

# How to Register a Trade Barrier Complaint Online

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*User manual for the ECCAS Tradebarriers Portal on how to register an NTB or non-tariff barrier.*

## Contents

Home page.....	3
Mobile App page.....	5
How it Works.....	7
Frequently Asked Questions .....	8
Reporting Online.....	9
Login to your Account.....	10
Register an Account.....	11
Submit a Complaint.....	12

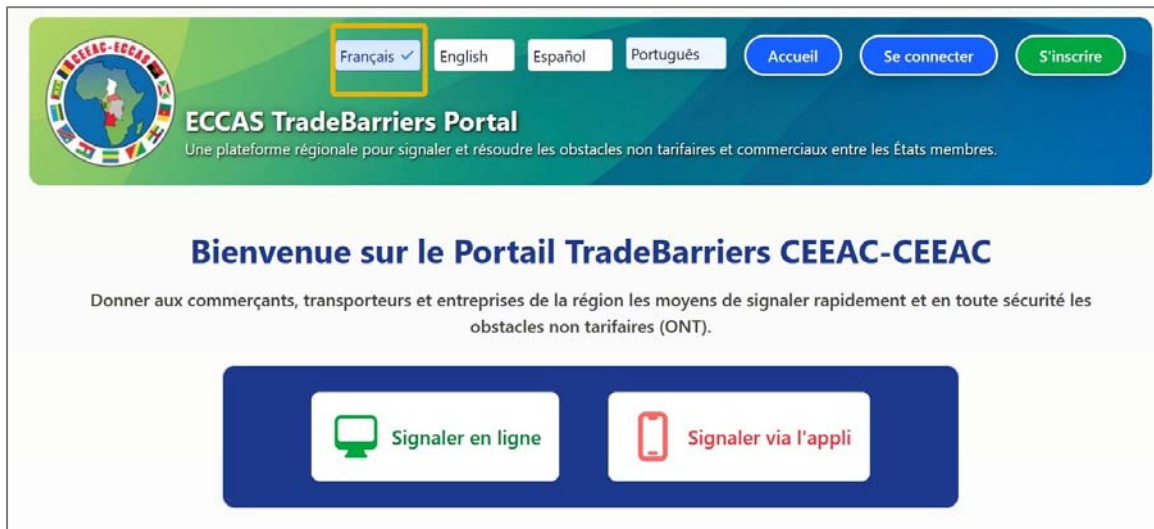
## Home page

The system is translated into the four official languages of the ECCAS regional economic area, namely French, English, Spanish and Portuguese. The user can select the preferred language from the top menu. The system will also automatically choose a language based on your location or browser settings.



The screenshot shows the English version of the ECCAS TradeBarriers Portal. At the top left is the ECCAS logo. To its right is a language selection menu with buttons for 'Français', 'English' (selected), 'Español', and 'Português'. Further right are buttons for 'Home', 'Log in', and 'Register'. Below the logo and menu, the text reads 'ECCAS TradeBarriers Portal' and 'A regional platform for reporting and resolving non-tariff and trade barriers across member states.' The main heading is 'Welcome to the CEEAC-ECCAS TradeBarriers Portal', followed by the tagline 'Empowering traders, transporters and businesses across the region to report non-tariff barriers (NTBs) quickly and securely.' At the bottom, there are two buttons: 'Report Online' with a computer icon and 'Report with App' with a smartphone icon.

To change the language to French, for example, click the button at the top.



The screenshot shows the French version of the ECCAS TradeBarriers Portal. At the top left is the ECCAS logo. To its right is a language selection menu with buttons for 'Français' (selected), 'English', 'Español', and 'Português'. Further right are buttons for 'Accueil', 'Se connecter', and 'S'inscrire'. Below the logo and menu, the text reads 'ECCAS TradeBarriers Portal' and 'Une plateforme régionale pour signaler et résoudre les obstacles non tarifaires et commerciaux entre les États membres.' The main heading is 'Bienvenue sur le Portail TradeBarriers CEEAC-CEEAC', followed by the tagline 'Donner aux commerçants, transporteurs et entreprises de la région les moyens de signaler rapidement et en toute sécurité les obstacles non tarifaires (ONT)'. At the bottom, there are two buttons: 'Signaler en ligne' with a computer icon and 'Signaler via l'appli' with a smartphone icon.

