



GI ID ISSUER: USER MANUAL FOR ECONOMIC OPERATORS

dentsu
TRACKING

Summary of changes

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1 Introduction

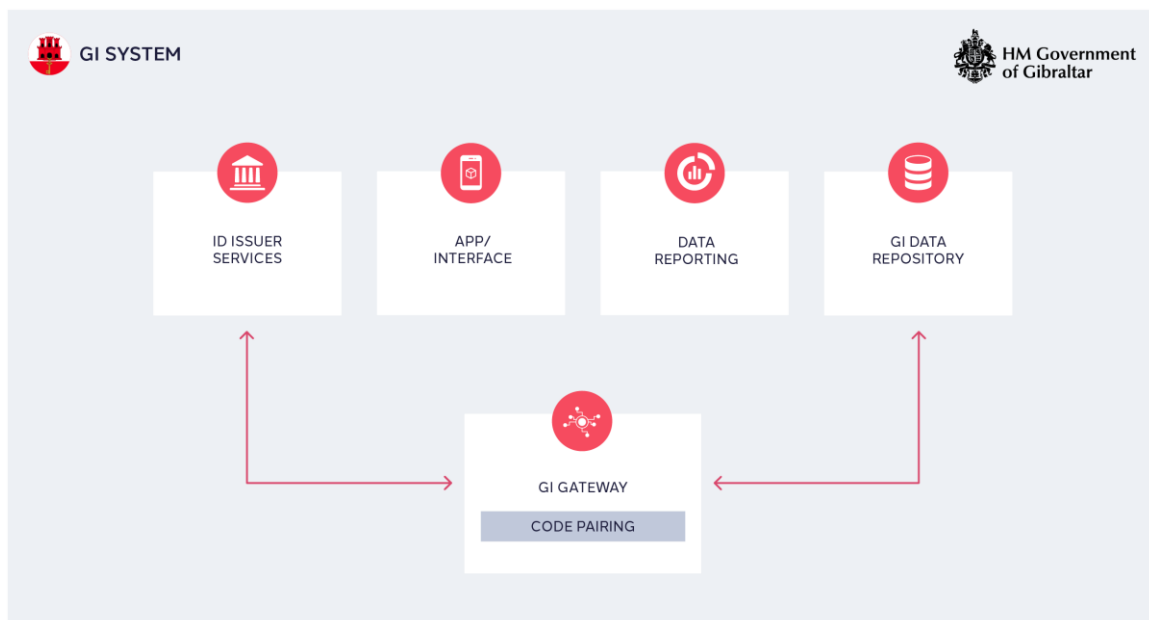
1.1 Purpose

This document defines the user guide for the ID Issuer Portal of the GI Tobacco Track & Trace System. The information provided in this document includes the following:

- User management for the organisation.
- Profile management for each user.
- Request / manage API (Application Programming Interface) Credentials (OAUTH2 based, client + secret).
- Create, consult details, modify or de-register Economic Operator IDs (EOID) (registered for the company or on-behalf).
- Create, consult details, modify or de-register Facility IDs (FID) (registered for the company or on-behalf).
- Create, modify or de-register Machine IDs (MID).
- Verify Economic Operator IDs (EOID), Facility IDs (FID) and Machine IDs (MID) (across the entire registry, verifying their existence and validity).
- Dashboard providing insights of volumes of registry data.
- Dashboard providing a summary of the code ordering activity.
- Request unit packet Unique Identifiers (upUIs) (reordering functionality also will be available and explained in more details in this document).
- Request aggregate Unique Identifiers (aUIs) electronically.

1.2 Scope

The GI Track & Trace system consists of the following sub-systems:



(Figure 1 – GI System Overview)

GI ID Issuer: Generates and issues unique identifier codes for tobacco products destined for and travelling through Gibraltar, as well as identifier codes that enable the registration of Economic Operator, Facilities and Machines in the system. This document focuses on the Web Interface (GI ID Issuer Portal)

GI Gateway: Economic operators must record all product movements and transactional data for tobacco products, from the manufacturer to last economic operator before the first retail outlet. All recorded data must be transmitted to the GI Gateway which will perform the applicable business and technical validations on the submitted data and provide a positive or negative acknowledgment message to the sender accordingly. For more information about the GI Gateway please refer to the "GI Gateway technical specifications" document.

GI Data Repository: The received data is subsequently transferred to the GI Data Repository where it is accessible to authorised personnel of HMGoG and any other nominated authority.

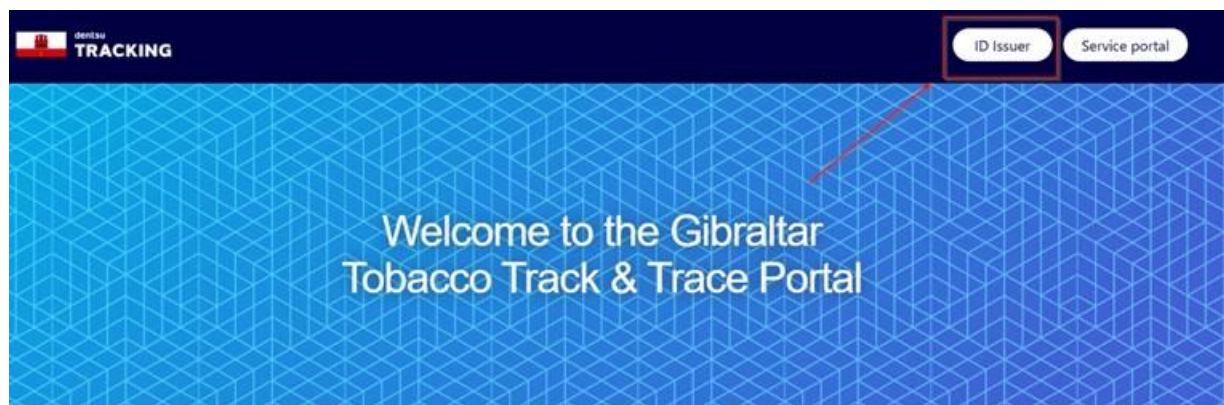
1.3 Audience

This document is intended for GI Economic Operators to be used as a working document with iterative review and update until sign off.

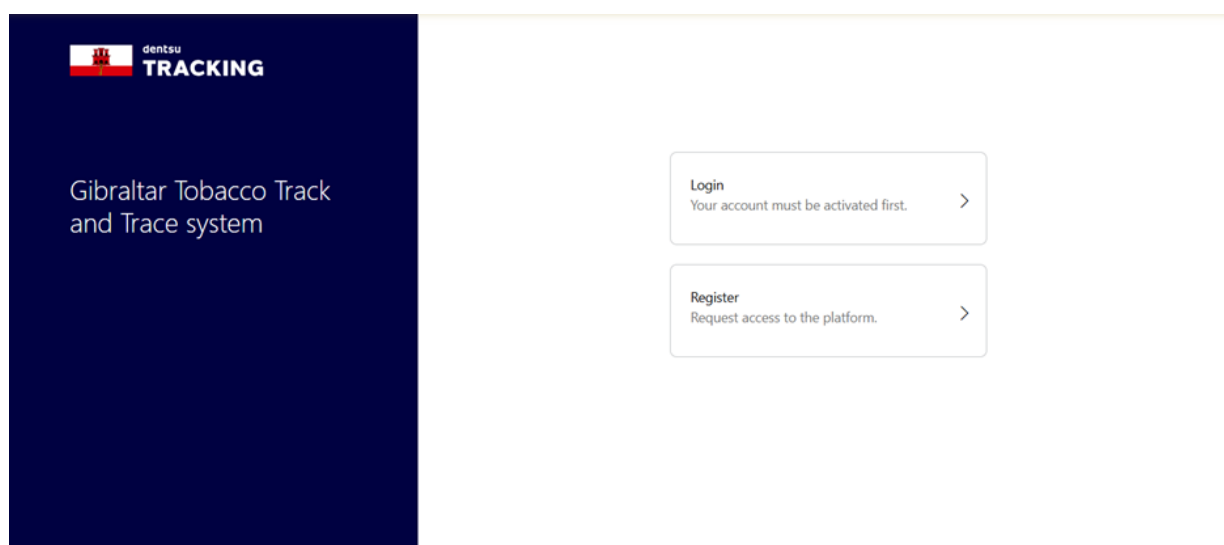
2 New Registration: Onboarding Process

The onboarding process is initiated via the [**ID ISSUER**] button at the top right of the main page of the GI ID Issuer website, then accessing registration through the “Register” option.

<https://www.gitobaccoctracing.com/>



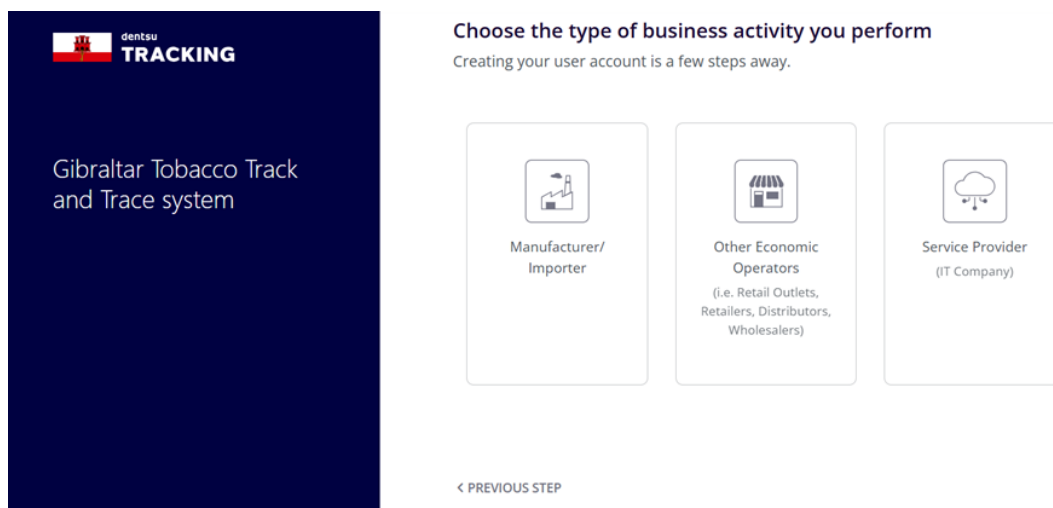
(Figure 2.1 - Dentsu GI T&T ID Issuer portal)



(Figure 2.2 – Organisation Registration)

2.1 Organisation Type

First select the Organisation Type (related to the type of the business performed) Manufacturer/Importer, Other Economic Operator or Service Provider.



(Figure 3 – Organisation Registration Type)

Manufacturer/Importer can perform the following activities:

- request upUIs (unit packet unique identifiers) and aUIs (aggregated level unique identifiers).
- manage their registry by requesting/modifying/de-registering Identifier Codes (EOIDs, FIDs, MIDs).
- request API credentials for the GI Track&Trace System.

Other Economic Operator can perform the following activities:

- request aUIs (aggregated level unique identifiers) (NOTE: Only Other Economic Operators that have provided billing information can request unique identifiers. If your organisation is already onboarded and wish to order aggregated level UIs, please contact gi-tnt-support@dentsu.com).
- manage their registry by requesting/modifying/de-registering Identifier Codes (EOIDs, FIDs, MIDs).
- request API credentials for the GI Track&Trace System.

Service Provider can perform the following activities:

- request API credentials for the GI Track&Trace System in order to submit messages to the GI Gateway on behalf of customers.

2.2 Organisation Details

Then, fill in the Organisation details:

(Figure 4 – Organisation Details)

The following set of fields are common for all Organisation Types:

- Organisation Name
- Address
- Number
- City
- Zip code
- Country
- Tax identifier

NOTE: Fields marked with an * are mandatory.

2.3 Billing Information

(Figure 5 – Organisation Billing Details)

The information contained in these documents is confidential, privileged and only for the information of the intended recipient and may not be used, published or redistributed without the prior written consent of dentsu International Switzerland AG.

When registering as "Manufacturers/Importers", the option to order UIDs will be selected by default.

"Other Economic Operators" may select the "I wish to order aggregated level UIDs" option to enable the ordering of aggregated unique identifiers.

This form also includes the option to indicate a different Billing Address by providing:

- Billing Organisation name
- Billing Tax number.
- Billing Address
- Billing Address Number

NOTE: For billing purposes, the information provided in this form must be Gibraltar-based.

2.4 User Information

(Figure 6 – Organisation Contact Information)

The last step requires contact information to be provided. The information introduced in this section will result in the registration of the Organisation's first user.

NOTE: Terms and Conditions and GDPR policy must be accepted before proceeding.

Once the registration process is completed, the user will receive a "Welcome" email with an "auto-generated" password to be modified upon first login. At this point the user may already login into the system, but the account will be shown with status "processed".

Once Dentsu approves the Organisation, the user will receive an email confirming that the account is active. From that point onward, the user can perform operations in the GI ID Issuer Portal.

The user will also receive an additional e-mail from the Dentsu Tracking Support Portal (Service Now), confirming enrolment in the support portal where the user can open incident tickets.

Every time that a new user is registered in the organization account, the new user will receive a welcome email with an "auto-generated" password.

As of this stage, users can also request credentials to enable automatic integration with the Economic Operator's IT systems.

IMPORTANT NOTE: CREATION OF THE ORGANIZATION ACCOUNT AND USER ACCOUNT DOES NOT TRIGGER REGISTRATION OF AN ECONOMIC OPERATOR ID. USERS MUST REQUEST ECONOMIC OPERATOR IDS INDIVIDUALLY VIA THE PROCESS DESCRIBED FURTHER BELOW IN THIS DOCUMENT.

3 GI ID Issuer Portal

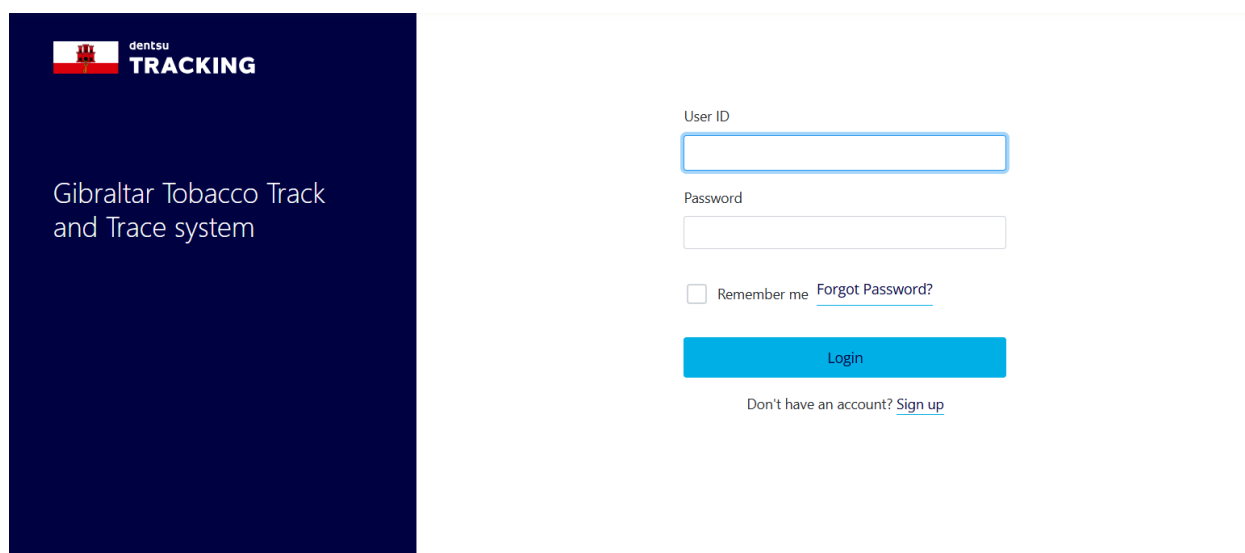
3.1 Login & Logout

3.1.1 Login into the GI ID Issuer Application

Upon first login, the user will be prompted to change his password, which must meet the following requirements:

- Password must contain a lower-case letter
- Password must contain an upper-case letter
- Password must contain a special character
- Password must contain a number
- Password must contain at least 8 characters

For subsequent logins, the user will only need to introduce the "User ID" (e-mail) and "Password" then click on the "Login" button:



The screenshot shows the login interface for the dentsu TRACKING system. On the left, a dark blue sidebar contains the logo and the text "Gibraltar Tobacco Track and Trace system". The main content area is white and contains the following elements:

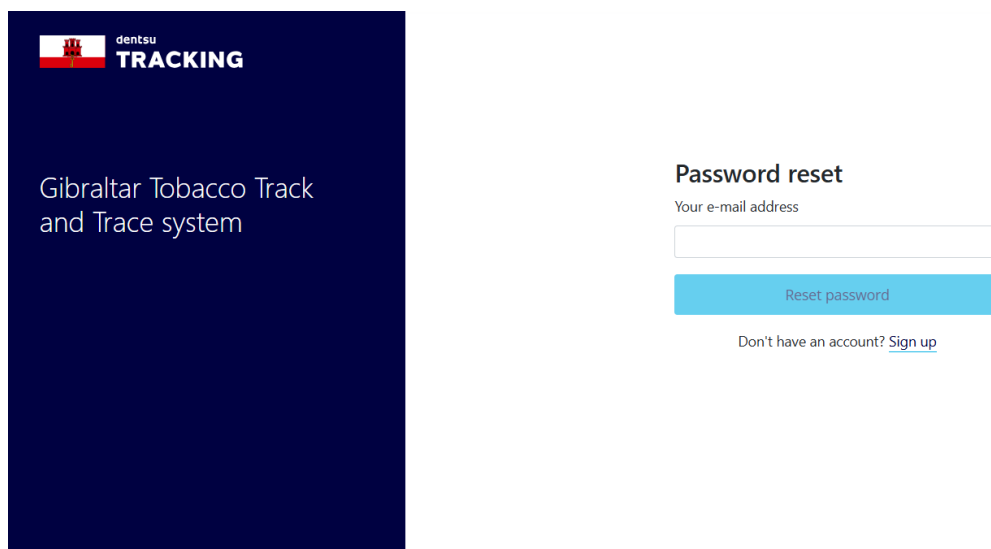
- User ID**: A text input field.
- Password**: A text input field.
- Remember me** [Forgot Password?](#)
- Login**: A blue button.
- [Don't have an account? Sign up](#)

(Figure 7 - Login)

3.1.2 Forgot Password

This option allows users to recover their password by introducing an email address. Once the user clicks the "Reset Password" button, an email with further instructions will be sent to the indicated email address.

