

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.

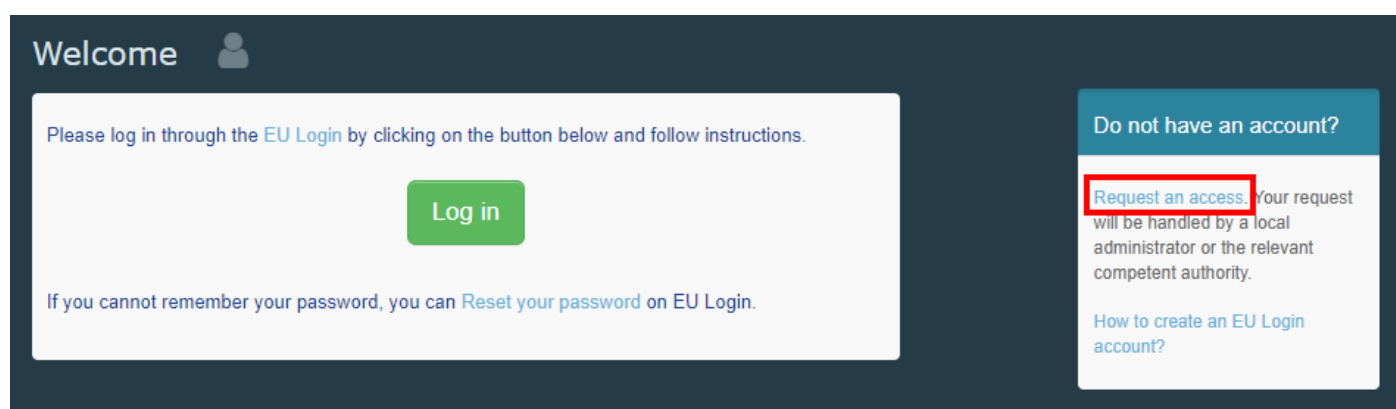
**If you already have an EU login account**, you can skip the steps below and directly go to [chapter II](#).

**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.

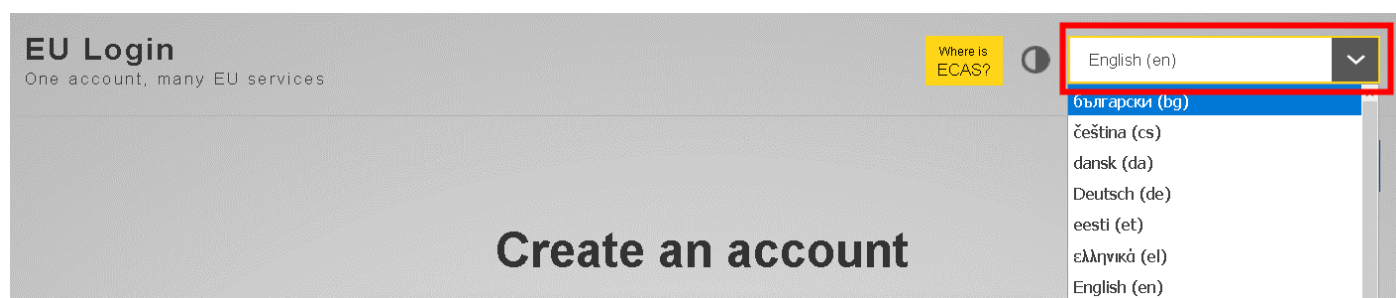
**FOR PRODUCTION** (real documents): Go to <https://webgate.ec.europa.eu/tracesnt/login> to access the TRACES NT welcome page.

