

UUM&DS¹ – Central Delegation Management Tool Manual for Economic Operators (version 2.0)

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General Information

What is a delegation? The delegation is the action of a person (legal or natural, or association of persons) to assign to another natural, legal person or association of persons to act on his behalf by delegating one or more of his authorizations defined as business profiles. The scope of the delegated business profiles (scoped by application) can be the same or a subset of the one of the original business profiles.

¹ Uniform User Management & Digital Signature

Actors of a delegation	Delegator	The person who owns the authorizations and decides to assign -all or part of- them to another natural, legal person or association of persons (Delegate).
	Delegate/Representative	The natural or legal person who is assigned the authorization(s) by the Delegator
	Mandate	The natural person who is assigned the authorization(s) by the Delegate.

Access profiles and login	To access Central Delegation
	1. BP_DELEGATOR, BP_DELEGATE and BP_MANDATE business profiles should respectively be granted to the Economic Operator (EO) for allowing access to the roles DELEGATOR, DELEGATE and MANDATE of the application.
	2. Open a web browser;
	3. Access the following link of the <u>Central Delegation Management Tool</u> : https://customs.ec.europa.eu/taxud/uumds/admin-ext/;

 You will be transferred to the Where Are You From (WAYF) page to authenticate and get authorisation.

About Delegations

Delegation Types	A delegation can be <u>direct</u> (default value), <u>indirect</u> or <u>mandate</u> . The use of this value shall be understood and aligned with the behaviour of the Central Service.
First Level delegation	The <u>first level delegation</u> is the action of a person (legal or natural) called Delegator, who owns the authorisations, to assign to another natural or legal person called Delegate - to act on his behalf, by delegating one or more of his authorisations defined as business profiles to another natural or legal person.
Second level Delegation	The action of the Delegate (legal or natural person) to further delegate his or hers delegated authorisation(s) to another person (natural) called Mandate.
Delegation Scope	A Delegation can be constrained by the scope; possible values are ALL (by default) or RESTRICTED.

The scope is not enforced and managed by this tool but by the Central Service. Therefore, the impact on the behaviour may vary between applications. Please refer to the Central Service User's Guide to determine exactly the meaning of this property.

Validity period The Delegator has to specify the period for which the delegation can be used. UUM&DS does not accept a delegation without an explicit period of validity. The maximum period cannot <u>exceed one calendar year</u>. The delegation cannot be extended; a new delegation has to be created explicitly after 1-year time.

Delegation Flows

There are 5 flows in the delegation process, which we will describe in detail below.

- 1. **Nominal**: Delegator creates a delegation; the delegate checks and accepts it.
- 2. **Rejected**: Delegator creates a delegation; the delegate checks and rejects it.
- 3. **Amendment accepted**: Delegator creates a delegation; the delegate checks and asks for an amendment; the delegator amends and the delegate accepts the amendment.
- 4. **Amendment rejected**: Delegator creates a delegation; the delegate checks and asks for an amendment; the delegator amends and the delegate rejects the amendment.
- 5. **Revoked**: Either the Delegator or the Delegate revoke the delegation.

Flow 1:This is the nominal case, meaning that the delegator creates a delegation,Nominal
(Create ->
Accept)This is the nominal case, meaning that the delegator creates a delegation,
the delegate checks and accepts the delegation; finally the delegator accepts
the delegation and it becomes active (Status Accepted).

Step	Description
1	The Delegator should open a browser and access the following address:
	https://customs.ec.europa.eu/taxud/uumds/admin-ext/
2	Complete the data in the page below (Where Are You From - WAYF) as
	following



