SYSTEM MANUAL
2026

African Continental Free Trade Area

Non-Tariff Barriers

Reporting, Monitoring and Eliminating Mechanisim

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Introduction

The African Continental Free Trade Area (AfCFTA) – Creating One African Market

The AfCFTA Agreement was signed on 21 March 2018 in Kigali, Rwanda, and it came into force on 30 May 2019. With a population of 1.2 billion, the AfCFTA creates USD 1,3 trillion single continental market for goods and services that is intended to boost intra-Africa trade, economic growth, industrial development, and improve the livelihoods of citizens of the Member States.

To achieve the aforementioned goals and other development objectives, the AfCFTA through its various protocols, addresses issues relating to trade facilitation, movement of business and people, as well as tariff liberalisation. The AfCFTA has successfully negotiated reduction of tariffs to facilitate smooth movement of goods across borders

Today the elimination of Non-Tariff Barriers (NTBs) remains critical to enhance growth in intra-Africa trade. The Agreement provides legal foundation for the elimination of Non- Tariff Barriers (NTBs) and other trade obstacles.

The AfCFTA Agreement creates efficiency in managing and elimination of NTBs for the benefit of:

- Facilitate movement of goods across borders,
- Smooth transit by transport operators,
- Promote cross-border trade by women, youths, exporters, importers thereby increase intra-African trade, and
- Improve the livelihoods of all citizens.

Addressing NTBs is provided for in Annex 5 of the AfCFTA Agreement's Protocol on Trade in Goods and is critical for the effective implementation of the Agreement.

What are Non-Tariff Barriers (NTBs) and how to Eliminate them?

The proliferation and persistence of Non-Tariff Barriers (NTBs) contribute to high costs of doing business and low levels of intra-Africa trade. NTBs comprise a wide array of obstacles that results from prohibitions, conditions or specific market requirements that make importation or exportation of products difficult and/or costly. NTBs also include unjustified and/or improper application of Non-Tariff Measures (NTMs) such as sanitary and phytosanitary (SPS) measures and other technical barriers to trade (TBT). AfCFTA negotiators recognized this bottleneck and set out ambitious targets and mechanisms for integration in the AfCFTA.

Annex 5 of the Protocol on Trade in Goods establishes a reporting, monitoring and elimination mechanism where public and private sector stakeholders can file a complaint on a specific trade obstacle they have encountered during the process of moving goods and services across borders. The complaint is then transmitted to the government of the responsible trading partner to consider/ address to the complaint. If both parties agree on a solution, the complaint is resolved.

How does the AfCFTA Online NTB Reporting, Monitoring and Elimination Mechanism work?

The AfCFTA online NTBs reporting, monitoring and eliminating mechanism is available online at www.tradebarriers.africa. This real- time web-based NTBs mechanism aims to enhance transparency in identifying and monitoring NTBs, easy follow-up and reduce the amount of time taken by governments to resolve reported and identified NTBs.

The NTBs online mechanism contains the following technical features to enable accurate reporting, effective monitoring and sustainable elimination of identified NTBs in theAfCFTA.

How does the AfCFTA Online NTBs Reporting, Monitoring and Elimination Mechanism works

1) Reporting NTBs

Complaints may be submitted by registered public users through the website any time after a specific trade obstacle has been encountered by the complainant. A National Focal Point (reporting country) can submit a complaint on behalf of a complainant.

2) Monitoring and Processing NTBs

The online mechanism allows real-time processing and sharing of information/documents by National Focal Points and the AfCFTA NTBs Coordination Unit. The online mechanism continuously notifies assigned National Focal Points, complainants and the AfCFTA NTBs Coordination Unit of any new comments, changes or updates made to the complaint.

3) Resolving and Eliminating NTBs

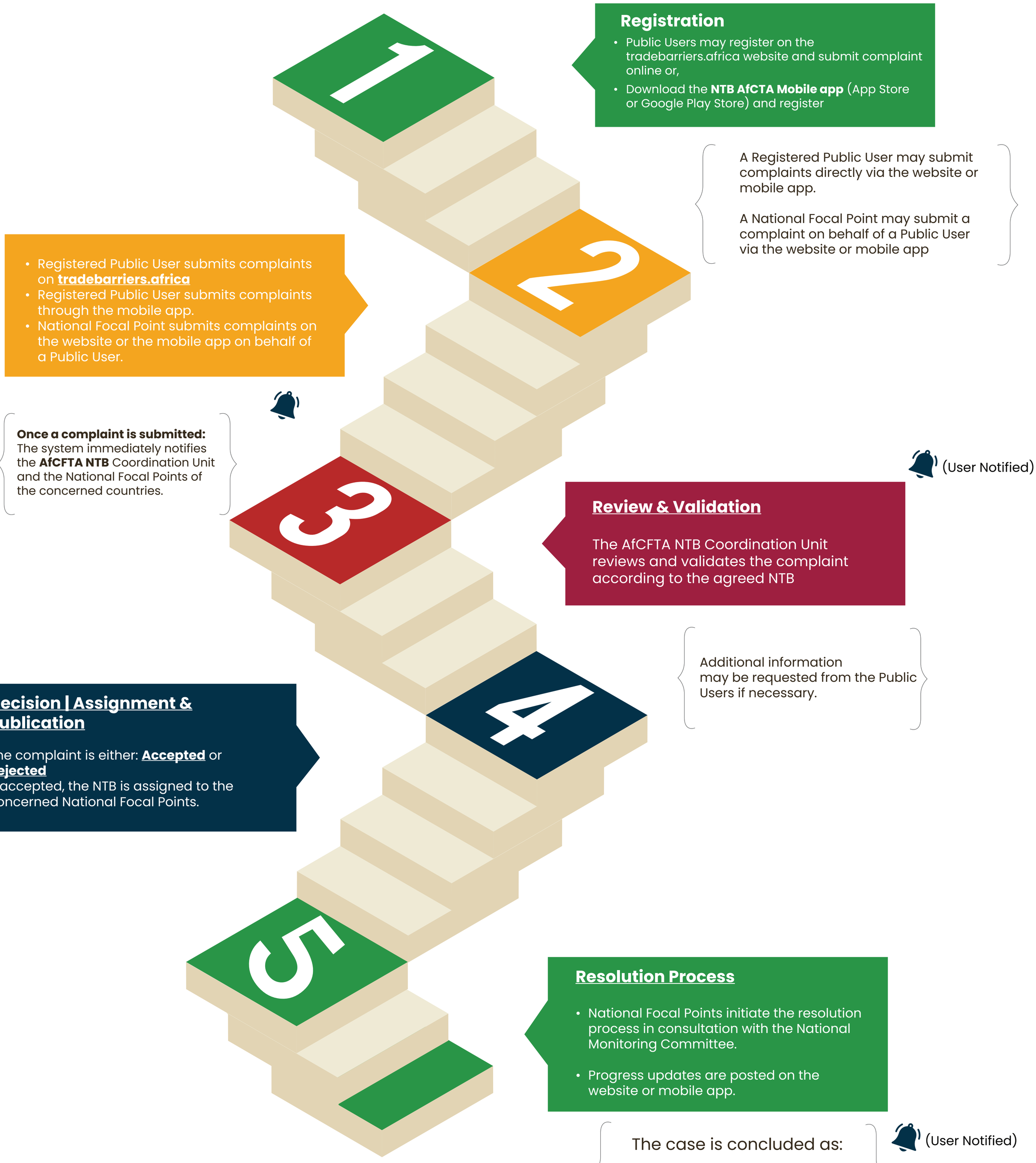
Submitted complaints are reviewed and validated by the AfCFTA NTBs Coordination Unit against the AfCFTA NTB categorization. If complaints are accepted as NTBs, the NTBs will be assigned to concerned National Focal Points who will initiate the resolution process with the National Monitoring Committee.

Unresolved complaints will be escalated to the Sub-Committee on NTBs and the Committee on Trade in Goods by the AfCFTA NTBs Coordination Unit.

The process of Reporting, Monitoring and Processing, Resolving and Eliminating NTB's is illustrated below.

Non-Tariff Barriers Reporting, Submission, Monitoring and Resolution Process

Figure 1: NTB Reporting, Monitoring and Resolution Process



Public Users Access

The general public can register as users on the AfCFTA NTB Online Mechanism website at **www.tradebarriers.africa or download the Mobile App** in order to submit and track the process of resolution of reported trade barriers. Public Users can also send complaints through letter, email, or phone.

Public Userss **can:**

- Submit online complaints via the website or mobile app
- Submit complaints via letter, email, or phone
- Upload supporting documents
- Receive email updates on the status of their complaints
- Edit their own user profiles on the website or mobile app
- View all active and resolved complaints on the website or mobile app

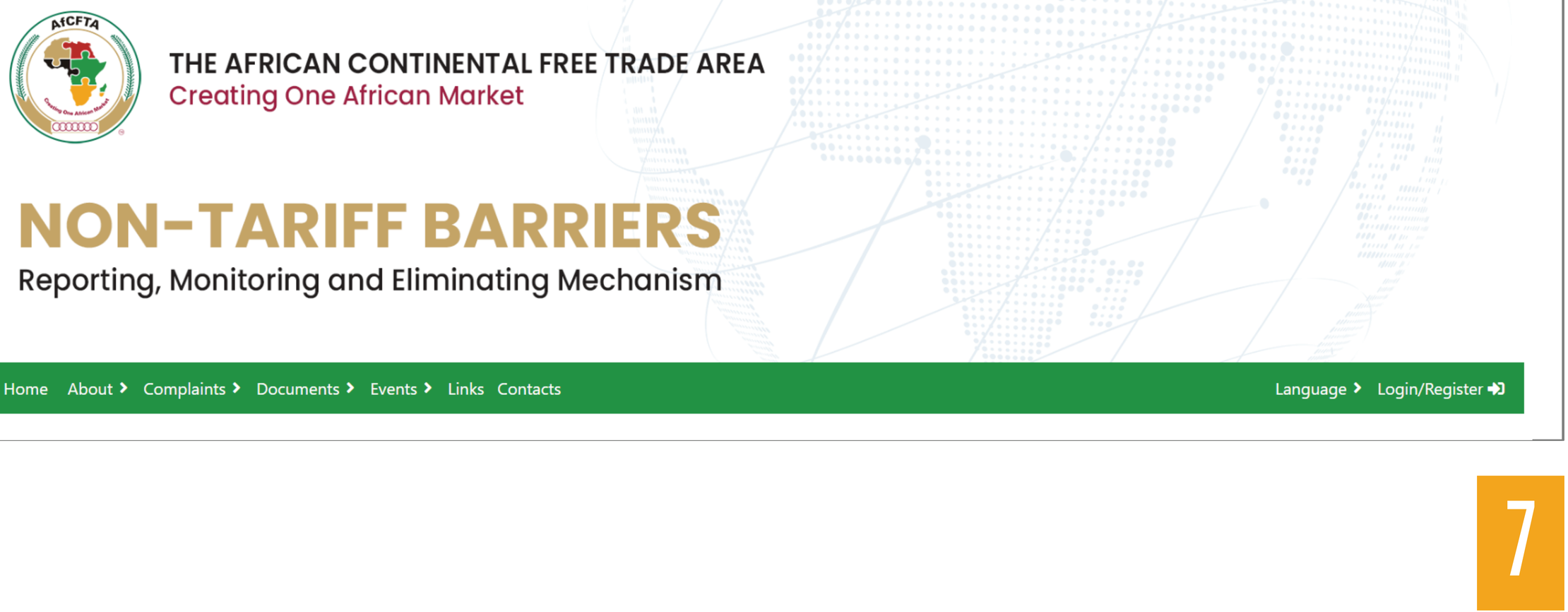
Public Users **cannot:**

- Edit complaints that they have already submitted.

2.1 Accessing the AfCFTA NTB Online Mechanism

To access the AfCFTA NTBs Online Mechanism website, enter the following URL into the address bar of your browser: **https://tradebarriers.africa/** or downlaod the app on playstore or apple store.

