FAQ V2 - TRACES online

TABLE OF CONTENTS

FAQ V2 - TRACES ONLINE....1

Table of Contents....1

General....3
1. What is TRACES?....3
2. What are the minimum technical (software/hardware) requirements to use TRACES?....3
3. What do the following abbreviations mean?....4
4. How can I see which version of TRACES is currently installed in the environment I'm using?....4
5. I cannot find the authority anymore....6
6. How can I make a 'print screen' of the error message I received, to communicate it to my competent authority?....7

Login/password....9
1. How can I access TRACES?....9
2. TRACES is unavailable. What should I do?....11
3. I receive a 'Security Alert' window when trying to access TRACES. What should I do?....12
4. I want to create my business account as an EO / Transitair. What should I do?....12
5. I want to create my authority account as a CCA / RCCA / RCA / RRCA / RADM / (R)LVU / BIP / (R)(O)PV. What should I do?....13
6. How can I change the profile of an EO business user to a Transitair business user (and vice versa) via the TRACES GUI?....14
7. How can I change the profile of an LVU authority user to a BIP authority user (and vice versa) via the TRACES GUI?....18
8. I forgot my password. What should I do?....19
9. I locked my account by making five incorrect login attempts. What should I do?....21
10. I didn't receive any notification e-mail with a new standard password ('TR…'). What should I do?....22
11. I entered my standard password ('TR…') which I received by a notification e-mail, but I don't seem to be able to log in. What should I do?....23
12. I received an error message stating that I should encode a new password. What should I do?....24
13. I received an error message stating that my account status is invalid, although I did not lock my account. What should I do?....24
14. How can I change my current password?....25
15. How can I change my current e-mail address?....25

Organisations....27
1. I cannot find the correct city to create the desired organisation. What should I do?....27
2. How can I see the creator and/or authority responsible for the (pre-)validation of an organisation?....27
3. What kinds of organisation types are there, and which one should I choose in my certificate?....29
4. Why can't I find the organisation in the search screen of my certificate / Why is an organisation not copied automatically from one box to another?....33
5. How can I search more easily for an organisation in the search screen (wildcard)?....33
6. What is the difference between aggregation code and approval number?....34
7. I can enter a 'Number' in the organisation search screen. Should I enter the aggregation code or the approval number?....34
8. I do not know the (mandatory) approval number of the organisation. How can I continue with the certificate anyway?....35
9. What does 'In certificate' mean?....36

Certificate....38
1. As an EU user, why can't I create a new type of certificate (*IntraTrade, CVEDA or CVEDP*)?....38
2. I cannot find the correct CN code for my certificate. What should I do?....38

3. How should I proceed if I need to dispatch a consignment containing multiple types of animals/products? 38
4. TRACES immediately validated the Intra certificate I newly created. How is this possible? 40
5. I can access a certificate which is not within my competence. What should I do? 40
6. How can I get into contact with the competent authority for an IntraTrade certificate? 40
7. How can I cancel a certificate? 41
8. How can I add a control to a certificate? 42
9. How can I print out a certificate? 43
10. I cannot find/access or validate the IntraTrade certificate I created 44
11. How do I proceed as an EU user when products are transiting or being transhipped from a third country to another third country? 45
12. How do I proceed as an EU user when goods are being re-imported (CVEDP)? 45
13. What does 'To process' in the research criteria mean? 45
14. What does 'Has control' in the research criteria mean? 46
15. What does 'Copy as new' beneath an existing certificate mean? 47
16. What does 'Copy as replacement' beneath an existing certificate mean? 48
17. What does 'Save as Draft' in a certificate mean? 50
18. What does 'Submit for certification' in a certificate mean? 52
19. What does 'Save as in Progress' in a certificate mean? 53
20. What do 'Validate' or 'Submit Decision' in a certificate mean? 54
21. What does 'Animo' status mean? 56
22. I cannot find the desired laboratory tests in TRACES. What should I do? 57
23. How should I use the separators '.' and ',' in TRACES? 59
24. Regarding consignments of registered horses (*Equidae*), I received the error message 'Must be one' 60
25. I noticed a CITES number in the Import certificate. What does it mean? 60

Notification e-mails 61
1. How can I limit the number of notification messages I receive in my mailbox? 61
2. I no longer seem to receive notification e-mails. How is this possible? 61
3. I'm receiving notification e-mails of the type 'Business created'. What should I do? 62
4. I received a notification e-mail of the type 'Business created', although this organisation is not located within my area of competence. What should I do? 64
5. I'm the responsible authority at destination. Why am I not receiving notification e-mails for newly created (Intra) certificates? 64

Printing options 66
1. I cannot print my certificates. What should I do? 66

Error messages of the type: 'GEN…'/'HTD' 68
1. 'GEN 002 An unexpected error has occurred (ID= xxxxxxxxxxxx)' 68
2. HTD: I cannot validate my certificate because there are rejected consignments 68

System-to-System (S2S) 70
1. How can I access the System-to-System? 70
2. Where can I find the Reference Data regarding TRACES? 70
3. Where can I export/download the TRACES XML data? 70
4. What is the status of the SSL/TLS security certificate? 71

Data Warehouse/Business Objects (DWH/BO) 72
1. How can I access the DWH? 72

GENERAL

1. What is TRACES?

The Health and Consumer Protection Directorate-General (DG SANCO) has established a modern, multilingual network architecture, called TRACES, which stands for 'TRAde Control and Expert System'.
TRACES is a web-based system networking veterinary authorities in all Member States and economic operators (EOs). This system:
(i) allows the production of and exchange of information on all animal health and welfare and public health certificates accompanying animals and animal products and the Common Veterinary Entry Document (CVED) issued by the EU Border Inspection Posts, in all the 20 EU official languages, in accordance with relevant Community legislation;
(ii) assists the competent veterinary authorities in decision-making and reacting rapidly in the event of a disease emergency by tracking back and forth the movements of traded and imported animals and products;
(iii) provides consolidated statistical information on animal health and welfare and public health using the data entered into the system;
(iv) allows EOs to introduce their requests on line to speed up all the administrative procedures either for intra trade or for import;
(v) allows third countries to enter into TRACES export certificates to give electronic notification of goods sent to the EU and speed up the administrative procedures at the border.
The Customs Nomenclature code, currently used by most Border Inspection Posts around the world, is used in the system and will in future allow interoperability between systems within the EU and worldwide. Policy areas are Animal Health, Animal Welfare (EU exclusive) and Veterinary Public Health.

For more information
Mr Didier Carton
European Commission
Health and Consumer Protection Directorate-General (DG SANCO)
Unit D1 - Animal Health and Standing Committees
Responsible for TRACES
Office: B232 03/071

Please e-mail the EU TRACES team at sanco-traces@ec.europa.eu to obtain more contact details for business-related enquiries.

2. What are the minimum technical (software/hardware) requirements to use TRACES?

Software requirements
The client platform should be equipped with at least the following software:
- Internet browser: IE (version 5 or 6) or Opera (version 6 or 7) or Netscape (version 6 or 7)
- Operating system: Microsoft Windows, Linux or Mac OS
- A portable document format (PDF) viewer
- A mail viewer (Microsoft Outlook or other).

Hardware requirements
The minimum hardware requirement for the application is:
- Memory (RAM): 128 MB
- Disk space (HDD): 500 MB
- Network connection (internet + e-mail): 28.8 Kbps
- Microprocessor (CPU): Pentium or equivalent
- Printer: presence of printer (no specific requirement).

The recommended hardware for the application is:
- Memory (RAM): 256 MB
- Disk space (HDD): 500 MB
- Network connection (internet + e-mail): 3.3 Mbps
- Microprocessor (CPU): Pentium III 800 MHz or equivalent

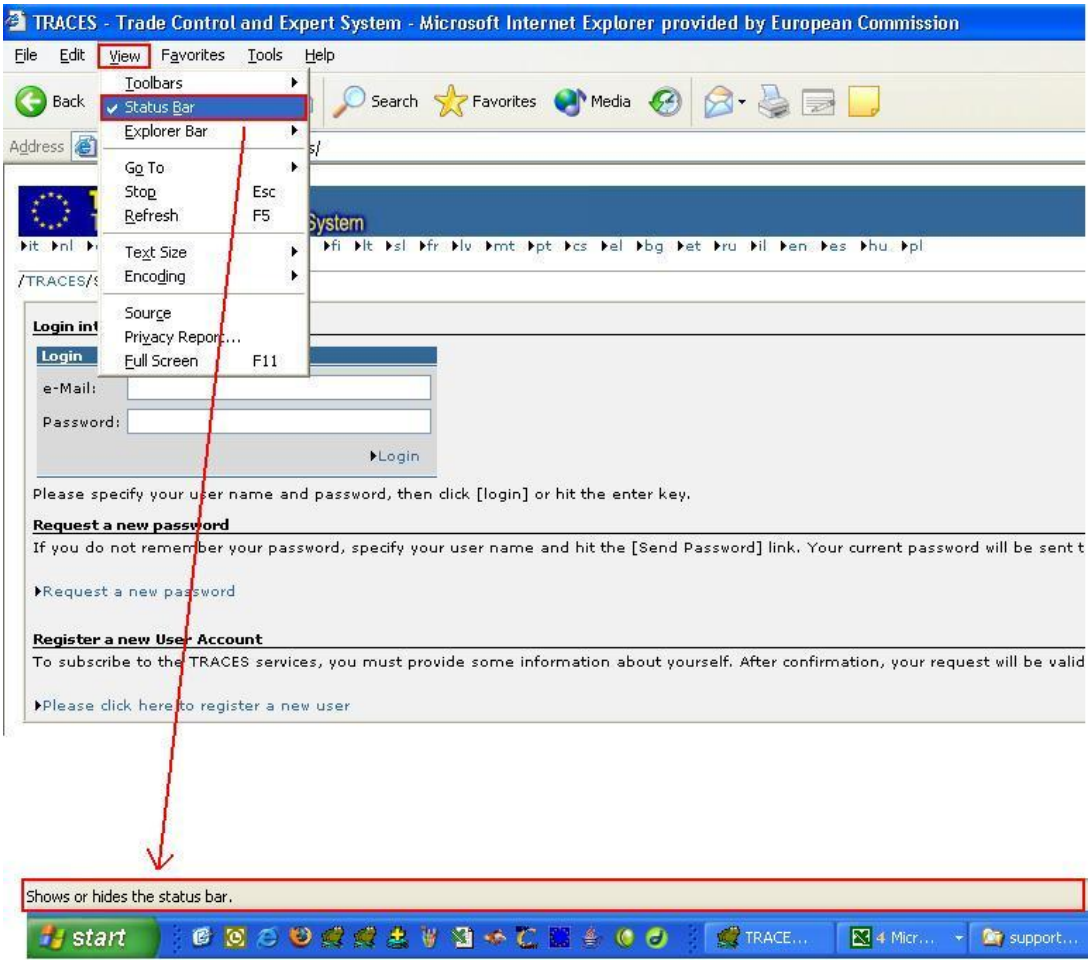
- Printer: presence of printer (no specific requirement).

3. What do the following abbreviations mean?

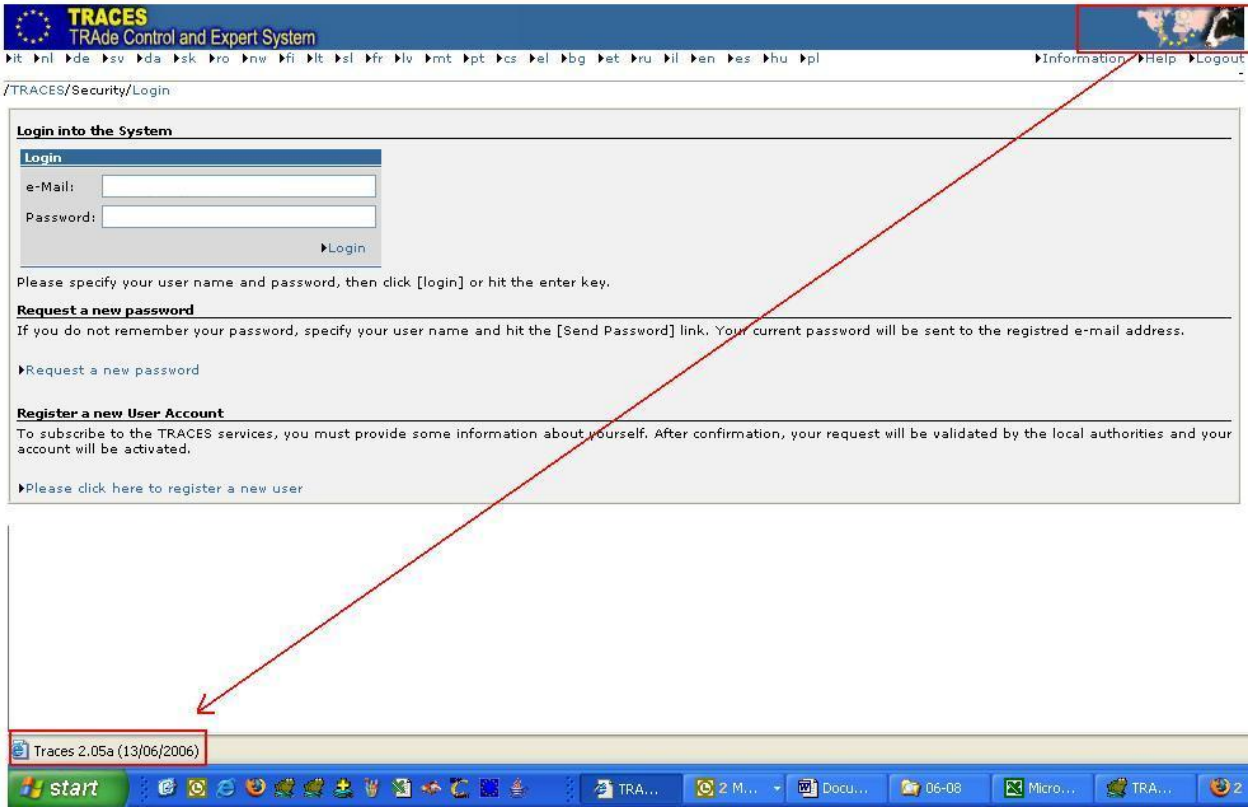
Abbreviation	Meaning
3CP (or 3CCP)	Third Country Contact Point
ADM	Administrator
AV	Approved Veterinarian
BIP	Border Inspection Post
BO	Business Objects
CA	Competent Authority
CCA	Central Competent Authority
CN code	Customs Nomenclature code
CO	Customs Office
CVEDA	Common Veterinary Entry Document for Animals
CVEDP	Common Veterinary Entry Document for Animal Products
DWH	Data Warehouse
EC	European Commission
ECCP	European Commission Contact Point
EC User	European Commission User
ECADM	European Commission Administrator
EO	Economic Operator = Business user linked to the LVU authority
GIS	Geographical Information System
HTD	Help To Decision making process
IntraTrade	Intra Trade Animal Health Certificates
LCA	Local Competent Authority (similar to LVU, but non-EU)
LMS	List Management System
LVU	Local Veterinary Unit
MSADM	Member State Administrator: person in charge of managing users at Member State level
MSCP	Member State Contact Point
OJ	Official Journal
OLS	Off Line System
OPV	Official Private Veterinarian
PV	Private Veterinarian
RASFF	Rapid Alert System for Food and Feed
R(C)ADM	Regional (Competent) Administrator
RCA	Regional Competent Authority
RCCA	Restricted Central Competent Authority
RLVU	Restricted Local Veterinary Unit
ROPV	Restricted Official Private Veterinarian
RRCA	Restricted Regional Competent Authority
SLVU	Super Local Veterinary Unit
TRACES	TRAde Control and Expert System
Transitair	Transitair = Business user linked to BIP authority

4. How can I see which version of TRACES is currently installed in the environment I'm using?

In order to find this information, you should first check whether the status bar of your internet browser (*for example, MS Internet Explorer, Firefox Mozilla)* is activated at the bottom of your screen. If not, you can do this by going to the menu of your internet browser and clicking on 'View' > 'Status Bar'.

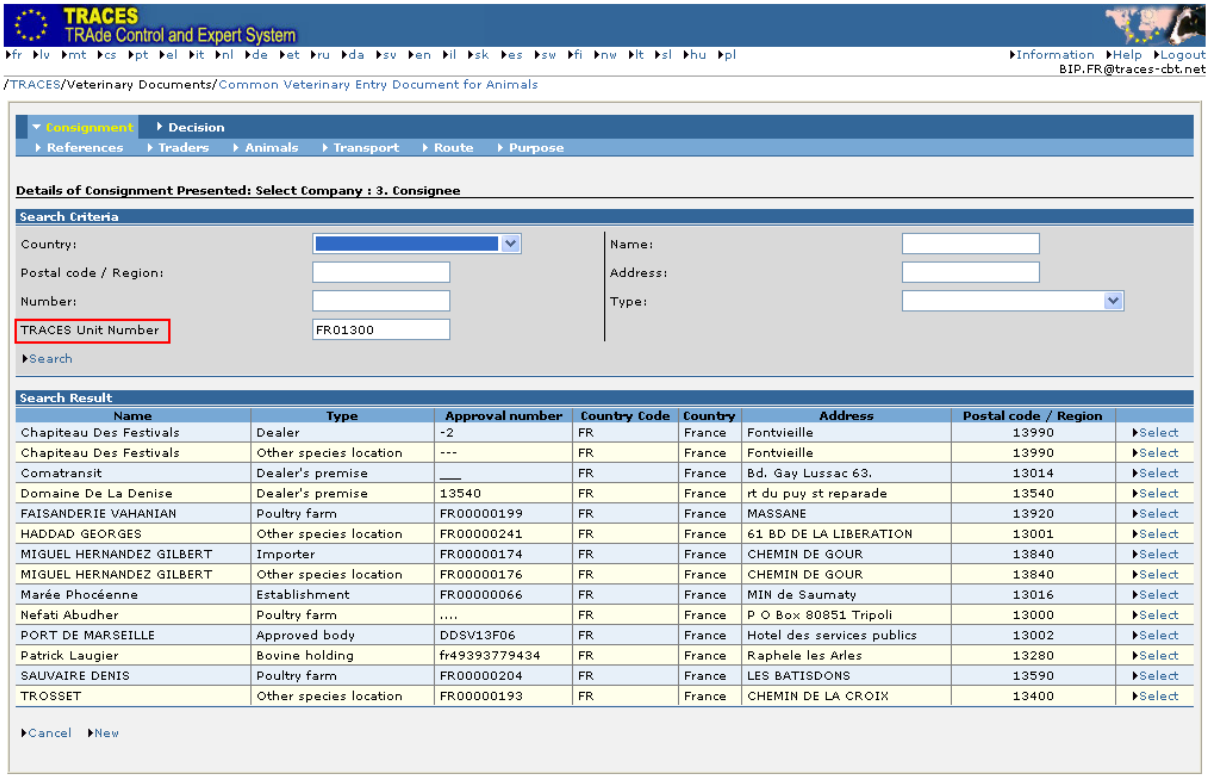


You can check the version of TRACES by dragging the arrow pointer of your mouse over the logo of TRACES, which is the picture of the cow and the European map with stars, situated in the top right-hand corner. The current TRACES version number and the release/installation date of this version will then appear in the status bar (*at the bottom left*).



5. I cannot find the authority anymore

In most of the search screens of TRACES you can, as of now, also specify TRACES authority parameters such as authority name and/or authority code.
As from version 2.01, however, the first two characters of the TRACES authority code are no longer identified by the number of the country ('01' for Germany, '02' for France, etc.), but by the two letters that go to make up its ISO code ('DE' for Germany, 'FR' for France, etc.).
This may be why you are currently unable to find a particular LVU/BIP/CCA/RCA/… authority in TRACES. For example, '0100108' should be 'DE00108'.
You should not include empty spaces before, in or after the code. For example, 'DE 00108', ' DE00108' or 'DE00108 ' should be 'DE00108'.



Remarks

* You can find an overview of the ISO codes to be used for all different countries via the following URL: http://www.iso.ch/iso/en/aboutiso/introduction/index.html
* Click the following link to display legislation regarding the TRACES authorities: 2002/459/EC (a consolidated text).
* Currently, a BIP authority code begins with the ISO code of the country in which it is situated, and ends with the number '99'. This kind of authority (*CCA, BIP, LVU*) contains a total of seven characters in its code.
For example: **FR**129**99**
* Currently, a Veterinary authority code (*PV, OPV, ROPV*) begins with the ISO code of the country in which it is situated, and ends with the letter 'V'. This kind of authority contains a total of eight characters in its code.
For example: **BE**12910V

6. How can I make a 'print screen' of the error message I received, to communicate it to my competent authority?

Instead of copying and pasting the information directly into the text of your e-mail, which can distort the information you want to communicate to your competent authority, you can easily make a 'print screen' of the error message you received.
You can do this by going to the window in which you received the error message and hitting the '*PrtScr*' function key, which is normally to the right of the F1-F12 keys and above the 'Insert', 'Home', etc. keys on your keyboard. After doing that, you can paste the information into a separate document in, say, MS Word, save and attach it to your message.

PrtScr

1. How can I access TRACES?

You should contact your Member State Administrator and/or Competent Authority to request a new profile to access TRACES. See the list below:

Overview TRACES - MSADM				
Country	**Language**	**First name**	**Last name**	**e mail**
AD	fr	Francesc	ALAY	agricultura.svo@andorra.ad
AT	de	Ernst	GRAUMANN	ernst.graumann@bmgf.gv.at
AT	de	Anton	BARTL	anton.bartl@bmgf.gv.at
AT	de	Heimo	Kren	heimo.kren@bmgf.gv.at
BE	fr	Alain	LEROY	Traces-ADM.BE@favv-afsca.be
CH	de	Rolf	Frischknecht	rolf.frischknecht@bvet.admin.ch
CY	en	Christodoulos	Pipis	hpipis@vs.moa.gov.cy
CZ	en	Oldrich	Valcl	o.valcl@volny.cz
DE	de	Andreas	Micklich	andreas.micklich@wus.bfav.de
DE	de	Ronald	Schröder	ronald.schroeder@wus.bfav.de
DE	de	Detlef	Klöß	detlef.kloess@wus.bfav.de
DK	da	Annette	Junker Karpinski	ajk@fdir.dk
DK	da	Anja	Sunesen	asu@fvst.dk
DK	da	Laila	Thornberg	lpth@fvst.dk
DK	da	Tine	Teglhus Møller	ttm@fvst.dk
DK	da	Christina	Guldborg	cgu@fvst.dk
EE	en	Aleksei	Tutsin	aleksei@vet.agri.ee
EE	en	Regina	Pihlakas	regina@vet.agri.ee
ES	es	Dª Sonsoles	Sanchez Trujillano	ssanchez@mapya.es
ES	es	Almudena	de Arriba Hervás	aarriba@msc.es
ES	es	Dª Mª Angeles	Ortega Espinosa	mortegae@mapya.es
FI	en	Seppo	Kuosmanen	seppo.kuosmanen@evira.fi
FI	en	MSA	FI	msafinland@mmm.fi
FR	fr	André	Alix	andre.alix@agriculture.gouv.fr
FR	fr	Salem	HAFSI	Salem.HAFSI@agriculture.gouv.fr
FR	fr	Geraldine	Charlat	geraldine.CHARLAT-SPONY@agriculture.gouv.fr
FR	fr	Michel	Aldebert	michel.aldebert@agriculture.gouv.fr
GB	en	Diana	Musson	Diana.C.Musson@defra.gsi.gov.uk
GB	en	Sarah	Beaudro	BEAUDRO@uk.ibm.com
GB	en	mirzet	sabirovic	mirzet.sabirovic@DEFRA.GSI.GOV.UK
GB	en	svsitu1	defra	svsitu1.svsitu1@defra.gsi.gov.uk
GB	en	svsitu2	defra	svsitu2.svsitu2@defra.gsi.gov.uk
GB	en	svsitu3	defra	svsitu3.svsitu3@defra.gsi.gov.uk
GB	en	colette	black	colette.black@dardni.gov.uk
GB	en	michelle	mcilwaine	michelle.mcilwaine@dardni.gov.uk
GB	en	Jeffrey	McWatters	jeffrey.mcwatters@dardni.gov.uk
GR	en	Klio	PLEMMENOU	minagric@otenet.gr
GR	en	Theoni	Katsifoli	a381u088@minagric.gr
GR	en	Maria	GIANNIOU	ka6u026@minagric.gr
HU	en	Gábor	Eva	evag@oai.hu

HU	en	Gabor	Hatvany	hatvanyg@oai.hu
IE	en	Suzanne	Betts	suzanne.betts@agriculture.gov.ie
IE	en	Seamus	Monaghan	Seamus.Monaghan@agriculture.gov.ie
IE	en	Ronan	Halpin	ronan.halpin@agriculture.gov.ie
IS	en	Gisli	Halldorsson	gisli.sverrir.halldorsson@lan.stjr.is
IS	en	Thormar	Anna	annatho@fiskistofa.is
IS	en	Steinarsson	Hjörleifur	hjorlste@fiskistofa.is
IT	it	Giorgio	GRECO	G.Greco@sanita.it
IT	it	Claudio	APICELLA	C.Apicella@sanita.it
LT	en	Laura	Jazgeviciene	ljazgeviciene@vet.lt
LU	fr	Jean	Brasseur	jean.brasseur@asv.etat.lu
LV	en	Zanda	Turka	zanda.turka@pvd.gov.lv
LV	en	Uldis	Sausins	Uldis.Sausins@pvd.gov.lv
MT	en	Lucienne	Cassar	lucienne.cassar@gov.mt
NL	nl	Manon	Weijers	VWA.TRACES.MSA2@VWA.NL
NL	nl	Ria	Betcke	ria.betcke@vwa.nl
NO	en	Terje	Sandbakken	terje.sandbakken@mattilsynet.no
NO	en	Nils	Opsahl	nils.opsahl@mattilsynet.no
NO	en	Espen	Tagestad	espen.tagestad@mattilsynet.no
PL	en	Teresa	Wojtalik	teresa.wojtalik@wetgiw.gov.pl
PL	en	Pawel	Nitschka	pawel.nitschka@wetgiw.gov.pl
PT	pt	Maria João	Azevedo	mazevedo@dgv.min-agricultura.pt
PT	pt	José	Feio	jfeio@dgv.min-agricultura.pt
PT	pt	Vítor	Marçal	vitormarcal@dgv.min-agricultura.pt
SE	en	Gunilla	Henriksson	gunilla.henriksson@sjv.se
SE	en	Helen	Loor	msadm@slv.se
SE	en	Annica	Wallén Norell	annica.wallennorell@sjv.se
SE	en	Elisabeth	Mustonen	elisabeth.mustonen@sjv.se
SE	en	Helena	Storbjork	cca@slv.se
SI	en	Aleksander	Hropot	aleksander.hropot@gov.si
SK	en	Ľubomír	Janiuk	janiuk@svssr.sk
SK	en	Peter	Kurucz	kurucz@svssr.sk
SM	it	Maurizio	Berardi	veterinaria@omnimail.sm

Please contact the EU TRACES Team at sanco-traces@ec.europa.eu for more business-related information.

Production environment
https://sanco.ec.europa.eu/traces/
Please do not use this environment for training or testing purposes. Use the training environment (*details below*) instead.

Training environment
https://training.sanco.ec.europa.eu/traces/
This environment can be used for training or testing purposes. Please be aware that it doesn't send any notification e-mails regarding user accounts, organisations, certificates, etc.

Information website on TRACES (CIRCA)
This website is also available via the 'Information' button in the top right-hand corner of your window, when you have logged in to TRACES, and contains manuals (DWH – Data Warehouse, OLS – Off Line System, etc.), reference data, statistical information, detailed information about TRACES website versions, and so on.

TRACES CBT (Computer Based Training) website
This website is also available via the 'Help' button in the top right-hand corner of your window, when you have logged in to TRACES, and contains Help topics and a User Manual. Unfortunately, this information has not been updated since January 2003.
Even more information is accessible by typing directly the following URL: http://www.traces-cbt.net/

OLS
This application is available by logging in to TRACES and clicking the links: 'TRACES Offline System' > 'Start TRACES Offline System'.
Note that in order to use the OLS environment you should have installed the Java Webstart software first. Please take a look at the topic '*How can I access the Off Line environment?*' for more information, user manuals, reference data, etc. about this.

2. TRACES is unavailable. What should I do?

If TRACES is unavailable, there is a CONTIGENCY PLAN.

If TRACES is unavailable in a Member State for more than 24 hours, the Central Competent Authority of the place of origin or each TRACES unit, according to the organisation implemented in that Member State, will send to the designated contact point (see below) in the country of destination Part I of every IntraTrade certificate and every Common Veterinary Entry Document setting out the details of the consignments that have to be provided to the authorities of the place of destination.

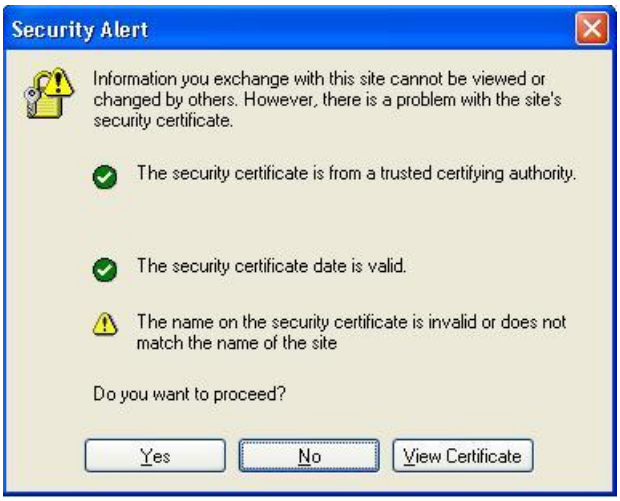
As soon as TRACES is re-established every unit has to introduce all the information into the system.

Country	Fax	E-mail
Austria	43 3453 465515	sonja.krusch@bmgf.gv.at
Belgium	32 2 2085172	traces.belgium@favv-afsca.fgov.be
Denmark	45 3395 6289	va4@fvst.dk
Finland	358 9 160 53338	cvo-finland@mmm.fi
France	33 1 49 55 55 91	Philippe.AUSTRUY@agriculture.gouv.fr import.mcsi.dgal@agriculture.gouv.fr bicma.sdspa.dgal@agriculture.gouv.fr
Germany	49 228 529 4401	traces@bmvel.bund.de
Greece	30 210 82 52 673	ka6u026@minagric.gr
Ireland	353 1 67 89687	Traces@agriculture.gov.ie
Italy	39 06 59 94 6555	alimentivet@sanita.it
Luxembourg	352 407545	services-veterinaires@asv.etat.lu
Netherlands	31 70 4484301	vwa.contingencyplan-traces@vwa.nl
Portugal	351 21 3239679	secretariadoDSCV@dgv.min-agricultura.pt
Spain	Live animals, NHC Products: 34 91 347 82 99 HC Products: 34 91 596 20 47	sganimal@mapya.es saniexteyvet@msc.es
Sweden	Live animals, NHC Products: 46-36-16 38 28 HC Products: 46-18-12 19 49	traces@sjv.se cca@slv.se
United Kingdom	44 207 904 6428 44 207 904 6508	DEFRA.TRACES@defra.gsi.gov.uk
Cyprus	357 22805176	animal.health@vs.moa.gov.cy akonis@vs.moa.gov.cy
Czech Republic	420 227 010 198	traces@svscr.cz.

