

Non-EU countries' access to recorded non-compliances via the CHED-PP module

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Purpose

This guide describes the procedure to be followed by non-EU countries to access in read-only mode the Common Health Entry Document for plants and plant products (CHED-PP) module in TRACES.

The CHED-PP module allows official plant health officers at EU borders to record the outcome of official controls performed on consignments of plants, plant products or other objects entering the Union and the decision taken on those consignments.

The access to the CHED-PP module allows the non-EU country to monitor in real time the status of its consignments and to apply corrective measures where appropriate. In case of rejections, the non-EU country will be able to see via a separate tab in the CHED-PP the details on the non-compliances such as reasons for refusal and measures taken on the consignment.

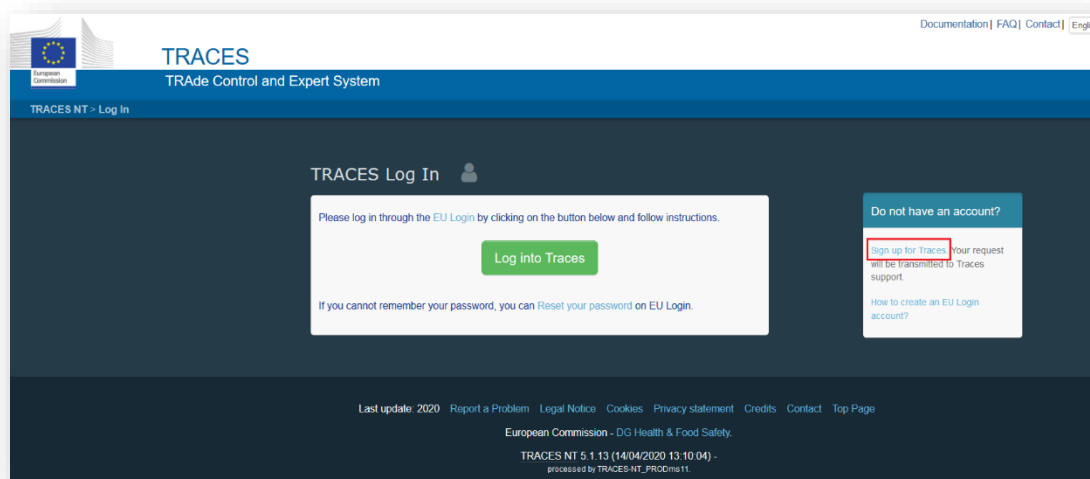
To facilitate the non-EU countries' monitoring of non-compliances recorded in the CHED-PP module, TRACES has implemented automated notifications, which will be sent to the designated users that have a role in TRACES under the respective authority profiles. Section 4 of the present guide explains in detail how to activate and consult those notifications.

1. Register on the EU Login page

Firstly, you need to register yourself on the EU Login page. This is a mandatory security layer.

If you have already a login account, go to the [step 2](#).

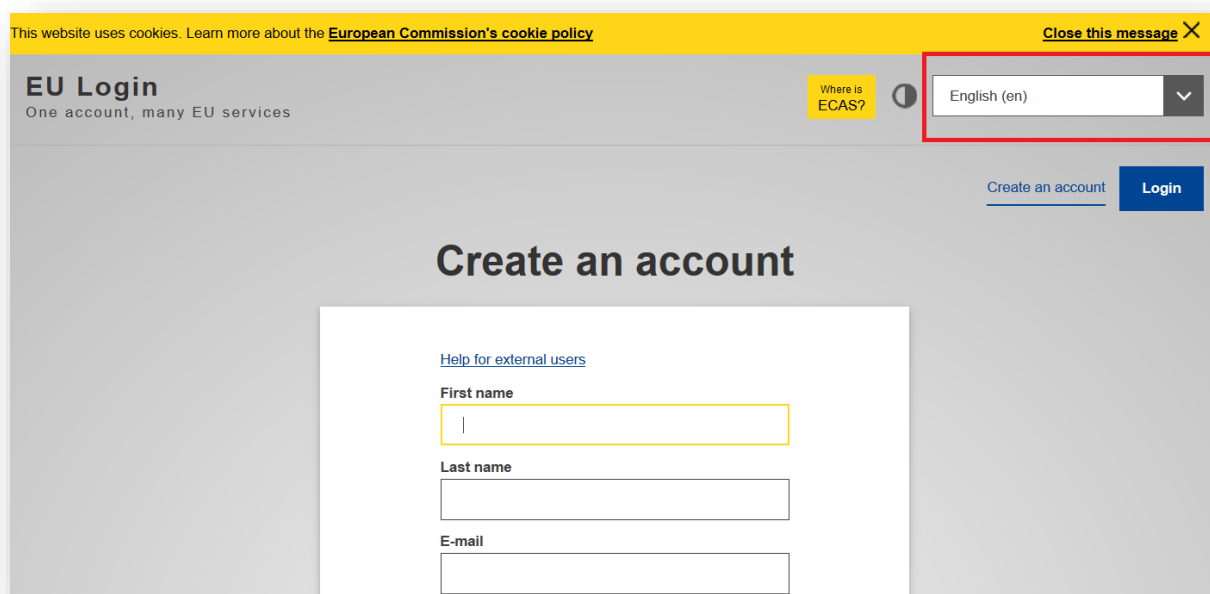
To register, click on the following link: <https://webgate.ec.europa.eu/tracesnt/login> to access the TRACES-NT welcome page and on the link “Sign up for TRACES”:



You now access the EU Login registration screen (“create an account”).

The screenshot shows the 'Create an account' registration screen. At the top, the title 'Create an account' is displayed. Below it, there is a link for 'Help for external users'. The form consists of several input fields: 'First name', 'Last name', 'E-mail', and 'Confirm e-mail'. Below these is a dropdown menu for 'E-mail language' set to 'English (en)'. There is a section for 'Enter the code' with a text input field and a CAPTCHA image showing the word 'SARBS'. At the bottom, there is a checkbox with the text 'By checking this box, you acknowledge that you have read and understood the [privacy statement](#)'. Below the checkbox is a blue button labeled 'Create an account'.

On the top right of the page you can choose your preferred language:



The screenshot shows the EU Login page. At the top, there is a yellow banner with the text "This website uses cookies. Learn more about the [European Commission's cookie policy](#)" and a "Close this message" button. Below the banner, the "EU Login" logo is on the left, and a "Where is ECAS?" button is on the right. A language selection dropdown menu is highlighted with a red box, showing "English (en)". Below the language menu, there are links for "Create an account" and "Login". The main heading is "Create an account". Below this, there is a form with three fields: "First name", "Last name", and "E-mail". A link "Help for external users" is also present.

Complete all form fields and keep in mind that the data you insert in the screen above will be those that appear in TRACES-NT.

In addition, it is important to create the EU Login account in the name of a REAL PERSON, NOT a generic account for your central authority.

As regards the e-mail address, you are strongly advised to choose your own professional email address which will be used to login to TRACES-NT.

After completing all the fields, click on the "Create an account" button.

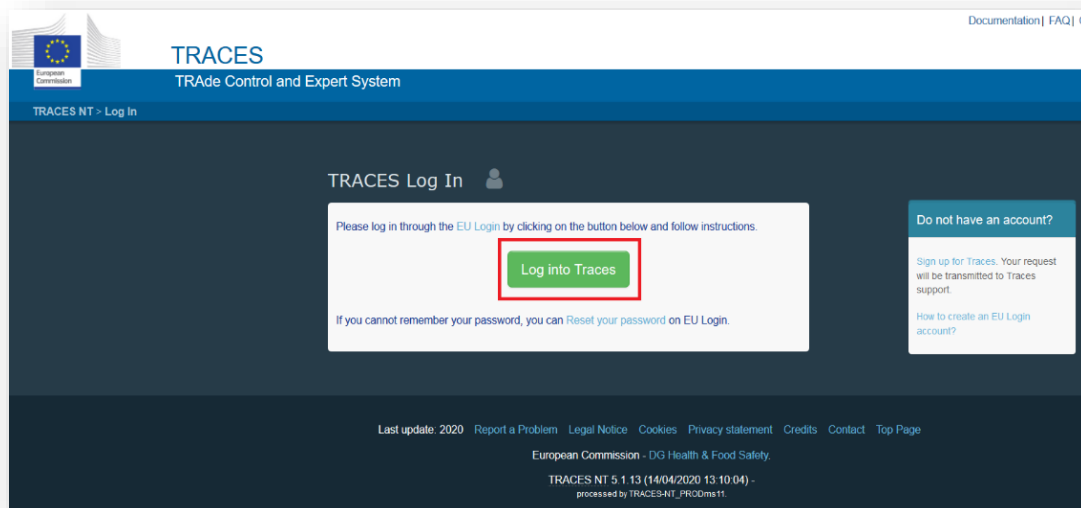
Once you have sent the request, an email will automatically be sent to you with a link to set your password. You have to click on that link within 90 min, otherwise it will expire.