	X	alidity period.
	Valid to I	Enter the date the delegation's validity ends. Please
	1	note that the maximum length of a delegation is
		365 days
	Business Profile S	Select Add Business Profile (e.g.
	(CUST_ADMINISTRATIVE) and click
	Application	The list of Available applications and Selected
	8	applications opens; select or deselect an
	8	application, by choosing the application and
		clicking \rightarrow or \leftarrow to move the application to the
	3	appropriate list. At this point, the status of the
		lelegation is READY
	Click at the Generate R	tetrieve Criterion button, retrieve the hexadecimal
	token (either copy it or	print it in PDF) and send it to the Delegate.
	The Delegation is set to	ACTIVATION PENDING
5	The Delegate should op	ben a browser and access the following address:
	https://customs.ec.europa	eu/taxud/uumds/admin-ext/
	<u>intpoi//customs.co.curopu</u>	
4		
6	Complete the data in the	e Where Are You From page (WAYF- same as in
6	Complete the data in the step 2) as following	e Where Are You From page (WAYF- same as in
6	Complete the data in the step 2) as following	e Where Are You From page (WAYF- same as in
6	Complete the data in the step 2) as following	e Where Are You From page (WAYF- same as in
6	Complete the data in the step 2) as following Field	Where Are You From page (WAYF- same as in Description Customs is the only selection currently available
6	Complete the data in the step 2) as following Field Domain Identification Country	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country
6	Complete the data in the step 2) as following Field Domain Identification Country Type of actor Type of actor	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country Select your correct type of actor (in this case
6	Complete the data in the step 2) as following Field Domain Identification Country Type of actor Type of actor	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country Select your correct type of actor (in this case, Customs Representative)
6	Complete the data in the step 2) as following Field Domain Identification Country Type of actor	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country Select your correct type of actor (in this case, Customs Representative) Select that you want to act on behalf of Myself
6	Field Domain Identification Country Type of actor Act on behalf Give your consent Give your consent	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country Select your correct type of actor (in this case, Customs Representative) Select that you want to act on behalf of Myself Tick the box to confirm that you give consent to
6	FieldDomainIdentification CountryType of actorAct on behalfGive your consent	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country Select your correct type of actor (in this case, Customs Representative) Select that you want to act on behalf of Myself Tick the box to confirm that you give consent to share your Identity Profile information
6	FieldDomainIdentification CountryType of actorAct on behalfGive your consentPress Submit.	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country Select your correct type of actor (in this case, Customs Representative) Select that you want to act on behalf of Myself Tick the box to confirm that you give consent to share your Identity Profile information.
6	FieldDomainIdentification CountryType of actorAct on behalfGive your consentPress Submit.In the welcome screen.	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country Select your correct type of actor (in this case, Customs Representative) Select that you want to act on behalf of Myself Tick the box to confirm that you give consent to share your Identity Profile information.
6 7	Complete the data in the step 2) as followingFieldDomainIdentification CountryType of actorAct on behalfGive your consentPress Submit.In the welcome screen, and under Delegations	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country Select your correct type of actor (in this case, Customs Representative) Select that you want to act on behalf of Myself Tick the box to confirm that you give consent to share your Identity Profile information. select Retrieve delegation request in the left panel
6 7 8	Complete the data in the step 2) as followingFieldDomainIdentification CountryType of actorAct on behalfGive your consentPress Submit.In the welcome screen, and under DelegationsCopy/enter the token as	e Where Are You From page (WAYF- same as in Description Customs is the only selection currently available Select your country Select your correct type of actor (in this case, Customs Representative) Select that you want to act on behalf of Myself Tick the box to confirm that you give consent to share your Identity Profile information. select Retrieve delegation request in the left panel received by the Delegator and click Submit.



Flow 2: Rejection (Create → Reject)	This is the rejection case, meaning that the delegator creates a delegation, the delegate checks and rejects the delegation; the delegator is informed of the delegate's rejection and aborts the delegation. At this point, the delegation is in Cancelled status.
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Step	Description	
1-8	Steps from 1 to 8 are the same as in the nominal case at page 3.	
9	The Delegate checks the delegation and clicks Reject.	
	Lagel Nation (Concises Convert Sameria Brougher (and	
	UUM&DS	
	Contemporte Customs	
	Enteres Connessed 31,045233.Delegations	
	# Dates	
	Dels Del ADEL V/vir Bothleve critterion: eACCT_U22p+030MvttpRAccOM/sity_2104e3(01e045Ms/ab3b,00.401vcpu550g5Q3MvgH0Q0-exect_p2rep-	
	Rathweb delegation Name: Delegation_14-04-2016 Trgb/et1 Type of delegation; Event	
	Description: Description of automated tests	
	Delegator: (2117 311 X/27 legaty representing DOII 001111111) - 44.	
	Valid from: 4/14/10 Valid from: 4/14/10	
	Status Status	
	Creation: 4/14/18 by voitsb	
	Access Sept. Report annotant	
	Delegated Profiles Delegator's Attachments	
	M 0 Name 0 Description	
	v information information	
	PP_DD_REATOR (1 of 1)	
	In the pop-up window, verify the delegation number is the same as in the ID	
	field of the delegation, optionally add a comment and click Reject .	
	This sends a notification to the Delegator that the Delegate rejected the	
	delegation, which is in status Rejected .	
10	The Delegator should open a browser and access the following address:	
	https://customs.ec.europa.eu/taxud/uumds/admin-ext/ and follow step 2 in the	
	nominal case at page 3.	
11	In the welcome screen, select the proper delegation in the right panel under	
	Delegations	
12	The delegation is displayed; the Delegator checks the delegation and clicks	
	Abort.	
	In the pop-up window, verify the delegation number is the same as in the ID	
	field of the delegation, optionally add a comment and click Abort .	
	At this point, the delegation is in Cancelled status.	
End	This concludes the nominal flow of the delegation	