Estonia	372 621 14 41	traces@vet.agri.ee
Hungary	36-1-301.46 69	kusterl@oai.hu
Malta	356 21650373	lucienne.cassar@gov.mt
Lithuania	370-5-240.43.62	ljazgeviciene@vet.lt
Latvia	371-7322727	centra.traces@pvd.gov.lv
Poland	48-22-623.14 08 48 68 453-73-08	teresa.wojtalik@wetgiw.gov.pl p.nitschka@wet.zgora.pl
Slovenia	386-1-300.13.57	traces.vurs@gov.si
Slovakia	42 1 260 257 109	animo@svssr.sk
Iceland	354 522 11 60 354 561 04 99	gisli.sverrir.halldorsson@lan.stjr.is hjorlste@fiskistofa.is
Norway	47 64 94 44 10	traces@mattilsynet.no
Switzerland	41 31 323 56 86	rolf.frischknecht@bvet.admin.ch
Andorre	00 376 828 906	agricultura.svo@andorra.ad

3. I receive a 'Security Alert' window when trying to access TRACES. What should I do?

The 'Security Alert' window you received when opening/accessing TRACES is a configuration setting from TRACES and is therefore fully trustworthy.
If this 'Security Alert' pops up, we recommend you to choose 'Yes' in order to start using TRACES, or to click 'View Certificate' in order to see more details before proceeding.



4. I want to create my business account as an EO / Transitair. What should I do?

First of all we would like to explain that TRACES makes a distinction between two types of business user:
* A business user (with an organisation), linked to an LVU authority, who is called an Economic Operator;
* A business user (with an organisation), linked to a BIP authority, who is called a Transitair user.

There are two workflows for creating a business account:
1/ The business user (Economic Operator/Transitair) can create his own profile:
* Go to the TRACES welcome screen
* Choose 'Please click here to register a new user'
* Insert the user's data and select the data of the organisation or create a new organisation. Please note that when creating a new organisation, you should insert the data of the new organisation and assign it to the desired Competent Authority, LVU or BIP, in order to create a business user of the type EO or Transitair.

2/ The CCA of your country, LVU or BIP of the authority to which you should belong, can create this type of account for you:
* Go to 'User Management'
* Choose 'new'
* Insert the user's data and select the data of the organisation
* Insert the user's data and select the data of the organisation or create a new organisation. Please note that when creating a new organisation, you should insert the data of the new organisation and assign it to the desired Competent Authority, LVU or BIP, in order to create a business user of the type EO or Transitair.

Remarks
* As the e-mail address is a unique identifier of an account, please note that you cannot create two different user profiles with the same e-mail address.
* If the business user has registered in TRACES, and thus has introduced/knows his own password, he will receive a confirmation e-mail to confirm his own data. After he has confirmed his request, the user still needs to be validated by his Competent Authority before he can start using the system.
* If workflow 1/ is used, no additional notification e-mail containing a standard password ('TR…') will be sent, as the business user has inserted this password himself when creating his own profile.
* If workflow 2/ is used, an additional notification e-mail containing a standard password ('TR…') will be sent to the newly created business user.

5. I want to create my authority account as a CCA / RCCA / RCA / RRCA / RADM / (R)LVU / BIP / (R)(O)PV. What should I do?

Please note that the MSADM (Member State Administrator) of your country is the only competent authority to create the accounts as listed below. Thus, you should request his cooperation to create your new authority profile.
* CCA: Central Competent Authority
* RCCA: Restricted Central Competent Authority
* RCA: Regional Competent Authority
* RRCA: Restricted Regional Competent Authority
* RADM: Regional Administrator
* LVU: Local Veterinary Unit
* BIP: Border Inspection Post
* (R)(O)PV: (Restricted) (Official) Private Veterinarian

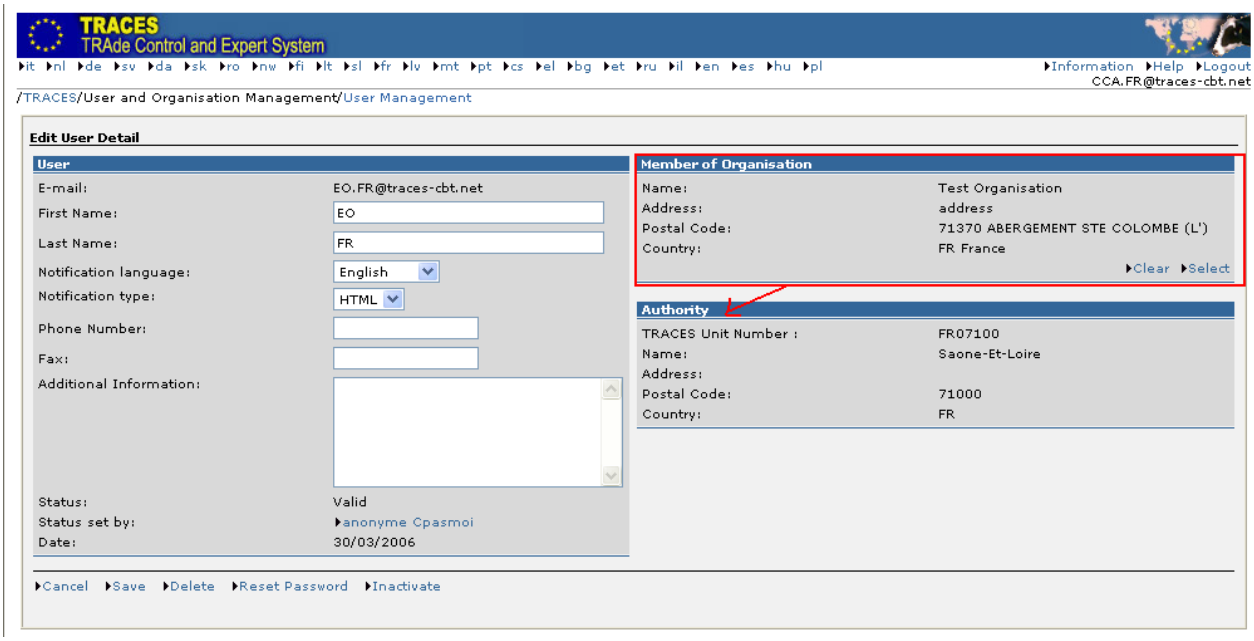
In order to create these profiles, the MSADM should use the following workflow:
* Go to 'User Management'
* Choose 'New' or 'New Regional Administrator' (*for RADM*)
* Insert the user's data and select the correct Authority, according to the profile you wish to create.

Remarks
* As the e-mail address is a unique identifier of an account, please note that you cannot create two different user profiles with the same e-mail address.
* The profile you create is highly dependent on the authority you choose. Please note that not every country has Regional or Veterinarian authorities. In order to obtain these two kinds of authorities for your country, or if an authority needs to be amended, the MSADM should make an official request to the ECADM, after which the change is published in the Official Journal. Click the following link to display legislation regarding the TRACES authorities: 2002/459/EC. Please note that the list is in the process of being amended: '*This document is meant purely as a documentation tool and the institutions do not assume any liability for its contents*'.
* As the profiles mentioned above are made by the MSADM, they are immediately valid and do not need to be validated by anyone else.
* When creating the profiles as mentioned above, an additional notification e-mail containing a standard password ('TR…') will be sent to the newly created authority user.
* The profiles of the RCCA and RRCA are restricted at user level, while the profiles of RADM and RLVU are restricted at the level of their authorities.

6. How can I change the profile of an EO business user to a Transitair business user (and vice versa) via the TRACES GUI?

First of all we would like to explain that TRACES makes a distinction between two types of business user:
* A business user (with an organisation), linked to an LVU authority, who is called an Economic Operator;
* A business user (with an organisation), linked to a BIP authority, who is called a Transitair user.

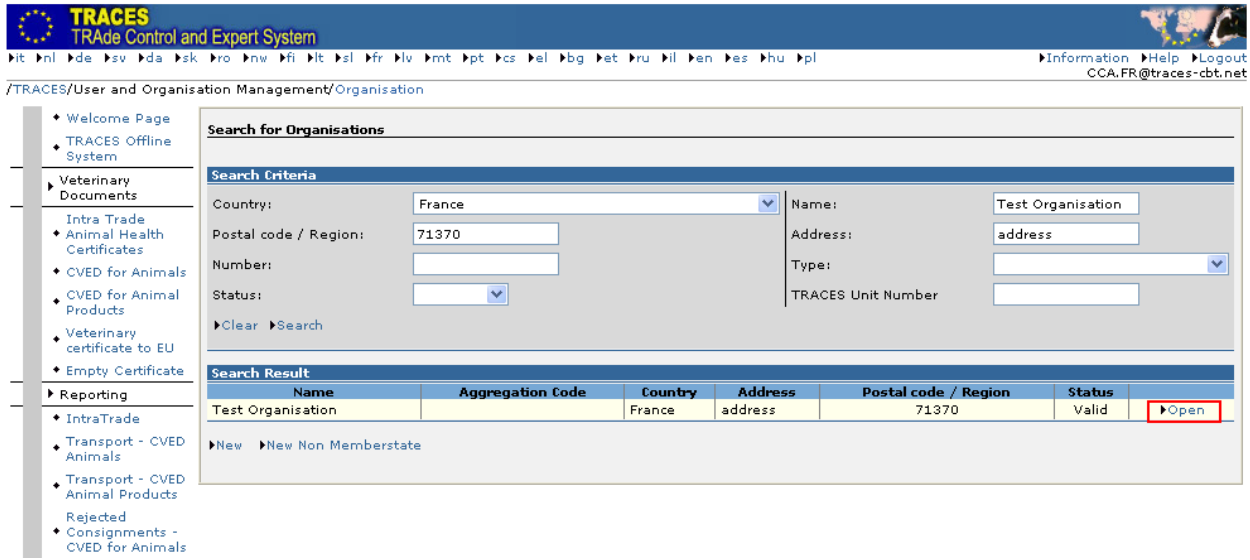
In order to change the profile of an EO business user to a Transitair business user, and vice versa, via the TRACES GUI, you should contact the CCA of the authority that your organisation is currently linked to.
Only this CCA can access the details of the business user's profile, by going to the 'User and Organisation Management' > 'User Management' section and searching for the unique e-mail address of the business user.



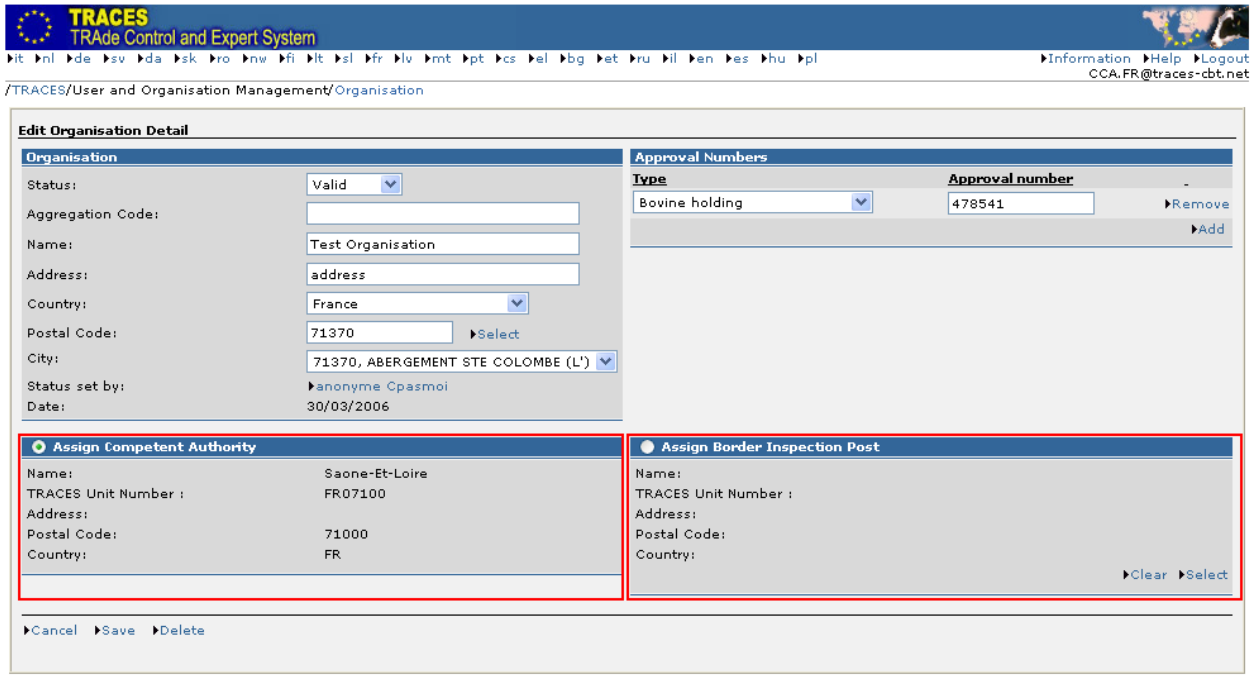
As the organisation of the business user is linked to a particular LVU or BIP authority, it is essential that you follow one of the following options (*A*, *B* or *C*):

A/ Change the existing organisation

Copy and paste the organisation's details as shown in the 'Member of Organisation' area, of the business user, into an external document for example.
Click the 'Cancel' button in the current section ('User and Organisation Management' > 'User Management'), in order to close the user's details.
Go to the 'User and Organisation Management' > 'Organisations' section and search for the business user's organisation, as saved in your external document. Click 'Open', in order to open the organisation's details.



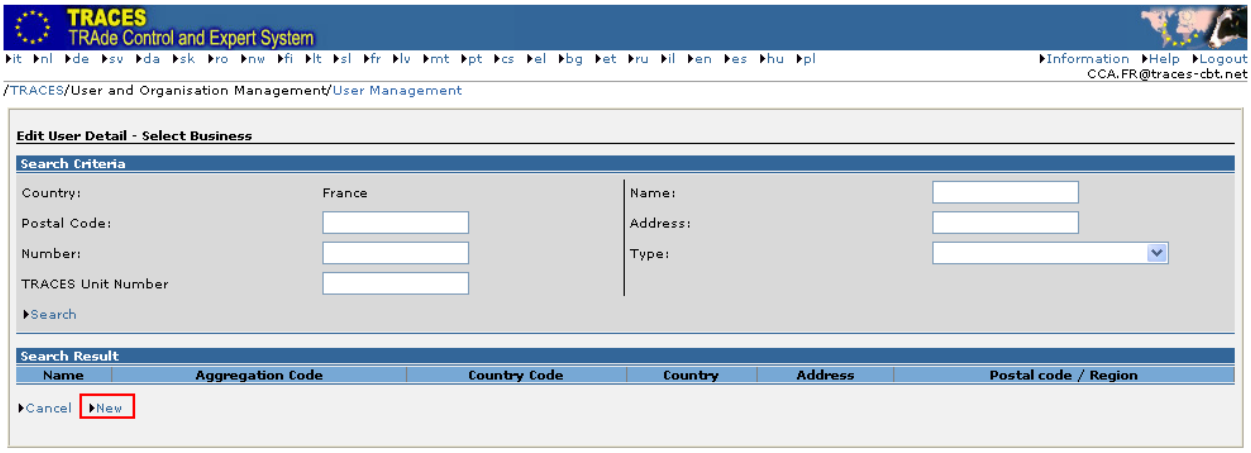
In order to reassign the organisation to another, correct authority, you should choose between:
* '*Assign Competent Authority*' in order to assign automatically the correct LVU authority of the city selected to your organisation;
* '*Assign Border Inspection Post*' in order to assign manually the correct BIP authority of the country in which your organisation is situated.
If necessary, change any other details of the organisation, and click the 'Save' button in order to save all modified details.



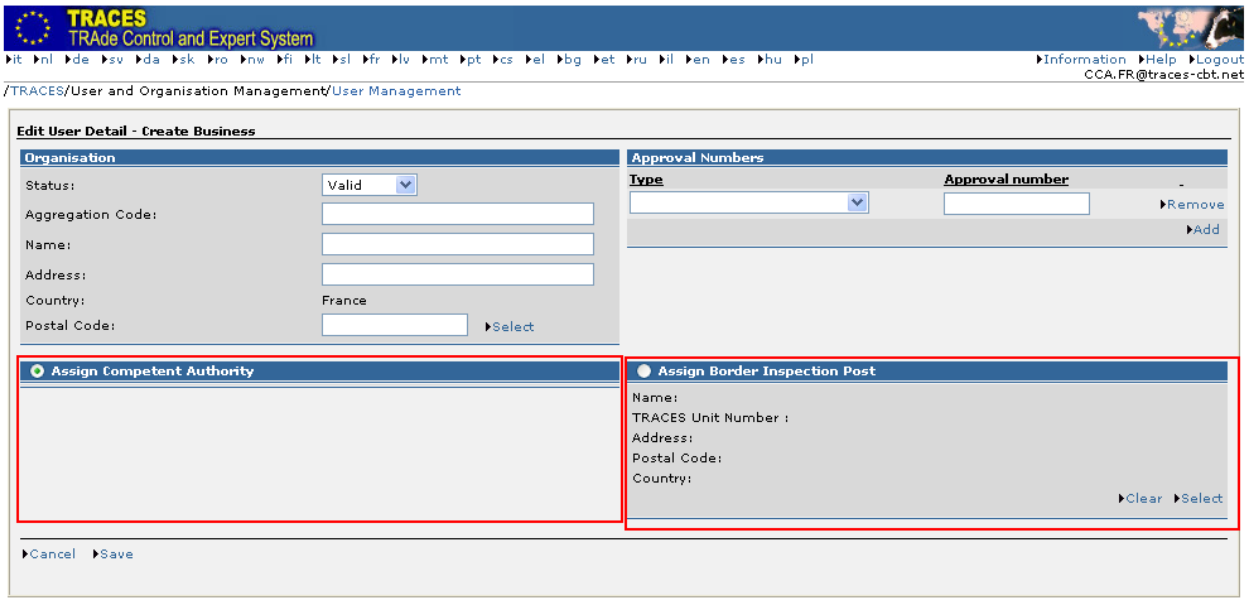
Any changes made to the (existing) organisation (*of a user*) will be reflected directly in the business user's details. But if you wish you can go back to 'User and Organisation' > 'User Management' in order to search the user's details and check that all changes were correctly inserted.

B/ Create a new organisation

Click the 'Select' button in the 'Member of Organisation' area of the current section *('User and Organisation Management' > 'User Management')*. Click the 'New' button, in order to create and assign a new organisation to the business user.



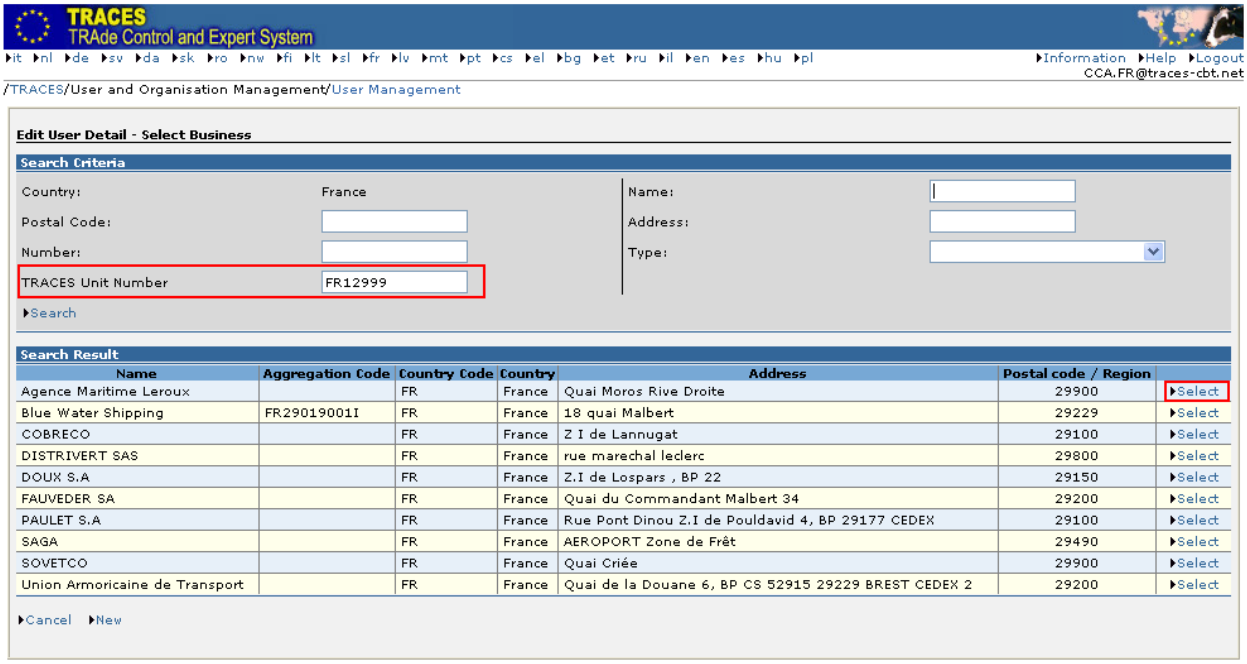
When creating a new organisation, you will need to assign the correct authority to the organisation you are about to create. This means that you should choose between:
* '*Assign Competent Authority*' in order to assign automatically the correct LVU authority of the city selected to your organisation;
* '*Assign Border Inspection Post*' in order to assign manually the correct BIP authority of the country in which your organisation is situated.



Please click the 'Save' button twice, in order to assign the newly created organisation and save the user's details.

C/ Select the correct instance of your organisation by specifying the correct authority

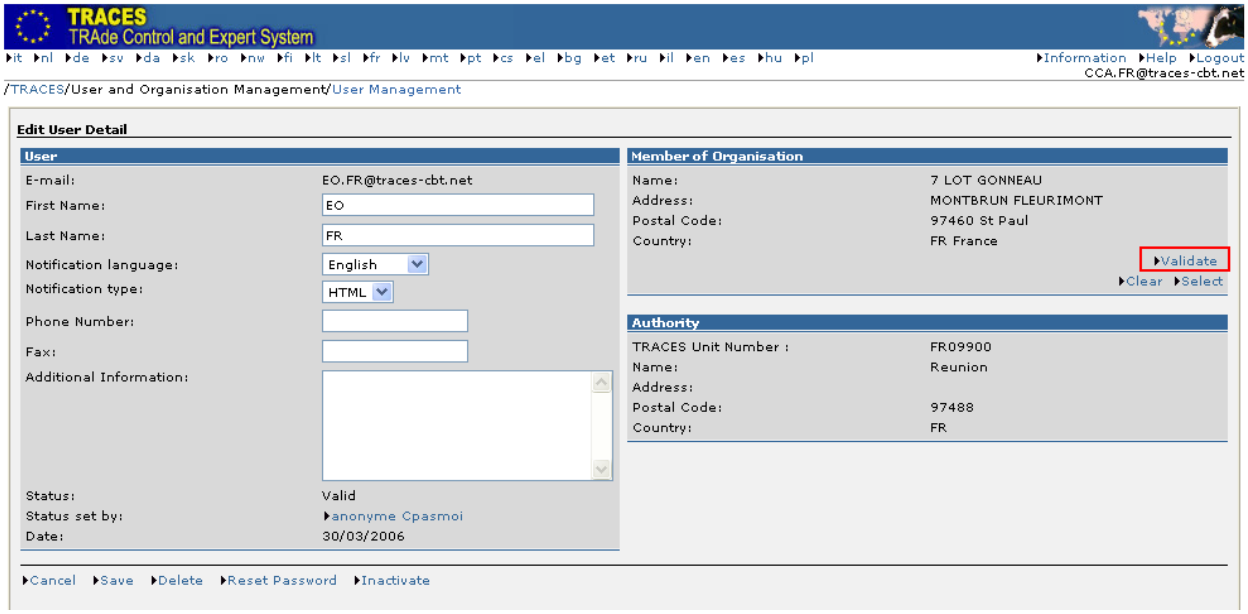
Click the 'Select' button in the 'Member of Organisation' area of the current section ('*User and Organisation Management*' > '*User Management*'). You will be able to select the correct instance of your organisation, linked to the correct authority, by specifying the authority code or name in the 'Traces Unit Number' search criteria, and specifying any other additional criteria, as desired.



Please click the 'Select' and 'Save' button, in order to assign the correct organisation to the business user and save the user's details.

Remarks

* Before creating any new organisations in Traces, we recommend you to perform a search for the desired organisation.
* If necessary please validate the organisation before saving the user's details.

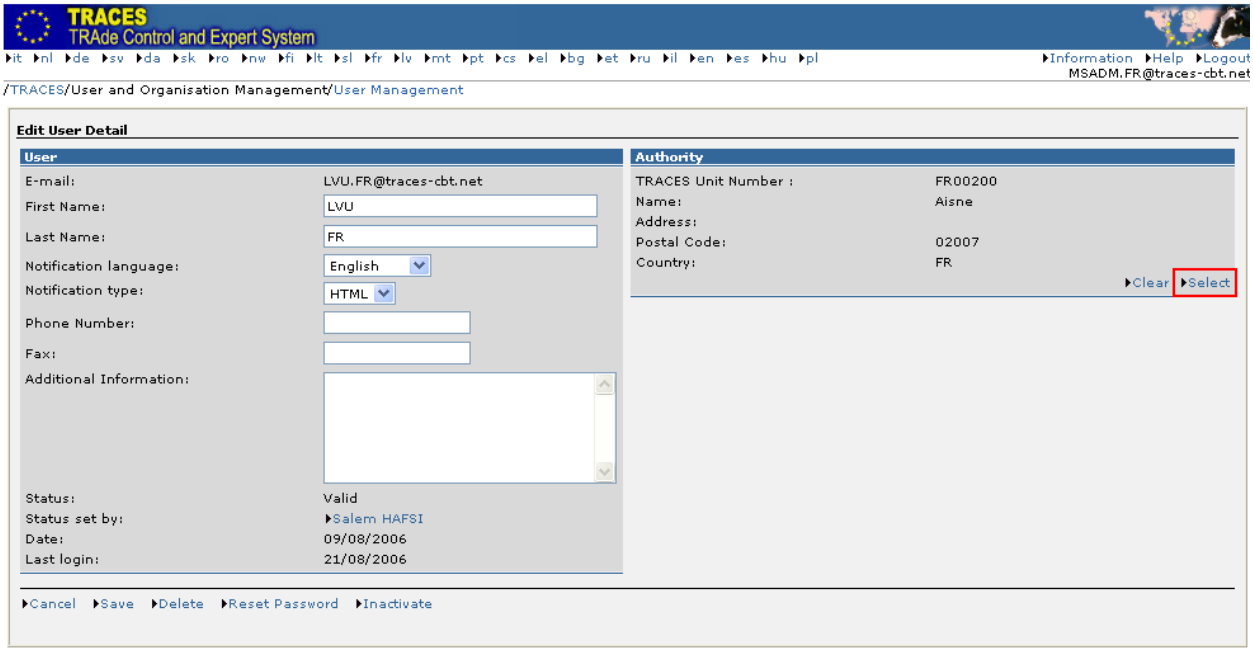


* In a CVEDP certificate it is only possible to select an organisation in the box '*Person Responsible for the Load*' if the organisation contains at least the type '*Person Responsible for the Load*'.
* The structure of TRACES is basically founded on the correct linking of competent authorities and their cities and postal codes. This means that when the city and postal code of an organisation are linked to an incorrect authority, an authority user can gain access to the organisation (and its certificates) although it is actually not within his competence. The MSADM can correct the linking of the competent authorities of his own country and

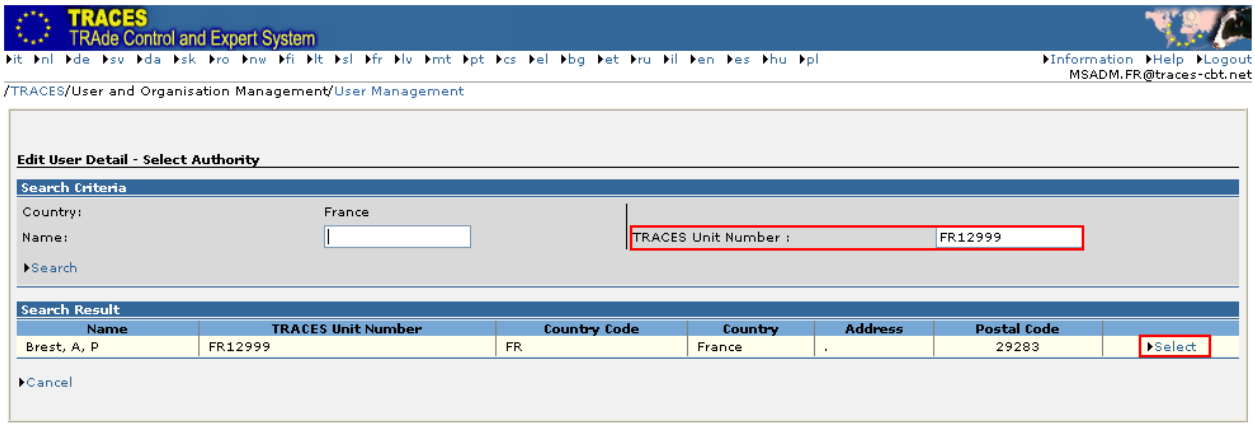
their cities and postal codes by means of the document '*Cities_Authorities_Template_XX*', which is accessible on the Information website of TRACES (CIRCA) and is to be sent to the EU TRACES Team for modification. The website is available via the 'Information' button in the top right-hand corner of your window, when you have logged in to TRACES.
* The wildcard which can be used in TRACES is the percent sign (%).This character will enable you to search for a wider range of organisations, authorities, user accounts, etc. According to where you put the wildcard, you will obtain a different listing of results. Please note that it is not really necessary to add a wildcard at the end of your search criteria, as the system always tries to find at least the information you inserted at the beginning plus any additional information. > TRACES always tries to find you data which at least begins with the data entered in the search criteria.
* An e-mail address is a unique identifier in TRACES; for more information, please visit the topic '*How can I change my current e-mail address?*'.
* For more information about the creation of a new EO or Transitair business account, you should visit the topic '*I want to create my business account as an EO / Transitair. What should I do?*'.
* In order to find a specific authority, please refer to the topic '*I cannot find the authority anymore*' for more information.

7. How can I change the profile of an LVU authority user to a BIP authority user (and vice versa) via the TRACES GUI?

In order to change the profile of an LVU authority user to a BIP authority user, and vice versa, via the TRACES GUI, you should contact the MSADM of the country in which your authority is currently situated.
The MSADM can access the details of the authority user's profile, by going to the 'User and Organisation Management' > 'User Management' section and searching for the unique e-mail address of the authority user.



As the profile of the authority user is linked directly to a particular LVU or BIP authority, it is essential that you click the 'Select' button, in the 'Authority' area of the current section ('*User and Organisation Management*' > '*User Management*'). You will be able to select another, existing authority from the system, by specifying the authority code or name in the search criteria.



Please click the 'Select' and 'Save' button, in order to assign the correct authority to the authority user and save the user's details.

