

# FAQ for submitting a FLEGT Licence for verification using FLEGIT/TRACES

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## Introduction

This document provides a list of **Frequently Asked Questions** (FAQ) which shall interest timber importers using the EU system for the management of FLEGT Licences, based on regulation EC 2173/2005 and EC 1024/2008

The electronic management of FLEGT Licences has been developed as a component of the TRACES system (TRAde Control and Expert System) and is called FLEGIT (referred as **FLEGIT/TRACES** in this document).

Its purpose is to allow importers to submit for verification a FLEGT licence to the Competent Authority, by entering all its elements electronically on FLEGIT and enable Customs authorities to check electronically the License validity fast. The advantage of FLEGIT/TRACES is the guarantee of a **quick and secure procedure pertaining to the verification and management** of FLEGT licences. Please note that FLEGIT/TRACES does not replace the need of introducing the SAD (Single Administrative Document) for the Customs Declaration.

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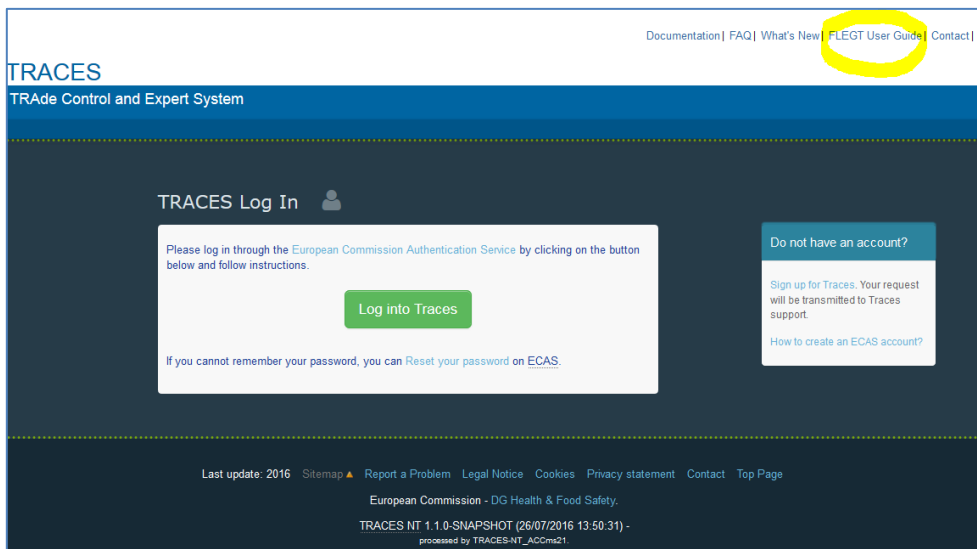
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# 1. Where can I find instructions & guidelines for FLEGIT/TRACES?

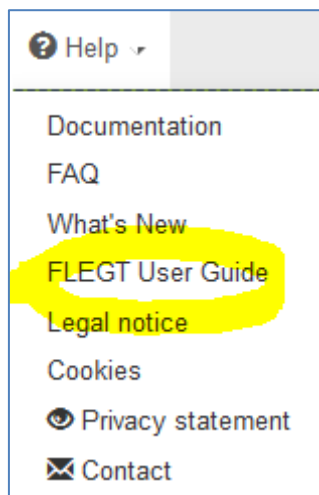
FLEGIT/TRACES is available on internet at the following address:

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

General registration instructions for using FLEGIT is reachable by clicking the menu item "FLEGT User Guide" (see screen below)



Once you will be registered, detailed information will always be reachable via the Help menu – FLEGT User Guide.



## **2. Where can I ask help and advice when using FLEGIT/TRACES?**

Concerning the use of FLEGIT/TRACES, you can contact the TRACES IT Support Services

- via email at the following mailbox: **sante-traces@ec.europa.eu**
- via phone at the following number: **+ 32 2 297 63 50**

The Support Services are open from 9am to 6pm (CET) during working days.

If you need help about the FLEGT regulations and obligations, please contact your National Competent Authorities, but not the Support Services.

## **3. Do I need to register in FLEGIT/TRACES before using it?**

Yes, every user needs to create an account and be registered in FLEGIT/TRACES in order to be able to connect and work with the system.

