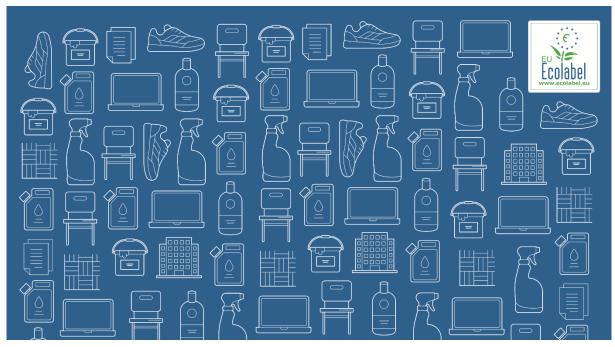
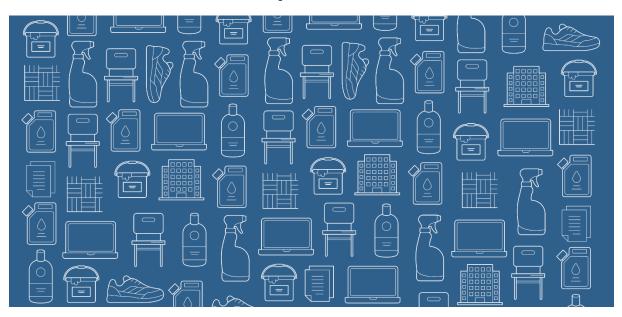
User Manual: EU Ecolabel Catalogue (ECAT)



For Competent Bodies



June 2025



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Introduction: What is ECAT?

The EU Ecolabel Catalogue (ECAT) is a public database allowing all stakeholders to quickly find EU Ecolabel products (goods) and services.

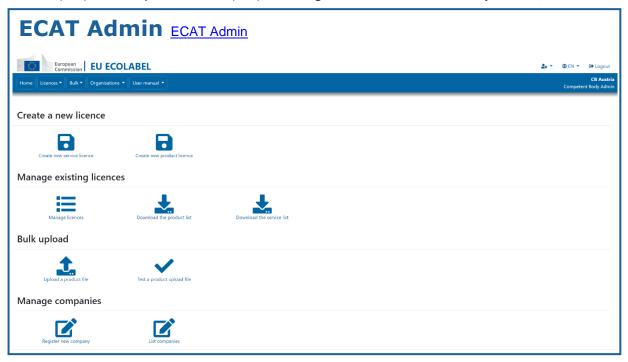
Public ECAT for Products

Public ECAT for Tourist Accommodation Services

EU Ecolabel Products Catalogue

EU Ecolabel Tourist
Accommodation Catalogue

ECAT Admin, the EU Ecolabel Catalogue administration system, is an online tool that allows Licence Holders (LHs) and Competent Bodies (CBs) to manage EU Ecolabel licences and products/services.



The Home page provides you with several options on managing organisations and licences (<u>chapter 3-chapter 4</u>), as well as the Bulk Upload Tool (<u>guide</u>).





If you have a question on ECAT that cannot be solved with this User Manual, please address your issue to the helpdesk-eu-ecolabel@adelphi.de:

- A clear description of the issue;
- Indicate the licence number(s) and application number(s) involved in the issue;
- Your ECAT_Admin username;
- A screenshot of the issue.

Since technical issues may need to be forwarded to the European Commission IT Department, please account for a 5–7 day waiting period until your issue is resolved. Certain issues may take longer to resolve.

Important: This User Manual for Competent Bodies (CBs) addresses issues that are specifically relevant to CBs. Please consult the ECAT User Manual for Licence Holders (LHs), to understand the ECAT functionalities available to LHs. You can find all ECAT materials on <u>Circa</u>.

1 Access to ECAT Admin and user account management

1.1 Creating an ECAT Admin user account for CBs

The CB member always has to create their own account unless the CB is using a shared login (same user details) for all members. If using different login credentials, new CB members must be added by an already existing CB member within ECAT.

- 1. Create your new EU Login credentials here. The EU Login authentication service is a point for user authentication to a wide range of Commission information systems, such as the EU Ecolabel Catalogue (ECAT). Insert the requested information and click on "Create an account".
- 2. Upon clicking "Create an account", an automatic email will be sent to your email address. The system gives you 1½ hours to follow the link indicated in the email to create a password and finalise your EU Login account creation.
- 3. Please ask a CB colleague with an already valid user account to add you as a member to your CB organization within ECAT (see 1.6).
- 4. With your new credentials visit **ECAT Admin**.

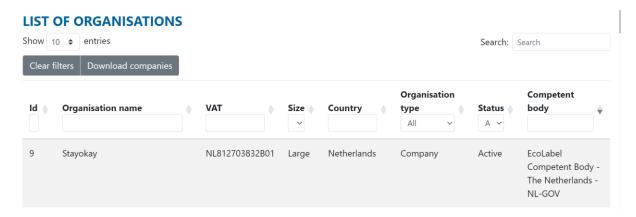
1.2 How to change your own CB account details

You may at any time modify your account information by clicking on your login name on the top banner and then on "My profile". You may change automatic email notification settings, the address or any other relevant contact information (phone, webpage).



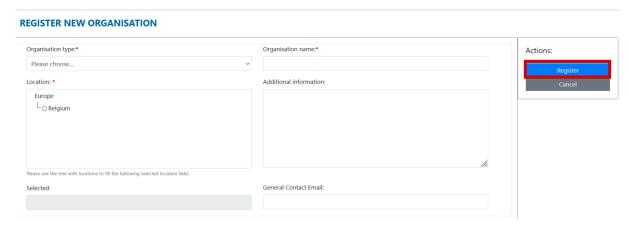
1.3 How to activate a LH organisation

Due to security reasons, it is not possible for a new organisation to register a licence until that organisation has been activated in ECAT. You as a CB are responsible for activating new organisations once they are registered in ECAT within preferably 24hours. You will receive an automatic email when new organisations have registered in ECAT. Access the organisation list, filter for your own CB, click on the entries with status "Pending", check the company data and click on "Activate".



1.4 How to register a new LH organisation

If the LH does not create an account on their own, CBs may create the organisation account for them. To register a new organisation, select 'Register new company' button on the homepage or from the drop-down menu via "Organisations". Fill in all mandatory fields (marked with a red asterisk) and click on "Register" and "Activate". Members of the organisation can create new licences or manage existing licences (see 1.5).



1.5 How to add a member to an organisation

In ECAT, several users (LHs or CBs) can manage a licence if they are associated as members of that licence's organisation. The CB, or an existing member (normally the licence holder) of the organisation, or the EU Ecolabel Helpdesk, can provide access by adding the user to the organisation or restrict access by removing the user as a member from the organisation.

The user first needs to have an EU-Login account before they can be added as a member. They can create an EU login and password here. Afterwards, please select the organisation in the organisation list, click on "Add new member" under *Actions* and enter the email address and click on "Add new member". Please note that all members of an organisation will have full access to all licences of that organisation.

