



EUROPEAN COMMISSION  
DIRECTORATE-GENERAL FOR AGRICULTURE AND RURAL DEVELOPMENT

Directorate R. Resources  
**R.3. Digital solutions**

# **LORI Reference Guide**

## **For LORI Operators**

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# 1. INTRODUCTION

## 1.1. Purpose

In accordance with Article 13 of Commission Delegated Regulation (EU) 2020/760<sup>1</sup>, the Commission has set up a Licence Operator Registration and Identification (LORI) electronic system, to record information on operators interested in applying for tariff quotas (TRQs) requiring a prior compulsory registration (so called LORI TRQs).

The LORI electronic system is part of the ISAMM database, managed by the Directorate-General for Agriculture and Rural Development.

This document is a reference guide on how to use the LORI electronic system. It describes how to register a company in the LORI electronic system, how to submit data on the reference quantity of that company, and how to withdraw the registration of a company from the LORI electronic system.

## 1.2. Audience

This document is addressed to the users (called Agents) of a company interested in applying for LORI TRQs, explaining to the Agent the process to register the information on the company in the LORI electronic system.

## 1.3. Glossary

- (1) AWAI: Agriculture Web Applications Interface, the DG AGRI Information Systems portal. Its main purpose is to be a single point of access to the rest of the DG AGRI information systems and to manage the user authorizations;
- (2) SLB: the Single Liaison Body, nominated by the Permanent Representation of a Member State to the EU, is the entity which authorizes NUA;
- (3) NUA: National User Administrator, a physical person nominated (or authorized) by the SLB who approves the requests for access to the LORI electronic system;
- (4) LIA: License Issuing Authority, the entity responsible for managing licence applications and for issuing licenses in each Member State;
- (5) EU Login: the username and password necessary to access the EU applications;
- (6) ISAMM: Information System for Agricultural Monitoring and Management, an IT application used by the Member States to send data to DG AGRI;

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<sup>1</sup> Commission Delegated Regulation (EU) 2020/760 of 17 December 2019 supplementing Regulation (EU) No 1308/2013 of the European Parliament and of the Council as regards the rules for the administration of import and export tariff quotas subject to licences and supplementing Regulation (EU) No 1306/2013 of the European Parliament and of the Council as regards the lodging of securities in the administration of tariff quotas (OJ L 185, 12.6.2020, p. 1).

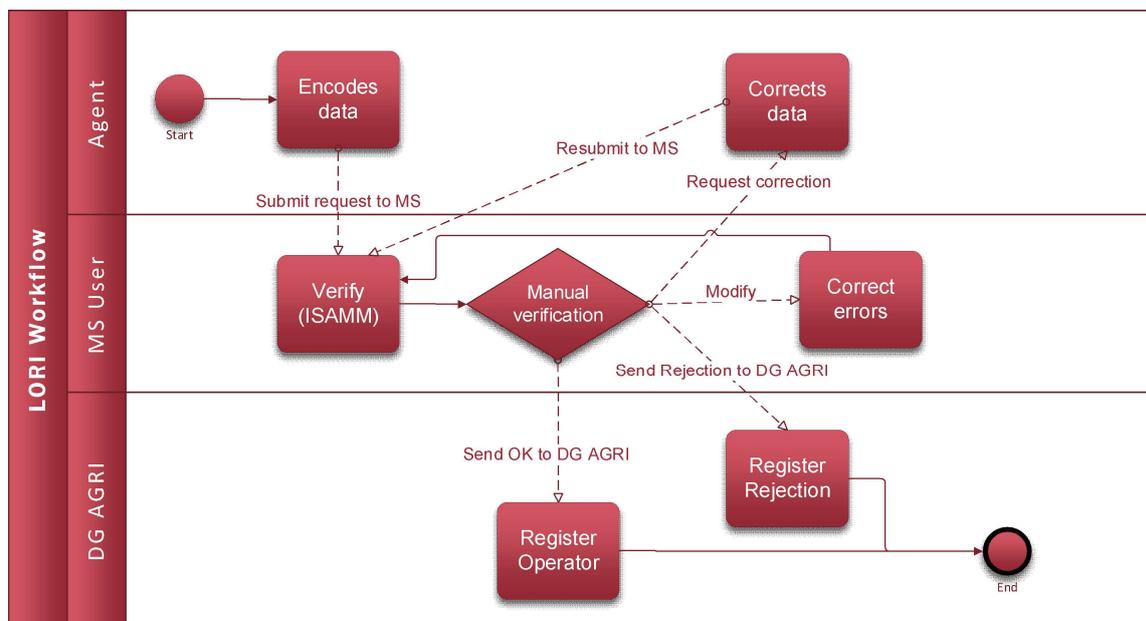
- (7) ISAMM Communication: the webpage with the set of tables where the Agent can enter various information such as: name, address, phone numbers, upload documents, quantities, accept various legal agreements. The communication is split into tables that group related information together. There are three different types (Forms) of ISAMM Communications in the LORI electronic system:
- (a) Registration of an Operator (or modification of its LORI record) – Form number: 800
  - (b) Submission of information on the operator's reference quantities for a given period– Form number 801
  - (c) Withdrawal of the registration of an operator from the LORI electronic system – Form number 802.
- (8) Form Name: name of each of the different types of ISAMM Communication;
- (9) Form Number: number assigned to each of the different types of ISAMM Communications;
- (10) LORI: Licence Operator Registration and Identification (electronic system);
- (11) LORI Workflow: the communications containing LORI data goes through various stages and they are explained in details in the sections below. At each stage some of the parties involved, the Agent and the Member State` user, can do various actions on a communication. Those actions move the communication in one direction or another;
- (12) Operator: an economical entity, established in the customs territory of the Union and in possession of an EORI number, interested in applying for LORI tariff quotas. The set of information stored in the LORI electronic system for each operator is called LORI record;
- (13) Agent: a person, either from the operator's company or from another company, who is authorized to submit information in the LORI electronic system on behalf of one or more operators;
- (14) Member State's User: a person, representing a Member State` competent authority, with the responsibility to check and the right to validate or reject the communications sent by the Agents;
- (15) DG AGRI: Directorate-General for Agriculture and Rural Development;
- (16) EORI Number: Economic Operators Identification and Registration number.

