

eLearning module

EU Customs Trader Portal

Course takeaways

Welcome to the “**EU Customs Trader Portal**” eLearning module.

This eLearning module will guide you through the **EU Customs Trader Portal** and it will focus on its **benefits** and **functionalities**.

This eLearning module is addressed to **traders** and **customs officers** from National Administrations dealing with authorisations or decisions.

This is a quick and handy summary of the most relevant course information:

1 Did You Know

The **EU Customs Trader Portal** provides a user interface to the Traders with the possibility to navigate to the **specific modules** and access the **available actions** in order to start the communication with the **Customs Authority**.

Since 1 October 2019, the EU Customs Trader Portal is the **single point of access** to interact with those **EU customs systems** that are connected to the portal.

The aim of this portal is to **harmonise** the accesses to the different EU customs systems.

2 About EUCTP

2.1 What is EUCTP?

The **EU Customs Trader Portal** provides a **single access point** to the online systems for “**Authorised Economic Operators**” (AEO), the “**European Binding Tariff Information**” (EBTI), the “**Information Sheet on Special Procedures**” (INF) and “**Registered Exporter system**” (REX).

As the aim of this portal is to **harmonise the accesses** to the different EU customs systems, it is expected that in a near future **all other EU customs systems** will be **connected** to this portal.

Authentication to access the EU Customs Trader Portal will happen through the “**Uniform User Management & Digital Signature**” system (**UUM&DS**).

Traders need to have an “**Economic Operators Registration and Identification number**” (**EORI**) and the appropriate roles assigned **to access the system**.

In order **to obtain an EORI** number and role, traders need **to contact the competent authority** for EORI registration in the country where they are established.

2.2 Who Uses EUCTP?

Traders, customs **representatives** and **employees** of the traders or **customs offices** can also use EU Customs Trader Portal (EUCTP) after being **authenticated**.

With an **EORI** number, you can be **authorised** through the “**Uniform User Management & Digital Signature**” system (UUM&DS) to **access** the EU Customs Trader Portal.

2.3 UUM&DS System

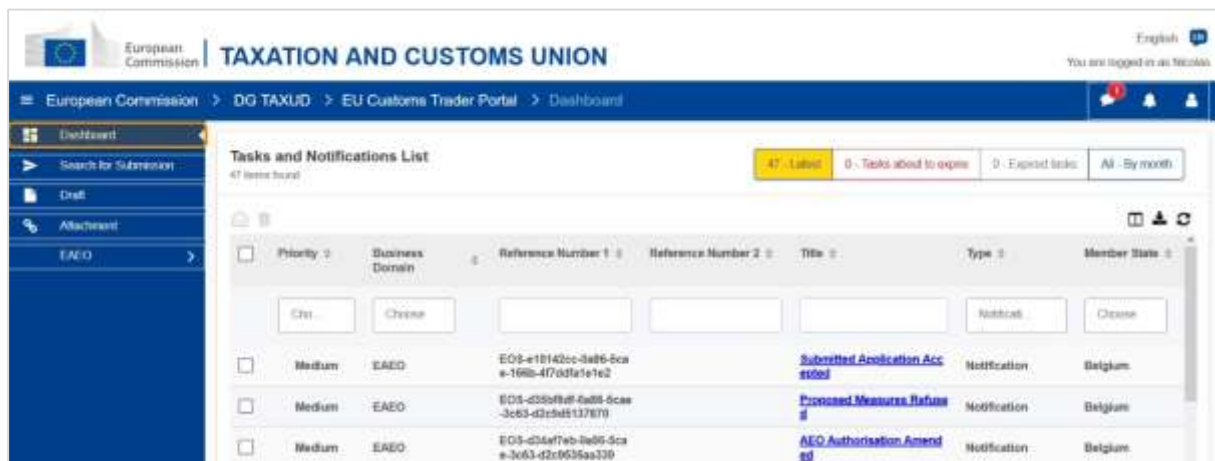
The **UUM&DS** allows traders to be represented by Customs Representatives or Employees and supports the use of electronic signatures. It also provides a **unified custom interface**, avoids **redundant services** of common functionality, **takes** into consideration each Member State's requirements, and **provides** the necessary functionalities in a **secure** way.

