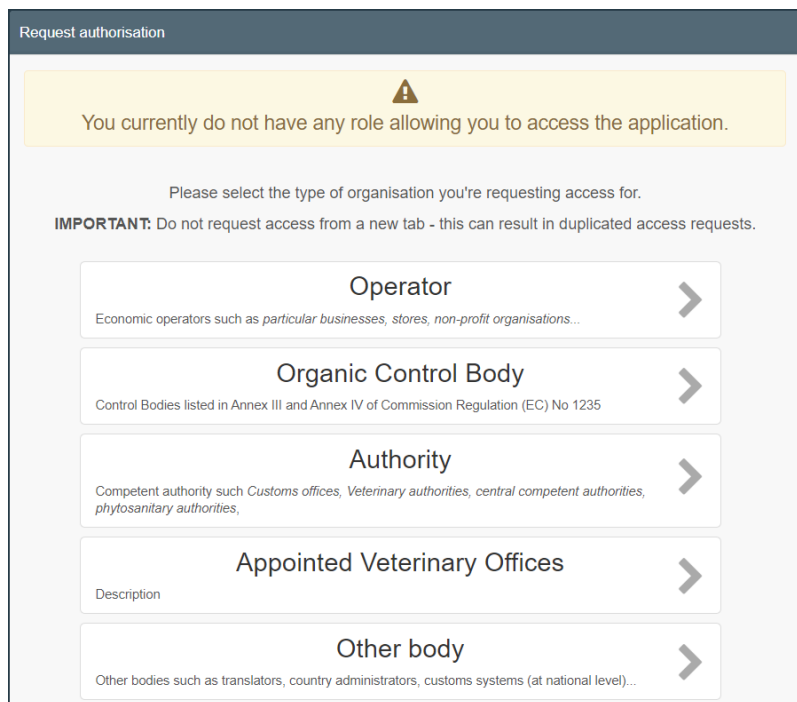
[Lost your password?](#)

Choose your verification method

Password

Sign in

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



Request authorisation

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

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

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

Operator

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

Organic Control Body

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

Authority

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

Appointed Veterinary Offices

Description

Other body

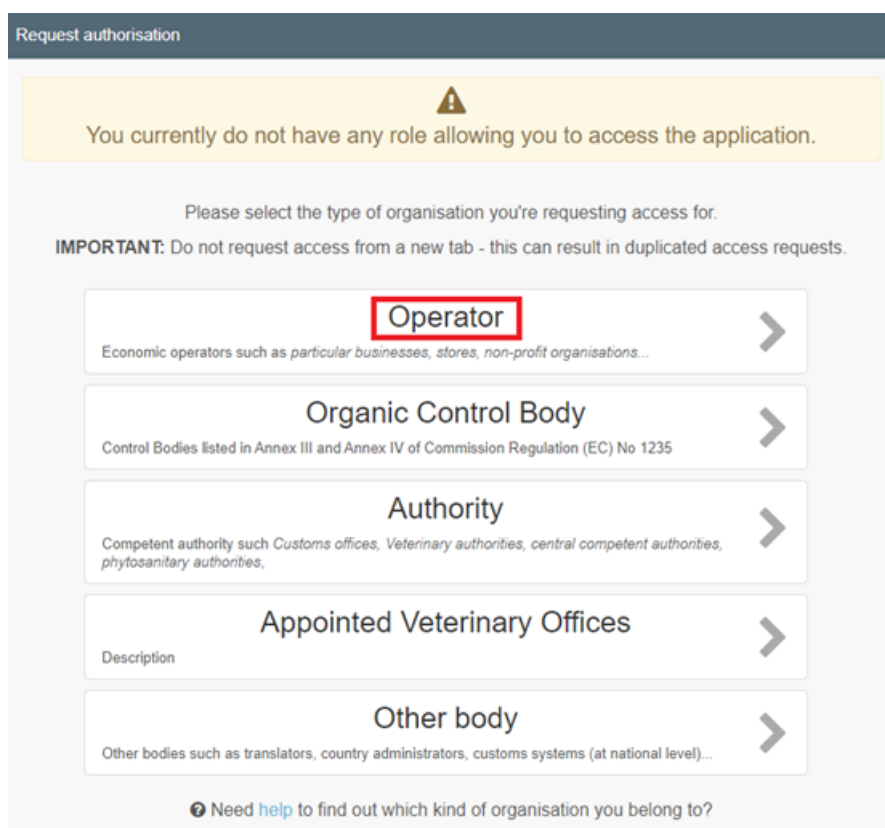
Other bodies such as translators, country administrators, customs systems (at national level)...

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

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

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

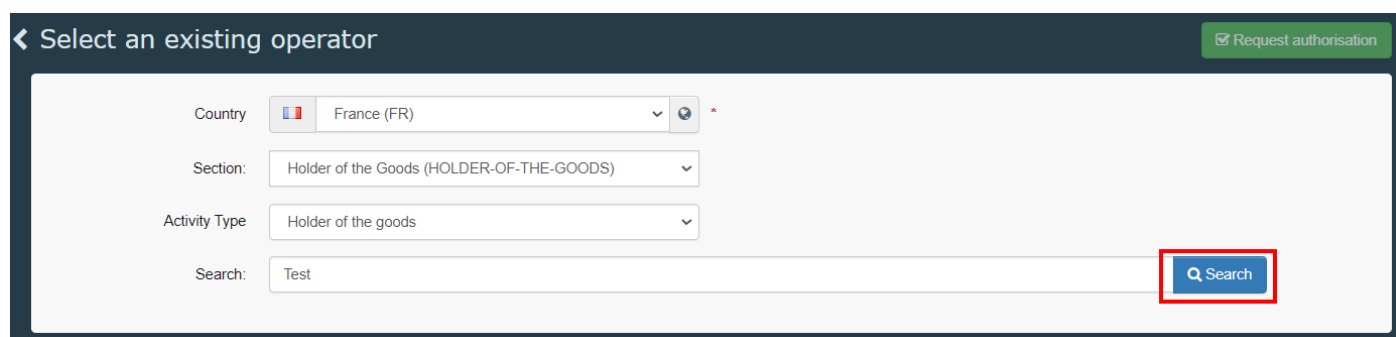
To get the role of “Holder of the goods” in the system, select “Operator” on the screen below.