ADD NEW MEMBER TO ECOLABEL AT TEST COMPANY



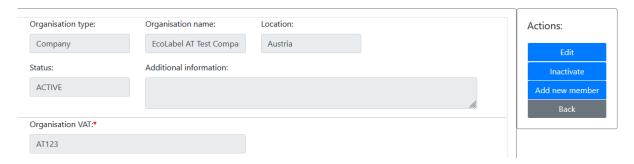
1.6 How to change account details of licence holders

As CB, you can at any time change the licence holder details: Click on "Organisations", then on "List companies" in the drop-down menu and then select the respective organisation from the list. CBs can only view/manage the details of organisations attributed to them as a CB.

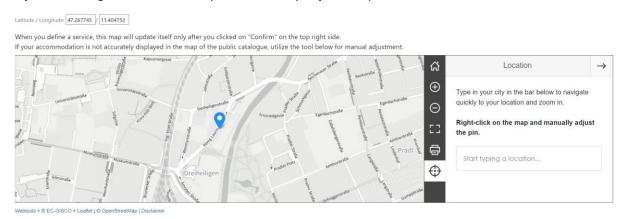


Click on "Edit" under "Actions" to change the name/address/contact details and click on "Update" and if needed on "Activate". Changes will be automatically visible in Public ECAT as well.

ECOLABEL AT TEST COMPANY



Based on the address details the system calculates the geographical coordinates of the provided address and pinpoints this on the map in the public catalogue. In some cases, the coordinates calculated might not accurately reflect the address provided (or worse, the coordinates are not found at all). If an accommodation is not accurately displayed, utilize the map tool for manual adjustment. Right click on the map and manually adjust the pin.



1.7 How to retrieve Log-in credentials

Forgotten email/username

If you forget which email/username is associated with your EU Login account, send an email to the <u>EU Ecolabel Helpdesk</u> indicating the following details:

- Company name
- Country of production

The EU Ecolabel Helpdesk will look up your associated account within its back-end system and will indicate which email/username is associated with your EU Login account.

Forgotten password

1. If you forget the password associated with your EU Login account, click on 'Lost your password?' link on the log-in page: https://webgate.ec.europa.eu/declare/web/domain/ecolabel



Figure 1: Lost your password

- 2. The system prompts you to undertake a security verification test before clicking on the 'Get a password' link.
- 3. Afterwards, an email is sent to the email registered to your account with instructions on how to change the password and recover access to your EU Login account.

2 General rules for CBs in counting EU Ecolabel licences*

Basic rule: 1 EU Ecolabel license for 1 Product Group and 1 Applicant

The EU Ecolabel license is awarded to one or more products/services, under the same Product Group.

The contract of license is signed between the Competent Body (CB) and an applicant-operator (legal entity), that can be a producer, manufacturer, importer, service provider, wholesaler or retailer. The applicant, after being awarded, becomes a license holder (LH).

Only one EU Ecolabel license shall be counted for each product group and each applicant (independently of the number of production sites involved).

The license number will have the following form: **XX/YYY/ZZZ** (where XX refers to the country of registration, YYY to the product group, ZZZ to the number assigned from the CB to the applicant);

If a license holder submits a new application for the same product group, according to the same Commission Decision (=extension of the license), the same license number shall be issued (even if the number of products increases). [Note about ECAT: if you receive a new application request from a licence holder that already has an existing licence for that product group, any new product information from the new application should be transferred to the existing licence — this means that you need to add these new products (either manually or using the Bulk Upload Tool) to the existing licence. The new application request should then be deleted to maintain a clean database.]

An operator can request a new EU Ecolabel license for an already awarded composition/formulation in order to offer an EU Ecolabel product with its own brand/commercial name. In this case, a separate application needs to be presented and a new license number will be issued.

Each time a license holder signs another EU Ecolabel contract of license for products belonging to another product group (e.g. "hard surface cleaning products" and "laundry detergents"), then this new license shall be created and counted separately.

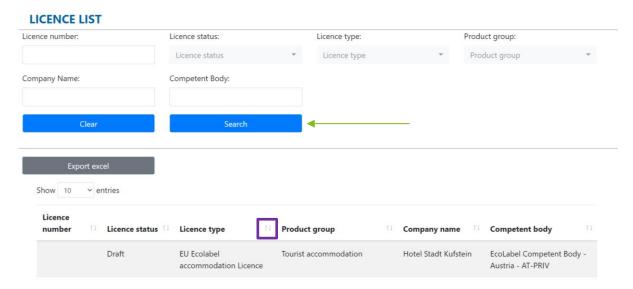
[Note about ECAT: Please pay attention that all products that are awarded within a licence are registered as separate products within ECAT. LHs can add several products to their products list. CBs can use the **Bulk Upload Tool** to upload a number of products into ECAT, see Bulk Upload Guide]

^{*} Source: How to report statistical information for EU Ecolabel products and services - Approved by the CB Forum in June 2019

3 The CB interface of ECAT admin

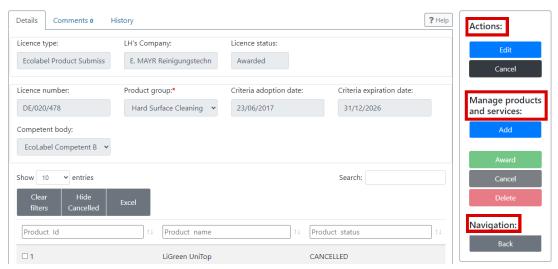
3.1 How to manage and edit licences

Under the button "Manage licences" on the homepage, you will find a list of the licences attributed to you as a CB. You can filter for *Licence number, status, and type, Product group, Company name, Competent body* and sort the order of the licences with the arrow icon in the purple box. Don't forget to click on "Search" to activate the filters.



 By clicking on a licence in the list, you will be directed to its Details page containing Licence type, Licence holder (LH)'s company, Licence status, Licence number, and Product group. Different Actions options are available on the right.

DETAILS



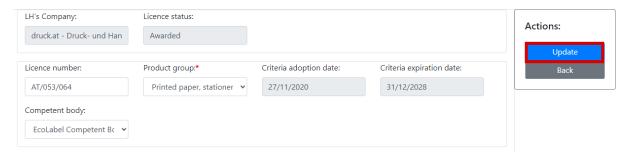
The menu structure:



- 1) "Actions" apply at the licence level ("Edit" will edit details specifically related to the licence and "Cancel" will cancel the entire licence, but requesting cancellation reason) and;
- 2) "Manage services and products" contains actions for the service and products level, such as adding a new service/product, awarding or cancelling a service/product.
- 3) "Navigation" back button directs you back to the licence list.

• To **edit licence details** such as licence number and product group, select "**Edit**" and save changes by clicking on "**Update**" in the Actions box.

EDIT LICENCE DETAILS

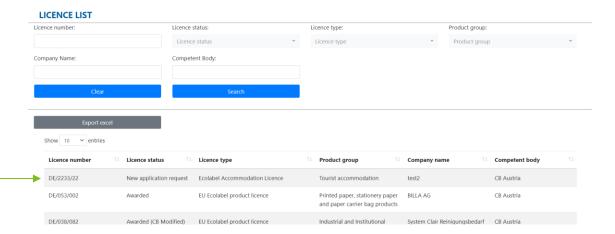


By clicking on an entry in the *Products/Service list*, you will be directed to the **Edit service/product page** containing information about *Product details, Product descriptions, Product codes, Product Availability, Product images*.

