

User manual: EU Ecolabel Product Catalogue (ECAT) for applicants and licence holders



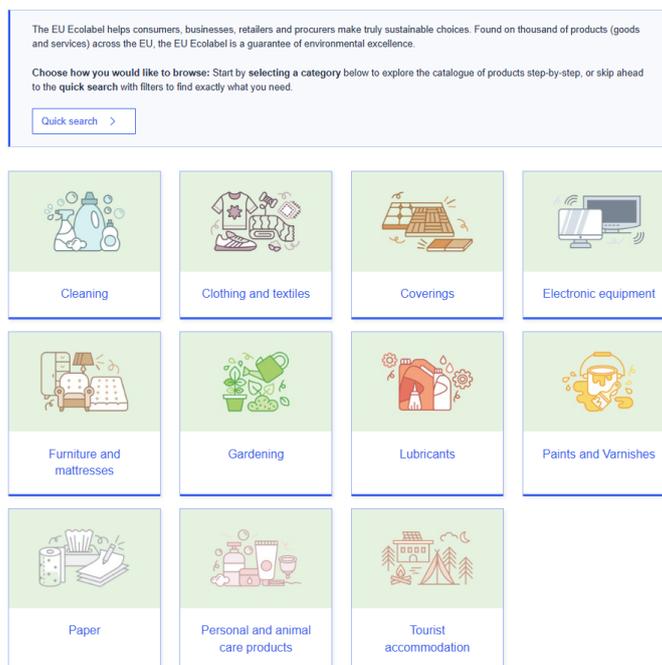
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ECAT USER MANUAL

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INTRODUCTION: WHAT IS THE EU ECOLABEL PRODUCT CATALOGUE (ECAT)?

The [EU Ecolabel Product Catalogue \(ECAT\)](#) is a public catalogue that allow you to quickly find EU Ecolabel products (goods or services). ECAT also includes the [EU Ecolabel Tourist Accommodation Catalogue](#) that has its own public interface.



Licence holders can manage their EU Ecolabel licences in the ECAT administration platform (ECAT Admin) so that their certified products (goods or services) appear in the public EU Ecolabel Product Catalogue and in the EU Ecolabel Tourist Accommodation Catalogue. In [ECAT Admin](#) you can create new licences, manage existing licences, download an Excel list of your registered licences and manage your company information.

Register your licence in ECAT Admin

1. Create an [EU Login user account](#), click **Confirm** in the confirmation email you receive, and create a password within 90 minutes.
2. With your new credentials, log in to [ECAT Admin](#). Either register your new organisation in [ECAT Admin](#) or, if it is already registered, ask your colleagues to add you as a member to the organisation list. A new organisation needs to be validated by a public authority referred to as the 'competent body' (CB) – this may take a few days.
3. Click **Create new licence**. Select a product group and add a product to your licence by clicking **Add** under the **Manage products/services¹** section.
4. Click **Send to CB**. Your competent body will check and publish your licence.

Your EU Ecolabel licence will now enjoy greater visibility in the public catalogue.

¹ Services in ECAT Admin concerns "tourist accommodation services" only, "indoor cleaning services" is to be registered/managed under products.

The following chapters provide more details and explanations on how to register your licence in ECAT.



Do you have a question about your ECAT Admin account not covered by this user manual? Contact the EU Ecolabel Helpdesk_or your [competent body](#).

Your email should include:

- a clear description of the issue
- the licence number
- your ECAT Admin username
- the country where the company is located
- a screenshot of the issue.

Since technical issues may be forwarded to the Commission's IT Department, allow 5–7 days for your issue to be resolved. Certain issues may take longer to resolve.

CHAPTER 1: ACCESS TO ECAT ADMIN

1.1. CREATE AN ECAT ADMIN USER ACCOUNT

1. [Create EU Login credentials](#). The EU Login authentication service enables user authentication for a wide range of Commission information systems, including ECAT.
2. Enter the requested information and click **Create an account**.

Create an account

[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language
English (en)

Enter the code

By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Figure 1: Login homepage

3. An automatic email will be sent to your email address. You have 90 minutes to create a password and finalise your EU Login account ([Figure 2](#)).