There are two main ways of reporting a non-tariff barrier on the portal. The first one is the online method by completing an online form. The second option is using the mobile app available for both Android and iOS in the Google Play and App Store.

The screenshot displays the ECCAS TradeBarriers Portal interface. At the top, there is a header with the ECCAS logo on the left, language selection buttons for Français, English (selected), Español, and Português, and navigation buttons for Home, Log in, and Register. Below the header, the main heading reads "ECCAS TradeBarriers Portal" with the subtitle "A regional platform for reporting and resolving non-tariff and trade barriers across member states." A large blue banner contains the text "Welcome to the CEEAC-ECCAS TradeBarriers Portal" and "Empowering traders, transporters and businesses across the region to report non-tariff barriers (NTBs) quickly and securely." Below this banner are two prominent buttons: "Report Online" with a computer monitor icon and "Report with App" with a smartphone icon. The "How It Works" section follows, consisting of five numbered steps in a light blue box:

- 1.** Submit a report online or via the app, describing the trade barrier
- 2.** The system asks you questions about the barrier (e.g. location, goods etc)
- 3.** An administrator reviews the complaint and creates an NTB
- 4.** NTBs are allocated to national or regional Focal Points
- 5.** You receive feedback during the process of resolution or escalation

## Mobile App page

After clicking the "Report with App" button, the Mobile App page will open providing links to the Google Play and App Store.

Available on iOS & Android

### NTB Reporting Mobile App

Our mobile app makes it easy to report and track complaints directly from your phone.

#### Why Use the Mobile App?

- Quick & Easy Reporting**  
Submit complaints in minutes with our streamlined mobile interface.
- Photo Evidence**  
Easily attach photos and documents directly from your device.

GET IT ON **Google Play**    Download on the **App Store**

**Dashboard**

- View My Complaints
- Create New Complaint
- Change Language

**Log a Complaint**

SELECT NTB TYPE


0 %    Step 1 of 6

- Rules of Origin Issues
- Import Licensing
- Poor Testing / Inspection Facilities

The Mobile App page also provides a QR code that will take you directly to this page. The app works similar to the online system, but for the purpose of this manual, we will focus on the steps to report using the online form.

**Link to this page**

Scan this QR code with your phone to come directly to this page.



**Prefer to use the web?**

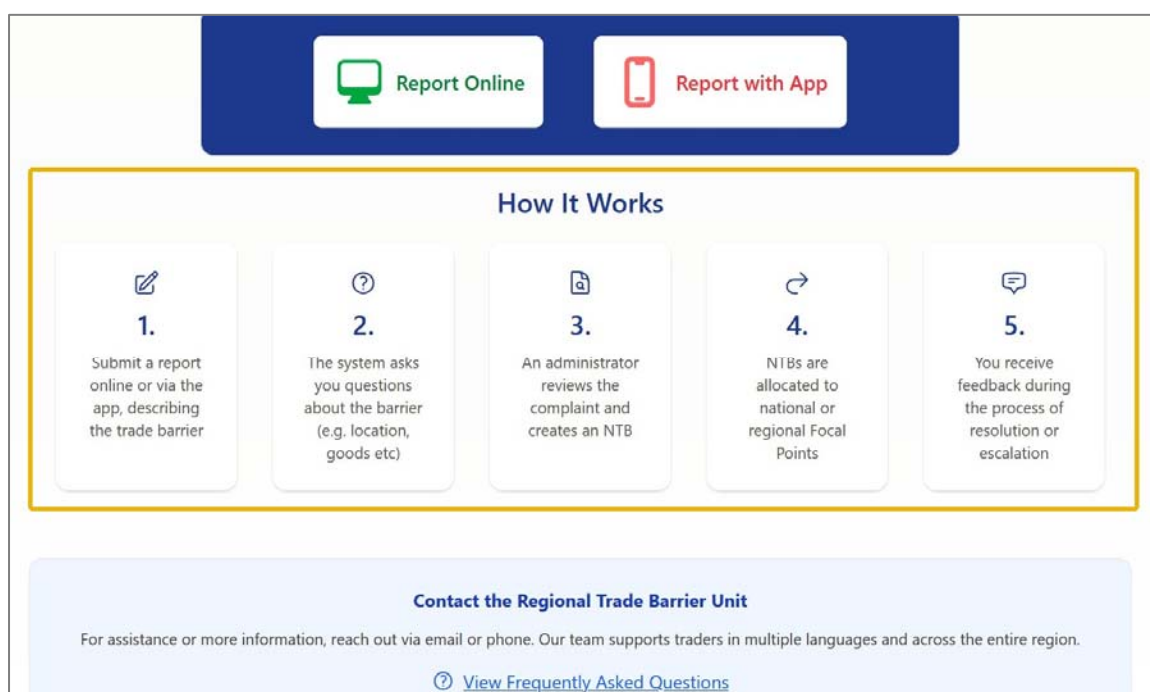
You can also report trade barriers directly through our web portal. Create an account and submit your complaint online.

