European
Commission

User Manual
Official trade documents Part I

Intended for...

Economic Operators

(EU/EFTA)

Submission of...

I. INTRA

IntraTrade Animal Health Certificates

II. EXPORT

Export Health Certificates

III. DOCOM

Commercial Documents

TRACES

TRAde Control and Expert System

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I. INTRODUCTION

I.1. SCOPE OF THE 'OFFICIAL TRADE DOCUMENTS' USER MANUAL - PART I

This user manual describes the main principles and functionalities of TRACES, for the **submission** (Part I) of the following official trade documents to the competent authority at EU/EFTA level:

- **INTRA**: [1]　　　　　　IntraTrade Animal Health Certificates
- **EXPORT**: [2]　　　　　Export Health Certificates
- **DOCOM**: [3]　　　　　Commercial Document

Where needed, the descriptions are accompanied by screenshots of the TRACES user interface, so as to better illustrate the look and feel of TRACES.

The aim of the user manual is to help you speed up your work, while avoiding inaccuracies and typing slip-ups.

We recommend that you read this user manual in combination with the TRACES Toolkit; [4] which serves as your gateway to further TRACES user manuals, videos and templates.
The TRACES Toolkit contains all the information you need in one 'platform' document.

TRACES serves as a 'single window' to European legislation in the field of animal health and public health *-covering products of animal origin and non-animal origin, live animals and animal by-products-* as well as plant health.
However, for the implementation of the general EU legislation we invite you to contact your national competent authorities or official EU services in order to obtain the correct information on movement requirements and other details.

You can find out all about TRACES on the Commission's official Health and Consumers' webpage. [5]
Presentations of TRACES can also be found here. [6]

1　　Commission Reg. (EC) 599/2004: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32004R0599:EN:NOT
2　　Concerning harmonised certificates at EU level (*e.g. Chile, Mexico and Canada*).
3　　Commission Reg. (EC) No 142/2011: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32011R0142:EN:NOT
4　　TRACES Toolkit: https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd
5　　TRACES details: http://ec.europa.eu/traces/
6　　TRACES presentations: http://prezi.com/user/TRACES/

I.2. Abbreviations and definitions

A complete list of all TRACES abbreviations and acronyms can be found under the 'Let's talk 'TRACES'' sub-heading and the 'Common TRACES features' heading of the TRACES Toolkit. [7]

I.3. Working languages

Before logging into TRACES, and also afterwards in the user interface, you can choose one of the thirty-two [8] languages, to allow you to work in your preferred language:

Language code	Language	Language code	Language
ba	Bosnian	lv	Latvian
bg	Bulgarian	mk	Macedonian
cs	Czech	mt	Maltese
da	Danish	nl	Dutch
de	German	nw	Norwegian
el	Greek	pl	Polish
en	English	pt	Portuguese
es	Spanish	ro	Romanian
et	Estonian	ru	Russian
fi	Finnish	sk	Slovak
fr	French	sl	Slovenian
hr	Croatian	sr	Serbian
hu	Hungarian	sv	Swedish
il	Icelandic	sq	Albanian
it	Italian	tr	Turkish
lt	Lithuanian	zh	Chinese

When you switch languages, you will be redirected to the general TRACES welcome page.

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7   TRACES Toolkit: https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd
8   These include 22 official languages of the European Union (all apart from Irish (ga))+ Albanian + Bosnian + Chinese + Croatian + Icelandic + Macedonian + Norwegian + Serbian + Turkish + Russian.

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I.4.   TRACES RELEASE VERSIONS

We are constantly upgrading TRACES to improve and adapt it to legal requirements and user needs and wishes. This is done step by step. As soon as an upgrade is available, a new TRACES version is installed online.

Release notes are regularly published for TRACES in order to explain to our TRACES users the enhancements and modifications made to the user interface and functionalities. [9]

You may want to check the TRACES release version installed online to verify the information in the TRACES release notes.
If you double click the world map/cow image in the top right of the TRACES window, you will see the following information in the top banner:
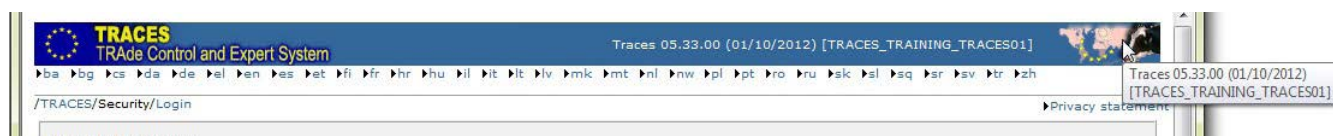
- the TRACES version number (eg. 06.00.01)
- the release date, in dd/mm/yyyy format (eg. 23/04/2013)
- the TRACES environment and server (eg. TRACES_NT2_2_WEB)

You can also see this information as a tooltip if you move the mouse cursor over the world map/cow image.

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9   An overview of the TRACES release notes can be found in the introduction page of the TRACES Toolkit: https://circabc. europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd

I.5. Access

I.5.1. Data access and protection

To comply with stringent rules on the accessibility and display of *both commercial and non-commercial* data, and to ensure data protection, [10] strict access rights are assigned to each TRACES user profile. This applies to both economic operators and competent authority users.

The TRACES Privacy Statement can be consulted in the different available languages in TRACES via the 'Privacy Statement' button in the top right of the TRACES window, when you are logged on.

I.5.2. Security Alert

When accessing TRACES, you may encounter a security alert, asking for your approval to proceed to the website. This is a configuration setting in TRACES and is therefore fully trustworthy.

TRACES implements various security features for application access, official trade document validation and communication privacy, through the encryption of secure information between client and server (https, SSL).
Electronic signature further improves speed and efficiency, traceability, and anti-falsification measures, based on security rules that meet the legal requirements for electronic signature.

If this 'Security Alert' pops up, we invite you to press 'View Certificate' in order to see more details before proceeding, and then choose 'Yes' to start using TRACES.

The HTTPS 'Secure Sockets Layer' (SSL) and 'Transport Layer Security' (TLS) certificate is imported by the client from the server into the local application or environment, declaring it as 'trusted'. This alert is therefore not in fact generated by TRACES but by the server on which the certificate is hosted.

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10   Regulation (EC) 45/2001: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32001R0045:EN:NOT

I.5.3. ENVIRONMENTS

The TRACES 'Production' environment is available at https://webgate.ec.europa.eu/sanco/traces/.
This is the real-life environment of TRACES, since any manipulation of data will automatically notify the economic operators and competent authorities involved.

TRACES users are invited to check out TRACES features and functionalities in one of the two TRACES test environments.
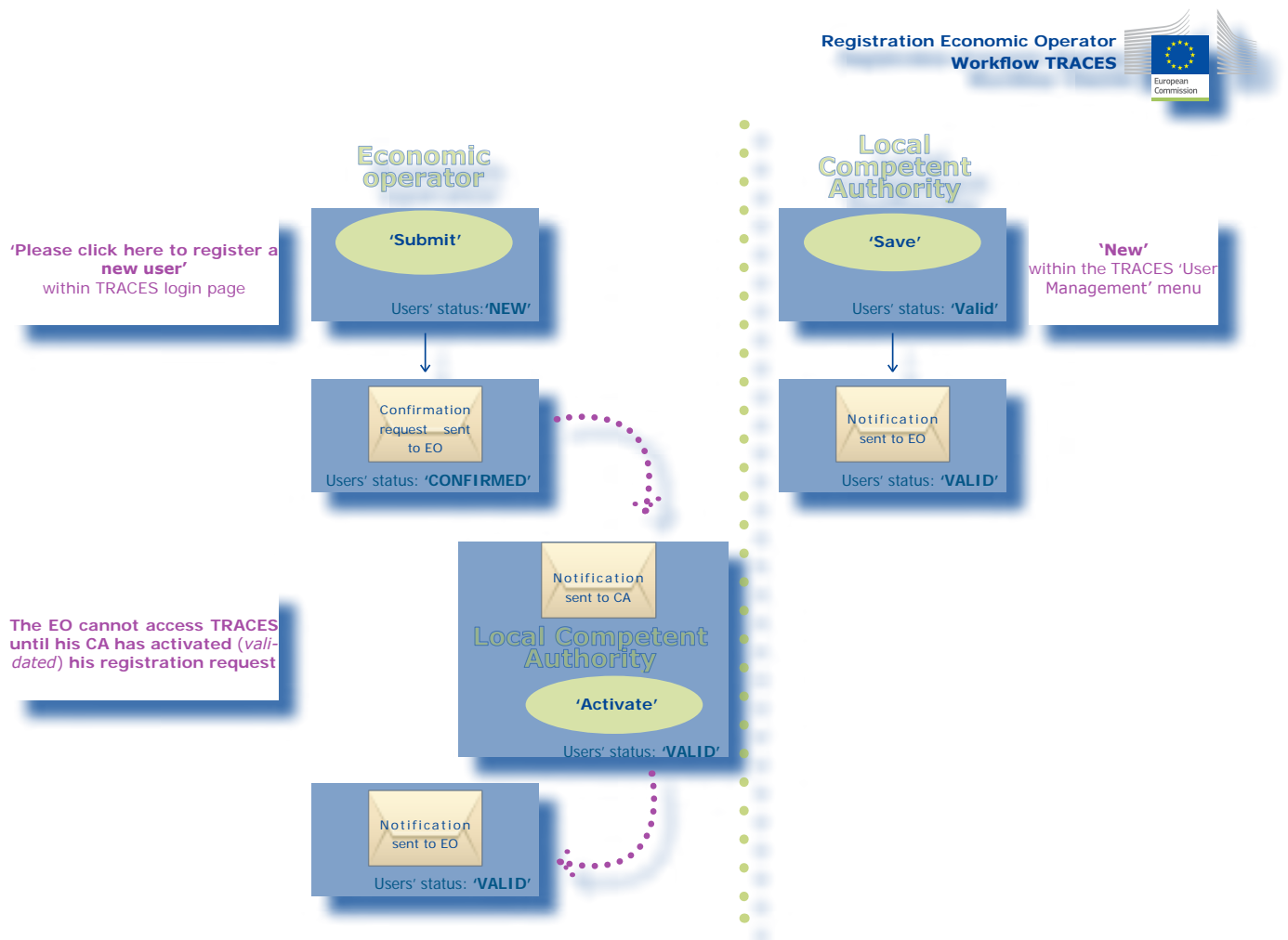More information on the use of the TRACES TRAINING and ACCEPTANCE environments can be found under the heading 'Test TRACES features' in the TRACES Toolkit. [11]

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[11]   TRACES Toolkit: https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd

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I.5.4. ACCOUNT REGISTRATION

Both economic operators and competent authorities may register an economic operator account in TRACES.

**Registration Economic Operator
Workflow TRACES**

European Commission

Economic operator

'Please click here to register a new user'
within TRACES login page

'Submit'

Users' status: **'NEW'**

Confirmation request sent to EO

Users' status: **'CONFIRMED'**

The EO cannot access TRACES until his CA has activated (*validated*) **his registration request**

Local Competent Authority

Notification sent to CA

'Activate'

Users' status: **'VALID'**

Notification sent to EO

Users' status: **'VALID'**

Local Competent Authority

'Save'

Users' status: **'Valid'**

'New'
within the TRACES 'User Management' menu

Notification sent to EO

Users' status: **'VALID'**

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I.5.4.1. BY THE ECONOMIC OPERATOR

The economic operator [12] may click the button '**Please click here to register a new user**' on the TRACES login page. [13]

The economic operator enters all details of their TRACES user account, and clicks the 'Submit' button.

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12   *Or their competent authority.*
13   Competent authority accounts cannot be registered this way. This needs to be done by the TRACES national administrator.

