**GOAL**

Providing collection materials to the applicant.

**APPLICATION PROCESSING & ISSUING**

This document deals with applications and issuance of the regular CGN collection (and thus not the "Special collections").

**1) Entry application**

Applications for seed always come in through the website:

1. Application under SMTA conditions: the Seed Manager receives two emails in a separate mailbox: one containing the application and the next regarding the authorisation of the application of SMTA material. Only after authorisation, the order is forwarded to the relevant crop curator.
2. Application not under SMTA conditions: the Seed Manager will receive one e-mail. This material is used for chemical, pharmaceutical and or other type of non-food use. The CGN will contact the applicant about special conditions for sending the accessions. In general, the cluster leader will consider applying the SMTA as this is the most strict and elaborate agreement available. With the SMTA in this case, FOR-CGN-PG-038 'Standard letter on issue of Non-SMTA material' will be sent along. Exceptionally, the Cluster Leader may give permission to send material without SMTA. This concerns, for example, material sent for direct use or cultivation or in the context of repatriation to the country of origin.

1. SMTA signing

After ordering seed through the website, an e-mail requesting authorisation of the SMTA is automatically sent to the person authorised to sign. This e-mail contains a link to an internet page containing the SMTA for this request. After agreeing to the conditions mentioned in the SMTA (by clicking an authorisation button at the bottom of this page after going through the SMTA text), the CGN is automatically informed. Information about the order, authorisation and subsequent issue are stored digitally in the mailbox.

If the applicant wishes to receive a hardcopy or DocuSign document of the SMTA (see FOR-CGN-PG-029), it will be sent to the applicant (signed by the Cluster Leader). The applicant should return the SMTA signed. On the SMTA, the requested CGN numbers are indicated. If a large number of accessions are involved, a separate list of CGN numbers is added. If the applicant has not yet decided which accessions will be requested, the applicant can enter these accessions on the SMTA itself.

3) Assessment of application

The crop curator will consider whether the application can be granted and will assess the application according to the following criteria:

1. Is it a bona fide application?  
   At a minimum, name and address details should be provided. Bona fide applications are for research or breeding purposes, or for the purpose of education and information. In general, the applicant must be a company, foundation or association as a legal entity. Applications from individuals will only be honoured after the curator has determined that the application serves one of the above purposes and that the applicant has the capacity to fulfil these purposes. If, in the opinion of the curator, this is not the case, (s)he will contact the applicant and report the reason why the application cannot be considered.
2. Number of accessions requested?

As a rule, one bag is issued per accession; this can be deviated from in exceptional cases.

If the total number of requested accessions exceeds 50, consultation will take place with the applicant. Perhaps the request can be reduced or agreements can be made on data sharing. When issuing more than 50 accessions or more than 2 bags per accession, the permission of the project leader is required (see FOR-CGN-PG-028).

1. The curator will check whether there is enough material. If this is, exceptionally, not the case (if the material is in multiplication due to too few seeds), an alternative accession will be sought in consultation with the applicant. For this, a new application must then be made via the website.

4) Agreement by curator

After the relevant curator has agreed to the request, it can be handled. The curator informs the Seed Manager by e-mail that he/she has agreed to issue the requested material.

5) Registration in GENIS

The Seed Manager enters the accession numbers for the request into GENIS with associated information such as the reason for the request and the quantity of bags per accession.

6) Documents required for processing the application

The application will be prepared. This requires:

* 'packing list' with placement details, via GENIS after entering the requested numbers
* passport details (with crop-specific instructions and barcode) and any germination recommendations
* cover letter issuing seed material
* possible disinfection advice
* phytosanitary declaration for countries outside EU and, if necessary, EU plant passport (for this, see PRT-CGN-PG-601 "*Phytosanitary Policy*" and INS-CGN-PG-007 "*Shipping Instructions"*).
* import licence, if any (see also INS-CGN-PG-007 for this).
* acknowledgement card

All documents go into a folder for further processing of the application.

**7) Collect and dispatch seed material**

The seed material ('user bags') is taken from the storage and prepared for shipment. All seed bags sent are scanned, after first scanning the barcode on the corresponding passport list. All required documents are added in accordance with INS-CGN-PG-007 ('*Shipping instructions'*). A file is created per request, in which are filed (as applicable):

* scan SMTA or digital confirmation of click-wrap procedure
* scan phytosanitary documents
* signed packing list and invoice
  + any further correspondence

**8) Enquiry evaluation data**

By signing the SMTA, the applicant agrees, among other things, to provide relevant evaluation data to the CGN. However, the applicant is not obliged to provide this evaluation data. If the curator receives a commitment to provide evaluation data, further arrangements will be made in this regard, such as with regard to any embargo on the disclosure of the evaluation data. Handling of embargoed evaluation data will be in accordance with chapter procedure UIT-CGN-PG 6.2.47 'Characterisation and evaluation' Annex 1.

The concerned curator may inquire from the applicant after a period of time regarding evaluation data obtained in the meantime. The curator may inquire about evaluation data once a year after a period of not less than one and not more than two years after the order, for applications of 10 numbers per crop or more.

**9) Archiving acknowledgement cards**

An acknowledgement card (see FOR-CGN-PG-007) is sent along with the material to collect user feedback. The acknowledgement card is completed by the user and returned to CGN PGR or answered digitally. The Seed Manager collects the acknowledgement cards in a folder in the mailbox. If there are comments posted by the applicant which require follow-up, the Seed Manager initiates this. In case of negative perception by the customer, a complaint form is filled and necessary corrective/preventive action is taken. The acknowledgement cards are analysed annually for the purpose of the management review. Additional corrective and preventive measures may be taken at the initiative of the management.

MEASURING POINTS PROCESS EFFECTIVENESS & CAUSE ANALYSIS

12. Annual issue. Number of bags issued for regular and incentive use issues as a percentage of total collection size. Standard: at least 15

*Measurement point: annual analysis GENIS*

13. User trend. Number of transactions by user category. Standard: minimum 150 per year

1. Private sector

2. Public research (university, research institute)

3. Genebank

4. NGOs

5. Private individuals

6. Botanical gardens

7. Education