[← Back to Home](#) [Report Online](#)

## How it Works

The process of how to report an NTB online or via the app is as follows:

1. Choose a method to report your complaint, online or via the mobile app
2. The system will ask you questions about the barrier including information about your location, the type of trade barrier and the goods in question. All this information is used to resolve your complaint.
3. The administrator will review the complaint and create an NTB. Once the NTB is registered, it is in the public view and anybody with access to the system can see its progress.
4. After the NTB has been registered, it will be allocated to the relevant national and regional focal points. If an NTB is between two countries, the administrator will select the focal points from both to assist you with your complaint.
5. At any time during the process, you can log on to the system and see the status of your complaint. You will also be notified via email on the progress thereof.



## Frequently Asked Questions

At the bottom of the home page, there is contact information as well as a link to the FAQ page. The Frequently Asked Question page provides answers to questions based on NTBs in the ECCAS region and similar.

### Frequently Asked Questions

Find answers to common questions about Non-Tariff Barriers and how to report them.

#### Understanding Non-Tariff Barriers

- What are Non-Tariff Barriers (NTBs)?
- What is the difference between tariff and non-tariff barriers?
- What are the main types of NTBs?
- How do NTBs affect traders and businesses?

#### Reporting Non-Tariff Barriers

- Who can report an NTB?
- How do I report an NTB?
- What information do I need to provide?

## Reporting Online

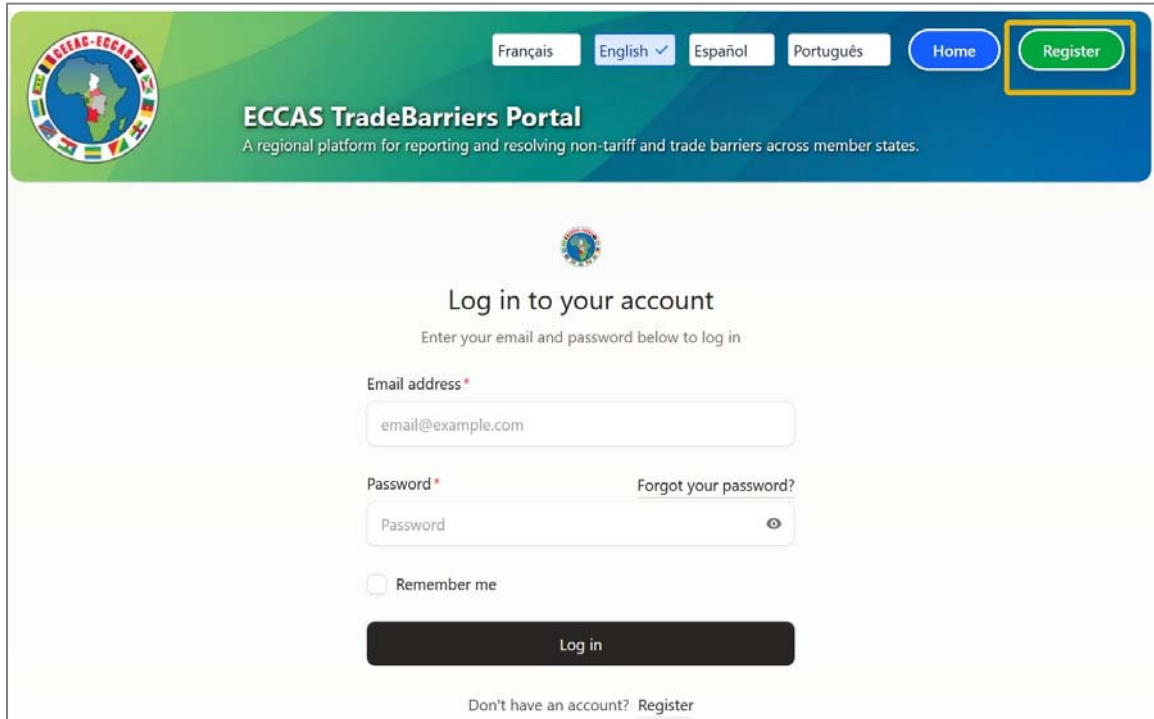
Back on the home page, you can start the process by reporting online by clicking the "Report Online" button.