EDIT PRODUCT DETAILS Product status: Product name:* Actions: AWARDED EU Ecolabel Brochure Product group: Subcategory: Printed paper, stationery paper and paper carrier bag pr Product descriptions: Language Content Printed paper product English Countries of availability Available: ☐ EU Member ☐ EU Member □Belgium □Bulgaria □Croatia □Cyprus □Czech Republic □Denmark □Estonia □Finland □France □Germany □Greece □Hungary Value

3.2 How to edit/award/send back a new application request

In your licence list, click on a "new application request" and click on one entry in the list. You may also filter for the licence status.

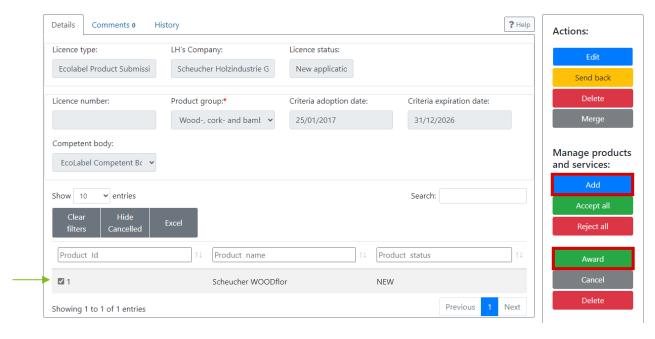


Select "Edit", add a licence number and the correct Product group and then save by clicking on "Update".

Now you have two options:

- You can award an existing product/service by selecting it from the list of services and clicking on "Award".
- You can add and award an additional product/service by selecting "Add" and inserting the new details.

DETAILS



Click on "Award" to validate a single product/service or "Accept all" to accept all changes to the services/products of a licence.

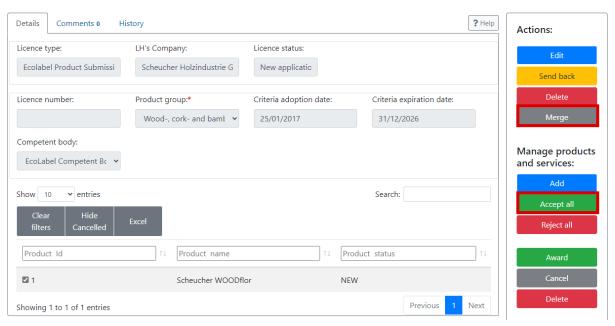
After having accepted all changes, a new button appears and you can click on "Award and publish" to award the full licence. Important: Please do not forget this step – it is necessary in order to award the full licence.



The 'Accept all' button affects all products with an in-between status such as 'changed' or 'cancellation requested' (so not only the ones with the tick box ticked are affected by 'Accept all'). 'Accept all' essentially means to 'accept all requested changes'.

Under Actions you can find the button 'Merge'. Licence numbers can only exist once in the whole system. When you create a new licence which has the same licence number as an existing licence in ECAT, you can **combine** the new licence with the existing one.

DETAILS



3.3 How to renew a licence

To renew (i.e. re-award) a cancelled licence in ECAT you can click directly on a product that is currently in 'cancelled' status, as if you are trying to edit the product (you are redirected to the 'Edit product details' page). Clicking on 'Confirm' will take you back to the licence page and the product with or 'cancelled' status will now be in 'changed' status. You may now re-award the product and the licence itself either by awarding individual products or alternatively by clicking on 'Accept all' under the Actions menu.

3.4 How to cancel a licence, a product or service

CBs can cancel a licence, by accessing the licence on ECAT and clicking on "Cancel" in the Actions box. You will be asked to select a reason for the cancellation and then to confirm the cancellation. The licence will thus not be visible on Public ECAT anymore.

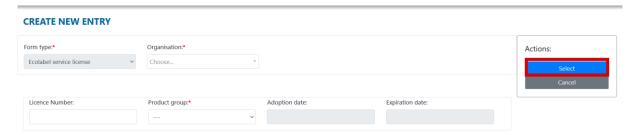
When you select a product in the list and click on "Cancel" in the section of "Manage products and services" only the selected product will be cancelled, and the product status moves to "Cancellation requested". Click on "Accept all changes" and then on "Award and publish".

3.5 How to create a new licence

In the new ECAT, CBs are now able to create new licences by clicking on "Create new service/product licence".

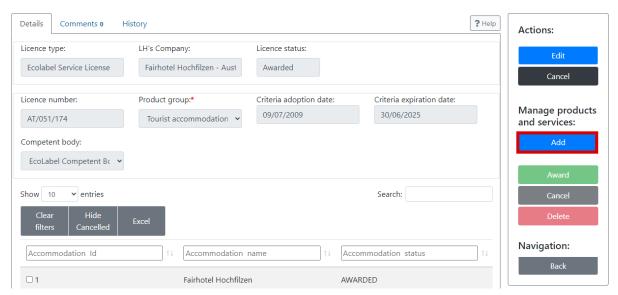


You will be directed to the "Create new entry" page where you can enter the *Organisation, Licence number, Product group* and complete by clicking on "Select".



Add a new product/service by selecting "Add" and inserting the service details. Here, you're asked to fill in different mandatory fields, depending on whether it is a product or a service. See the next two sections for a detailed explanation (chapter 3.6.1 for products and 3.6.2 for services).

DETAILS

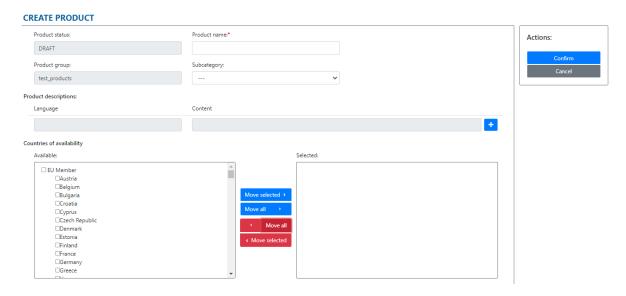


After adding products or services to the licence and accepting the changes, a new button appears, and you can click on "Award and publish" to complete the process. Important: Please do not forget this step – it is necessary in order to award the full licence.

Products – Specific explanations on required fields

This concerns licences from all EU Ecolabel product groups (except Tourist Accommodation Services, see chapter 3.6.2).

Select the **countries** in which your products are sold, by ticking the box of single countries or by choosing all EU countries.



It is mandatory to insert a GTIN product code in ECAT (preferably the EAN13 code). Product codes are necessary for e-retailers to verify that a product (both B2B and B2C) is indeed certified with the EU Ecolabel and to display the EU Ecolabel logo next to a certified product on their marketplace. The EU Ecolabel collaborates with several e-retailers such as Amazon and provides the data extracts from ECAT as verification source (see figure below).



E-Commerce platforms only display the EU Ecolabel next to a product if they have proof of the certification...



E-Commerce platforms check which products are registered in the EU Ecolabel Catalogue (ECAT).



E-Commerce platforms highlight sustainable products and provide information on the label



EU Ecolabel certified products have a reduced environmental impact across multiple stages of the product lifecycle.