The home page displays as follows:

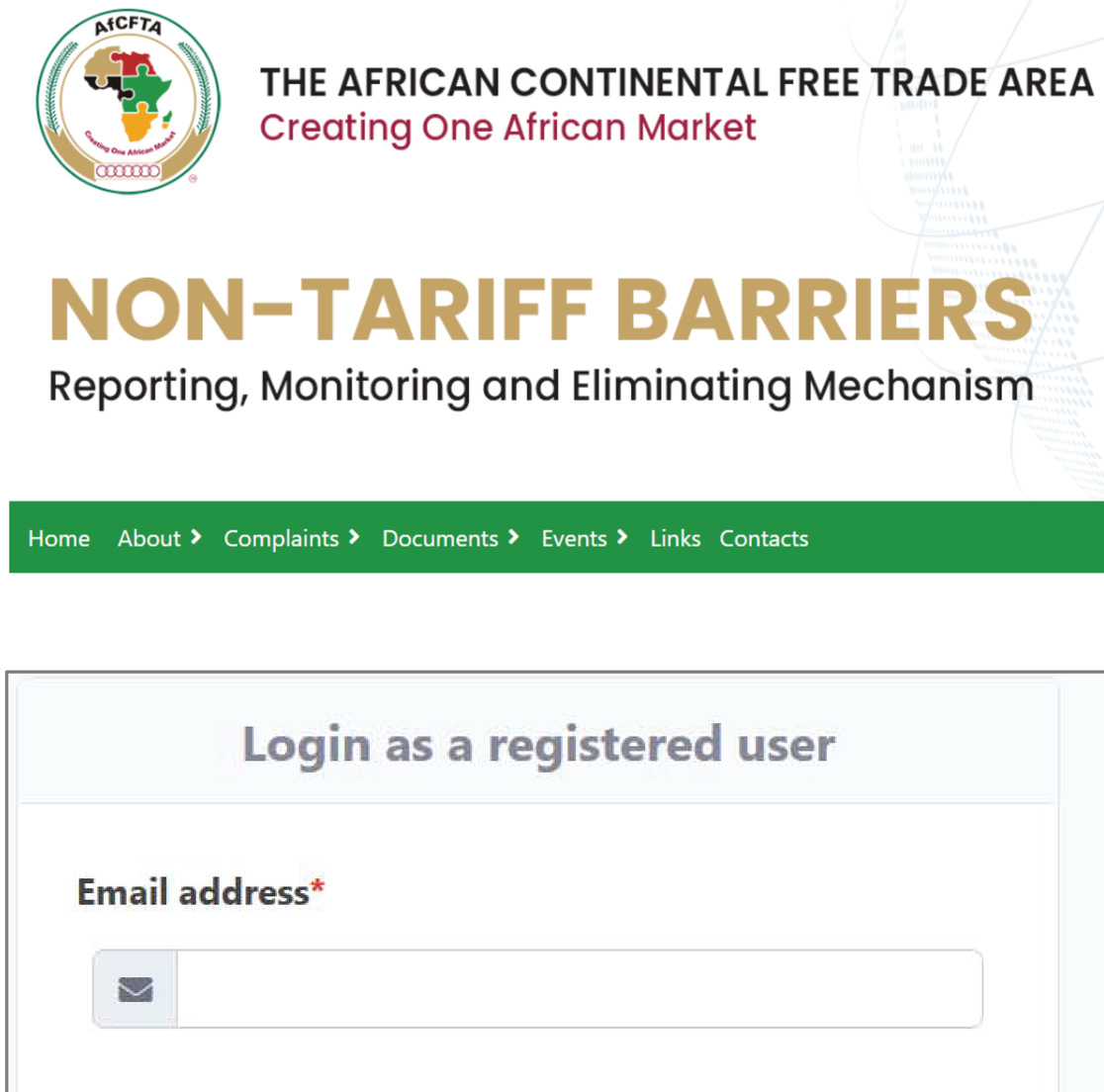


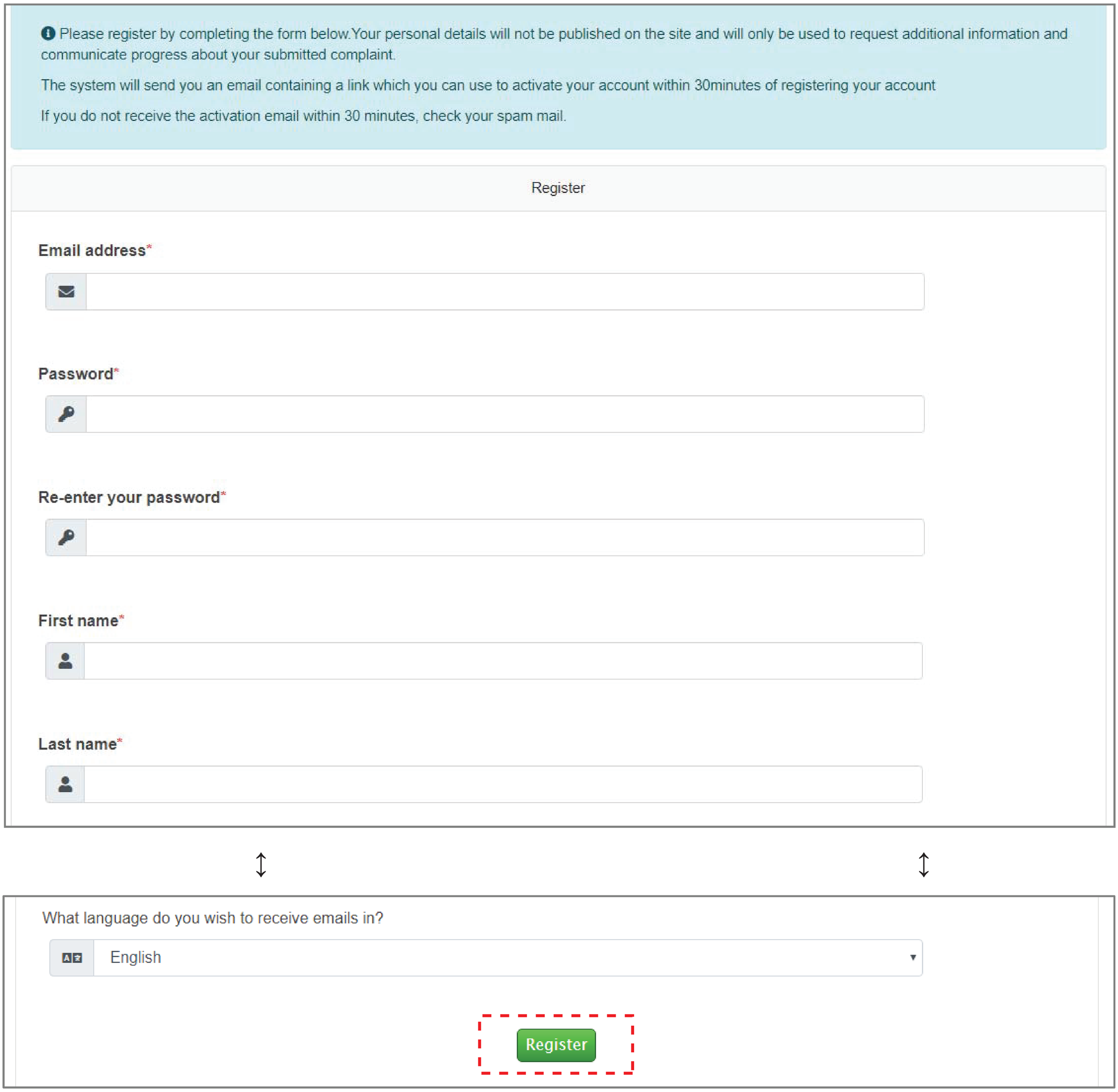
2.2 How to Register a New User Account (Website)

Users must be registered in order to log on to the system to perform any functions relating to submission and tracking of complaints.

To register an account, follow these steps:

1. Open the website in a browser.
2. Click on the “Login” button (located at the FAR RIGHT of the green menu bar)
3. Click on the “Register” button in the Register an account block on the right.
4. The Registration form will open.
5. Complete the Registration form and click on “Register”.





6. An email containing your **activation link** will be sent to your email address.
7. Click on the link in the email to activate your account.
8. Once your account has been activated, you can log unto the website to submit a complaint.

Note:

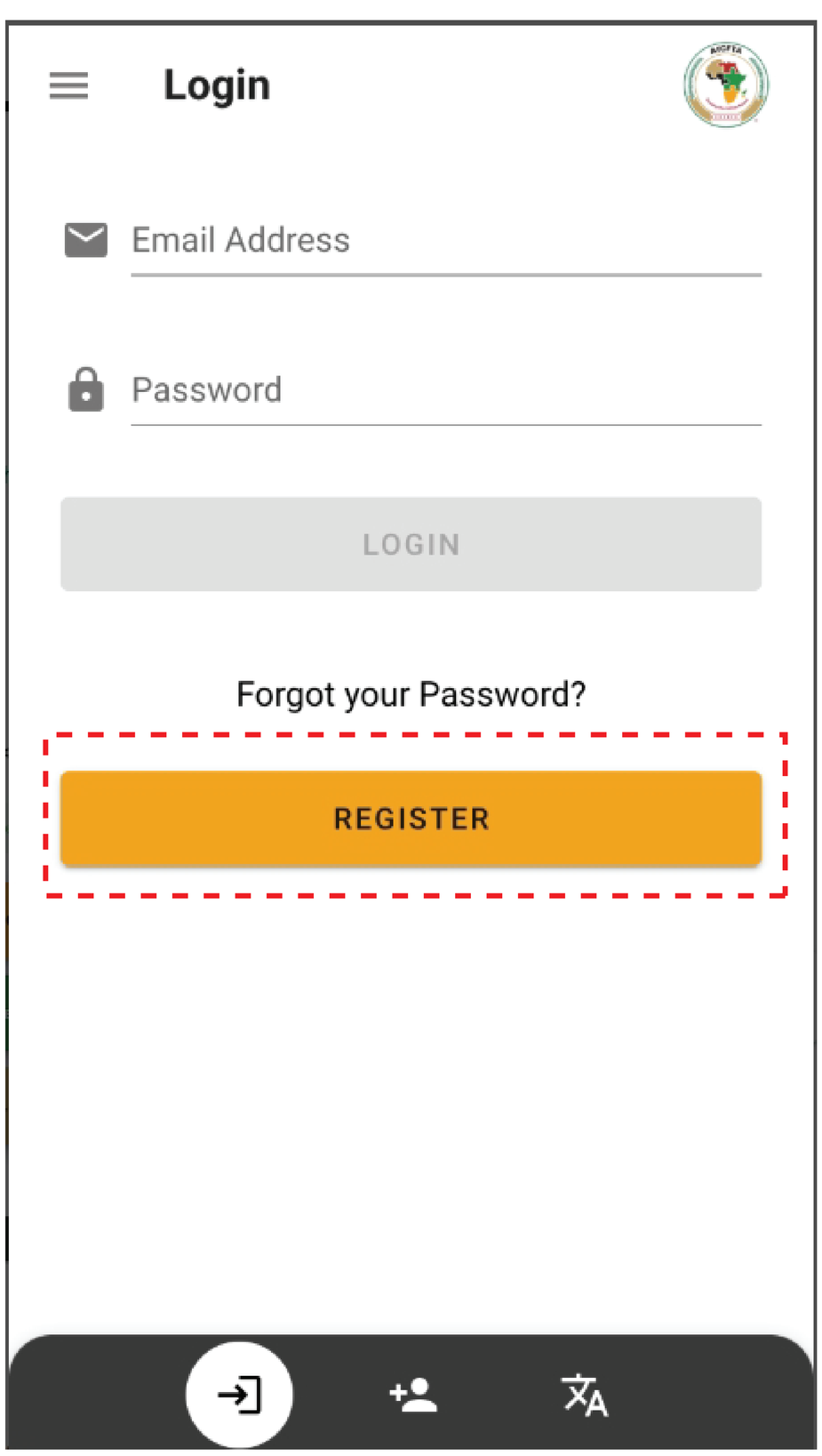
- Fields marked with an asterisk (*) are mandatory
- Users must activate their accounts by clicking on the activation link sent to their email address when registering (please check your Spam folder).
- Users will not be able to log into the website unless their account has been activated.

