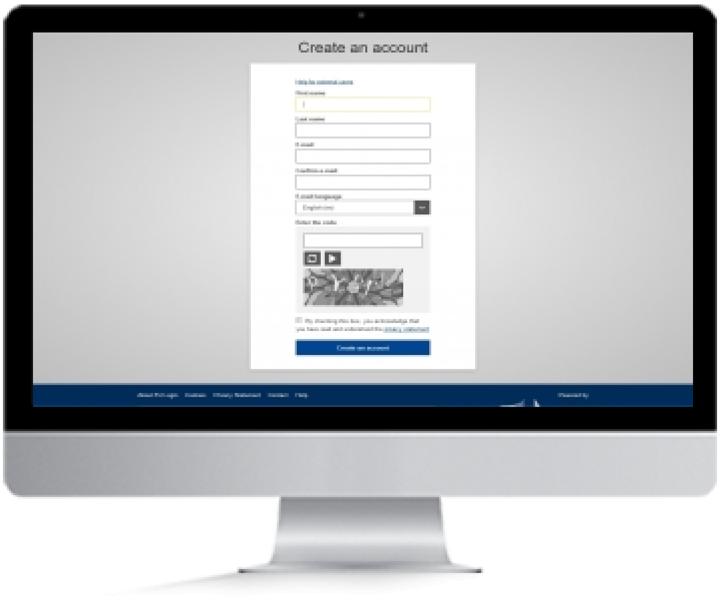
European Commission

FLEGT

2017/07/31

Create an account

How to create a new account in EU login



User Story

In order to access FLEGT webpage, you will need to create an account in EU login

Create an EU Login account

If you already have an EU Login (formerly ECAS) you can directly request an importer role or an authority role in FLEGT.

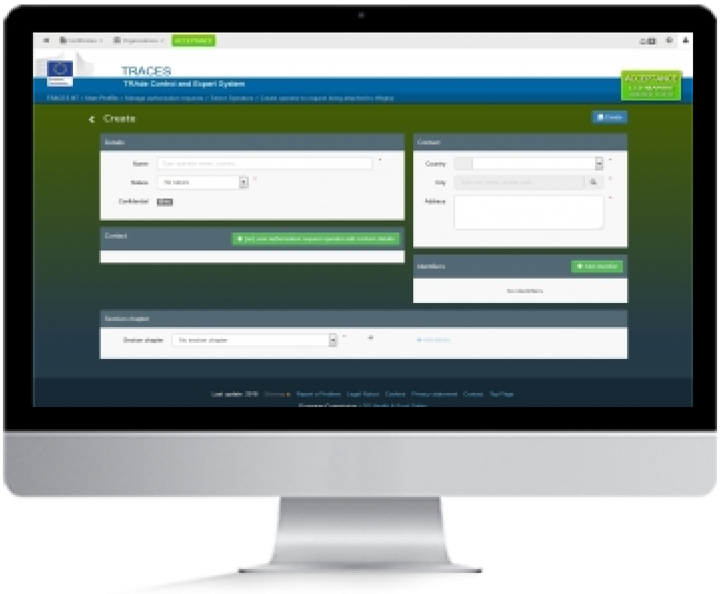
Note: If you already created an ECAS account, you credential will still be valid for EU Login.

1. Create an account

- Go to https://webgate.ec.europa.eu/cas
- The EU Login page will be displayed. Click **"Create an account**".
- Fill in the form fields. Review the Privacy Policy, tick the check box then click "Create an account".
- You should receive an e-mail allowing you to confirm the registration.

Request importer role

How to request a role as an importer or a forwarding agent



User Story

After registering in EU Login , you will need a role to act as an **importer** or a **forwarding agent** in FLEGT.

A role is linked to an EU Login account and provides authorizations within the system.

As an **importer** you will be able to introduce new licences and consult the ones you or another user from the same company have created.

As a **Forwarding Agent** you will be able to introduce new licenses on behalf of your customers and consult the ones you or another user from the same company have created.

Request Importer Role in FLEGT

To proceed, you will need an EU Login account. If you don't have an EU Login account yet, we invite you to create one

1. Enter FLEGT system

- Access FLEGT via TRACES system:
  - https://webgate.ec.europa.eu/tracesnt/login
- Click "Log into Traces"
- Use now your EU Login credentials to authenticate yourself in the system.

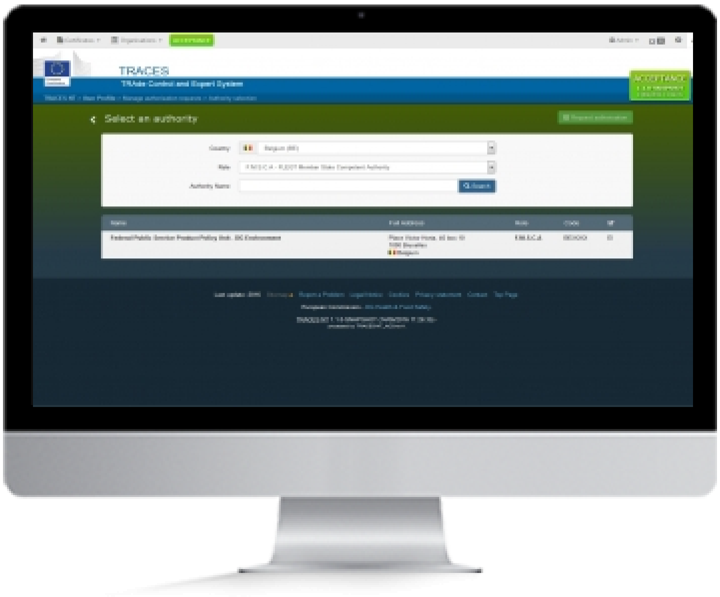
2. Request your role

- Once successfully authenticated, Click the button "**Operator**"
- **Search** for your company
  - If your company exists in the system:
    - **Tick the box** next to its name and click "**Request Authorisation**"
  - If you company do not exists:
    - Click "**Create Operator**"
    - Fill the "**Details**", "**Contact**" and "**Identifier**" (the selection of the EORI number is mandatory).
    - In "**Section chapter**" select "**imported Timber Products**" (Note: other possibilities can be selected but are linked to other systems using TRACES NT)
    - Click "**create**"
- A pop-up appears, **fill the information**
- Click the button "**Send Authorization Request**".
- The requested role now appears with the **status "requested"**
- You should now request the validation of your role.
  - You created a new company:
    - Both user and company need to be validated by the **FLEGT Member State Competent Authority** (FMSCA)
    - A list of the competent authorities can be foud in the link: http://www.flegtlicence.org/competent-authorities
    - The first user validated by the MSCA becomes automatically a **"power user"** that will grant you the possibility to validate roles of your colleagues within the company. This means that ONLY the first user per company needs to contact the MSCA for role validation.
  - You requested a role for an existing company
    - Contact your colleague with the **"power user"** role to validate your role

