

EMTOC Frequently Asked Questions

1. What is EMTOC?

EMTOC is the acronym of Electronic Model TOBacco Control.

EMTOC offers web-based submission of tobacco ingredient data by Reporting parties to competent authorities, fully based on the Harmonised template (Practical guide).

2. Which countries participate in EMTOC?

NL, BE, DE, UK, DK, NO, SE, FI, PL, AT, HU, RO, BU, FR, ES, MT, CH.

3. Which countries offer EMTOC in reporting year 2010?

NL, BE, DE (optional) and AT (mandatory).

Other countries have postponed to offer EMTOC.

4. How do I apply for the use of EMTOC?

Contact the competent authority of the country where you wish to submit data.

Required are: fee (if applicable), signed User agreement, contact data of user.

Signing the User agreement is not required, if you have done so and submitted it before in another Member State (MS).

5. What do I need when I want to report my data via EMTOC?

You need:

1. contact your local regulator (see List on website)
2. get approval of the competent authority;
3. a computer with MS Windows and internet connection (Internet Explorer)
4. a smart card reader with driver (to be installed by IT administrator)
5. a smart card and an account of the EMTOC system (to be issued by Trust Centre).

Remark: You will receive only one Smart Card per person, but one account for each Member State you have applied for access to submit data.

6. What are the costs when I want to use EMTOC?

NL and DE: yearly fee of €200 to be transferred to Trust Centre (TC).

BE and AT: no fee required.

Other countries: not known yet.

7. Who is the EMTOC Trust Centre (TC)?

TC is hosted by RIVM in The Netherlands. Info RIVM: www.rivm.nl

8. What are the contact details of EMTOC Trust Centre (TC)?

E-mail: EMTOC.Trustcentre@rivm.nl

Postal address: RIVM, P.O. Box 1, 3720 BA Bilthoven, The Netherlands.

Visiting address (dispatcher): Dr. J.G.C. van Amsterdam, RIVM, A. v. Leeuwenhoeklaan 9, 3721 MA Bilthoven. Tel. (+) 30.31.274.2961 (secr.).

9. What is the bank account of Trust Centre (TC (to transfer the fee)?

Royal Bank Scotland, ABN AMRO N.V., G. Mahlerlaan 10, NL 1081 PP Amsterdam

IBAN: NL58RBOS0569998921. BIC/SWIFT code: RBOSNL2A.

Account holder is RIVM. Mark on transfer sheet: "EMTOC" and "which country".

10. What are tasks of the EMTOC Trust Centre (TC)?

TC issues smart cards and accounts, exerts the help desk function and maintains (updates) the EMTOC ingredient list. You will receive Smart Cards and login data from the TC, which enable the upload of data via EMTOC.

11. Where do I get help?

If you need advice concerning the notification procedure, time frame or information and support concerning the web portal, please get in contact to the national regulator. If you need help concerning the login data or the Smart Card, especially in urgent cases you can get in direct contact to the Trust Centre.

12. How do I use EMTOC?

EMTOC has two very similar modules: one training module to try it out and one to submit data to the competent authority. Both modules are available over the year after login in the system for which you need a smart card and an account.

13. Which options to submit data are offered in EMTOC?

Upload by hand (suitable to report only few products with few ingredients).

Upload using a Tool in Excel format (freely available). Data is filled in the Excel spread sheets of the Tool; the XML-files suitable for subsequent upload in EMTOC system are automatically created by the Tool.

Upload of data in XML-format. xsd-files are available.

14. How can I report ingredients which are not in the EMTOC ingredient list?

Report new ingredients to the Database Administrator via E-mail: EMTOC.Trustcentre@rivm.nl

15. What to do when I have lost my smart card?

Contact as soon as possible the Trust Centre so that your card can be blocked.

16. What to do when my smart card is blocked or outdated?

Return the blocked card to TC; you will receive a de-blocked card.

Smart cards are valid for one year. Return card to TC in time to have the certificate updated.

17. Which toxicological data have to be submitted?

Only relevant and new toxicological data should be submitted (e.g. internal industry documents). Data (publications) which are publicly available should not be uploaded; one may upload the complete literature reference of such data. A short abstract may be included.

18. How/where can I upload toxicological data?

Upload data (see point 17) in EMTOC system using the interactive mode or the xml mass-upload.

19. I am an importer. Could the actual producer submit the required data for me?

Yes, although you remain legally responsible. You contact your local regulator and ask permission that another person ('The Reporter') uploads the data on your behalf.

20. Can I report an ingredient which is not in the EMTOC list?

You should report new ingredients in time !! See point 14. However, in urgent cases you can select 'Ingredient not in List' from the EMTOC list. Procedure is highly discouraged and not appreciated by regulators.