TRACES confirms the request for a new economic operator account.
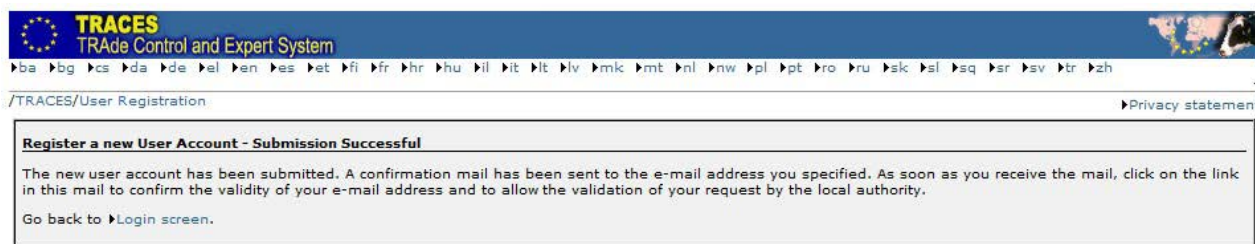
A 'confirmation request' e-mail is sent to the economic operator's e-mail address to confirm their registration in TRACES.

After clicking the 'Click here' button in the confirmation message, the economic operator is redirected to the following page:
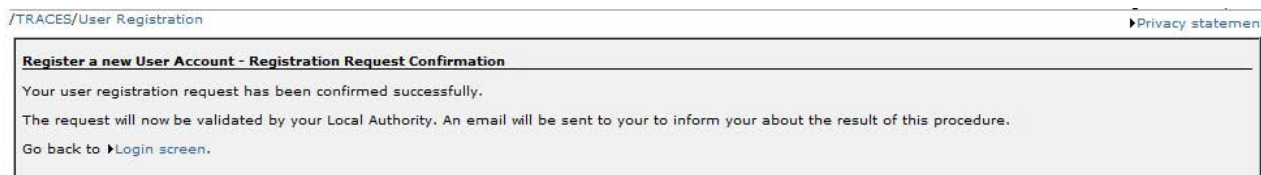
However, **the economic operator cannot access TRACES until their competent authority has validated the registration request**. [14]
For this purpose, the **competent authority** will receive a notification message informing it of a confirmed TRACES registration request.

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[14]   For security reasons, the confirmed economic operator account will need to be validated by the competent authority before the economic operator can access TRACES. More information can be found in the 'Organisation, User and Authority management' user manual, also available with the TRACES Toolkit.

---------- Forwarded message ----------
From: <SANCO-TRACES-NOREPLY@ec.europa.eu>
Date: 2013/2/5
Subject: User creation requests
To:

Hi,
There are 2 request to validate.
To process all, Click here.
　　　　　validate USER　　　　Click here. validate USER　　　　Click here.

This is an automatically generated email. Please do not reply. To contact the TRACES team, please use the following address: sanco-traces@ec.europa.eu

As soon as the competent authority clicks the 'Activate' button, the economic operator can access TRACES.

Save options

Cancel	Returns to the 'User Management' menu and cancels all modifications made to the user's details.
Save	Saves all modifications made to the user's details, apart from the status.
Delete	Deletes the user account from TRACES. Note that it will nonetheless not be possible to register another account for the same e-mail address. On the other hand, it is possible to change the e-mail address for the user's account. Please contact the TRACES team in order to do so.

Save options

Reset Password

Resets the TRACES user password and sends an automatic notification containing a new standard password to the user account's e-mail address.

From: <SANCO-TRACES-NOREPLY@ec.europa.eu>
Date: 2013/2/1
Subject: Password reset
To:

Hi

Your password for the Trade Control and Expert System has been reset. As of now, you can login using

- Username:
- Password:

Click here to access the application .

The TRACES application.
This is an automatically generated email. Please do not reply. To contact the TRACES team, please use the following address: sanco-traces@ec.europa.eu

At first login, this new standard password will need to be replaced (*and confirmed*) by a personal password.
The security question and answer remain unchanged. Please contact the TRACES team to change the user account's security question and answer.
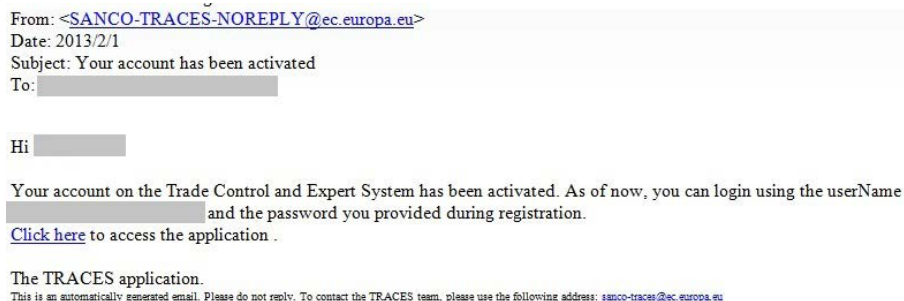
Reject

The competent authority may choose to reject a confirmed TRACES registration request. The applicant will receive a notification indicating that their TRACES registration request has been rejected by their competent authority.

Activate

The competent authority may choose to validate a confirmed TRACES registration request. The applicant will receive a notification indicating that their TRACES registration request has been activated (validated) by their competent authority.

From: <SANCO-TRACES-NOREPLY@ec.europa.eu>
Date: 2013/2/1
Subject: Your account has been activated
To:

Hi

Your account on the Trade Control and Expert System has been activated. As of now, you can login using the userName
and the password you provided during registration.
Click here to access the application .

The TRACES application.
This is an automatically generated email. Please do not reply. To contact the TRACES team, please use the following address: sanco-traces@ec.europa.eu

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I.5.4.2.   BY THE COMPETENT AUTHORITY

The competent authority may go to the '**User and Organisation Management**' menu and 'User Management' submenu in TRACES to register a new economic operator account. [15]

The competent authority enters all details of the economic operator's TRACES user account, and clicks the 'Save' button.

The economic operator account registered by the competent authority is 'valid' immediately after submission. A notification is sent to the economic operator informing them of the creation of their TRACES user account. [16] It includes a direct link to TRACES together with the user name and password.

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15   Click the 'New' button to fill in the details of the economic operator's user account.
16   More information can be found in the 'Organisation, User and Authority management' user manual, also available with the TRACES Toolkit.

From: \<SANCO-TRACES-NOREPLY@ec.europa.eu\>
Date: 2013/1/31
Subject: Account created
To:

Hi

Your account on the Trade Control and Expert System has been activated. As of now, you can login using

- Username:
- Password:

Click here to access the application .

The TRACES application.
This is an automatically generated email. Please do not reply. To contact the TRACES team, please use the following address: sanco-traces@ec.europa.eu

I.5.5.   LOGGING IN AND OUT

I.5.5.1.   LOG IN

Go to the TRACES welcome page, enter your login (e-mail address) in the 'e-Mail' field, type your password and click on the 'Login' button: [17]

When you have logged in, your user account is shown in the top right of the screen.

I.5.5.2.   LOG OUT

Click on the 'Logout' button in the top right of the screen and confirm by clicking the 'OK' button. [18]

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17   Your account is inactivated after 5 consecutive failed attempts. You should contact your TRACES competent authority to reactivate the account.
18   You will be logged out automatically after 30 minutes of inactivity.

I.5.5.3. LOGIN ISSUES

More information on login issues can be found in the 'Organisation, user and authority management' user manual, also available with the TRACES Toolkit. [19]

I.5.6. CUSTOMISING THE **TRACES** MENUS

The TRACES menu bar on the left can be customised as you wish.
Less 'popular' menus can be collapsed while more 'popular' menus can be expanded.

These changes are stored with your TRACES user profile, so will apply to all TRACES sessions until you make new changes.

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I.5.7. TRACES NEWS UPDATES

I.5.7.1. WELCOME PAGE

Once logged into the Production (real-life) environment, [20] the TRACES welcome page displays both information on TRACES and important health information.

We invite you to regularly check the news updates published on the TRACES Welcome page, concerning the following topics:

General information and hints

Hazard and outbreaks

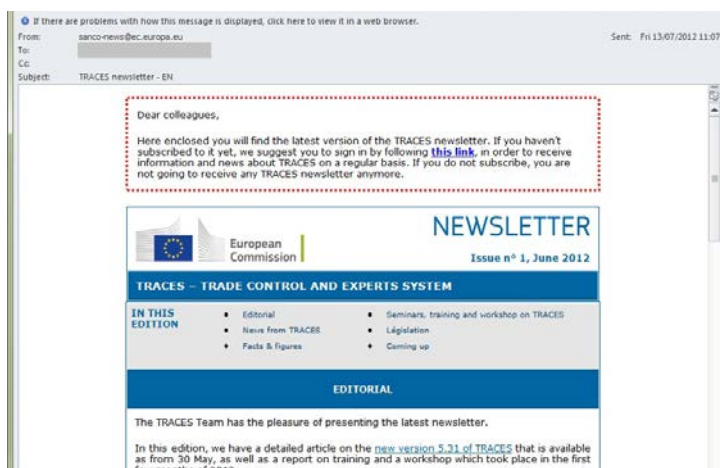Sanitary information, e.g. official trade document models

Technical updates and TRACES version releases

Working groups and meetings

I.5.7.2. NEWSLETTER

The bi-monthly TRACES newsletter contains general news on TRACES, facts and figures, seminars, training sessions and workshops, legislation and 'upcoming' issues.

You can subscribe to this free communication service, hosted by the Directorate-General for Health and Consumers, via this link. [21]

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20   More information can be found under heading 'I.5.3 Environments'.

21   TRACES Newsletter: http://ec.europa.eu/coreservices/mailing/index.cfm?form=register&serviceid=1

II.   'VETERINARY DOCUMENTS' MENU

II.1.   INTRODUCTION

II.1.1.   CERTIFICATION WORKFLOW

In TRACES, economic operators [22] can initiate Part I (Consignment) of the official trade document and submit it to their competent authority for certification.

Two main actions are available regarding submission of Part I:
1. '**Save as Draft**' allows the economic operator to store the official trade document 'locally'.
Only the 'initiator' and his/her direct colleagues, belonging to the same organisation, will be able to consult and to modify the official trade document, before actually submitting it to the competent authority.

2. '**Submit for certification**' allows the economic operator to submit its official trade document to the competent authority. As TRACES is a web based 'online' system, submission is instantaneous. [23]

For DOCOM, additional options are available:
'Save in progress' and 'Validate / Submit Decision'. [24]

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22   Part I of the official trade document can be initiated by competent authority users.
23   More information can be found in the 'Notification management' user manual.
24   A DOCOM may also be 'cloned' to an INTRA. More information can be found under heading 'II.2.4 Submission options' and heading 'II.3.2. Next steps for DOCOM: Clone to INTRA'.