## 1.4. LORI Workflow

Depending on the Member State, the Operator should request the registration in LORI either by sending the required information to the LIA or by introducing directly the data in the LORI electronic system. Please consult the information given by your Member State on how to proceed to your registration.

This document describes the process (LORI Workflow) where the Agent encodes data on behalf of an operator, and the competent Member State validates it.

The diagram below shows the steps of the workflow:



*Figure 1 LORI Workflow*

## 1.5. Prerequisites

Prerequisites for introducing a request for registration in the LORI electronic system:

1. Before introducing a request for registration in the LORI electronic system, the operator must be registered in the EORI database and must have been assigned an EORI number. For more information on the EORI database, please consult the following webpage: [https://ec.europa.eu/taxation\\_customs/dds2/eos/eori\\_home.jsp?Lang=en](https://ec.europa.eu/taxation_customs/dds2/eos/eori_home.jsp?Lang=en)
2. An agent should be authorized to act on behalf of a given operator. This authorization is given by the LIA of the Member State in which the operator is established (see section on Access Request in this document).

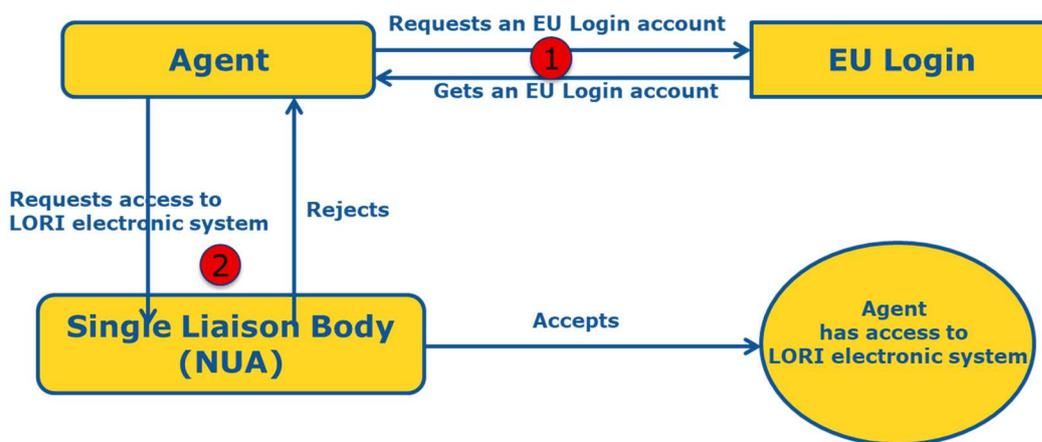
## 2. ACCESS REQUEST

This section describes the necessary actions to allow an operator to get access to the LORI electronic system.

One operator may appoint several users to encode data on its behalf, and one user can handle data for several operators. The users who are authorized to submit information are called Agents.

The figure below shows the main actions and their order:

1. The Agent must first request an EU Login (see section 2.1 for more details); if the Agent already has a username and password, he does not need to ask for new ones
2. Then the Agent must request access to the LORI electronic system (see section 2.2 for more details)



*Figure 2 Access requests steps for Agent*

### 2.1. Request EU Login

In order to have access to the LORI forms, the first thing that an Agent must do is to get an EU Login. This is done by going to the AWAI portal and following the steps outlined there.

The link for AWAI is <https://webgate.ec.europa.eu/agriportal/awaiportal/>

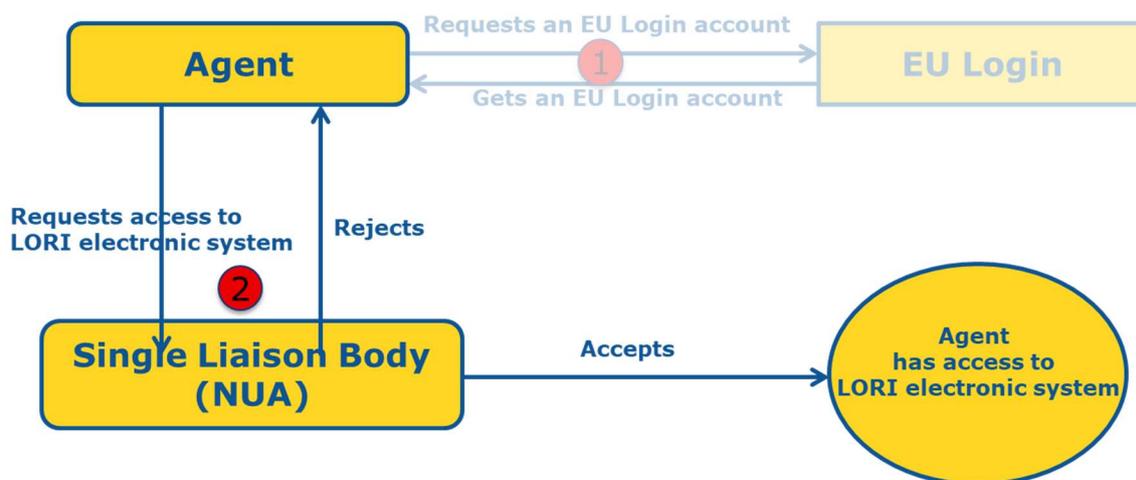
Instructions for the users on how to register in AWAI are also available at the link above, as well as contact information if further support is necessary.