**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:

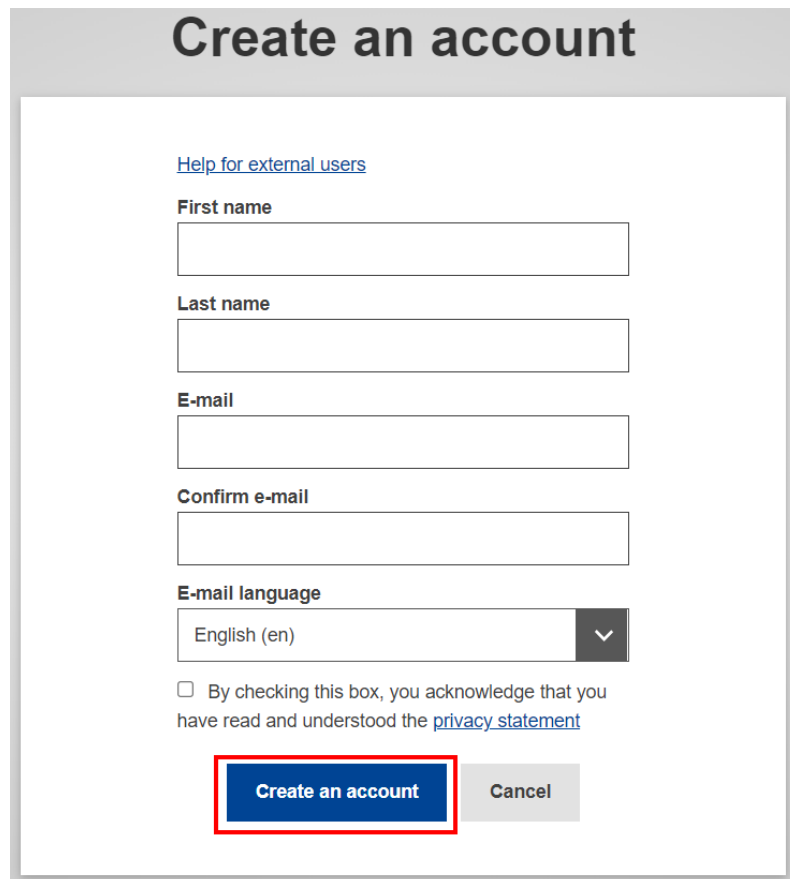


Complete all the fields of the form.

**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

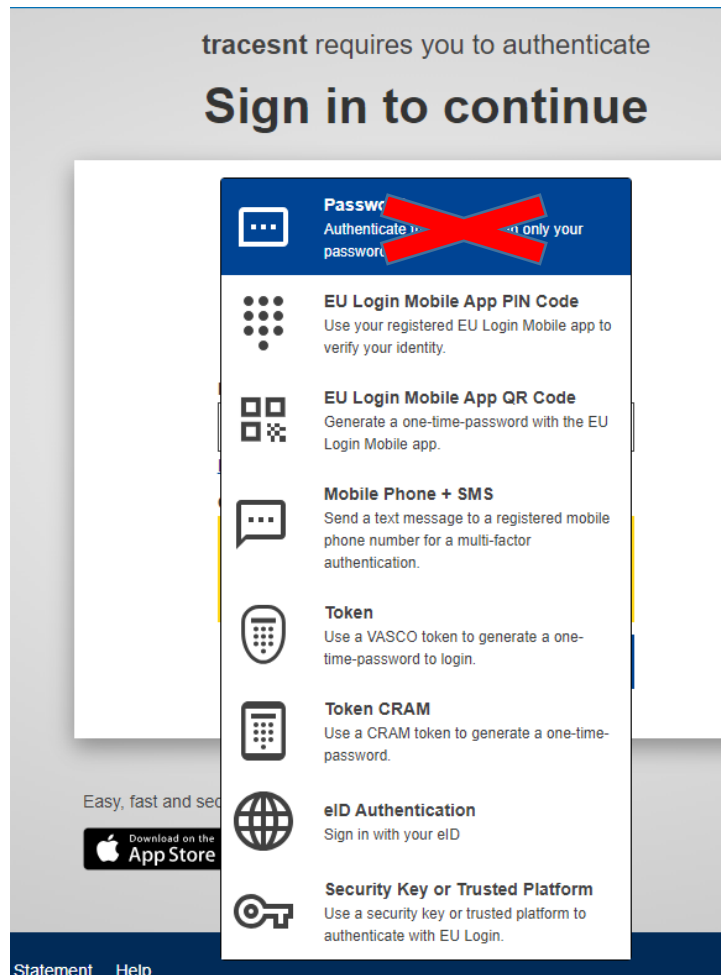
## II. Activate the two-factor authentication