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Certification workflow TRACES

PART I

PART II

PART III

Save as Draft
CERTIFICATE STATUS: Draft
CERTIFICATE CONTENT: incomplete Part I
WATERMARK PRINT: "Draft"
VISIBILITY TO USERS:
* only direct colleagues linked to the same establishment or authority

Submit for certification
CERTIFICATE STATUS: New
CERTIFICATE CONTENT: Part I completed
WATERMARK PRINT: "New"
VISIBILITY TO USERS:
* IntraTrade/IMPORT: CA of origin (LVU)
* CED/CVED: CA of entry point (BIP)

Delete
CERTIFICATE STATUS: Deleted
CERTIFICATE CONTENT: NA
WATERMARK PRINT: NA
VISIBILITY TO USERS:
* None

Clone as CVED
CERTIFICATE STATUS AFTER CLONING: Draft, New, In progress, Valid depending on the decision taken by the Transitair or BIP
CERTIFICATE CONTENT: Part I and/or Part II
WATERMARK PRINT: Draft, New, In progress, Original or Rejected depending on the decision taken by the Transitair or BIP officer
VISIBILITY TO USERS:
* CVED: depending on the decision taken by the Transitair or BIP
REMARK: this button is only available for Transitair and BIP officers, within IMPORT certificates

Save in progress
CERTIFICATE STATUS: In progress
CERTIFICATE CONTENT: incomplete Part II
WATERMARK PRINT: "In progress"
VISIBILITY TO USERS:
* only direct colleagues linked to the same authority

Reject
CERTIFICATE STATUS: Rejected
CERTIFICATE CONTENT: Part I and II completed
WATERMARK PRINT: "Rejected"
VISIBILITY TO USERS:
* IntraTrade/IMPORT: CA of origin, destination and transiting countries
* CED/CVED: all EU BIPs and CA of entry point, destination and transiting countries

Validate / Submit Decision
CERTIFICATE STATUS: Valid
CERTIFICATE CONTENT: Part I and II completed
WATERMARK PRINT: "Original"
VISIBILITY TO USERS:
* IntraTrade/IMPORT: CA of origin, destination and transiting countries
* CED/CVED: CA of entry point, destination and transiting countries
REMARKS:
* The certificate version (V1, V2...) will be visible next to the Traces Reference number, indicating if a modification to Part I or II has been executed by the CA.
* The certificate will become prevalid if the decision on Part II has been taken by a restricted CA.

Control
CERTIFICATE STATUS: Valid
CERTIFICATE CONTENT: Part I, II and III completed
WATERMARK PRINT: "Original"
VISIBILITY TO USERS:
* IntraTrade/IMPORT: CA of origin, destination and transiting countries
* CED/CVED: CA of entry point, destination and transiting countries
REMARK: multiple controls may be added to 1 certificate

Recalled
CERTIFICATE STATUS: Recalled
CERTIFICATE CONTENT: Part I and II completed
WATERMARK PRINT: "Recalled"
VISIBILITY TO USERS:
* IntraTrade/IMPORT: CA of origin, destination and transiting countries
* CED/CVED: CA of entry point, destination and transiting countries
REMARK: CA of origin can recall certificates up to 3 months after Validation

Cancel
CERTIFICATE STATUS: Cancel
CERTIFICATE CONTENT: Part I and II completed
WATERMARK PRINT: "Cancelled"
VISIBILITY TO USERS:
* IntraTrade/IMPORT: CA of origin, destination and transiting countries
* CED/CVED: CA of entry point, destination and transiting countries
REMARK: it is not possible to cancel rejected consignments!

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25   In the TRACES test environments, all official trade documents bear the watermark 'TRAINING' or 'ACCEPTANCE', regardless of the status of the official trade document, so as to avoid any confusion with the 'real-life' production environment.

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II.2. SUBMIT PART I (CONSIGNMENT)

Part I of the official trade document concerns information on the consignment, such as references, traders, consignment, transport and route.
Both economic operators and competent authorities can submit Part I of the official trade document from the 'Veterinary documents' [26] menu:

- 'IntraTrade Animal Health Certificates':   INTRA
- 'Export Health Certificates':   EXPORT
- 'Commercial Document':   DOCOM

In all cases, the steps to submit a new official trade document are identical:

1/ Click the '**New'** button, to initiate a new, blank Part I of an official trade document.
2/ Click the '**Copy as new'** [27] button to initiate a new Part I based on an existing (similar) document.

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26   See Commission Regulation (EC) 599/2004 for the INTRA and Commission Regulation (EU) 142/2011 for the DOCOM. *EXPORT concers harmonised certificates at EU level.*
27   More information can be found under heading 'III.2. Copy as new'.

II.2.1. SELECTING THE NOMENCLATURE CODE

The nomenclature code must be selected in line with the commodity to be dispatched by the economic operator, after validation of the competent authority at origin.

The Combined Nomenclature (CN) code, currently used by Border Inspection Posts in the EU, ensures interoperability between systems throughout the EU.

TRACES lists nomenclature codes for:
- live animals
- animal products and products of animal origin
- feed and food of non-animal origin
- by-products

The CN is a method for designating goods and merchandise. It meets the requirements of the Common Customs Tariff in the Union. The CN is based on the Harmonised Systems (HS) nomenclature of the World Customs Organisation (WCO) with further subdivisions at EU level.
The online customs tariff database of DG TAXUD, called TARIC (Integrated tariff of the European Communities), [28] also employs the HS nomenclature, making TRACES even more convenient to use for economic operators.

The TRACES user can:

Option	Information
'Assign'	Enter the nomenclature code directly in the 'Nomenclature code' field and click the 'Assign' button to continue. This is the fastest way to proceed.
'Search'	Search for the nomenclature code in the nomenclature code tree by entering the code in the 'Nomenclature code' field and clicking the 'Search' button to continue.
'Filter'	Filter the nomenclature code from the official trade document' model presented or specify the number of the legislative act number and press 'Filter'. The tree structure then shows the relevant nomenclature codes.
'+' sign	Search for the nomenclature code in the nomenclature code tree by clicking on the '+' sign next to the nomenclature code to expand it and select the appropriate nomenclature code to continue.

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[28]   TARIC: http://ec.europa.eu/taxation_customs/customs/customs_duties/tariff_aspects/customs_tariff/index_en.htm

Only CN codes in bold can be selected.

Depending on the nomenclature code selected, a code extension to categorise the commodity at sanitary (type) and phylogeny (class, family, species) level may be required.

In case of EXPORT, the TRACES user needs to additionally indicate if the commodity concerns a transit through EU countries. [29]

To proceed, the TRACES user can:

Option	Information
'Assign and Add New Code'	Select multiple commodities at sanitary (type) and phylogeny (class, family, species) level, for a given official trade document model. Only nomenclature codes for the chosen official trade document model can be selected.
'Assign'	Confirm the chosen commodity in your official trade document.
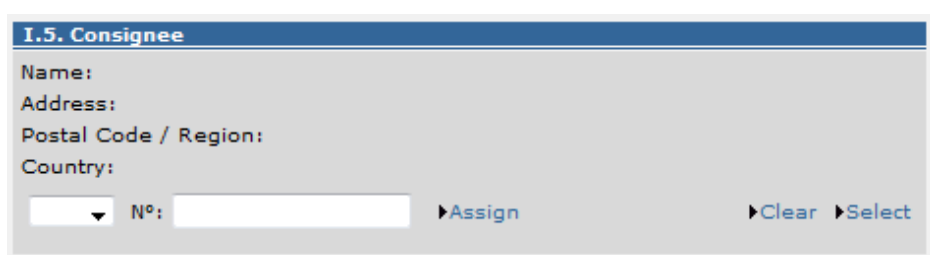
29   More information can be found under heading 'II.2.3.2. ...of an EXPORT'.

II.2.2. SPECIFYING ORGANISATIONS IN OFFICIAL TRADE DOCUMENT BOXES

II.2.2.1. SEARCH

Before creating a new organisation, you should first verify if it is already present in TRACES, by searching for it. This is in line with the '*Search first, create if necessary*' principle.

An organisation can be entered in any box via two options:

Option	Information
'Assign'	Allows the organisation to be quickly obtained by selecting the country (ISO code) and the organisation's Approval Number'.
'Select'	Allows the organisation to be selected from a search screen. *Note* - When searching for an organisation, economic operators must specify the country and at least three characters of the organisation's name or approval number to safeguard data privacy. You can use the '%' sign to broaden the field of search, if necessary. (e.g.: '%Logistics' to find 'S.A. Logistics Name Company').

Organisation management issues are covered in the 'Organisation, user and authority management' user manual.

II.2.2.2. CREATION

If an organisation is not yet included in TRACES, it can be created during the submission of an official trade document.

Click the **'Select'** button in the desired box in the official trade document, and choose:

- **'New'** to create an organisation in an EU/EFTA country.
- **'New Non Member State'** to create an organisation in a non-EU country.

Enter the details of the new organisation:

Data field	Information
'Aggregation Code'	Corresponds to the (EU/EFTA) organisation's general identification number and: - is optional - must be unique in a given country - may be the same as the organisation's approval number(s) For non-EU countries, this box is greyed out.
'Approval Number'	Refers to the Activity Type of an organisation that does not need to be officially listed (LMS), and: - may be mandatory depending on the Activity Type - may be different from the Aggregation code and other Approval Numbers of the same organisation

Data field	Information
'In certificate'	Allows the specific Activity Type to be assigned to the organisation in the official trade document. Unlike the procedure for creating an organisation from the 'User and Organisation Management' menu and 'Organisations' sub-menu, a specific establishments' Activity Type must be entered in the certificate box. This will correspond to the commodity indicated in the official trade document. Possible Activity Types that can be assigned in the certificate box are marked with an asterisk (*) and are the only ones that can be assigned to the official trade document.
'Type'	Allows multiple Activity Types to be specified, using the 'Add' and 'Remove' buttons. Activity types coming under the listing procedure (LMS) for officially published establishments cannot be assigned through this procedure. Such organisations with LMS Activity Types should follow the official listing procedure. If you want to specify the Activity Type 'Reponsible for the load', you should first assign a Border Inspection Post to the organisation. This will automatically re-populate the drop down list of Activity Types.
'Postal Code / Region'	Allows selection of the postal code for EU/EFTA countries, and the selection of regions, provinces or states for non-EU countries. In case you specified Activity Types other than 'Reponsible for the load' for the organisation, the competent authority is automatically assigned on the basis of this 'Postal Code / Region' information and displayed after validation of the organisation.

Click the **'Save'** button to save the details of the organisation and return to the previous screen.

Organisation management issues are covered in detail in the 'Organisation, user and authority management' user manual.

II.2.2.3. AUTOMATIC FILLING OF OFFICIAL TRADE DOCUMENT BOXES

In order to speed up the submission process, an organisation may be copied automatically from one box to another.

This TRACES feature depends on a combination of parameters:

- Official trade document type: INTRA, EXPORT, DOCOM
- Official trade document box type: Consignor/Place of origin/Place of loading/Transporter, Consignee/ Place of destination
- Organisations' Activity Type used within the initial box of the official trade document

The links between the different boxes for each official trade document type are described under heading 'II.2.3. Filling in Part I'. [30]

Of course, the automated details can be cleared and modified as you wish.

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30   More information can be found for every official trade document type, under each sub-heading.

II.2.3. FILLING IN PART I

II.2.3.1. ...OF AN INTRA

Part I 'Consignment' of the INTRA in TRACES contains all the boxes required for Commission Regulation (EC) 599/2004, under the tabs summarized below.

The **official description of the boxes** can be found in '*Notes for guidance on the intra-Community certificate'* of **Commission Regulation (EC) No 599/2004**.
However, some boxes are **highlighted** below.

REFERENCES

<u>'I.2. Certificate reference number'</u>

A unique reference number is assigned automatically by TRACES, and is displayed after submission of Part I.

While the official trade document remains at the submission stage ('New)', TRACES users can still modify Part I. A version number (- Vx) is automatically added to the unique INTRA reference number and is incremented each time the document is resubmitted, whether or not it is modified.

<u>'I.2.a. Local reference number'</u>

This is a number that the TRACES user can assign depending on their national administration (optional).

If not entered, this box remains empty.

<u>'I.6. No.(s) of related original certificates'</u>

To ensure full traceability of animals passing through an assembly centre (*bovine, porcine, ovine and caprine animals and equidae*), the reference number of each certificate constituting the new consignment may be given in TRACES.

There are two new options for inserting the link to the related INTRA or CVED-P, in box 'I.6 No.(s) of

related original certificates':

- 'Add Related IntraTrade'
- 'Add Related CVEDP'

When clicking one of these two options, you are re-directed to the search screen with the mandatory search criteria: the TRACES 'Certificate Reference' number and the 'Country of destination'.