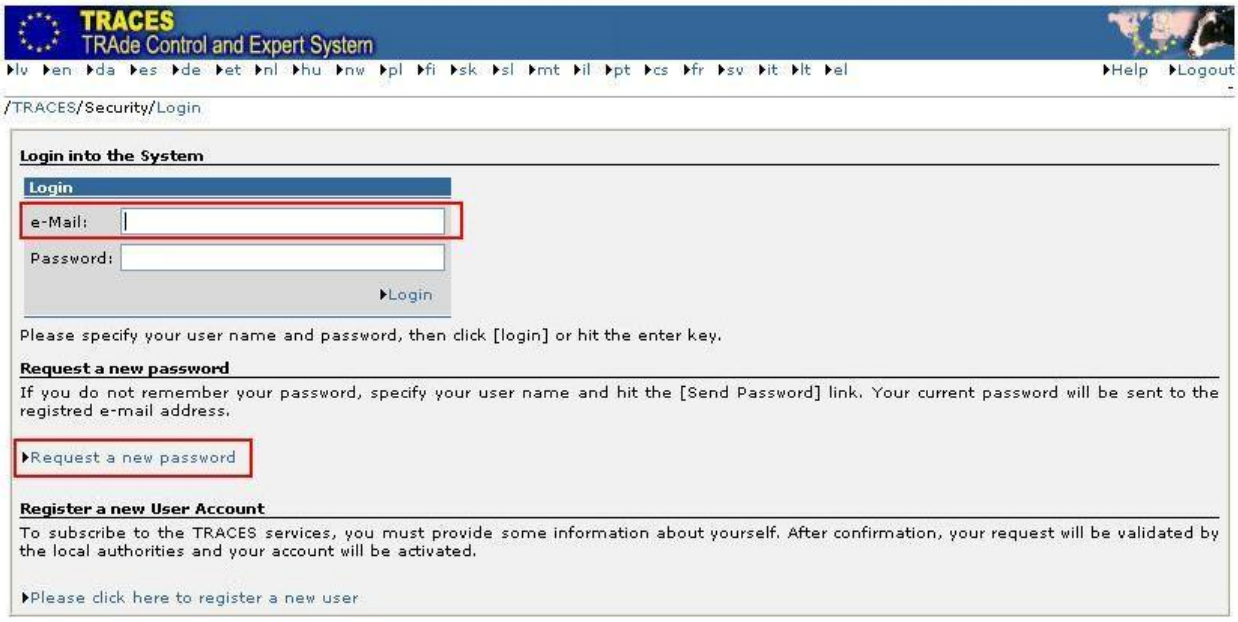
Remarks

* The wildcard which can be used in TRACES is the percent sign (%). This character will enable you to search for a wider range of organisations, authorities, user accounts, etc. According to where you put the wildcard, you will obtain a different listing of results. Please note that it is not really necessary to add a wildcard at the end of your search criteria, as the system always tries to find at least the information you inserted at the beginning plus any additional information. > TRACES always tries to find you data which at least begins with the data entered in the search criteria.
* Please note that an e-mail address is a unique identifier in TRACES; for more information, please visit the topic '*How can I change my current mail address?*'.
* For more information about the creation of a new authority account, please visit the topic '*I want to create my authority account as a CCA / RCCA / RCA / RRCA / RADM / (R)LVU / BIP / (R)(O)PV. What should I do?*'.
* In order to find a specific authority, please refer to the topic '*I cannot find the authority anymore*' for more information.

8. I forgot my password. What should I do?

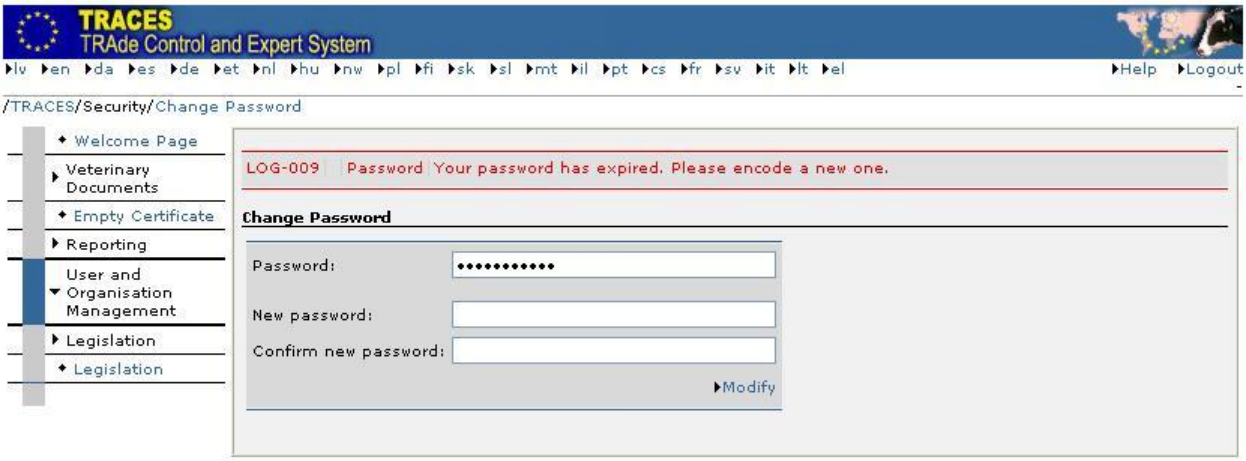
If you cannot remember your current password, you should take the following steps, which are in fact very similar to what you have to do to unlock your account:

* check that you are currently using the Production environment;
* complete your e-mail address in the login field of the welcome page, and check that you have not entered any additional spaces;
* click the button 'Request a new password'.



This way you should receive (immediately) a new standard (TR…) password in your mailbox.

Remarks
* If you didn't receive any notification e-mail with the new standard password (TR…) after having clicked the 'Request a new password' button, please go to the topic: '*I didn't receive any notification e-mail with a new standard password ('TR…'). What should I do?*'.
* When you use this password for the first time and log in to TRACES, you will receive the error message '*Your password has expired. Please encode a new one*'.



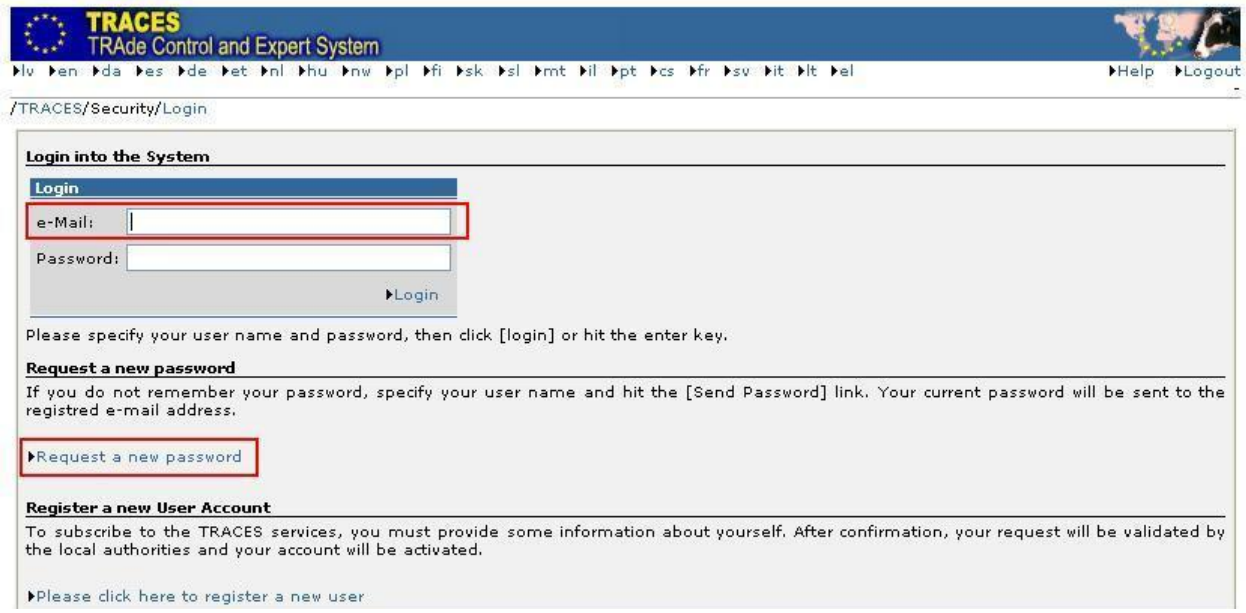
For security reasons, a new password needs to be provided after you have requested a new password by e-mail. We therefore advise you to enter a new (and easy to remember) password.
* If you have entered an e-mail address which is currently not present in the database of TRACES, you will receive the error message '*LOG-010 e-Mail Unknown user*'.

Please check the correct spelling of your e-mail address, the environment which you are currently using, and that you are already registered in TRACES.

9. I locked my account by making five incorrect login attempts. What should I do?

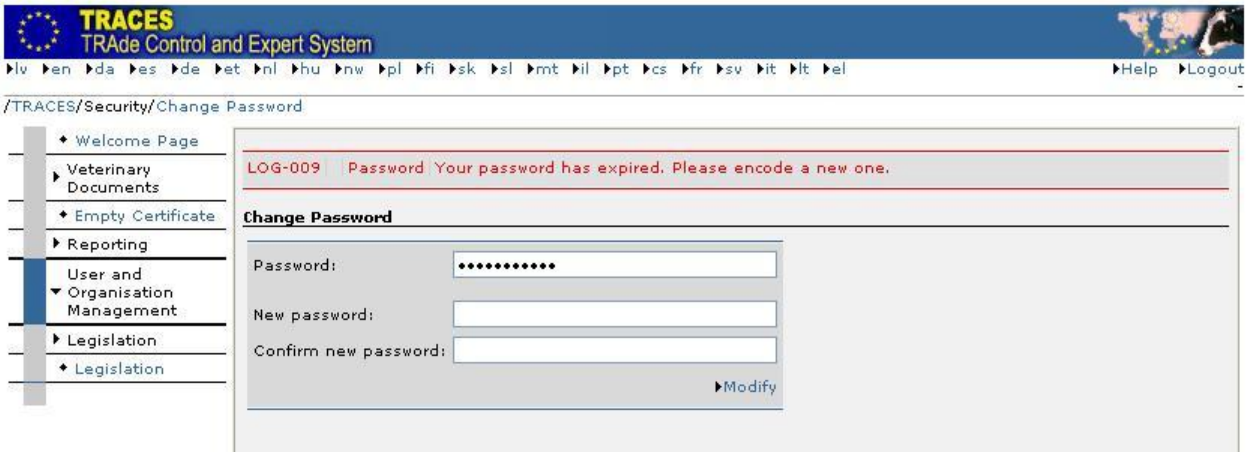
>> 'LOG-003 Account locked due to too many invalid login attempts'

If your account is locked after five failed login attempts (invalid login data), you should take the following steps, which are in fact very similar to what you have to do to request a new password:
* check that you are currently using the Production environment;
* complete your e-mail address in the login field of the welcome page, and check that you have not entered any additional spaces;
* click the button 'Request a new password'.



This way you should receive (immediately) a new standard (TR…) password in your mailbox.

Remarks
* If you didn't receive any notification e-mail with the new standard password (TR…) after having clicked the 'Request a new password' button, please go to the topic: '*I didn't receive any notification e-mail with a new standard password ('TR…'). What should I do?*'.
* When you use this password for the first time and log in to TRACES, you will receive the error message '*Your password has expired. Please encode a new one*'.



For security reasons, a new password needs to be provided after you have requested a new password by e-mail. We therefore advise you to enter a new (and easy to remember) password.

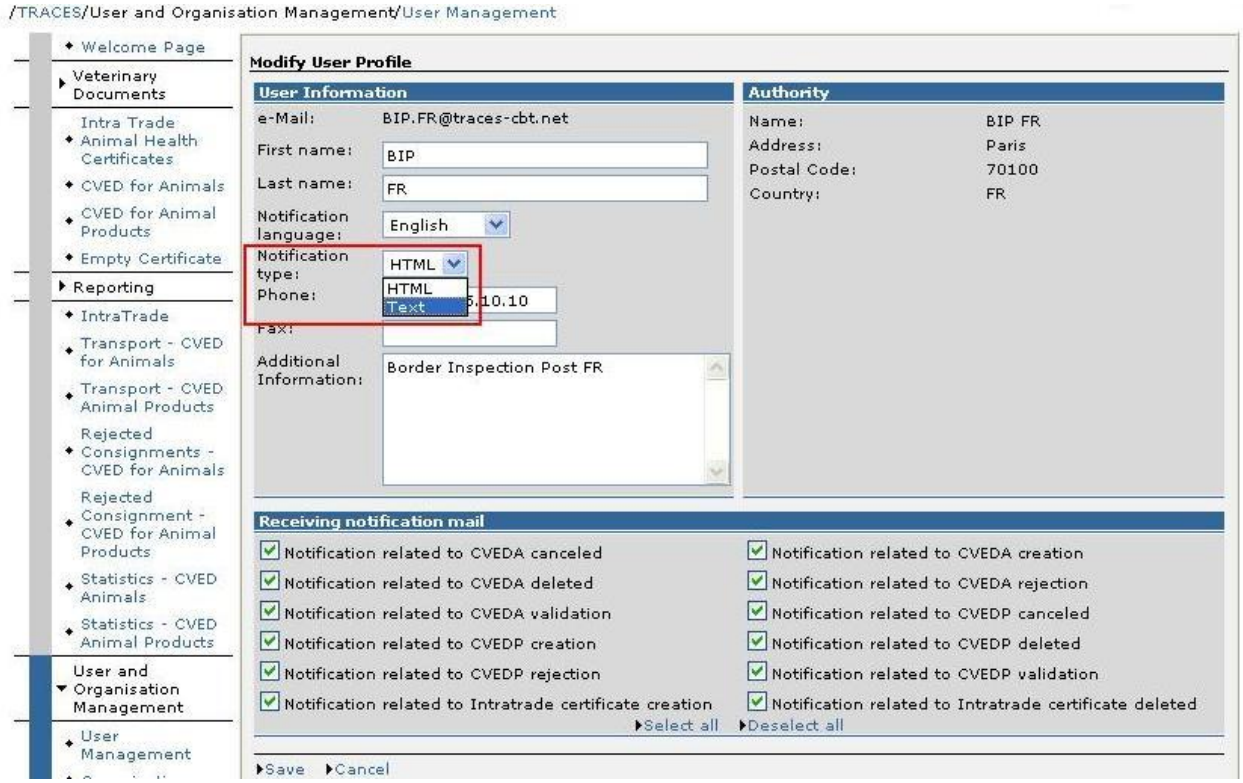
10. I didn't receive any notification e-mail with a new standard password ('TR…'). What should I do?

Please check that you are currently using the Production environment. This is necessary because the Training environment doesn't send any automatic e-mail notifications regarding passwords, organisations, certificates, etc. in order to avoid any confusion with the Production environment of TRACES.
This also means that if you wanted to carry out the procedure in order to 'Request a new password' (see topic '*I forgot my password. What should I do?*'), you won't receive your new standard (TR…) password in your mailbox in order to log in to the Training environment.

In the Production environment, when unblocking your account:
* Check that you completed your e-mail address in the login field of the welcome page, and check that you did not enter any additional spaces;
* Check that you clicked the button 'Request a new password'.

In the Production environment, when you have created a new account:
* Check that you are registered with a new or valid account in TRACES. Please note that inactive and non-validated (=confirmed) accounts do not (yet) receive any confirmation e-mails from TRACES.

In general:
* Does the size of the mailbox still permit you to receive messages; is your mailbox 'full'?
* Is there a kind of firewall or special (such as anti-spam) software installed, which could prevent you receiving notification messages from TRACES?
* Do you currently receive any other notification e-mails from TRACES?
* Does your mail gateway accept e-mails with an html format? Or, for example 'UTF8'-confirm e-mails? Please note that you can check and, if you so wish, alter the format of TRACES messages by changing this feature in TRACES. In order to do this, you should log in to the Production environment of TRACES and go to 'User and Organisation Management' > 'Modify User Profile'. Then change the 'Notification type' to 'Text' instead of 'HTML'.



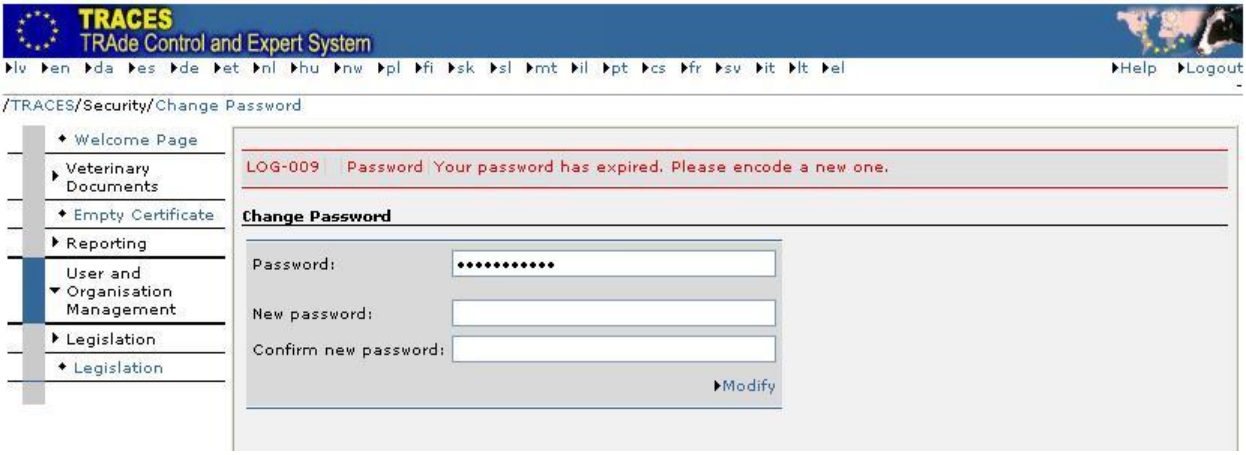
* If you have created your own business user profile via the welcome page of TRACES, you should note that you have personally entered your own private password in TRACES. This means that the system will not send you a new standard ('TR…') password by e-mail.

In addition, we would ask you to check any other settings of your local (central) mail gateway with your local helpdesk before contacting your competent authority.
If the problem persists, we would ask you to contact your competent authority or MSADM, with the EU TRACES Team (sanco-traces@ec.europa.eu) in CC (*Carbon Copy*), after checking the above features. Your TRACES e-mail address should be included in the description, as this is a unique identifier of your profile. This way we can track down any refused, undeliverable, etc. e-mails through the server.

11. I entered my standard password ('TR…') which I received by a notification e-mail, but I don't seem to be able to log in. What should I do?

>> 'LOG-009 Password - Your password has expired. Please encode a new one'

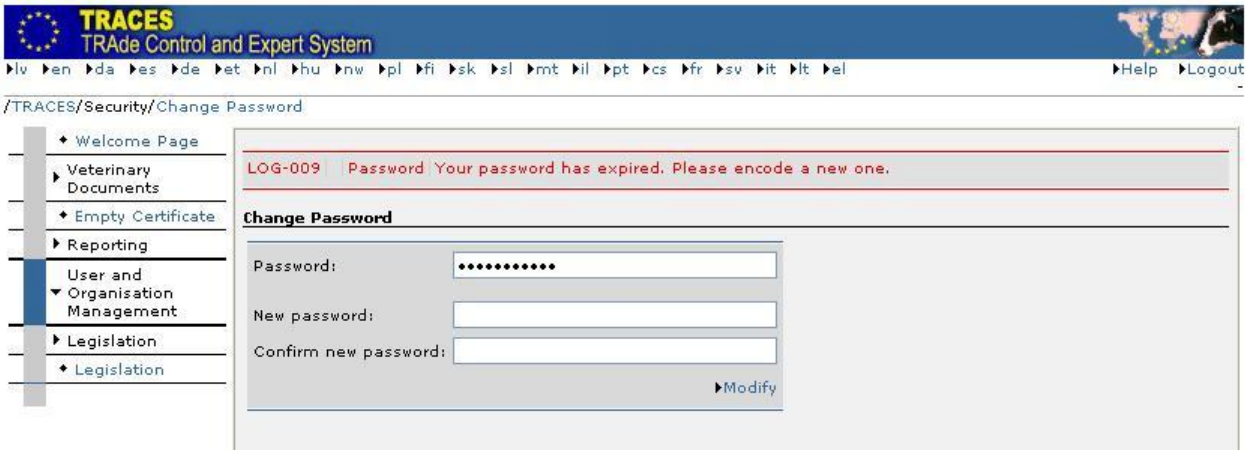
For security reasons, a new personal password needs to be provided the first time you sign in to the system with a standard (TR…) password received automatically by e-mail from TRACES. We therefore advise you to enter a new (and easy to remember) password.



12. I received an error message stating that I should encode a new password. What should I do?

>> 'LOG-009 Password - Your password has expired. Please encode a new one'.

For security reasons, the system requires a new password to be provided at regular intervals.
If you receive this error message, we advise you to enter a new (and easy to remember) password.



13. I received an error message stating that my account status is invalid, although I did not lock my account. What should I do?

>> 'LOG-014 Invalid status - Please contact the system administrator'

There are two possible reasons for this error message:
1/ If you created your business account via the welcome page of TRACES, it is possible that your competent authority has not yet validated your request, although you have already confirmed your personal data by means of the automatic confirmation e-mail from TRACES. Your account is still confirmed, but not valid.
2/ However, it is also possible that your account has been set automatically to 'in-/de-active' because you have not logged in to the Production environment of TRACES recently (*for more than three months*). Your account is inactive instead of valid. Please note that any competent authority can also set the status of a user manually to 'inactive', by logging in to the system and going to '*User and Organisation Management*' > '*User Management*'.

We would therefore invite you to contact your competent authority, as he can set the status of your account to 'active'/'valid' again by searching for your account in the 'User Management' section (as described above) and clicking the 'Activate' button. We would also stress that if, and only if, your MSADM profile has an invalid status, you should contact the EU TRACES Team immediately.

14. How can I change my current password?

If you would like to change your current password, you can do so by logging in to the Production environment and going to the 'User and Organisation Management' section. There you should choose the option 'Change Password'. You can then encode a new/easier to remember password.

15. How can I change my current e-mail address?

Please note that as your e-mail address is a unique identifier for your account, you (and your competent authority) will not be able to make any changes in the GUI by hand.
We would therefore invite you to send a notification e-mail to your competent authority, with the EU TRACES Team (sanco-traces@ec.europa.eu) in CC (*Carbon Copy*).

The subject should state: 'Change of e-mail address', and the message itself should indicate your current and future e-mail address, accompanied with your name and first name, and if necessary a small explanation of why it needs to be changed.

Remarks
* As the e-mail address is a unique identifier of an account, you cannot create two different user profiles with the same e-mail address.
* The EU TRACES Team needs to receive a confirmation from your competent authority, indicating that the e-mail address can be changed, before it can make any modification.

ORGANISATIONS

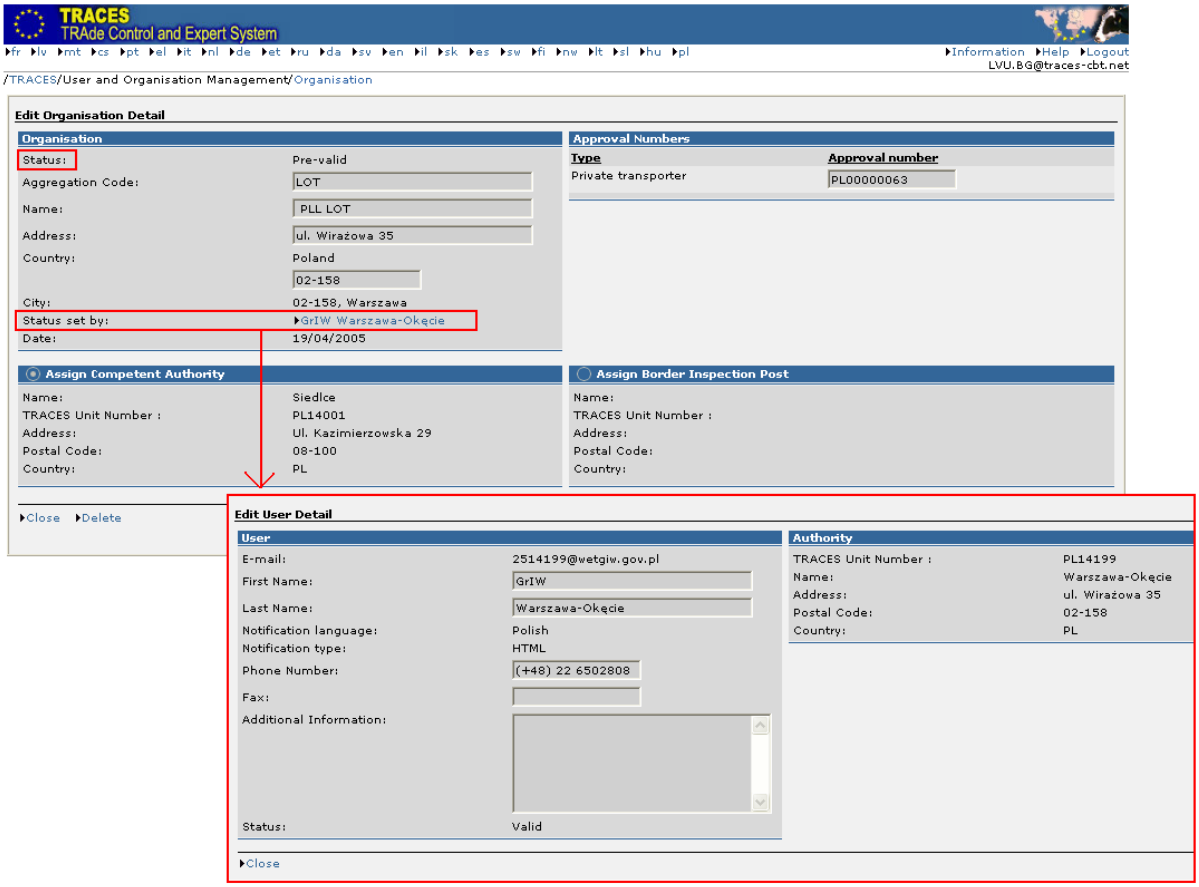
1. I cannot find the correct city to create the desired organisation. What should I do?

To create new postal codes/cities in the system, the request should come from the MSADM of the country in which the city is/should be situated.
This MSADM may request the EU TRACES Team to create new postal codes/cities while specifying the authority to which they belong, or even correct the linking of existing cities/postal codes and their authorities, by means of the document '*Cities_Authorities_Template_XX*'. This document is accessible on the information website of TRACES (*CIRCA*), via the 'Information' button in the top right-hand corner of your window when you have logged in to TRACES. Please go to 'LIBRARY' > 'CITIES-AUTHORITIES Template', and send the document back to us for implementation in the Production environment of TRACES.

Remarks
* As you will see, the document 'Cities_Authorities_Template_XX' contains a column in which you can choose whether to 'delete' or 'modify' the data, according to the changes you consider necessary. Furthermore, in the Excel document you will find a second tab (called 'insert') in which you can introduce any new city that needs to be created.
* Please do not change anything regarding the number of columns or the column headers of the document 'Cities_Authorities_Template_XX'. If you should choose to delete a particular city, please specify which other existing city (which can be found in the current listing) this city can be replaced by. We need this information as we will need to re-assign any possible organisations linked to the city to be deleted to another (valid) city.

2. How can I see the creator and/or authority responsible for the (pre-)validation of an organisation?

As an authority user you have access to the section 'User and Organisation Management' > 'Organisations'. By searching for the organisation in this section, and opening the organisation in question, you can gain access to the contact details of the creator or the authority responsible for the (pre-)validation, by clicking on the hyperlink of the name mentioned after 'Status set by'.



Remarks

* Please note that a business user doesn't have access to the section 'User and Organisation Management' > 'Organisations', as different profiles possess different functionalities and have different access rules.

3. What kinds of organisation types are there, and which one should I choose in my certificate?

The selection of the type is highly dependent on the kind of organisation you are dealing with, and also depends on the kind of authority to which the BIP or LVU is linked.
The following types are currently available in TRACES (C = approval number compulsory):

TRACES - Establishment types		
Type	**Appr.n°**	**Legislation**
Approved body	C	body, institute or centre officially approved as defined in Directive 92/65/EEC art 2.1.c and particularly approved zoos and research laboratories
Aquaculture holding	C	Directive 90/425 article 2 (4) agricultural establishment for aquaculture animals as defined in Directive 91/67 article 2 (1) (live fish, live crustacean, live molluscs) > Council Directive 90/425/EEC: Article 2: Point 4: 'holding' shall mean an agricultural establishment or premises of a dealer, as defined by the national rules in force, situated in the territory of a Member State and in which the animals referred to in Annexes A and B, with the exception of equidae, are held or regularly kept and the holding as defined in Article 2 (a) of Council Directive 90/426/EEC of 26 June 1990 on animal health conditions governing the movement and import from third countries of live equidae (4); > Council Directive 91/67/EEC: Article 2: Point 1: 'aquaculture animals` means live fish, crustaceans or molluscs coming from a farm, including those from the wild intended for a farm;
Assembly centre	C	only for bovine, porcine, ovine , caprine and equidae: as defined in Diriective 91/68/EEC art 2.b.9, 10 and in Dir 64/432/EEC art2.o; Approved structures by the Member states
Bovine embryos team	C	approved structure for collection, treatment and storage of embryos and ova as defined in Directive 89/556/EEC article 2(b) for bovine
Bovine holding	C	Directive 90/425 article 2 (4) agricultural establishment for bovine > Council Directive 90/425/EEC: Article 2: Point 4: 'holding' shall mean an agricultural establishment or premises of a dealer, as defined by the national rules in force, situated in the territory of a Member State and in which the animals referred to in Annexes A and B, with the exception of equidae, are held or regularly kept and the holding as defined in Article 2 (a) of Council Directive 90/426/EEC of 26 June 1990 on animal health conditions governing the movement and import from third countries of live equidae (4);
Bovine semen centre	C	collecting centre and storage centre for semen as defined in article 2(b) Directive 88/407/EEC for bovine
Cold Stores	C	
Collection Centre	C	1774/2002 - Annex I. 18; 'collection centres' means premises collecting and treating certain animal by-products intended to be used for the feeding of the animals specified in Article 23(2)©
Commercial transporter	C	Directive 91/628/EEC article 2(i). any natural or legal person transporting animals on his own account or for the account of a third party, or by providing a third party with a means of transport of animals, where such transport is of a commercial nature and carried out for the purpose of gain
Cutting Plant	C	853/2004 - Annex I. 1.17; 'Cutting plant' means an establishment used for boning and/or cutting up meat

Dealer	C	means any natural or legal person who buys and sells ovine, bovine, caprine and porcine animals commercially either directly or indirectly (cf definition directive 64/432 article 2 (q) and directive 91/68 article 2 (11). Dealer must be registered and approved by Member states with an approval number
Dealer's premise	C	only for ovine and caprine: as defined in Directive 91/68/EEC art2.b.12
Egg-packing Centre		853/2004 - Annex I. 5.4; 'Packing centre' means an establishment where eggs are graded by quality and weight
Equine embryo team	C	approved structure for collection, treatment and storage of embryos and ova for equine
Equine semen centre	C	collecting centre and storage centre for semen for equine
Establishments		only for products of animal origin or by-products: as defined in Directive 89/662/EEC art 2.3
Exporter		any natural or legal person who proceeds to exportations or shipments to EU. He cannot be a EU resident
Factory Vessel	C	853/2004 - Annex I. 3.2; 'Factory vessel' means any vessel on board which fishery products undergo one or more of the following operations followed by wrapping or packaging and, if necessary, chilling or freezing: filleting, slicing, skinning, shelling, shucking, mincing or processing
Feeding Stuff Establishment	C	Regulation (EC) No 178/2002: Article 3: 'feed' (or 'feedingstuff') means any substance or product, including additives, whether processed, partially processed or unprocessed, intended to be used for oral feeding to animals;
Free warehouses	C	Directive 97/78/EC article 12(1) concerns the free zones, the free warehouses and the customs warehouses. Structure approved by competent authorities
Freezing Vessel	C	853/2004 - Annex I. 3.3; 'Freezer vessel' means any vessel on board which freezing of fishery products is carried out, where appropriate after preparatory work such as bleeding, heading, gutting and removal of fins and, where necessary, followed by wrapping or packaging
Game-Handling Establishment	C	853/2004 - Annex I. 1.18; 'Game-handling establishment' means any establishment in which game and game meat obtained after hunting are prepared for placing on the market
Importer		any natural or legal person who proceeds to importation in EU. He must be EU resident
Intermediate Plant	C	1774/2002 - Annex I: Specific Definitions: Point 8: 'Category 1 or Category 2 intermediate plant' means a plant in which unprocessed Category 1 or Category 2 material is handled and/or temporarily stored for the purpose of further transportation to its final destination and where certain preliminary activities, such as removal of hides and skins and performing post-mortem examinations, may take place; & Point 12: 'Category 3 intermediate plant' means a plant in which unprocessed Category 3 material is sorted and/or cut and/or chilled or deep-frozen into blocks and/or temporarily stored for the purpose of further transporting to its final destination;
Meat Preparation Plant	C	Plant in which meat is produced, as classified in Regulation (EC) 853/2004, Annex I, Definitions: 1.15: «Meat preparations» means fresh meat, including meat that has been reduced to fragments, which has had foodstuffs, seasonings or additives added to it or which has undergone processes insufficient to modify the internal muscle fibre structure of the meat and thus to eliminate the characteristics of fresh meat.

