

## 1. General procedures at CERES for EU COIs

1.1 As of August 15<sup>th</sup>, 2017 the applicant for the EU COI is the importer. The importer applies for the COI in TRACES directly and sends ideally all relevant documents including application form via email without being asked (admin@ceres-cert.com). In case the importer is missing the relevant documents, the exporter may send all relevant documents parallelly via E-Mail to CERES (admin@ceres-cert.com) whereas reference has to be made to the importer's application. This must be controlled adequately between importer and exporter.

1.2 Information exchange in case of queries concerning documents sent in will still be handled via CERES and exporter.

1.3 In point 2 you will find the description for registering in TRACES. The way and procedure described there needs to be followed. Each individual control body of the importers or the relevant country authorization can assist regarding validation.

## 2. Access TRACES

2.1 For entering TRACES you need to register in the system. The relevant steps are described in the manuals of the different country authorizations. As far as we know the login procedure at TRACES is the same procedure in all federal states / EU member states – only the report to the control bodies for validating the company is different. <https://webgate.ec.europa.eu/tracesnt/login>

### 2.2. Test access – Trial version

There is a test version for trial purposes available which can be reached via the following link:

<https://webgate.training.ec.europa.eu/tracesnt/login>

You can enter electronical control certificates and everything else the system allows you to try. As it is a test version only you can try without being afraid of making any errors.

Please note:

Please only test the system within this trial version and not in the production (live) system which you applied for according to point 1. The live version is marked as "production" and can be used since April 19<sup>th</sup>, 2017. Anyway, the live system is not allowed to be used for test purposes.

Further hints – please contact:

- For further technical queries the SANTE Helpdesk:  
[SANTE-TRACES@ec.europa.eu](mailto:SANTE-TRACES@ec.europa.eu)
- For further queries to the process of control certificates (COI) the GD AGRI:  
[AGRI-E-COI-Organic@ec.europa.eu](mailto:AGRI-E-COI-Organic@ec.europa.eu)
- For queries to specific COI applications always [admin@ceres-cert.com](mailto:admin@ceres-cert.com)