Once the INTRA is validated by the competent authority of origin, the competent authority of destination is able to consult the electronic copies of the original documents via the hyperlinks within box 'I.6. No.(s) of related original certificates'.

In order to record the serial number(s) of the individual national document(s) a free textbox is also available.

For example: In relation to bovine semen, [31] the animal health certificate model in Annex **D3** of Commission Implementing Decision 2011/629/EU, should be supplemented by additional certification requirements and only be used for trade in semen collected in a 'Semen Collection Centre' and dispatched from a 'Semen Storage Centre'. [32]

<u>'I.6. Related CITES Certificates'</u>

The 'Convention on International Trade in Endangered Species of Wild Fauna and Flora' (CITES) became the only global treaty ensuring that international wildlife trade is based on sustainable use and management of wild and captive populations. CITES [33] provides a framework for cooperation and collaboration among nations to prevent further decline in wild populations of animals and plants.

This box will be activated automatically within TRACES depending on the commodity (sanitary (*type*)

and phylogeny (*class, family, species*) level) chosen.

Use the 'Add' button to specify multiple CITES numbers.

<u>'Competent Authorities'</u>

The name of the competent authorities and their TRACES codes are filled in automatically when Part I is initiated, depending on the organisation entered in box 'I.12. Place of origin/Place of harvest'.

If the selected organisation in box 'I.12. Place of origin/Place of harvest' [34] is linked to an LVU depending on an Official Private Veterinary Authority (OPV) for which the option 'Manually Assigned' is ticked, [35] the economic operator receives the following alert message when submitting the official trade document in TRACES:

"An official private veterinarian may be selected under 'Competent Authorities' in the tab 'References'.

This (*green*) alert message remains visible until the economic operator has consulted the 'References' tab in which he/she may select the appropriate OPV from a drop-down menu of the field 'Competent Authorities'. Only the OPVs with the option 'Manually Assigned' appear in this drop down menu.

The consultation of the tab 'References' is optional. If the official trade document is initiated by an OPV, its authority is automatically entered in the field 'Competent Authorities'.

The LVU is thus able to complete the national sanitary information in Part II and pass it on -*after having saved the official trade document as 'In progress'*- to the desired OPV. The OPV may then

---

31   CN code bovine semen: 0511 10 00.
32   Whether or not the 'Semen Storage Centre' constitutes part of a 'Semen Collection Centre' approved under a different approval number.

33   CITES: http://www.cites.org/
34   In case of EXPORT: box 'I.11. Place of origin'.
35   More information regarding the management of Authorities, can be found under the 'Organisation, user and authority management' user manual.

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certify it once the necessary checks have been carried out.

<u>'Identification of Applicant'</u>

If the economic operator is registered in TRACES and makes the declaration him/herself (*Part I*), his/her first and last name is automatically entered in this field.

TRADERS

'I.7. Dealer'

This box is only activated in case of consignments of bovine, porcine, ovine or caprine animals. [36]

'I.5. Consignee' and 'I.13. Place of destination'

A non-EU country may be inserted in the box 'I.5. Consignee' in case of export and when no bilateral agreement with the concerned non-EU country exists. This is in accordance with the requirements of Article 3§2 of Commission Decision 93/444/EEC. [37]

Following the introduction of a non-EU country in box 'I.13. Place of destination', the box 'I.28. Export' (in the 'Route' tab) is automatically activated and completed.

'I.12. Place of origin/Place of harvest'

There is a clear link between the organisation entered in box 'I.12. Place of origin/Place of harvest' and the competent authorities automatically assigned to the official trade document. [38]

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36   According to Commission Regulation (EC) No 599/2004.

37   Commission Decision 93/444/EEC: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31993D0444:EN:NOT

38   More information can be found under sub-heading 'Competent Authorities' of the heading 'References'.

CONSIGNMENT

'I.18 Animal species / Product'

The nomenclature code and code extensions in the official trade document can be modified with the 'Select', 'Remove', 'Reset' and 'Add New Code' buttons.

Any addition of nomenclature code or code extensions may be restricted to the INTRA model currently chosen. Any modification to the nomenclature code or code extension may cause information to be deleted in Part I, to comply with the consistency rules.

If the consignment involves multiple selected nomenclature codes, they are preceded by an order number (Id.) and presented in according with the Customs Classification:

The Id. number is also shown in the box 'Identification of the animals':

Note that only commodities with the same temperature type (ambient, chilled or frozen) can be selected in the official document.

'I.20. Number/Quantity'

The alert message '*INTRA-084 Consignment I.20. Number/Quantity Should be less or equal than 1*' appears when you are trying to submit an INTRA of the model '2009/156 AII Registered equidae' for which box I.20 contains a number higher than 1.

This complies with the requirements laid down in Annex II of [Council Directive 2009/156/EC.](#) [39]

'I.31 Identification of the animals'

Use the 'Add' or 'Add (10)' buttons to add more lines in box 'I.31'.

Use the 'Import' button to upload CSV files, [40] completed independently from TRACES and containing the data (e.g.: 'Species (scientific name)', 'passport number', 'identification number', 'sex' or 'quantity') for the following INTRA models:

- Council Directive 64/432/EEC F1, [41] Bovine (**0102**)
- Joint Veterinary Committee Decision 2005/22/EC, [42] Grazing (**0102**)
- Commission implementing Decision 2012/112/EU, [43] Dogs, Cats and Ferrets (**01061900**)
- Commission Decision 2010/470/EU: [44] Semen, ova and embryos of animals of the equine, ovine and caprine species and in ova and embryos of the animals of the porcine species (**05119985**)
- Commission implementing Decision 2011/629/EU, [45] Bovine semen (**05111000**)

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39   Annex II of Council Directive 2009/156/EC ([http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:320 09L0156:EN:NOT](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32009L0156:EN:NOT)), repealing Annex B of Council Directive 90/426/EEC ([http://eur-lex.europa.eu/LexUriServ/LexUriServ. do?uri=CELEX:31990L0426:EN:NOT](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31990L0426:EN:NOT)) on animal health conditions governing the movement and import from third countries of equidae.

40   Blank CSV files are available onto the TRACES Toolkit: https://circabc.europa.eu/w/browse/7a85595e-5833-4bef-aedc-1f4c88f22c0a.

41   Council Directive 64/432/EEC: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31964L0432:EN:NOT

42   Joint Veterinary Committee Decision 2005/22/EC: [http://eur-lex.europa.eu/LexUriServ/LexUriServ. do?uri=CELEX:22005D0022:EN:NOT](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:22005D0022:EN:NOT)

43   Commission implementing Decision 2012/112/EU (*model 92/65EI*): http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32012D0112:EN:NOT

44   Commission Decision 2010/470/EU: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32010D0470:EN:NOT

45   Commission implementing Decision 2011/629/EU: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32011D0629:EN:NOT

- Council Directive 90/429/EEC, [46] Semen of the porcine species (**05119985**)

The number of lines within the CSV file is unlimited.

<u>'Comma' and 'point' separators</u>

A comma should be used to enter decimal numbers (maximum of 2 places). A point does not need to be used for specifying thousands.

However, the printed official trade document automatically displays a point to indicate decimal numbers.

Example: 1.234,567 (one thousand two hundred and thirty four comma five hundred and sixty seven) becomes 1234.57 (one thousand two hundred and thirty four comma fifty seven) in the printed official trade document.

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46   Council Directive 90/429/EEC: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31990L0429:EN:NOT

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TRANSPORT

```
▼ Consignment
  ▶ References   ▶ Traders   ▶ Consignment   ▼ Transport   ▶ Route
Details of Consignment Presented: Transport
```

I.17. Transporter
Name:
Type:
Address:
Postal Code / Region:
Country:
Approval number:
[▼] N°: [   ]   ▶Assign   ▶Clear ▶Select

I.15. Date of Departure (dd/mm/yyyy): [   ]
I.15. Time of Departure (hh:mm): [   ]
I.29. Estimated journey time: [0] Hours
Responsible of Transport during Journey: [   ]

I.16. Means of transport
Type: [▼]
Identification: [   ]
Document: [   ]

I.14. Place of loading
Name:
Address:
Postal Code / Region:
Country:
Approval number:
[▼] N°: [   ]   ▶Assign   ▶Clear ▶Select

I.23. Identification of container/Seal number
Seal Number   **Container Number**
[   ]   [   ]   ▶Remove
                                 ▶Add

▶Cancel and Return to Menu   ▶Save as draft   ▶Submit for Certification

The Transport tab contains information on transport from the place of loading (box I.14), and is mandatory for transport of live animals.

'I.15. Date of Departure'

A consistency check exists between the box 'I.15. Date of departure' and the date of declaration (*Part I, 'References' tab*) [47] by the economic operator.

The declaration date must precede or follow the departure date by 30 days. [48]

'I.16. Means of transport'

If a 'Commercial transporter' is entered in box 'I.17. Transporter', the appropriate 'Type' can be selected from the drop-down menu in box 'I.16. Means of transport'. Click the 'Assign' button for this purpose.

The validity of the means of transport authorizations are checked by TRACES, when certifying an INTRA.

'I.29. Estimated journey time'

A geographical information system (GIS) automatically calculates the 'estimated journey time' if box 'I.16. Means of transport' contains 'Road vehicle' as the 'Type'. However, air transport time is not calculated automatically.

---

47   The declaration date (Part I) may be different from the certification date (Part II), if Part I of the DOCOM has first been submitted by the economic operator.
48   This consistency check also applies when a DOCOM is replaced. More information on the replacement of an official trade document can be found under heading 'III.1.2.1. Correction of details in Part I (Consignment) and Part II (Decision)' of the 'Official trade documents Part II' user manual.

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The algorithm is based on the optimal route between box 'I.14 Place of loading' and box 'I.13 Place of destination', and a maximum speed of 70 kilometers per hour. [49] The result generated by the GIS is a minimum time and can be (manually) corrected upwards. [50]

The 'Estimated journey time' in the 'Transport' tab is linked with the box 'Planned Staging or Transfer Points' in the 'Route' tab. As soon as the estimated journey time exceeds the legal requirements under the Animal Welfare Regulation, [51] you may need to select or add any staging or transfer points. [52]

---

49   If the automatic calculated estimated journey time does not at all seem to correspond to the actual journey time, you should contact the TRACES team, in order to double-check and if necessary modify the precise longitute and latitude of the cities involved.

50   In case of upwards corrections, you should double-check the correct filling of the 'Estimated journey time', as upon re-freshing of the page, this box may be automatically reset to its initial value.

51   Council Regulation (EC) No 1/2005: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32005R0001:EN:NOT

52   Further details are given under the 'Route' tab.

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ROUTE

▾ Consignment
▸ References ▸ Traders ▸ Consignment ▸ Transport ▾ Route
Details of Consignment Presented: Route

I.27. Transit through Member states		I.28. Export
Name	-	○ Yes ◉ No
▾	▸Remove	Export to 3rd Country:
	▸Add	Export Exit Point:

I.26. Transit through 3rd country
3rd country: ▾
▸Clear ▸Select
Exit point:
▸Clear ▸Select
Entry point:
▸Clear ▸Select

Planned Staging or Transfer Points
▾ N°: ▸Assign   ▸Select control post ▸Add transfer point

▸Cancel and Return to Menu ▸Save as draft ▸Submit for Certification

'I.27 Transit through Member States'

The countries mentioned in this box may not concern the country entered in the place of loading (box I.14) nor the country of destination (box I.10). Failing to comply with this business rule will generate the following alert message:

"Route I.27. Transit through Member states List of transit member states can not contain the country of destination"

'Planned Staging or Transfer Points'

In accordance with the Animal Welfare Regulation, [53] a route plan may be required for the following species: cattle (bovine - 0102), sheep (ovine - 010410), goats (caprine - 010420), pigs (porcine - 0103), horses (equidae - 0101), in particular 'unweaned animals'.

