



Central Delegation Management through UUM&DS

Reference Documentation for Economic Operators

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Taxation and
Customs Union

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1. DELEGATION PROCESS

This document describes the basic nominal flows for delegation creation and approval. Economic Operators that are authorised in the Member States CY, DE, GR, IE, LU, RO, SK AND UK, can find information in the following paragraphs to define and manage delegations. The process is described in **Figure 2** and explained in **Table 1**. For the rest of the Member States, EO should contact their National Administration for more information.

Currently UUM&DS supports two levels of delegation as described below in Figure 1

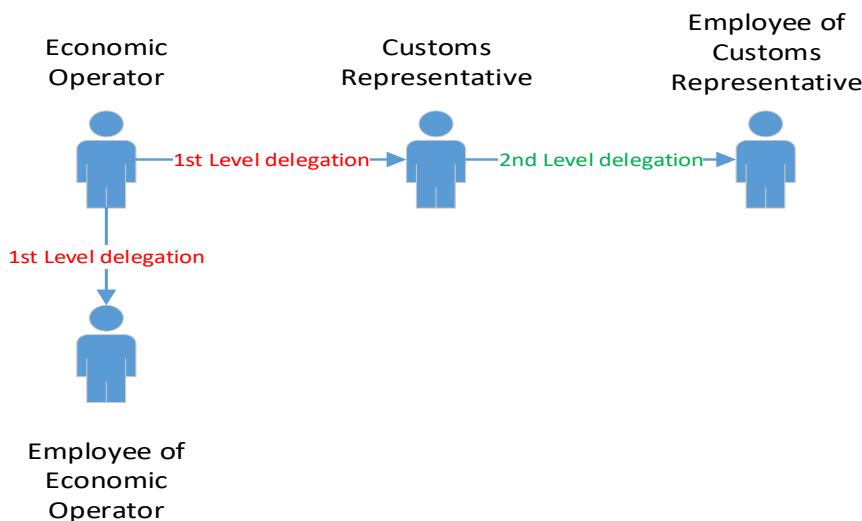


Figure 1 Levels of delegation

Central Delegation Management Tool URL:

<https://customs.ec.europa.eu/taxud/uumds/admin-sec-ext/>

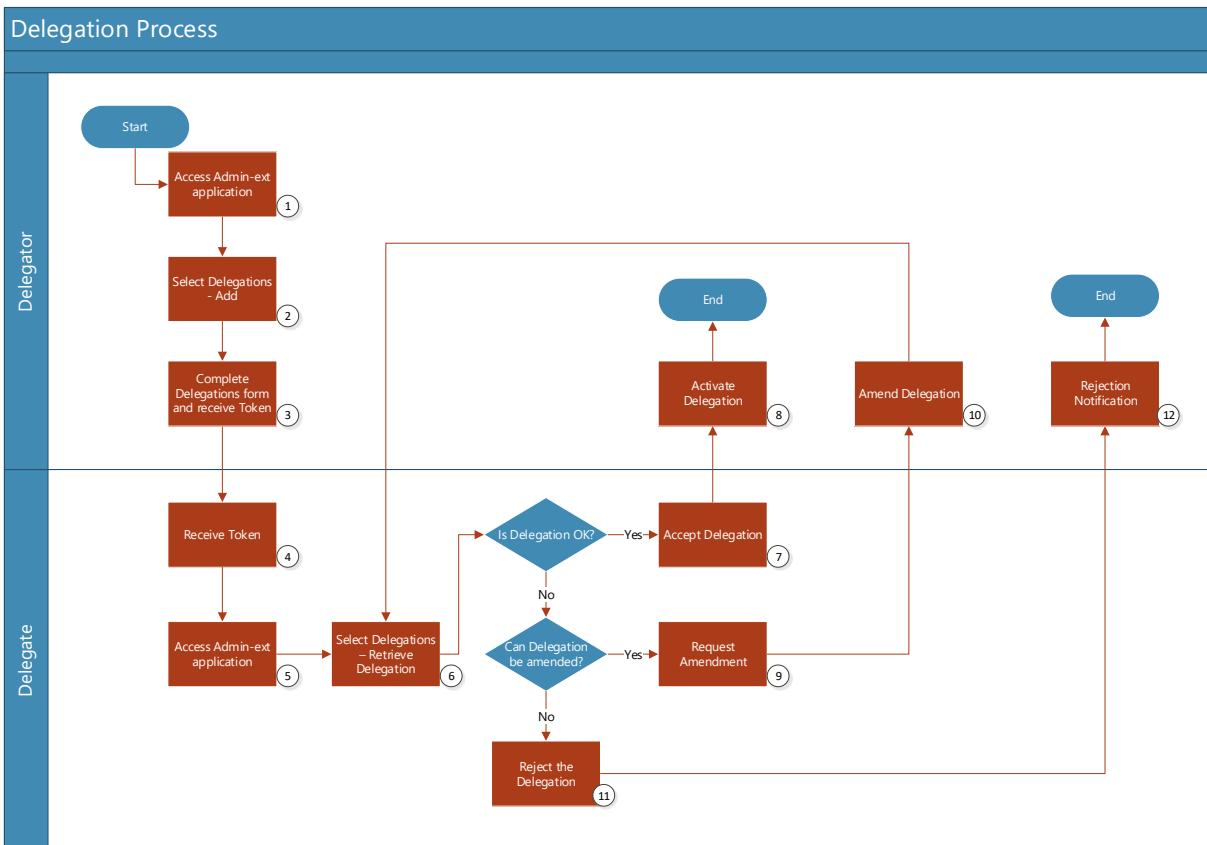


Figure 2 Delegation Process

Step	Who	Description
1	EO	Access Admin-sec-ext (https://customs.ec.europa.eu/taxud/uumds/admin-sec-ext)
2	EO	Select the Add delegation option
3	EO	Complete the delegation form: Name, Type and Description of Delegation. Validity dates from/to Remark: The validity interval CANNOT exceed 365 days due to EU legislation Select the Business Profiles you want to delegate and the applications they correspond to, Select Generate retrieve Criterion (Token) and send it to the Delegate (Customs representative – CR or Employee – EMPL)
4	CR / EMPL	Receive Token via e-mail or traditional mail.
5	CR / EMPL	Access Admin-sec-ext (https://customs.ec.europa.eu/taxud/uumds/admin-sec-ext)
6	CR / EMPL	Select Delegation / Retrieve Delegation
7	CR / EMPL	If Delegation is correct select Accept
8	EO	Check Acceptance from CR/EMPL and activate Delegation
9	CR / EMPL	If Delegation is incorrect but can be amended, select request amendment and describe the requested amendment in the comments section provided. EO is notified about the amendment request.
10	EO	Amend the Delegation accordingly. CR/EMPL will be notified by UUM&DS about the amendment
11	CR / EMPL	If Delegation is incorrect and cannot be amended, select Reject.
12	EO	Receives a Rejection Notification.

Table 1 Delegation Process

2. CREATING A FIRST LEVEL DELEGATION BY DELEGATOR

This section describes the steps you need to take in order to create first level delegation using the UUM&DS Admin interface in the central UUMDS service.

2.1. Step 1 – Enter WAYF user details

The screenshot shows the 'Where Are You From (wayf)' page of the TAXUD AUTHENTICATION PORTAL. The page has a dark grey background with white text and light blue buttons. At the top, there is a header bar with the European Commission logo and the text 'TAXUD AUTHENTICATION PORTAL' and 'UUM&DS'. Below the header, a breadcrumb navigation shows 'European Commission > Taxud Authentication Portal'. The main title 'Where Are You From (wayf)' is centered above the form. The form consists of several input fields and buttons, each numbered from 1 to 6. Numbered 1, 2, 3, 4, and 5 are located in the upper half of the form, while numbered 6 is located at the bottom right. The 'Submit' button is highlighted with a teal background.