Simply enter your product codes in the product section: Click on the "+", select the code type from the drop-down menu and insert the value. Click on the blue tick to save the change.





If your product does not have a product code, you can skip adding a product code by ticking the check-box.

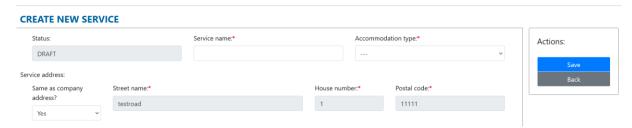
Add your **product description** in the field *Content* by clicking on the "+" or the pen in the right corner. The "-" allows you to delete your content. If you delete the text by mistake, you can click on the green clock icon that appears after deletion. Afterwards don't forget to click on the blue tick to save the change.

Product descriptions:



Services – Specific explanations on required fields

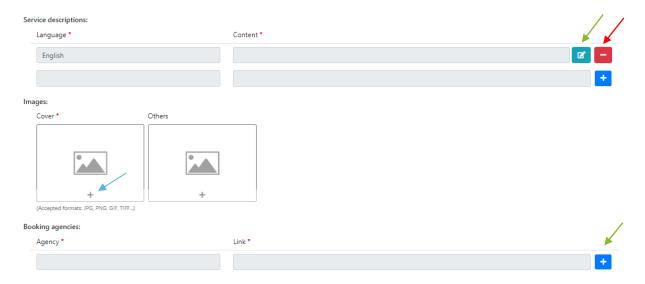
This concerns Tourist Accommodation Services only. Indoor cleaning services must be registered as a product licence (see <u>Products – Specific explanations on required fields</u>)!



Booking agencies are not mandatory. Only if you selected an "Agency", it becomes mandatory to add a link of this selected Booking agency in the field "Link".

To edit *Agency, Link, Language and Content*, you need to click on the "+" or the pen in the right corner. The "-" allows you to delete your content. If you deleted the text by mistake, you can click on the green clock icon that appears after deletion. Afterwards don't forget to click on the blue tick to save the change (see screenshot below).

Upload the mandatory cover image in one of the accepted formats (jpg, png, tiff) by clicking on the "+" symbol and selecting the image from your server (blue arrow in screenshot below).



To display the EU Ecolabel of the Tourist Accommodation Services on online booking platforms, such as Booking.com, the services must be registered and awarded in ECAT Admin. From ECAT, the data is regularly sent to stakeholders like BeCause who are providing the data to their partners including Booking.com. Once the EU Ecolabel Helpdesk has exported the data from ECAT to the BeCause database, Licence Holders can find the certification attached to their company profile. Licence Holders also need to sign up on BeCause and claim their certified property. In the case of Booking.com, once Licence Holders have added their Booking.com property ID, the EU Ecolabel will be visible within 7 days. Please use or share the following links for guidance:

- https://partner.booking.com/en-gb/learn-more/becoming-certified#question-160951
- https://help.because.eco/en/articles/8862356-sign-up-as-a-hotel-user-profile
- https://help.because.eco/en/articles/8355508-how-to-update-your-sustainable-level-on-booking-com

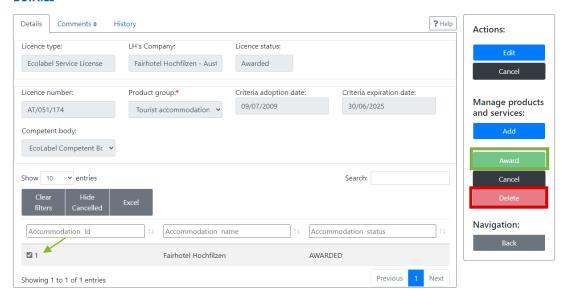
If you have further questions about the BeCause platform, please contact support@because.eco.

3.6 How to delete a licence, a product or a service

CBs can only **delete a licence** when the submission status is "Draft" and "New Application Request". LHs can only delete "Draft" licences.

CBs can only **delete products or services** when its product/service status is "Draft" and "New". LHs can only delete "Draft" products/services. The "**Delete**" button is greyed-out by default but is enabled when at least one eligible service is selected to be deleted (see green arrow and green box in figure below). When the product is in any other status, it cannot be deleted – instead, you can simply cancel them. Note: when cancelled, they will remain in ECAT admin as "cancelled" but **will not be visible on the public ECAT.**

DETAILS

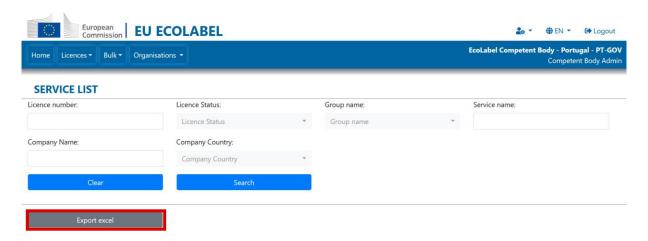


3.7 How to extract a service or product list

To extract a list of products or services click on **Bulk > Download licences > Product list/Service list**. You can filter for the licence number, the product/service name or the company name (confirm with Search button).

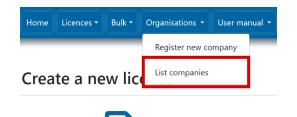


Click on "Export excel" to export an excel file that contains a list of the products and services.



3.8 How to extract the organization list

To extract an excel file of registered organisations in ECAT click on **Organisations > List Companies > Download companies**. You can filter for the organisation name, the competent body and the status of active/inactive.



Managing existing licences – Explanation of the different status options of your licences in ECAT

When a Licence Holder (LH) registers a new product/service on ECAT, the application/licence will go through various statuses, depending on the different actions that the Licence Holder (LH) or you as a Competent Body (CB) need to perform. Depending on the current status the application/licence is in, you as a CB will have different modification rights. Only awarded applications will be visible on public ECAT.

Licence number	11 Licence status	1 Licence type	↑↓ Licence group	14 Company name	14 Competent body	ţŢ
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria	
	New application request	Ecolabel licence service	Tourist accommodation	testAT	CB Austria	
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria	
	Draft	Ecolabel licence service	Tourist accommodation	testAT	CB Austria	
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria	
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria	
AT/051/456	Awarded	Ecolabel licence service	Campsites	EcoLabel AT Test Company	CB Austria	
AT/002/003	New application request	Ecolabel licence service	Campsites	testAT	CB Austria	
AT/002/003	Awarded (CB Modified)	Ecolabel licence service	Campsites	testAT	CB Austria	
AT/001/001	Awarded	Ecolabel licence service	Tourist accommodation	testAT	CB Austria	



To filter products and services by status, click on the arrows next to licence status (see purple box).