The screenshot shows the homepage of the ECCAS TradeBarriers Portal. At the top left is the logo, a globe with member state flags and the text 'CEEAC-ECCAS'. To the right are language selection buttons for 'Français', 'English' (with a dropdown arrow), 'Español', and 'Português'. Further right are 'Home' and 'Log in' buttons. Below the logo, the text reads 'ECCAS TradeBarriers Portal' and 'A regional platform for reporting and resolving non-tariff and trade barriers across member states.' The main heading is 'Welcome to the CEEAC-ECCAS TradeBarriers Portal', followed by the tagline 'Empowering traders, transporters and businesses across the region to report non-tariff barriers (NTBs) quickly and s'. A dark blue horizontal bar contains two white buttons: 'Report Online' with a green computer monitor icon, and 'Report with App' with a red smartphone icon. Below this bar is the text 'How It Works'.

## Login to your Account

You will be asked to login to the system using your email and password. If you cannot remember your password, click on the "Forgot your password?" link for further instructions. If you do not have an account yet, you need to register first by clicking either on the "Register" button top right, or the "Register" link at the bottom of the page.



The screenshot shows the ECCAS TradeBarriers Portal login interface. At the top, there is a navigation bar with a logo on the left, language selection buttons (Français, English, Español, Português), a Home button, and a Register button highlighted with a yellow box. Below the navigation bar, the page title "ECCAS TradeBarriers Portal" is displayed, followed by the subtitle "A regional platform for reporting and resolving non-tariff and trade barriers across member states." The main content area features a "Log in to your account" heading and a sub-heading "Enter your email and password below to log in". There are two input fields: "Email address \*" with the placeholder "email@example.com" and "Password \*" with a "Forgot your password?" link. A "Remember me" checkbox is located below the password field. A black "Log in" button is positioned at the bottom of the form. At the very bottom of the page, there is a link: "Don't have an account? Register".

**ECCAS TradeBarriers Portal**  
A regional platform for reporting and resolving non-tariff and trade barriers across member states.