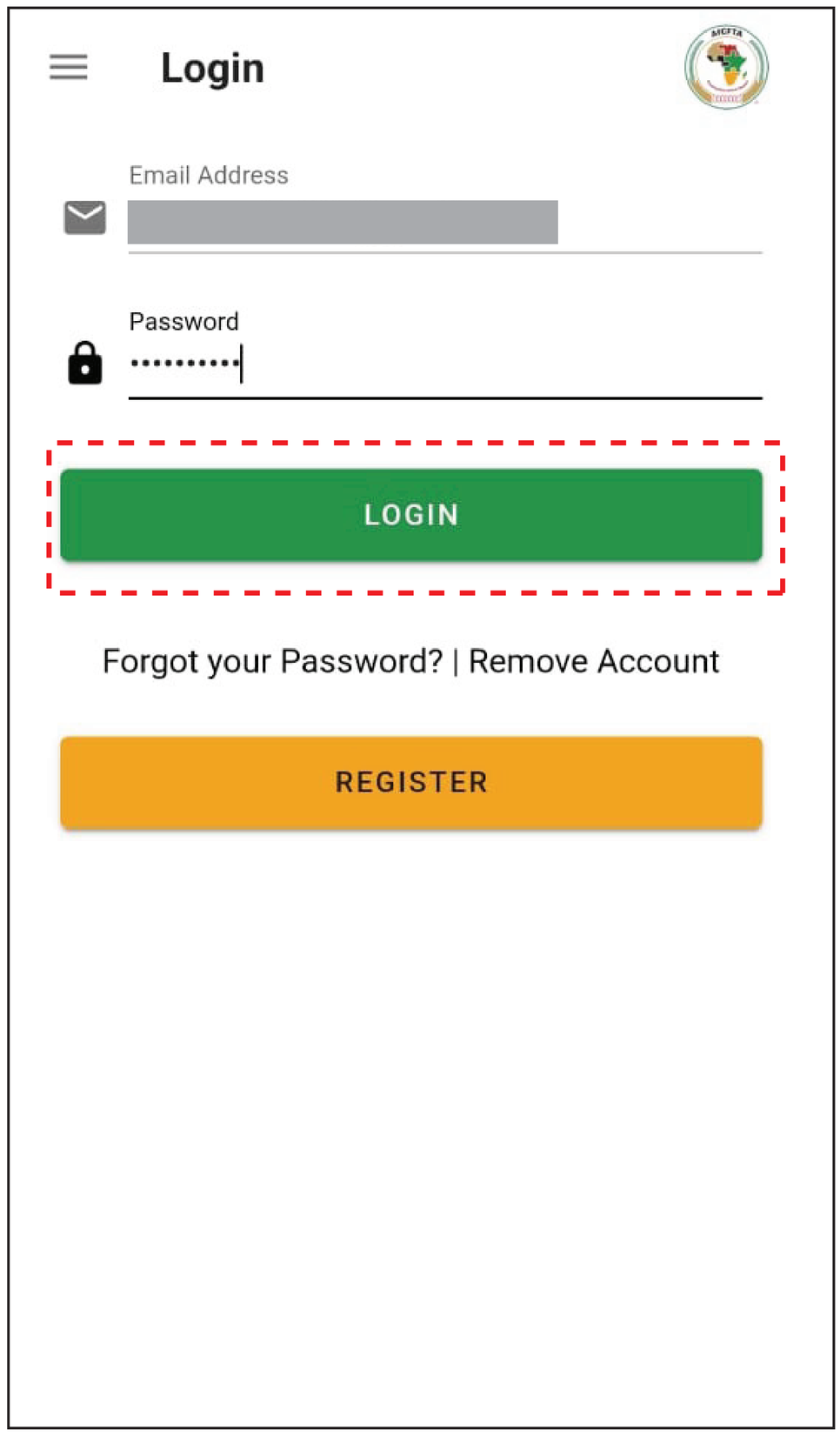
2.3 How to Register a New User Account (Mobile App)

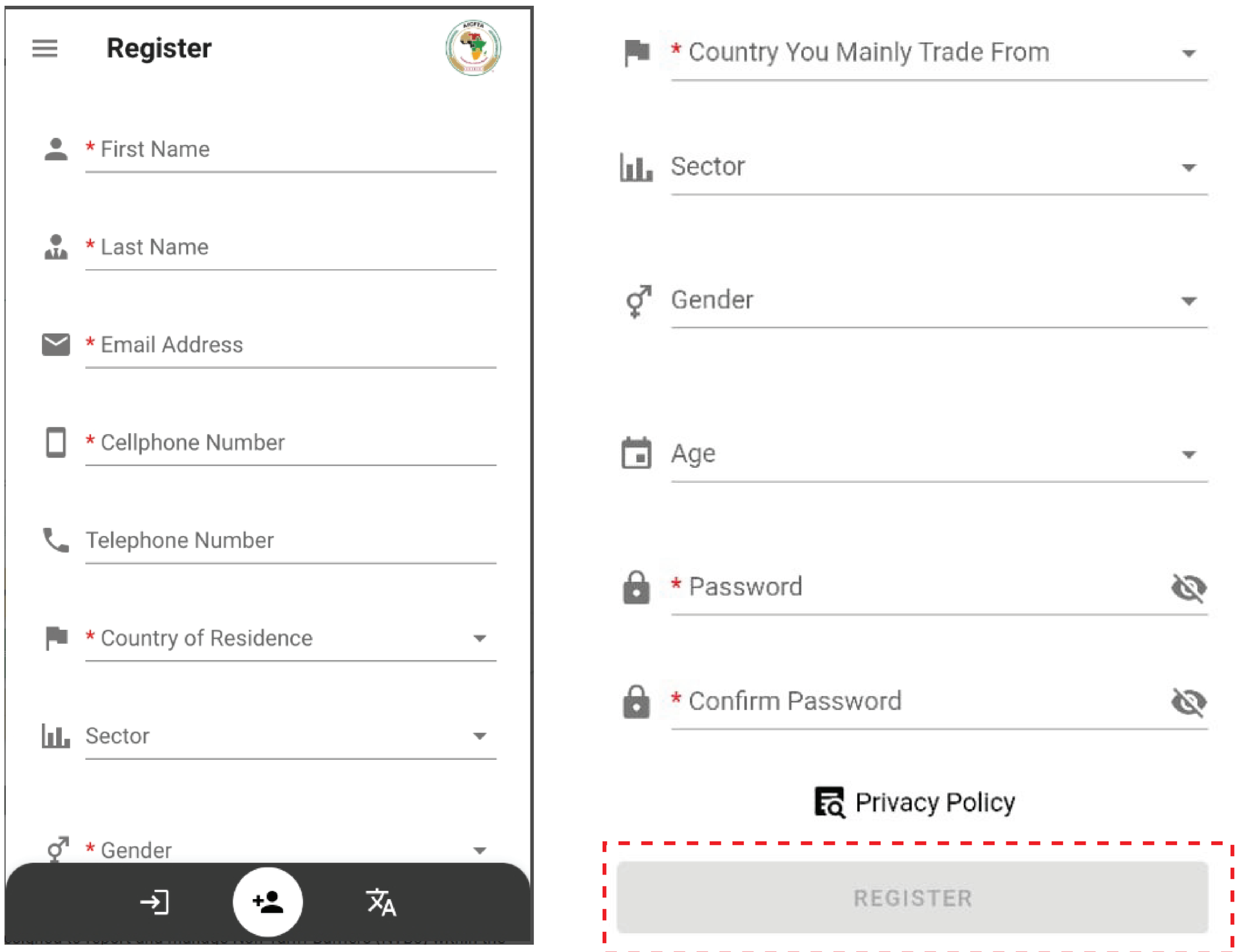
Users must be registered in order to log on to the system to perform any functions relating to submission and tracking of complaints.

To register an account, follow these steps:

1. Download the Mobile App on Play store or App Store
2. Click on the “Login” button if you already have an account.
3. Click on the “Register” button, an account block form will open.
4. Complete the Registration form, and click on “Register”.







6. An email containing your **activation link** will be sent to your email address.
7. Click on the link in the email to activate your account.
8. Once your account has been activated, you can log onto the mobile app to submit a complaint.

Note:

- Fields marked with an asterisk (*) are mandatory
- Users must activate their accounts by clicking on the activation link sent to their email address when registering (please check your Spam folder).
- Users will not be able to log into the website unless their account has been activated.

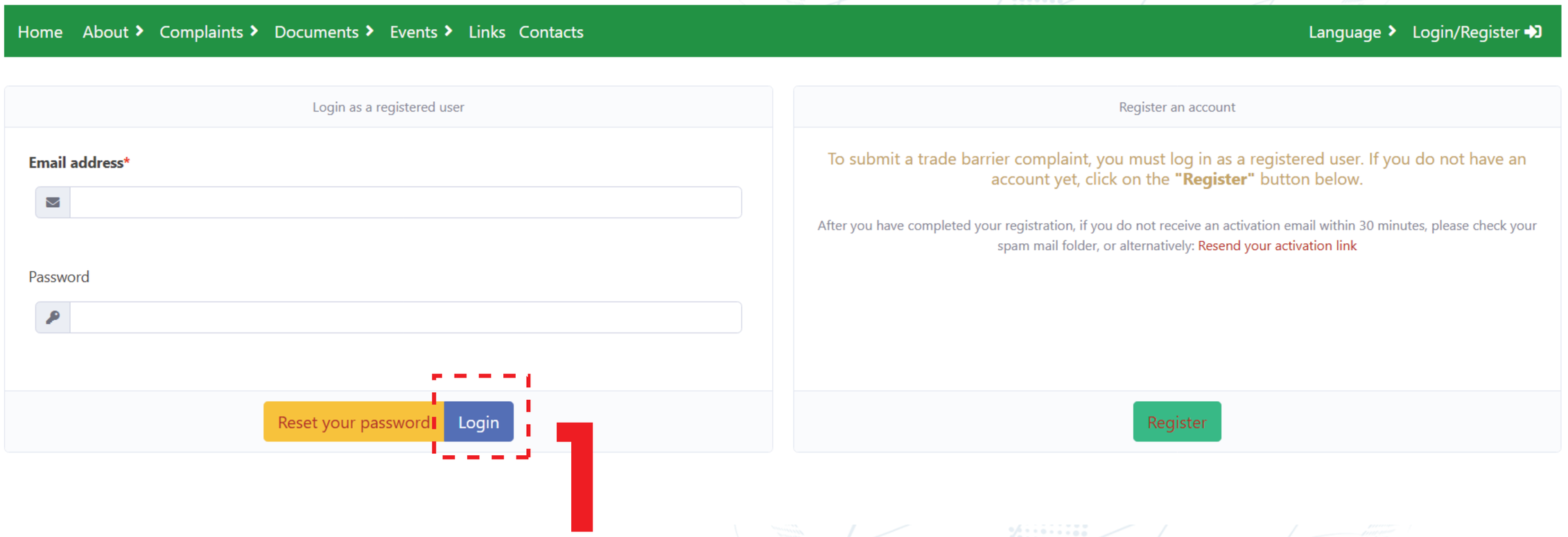
2.4 How to Log in if you have Already Registered

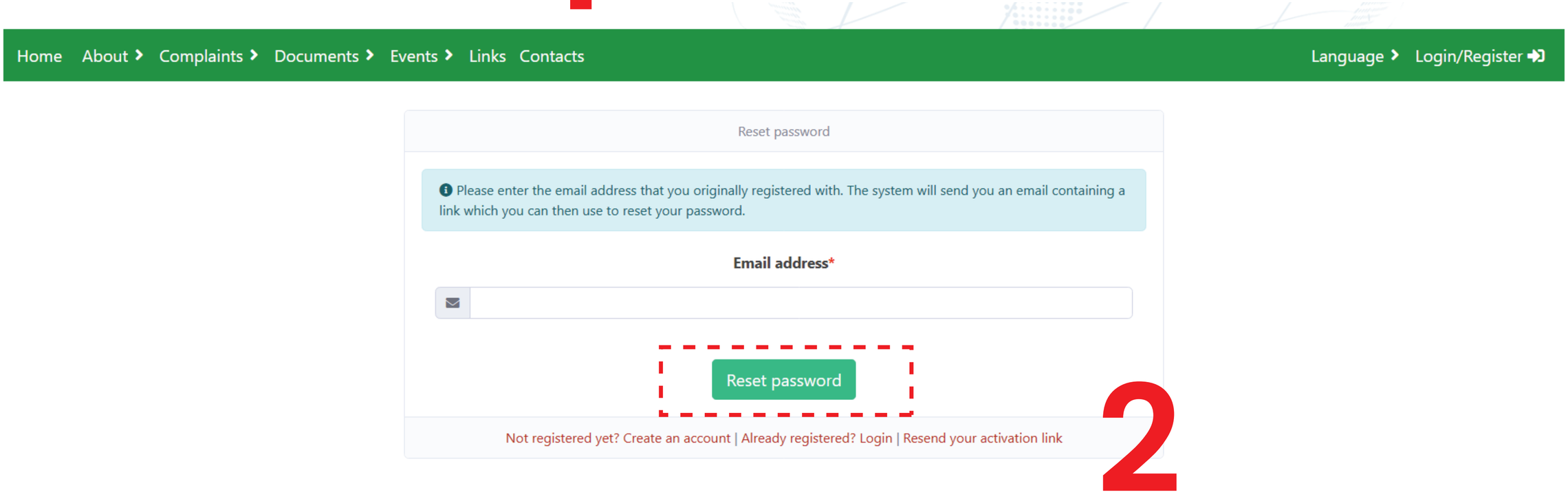
To login after you have registered, follow these steps:

1. Log onto the website.
2. Fill in your email address and password in the Login as a registered user form on the left. And then click the “Login” button.
3. You are now logged in.