Mechanically Separated Meat Plant	C	Plant in which meat is produced, as classified in Regulation (EC) 853/2004, Annex I, Definitions: 1.14: «Mechanically separated meat» or «MSM» means the product obtained by removing meat from flesh-bearing bones after boning or from poultry carcases, using mechanical means resulting in the loss or modification of the muscle fibre structure
Minced Meat Plant	C	Plant in which meat is produced, as classified in Regulation (EC) 853/2004, Annex I, Definitions: 1.13: «Minced meat» means boned meat that has been minced into fragments and contains less than 1 % salt
Non-Approved Establishment		Establishment which doesn't need to be prelisted
Other species embryo team	C	approved structure for collection, treatment and storage of embryos and ova for all species not listed above
Other species location		All other breeding premises regarding species not described above (equidae, carnivore, bees, ornamental birds, reptiles…
Other species semen centre	C	collecting centre and storage centre for semen for all the other species not listed above
Ovine/Caprine semen centre	C	collecting centre and storage centre for semen for ovine/caprine
Ovine/Caprine holding	C	Directive 90/425 article 2 (4) agricultural establishment for ovine/caprine > Council Directive 90/425/EEC: Article 2: Point 4: 'holding' shall mean an agricultural establishment or premises of a dealer, as defined by the national rules in force, situated in the territory of a Member State and in which the animals referred to in Annexes A and B, with the exception of equidae, are held or regularly kept and the holding as defined in Article 2 (a) of Council Directive 90/426/EEC of 26 June 1990 on animal health conditions governing the movement and import from third countries of live equidae (4);
Ovine/Caprine embryo team	C	approved structure for collection, treatment and storage of embryos and ova for ovine /caprine
Pet Food establishment	C	Establishment in which meat is produced, as classified in 1774/2002 - Annex I: Specific Definitions: Point 41: 'petfood' means food for pet animals containing Category 3 material;
Person responsible for the load		Directive 97/78/EC article 2(e) any natural or legal person who is in charge of the consignment of products and animals when presented to the Border Inspection Post and make the necessary declaration to the competent authorities on behalf of the importer. This person is compulsorily resident in EU according to the regulation 199/2913 except for the transit and temporary admission declarations and for occasionally declarations
Porcine embryo team	C	approved structure for collection, treatment and storage of embryos and ova for porcine
Porcine holding	C	Directive 90/425 article 2 (4) agricultural establishment for porcine > Council Directive 90/425/EEC: Article 2: Point 4: 'holding' shall mean an agricultural establishment or premises of a dealer, as defined by the national rules in force, situated in the territory of a Member State and in which the animals referred to in Annexes A and B, with the exception of equidae, are held or regularly kept and the holding as defined in Article 2 (a) of Council Directive 90/426/EEC of 26 June 1990 on animal health conditions governing the movement and import from third countries of live equidae (4);
Porcine semen centre	C	collecting centre and storage centre for semen for porcine
Poultry farm		Directive 90/425 article 2 (4) agricultural establishment for poultry with the definition of Directive 90/539 (hens, geese, ducks, turkeys, pigeons, quails, pheasants, partridges and ratite as well as hatching eggs of all these species)
Private transporter		Directive 91/628/EEC article 2(i). any natural or legal person transporting animals on his own account or for the account of a third party, where such transport is of a private nature and free of charge or not covered by Directive 91/628/CEE (individual animal accompanied by a natural person who has responsibility for the animal during transport, to the transport of pet animals accompanying their owner on a private journey, distance up to 50 km and for seasonal transhumances
Processing Plant	C	1774/2002 - Annex I.46; 'processing plant' means an animal by-products processing plant

Production Areas	C	853/2004 - Annex I. 2.5; 'Production area' means any sea, estuarine or lagoon area, containing either natural beds of bivalve molluscs or sites used for the cultivation of bivalve molluscs, and from which live bivalve molluscs are taken
Quarantine	C	Decision 2000/666/EC for imported birds and Directive 92/65 for imported domestic carnivores
Ship supplier	C	Directive 97/78/EC article 13(1) operators who directly supply cross-border means of sea transport with products for the purposes of consumption by staff and passengers of the vessels
Slaughterhouse	C	853/2004 - Annex I .1.16; 'Slaughterhouse' means an establishment used for slaughtering and dressing animals, the meat of which is intended for human consumption
Staging point	C	directive 91/628/EEC article 2(c). Places to rest, feed and water animals, approved by Member states
Trader		means any natural or legal person who buys and sells commercially animals except ovine, bovine, caprine and porcine animals either directly or indirectly. Trader is a business intermediate and in regard with the fiscal legislation must be registered by Member states
Legend: C = Compulsory		

4. Why can't I find the organisation in the search screen of my certificate / Why is an organisation not copied automatically from one box to another?

Searching for an organisation in a particular box of a certificate, and automatic copying of an organisation from one box to another, is highly dependent on the type of organisation, in correlation with the type of box and the type of certificate (IntraTrade/CVEDA/CVEDP/Import and CN code) you are using.

For example:
Regarding box I.12 'Place of origin/Place of harvest' of the IntraTrade certificate for CN code 0106 90: Hymenoptera, for example, you will notice that the organisation to be searched for has to be at least one of the two types: '*Approved body*' or '*Other species location*'. You will be unable to search for the organisation in box I.12 if it has neither of these two types available.

A workaround for this query is to ask the competent authority to add the missing type for the organisation via the section 'User and Organisation Management' > 'Organisations'. Of course, this has to respect the 'real life' structure of the organisation: a bovine holding which is in fact an 'ovine holding' may not be introduced into the system as such.
The system has been implemented in this way in order to avoid the allocation of incorrect (types of) organisations to the certificate.

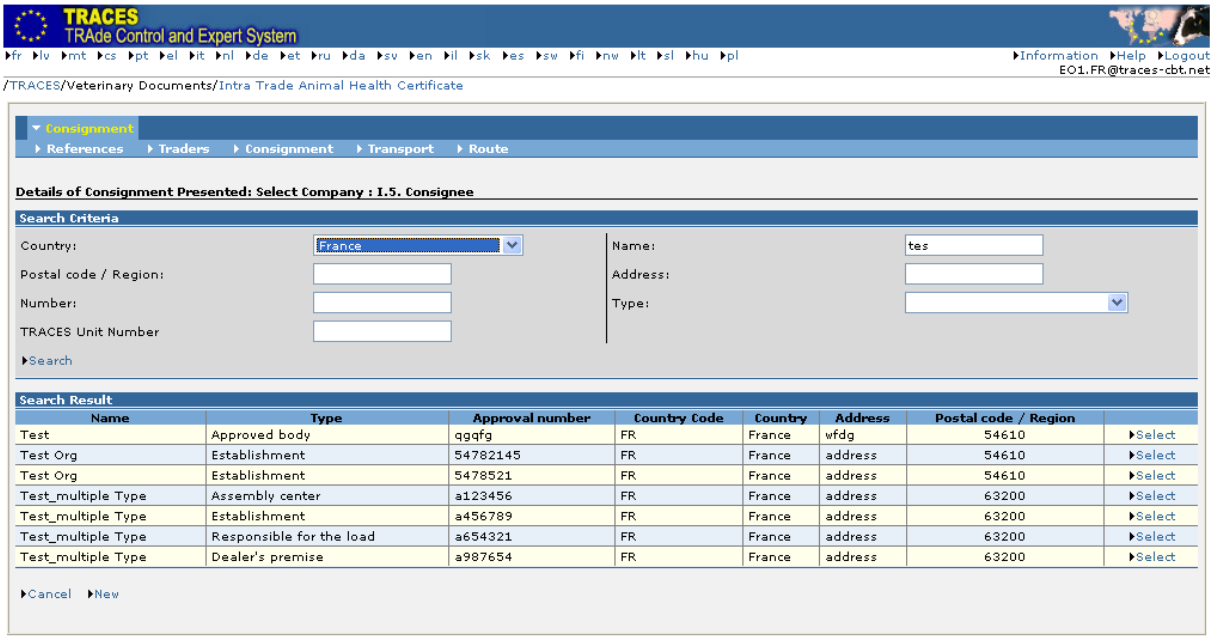
If you have any additional queries, we would ask you to communicate the following information:
* the correct type of certificate (INTRA, CVEDA, CVEDP or IMPORT)
* the CN code of the certificate (0102…)
* the box number of the certificate
* the approval number (and if desired the aggregation code) and the full name of the organisation you are trying to search for.
This way we will be able to carry out a more detailed investigation and advise you accordingly.

Remarks
* This topic is also related to the topic '*What does "In certificate" mean?*'.

5. How can I search more easily for an organisation in the search screen (wildcard)?

As a business and authority user, you can use the wildcard (%) in the search criteria of TRACES in order to search for a wider range of organisations, authorities, user accounts, etc.
According to where you put the wildcard, you will obtain a different listing of results.

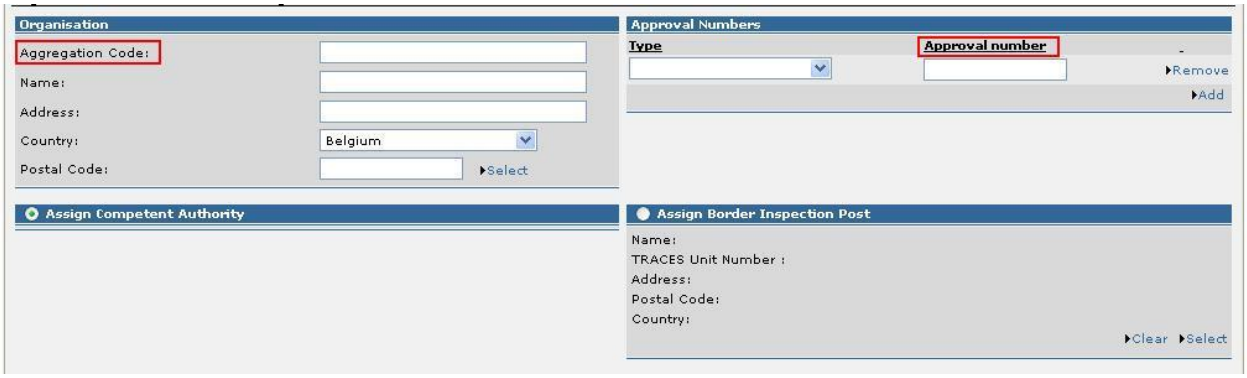
Remarks
* It is not really necessary to add a wildcard at the end of your search criteria, as the system always tries to find at least the information you inserted at the beginning plus any additional information. > TRACES always tries to find you data which at least begins with the data entered in the search criteria.
* Please note that a business user has to enter at least three additional characters if he uses the wildcard (%), to ensure the confidentiality of business data in TRACES. If not he will receive the error message 'BUSS-008 > Specify at least 3 characters for name or code'.
The result is no longer limited to one organisation; all those corresponding to the search criteria are presented.



6. What is the difference between aggregation code and approval number?

The aggregation code designates the organisation in its entirety, while an approval number must be specified for each type of the organisation.

In TRACES:
* The aggregation code of an organisation must be unique in a given country.
* The aggregation code of an organisation may be the same as the approval number(s) of that organisation.
* The aggregation code is not mandatory, while the approval number(s) may be mandatory, depending on the type of organisation. Please look at the topic '*What kinds of organisation types are there, and which one do I choose in my certificate?*' for more information.



7. I can enter a 'Number' in the organisation search screen. Should I enter the aggregation code or the approval number?

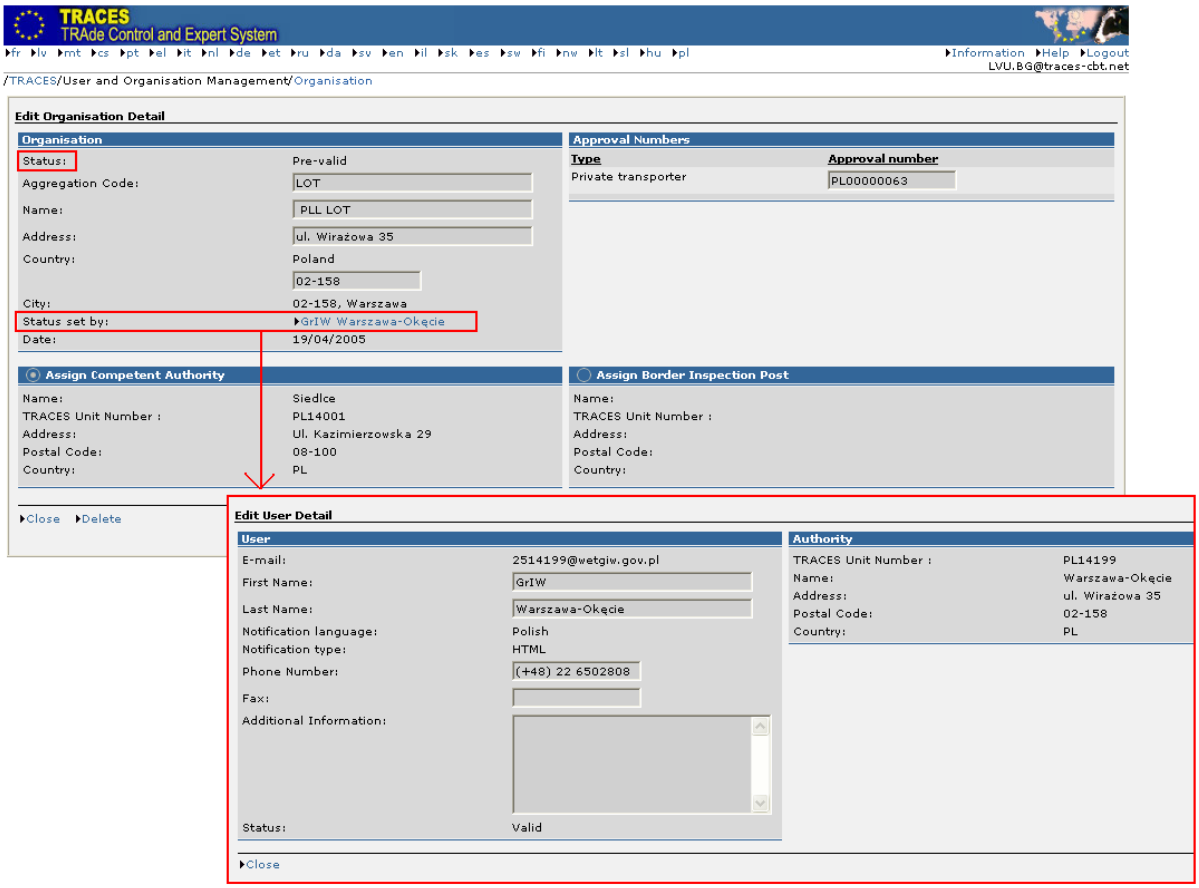
The 'Number' which can be entered in the organisation search screen can be either:
* the aggregation code, or
* the approval number.

Remarks
For more information about the aggregation code and approval number, please refer to the topic: '*What is the difference between aggregation code and approval number?*'.

8. I do not know the (mandatory) approval number of the organisation. How can I continue with the certificate anyway?

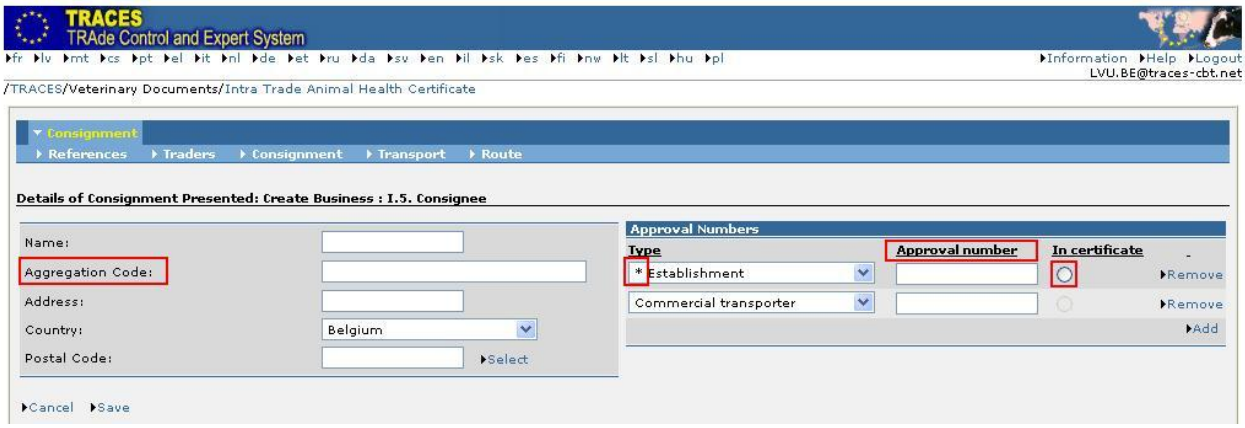
You should first try to search for any possible instances of the organisation you are trying to enter in TRACES, in order to avoid unnecessary duplications being introduced into the system. You can do this by searching by name, type, address, etc. and using for example the % wildcard (see topic '*How can I search more easily for an organisation in the search screen (wildcard)?*').
However, even after also trying to contact the person responsible/competent authority of the organisation, you may still not know the (mandatory) approval number of the organisation you wish to create, if you are the authority/business user at destination.
We therefore invite you to use the following format, instead of entering any incorrect information:
>> INIT + ISO code of the country of destination + your TRACES unit number + a number given by the unit
>> For example: **INIT**DE**01205505**1

Remarks
* More information about the aggregation code and approval number can be found in the topic: '*What is the difference between aggregation code and approval number?*'.
* Every country has its own format for the aggregation code/approval numbers; they can therefore differ from country to country.
* The aggregation code and approval number are considered to be more important in TRACES than the address or the organisation itself.
* An overview of the ISO codes to be used for all different countries can be found via the following URL: http://www.iso.ch/iso/en/aboutiso/introduction/index.html.
* The authority at destination should change this preliminary approval number, when validating the organisation, to the actual one. In addition he should inform the persons involved of this number; this can be done easily as the party setting up a destination organisation can now be identified. Even the competent authority to which the organisation is attached is now shown:

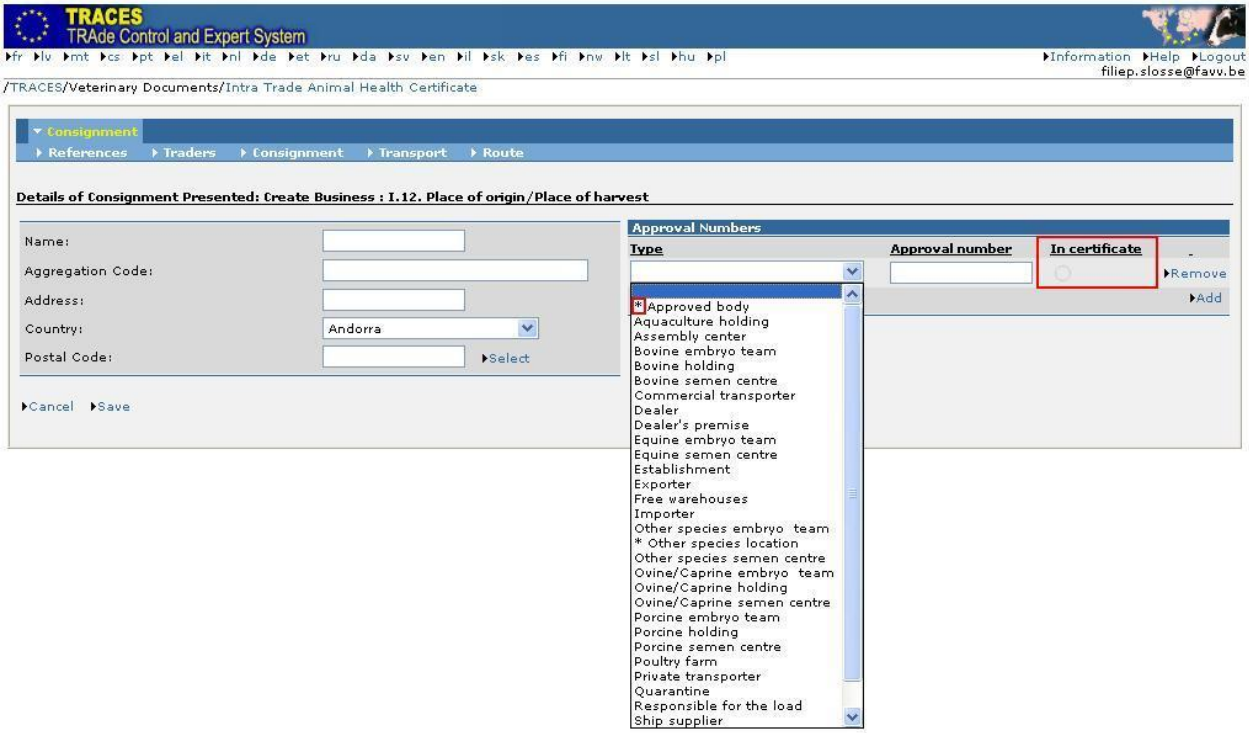


9. What does 'In certificate' mean?

An organisation with all of its types can now be set up **directly** when a certificate is drawn up.
While setting up an organisation in a certificate, it can be assigned to as many types as the organisation actually possesses, while at the same time the type corresponding to the selected field/box of the certificate can be assigned.



For example:
When creating a new IntraTrade certificate and selecting the CN code 0106 90 for Hymenoptera, for example, you will notice that if you wish to insert a new organisation in box I.12 'Place of origin/Place of harvest', only those types with an asterisk (*) are permitted in this box of the certificate.



This means that for box I.12 and this CN code, your organisation has to be at least one of the two types: '*Approved body*' or '*Other species location*'. Of course you can add other types to your organisation, as circumstances require.
As you will notice, the system will not activate the radio button '*In certificate*' (*it remains greyed out*), and will even give you an error message if you try to insert an organisation in the certificate without inserting at least one of the two mandatory organisation types. The area '*In certificate*' is greyed out because the organisation types selected are not the correct ones and thus not compatible for the box (certificate field) of the certificate concerned.

This explains also why you are unable to search for an organisation which does not have the correct type available. A workaround for this query is to ask the competent authority to add the missing type for the organisation. Of course this has to respect the 'real life' structure of the organisation: a bovine holding which is in fact an 'ovine holding' may not be introduced into the system as such.

The system has been implemented in this way in order to avoid the allocation of wrong types of organisations to the certificate.

If you have any additional queries, we would ask you to communicate the following information:
* the correct type of certificate (INTRA, CVEDA, CVEDP or IMPORT)
* the CN code of the certificate (0102…)
* the box number of the certificate
* the type of organisation and the full name of the organisation you are trying to insert.
This way we will be able to carry out a more detailed investigation and advise you accordingly.

Remarks
* This topic is also related to the topic '*Why can I not find the organisation in the search screen of my certificate / Why is an organisation not copied automatically from one box to another?*'.

CERTIFICATE

1. As an EU user, why can't I create a new type of certificate (*IntraTrade, CVEDA or CVEDP*)?

As regards EU user accounts, there are in fact two types of user in the system:
* Users linked directly, or via their organisation, to LVU authorities. This type of user will be able to create only IntraTrade certificates, and not CVEDA/CVEDP certificates.
* Users linked directly, or via their organisation, to BIP authorities. This type of user will be able to create only CVEDA/CVEDP certificates, and not IntraTrade certificates.

This may explain why you cannot see the 'New' button in the 'Intra Trade Animal Health Certificates', 'CVED for Animals' or 'CVED for Animal Products' section.

We would therefore refer you to the following:
A/ In order to change the linking of your authority profile from LVU to BIP, or from BIP to LVU, please visit the topic '*How can I change the profile of an LVU authority user to a BIP authority user (and vice versa) via the TRACES GUI?*'
B/ In order to change the linking of your business profile from LVU to BIP, or from BIP to LVU, please visit the topic '*How can I change the profile of an EO business user to a Transitair business user (and vice versa) via the TRACES GUI?*'

2. I cannot find the correct CN code for my certificate. What should I do?

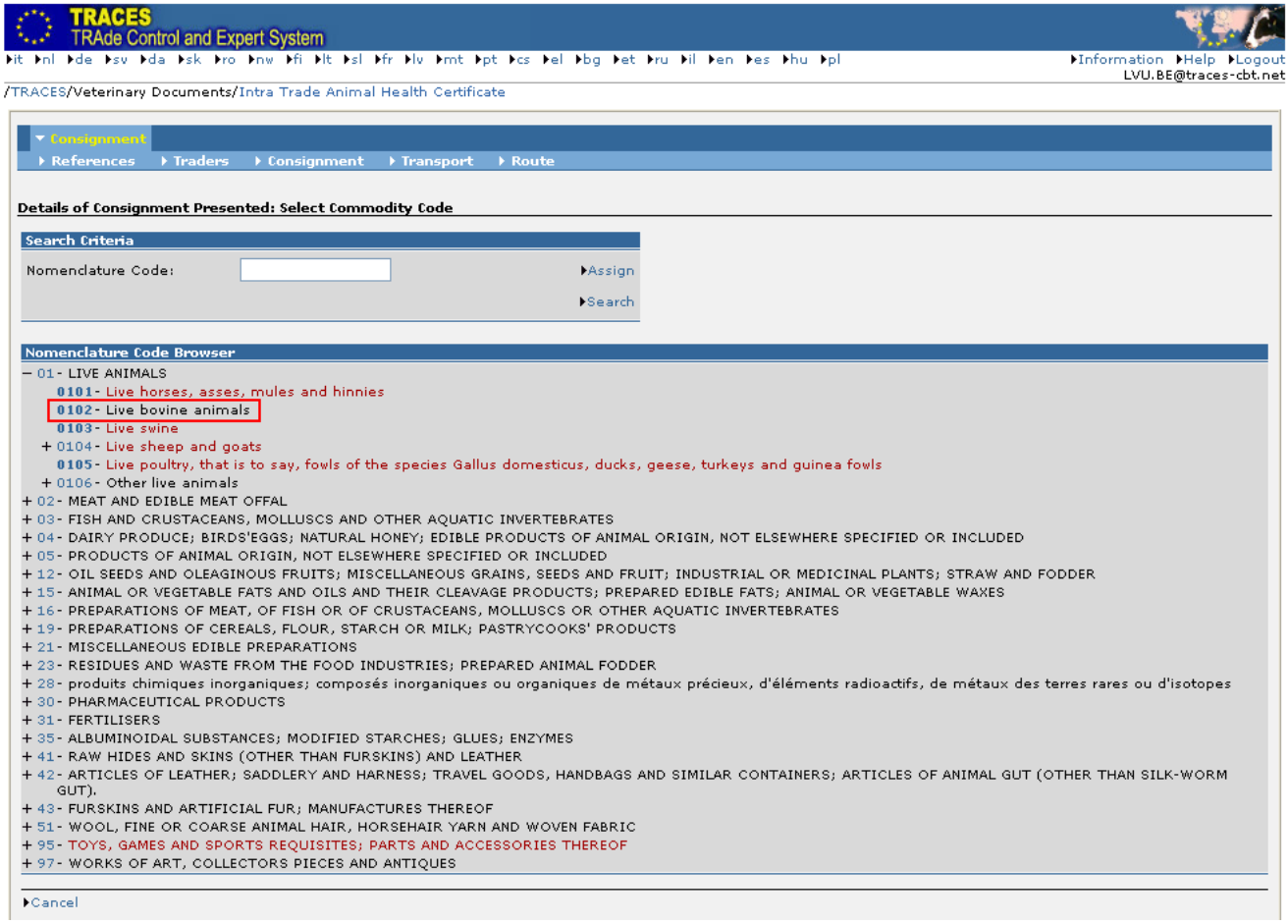
While ANIMO used its own (veterinary) code, TRACES utilises the tariff code.
In TRACES, the species and/or the purpose must be specified too.
You can find an overview of the codes by clicking the title 'FAQ-CodificationANIMOTRACESCorrespondanceRev2.xls' on the TRACES information website (*click the link*).

Background information
Before 2004, an information network called ANIMO was used by the Member States, the countries of the EEA (*Norway, Iceland*), Andorra, San Marino, some candidate countries (*Slovenia, Malta, Cyprus*) and Switzerland, to trace and monitor the exchange of information for intra-Community trade in animals and animal products. However, as from 1 April 2004, TRACES has taken over the task of ANIMO, as there was an urgent need to reconsider the approach of the ANIMO network and to implement additional functionalities required by the Member States.

Today, DG SANCO has developed a system that takes into consideration any additional required functionality and integrates data coming from both:
* ANIMO: **ANI**mal **MO**vement system, and
* SHIFT: **S**ystem to assist with the **H**ealth controls of **I**mports of items of veterinary concern at **F**rontier inspection posts from **T**hird Countries.