Note: There is always one "power user" within a company. If users are removed, the latest validated user automatically receives the "power user" capability.

Request authority Role

How to request a role as FMSCA or as Custom Agent



User Story

After registering in EU Login, you will need a role to act as a **competent authority** in FLEGT.

A role is linked to an EU Login account and provides authorizations within the system.

As a **MSCA** you will be able to introduce new licences, update and validate existing licences

As a **Custom office** you will be able to clear licences

Request an authority Role in FLEGT

To proceed, you will need an EU Login account. If you don't have an EU Login account yet, we invite you to create one

1. Enter FLEGT system

- Access FLEGT via TRACES system:
    - https://webgate.ec.europa.eu/tracesnt/login
- Click "Log into Traces"
- Use now your EU Login credentials to authenticate yourself in the system.

2. Request your role

- Once successfully authenticated, Click the button "**Authority**"
- Select your **country** and the role "**F.M.S.C.A. FLEGT Member State Competent Authority**" for competent authority and "**C.O. - Customs Office**" for customs
- Click "**Search**".
- **Tick the checkbox** next to the desired authority
- Click the button "**Request Authorization**".
- A pop-up appears, **fill the information**
- Click the button "**Send Authorization Request**".
- The requested role now appears with the **status "requested"**

3. Request the validation of your role

- If you requested a role as FMSCA:
    - Contact your colleague with the **"power user"** role to validate your role
- If you requested a role as Custom Office:
    - Send an email to the **TRACES Support Team** which follows the below rules:
        1. The "FROM" field must be the mailbox address which is defined in your TRACES account
        2. The "TO" field must be the TRACES support team mailbox sante-traces@ec.europa.eu
        3. The "CC" field must contain the official mailbox of your national FLEGT Competent Authority (you can find the address of your CA on the following website: http://www.flegtlicence.org/competent-authorities)
        4. The title or the body of the email must describe that the email concerns a **role request** for **a Customs Office**
        5. The body must mention the user's **first name**, **last name** and the **Customs Office** for which the role was requested, as mentioned in TRACES form. Click on the mail address link above to initiate the mail.

Note: There is always one "power user" within an authority. If users are removed, the latest validated user automatically receives the "power user" capability.

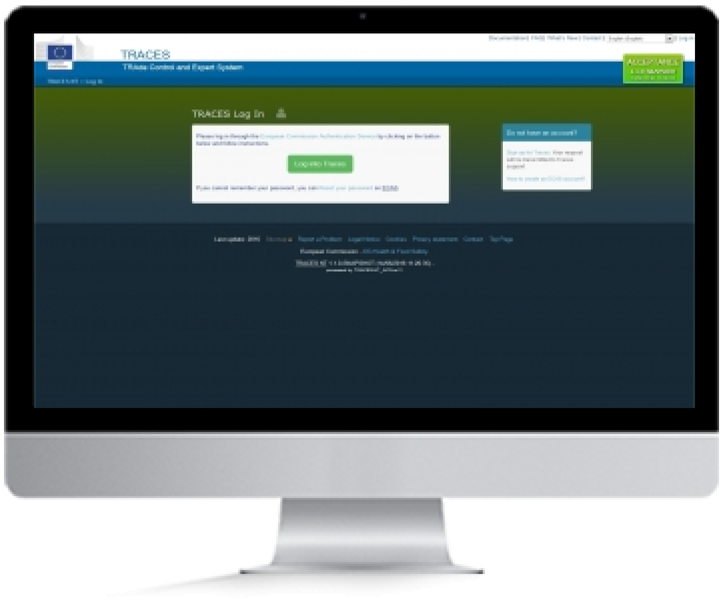
4. Request an additional role (optional)

- Once successfully authenticated, Click the button "**Edit Your Profile**"
- Click the Button "**Request New Role**" and the option "**Authority**"
- Select your **country** and the role "**F.M.S.C.A. FLEGT Member State Competent Authority**" for competent authority and "**C.O. - Customs Office**" for customs
- Click "**Search**".
- **Tick the checkbox** next to the desired authority
- Click the button "**Request Authorization**".
- A pop-up appears, **fill the information**
- Click the button "**Send Authorization Request**".
- The requested role now appears with the **status "requested"**
- To have your role validated, please refer to the previous section "**Request the validation of your role**"

Note: Only one MSCA role can be selected

Log in FLEGT

How to log into TRACES



User Story

Once you are registered in EU Login, you can now log into TRACES NT and work on FLEGT licences.