If you do not receive the automatic email, you can find help on this page: <https://webgate.ec.europa.eu/cas/contact.html>

2. Register in TRACES NT and ask for a role

If you are already registered in TRACES-NT, go directly to [step 3](#) and [step 4](#).

Return to the homepage of TRACES-NT (see link above) and click on the green button “Login into TRACES”. You will be redirected to the EU Login access.



To log in, insert the email address you chose when creating the EU Login account and click on “Next”.

The screenshot shows a form titled 'tracesnt requires you to authenticate' and 'Sign in to continue'. The form has a white background and is set against a grey background. It contains a text input field labeled 'Use your e-mail address'. Below the input field is a blue button labeled 'Next'. Under the 'Next' button is a link labeled 'Create an account'. Below this is a horizontal line with the word 'Or' in the center. Below the line is a section titled 'Or use the eID of your country' with a green button labeled 'Select your country'.

Insert the password you previously chose for the EU Login account and click on Sign in.

tracesnt requires you to authenticate

Sign in to continue

Welcome

CCA01.MA@ec-traces.eu
(External)

[Sign in with a different e-mail address?](#)

Password

[Lost your password?](#)

Choose your verification method

Password

Sign in

You are now redirected to the TRACES-NT welcome page.

Select your role

Please note that in order to be able to see Interception Notifications, you need to request a role as “Authority”.

Request authorisation

You currently do not have any role allowing you to access the application.

Please select the type of organisation you're requesting access for.

IMPORTANT: Do not request access from a new tab - this can result in duplicated access requests.

Operator

Economic operators such as *particular businesses, stores, non-profit organisations...*

Organic Control Body

Control Bodies listed in Annex III and Annex IV of Commission Regulation (EC) No 1235

Authority

Competent authority such *Customs offices, Veterinary authorities, central competent authorities, phytosanitary authorities,*

Need [help](#) to find out which kind of organisation you belong to?

Personal Information

EU Login is the place where your personal information are stored. If any of the information displayed here is wrong, you can update it there. Your information will be refreshed automatically in TRACES the next time you log in.

Full Name

Domain ☒ External

Username

Email

My account on EU Login

Change your Password at EU Login

Update your Information at EU Login

When you click on Authority:

You can search for your authority by country, role, competence or name of the authority.

Please note that in order to see Interception notifications, you must be attached to an authority with a role as “CCA-Central Competent Authority” and a competence as “Plant health”:

< Select an authority Request authorisation

Country Morocco (MA)

Role CCA - Central Competent Authority

Competence Plant health

Authority Name Search

There is no need to enter any Authority name. Click on the Search button.

< Select an authority Request authorisation

Country Morocco (MA)

Role CCA - Central Competent Authority

Competence Plant health

Authority Name Search

Name	Full Address	Role	Competence	Code	Select all
Office National de Sécurité Sanitaire des produits Alimentaires (ONSSA), Division de la protection des végétaux (DPV)	Avenue hadj Ahmed Cherkaoui – Agdal- Rabat Rabat Morocco	CCA	CHED-PP rw ePhyto rw EUROPHYT IN rw PHYTO rw	MA00000	Select

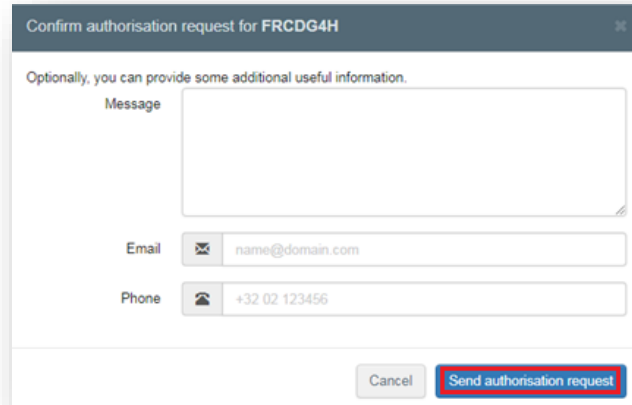
Look for your Authority. Under the competence tab, you can verify the competence assigned to your authority:

CHED-PP, EUROPHYT IN, PHYTO and ePHYTO are competences related to Plant Health.

Tick the box “**select**” and click on the '**Request Authorisation**' green button to submit your request. If you don't find your authority, please write to the TRACES team at sante-traces@ec.europa.eu.