The screenshot shows a web interface titled "Request authorisation". At the top, a yellow warning box with an exclamation mark icon states: "You currently do not have any role allowing you to access the application." Below this, a message says: "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." There are five selectable options, each in a white box with a right-pointing arrow: "Operator" (highlighted with a red rectangle), "Organic Control Body", "Authority", "Appointed Veterinary Offices", and "Other body". Each option has a brief description below it. At the bottom, there is a link: "Need help to find out which kind of organisation you belong to?"

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

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



The screenshot shows a search page titled "Select an existing operator". In the top right corner, there is a green button labeled "Request authorisation" with a checkmark icon. The main area contains several input fields: "Country" with a dropdown menu showing "France (FR)" and a small globe icon; "Section:" with a dropdown menu showing "Holder of the Goods (HOLDER-OF-THE-GOODS)"; "Activity Type" with a dropdown menu showing "Holder of the goods"; and a "Search:" text input field containing the word "Test". To the right of the search input field is a blue button labeled "Search" with a magnifying glass icon, which is highlighted with a red rectangle.

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

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

Country Spain (ES) *

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

Activity Type Holder of the goods

Search: art Search

Name	Address	Activities	
Logistic and Art EORI: ES12345X789682345	Street 1 28012 Madrid Spain	> Holder of the goods (HOLDER-OF-THE-GOODS) Valid	<input checked="" type="checkbox"/>

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

Confirm authorisation request for **OLIVER ART SL**

Optionally, you can provide some additional useful information.

Message

Email

Phone

Cancel Send authorisation request

You have now requested to be linked to your company.

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

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

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

Country Spain (ES) *

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

Activity Type Holder of the goods

Search: art Search

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

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

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

← Create operator to request being attached to **nfeonine** [Create a new operator](#)

Operator Details

Name *

Country *

Phone *

Addresses [+ Add address](#)

1 *

Region

City *

Ext.

Chapter or activity

Chapter *

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

Addresses

+ Add address

1

Region

Saône-et-Loire (FR-71) / Bourgogne-Franche-Comté (FR-BFC) / Metropolitan France

City

✓

*

Address

*

Coordinates

2

Region

Cher (FR-18) / Centre-Loire Valley (FR-CVL) / Metropolitan France

City

✓

*

Address

*

Coordinates

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

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

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

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

Operator Identifiers

+ Add Identifier

Type	Value
EORI ✓	<input type="text" value="FR12345X789012395"/> <div>Format: BE12345X789012345</div>

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.

The screenshot shows a web form with the following sections and fields:

- Chapter or activity**: A dropdown menu for "Chapter" with "Import of cultural goods" selected.
- Activity**: A section titled "Activity details" containing:
 - Section**: A dropdown menu with "Holder of the Goods (HOLDER-OF-THE-GOODS)" selected.
 - Activity**: A dropdown menu with "Holder of the goods" selected.
 - Identifier**: A text input field.
 - Valid From**: A date input field with a calendar icon, showing "--/--/--".
 - Valid to**: A date input field with a calendar icon, showing "--/--/--".
 - Publication date**: A date input field with a calendar icon.
 - Application date**: A date input field with a calendar icon.
- Activity Address**: A section containing:
 - Address**: A text input field with "central street 1" and "75004 Paris" (with a small French flag icon).
 - A globe icon button for selecting an address.
- Assigned responsible authorities**: A section with a search bar labeled "Search responsible authorities" and a table with columns "Name", "Address", "Role", and "Code".

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).

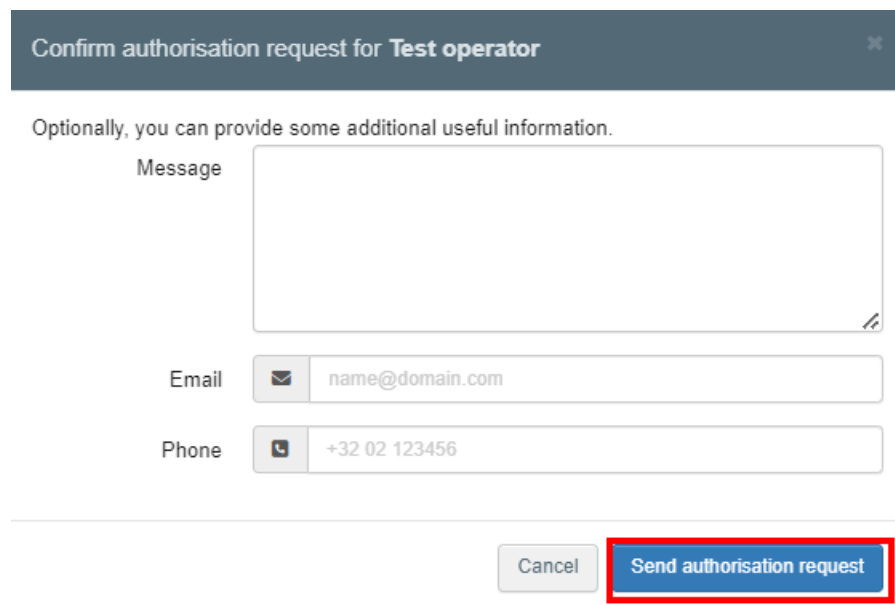
Important note regarding private individuals registering in the ICG

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 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”**.