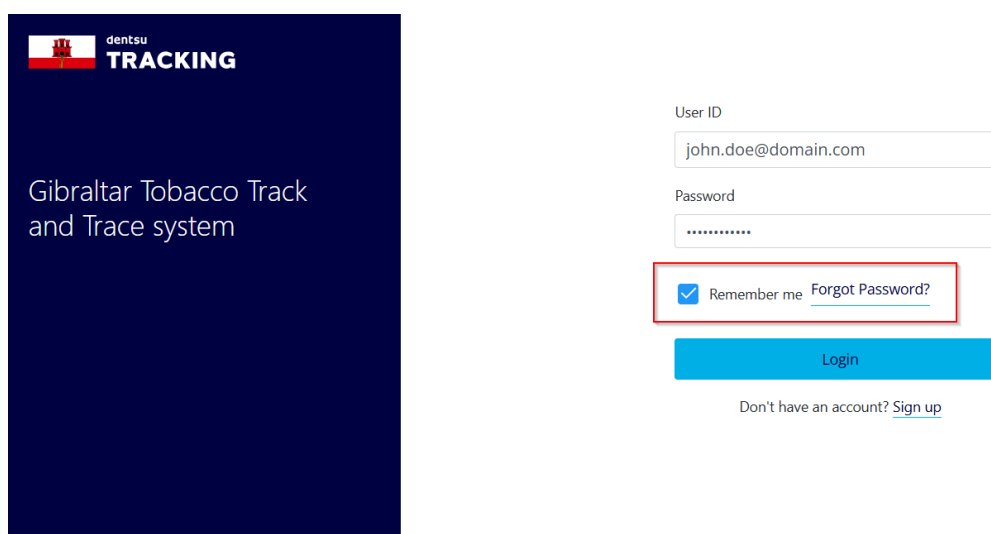
NOTE: *It is important to check the spam folder.*



(Figure 8 - Password reset)

3.1.3 “Remember Me”

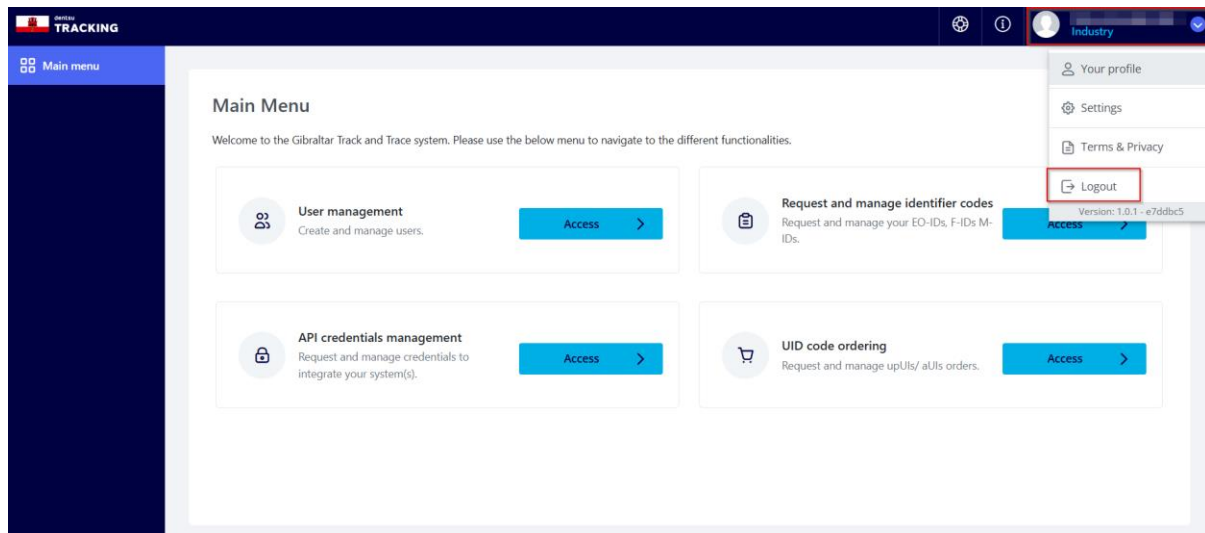
Selecting this checkbox will allow the user to be automatically signed in on future visits. This means the Economic Operator will not need to enter their password each time they access the GI ID Issuer.



(Figure 9 - Remember me login option)

3.1.4 Logout

To log out, open your profile on the upper right corner and press the “Logout” option:



(Figure 10 – Logout option)

3.2 Main Navigation

Once the Organisation has been approved, the main menu will be displayed if the below conditions are met:

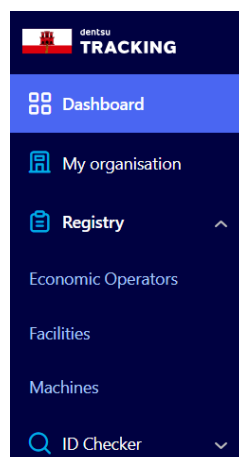
- Terms and Conditions have been accepted
- GDPR policy has been accepted
- The user has changed their initial one-time password

By clicking on the upper left image, users will be able to navigate back to the “Main Menu”:



(Figure 11 – Logo navigation)

In every section of the GI ID Issuer, the sidebar on the left allows navigation to other functionalities:



(Figure 12: Sidebar example)

From the top bar, you may access the following resources by clicking on the respective icons:



Access the GI Support Portal to open tickets to Dentsu Support.



Access the project website and project documentation.

3.3 “Your Profile”

3.3.1 Edit Profile Information

Users may change their profile information at any time. Their password may also be changed here:

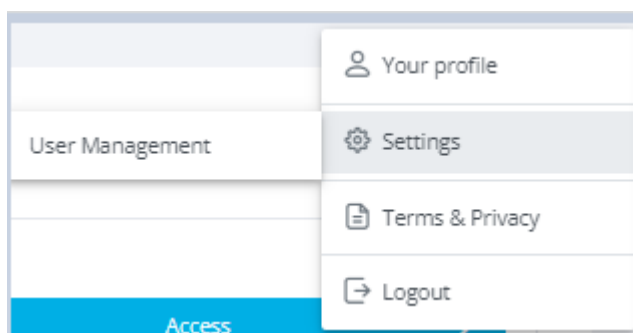
(Figure 13 – Login details)

As a reminder, any new password must comply with the following minimum requirements:

- Password must contain a lower case letter
- Password must contain an upper case letter
- Password must contain a special character
- Password must contain a number
- Password must contain at least 8 characters

3.3.2 Settings

The “Settings” option allows access to the “User Management” section, which will be described further down in this document, under section “User management”:



(Figure 14 – Settings option)

3.3.3 Terms & Conditions/Privacy

Dentsu issues Terms & Conditions that govern the overall use of the ID Issuer Services provided to Economic Operators, including applicable SLAs as laid down in CIR 2018/574 (as amended) and/or otherwise agreed with HMGoG. The Terms & Conditions must be accepted by all Economic Operators prior to using the production environment of the GI ID Issuer platform.

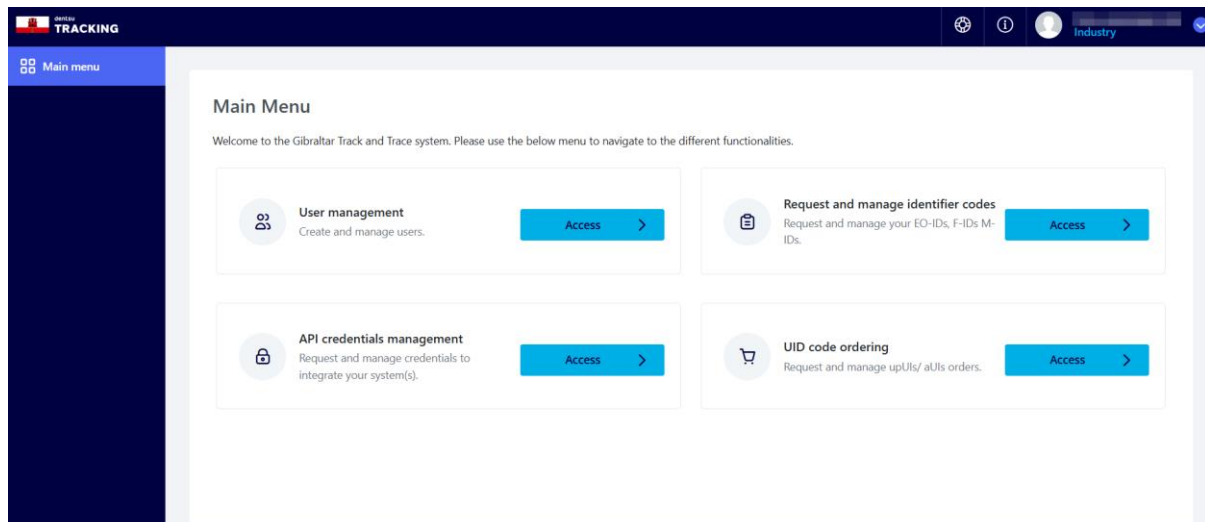
Economic Operators requesting UID codes from the ID Issuer will also have to accept additional terms governing the commercial aspects linked to the generation and issuing of UI codes, including invoicing and payment modalities. For those Economic Operators, the specific terms are included in the general Terms & Conditions document, which must be accepted by them prior to submitting every UI code order request. Acceptance takes place via ticking the box "Accept Dentsu Terms & Conditions" in the Web Interface or by declaring such acceptance in the API (via parameter: "Accept_Terms") when submitting an order request. The respective Terms & Conditions document is accessible to Economic Operators via the GI ID Issuer Portal and the API environment.

3.4 Landing Page, Functionalities & Options

3.4.1 Manufacturers/Importers

Manufacturer/Importer can perform the following activities:

- Request upUIs (unit level unique identifiers) and aUIs (aggregated level unique identifiers).
- Manage their registry by requesting/modifying/de-registering Identifier Codes (EOIDs, FIDs, MIDs).
- Request API credentials for the GI Track&Trace System.

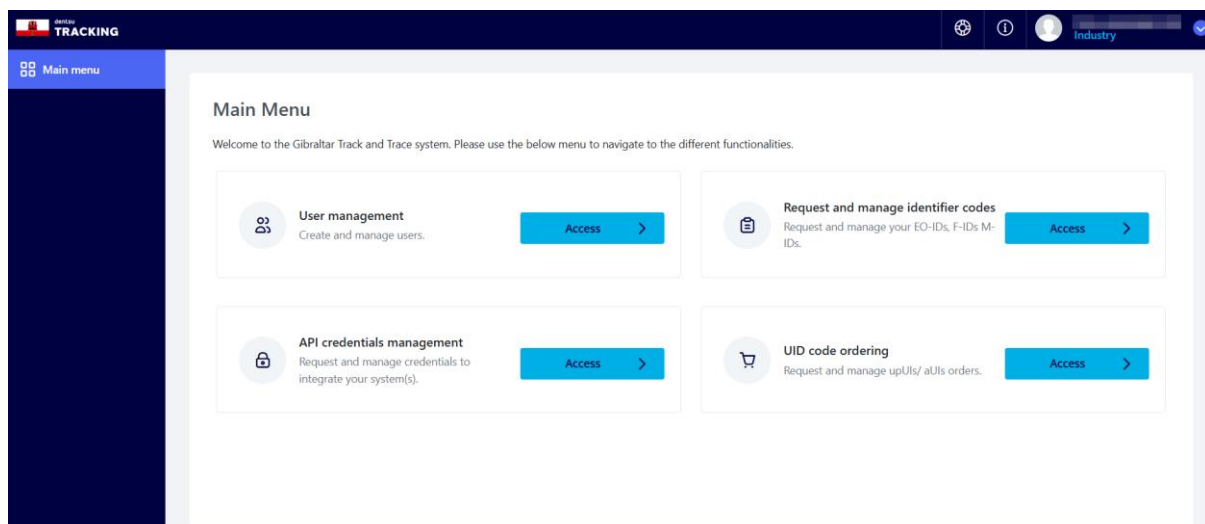


(Figure 15 - Manufacturer/Importer view)

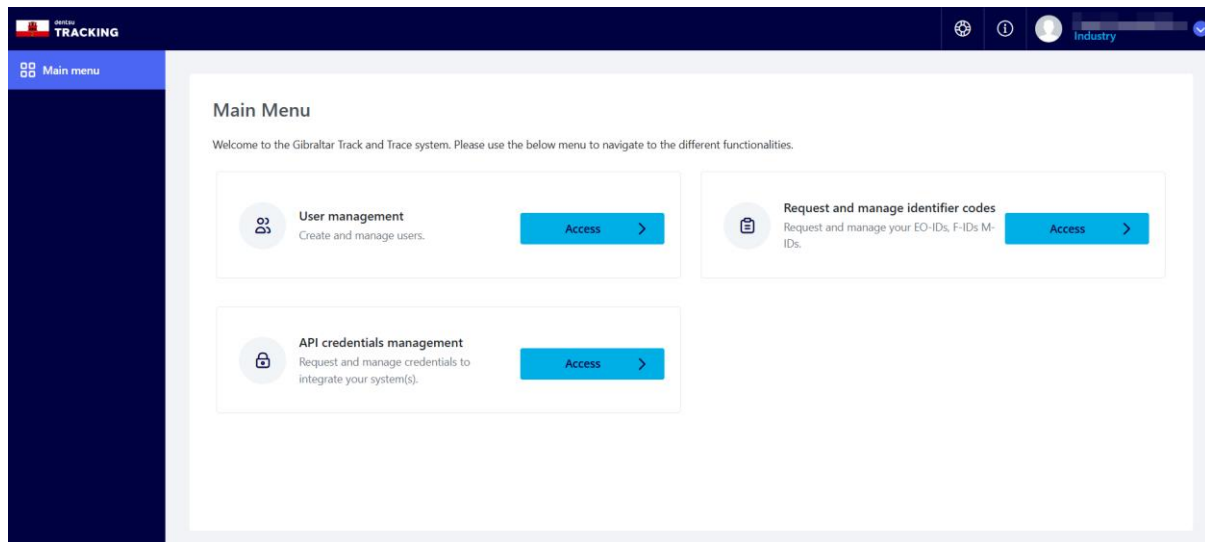
3.4.2 Other Economic Operators

Other Economic Operator can perform the following activities:

- Request aUIs (aggregated level unique identifiers) (**NOTE: Only Other Economic Operators that have provided billing information can request codes. If your organisation is already onboarded and wish to order aggregated level UIs, please contact gi-tnt-support@dentsu.com**).
- Manage their registry by requesting/modifying/de-registering Identifier Codes (EOIDs, FIDs, MIDs)
- Request API credentials for the GI Track & Trace System



(Figure 16 - Other Economic Operator Code Requestor aUIs view)

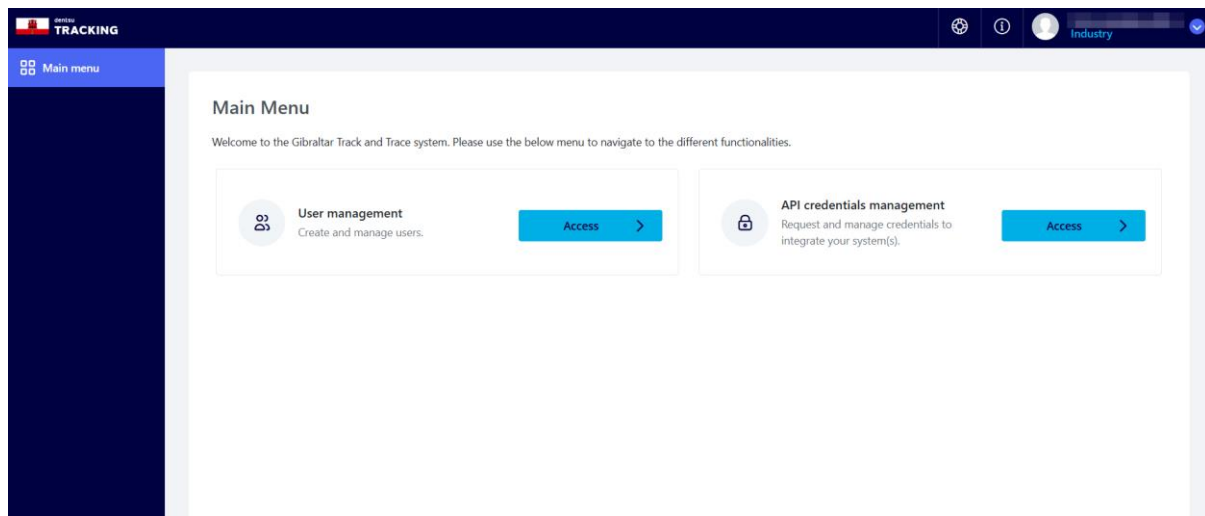


(Figure 17 - Other Economic Operator Not Code Requestor aUIs view)

3.4.3 Service Providers

Service Provider can perform the following activities:

- Request API credentials for the GI Track & Trace System in order to submit messages to the GI Gateway on behalf of customers.

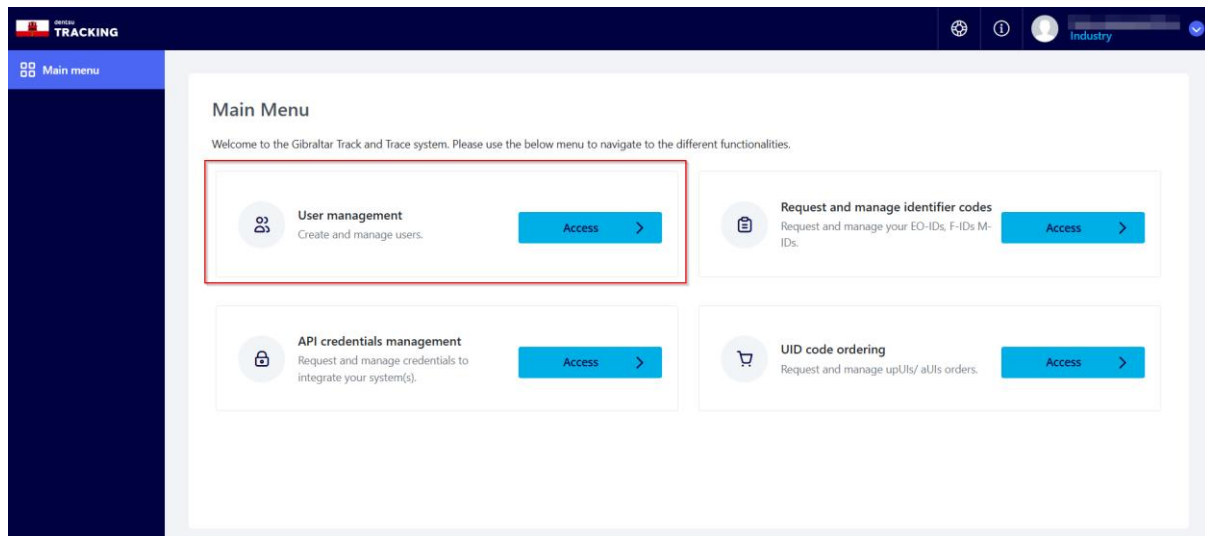


(Figure 18 - Service Provider view)

3.5 User Management

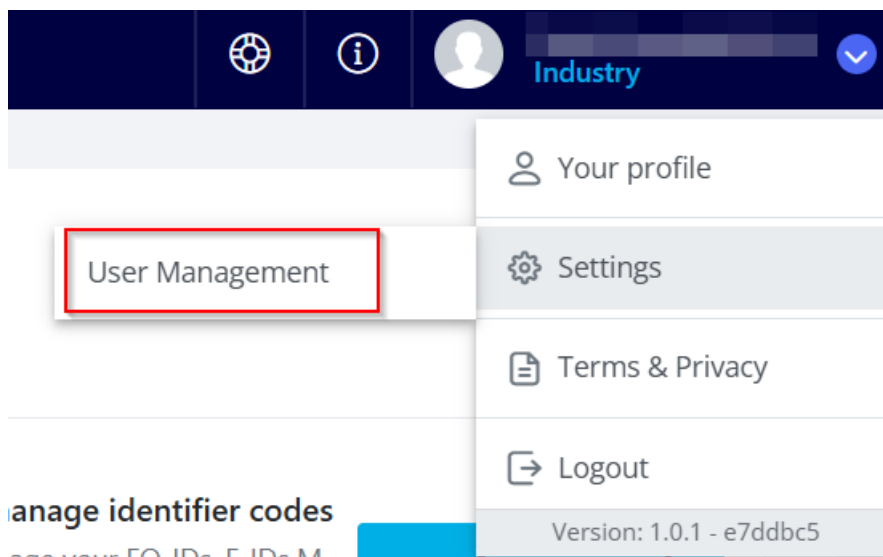
The User Management section can be accessed in two ways:

- From the main menu by pressing on the relevant card:



(Figure 19 – User Management Landing page view)

- From the “Settings” option located in the User Profile menu (upper right corner)



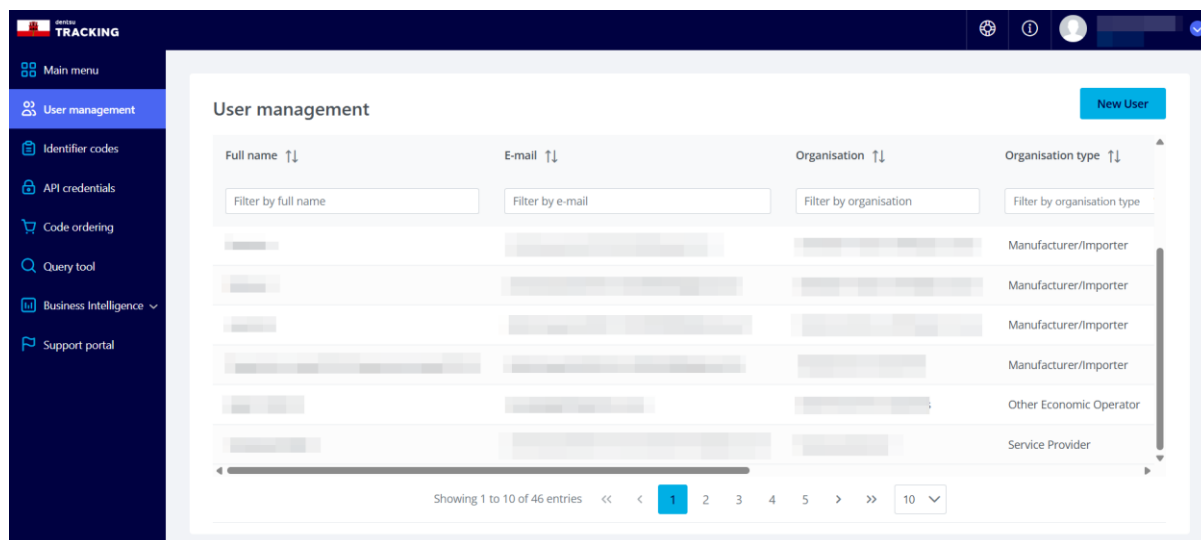
(Figure 28 – User management option from Settings)

The following actions are available in the User Management menu:

- List Users
- Filter Users
- View User Details
- Edit Users
- Create New User
- Activate/Deactivate Users
- Delete Users

3.5.1 List Users

Upon accessing this module, users belonging to your organization will be listed:

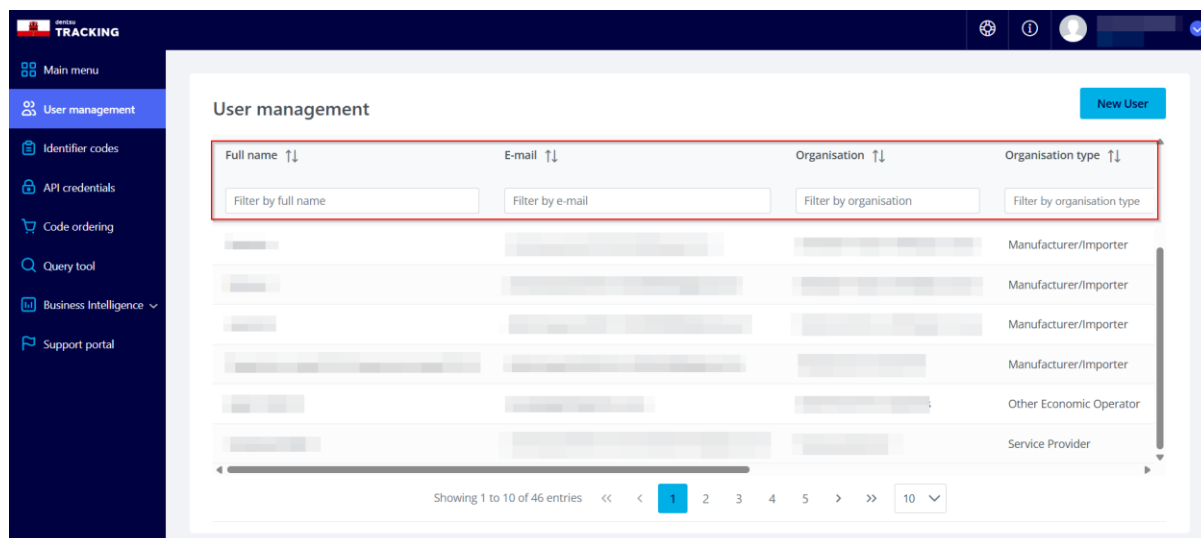


(Figure 21 – User Management view)

NOTE: All the results will be paginated in groups of 10 items per page. Results per page can be increased to 25 and up to 50.