Send authorisation request

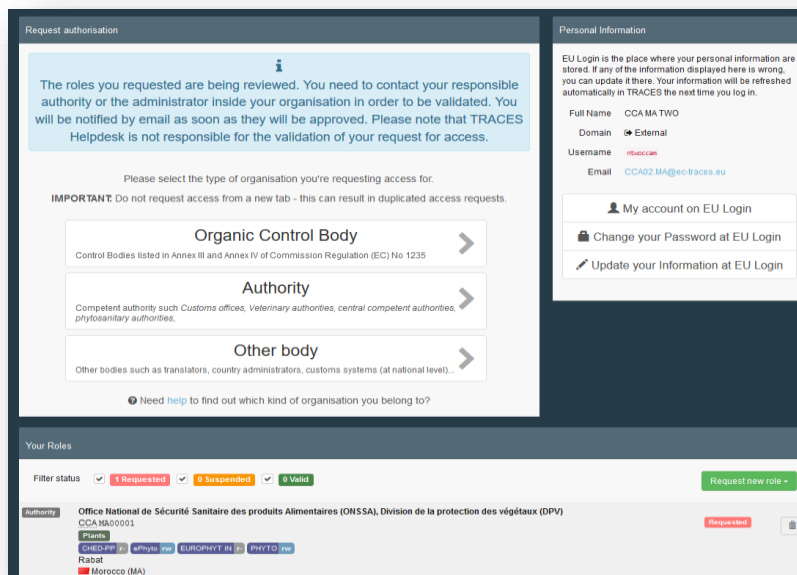
After you click on the “Request Authorisation” button, a window pops up:



A dialog box titled "Confirm authorisation request for FRCDG4H". It contains a text area for "Message" with the placeholder "Optionally, you can provide some additional useful information." Below this are input fields for "Email" (containing "name@domain.com") and "Phone" (containing "+32 02 123456"). At the bottom are two buttons: "Cancel" and "Send authorisation request" (highlighted in blue).

You can provide additional information, email and phone number and then click on the “Send authorisation request” blue button.

You will be then re-directed to this page where your request will be visible:



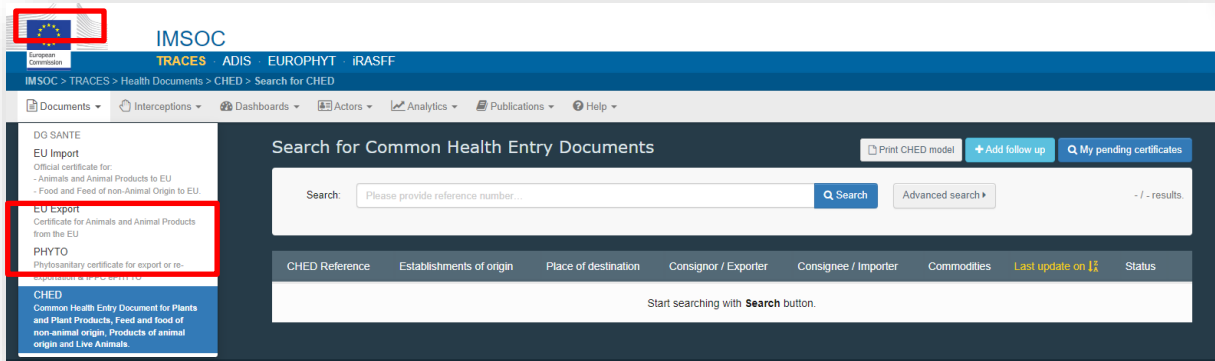
The "Request authorisation" page is divided into several sections. At the top, a blue box contains instructions: "The roles you requested are being reviewed. You need to contact your responsible authority or the administrator inside your organisation in order to be validated. You will be notified by email as soon as they will be approved. Please note that TRACES Helpdesk is not responsible for the validation of your request for access." Below this, a section titled "Please select the type of organisation you're requesting access for." includes an "IMPORTANT" note: "Do not request access from a new tab - this can result in duplicated access requests." There are three selection options: "Organic Control Body" (with a link to Commission Regulation (EC) No 1235), "Authority" (with a link to competent authorities), and "Other body" (with a link to other bodies). A "Need help" link is provided. On the right, a "Personal Information" sidebar shows user details: Full Name (CCAMA TWO), Domain (External), Username (rtbocan), and Email (CCAM2_MA@ec-traces.eu). It also includes links for "My account on EU Login", "Change your Password at EU Login", and "Update your Information at EU Login". The main content area shows "Your Roles" with a filter status bar (1 Requested, 0 Suspended, 0 Valid) and a "Request new role" button. A table lists roles, with the first one being "Office National de Sécurité Sanitaire des produits Alimentaires (ONSSA), Division de la protection des végétaux (DPV)" with ID "CCAMA0001", status "Requested", and location "Rabat, Morocco (MA)".

If you are the first user registering for your Authority, the Commission will manage your request.