Please choose your new password.

emmasmaghe@gmail.com
(External)

New password

Confirm new password

Submit

Figure 2: Password creation

4. With your new credentials, visit [ECAT Admin](#).
5. As a new user, you will have no role allocated. Choose one of the following options:
 - a. **If your company is not yet registered in ECAT:** Create a new company by clicking **Register new organisation** ([Figure 3](#)). Select the organisation type **Company** and enter the company details. Your competent body will then validate the details and the new company.



Figure 3: Register new organisation

- b. **If your company is already registered in ECAT:** Ask a colleague with a valid user account or your CB to add you to the organisation (see [1.4](#)).
- c. **If you are unsure if your company is already registered in ECAT:** Click **Register new organisation** and enter your VAT number. If the VAT number already exists in the system, an error message is displayed. If this is the case, refer to point b above.

1.2. CHANGE ACCOUNT DETAILS

You can modify your account information at any time by clicking the left-hand icon on the top banner ([Figure 4](#)) and then **My profile**. You can change automatic email notification settings, the company address, company logo or any other contact information.



Figure 4: Changing account details

1.3. RETRIEVE LOGIN CREDENTIALS

FORGOTTEN EMAIL/USERNAME

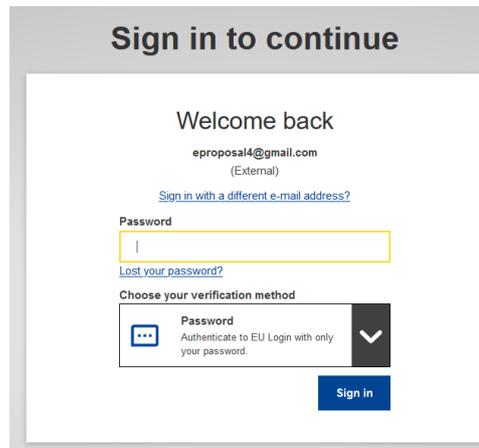
If you forget which email/username is associated with your EU Login account, send an email to the [EU Ecolabel Helpdesk](#) from your company email address, indicating the following details:

- company name
- attributed competent body
- country of production.

The EU Ecolabel Helpdesk will look up your account and inform you via email which email/username is associated with your EU Login account.

FORGOTTEN PASSWORD

If you forget the password associated with your EU Login account, click [Lost your password?](#).



The screenshot shows a login interface titled "Sign in to continue". It displays a "Welcome back" message for the user "eproposal4@gmail.com (External)". Below the message, there is a link "Sign in with a different e-mail address?". A "Password" input field is present, followed by a "Lost your password?" link. Underneath, there is a "Choose your verification method" section with a dropdown menu currently set to "Password". A "Sign in" button is located at the bottom right of the form.

Figure 5: 'Lost your password?' link

The system prompts you to undertake a security verification test before you click the **Get a password** link. An email is then sent to the email address registered to your EU Login account with instructions on how to change the password and recover your account.

 *The system only allows one password change every 24 hours.*

1.4. ADD NEW MEMBERS TO AN ORGANISATION

Several users can have access to a licence if they are associated as members of that organisation. An existing member of the organisation or your CB can provide this access by associating the user to the organisation or can restrict this access by removing the member from the organisation.

The user needs to have an EU Login account – a username and password can be created [here](#). Afterwards, select the organisation in the organisation list, click **Add new member** under **Actions**, enter the email address, and click **Add new member**.