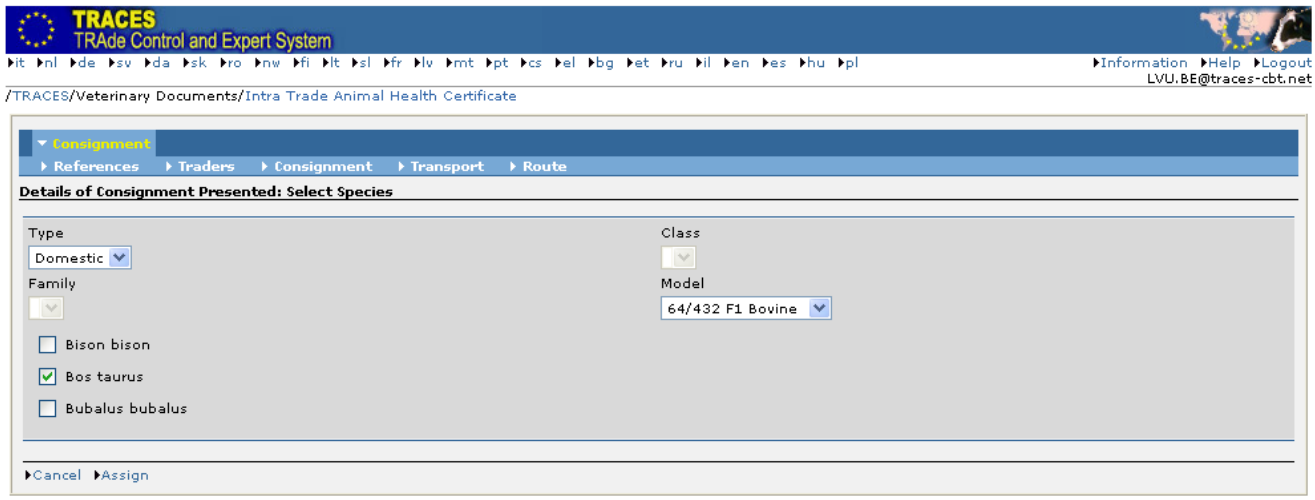
3. How should I proceed if I need to dispatch a consignment containing multiple types of animals/products?

Please note that it is not yet possible to insert a single certificate containing multiple CN codes.
As a consequence you should encode a separate certificate for each CN code.



Remarks

* Although you can only select one CN code per certificate, you are able to specify multiple species for a CN code in your certificate:



4. TRACES immediately validated the Intra certificate I newly created. How is this possible?

When an IntraTrade consignment remains in one and the same country, which means that the organisations inserted in box I.12 'Place of origin' and box I.13 'Place of Destination' of the certificate are situated in the same country, the competent authority doesn't need to validate the certificate. The certificate automatically receives the 'Valid' status. Moreover, no Part II 'Certification' is provided.

5. I can access a certificate which is not within my competence. What should I do?

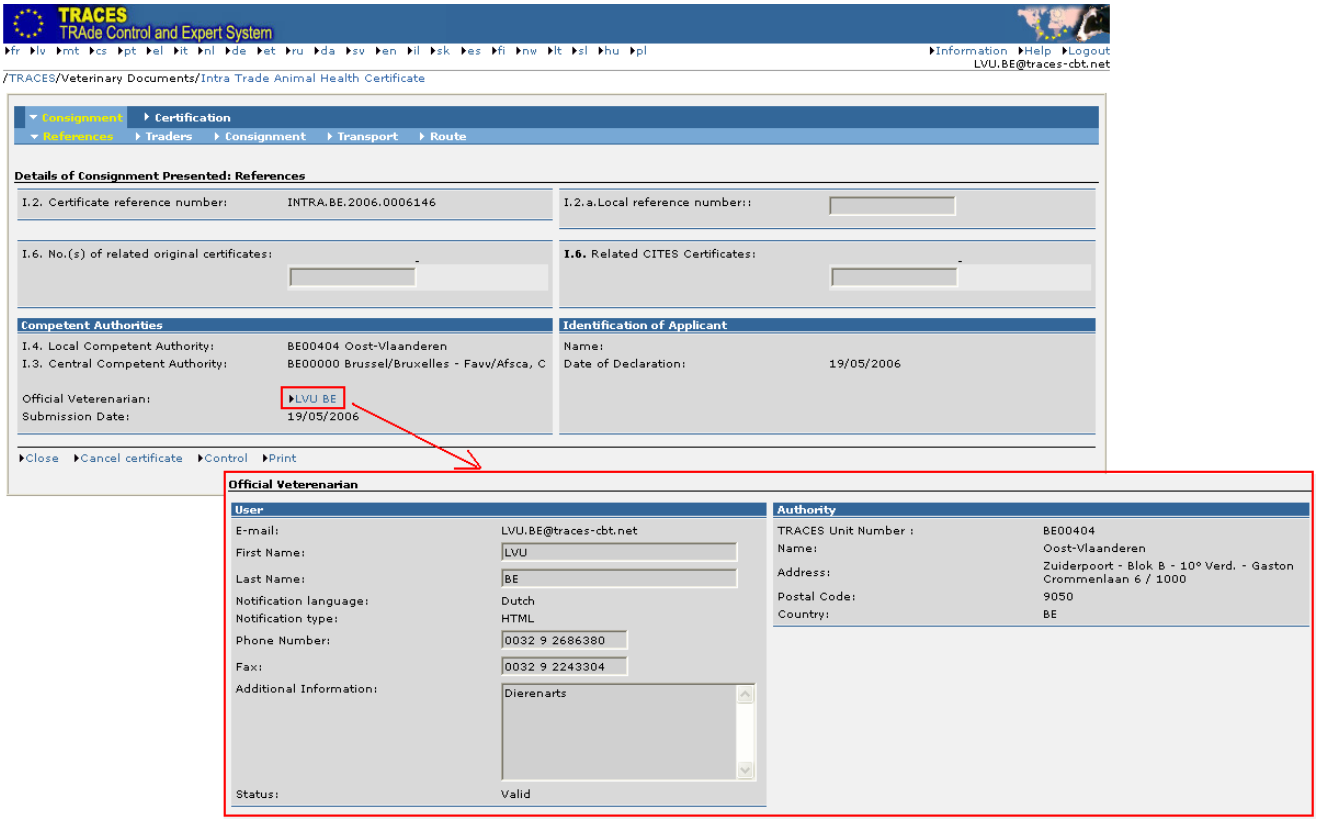
To retrieve or access certificates, you need to have the same authority in your own profile as the authority of the 'Place of origin', 'Place of destination' or 'Staging or transfer points' included in the certificate itself.
The postal code and city of the organisation mentioned in box I.12 'Place of origin' determine the competent authority that can validate the certificate.

If you can access a certificate which is not within your competence, you should contact your Member State Administrator.
The structure of TRACES is basically founded on the correct linking of competent authorities and their cities and postal codes. This means that when the city and postal code of an organisation are linked to an incorrect authority, you can gain access to the organisation (and its certificates) although it is actually not within your competence.
However, the MSADM can correct the linking of the competent authorities of his own country and their cities and postal codes by means of the document '*Cities_Authorities_Template_XX*', which is accessible on the Information website of TRACES (CIRCA) and is to be sent to the EU TRACES Team for modification. The website is available via the 'Information' button in the top right-hand corner of your window, when you have logged in to TRACES.

Remarks
* As you will see, the document 'Cities_Authorities_Template_XX' contains a column in which you can choose whether to 'delete' or 'modify' the data, according to the changes you consider necessary. Furthermore, in the Excel document you will find a second tab (called 'insert') in which you can introduce any new city that needs to be created.
* Please do not change anything regarding the number of columns or the column headers of the document 'Cities_Authorities_Template_XX'. If you should choose to delete a particular city, please specify which other existing city (which can be found in the current listing) this city can be replaced by. We need this information as we will need to re-assign any possible organisations linked to the city to be deleted to another (valid) city.
* This topic is related to the topic '*I cannot find/access or validate the IntraTrade certificate I created*'.

6. How can I get into contact with the competent authority for an IntraTrade certificate?

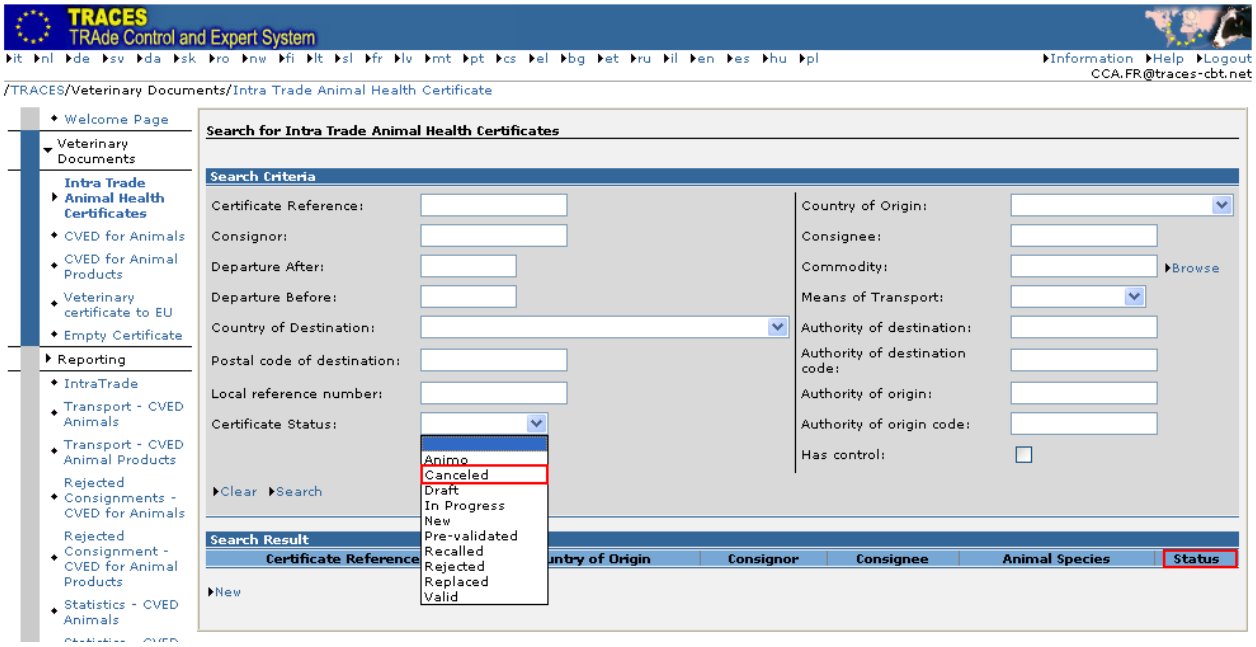
By accessing TRACES and opening the valid IntraTrade certificate in question, you can gain access to the contact details of the competent authority at the Place of Origin, by clicking on the name of the Official Veterinarian in the tab 'References', beneath box I.3. The name is actually a link.



7. How can I cancel a certificate?

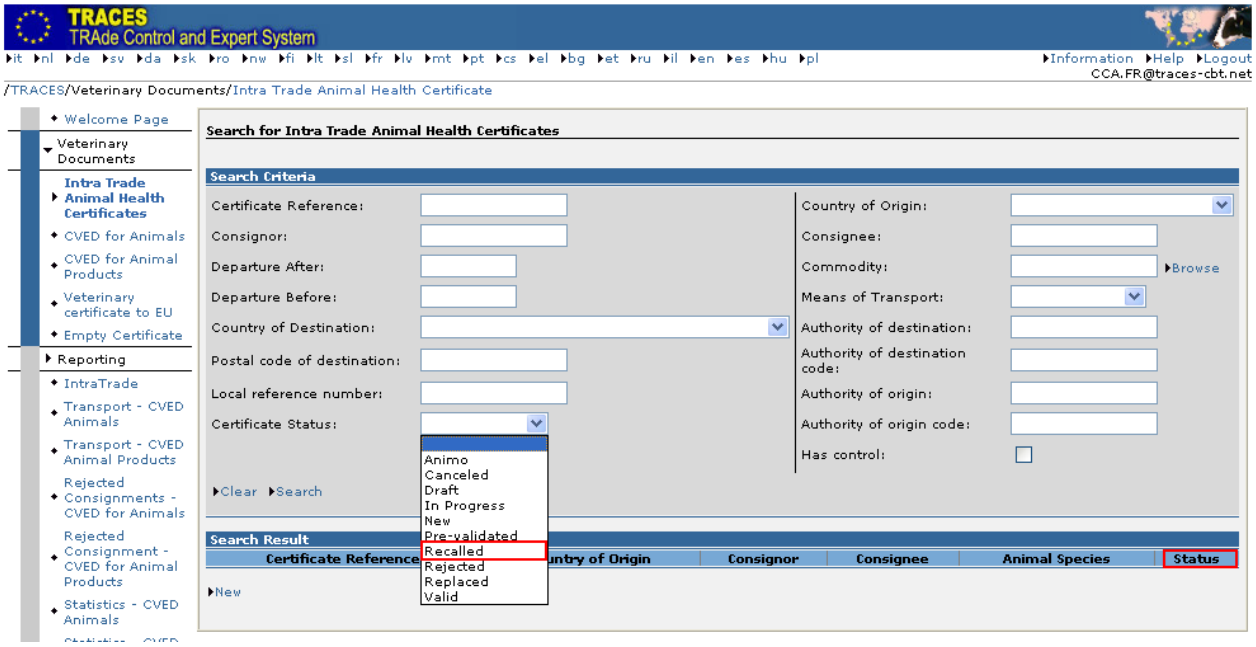
There are three possible situations where a certificate can be cancelled:
1/ The certificate currently has the status 'New' (Part I)
a/ The certificate has been created by a business user
The business and authority user can access the certificate and press the button 'Delete'. This way the certificate will no longer be accessible or visible in TRACES.
b/ The certificate has been created by a competent authority
The business and authority user can access the certificate but only the authority user has the option to 'Delete' the certificate. This way the certificate will no longer be accessible or visible in TRACES.

2/ The certificate currently has the status 'Valid' (Parts I and II)
Only the competent authority can access the certificate and press the button 'Cancel'. This way the certificate will be cancelled, but it will remain in the system with the status 'Cancelled' for traceability/statistical reasons.



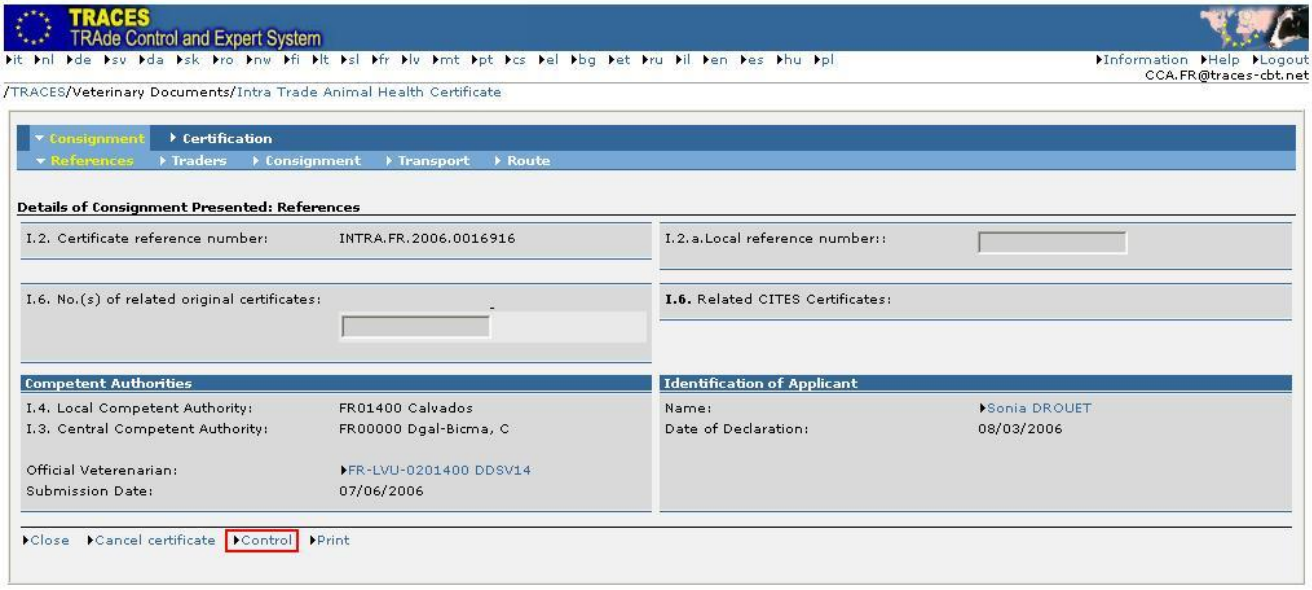
3/ The certificate currently has the status 'Rejected' (Parts I and II)

Only the competent authority can access the certificate and press the button 'Cancel'. However, this can only be done if a control (Part III) has not yet been attached to the certificate. This way the certificate will be recalled, but it will remain in the system with the status 'Recalled' for traceability/statistical reasons.



8. How can I add a control to a certificate?

As a competent authority you have the possibility to add one or more controls at destination or 'on the road' to a 'valid' certificate, via the button 'Control'.



This control can contain the following topics, depending on the type of the certificate:
* Documentary check
* Identity check
* Physical check
* Welfare check
* Laboratory tests carried out
* Specification of the infringements
* Follow up/actions
* etc.

Remarks
* When a control is added to the certificate, an automatic e-mail is sent, informing the persons interested in the consignment, namely: the LVU of origin, BIP of origin, CCA of origin, and CCA of destination.
* You can only add controls if you are an authority linked to an organisation mentioned in the certificate.

9. How can I print out a certificate?

In order to print out a certificate you only need to have installed:
As hardware
* a printer
As software
* a (*current*) version of Adobe Acrobat Reader.
In order to download the latest official and free version of Adobe Acrobat Reader, please click the URL http://www.adobe.com/products/acrobat/readstep2.html.

In order to avoid any confusion regarding the environment chosen and the current status of the certificate, diagonal printing labels will be printed out on the certificates, as from the next versions, in the following cases:
Production environment
1/Draft: DRAFT
2/New: no diagonal printing label
3/Save in Progress: SAVE IN PROGRESS
4/Valid: ORIGINAL
5/Rejected: REJECTED
6/Cancelled: CANCELLED
Please note that 'controlled' is not considered here as a 'status'.
Training environment

All statuses (*Draft, New, Save in Progress, Valid, Rejected, Cancelled*) already show TRAINING as a label, to avoid any confusion with the Production environment.

Remarks
* You can print out empty certificates by going to the section 'Veterinary Documents' > 'Empty Certificate'.
* If you are experiencing printing problems, please visit the topic '*Printing problems: I cannot print my certificate(s). What should I do?*'

10. I cannot find/access or validate the IntraTrade certificate I created

To retrieve or access certificates, you need to have the same authority in your own profile as the authority of the 'Place of origin', 'Place of destination', 'Staging or transfer points' or RCA/CCA included in the certificate itself.
This means that you can introduce the consignment on behalf of, for example, an exporter, but you will not be able to have a look at the newly created certificate (Part I), either to validate or to check the certificate (Parts II and III), if you are not the competent authority at the 'Place of origin'.
The postal code and city of the organisation mentioned in box I.12 'Place of origin' determine the competent authority that can validate the certificate.
The Security Exception error '*Cert-900 security exception: you do not have the right to perform the requested operation*' can explain why TRACES has behaved correctly.

Overview
View an IntraTrade certificate: LVU: The Local Veterinary Units will be able to see the certificates where they appear as:
o LVU of origin;
o LVU of destination;
o LVU of staging or transfer points.
Validate an IntraTrade certificate: LVU: The LVU of the place of origin is the only competent authority that has the ability to validate the certificate.
1/ Once the competent authority validates the certificate (declares the certificate as 'Acceptable'), the following actors are notified:
o CCA: the CCA of the place of origin, the CCA of each crossed country and the CCA of destination are notified of the consignment.
o LVU: the Local Veterinary Unit of the destination is notified of the arrival of the consignment.
o Staging Points: the responsible LVU of each staging point is notified of the consignment going past.
o EO: the Economic Operator who requested the certification is notified once the certificate has been validated.
2/ Once the competent authority rejects the certificate, the following actors are notified:
o EO: the Economic Operator who initiated the certificate is notified.
o LVU: the responsible LVU is also notified when the Official Private Veterinarian or the Approved Veterinarian rejects the certificate.

Please note that the organisation mentioned in box I.12 can be linked to an incorrect authority.
The structure of TRACES is basically founded on the correct linking of competent authorities and their cities and postal codes. This means that when the city and postal code of an organisation are linked to an incorrect authority, you can gain access to the organisation (and its certificates) although it is actually not within your competence.
However, the MSADM can correct the linking of competent authorities of his own country and their cities and postal codes by means of the document 'Cities_Authorities_Template_XX', which is accessible on the Information website of TRACES (CIRCA) and is to be sent to the EU TRACES Team for modification. The website is available via the 'Information' button in the top right-hand corner of your window, when you have logged in to TRACES.

Remarks
* As you will see, the document 'Cities_Authorities_Template_XX' contains a column in which you can choose whether to 'delete' or 'modify' the data, according to the changes you consider necessary. Furthermore, in the Excel document you will find a second tab (called 'insert') in which you can introduce any new city that needs to be created.

* Please do not change anything regarding the number of columns or the column headers of the document 'Cities_Authorities_Template_XX'. If you should choose to delete a particular city, please specify which other existing city (which can be found in the current listing) this city can be replaced by. We need this information as we will need to re-assign any possible organisations linked to the city to be deleted to another (valid) city.
* This topic is related to the topic '*I can access a certificate which is not within my competence. What should I do?*'.

11. How do I proceed as an EU user when products are transiting or being transhipped from a third country to another third country?

TRACES does not allow you to register in some boxes of a CVEDP a person located in a third country. To avoid introducing any corrupted information as the residence of that person in the EU, you are reminded that, when products are transiting or being transhipped from a third country to another third country, you must not introduce information in the following boxes: box 3 'Consignee', box 5 'Importer' and box 8 'Delivery address'. These three boxes must be left blank and no error message will be generated if you put a cross in box 18 'For transit to third country' or box 17 'Transhipment to', inserting the name of a third country.

Overview
In the tab 'Traders' of Part I:
* Box 3 'Consignee' must remain empty, as it concerns a trader outside the European Union.
* Box 5 'Importer' must remain empty, as it concerns a trader outside the European Union.
* Box 8 'Delivery address' must remain empty.

12. How do I proceed as an EU user when goods are being re-imported (CVEDP)?

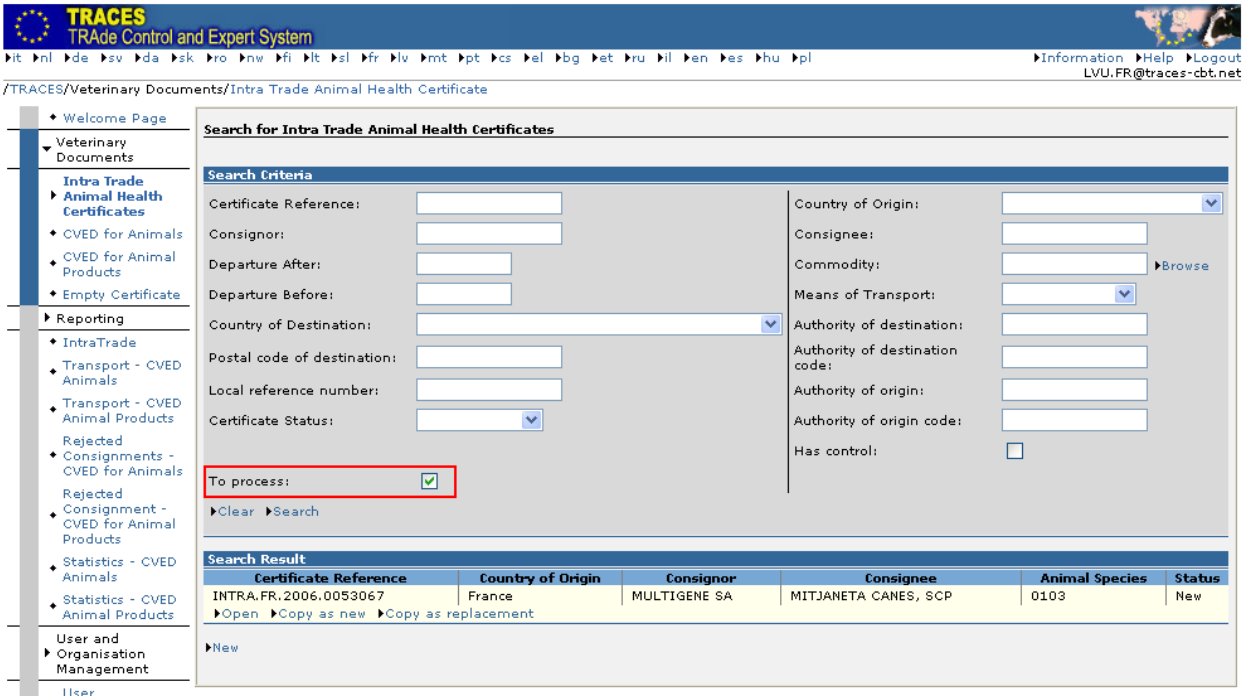
Where goods are being re-imported into the European Union (CVEDP), boxes 6 'Country of origin' and 10 'Veterinary Documents' (*in the tab:* '*Consignment*' > '*Commodity*'): 'Name' and 'Veterinary Approval number' must not be filled in if you check box 20 “For Re-Import” in the tab: 'Consignment' > 'Purpose'.

Overview
In the tab 'Commodity' of Part I:
* Box 6 'Country of origin' must remain empty (you can clear it if necessary).
* In box 10 'Veterinary document', the country code, name and veterinary approval number must remain empty.

Remarks
If you fill in the mandatory box 7 'Country from where consigned', you will see that box 6 'Country of origin' is automatically filled in. You have to delete this information.

13. What does 'To process' in the research criteria mean?

This button is only available for authority users *(CCA excluded)* and helps them to quickly identify all certificates that still need to be processed. This means that, as a competent authority, you will retrieve all certificates with the status 'Draft', 'New' and 'In progress', in order to 'Validate' or 'Reject' these certificates as appropriate.



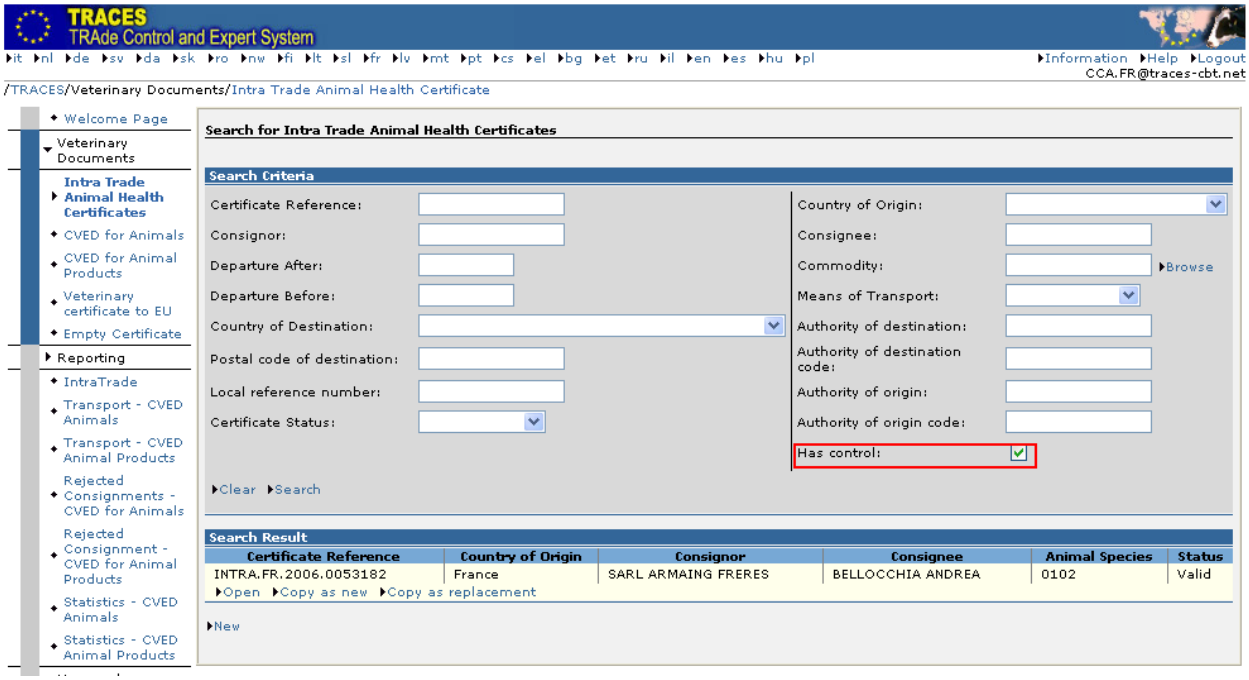
Remarks

* The 'To process' button will only work if there are still certificates in the system that need to be validated or rejected, as appropriate, by your authority. If there are no such certificates in the system, because your colleague authority users have already performed the necessary actions regarding Part II, you will obtain no results in your research screen.
* If a certificate with 'Draft' status has been created by an authority user, only colleague authority users, linked to the same authority, will be able to see, access and modify Part I (Certification) (*and Part II: Validation*) of that certificate.

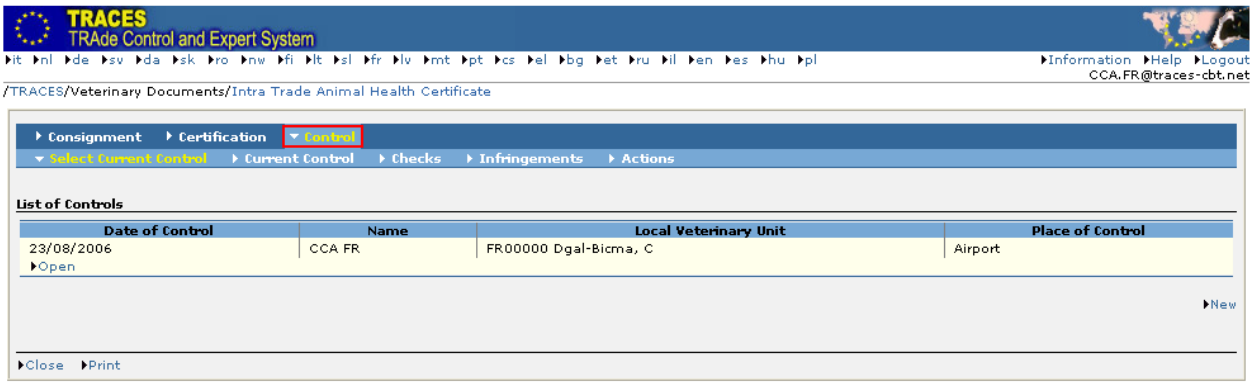
However, if a certificate with 'Draft' status has been created by a business user, only colleague business users, linked to the same organisation, will be able to see, access and modify Part I (Certification) of that certificate.

14. What does 'Has control' in the research criteria mean?

This button is only available for authority users and helps them to quickly identify all '*Valid*' certificates to which at least one control (Part III) has been added.



This means that, as a competent authority, you will retrieve all certificates with 'Valid' status and at least one Part III completed.