Flow 3:	This is the Amend - Accept case, meaning that the delegator creates a
Amendment	delegation, the delegate checks and requests an amendment; the delegator
Accepted (Create \rightarrow Amend \rightarrow	amends the delegation; the delegate accepts the amendment and the delegator accepts the delegation. At this point, the delegation is in Accepted status.
necept)	

Step	Description	
1-8	Steps from 1 to 8 are the same as in the nominal case at page 3.	
9	The Delegate checks the	delegation and clicks Request Amendment .
		Lage wave (Coores) Several Several Bridge (an)
	UUM8DS	
	Emprese Domain Customs	
	Sunseen Opmission 318/8803350elegations	, Dan Kanadar (Med) 🖲 🔸
	A Saddward - Delegation, 14-04-2016	÷ ? 🐨
	Via Botrieve criterion:	4281. «ACCEDUZDy=000M=mpR3x6C0MMHVgZDP483jD3e36455MLakdScUCAdHvrqu5S0g5Q3MugdDgD=avctocpDrg ==
	Rative delegation regime: Type of delegation:	Delegation, 14-04-2016 Evect
	Description:	Description of automated tests
	Delegator	(21) E. SC. YC. Magally representing EON DE11111111 - 44.
	Veregase: Valid from:	4/14/16 4/14/16
	Valid To: Status:	
	Last modification: Creation:	4/14/16 by vestes 4/14/16 by vestesb
		Access Reject Report anothers
	Delegated Profiles Delegator's Atta	or west of separate attachments
	o ba	Name 0 Description
	A IP_OR_SCATE	IP_DILECTI
	A BP_OBJESATOR	IP_DRECATOR (Lof1) · · · · · · · · · · · ·
	In the pop-up window, ve	rify the delegation number is the same as in the ID
	field of the delegation. Ac	ld the requested amendment and click Request
	Amendment.	
	This sends a notification t	o the Delegator stating that the Delegate has
	requested an amendment	and the delegation is in status Created .
10 - 11	The Delegator should op	en a browser and access the following address:
	https://customs.ec.europa.eu	<u>/taxud/uumds/admin-ext/</u> and follow step 2 in the
	nominal case at page 3.	
12	In the welcome screen, se	lect the proper delegation in the right panel under
	Delegations	
13	The delegation is displayed	ed; the Delegator performs the requested
	amendment and clicks An	nend.
	In the pop-up window, ve	rify the delegation number is the same as in the ID
	field of the delegation, op	tionally add a comment and click Amend . The
	Delegate will receive a no	tification that the delegation is amended.
	At this point, the delegation	on is in Activation Pending status
14	The Delegate should one	h a browser access the following address:
17	The Delegate should open	i a biowser access the following address.