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

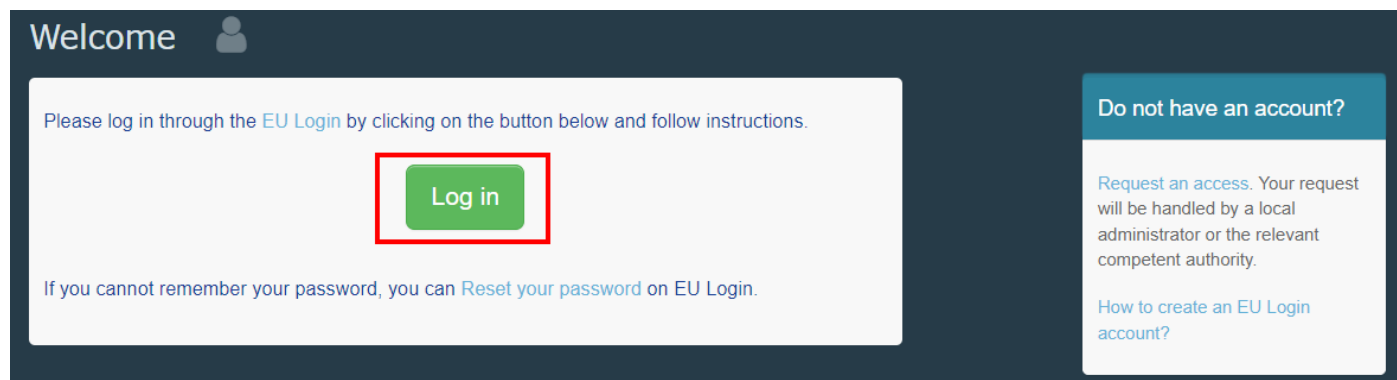
Once your EU login created, you must request a **role** in TRACES NT in order to have access to the system. The **role** defines what you can do and see in the system.


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**

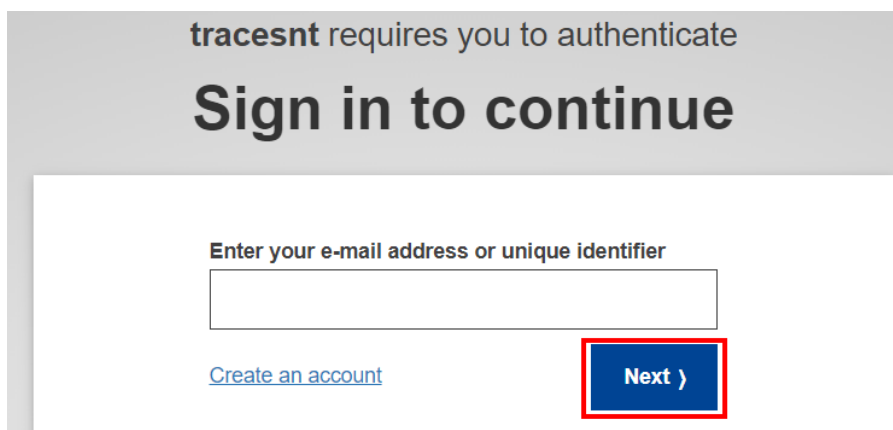
If you cannot remember your password, you can [Reset your password](#) on EU Login.