Remarks

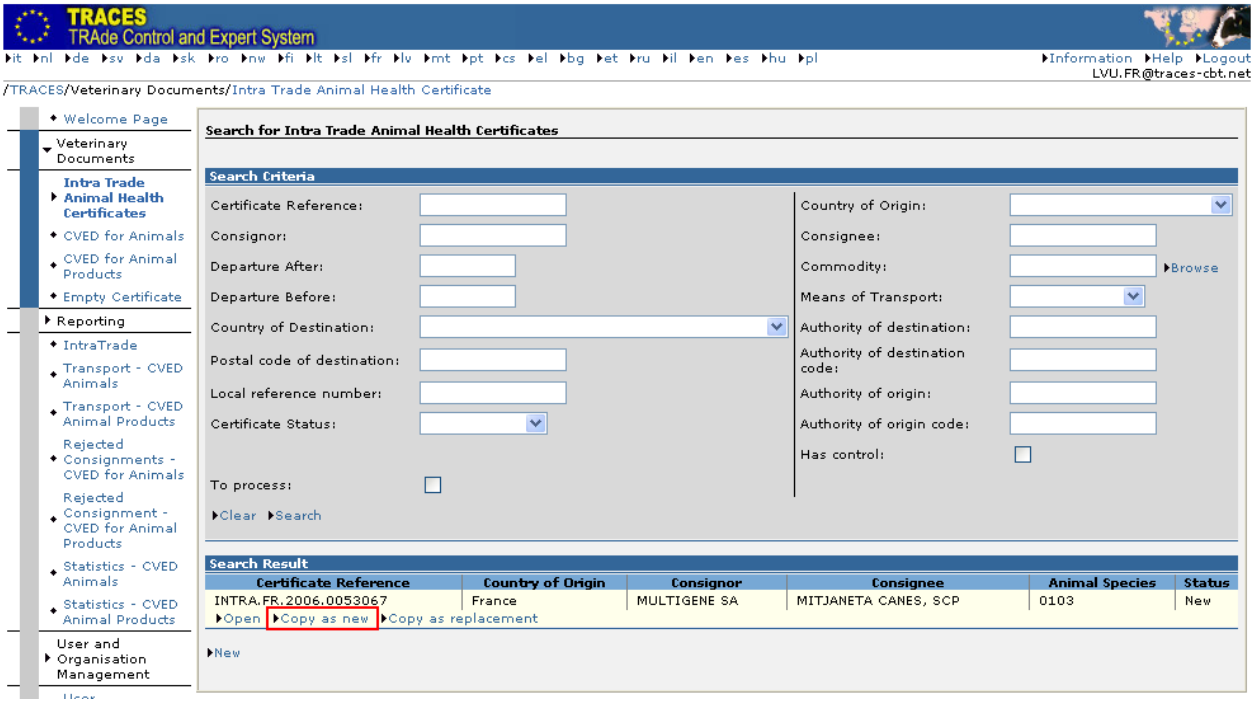
* As a competent authority you are authorised to add multiple Part III controls (*en route, at destination, etc.)* to a certificate.
* As a competent authority you can activate (*or de-activate*) the reception of automatic notification messages from TRACES, for controlled consignments, via the 'User and Organisation Management' > 'Modify User Profile' section. This way, you will be notified as soon as a control has been added to a certificate. For more general information about the reception of notification messages, please visit the topics:
- '*How can I limit the number of notification messages I receive in my mailbox?*';
- '*I no longer seem to receive notification e-mails. How is this possible?*'.

15. What does 'Copy as new' beneath an existing certificate mean?

As a business user or as a competent authority you can search for already existing certificates in TRACES. If you have found *at least one* certificate in TRACES, and you are authorised to create certificates of that type (*IntraTrade, CVEDA/CVEDP, Import, etc.),* you will notice that the button '*Copy as new*' will become visible under the certificate(s) displayed in the research screen.

If you are not authorised to create certificates of the type concerned, you will only see the '*Open*' button beneath the displayed certificate(s).
By clicking the '*Copy as new*' button, you will in fact create a new certificate, while incorporating/transferring some of the original information automatically into the certificate you are about to create. No information on the existing/original certificate is modified; you create a totally new certificate.

The main purpose of this feature is to gain time, to enable you to create a new certificate even more quickly by using the information from a similar certificate.

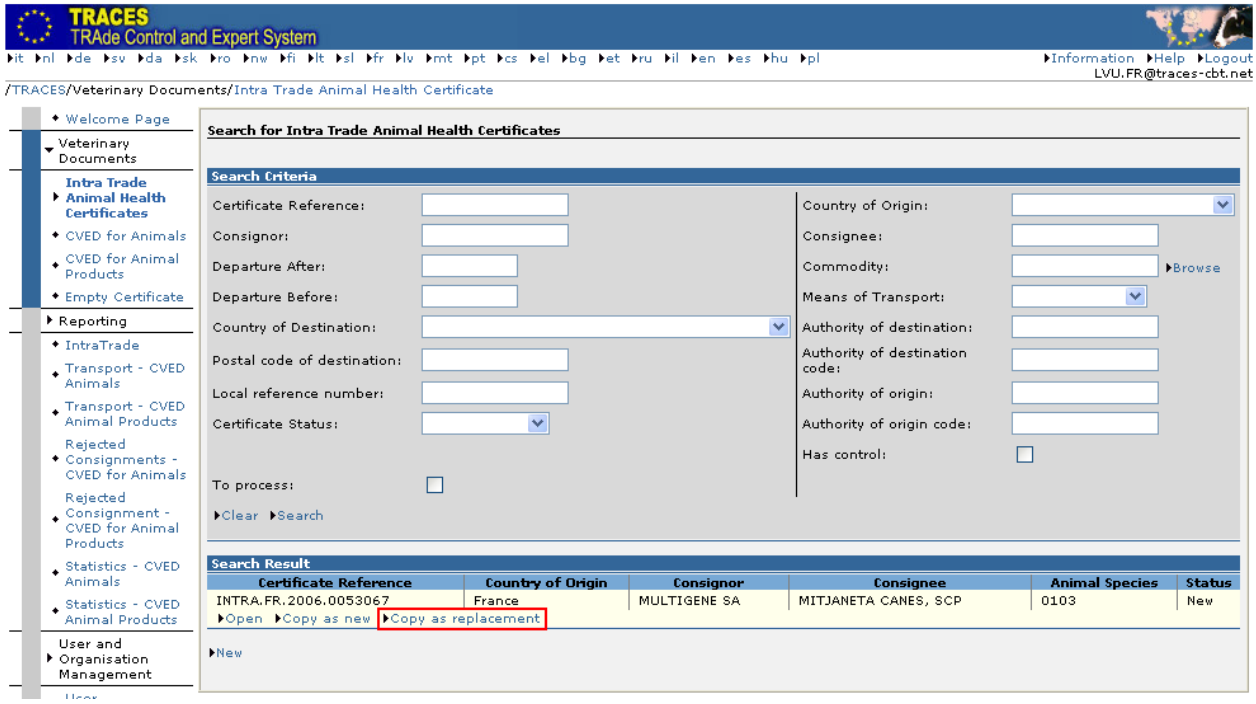


Remarks
* Regarding the information copied over:
    * The CN code will need to be reselected for the new certificate.
    * No information entered in free text boxes in the original certificate will be copied.
    * Depending on the CN selected, the information inserted into the boxes of the existing, original certificate will be copied/transferred automatically into the new certificate.
* If you have access to a certificate which is not within your competence, you can find more information in the topic: '*I can access a certificate which is not within my competence. What should I do?*'.
* For more information on the '*Copy as replacement*' button, please refer to the topic '*What does "Copy as replacement" beneath an existing certificate mean?*'.

16. What does 'Copy as replacement' beneath an existing certificate mean?

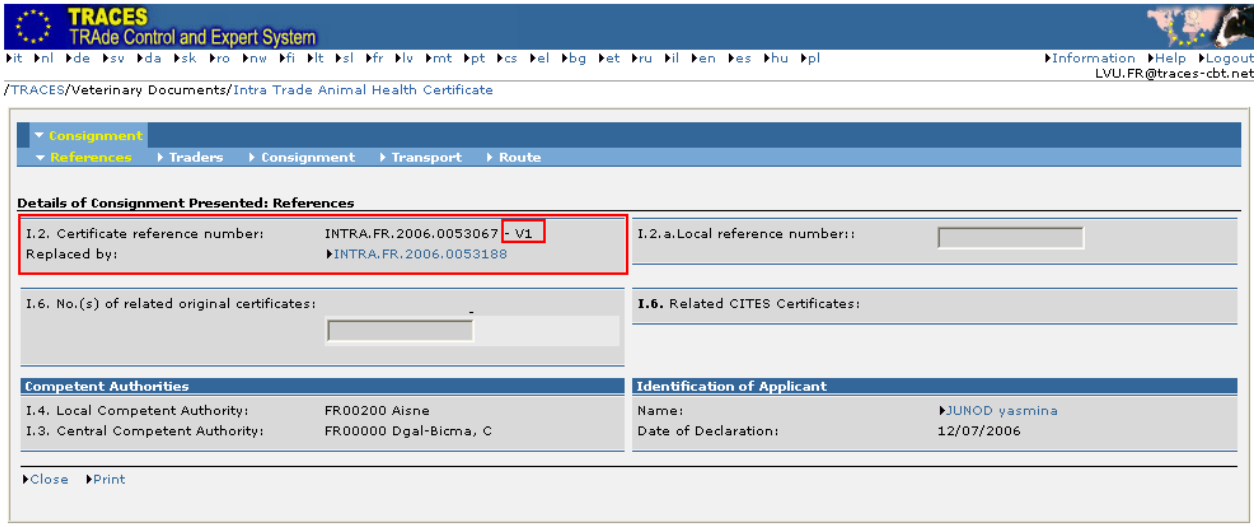
As a competent authority you can search for already existing certificates in TRACES. If you have found *at least one* new or valid certificate in TRACES, and you are authorised to create certificates of that type (*IntraTrade, CVEDA/CVEDP, Import, etc.*), you will notice that, only as a competent authority, the '*Copy as replacement*' button will become visible under the certificate(s) displayed in the research screen.
If you are not authorised to create certificates of the type concerned, you will only see the '*Open*' button beneath the displayed certificate(s).
By clicking the '*Copy as replacement*' button, you will in fact replace the existing/original certificate by a new one, while incorporating/transferring some of the original information automatically into the certificate you are about to re-create. The existing/original certificate will take on the status 'Replaced' and will contain the Reference number of the 'Replacing' certificate (*for more information: see* '*Remarks*').

The main purpose of this option is to gain time, to enable you to cancel and replace quickly the existing/original certificate, while using the already encoded information in the new certificate.

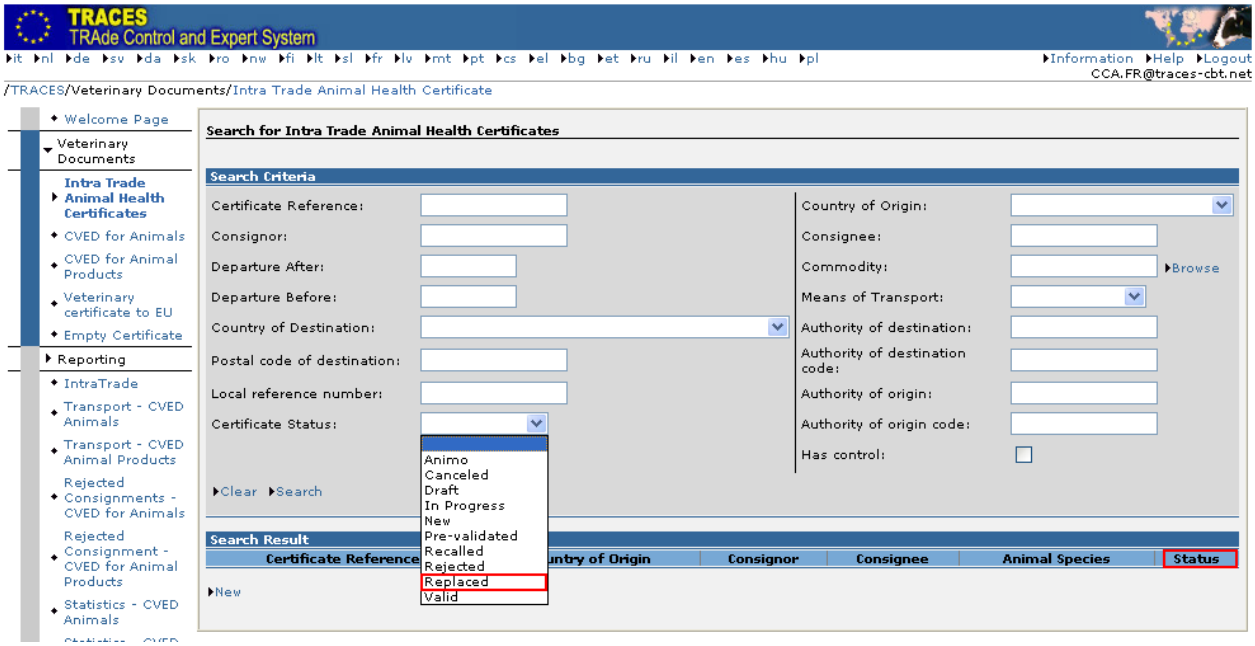


Remarks

* Regarding the information copied over:
    * The CN code is automatically re-selected in the new certificate.
    * It is not possible to modify all the existing information in the new certificate.
    * Depending on the CN selected, the information inserted in the boxes of the existing, original certificate will be copied/transferred automatically into the new certificate.
* In box I.2 of the 'replaced' and 'replacing' (*new*) certificate, the TRACES certificate reference number of both certificates will be shown. In order to keep track of the number of replacements, the 'version' of the replacement is added. If there has been, for example, one replacement, you will see the number of the new certificate followed by '- *V1*'.



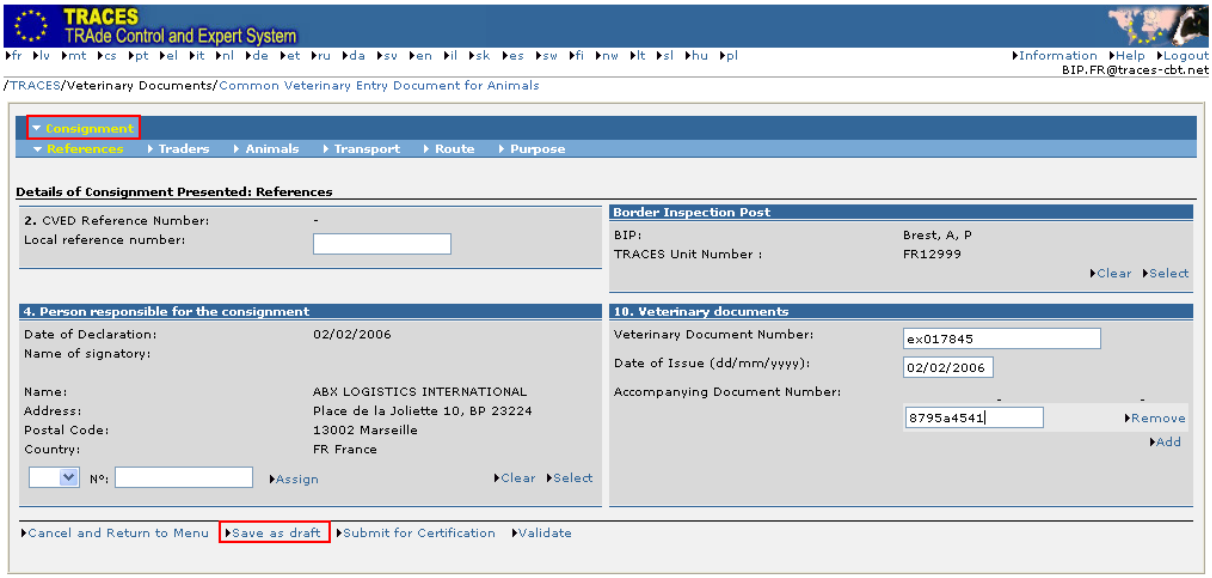
* The 'replaced', original certificate will take on the status '*Replaced*'. Such a certificate can no longer be replaced, nor can any more information (Part II or III) be added to or modified in it. The only buttons still available are '*Copy as new*', '*Open*' or '*Print*'.



* Even a rejected certificate can be '*copied as replacement*' to create a new certificate.
* A business user does not have the authority to make a '*Copy as replacement*'. Such a user has the option to modify Part I or even cancel (*delete*) 'Draft' or 'New' certificates for which his organisation is included in the certificate. Please visit the topic '*How can I cancel a certificate?*' for more information.
* If you have access to a certificate which is not within your competence, you can find more information in the topic: '*I can access a certificate which is not within my competence. What should I do?*'.
* For more information on the '*Copy as new*' button, please refer to the topic *'What does "Copy as new" beneath an existing certificate mean?*'.

17. What does 'Save as Draft' in a certificate mean?

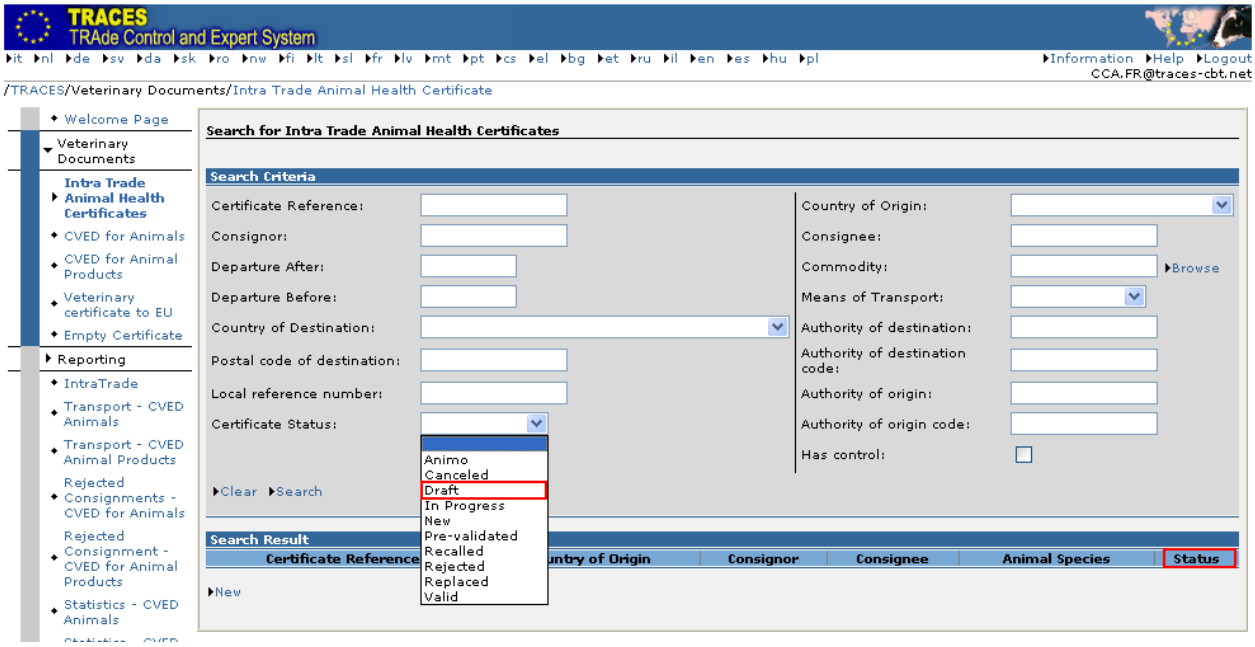
The 'Save as Draft' option is an intermediate stage for Part I (Certification) of a certificate. This also means that the 'Save as Draft' button is available for both business and authority users of TRACES.



All types of certificates (*IntraTrade, CVEDA/CVEDP and Import*) can now be saved with a minimum of (*incomplete*) information in Part I; any further details can be filled in later on. However, some essential information remains mandatory in order to enable the certificate to be shown and searched for properly in the search screen for certificates.

Remarks

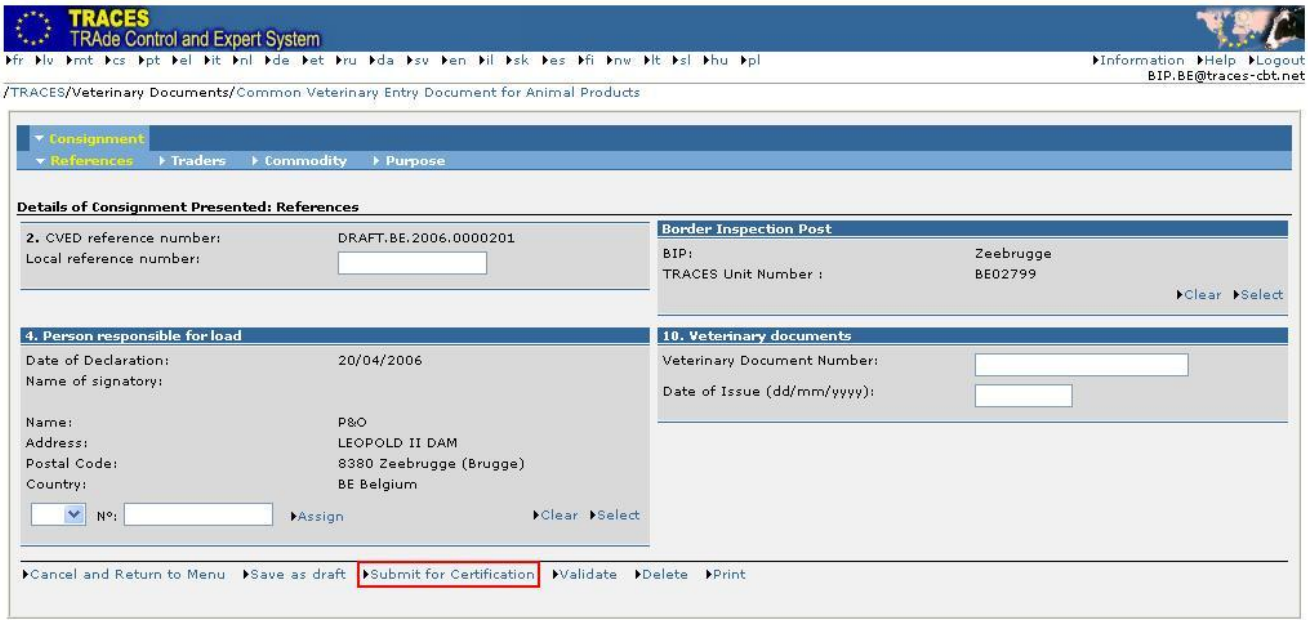
* A minimum of data still needs to be filled in, to allow display in the search list of certificates.
* If the '*Save as Draft*' button is used, the certificate will take on 'Draft' status.



* If a certificate with 'Draft' status has been created by a business user, only colleague business users linked to the same organisation, and their authority users (LVU/BIP/CCA – super users), will be able to see, access and modify Part I (Certification) *(as from Version 3).*
* If a certificate with 'Draft' status has been created by an authority user (LVU/BIP/CCA), only colleague authority users linked to the same authority (and if applicable their authority user, CCA), will be able to see, access and modify Part I (Certification) *(as from Version 3).*
* No notification message is sent to the competent authority to inform it of a 'Draft' certificate.

18. What does 'Submit for certification' in a certificate mean?

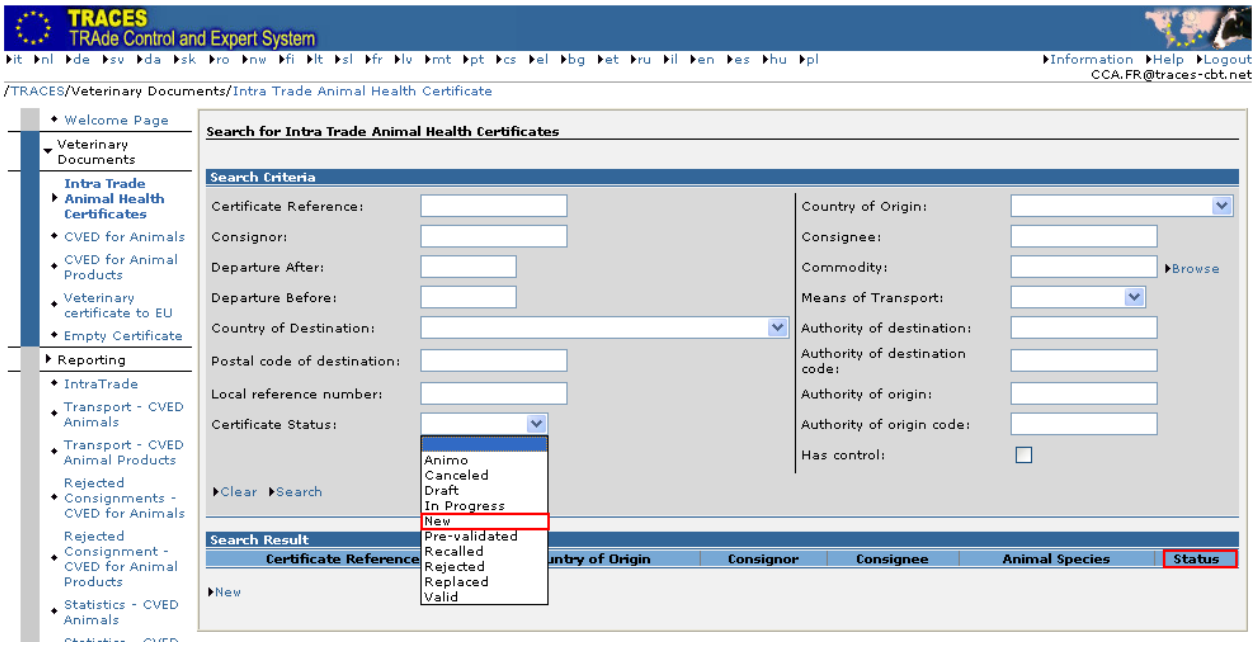
The 'Submit for certification' option is the last stage for Part I (Certification) of a certificate. This also means that the 'Submit for certification' button is available for both business and authority users of TRACES.



All types of certificates (IntraTrade, CVEDA/CVEDP and Import) must be saved with the complete information regarding the details of the consignment before they can be fully validated or rejected, as appropriate, by the competent authority (see: '*What does "Validate" mean?*').

Remarks

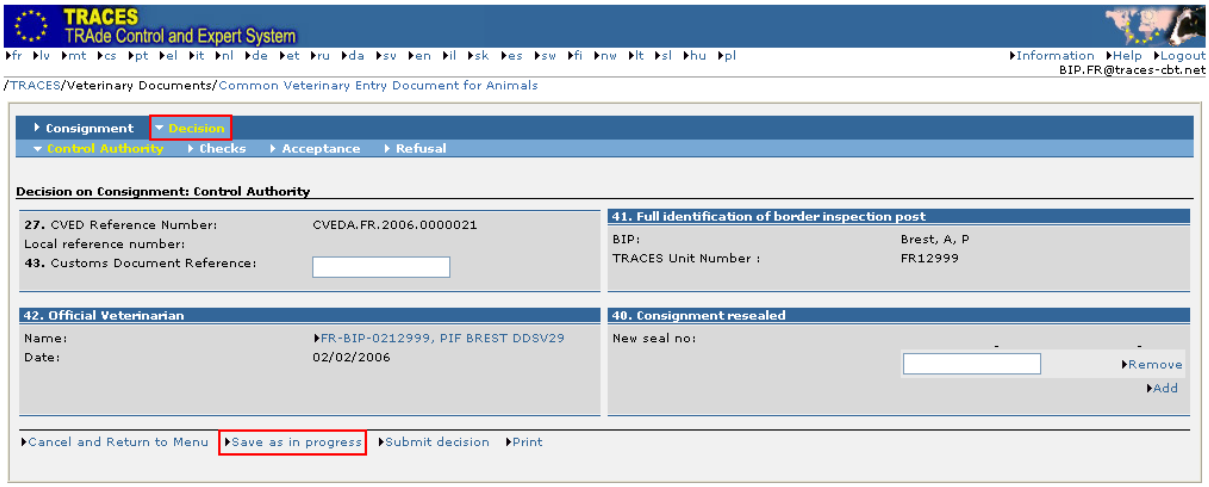
* If the '*Submit for certification*' button is used, the certificate will take on 'New' status.



* If a certificate with 'New' status has been created by a business user, only business users of the organisations included in the certificate, and competent authority users assigned to the certificate, will be able to see, access and modify Part I (Certification).
* If a certificate with 'New' status has been created by an authority user, only colleague business users of the organisations included in the certificate, and competent authority users assigned to the certificate, will be able to see and access the certificate. However, only the competent authority users assigned to the certificate will also be able to modify Part I (Certification) of the 'New' certificate.
* If an authority user doesn't have the competence to validate the consignment, and tries to access the certificate, he will receive a 'security exception message' in TRACES of the following type: '*Validation can only be performed by the authority in charge of the certificate*'.
* A notification message will be sent to the competent authority assigned to the certificate, to inform it of a 'New' certificate and invite it to validate or reject the certificate as appropriate.

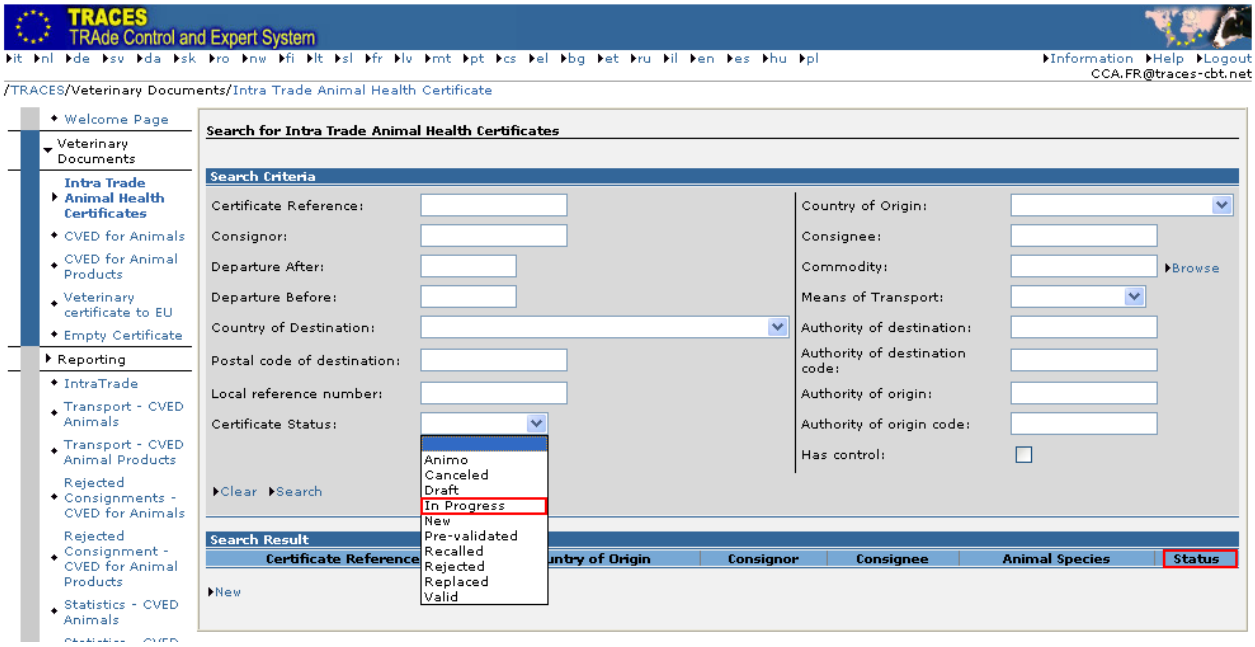
19. What does 'Save as in Progress' in a certificate mean?

The 'Save as in Progress' option is an intermediate stage for Part II (Decision) of a certificate.
This means that the 'Save as in progress' button is only available for authority users of TRACES.



All types of certificates (INTRA, CVEDA/CVEDP and Import) can now be saved with a minimum of (incomplete) information in Part II, in order to allow documentary, physical or laboratory checks to be split up and each one to be saved at different times while respecting the logical sequence. This enables, for example, competent authorities to insert information regarding documentary checks already and to insert the results of laboratory tests later on.
In addition, it is now possible to reject goods following an unsatisfactory documentary check without having to complete the identity and physical checks.