A route plan must be submitted for these species if the estimated journey time exceeds 8 hours. In such cases, at least one transfer/rest point must be specified. The information is to be entered in a free-text box, and is not linked to a specific inspection authority. To enter the information, click the '**Add transfer point**' button.

Failure to do this will generate the following alert message upon submission of the official trade document:

'Route Planned Staging or Transfer Points At least one place of rest or transfer is required'

One or more control posts/assembly centres, to be selected from a menu, must be specified depending on the species concerned; whether or not the animals have been weaned, and the journey time.

This applies in the following cases:

• for un-weaned animals where the journey time exceeds 19 hours

• for pigs and horses where the journey time exceeds 24 hours

• for sheep, goats and cattle where the journey time exceeds 29 hours

---

53   Council Regulation (EC) No 1/2005: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32005R0001:EN:NOT

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In these cases, at least one 'control post' and one 'transfer point' must be specified, by clicking on the 'Select control post' button.

Failing to do so will generate the following alert message upon submission of the official trade document:

'Route Planned Staging or Transfer Points At least one control post is required'

NOTE - LINKING OF INTRA BOXES IN TRACES

In order to speed up the submission of Part I of an INTRA, the information entered in a box may be automatically copied to other boxes, if the organisations' Activity Type [54] in this first box is allowed in the other box(es). For example, 'Consignee' may be copied automatically to 'Place of destination' and 'Importer'.

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54   More information on Activity Types can be found in the 'Organisation, user and authority management' user manual, also available with the TRACES Toolkit.

II.2.3.2.   ...OF AN EXPORT

Part I 'Consignment' of the EXPORT in TRACES contains all the boxes associated to INTRA; and thus required for Commission Regulation (EC) 599/2004.
More information on the description of the boxes can be found under heading 'II.2.3.1. ...of an INTRA'.

The association of EXPORT and INTRA is reflected when selecting the appropriate nomenclature code and code extensions to categorize the consignment at sanitary (type) and phylogeny (class, family, species) level. [55]
Indeed, when creating an EXPORT, you are invited to indicate if the consignment concerns a transit through EU/EFTA countries or not. [56]

Tick the '**Non transit through MS EXPORT certificate**' option, if the EXPORT will not transit any EU/EFTA countries. This way you will only submit the EXPORT.

Ticking one of the **other options**, automatically generates the '**associated INTRA Certificate**' along with the EXPORT.
When issuing Part I (Consignment) of the EXPORT including the associated INTRA, it is possible to distinguish the elements of identification of the commodity belonging to the EXPORT model and those belonging to the INTRA model, when they are different. The elements which are specific to the INTRA model are marked with an asterisk (*).

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55   More information can be found under heading 'II.2.1. Selecting the nomenclature code'.
56   Choose the radio button '*Non transit through MS EXPORT certificate*' or any other models displayed.

▶Privacy statement

▼ Consignment

▶ References   ▶ Traders   ▼ Consignment   ▶ Transport   ▶ Route

Details of Consignment Presented: Commodity

Id.	I.18. Animal species/Product	Species			
1.	0105 Live poultry, that is to say, fowls of the species Gallus domesticus, ducks, geese, turkeys and guinea fowls	DOC Day-old chicks from the EU to Mexico Gallus gallus	▶Select ▶Remove		
			▶Reset ▶Add New Code		

I.20. Total number of packages: 1

I.19. Number/Quantity: ___ unit

I.18 Temperature of products:
- ○ Ambient
- ○ Chilled
- ○ Frozen

I.22. Commodities certified for :

○ Approved bodies *   ○ Breeding   ○ Other *

I.25. Identification of the commodities

▶Add ▶Add (10) ▶Remove all

Commodity Code	Species	Identification system	Identification number	Type of package	Age *	Category *	Number of packages *	Quantity *	
1. 0105 ▼	1. Gallus gallus ▼	▼		▼		▼			▶Remove

▶Add ▶Add (10) ▶Remove all

▶Cancel and Return to Menu   ▶Save as draft   ▶Submit for Certification

Upon submission of the EXPORT, the certificate reference number of the associated INTRA will be displayed in hyperlink format in box 'I.6. No.(s) of related original certificates' of the EXPORT.

▶Privacy statement

▼ Consignment   ▶ Certification

▼ References   ▶ Traders   ▶ Consignment   ▶ Transport   ▶ Route

Details of Consignment Presented: References

I.2. Certificate reference number: EXPORT.FR.2013.▭

Corresponding CVED Reference Number: ▶CVEDA.CA.2013.▭

I.2.a.Local reference number::   ▭

I.6. No.(s) of related original certificates: ▶ A-INTRA.FR.2013.▭

I.17. CITES:

Competent Authorities

I.4. Local Competent Authority: FR06100 Orne

I.3. Central Competent Authority: FR00000 Dgal-Bicma, C

Identification of Applicant

Name:

Date of Declaration: 29/01/2013 (UTC +0100)

▶Close   ▶Print

The certificate reference number of the EXPORT will on its turn, be displayed in hyperlink format within box 'I.6. No.(s) of related original certificates' of the associated INTRA.

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Privacy statement

▼ Consignment   ▶ Certification

▼ References   ▶ Traders   ▶ Consignment   ▶ Transport   ▶ Route

Details of Consignment Presented: References

I.2. Certificate reference number:	A-INTRA.FR.2013.	I.2.a.Local reference number::	
I.6. No.(s) of related original certificates:	▶ EXPORT.FR.2013.	I.6. Related CITES Certificates:	

Competent Authorities		**Identification of Applicant**	
I.4. Local Competent Authority:	FR06100 Orne	Name:	
I.3. Central Competent Authority:	FR00000 Dgal-Bicma, C	Date of Declaration:	29/01/2013 (UTC +0100)

▶Close   ▶Print

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NOTE - LINKING OF EXPORT BOXES IN TRACES

In order to speed up the submission of Part I of an EXPORT, the information entered in a box imay be automatically copied to other boxes, if the organisation's Activity Type [57] in the first box is allowed in the other boxes. For example, 'Consignee' may be copied automatically to 'Place of destination' and 'Importer'.

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[57]   More information on Activity Types can be found in the 'Organisation, user and authority management' user manual, also available with the TRACES Toolkit.

II.2.3.3.   ...OF A DOCOM

Part I 'Consignment' of the DOCOM in TRACES contains all the boxes required for Commission Regulation (EU) 142/2011, under the tabs summarized below.

The **official description of the boxes** can be found in **Commission Regulation (EU) No 142/2011**. **However, some boxes** are **highlighted** below.

REFERENCES

'I.2. Certificate reference number'

A unique reference number is assigned automatically by TRACES, and is displayed after the submission of Part I.

While the official trade document remains at the submission stage ('New'), TRACES users can still modify Part I. A version number (- Vx) is automatically added to the unique DOCOM reference number and is incremented each time the document is resubmitted, whether or not it is modified.

'I.2.a. Local reference number'

This is a number that the TRACES user can assign depending on its national administration (optional). If not entered, this box remains empty.

'I.6. No(s) or related original certificates'

This box is not activated in case of DOCOM.

'I.6. Related CITES Certificates'

In relation to unprocessed manure, [58] documents required in Annex XI, Section I of Commission Regulation (EU) No 142/2011, can be submitted by cloning a DOCOM to an INTRA. [59] The reference number of the associated INTRA is then automatically entered in box 'I.6' of the cloned DOCOM.

'Competent Authorities'

The name of the competent authorities and their TRACES codes are filled in automatically when Part

---

58   CN code unprocessed manure: 3101 00 00
59   More information on the cloning of a DOCOM to INTRA can be found under heading 'II.3.2. Next steps for DOCOM: Clone to INTRA'.

I is initiated, depending on the organisation entered in box 'I.12. Place of origin/Place of harvest'.

If the selected organisation in box 'I.12. Place of origin/Place of harvest' is linked to an LVU depending on an Official Private Veterinary Authority(OPV) for which the option 'Manually Assigned is ticked', the economic operator received the following alert message when submitting the official trade document in TRACES:

'EXPORT-160 References Official veterinarian An official private veterinarian may be selected under 'Competent Authorities' in the tab 'References'.

This (*green*) alert message remains visible until the economic operator has consulted the 'References' tab in which he/she may select the appropriate OPV from a drop-down menu of the field 'Competent Authorities'. Only the OPVs with the option 'Manually Assigned' appear in this drop down menu.

The consultation of the tab 'References' is optional. If the official trade document is initiated by an OPV, its authority is automatically entered in the field 'Competent Authorities'.

The LVU is thus able to complete the national sanitary information in Part II and pass it on -*after having saved the official trade document as 'In progress'-* to the desired OPV. The OPV may then certify it once the necessary checks have been carried out.

<u>'Identification of Applicant'</u>

If the economic operator is registered in TRACES and makes the declaration him/herself (Part I), his/ her first and last name is automatically entered in this field.

TRADERS

'I.7. Dealer'

This box is not activated in case of DOCOM.

'I.5. Consignee' and 'I.13. Place of destination'

A non-EU country may be inserted in the box 'I.5. Consignee' in case of export and when no bilateral agreement with the concerned non-EU country exists. This is in accordance with the requirements of Article 3§2 of Commission Decision 93/444/EEC. [60]

Following the introduction of a non-EU country in box 'I.13. Place of destination', the box 'I.28. Export' (in the 'Route' tab) is automatically activated and completed.

'I.12. Place of origin/Place of harvest'

There is a clear link between the organisation entered in box 'I.12. Place of origin/Place of harvest' and the competent authorities automatically assigned to the official trade document. [61]

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60   Commission Decision 93/444/EEC: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31993D0444:EN:NOT
61   More information can be found under sub-heading 'Competent Authorities' of the heading 'References'.

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CONSIGNMENT

'I.18 Animal species / Product'

The nomenclature code and code extensions in the official trade document can be modified with the 'Select', 'Remove', 'Reset' and 'Add New Code' buttons.

Any addition of nomenclature code or code extensions may be restricted to the DOCOM model currently chosen. Any modification of nomenclature code or code extension may cause information to be deleted in Part I, to comply with the consistency rules.

If the consignment involves multiple selected nomenclature codes, they are preceded by an order number (Id.) and presented in accordance with the Customs Classification:

The Id. number is also shown in the box 'Identification of the consignment':

I.31. Identification of the consignment							
				▸Add ▸Add (10) ▸Clear			
Commodity Code	Species	Nature of commodity	Category	Treatment type	Treatment type (category 3)	Batch number	Quantity	
1. 02061010 ▾	1. Bison spp. ▾	▾	▾	▾				▸ Remove
2. 05061000 ▾	2. Bovidae ▾	▾	▾	▾				▸ Remove
3. 3101 ▾	3. Bovidae ▾	▾	▾	▾				▸ Remove
				▸Add ▸Add (10) ▸Clear			

Note that only commodities with the same temperature type (ambient, chilled or frozen) can be selected in the official trade document.

<u>'I.31. Identification of the animals'</u>

Use the 'Add' or 'Add (10)' buttons to add more lines in box 'I.31'.

<u>'Comma' and 'point' separators</u>

A comma should be used to enter decimal numbers (maximum of 2 places). A point does not need to be used for specifying thousands.

However, the printed official trade document automatically displays a point to indicate decimal numbers.

Example: 1.234,567 (one thousand two hundred and thirty four comma five hundred and sixty seven) becomes 1234.57 (one thousand two hundred and thirty four comma fifty seven) in the printed official trade document.