Figure 3 Where Are You From page

Complete the page with the following information:

1. Select the Customs Domain.
2. Select your country.
3. Select your correct type of actor (Economic operator).
4. Select that you want to act on behalf of Myself.
5. Tick the box to confirm that you give consent to share your Identity Profile information with UUM&DS and Custom EIS.
6. Click **Submit**.

2.2. Step 2 – Add the delegation

The UUM&DS welcome page opens.

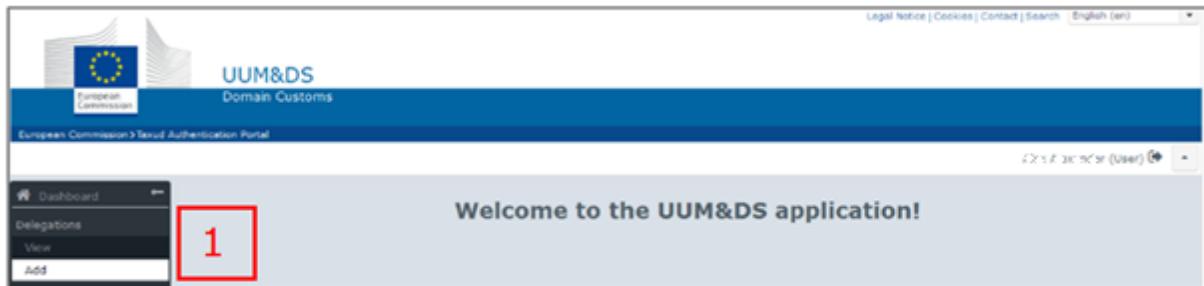


Figure 4 Welcome page

In the Dashboard, select **Delegations > Add**.

The Add delegation page opens.

2.3. Step 3 – Complete the Add delegation details

Figure 5 Delegation page

Complete the Add delegation page details:

1. Enter **Name** of delegation (e.g. Delegation_01-04-2019).
2. Select **Type of delegation** as following
 - **Direct Representation:** The EO is responsible for the actions performed by the Customs Representative (delegated entity) on the name of the EO
 - **Indirect Representation:** The Customs Representative (delegated entity) is responsible for the actions performed by him on the name of the EO
 - **Mandate to the EO's /CR's employees:** The EO /CR is responsible for the actions performed by his employee (delegated entity) on the name of the EO/CR

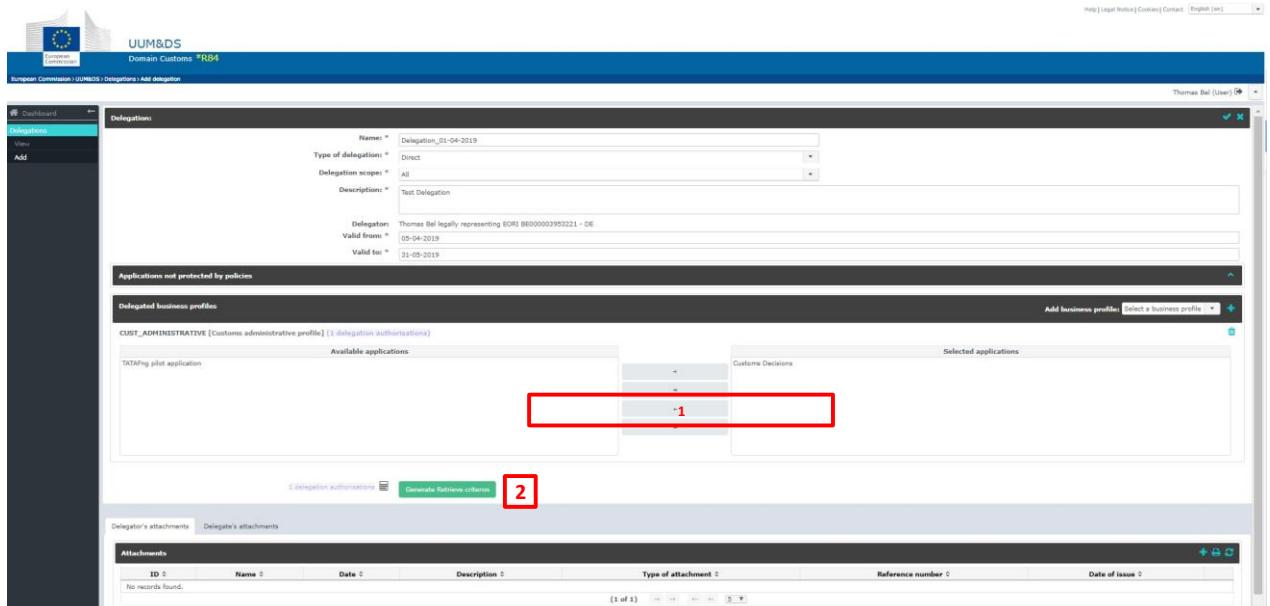
Note: Delegation Scope is not used yet by the applications; therefore, it is advised to use All