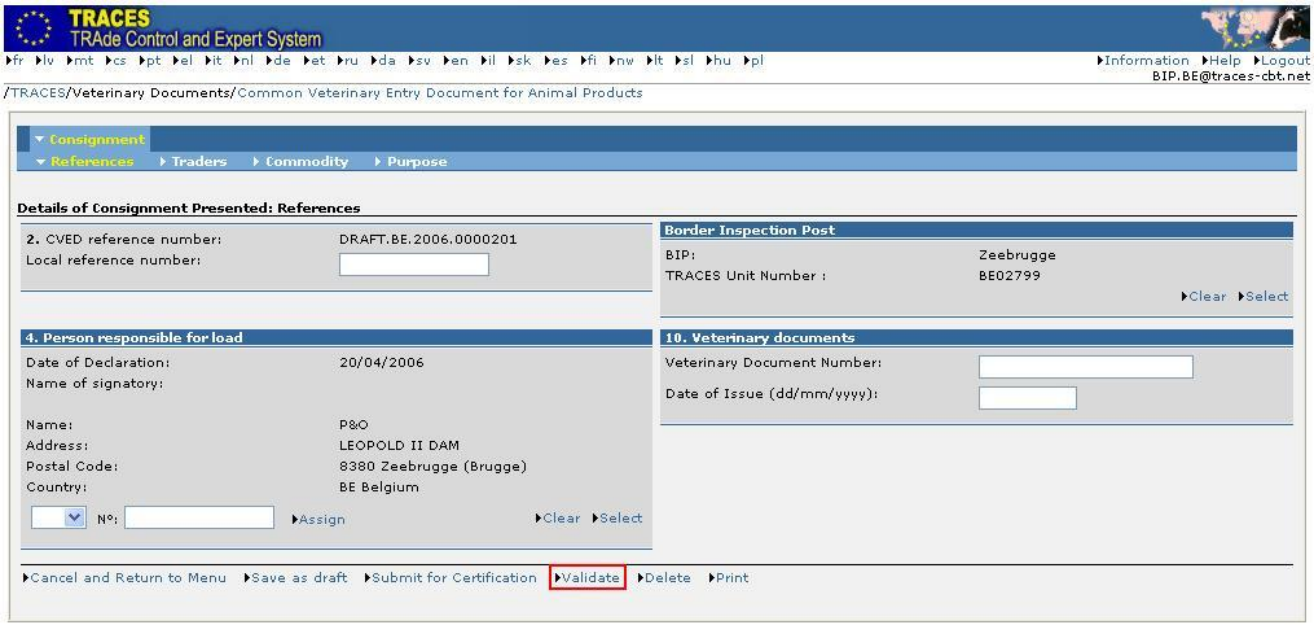
Remarks
* A minimum of data still needs to be filled in to allow display in the list of certificates.
* If the '*Save as in Progress*' button is used, the certificate will take on 'In progress' status.



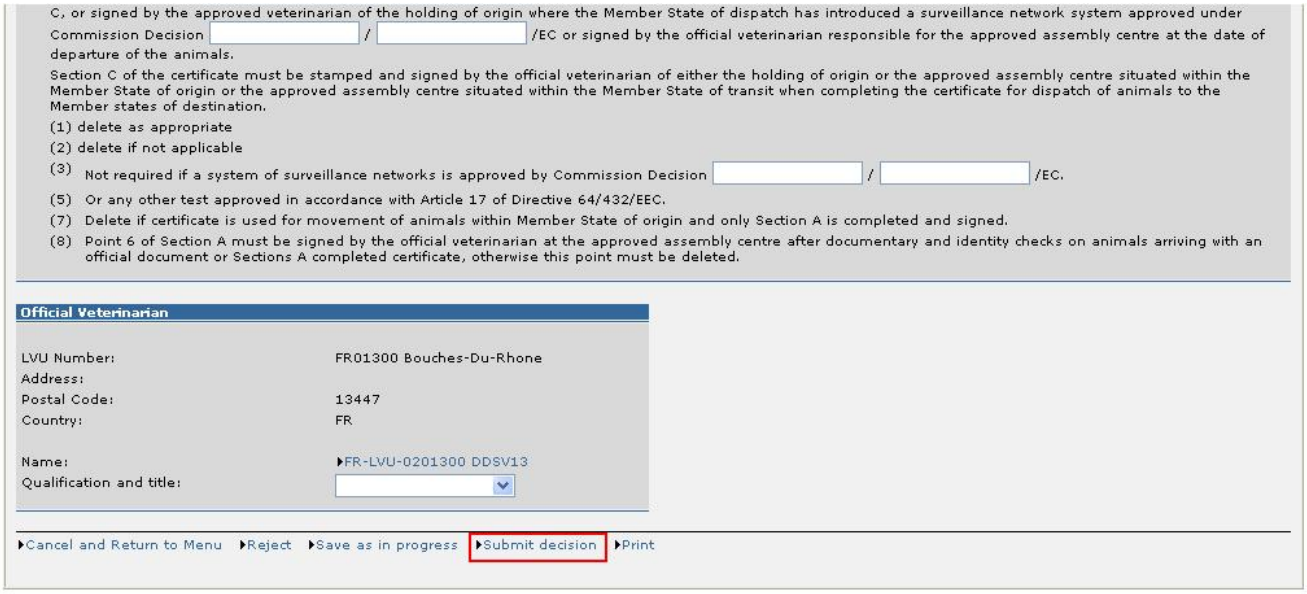
* If a certificate with 'In progress' status has been created, colleague competent authorities, assigned to the certificate, will be able to see, access, add and modify information in Parts I (Certification) and II (Decision) of the certificate.
* No notification message is sent to the colleague competent authorities assigned to the certificate informing them about an 'In Progress' certificate.

20. What do 'Validate' or 'Submit Decision' in a certificate mean?

The 'Validate' and 'Submit Decision' options are the last stage for Part II (Decision) of a certificate. This means that the 'Validate' or 'Submit Decision' button is only available for authority users of TRACES.
For your information:
+ The 'Validate' button appears on the screen when you are creating from scratch a totally new certificate while logged in as a competent authority.



+ The 'Submit Decision' button appears on the screen when accessing Part I of an already existing certificate to be validated while logged in as a competent authority.

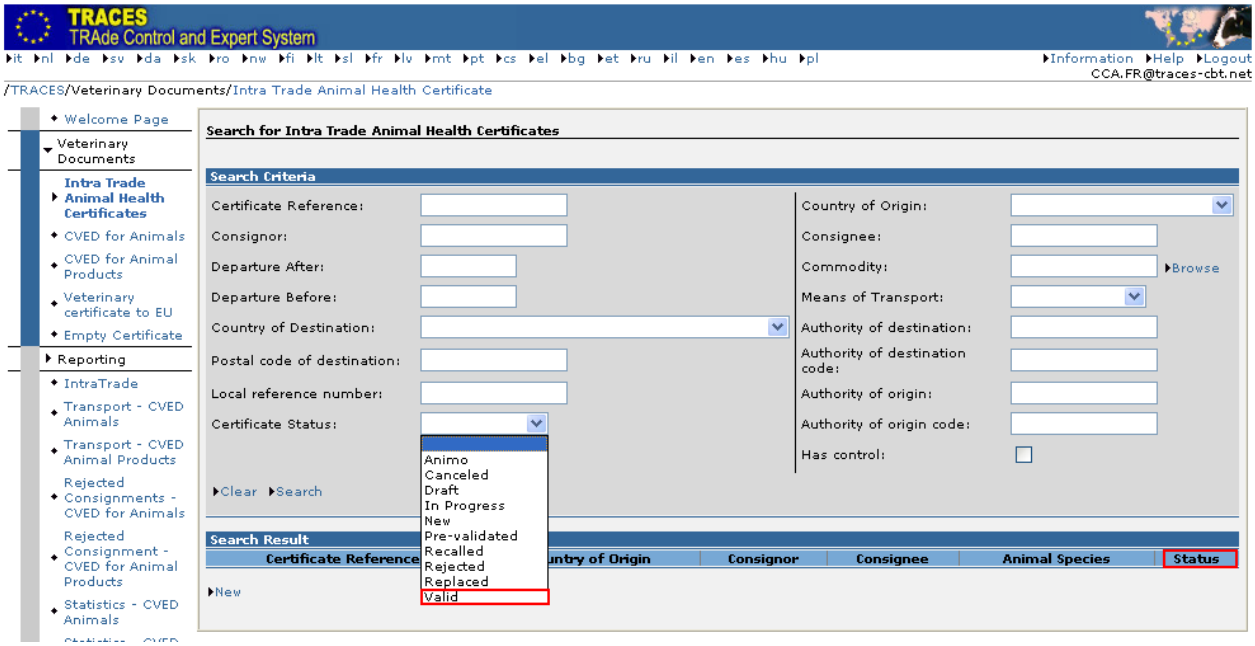


All types of certificates (IntraTrade, CVEDA/CVEDP and Import) must be saved with the complete information regarding Part II of the certificate (*including checks*) before the consignment can be sent to its destination.

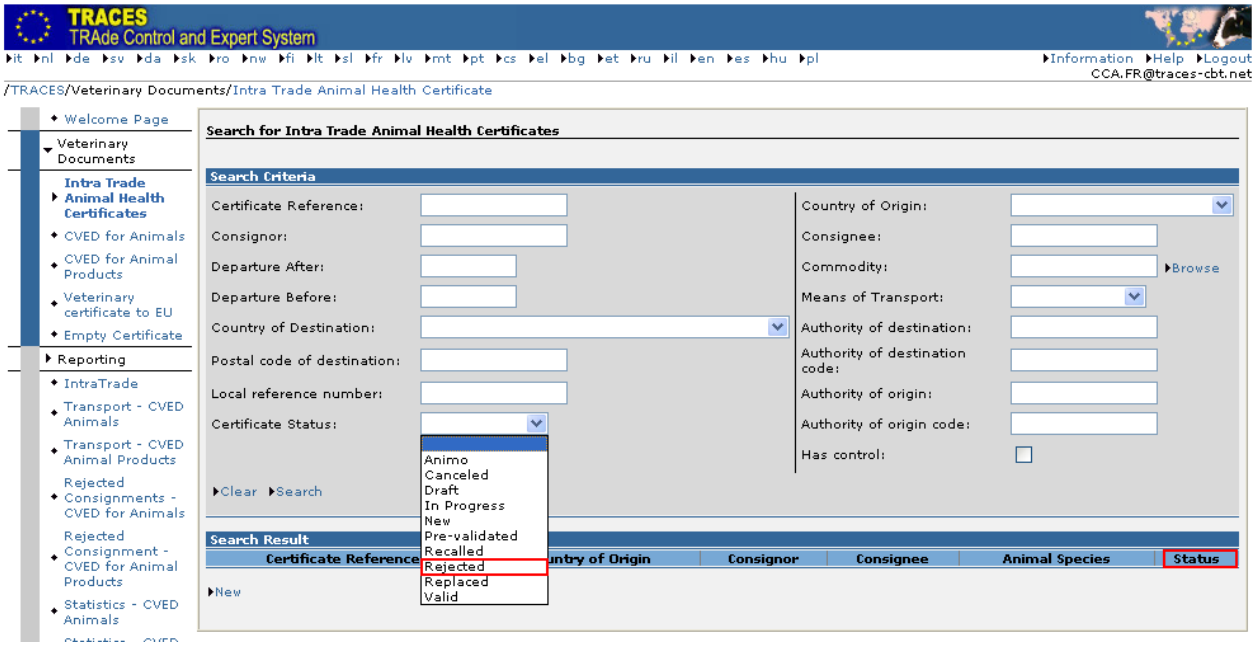
Remarks

* If the '*Validate'* or '*Submit decision*' button is used, the certificate will take on 'Valid' or 'Rejected' status, according to the decision taken by the competent authority.

'Valid':



…or 'Rejected':



* If a certificate with 'Valid' or 'Rejected' status has been created, all competent authorities assigned to the certificate, and the business users whose organisation has been included in the certificate, will be able to see and access Parts I (Certification) and II (Decision) of the 'Valid' or 'Rejected' certificate.
* A notification message is sent to the colleague competent authorities and the business users whose organisation has been included in the certificate, informing them about this 'Valid' or 'Rejected' certificate.

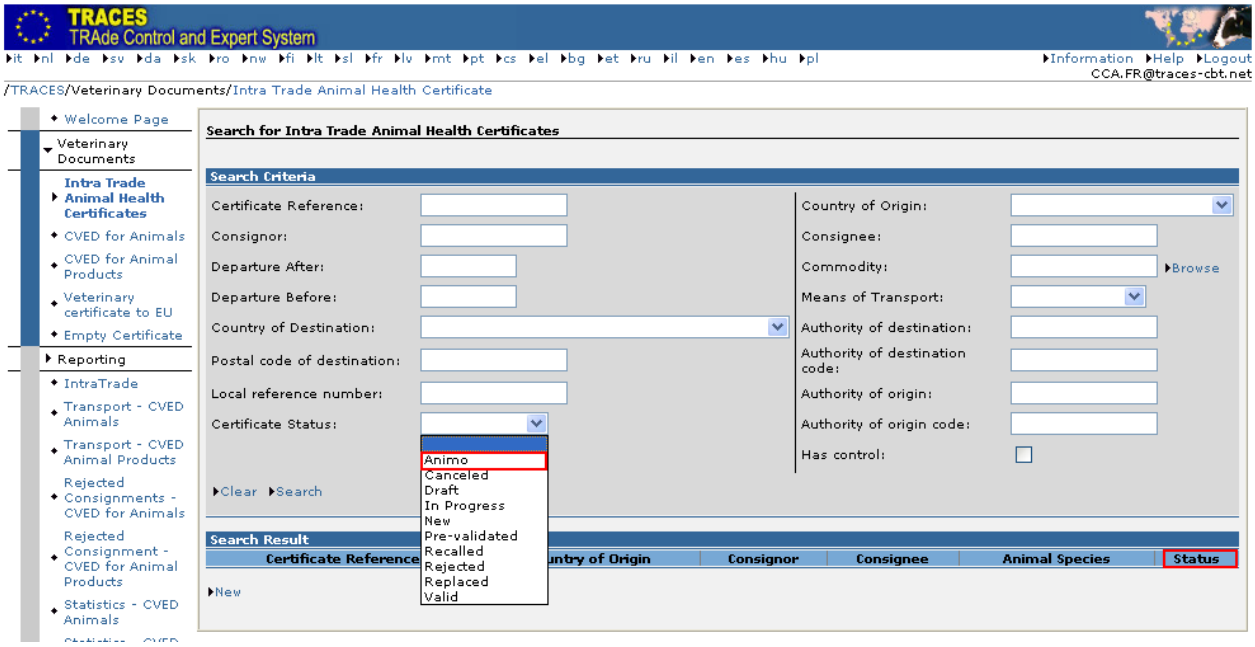
21. What does 'Animo' status mean?

Although 'Animo' status is no longer used in TRACES, it is highly likely that for statistical information on 2004 you will find certificates with such a status. This status was used in the transitional period during the first year of operation of TRACES, to indicate which certificates were imported from the information network ANIMO into TRACES.

Background information
Before 2004, an information network called ANIMO was used by the Member States, the countries of the EEA (*Norway, Iceland*), Andorra, San Marino, some candidate countries (*Slovenia, Malta, Cyprus*) and Switzerland, to trace and monitor the exchange of information for Intra-Community trade in animals and animal products. However, as from 1 April 2004, TRACES has taken over the task of ANIMO, as there was an urgent need to reconsider the approach of the ANIMO network and to implement additional functionalities required by the Member States.

Today, DG SANCO has developed a system that takes into consideration any additional required functionality and integrates data coming from both:
* ANIMO: **ANI**mal **MO**vement system, and
* SHIFT: **S**ystem to assist with the **H**ealth controls of **I**mports of items of veterinary concern at **F**rontier inspection posts from **T**hird Countries.

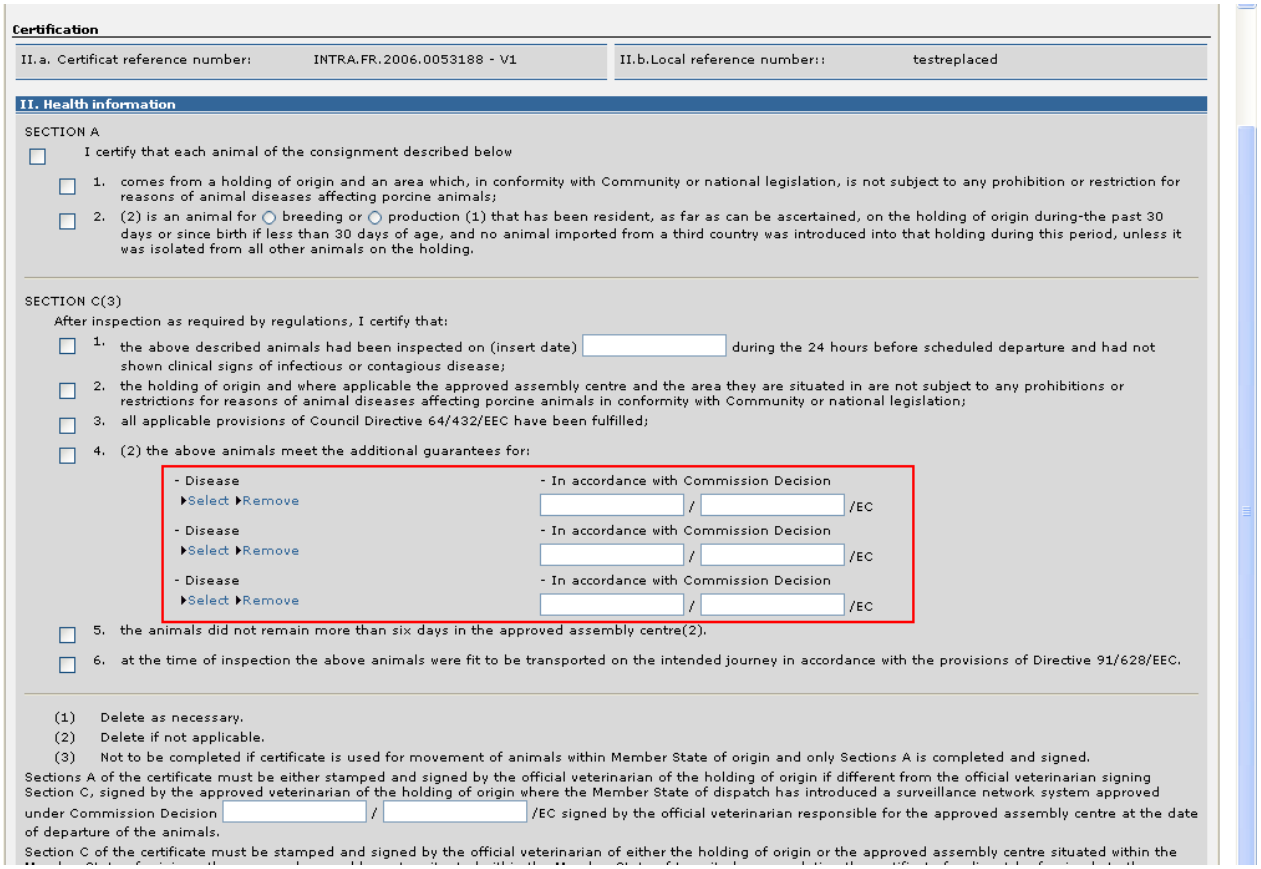
Remarks
* As the nomenclature (CN code) does not fully correspond between ANIMO and TRACES, please refer to the overview of the codes by clicking the title 'FAQ-CodificationANIMOTRACESCorrespondanceRev2.xls' on the TRACES information website (click link).
Please visit the topic '*I cannot find the correct CN Code for my certificate. What should I do?*', for more information.



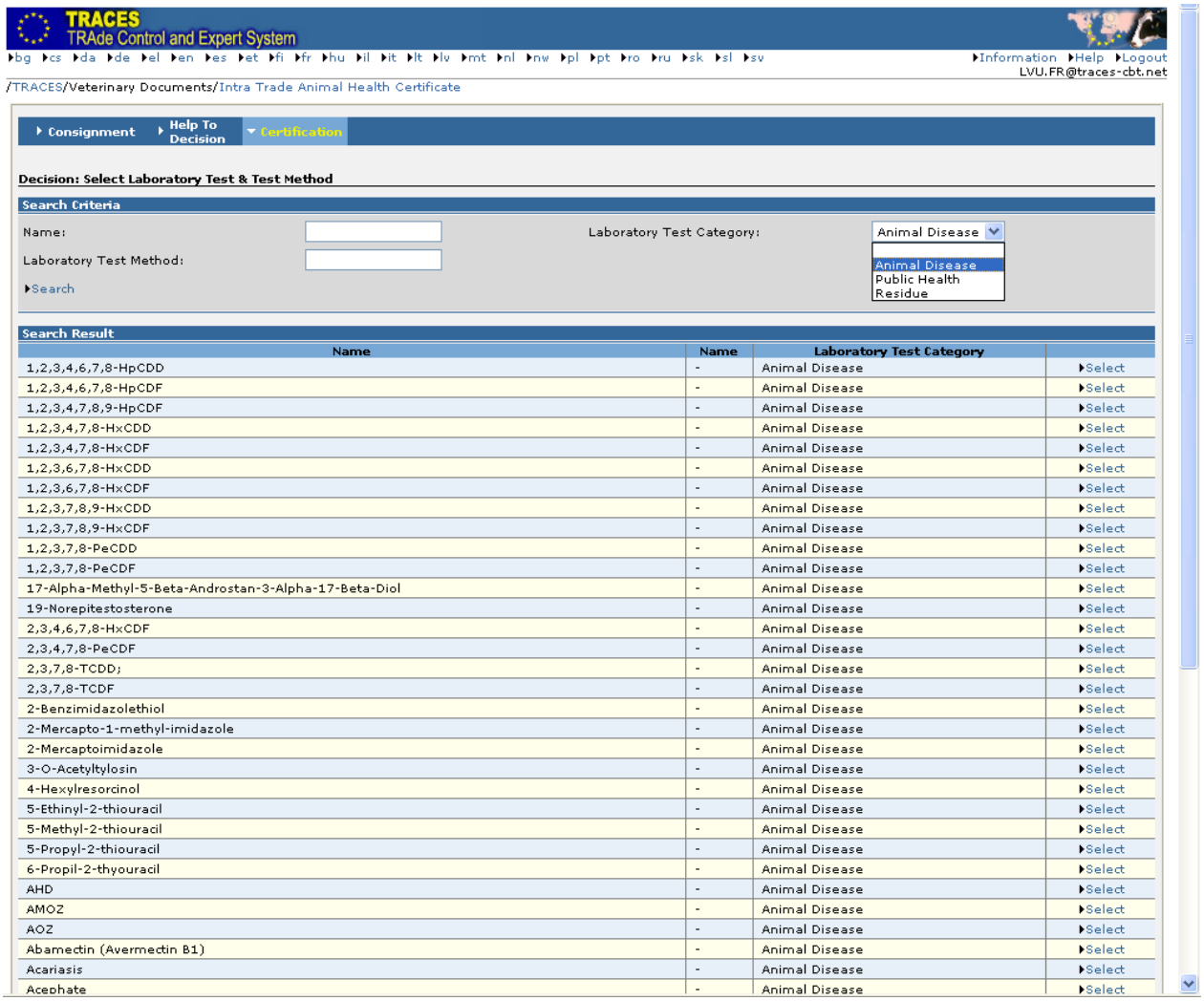
22.I cannot find the desired laboratory tests in TRACES. What should I do?

The list of laboratory tests is divided into the following categories:
* Animal Diseases
* Public Health
* Residue.

The correct disease can be selected by clicking the 'Select' button in Part II of your certificate:



This enables you to search for the correct laboratory test and test method:



Remarks
* The wildcard (%) enables you to search for a wider range of organisations, authorities, user accounts, etc. According to where you put the wildcard, you will obtain a different listing of results. However, it is not really necessary to add a wildcard at the end of your search criteria, as the system always tries to find at least the information you inserted at the beginning plus any additional information. > TRACES always tries to find you data which at least begins with the data entered in the search criteria.

23. How should I use the separators '.' and ',' in TRACES?

The separators ',' (*comma*) and '.' (*point*) should be used in TRACES as follows:
',' (*comma*) should be used when inserting numbers smaller than 0 into the application (*please note: only two characters after the comma*): 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 certificate.

'.' (*point*) does not have to be used for specifying thousands in a number in the application: 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 certificate.

Remarks
The printed certificate displays a point to indicate numbers smaller than 0.

24. Regarding consignments of registered horses (*Equidae*), I received the error message 'Must be one'

>> INTRA-121 Consignment I.20. Number/Quantity Must be 1

According to Directive 90/426/EEC, Annex B, the certificate must now be completed for only one registered horse at a time, as required by legislation.
It is no longer mandatory to enter the consignee, place of destination or transporter given that a route plan can no longer be entered.

Remarks
* The use of TRACES for IntraTrade Community movements of registered horses is still optional but there should no longer be any technical barrier for Member States that wish to do so.

25. I noticed a CITES number in the Import certificate. What does it mean?

In the Import certificate, you can find a reference to the 'number(s) of CITES' in box I.17.
CITES stands for the '*Convention on International Trade in Endangered Species of Wild Fauna and Flora*'.
CITES entered into force in 1975 and became the only global treaty ensuring that international wildlife trade is based on sustainable use and management of wild and captive populations. It provides a framework for cooperation and collaboration among nations to prevent further decline in wild populations of animals and plants.
More than 160 countries implement CITES, with new countries joining each year.

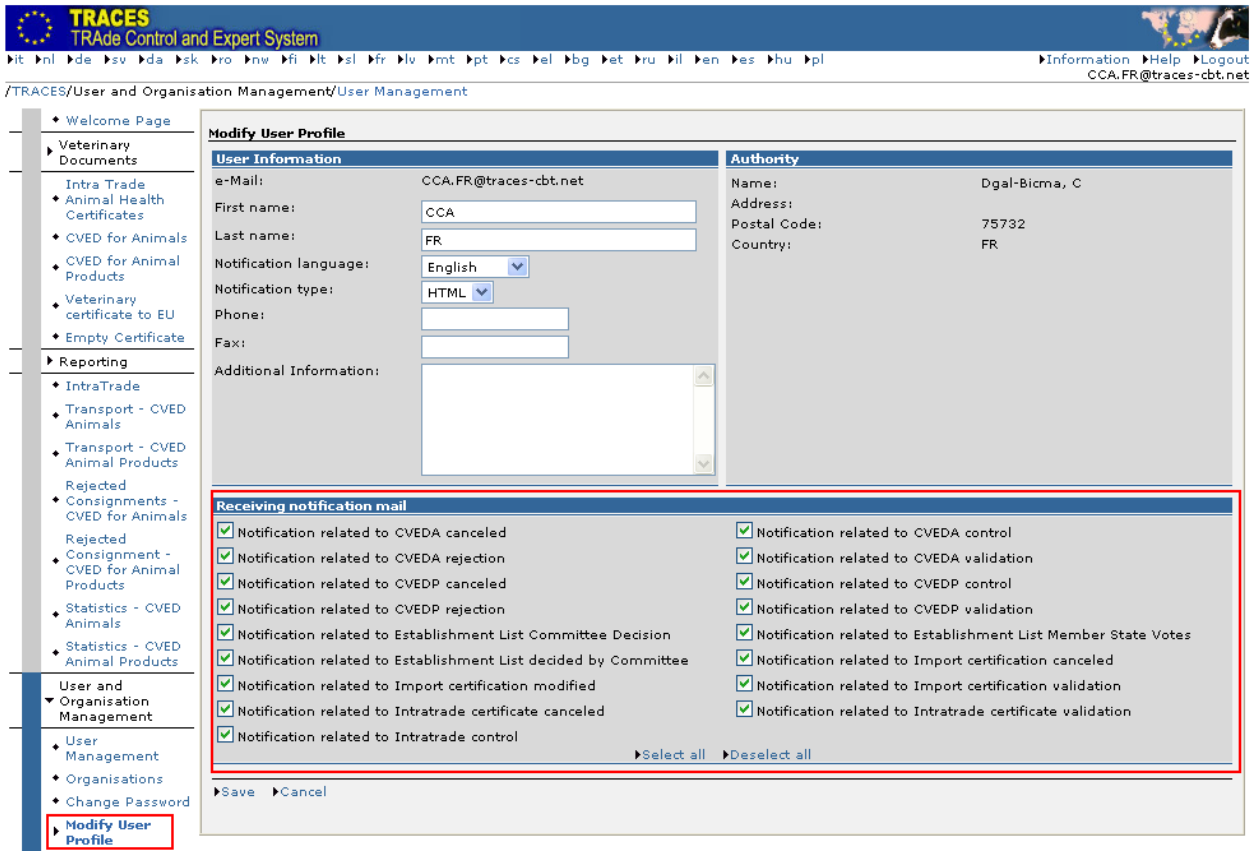
Remarks
* More information can be found in the PDF document: '*What is CITES.pdf*' (*click link*).

NOTIFICATION E-MAILS

1. How can I limit the number of notification messages I receive in my mailbox?

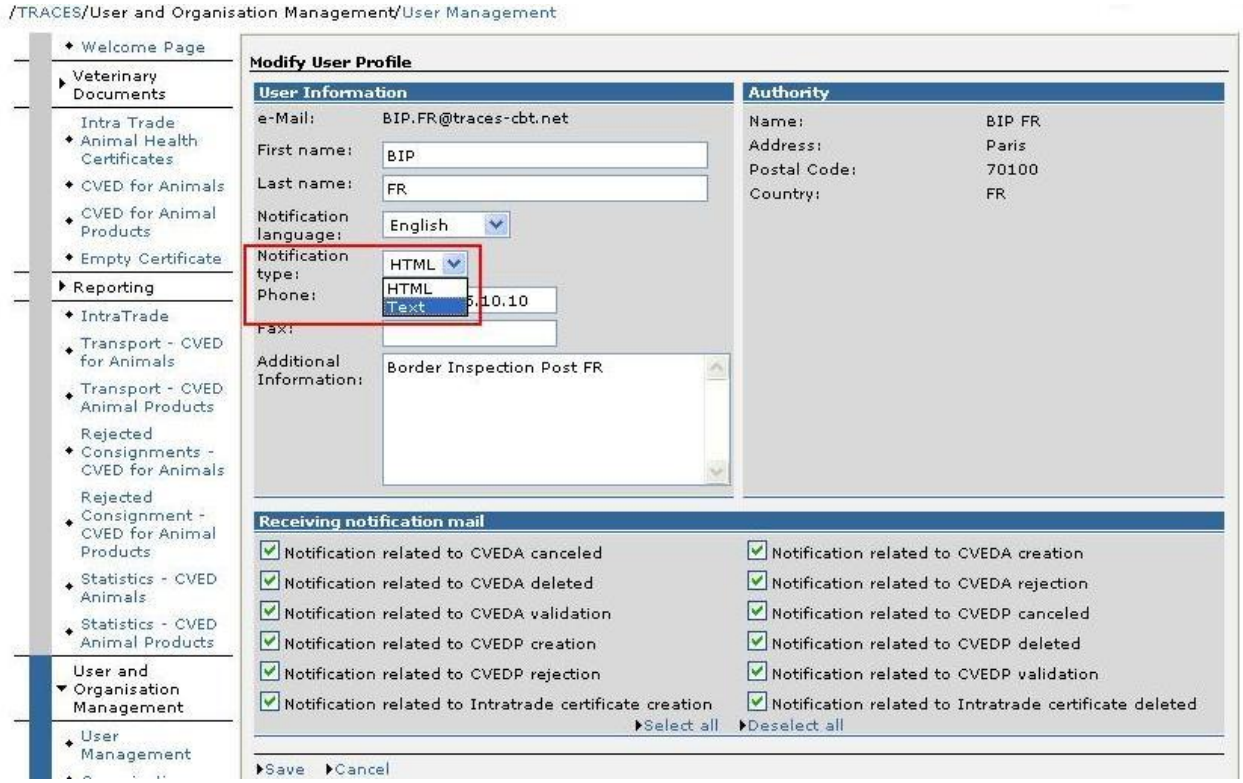
If you wish to limit the number of notification messages you receive in future, or even stop receiving them altogether, you can do so by logging in to the Production environment of TRACES, going to the 'User and Organisation Management' section and choosing 'Modify User Profile'.