If you forgot your password, follow these steps:

1. If you have forgotten your password, follow the steps above and click on the **“Reset Password”** beside the **“Login”** button





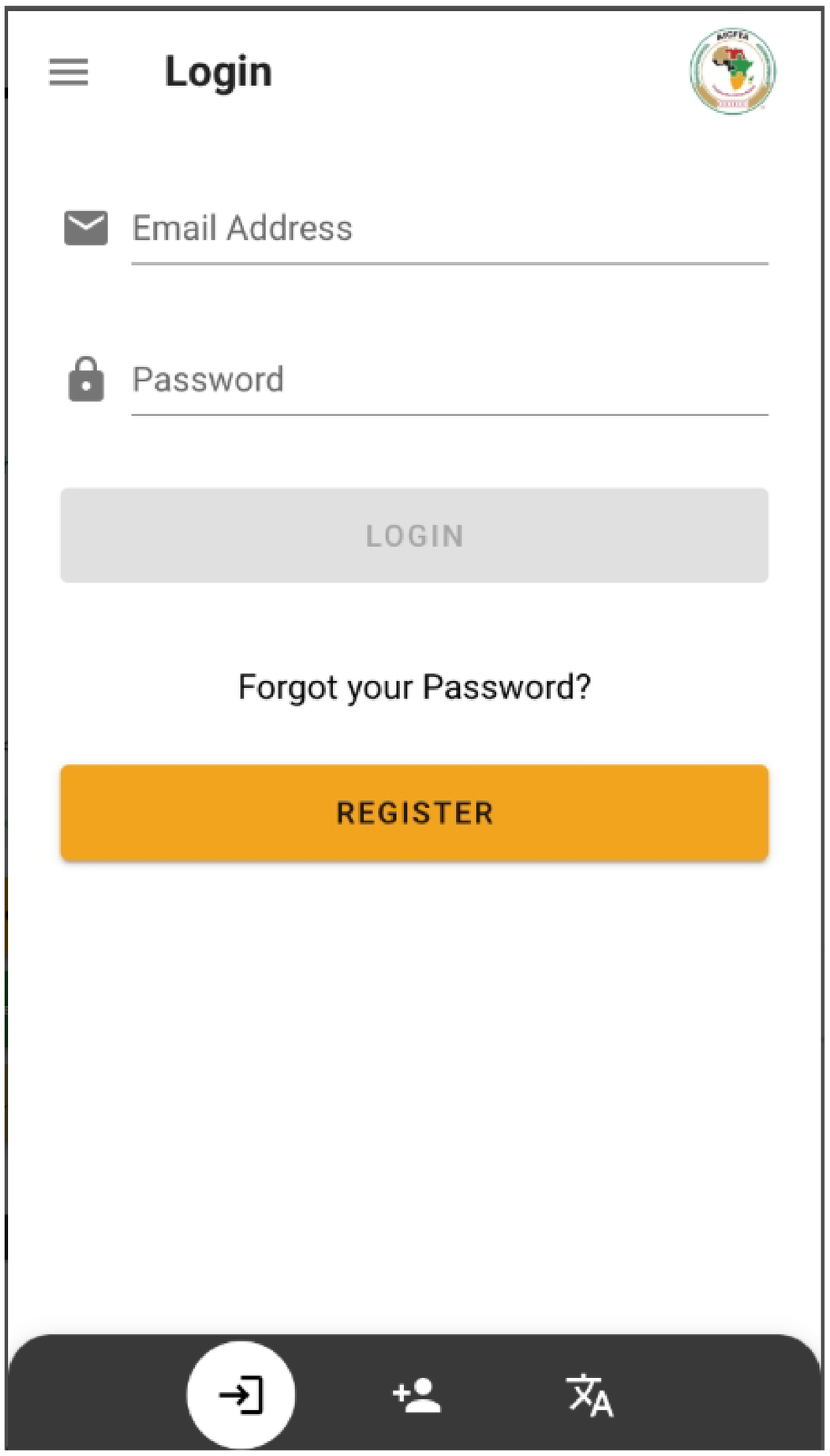
2.5 How to Log in if you have Already Registered (Mobile App)

To login after you have registered, follow these steps:

1. Open the Mobile App/ log onto the website.
2. Click on the “Login” button.
3. Fill in your email address and password in the **Login as a registered user** form on the left. And then click the **“Login”** button.
4. You are now logged in.

If you forgot your password, follow these steps:

1. If you have forgotten your password, follow the steps above and click on the **“Forgot your password”** beneath the **“Login”** button



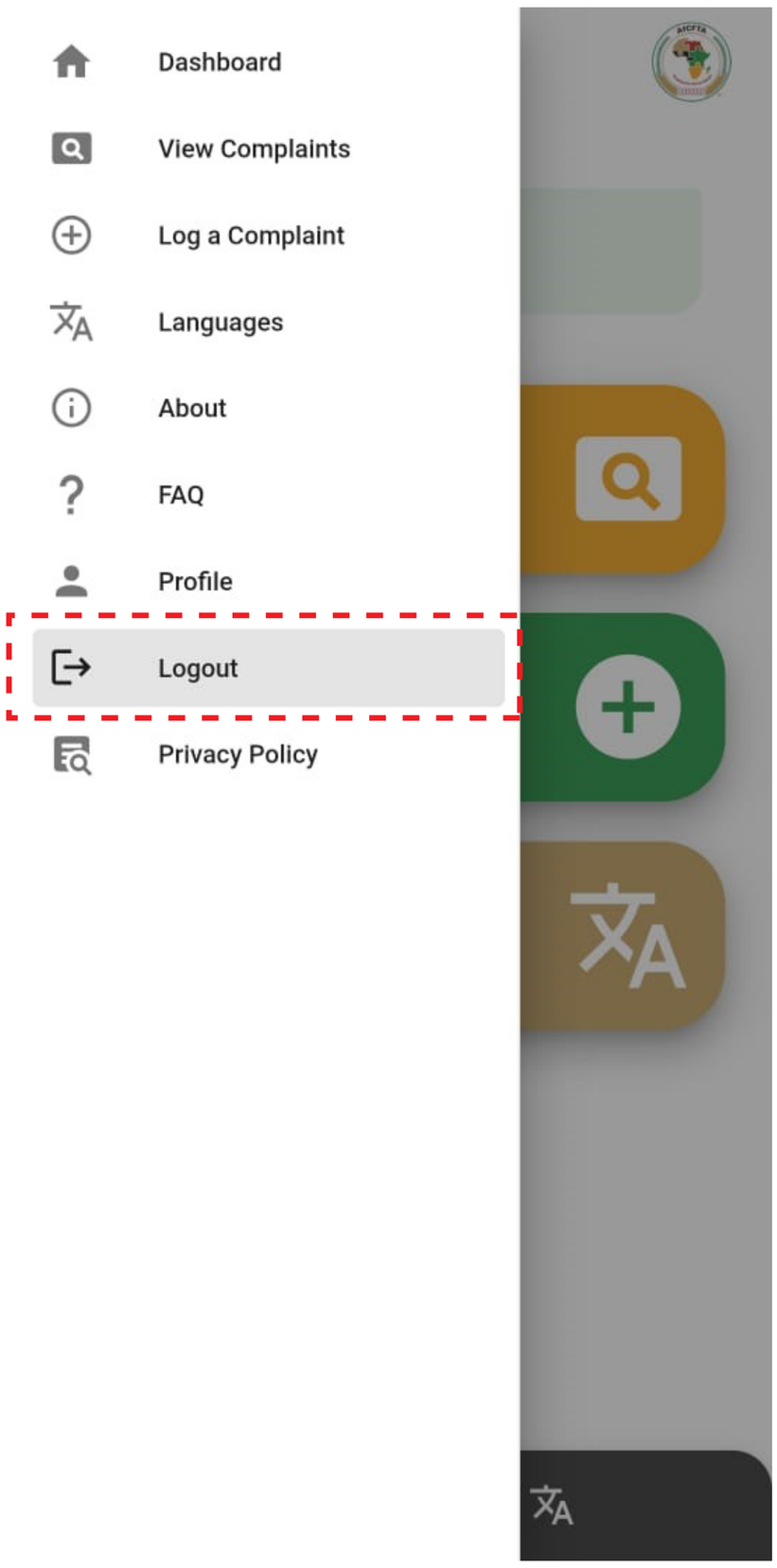
1. The Reset password form will open:
2. Enter your email address, and click on “Reset password”.
3. The system will email a password reset link. Click on the link in the email to reset your password.
4. The link opens a form where you can create a new password. Enter your new password in both fields, and then click “Change password”.
5. You will now be able to login using your new password.

To log out, follow these steps:

1. Once logged in, the login button and form is no longer visible, and a **“Logout”** button appears at the TOP LEFT corner of the screen, the 3 dashed lines.
2. Click **“Logout”** to end your session:

If you forgot your password, follow these steps:

1. If you have forgotten your password, follow the steps above and click on the **“Reset your password”** button left of the **“Login”** button



2.6 How to Edit your User Profile (Website)

To edit your profile or change your password, follow these steps:

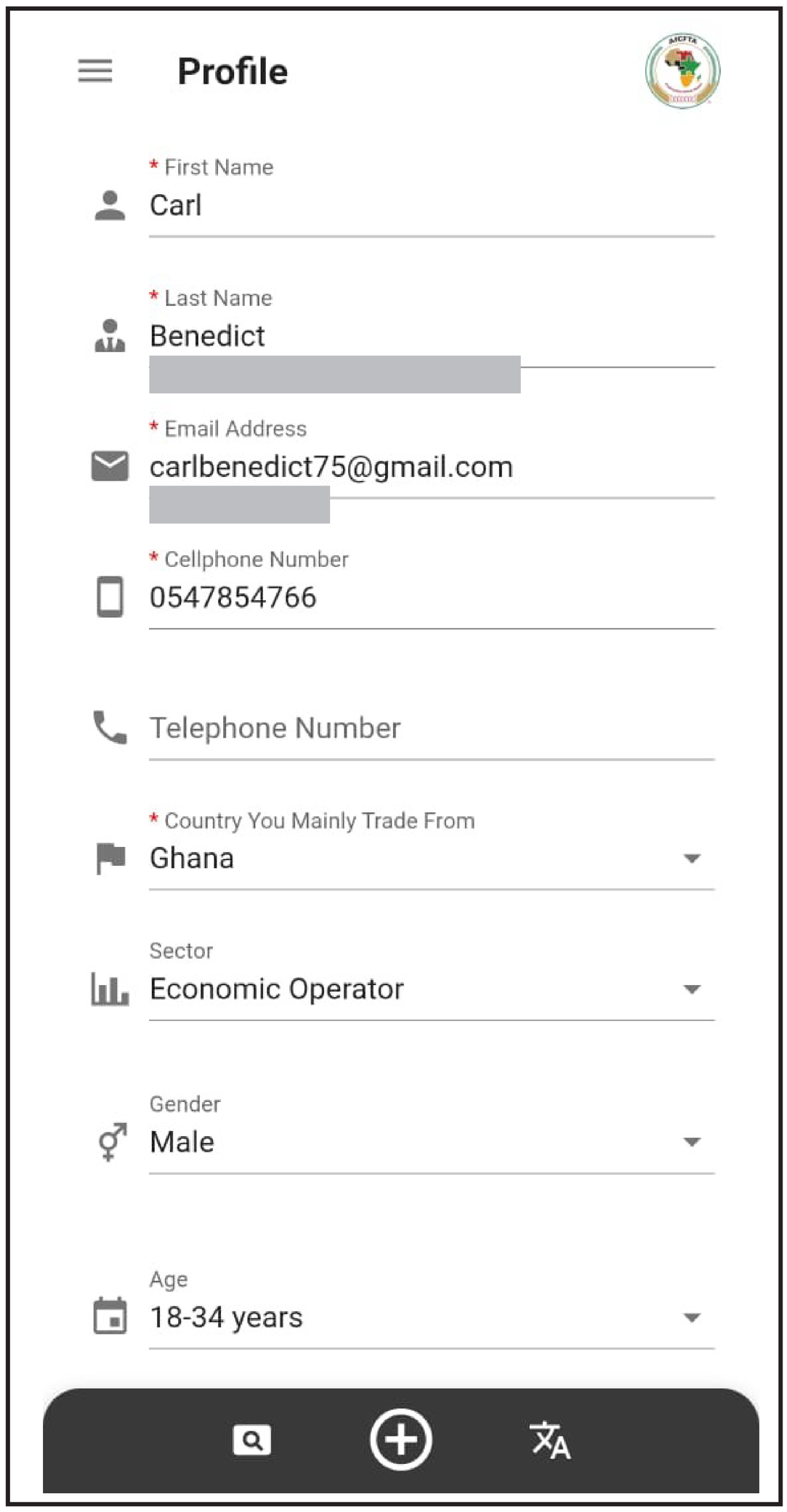
1. Log on to the website, using your email address and password.
2. Click on the Your account menu link at the TOP LEFT of the screen:
3. To Edit your profile information, click on **Edit your details**, make changes and click the **“Edit your profile”** button to save your changes.
4. To Change your password, click on **Change your password**, provide your old and new passwords and click the **“Change your password”** button to save your changes.