3. Enter a Description.
4. Enter the **Valid from** date and **Valid to** dates. Please note that the interval should not exceed 365 days.
5. Select **Add Business Profile** (e.g. Cust_Administrative) and click .

Click  to save.

2.4. Step 4 – Select applications

The lists of **Available applications** and **Selected applications** open.



The screenshot shows the 'Delegations' section of the UUM&DS interface. It displays a form for creating a delegation named 'Delegation_01-04-2019' with a direct scope and a description 'Test Delegation'. The delegation is valid from 05-04-2019 to 31-05-2019. Below the form, there are two lists: 'Available applications' and 'Selected applications'. The 'Available applications' list contains 'TATAPIng pilot application'. The 'Selected applications' list contains 'Custom Decisions' (with a count of 1). At the bottom of the application list, there is a 'Generate Retrieve Criterion' button, which is highlighted with a red box and labeled with a red number '2'. Below the application lists, there is a section for attachments.

Figure 6 Delegation page – Applications

1. To select or deselect an application, choose the application and click → or ← to move the application to the appropriate list.
2. Click **Generate Retrieve Criterion**. This automatically saves the delegation and generates a unique token that will be used to retrieve the delegation request.

The Generated Delegation Request Retrieve Criterion page opens containing the generated token.



The screenshot shows the 'Generated Delegation Request Retrieve Criterion' page. It displays a single line of text: 'Please communicate this retrieve criterion to the delegate in order to accept it: eAD0001U2Dpri0J9MwNgtlkGOMlloXyZXOpkjkjO3e3ioH/SM1akdStLExGAlhxYpoSDgSQ1EmogR0g0+dmScbjOng=='. This text is highlighted with a red box and labeled with a red number '3'.

Figure 7 Token page

Communicate this token to the delegate either via e-mail or traditional mail (user may opt to print the token and mail it to the delegate). Since this information is sensitive, we encourage you to use encryption in your communications.

The delegate now needs to accept the delegation as shown in section [3.3.3](#)

3. CREATING A SECOND LEVEL DELEGATION BY DELEGATOR

This section describes the steps you need to take in order to create second level delegations using the UUMDS Admin interface in the central UUMDS service.