Send an email to the Traces Team at sante-traces@ec.europa.eu and it will validate your request.

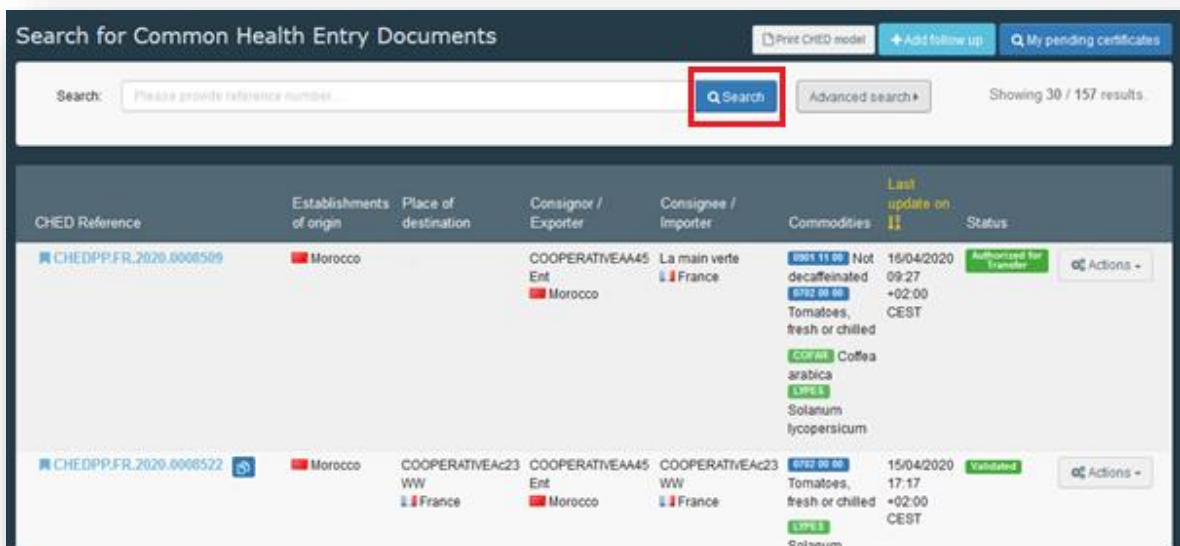
3. CHED-PP module

From the Menu Documents > CHED, you will be able to see via a search screen the CHED-PPs created at the EU border which are relevant for your Authority.



From the search screen, you have two options:

- You run a simple search and a list of all the (relevant) CHED-PPs will appear;



- You run an Advanced search and you can specify some details to narrow your search.

Search for Common Health Entry Documents Print CHED model + Add follow up My pending certificates

Search: Search Advanced search 1 / 1 results.

CHED Type: ☐ CHED-A ☐ CHED-P ☐ CHED-D ☒ **CHED-PP**

Status: Status ▾ ☒ **Rejected** ☐ Has pending laboratory tests ☒ **Has plant health non-compliance** ☐ Requires Follow-up ☐ Transhipped ☐ Transfer

Purpose: ▾ Type of plant health non-compliance: Select ▾

Country of origin: MA x Search... Clear Add country group Declaration date range: Calendar

Country of dispatch: Clear Add country group Decision date range: Calendar

Country of destination: Clear Add country group Border Control Post/Control Point/Control Unit: Q

Commodity: Q Establishment approval number:

Transport type: ▾ Transport name:

Species: Q Laboratory test motivation: Laboratory test motivation ▾ No selection.

Clear

CHED Reference	Establishments of origin	Place of destination	Consignor / Exporter	Consignee / Importer	Commodities	Last update on	Status	
CHEDPP.FR.2021.0000654	COOPERATIVEAw71 Ltd	5.5.0 hug	COOPERATIVEAw71 Ltd	5.5.0 hug		15/12/2021 10:13 +01:00 CET	Rejected	Actions ▾

You can click on the link to the CHED Reference and you will have a read-only access to it that will allow you consulting the CHED-PP:

CHED-PP: CHEDPP.FR.2021.0000654

Cloned from: [PHYTO.MA.2021.0000191](#)

Replaces: [CHEDPP.FR.2021.0000625](#)

PART I DISPATCHED CONSIGNMENT **PART II** DECISION ON CONSIGNMENT **PART III** FOLLOW UP **DETAILS ON NON-COMPLIANCE** **QUALITY CONTROL** **Current status: REJECTED** **Next:** This is a final step.