3.5.2 User Filters

Results may be filtered by the available columns:




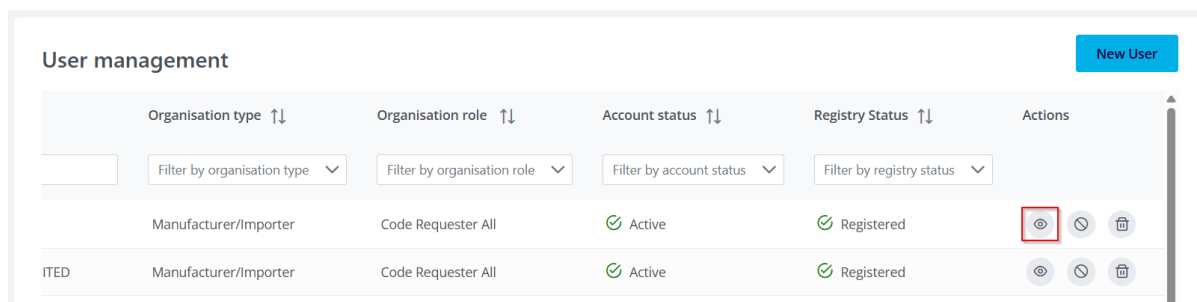
(Figure 22 – User Management filters)

- **Full Name:** username
- **E-mail:** User e-mail addresses
- **Organization role**

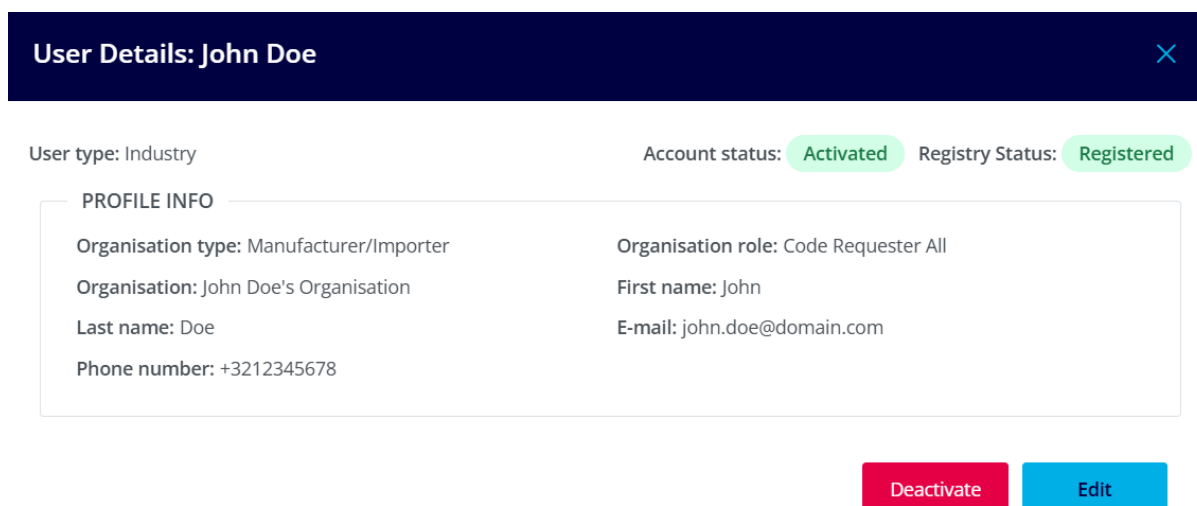
- **Account Status:** If the account is Active or not

3.5.3 View User Details

User details may be opened by clicking on the  button in the actions column:



(Figure 23 - User Management view details option)



(Figure 24 – User details modal box)

3.5.4 Edit Users

User details can be modified when “Edit” button is pressed, and automatically a set of columns will be displayed to allow the Edition:

- First name
- Last name
- Phone number

User Details: John Doe
✕

User type: Industry Account status: Activated

PROFILE INFO

First name* <input style="width: 95%; border: none; border-bottom: 1px solid #ccc;" type="text" value="John"/>	Last name* <input style="width: 95%; border: none; border-bottom: 1px solid #ccc;" type="text" value="Doe"/>
E-mail <input style="width: 95%; border: none; border-bottom: 1px solid #ccc;" type="text" value="john.doe@domain.com"/>	Phone number ? <input style="width: 95%; border: none; border-bottom: 1px solid #ccc;" type="text" value="+3212345678"/>

Cancel
Save

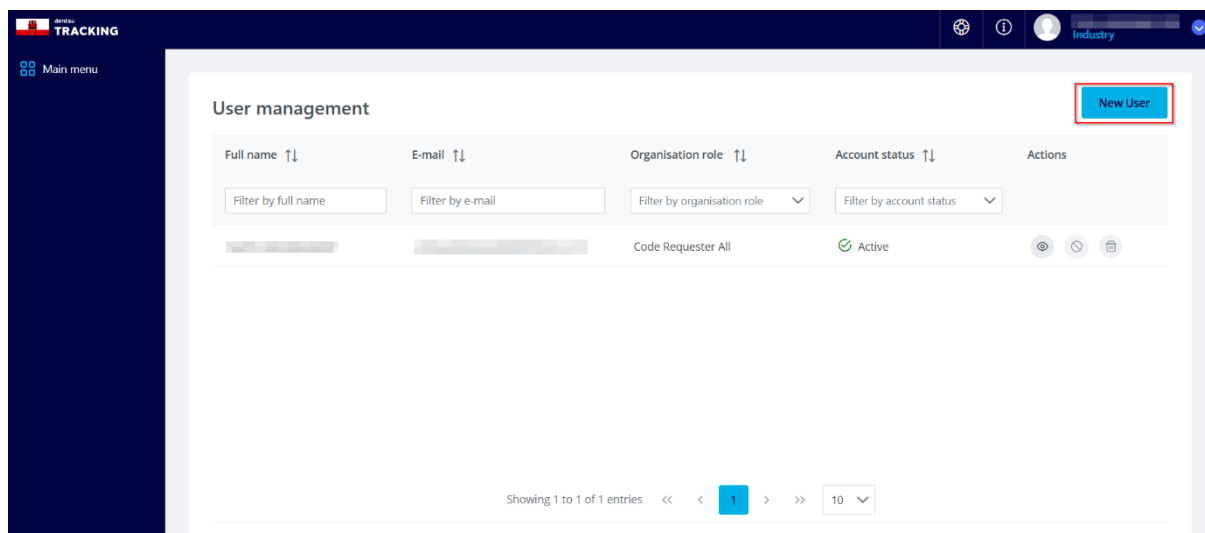
(Figure 25 – User Management Edit option)

Once the changes have been made, just press button “Save” to save changes.

NOTE: Mandatory fields are marked with (*)

3.5.5 Create New User

To create new users into an Organisation already registered in the GI ID Issuer, click the “New User” button:



(Figure 26 – User Management New User creation)

A form will be displayed, where the new user’s information must be filled in:

The screenshot shows a 'New User' form with the following fields:

- USER DATA** (Section Header)
- First name*** (Input field)
- Last name*** (Input field)
- E-mail*** (Input field)
- Phone number** (Input field with a country code icon, containing '+44123456789')
- Password*** (Input field)
- Repeat password *** (Input field)
- New User** (Button)

(Figure 27 -User Management New User form)

The screenshot shows the 'Password policy' details with the following requirements:

- Minimum 8 characters
- At least contain one lowercase
- At least contain one uppercase
- At least contain one numeric
- At least contain one special character

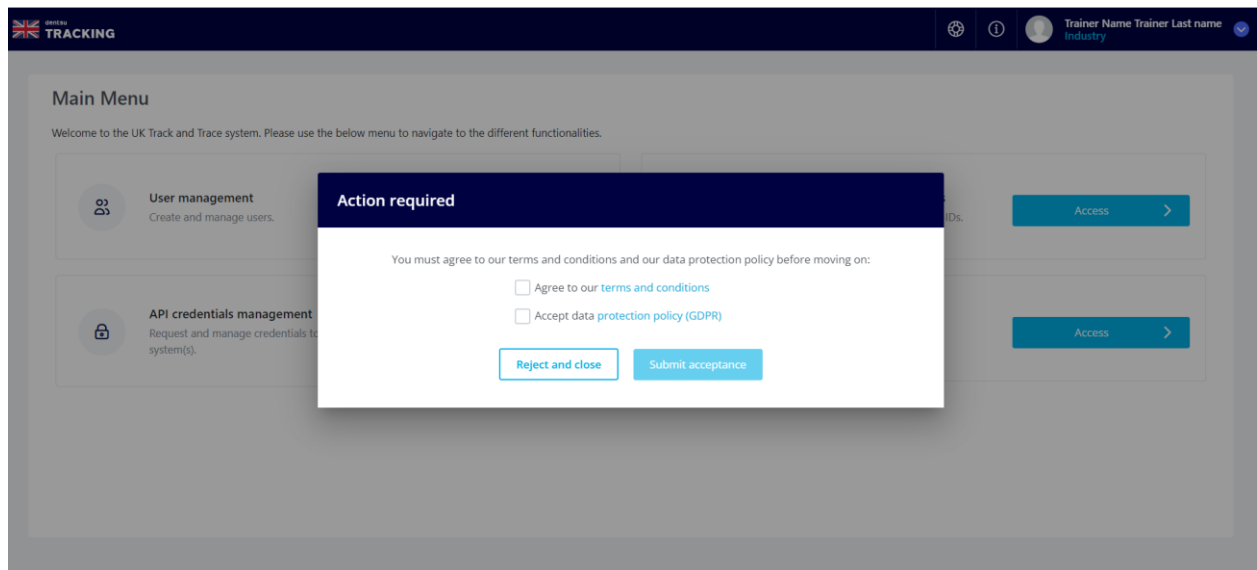
(Figure 28 – Password policy details)

NOTE: Mandatory fields are marked with (*)

Once the process is complete, the new user will receive a “Welcome” email with a temporary password to access the GI ID Issuer for the first time.

3.5.6 First time accessing the GI ID Issuer– Accept Terms and Conditions


Upon first login, new users will be required to accept the Terms & Conditions and the GDPR policy in order to continue using the GI ID Issuer Portal.

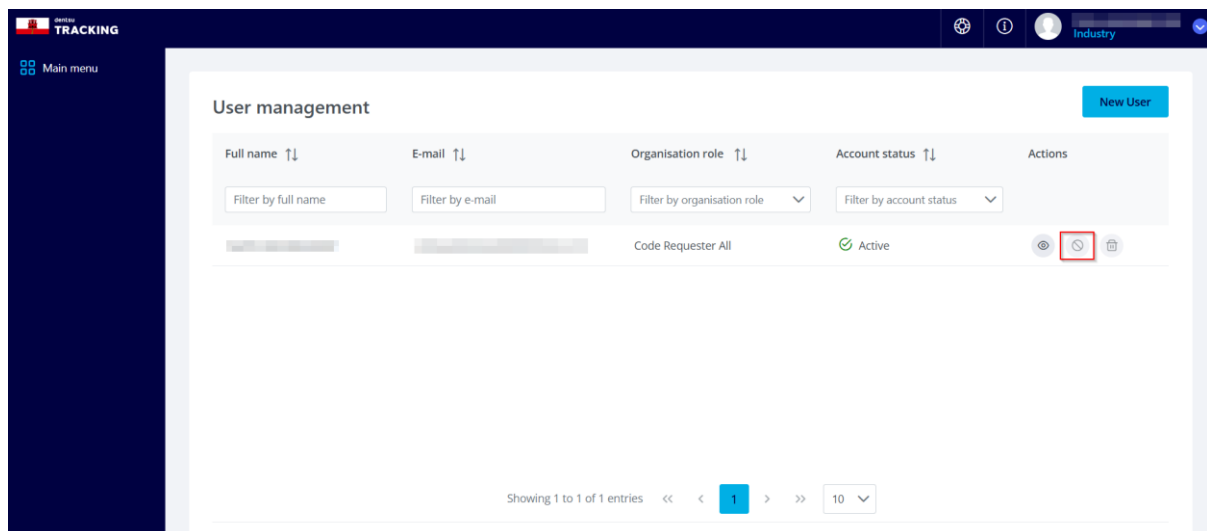


(Figure 29 – Accept Terms and Conditions)

3.5.7 Deactivate/Reactivate Users

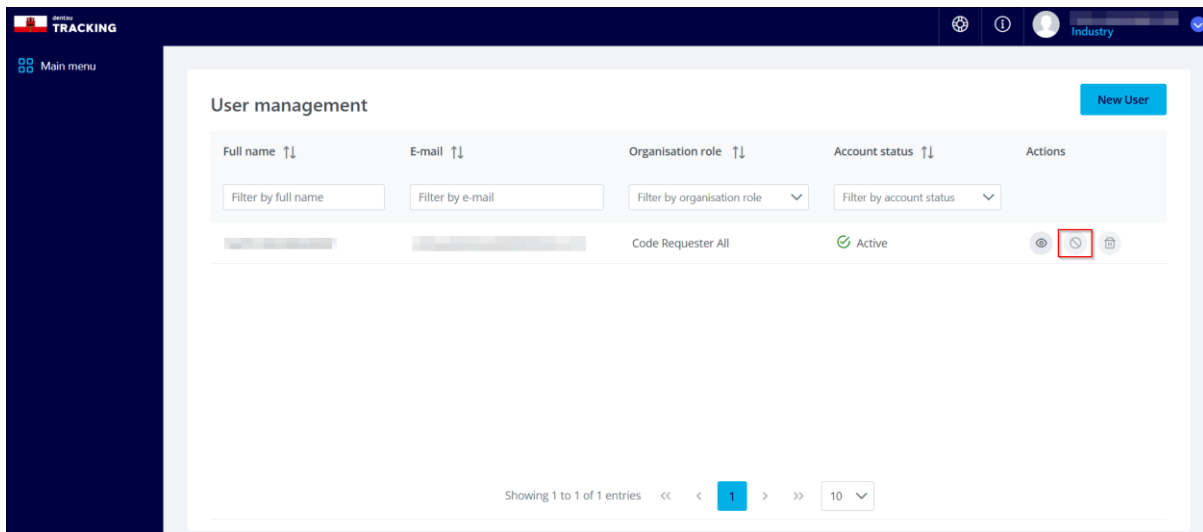
Users may be temporarily deactivated or reactivated following deactivation. These actions can be conducted via:

- The Main user list by clicking the  button:

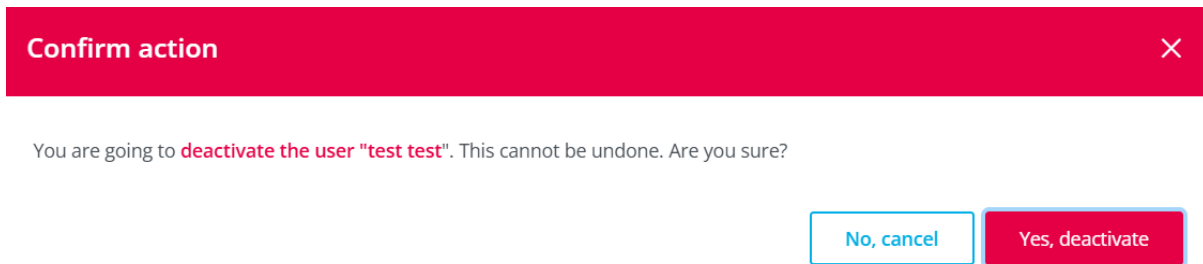


(Figure 30 – Deactivate Users option)

- From the user details pop-up window:

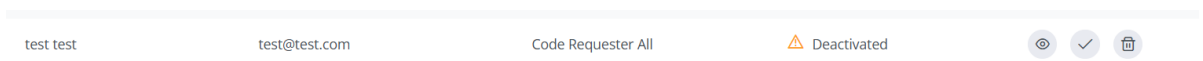


(Figure 31 – Deactivate Users action)



(Figure 32 – Deactivation confirmation)

Once confirmed, the user will appear as “Deactivated” and won’t be able to log into the GI ID Issuer.



(Figure 33 - Deactivation Status)

Deactivated users may be reactivated in a similar way:

User management

New User

Full name ↑↓	E-mail ↑↓	Organisation role ↑↓	Account status ↑↓	Actions
Filter by full name	Filter by e-mail	Filter by organisation role	Filter by account status	<div style="border: 1px solid black; padding: 2px;">Activate user</div>
test test	test@test.com	Code Requester All	Deactivated	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>

(Figure 34 - Activation option)

Confirm action



You are going to activate the user "test test". This cannot be undone. Are you sure?

No, cancel

Yes, activate

(Figure 35 - Activation confirmation)

NOTE: One cannot deactivate its own user.

3.5.8 Delete Users

To delete an existing user from the User List view, just click on the "Delete user" option :

User management

New User

Full name ↑↓	E-mail ↑↓	Organisation role ↑↓	Account status ↑↓	Actions
Filter by full name	Filter by e-mail	Filter by organisation role	Filter by account status	
test test	test@test.com	Code Requester All	Deactivated	<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

(Figure 36 - Delete user option)

Confirm action



You are going to delete the user "test test". This cannot be undone. Are you sure?

