

## How to create/validate an organic operator

Every national authority has the authorisation to validate operators based in their country. Every Control Body/Authority can validate operators, whose activities are certified by this control body/authority. Every user who can create or complete a COI certificate can create a new organic operator. However, before this can be used in the certificate, it needs the validation of one of the two instances above.

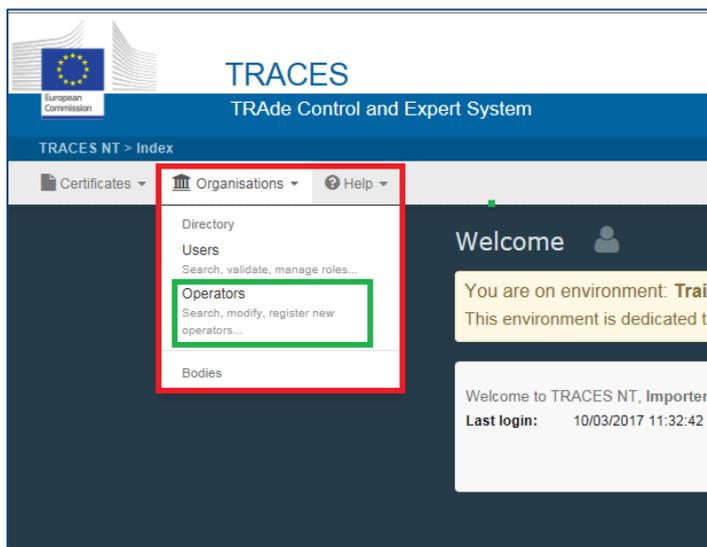
New users, who can't find their operator in TRACES NT, please refer to the latest version of the LOGIN GUIDE for new TRACES NT users.

Any registered and validated user of TNT, please follow the steps below:

**Attention:** when creating a new operator, or completing any search action (other than searching for a COI certificate), please keep in mind that the system has not been designed for the sole use of certifying organic imports. Other TRACES certificates are available and will be added in the future. Therefore, not all options you will see on the search screens or entry forms are relevant to an 'organic' user. To reduce confusion, we will concentrate in this guide on the actions and fields that are of relevance for the COI certificates and the actors involved.

### CREATION OF AN ORGANIC OPERATOR

1. After logging in, go to the Organizations menu > Operators:



2. Make sure that the operator you need has not been created yet. You can search by:
  - Name, identifier... (1) or by clicking on the Advanced search (2)
  - The country of the operator or (3)
  - different operator activity filters (4)

Only after you really couldn't find the operator, click on '+New Operator' (5) to create a new one

- In the form you see on the screenshot below you need to complete the mandatory fields (most of them are marked by a red asterisk \* in TRACES NT), highlighted with a red box. The remaining fields are mandatory information, some explanations on the field contents can be found below the screenshot:

- a. **Phone:** Although not marked by an asterisk, this field is mandatory. However, by clicking on the blue arrow, you can choose the type of contact information you want to provide: Phone, fax, email or web URL. By clicking on the green + sign behind the box you can add extra contact information fields
- b. **Operator Identifiers:** The EORI number is mandatory for an organic importer. For the others this information is not relevant, but you can add it, if you wish.
- c. **TRACES Number** (inside the Operator Identifiers): This is not relevant to organic operators. It is a unique identifier given by TRACES in case of need.
- d. **Identifier** (inside the Operator Activities): A number given to the operator by their organic control body or authority
- e. **Valid from/to** (inside the Operator Activities): the validity date of the documentary evidence issued by the organic control body or authority to certify that the activity is organic
- f. **Publication date** (inside the Operator Activities): Instead of issuing certificates to the operators, some countries issue the list of organic operators in an official journal. This is the publication date of the official journal
- g. **Application date** (inside the Operator Activities): Instead of issuing certificates to the operators, some countries issue the list of organic operators in an official journal. This is the date of application of the list published in the official journal
- h. **Remarks** (inside the Operator Activities): The field is not relevant for organic operators.
- i. **Users:** This information cannot be modified on this screen. The list will display the users that requested a role in connection with the operator and the status of the users' requests.

**Attention:** *Be very careful, when providing validity (end) dates. The system will in the future be configured to base the access of an operator on this date, if it has been provided. An operator with an in valid date cannot be selected for a COI certificate. A user connected to an operator with an invalid activity will not be able to access the COI certificates – or to his operator's information. The TRACES NT Helpdesk team is not authorised to change the validity date upon a simple request. Proof needs to be provided in form of a valid certification document from the organic control body or authority. Ideally, this information is managed/updated by the organic control body or authority themselves. They are authorised to change this for the operators they are certifying.*

4. By clicking the 'Add activity' button again you can add an additional activity. For example: and organic importer can also have the activity as organic operator. For countries outside the EU: a producer can also be an exporter. Apart from special cases (like Switzerland for example) the operator roles cannot be mixed. For example: the role organic importer or operator is not acceptable for an operator in Mexico and operators in the EU can (currently) not be producers or exporters.
5. After all mandatory information has been completed, click the 'save' button on top of the entry form.

**Attention:** *It is possible at this point that you receive an error message at the top of the screen, informing you that certain fields must not be empty. This can appear, even if all mandatory information is complete. You may have clicked on the '+' sign behind the phone box or below the Organic Identifiers. Click the 'bin'-button (  ) behind the additional empty field and the error message disappears.*

The operator has now been created. But before it can be used for the COI certificates, its needs activity needs to be validated by a national authority of the operator's country or by the organic control body or authority certifying the organic activity of the operator.