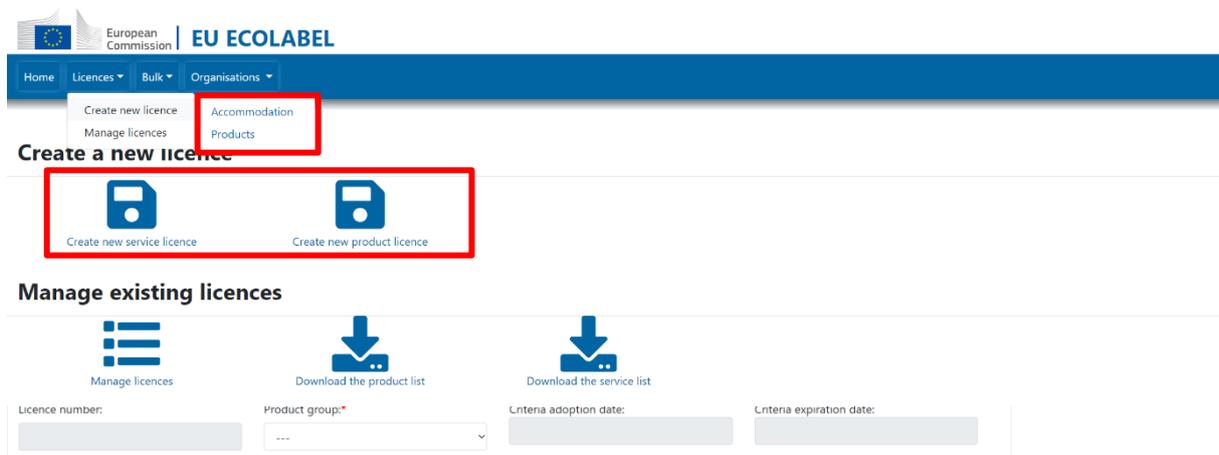
The screenshot shows a form titled "ADD NEW MEMBER TO ECOLABEL AT TEST COMPANY". It contains four input fields: "Select role:*" with a dropdown menu showing "Licence Holder", "Email:*", "First name:", and "Last name:". Below the fields are two buttons: "Add new member" (highlighted with a red border) and "Cancel".

Figure 6: Add a new member to the organisation

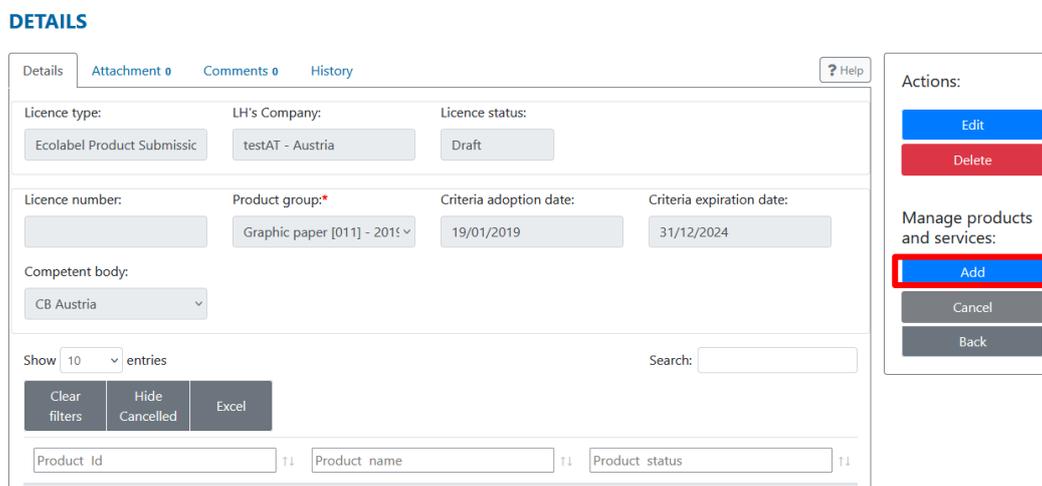
Chapter 2: Manage your product or (tourist accommodation) service licences

2.1 CREATE A NEW PRODUCT OR SERVICE LICENCE

1. Click **Create new product licence** or **Create new service licence (for tourist accommodation services only)**.
Alternatively, click the **Licences** tab and select either **Accommodations** or **Products** from the **Create new licence** drop-down menu.



3. On the **Details** page, click **Add** to add a product or a service to your licence.



4. Enter all the required information, click **Save** and then **Send to CB**. Your competent body will then check and validate the licence in ECAT.