*Figure 3 Request EU Login by Agent*

## 2.2. Request access to LORI electronic system

After receiving the EU login, the Agent can request access to the LORI electronic system:



*Figure 4 Request access to LORI electronic system by Agent*

In order to be granted access to the LORI electronic system, the Agent should follow these steps:

- (1) Go to the AWAI Portal (<https://webgate.ec.europa.eu/agriportal/awaiportal/>), click on the Login button and introduce his/her EU Login username and password.
- (2) Click on the link “ISAMM CM” in the list of applications.
- (3) Select the option “A member of an economic operator” and click on “Next”.
- (4) In the following screen, select the Member State and add the EORI number(s) of the operator(s) for which the Agent requests access. For each of them the Agent should:
  - (a) Click on the button “add a new EORI”
  - (b) Introduce the EORI number
  - (c) Click on “Validate and download address” button
  - (d) Click on the “Add” button
- (5) Introduce the Agent’s professional contact details in the required fields and click on the “Next” button.
- (6) In the following screen, under “Business processes and sectors”, click on the “Add” button.
- (7) Select “LORI” as Business Process and “Horizontal” as Sector and click on the “Add” button.
- (8) Once the Business Process and Sector have been added, click on the “Next” button.
- (9) On the next screen, click on “Submit”. The system will then request confirmation on this action and after the Agent clicks on “Yes” the final page is shown. This page includes a pdf to be downloaded and signed by the Agent and the instructions on how to continue the procedure, which is specific to each Member State.

Once the request is validated following the procedure defined by the competent Member State, the system will send a confirmation email to the Agent.

### **2.3. Modification of Agent’s personal data or associated Operators**

In order to modify his/her personal data and/or to modify the list of Operators for which the Agent has access, the Agent should follow these steps:

- (1) Go to the AWAI Portal (<https://webgate.ec.europa.eu/agriportal/awaiportal/>), click on the Login button and introduce his/her EU Login username and password.
- (2) Click on “Personal details” in the menu at the left of the screen, under the heading “Profile”.
- (3) Click on “Request Modification”.
- (4) Modify the personal details fields and/or the list of EORI numbers (by using the “Add functionality” to request access for new Operators and the “Trash bin” icon to remove the access to the data of a given Operator). These modifications do not affect the status of the Operator in the LORI electronic system, but just the Agent’s access rights to the data.
- (5) Click on “Next”, the system will display a comparative screen with the modifications requested by the Agent.
- (6) Check the modifications are the appropriate ones and click on “Submit”. The system will then request confirmation on this action and after the Agent clicks on “Yes” the final page is shown. This page includes a pdf to be downloaded and signed by the Agent and the instructions on how to continue the procedure, which is specific to each Member State.

Once the request is validated following the procedure defined by the competent Member State, the system will send a confirmation email to the Agent.

### **2.4. Change Agent’s password**

In order to modify his/her password, the Agent should follow these steps:

- (1) Go to the AWAI Portal (<https://webgate.ec.europa.eu/agriportal/awaiportal/>), click on the Login button and introduce his/her EU Login username and password.
- (2) Click on “Change my password” in the menu at the left of the screen, under the heading “Account”.
- (3) Introduce his/her current password and the new password and click on “Change”.

The password is automatically changed.

### **2.5. Remove Agent’s account**

In order to remove his/her account, the Agent should follow these steps:

- (1) Go to the AWAI Portal (<https://webgate.ec.europa.eu/agriportal/awaiportal/>), click on the Login button and introduce his/her EU Login username and password.
- (2) Click on “Remove my account” in the menu at the left of the screen, under the heading “Account”.
- (3) Click on “Submit”.

Once the request is validated by the DG AGRI services, the account will be removed.

### 3. ACCESS TO THE LORI ELECTRONIC SYSTEM

In order to access the LORI electronic system, the Agent should login to the AWAI Portal:

<https://webgate.ec.europa.eu/agriportal/awaiportal/>

and select ISAMM CM in the list of applications.

The ISAMM CM application with the LORI electronic system option is then displayed.

### 4. REGISTRATION - SUBMIT OR UPDATE THE INFORMATION (FORM NUMBER 800)

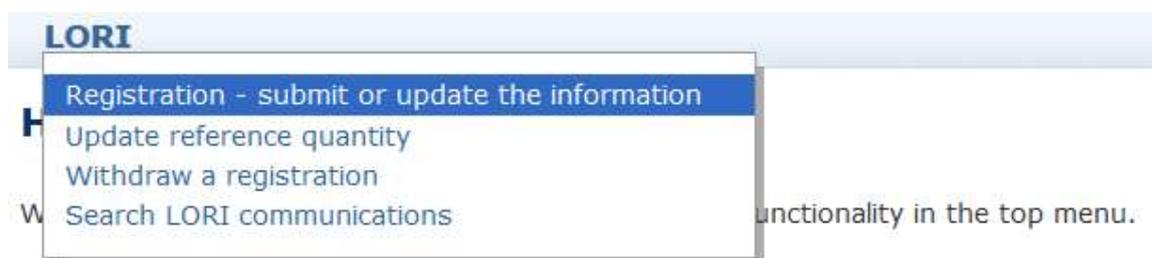
This section describes the actions for registering a new operator in the LORI electronic system or for updating the information on an operator (the so-called LORI record) stored in the LORI system.