When the application template for using EU Economic Operator Portals is published, the trader registers in **Member State Identity and Access Management (MS IAM)**, Customs IT local system, **specific for every Member State**. The different MS IAMs offer authentication and authorisation services by providing attributes (**business profiles**) to central services through UUM&DS, provide access to national Customs IT systems and enable access to central customs European Information Systems.

The UUM&DS system allows you to set up and manage **two levels of delegation**: a trader can be represented by **Delegates**, such as customs representatives or their employees, and this is the **delegation of first level**. The Delegates can further delegate to a **Mandate** to act on their behalf and this is the **delegation of second level**.

2.4 Functionalities Overview

The EU Customs Trader Portal provides a user interface which enables to navigate to the specific modules from the generic one and to access actions to manage communication between traders and customs.



The screenshot displays the 'EU Customs Trader Portal' dashboard. The header includes the European Commission logo and the text 'TAXATION AND CUSTOMS UNION'. The user is logged in as 'nicolas'. The main content area is titled 'Tasks and Notifications List' and shows a table of tasks. The table has columns for Priority, Business Domain, Reference Number 1, Reference Number 2, Title, Type, and Member State. Three tasks are listed, all with a priority of 'Medium' and a business domain of 'EAEO'. The tasks are: 'Submitted Application Acc', 'Preceded Measures Refuse', and 'AEO Authorisation Amend'.

Priority	Business Domain	Reference Number 1	Reference Number 2	Title	Type	Member State
Medium	EAEO	EO9-e10140cc-0a86-5ca e-199b-4f70d1a1e1e2		Submitted Application Acc	Notification	Belgium
Medium	EAEO	EO9-d389f8af-0a86-5ca -3c63-d2c9d5137879		Preceded Measures Refuse	Notification	Belgium
Medium	EAEO	EO9-d34ef7eb-0a86-5ca e-3c63-d2c9d5137879		AEO Authorisation Amend	Notification	Belgium

Horizontal Menu

Horizontal menu consists of an icon for the notifications received in the system, a bell icon that indicates the new incoming notifications and a User Menu icon (Trader Information, Preferences, Online Help, Legal Notice, Logout).

Dashboard

The user **logs** into EUCTP and lands on the “**Dashboard**” page. From the Dashboard, the user can see the **Tasks and Notifications** list. The elements of the list can be sorted by a variety of criteria, such as Priority, Business Domain, Reference Number 1, Reference Number 2, Title, Type, Member State, Customs Authority, Date of Reception, Due Date, and Status. The user can **export data** and **view** the **details** or the **history of actions** for notifications and tasks.

Search for Submission

From the “**Search for Submission**” page the user can have a complete view on **submitted applications** and **requests**. The elements of the list can be sorted by a variety of criteria, such as Reference Number, Submission Title, Submission Type, Date of Submission, and Submission Status. The user can **export data** and view the **details** or the **history of actions** for any element of the list.

Drafts

From the “**Draft**” page the user can **save a draft** of an application or request for later submission and **manage** these drafts. Drafts can be sorted by various criteria such as Business Domain, Reference Number, Draft Title, Creation Date, and Expiry Date, and can be **exported** as tabular data in plain text.

Attachments

From the “**Attachments**” page the user can **manage attachments**, which are used in applications and requests. The page allows to **upload** a new file, no bigger than **20MB** or browse through already attached files.

Specific modules

The EU Customs Trader Portal provides a user interface to the Traders with the possibility to navigate to the **specific modules** (as for example EAEO) and to access the available actions in order to start the communication with the customs authority.

2.5 The Benefits for the Economic Operators

The EU Customs Trader Portal facilitates the **exchange of information** between Customs and traders. In addition, the information supplied to obtain your **authorisation** will be stored in a **database** of the European Commission, and the data can be used by **Customs authorities** throughout the EU.

The EU Customs Trader Portal **reduces paper-based transactions** and **harmonises the trader interfaces** by offering a **single access point** for trade. The different modules operate in a **seamless** and **uniform** way in order to give the trader a **coherent user experience**.

Documents

Gives you **easy access** to submitted **applications** and **authorisations**. You can **save draft** versions, and electronically file your **records**.

Notifications

You can have a generic view of **notifications** (both informational and notifications linked to tasks) and **submissions**. You can query, filter, sort and paginate your **notifications**. EUCTP will keep you **notified of each step** of the processes you are in.