I.1. Consignor/Exporter **I.2. CHED Reference** **QR code**

Name **COOPERATIVEAw71 Ltd**

Country **Morocco** ISO Code **MA**

CHEDPP.FR.2021.0000654

The CHED reference number is indicated in the upper left corner. Other documents linked to the CHED can be consulted by clicking to one of the references below the CHED reference number.

A finalized CHED-PP will necessarily have at least two parts (tabs):

- **Part I: description of the consignment.** Before the arrival at the BCP, the operator fills this part. All details about the exporter, importer, place of destination, etc... along with the description of the plants/plant products can be consulted in this part.
- **Part II: Decision on the consignment.** This part concerns the decision of the inspector at the border. Details about the checks performed can be found there. The status of the CHED is directly related to the decision taken by the inspector:

CHED-PP: CHEDPP.FR.2021.0000654

Cloned from: PHYTO.MA.2021.0000191

Replaces: CHEDPP.FR.2021.0000625

Current status: **REJECTED**

Next: This is a final step.

Part I: DISPATCHED CONSIGNMENT

Part II: DECISION ON CONSIGNMENT

Part III: FOLLOW UP

DETAILS ON NON-COMPLIANCE

QUALITY CONTROL

I.1. Consignor/Exporter

Name: COOPERATIVEAw71 Ltd (Valid)

Country: Morocco

ISO Code: MA

I.2. CHED Reference

CHEDPP.FR.2021.0000654

QR code

Other tabs might also be available:

- **Part III (follow up):** details on re-dispatching or about the inland inspection.
- **Details on non-compliance:** details about the reasons for refusal and measures taken.
- **Quality control:** details on the quality of the consignment.

CHED-PP: CHEDPP.FR.2021.0000654

Cloned from: PHYTO.MA.2021.0000191

Replaces: CHEDPP.FR.2021.0000625

Current status: **REJECTED**

Next: This is a final step.

Part I: DISPATCHED CONSIGNMENT

Part II: DECISION ON CONSIGNMENT

Part III: FOLLOW UP

DETAILS ON NON-COMPLIANCE

QUALITY CONTROL

I.1. Consignor/Exporter

Name: COOPERATIVEAw71 Ltd (Valid)

Country: Morocco

ISO Code: MA

I.2. CHED Reference

CHEDPP.FR.2021.0000654

QR code

Click on the tab “**Details on non-compliance**” if you wish to check the refusal reasons and the measures taken on the rejected part of the consignment:

CHED-PP: CHEDPP.FR.2021.0000654

Cloned from: PHYTO.MA.2021.0000191

Replaces: CHEDPP.FR.2021.0000625

Current status: **REJECTED**

Next: This is a final step.

Part I: DISPATCHED CONSIGNMENT

Part II: DECISION ON CONSIGNMENT

Part III: FOLLOW UP

DETAILS ON NON-COMPLIANCE

QUALITY CONTROL

I.1. Consignor/Exporter

Name: COOPERATIVEAw71 Ltd (Valid)

Country: Morocco

ISO Code: MA

I.2. CHED Reference

CHEDPP.FR.2021.0000654

QR code

The screenshot displays the TRACES platform interface with the 'Current status' set to 'REJECTED'. The top navigation bar includes tabs for 'PART I DISPATCHED CONSIGNMENT', 'PART II DECISION ON CONSIGNMENT', 'PART III FOLLOW UP', 'DETAILS ON NON-COMPLIANCE', 'QUALITY CONTROL', a refresh icon, and a 'Next' button labeled 'This is a final step.'.

Two sections are highlighted with red boxes:

- Reason(s) for refusal:** This section contains a 'Refusal reason' dropdown menu (currently showing 'Other reasons: presence of harmful'), a 'Harmful organism' field (showing 'REYBO Fallopia x bohemica'), an 'Extent of contamination' dropdown (showing 'Plant, plant product or other object'), a 'Non-EU regulated harmful organism' dropdown (showing 'EFSA Pest Risk Analysis'), and a 'Comment' text area.
- Measure(s) taken on consignment:** This section contains a 'Measure taken' dropdown menu (currently showing 'Entry refusal'), a 'Measure extent' dropdown (showing 'The intercepted part of the consignment'), and a 'Comment on Measure(s) taken' text area.

Both sections also display 'Commodities' (C/O #1, 0805 10 Oranges) and 'Packaging materials'.