TRANSPORT

The Transport tab contains information on transport from the place of loading (box I.14), and is mandatory.

'I.15. Date of Departure'

A consistency check exists between the box 'I.15. Date of departure' and the date of declaration (*Part I, 'References' tab*) [62] by the economic operator.

The declaration date must precede or follow the departure date by 30 days. [63]

'I.16. Means of transport'

If a 'Commercial transporter' is entered in box 'I.17. Transporter', the appropriate 'Type' can be selected from the drop-down menu in box 'I.16. Means of transport'. Click the 'Assign' button for this purpose.

The validity of the means of transport authorizations are checked by TRACES, when certifying an INTRA.

'I.29. Estimated journey time'

A geographical information system (GIS) automatically calculates the 'estimated journey time' if box

---

[62] The declaration date (Part I) may be different from the certification date (Part II), if Part I of the DOCOM has first been submitted by the economic operator.

[63] This consistency check also applies when a DOCOM is replaced. More information on the replacement of an official trade document can be found under heading 'III.1.2.1. Correction of details in Part I (Consignment) and Part II (Decision)' of the 'Official trade documents Part II' user manual.

'I.16. Means of transport' contains 'Road vehicle' as the 'Type'. However, air transport time is not *calculated automatically.*

The algorithm is based on the optimal route between box 'I.14 Place of loading' and box 'I.13 Place of destination', and a maximum speed of 70 kilometers per hour. [64] *The result generated by the GIS is a minimum time and can be (manually) corrected upwards.* [65]

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[64] If the automatic calculated estimated journey time does not at all seem to correspond to the actual journey time, you should contact the TRACES team, in order to double-check and if necessary modify the precise longitute an latitude of the cities involved.

[65] In case of upwards corrections, you should double-check the correct filling of the 'Estimated journey time', as upon refreshing of the page, this box may be automatically reset to its initial value.

ROUTE

/TRACES/Veterinary Documents/Commercial Document   ▶Privacy statement

▼ Consignment
▶ References   ▶ Traders   ▶ Consignment   ▶ Transport   ▼ Route
Details of Consignment Presented: Route

I.27. Transit through Member states		**I.28. Export**	
Name	-	○ Yes	◉ No
[▼]	▶Remove	Export to 3rd Country:	
	▶Add	Export Exit Point:	

I.26. Transit through 3rd country	
3rd country:	[▼]
	▶Clear ▶Select
Exit point:	
	▶Clear ▶Select
Entry point:	
	▶Clear ▶Select

▶Cancel and Return to Menu   ▶Save as draft   ▶Submit for Certification   ▶Validate

'I.27. Transit through Member States'

The countries mentioned in this box may not concern the country entered in the place of loading (box I.14) nor the country of destination (box I.10). Failing to comply with this business rule will generate the following alert message:

"Route I.27. Transit through Member states List of transit member states can not contain the country of destination."

NOTE - LINKING OF DOCOM BOXES IN TRACES

In order to speed up the submission of Part I of a DOCOM, the information entered in a box may be automatically copied to other boxes, if the organisation's Activity Type [66] in the first box is allowed in the other boxes. For example: 'Consignee' may be copied automatically to 'Place of destination' and 'Importer'.

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[66]   More information on Activity Types can be found in the 'Organisation, user and authority management' user manual, also available with the TRACES Toolkit.

II.2.4. SUBMISSION OPTIONS

II.2.4.1. GENERAL

The following options are available for submission of an official trade document in TRACES (Part I, Consignment) (in general [67]):

Competent Authorities	Identification of Applicant	
I.4. Local Competent Authority:	Name:	▶TRANSITAIR FR
I.3. Central Competent Authority:	Date of Declaration:	18/10/2012

▶Cancel and Return to Menu ▶Save as draft ▶Submit for Certification ▶Validate

Save options

'Cancel and return to menu'	Returns to the INTRA, EXPORT or DOCOM sub-menus and cancels all actions performed during creation of the official trade document. If your official trade document has not yet been saved, all information entered in Part I will be lost.
'Save as draft'	Saves Part I of an official trade document that has not yet been completed. It comprises an intermediate optional stage before final submission of Part I of the official trade document to your competent authority. 'Save as draft' can be used as many times as necessary in TRACES.
	For search purposes, certain information on the consignment, consignor/ exporter and consignee is mandatory for the 'Save as draft' option. Any further information needed for Part I may be filled in later on. The status of the official trade document is then '**Draft**'. This option is available to both economic operators and competent authorities, but only 'direct' colleagues will be able to view 'Draft' official trade documents. No notification messages will be sent regarding the submission of an official trade document in 'Draft' status.

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67   This means, for all official trade documents: INTRA, EXPORT and DOCOM.

Save options

'Submit for Certification'	All mandatory boxes of Part I must be completed to submit the official trade document to the competent authority for certification. This option is available to both economic operators and competent authorities. If Part I of the official trade document is submitted by the economic operator, they can view the document, along with their direct colleagues and their competent authority. However, if the official trade document has been submitted by the competent authority itself, the economic operator (*even when entered in the official trade document*), will not be able to view it. The status of the official trade document becomes '**New'**. A notification message will be sent upon submission of the official trade document ('New'). **Note - DOCOM** When the economic operator chooses the option 'Submit for Certification' for a DOCOM, it becomes automatically '**Valid'**. *No additional 'Health information' declaration is needed.*
'Validate'	Among the save options for submission of DOCOM, the economic operator may also choose 'Validate'. Once all mandatory boxes in Part I are completed, the TRACES user can go directly to the 'Health information' declaration and enter the details. Specific save options for this part of the declaration are described under heading 'II.2.4.2. Specific to DOCOM'.

II.2.4.2.   SPECIFIC TO DOCOM

In the case of DOCOM, economic operators can fill in the 'Health information' declaration.
For DOCOM documents, three additional save options are available:

Save options

'Reject'   Only available to the economic operator for a DOCOM.
                        Once all mandatory boxes in Part I are completed, the economic operator can
                        decide to reject the consignment presented.
                        The status of the official trade document is then '**Rejected**'.

'Save in progress'   Only available to the economic operator for a DOCOM.
                        Once all mandatory boxes in Part I are completed, the economic operator can
                        save the 'Health information' declaration part of the DOCOM, even if some
                        information to this declaration is missing, in order to complete it later on.
                        This is an intermediate optional stage before signing of the 'Health information'
                        declaration.
                        The status of the official trade document is then '**In progress**'.
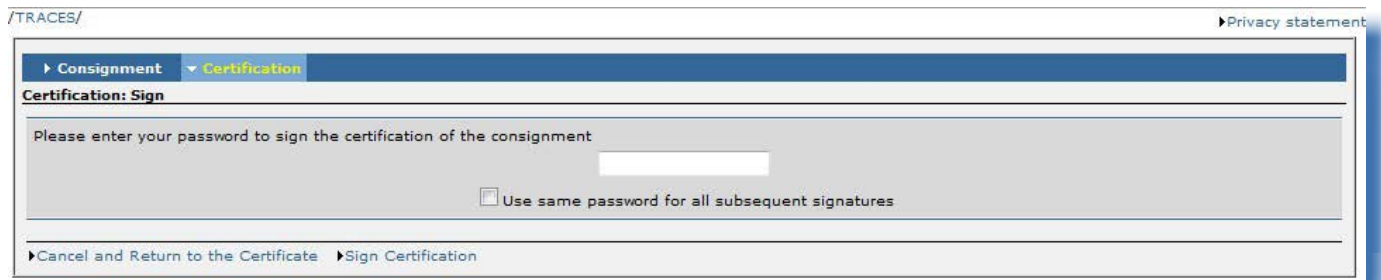
'Submit decision'   Only available to the economic operator for a DOCOM.
                        Once all mandatory boxes in Part I are completed, the economic operator can
                        confirm the consignment presented.
                        The status of the official trade document is then '**Valid**'.

II.2.5. SIGNATURE

TRACES requires you to enter your password to submit the official trade document.
After entering it, click on the '**Sign validation'** button.

The box '**Use same password for all subsequent signatures'** can be checked for the password to be stored by TRACES throughout the session. A session terminates automatically after 30 minutes of inactivity.

II.3. FOLLOW-UP

II.3.1. NEXT STEPS FOR INTRA, EXPORT

As soon as the official trade document has been submitted ('Submit for certification'), the competent authority will have immediate access to the official trade document in question, and will be automatically notified by TRACES for it to continue with the certification process. [68]

In relation to **INTRA**, an exception applies for **national trade** or *(direct)* **export**, where the official trade document will automatically become valid when clicking the 'Submit for certification' button.
The alert message '*INTRA-063 IntraTrade Certificates for export or for national trade do not require validation*' may appear when you are trying to submit the INTRA.
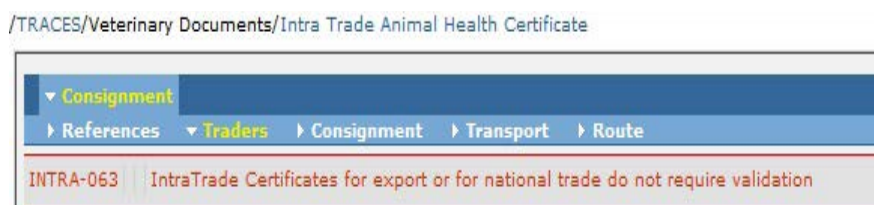
More information on certification by competent authorities can be found in the 'Official trade documents Part II' user manual, also available with the [TRACES Toolkit](). [69]

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68   The DOCOM is not concerned here.

69   TRACES Toolkit: https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd

II.3.2. NEXT STEPS FOR DOCOM: CLONE TO INTRA

In order to facilitate the issuing of INTRA, the data submitted in a DOCOM can be transferred automatically to an INTRA. [70] This is called 'cloning' in TRACES.
Both the economic operator [71] and competent authority [72] have this option when opening a validated DOCOM.

II.3.2.1. ACCESS BY HYPERLINK

The economic operator can then directly consult the DOCOM by clicking the hyperlink in the TRACES notification message.

II.3.2.2. ACCESS BY MENU

Economic operators can also access the DOCOM from the 'Veterinary Documents' menu and 'Commercial Document' submenu:
• Log into TRACES;
• Click 'Commercial Document' in the left-hand menu, which displays the DOCOM search screen;
• Search for (*valid*) [73] DOCOMs that can still be cloned, i.e. transferred to INTRA; [74]
• 'Open' the desired DOCOM.

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70   e.g.: for unprocessed manure (CN code 31010000); as required in Annex XI, Section I, of Commission Regulation (EU) No 142/2011.
71   This is, the economic operator having declared the DOCOM and mentioned in 'Identification of Application' in the 'References' tab.
72   This is, the competent authority linked to the place of origin in the DOCOM.
73   DOCOMS are automatically validated upon submission ('*Submit for certification*').
74   More information on the search of official trade documents, can be found under heading 'III.1. Search for an official trade document'.

II.3.2.3.   SUBMISSION

The economic operator can transfer (clone) Part I of a validated DOCOM to Part I of a Intra Trade Animal Health Certificate (INTRA).
This is called 'cloning' in TRACES.
To do this, you simply click the '**Clone as IntraTrade**' button in a 'Valid' DOCOM.

Once the economic operator (or competent authority) has performed the cloning operation, the button is no longer available.

When several INTRA models are associated to the same nomenclature code and code extensions, the appropriate model has to be selected.

A new INTRA is created by transferring information entered in Part I of the DOCOM.
Box 'I.6. Corresponding Commercial Document' under the 'References' tab of the INTRA is automatically filled in with the TRACES certificate reference number of the corresponding DOCOM, in hyperlink format.