Please see below an explanation of the different status option and the respective modification rights:

Application status	Explanation of the status	Modification rights	Visible on Public ECAT
Draft	The applicant has created an application but has not yet sent it to the Competent Body for validation.	Applicant: you can modify your draft, add new products/modify information or delete the application. Please finalize the application and click on "Send to CB". Competent Body: if necessary, you can delete the applicant's draft application.	No
New application request	The application has been sent for validation to the Competent Body.	Applicant: you can no longer modify your application. You are now pending approval or refusal from your Competent Body. Competent Body: you can Award (②Awarded), Update, Send Back (②Draft), Reject (②Rejected) and Delete the application	No

Rejected	The application has been rejected by the Competent Body.	Applicant: read-only	No
		Competent Body: read-only	
Awarded	The application has been validated by the Competent Body and appears on the Public ECAT.	Licence Holder: you may modify the licence and add new products or renew the registration. If you modify it, you need to send it to your Competent Body for validation by clicking on "Send to CB" Competent Body: you can view and update the licence.	Yes
Awarded – Partial	The application has been partially validated: some products have been awarded, others have not yet been approved or have been refused by the Competent Body. The awarded products appear on the Public ECAT.	Licence Holder: you can delete the non-validated products and/or create new products in the licence. After modification, please send the application back to your Competent Body by clicking on "Send to CB". Competent Body: there is no need for any modifications at this point. However, you can also add new products or delete others or award the non-awarded products, if applicable.	Partially: Yes, for awarded products
Awarded – Modified	The Licence Holder has started to modify an awarded licence.	Licence Holder: you have made updates at the product level (change, cancel, add new products, etc.). Please send the modified licence to your Competent Body for their final validation, by clicking on "Send to CB". Competent Body: you cannot modify the licence until the Licence Holder has sent it to you for validation.	Partially: No, for all products that were updated. Yes, for all products that were not updated.
Awarded – Modification request	The modified licence has been sent to the Competent Body for validation.	Licence Holder: you can no longer modify the licence as you have already sent it to your Competent Body. Competent Body: you can approve, send back or refuse the modification request or you can modify it further as well. Please award the licence again by clicking on "Award and publish" on the licence level.	No, for all products that were updated. Yes, for all products that were not updated.
Awarded – CB Modification	The Competent Body made some updates at the product level of an awarded licence.	Licence Holder: you cannot perform any changes to the licence. Please ask your Competent Body to finalize and approve the modifications.	Yes

		Competent Body: you have made updates on the products level. Please award the full licence by clicking on "Award and publish" on the licence level. Competent Body: there is no need for any modifications at this point.	
Cancelled	The Competent Body has cancelled the licence or a criterion expired and all related licences are cancelled automatically.	Licence Holder: you can no longer perform modifications. Please contact your Competent Body. Competent Body: you can reopen cancelled licences by following the steps outlined in section 3.3 "How to renew a cancelled licence".	No

5 ECAT Bulk Upload Tool

Purpose of the Bulk Upload Tool

A comprehensive **cleaning and update exercise** is necessary to make ECAT complete (incl. the addition of EAN numbers, where available).

Furthermore, there is a big external demand and increased interest by e-retailers/e-commerce platforms to display EU Ecolabel on their websites – and an updated ECAT is the necessary verification step to ensure that products displayed with the EU Ecolabel have truly been awarded with the EU Ecolabel.

The bulk upload tool allows handling large amounts of licenses and products (with a standardized format). It allows CBs to more easily create new and update existing licences (especially in larger quantities) within ECAT. The Bulk Upload tool is part of the <u>ECAT Admin</u> system. Always **download** the Excel file **directly from ECAT** to guarantee you're using the latest version. The order and content of the Excel columns are sometimes updated to enhance the tool's efficiency.

Bulk upload tool in a nutshell

Main functionalities:

- 1. Download existing licences and products from ECAT
- 2. Update existing licences and products in ECAT
- 3. Create new licences and products in ECAT

Scope:

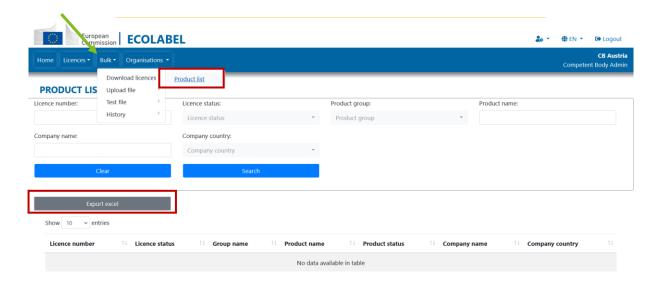
- · Works via a standardized Excel file
- Targets only one user group: CBs
- For all product groups, except for PG Tourist Accommodation Services (due to very different data fields in ECAT for PG TAS)



Main functionalities explained

1. Download existing licences and products from ECAT

- Click on "Product list", and use the different filter options such as Licence number / Licence status / Product group / Product name / Company name / Company country. Make sure to filter for "Awarded" licences, if you want to update them. Confirm your filter choices by clicking on "Search". Click on "Export excel" and the system will generate an Excel extract from the selected licence.
- You can see the products listed within ECAT also on the webpage itself if you scroll down, without extracting it in an Excel file.

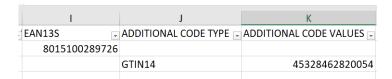


2. Update existing licenses and products in ECAT

Open the Excel file you have **downloaded from ECAT.** Please make sure to always download the Excel file directly from ECAT to ensure you have the latest version.

Important information: "Licence ID", "Product ID" and "Company ID" are ECAT internal IDs for unique identification. Do NOT change those IDs if you want to simply modify existing products, otherwise the system won't be able to recognize what licence/product/company you are referring to.

- Modify product or company information:
 - Modify information like the "product name" or "Available online" or address of the company. Important: Do not change the product ID or company ID!
- Modify the status of a licence
 - Change "Licence status" (column C) to "Awarded" or "Cancelled". Do not change the licence ID.
- Add product codes:
 - There is a specific column for EAN13 codes and 2 columns for an additional code type (e.g. GTIN14). For EAN13, simply enter the code value. To provide this second code type, enter the product code type (GTIN14) (see <u>list</u> of available code types) and the product code value.



You may enter more than one code value of the same code type per cell (the separator should be a semicolon (;) without a space). If you need to add more code values to an already existing code type (2 more EAN13 codes additionally to existing 3), you need to add in the specific field all the 5 codes (3 old + 2 new).

3. Create new licences and products

- Add products to an existing licence:
 - Open the Excel file you have exported from ECAT of the existing licence to which you want to add products. Copy & paste the values of columns regarding the company information (columns R-AH) and licence information (columns A-H). Add the product specific information (columns J-R). Important: Leave "product id" blank, the system will thus automatically create a new product ID within ECAT.
- Create a new licence for a new product:
 - Use an Excel template from the bulk upload tool and fill out the company information (columns S-AF), licence information (columns A-I) and product specific information (columns I-Q). Leave "licence id" and "product id" blank, the system will thus automatically create a new licence and product within ECAT.
 - Recommendation: You save time, if you use an ECAT extract that contains another licence from the same LH for whom you want to create the new licence (if possible)! You only need to modify the licence information (columns A-I) and the product specific information (columns J-R) in this case, as the company information stays the same.
- Add product codes to new products
 - When you want to add a new product that has multiple code types, please note: For the first upload please keep in the file only one code type (any at your decision, either EAN13 or GTIN14, etc.). After the success upload, you may extract the Excel again and add the other code types for the same product. Always provide the product id in the file, so the system will associate the new code(s) to the existing product.

