



# How to manage Account Operators in the Emissions Trading Register

February 2019

If you hold an account in the Emissions Trading Register (the Register), or are planning to open one, you will be given an option to choose one or more people as Account Operators. This guide explains what this role involves and shows the steps for setting up and maintaining Account Operators in the Register.

## When to appoint Account Operators

When the Account Holder<sup>1</sup> and their account is set up in the Register, we will ask about who is going to look after the account. You can either choose:

- a person who is a member of the Account Holder group (this role is called an 'Account Holder User'), or
- someone else, such as a consultant or a company administrator – an 'Account Operator'.

You must choose at least one Account Holder user or one Account Operator to look after the Account Holder and their account. You can choose more than one person for these roles, and you can also choose to have both Account Holder Users and Account Operators.

## The role of the Account Operator

An Account Operator is a person who is authorised to look after an Account Holder and their account. This means they can complete the two tasks below independently and without supervision from the Account Holder:

- manage the Account Holder's emission units: transactions, surrenders or repayments of emission units
- complete applications for Industrial Allocations of emission units<sup>2</sup>

Account Operators can also start the administration for these four tasks. These must be approved by the Account Holder before they can be implemented in the Register:

- keep the Account Holder details up to date
- add or remove people or organisations to and from the Account Holder group
- add or remove Account Holder Users and other roles, such as Account Operators, ETS Reporters<sup>3</sup>
- add any greenhouse gas activities for the Account Holder

<sup>1</sup> An Account Holder in the Register can be made up of one or more people, one or more organisations, or a mixture of people and organisations. For more about Account Holders, see our companion guide: *Who can be an Account Holder in the Emissions Trading Register*

<sup>2</sup> Industrial Allocations are emission units granted to eligible NZ-based organisations to help them remain competitive overseas.

<sup>3</sup> For more about the different types of roles for looking after Account Holders and accounts in the register, see our guide: *Roles in the Emissions Trading Register: which one are you?*

These changes are approved by uploading a signed Account Holder declaration. This is a legal requirement. The Account Operator can upload the signed declarations to the Register but they cannot sign this declaration on behalf of the Account Holder unless they are an account holder.

Account Operators also receive emails and other correspondence related to the Account Holder, the account, the Register and the Emissions Trading Scheme (ETS), including timely and important information about rules, changes to our system and relevant deadlines.

## Appoint someone you can trust

When an Account Operator is appointed, the Account Holder is allowing this person to manage parts of the account without supervision. So when choosing someone to act as an Account Operator, you should make sure that the person is:

- trustworthy
- knowledgeable about the legal requirements for the ETS and the Register, and
- able to complete obligations for the account as they arise, and with care.

The Account Operator could be someone within your organisation with appropriate knowledge, or an external person with experience in the ETS, such as a consultant.

**Remember:** the Account Holder remains legally responsible for any actions (or lack of action) undertaken by an Account Operator on their behalf. If an Account Operator fails to meet the legal requirements for participating in the ETS, it may result in a fine – or even prosecution – for the Account Holder.

## You can appoint Account Operators to full or split roles

There are two main ways to set up an Account Operator in the Register:

- Full role: the whole responsibility for a task is given to one person - the highest level of access for an Account Operator. You can have one or more people in a full role.
- Split role: the responsibility for some transactional tasks involving emission units is shared between two or more people (transactions, surrenders and repayments). An Account Operator Preparer would start one of these tasks (enters the information), and an Account Operator Approver would approve it.

So there are a few options for how you set up split Account Operator roles. You could assign two Approvers, or one Preparer and one Approver, and you can also have more.

**Note:** when setting up Account Operators, you must choose whether to have full or split roles – you cannot have both types for the same Account Holder.

**Note:** once you have set up your Account Operators, there is an opportunity to assign an additional Account Operators into a 'Viewer' role. This person will have read-only access to the same material as other Account operators. A Viewer role can be added, but you must assign full- or split-role Account Operators assigned first.

## How to add or remove Account Operators for an Account

**Note:** only an Account Holder User, Authorised Person or an existing Account Operator can carry out this task, and all changes must be approved by the people and/or organisations that are the Account Holder.

### Before you begin

- If you are adding a new Account operator, read the section above “Appoint someone you can trust” and make sure the Account Holder is happy to hand over the responsibility to this person.