Confirm authorisation request for **Test operator**

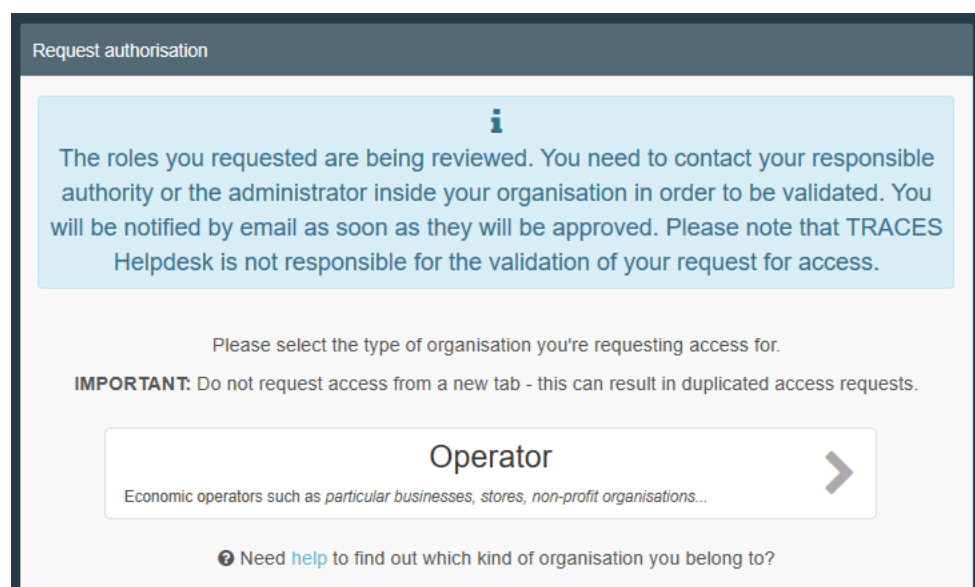
Optionally, you can provide some additional useful information.

Message

Email

Phone

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




Request authorisation

i


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

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

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

Operator 

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

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

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



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


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

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

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

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

Request authorisation

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

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

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

Operator

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

Organic Control Body

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

Authority


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

Appointed Veterinary Offices

Description

Other body



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

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

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


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

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

Country  Spain (ES) 

Section: Exemption beneficiaries (AUTHORISED-ENTITY)


Activity Type: Exemption beneficiaries

Search: Institute  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**”.

Select an existing operator

+ Create a new operator **Request authorisation**


Country: Spain (ES)  *

Section: Exemption beneficiaries (AUTHORISED-ENTITY)

Activity Type: Exemption beneficiaries

Search: Institute Search

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


Name	Address	Activities	
Institute of ancien art	1447 Street 08036 Barcelona  Spain	> Exemption beneficiaries (AUTHORISED-ENTITY) Valid	<input checked="" type="checkbox"/>


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

Confirm authorisation request for Anita France

Optionally, you can provide some additional useful information.

Message:

Email:  name@domain.com

Phone:  +32 02 123456

Cancel Send authorisation request

You have now requested to be linked to your company.

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

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

< Select an existing operator

Country: Spain (ES) *

Section: Exemption beneficiaries (AUTHORISED-ENTITY)

Activity Type: Exemption beneficiaries

Search: University Search

+ Create a new operator Request authorisation

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

Name	Address	Activities
No matching results.		

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

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

< Create operator to request being attached to nfeonine Create a new operator

Operator Details

Name: Test operator *

Country: France (FR) *

Phone: +32 21 12 10 01 +

Chapter or activity

Chapter: No section chapter *

Addresses + Add address

1 ✕ ★

Region: Paris (FR-75) / Ile-de-France (FR-IDF) / Metropolitan France

City: 75004 Paris ✓ *

Ext.: [A-Z]{2}

Address: central street 1 *

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

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

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

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

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

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

Chapter or activity

Chapter
Import of cultural goods

Activity

Activity details

Section
Exemption beneficiaries (AUTHORISED-ENTITY)

Activity
Exemption beneficiaries

Identifier

Valid From
--/--/
+02:00 CEST

Valid to
--/--/
+02:00 CEST

Publication date

Application date

Activity Address

Address
central street 1
75004 Paris

Assigned responsible authorities

Search responsible authorities

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

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

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

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

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

Search and assign responsible authorities

Search:

Test CCA

Search

Advanced search

Country

Spain (ES)

Role

CCA - Central Competent

Name	Country	Address	Role	Code	Competence
Test CCA ICG Spain	Spain	Street 1 28012 Madrid	Central Competent Authority	ESICG001	<div>Import of cultural goods</div> <div>ICG rw</div>

Select

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

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

Create operator to request being attached to ngoustev

Create a new operator

Operator Details

Chapter or activity

Name

Test operator

Country

France (FR)

Chapter

Import of cultural goods

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

Confirm authorisation request for Anita France

Optionally, you can provide some additional useful information.

Message

Email

name@domain.com

Phone

+32 02 123456

Cancel

Send authorisation request

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

Request authorisation

i

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

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

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

Operator

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

>

Need help

to find out which kind of organisation you belong to?

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

Your Roles

Filter status

2 Requested

0 Suspended

0 Valid

Request new role

Operator

Institute of ancien art

> Exemption beneficiaries (AUTHORISED-ENTITY)

08036 Barcelona

Spain (ES)

Valid

Status of the operator

Requested

Status of the user request

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

3. Request a role as a competent authority

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

The 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.

Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex France	BCP	COI <small>rw</small> COI Extract <small>rw</small>	FRCDG4	<input type="checkbox"/> Select
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex France	BCP	CHED-PP <small>rw</small> ePhyto <small>rw</small> EUROPHYT IN <small>rw</small> PHYTO <small>rw</small>	FRCDG4	<input type="checkbox"/> Select
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex France	BCP	CHED-D <small>rw</small> EU IMPORT <small>rw</small>	FRCDG4	<input type="checkbox"/> Select
Roissy Charles-De-Gaulle FRCDG4	Zone de fret 1 - Rue du pélican BP 10111 95701 Roissy Ch De Gaulle Cedex	BCP	CHED-A <small>rw</small> CHED-P <small>rw</small> EU IMPORT <small>rw</small> AJL <small>rw</small>	FRCDG4	<input type="checkbox"/> Select

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

< Select an authority

☒ Request authorisation

Country

France (FR)

Role

CCA - Central Competent Authority

Competence

Import of cultural goods

Authority Name

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

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

Confirm authorisation request for FRGUY4

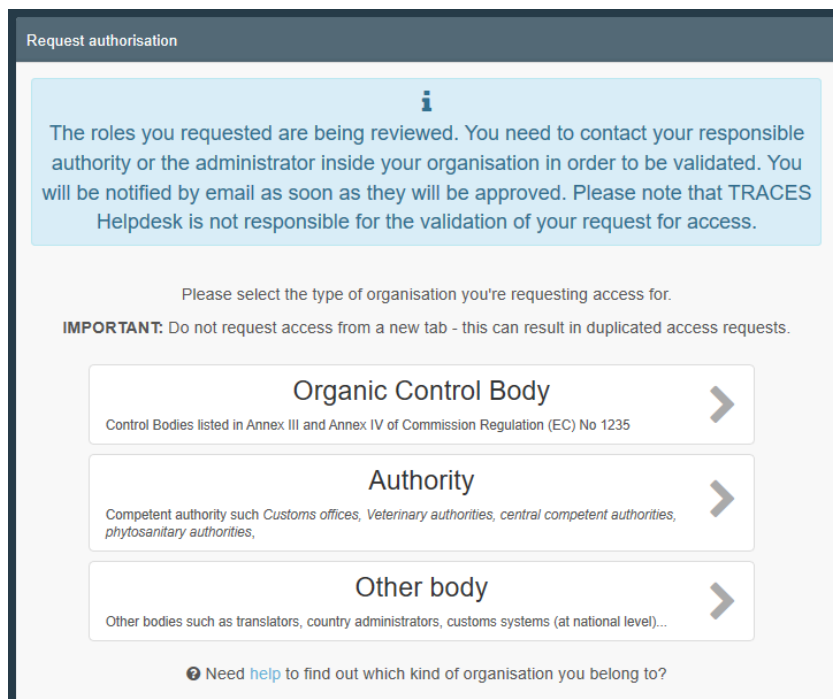
Optionally, you can provide some additional useful information.

Message

Email

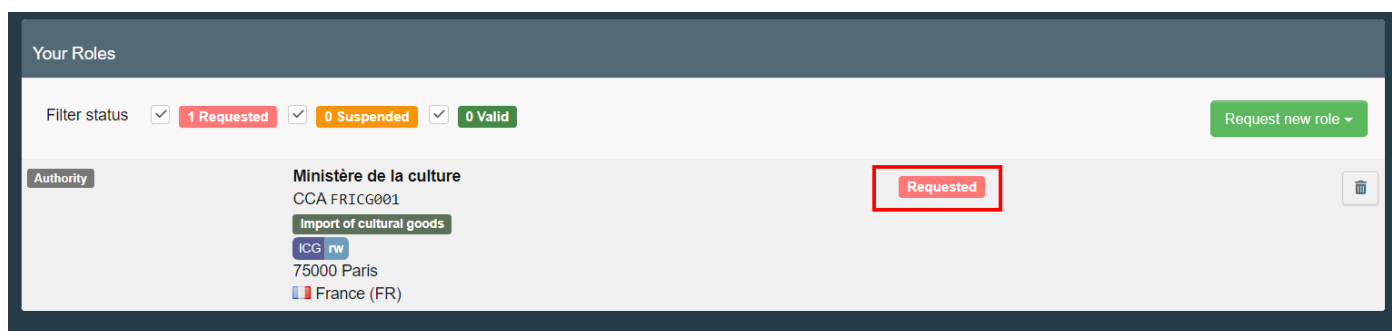
Phone

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



The image shows a 'Request authorisation' message box. At the top, it says 'Request authorisation'. Below that, there is an information icon and a text block: '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.' Below this, it says 'Please select the type of organisation you're requesting access for.' and 'IMPORTANT: Do not request access from a new tab - this can result in duplicated access requests.' There are three buttons: 'Organic Control Body' (with a subtext 'Control Bodies listed in Annex III and Annex IV of Commission Regulation (EC) No 1235'), 'Authority' (with a subtext 'Competent authority such Customs offices, Veterinary authorities, central competent authorities, phytosanitary authorities,'), and 'Other body' (with a subtext 'Other bodies such as translators, country administrators, customs systems (at national level)...'). At the bottom, there is a link: 'Need help to find out which kind of organisation you belong to?'.

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




The image shows the 'Your Roles' section. At the top, it says 'Your Roles'. Below that, there is a filter status bar with three buttons: '1 Requested' (red), '0 Suspended' (orange), and '0 Valid' (green). To the right of these buttons is a 'Request new role' button. Below the filter bar, there is a table with one row. The row has a 'Authority' tab, a role name 'Ministère de la culture', a role ID 'CCA FRICG001', a role description 'Import of cultural goods', a role type 'ICG rw', a location '75000 Paris', and a country 'France (FR)'. The role status is 'Requested', which is highlighted with a red box. There is also a trash icon on the right side of the row.

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

4. Request a role as a Cultural Good Expert

The Cultural good expert will assist the competent authority in taking a decision for the import licence application by answering a request for expertise. By default, the cultural good expert does not have access to any ICG documents. The cultural good expert will have a full visibility on a licence application from the moment their expert body is selected by the competent authority in a request for expertise. Once the expertise is provided, the cultural good expert loses access to the document.

To get the role of "Cultural Good Expert" in the system, select "Cultural Good Expert" on the screen below.