Access

It's **paperless**, accessible **anywhere** and **anytime**. It also enables you to easily access the available initiating actions to start the **communication** with the **Customs authorities**.

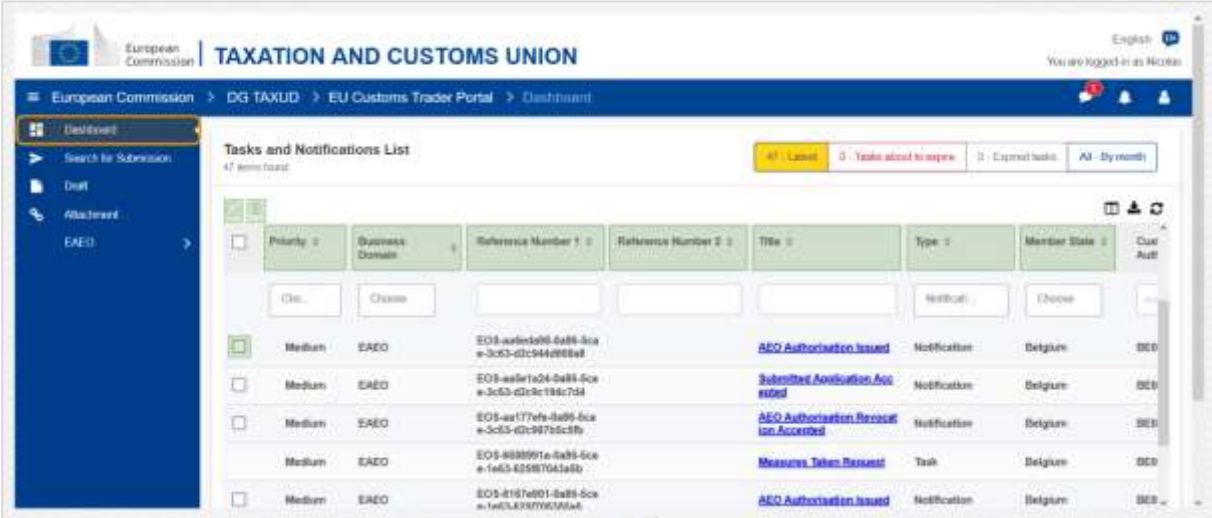
Interface

It's **easy to use**. It allows you to navigate to the **specific modules** from the generic one. It's possible to **customize the layout** according to your preferences: you can query, filter, and sort notifications and submissions.

3 EUCTP Interface

3.1 The Dashboard

Let's start with the Dashboard. This page is displayed upon logging in and can be accessed at any time via the first link in the left-hand menu. Its purpose is to provide a real-time overview of Tasks and Notifications.



Mark as Read/Unread

After selecting one or more items by checking the box on the left, use this button to mark Notifications and/or Tasks as **read** or **unread**.

Delete Item(s)

Delete selected Notifications/Tasks. When the button is clicked, a **pop-up confirmation window** appears:



Select Item(s)

Use this **checkbox** to select one or more Notifications in order to execute actions Mark Read/Unread or Delete. Tasks cannot be selected, as this operation only affects Notifications. You can also Select/Deselect all.

Priority

Filter Notifications and Tasks by **Priority** (multi-select).

Reference Number 1

Filter Notifications and Tasks by **Reference Number 1** (text input: three characters or more).

Reference Number 2

Filter Notifications and Tasks by **Reference Number 2** (text input: three characters or more).

Title

Filter Notifications and Tasks by **Title** (text input: three characters or more).

Type

Filter Notifications and Tasks by **Type**: can be **Notification** or **Task** (multi-select).

Member State

Filter Notifications and Tasks by **Member State** (multi-select).

Type	Member State	Customs Authority	Date of Reception	Due Date	Status	Action
Notification	Belgium	BE000611	15/07/2021 15:38		Unread	[Action icons]
Notification	Belgium	BE000611	15/07/2021 16:33		Unread	[Action icons]
Notification	Belgium	BE000611	15/07/2021 16:16		Unread	[Action icons] Try me!
Task	Belgium	BE000611	03/07/2021 12:24		Pending	[Action icons]
Notification	Belgium	BE000611	03/07/2021 12:36		Unread	[Action icons] Try me!

Customs Authority

Filter Notifications and Tasks by **Customs Authority** (multi-select).