No, cancel

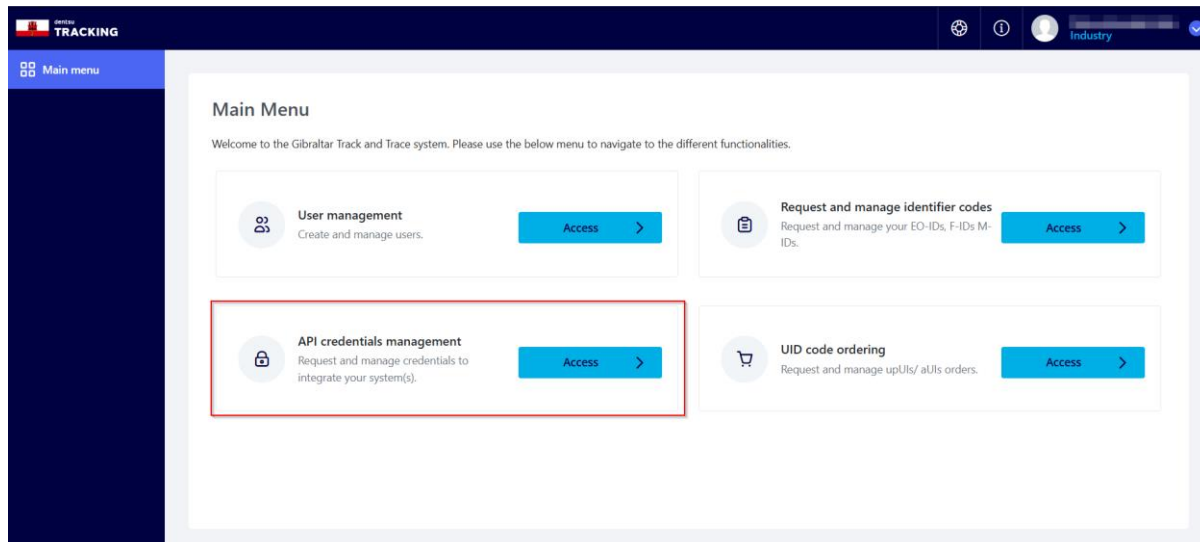
Yes, delete

(Figure 37 - Delete user confirmation)

After confirming the action, the user will be removed from the platform.

3.6 API Credentials Management

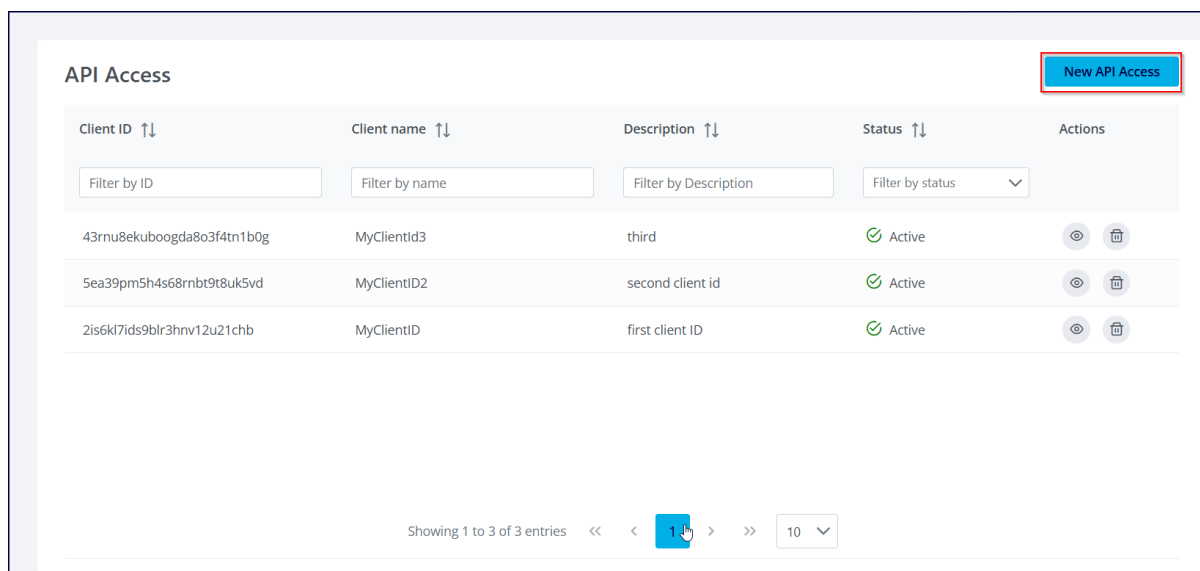
Access to the GI ID Issuer API and GI Gateway API requires authentication. API credentials can be requested through the “API credentials management” section from the GI ID Issuer Portal:



(Figure 38 - API Credential Management option)

3.6.1 Create New Credentials

Economic Operators and Service providers may self-generate API credentials via pressing on “New API Access” and filling the respective form:



(Figure 39 – New API Credential creation)

(Figure 40 – New API Credentials form)

- **Client Name*:** Name of your set of API credentials
- **Description:** Any description you may wish to introduce
- **Agree to the terms and conditions***

NOTE: Fields marked with an (*) are mandatory

When an Economic Operator requests a new Client Id (API Credentials) from the GI ID Issuer Portal, the system will generate an automatic email to the user. The email will contain both ClientId and Secret Key for that given set of credentials.

IMPORTANT: An Organisation may have up to four active client IDs. Requests for subsequent credentials beyond the fourth will be rejected for security reasons.

3.6.2 List API Credentials

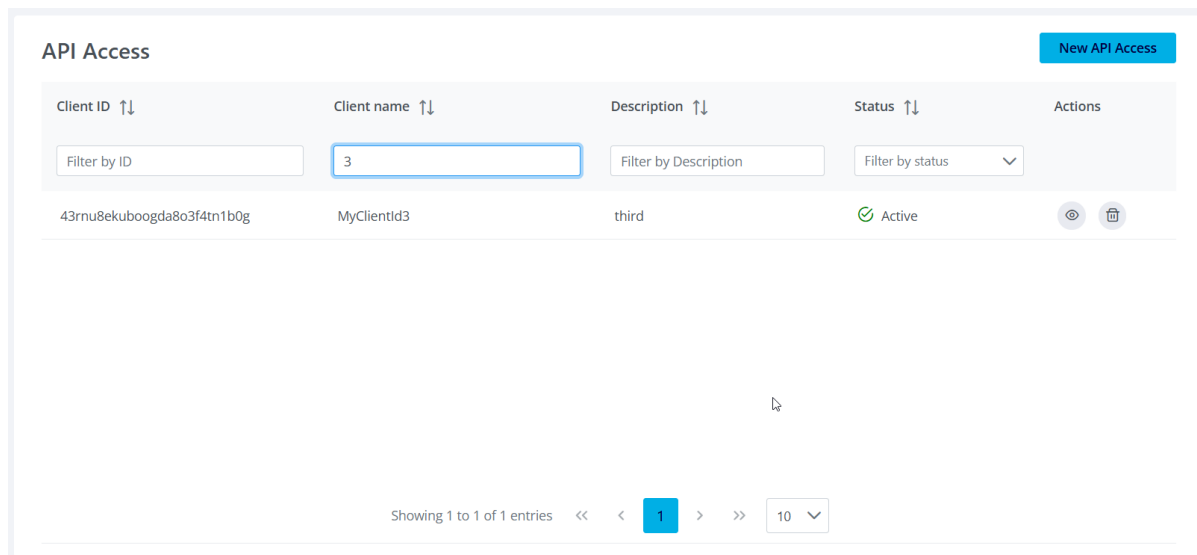
A list of the currently active API credentials will be displayed:

Client ID ↑↓	Client name ↑↓	Description ↑↓	Status ↑↓	Actions
43rnu8ekuboogda8o3f4tn1b0g	MyClientID3	third	Active	
5ea39pm5h4s68rmbt9t8uk5vd	MyClientID2	second client id	Active	
2is6kl7ids9blr3hmv12u21chb	MyClientID	first client ID	Active	

(Figure 41 – API Credentials list)

3.6.3 Filter API Credentials

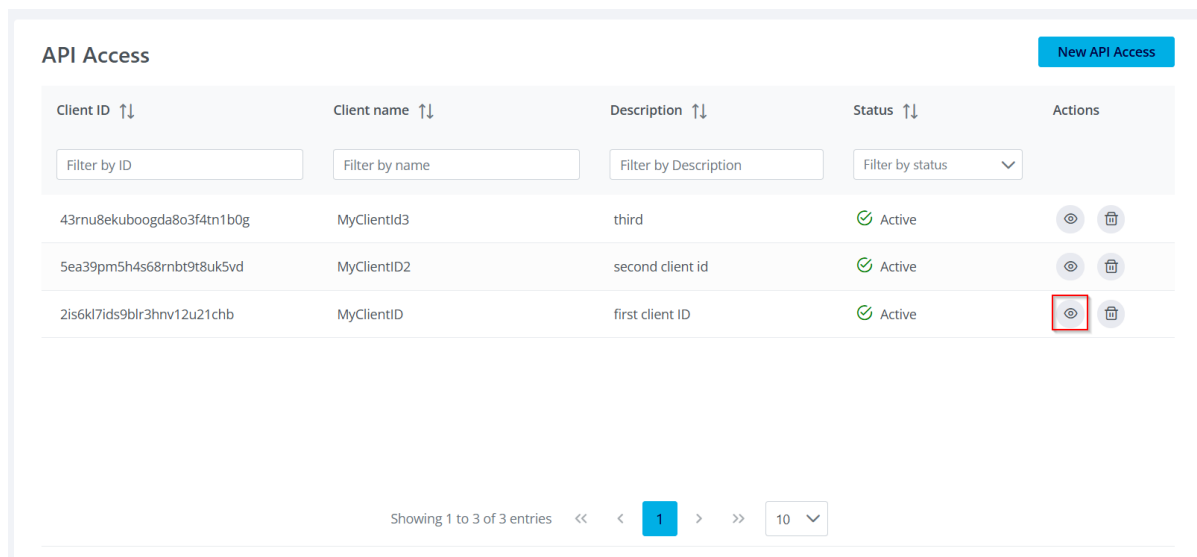
API Credentials of an Organisation can be filtered out via the available fields:



(Figure 42 – API Credentials filtering)

3.6.4 View API Credentials details

To consult your API Credential details, press the action button “View Details”:



(Figure 43 – View API Credentials details)

Client: MyClientID
✕

Created: 30/03/2026 Status: Active

API ACCESS DETAILS

Name: MyClientID Client ID: 2is6kl7ids9blr3hmv12u21chb

Description: first client ID

SECRET KEY

Key View Key

Edit

(Figure 44 – API Credentials details modal box)

From this window, it is possible to view/hide and copy the Secret Key:

Client: MyClientID
✕

Created: 30/03/2026 Status: Active

API ACCESS DETAILS

Name: MyClientID Client ID: 2is6kl7ids9blr3hmv12u21chb

Description: first client ID

SECRET KEY

Key
Hide Key
Copy key

Edit

(Figure 45 – API Credentials details – View Key option)

NOTE: Client ID and secret keys shown in these examples are not usable even if partially or totally reproduced.

3.6.5 Edit API Credentials

Pressing the “Edit” button allows to modify the Client Name and description of this set of API credentials:

Client: MyClientID ✕

Created: 30/03/2026 Status: Active

API ACCESS DETAILS

Client Name* Client ID

Description

SECRET KEY

Secret key

View Key

Cancel
Save

(Figure 46 – Edit API Credentials details)

NOTE: Fields marked with an (*) are mandatory

Once done, press "Save" to save the changes.

3.6.6 Deregister Credentials

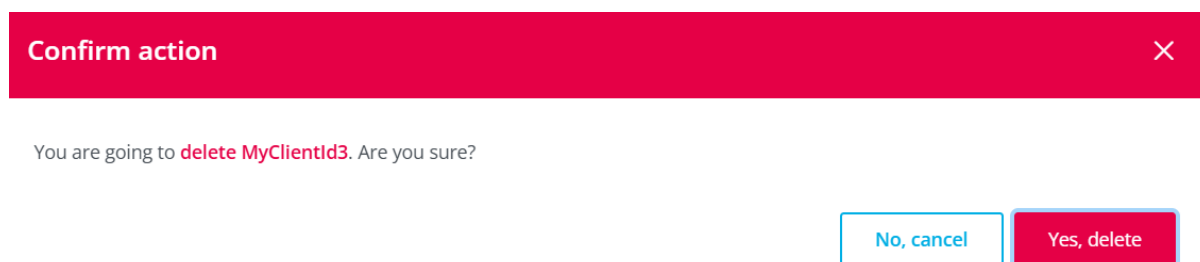
To deregister a set of API Credentials from the GI System, press action button "Deregister Credential" and confirm the action:

API Access New API Access

Client ID ↑↓	Client name ↑↓	Description ↑↓	Status ↑↓	Actions
<input type="text" value="Filter by ID"/>	<input type="text" value="Filter by name"/>	<input type="text" value="Filter by Description"/>	<input type="text" value="Filter by status"/>	
43rnu8ekuboogda8o3f4tn1b0g	MyClientID3	third	✔ Active	Deregister credential 🗑️
5ea39pm5h4s68rnb9t8uk5vd	MyClientID2	second client id	✔ Active	🗑️
2is6kl7ids9blr3hnv12u21chb	MyClientID	first client ID	✔ Active	🗑️

Showing 1 to 3 of 3 entries << < 1 > >> 10

(Figure 47 – Deregister API Credentials)



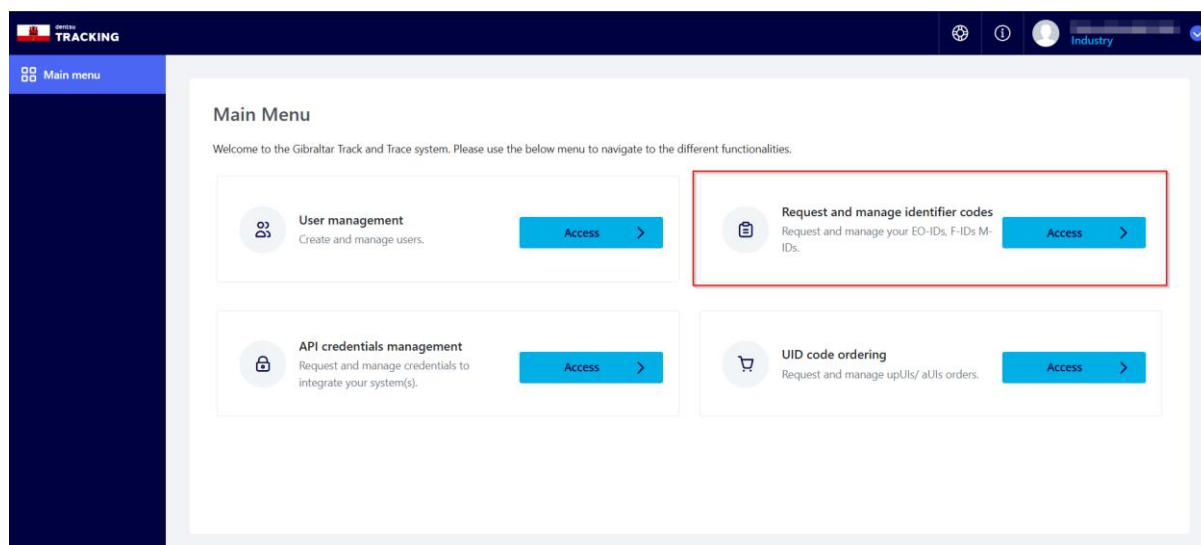
(Figure 48 – Deregister API Credentials confirmation)

NOTE: This is a technical action that will permanently deregister the set of API Credentials from GI System.

3.7 Request and Manage Identifier Codes

The Registry is one of the key elements of the GI tobacco traceability system. All parties, facilities or machines involved in the manufacture or trade of tobacco products must be registered by the GI ID Issuer.

This section allows users to register, modify, view and deregister identifier codes. In addition, it is also possible to check whether given identifier codes exist within the system.



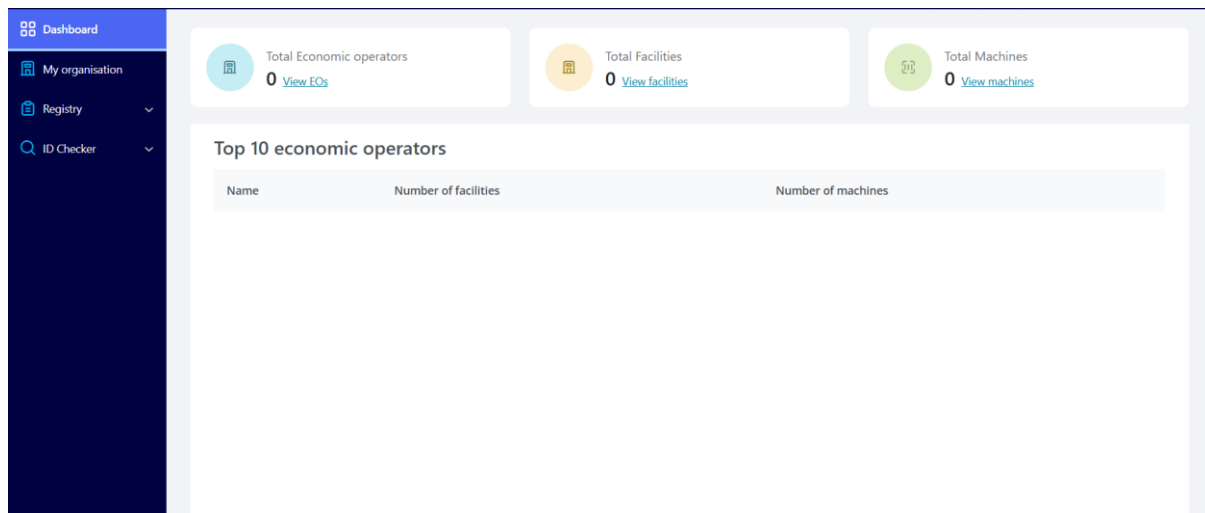
(Figure 49 – Request and Manage Identifier codes option in the homepage)

3.7.1 Registry Dashboard

When users access the Identifier Codes section, a Dashboard presents certain KPIs related to their Organisation:

- Total number of Economic Operators registered
- Total number of Facilities registered
- Total number of Machines registered

- Top 10 Economic Operators, ranked by number of active registered Facilities



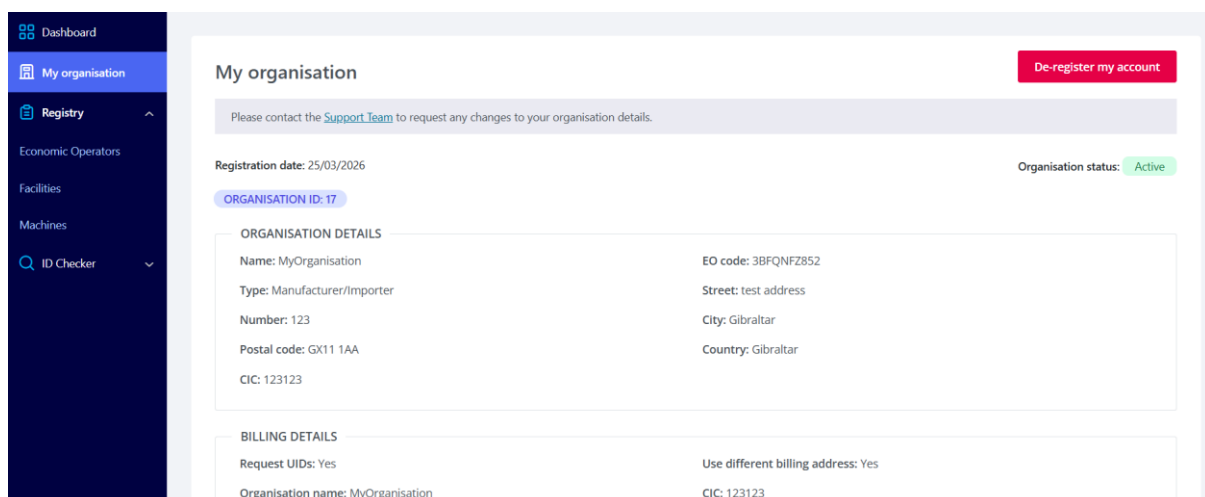
(Figure 50 – Registry Dashboard)

NOTE: If Economic Operators have the same number of FIDs, the table ranks EOIDs by the highest number of registered MIDs.

3.7.2 My Organisation

In this section, users will be able to consult and check the Organisation details introduced during the onboarding process.

The Organisation ID will be highlighted in light blue colour.



(Figure 51 - My Organisation view)

NOTE: The contents of this section cannot be modified. For any changes, please contact us via the Support Portal (link highlighted in blue)

NOTE: The Organisation ID might be required to be provided by Economic Operators when contacting Dentsu Support.