There you can choose which notification messages you would like to receive.



2. I no longer seem to receive notification e-mails. How is this possible?

Please check the following:
* Are you registered with a valid/new account in the Production environment of TRACES? Please note that inactive and non-validated (=confirmed) accounts do not (yet) receive any confirmation e-mails from TRACES.
* Are the checkboxes regarding the reception of notification e-mails in your user profile activated? You can verify this by going to the section 'User and Organisation Management' > 'Modify User Profile'.
* Does the size of the mailbox still permit you to receive messages; is your mailbox 'full'?
* Is there a kind of firewall or special (such as anti-spam) software installed, which could prevent you receiving notification messages from TRACES?
* Do you currently receive any other notification e-mails from TRACES?
* Does your mail gateway accept e-mails with an html format? Or, for example 'UTF8'-confirm e-mails?
Please note that you can check and, if you so wish, alter the format of TRACES messages by changing this feature in TRACES. In order to do this, you should log in to the Production environment of TRACES (https://sanco.ec.europa.eu/traces) and go to: 'User and Organisation Management' > 'Modify User Profile'. Then change the 'Notification type' to 'Text' instead of 'HTML'.



We would also ask you to check any other settings of your local (central) mail gateway with your local helpdesk before contacting your competent authority.

However, please note that there may also be a more technical problem involved, for example the TRACES mail server may be temporarily out of order. We would therefore ask you to contact your competent authority, with the EU TRACES Team (sanco-traces@ec.europa.eu) in CC, after making the above checks.
Please note that you should always indicate your TRACES e-mail address as this is a unique identifier of your profile.

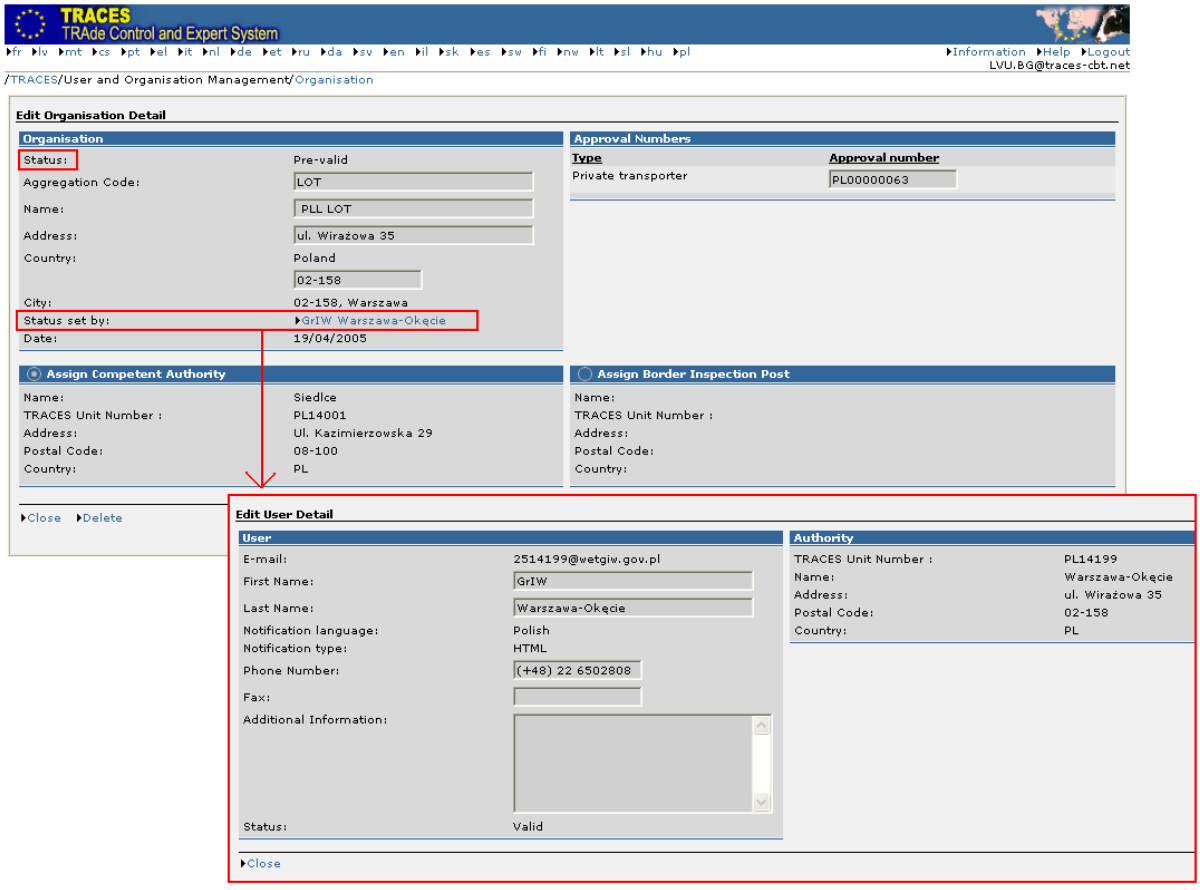
3. I'm receiving notification e-mails of the type 'Business created'. What should I do?

If a TRACES user creates a new organisation, the competent authority of that organisation will receive an appropriate e-mail notification with the subject 'Business created', in order to fully validate this organisation (status: 'Valid').
The competent authority must always check that a duplicate of this organisation does not already exist in TRACES. If the organisation to be validated is a duplicate, it must be deleted from the system and the creator must be contacted to inform him that there is already an entry available in TRACES.

If the organisation to be created is not a duplicate, it must be checked and if necessary corrected:
* name
* address
* assignment of the (correct) LVU or BIP authority
* aggregation code
* assignment of the different (and correct) types to the organisation, also in accordance with the assigned LVU or BIP authority
* approval number(s).
If necessary, the creator of the organisation must be contacted to inform him about the corrected data.

The structure of TRACES is basically founded on the correct linking of competent authorities and their cities and postal codes. This means that when the city and postal code of an organisation are linked to an incorrect authority, you can gain access to the organisation (and its certificates) although it is actually not within your competence.
However, the MSADM can correct the linking of the competent authorities of his own country and their cities and postal codes by means of the document 'Cities_Authorities_Template_XX', which is accessible on the Information website of TRACES (CIRCA) and is to be sent to the EU TRACES Team for modification. This website is available via the 'Information' button in the top right-hand corner of your window, when you have logged in to TRACES.

Remarks
* As you will see, the document 'Cities_Authorities_Template_XX' contains a column in which you can choose whether to 'delete' or 'modify' the data, according to the changes you consider necessary. Furthermore, in the Excel document you will find a second tab (called 'insert') in which you can introduce any new city that needs to be created.
* Please do not change anything regarding the number of columns or the column headers of the document 'Cities_Authorities_Template_XX'. If you should choose to delete a particular city, please specify which other existing city (which can be found in the current listing) this city can be replaced by. We need this information as we will need to re-assign any possible organisations linked to the city to be deleted to another (valid) city.
* This topic is related to the topic '*I can access a certificate which is not within my competence. What should I do?*'.
* Once you have validated (and corrected) the necessary details of the organisation, your contact details will be added to the information details of the organisation.



* There are several possibilities regarding the creation of a business in a certificate:
1/ By a business user:
- The certificate is 'Submitted for certification' (Part I): the organisation currently has 'New' status; a notification e-mail will be sent to the competent authority informing it of the creation of the organisation.

(Please note that a business user cannot validate a certificate.)
2/ By a non-competent authority:
- The certificate is 'Submitted for certification' (Part I): the organisation currently has 'New' status; a notification e-mail will be sent to the competent authority informing it of the creation of the organisation.
- The certificate is 'Validated' (Part II): the organisation currently has 'Pre-valid' status.
3/ By a competent authority:
- The certificate is 'Submitted for certification' (Part I): the organisation currently has 'New' status; a notification e-mail will be sent to the competent authority informing it of the creation of the organisation.
- The certificate is 'Validated' (Part II): the organisation currently has 'Valid' status; no notification e-mail will be sent to the competent authority, as the organisation is already valid.

4. I received a notification e-mail of the type 'Business created', although this organisation is not located within my area of competence. What should I do?

The structure of TRACES is basically founded on the correct linking of competent authorities and their cities and postal codes. This means that when the city and postal code of an organisation are linked to an incorrect authority, you can gain access to the organisation although it is actually not within your competence.
However, the MSADM can correct the linking of the competent authorities of his own country and their cities and postal codes by means of the document 'Cities_Authorities_Template_XX', which is accessible via the Information website of TRACES (CIRCA) and is to be sent to the EU TRACES Team for modification. The website is available via the 'Information' button in the top right-hand corner of your window, when you have logged in to TRACES.

Remarks
* As you will see, the document 'Cities_Authorities_Template_XX' contains a column in which you can choose whether to 'delete' or 'modify' the data, according to the changes you consider necessary. Furthermore, in the Excel document you will find a second tab (called 'insert') in which you can introduce any new city that needs to be created.
* Please do not change anything regarding the number of columns or the column headers of the document 'Cities_Authorities_Template_XX'. If you should choose to delete a particular city, please specify which other existing city (which can be found in the current listing) this city can be replaced by. We need this information as we will need to re-assign any possible organisations linked to the city to be deleted to another (valid) city.

5. I'm the responsible authority at destination. Why am I not receiving notification e-mails for newly created (Intra) certificates?

The reason why automatic notification messages regarding newly created Intra certificates are not sent to the authority of destination yet is the following:
Once an Intra certificate is submitted for certification, only the Local Competent Authorities linked to the Place of origin will be notified, as these are the ones responsible for the Validation or Rejection of the new certificate.

To clarify this query, the workflow currently implemented in TRACES regarding IntraTrade certificates is outlined below:
1. Creation of the New Intra certificate, which can be entered by any concerned party, whether a business or authority user of TRACES.
2. As the authority of box I.12 'Place of Origin/Place of harvest' is the only competent authority that can confirm whether the consignment to be sent is filled out correctly on the certificate (and thus can 'validate' this 'New' certificate), it is automatically assigned to the certificate.
3. Therefore, only the competent authority of the certificate (linked to the place of origin) will receive automatically an e-mail notification inviting it to validate/reject this 'New' certificate.
4a. If this authority validates the certificate, and only as of that moment, the transport/consignment gets the go-ahead for its departure.
4b. At the same time as the validation, the Destination Authority is informed that a new transport operation has started in its direction - and will be notified that a consignment is approaching.

The application has been implemented this way since we consider that there is no reason for the Destination authority to be informed of any management issues concerning transport operations which:
a. have not (New) departed yet from the Place of Origin, or
b. will never (Rejected) depart from the Place of Origin.
Certificates become of interest to the destination exclusively from the moment when the transport operation gets the go-ahead (validated) and hits the road.

This way we also try to avoid authority and business users receiving in their inbox too many notification messages concerning certificates for which they are not directly or primarily responsible.
In other words, if users were to receive an automatic notification each time they are somehow 'mentioned' in a certificate (as Consignor, Consignee, Transit, or Transporter, etc.) their inbox would in no time be filled up with messages concerning certificates that will perhaps never be sent.

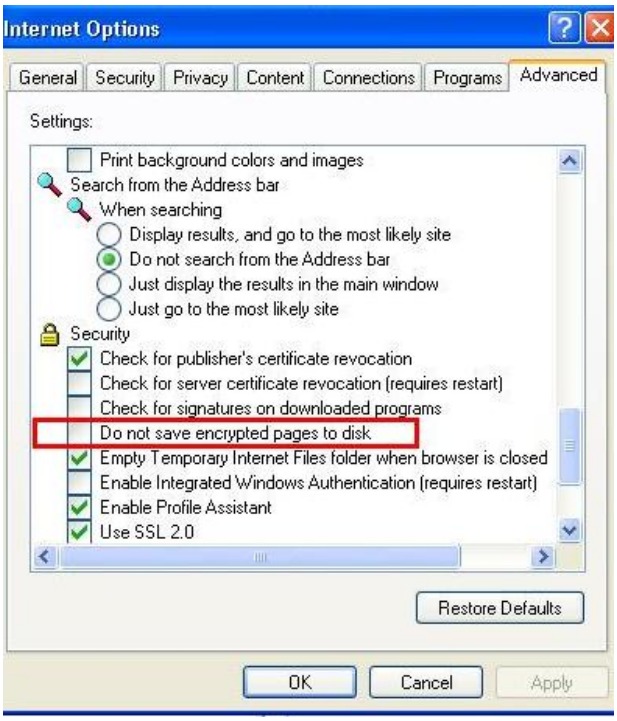
However, to ensure that users are aware of the creation of new certificates in which an organisation linked to them has been selected, TRACES lists the newly created certificates on the first page (=search page) of the related section, i.e. the INTRA, CVEDA or CVEDP section.

PRINTING OPTIONS

1. I cannot print my certificates. What should I do?

Although a checklist is set out below to help you solve any printing problems, we would stress that the printing services of TRACES depend exclusively on the local settings of your computer and the correct installation of the Acrobat Reader software, and are thus not linked directly to TRACES.

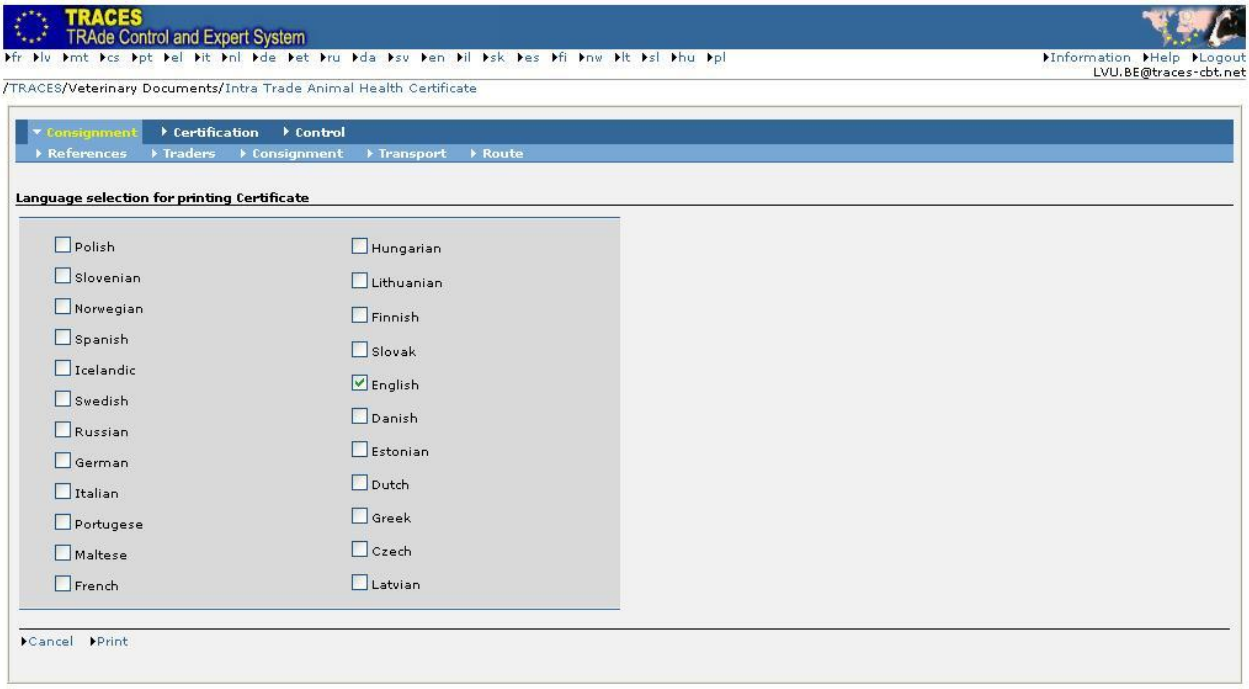
If you use Internet Explorer, we recommend you to check your local browser settings by going to: 'Tools' > 'Internet Options' > 'Advanced': under 'Security', the box '*Do not save encrypted pages to disk*' should be unchecked. As the TRACES certificates to be printed are first saved in a Temporary file on your local disk, this setting can also be a cause of the problems you are experiencing. Please click 'Apply' and 'OK' to save any changes.



Further options to be checked if Internet Explorer is installed:
* 'Tools' > 'Internet Options' > 'Advanced': under 'Security', 'Use S.S.L 2.0' should be checked;
* 'Tools' > 'Internet Options' > 'Advanced': under 'Security', 'Use S.S.L 3.0' should be checked;
* 'Tools' > 'Internet Options' > 'Advanced': under 'Browsing', 'Enable third-party browser extensions (requires restart)' should be checked;
* 'Tools' > 'Internet Options' > 'Security': please make sure that your 'Security level for this zone' is not set to 'High', as less secure features will be disabled: this is the least functional setting for your browser.

Please check if (*the latest version of*) Adobe Acrobat Reader is correctly installed on the hard drive of the PC. Please note that you can always download the latest version of the free Acrobat Reader software on the official website of Macromedia: http://www.adobe.com/ (http://www.adobe.com/products/acrobat/readstep2.html)

After the language selection:



… you should receive a 'Security Information' alert, when you are using Internet Explorer, which indicates that the page you are about to open contains both secure and non-secure items. Please click 'Yes' in order to display the PDF print-version of the certificate.

In addition, please check with your local (internet/server) helpdesk whether any other modifications regarding your local browser or server (installation of filters/firewalls, etc.) have been carried out and whether changes have been made to the settings/installation of Adobe Acrobat Reader.

ERROR MESSAGES OF THE TYPE: 'GEN…'/'HTD'

1. 'GEN 002 An unexpected error has occurred (ID= xxxxxxxxxxxx)'

Please contact as soon as possible the EU TRACES Team at: sanco-traces@ec.europa.eu, adding your competent authority in CC (Carbon Copy) in your message.
Please include the following details in your message:
* The e-mail address of the user who encountered the Gen 002 error;
* The date (dd/mm/yyyy), and if possible the time, when the Gen 002 error was encountered;
* A brief description of precisely how the error was encountered (workflow).

This kind of error message can be the result of a:
'Timed Out Exception'
Since the server took too long to send a response (more than 90 seconds), the application returned a Gen 002 error indicating that it took too long to show you the next screen. This can be because there were at the time too many users performing very demanding operations, server or internet connection speed problems, etc.

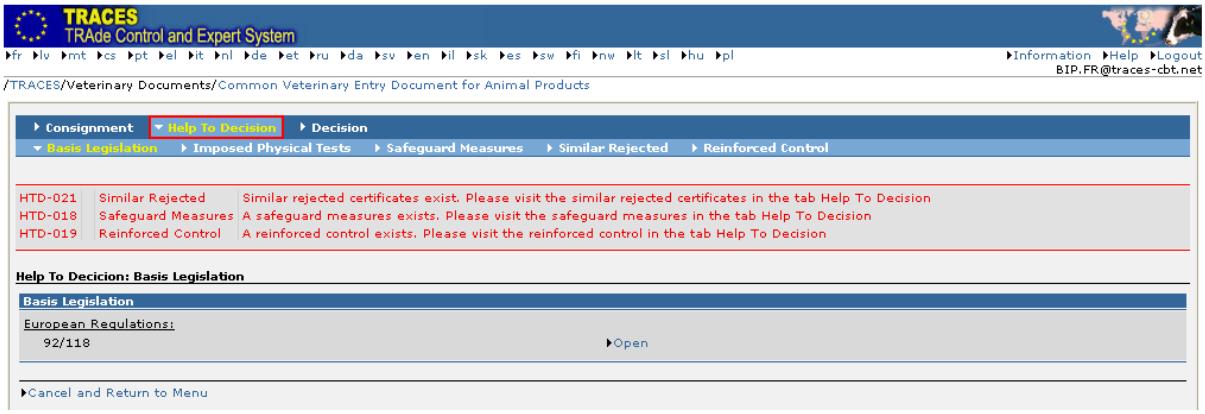
Manipulation error
The user interfered with the logical order of the application by using the back and forward buttons of the internet browser, which are not specific to the application itself.
General
If a user asks TRACES to save his data into the database by saving his certificate, and if the application detects at that point a difference between the temporary data stored in the database and the data received from the user after his actual saving action ('Submit for certification' or 'Validate'), the save is refused with an error message (mostly of the type 'Gen-002' or 'Gen-008').
Explanation
A reason for this type of error can be that in the meanwhile the original data has been changed by someone else, so that the re-saving at that time destroyed the changes.
In TRACES this most probably occurs if someone uses the 'Back' or 'Refresh' button of his internet browser (Internet Explorer/Firefox Mozilla, etc.).
Example
Someone saves a certificate, pushes the 'Back' button and tries to save the same data once again. This awkward but exceptional situation occurs when someone wants to save a certificate but receives an error the first time (for example Gen-002), or wants to (re)change/add some data in his certificate.
If the user then presses the 'Back' button, in order to try to (re)save his certificate, this action can result in an error ('Gen-008') because the system has already changed the internal states and as a consequence believes that this is a matter of access.
Solution
The user should not use the 'Back' button or the 'Refresh' button in order to (re-)change data or avoid/bypass errors shown by the system.
You are advised to use the 'Cancel' button of TRACES itself in order to cancel the whole certificate, or to use the tabs (such as 'Traders', 'Consignment') in order to correct/add information directly in the desired section.

System bug
It involves a more structural application problem; the application cannot give you the next screen as there was some kind of error in the script/code.

… or another problem …

2. HTD: I cannot validate my certificate because there are rejected consignments

>> HTD-021 Similar Rejected Similar rejected certificates exist. Please visit the similar rejected certificates in the tab Help to Decision



This HTD (Help To Decision) notification message does not at all prevent you from adding Part II (Decision) (and thus validating/signing) the certificate.
However, you will not be allowed to continue if you have not visited/consulted (quickly) the tab 'Similar Rejected', which is available. Consultation must take place before the competent authority can take a decision if:
* there is a safeguard measure linked to the product/establishment combination, or
* a tightened check has been introduced, or
* a similar consignment has been rejected.
Access to Part II 'Decision' can only be obtained when these sections have been consulted.

Where consignments are rejected, a full list of consignments over a period determined in relation to the nature of the goods is presented and each consignment can be consulted.

SYSTEM-TO-SYSTEM (S2S)

1. How can I access the System-to-System?

You can find all the necessary documentation regarding the latest version of the System-to-System, 'TRACES V2_02 S2S.zip', on the Information website of TRACES (CIRCA). Log in to TRACES and click the 'Information' button in the top right-hand corner of your window (LIBRARY > MANUALS > S2S - System to System).
The compressed file is primarily meant for your IT Department and contains, among other information, the document 'TRACES-STS-001 System-To-System Specifications v2.01.doc', which defines the interface to recover (*not upload*) the TRACES certificates in order to incorporate them into your national system.
The WSDL files are available from the following URLs:
https://sanco.ec.europa.eu/traces_ws/searchCertificate?WSDL
https://sanco.ec.europa.eu/traces_ws/pollSearchCertificateResult?WSDL

All 'Reference Data' regarding TRACES is currently available on the information website of TRACES (CIRCA), which can be accessed via the 'Information' button in the top right-hand corner of your window, when you have logged in to TRACES. Please follow: 'Library' > 'REF DATA' and open the compressed file in the desired language, or click on the following link:
http://forum.europa.eu.int/Public/irc/sanco/tracesinfo/library?l=/ref_data&vm=detailed&sb=Title

Please contact the EU TRACES Team at sanco-traces@ec.europa.eu if you have any further questions/remarks.

2. Where can I find the Reference Data regarding TRACES?

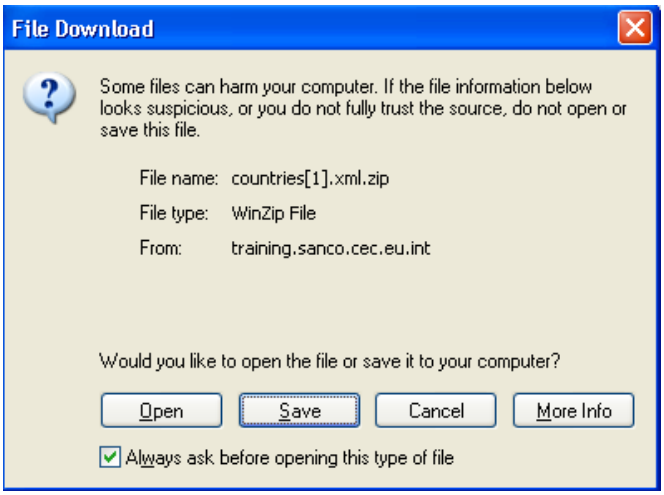
An update regarding the Reference Data of TRACES is published regularly on the TRACES Information website (CIRCA). The compressed Excel document is available in different languages, via the 'Information' button in the top right-hand corner of your window, when you have logged in to TRACES. Please follow the path: 'Library' > 'REF DATA' and open the compressed file in the desired language, or click on the following URL: http://forum.europa.eu.int/Public/irc/sanco/tracesinfo/library?l=/ref_data&vm=detailed&sb=Title

This document also contains valuable information regarding the system-to-system services such as the definition of the types of CN codes, a complete (*and current*) overview of the 'Tested Diseases' included in TRACES, etc.

3. Where can I export/download the TRACES XML data?

Only the profile of a Member State Administrator is allowed to download or export TRACES XML Data. If you have such a profile, you should be able to access the 'Export XML' data in the 'System Management' section.

After you have clicked on one of the options listed in the right-hand pane of your screen, the application may open an extra window, requesting you to 'Save' the compressed file to the hard disk of your computer, 'Open' or 'Cancel' it. Please choose the desired option.



4. What is the status of the SSL/TLS security certificate?

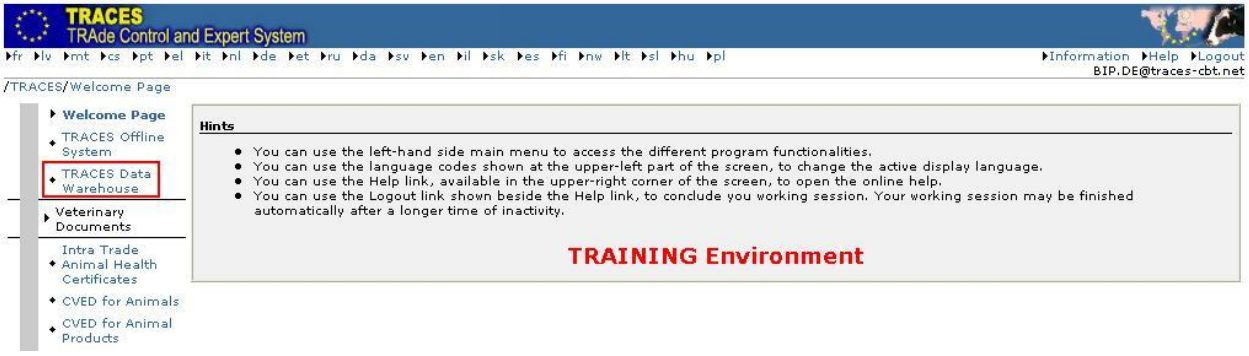
Regarding the (HTTPS) SSL (Secure Sockets Layer (SSL) and Transport Layer Security (TLS)) certificate, please note that, in fact, this kind of protocol is in general imported by the client from the server into the local key ring (i.e. the local application or environment), declaring it as 'trusted'. This query is therefore in fact not directly related to TRACES but to the server on which it is hosted.
The host name (Server Domain Name) in the certificate must correspond to the host that uses the certificate, thereby ensuring the authenticity of the interlocutor. As you will understand, this means that as soon as there are any modifications at the level of the SSL protocol, these changes must be installed as soon as possible; consequently, no overlapping period is technically possible.
Please note that while we are committed to informing and even warning all concerned Member State Administrators in reasonable time by means of a notification e-mail, unfortunately we are also dependent on information coming from the Data Centre situated in Luxembourg.

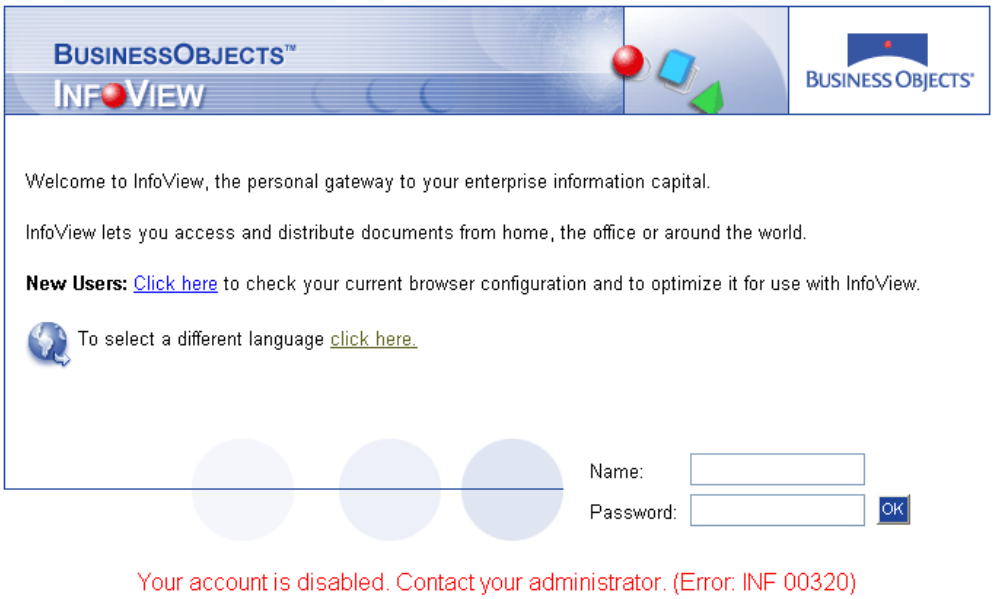
For more general information regarding 'SSL certificates', please refer to:
http://en.wikipedia.org/wiki/SSL_Certificate.

DATA WAREHOUSE/BUSINESS OBJECTS (DWH/BO)

1. How can I access the DWH?

You should be able to log in to the Data Warehouse (DWH) of TRACES, by logging in and clicking the link '*TRACES Data warehouse*'.



Standard accounts always have the same format. For example:
* MSADM.DE@traces-cbt.net: password: MSADM.DE
* CCA.DE@traces-cbt.net: password: CCA.DE
* LVU.DE@traces-cbt.net: password: LVU.DE
* BIP.DE@traces-cbt.net: password: BIP.DE

Remarks
* Multiple users should be able access the Training environment with one and the same standard account.
* As Business Objects (BO) uses an instance of the Production environment database, it is highly likely that you will be unable to log in with a particular (personal) profile if that profile has not yet been 'activated' in BO. An error message such as: '*Your login or password is wrong*' or '*Your account is disabled. Contact your administrator. (Error: INF 00320)*' will appear on the screen. Nevertheless, the standard accounts should permit you to carry out the necessary actions in the Training environment.