You can also create new organisations by leaving 'Company ID' cell empty. You could also use the Bulk Upload Tool to update company information in ECAT, but we recommend using the "Organisations" module in ECAT Admin instead.

Upload your Excel extract to ECAT

On the website go to "Upload Data". Choose from "Form type" menu:

- Ecolabel bulk upload: to directly upload the excel file to ECAT.
- Ecolabel bulk upload test: to check for potential errors in the file without uploading it to ECAT.

Enter the name of your "Organisation" and an individual "Reference". Browse for your Excel file on your computer and click on Submit.



If 0 errors occur, the file has been updated successfully!

② If errors occur, the following message will appear: "The submission file contains errors. Please replace it with the corrected version"

SUBMISSION DETAILS



Click on "Validation report", to see the errors in detail. Please review the errors in your Excel file (see list of Common errors). If you receive the error 'please contact IT support' please contact the helpdesk so that they can investigate further.

After you have corrected the errors in your Excel file, please upload the new revision of the file:

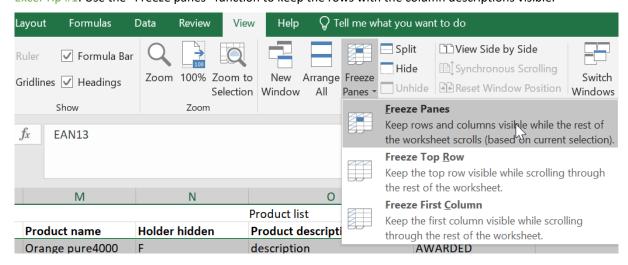
Add a new upload in "Upload Data" (see "Upload your Excel extract"). If 0 errors occur, the file has been updated successfully.

The field **Submission status** shows the outcome of the validation process, depending on the selected Form type and error quantity. The different statuses are:

- Draft: the validation process was cancelled before the file could be fully tested. Please try again to upload the file and wait until the Validation report is created.
- Invalid: the file contains at least one error.
- Valid: the file contains no errors and was validated in the test mode.
- Uploaded: the file contains no errors and was uploaded on ECAT.

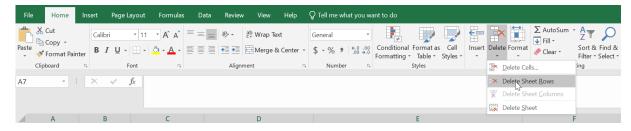
Recommendations (= How to become a true Bulk Upload expert)

Excel Tip #1: Use the "Freeze panes" function to keep the rows with the column descriptions visible.



Excel Tip #2: If you want to update selected products only, you can delete the rows containing the other products in the Excel list, by marking them and clicking on "Delete Sheet Rows" (see screenshot below). This will make it easier for you to work in the file and will produce less error messages when uploading the Excel file on ECAT.

For example, you save time if you directly delete the rows containing the products with the Status "Refused" or anything other than Awarded or Cancelled, as you don't need to modify them anyways. The products themselves will of course remain in ECAT, this only impacts the Upload of modified data.



Common errors and how to solve them

In case you face errors and you cannot solve them with the list provided solutions below, please contact the Helpdesk. Please send us a description of the error along with the Excel file that generated the error – we will investigate and get back to you as soon as possible. You can group errors either by line number or error type.

Email: <u>helpdesk-eu-ecolabel@adelphi.de</u>

Error Code	Error Message	Explanation and proposed solution
/	General error: Error reading excel file '240617 bulk upload_final_final.xlsx', the file is unreadable	Please rename the excel sheet to "Sheet 0". 70 71 Sheet0
101	Mandatory field XY is empty	Please add mandatory information (see <u>full list</u> of mandatory columns)
103	At least one of PRODUCT GROUP ACRONYM and PRODUCT GROUP NAME is mandatory but missing	Please review if either Product group name and or Product group acronym is filled out, the system will add the remaining field automatically based on your input. Please pay attention that the Leading Zero (e.g. 015) did not get deleted in your Excel. To avoid this, you can add an apostrophe (') in front of the zero and the following two digits (e.g. '015).
301	Combination of PRODUCT_ACRONYM/PRODUCT_GROUP + COMPANY + LICENSE_ID already exists in the system in a different association. Please, review them.	The Licence ID is already associated to a specific PG and company ID. Please check if you have by mistake changed one of these fields.
302	Combination of LICENSE_ID and LICENSE_NUMBER already exists in the system in a different association. Please, review them.	Review with the help of the original ECAT extract the combination of licence ID and licence number and check if you have accidentally changed the content/numbers of the cells.
303	Combination of PRODUCT_ACRONYM/PRODUCT_GROUP + COMPANY + LICENSE_NUMBER already exists in the system in a different association. Please, review them.	The Licence Number is already associated to a specific PG and company ID. Please check if you have by mistake changed one of these fields.
304	Combination of PRODUCT_GROUP_ACRONYM and PRODUCT_GROUP_NAME exists in the system, but does not match. Please, review them.	Please check <u>full list of possible Product Group Names and Acronyms</u> , to see whether the entries correspond with each other.
305	PRODUCT_GROUP_ACRONYM and PRODUCT_GROUP_NAME does not exist or is expired. Please, review	Please check <u>full list of possible Product Group Names and Acronyms</u> , to see whether you correctly filled out the two fields.
306	Combination of LICENSE_ID + PRODUCT_ID exists in the system, but does not match. Please, Review them.	Review with the help of the original ECAT extract the combination of licence ID and product ID and check if you

Error Code	Error Message	Explanation and proposed solution
		have accidentally changed the content/numbers of the cells.
307	Provided LH_EMAIL exists on a different company. Please, review it.	The LH email address you entered is registered multiple times within ECAT, which should not be the case. Please contact the Helpdesk to solve this user management problem.
308	Provided Product group Name does not exist	Please check <u>full list of possible Product Group Names</u> .
309	Provided Product Group Acronym does not exist	Please check <u>full list of possible Product Group Acronyms</u> . Please pay attention that the Leading Zero (e.g. 015) did not get deleted in your Excel. To avoid this, you can add an apostrophe (') in front of the zero and the following two digits (e.g.'015).
312	VAT number is already stored (mandatory field)	The VAT number provided already exists in another (duplicate) company in ECAT. Please inactivate the redundant company (normally the one without any licences or missing/incorrect information) and modify its VAT number by adding 'old' to the end e.g. 'ATU123456789old'.
601	COMPANY_COUNTRY field contain wrong country code. Please, review them.	Please check <u>full list of possible country codes</u> in Bulk Upload Guide. Use ";" as a separator and remove any empty spaces in the cell.
602	AVAILABLE_INSTORE field contains one or more wrong country codes. Please, review them.	Please check <u>full list of possible country codes</u> in Bulk Upload Guide. Use ";" as a separator and remove any empty spaces in the cell.
603	AVAILABLE_ONLINE field contains one or more wrong country codes. Please, review them.	Please check <u>full list of possible country codes</u> in Bulk Upload Guide. Use ";" as a separator and remove any empty spaces in the cell.
604	VALID values from field LICENSE_STATUS are only null, 'AWARDED' or 'CANCELLED'. Please. review them.	Please check that only licences with the status Awarded or Cancelled are within your file. You may delete Cell rows with different licence statuses or apply the filter for Status when you download the extract.
605	VALID values from field PRODUCT_STATUS are only null, 'AWARDED' or 'CANCELLED'. Please. review them.	Please check that only products with the status Awarded or Cancelled are within your file. You may delete Cell rows with different product statuses.
606	LH_EMAIL field should contain an email address. Please, review it.	Review if the given email address is correct and contains an @ character.
607	COMPANY_EMAIL field should contain an email address. Please, review it.	Review if the given email address is correct and contains an @ character.
633	Provided License_id does not exist. Please, review the file.	The Licence ID you have entered does not exist in ECAT, please review if you have accidentally changed the content/numbers of the cell
634	Provided Product_id does not exist. Please, review the file.	The 'Product ID you have entered does not exist in ECAT, please review if you have accidentally changed the content/numbers of the cell