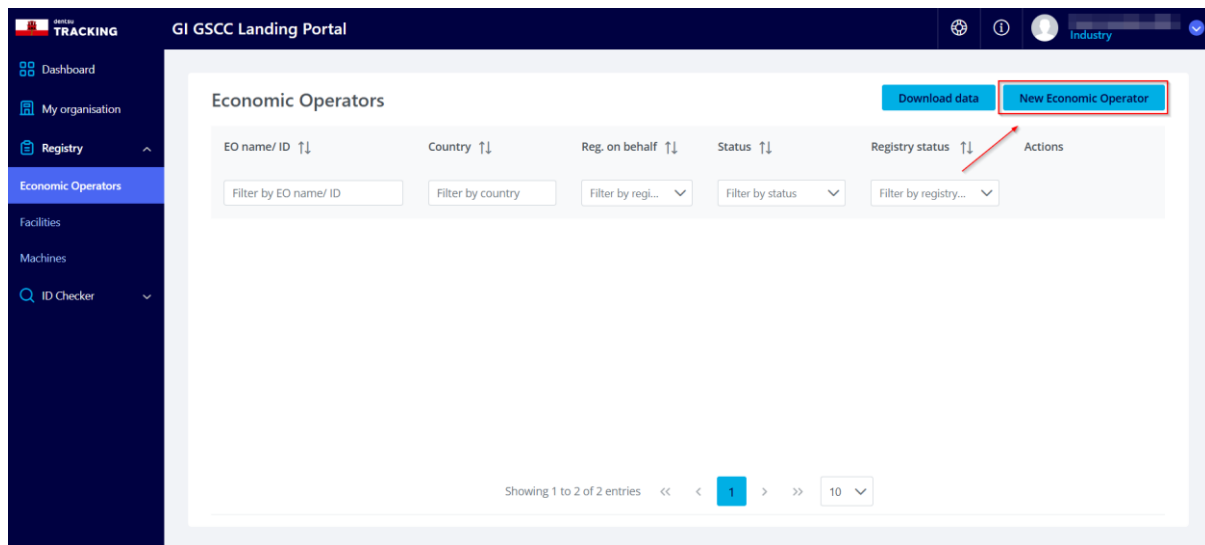
3.7.3 Registry

3.7.3.1 Economic Operators

This section allows to users to request new EOIDs and manage existing ones.

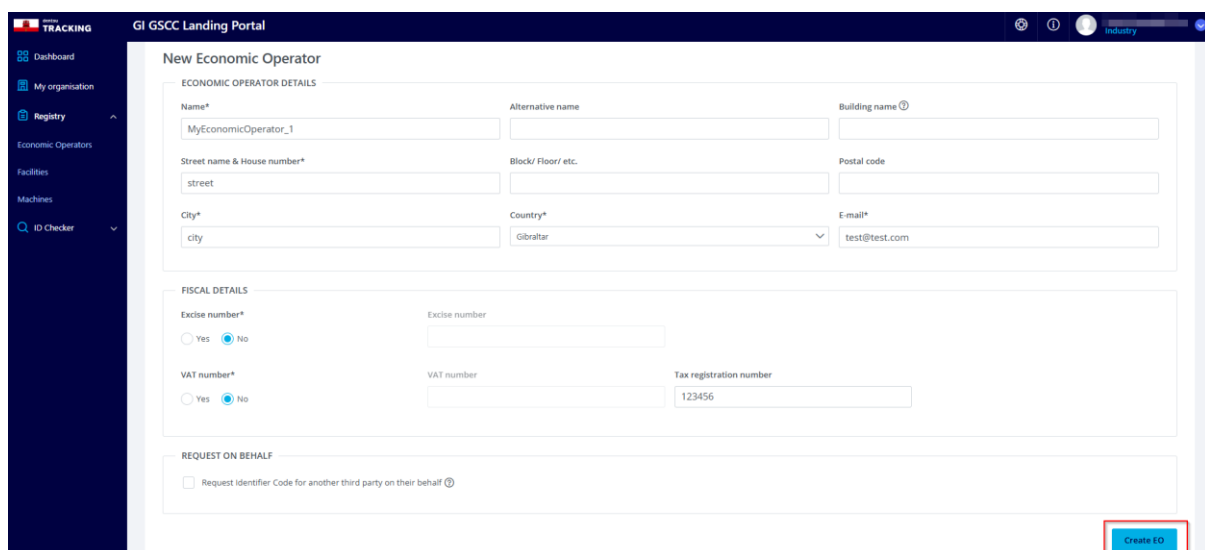
3.7.3.1.1 Register Economic Operators

To register a new Economic Operator in the GI ID Issuer, press the **“NEW ECONOMIC OPERATOR”** button, which will open the Economic Operator registration form.



(Figure 52 – New Economic Operators registration)

Once completed, press **“CREATE EO”** at the bottom right to submit your EO registration:



(Figure 53 – Economic Operators – Registration Form)

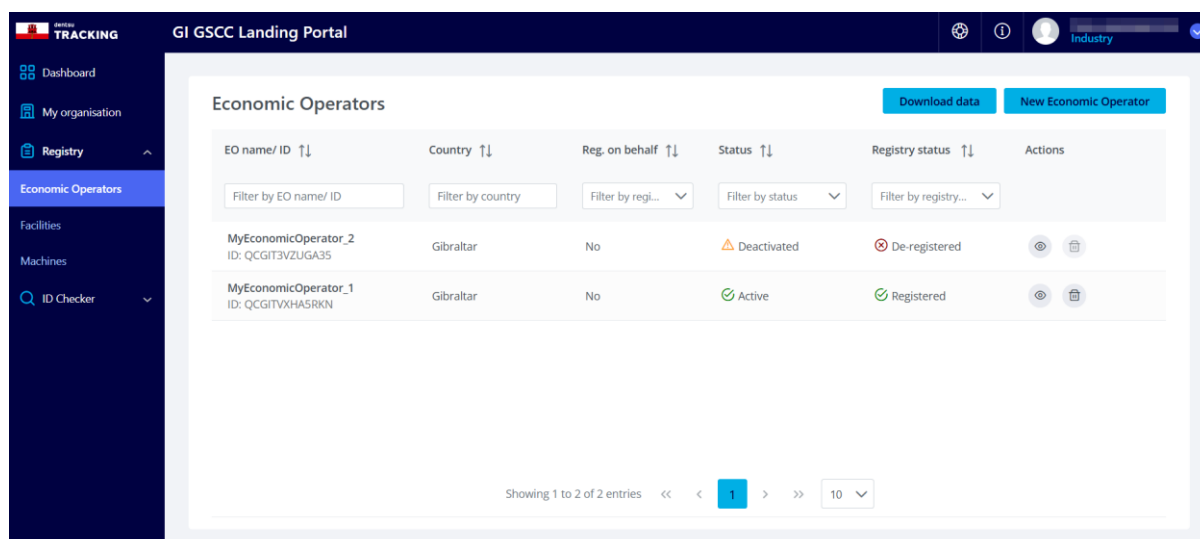
- **Name (*):** Economic Operator name
- **Alternative name:** Any alias or alternative name
- **Building name:** As for example “Business Park” or “Industrial Park”
- **Street name & House number (*)**
- **Block/Floor/etc.**
- **Postal code**
- **City (*)**
- **Country (*)**
- **E-mail(*) :** Professional e-mail address.
- **Excise Number (*):** Indication on whether the Economic Operator has Excise number or not. If so, it is required to introduce it with a specific format (example: LU00000987ABC)
- **VAT Number (*):** Indication of whether the Economic has or not VAT number. If not, a Tax registration number is required instead.
- **“Request Identifier Code for another third party on their behalf” checkbox:** To indicate that the registration will be done on behalf of a third party, if so, approval of the third party is required, in addition to the EOID of the requestor.

NOTE: Fields marked with (*) are required

NOTE: An email with the new EOID registration details will be sent to all users of the Organisation.

3.7.3.1.2 List Economic Operators

The main menu of the Economic Operators view lists all records of the Organisation’s registered Economic Operators, including deactivated or de-registered EOIDs:

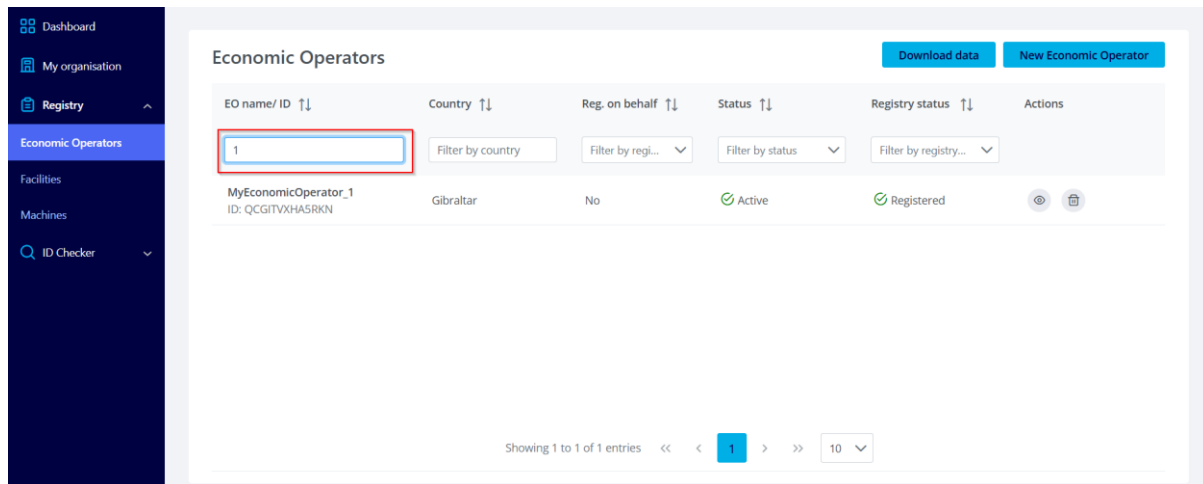


(Figure 54 – Registry – Economic Operator List view)

NOTE: All the results will be paginated in groups of 10 items per page by default. Number of items per page may be increased to 25 and up to 50.

3.7.3.1.3 Economic Operators Filters

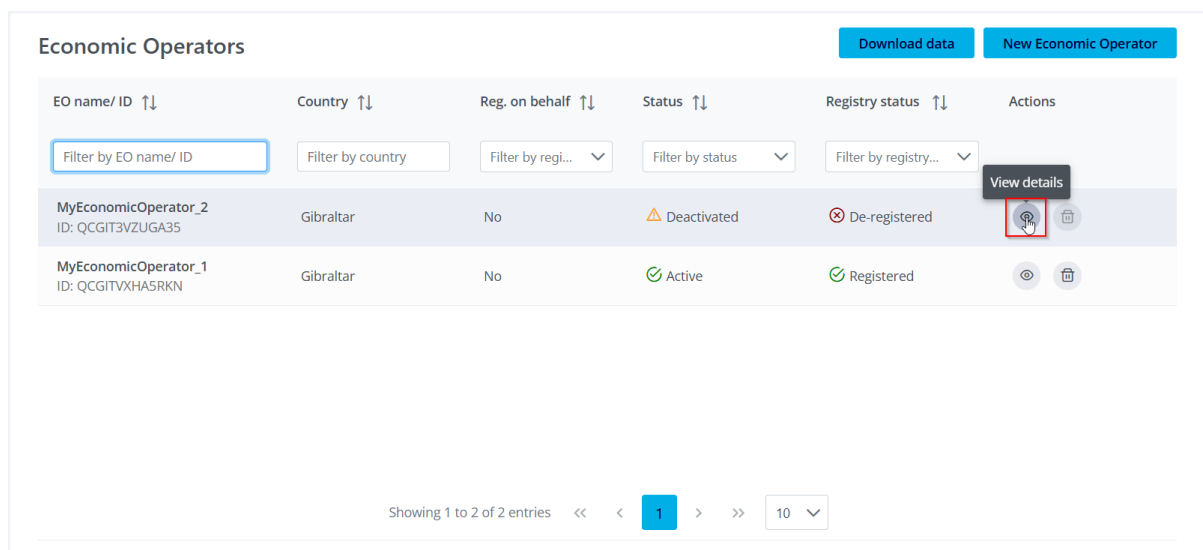
Comprehensive filters are available to facilitate quick retrieval of desired information:



(Figure 55 – Economic Operators Filtering)

3.7.3.1.4 View Economic Operators Details

To consult Economic Operator details, click the **“View Details”** button:



(Figure 56 – Economic Operators view details option)

MyEconomicOperator_1 - QCGITVXHA5RKN
✕

Creation date: 30/03/2026 EO status: Active Registry Status: Registered

ECONOMIC OPERATOR DETAILS

Organisation: CarlosOrga	Alternative name:
Building name:	Street name & House number: street
Block/ Floor/ etc.:	Postal code:
City: city	Country: Gibraltar
E-mail: test@test.com	

FISCAL DETAILS

Excise number: No	VAT number: No
Tax registration number: 123456	

REQUEST ON BEHALF

Request Identifier Code for another third party on their behalf: No

Edit

(Figure 57 – Economic Operator details modal box)

3.7.3.1.5 Edit Economic Operators

Economic Operator details can be modified when “Edit” button is pressed. This will allow the modification of several fields:

MyEconomicOperator_1 - QCGITVXHA5RKN
✕

Creation date: 30/03/2026 EO status: Active Registry Status: Registered

ECONOMIC OPERATOR DETAILS

Organisation: CarlosOrga	Alternative name:
Building name:	Street name & House number: street
Block/ Floor/ etc.:	Postal code:
City: city	Country: Gibraltar
E-mail: test@test.com	

FISCAL DETAILS

Excise number: No	VAT number: No
Tax registration number: 123456	

REQUEST ON BEHALF

Request Identifier Code for another third party on their behalf: No

Edit

(Figure 58 – Economic Operators Edit option)

MyEconomicOperator_1 - QCGITVXHA5RKN



Creation date: 30/03/2026

EO status: **Active** Registry Status: **Registered**

ECONOMIC OPERATOR DETAILS	
Organisation	Name*
<input type="text" value="CarlosOrga"/>	<input type="text" value="MyEconomicOperator_1"/>
Alternative name	Building name ?
<input type="text"/>	<input type="text"/>
Postal code	City
<input type="text"/>	<input type="text" value="city"/>
Country*	Street name & House number* ?
<input type="text" value="Gibraltar"/>	<input type="text" value="street"/>
Block/ Floor/ etc.	E-mail*
<input type="text"/>	<input type="text" value="test@test.com"/>
FISCAL DETAILS	

(Figure 59 – Economic Operators Edit Form)

The same set of fields required for the registration will be available for modification:

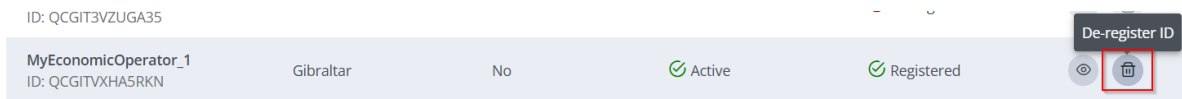
- **Name (*)**: Economic Operator name
- **Alternative name**: Any alias or alternative name
- **Building name**: As for example "Business Park" or "Industrial Park"
- **Street name & House number (*)**
- **Block/Floor/etc.**
- **Postal code**
- **City (*)**
- **Country (*)**
- **E-mail(*)** : Professional e-mail address.
- **Excise Number (*)**: Indication on whether the Economic Operator has Excise number or not. If so, it is required to introduce it with a specific format (example: LU00000987ABC)
- **VAT Number (*)**: Indication of whether the Economic has or not VAT number. If not, a Tax registration number is required instead.
- **"Request Identifier Code for another third party on their behalf" checkbox**: To indicate that the registration will be done on behalf of a third party, if so, approval of the third party is required, in addition to the EOID of the requestor.

Press **"Save"** at the bottom right to save the changes.

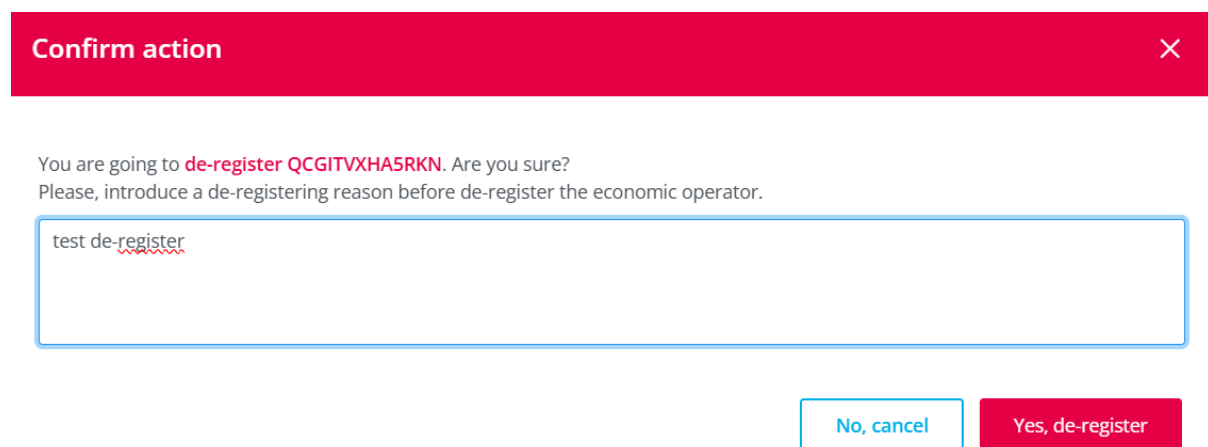
NOTE: Creation date, EO name and EOID are showed in the upper left corners of the screen and may not be modified.

3.7.3.1.6 Deregister Economic Operators

To deregister an Economic Operator from the GI ID Issuer, click on the “Deregister ID” button, introduce a de-registration reason and confirm the action:



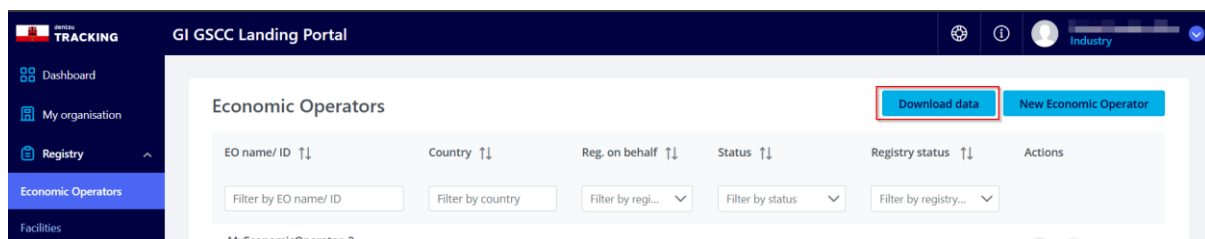
(Figure 60 – Economic Operators deregistration option)



(Figure 61 – Economic Operators deregistration confirmation)

3.7.3.1.7 Downloaded Economic Operators data

This feature allows users to export Economic Operator data clicking the “Download data” button:



(Figure 62 – Economic Operators download functionality)

This action will generate a CSV file which will be downloaded by your browser. It will contain following Economic Operator information:

EOID	Address	HasExciseNumber	LastUpdatedOn
EOCode	AddressName	ExciseNumber	IsDeleted
TaxNumber	AddressStreet	OtherEOID	
VATNumber	AddressStreetAdditional	HasOtherEOID	
Name	AddressCity	IsRegisteredByEOID	
AlternativeName	AddressPostCode	IsActive	
Email	Country	CreatedOn	

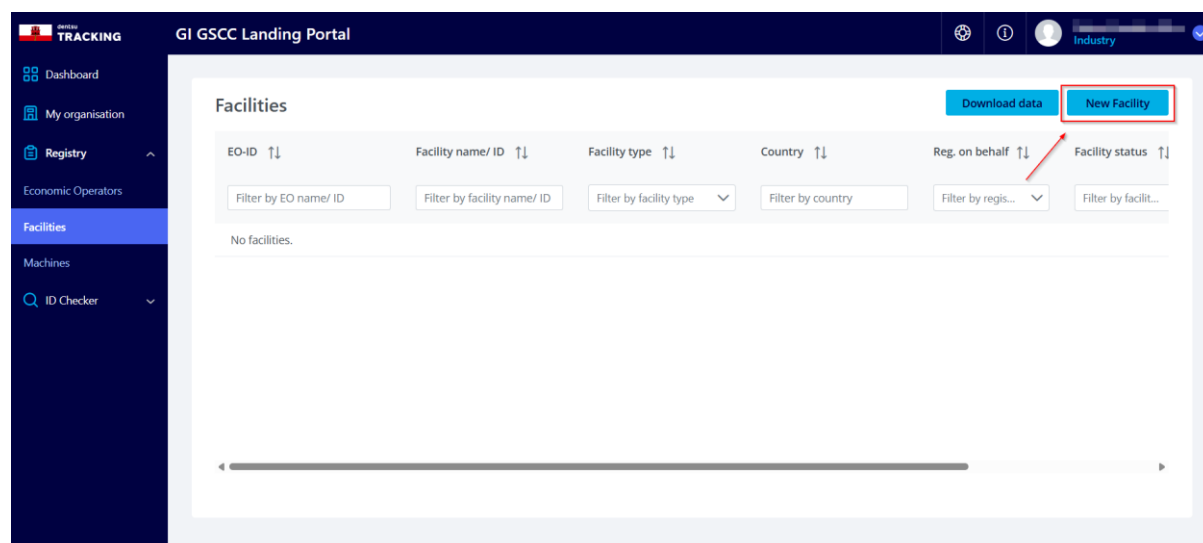
NOTE: It is also possible export pre-filtered information.