On its turn, box 'I.6. Corresponding IntraTrade Certificate' under the 'References' tab of the DOCOM is automatically filled in (*udpated*) with the TRACES certificate reference number of the corresponding INTRA, in hyperlink format.

The economic operator can amend or supplement most of the information transferred to the INTRA, apart from the following:

- 'Transport' tab: box 'I.15. Date of Departure (dd/mm/yyyy)'
                      box 'I.15 Time of Departure (hh:mm)'

Once the information has been verified, and if necessary completed, the economic operator must click the 'Submit for Certification' button to submit Part I of the INTRA. [75]

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[75]   More information on the signature can be found under heading 'II.2.5. Signature'.

II.3.3. GETTING IN CONTACT WITH THE COMPETENT AUTHORITY

Once the competent authority has certified the official trade document (Part II) submitted by the economic operator, [76] the latter can view the contact details of the competent authority by searching for the certified official trade document, opening it and clicking the link to the name of the competent authority who signed it.

For privacy reasons, only the official e-mail address of the signing competent authority may be available.

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[76] If the official trade document has been submitted by the competent authority itself, the economic operator (even when entered in the official trade document) will not be able to view it.

III. OFFICIAL TRADE DOCUMENTS FUNCTIONALITIES

III.1. SEARCH FOR AN OFFICIAL TRADE DOCUMENT

Choose one of the official trade document types in the 'Veterinary Documents' menu:

- 'Intra Trade Animal Health Certificates'
- 'Export Health Certificates'
- 'Commercial Document'

…and specify one or more search criteria, [77] which mostly relate to Part I (Consignment) of the official trade document.
You can use search criteria individually [78] or in conjunction with other search criteria.
Some specific search criteria for the various document types are illustrated below.

Search options

Certificate Reference	Refers to the unique TRACES reference number, automatically assigned to the official trade document.
Certificate status	Information on official trade document statuses can be found under heading 'II.1.1. Certification workflow'.
Cloned	In order to facilitate the verification of INTRAs submitted from DOCOMs, the economic operator may search for DOCOMs that have already been cloned to INTRA, by clicking the 'Cloned' button.

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77   You can use the wildcard % in most of the TRACES search criteria in order to search for a wider range of data.
In addition, TRACES makes no distinction between upper and lower case in searches. Example: entering 'INTRA.FR%' in the 'Certificate Reference' field (minimum of 8 characters) searches for all INTRAs available to a given user.
78   The 'Certificate Status' criterion cannot be used alone.

III.1.1. WORKAROUNDS AND LIMITATIONS

Apart from using the search criteria in TRACES, you may also find your official trade document by using its unique certificate reference number in a specific workaround:

Select the appropriate URL as listed below and enter the TRACES reference number at the end of the address as follows: [79]

1. *https://webgate.ec.europa.eu/sanco/traces/certificates/intratrade/open.do?ref=INTRA.XX.YYYY.ZZZZZZZ*
2. *https://webgate.ec.europa.eu/sanco/traces/certificates/export/open.do?ref=EXPORT.XX.YYYY.ZZZZZZZ*
3. *https://webgate.ec.europa.eu/sanco/traces/certificates/intratrade/open.do?ref=DOCOM.XX.YYYY.ZZZZZZZ*

In accordance with the access rules of the (business) data, you must be declared in the official trade document in order to access it. If not, you may receive following alert message:
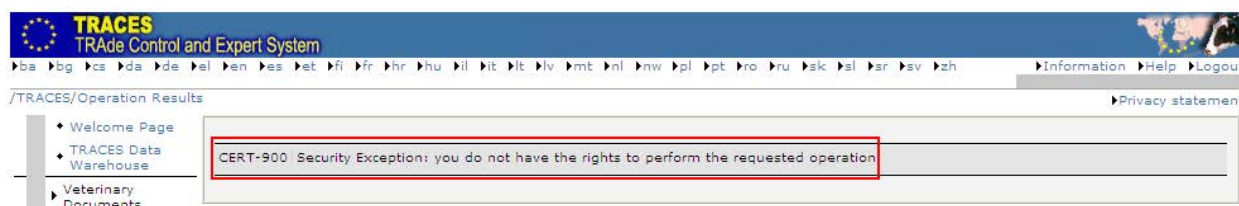
"Security Exception: you do not have the rights to perform the requested operation"

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79   Legend:
XX = country ISO code in which the LVU of the Place of origin/Place of harvest is situated
YYYY = submission year
NNNNNNN = unique TRACES reference number
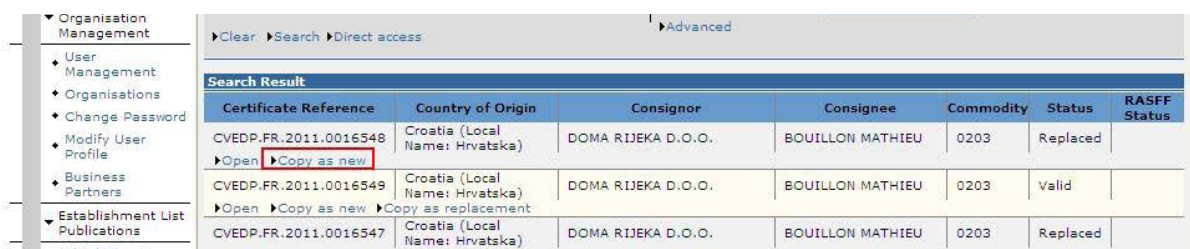
III.2. Copy as new

There are two options for the submission of a new official trade document:

1. Use the '**New**' button to create a blank official trade document [80]
2. Use the '**Copy as new**' button under an existing official trade document

Both the economic operator and competent authority can create a new official trade document in TRACES. The 'Copy as new' option is thus available to both types of users.

The 'Copy as new' option can be used to quickly create a new official trade document by copying certain data from Part I of an existing official trade document to a new official trade document, thus speeding up the submission process.

The nature of the information copied depends on the Combined Nomenclature code selected. If the code remains the same, all the information from the 'Traders' tab is copied from the original to the new official trade document. Depending on the model and CN code selected, the information in the free-text boxes of the original official trade document will be copied automatically to the new official trade document.

The (*original*) official trade document is not affected. The information in the new document can of course be modified.

The 'Copy as new' option can be used for any official trade document, whatever its status (valid, rejected, cancelled, new, etc). [81] However, like the 'New' button, the 'Copy as new' button is only available if you are entitled to submit the type of official trade document in question.

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80   More information on the creation and submission of a blank official trade document can be found under heading 'II.2. Submit Part I (Consignment)'.
81   More information on the certification workflow can be found under heading 'II.1.1. Certification workflow'.

III.3. MODIFY A SUBMITTED OFFICIAL TRADE DOCUMENT

Within the constraints of the document model chosen, the economic operator can carry out the desired modifications by simply searching for, opening, modifying and (re-)submitting the official trade document with 'Draft' and 'New' status.

'Draft' official trade documents are accessible only to the submitting TRACES user and direct colleagues linked to the same organisation.
'New' official trade documents can be modified only if the competent authority has not yet certified the document.

TRACES users can easily check whether Part I has been modified by checking the version number (- Vx) after the TRACES certificate reference number.
When printing out of official trade documents, it may be important to quickly identify modifications made between printing and processing Part I of the document.

III.4. DELETE AN OFFICIAL TRADE DOCUMENT

The '**Delete**' option is available only when Part I of an official trade document has been submitted and has the status 'Draft' or 'New' in TRACES. [82]
Both the economic operator and the competent authority have access to the official trade document and the '**Delete**' option.
The official trade document will no longer be visible after deletion.

In order to 'Delete' an official trade document:

1. Search for the specific official trade document [83] in one of the 'Veterinary Documents' sub-menus:
    'Intra Trade Animal Health Certificates'
    'Export Health Certificates'
    'Commercial Document'
2. Click the 'Open' button under the official trade document
3. Click the 'Delete' button

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III.5. PRINT OFFICIAL TRADE DOCUMENTS

In order to print out a TRACES official trade document you need:
• Hardware: a printer
• Software: an updated version of <u>Adobe Acrobat Reader</u> [84]

The languages to select in order to print out your official trade document shall be the ones used in the country of origin and of destination.

III.5.1. SUBMITTED OFFICIAL TRADE DOCUMENTS

In order to print a submitted official trade document:

1. Search for the specific official trade document in one of the 'Veterinary Documents' sub-menus:
      'Intra Trade Animal Health Certificates'
      'Export Health Certificates'
      'Commercial Document'
2. Click the 'Open' button under the official trade document
3. Click the 'Print' button

Another web page is opened where one or more languages can be selected to print the submitted official trade document, which will be output in a single PDF file. [85]

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The status of official trade documents is shown by a watermark.

Only a valid official trade document has the watermark 'ORIGINAL'. For 'New' status, there is no watermark. There are other watermarks for 'Cancelled', 'Draft', 'Rejected' and 'Replaced'. [86]

In the TRACES test environments, all official trade documents have the watermark 'TRAINING' or 'ACCEPTANCE', regardless of the status of the official trade document, so as to avoid any confusion with the 'real-life' production environment.

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86   More information on the certification workflow can be found under heading 'II.1.1. Certification workflow'.

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III.5.2. BLANK OFFICIAL TRADE DOCUMENT MODELS

TRACES users will find all (blank) consolidated official trade document models in the 'Veterinary documents' menu, under the 'Empty certificates' sub-menu.

- multiple models for INTRA: 'Intra Trade Animal Health Certificates'
- ten models [87] for EXPORT: 'Export Health Certificates'
- one model [88] for DOCOM: 'Commercial Document'

In order to print a blank official trade document model:
1. Click the 'Empty Certificate' submenu under the 'Veterinary documents' menu;
2. Select the desired language from the appropriate drop-down list; [89]
3. Select the desired blank official trade document model under:
    'Intra Trade Animal Health Certificates'
    'Export Health Certificates'
    'Commercial Document' [90]
2. Click the 'Print' button under the blank official trade document

The blank document model will be displayed in the chosen language, [91] in PDF format, in another webpage.

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87   This means, ten models apart from the 'non harmonised' model.
88   This means, one model apart from the 'non harmonised' model.
89   The languages in which your official trade document is printed, shall be the ones used in the country of origin and of destination.
90   Choose the appropriate DOCOM model from the dropdown menu.
91   Repeat these steps for any other languages.

III.6. AUTOMATED TRACES E-MAIL NOTIFICATIONS

Automated TRACES e-mail notifications are sent to all valid and active TRACES users concerned, to inform them of certain actions performed or to be performed in TRACES.

These notifications messages can be sorted by category:
- Official documents: creation, validation, rejection, cancellation, deletion:
  - INTRA
  - EXPORT
  - DOCOM
  - CVEDA
  - CVEDP
  - CED
  - CHED-PP
  - DECLAR

Notification messages for CVEDPs fall into the following categories:
- Notifications of acceptability for transit/transhipment (boxes 30 and 31)
- Notifications of acceptability for internal market (box 32)
- Notifications of channelling (box 33) and specific warehouse procedures (box 34)
- Notifications of unacceptability in the event of destruction or transformation (box 35)

TRACES users can choose which automated e-mail notifications they wish to receive by going to the 'User and Organisation Management' menu and 'Modify User Profile' sub-menu, and ticking the appropriate checkboxes.

Receipt of these automated TRACES e-mail notifications does not affect access to the online TRACES information, which is instantly updated upon any modification made by the competent authority.

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III.6.1. QUANTITY CHECKS

When the number of animals or the weight of the goods exceeds a preset limit value, an alert message inviting the TRACES users to check the quantity is posted immediately after submission and is repeated until validation of the official trade document.

"*The entered quantity exceeds the fixed limit value: validate to confirm this quantity".*

In case an official trade document is validated with a quantity higher than the fixed limit, a notification message is sent to the European Commission.