#### 4.1. Registration of an operator in the LORI electronic system

To register the operator's information in the LORI electronic system the first time, the Agent must follow the steps outlined below.

##### Access the LORI registration menu

The Agent must go to the menu "LORI » Registration - submit or update the information" in order to start the registration process:



*Figure 5 LORI Registration - Submit and update*

##### Select an EORI

The first page shows a drop-down list, where the Agent can see the EORI numbers corresponding to the operators for which he has been authorized to encode data.

The Agent should chose the EORI number of the operator for which he wants to submit data and click "Continue":

**Registration - submit or update the information**

Select Eori Number

Eori number \*

Continue Back

*Figure 6 LORI Registration - Submit and update – Select EORI***Enter data in the communication**

The Agent can fill out the LORI information in the Communication Data tab:

**Draft communication** 

**Communication information**

Form number:	000800	Notifier:	Belgium
Name:	LORI Registration - Submit or Update the information	Status:	DRAFT
Business process:	LORI	Sector:	Horizontal
Reference period:	01/01/2019 to 31/12/2030	Encoding period:	... to ...
Legal base:	<a href="#">Commission Regulation - R 1234/1234 Art. 1234</a>		
Description:	Please note that if you intend to update an existing communication, it is necessary to find that		

Communication Data History

*Figure 7 LORI Registration - Submit and update – Enter data***4.1.1.1. EORI Validation and first set of information on the operator**

The first table in the communication tab presents the basic information about the operator.

The system automatically verifies if the EORI number indicated is valid and registered in the EORI database. In case of problems, an error message (in red) appears. If the validation is successful, a positive message (in green) appears.

If the headquarter address for the operator is publicly available in the EORI database, the system displays it in the first part of the table, as non-editable fields. If the headquarter address is not publicly available in the EORI database, it can be typed manually.

The operational address is always editable and it can be changed freely.

**4.1.1.2. Additional EORI information**

After you fill out the first table, you can proceed filling out the rest of the form. The tables contain explanatory information and in case of error messages, you can consult Annex I of this manual, which provides details on how to address them.

Please note that certain fields are compulsory. Therefore, if you do not provide the related information or attachment, you cannot submit the communication. In case compulsory information is missing, an error message is displayed above the relevant table.

### 4.1.1.3. Use the communication buttons

As Agent, when you are in a communication, you can click either of the following buttons:

- Save: The communication is saved but not sent;
- Send to issuing authority: The communication is sent to the competent Member State for review. A Member State can react with various actions to the communication: it can reject it, send it back for correction, or validate it. (for further information, please refer to Annex II to this manual);
- Delete: The communication is deleted from the LORI electronic system;
- Cancel: The recently entered data, if any, are discarded and the system takes you back to the previous page.

## 4.2 Update a LORI record

Once the operator is registered in the LORI electronic system, the Agent can update the LORI record of that operator every time it is appropriate. This can be done using the same form used for the initial registration (form number 800). The LORI electronic system creates a new version of the communication, showing by default the last available information. The Agent is then allowed to update this information and submit the modifications to the LIA as described for the registration process.

## 4.3 Correct a communication

In certain cases, a Member State can send the communication back to the Agent, for correction. When the Agent opens the communication, in the tab “Messages” he can see the possible problems to be addressed and the comments made by the Member State’s competent authority. This will show what follow-up is required on the information provided.

Communication Data Messages History

MSA Comment: This is a generic comment from the MS about the possible issues, to be corrected, in the current communication. Table below offers more details:

Messages	
Message details	Comment
▶ The same company name [IOIAC - Company name - 1] is used by a different company	This is a comment by which the MS user explained what the issue was for this specific point. In this case it is a "duplicate company name".
▶ The same address [IOIAC - Address of headquarter: Street name - 1, IOIAC - Address of headquarter: Street number - 1, IOIAC - Address of headquarter: Postal code - 1, IOIAC - Address of headquarter: City - 1, IOIAC - Address of headquarter: Country - 1] is used by a different company	This is a comment by which the MS user explained what the issue was for this specific point. In this case it is a "duplicate address".
▶ The same person [PCE - Surname - 1, PCE - Name - 1] is mentioned by a different company	This is a comment by which the MS user explained what the issue was for this specific point. In this case it is "similar person name for other company".

**Figure 8 LORI Registration - Submit and update – communication comments**

When the Agent has corrected the communication or provided additional documents as required by the Member State’s competent authority, he can resubmit the form for approval, clicking “Send”.

#### 4.4 The history tab

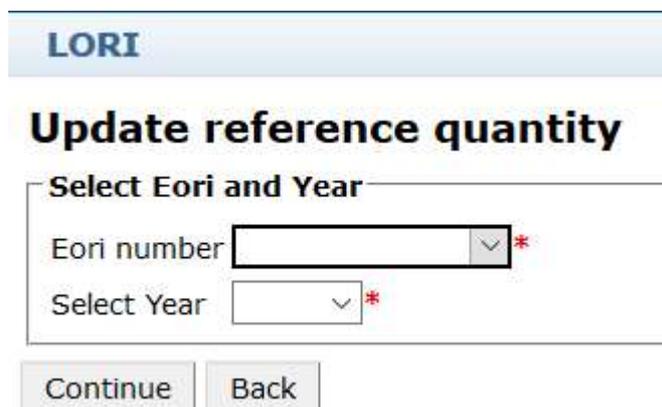
The interactions between the Agent and the Member State`s competent authority are visible in the “History” tab. Here it is shown the time and date, the comments and the person that dealt with each communication; in addition, the Agent can directly access a specific communication to check its content.