The registration procedure is described in the FLEGT User Guide (see also Question 1).

## **4. Can my company create several accounts for FLEGT licence management in FLEGIT/TRACES?**

Yes, several users from the same company can work in FLEGIT/TRACES.

Although, users of the same company have read & write access to the licences created by any of their colleagues.

## **5. My country has set up a national site for submitting FLEGT licences electronically. Can I use FLEGIT/TRACES instead?**

No, you should only use the national site of your country.

## **6. Can an agent submit and manage a FLEGT Licence in FLEGIT/TRACES on my behalf?**

Yes. The agent needs to create an account and be registered in FLEGIT/TRACES in order to be able to connect and work with the system. The agent –and not the actual importer- will subsequently receive all relevant notifications from FLEGIT/TRACES concerning the submitted FLEGT Licence.

## **7. When can I submit my FLEGT licence in FLEGIT/TRACES?**

You can submit your FLEGT Licence in FLEGIT/TRACES, as soon as it has been made available to you by the Partner country's Licensing Authority. Please also check with the respective FLEGT Competent Authority on the time required for the verification of the FLEGT Licence and how long in advance it should be submitted via FLEGIT/TRACES.

## **8. What should I do with the FLEGT licence paper?**

It is strongly recommended that you scan it as JPEG and upload it on FLEGIT/TRACES via the "image" feature available for "box 2" in the Licence form.

## **9. Can I only choose to submit the paper licence to a Competent Authority instead of submitting it electronically via FLEGIT/TRACES?**

Please check the relevant legislation in the Member State that you will submit the FLEGT Licence for verification.

## **10. Which Competent Authority should I choose to submit my FLEGT Licence for validation in FLEGIT/TRACES?**

You may find the nominated Competent Authorities for the implementation of the Regulation 2173/2005 (FLEGT Regulation) on:

[http://ec.europa.eu/environment/forests/pdf/list\\_competent\\_authorities\\_flegt.pdf](http://ec.europa.eu/environment/forests/pdf/list_competent_authorities_flegt.pdf)

You should choose the Competent Authority of the country where the shipment will be released for free circulation.

## **11. My shipment will enter EU at a customs point of a different country than the final destination. To which FLEGT Competent Authority should I submit the FLEGT Licence for verification?**

- If the goods will be released for free circulation in the same country of the point of entry, the FLEGT licence must be submitted for verification at the Competent Authority of that country.
- If the goods will be transported -under customs supervision- until the country of final destination, the FLEGT licence must be submitted for verification at the Competent Authority of the country of final destination.

## **12. How will I be informed that my FLEGT licence submitted via FLEGIT/TRACES has been verified?**

FLEGIT/TRACES will send an email to the registered users of the company. The email will contain a short description of the decision regarding the verification of the FLEGT Licence.

## **13. Can I submit a customs declaration in FLEGIT/TRACES?**

No. FLEGIT operates independently from the customs electronic systems. Please check the relevant customs specifications.

## **14. My FLEGT licence has been rejected in FLEGIT/TRACES. What can I do next?**

In the e-mail that you will receive regarding the decision on the FLEGT Licence, there will be a short description about the reasons of rejection. You may contact the FLEGT Competent Authority for further clarifications.

## **15. After submitting the FLEGT licence, I discovered that a mistake was introduced. How can I correct it?**

FLEGIT/TRACES advise users to always carefully review the information introduced before submitting it for verification. The licence content cannot be modified after submission. You can contact the Competent Authority and the authorized officer will be able to update the licence information, if required.

## **16. What are the security measures in FLEGIT/TRACES regarding FLEGT licences and personal data protection?**

The below profiles can see the content of my FLEGT licenses:

- Users from the same company as mine, registered in FLEGIT/TRACES
- Authorized officers from the Competent Authorities to which I submitted the license for validation
- Authorized Customs Officers from any customs offices in the country to which I submitted the license for validation

The below profiles can see that my licenses exist but they cannot see its content:

- Authorized Officers from Competent Authorities from other Member States
- Authorized Customs Officers from Customs Offices from other Member States

Note also that: FLEGIT/TRACES is a securely developed software that has been designed to avoid security vulnerabilities and threads.

It also complies with Legislation concerning personal data protection.