**Remember:** the Account Holder remains legally responsible for any actions (or lack of action) undertaken by an Account Operator on their behalf. If an Account Operator fails to meet the legal requirements for participating in the ETS, it may result in a fine – or even prosecution – for the Account Holder.

- Make sure the person you want to add understands their responsibilities as an Account Operator.
- Make sure the person you want to add is signed up as a user of the Register. If not, they will need to register at [www.emissionsregister.govt.nz](http://www.emissionsregister.govt.nz), using their New Zealand Government RealMe login details.
- They will need to give you their 8-digit ‘invite code’. They can find this code by logging into the Register, going to “My Details” and scrolling down to “System Details”.

## Step-by-step: How to add or remove an Account Operator

### Step 1 Log in and start the process

- Log into the Register to be taken to the *My tasks* page (as below). If you manage more than one Account Holder, from your home page, click on the relevant Account Holder to be taken to this page.

The screenshot shows the 'My tasks' page of the New Zealand Emissions Trading Register. The header includes the logo and text: 'New Zealand Emissions Trading Register For managing our units and climate change response activities'. A left-hand menu is visible with options: Home, Macdonalds Farm (selected), Users and Account Holders, Accounts and transactions, ETS activities, Communications, Alerts, and Prepare transaction. The main content area is titled 'My tasks' and contains the instruction: 'Select the task you want to work on or select a menu item from the left hand menu.' Below this is a table with columns for Priority, Workflow, and Task description. The table is currently empty, displaying 'There are no items to display'.

- Click on "Accounts and transactions" in the menu on the left of the screen, and the *Accounts and transactions* screen will appear. Click on the account number from the list in the centre of the screen.

The screenshot shows the 'Accounts and transactions' page of the New Zealand Emissions Trading Register. The header is the same as the previous screenshot. The left-hand menu now has 'Accounts and transactions' selected, with 'Open account' as a sub-option. The main content area is titled 'Accounts and transactions' and contains an 'Account summary' section. This section features a table with the following data:

Account number	Account name	Unit balance	Status
NZ-29	MacDonald Farm	200	Active

Below the table is a pagination control: 'First Previous Page 1 of 1 Next Last'. At the bottom of the page, there is a 'History' section with the text: 'There are no items to display.'

- The *Account details* screen will appear. Next, select 'Account Operators' from the left-hand menu.

**New Zealand Emissions Trading Register**  
For managing our units and climate change response activities

**Account details**

Account name: Macdonald Farm  
 Account number: NZ-29  
 Account status: Active  
 International account number: NZ-100-29-0  
 Account balance: 200

[Edit account name](#)

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**Unit details**

CP	Unit type	Unit balance	Available balance
-	NZU_EITE	200	200

[View unit blocks](#)

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**Transaction history**

Workflow I.D.	Transaction I.D.	Date	Transaction type	From account	To account	Units received	Units transferred	Status
<a href="#">DTR30075-29-2</a>	<a href="#">NZ210</a>	03 Oct 2017	Domestic transfer	NZ-29	NZ-5	N/A	5	Abandoned
<a href="#">DTR30075-29-1</a>	<a href="#">NZ100</a>	09 May 2017	Domestic transfer	NZ-29	NZ-4	N/A	100	Abandoned

- The *Account Operators* screen will appear. Click on 'Manage Account Operators' in the left-hand menu.