### 5. UPDATE REFERENCE QUANTITY (FORM NUMBER 801)

#### 5.1. Update the data on the reference quantity of the operator

To update the data on the reference quantity of an operator, the Agent must go to the menu: “LORI » Update reference quantity”.

Then the Agent should select the EORI number corresponding to the operator for which he wants to submit the data on reference quantity, and choose a year to which the reference quantity is applicable from the dropdown list. Then click “Continue”:



The screenshot shows a web form titled "LORI" with the main heading "Update reference quantity". Below this heading is a section titled "Select Eori and Year" which contains two dropdown menus. The first dropdown is labeled "Eori number" and the second is labeled "Select Year". Both dropdown menus have a red asterisk next to them, indicating they are required fields. Below the dropdown menus are two buttons: "Continue" and "Back".

*Figure 9 LORI - Update reference quantity*

The Agent should fill in the tables in this form, with the information on the “reference quantity”. When done, the Agent shall click on the “Send” button.

The system allows sending this communication only if the operator is already registered in the LORI electronic system.

If the operator is not yet registered in the LORI electronic system, or if the registration of the operator has been previously withdrawn, the Agent cannot submit the information on reference quantity. In this case, please ensure that the operator is properly registered in the LORI electronic system, and then submit the information on its reference quantity.

If the form “Update reference quantity” cannot be sent for validation to the Member State`s competent authority, the system allows to save it and send the communication at a later time.

## 6. WITHDRAW A REGISTRATION (FORM NUMBER 802)

### 6.1. Withdraw the registration of an operator from the LORI electronic system

In order to withdraw the registration of an operator from the LORI electronic system, the Agent must go to the menu: “LORI » Withdraw a registration”:



*Figure 10 LORI – Withdraw a registration*

The Agent needs to select the operator (identified by its EORI number) for which he wants to withdraw the registration from the LORI electronic system.

After choosing the relevant EORI from the drop-down list, the Agent should click “Continue” and then chose “Agree” from the next dropdown list in the form, before sending it.

Please note that this form can be submitted only if the operator is already registered in the LORI electronic system.

The consequence of withdrawal are:

- (1) The LORI record is kept in ISAMM for seven years following the withdrawal of the operator’s registration from the LORI electronic system<sup>2</sup>, but the operator is not registered anymore in the LORI electronic system. That means the system does allow neither any update of the LORI record of the operator, nor applications for licences for LORI TRQs.
- (2) The operator is un-linked from all the Agents that are allowed to submit information on its behalf. The LORI electronic system does the un-linking process automatically when the communication for withdrawal has been validated by the Member State’s competent authority;
- (3) The LORI electronic system allows the operator to apply again for registration.

## 7. SEARCH LORI COMMUNICATIONS

An Agent can perform various search in the LORI electronic system. Please find below the criteria for search:

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<sup>2</sup> In accordance with Article 13(9) of Commission Delegated Regulation (EU) 2020/760.

- (1) Search by form name. In case of LORI this can be:
  - (a) LORI Registration - Submit and update
  - (b) LORI - Update reference quantity
  - (c) LORI – Withdraw a registration
  
- (2) Search by EORI: You can select an EORI number from the list
  
- (3) Search by status: You can select from the following list:
  - (a) Draft: A communication created and saved by the Agent;
  - (b) Review: A communication sent for review by the Agent to the Member State’s competent authority;
  - (c) Refuse Review: A communication sent back for correction by the Member State’s competent authority;
  - (d) Rejected MS: A communication rejected by the Member State’s competent authority;
  - (e) Modified: A communication created and saved by the Member State’s competent authority;
  - (f) Sent: A communication validated by the Member State’s competent authority;
  - (g) Accepted: A communication stored in the LORI electronic system.

## 7.1. Generic search information

An Agent can go to the menu: LORI » Search LORI communications

The screenshot shows a web interface for searching LORI communications. At the top, there is a breadcrumb trail: ISAMM CM » LORI » Search LORI communications » Search LORI communications. Below this is a header for 'LORI'. The main section is titled 'Search LORI communications'. Underneath, there is a 'Search criteria' section with the following fields:
 

- Notifier: Belgium
- Form name: All LORI communications (dropdown menu)
- EORI of the economic operator: (empty dropdown menu)
- Status: (empty dropdown menu)
- Date interval: between (empty date field) and (empty date field)
- Show only the last communication:

 At the bottom of the search criteria section are two buttons: 'Clear' and 'Search'.

*Figure 11 LORI – Search*

The elements in the search results table have the following meanings:

- (1) Form number: displays the LORI form numbers: 800, 801, 802;
- (2) Form name: displays the form name: LORI Registration - Submit and update, LORI - Update reference quantity, LORI – Withdraw a registration;
- (3) Business process: displays the Business process of the LORI forms, which is “LORI”;
- (4) Sector: displays the sector of the LORI forms, which is Horizontal;
- (5) Reference, article and paragraph: displays the legal basis for the LORI notification;
- (6) EORI: displays the EORI number used in that specific communication;
- (7) Status: displays one of the status from the list above;
- (8) Status changed on: displays a timestamp showing when that last status was changed:
  - (a) If the status is “Draft”, it shows the date when the Agent saved the communication, which he was editing;
  - (b) If the status is “Review”, it shows the date when the Agent sent the communication to the Member State’s competent authority, for review;
  - (c) If the status is “Refuse review”, it shows the date when the Member State’s competent authority sent the communication back to the Agent, for correction;
  - (d) If the status is “Rejected MS”, it shows the date when the Member State’s competent authority rejected the communication;
  - (e) If the status is “Modified”, it shows the date when the Member State’s competent authority saved the communication, after editing it;
  - (f) If the status is “Sent”, it shows the date when the Member State’s competent authority validated the communication;
  - (g) If the status is “Accepted”, it shows the date when the LORI electronic system automatically accepted the communication sent by the Member State’s competent authority.