DETAILS

Details Comments 0 History ? Help

Licence type: Ecolabel Product Submission | LH's Company: test2 - Austria | Licence status: Draft

Licence number: | Product group: Hand dishwashing detergent | Criteria adoption date: 23/06/2017 | Criteria expiration date: 31/12/2026

Competent body: CB Austria

Show 10 entries | Search: | Clear filters | Hide Cancelled | Excel

Product id	Product name	Product status
<input type="checkbox"/> 1	test 1	DRAFT

Actions:

Edit

Send to CB

Delete

Manage products and services:

Add

Cancel

Delete

Navigation:

Back

2.2 ADD A NEW PRODUCT OR SERVICE TO AN EXISTING LICENCE

To add products or services to a licence already registered, add them to the existing licence in ECAT rather than creating a new licence.

1. Select a licence from the licence list.

LICENCE LIST

Licence number: | Licence status: Licence status | Licence type: Licence type | Product group: Product group

Company Name: | Competent Body:

Clear | Search

Export excel

Show 10 entries

Licence number	Licence status	Licence type	Product group	Company name	Competent body
	Draft	Ecolabel Accommodation Licence	Tourist accommodation	test2	CB Austria

2. On the **Details** page, click **Add** to add a product or service (for tourist accommodation only) to your licence. You can add multiple products or tourist accommodation services.
3. Enter all the required information, click **Confirm** and then **Send to CB**.

DETAILS

Details Comments 0 History ? Help

Licence type: Ecolabel Service License | LH's Company: test2 - Austria | Licence status: Draft

Licence number: | Product group: Tourist accommodation [C] | Criteria adoption date: 09/07/2009 | Criteria expiration date: 30/06/2025

Competent body: CB Austria

Actions:

Edit

Delete

Manage products and services:

Add

Cancel

Back

DETAILS

Details | Comments 0 | History ? Help

Licence type: Ecolabel Product Submission	LH's Company: test2 - Austria	Licence status: Draft
--	----------------------------------	--------------------------

Licence number: <input type="text"/>	Product group: * Absorbent hygiene produ	Criteria adoption date: 14/09/2023	Criteria expiration date: 31/12/2029
---	---	---------------------------------------	---

Competent body:
CB Austria

Show 10 entries Search:

Clear filters | Hide Cancelled | Excel

Product Id	Product name	Product status
<input type="checkbox"/> 1	test 3	DRAFT

Showing 1 to 1 of 1 entries Previous | 1 | Next

Actions:

[Edit](#)

[Send to CB](#)

[Delete](#)

Manage products and services:

[Add](#)

[Cancel](#)

[Delete](#)

Navigation:

[Back](#)

Your competent body will check and award the licence and it will appear in the public [EU Ecolabel Product Catalogue](#) or in the public [EU Ecolabel Tourist Accommodation Catalogue](#).

2.2.1 PRODUCTS – EXPLANATIONS FOR REQUIRED FIELDS

This concerns licences from all EU Ecolabel product groups (except tourist accommodation services, see [Chapter 2.2.2](#)).

Select the **country or countries where your products are sold** by selecting individual countries or by selecting the check box for all EU Member States.

CREATE PRODUCT

Product status: DRAFT	Product name: * <input type="text"/>
Product group: test_products	Subcategory: ---

Product descriptions:

Language <input type="text"/>	Content <input type="text"/>
----------------------------------	---------------------------------

Countries of availability

Available: <input type="checkbox"/> EU Member <input type="checkbox"/> Austria <input type="checkbox"/> Belgium <input type="checkbox"/> Bulgaria <input type="checkbox"/> Croatia <input type="checkbox"/> Cyprus <input type="checkbox"/> Czech Republic <input type="checkbox"/> Denmark <input type="checkbox"/> Estonia <input type="checkbox"/> Finland <input type="checkbox"/> France <input type="checkbox"/> Germany <input type="checkbox"/> Greece	<input type="checkbox"/>	Selected: <input type="text"/>
---	--------------------------	-----------------------------------

Move selected | Move all | Move all | Move selected

Actions:

[Confirm](#)

[Cancel](#)

You must insert a Global Trade Item Number (GTIN) product code in ECAT (preferably the EAN-13 code). E-retailers need the product code to verify that a product (both B2B and B2C) is certified with the EU Ecolabel and to display the EU Ecolabel logo next to a certified product on their marketplace. The EU Ecolabel collaborates with several retailers and major e-commerce platforms (e.g. Amazon) who use public data extracts from ECAT as a verification source (see figure below).