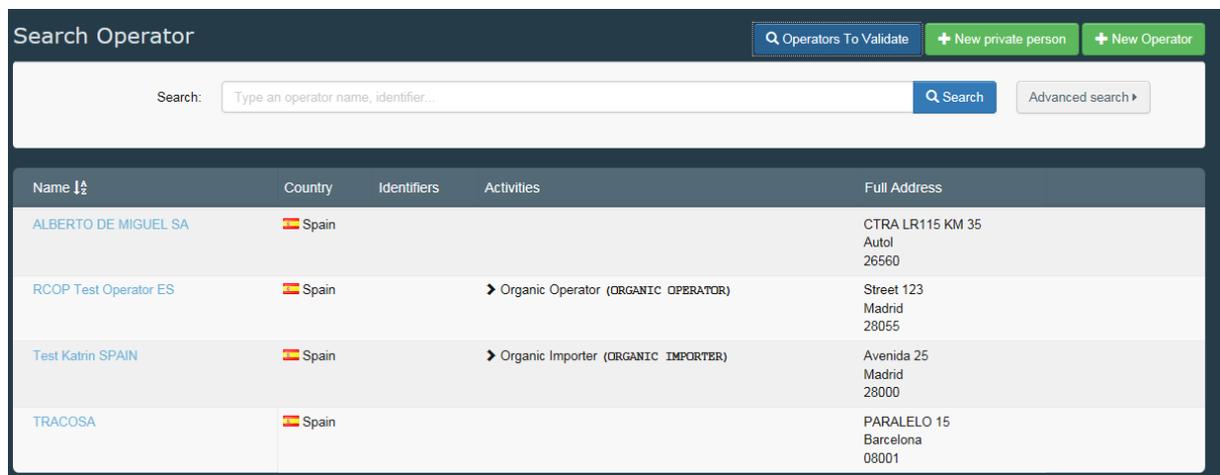
## VALIDATION, SUSPENSION AND DELETION OF AN OPERATOR'S ACTIVITY AND ADDING MORE ACTIVITIES

**Attention:** If you are and organic operator, a national authority not in the country where the operator is based or the organic control body or authority other than the one of the operator that you just created, you cannot validate this operator.

Please get in contact with the operator' national authority or organic control body or authority and ask them to validate the operator. Otherwise you will not be able to insert the operator into your COI certificate.

### VALIDATING AN OPERATOR

Return to the operator search and press the button 'Operators to Validate' to validate the list of operators in your responsibility will be displayed:



The screenshot shows a web interface titled "Search Operator". At the top right, there are three buttons: "Operators To Validate" (with a magnifying glass icon), "New private person" (with a plus icon), and "New Operator" (with a plus icon). Below these is a search bar with the placeholder text "Type an operator name, identifier..." and a "Search" button. To the right of the search bar is an "Advanced search" link. Below the search bar is a table with the following columns: "Name", "Country", "Identifiers", "Activities", and "Full Address".

Name	Country	Identifiers	Activities	Full Address
ALBERTO DE MIGUEL SA	Spain			CTRA LR115 KM 35 Autol 26560
RCOP Test Operator ES	Spain		Organic Operator (ORGANIC OPERATOR)	Street 123 Madrid 28055
Test Katrin SPAIN	Spain		Organic Importer (ORGANIC IMPORTER)	Avenida 25 Madrid 28000
TRACOSA	Spain			PARALELO 15 Barcelona 08001

**Attention:** As mentioned before, the system is not only used for organic certification. In the screen above you see some operators without activity. They have been created by new users for whom the addition of an activity is not always mandatory. The system cannot recognize, if they are a request for an organic operator or not. Additionally, the system currently only allows system administrators to add an activity to a new operator where the activity is missing. Should you encounter such an operator and identify it as 'organic', you can send the missing information to the SANTE Helpdesk and we will update the information for you. (In the future this will also be possible for national authorities and organic control bodies or authorities.

You may also find operators based in your country that are not dealing with organic produce. Please do not interfere with their information, if you are not entitled to. The validation of non-organic operators might follow different guidelines.

To validate an operator, click on the name to open their profile page:

After you made sure that the information is correct, click the tick button behind the 'New' activity to validate it (1). You need to click the 'save' button (2) to save the action in the system.

By clicking '+add activity' (3) you can add an additional activity as described earlier.

**Attention:** After you completed the information on the additional activity, you need to save the profile by clicking the 'save' button (2), only then can you validate (1) it and save the validation as before.

As authority or organic control body/authority you can also suspend or delete an activity by clicking the 'bin'- or 'pause'-button next to the activity:



A deletion or suspension also needs to be confirmed by saving (2).

**Attention:** For organizations with only one activity in TRACES NT, the activity cannot be deleted. You can, however, suspend it.

Users attached to operators with only deleted/suspended organic activities will have no access to the COI certificate.

Operators with only deleted/suspended organic activities cannot be used in a COI certificate.

**Should you have any questions on the technical or procedural processes, please let us know.**

**For technical questions, please contact the SANTE Helpdesk: [SANTE-TRACES@ec.europa.eu](mailto:SANTE-TRACES@ec.europa.eu)**

**For questions on the procedures for COI, please contact DG AGRI: [AGRI-E-COI-ORGANIC@ec.europa.eu](mailto:AGRI-E-COI-ORGANIC@ec.europa.eu)**