Log in TRACES NT

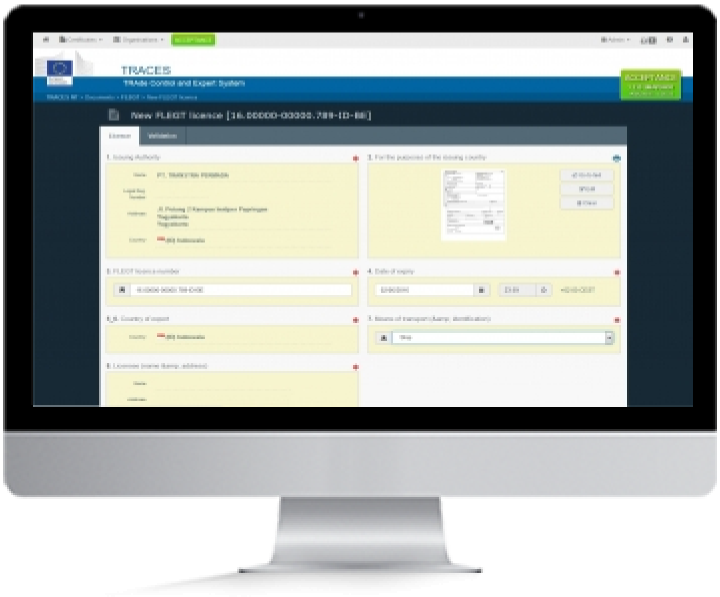
To proceed, you will need an EU Login account. If you don't have an EU Login account yet, we invite you to create one

1. Log into TRACES NT

- Access FLEGT via TRACES system:
  - https://webgate.ec.europa.eu/tracesnt/login
- Click "Log into Traces"
- Use now your EU Login credentials to authenticate yourself in the system.

Create a licence

How to create a new licence



User Story

You are now able to access the system and to perform as an importer (request and approval are in order). You can now introduce a new licence in FLEGT IT.

Create a new licence

To create a Licence, you need to create an account and to request the importer role

- On FLEGIT home page, on the top right corner, click "**Certificate**" then click "**FLEGT**".
- Click the button "**Create New Licence**"

1. Fill the licence

Selection of commodities

- Select the commodity code

Note: At least on code must be selected.

Box 1: Issuing authority

- Start typing the name of the issuing authority, all corresponding results appear
- Select the issuing authority
- The information is automatically filled

Box 2: For the purposes of the issuing country

- This box is a free-text box meaning you can directly type any textual information.

Note: You should fill the information from the paper version of the licence.

- You can also add an image to the licence, for example a scan of the paper version of the licence
    - Click "Go to image"
    - Click on the icon to add the image

Box 3: FLEGT licence number

- Enter the licence number.

Note: When starting to type, an information appears explaining the format of that reference. This format changes according to the issuing country.

Box 4: Date of expiry

- Enter the date of expiry

Box 5-6: Country of export

- By default, the country of the issuing authority is selected but can be modified if needed

Box 7: Means of transport

- Select the type of transport

Box 8: Licensee (name & address)

- Fill with exporter name address and country

Note: This is a free-text box, licensees are not pre-registered in the system

Box 9-16: Commodities

- Fill the description and measurement of the goods.
    - At least volume or weight must be filled.
    - Fill the measurement section (more than one measurement unit can be filled but at least the volume or the weight must be indicated). You can choose between the measure for each commodity or the global goods measure.
- Enter common/ scientific name
- Choose the country(ies) of harvest

Box 17: Distinguishing marks

- Enter the distinguishing mark for the consignment
- You can also add an image to mark, for example a scan of a barcode
    - Click on the icon to add the image

Box 18: Signature and stamp of issuing authority

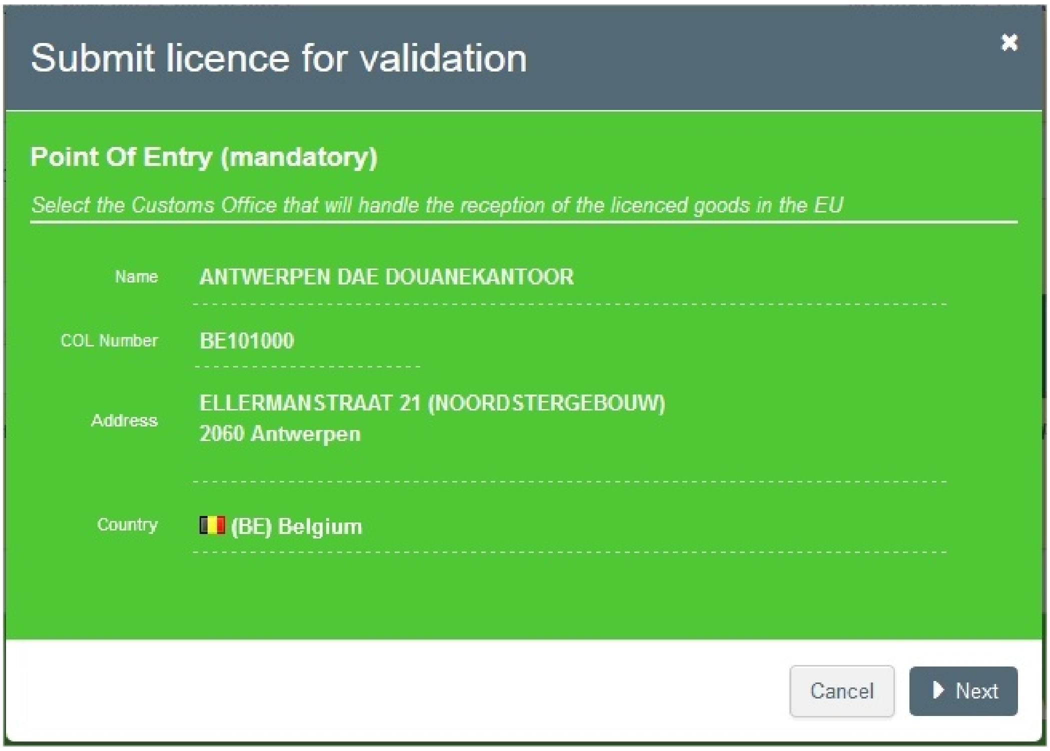
- Enter the place and date of the signature of the licence
- Click on the icon to add scan of the signature and/or stamp from the licence.