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



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



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

PRODUCT CERTIFICATION (1)



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

Enter your product codes in the product section by clicking , selecting the code type and entering the value. Click  to save. The numbers from the GTIN codes, such as 14, 13, 12 and 8, refer to the total number of digits in each type of code. The most common format is GTIN-13 (also known as EAN-13). To determine the code type, count the digits in each code and enter the corresponding number.

Codes:

Please add a valid GTIN product code by clicking on the blue + sign. This is necessary to enable e-commerce platforms to verify and highlight your EU Ecolabel products on their online platforms (e.g. via a filter function for sustainable products or the display of the EU Ecolabel logo next to your product).

Type	Value
<input type="text"/>	<input type="text"/> 

Codes:

Type *	Value *
<input type="text" value="---"/>  <div style="border: 1px solid gray; padding: 5px;"> <p>Other</p> <p>EAN13</p> <p>GTIN14</p> <p>GTIN12</p> <p>GTIN8</p> <p>GSIN</p> <p>SSCC</p> <p>Internal Producer ID</p> <p>ITF</p> </div>	<input type="text"/>  

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

Skip adding a GTIN product code

A GTIN product code is mandatory

Add your **product description** in the **Content** field by clicking  or .  deletes the content. If you delete text by mistake, click  that appears after deletion. Afterwards, click  to save.

Product descriptions:

Language	Content
<input type="text" value="English"/>	<input type="text" value="Hard cover - also known as Hardback, where cover"/>  

2.2.2 SERVICES – EXPLANATIONS FOR REQUIRED FIELDS

This concerns tourist accommodation services only. Indoor cleaning services must be registered as a product licence, see [Chapter 2.2.1](#). Tourist accommodation services are displayed in the EU Ecolabel [Tourist Accommodation Catalogue](#). They differ from product licences regarding the required data fields in ECAT Admin.

CREATE NEW SERVICE

Status:	Service name:*	Accommodation type:*	Actions: <input type="button" value="Save"/> <input type="button" value="Back"/>
<input type="text" value="DRAFT"/>	<input type="text"/>	<input type="text" value="---"/>	
Service address:	Street name:*	House number:*	Postal code:*
Same as company address? <input type="text" value="Yes"/>	<input type="text" value="testroad"/>	<input type="text" value="1"/>	<input type="text" value="11111"/>

Booking agencies are not mandatory. Only if you select **Agency** you need to add a link to the selected booking agency in the **Link** field.

To edit **Agency**, **Link**, **Language** and **Content**, click  or  (see screenshot below). Afterwards, click  to save.  deletes the content.

Upload the mandatory **cover image** in one of the accepted formats (JPG, PNG, GIF, TIFF...) by clicking  and selecting the image from your server.

Service descriptions:

Language *	Content *
<input type="text" value="English"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Images:

Cover *	Others
<input type="text"/>	<input type="text"/>

(Accepted formats: JPG, PNG, GIF, TIFF...)

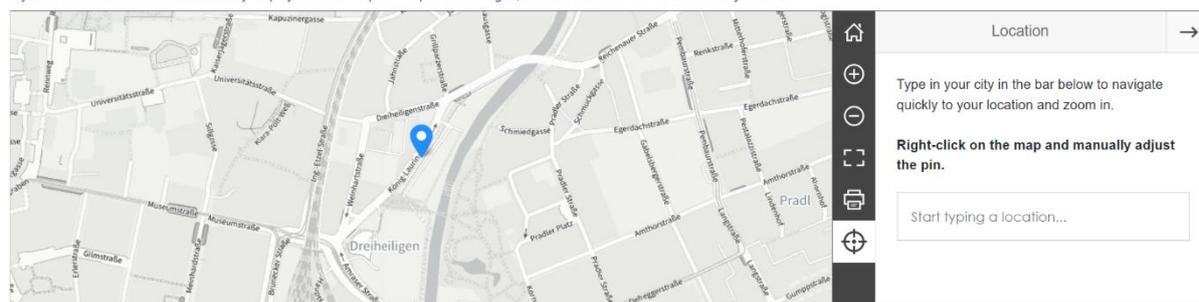
Booking agencies:

Agency *	Link *
<input type="text"/>	<input type="text"/>

Based on the **address details**, the system calculates the geographical coordinates of the address provided and pinpoints it on the map in the public catalogue. In some cases, the coordinates calculated might not accurately reflect the address provided (or the coordinates may not be found at all). If your accommodation is not accurately displayed, right-click on the map and adjust the position of the pin.