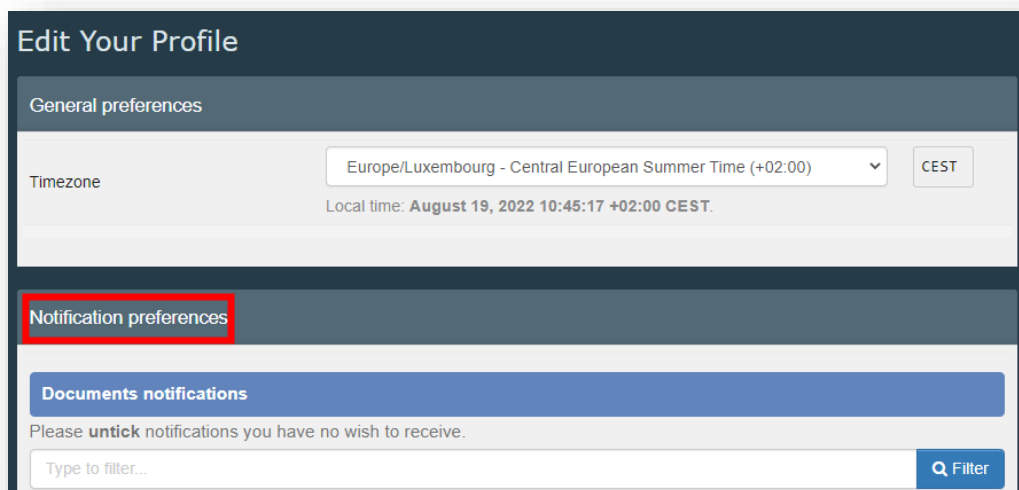
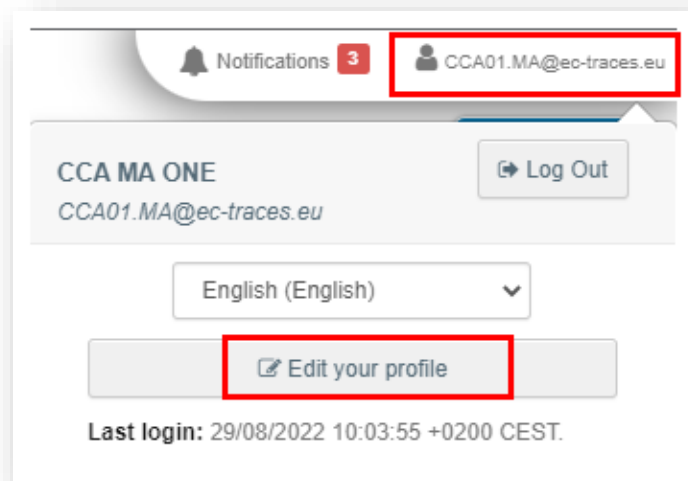
4. Enabling the non-compliance notifications

How to activate the notifications in your profile

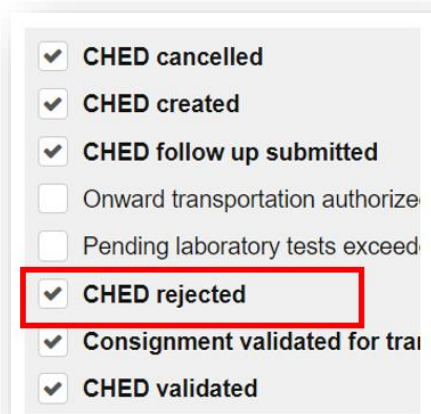
After your role request will be validated, you will be able to access the TRACES platform. In order to effectively monitor the non-compliance notifications, you would need to properly activate them in your user profile.

To do that you need to click on your email address that is displayed at the top right corner of the TRACES interface and then select **"Edit your profile"** as shown below:

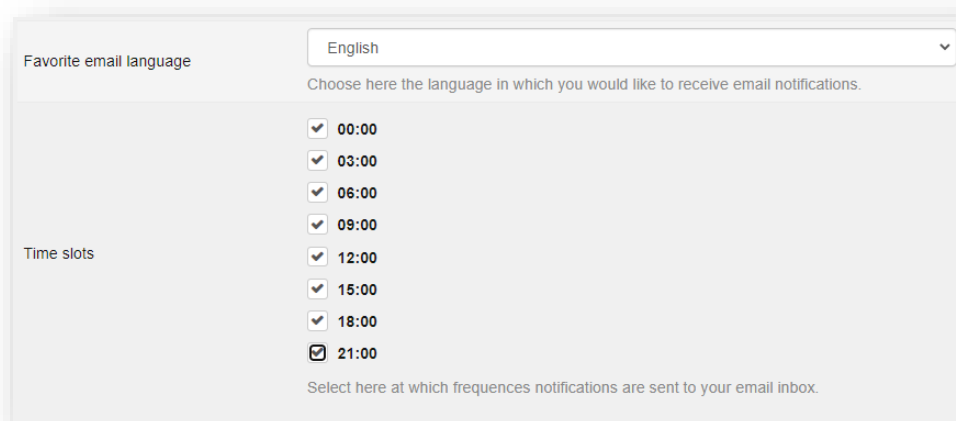
Then, you will be redirected to a page where you will be able to set your notification preferences:



In the “**Notification preferences**” box, make sure you tick the “**CHED certificate rejected**” notification:



After selecting the “**CHED certificate rejected**” notification, scroll further below to select the language in which you wish to receive the email notifications as well as the relevant timeslots:



The screenshot shows a form titled 'Favorite email language' with a dropdown menu set to 'English'. Below it, a text prompt says 'Choose here the language in which you would like to receive email notifications.' Underneath is a section labeled 'Time slots' with a list of times: 00:00, 03:00, 06:00, 09:00, 12:00, 15:00, 18:00, and 21:00. Each time has a checkbox, all of which are checked. At the bottom, a text prompt says 'Select here at which frequencies notifications are sent to your email inbox.'

After you select the relevant notifications and timeslots, **do not forget to save your preferences** – otherwise your changes will be lost:



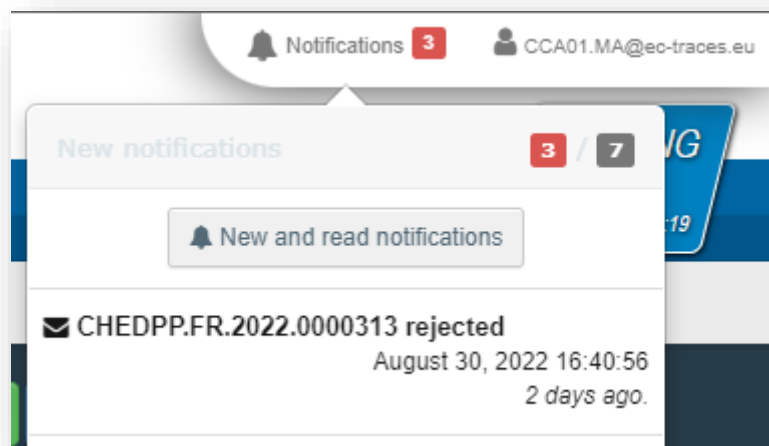
Two buttons are shown side-by-side. The first is green with the text 'Request new role' and a small downward arrow. The second is blue with a floppy disk icon and the text 'Save Preferences'.

The “save preferences” box will be pinned at the top right part of the screen.

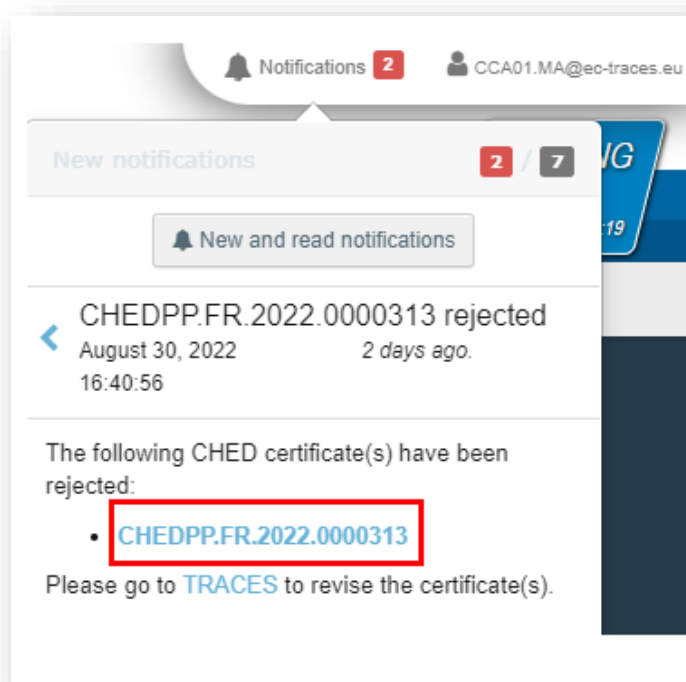
How to consult the notifications received

It is important to note that the non-compliance notifications are being sent both (1) inside the TRACES platform (in-system notification) and (2) via email to your NPPO’s designated contact persons who have been authorised access in TRACES.

The in-system non-compliance notifications can be accessed by the “**Notifications**” option on the top right corner of the TRACES interface:



Selecting one of the displayed notifications provides a direct link to the recorded non-compliance in TRACES:



The same information is also sent by email notifications however, it is important to note that the email notifications will be sent **only** on the timeslots that have been selected in the “Edit my profile” page, whereas the in-system notifications are sent in real time.