**New Zealand Emissions Trading Register**  
For managing our units and climate change response activities

**Account Operators**

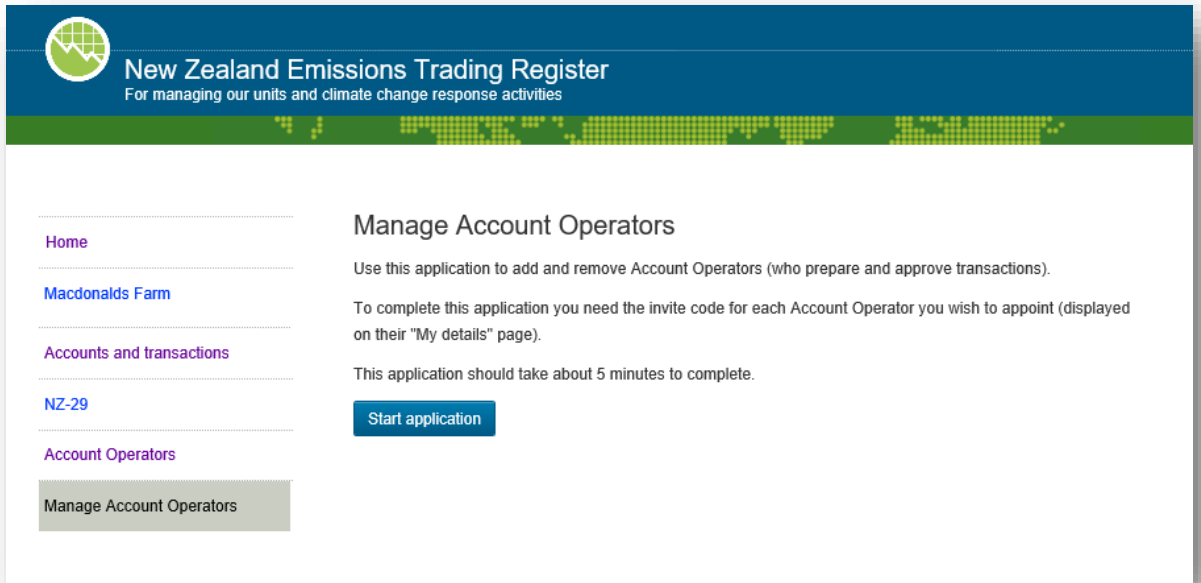
User	Role	Status
John Smith	Account Operator	Active

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**History**  
There are no items to display.

- After you press the “Start Application” button, the form that allows you to manage Account Operators will open. The *Manage Account Operators* screen will appear. Click the ‘Start application’ button which appears in the centre of the screen (as below).



## Step 2 Add or remove Account Operators

- The form that allows you to manage Account Operators will open (not shown). The first page of the form covers the Account Holder details, read through these details to confirm you are making changes to the correct account. (If you see anything that needs to be changed for the Account Holder, make a note of this, you will need to do this separately.) Click “Next”.
- The next screen shows the details of the existing Account Operators already in the Register (shown below).

New Zealand Emissions Trading Register  
For managing our units and climate change response activities

Manage Account Operators

Account Operators

Print Save Exit << Back Next >>

\* indicates mandatory field

Current Account Operators

Select a role type for your account and then add, remove or edit individual Account Operators.

\* Role type Full

First and middle names	Last name	Email address	Phone number	Mobile phone number country code	Mobile phone number	Role
John	Smith	NZETRTesting@epa.govt.nz	091223456	+64	0273394655	Full <a href="#">Delete</a>

[Add Account Operator](#)

Account Operators - removal pending

First and middle names	Last name	Email address	Phone number	Mobile phone number country code	Mobile phone number	Role
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Print Save Exit << Back Next >>

### To remove Account Operators

- To remove an Account Operator, press the blue “Delete” button to the right of their name.
- A confirmation message will appear ‘Are you sure you want to delete this row?’ Click ‘Yes’ or ‘No’.
- Click “Next” and the *Submission* screen will appear.
- Go to Step 3 of this guide.

## To add Account Operators

**Note:** The role type (full or split) for the existing Account Operators is shown at the top of the screen. If you already have full-role Account Operators, and want to add or change to split-role Account Operators (or *vice versa*), you must first delete all Account Operators from the account. You cannot assign both full- and split-role Account Operators for the same Account Holder.

If you delete existing Account Operators to reassign them from a full to split role (or vice versa), you will need their invite code.

- To add Account Operators, select “Add Account Operator” (blue button shown in screen above). Another page will open (shown below).
- Select if you are adding yourself or someone else as an Account Operator.
- If you select “Me”, the form will fill in your details automatically. If you are adding someone else, you will need to enter their invite code (see section above: Before you begin for details about where to find this code). When you have entered the invite code, click “Find User” and check that the details displayed are correct.
- Finally, select their role type (full, split or viewer). Remember that you can have Account Operators in either full or split roles – you can’t have some of each.
- To add multiple Account Operators, click the blue ‘Add’ button and enter their details. Once you have finished, select “Add & Close”. This will return you to the ‘Add Account Operator’ page where you can then click “Next”.
- Go to next section of this guide.