Submit for Validation

2. Finalyze the licence

Point of Entry

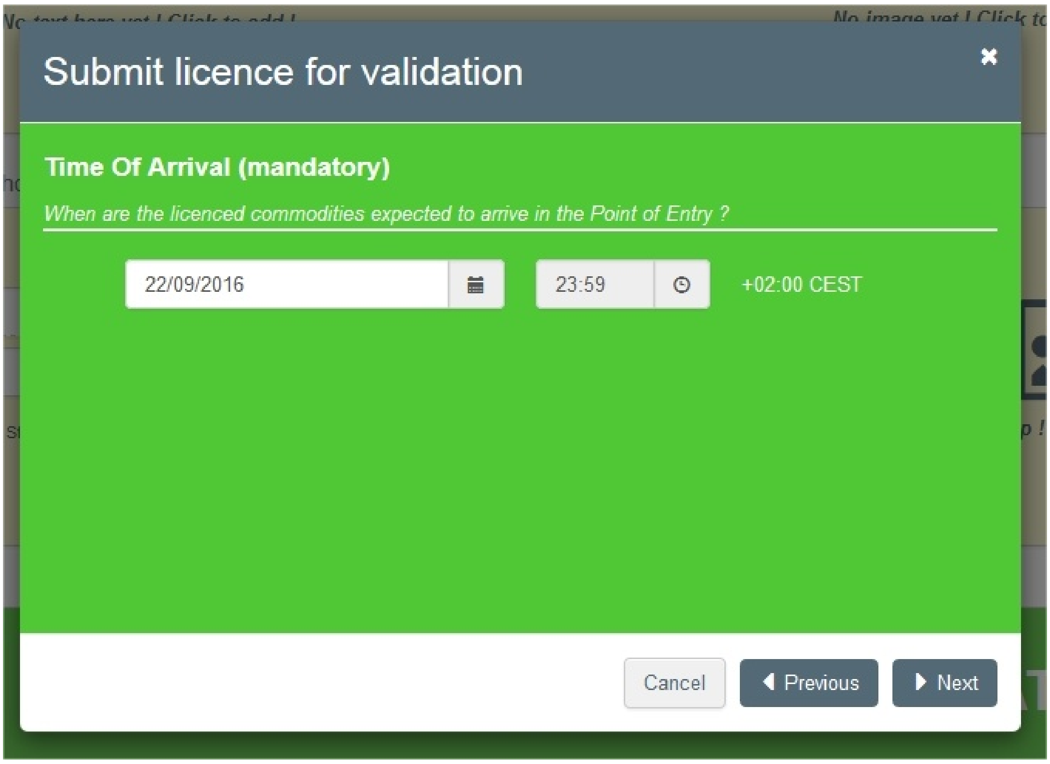
- Select the country
- Select the required custom office.



Choose the Point of Entry

Time of Arrival

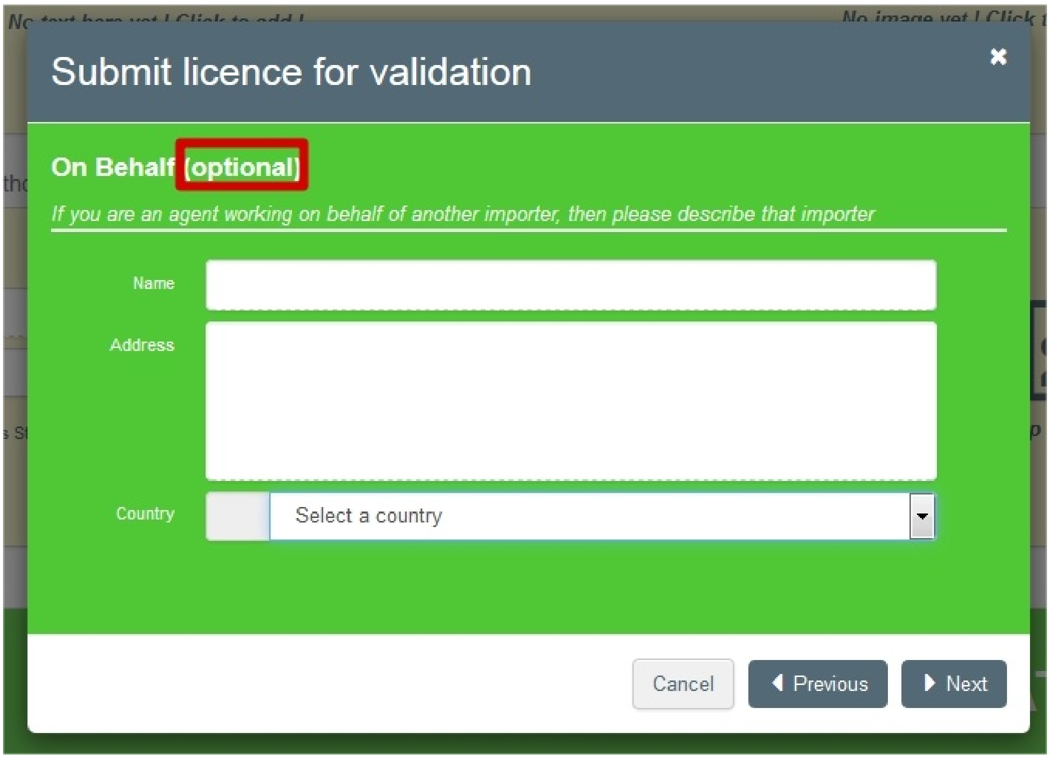
- Enter the estimated date of arrival at the point of entry



Enter the estimated date of arrival at the point of entry

On behalf (optional)

- If you are an agent working on behalf of another importer, describe that importer