3.7.3.2 Facilities

This section allows to users to request new FIDs and manage existing ones.

3.7.3.2.1 Register Facility

To register a new facility for an existing Economic Operator into the GI ID Issuer, click the **“NEW FACILITY”** button:



(Figure 63 – New Facility registration)

Then fill the details of your new Facility and confirm the action by pressing the **“CREATE FACILITY”** button at the bottom right.

(Figure 64 – New Facility registration form)

Fields presented in the registration form:

- **EOID (*)**: EOID who is the owner of the Facility
- **Type(*)**: Facility type (Manufacturing site with warehouse, Standalone warehouse, Point of sale, Other). If the “Point of sale” type is selected, the “Request on behalf” option will become available. This option allows to register FIDs on behalf of other Economic Operators belonging to your organisation (if needed), in which case and you will need to indicate the requestor.
- **Other facility type (*)**: Mandatory only when facility type is “Other”
- **Facility name**
- **Building name**: As for example “Business Park” or “Industrial Park”
- **Street name & house number (*)**
- **Block/Floor/etc.**
- **Postal code**
- **City (*)**
- **Country(*)**
- **Excise Status**: If the facility has Excise Status, indicate the Excise number.
- **Facility with excise/tax warehouse status**: Indication if facility has a bonded warehouse status.

NOTE: Fields marked with (*) are required.

NOTE: An email with the new registration of this FID will be sent to all users of the Organisation.

3.7.3.2.2 List Facilities

All your existing facilities will be listed under this menu:

EO-ID ↑↓	Facility name/ ID ↑↓	Facility type ↑↓	Country ↑↓	Reg. on behalf ↑↓	Facility status ↑↓
MyEconomicOperator_2 ID: QCGITH13DDWDM	MyRetailOutlet2 ID: QCGITCLDMFCKI	Point of sale	Gibraltar	No	Active
MyEconomicOperator_1 ID: QCGITVXHA5RKN	MyRetailOutlet ID: QCGITTU85D3NW	Point of sale	Gibraltar	No	Active
MyEconomicOperator_1 ID: QCGITVXHA5RKN	MyWarehouseFacility ID: QCGIT38BLT65Q	Standalone warehouse	Gibraltar	No	Active
MyEconomicOperator_1 ID: QCGITVXHA5RKN	MyManufacturingFacility ID: QCGITFGL8KH9A	Manufacturing site with warehouse	Gibraltar	No	Active

(Figure 65 – Facilities list view)

NOTE: All the results will be paginated in groups of 10 items per page by default. Number of items per page may be increased to 25 and up to 50.


3.7.3.2.3 Facilities Filters

Comprehensive filters allow for quick retrieval of the desired information:

EO-ID ↑↓	Facility name/ ID ↑↓	Facility type ↑↓	Country ↑↓	Reg. on behalf ↑↓	Facility status ↑↓
MyEconomicOperator_2 ID: QCGITH13DDWDM	MyRetailOutlet2 ID: QCGITCLDMFCKI	Point of sale	Gibraltar	No	Active
MyEconomicOperator_1 ID: QCGITVXHA5RKN	MyRetailOutlet ID: QCGITTU85D3NW	Point of sale	Gibraltar	No	Active

(Figure 66 – Facilities filtering)

3.7.3.2.4 View Facility Details

To consult existing Facility details, press the  **“View Details”** button on the “Actions” column to the right:

Facilities							Download data	New Facility
ID ↑↓	Facility type ↑↓	Country ↑↓	Reg. on behalf ↑↓	Facility status ↑↓	Registry status ↑↓	Actions		
Facility name/ ID	Filter by facility type	Filter by country	Filter by regis...	Filter by facilit...	Filter by regis...			
et2 MFCKI	Point of sale	Gibraltar	No	Active	Registered	View details		
et SD3NW	Point of sale	Gibraltar	No	Active	Registered			
eFacility LT65Q	Standalone warehouse	Gibraltar	No	Active	Registered			
ringFacility 8KH9A	Manufacturing site with warehouse	Gibraltar	No	Active	Registered			

Showing 1 to 4 of 4 entries

(Figure 67 – Facilities view details option)

MyRetailOutlet2 - QCGITCLDMFCKI ✕

Creation date: 31/03/2026 Facility status: Active Registry Status: Registered

FACILITY DETAILS

Type: Point of sale	Building name:
Street name & House number: street	Block/ Floor/ etc.:
Postal code:	City: Gibraltar
Country: Gibraltar	Has excise status: No
Facility with excise / tax warehouse status: No	Reg. 3rd: No

EO INFO

EO-ID: QCGITH13DDWDM	EO Code: 3BFQNFZ852
EO name: MyEconomicOperator_2	Organisation: CarlosOrga

Edit

(Figure 68 – Facilities view details modal box)

NOTE: EOID is clickable to navigate to that specific EOID details.

3.7.3.2.5 Edit Facilities

Pressing the “Edit” button will allow users to modify the details of a given Facility:

MyRetailOutlet2 - QCGITCLDMFCKI
✕

Creation date: 31/03/2026 Facility status: Active Registry Status: Registered

FACILITY DETAILS

Facility name <input style="width: 95%;" type="text" value="MyRetailOutlet2"/>	Facility ID* <input style="width: 95%;" type="text" value="QCGITCLDMFCKI"/>
Type* <input style="width: 95%;" type="text" value="Point of sale"/>	Other facility type <input style="width: 95%;" type="text"/>
Building name ? <input style="width: 95%;" type="text"/>	Postal code <input style="width: 95%;" type="text"/>
City* <input style="width: 95%;" type="text" value="Gibraltar"/>	Country* <input style="width: 95%;" type="text" value="Gibraltar"/>
Street name & House number* <input style="width: 95%;" type="text" value="street"/>	
Block/ Floor/ etc. <input style="width: 95%;" type="text"/>	

(Figure 69 – Facilities Edit form)

The same set of fields required for the registration will be available for the edition. Once done, press the **“Save”** button to confirm the changes.

NOTE: Creation date and Facility ID may not be modified. Only “Active” status Facilities may be modified

3.7.3.2.6 Deregister Facilities

To de-register an FID from the GI ID Issuer, click on the “Deregister ID” button and confirm the action:

Facilities							Download data	New Facility
ID ↑↓	Facility type ↑↓	Country ↑↓	Reg. on behalf ↑↓	Facility status ↑↓	Registry status ↑↓	Actions		
ity name/ ID	<input type="text" value="Filter by facility type"/>	<input type="text" value="Filter by country"/>	<input type="text" value="Filter by regis..."/>	<input type="text" value="Filter by facilit..."/>	<input type="text" value="Filter by regis..."/>			
et2 MFCKI	Point of sale	Gibraltar	No	Active	Registered			
et 5D3NW	Point of sale	Gibraltar	No	Active	Registered			
eFacility LT65Q	Standalone warehouse	Gibraltar	No	Active	Registered			
ringFacility 8KH9A	Manufacturing site with warehouse	Gibraltar	No	Active	Registered			

(Figure 70 – Deregister Facility option)

Confirm action
✕

You are going to **de-register** QCGITCLDMFCKI. Are you sure?
Please, introduce a de-registering reason before de-register the facility.

test de-registration

No, cancel
Yes, de-register

(Figure 71 – Deregister Facility confirmation)

3.7.3.2.7 Downloaded Facilities data

This feature allows users to export Facilities data clicking the “Download data” button:

Facilities

Download data
New Facility

EO-ID ↑↓	Facility name/ ID ↑↓	Facility type ↑↓	Country ↑↓	Reg. on behalf ↑↓	Facility status ↑↓
MyEconomicOperator_2 ID: QCGITH13DDWDM	MyRetailOutlet2 ID: QCGITCLDMFCKI	Point of sale	Gibraltar	No	Active
MyEconomicOperator_1 ID: QCGITVXH5RKN	MyRetailOutlet ID: QCGITU85D3NW	Point of sale	Gibraltar	No	Active
MyEconomicOperator_1 ID: QCGITVXH5RKN	MyWarehouseFacility ID: QCGIT38BLT65Q	Standalone warehouse	Gibraltar	No	Active
MyEconomicOperator_1 ID: QCGITVXH5RKN	MyManufacturingFacility ID: QCGITFGL8KH9A	Manufacturing site with warehouse	Gibraltar	No	Active

Showing 1 to 4 of 4 entries
 << < > >>
1
> >>
10

(Figure 72 – Download Facility data functionality)

This action will generate a CSV file downloaded by your browser which will contain the following FID information:

FID	AddressPostCode	OtherType
Facility Name	Country	OtherFID
Address	ExciseNumber	HasOtherFID
AddressName	HasExciseNumber	IsRegisteredByEOID
AddressStreet	HasTaxStatus	IsDeleted
AddressStreetAdditional	IsActive	CreatedOn
AddressCity	TypeId	LastUpdatedOn

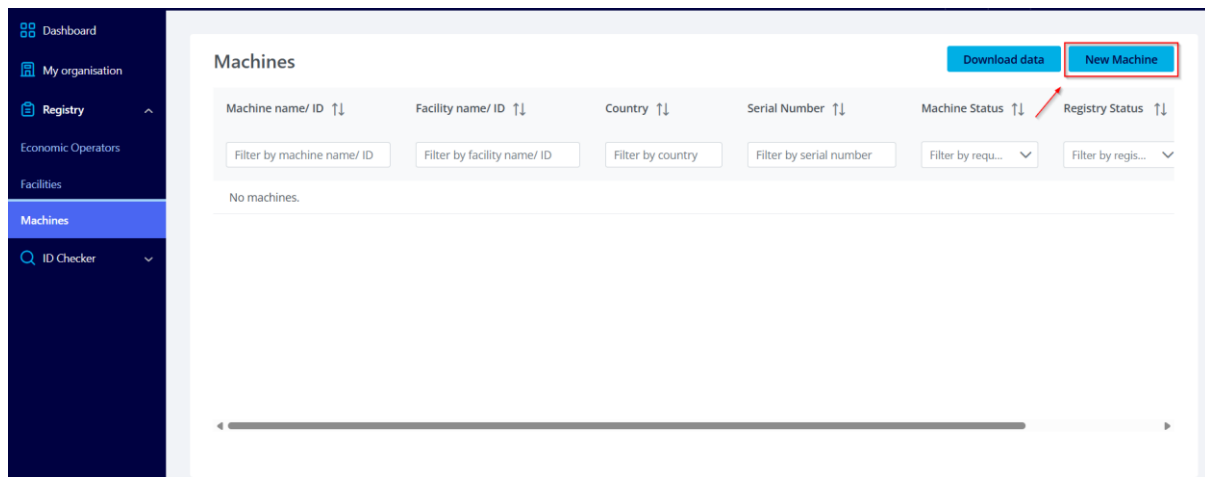
NOTE: It is also possible export pre-filtered information.

3.7.3.3 Machines

This section allows users to create MIDs and manage existing ones.

3.7.3.3.1 Register Machines

To register a new Machine into the GI ID Issuer, click the **“NEW MACHINE”** button. Machines must always be associated with a Facility.



(Figure 73 – New Machine registration option)

Then fill the details of your new Machine and confirm the action by pressing the **“CREATE MACHINE”** button at the bottom right.

(Figure 74 – New Machine registration form)

Fields presented in the registration form:

- **Machine Name**
- **F-ID (*):** Facility where the Machine is located
- **Entire Machine (Yes/No) (*):** Indication on whether the machine is whole (yes) or a machine part (no). If set to “No”, additional fields become mandatory.

- **Previously Registered (Yes/No) (*):** Indication on whether the Machine was previously registered in the GI ID Issuer. If set to “yes”, the “Previously registered M-ID” field becomes mandatory.
- **Producer (*)**
- **Model (*)**
- **Serial Number (*)**
- **Capacity (24h cycle) (*)**
- **Multiple separately identifiable parts:** Indicates whether the Machine being registered is composed of multiple Machine Parts. If set to “Yes”, indication of the attached Machine Parts (M-IDs) will be further required:

New machine

MACHINE DETAILS

Machine name* F-ID* Entire machine* Yes No Previously registered* Yes No

Previously registered M-ID Producer* Model* Serial number*

Capacity (24h cycle)* The machine consists of multiple separately identifiable parts

MACHINE PARTS

Attach machine parts by M-ID*

Machine parts list:

(Figure 75 – New Machine with attached Machine Parts)

Registration of Machine parts:

- **If Entire Machine = No**, you are registering a Machine Part. The following additional fields apply to Machine parts:
 - **The Machine Part has ATD (Yes/No) (*):** Indication on whether the Machine Part has a dedicated Anti-tampering device. If set to “yes”, the Machine Part ATD field becomes mandatory.
 - **Machine Part Type (*):** Indication on whether the machine part is fixed (immobile) or mobile.
 - **Description:** Description of the machine part.

New machine

MACHINE DETAILS

Machine name*	F-ID*	Entire machine*	Previously registered*
<input type="text" value="MyMachinePart_1"/>	<input type="text" value="QCGIT38BLT65Q - MyWareho"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Previously registered M-ID	Producer*	Model*	Serial number*
<input type="text"/>	<input type="text" value="MyProducer_Part"/>	<input type="text" value="MyModel_Part"/>	<input type="text" value="123123123"/>

The machine part has ATD*	Machine part ATD*	Machine part type*
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input checked="" type="radio"/> Fixed <input type="radio"/> Mobile
Description		
<input type="text" value="FixedMachinePart"/>		

(Figure 76 – New Machine part registration form)

NOTE: Fields marked with (*) are mandatory

NOTE: An email notification regarding the registration of a new MID will be sent to all users of the Organisation.

3.7.3.3.2 List Machines

All your existing Machines and Machine Parts will be listed under this menu:

- Dashboard
- My organisation
- Registry
- Economic Operators
- Facilities
- Machines
- ID Checker

Machines

Machine name/ ID ↑↓	Facility name/ ID ↑↓	Country ↑↓	Serial Number ↑↓	Machine Status ↑↓	Registry Status ↑↓
Filter by machine name/ ID	Filter by facility name/ ID	Filter by country	Filter by serial number	Filter by requ...	Filter by regis...
MyMachine_Part3 ID: QCGITLLEUGY4P	MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	123123123	Active	Registered
MyMachinePart_1 ID: QCGIT6HFCNOWF	MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	123123123	Active	Registered
MyMachine_1 ID: QCGIT47T2R1T6	MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	123123123	Active	Registered

Showing 1 to 3 of 3 entries

<< < 1 > >> 10

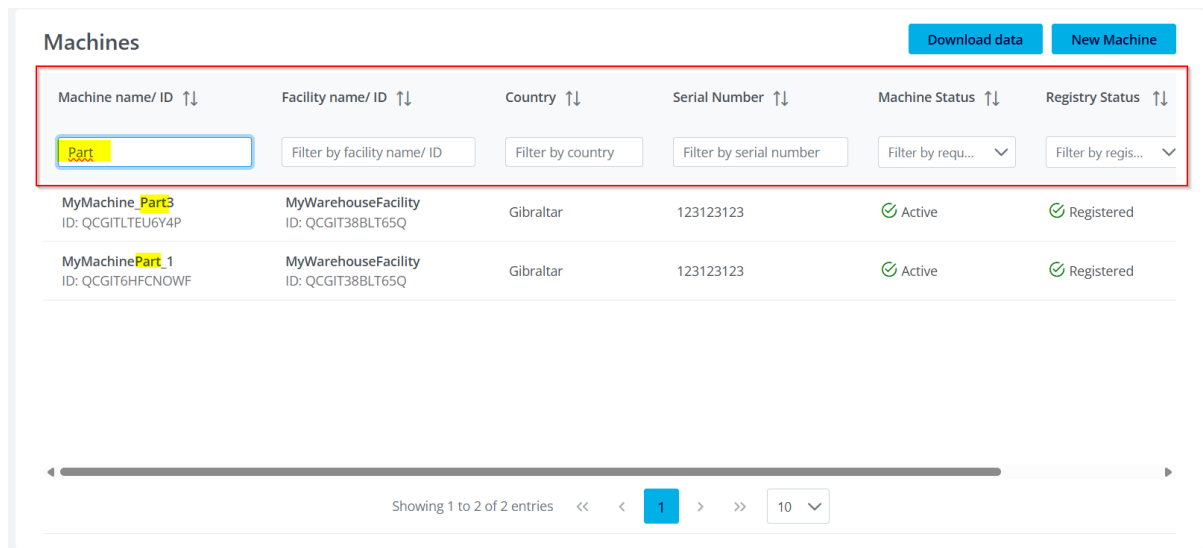
(Figure 77 – Machines List View)

NOTE: All the results will be paginated in groups of 10 items per page by default. Number of items per page may be increased to 25 and up to 50.

3.7.3.3.3 Machines Filters


Comprehensive filters allow for quick retrieval of the desired information:

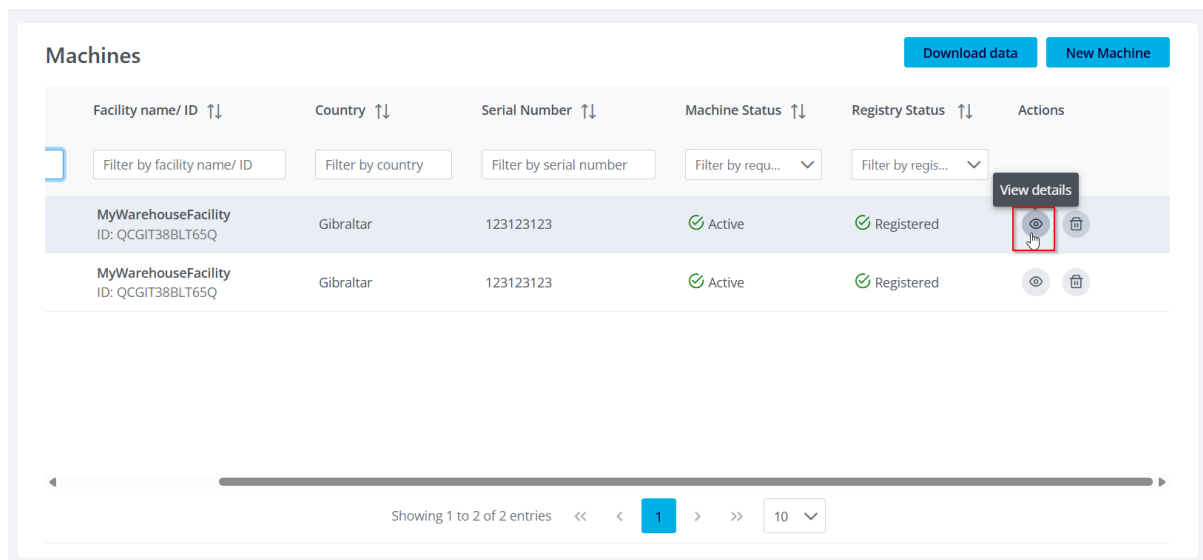
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(Figure 78 – Machines Filtering)

3.7.3.3.4 View Machine Details

To consult existing Machine details, press the  “View Details” button on the “Actions” column to the right:



(Figure 79 – Machines view details option)

MyMachine_Part3 - QCGITLTEU6Y4P
✕

Creation date: 31/03/2026 Machine status: Active Registry Status: Registered

MACHINE DETAILS

Entire machine: No	Previously registered: No
Producer: MyProducer	Model: MyModel
Serial number: 123123123	The machine part has ATD: Yes
Machine part ATD: MachinePartATD	Machine part type: Mobile
Description: MyMobileMachinePart	

FACILITY INFO

Name: MyWarehouseFacility	F-ID: QCGIT38BLT65Q
City: Gibraltar	Country: Gibraltar

ECONOMIC OPERATOR INFO

EO name: MyEconomicOperator_1	EO-ID: QCGITVXHASRKN
Organisation: CarlosOrga	

(Figure 80 – Machines view details modal box)

NOTE: EOID and FID are clickable, allowing navigation to the specific EOID and FID details page.