The maximum quantity for live animals is as follows:

CN code	Species	Maximum quantity
0101		100
0102		300
0103		1200
010410		1500
010420		1500
0105		200000
010611		50
010612		12
010619		100
	Artiodactyla	300
	Perrissodactyla	15
	Proboscida	15
	Rodentia	10000
	Lagomorpha	10000
010620		1000
010631		50
010632		1500
010639		10000
010690		1000
030110		40000

III.6.2. SECURED ACCESS

Direct online access to TRACES information via hyperlinks in the automated TRACES e-mail notifications is secured, by use of the TRACES password.

IV. OTHER TRACES MENUS

IV.1. 'REPORTING'

This menu allows consultation of CVEDA and CVEDP [92] consignments rejected at the EU border. [93]
To do this, click on:
• 'Rejected Consignments - CVED for Animals'
• 'Rejected Consignments - CVED for Animal Products'

Several search criteria can be used to refine the search for CVEDs.
EU/EFTA TRACES users linked to BIPs have access to all rejected EU/EFTA CVEDs.
EU/EFTA TRACES users linked to competent authorities other than BIPs have access to the rejected EU/EFTA CVEDs if they are mentioned in the official entry documents.
Non-EU countries only have access to CVEDs submitted through validation of IMPORTs on a national basis.

To safeguard the privacy of the commercial data involved, strict access rules apply to each TRACES user profile.

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92   This functionality is not (yet) available for CED nor DECLAR.
93   No time limit applies.

IV.2. 'USER AND ORGANISATION MANAGEMENT'

IV.2.1. CHANGE PASSWORD / SECURITY QUESTION AND ANSWER [94]

TRACES user can change their password and security question and answer, whenever they wish, via the 'User and Organisation Management' menu, 'Change Password' sub-menu.

IV.2.2. MODIFY USER PROFILE [95]

The 'Modify user profile' sub-menu, available in the 'User and Organisation Management' menu, enables:

- Selection/deselection of the categories of automated TRACES e-mail notifications you wish to receive. [96]
- Verification of the organisation linked to your TRACES profile.
- Modification of the language of automatic notification e-mails, the notification type (HTML/Text) and other user related data, except for the login (e-mail address). To modify the e-mail address, you must apply to your competent authority, which will make a formal request to the TRACES Team.

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94   More information can be found in the 'Organisation, user and authority management' user manual.
95   More information can be found in the 'Organisation, user and authority management' user manual.
96   More information can be found under heading 'III.6. Automated TRACES e-mail notifications'.

IV.3. 'ESTABLISHMENT LIST PUBLICATIONS'

More information to the presentation and management of approved establishment listings (LMS) can be found in the 'Organsation, user, authority management' user manual, also available with the TRACES Toolkit. [97]

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97   TRACES Toolkit: https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd

IV.4. ‘LEGISLATION’

The ‘Legislation’ menu redirects the TRACES user to the welcome page of EUR-Lex, the website for access to European Union law and other documents considered to be public.

IV.5. 'INFORMATION'

The 'Information' button in the top right of the TRACES window will redirect you to the TRACES Toolkit, [98] onto the CIRCABC [99] Information website.

The TRACES Toolkit [100] serves as your gateway to further TRACES user manuals, videos and templates.
For the submission of official trade documents, we would recommend viewing the instructional videos produced for the submission (*and cloning*) [101] of official trade documents.

The TRACES Toolkit contains all useful information in one 'platform' document, and assists you in your use of TRACES.

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98   TRACES Toolkit: https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd
99   CIRCABC: Communication and Information Resource Centre for Administrations, Businesses and Citizens.

100   TRACES Toolkit: https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd
101   More information on the cloning of DOCOM to INTRA can be found under heading 'II.3.2. Next steps for DOCOM: Clone to INTRA'.

V. FAQ

V.1. YOU CANNOT SUBMIT AN NEW OFFICIAL TRADE DOCUMENT

If you do not see a 'New' button in one of the 'Veterinary Documents' sub-menus when you want to submit a new official trade document, it might be that your TRACES profile is not linked to the correct competent authority at LVU; but to an EU BIP/DPE/DPI.

As each TRACES profile is assigned specific access rights; this may explain why some functions are inaccessible to you.

Please double-check with your competent authority as to which competent authority your are actually linked to in TRACES.

V.2. ALERT MESSAGE: 'MULTIPLE SUBMISSION NOT ALLOWED'
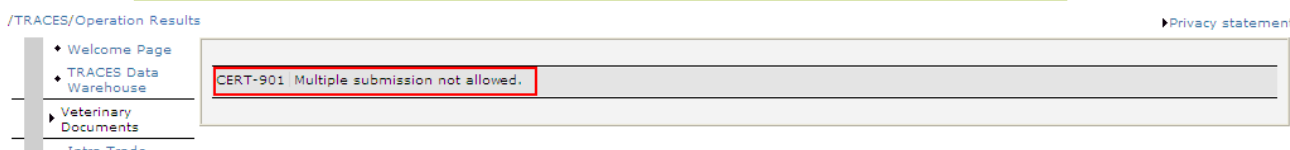
The alert message '*Multiple submission not allowed*' may appear when you are trying to validate, submit, delete, etc. data (official trade document, organisation, user account, etc.) in TRACES and you use the 'back' and 'forward' buttons, which in fact belong to the internet browser (MS Internet Explorer, Firefox Mozilla, etc.).
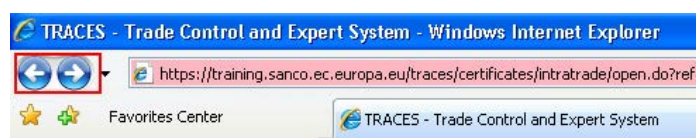
As the 'back' and 'forward' buttons are not part of TRACES, but belong to your internet browser, you will not be able to use them in order to 'undo' an action carried out in TRACES.

V.3. ALERT MESSAGE: 'SECURITY EXCEPTION: YOU DO NOT HAVE THE RIGHTS TO PERFORM THE REQUESTED OPERATION'
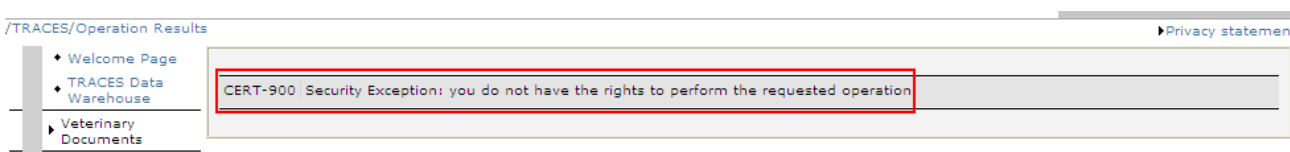
The alert message '*Security exception: 'You do not have the rights to perform the requested operation'* may appear on your TRACES screen if you:

1/ try to save modifications to an official trade document if its status has since been modified by another

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TRACES user.

Indeed, it could be that one of your economic operator or competent authority colleagues has in the meantime already processed the official trade document, by certifying or deleting the Part I (Consignment) of the official trade document, so that accessing/processing the official trade document is no longer possible.

2/ try to access an official trade document type for which your TRACES profile does not have the correct access rights, [102] by entering the official trade document reference number in the URL of your internet browser.

More information can be found under heading 'III.1.1. Workarounds and limitations'.

V.4. ALERT MESSAGE: 'THE CERTIFICATE IS NOT FOUND'

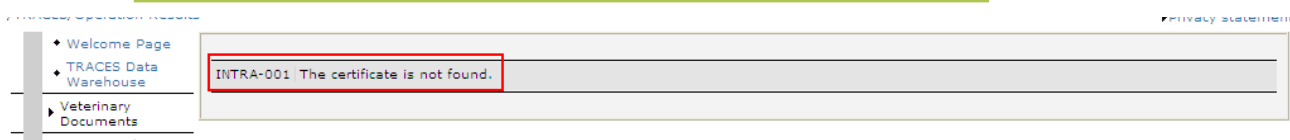The alert message '*The certificate is not found*' may appear on your TRACES screen if you try to access a 'New' official trade document that has already been deleted by another TRACES user, following an automatic e-mail notification sent by TRACES.

Indeed, it could be that one of your economic operator or competent authority colleagues has in the mean time already deleted the official trade document.

V.5. ALERT MESSAGE: 'GEN 002...' (UNEXPECTED FAILURE ALERT)

We invite you to fill in the TRACES problem statement report available with the TRACES Toolkit. [103]

Please send it to the TRACES Team at sanco-traces@ec.europa.eu, adding your competent authority in CC (*Carbon Copy*) to your message. [104]

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102   e.g.: CVED when you are a TRACES user linked to an EU LVU that is not linked to the place of destination.

103   TRACES Toolkit: https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd

104   A problem statement report is available with the TRACES Toolkit.

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VI. Further information and contact

We strongly recommend that you, as a TRACES economic operator, contact your competent authority which will answer your questions or redirect you to the relevant competent authorities in charge.

Also at your disposal:
The TRACES Team, for questions concerning the functioning of TRACES as a web-based system:
TRACES Toolkit, which includes a heading on 'Contingency Plan' [105] and 'Problem Reporting' [106]
TRACES presentations [107]
E-mail: sanco-traces@ec.europa.eu [108]
Tel.: +32 2 297 63 50
Fax: +32 2 299 43 14

The LMS website, [109] for questions concerning the official listing of establishments.

The RASFF website, [110] for questions concerning the 'Rapid Alert System on Food and Feed'.

The online customs tariff database (TARIC), [111] for questions concerning the Combined Nomenclature code used by BIPs.

The BTSF website, [112] for questions concerning 'Better Training for Safer Food'.

The EUROPHYT website, [113] for questions concerning 'Plants and Plant Products'.

The EXPORT Helpdesk, [114] for questions concerning requirements and taxes for internal market access, import tariffs and customs duties.

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[105]   Contingency Plan: https://circabc.europa.eu/w/browse/91fe2ba6-6d69-4bdc-94ad-304b7eb6ff05
[106]   Problem Statement Report: under construction.
[107]   TRACES presentations: http://prezi.com/user/TRACES
[108]   Please include your competent authority in CC with your message when contacting the TRACES team.
[109]   LMS website: http://ec.europa.eu/food/food/biosafety/establishments/third_country/index_en.htm
[110]   RASFF website: http://ec.europa.eu/food/food/rapidalert/index_en.htm
[111]   TARIC: http://ec.europa.eu/taxation_customs/customs/customs_duties/tariff_aspects/customs_tariff/index_en.htm
[112]   BTSF website: http://www.foodinfo-europe.com/index.php?lang=english
[113]   EUROPHYT website: http://ec.europa.eu/food/plant/europhyt/index_en.htm
[114]   EXPORT Helpdesk: http://exporthelp.europa.eu/thdapp/index_en.html

Author
Annelies VAN RANST

TRAde Control and Expert System (TRACES)

is a management tool for **tracking movements** of animals, products of animal origin from both outside and within the European Union. It also covers imports to the European Union of feed and food of non-animal origin as well as plants, seeds and propagating materials.

TRACES aims to **improve** the relationship between the **private** and **public sectors**, and to **strengthen cooperation** between EU parties. It aims to **facilitate trade**, to **enhance the safety** of the food chain and to **protect animal health**.

This system **consolidates** and **simplifies** the existing systems. It is a major innovation in improving the **management of animal diseases** and reducing **the administrative burden** on economic operators and competent authorities.

Dr Didier CARTON
Head of the TRACES Sector

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http://ec.europa.eu/traces/
http://prezi.com/user/TRACES/

This information sheet is intended for TRACES users.
You can find this document and download it at:
https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd

Updated: 26 Aug 2013

Health and Consumers

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