2.7 How to Edit your User Profile (Mobile App)

To edit your profile or change your password, follow these steps:

1. Log into the app, using your email address and password.
2. Click on the Your account menu link at the TOP LEFT of the screen.
3. To Edit your profile information, click on Edit your details, make changes and click the “Edit your profile” button to save your changes.
4. To Change your password, click on Change your password, provide your old and new passwords and click the “Change your password” button to save your changes.



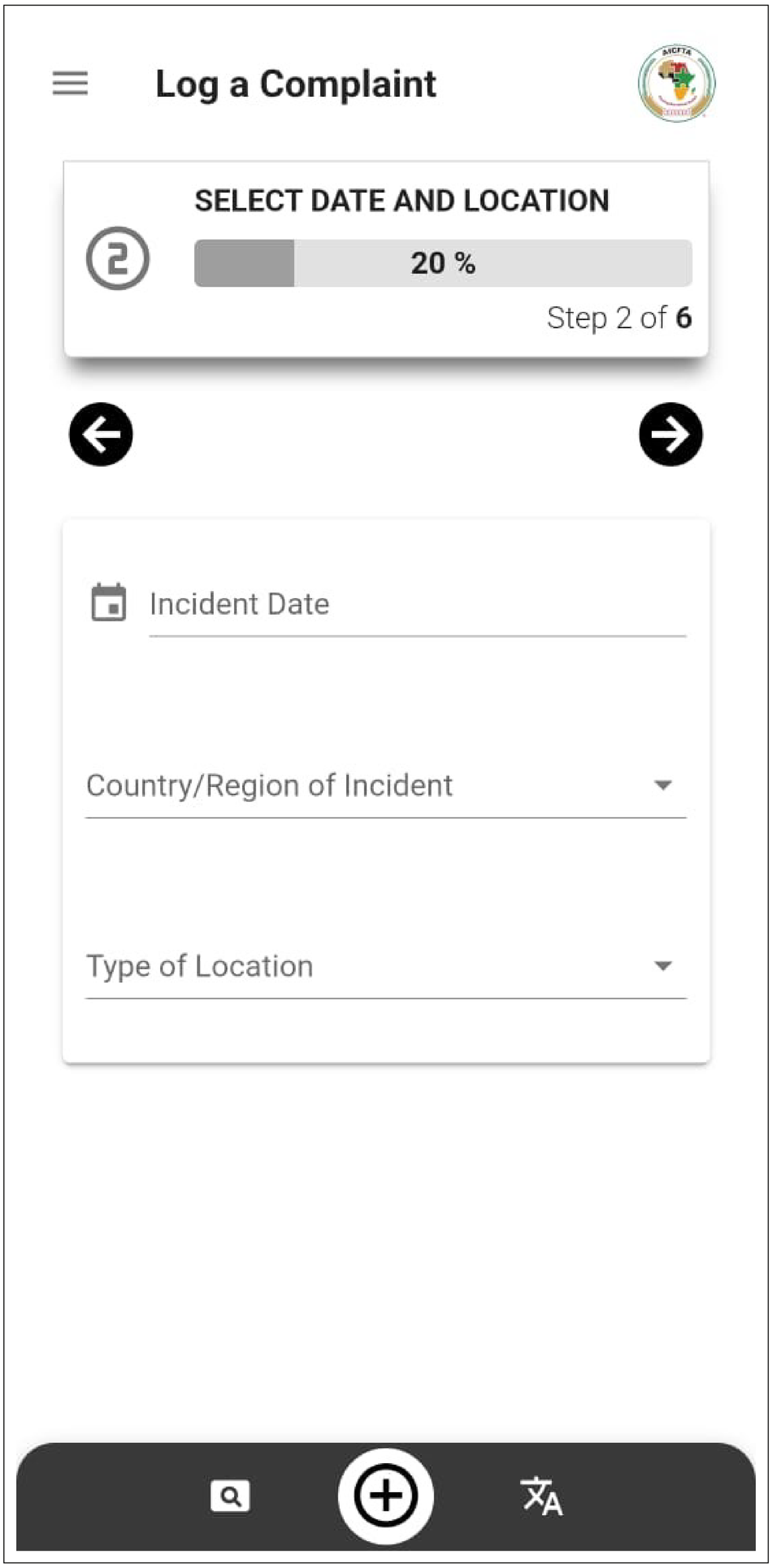
Submitting and Tracking Complaints

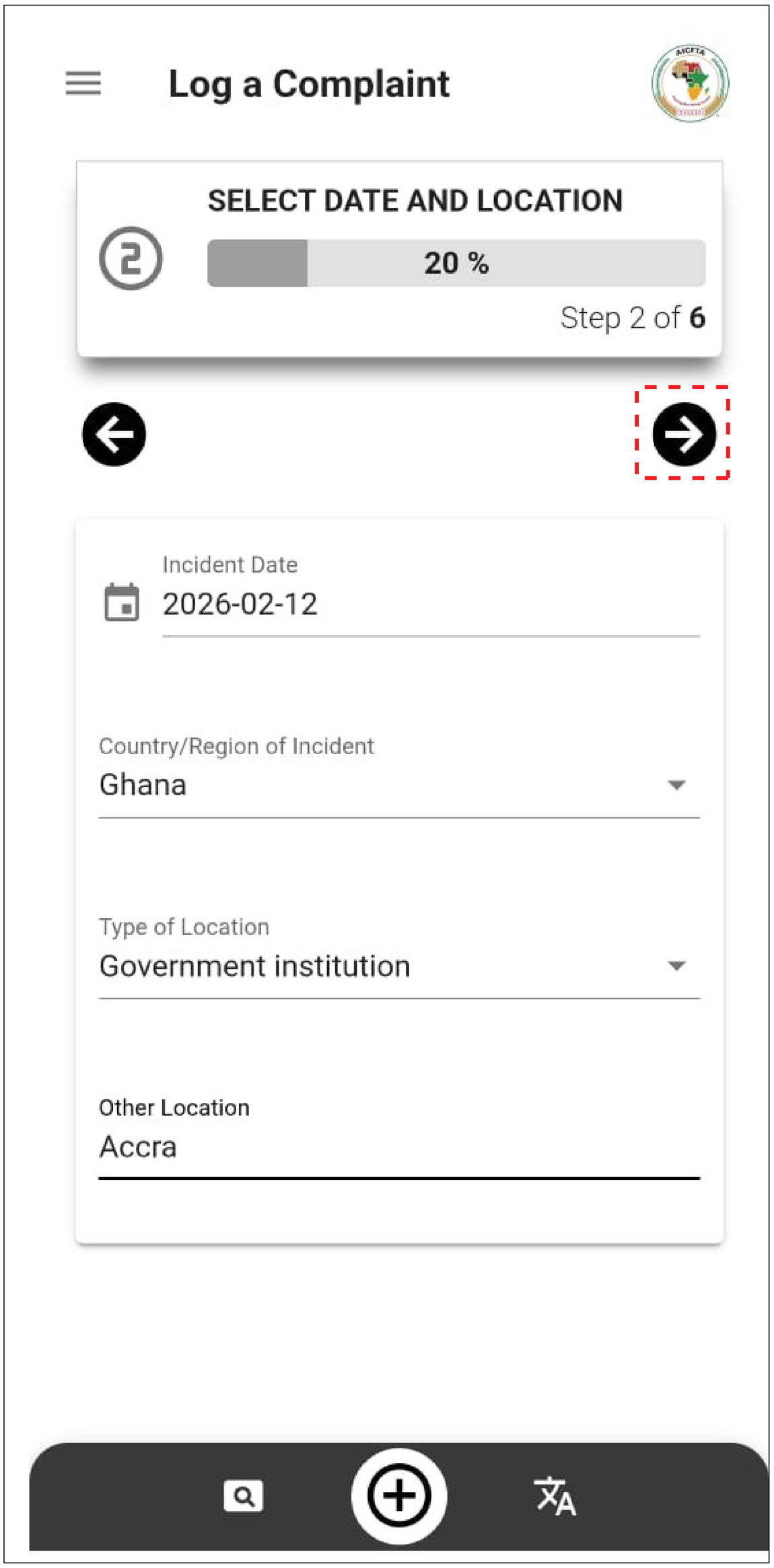
All registered users can submit and track complaints via the AfCFTA NTBs Online Mechanism website. Unique reference numbers are assigned to complaints by the system automatically, on submission.

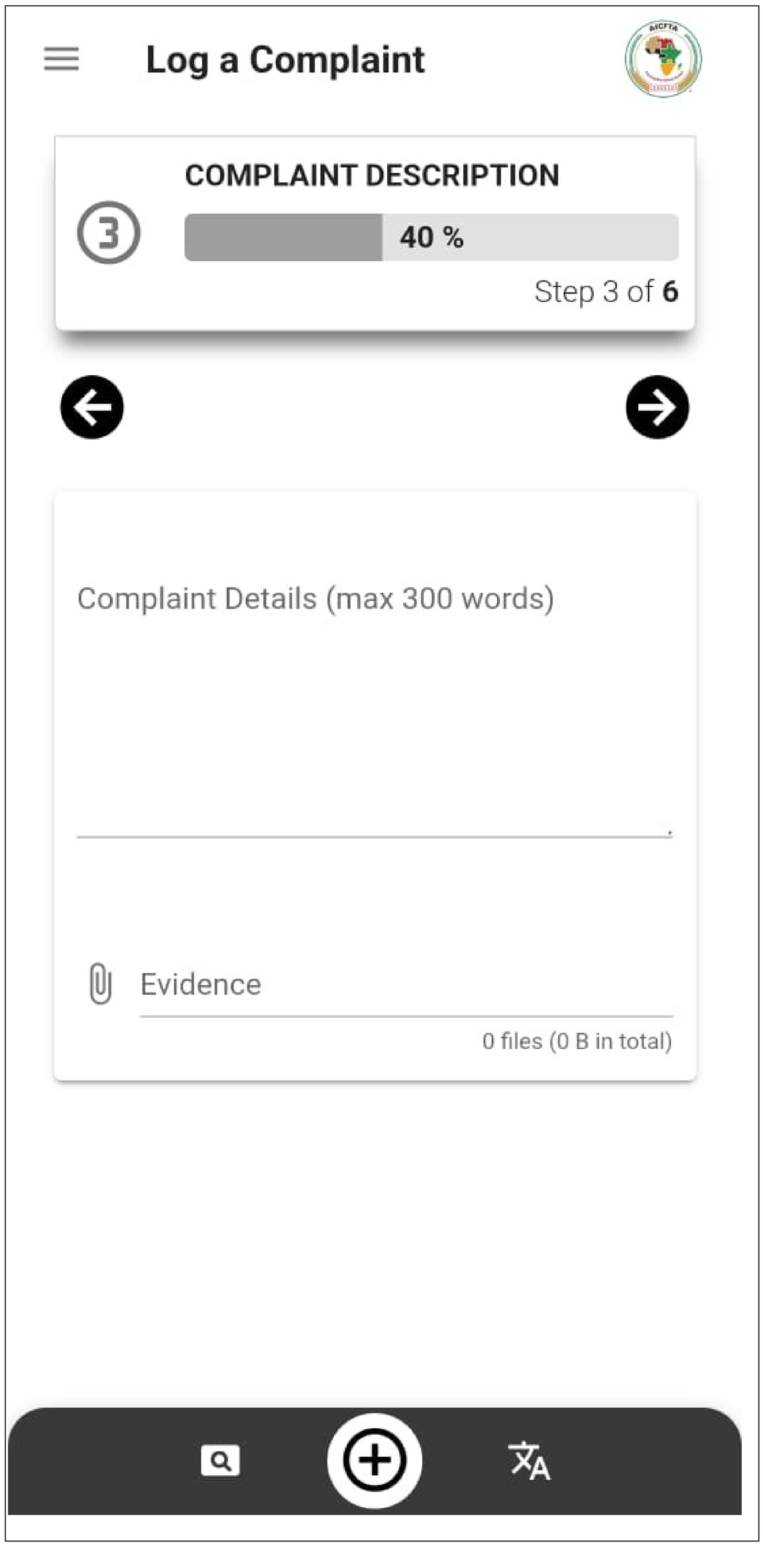
3.1 How to Submit a Complaint via the Mobile App