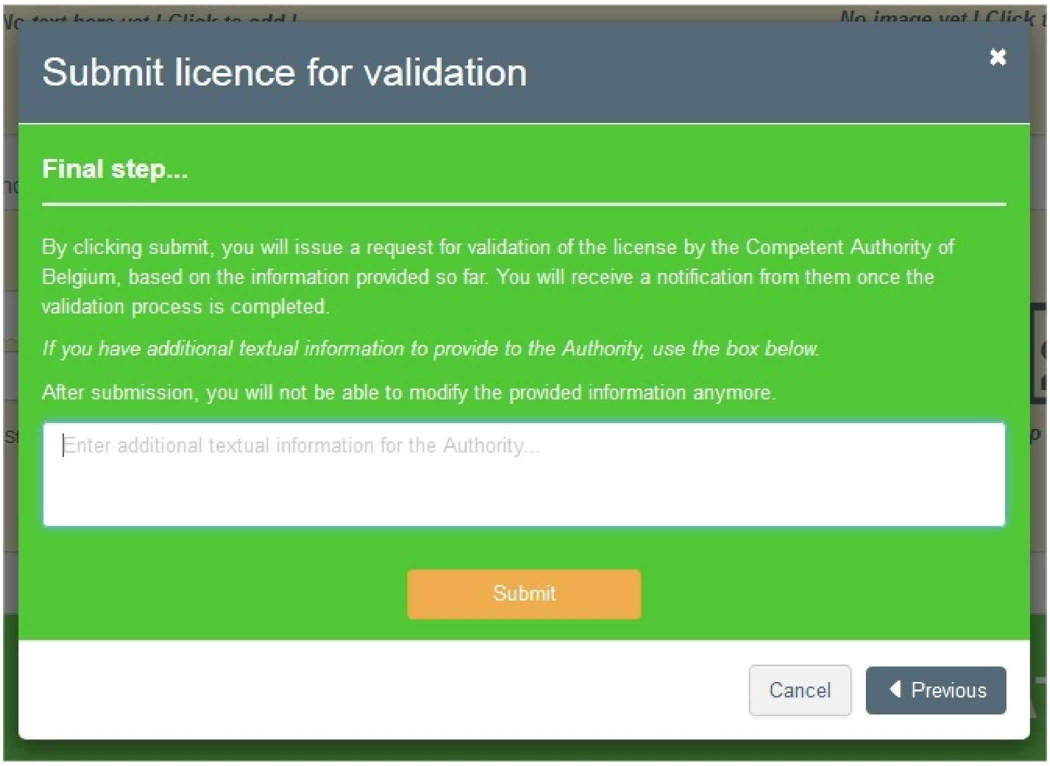
If you are an agent working on behalf of another importer, describe that importer

Submition

- Enter additional information if needed
- Click "**submit**"

Note:

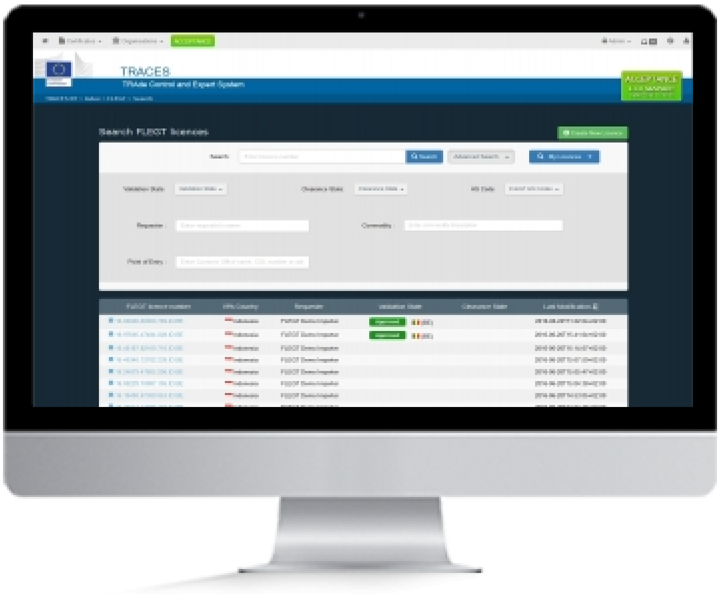
- You can still click on "**back**" if you want to modify information in the licence
- By clicking "**submit**", the request will be send to the competent authority based on the information entered in the licence. After submission, you will not be able to modify the provided information anymore.



Submit the licence to validation /!\ No more change possible once submitted

Follow an existing licence

How to verify the status of a licence created for your company



User Story

After creating licences in the system, you will receive notifications to your email everytime a licence you, or another member of your company have created, is modified. You will also have the possibility to follow those modification in FLEGT.

1. Search for your licence

- On FLEGIT home page, on the top right corner, click "**Certificate**" then click "**FLEGT**".
- By default, a list of licences created by you, or another member of your company is displayed. This list correspond to "**my licences**" (the same selection is displayed when you click on "my licences" button)
- You have the possibility to search for a licence directly with the complete reference or a part of it. In the later case all licences corresponding to that search are displayed
- An advanced search is also available with the following criterias:
  - The state of the certificate
  - The commmodity code
  - the commodity description
- When you found the required licence number, click on it an the licence open

2. General overview of your licences

When "my licence" list is displayed you have a rapid overview of your licences with the following information:

- The **FLEGT licence number**
- the **VPA country**
- the **Validation State**
- the **clearance state**
- the date of the **last modification**

Manage users from my company

As a "power user", how to manage users from my company.

User Story

When a company is created, the user account will be the first of the company and will automatically receive the "**power user**" role that will enable the power user to **manage roles of colleagues** within the company.

1. Search for your colleague's request

- When a colleague requests to validate his role, you, as "**power User**", need to log into the system to perform the validation.
- Select the "**Users**" option in the "**Organisations**" menu.
- Search for your colleague to validate:
    - Search with his/her **name** or **email address**
    - Click on "**search pending request**"
- The system will display the list of **requested account(s)** waiting validation.

2. Validate your colleague's request

- **Search** for your colleague
- Click on the **name of the user to validate** to see his/her information
- If everything is correct, you can proceed with the validation by clicking the "**Check**" Icon
- Click "**Save Changes**"
- Once saved, the system will display that the user **has access**.
- Inform the validated user that he/she has to **log off and log in again** in order for the changes to take effect.

Note: You can edit the user's details if necessary.

3. Grant Power User capability to a colleague in my company

In case a colleague needs to also validate roles of additional users -temporarily of indefinitive period- you, as Power user, need to grant him/her the Power user capability.