Date of Reception

Click on the header to sort the results in ascending or descending order; you can also type two dates in the input fields below the header to filter Notifications and Tasks by **Date of Reception**.

Due Date

Click on the header to sort the results in ascending or descending order; you can also type two dates in the input fields below the header to filter Notifications and Tasks by **Due Date**.

Status

Filter Notifications and Tasks by **Status** (multi-select).

Clear Filters

Reset all filters to their **initial values**.

View History of Actions

Open timeline: this action will open the **Timeline View** page:



View Icon

View details: this action will **redirect** you to the **View Notification** page.

Take Action on Task

This icon appears when a row is a **Notification Type Task**. By clicking on it, you will be redirected to the **STP (Specific Trader Portal) View Task** of the corresponding **Task Action**.

Show/Hide Columns

Show or hide columns from the grid.

Export Results

Export all data from the grid in plain text format as a **CSV file**. The export functionality ignores the Show/Hide Columns preferences.

Refresh Page Results

Refresh the data in the **Notifications table**.

Online Buttons

The buttons **filter** the content of the **Tasks and Notifications List** of the **Dashboard**.

This filter has **4 options**:

1. **“Latest”** Notifications and Tasks. This list includes the latest Notifications and Tasks arrived with the status **“Pending”** and **“Unread”** and they are sorted by **“Priority”** first and then **“Date of Reception”** in descending order.
2. **“About to expire”** Notifications and Tasks. This list includes Tasks that have the expiration date in the following week, and they are sorted by **“Priority”** first and then **“Expiration Date”** in ascending order.
3. **“Expired tasks”** include Tasks that have already expired. The results that this button returns are sorted by **“Priority”** first and then **“Expiration date”** in descending order.
4. **“By month”** will display Tasks and Notifications by month. By selecting a year and a month, you will be able to see the relevant list of Tasks and Notifications regardless of their status (**“Read”**, **“Unread”**, **“Pending”**, etc.). The list is sorted by **“Priority”** first and then **“Date of Reception”** in descending order.

3.2 Search for Submissions

Let’s now learn about the **“Search for Submissions”** page, the second link in the left-hand collapsible menu.

Business Denote	Reference Number 1	Reference Number 2	Submission Title	Submission Type	Date of Submission	Submission Status	Action
EAO	STP-04-700-568-406-87 8-859032956		AEO Authorization Conf. To B eheard Response	Task	29/05/2022 10:48	Confirmed	
EAO	STP-03-020-725-406-04 43-44009367626		Submitted Application Withdraw al Request	Initiating Action	29/05/2022 13:18	Confirmed	
EAO	STP-04-000-060-4671-02 83-040140894		Submitted Application Renewal	Initiating Action	29/05/2022 09:43	Confirmed	
EAO	STP-05-004-4765-406-8 076-5684083301		AEO Application Withdrawal R equest	Initiating Action	28/05/2022 17:20	Submitted	
EAO	STP-08-074-87C-400-08 39-26017867026		AEO Application Withdrawal R equest	Initiating Action	29/05/2022 17:18	Submitted	

Submission Title

Filter submissions by **Title** (text input: three characters or more).

Submission Type

Filter submissions by **Type**: can be Initiating Action or Task (multi-select).