**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**

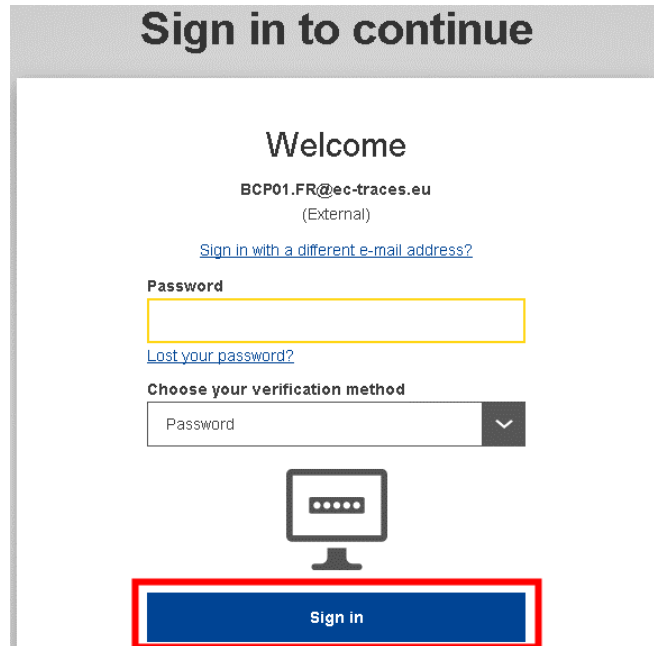
Enter your e-mail address or unique identifier

[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?](#)