- **Search** for your colleague
- Click on the **name of the user to Manage** to see his/her information
- click the "**power user**" icon a the right side of the screen, next to the check icon
- Click "**Save Changes**"

4. Remove roles of users in my company

A "**power user**" can also remove a role from a colleague

- **Search** for your colleague
- Click on the **name of the user to Manage** to see his/her information
- Click on the **garbage bin icon** to delete permanently the role of the user
- Click the **pause icon** to suspend temporarily the role of the user

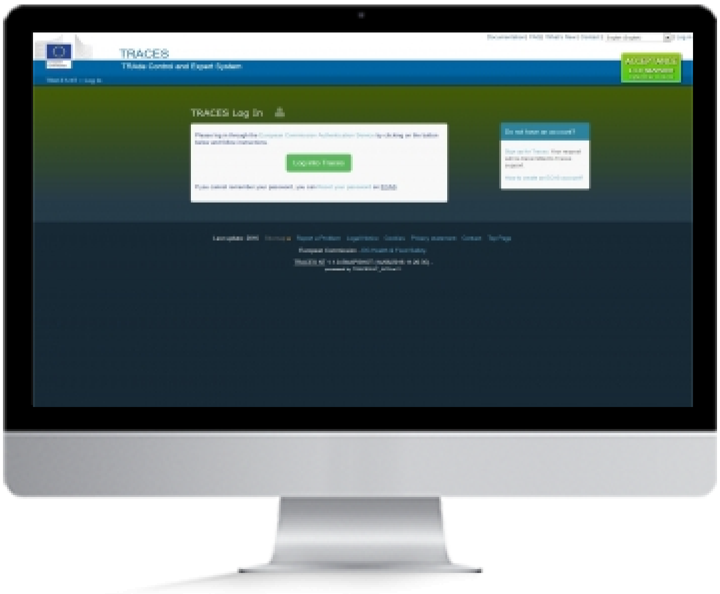
5. Overview of my company

If you want to check all user accounts in your company:

- In your profile, click on the company's name
- The company details are displayed and you can open the "users" tab in order to see all accounts that have been validated.

Log in FLEGT

How to log into TRACES



User Story

Once you are registered in EU Login , you can now log into TRACES NT and work on FLEGT licences.

Log in TRACES NT

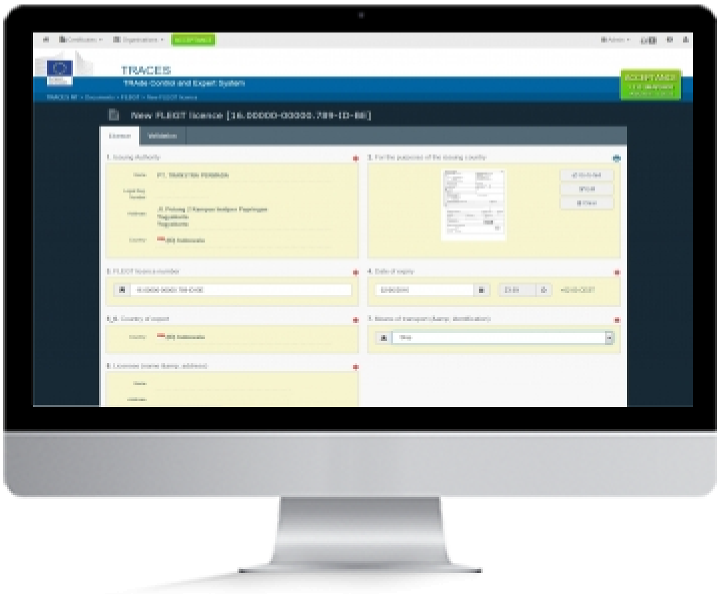
To proceed, you will need an EU Login account. If you don't have an EU Login account yet, we invite you to create one

1. Log into TRACES NT

- Access FLEGT via TRACES system:
  - https://webgate.ec.europa.eu/tracesnt/login
- Click "Log into Traces
- Use now your EU Login credentials to authenticate yourself in the system.

Create a licence as MSCA

How to create a new licence on behalf of an importer



User Story

You are now able to access the system and to perform as a MSCA (request and approval are in order). In the case the importer has not submitted the licence in the system you have the possibility to create it.

Create a new licence

To create a Licence, you need to create an account and to request the MSCA role

- On FLEGIT home page, on the top right corner, click "**Certificate**" then click "**FLEGT**".
- click the button "**Create New Licence**"

1. Fill the licence

Selection of commodities

- Select the commodity code

Note: At least on code must be selected.

Box 1: Issuing authority

- Start typing the name of the issuing authority, all corresponding results appear
- Select the issuing authority
- The information is automatically filled

Box 2: For the purposes of the issuing country

- This box is a free-text box meaning you can directly type any textual information.

Note: You should fill the information from the paper version of the licence.

- You can also add an image to the licence, for example a scan of the paper version of the licence
    - Click "Go to image"
    - Click on the icon to add the image

Box 3: FLEGT licence number

- Enter the licence number.

Note: When starting to type, an information appears explaining the format of that reference. This format changes according to the issuing country.

Box 4: Date of expiry

- Enter the date of expiry

Box 5-6: Country of export

- By default, the country of the issuing authority is selected but can be modified if needed

Box 7: Means of transport

- Select the type of transport

Box 8: Licensee (name & address)

- Fill with exporter name address and country

Note: This is a free-text box, licensees are not pre-registered in the system

Box 9-16: Commodities

- Fill the description and measurement of the goods.
    - At least volume or weight must be filled.
    - Fill the measurement section (more than one measurement unit can be filled but at least the volume or the weight must be indicated). You can choose between the measure for each commodity or the global goods measure.
- Enter common/ scientific name
- Choose the country(ies) of harvest

Box 17: Distinguishing marks

- Enter the distinguishing mark for the consignment
- You can also add an image to mark, for example a scan of a barcode
    - Click on the icon to add the image

Box 18: Signature and stamp of issuing authority

- Enter the place and date of the signature of the licence
- Click on the icon to add scan of the signature and/or stamp from the licence.

Go to the tab validation

2. Fill the validation tab

Time and Place of arrival

- Select the estimated date of arrival
- Select the required custom office.