### Log in to your account

Enter your email and password below to log in

Email address \*  
email@example.com

Password \* [Forgot your password?](#)  
Password

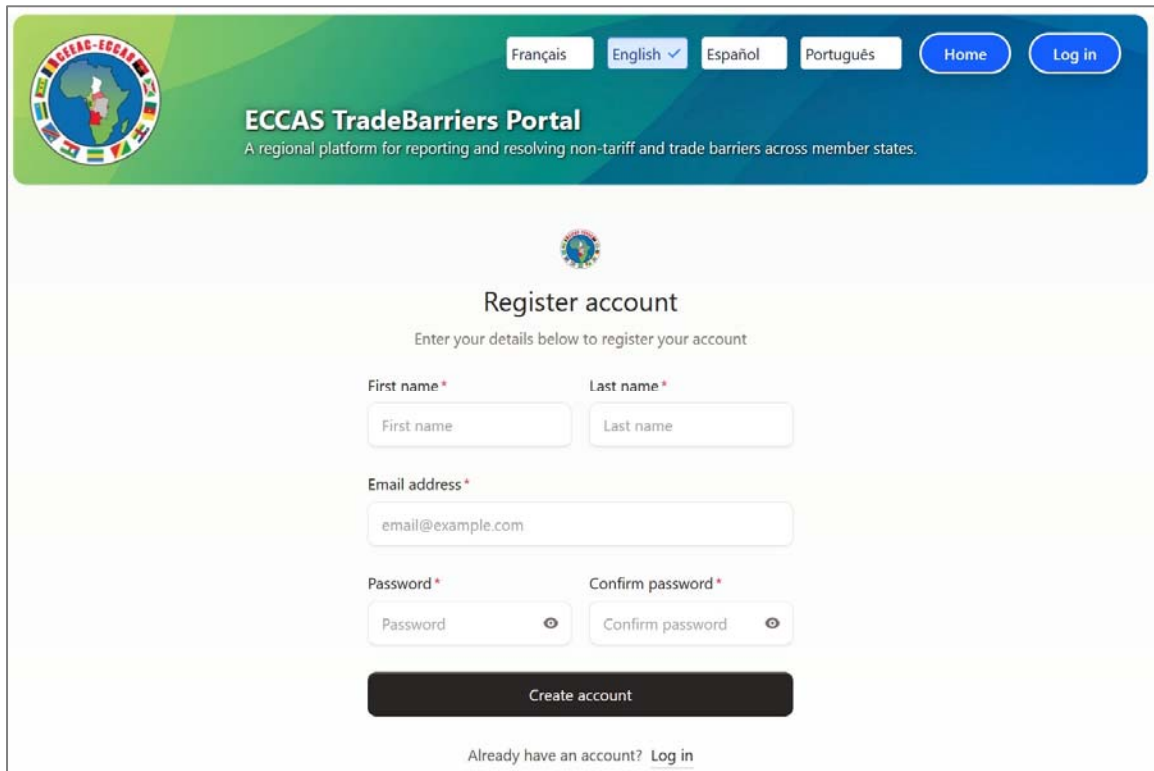
Remember me

**Log in**

Don't have an account? [Register](#)

## Register an Account

To register an account, you need to provide your name, email address and a password. Once you click the "Create account" button, an account will be created on the system and you will be able to report a trade barrier. If your browser asks you to save your login details, you can do so.



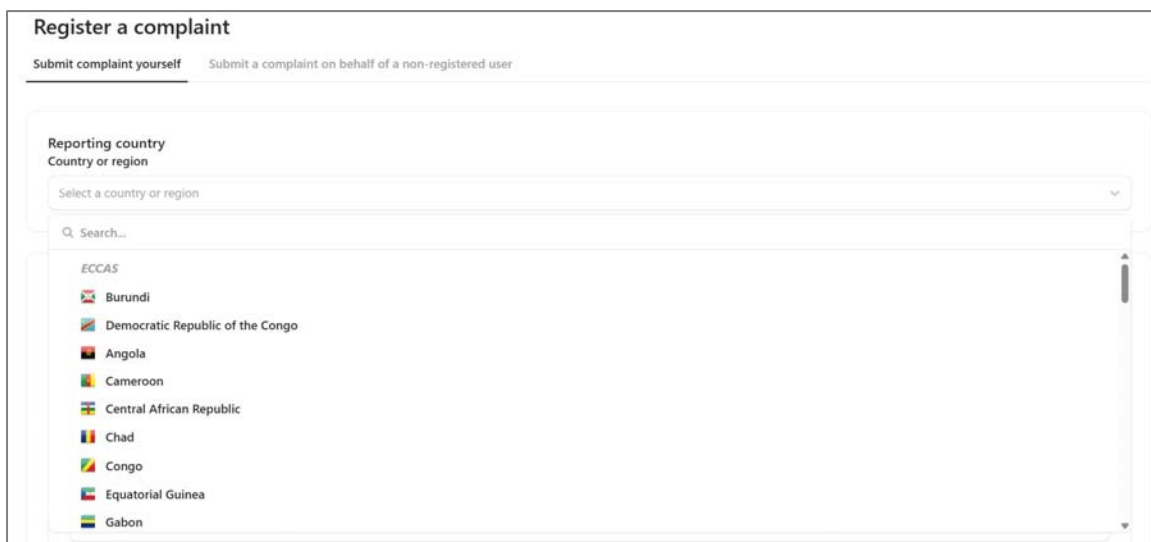
The screenshot shows the registration page of the ECCAS TradeBarriers Portal. At the top, there is a navigation bar with the ECCAS logo on the left, followed by language selection buttons for Français, English (selected), Español, and Português. On the right of the navigation bar are buttons for Home and Log in. Below the navigation bar, the page title "ECCAS TradeBarriers Portal" is displayed, along with the subtitle "A regional platform for reporting and resolving non-tariff and trade barriers across member states." The main content area is titled "Register account" and includes the instruction "Enter your details below to register your account". The registration form consists of the following fields:

- First name \* (input field with placeholder "First name")
- Last name \* (input field with placeholder "Last name")
- Email address \* (input field with placeholder "email@example.com")
- Password \* (input field with placeholder "Password" and an eye icon for visibility toggle)
- Confirm password \* (input field with placeholder "Confirm password" and an eye icon for visibility toggle)

Below the form is a large black button labeled "Create account". At the bottom of the page, there is a link: "Already have an account? [Log in](#)".

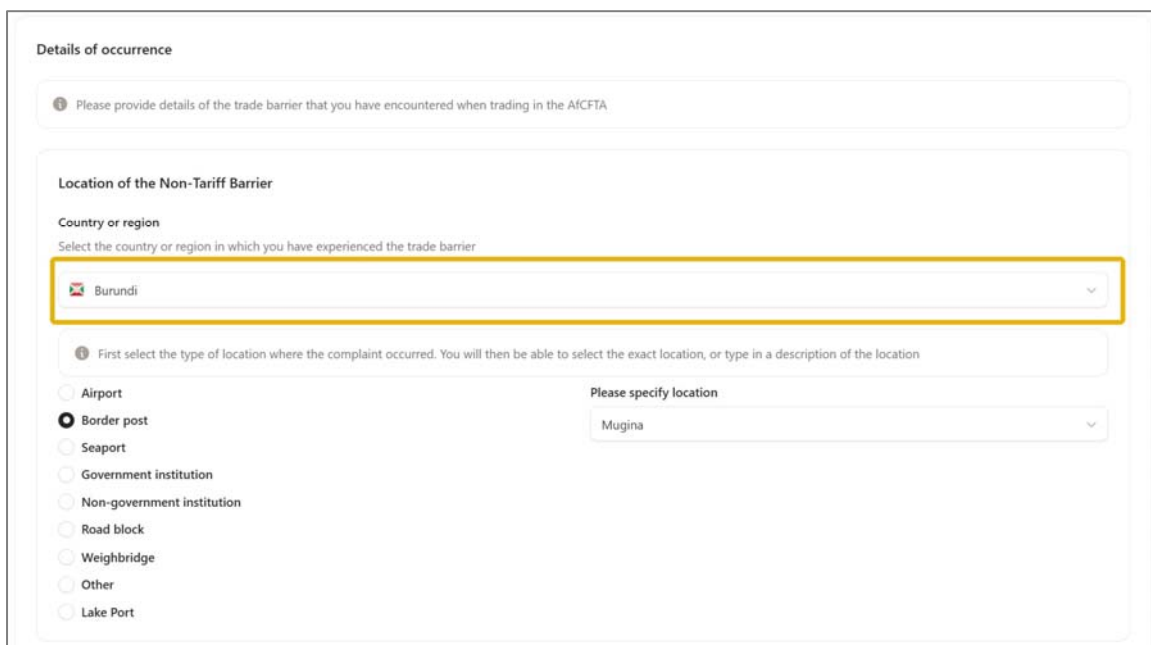
## Submit a Complaint

Once logged in, you can capture your complaint. The first portion of the complaint is to select the reporting country or region of your complaint.