Error Code	Error Message	Explanation and proposed solution
635	Provided Company_id does not exist. Please, review the file.	The 'Company ID you have entered does not exist in ECAT, please review if you have accidentally changed the content/numbers of the cell
636	This PRODUCT_ID already exist on a different license. Please remove the product_id from the line	If you want to add a new product on ECAT, please remove the product ID from the file (which will create a new product on the specified licence) OR review if the field licence ID is correctly filled out and matches with the licence number
637	Company ID and VAT provided values does not match	The 'Company ID' you have entered already exists with another VAT number. Please check if the VAT number correctly corresponds to the company. If it is the case, please contact the Helpdesk who will solve this issue.
638	CODE_TYPE and CODE_VALUES should be provided both or none.	To enter a product code number in the 'CODE_VALUES' cell, you will need to provide the type of this number in 'CODE_TYPE' cell. Otherwise, both cells should remain empty.
639	There are already many companies with this VAT. Please, contact Support team.	Please check if the VAT number provided correctly corresponds to the company. If it is the case, please contact the Helpdesk who will solve this issue.
640	Provided AWARD_ID identifies more than 1 already existing licenses. Please, contact support	The 'AWARD_ID' you have entered already exist with another Licence in the system. Please check the AWARD_ID provided if correctly corresponds to the Licence. If not, please correct it, otherwise contact the EU Ecolabel Helpdesk.
641	'Code values' field contains invalid values for this type of code.	The system checks the generic algorithms of an EAN13 structure and validates the provided string to decode if it respects it or not. Please enter a valid EAN code.

Excel extract – Overview of columns

The following table provides you a brief overview of the columns within the ECAT extract.

Mandatory fields are highlighted in red.

Column	Content	Description	Example for correct format
Α	LICENCE NUMBER	Licence number	e.g. AT/028/001
В	LICENCE ID	ECAT internal licence ID (also known as registration ID)	e.g. 20068
С	LICENCE STATUS	Official licence status within ECAT awarded by CB	e.g. "Cancelled" or "Awarded" or blank (empty cell)
D	GROUP ACRONYM	Product group acronym and Product group name should exist in a predefined list of values and they should match.	e.g. 015, see full list here. Please pay attention that the Leading Zero (015) does not get deleted by your Excel, by inserting an apostrophe (e.g. '015)
Е	GROUP NAME		e.g. Dishwasher detergents, see full list here
F	SUB-CATEGORY	Add the sub-category that describes the product.	See <u>list</u> of subcategories
G	DECISION CODE	EU Ecolabel criteria code and EU Ecolabel	
Н	DECISION EXPIRATION	criteria expiration date.	
I	EAN13S	Add here the EAN code number.	
J	ADDITIONAL CODE TYPE	Indicates the product code type that you can select (other than EAN13), e.g. GTIN14, etc.	e.g. "GTIN14"
K	ADDITIONAL CODE VALUES	If GTIN14 code is selected in the field Code type, If another code type was selected, add the respective code number.	e.g. 40151002974090
L	EN PRODUCT DESCRIPTION	The product description in English.	
M	PRODUCT IMAGE		
N	AVAILABLE IN	Add at least one country code in which product is available online. If the field is empty, the system will add the country code of the CB who is uploading the file. Multiple country codes should be separated by a comma (,)	e.g. "DK, DE, CZ"
0	PRODUCT ID	ECAT internal product ID	e.g. 102884
Р	PRODUCT NAME		
Q	PRODUCT STATUS	Official product status within ECAT awarded by CB.	e.g. "Cancelled" or "Awarded"
R	COMPANY ID	ECAT internal company ID	
S	COMPANY NAME		
Т	VAT	VAT-number of the company	e.g. BE0405746050
U	COMPANY PHONE		

V	COMPANY EMAIL	Email fields should contain email specific characters like "@"	office@comp.com
W	COMPANY WEBSITE		
Х	COMPANY LOGO		
Υ	COMPANY STREET		
Z	COMPANY STREET NUMBER		
AA	COMPANY POSTAL CODE		
AB	COMPANY CITY		
AC	COMPANY COUNTRY		
AD	COMPANY LATITUDE		
AE	COMPANY LONGITUDE		
AF	COMPANY SIZE		"Micro", "SME", or "LARGE"
AG	ISO14001		"Y" or "N"
AH	EMAS		"Y" or "N"

Annex

List of Product groups

	Product group name	Product group acronym
	Absorbent hygiene products	047
Personal care products	Animal care products	054
reisonal care products	Cosmetic products	030
	Reusable menstrual cups	055
	Hard surface cleaning products	020
	Dishwasher detergents	015
	Industrial and institutional dishwasher detergents	038
Cleaning-up	Hand dishwashing detergents	019
	Laundry detergents	006
	Industrial and Institutional laundry detergents	039
	Indoor cleaning services	052
Clothing and textiles	Textiles	016
crotining und textiles	Footwear	017
Do-it-yourself	Indoor and Outdoor paints and varnishes	044
Electronic equipment	Electronic displays	022
Coverings	Wood-, cork- and Bamboo-based Floor Coverings	035
Animal care products Cosmetic products Reusable menstrual cups Hard surface cleaning products Dishwasher detergents Industrial and institutional dishwasher detergents Laundry detergents Industrial and Institutional laundry detergents Industrial and Institutional laundry detergents Indoor cleaning services Textiles Footwear Indoor and Outdoor paints and varnishes Ilectronic equipment Electronic displays Wood-, cork- and Bamboo-based Floor Coverings Hard coverings urniture and bed nattresses ardening Growing media and soil improvers Lubricants Graphic Paper Tissue paper and tissue products	021	
Furniture and bed	Furniture	049
mattresses	Bed mattresses	014
Gardening	Growing media and soil improvers	048
Lubricants	Lubricants	027
	Graphic Paper	011
Paper products	Tissue paper and tissue products	004
	Printed paper, stationery paper and paper carrier bag products	053

Holiday	Tourist assembledation sorvices	
accommodation	Tourist accommodation services	051

List of Product code types

Product code type	Explanation
EAN13	European Article Number (13 digits) (identical to GTIN13)
GTIN14	Global Trade Item Number (14 digits)
GTIN12	Global Trade Item Number (12 digits)
GTIN8	Global Trade Item Number (8 digits)
GSIN	Global Shipment Identification Number
sscc	Serial Shipping Container Code
Internal Producer ID	Internal Producer ID
Other	