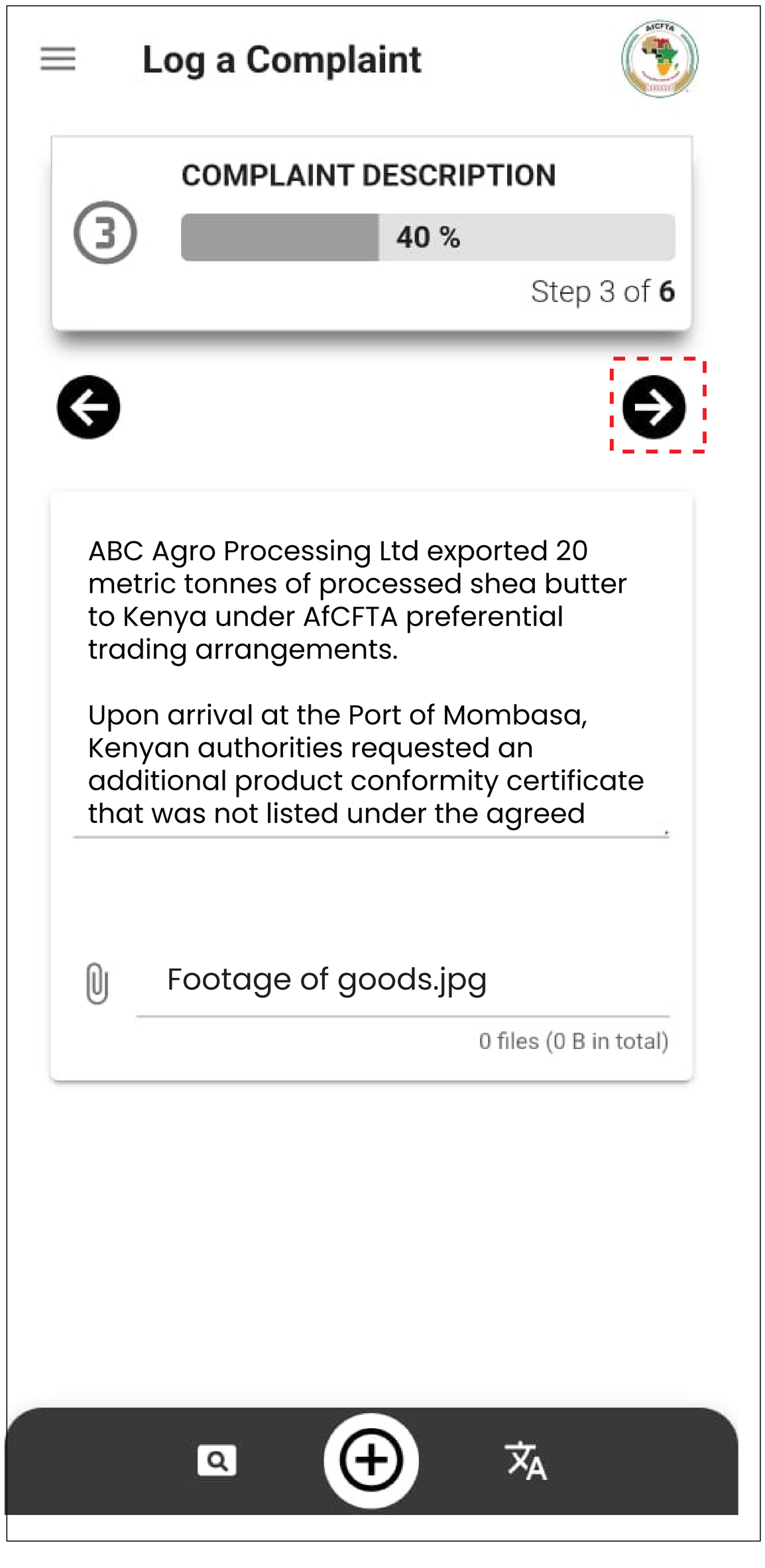
To submit a complaint using the website, follow these steps:

1. Open the App, using your email address and password.
2. Select **"Create New Complaint"** on the dashboard and register a complaint.
3. Complete the form on the page that opens by providing as much detail as possible about the complaint. Instructions on how to upload supporting documents are provided in the next section. Once all the information is complete, click the **"Submit your complaint"** button.

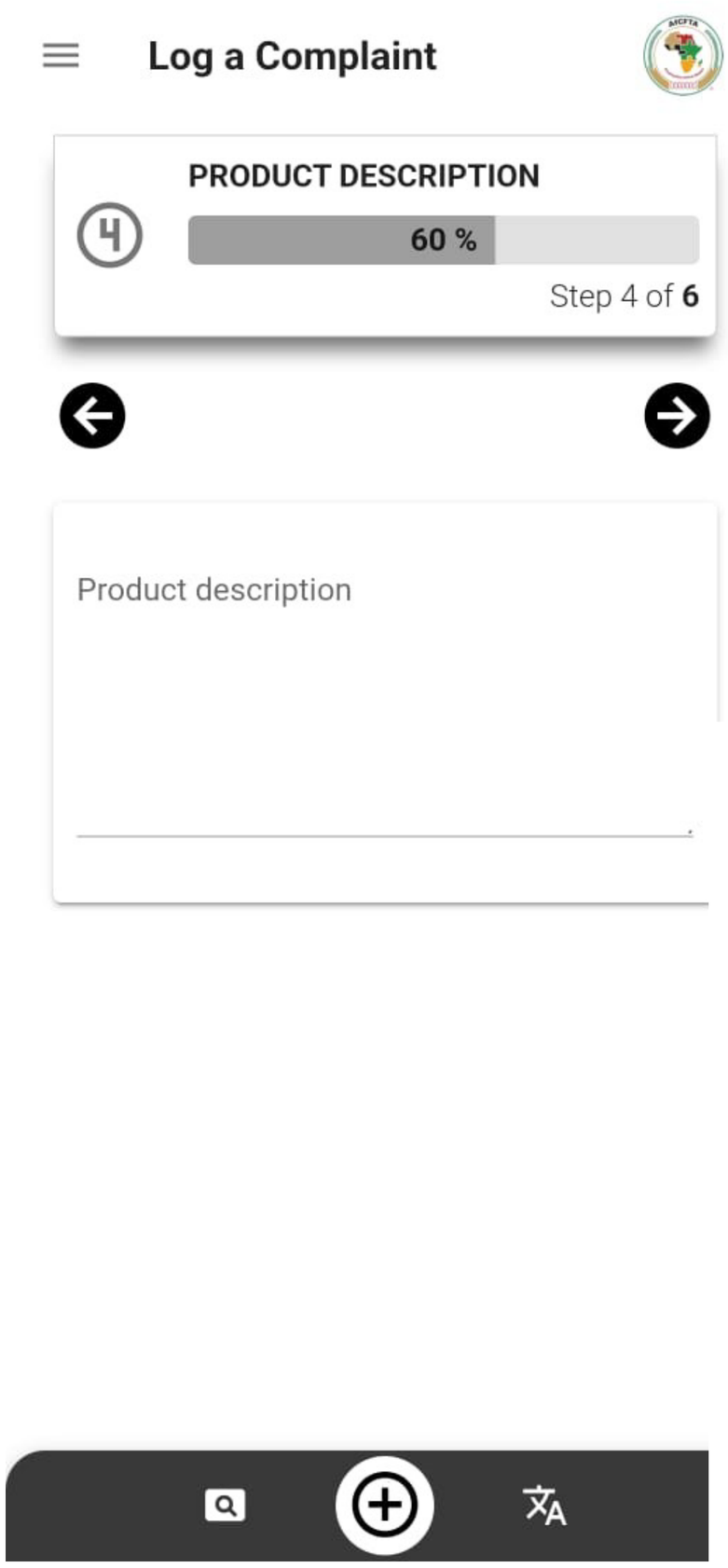

Log a Complaint
SELECT DATE AND LOCATION
20 %
Step 2 of 6
Incident Date
Country/Region of Incident
Type of Location


Log a Complaint
SELECT DATE AND LOCATION
20 %
Step 2 of 6
Incident Date
2026-02-12
Country/Region of Incident
Ghana
Type of Location
Government institution
Other Location
Accra

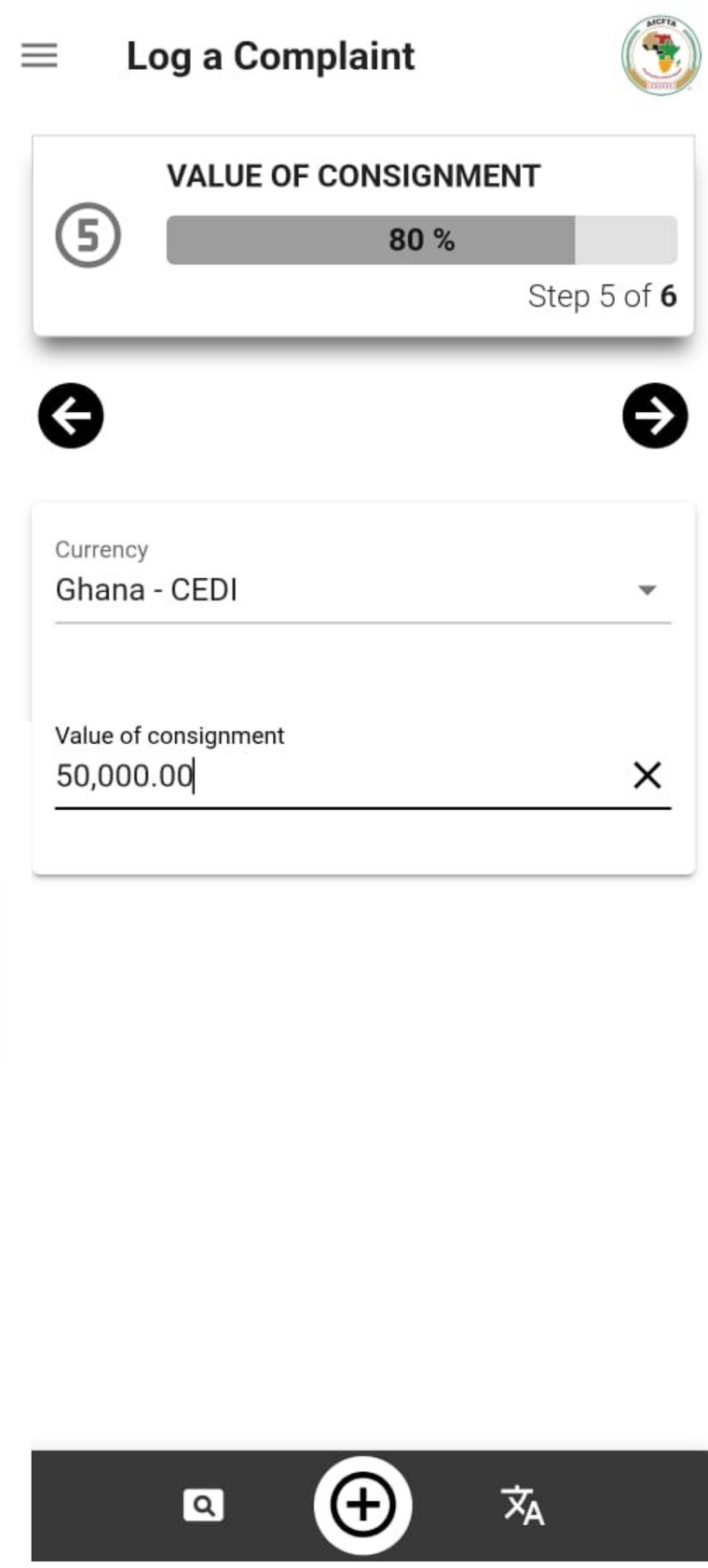

Log a Complaint
COMPLAINT DESCRIPTION
3
40 %
Step 3 of 6
Complaint Details (max 300 words)
Evidence
0 files (0 B in total)


Log a Complaint
COMPLAINT DESCRIPTION
3
40 %
Step 3 of 6
ABC Agro Processing Ltd exported 20 metric tonnes of processed shea butter to Kenya under AfCFTA preferential trading arrangements.
Upon arrival at the Port of Mombasa, Kenyan authorities requested an additional product conformity certificate that was not listed under the agreed
Footage of goods.jpg
0 files (0 B in total)