The screenshot shows the 'Register a complaint' form. At the top, there are two tabs: 'Submit complaint yourself' (selected) and 'Submit a complaint on behalf of a non-registered user'. Below the tabs is a section titled 'Reporting country' with the label 'Country or region'. A search bar contains the text 'Select a country or region'. Below the search bar is a search icon and the text 'Search...'. A list of countries is displayed, each with a small flag icon and the country name: ECCAS, Burundi, Democratic Republic of the Congo, Angola, Cameroon, Central African Republic, Chad, Congo, Equatorial Guinea, and Gabon.

The second portion asks for more details about the occurrence, including the country or region and exact location where you experienced the barrier. Select a country to see options for locations such as border posts or weighbridges.



The screenshot shows the 'Details of occurrence' form. At the top, there is a text box with a help icon and the text 'Please provide details of the trade barrier that you have encountered when trading in the AfCFTA'. Below this is a section titled 'Location of the Non-Tariff Barrier' with the label 'Country or region'. A text box contains the text 'Select the country or region in which you have experienced the trade barrier'. A dropdown menu is open, showing a list of countries with 'Burundi' selected and highlighted with a yellow border. Below the dropdown is a text box with a help icon and the text 'First select the type of location where the complaint occurred. You will then be able to select the exact location, or type in a description of the location'. Below this are several radio button options: Airport, Border post (selected), Seaport, Government institution, Non-government institution, Road block, Weighbridge, Other, and Lake Port. To the right of these options is a text box with the label 'Please specify location' and the text 'Mugina'.

The third portion asks for a description of the trade barrier including the date of the occurrence, the type of barrier and a detailed description.

**Description of the Non-Tariff Barrier**

Date of occurrence

**Type of Non-Tariff Barrier**

Detailed description of trade barrier or incident

The type of non-tariff barrier provides many options to choose from including Customs and Administrative Entry Procedures and Charges on Imports.

**Type of Non-Tariff Barrier**

Customs formalities

***Government Participation in Trade and Restrictive Practices Tolerated by Governments***

- Government aids, including subsidies and tax benefits
- Restrictive practices tolerated by governments
- Other

***Customs and Administrative Entry Procedures***

- Customs valuation
- Customs classification
- Consular formalities and documentation
- Samples

The fourth portion asks for details about the affected product including a description of the product and its value.

**Details of affected product**

Description of product/s

Product Value

Currency:

Consignment value (affected by NTB):

Annual trade value (affected by NTB):

The last portion is available for any supporting documentation that will better describe or explain your complaint.

**Supporting Documentation**

Please upload any documentation you have which may be relevant to this complaint. If there is no relevant documentation you may leave the fields blank

**Attachments / Supporting documentation**

Drop file here or click to browse  
up to 10MB each

You are welcome to describe the supporting documentation and upload more than one document.

**Supporting Documentation**

Please upload any documentation you have which may be relevant to this complaint. If there is no relevant documentation you may leave the fields blank

**Pending Uploads**

TEST.pdf 26 KB

**Attachments / Supporting documentation**

Drop file here or click to browse  
up to 10MB each

When you have completed all the necessary fields click the "Submit Complaint" button at the bottom right to submit your complaint.

**Supporting Documentation**

Please upload any documentation you have which may be relevant to this complaint. If there is no relevant documentation you may leave the fields blank

**Pending Uploads**

TEST.pdf 26 KB × Product Documentation

**Attachments / Supporting documentation**

Drop file here or click to browse up to 10MB each

Cancel Submit Complaint

Once your complaint been submitted, you can follow the status of your complaint on the "List of complaints" page accessible from the left-hand menu. This is now awaiting an administrator to review it.

**ECCAS TradeBarriers P...**

Overview

- Dashboard
- Assistance contacts

Complaints

- Register a complaint
- List of complaints

### List of complaints

Applied Sorting: Last Updated: Z-A Clear

COMPLAINT NUMBER	NTB TYPE	DATE OF INCIDENT	REPORTING COUNTRY OR REGION (ADDITIONAL)	IMPOSING COUNTRY OR REGION	STATUS	ACT
CEEAC-000-113	Customs classification	2026-01-27	Cameroon	Chad	New (not reviewed)	

**Complaint:** The border personal claim that the tariff codes use for beans are incorrect  
**Location:** Border post: Kori  
**Registered:** 2026-01-29  
**Last updated:** 2026-01-29 17:00:23  
**Transfer Status:** -