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

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

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

Operator

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

Organic Control Body

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

Authority

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

Appointed Veterinary Offices

Description

Other body

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

Cultural Goods Expert


Experts in the scope of the Import of Cultural Goods module

The system will redirect you to a search page, which will enable you to search for your Expert body. Please note that you will not be able to create the Expert body yourself, your competent authority must create it for you.


Select the “**Country**” and type the name of the Expert in the box “**Name**”. Then click on “**Search**”.

< Request Cultural Goods Expert role

Country

 Belgium (BE)

v




Name

Q Search


If your Expert already exists in the system: tick the small box on the right and then click on the green button “**Request authorisation**”.

< Request Cultural Goods Expert role

Country




 Belgium (BE)

v

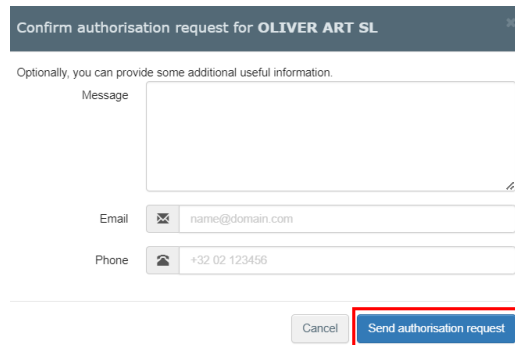


Name

Q Search

Name 	Address	
ICGExpertBruges	Rue de Automation25/06/2025 13:09:01 8000 Bruges  Belgium	<div style="border: 2px solid red; padding: 2px;">Request authorisation</div>
ICGExpertNamur	Rue de Test 1545 5100 Namur  Belgium	Request authorisation


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




Confirm authorisation request for OLIVER ART SL

Optionally, you can provide some additional useful information.

Message

Email  name@domain.com

Phone  +32 02 123456

Cancel Send authorisation request

You have now requested to be linked to your Expert body.

If your Expert does not exist in the system: contact your cultural good authority for them to create your expert body in the ICG system. This must be done before you can request access as cultural good expert in the system.

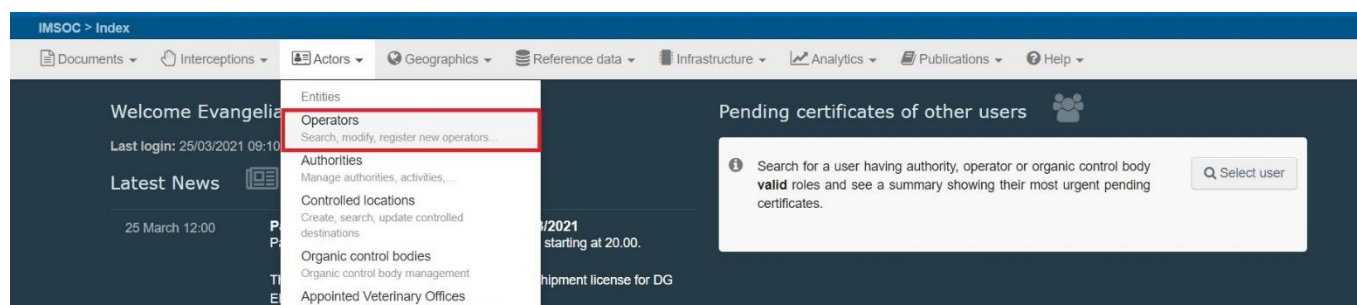
IV. Validation workflow

- ➔ 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 using the Advanced Search options: when you just want to check if there are operators pending your validation, select your Country + Chapter: Import of cultural goods + Activity Status “New” and click on “Search”. You will see the full list of operators that made a request for ICG in your country.

Search Operator

Showing 0 / 0 Total items

Operator Filter

Country: Belgium (BE)

Region:

City:

Postal Code:

Identifier:

☐ Exact match

Operator Activity Filter

Chapter: Import of cultural goods

Section:

Activity type:

Activity Status:

☒ New

Identifier:

☐ Exact match

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



Search Operator

1 / 1 results.

Operator Filter

Country: No country selection

Operator Activity Filter

Chapter:

Section:

Activity type:

Name	Country	Identifiers	Activities	Holder	EORI	Status	Full Address
Test validation request	Italy	EORI IT12345X789012345	Import of cultural goods	HOLDER-OF-THE-GOODS Holder of the goods	EORI15565	<input checked="" type="checkbox"/> New	1 street 00100 Rome Lazio IT-62

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

Search Operator

- / - results.

Operator Filter

Country: No country selection

Region:

City:

Postal Code:

Identifier:

☐ Exact match

Operator Activity Filter

Chapter:

Section:

Activity type:

Activity Status:

Identifier:

☐ Exact match

☐ Include operators without activities

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

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

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

Import of cultural goods

HOLDER-OF-THE-GOODS

Holder of the Goods

Identifier

EORI15565

+ Add activity

Remarks

>Holder of the goods

New

✓

No remarks

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

< Test validation request

⌚

Delete

+ Add activity section

Save

Last modified by: Steve GOUTIERE (TNT GUI)

Operator Details

Name

Test validation request

Country

Italy (IT)