Latitude / Longitude: /

When you define a service, this map will update itself only after you clicked on "Confirm" on the top right side. If your accommodation is not accurately displayed in the map of the public catalogue, utilize the tool below for manual adjustment.



Webtools + © EC-GISCO + Leaflet | © OpenStreetMap | Disclaimer

In case the **company address equals the accommodation (service) address**, the position of the pin has to be adjusted under the **company (organisation) details** instead of the service details.

Service address:

Same as company address?

Yes

To display the EU Ecolabel of the tourist accommodation service on online booking platforms, such as Booking.com, the service must be registered in ECAT Admin with the licence status on “Awarded”. From ECAT, the data is regularly sent to stakeholders, like the data management company BeCause who provide the data to their partners, including Booking.com. Once the EU Ecolabel Helpdesk has exported the data from ECAT to the BeCause database, licence holders can find the certification attached to their company profile. They also need to sign up on BeCause and claim their certified property. In the case of Booking.com, once licence holders have added their Booking.com property ID, the EU Ecolabel will be visible within seven days. Use the following links for guidance:

- [BeCause – Sign up as an accommodation or hotel company user](#)
- [BeCause - Connect your validated certification to Booking.com](#)

Do you have further questions about the BeCause platform? Contact support@because.eco.

2.3 EDIT AN EXISTING PRODUCT OR SERVICE

1. Select a product or tourist accommodation service on the **Details** page.

DETAILS

Details | Comments 0 | History | ? Help

Licence type: Ecolabel Product Submission | LH's Company: test2 - Austria | Licence status: Awarded (Partial)

Licence number: AT/053/345 | Product group*: Lubricants [027] - 2018/1 | Criteria adoption date: 08/11/2018 | Criteria expiration date: 31/12/2024

Competent body: CB Austria

Show 10 entries | Search: | Clear filters | Hide Cancelled | Excel

Product Id	Product name	Product status
<input type="checkbox"/> 1	test new 12	CANCELLATION_REQUESTED

Actions:
Manage products and services:
Add
Cancel
Delete
Navigation:
Back

2. Edit the product or service details and then click **Confirm**.

EDIT PRODUCT DETAILS

Product status: DRAFT	Product name:* Test1	Actions: Confirm Back
Product group: Absorbent hygiene products	Subcategory: Baby diaper	

3. Click **Send to CB** so your competent body can approve the changes.

DETAILS

Details	Comments 0	History	? Help	Actions: Send to CB
Licence type: Ecolabel Product Submission	LH's Company: test2 - Austria	Licence status: Awarded (Modif)		
Licence number: AT/053/345	Product group:* Lubricants [027] - 2018/17	Criteria adoption date: 08/11/2018	Criteria expiration date: 31/12/2024	Manage products and services: Add Cancel Delete
Competent body: CB Austria				

2.4 DELETE A LICENCE OR A PRODUCT/SERVICE

You can delete a **licence** when the Licence status is still in **Draft** using the **Delete** button under **Actions**. The button to delete a product or service is enabled when at least one eligible product/service is selected in the list (under **Manage products and services**).

DETAILS

Details	Comments 0	History	? Help	Actions: Edit Send to CB Delete
Licence type: Ecolabel Product Submission	LH's Company: test2 - Austria	Licence status: Draft		
Licence number: 	Product group:* Absorbent hygiene produ	Criteria adoption date: 14/09/2023	Criteria expiration date: 31/12/2029	Manage products and services: Add Cancel Delete
Competent body: CB Austria				
Show 10 entries	Search:			Navigation: Back
Clear filters	Hide Cancelled	Excel		
Product Id	Product name	Product status		
<input checked="" type="checkbox"/> 1	test 3	DRAFT		
Showing 1 to 1 of 1 entries			Previous 1 Next	

CHAPTER 3: EXPLANATION OF THE DIFFERENT STATUS OPTIONS OF YOUR LICENCES

To view a list of your licences in ECAT, click **Manage existing licences** or click the **Licences** tab and then click **Manage licences**.