	https://customs.ec.europa.eu/taxud/uumds/admin-ext/ and follow step 2 in the
	nominal case at page 3.
15	Check the amended delegation and click Accept.
	In the pop-up window, verify the delegation number is the same as in the ID
	field of the delegation, optionally add a comment and click Accept.
	This sends a notification to the Delegator that the amended delegation is
	accepted.
16	The Delegator should open a browser and access the following address:
	https://customs.ec.europa.eu/taxud/uumds/admin-ext/ and follow step 2 in the
	nominal case at page 3.
17	In the welcome screen, select the proper delegation in the right panel under
	Delegations
18	The delegation is displayed; the Delegator checks the delegation and clicks
	Accept.
	In the pop-up window, verify the delegation number is the same as in the ID
	field of the delegation, optionally add a comment and click Accept.
	At this point the delegation is in Accepted status and is active
End	This concludes the Amend – Accept flow of the delegation

Flow 4:	This is the Amend - Reject case, meaning that the delegator creates a
Amendment	delegation, the delegate checks and requests an amendment; the delegator
Rejected	amends the delegation: the delegate rejects the amendment and the
(Create →	delegator aborts the delegation. At this point, the delegation is in Cancelled
Amend →	etatus
Reject)	status.

Step	Description				
1 – 14	Steps from 1 to 14 are the same as in the previous case in page 8.				
15	Check the amended delegation and click Reject .				
	In the pop-up window, verify the delegation number is the same as in the ID				
	field of the delegation, optionally add a comment describing the reason of				
	the rejection and click Reject.				
	This sends a notification to the Delegator that the amended delegation is				
	rejected.				
16	The Delegator should open a browser and access the following address:				
	https://customs.ec.europa.eu/taxud/uumds/admin-ext/ and follow step 2 in the				
	nominal case at page 3.				
17	In the welcome screen, select the proper delegation in the right panel under				
	Delegations				
18	The delegation is displayed; the Delegator checks the delegation and clicks				
	Abort.				
	In the pop-up window, verify the delegation number is the same as in the ID				
	field of the delegation, optionally add a comment and click Abort.				
	At this point the delegation is in Cancelled status.				
End	This concludes the Amend – Reject flow of the delegation				

Flow 5: Revocation

The Delegate or the Delegator has the option to revoke a delegation, which is already active. In this case, the delegation is revoked and cannot be applied anymore. This flow allows a delegation to end.

Step	Description				
1 – 2	Steps from 1 and 2 are the same as in the nominal case at page 3.				
3	Select the appropriate delegation and click Revoke .				
	In the pop-up window, verify the delegation number is the same as in the ID				
	field of the delegation, optionally add a comment describing the reason of				
	the revocation and click Revoke.				
	This sends a notification to the other party that the delegation is revoked.				
4	At this point, the delegation is in Revoked status and is unusable. If the two				
	parties want to, they have to create a new delegation.				
End	This concludes the Revoke flow of the delegation				

What can go wrong?

Anomaly types The Following cases can lead to Access failure :

Anomaly Type	Display Behaviour	What to do?
Access	Authentication fails because the	Please contact your NSD
Management	National Authentication Portal	(National Service Desk)
Failure	has reported:	which is the Single Point of
	• Invalid credentials i.e.	Contact (SPOC) for
	wrong user id, password,	supporting EU Traders
	or both.	community
	<page-header><text><text><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></text></text></page-header>	
	 <u>Authorization fails because of</u> lack or mismatch of business profiles (application rights) 	
Delegation	In the case of Customs	Please check your

Problems	Representatives and Employees accessing the Applications, there may be a problem with the delegation - <u>not valid or</u> expired. The user will receive the error page even though he has the proper credentials.	delegation details or please contact TAXUD support team : support@Itsmtaxud.europa .eu	
Session timeout	For security reasons, there is an inactivity timeout set to 5 minutes in the WAYF page. This means that if the user stays inactive in this page for more than 5 minutes, he cannot log into the system, even having proper credentials	Please close the browser window and retry a new session	

In Case You Need Assistance

In case you need assistance, please contact your National Service Desk. You can find contact details for all Member States in the table below.