Phone

+32 21 12 10 01

Addresses

+ Add address

1

Region

Lazio IT-62

City

00100 Rome

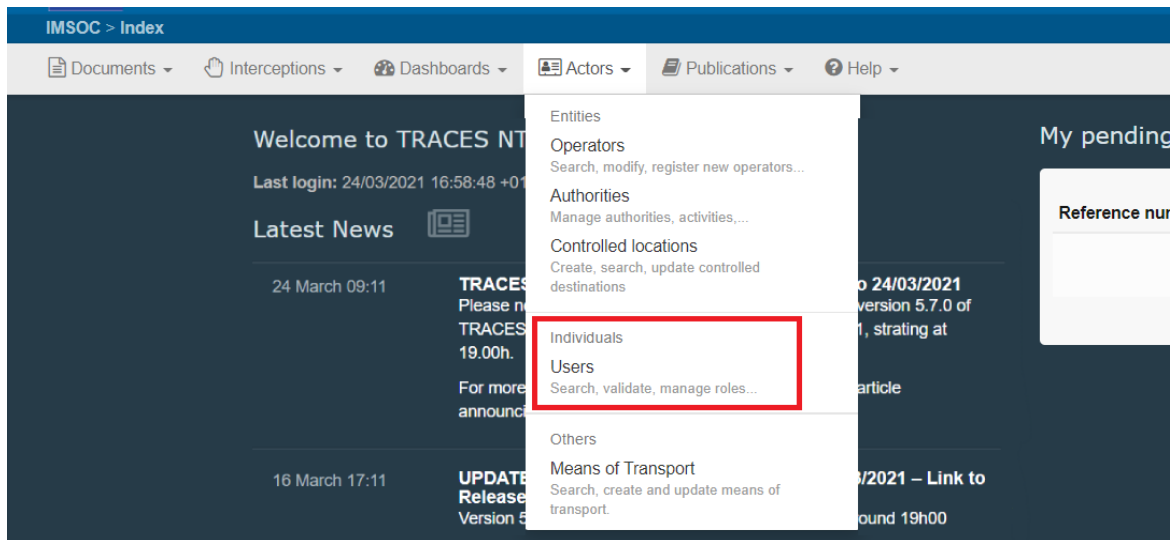
The activity that you have validated now has the status **Valid**.

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

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

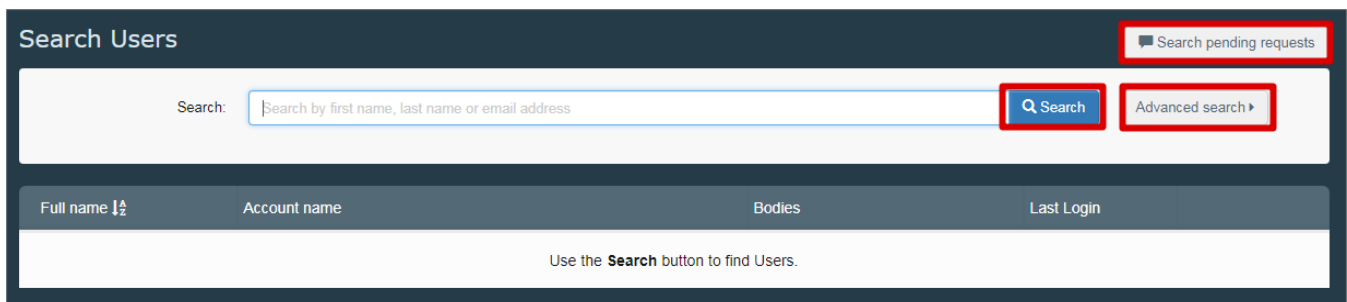
An administrator is responsible for the validation of the colleague(s) requesting a role within his operator or authority.

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.

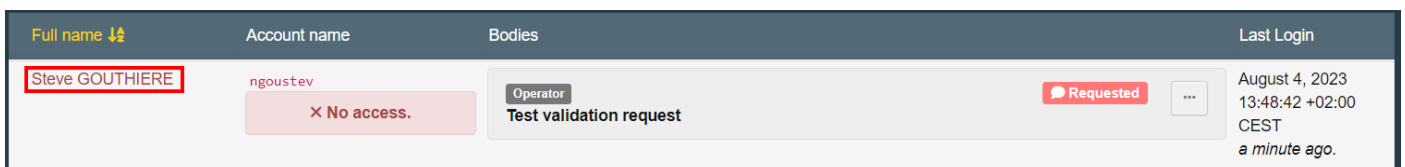


You have a few options to find users that are waiting for the validation of their role:

- ➔ 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”**.

Edit User Steve GOUTIERE ngoustev Save changes

User details

Username: ngoustev Email: TracesHelpdesk@gmail.com

Domain: External Phone: Phone

Full name: Steve GOUTIERE Fax: Fax

Digital signature authorized SEAL requester ID: Not authorized Application access: No access.

Roles Add new Role

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

Operator	Test validation request	Status	Actions
Holder of the goods (HOLDER-OF-THE-GOODS)	Valid	Requested	Valid
00100 Rome			
Italy (IT)			

Administrator Use of organisation e-seal

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

If you want a user to be “**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**”.

Edit User Steve GOUTIERE ngoustev Save changes

User details

Username: ngoustev Email: TracesHelpdesk@gmail.com

Domain: External Phone: Phone

Full name: Steve GOUTIERE Fax: Fax

Digital signature authorized SEAL requester ID: Not authorized Application access: Has access.

Roles Add new Role

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

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

Administrator Use of organisation e-seal

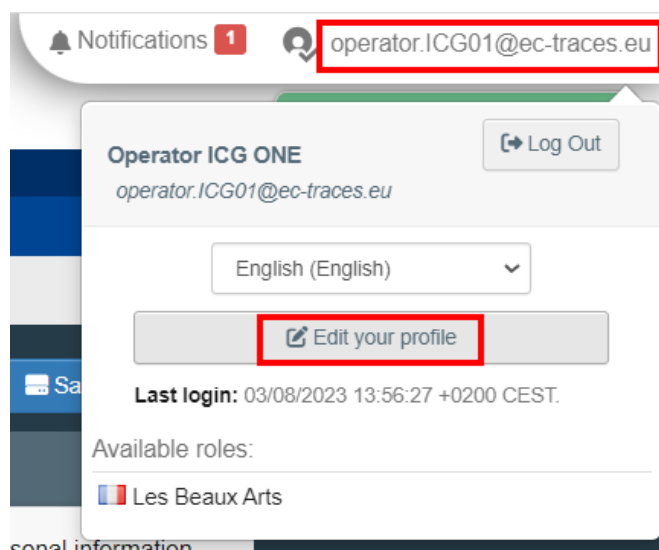
Users administrators are able to validate other users and roles within an organisation