Date of Submission

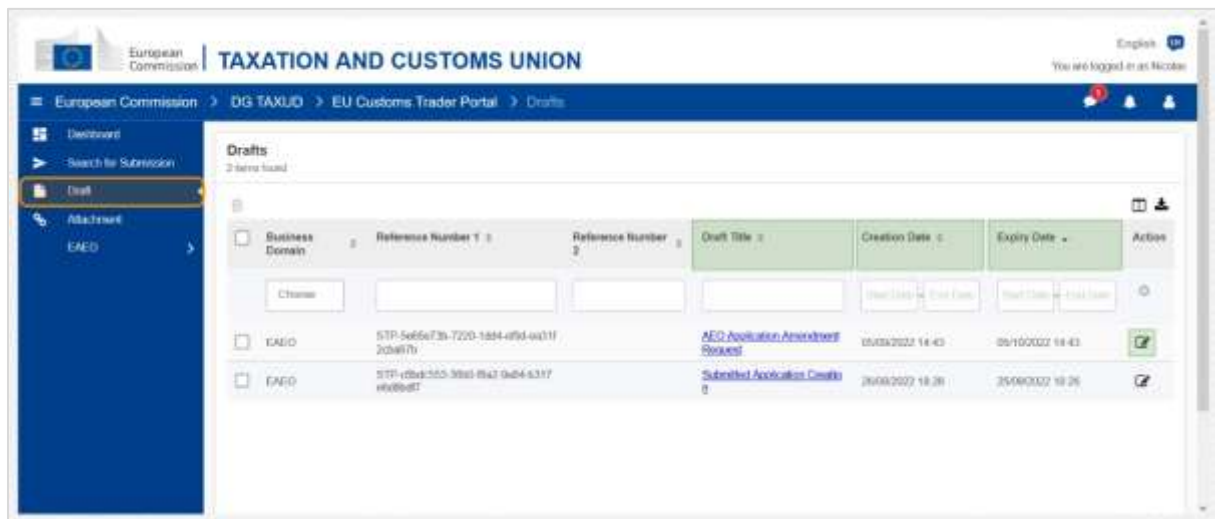
Click on the header to sort the results in ascending or descending order; you can also type two dates in the input fields below the header to filter submissions by **Date of Submission**.

Submission Status

Filter submissions by **Status** (multi-select).

3.3 Drafts

The third link in the left-hand menu will take you to the “Drafts” page. Let’s examine its contents.



Draft Title

Filter drafts by **Title** (text input: three characters or more).

Creation Date

Click on the header to sort the results in ascending or descending order; you can also type two dates in the input fields below the header to filter drafts by **Creation Date**.

Expiry Date

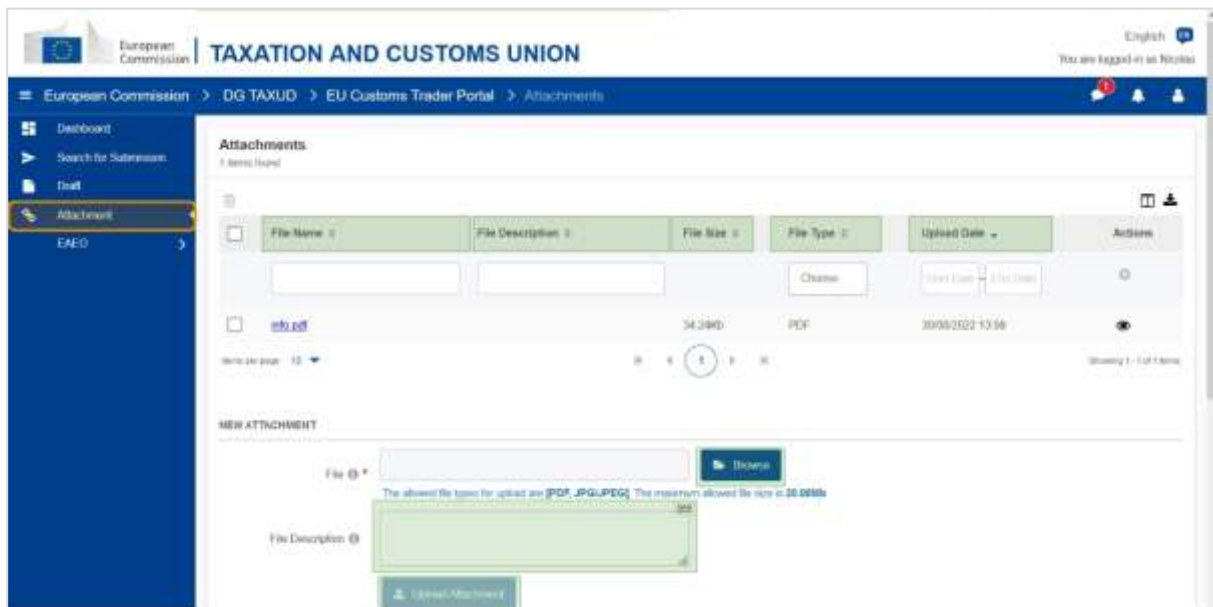
Click on the header to sort the results in ascending or descending order; you can also type two dates in the input fields below the header to filter drafts by **Expiry Date**.

Edit Pencil

This action redirects you to the **STP (Specific Trader Portal) related page** and lets you continue with your work in progress.

3.4 Attachments

Next, we will talk about the “Attachments” page.