**Search LORI communications**

Search criteria

Notifier: Belgium

Form name: All LORI communications

EORI of the economic operator: [dropdown]

Status: [dropdown]

Date interval: between [calendar] and [calendar]

Show only the last communication:

Clear Search

Results: 25 rows View 1 - 8 of 8 rows.

Form number	Form name	Business process	Sector	Reference	Article and paragraph	EORI	Status	Status changed on			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	17/06/2020 18:45			
000801	LORI - Update reference quantity	LORI	Horizontal	R 1234/1234	1234	NL857608150	MODIFIED	10/06/2020 17:05			
000802	LORI - Withdraw a registration	LORI	Horizontal	R 1234/1234	1234	NL857608150	ACCEPTED	10/06/2020 17:00			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	CZTMON08708	MODIFIED	04/06/2020 14:22			
000802	LORI - Withdraw a registration	LORI	Horizontal	R 1234/1234	1234	CZ0000000013	REVIEW	03/06/2020 15:10			
000801	LORI - Update reference quantity	LORI	Horizontal	R 1234/1234	1234	CZ0000000013	REVIEW	03/06/2020 15:06			
000801	LORI - Update reference quantity	LORI	Horizontal	R 1234/1234	1234	CZTMON08708	DRAFT	03/06/2020 15:01			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	CZ0000000013	ACCEPTED	03/06/2020 14:56			

Generate Excel search result Back

**Figure 12 LORI – Search results**

In the search results list, the Agent can find all the communications he has the right to see. For each communication, if any in the list, the Agent can use either of the following icons:

- Attachment: It shows if the communication contains attached documents
- Eye: Opens a communication in view mode
- Pencil: Opens the communication in edit mode

The Pencil and Envelope are only available for certain communication status, depending on whether the Agent can edit that communication or not. The Annex II explains in which case the Agent can edit or just preview the content of a communication.

**How to use “Form name” filters**

An Agent can go to the menu: “LORI » Search LORI communications”

**Search LORI communications**

Search criteria

Notifier: Belgium

Form name: All LORI communications

EORI of the economic operator: [dropdown]

Status: [dropdown]

Date interval: between [calendar] and [calendar]

Show only the last communication:

Clear Search

**Figure 13 LORI – Search by Form Name**

Based on the selection from this dropdown the Agent will get in the search results either all the existing communications for all the LORI forms, or only the ones for one form:

**Search LORI communications**

Search criteria

Notifier: Belgium

Form name: All LORI communications

EORI of the economic operator: [dropdown]

Status: [dropdown]

Date interval: between [calendar] and [calendar]

Show only the last communication:

Clear Search

Results: 25 rows View 1 - 8 of 8 rows.

Form number	Form name	Business process	Sector	Reference	Article and paragraph	EORI	Status	Status changed on	
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	17/06/2020 18.45	
000801	LORI - Update reference quantity	LORI	Horizontal	R 1234/1234	1234	NL857608150	MODIFIED	10/06/2020 17.05	
000802	LORI - Withdraw a registration	LORI	Horizontal	R 1234/1234	1234	NL857608150	ACCEPTED	10/06/2020 17.00	
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	CZTMON08708	MODIFIED	04/06/2020 14.22	
000802	LORI - Withdraw a registration	LORI	Horizontal	R 1234/1234	1234	CZ00000000013	REVIEW	03/06/2020 15.10	
000801	LORI - Update reference quantity	LORI	Horizontal	R 1234/1234	1234	CZ00000000013	REVIEW	03/06/2020 15.06	
000801	LORI - Update reference quantity	LORI	Horizontal	R 1234/1234	1234	CZTMON08708	DRAFT	03/06/2020 15.01	
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	CZ00000000013	ACCEPTED	03/06/2020 14.56	

Generate Excel search result Back

**Figure 14 LORI – Search by Form Name - results**

**How to use communication status filters**

An Agent can go to the menu: “LORI » Search LORI communications”

Status

Date interval

Show only the last communication

Clear Search

Results

DRAFT

SENT FOR REVIEW

REVIEW

REFUSED REVIEW

REJECTED MS

MODIFIED

SENT

ACCEPTED

**Figure 15 LORI – Search by Status**

Based on the selection from this dropdown you will get in the search results either all the existing communications, regardless of their status, or only all the forms for the selected status.

For example, you can search for all LORI communication that are in the status ACCEPTED:

**Search LORI communications**

Search criteria

Notifier: Belgium

Form name: All LORI communications

EORI of the economic operator: [dropdown]

Status: ACCEPTED

Date interval: between [calendar] and [calendar]

Show only the last communication:

Clear Search

Results: 25 rows View 1 - 2 of 2 rows.

Form number	Form name	Business process	Sector	Reference	Article and paragraph	EORI	Status	Status changed on	
000802	LORI - Withdraw a registration	LORI	Horizontal	R 1234/1234	1234	NL857608150	ACCEPTED	10/06/2020 17.00	
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	CZ00000000013	ACCEPTED	03/06/2020 14.56	

Generate Excel search result Back

**Figure 16 LORI – Search by Status - results**

## How to use the date interval filters

The two dates with label “Date interval” are used to filter changes in status of a communications for a specific period. For instance, when an Agent saved the communication the system changed its status to Draft, when the Agent sends the communication to the Member State’s competent authority the system changed its status to Review.