V. Operator management

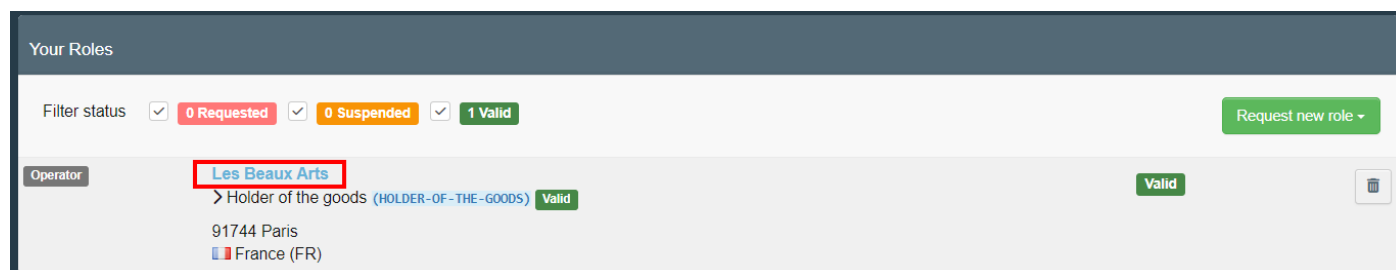
1. How to add an activity to an operator?

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.



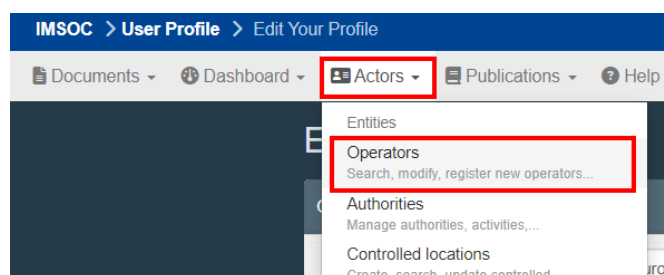
Note: only the users that have the administrator rights can manage their operator (add an activity, modify the address, add a contact detail).

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”**.

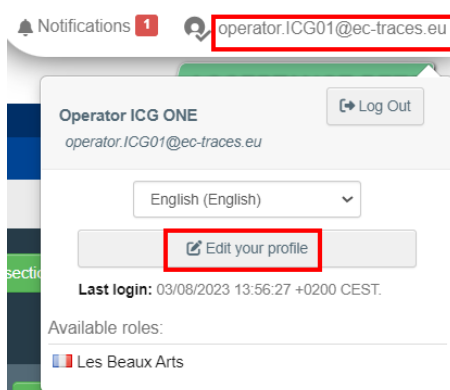
- ➔ As a user linked to an authority, you can add an activity to an operator. Search for the operator through the menu **“Actors”** and then “operator”. Once you find it, click on it to open it. Then follow the procedure described above.



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”**.

The screenshot shows the 'Edit Your Profile' interface. On the right side, there is a green button labeled 'Request new role' with a dropdown arrow, which is highlighted with a red rectangular box. Next to it is a blue button labeled 'Save Preferences'. The page is divided into two main sections: 'General preferences' on the left and 'Personal Information' on the right. The 'General preferences' section includes a 'Timezone' dropdown set to 'Europe/Luxembourg - Central European Time (+01:00)' and a 'CET' button. The 'Personal Information' section contains a paragraph explaining that EU Login is the place for personal information and that it will be refreshed in TRACES the next time the user logs in.

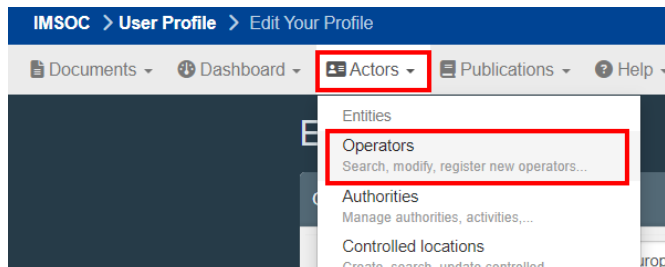
Select the role you wish to add and follow one of the procedures described in II.1 (operator) or II.2 (authority).

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.

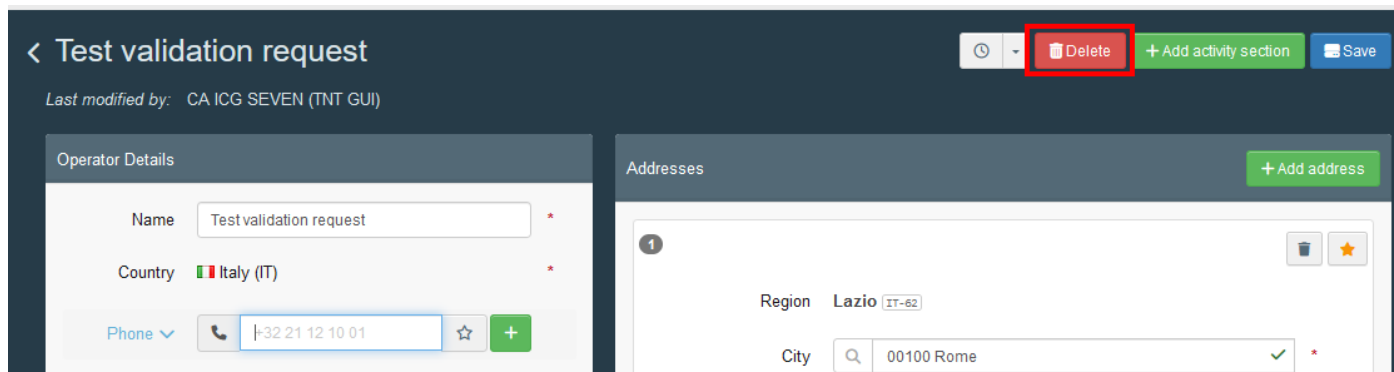
Search for the operator through the menu **“Actors”** then **“Operators”**.