File Name

Filter attachments by **File Name** (text input: three characters or more).

File Description

Filters attachments by **File Description** (text input: three characters or more).

File Size

Order attachments by **File Size**.

File Type

Filter attachments by **File Type** (multi-select).

Upload Date

Click on the header to sort the results in ascending or descending order; you can also type two dates in the input fields below the header to filter attachments by **Upload Date**.

Browse Function Button

Use this button to **browse** your computer for the file you will upload. You can **upload PDF or JPG/JPEG** files of up to **20 MB**. This input is **required**.

File Description - New Attachment

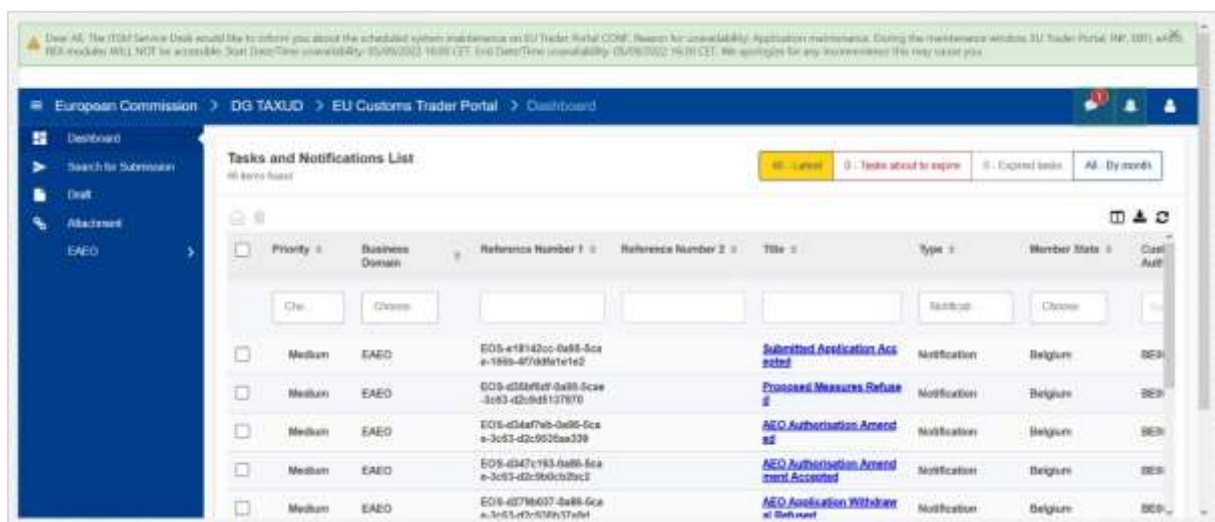
Use this field to input up to **255 characters** that describe the attachment you are creating. This input is **not** required.

Upload Attachment

Use this button to **upload the file** you want to create **as an attachment**. The button will be disabled until you fill the content of the file input.

3.5 System Notifications, Notifications Alert

Let's now have a look at the alerts that you can receive within EUCTP. Alerts make it easy to keep track of new Notifications and/or Tasks in your Dashboard and to stay informed about any changes in the system.



System Notifications Sidebar

The top panel, that displays the system notifications, has a **scroll bar** if there are more than one notification to show and one **“Close”** button for all notifications. If the panel is not closed by the user (either by clicking on the **“Close”** button or by pressing **“Escape”** on the keyboard), it remains visible when the user navigates to other pages. The user can always open this panel by clicking on the **“New System Notifications”** icon (visible to all users) next to the current new Notifications Icon.

New System Notifications

New System Notifications are highlighted at the new icon. A counter displays the **number of accessible system notifications for each user**, to make it easy for user to understand that there are new System notifications that need to be opened and viewed.