The “Date interval” works in the following way:

- (1) If you put a date in “Between” the system shows all the communications for which some actions was done after that date;
- (2) If you put a date in “and”: the system shows all the communications for which an action was done until that date;
- (3) If you put one date in “Between” and also in “and”: the system shows all the communications for which an action was done during that period, between those dates.

There are a few special cases and they are listed below:

- (1) If you put the “between” date > the “and” date the system gives an error message;
- (2) If you put the “between” date the same as “and” the system lists all the communications for which actions were done on that specific day;
- (3) If you put neither “between” nor “and” date the system shows all the communications.

## How to use “Show only the last communication” checkbox

This checkbox appears ticked by default. The Agent can un-tick it, according to his preference.

- (1) When the Agent clicks on “Search” and this checkbox is ticked, the system shows only the latest version of each communication;
- (2) When the Agent clicks on “Search” and this checkbox is not ticked, the system shows all the communications, taking into consideration other filters if any were selected, e.g. if an EORI number was selected, the system shows all the communications for that EORI.

If, on top of that, a date interval was selected, the system shows all the communications for that EORI during that date interval;

The example below shows a search results where the Agent filters the LORI “registration” communication for one EORI number:

## Search LORI communications

**Search criteria**

Notifier: Belgium

Form name: LORI Registration - Submit or Update the information

EORI of the economic operator: NL857608150

Status: [dropdown]

Date interval: between [start] and [end]

Show only the last communication

Clear Search

Results: 25 rows View 1 - 20 of 20 rows.

Form number	Form name	Business process	Sector	Reference	Article and paragraph	EORI	Status	Status changed on			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	08/06/2020 10:48			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	08/06/2020 10:55			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	08/06/2020 14:02			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	09/06/2020 13:46			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	09/06/2020 13:57			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	09/06/2020 17:14			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	09/06/2020 17:18			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	09/06/2020 17:29			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	09/06/2020 18:01			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	09/06/2020 18:16			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	09/06/2020 18:31			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	09/06/2020 19:22			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	09/06/2020 20:00			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	ACCEPTED	10/06/2020 16:33			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	11/06/2020 00:01			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	11/06/2020 00:04			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	11/06/2020 01:08			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	11/06/2020 01:17			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	SENT FOR REVIEW	11/06/2020 05:20			
000800	LORI Registration - Submit or Update the information	LORI	Horizontal	R 1234/1234	1234	NL857608150	REFUSED REVIEW	17/06/2020 18:45			

Generate Excel search result Back

**Figure 17 LORI – Search using: “Show only the last communication”**

## 8. ANNEX I – LIST OF ERROR MESSAGES

This section lists the errors the Agent may encounter in the LORI electronic system and their meaning.

### 8.1. This communication contains errors



The Agent receives this message because the communication cannot be sent due to blocking errors. In order to solve this issue, the Agent must correct all the errors in the form. Please see below for more details.

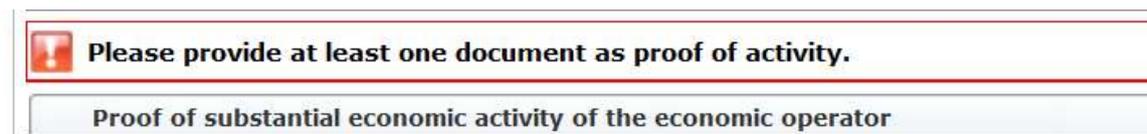
### 8.2. The table “Economic operator identity” contains errors



In order to solve the issue, the Agent must ensure that the following compulsory fields are properly filled:

Phone number
Email address to be used for communication with Member States’ licence issuing authorities and customs authorities
Legal status
Principal economic activity of the operator

### 8.3. The table “Proof of substantial economic activity of the economic operator” contains errors:



In order to solve the issue, the Agent must upload at least one document to prove the substantial economic activity of the operator.

#### 8.4. The table “Declaration of independence pursuant to Article 13 of Delegated Regulation (EU)” contains errors:

 **Please select if you apply or do not apply for the tariff quota in row [1].**

**Declaration of independence pursuant to Article 13 of Delegated Regulation (EU) ...**

In order to solve the issue, for each tariff quota, the Agent must specify if the operator is interested or is not interested in applying for licences. This can be done choosing “Yes” Or “No” for each items in column ““Please select “yes” if you apply for the tariff quota, or “no” if you do not apply for the tariff quota””.

**Please select “yes” if you apply for the tariff quota, or “no” if you do not apply for the tariff quota**

Another error of this table could be related to the fact that the Agent has not provided a declaration of independence for a tariff quota for which he has indicated the interest of the operator in applying:

 There is no declaration of independence document for row [1].

Declaration of independence pursuant to Article 13 of Delegated Regulation (EU) ...		
List of tariff quota order numbers and short description	Please select “yes” if you apply for the tariff quota, or “no” if you do not apply for the tariff quota	Declaration of independence to be attached if in the previous column you have selected “yes”
▶ 09.4067 - Poultry WTO Erga Omnes	Yes ▾	No document selected 

In order to solve the issue, if the Agent has selected “Yes” in the second column, he must upload the relevant document (the so called “declaration of independence”) in the third column (with title “Declaration of independence to be attached if in the previous column you have selected “yes””).

#### 8.5. The table “Persons of the company empowered to introduce a license application on behalf of the operator” contains errors:

 **It is mandatory to fill out at least one line in the table below**

**Persons of the company empowered to introduce a licence application on behalf of the operator**

In order to solve the issue, the Agent must fill in at least one line of the table.