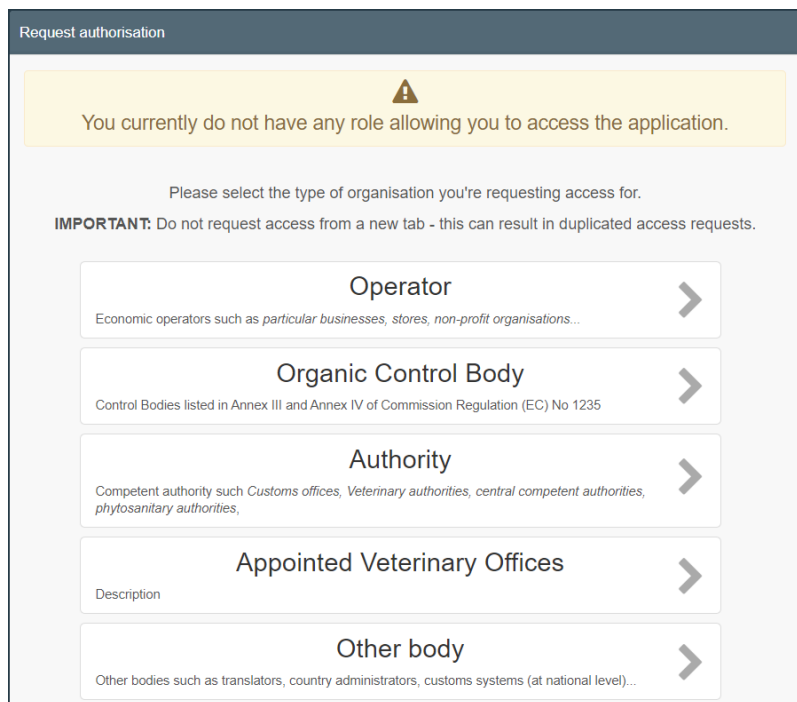
Choose your verification method

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

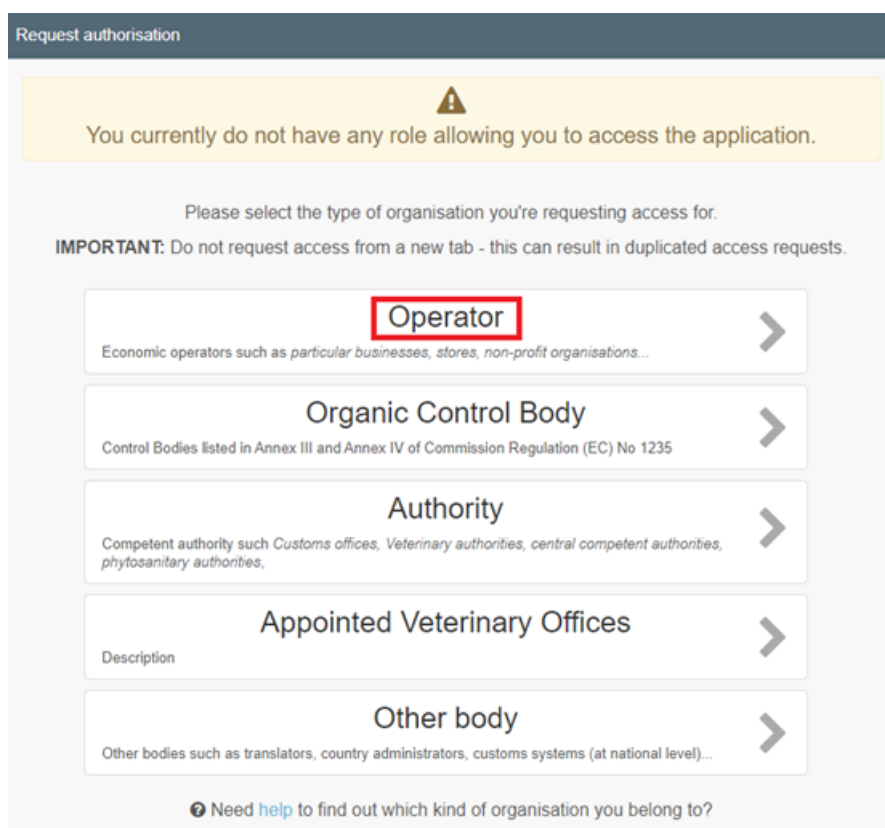
**Other body**   
Other bodies such as translators, country administrators, customs systems (at national level)...

## 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.

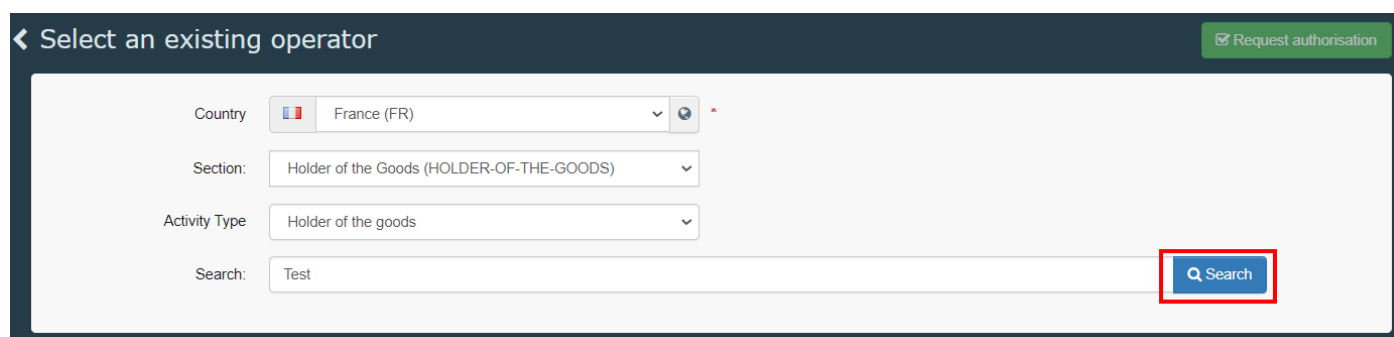
To get the role of “Holder of the goods” in the system, select “Operator” on the screen below.



The screenshot shows a web interface titled "Request authorisation". At the top, a yellow warning box with a triangle 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 box), "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 with a magnifying glass icon and the word "Search", which is highlighted with a red box.

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) <span>Valid</span>	<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.

Chapter or activity

Chapter Import of cultural goods \*

Activity

Activity details

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

Activity Holder of the goods \*

Identifier

Valid From  Activity details  +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 “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).