The screenshot shows the 'Add Account Operator' form within the New Zealand Emissions Trading Register interface. The header includes the logo and text: 'New Zealand Emissions Trading Register For managing our units and climate change response activities'. The form title is 'Add Account Operator' with three buttons: 'Add', 'Add & Close', and 'Close'. A legend indicates that an asterisk (\*) denotes a mandatory field. Instructions state: 'Use the Add button to add each Account Operator. Use the Add & Close button after entering the final Account Operator.' The form contains the following fields and controls:

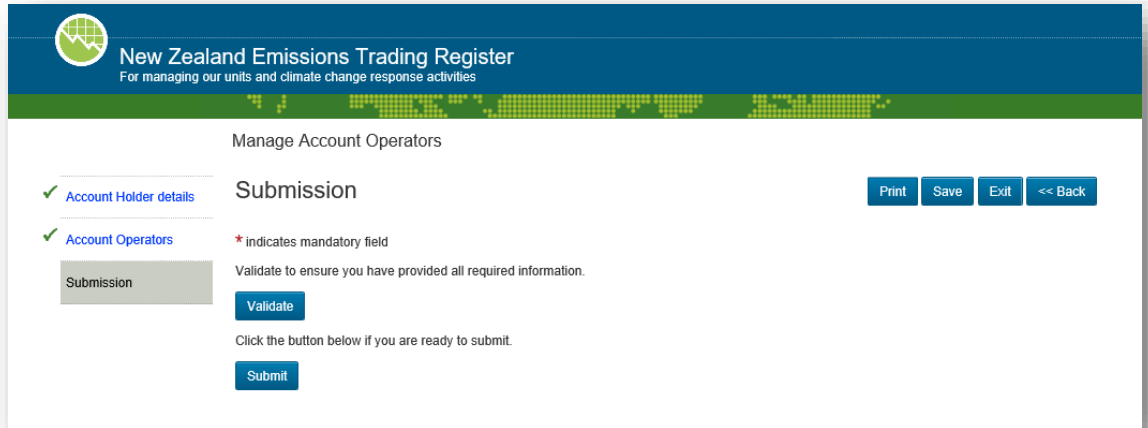
- Add user:** Radio buttons for 'Me' and 'Someone else' (selected).
- Invite code:** A text input field with a question mark icon and a 'Find user' button below it.
- First and middle name:** Text input field.
- Last name:** Text input field.
- Email address:** Text input field.
- Phone number:** Text input field.
- Mobile phone number country code:** A dropdown menu.
- Mobile phone number:** Text input field.
- Set role:** A dropdown menu.
- Role:** A dropdown menu (marked with an asterisk).

At the bottom right of the form, there are three buttons: 'Add', 'Add & Close', and 'Close'.



### Step 3 Submit and upload a declaration

- You will be taken to the *Submission* page (see below).
- Click “Submit”. If there are any errors or missing information, the system will tell you now. If not, you will see a message saying “Form Completed”. Click “Ok”.



The screenshot shows the 'New Zealand Emissions Trading Register' interface. The header includes the logo and the text 'New Zealand Emissions Trading Register For managing our units and climate change response activities'. The main heading is 'Manage Account Operators' with a sub-heading 'Submission'. On the left, there are two menu items: 'Account Holder details' and 'Account Operators', both with green checkmarks. The 'Submission' menu item is highlighted. To the right of the menu items are buttons for 'Print', 'Save', 'Exit', and '<< Back'. Below the menu items, there is a section for 'Submission' with a 'Validate' button. A note states: '\* indicates mandatory field. Validate to ensure you have provided all required information.' Below this is a 'Submit' button. A final instruction says: 'Click the button below if you are ready to submit.'

**Note:** you must now upload a declaration before we can process your application to remove or add Account Operators. It must be signed by all parties that make up the Account Holder.

- You will be taken to the *Manage Account Operators* page, where link to the Account Holder Declaration will be generated; this can take up to five minutes. (If you have logged off for any reason, you can find this page again through the *My tasks* page, click on the task “Manage Account Operators”.
- Download the Account Holder declaration. Ensure all parties in the Account Holder sign the declaration, scan it and upload it.
- Once you have completed this, the status on the ‘Manage Account Operators’ task should change to “EPA Review”.

**For help uploading declarations:** see our companion guide *Uploading Account Holder Declaration*

## Our review and confirmation that the details are updated

- Once you upload your signed declaration, we will check the form. We have to do this by law.
- Generally you will receive an email after a few days to say that the new Account Operator is established, once the declaration form is reviewed. This email will be sent to all Register users for the new account and Account Holder.

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For more information, see our website: [www.epa.govt.nz/ETS](http://www.epa.govt.nz/ETS)