Note: You can only select an entry point in your country. If you also have a custom office role, you can only select that custom office.

Requester

- Select the importer requesting the creation of the licence in FLEGT.

Note: the requester must be registered in the system

3. Take your decision

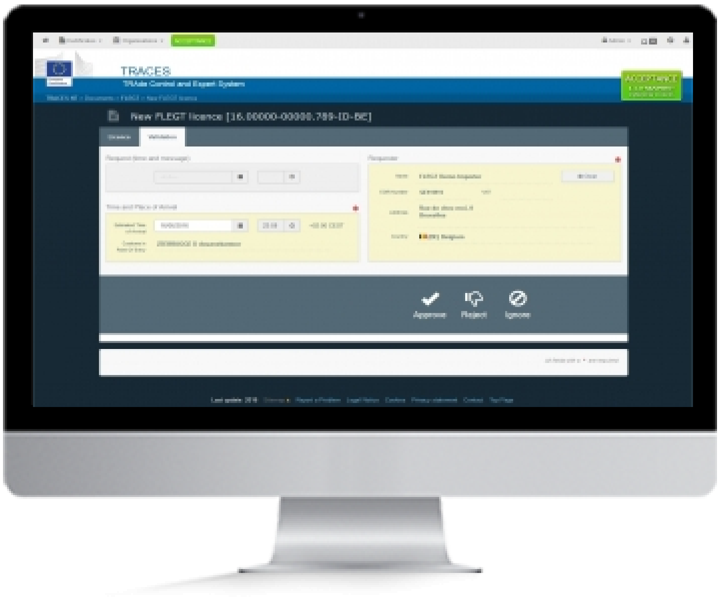
Three possibilites exist concerning the decision:

- **Approve:** You want to approve the licence
  - Fill the effective date of validation
  - If needed, enter a comment for the custom office
  - Click submit
- **Reject:** You want to reject the licence
  - Fill the effective date of rejection
  - Select the reason of rejection from the list
  - Click submit
- **Ignore:** You do not want to decide (for example in the case the licence is wrongly assigned to you)
  - Fill the effective date of validation
  - If needed, enter a comment for the custom office
  - Click submit

Note: The decision can still be changed later.

Validate a licence

How to validate a licence created by an operator



User Story

You are now able to access the system and to perform as a MSCA (request and approval are in order). When a licence is submitted by an importer you will have to approve or reject its request.

Open the licence to validate

To validate a Licence, you need to create an account and to request the MSCA role.

- On FLEGIT home page, on the top right corner, click "**Certificate**" then click "**FLEGT**".
- By default, a list of licence on which your authority applies is displayed. This list correspond to "**my licences**" (the same selection is displayed when you click on "my licences" button)
- You have the possibility to search for a licence directly with the complete reference or a part of it. In the later case all licences corresponding to that search are displayed
- An advanced search is also available with the following criterias:
    - The state of the certificate
    - The commmodity code
    - The requester's name
    - the commodity description
    - The point of entry.
- When you found the required licence number, click on it an the licence open

Note: You can also find licences that are not under your authority. However you can only see their status and you will be unable to consult them.

1. Fill the licence tab information

- The information as entered by the operator is displayed.
- When information is completed and correct, go to the **validation tab**

Note: if modification are made to the licence, you have the possibility to compare different versions of the document:

- Click on the icon next to "licence" in top-left corner of the page.
- Click on **the chosen version**
- Two options appear:
    - **Copy**: copy directly all the information filled.
    - **compare**: Shows both the current version and the importer version. This function is usefull if you already enter or modified information in the licence and you want to compare on screen both versions.

2. Take your decicion

Three possibilites exist concerning the decision:

- **Approve:** You want to approve the licence
  - Fill the effective date of validation
  - If needed, enter a comment for the custom office
  - Click submit
- **Reject:** You want to reject the licence
  - Fill the effective date of rejection
  - Select the reason of rejection from the list
  - Click submit
- **Ignore:** You do not want to decide (for example in the case the licence is wrongly assigned to you)
  - Fill the effective date of validation
  - If needed, enter a comment for the custom office
  - Click submit

Note: The decision can still be changed later.

Manage Operator users

How to manage the authorizations of timber importer

User Story

FMSCA users are also able to **authorize access to Timber operating companies** of their countries. This allow FMSCA to validate a Timber Operating company and grant access to a user of that company. The first validated user will be a "**power user**" which has the possibility to grant/remove access to another user of the same company. This means that only the first user should contact the FMSCA for validation.

1. Search for user pending request

- Select the "**Users**" option in the "**Organisations**" menu.
- Search for the user to validate:
    - Search with the **name** or **email address** of the user
    - Click on "**search pending request**"
- The system will display the list of **requested account(s)** waiting validation.

2. Validate the user's request

- **Search** for the user
- Click on the **name of the user to validate** to see his/her information
- Click on the **name of the company** (we invite you to open a new tab in your browser)
    - If the Operator is a new company:
        - Verify the necessary details of the company (eg: an EORI number).
        - Click the **checkbox** to change the status of the operator.
        - Click '**save**'
    - If the Operaor is an already valid company:
        - If the status is VALID, no action is required
- Go back to the user profile (close the tab with the company or search for the user again as explained in the first step)
- If everything is correct, you can proceed with the validation by clicking the "**Check**" Icon
- Click "**Save Changes**"
- Once saved, the system will display that the user **has access**.
- Inform the validated user that he/she has to **log off and log in again** in order for the changes to take effect.

Note: You can edit the user's details if necessary.

Manage FMSCA users

as a 'power user', how to manage the authorizations of other member of my FMSCA

User Story

The first user account validated as FMSCA will automatically receive the "**power user**" role that will enable the power user to **manage roles** of users within the same Member-State Competent Authority.

1. Search for your colleague's request

- When a colleague requests to validate his/her role, you, as "**power User**", need to log into the system to perform the validation.
- Select the "**Users**" option in the "**Organisations**" menu.
- Search for your colleague to validate:
    - Search with his/her **name** or **email address**
    - Click on "**search pending request**"
- The system will display the list of **requested account(s)** waiting validation.