3.7.3.3.5 Edit Machines

Pressing the “Edit” button at the bottom right will allow users to modify the details of a given Facility:

MyMachine_Part3 - QCGITLTEU6Y4P
✕

MACHINE DETAILS

Entire machine: No	Previously registered: No
Producer: MyProducer	Model: MyModel
Serial number: 123123123	The machine part has ATD: Yes
Machine part ATD: MachinePartATD	Machine part type: Mobile
Description: MyMobileMachinePart	

FACILITY INFO

Name: MyWarehouseFacility	F-ID: QCGIT38BLT65Q
City: Gibraltar	Country: Gibraltar

ECONOMIC OPERATOR INFO

EO name: MyEconomicOperator_1	EO-ID: QCGITVXHASRKN
Organisation: CarlosOrga	

Edit

(Figure 81 – Machine Edit option)

The same set of fields required for the registration will be available for the edition.

“Reassign a machine to a different facility” checkbox: This option allows reassigning an existing Machine or Machine Part to a different EOID/FID combination.

FACILITY INFO

Reassign a machine to a different facility

EO-ID/ name* F-ID/ name*

Select a Economic Operator Select a facility

Cancel
Save

(Figure 82 – Machines Edit option)

Once done, press the **“Save”** button to confirm the changes.

NOTE: Creation date, Machine ID and the entirety of the machine may not be modified. Only “Active” status Machines may be modified.

3.7.3.3.6 Deregister Machines

To de-register an MID from the GI ID Issuer, click on the “Deregister ID” button and confirm the action:

Machines
Download data
New Machine

Facility name/ ID ↑↓	Country ↑↓	Serial Number ↑↓	Machine Status ↑↓	Registry Status ↑↓	Actions
Filter by facility name/ ID	Filter by country	Filter by serial number	Filter by requ...	Filter by regis...	
MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	SN123123	Active	Registered	De-register ID 🗑️
MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	123123123	Active	Registered	🗑️
MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	123123123	Active	Registered	🗑️
MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	123123123	Active	Registered	🗑️

Showing 1 to 4 of 4 entries << < 1 > >> 10

(Figure 83 – Machines Deregistration option)

Confirm action



You are going to **de-register QCGITBSJFGWB4**. Are you sure?
Please, introduce a de-registering reason before de-register the machine.

test de-register

No, cancel

Yes, de-register

(Figure 84 – Machines deregistration confirmation)

IMPORTANT NOTE: De-registering a Machine with Machine Parts attached will also de-register the attached Machine Parts:

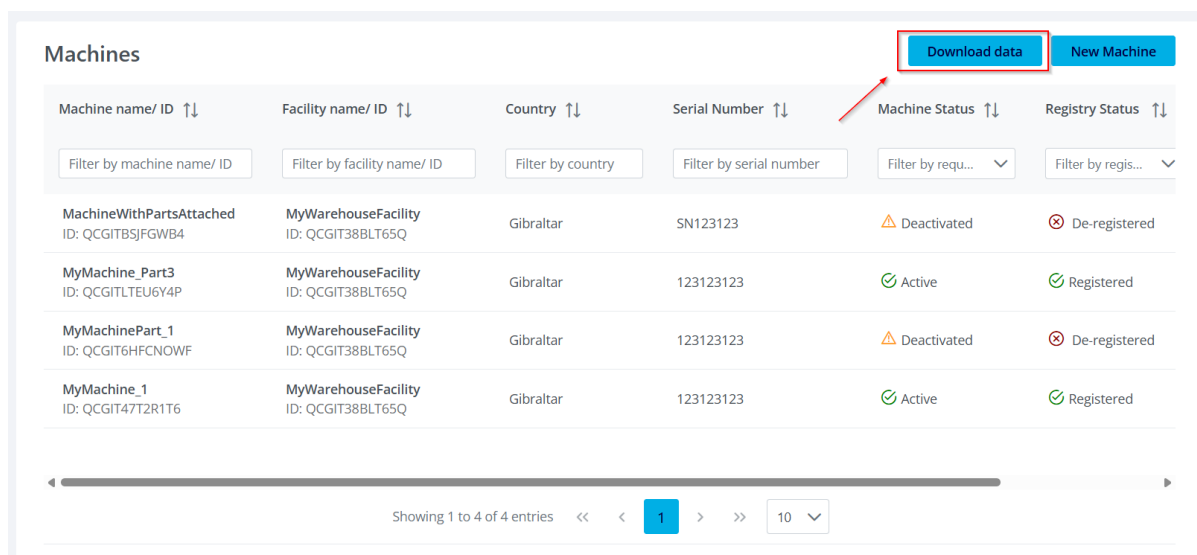
Machines						Download data	New Machine
Machine name/ ID ↑↓	Facility name/ ID ↑↓	Country ↑↓	Serial Number ↑↓	Machine Status ↑↓	Registry Status ↑↓		
Filter by machine name/ ID	Filter by facility name/ ID	Filter by country	Filter by serial number	Filter by requ... ▾	Filter by regis... ▾		
MachineWithPartsAttached ID: QCGITBSJFGWB4	MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	SN123123	⚠ Deactivated	⊗ De-registered		
MyMachine_Part3 ID: QCGITL6Y4P	MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	123123123	✔ Active	✔ Registered		
MyMachinePart_1 ID: QCGIT6HFCNOWF	MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	123123123	⚠ Deactivated	⊗ De-registered		
MyMachine_1 ID: QCGIT47T2R1T6	MyWarehouseFacility ID: QCGIT38BLT65Q	Gibraltar	123123123	✔ Active	✔ Registered		

Showing 1 to 4 of 4 entries << < 1 > >> 10 ▾

(Figure 85 – Cascading Machine Part de-registration)

3.7.3.3.7 Downloaded Machines data

This feature allows users to export Machines data clicking the “Download data” button:



(Figure 86 – Download Machines data functionality)

This action will generate a CSV file downloaded by your browser which will contain the following FID information:

Name	Producer	IsDeleted
EOID	Model	CreatedOn
FID	SerialNumber	LastUpdatedOn
FacilityName	Capacity	
MID	IdentifiableParts	
Country	M_Entirety	
Status	IsActive	

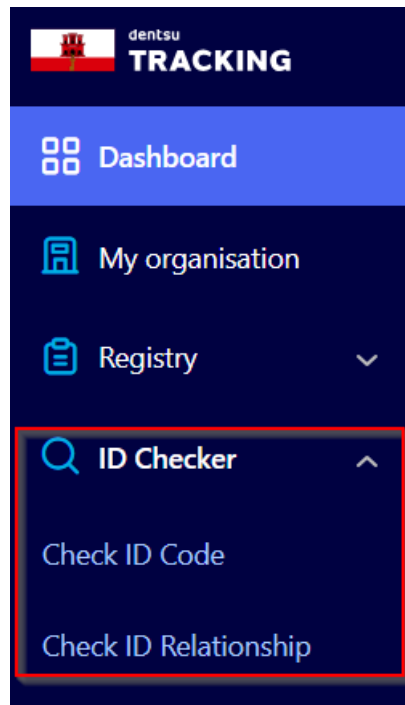
NOTE: *It is also possible export pre-filtered information.*

3.7.4 ID Checker

The ID Checker allows users to verify whether Identifier codes (EOID, FID, MID) are valid or active in the GI System.

In addition, this feature includes a relationship checker, to verify whether certain identifier codes are related or not.

Economic Operators are encouraged to verify that the identifier codes supplied by their trade partners are indeed valid/active in the GI System prior to the transmission of messages to the GI Gateway.



(Figure 87 - ID Checker functionality)

NOTE: Service Providers do not have access to this feature.

NOTE: This verification method returns information on the three activities explained below but does not disclose any personal/business/confidential information related to the consulted EOID/FID/MID (i.e.: addresses, contact information, machine production rates, tax identifiers, etc.).

3.7.4.1 Check ID Code

To check whether an Identifier code (EOID, FID and MID) exists and is active, press the **“CHECK CODES”** button and introduce the identifier codes. Press the green **[+]** button to include any additional identifier codes you may want to check, or the blue **[-]** button to remove them:

(Figure 88 – Check ID codes form)

Results for checks of EO-ID(s)

EO-ID	Result
QCGIT5ZQR9079	✗ This Identifier Code does not exist or has been deactivated/de-registered.
QCGITL9PZ9HWN	✓ Active

Results for checks of F-ID(s)

F-ID	Result
QCGITK2RJ28ER	✗ This Identifier Code does not exist or has been deactivated/de-registered.

Results for checks of M-ID(s)

M-ID	Result
QCGITS32L6QUF	✗ This Identifier Code does not exist or has been deactivated/de-registered.

(Figure 88 - Check ID code results example)

Results for checks of EO-ID(s)

EO-ID	Result
QCGITTRU45XBS	✓ Active

Results for checks of F-ID(s)

F-ID	Result
QCGIT0NVAOXI1	✓ Active

Results for checks of M-ID(s)

M-ID	Result
QCGITYB9J3LCK	✓ Active

(Figure 89 – Check ID Code results example)

NOTE: Only a maximum of nine EOIDs, nine FIDs and nine MIDs may be checked at the same time.

3.7.4.2 Check ID Relationship

Economic Operators may own multiple Facilities, and each manufacturing Facility may have multiple Machines. This tool allows users to confirm whether different identifier codes are related to one another in an EOID-FID or EOID-FID-MID type of relationship. In short, it provides an answer to the questions:

- Does Facility A belong to Economic Operator A?
- Is Machine B located in Facility B, which belongs to Economic Operator B?

Once the identifier codes are introduced, press the **“CHECK”** button to bring the results:

Check ID Relationship

Choose a verification relationship to validate:

Check relationship between EO-ID and F-ID Check relationship between EO-ID, F-ID and M-ID

EO-ID / F-ID RELATIONSHIP CHECKER

EO-ID: F-ID:

Results

EO-ID	F-ID	Result
QCGITH13DDWDM	QCGITCLDMFCKI	✓ Relationship exists
QCGITH13DDWDM	QCGITCLDMFCKK	✗ There is no relationship between Identifiers Codes

(Figure 90 – Check EO-ID-F-ID relationship results example)

Check ID Relationship

Choose a verification relationship to validate:

Check relationship between EO-ID and F-ID Check relationship between EO-ID, F-ID and M-ID

EO-ID / F-ID / M-ID RELATIONSHIP CHECKER

EO-ID: F-ID: M-ID:

Results

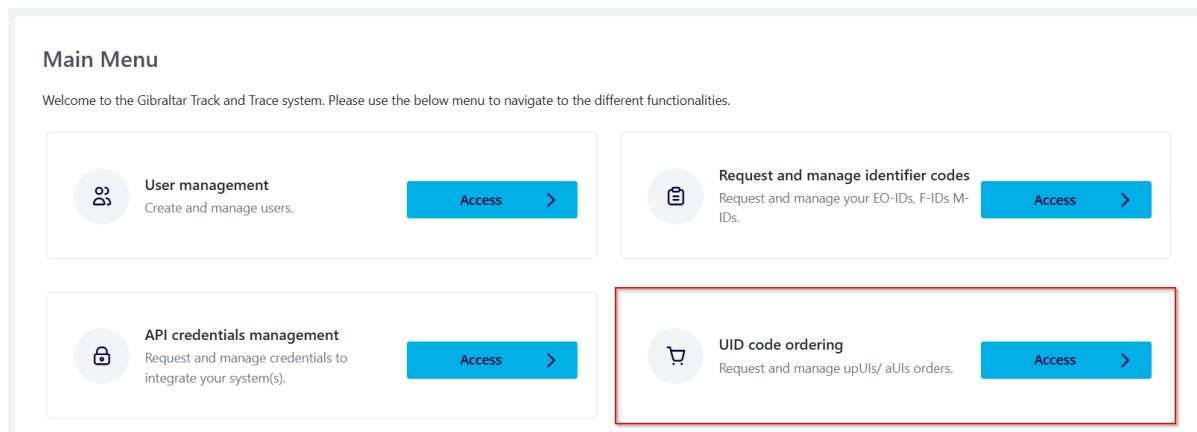
EO-ID	F-ID	M-ID	Result
QCGITVXH4SRKN	QCGIT38BLT65Q	QCGITL6U6Y4P	✓ Relationship exists
QCGITVXH4SRKN	QCGIT38BLT65Q	QCGITL6U6Y4Z	✗ There is no relationship between Identifiers Co

(Figure 91 – Check EO-ID-F-ID-M-ID relationship results example)

NOTE: If a relationship has already been checked, it cannot be checked again (no duplicate checks)

3.8 UID Code Ordering

Organisations that have registered as Manufacturer/Importer or Other Economic Operators having selected the “I wish to order codes (aUIs)” box in the signup process are able to access the code ordering module from the Homepage:

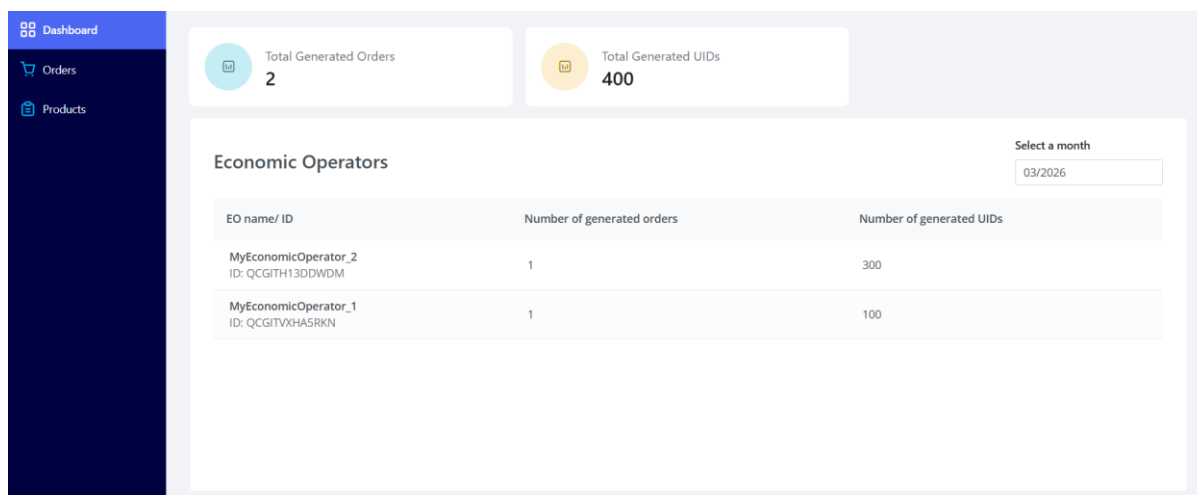


(Figure 92 - UID code ordering Homepage card)

3.8.1 Code Ordering Dashboard

This Dashboard provides a summary and insights on your organisation’s code ordering activity, including:

- **Total Generated Orders:** Total number of Orders generated per Economic Operator in the Organisation in the current month.
- **Total Generated UIIDs:** Total UIIDs generated by Economic Operator in the Organisation in the current month.
- **Number of generated orders** per Economic Operator in the current month.
- **Number of generated UIIDs** per Economic Operator in the current month.



(Figure 93 – Code Ordering Dashboard view)

It is possible to select different months. KPIs will update accordingly.

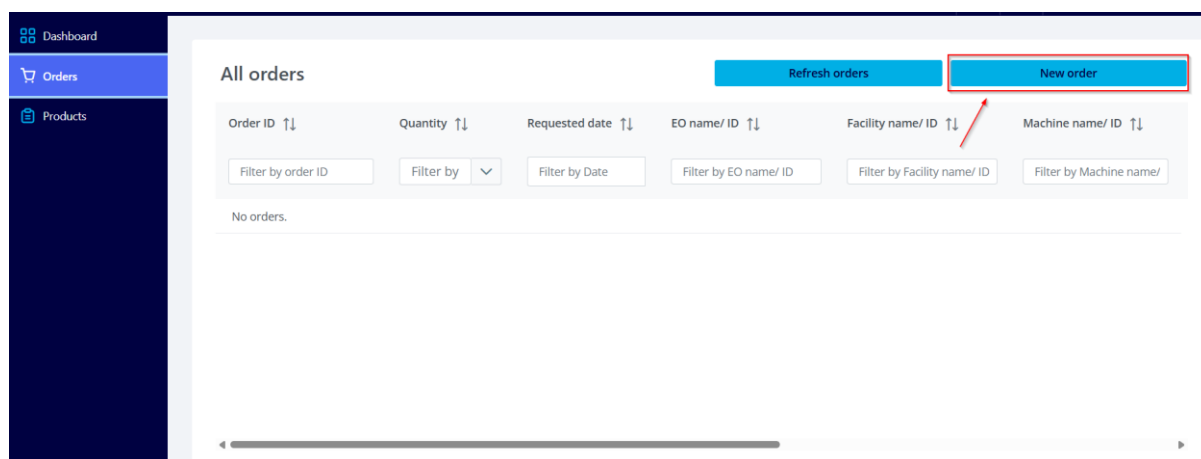
NOTE: Only processed orders will be taken into account to calculate these KPIs.

3.8.2 Orders

Orders for unique identifiers (upUI and aUI) may be placed from this menu. The GI ID Issuer will generate the unique identifiers in accordance with the applicable regulations and with the SLAs laid down in the GI ID Issuer Terms and Conditions.

3.8.2.1 New Order: Unit & Aggregated Orders

To place an order for unique identifiers (unit packet UIDs or aggregate UIDs), press the **“New Order”** button:



(Figure 94 – Create New Order option)

Depending on the type of unique identifier order (for upUIs or aUIs), the requirements will vary:

UNIT ORDERS

New electronic delivery request

The screenshot shows a form titled 'ORDER DETAILS' for a 'New electronic delivery request'. The form contains several sections of input fields:

- Order type ***: Radio buttons for 'Unit order' (selected) and 'Aggregated'.
- Quantity (1M limit)***: Text input field containing '100'.
- EOID/ name***: Dropdown menu with 'QCGITVXH45RKN - MyEconomicOperator' selected.
- FID/ name***: Dropdown menu with 'QCGITFGL8KH9A - MyManufacturingFacili' selected.
- Process involves machinery ***: Radio buttons for 'Yes' (selected) and 'No'.
- MID/ name***: Dropdown menu with 'QCGIT47T2R1T6 - MyProducer' selected.
- Import ***: Radio buttons for 'Yes' and 'No' (selected).
- Intended market ***: Dropdown menu with 'Gibraltar' selected.
- Intended route ***: Radio buttons for 'No' (selected) and 'Yes'.
- Route**: Dropdown menu with 'Select a Intended Route' selected.
- Product type***: Dropdown menu with 'Cigarette' selected.
- Other product type***: Empty text input field.
- Has product subtype ***: Radio buttons for 'Yes' (selected) and 'No'.
- Product subtype name ***: Text input field containing 'MyProductSubtype'.
- Units (in a unit packet) ***: Text input field containing '20'.
- Brand***: Text input field containing 'MyBrand'.
- Combined nomenclature (CN) code**: Empty text input field.
- Weight (gr)***: Text input field containing '50'.
- Tobacco product ID**: Empty text input field.
- Tobacco product number**: Empty text input field.
- Internal reference number**: Empty text input field.
- Deliver order instantly ***: Radio buttons for 'No' and 'Yes' (selected).

 At the bottom left, there is a checked checkbox labeled 'Agree to our Terms & Conditions'. At the bottom right, there is a blue 'Submit order' button highlighted with a red rectangular box, with a red arrow pointing to it from the left.

