



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR HEALTH AND FOOD SAFETY

Crisis preparedness in food, animals and plants
The Director

Brussels,
Sante.ddg2.g.3(2022)6735840/KS/AJ

Dear Head of the National Plant Protection Organisation,

Subject: Activation of non-compliance notifications in TRACES

I write to you following up on my letter referenced Ares(2021)7816435 of 17 December 2021 informing you about the new procedure for notifying non-compliances on consignments of plants, plant products and other objects entering the Union inside the TRACES platform.

Following the implementation of the new procedure, some of you have reported difficulties with regard to monitoring the non-compliances recorded in the entry documents - CHED-PPs - by the plant health inspectors at EU borders due to the absence of automated notifications from the TRACES platform. Please accept my apologies for this missing functionality that forced your staff to regularly checking TRACES for that purpose.

I am pleased to inform you that, since 16 August 2022, TRACES has implemented a new notification system in order to address the aforementioned concerns. A notification providing a direct link to the recorded non-compliance is sent both inside the TRACES platform and via email to your NPPO's designated contact persons who have been authorised access in TRACES.

Enclosed to this letter you may find the user manual that was provided with my letter of 17 December 2021 and updated with the instructions on how to activate the new notification system from the TRACES user profile. Your staff is invited to contact the TRACES support team at sante-traces@ec.europa.eu in case they have any questions.

Yours sincerely,

[e-signed]
Bernard Van Goethem

Heads of National Plant Protection Organisations of non-EU countries

Enclosure: - TRACES manual: updated non-EU countries' user guide to access CHED- PP
module and the non-compliance tab
- Letter referenced Ares(2021)7816435 – 17/12/2021

c.c.: all Chief Plant Health Officers of Member States, Switzerland and Northern Ireland