#### 8.6. The table “Economic operator ownership structure” contains errors:

 **It is mandatory to choose at least one line from the dropdown in the table below**

**Economic operator ownership structure**

In order to solve the issue, the Agent must select at least one option from the dropdown list.

#### 8.7. The table “If the owner(s) is a company:” contains errors:

 **It is mandatory to fill out at least one line from in either of the following two tables.**

**If the owner(s) is a company:**

In order to solve the issue, the Agent must fill in at least one line completely in either of the following tables:

- “If the owner(s) is a company”
- “If the owner(s) is a natural person”

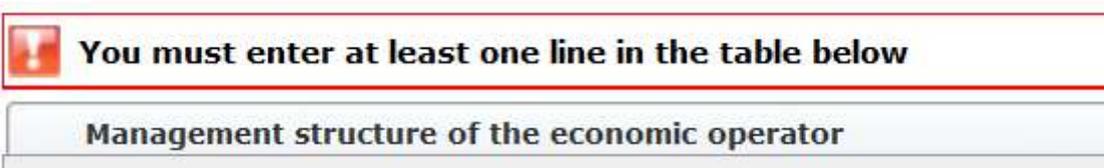
**8.8. The table “The operator must provide information on legal persons applying for the tariff quota listed above, which are linked to that operator within the meaning of Article 13 of Reg. (EU) 2020/760” contains errors:**



In order to solve the issue, the Agent must fill in at least one line completely in either tables:

- “The operator must provide information on legal persons applying for the tariff quota listed above, which are linked to that operator within the meaning of Article 13 of Reg. (EU) 2020/760”
- “The operator must provide information on natural persons applying for the tariff quota listed above, which are linked to that operator within the meaning of Article 13 of Reg. (EU) 2020/760”

**8.9. The table “Management structure of the economic operator” contains errors:**



In order to solve the issue, the Agent must fill in at least one line of the table completely.

**8.10. The table “In order to proceed with your application for registration, you must agree with the below statements:” contains errors:**



In order to solve the issue, the Agent must select “Agreed” from the dropdown list.

## 8.11. The communication cannot be send for review, EORI not registered:



In order to solve the issue, the Agent must ensure that the operator is correctly registered in the LORI electronic system. The communication “LORI - Update reference quantity”, can be sent only for operators already registered in LORI electronic system.

So, in case this error message is displayed, the Agent should first ensure the registration of the operator in the LORI electronic system is properly finalized, and only after he can submit the communication on the “reference quantity”.

## 8.12. Withdraw a registration - EORI not registered:



Only an operator (identified by its EORI number) registered in the LORI electronic system may withdraw its registration.

If this error message is shown, it means that the operator is not registered in the LORI electronic system.

## **9. ANNEX II – ACTIONS ALLOWED ON A COMMUNICATION**

This section describes what actions an Agent can do on a communication based on its status. The annex has three sections, one for each of the LORI forms:

- (1) LORI Registration - Submit and update
- (2) LORI - Update reference quantity
- (3) LORI – Withdraw a registration

### **9.1. LORI Registration - Submit and update**

#### **Create a communication**

The prerequisite to be able to create a communication is to have the necessary ISAMM LORI access.

The Agent goes to the menu: “LORI » Registration - Submit or update the information” the following actions can occur:

- (1) If no communication for that selected EORI number exists, the system will create a communication and put it in status Draft, see more details in the following section;
- (2) If a communication already exists for that selected EORI number and the status of that communication is not “Rejected MS”, the system takes the Agent to that communication;
- (3) If a communication already exists for that selected EORI number and the status of that communication is “Rejected MS”, the system will create a new version of that communication and the Agent can submit again the new LORI registration.

#### **Draft communication**

When the Agent creates and saves a communication for the very first time, the system assigns it the status “Draft”. If the communication is in that state, the Agent can view, edit, save, delete or send it to the Member State` competent authority for review.

#### **Review**

When the Agent has sent a communication to the Member State` competent authority for review, the system puts it in the status “Review”. In that status the Agent can only view the communication but cannot edit it.

#### **Refused Review**

When the Member State` competent authority sends a communication back to the operator for correction, the system puts it in status “Refused Review”. In that status the Agent can view, edit, save or send it to the MS competent authority.

## **Reject MS**

When the Member State` competent authority rejects a communication, it has status “Reject MS”. In that status, both the Agent and the MS can only view the content of the communication but not edit it.

## **Accepted**

When the Member State` competent authority validates a communication, the system puts it in the status “Accepted”. In that status the Agent can view, edit it in case the Agent needs to update the information on the operator, save and send to Member State` competent authority for approval of the updates.

## **Modified**

When the MS edits a communication sent by the Agent, the system puts it in status “Modified”. On that status, the Agent can only view its content but not edit it.

## **9.2. LORI - Update reference quantity**

The action for this communication is exactly as above with the following exception: the Agent cannot send this communication for a specific operator unless the operator is already registered in the LORI electronic system.

The Agent can save the communication and send it a later stage.

## **9.3. LORI – Withdraw a registration**

The action for this communication is exactly as above with the following exceptions:

- The Agent cannot create or send this communication for a specific operator unless the operator is already registered in the LORI electronic system;
- The MS user cannot reject this communication.

*Disclaimer: These guidelines are aimed at assisting operators. They are provided for information purposes only and are not a legally binding document. They were prepared by Commission services and do not commit the European Commission. In the event of a dispute involving Union law it is, under the Treaty on the Functioning of the European Union, ultimately for the European Court of Justice to provide a definitive interpretation of the applicable Union law.*