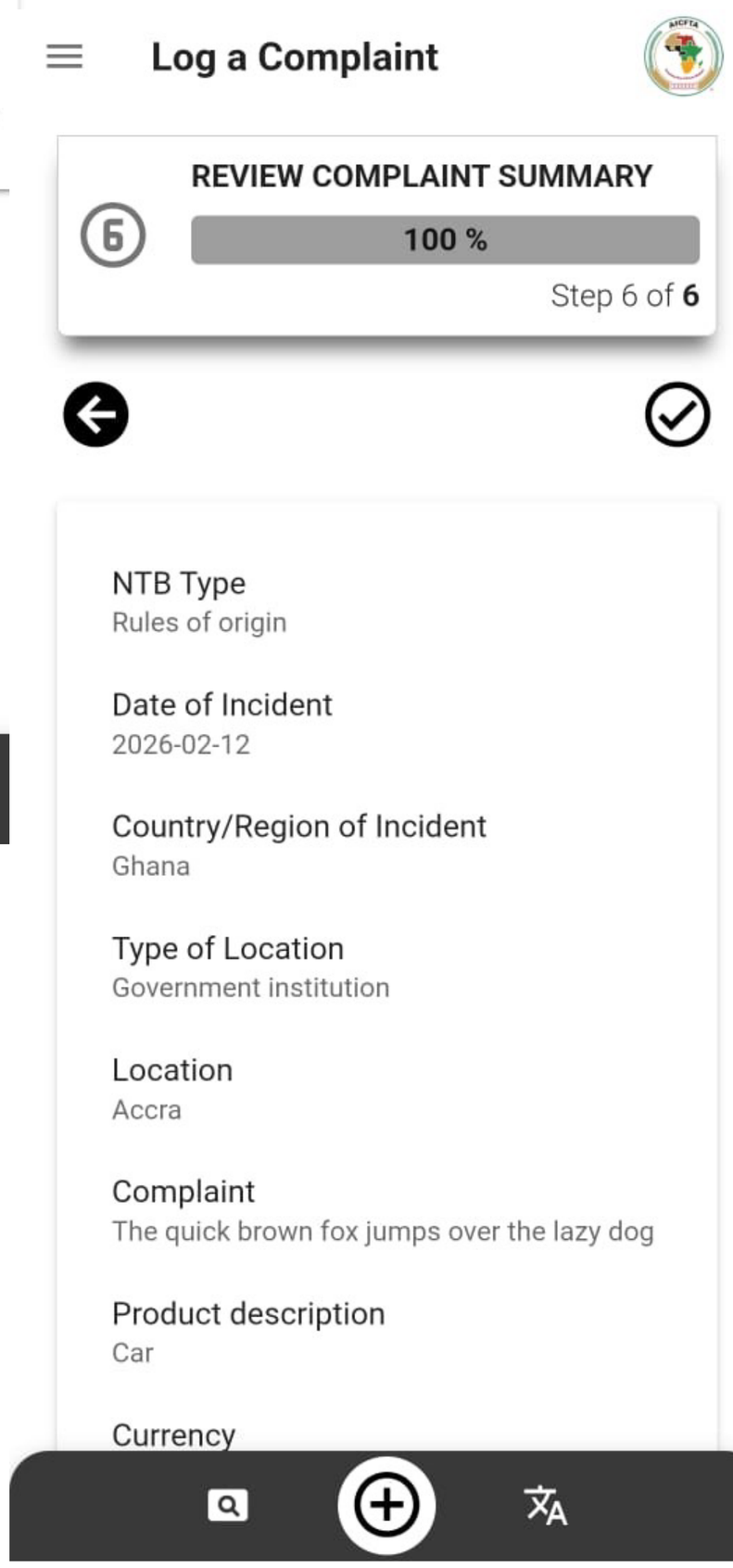
1



2



3



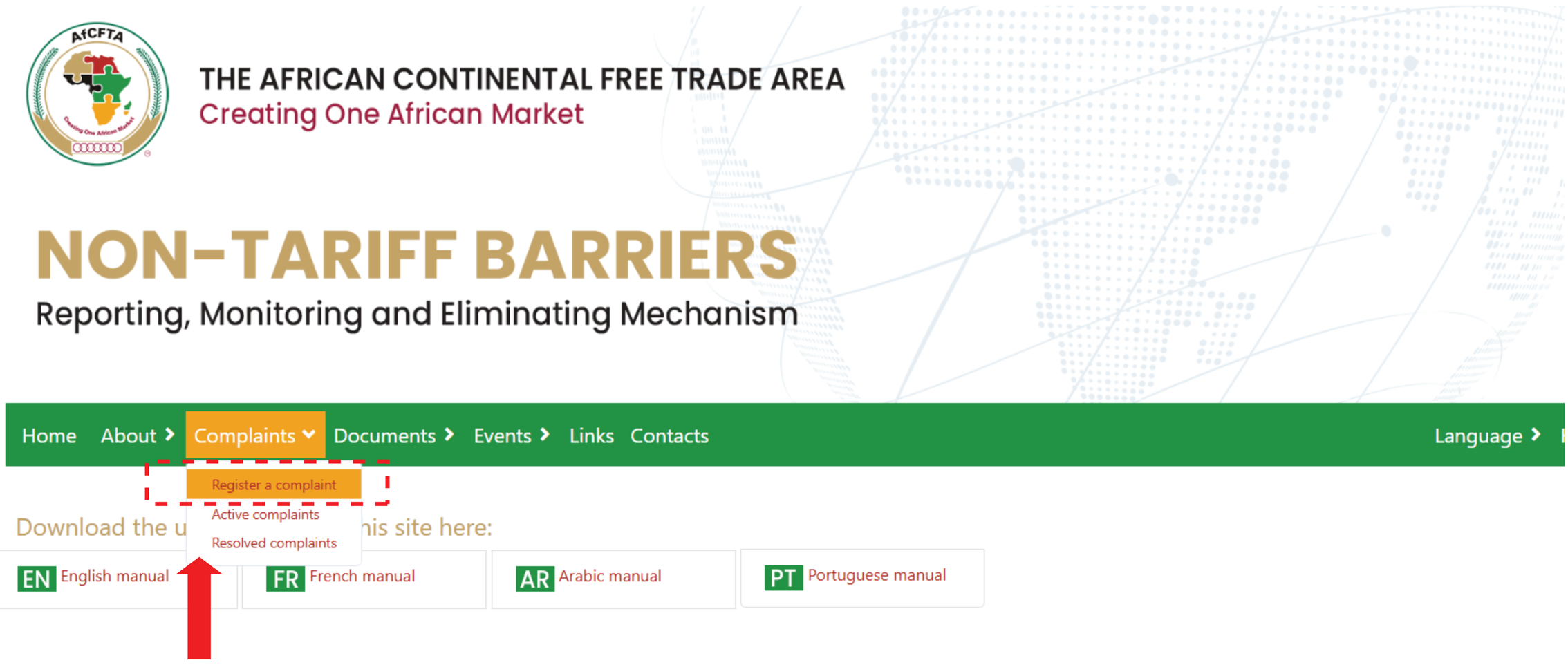
Note:

- You will be prompted to review your profile details and to make changes if necessary.
- All fields marked with an asterisk (*) must be completed.

3.2 How to Submit a Complaint via the Website

To submit a complaint using the website, follow these steps:

1. Log-on to the website, using your email address and password.
2. Select **"Complaint"** on the dashboard; on the dropdown select **"Register a complaint."**
3. Complete the form on the page that opens by providing as much detail as possible about the complaint. Instructions on how to upload supporting documents are provided in the next section. Once all the information is complete, click the **"Submit your complaint"** button.



Reporting country

Country or region*

Ghana

Details of occurrence

Please provide details of the trade barrier that you have encountered when trading in the AfCFTA.

Location of the Non-Tariff Barrier

Country or region (Imposing country or region)*

Select the country or region in which you have experienced the trade barrier.

Kenya

First select the type of location where the complaint occured. You will then be able to select the exact location, or type in a description of the location.

- ○ Airport
- ◉ Border post
- ○ Seaport
- ○ Lake Port
- ○ Government institution
- ○ Non-government institution
- ○ Road block
- ○ Weighbridge
- ○ Other

Please specify location.*

Moyale

Description of the Non-Tariff Barrier

Date of occurrence*

19 March 2025

Type of Non-Tariff Barrier

-- Select --

Detailed description of trade barrier or incident*

ABC Agro Processing Ltd exported 20 metric tonnes of processed shea butter to Kenya under AfCFTA preferential trading arrangements. Upon arrival at the Port of Mombasa, Kenyan authorities requested an additional product conformity certificate that was not listed under the agreed AfCFTA requirements.

Details of affected product

Description of product/s*

Processed shea butter (HS Code 1515)

Product value

Currency

Kenya - SHILLING

Consignment value (affected by NTB)

Annual trade value (affected by NTB)

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.

File: Choose File No file chosen

File description:

Add another file

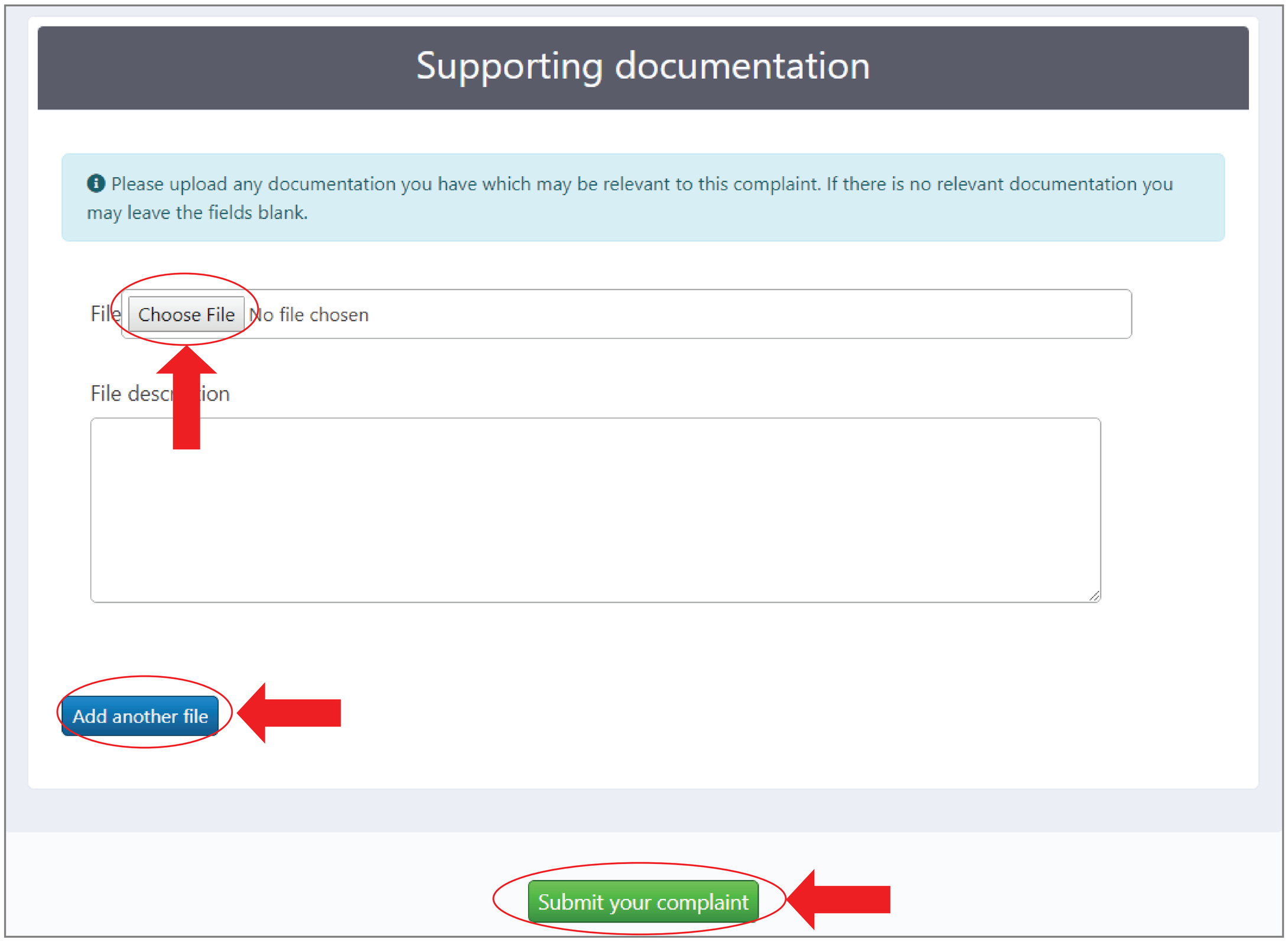
Submit your complaint

3.3 How to Upload Supporting Documentation (Website & App)

Users can upload supporting documentation (text and image files) as part of the registration of a complaint. This is highly recommended to facilitate the resolution of the issue.

To upload a file, follow these steps:

1. Click on **“Choose file”,** then locate the file on your computer/mobile phone
2. Select the file, and click on **“Open”**
3. Provide a description of the file
4. To add additional files, click on **“Add another file”** and repeat the process
5. Files added incorrectly to the form can be removed by clicking **“Remove file”**
6. Files are uploaded and saved when the **“Submit your complaint”** button is clicked.