(Figure 95 – Unit Order creation form)

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- **Order Type (*):** Unit Order
 - **Quantity (1M limit) (*):** (1 as min, 1M as max limit)
 - **EOID /Name (*)**
 - **FID/Name (*)**
 - **Process Involves machinery (*):** Yes/No: If "Yes", MID/name will be mandatory)
 - **MID/Name:** Only mandatory if "Process Involves machinery" is "Yes"
 - **Import (*):** Yes/No
 - **Intended Market (*):** Intended Country of retail sale
 - **Intended Route (*):** Yes/No
 - **Route:** Mandatory when "Intended Route" is "Yes"
 - **Product Type (*):** Cigarette, Cigar, Cigarillo, Ryo, Pipe, Water Pipe, Oral, Nasal, Chewing, Novel, Other
 - **Other Product Type:** Mandatory when "Product Type" is "Other".
 - **Has Product Subtype (*):** Yes/No
 - **Product Subtype Name:** Mandatory when Has Product Subtype is "Yes"
 - **Units (in a packet) (*):** E.g.: Number of cigarettes in a unit packet.
 - **Brand (*):** Product brand
 - **Combine Nomenclature (CN) Code**
 - **Internal Reference Number:**
 - **Weight (gr) (*):** Average gross weight of unit packet, including packaging, in grams with 0,1-gram accuracy
 - **Tobacco Product ID:** Tobacco product Identifier (TP_ID) generated by a Common Entry Gate system (example: EU-CEG, UK OHID).
 - **Tobacco Product Number:** Tobacco Product Number used in the registration to obtain a TP_ID in the respective CEG system (EAN or GTIN or SKU or UPC).
 - **Internal reference number:**
 - **Deliver Order Instantly (*):** Yes/No: When this option is selected as "Yes", the GI ID Issuer will immediately deliver the codes for download. As a consequence, users forfeit their right to cancel the order up to 24hrs after being. If the option is "No", the generation and electronic transmission of the UI codes will take place within **48 hours**.
- All orders will be invoiced in accordance with the Terms and Conditions, which must be accepted to place the order.
- **Agree to our Terms & Conditions (*)**

AGGREGATED ORDERS

New electronic delivery request

ORDER DETAILS

Order type *
 Unit order Aggregated

Quantity (1M limit)*

EOID/ name*

Internal reference number ©

Deliver order instantly * ©
 No Yes

Agree to our Terms & Conditions

(Figure 96 – Aggregated Order Creation Form)

- **Order type (*):** Aggregated
- **Quantity (*):** Quantity of codes, (1 as min, 1M as max limit)
- **EOID/name (*)**

- **FI-D/name (*)**
- **Internal reference number:**
- **Deliver order instantly *:** When this option is selected as "Yes", the GI ID Issuer will immediately deliver the codes for download. As a consequence, users forfeit their right to cancel the order up to 24hrs after being. If the option is "No", the generation and electronic transmission of the UI codes will take place within **48 hours**.
All orders will be invoiced in accordance with the Terms and Conditions, which must be accepted to place the order.
- **Agree to our Terms & Conditions (*)**

NOTES: Fields marked with (*) are mandatory.

If "Deliver Order Instantly" is set to "No", Economic Operators may cancel their order within one working day.

Status flow for Orders: REQUESTED -> GENERATED/ISSUED -> EXPORTED-> CANCELLED

3.8.2.2 Refresh Orders: Unit & Aggregated Orders

The "Refresh orders" button refreshes the order table. Use this feature when placing an order to see when it changes state.

The screenshot shows a web interface for managing orders. At the top right, there are two buttons: "Refresh orders" (highlighted with a red box) and "New order". Below these is a table with columns: "/ID ↑↓", "Machine name/ ID ↑↓", "Intended market ↑↓", "Status ↑↓", "Product type ↑↓", "Order type ↑↓", and "Actions". The table contains two rows of data. The first row has a status of "Requested" and an order type of "Aggregated". The second row has a status of "Generated/ Issued" and an order type of "Unit". At the bottom of the table, there is a pagination bar that says "Showing 1 to 2 of 2 entries" and includes navigation arrows and a page number "1".

(Figure 97 – Refresh Orders)

3.8.2.3 List Orders: Unit & Aggregated Orders

Your orders will be listed in this table:

All orders Refresh orders New order

Order ID ↑↓	Quantity ↑↓	Requested date ↑↓	EO name/ ID ↑↓	Facility name/ ID ↑↓	Machine name/ ID ↑↓
<input type="text" value="Filter by order ID"/>	<input type="text" value="Filter by"/> ▼	<input type="text" value="Filter by Date"/>	<input type="text" value="Filter by EO name/ ID"/>	<input type="text" value="Filter by Facility name/ ID"/>	<input type="text" value="Filter by Machine name/ ID"/>
65588d6e-8b57-425e-854e-9a2c98cc47ac	300	31/03/2026 15:31	MyEconomicOperator_2 ID: QCGITH13DDWDM	ID:	ID:
fc143f13-4073-4021-a1f5-da4d99c47891	100	31/03/2026 15:15	MyEconomicOperator_1 ID: QCGITVXH45RKN	MyManufacturingFacility ID: QCGITFGL8KH9A	MyMachine_1 ID: QCGIT47T2R1T6

Showing 1 to 2 of 2 entries << < 1 > >> 10 ▼

(Figure 98 – Orders List view)


3.8.2.4 Orders Filters

Comprehensive filters are available to facilitate quick retrieval of desired information:

Order ID ↑↓	Quantity ↑↓	Requested date ↑↓	EO name/ ID ↑↓	Facility name/ ID ↑↓	Machine name/ ID ↑↓
<input type="text" value="Filter by order ID"/>	<input type="text" value="Filter by"/> ▼	<input type="text" value="Filter by Date"/>	<input type="text" value="Filter by EO name/ ID"/>	<input type="text" value="Filter by Facility name/ ID"/>	<input type="text" value="Filter by Machine name/ ID"/>

(Figure 99 – Orders filtering)

3.8.2.5 View Order Details

From the Actions column to the right, click the  “View details” button to open up an order’s details:

All orders Refresh orders New order

/ ID ↑↓	Machine name/ ID ↑↓	Intended market ↑↓	Status ↑↓	Product type ↑↓	Order type ↑↓	Actions
<input type="text" value="Filter by Machine name/ ID"/>	<input type="text" value="Filter by Machine name/ ID"/>	All ▼	All ▼	All ▼	All ▼	
ID:			Generated/ Issued	-	Aggregated	
MyManufacturingFacility ID: QCGITFGL8KH9A	MyMachine_1 ID: QCGIT47T2R1T6	Gibraltar	Generated/ Issued	Cigarette	Unit	

Showing 1 to 2 of 2 entries << < 1 > >> 10 ▼

(Figure 100 – Orders view details option)

Order ID: 65588d6e-8b57-425e-854e-9a2c98cc47ac ✕

Request date: 31/03/2026 15:31

Order status: Generated/ Issued

ORDER DETAILS	
Order type: AGGREGATED	Quantity: 300
Organisation: CarlosOrga	EOID: QCGITH13DDWDM
EO name: MyEconomicOperator_2	FID:
Facility name:	Process involves machinery: No
Has product subtype: No	Product type: -
Brand:	Combined nomenclature (CN) code: -
Weight:	Import: No
Intended market:	Intended route: No
Tobacco product ID: -	Tobacco product number: -
Internal reference number: -	Deliver order instantly: <input checked="" type="checkbox"/>

Download codes
Cancel order

(Figure 101 – Orders view details modal box)

3.8.2.6 Download Codes

Once an order is in state Generated/Issued, codes can be downloaded from the view details screen by clicking the **“Download codes”** button. Your browser will start downloading a ZIP file with codes generated for this order.

Order ID: fc143f13-4073-4021-a1f5-da4d99c47891 ✕

Request date: 31/03/2026 15:15 Order status: Generated/ Issued

ORDER DETAILS	
Order type: UNIT	Quantity: 100
Organisation: CarlosOrga	EOID: QCGITVXHA5RKN
EO name: MyEconomicOperator_1	FID: QCGITFGL8KH9A
Facility name: MyManufacturingFacility	MID: QCGIT47T2R1T6
Machine name: MyMachine_1	Process involves machinery: Yes
Has product subtype: Yes	Product subtype name: MyProductSubtype
Units (in a unit packet): 20	Product type: Cigarette
Brand: MyBrand	Combined nomenclature (CN) code: -
Weight: 50.00	Import: No
Intended market: Gibraltar	Intended route: No
Tobacco product ID: -	Tobacco product number: -
Internal reference number: -	Deliver order instantly: <input checked="" type="checkbox"/>


Download codes
Cancel order

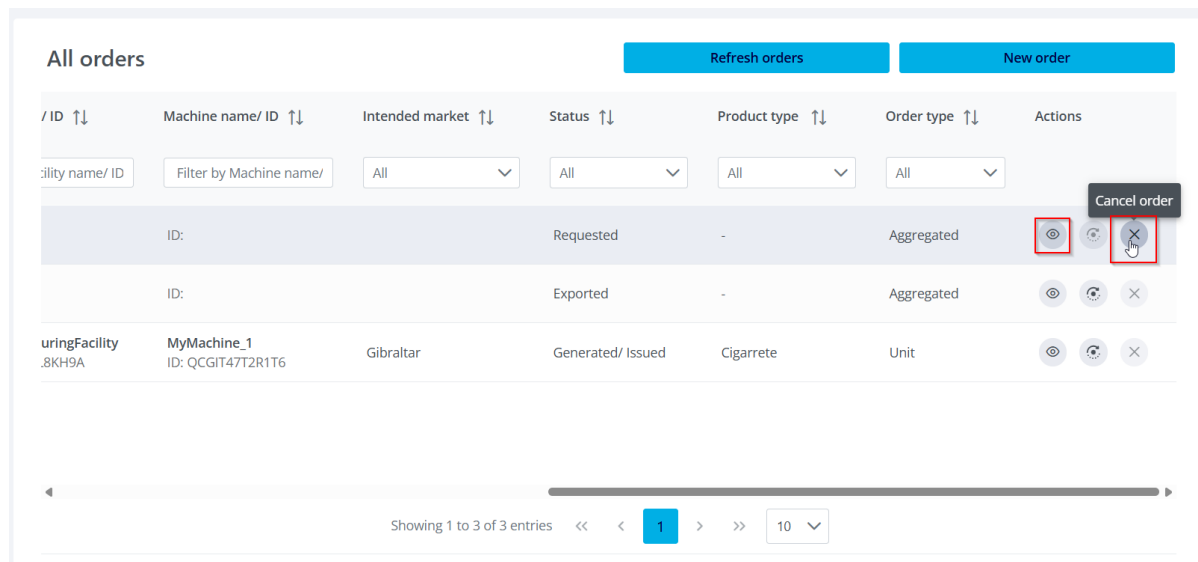
(Figure 102 – Download codes from orders option)

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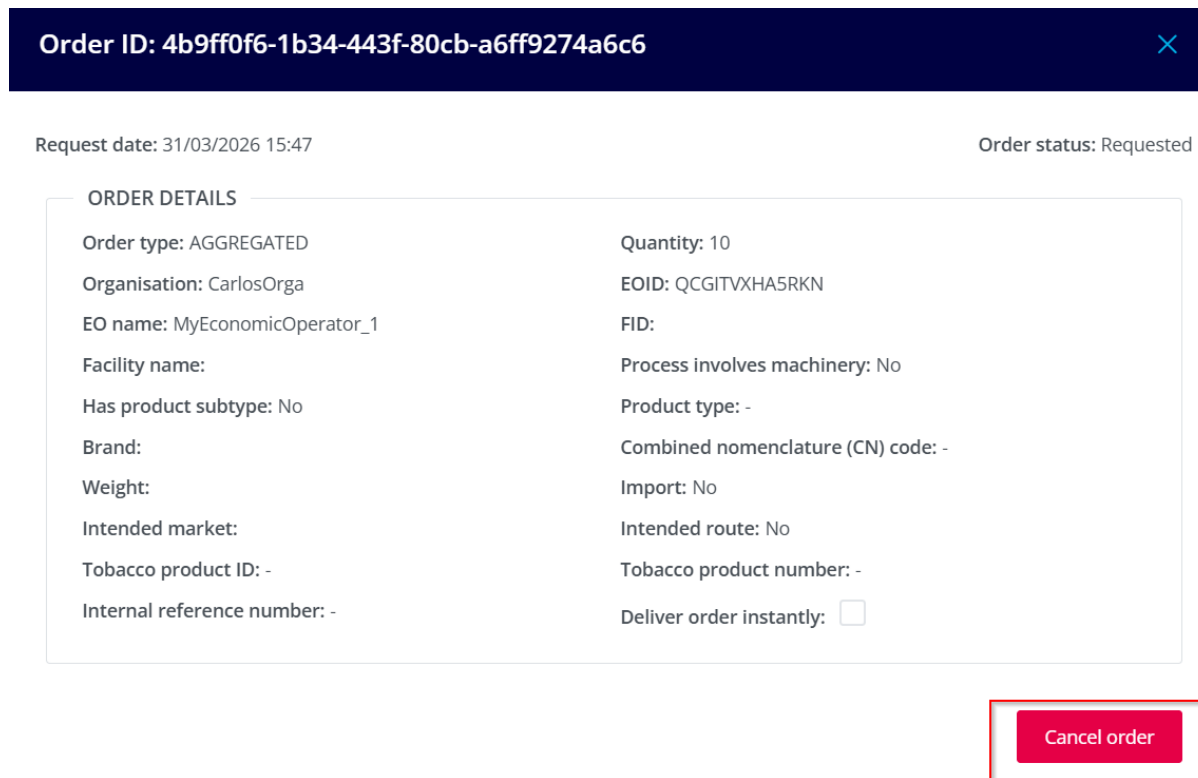
3.8.2.7 Cancel Order: Unit & Aggregated Orders

Orders can be cancelled within one working day if the option **"Deliver order instantly"** was set to **"NO"** during the order process.

To cancel an Order, either click the  "Cancel Order" button from the Actions column or open the "View details" option, click "Cancel Order" and confirm the action.



(Figure 103 – Cancel Order option)



(Figure 104 -Cancel Order modal box)

Confirm action ✕

You are going to **cancel the order** 4b9ff0f6-1b34-443f-80cb-a6ff9274a6c6. Are you sure?

No, keep the order
Yes, cancel the order

(Figure 105 – Cancel Order confirmation)

3.8.2.8 Reorder previous Orders: Unit & Aggregated Orders

The GI ID Issuer Portal allows Economic Operators to reorder previous orders, enabling faster ordering when the relevant information doesn't change between orders (i.e.: where quantities and machines remain the same).

ID	Machine name/ ID	Intended market	Status	Product type	Order type	Actions
Ordering Facility ID: 8KH9A	MyMachine_1 ID: QCGIT47T2R1T6	Gibraltar	Generated/ Issued	Cigarette	Unit	Reorder, Refresh, Close
ID:			Cancelled	-	Aggregated	Refresh, Close
ID:			Exported	-	Aggregated	Refresh, Close

Showing 1 to 3 of 3 entries

(Figure 106 – Reorder functionality)

NOTE: The order needs to be in state "Generated/Issued" to be able to reorder.

3.8.3 Products

This section provides product information to Economic Operators based on the information submitted while placing orders for unit packet unique identifiers (upUI).

3.8.3.1 View Product Codes Table

This table provides the following information on product codes:

- **Product Code**
- **TP ID**
- **TP PN**
- **Intended market**
- **Route**

- **Intended Route**
- **EOID**
- **FID**
- **MID**
- **Import**
- **Brand**
- **Product Type**
- **Other Product Type**
- **Weight**

Code	TP ID	TP PN	CN code	Intended market	Route	Intended Route	EOIE
8-f				Gibraltar	NO		QCC
kVZ				Gibraltar	NO		QCC
3-p				Gibraltar	NO		QCC

Showing 1 to 3 of 3 entries << < 1 > >> 10 ▾

(Figure 107 – Products Table view)

3.8.3.2 Download Data

Product data may be downloaded in ZIP format via the “**DOWNLOAD DATA**” button:

Code	TP ID	TP PN	CN code	Intended market	Route	Intended Route	EOIE
8-f				Gibraltar	NO		QCC
kVZ				Gibraltar	NO		QCC
3-p				Gibraltar	NO		QCC

Showing 1 to 3 of 3 entries << < 1 > >> 10 ▾

(Figure 108 - Download Products Table option)

4 Invoicing Process

4.1 Billing modalities for UI Code Orders

Dentsu Tracking charges a fee to economic operators for each requested UI code. Unit level and aggregated level UI codes (requested from the ID Issuer) are subject to the same fee. The fee was contractually agreed between Dentsu and HMGoG and may only be changed under very specific conditions and subject to approval by HMGoG.

NOTE: *Test UI codes used in the test environment (non-production environment) are not subject to any fee and may also not be used for production. Invoices are issued to each organisation at the end of a month (the "Period of Reference").*

The invoiced price for services will be based on the volume of new (unit level / aggregated level) Unique Identifiers requested over the preceding Period of Reference. Invoices are sub-divided into Economic Operator IDs (linked to the respective order) and among others contain the relevant Period of Reference, the number of unit level Unique Identifiers concerned by that Period of Reference, the internal order number reference (if provided during the order request), and the amount due in EUR. Note: all billing modalities and UI code ordering service terms are set out in the Terms & Conditions, which are accessible via the Web Interface and API environment.

Partial excerpt of the invoice format showing division by EOID

Dentsu legal entity details

Client legal entity details Client purchase order number

Invoice number

Date

Due date

Payment term

Period of reference details

Economic Operator 1	Internal Reference Number, Dentsu Order Id	Volumes of UIs
Economic Operator 2	Internal Reference Number, Dentsu Order Id	Volumes of UIs
Economic Operator 3	Internal Reference Number, Dentsu Order Id	Volumes of UIs
Economic Operator 4	Internal Reference Number, Dentsu Order Id	Volumes of UIs

(Figure 109 – Invoice extraction example)

At the moment of initial organisation creation in the system, the organisation will be subject to the Dentsu supplier onboarding process for invoicing purposes. This process will be handled via direct contact between the organisation and the Dentsu back-office team, running among others a standard due diligence exercise.

5 SLA

5.1 Identifier Codes

Identifier codes (EOID, FID, MID) are issued instantly once an organisation account is available and the identifier code request was submitted and received correctly.

5.2 UI Codes

CIR 2018/574 (as amended by CIR 2023/448) sets out the applicable SLA for the UI code request, generation and issuing modalities. Dentsu is required to generate and issue unit level and aggregated level UI codes based on the information submitted by economic operators as part of the request message (subject to applicable validation rules), whereas economic operators are responsible for the information contained in their request.

Dentsu will respond to correctly submitted order request within the legally defined timeframes: - Electronic UIDs to be delivered within 2 Working Days; - Electronic Aggregated UID to be delivered within 2 Working Days. Dentsu starts the generating of UI codes 24 hours after receipt of the UI code ordering request, in order to allow Economic Operators to make use of their right to cancel an order within the legally permitted 24-hour time window.

However, Economic Operator may make use of a fast delivery option by selecting the field "No Cancellation" in the Web Interface or as a parameter in the API. Economic operators must note, however, that selecting this option automatically relieves them of the right to cancel an order within 24 hours. UI codes requested with fast delivery option cannot be cancelled at any stage after submission of the order request.

There are no additional fees charged for the fast delivery option. Note that there is no minimum number of codes to be requested in an order (the minimum is 1 code). There is a maximum of 1 Million codes per order to prevent human error. If an Economic Operator needs more than 1 Million codes at a time, please place multiple orders.

6 Glossary

API: Application Programming Interface, which allows for communication between different interfaces via message calls/responses.

OAuth2: Authentication protocol to operate APIs.

ClientID/SecretID: Credentials used to identify API users.

API Credentials: A set of ClientID and SecretID, used to identify API users.

Organisation: Legal entity under which Economic Operators are registered.

Economic Operator: An Economic Operator (EO) is any natural or legal person who is involved in the trade of tobacco products, including for export, from the manufacturer to the last Economic Operator before the first retail outlet. This includes, but is not limited to, manufacturers, importers, wholesalers and distributors, as well as transport companies or providers of courier services.

EOID: Economic Operator Identifier code.

Facility: A Facility is considered to be any location, building, or vending machine, where tobacco products are manufactured, stored, or placed on the market.

FID: Facility Identifier code.

Machine: The assemblies of machinery that are used for the manufacture of tobacco products and are integral to the manufacturing process.

MID: Machine Identifier code.

upUI: Unit Packet level Unique Identifier – The alphanumeric code enabling the identification of a Unit packet tobacco product. A unit packet is the smallest individual packaging of a tobacco or related product that is placed in the market

aUI: Aggregated level Unique Identifier – The alphanumeric code enabling the identification of an aggregated packaging containing tobacco products, or other aggregated packaging.

VAT (number): Value Added Tax number.

TIN: Tax Identification Number.

Service Provider: A service provider that is tasked by an economic operator with transmitting information on product movements and transactional information to the GI Gateway system.