New Notification Alert

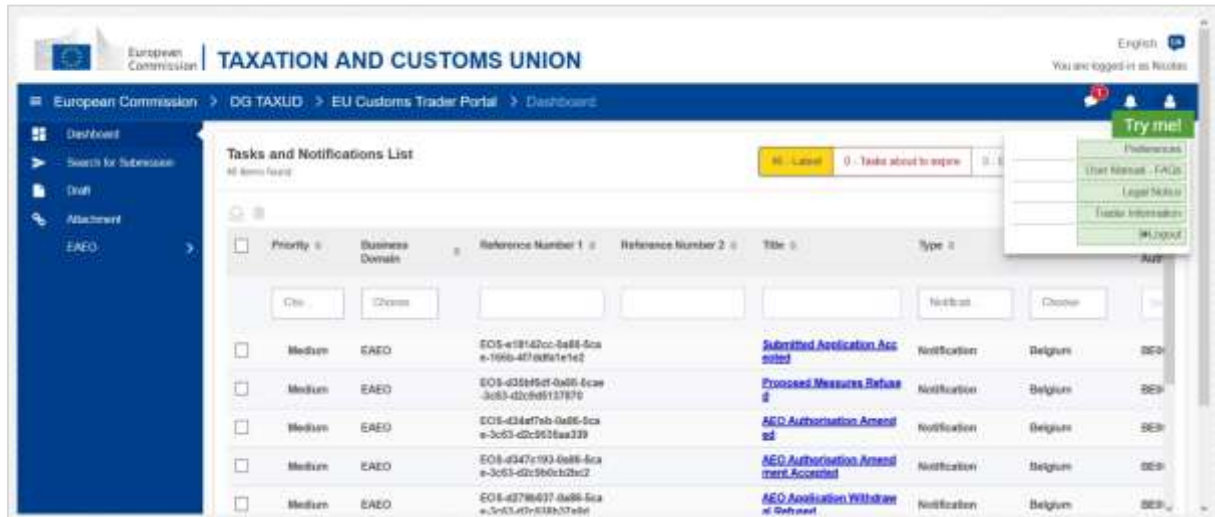
The **bell icon** with a **number in red** indicates that there are **new Notifications** and/or **Tasks** in the user's Dashboard. Upon clicking on the bell icon, a panel appears that illustrates all unread Notifications and Tasks that arrived in the Dashboard but have not yet been opened by the user.

Clicking a **Notification** or **Task** will mark it as **read** and will **open** it.

Upon clicking “**View all notifications**”, the user is redirected to the Dashboard.

3.6 User Menu: Preferences and Delegation Details

Finally, we will now examine the User Menu and the options that are available within it: in particular, the “**Preferences**” and the “**Delegation Details**”.



Preferences

Open the user's **Preferences** and **Delegation** details.

User Manual - FAQs

Open a **pop-up** with the option to view the **EUCTP User Guide** or any **other STP (Specific Trader Portal) manual** you have access to.

Legal Notice

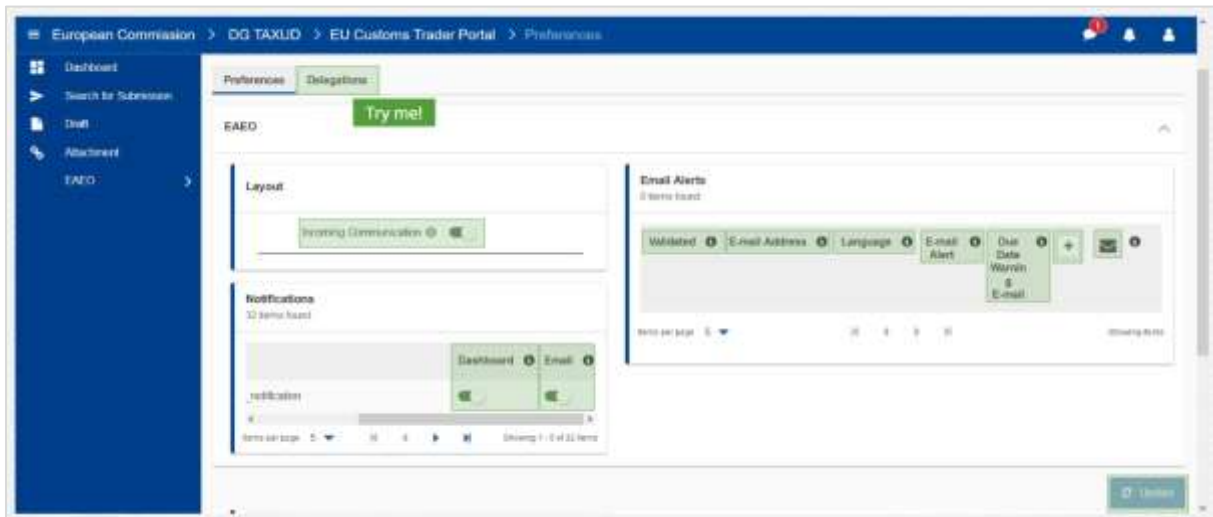
Open the **Legal Notice** in a new web page.