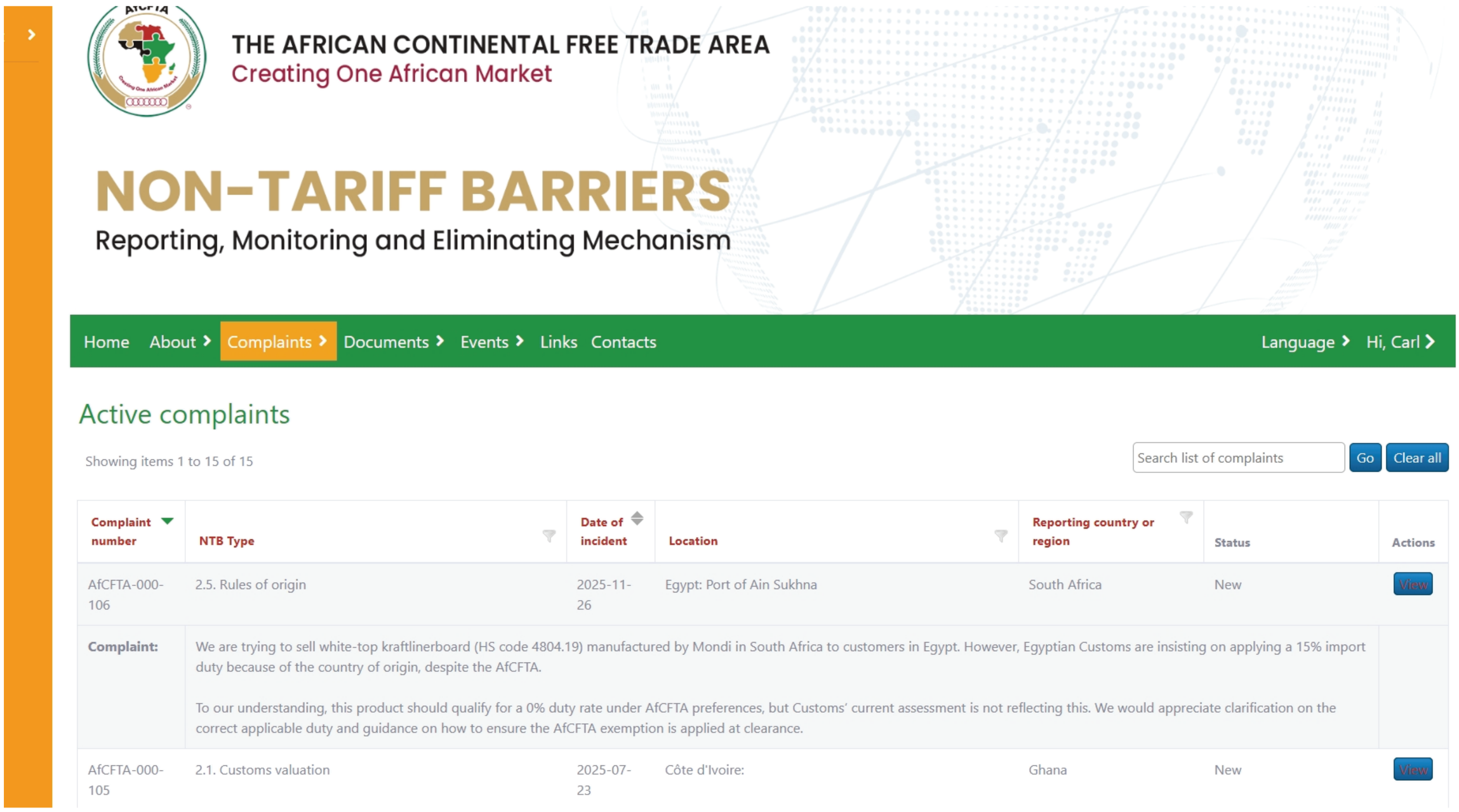


3.4 How to Track your Complaint (Website)

Users can track the status of their complaints using the AfCFTA NTBs Online Mechanism website.

To track your complaint, follow these steps:

1. Log on to the website, using your email address and password.
2. On your top menu, select “Complaints”, on the dropdown select “Active Complaints”.



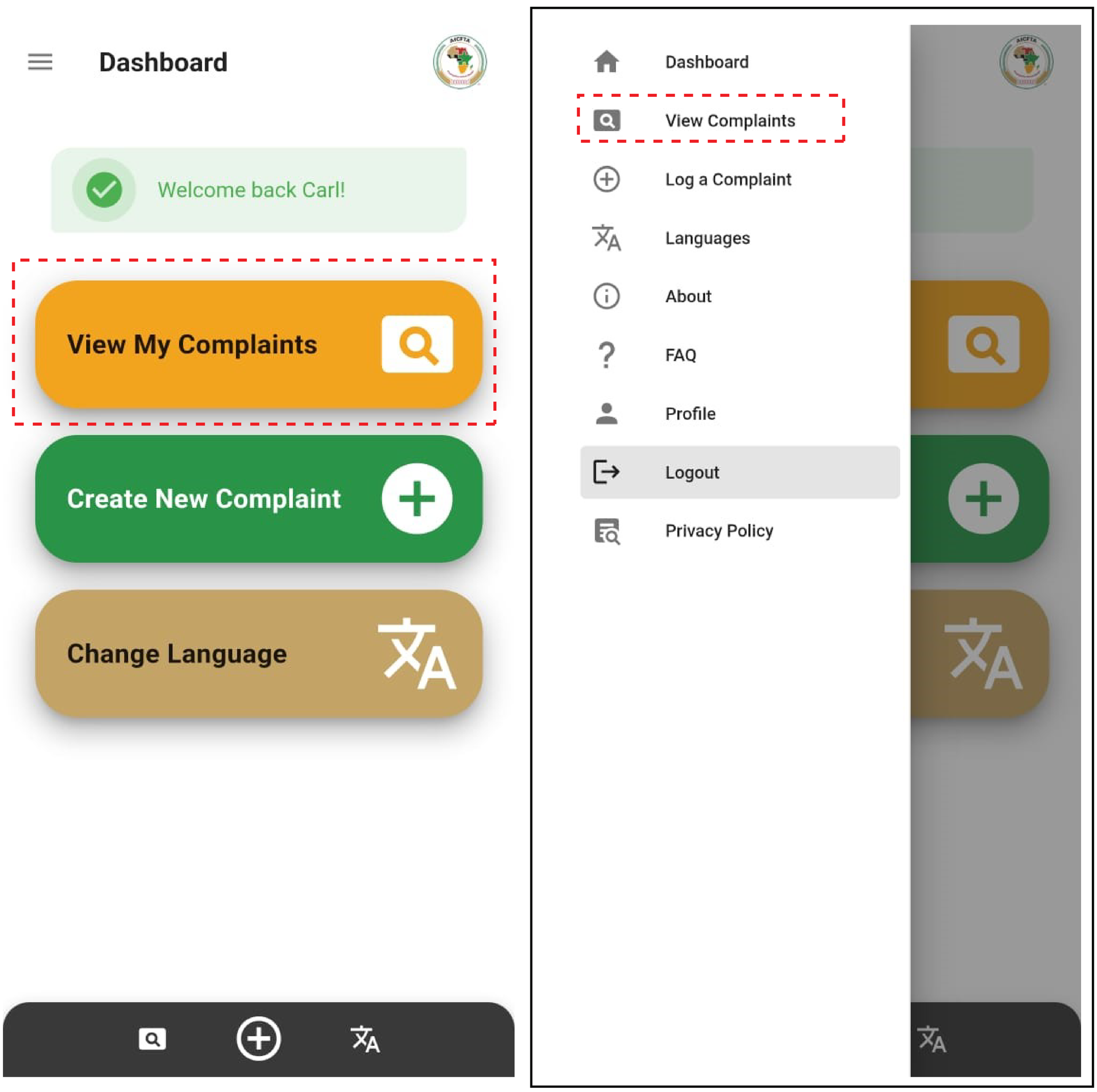
3. A list of all the complaints you have submitted will be displayed
4. Click the blue **"View"** button on the right to see details of a specific complaint
5. To search for specific complaints, use any of the following search criteria: **“Search List of Complaints”.**
    a. Sort the **"Complaint number"** and "Date of incident" columns by clicking on the column headers OR
    b. **Filter** the remaining columns (NTB Type, Location, Reporting country and Status) by clicking on the filter icon and selecting specific conditions.

3.5 How to Track your Complaint (Mobile App)

Users can track the status of their complaints using the AfCFTA NTBs mobile app.

To track your complaint, follow these steps:

1. Log on to the mobile app, using your email address and password.
2. On your Dashboard select **“View Complaints”** or go to the **Your account** menu at the TOP LEFT of the screen and then click on **“View Complaint”**

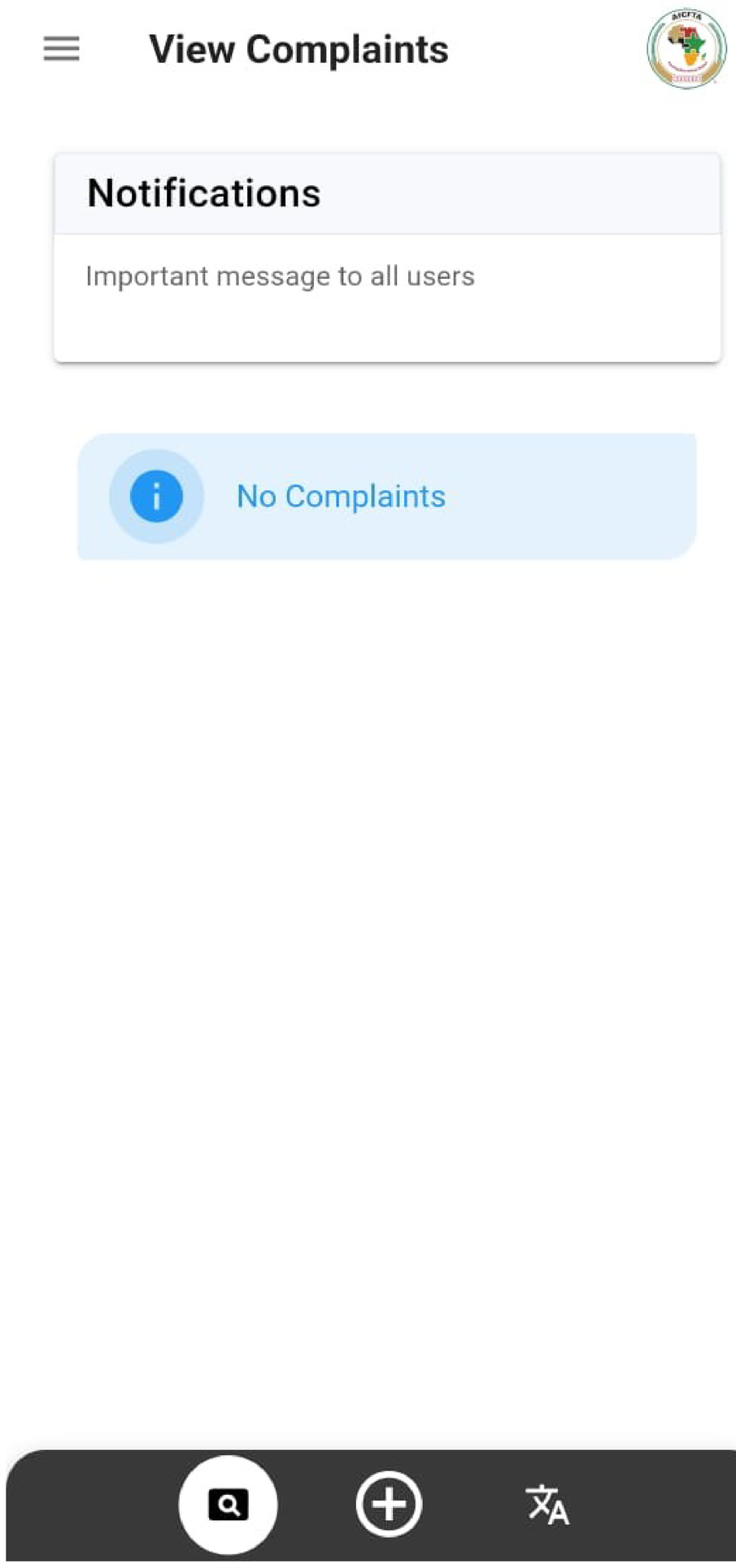


3. A list of all the complaints you have submitted will be displayed
4. Click the blue "View" button on the right to see details of a specific complaint
5. To search for specific complaints, use any of the following search criteria:

Enter search terms in the General Search field OR

a. Sort the **"Complaint number"** and "Date of incident" columns by clicking on the column headers OR

b. **Filter** the remaining columns (NTB Type, Location, Reporting country and Status) by clicking on the filter icon and selecting specific conditions:



Support

Please do not hesitate to contact the AfCFTA NTBs Coordination Unit / Focal Points if you need any assistance in using the website at **Goods@au-afcfta.org**

To access the help page, click on the **"Help"** button (located at the bottom left of each page).