List of Competent bodies

Country	CB name	CB Code
Austria	Austria (Private)	AT-PRIV
Belgium	Belgium (Ministry)	BE-GOV
Bulgaria	Bulgaria (Ministry)	BG-GOV
Croatia	Croatia (Ministry)	HR-GOV
Cyprus	Cyprus (Ministry)	CY-GOV
Cyprus	Cyprus (Private)	CY-PRIV
Czech Republic	Czech Republic (Private)	CZ-PRIV
Denmark	Denmark (Private)	DK-PRIV
Estonia	Estonia CB	EE-GOV
Finland	Finland (Ministry)	FI-GOV
France	France (Ministry)	FR-GOV
France	France (Afnor)	FR-AFNOR
France	France (Ecocert)	FR-ECOCERT

France	France (Bureau Veritas)	FR-VER
Germany	Germany (Private)	DE-PRIV
Greece	Greece (Ministry)	GR-GOV
Hungary	Hungary	HU-GOV
Iceland	Iceland (Ministry)	IS-GOV
Ireland	Ireland (Ministry)	IE-GOV
Italy	Italy (Ministry)	IT-GOV
Latvia	Latvia (Ministry)	LV-GOV
Lithuania	Lithuania (Ministry)	LT-GOV
Lithuania	Lithuania (Private)	LT-PRIV
Luxembourg	Luxembourg (Ministry)	LU-GOV
Malta	Malta (Ministry)	MT-GOV
Norway	Norway (Ministry)	NO-GOV
Norway	Norway (Private)	NO-PRIV
Poland	Poland (Ministry)	PL-GOV
Portugal	Portugal (Ministry)	PT-GOV
Romania	Romania (Ministry)	RO-GOV
Slovak Republic	Slovak Republic (Ministry)	SK-GOV
Slovenia	Slovenia (Ministry)	SI-GOV
Spain (Andalucía)	Spain (Andalucía)	ESAN
Spain (Aragon)	Spain (Aragon)	ESAR
Spain (Baleares)	Spain (Baleares)	ESB
Spain (Cantabria)	Spain (Cantabria)	ESCA
Spain (Castilla La Mancha)	Spain (Castilla La Mancha)	ESCM
Spain (Castilla y Leon)	Spain (Castilla y Leon)	ESCL
Spain (Cataluña)	Spain (Cataluña)	ESC
Spain (Ceuta)	Spain (Ceuta)	ESCE
	1	l .

Spain (Comunidad Foral de Navarra)	Spain (Comunidad Foral de Navarra)	ESNC
Spain (Extremadura)	Spain (Extremadura)	ESEX
Spain (Galicia)	Spain (Galicia)	ESGA
Spain (Islas Canarias)	Spain (Islas Canarias)	ESIC
Spain (La Rioja)	Spain (La Rioja)	ESRI
Spain (Madrid)	Spain (Madrid)	ESMA
Spain (Melilla)	Spain (Melilla)	ESME
Spain (Murcia)	Spain (Murcia)	ESMU
Spain (Pais Vasco)	Spain (Pais Vasco)	ESPV
Spain (Principado de Asturias)	Spain (Principado de Asturias)	ESAS
Spain (Valencia)	Spain (Valencia)	ESV
Sweden	Sweden (Ministry)	SE-GOV
Netherlands	The Netherlands (Ministry)	NL-GOV
Northern Ireland	Northern Ireland	GB-NIR

List of Countries of availability

E U C o u nt ri es	AT;BE;BG;CY;CZ;DE;DK;EE;ES;FI;FR;GR;HR;HU;IE;IS;IT;LT;LU;LV;MT;NL;NO;PL;PT;RO;SE;SI;SK
E U an d N o n E U:	AD;AE;AF;AG;AI;AL;AM;AO;AQ;AR;AS;AT;AU;AW;AX;AZ;BA;BB;BD;BE;BF;BG;BH;BI;BJ;BL;BM;BN;BO;BR;BS;BT;BV;BW;BY;BZ;CA;CC;CD;CF;CG;CH;CI;CK;CL;CM;CN;CO;CP;CR;CU;CV;CW;CX;CY;CZ;DE;DJ;DK;DM;DO;DZ;EC;EE;EG;EH;GR;ER;ES;ET;FI;FJ;FK;FM;FO;FR;GA;GD;GE;GF;GG;GH;GI;GL;GM;GN;GP;GQ;GS;GT;GU;GW;GY;HK;HM;HN;HT;HU;ID;IE;IL;IM;IN;IO;IQ;IR;IS;IT;JE;JM;JO;JP;KE;KG;KH;KI;KM;KN;KP;KR;KW;KY;KZ;LA;LB;LC;LI;LK;LR;LS;LT;LU;LV;LY;MA;MC;MD;ME;MF;MG;MH;MK;ML;MM;MN;MO;MP;MQ;MR;MS;MT;MU;MV;MW;MX;MY;MZ;NA;NC;NE;NF;NG;NI;NL;NO;NP;NR;NU;NZ;OM;PA;PE;PF;PG;PH;PK;PL;PM;PN;PR;PT;PW;PY;QA;RE;RO;RS;RU;RW;SA;SB;SC;SD;SE;SG;SH;SI;SJ;SK;SL;SM;SN;SO;SR;SS;ST;SV;SX;SY;SZ;TC;TD;TF;TG;TH;TJ;TK;TL;TM;TN;TO;TR;TT;TV;TW;TZ;UA;UG;GB;UM;US;UY;UZ;VA;VC;VE;VG;VI;VN;VU;WF;WS;YE;YT;ZA;ZM;ZW
N o n E	AD;AE;AF;AG;AL;AM;AO;AR;AU;AT;AZ;BA;BB;BD;BF;BH;BE;BI;BJ;BN;BO;BR;BS;BT;BW;BG;BY;BZ;CA;CD;CF;CG;CH;CI;CL;CM;CN;CO;CQ;CR;CU;HR;CV;CY;CZ;DJ;DM;DK;DO;DZ;EC;EG;ER;ET;FJ;FM;EE;GA;GB;FI;FR;GD;GE;GH;DE;GM;GR;GN;GT;GW;GY;HK;HN;HT;ID;HU;IS;IL;IN;IQ;IR;IE;JM;IT;JO;JP;KE;KG;KH;KI;KM;KN;KP;LV;KR;KW;KZ;LA;LB;LT;LU;LC;LI;LK;LR;LS;MT;LY;MA;MC;MD;ME;MG;MH;MK;ML;MM;MR;MU;MV;NL;

U co u nt	MW;MX;MY;MZ;NO;NA;NE;NG;NI;NP;NR;NZ;OM;PL;PT;PA;PE;PG;RO;PH;PK;PW;PY;QA;RS;RU;RW;SA;SB;SC;SD;SG;SL;SK;SI;SM;SN;SO;ES;SR;ST;SV;SY;SE;SZ;TD;TG;TH;TJ;TL;TM;TN;TO;TR;TT;TV;TW;TZ;UA;UG;UN;US;UY;UZ;VC;VE;VN;VU;WS;YE;ZA;ZM;ZW
ri es	