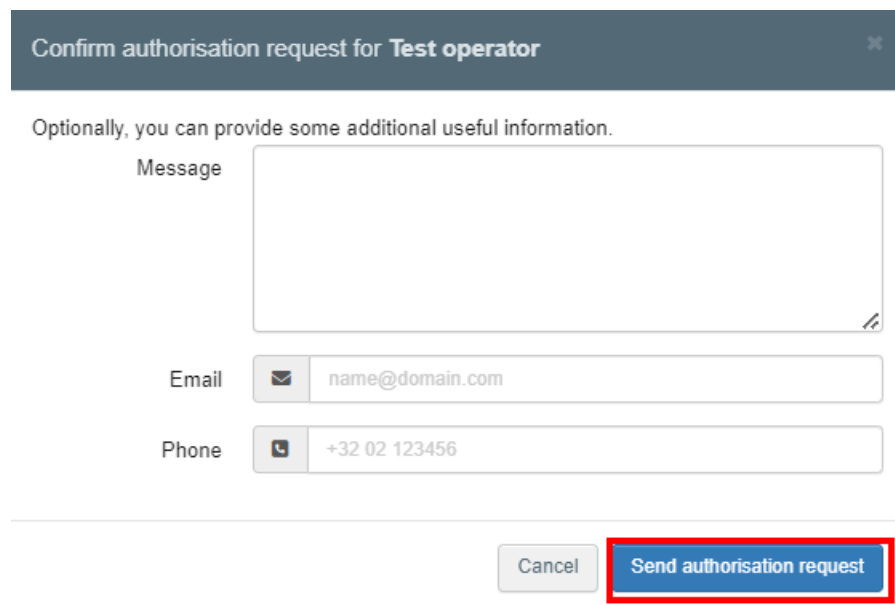
### **Important note regarding private individuals registering in the ICG**

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**

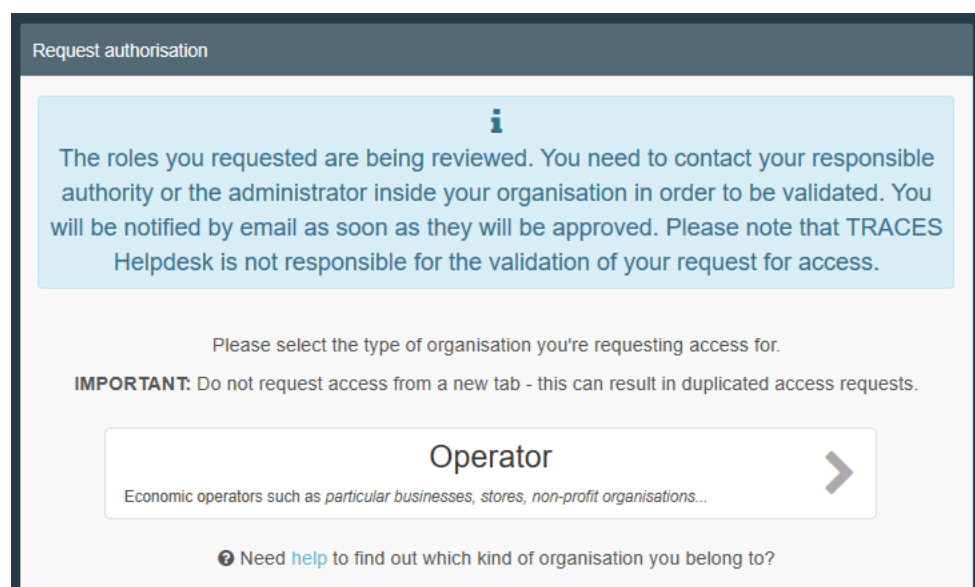
Optionally, you can provide some additional useful information.

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 

*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) <span>Valid</span>	<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.



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

Name

Test operator

Country

France (FR)

Chapter or activity

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.