The screenshot shows the EU ECOLABEL website interface. At the top, there is a navigation bar with 'Home', 'Licences', 'Bulk', and 'Organisations'. A dropdown menu is open under 'Licences', showing 'Create new licence', 'Manage licences' (highlighted with a red box), 'Accommodation', and 'Products'. Below the navigation bar, there are sections for 'Create a new licence' with icons for 'Create new service licence' and 'Create new product licence'. The 'Manage existing licences' section includes 'Manage licences' (with a red arrow pointing to it), 'Download the product list', and 'Download the service list'. The 'Manage companies' section has a 'List companies' icon. At the bottom, there is a footer with version information and links for 'Top', 'Contact', 'European Commission', 'Environment & Climate Action', 'Declare', and 'Privacy statement'.

When registering your product or (tourist accommodation) service in ECAT, your application/licence will go through various statuses depending on the different actions that you as licence holder or your competent body (CB) need to perform. Depending on the current status of your licence in ECAT, you will have different modification rights. Only awarded applications will be visible on the public catalogues.

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

Figure 7: Example of applications/licences with different registration statuses



To sort products/services by status, click the arrows next to **Licence status**.

The following table explains the different status options and respective modification rights.

Application status	Explanation of the status	Modification rights	Visible in Public ECAT
Draft	The applicant has created an application but has not yet sent it to the competent body for validation.	Applicant: You can modify your draft, add new products/modify information or delete the application. Finalise the application and click Send to CB .	No
		Competent body: If necessary, you can delete the applicant's draft application.	
New application request	The application has been sent for validation to the competent body.	Applicant: You can no longer modify your application. It is now pending approval or refusal from your competent body.	No
		Competent body: You can award (→Awarded), update, send back (→Draft), reject (→Rejected) or delete the application.	
Rejected	The application has been rejected by the competent body.	Applicant: Read-only.	No
		Competent body: Read-only.	
Awarded	The application has been validated by the competent body and appears in the Public ECAT.	Licence holder: You can modify the licence and add new products or renew the registration. If you modify it, you need to send it to your competent body for validation by clicking Send to CB .	Yes
		Competent body: You can view and update the licence.	
Awarded – Partial	The application has been partially validated: some products have been awarded; others have not yet been approved or have been refused by the competent body. Awarded products appear in the Public ECAT.	Licence holder: You can delete non-validated products and/or create new products for the licence. After modification, send the application back to your competent body by clicking Send to CB .	Partially: Yes, for awarded products.
		Competent body: There is no need for any modifications at this point. However, you can also add new products or delete others or award the non-awarded products, if applicable.	
Awarded – Modified	The licence holder has started to modify an awarded licence.	Licence holder: You have made updates at product level (change, cancel, add new products, etc.). Send the modified licence to your competent body for final validation by clicking Send to CB .	Partially: No, for all products that were updated.
		Competent body: You cannot modify the licence until the licence holder has sent it to you for validation.	Yes, for all products that were not updated.
Awarded – Modification request	The modified licence has been sent to the competent body for validation.	Licence holder: You can no longer modify the licence as you have already sent it to your competent body.	No, for all products that were updated.

		Competent body: You can approve, send back or refuse the modification request or you can modify it further. Award the licence again by clicking Award and publish at licence level.	Yes, for all products that were not updated.
Awarded – CB Modification	The competent body has made some updates at product level to an awarded licence.	Licence holder: You cannot make any changes to the licence. Ask your competent body to finalise and approve the modifications.	Yes
		Competent body: You have made updates at product level. Award the full licence by clicking Award and publish at licence level.	
Cancelled	The competent body has cancelled the licence, or a criterion has expired, and all related licences have been cancelled automatically.	Licence holder: You can no longer make modifications. Contact your competent body.	No
		Competent body: You can reopen cancelled licences.	