Contact information of National Service Desks (NSD) for UUM&DS and Trader Portal						
Code	Country	e-Mail	Main Phone number	Fax (optional)	Business Days	Business Hours (CET)
AT	Austria	info@usp.gv.at	+43 502 337 33	N/A	Monday – Thursday Friday	08:00 - 16:00 08:00 - 14:30
BE	Belgium	servicedesk.pub@minfin.fed.be	+32(0)257 636 36	N/A	Monday – Sunday	00:00 - 24:00
BG	Bulgaria	servicedesk@customs.bg	+359 298 594 980	N/A	Monday – Friday	08:00 - 16:30
CY	Cyprus	helpdesk.cyprus@customs.mof. gov.cy	+357 226 018 63 +357 226 018 68 +357 226 018 88	+357 226 027 67	Monday – Friday	07:30 – 16:00
CZ	Czech	ecrhelpdesk@cs.mfcr.cz	+420 261 331 998 +420 724 013 014	N/A	Monday – Friday Monday – Sunday	07:00 - 15:30 00:00 - 24:00
DE	Germany	servicedesk@itzbund.de	+49 692 097 154 5	N/A	Monday – Sunday	00:00 - 24:00
DK	Denmark	servicedesk@skat.dk	+45 701 573 01	N/A	Monday – Friday	08:00 - 17:00
EE	Estonia	tolliinfo@emta.ee	+37 288 008 14	N/A	Monday – Thursday Friday	07:30 – 15:30 07:30 – 14:30
ES	Spain	proced.simpli.adu@correo.aeat. es	N/A	N/A		09:00 - 15:00
FI	Finland	cd@tulli.fi	+358 295 5200	N/A	Monday – Friday	06:00 - 14:15
FR	France	fr-nsd- uumds@douane.finances.gouv.fr	+33 157 534 291	N/A	Monday – Friday	09:00 – 18:00
GR	Greece	uumds.helpdesk@aade.gr	+30 210 480 249 6	+30 210 480 244 6	Monday – Friday	06:30 - 15:00
HR	Croatia	helpdesk@carina.hr	+385 165 118 88	+385 165 118 89	Monday – Sunday	00:00 - 24:00
HU	Hungary	init_rsz_vfeft_o@nav.gov.hu	+36 147 041 95	N/A	Monday – Thursday	08:00 - 16:30
IE	Ireland	ecustoms@revenue.ie	+353 1 738 3677	+353 676 33 97	Monday – Friday	10:00 - 18:00
IT	Italy	dogane.helpdesk.eu@agenziado gane.it	N/A	N/A	Monday – Friday	09:00 – 15:00
LT	Lithuania	helpdesk@Irmuitine.It	+370 523 623 02	+370 523 623 38	Monday – Sunday	00:00 - 24:00
LU	Luxembourg	cds@do.etat.lu	N/A	N/A	Monday – Sunday	08:30 - 17:00
LV	Latvia	CDMS.help@vid.gov.lv	+371 671 208 69 +371 671 208 77	N/A	Monday – Friday	08:00 – 16:00
MT	Malta	compsec.customs@gov.mt	+ 356 25 992 777	N/A	Monday – Sunday	08:00 - 17:00

NL	Netherlands	BCA.UDO.EU@belastingdienst. nl	+31 88 156 66 55	N/A	Monday – Friday	07:00 – 17:00
PL	Poland	helpdesk-eclo@mf.gov.pl https://puesc.gov.pl/web/puesc/h elpdesk-sc	+48 33 483 20 55	N/A	Monday – Friday	08:00 - 16:00
PT	Portugal	pt-uumdscd-nsd@at.gov.pt	N/A	N/A	Monday – Friday	10:00 – 18:30
RO	Romania	ro_nsdcd@customs.ro	N/A	N/A	Monday – Thursday	07:30 - 16:00
					Friday	07:30 – 13:30
SE	Sweden	it-support@tullverket.se	+46 771 520 520	N/A	Monday – Friday	08:00 - 16:30
SI	Slovenia	sd.fu@gov.si	+386 5 297 68 00	+386 5 297 67 64	Monday – Friday	08:00 - 18:00
SK	Slovakia	https://www.financnasprava.sk/s	+421 48 4317 222	N/A	Monday – Sunday	00:00 - 24:00
		k/kontakt/ako-s-nami-				
		komunikovat				
UK	United Kingdom	admin.uum@hmrc.gsi.gov.uk	+44 3000 528005	N/A	Monday – Friday	08:00 - 14:00

Appendix 1 Delegation Flow and Status Chart

DelegationThe following figure describes the delegation process with respect to the delegationFlowstatus.



Figure 1 Delegation process with respect to the Delegation status

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