2. Validate your colleague's request

- **Search** for your colleague
- Click on the **name of the user to validate** to see his/her information
- If everything is correct, you can proceed with the validation by clicking the "**Check**" Icon
- Click "**Save Changes**"
- Once saved, the system will display that the user **has access**.
- Inform the validated user that he/she has to **log off and log in again** in order for the changes to take effect.

Note: You can edit the user's details if necessary.

3. Grant Power User capability to a colleague in the same MSCA

In case a colleague needs to also validate roles of additional users -temporarily of indefinitive period- you, as Power user, need to grant him/her the Power user capability.

- **Search** for your colleague
- Click on the **name of the user to Manage** to see his/her information
- click the "**power user**" icon a the right side of the screen, next to the check icon
- Click "**Save Changes**"

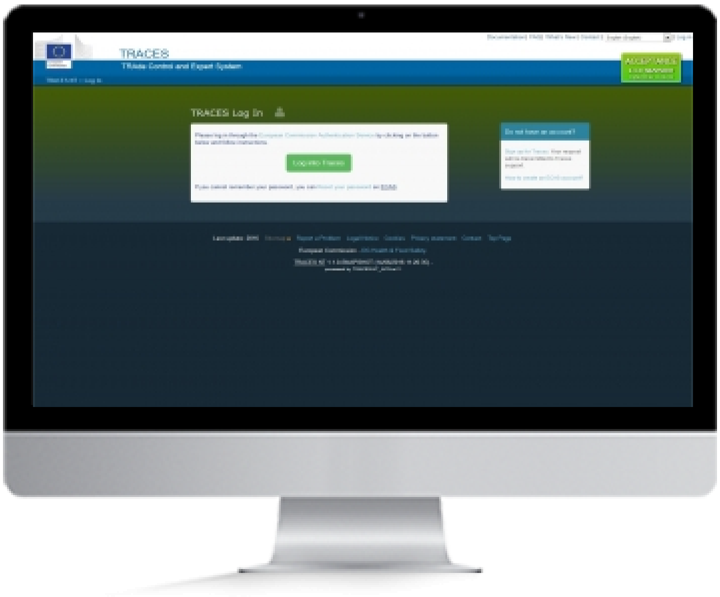
4. Remove roles of users in the same MSCA

A "**power user**" can also remove a role from a colleague

- **Search** for your colleague
- Click on the **name of the user to Manage** to see his information
- Click on the **garbage bin icon** to delete permanently the role of the user
- Click the **pause icon** to suspend temporarily the role of the user

Log in FLEGT

How to log into TRACES



User Story

Once you are registered in EU Login , you can now log into TRACES NT and work on FLEGT licences.

Log in TRACES NT

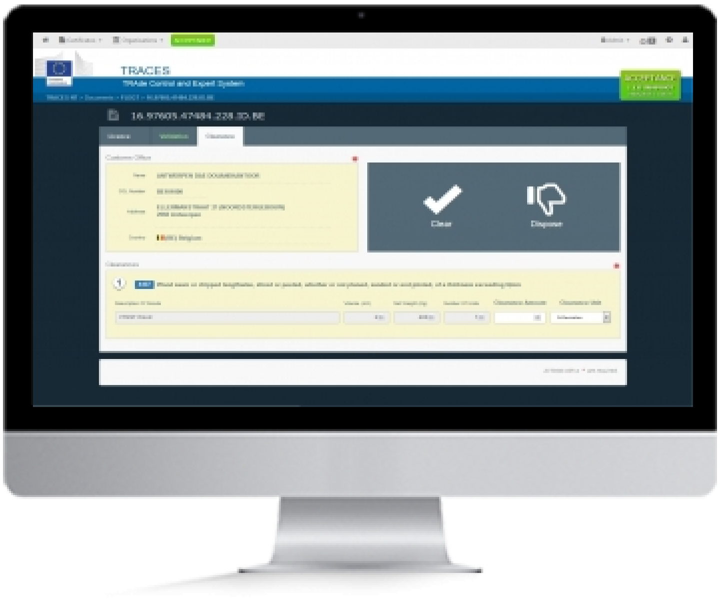
To proceed, you will need an EU Login account. If you don't have an EU Login account yet, we invite you to create one

1. Log into TRACES NT

- Access FLEGT via TRACES system:
  - https://webgate.ec.europa.eu/tracesnt/login
- Click "Log into Traces"
- Use now your EU Login credentials to authenticate yourself in the system.

Clear a licence

How to clear a validated licence



User Story

You are now able to access the system and to perform as a custom office (request and approval are in order). When a licence is validate by your MSCA you will have to proceed to the clearance.

Open the licence to clear

To validate a Licence, you need to create an account and to request the role of a custom officer.

- On FLEGIT home page, on the top right corner, click "**Certificate**" then click "**FLEGT**".
- By default, a list of licence on which your authority applies is displayed. This list correspond to "**my licences**" (the same selection is displayed when you click on "my licences" button)
- You have the possibility to search for a licence directly with the complete reference or a part of it. In the later case all licences corresponding to that search are displayed
- An advanced search is also available with the following criterias:
    - The state of the certificate
    - The commmodity code
    - The requester's name
    - the commodity description
    - The point of entry.
- When you found the required licence number, click on it an the licence open

Note: You can also find licences that are not under your authority. However you can only see their status and you will be unable to consult them.

1. Proceed to the clearance

If you are just a custom officer (with no MSCA role) you will only be able to consult "**Licence**" and "**Validation**" tabs

- Go to the "**clearance**" tab
- Enter clearance details. If the amount cleared is different from what is announced in the licence, you have the possibility to modify that amount. For that matter, different units are possible:
    - Volume
    - Weight
    - Number of units
    - % deviation
- Click "**Clear**"
    - Fill the effective date of validation
    - If needed, enter a comment for the custom office
    - Click "**Submit**"
- **OR** click "**Dispose**"
    - Fill the effective date of disposal
    - Select the reason of disposal from the list
    - Click "**submit**"