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

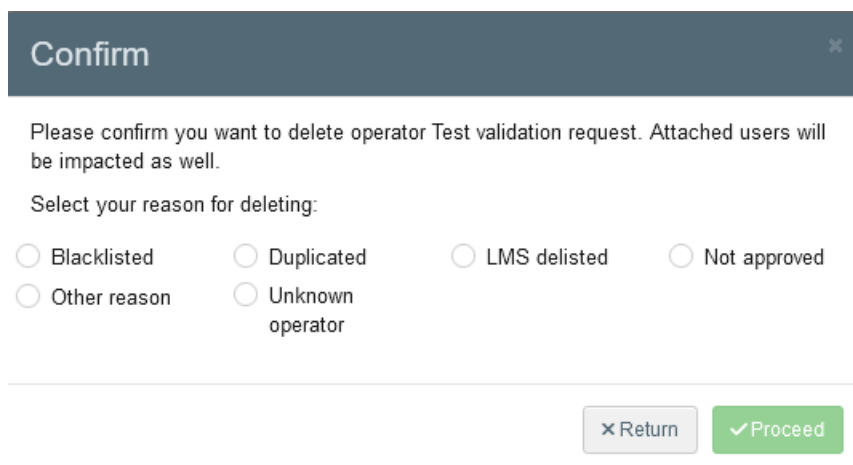
The screenshot shows the 'Search Operator' page. At the top, there is a search bar with the text 'test validation' and a 'Search' button. To the right of the search bar is an 'Advanced search' button. Below the search bar, there are two filter sections: 'Operator Filter' and 'Operator Activity Filter'. The 'Operator Filter' section has a 'Country' dropdown set to 'Italy (IT)'. The 'Operator Activity Filter' section has three dropdowns: 'Chapter' set to 'Import of cultural goods', 'Section' (empty), and 'Activity type' (empty). There is a 'Clear' button at the bottom of the filters. Below the filters, there is a table with the following columns: 'Name', 'Country', 'Identifiers', 'Activities', and 'Full Address'. The first row of the table is highlighted with a red box. The data in the first row is: 'Test validation request', 'Italy', 'EORI IT12345X789012345', 'Import of cultural goods', and 'HOLD-OF-THE-GOODS Holder of the goods'. The 'Full Address' column contains the text: 'Valid 1 street 00100 Rome Lazio IT-62'.

Click on the **“Delete”** button:



The screenshot shows a web interface for a 'Test validation request'. At the top right, there are buttons for 'Delete' (highlighted with a red box), '+ Add activity section', and 'Save'. Below the header, there are two main sections: 'Operator Details' and 'Addresses'. The 'Operator Details' section includes fields for 'Name' (Test validation request), 'Country' (Italy (IT)), and 'Phone' (+32 21 12 10 01). The 'Addresses' section includes fields for 'Region' (Lazio IT-62) and 'City' (00100 Rome). A '+ Add address' button is also present.

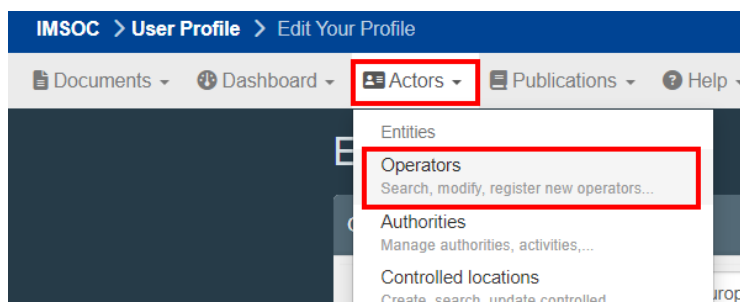
A pop-up window will appear: select one of the reasons for deleting an operator and click on **“Proceed”** to save the change.



The screenshot shows a 'Confirm' dialog box with the following text: 'Please confirm you want to delete operator Test validation request. Attached users will be impacted as well.' Below this, it says 'Select your reason for deleting:' followed by six radio button options: 'Blacklisted', 'Duplicated', 'LMS delisted', 'Not approved', 'Other reason', and 'Unknown operator'. At the bottom right, there are two buttons: 'Return' and 'Proceed' (highlighted with a green box).

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”.



The screenshot shows the 'IMSOC > User Profile > Edit Your Profile' page. In the top navigation bar, the 'Actors' menu is highlighted with a red box. A dropdown menu is open, showing options: 'Entities', 'Operators' (highlighted with a red box), 'Authorities', and 'Controlled locations'. The 'Operators' option has a subtext: 'Search, modify, register new operators...'. The 'Authorities' option has a subtext: 'Manage authorities, activities,...'. The 'Controlled locations' option has a subtext: 'Create, search, update controlled'.

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

Search Operator Q Operators To Validate + New Operator

Search: Q Search Advanced search 1 / 1 results.

Operator Filter

Country: 🇮🇹 Italy (IT)

Operator Activity Filter

Chapter: Import of cultural goods

Section:

Activity type:

× Clear

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

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

Import of cultural goods HOLDER-OF-THE-GOODS Holder of the Goods

Identifier + + + + Add activity

>Holder of the goods Valid

🕒 🗑️ ⏸️ ✅

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”**.

🔔 Notifications 1 👤 operator.ICG01@ec-traces.eu

Operator ICG ONE Log Out

operator.ICG01@ec-traces.eu

English (English) ▼

Edit your profile

Last login: 03/08/2023 13:56:27 +0200 CEST.


Available roles:

🇫🇷 Les Beaux Arts

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

Your Roles

Filter status ☒ 0 Requested ☒ 0 Suspended ☒ 1 Valid Request new role ▾

Operator	Les Beaux Arts > Holder of the goods (HOLDER-OF-THE-GOODS) Valid 91744 Paris 🇫🇷 France (FR)	Valid	
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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.