Trader Information

Open the **Trader Details** screen.

Logout

Terminate the user's session.



Delegations

Use this button to **navigate** to the Delegations Tab, where you can **view** the **delegation details** and the **actions** you can perform. The Delegations Tab grid is completed only for a delegator and the grid contains information about the delegates.

STP (Specific Trader Portal) Incoming Communication

Show/Hide the incoming communications related to STP (Specific Trader Portal) modules in the Tasks and Notifications list of the Dashboard.

Validated Indication

Indicates whether this email address is **validated** or **not**.

Email Address

The email address of the user to which the **email alerts** are sent.

Language

The language to be used for **emails**. Each email will be translated into the **selected languages**.

Email Alert

Enable/disable sending the **email alerts** when a new incoming communication is received.

Due Date Warning Email

Enable/Disable an **email notification alert** when an **unanswered task** is about to **expire**.

Add Button

Use this button **to add an email address**. Once an email has been added, a **button appears** which allows the user to **remove** the email.

Validation Code Alert

A **test email** is sent to the **specified address** to confirm its validity.

Dashboard

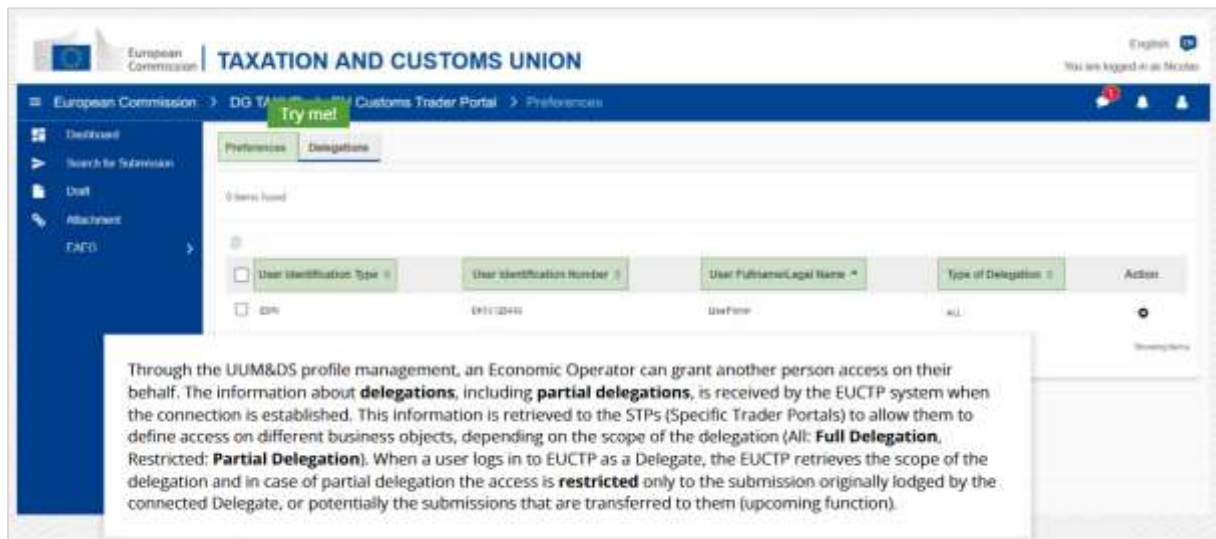
The specified notification status will be **enabled/disabled** in the Dashboard.

Email

The specified notification status will be **enabled/disabled** via email.

Update

Update the user's **preferences** after you have made any changes.



Preferences Tab

Go back to the Preferences Tab.

User Identification Type

This column displays information about the delegate identification type (**EID** or **EORI**).

User Identification Number

This column displays the **delegate identification number**.

User Full name/Legal Name

This is the **delegate's legal name**.

Type of Delegation

This column illustrates the **type of delegation (ALL or RESTRICTED)**.

Remember, this is a quick and handy summary of the most relevant course information. Only the European Union legislation published in the Official Journal of the European Union is deemed authentic. The Commission accepts no responsibility or liability whatsoever with regard to the training.