3.1. Step 1 – Enter WAYF user details

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TAXUD AUTHENTICATION PORTAL
UUM&DS

European Commission > TAXUD authentication portal

Where Are You From
(wayf)

Select the domain of the application you request access to
1 Customs

Select the country where you want to be authenticated
2 Austria

Select type of actor
3 Customs representative

I am acting on behalf of:
 Myself
 The following (natural/legal) person with:
4

Type of actor
5 Economic Operator

Type of ID
6 EORI

ID
7 Validate

Directly
Having a mandate from
8

I give my consent to request my Identity Profile information and share it with UUM&DS and Customs EIS
9

Submit
10

Figure 8 Where Are You From page - for 2nd level delegation

Complete the page with the following information:

1. Select the Customs Domain.
2. Select your country.
3. Select your correct type of actor (Customs representative).

4. Select who you want to act on behalf of (i.e. an EO)
Additional fields open marked 5, 6, 7, 8, 9 and 10
5. Select the type of actor that you are representing (i.e. Economic Operator)
6. Select the Type of ID (i.e. EORI).
7. Enter the ID (e.g. BE11111111)
8. Select **Directly**.
9. Tick the box to confirm that you give consent to share your Identity Profile information with UUM&DS and Custom EIS.
10. Click **Submit**.

3.2. Step 2 – Add the delegation

The UUM&DS welcome page opens.

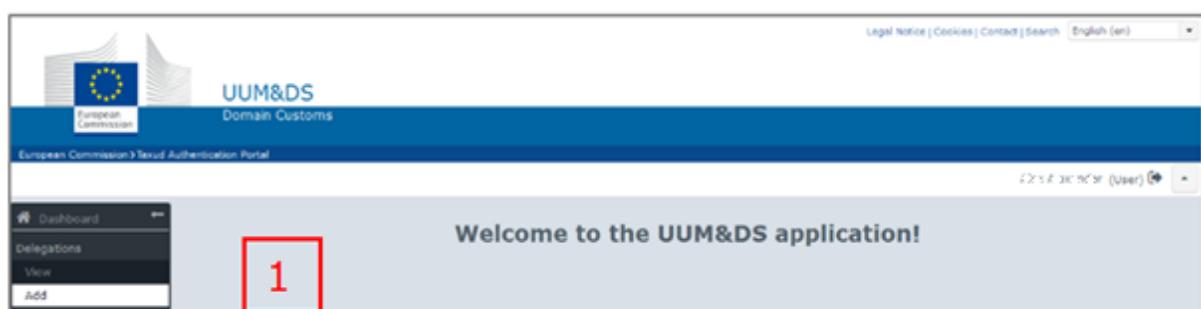


Figure 9 Welcome page

In the Dashboard, select **Delegations > Add**.

1. The Add delegation page opens and you may follow steps #2 and #3 as described in paragraphs 2.3 and 2.4 respectively. The only difference is that you should choose **Mandate** as the type of delegation, since you are mandating to one of your employees.

3.3. Delegation Retrieval, Acceptance or Rejection

This section describes the steps to be followed to retrieve accept or reject delegations using the UUMDS Admin interface in the central UUMDS service. This process is the same for both 1st and 2nd level delegation.

3.3.1. Step 1 – Enter WAYF user details

The screenshot shows the 'Where Are You From (wayf)' page of the TAXUD AUTHENTICATION PORTAL. The page has a dark header with the European Commission logo and the portal name. Below the header, there's a breadcrumb navigation: European Commission > Taxud Authentication Portal. The main content area has a light gray background and a dark gray footer bar. The form consists of several input fields and buttons:

- 1**: A dropdown menu labeled "Veuillez sélectionner le domaine de l'application que vous souhaitez accéder" with "Customs" selected.
- 2**: A dropdown menu labeled "Select the country where you want to be authenticated" with "Please, select a domain" selected.
- 3**: A dropdown menu labeled "Select your type of actor" with "Please, select a domain" selected.
- 4**: A group of radio buttons for "Do you want to act on behalf of ... ?": "Myself" (selected) and "The following (natural/legal) person with:".
- 5**: A checkbox labeled "I give my consent to request my Identity Profile information and share it with UUM&DS and Customs EIS".
- 6**: A teal-colored "Submit" button.

The screenshot shows the 'Where Are You From (wayf)' page of the TAXUD AUTHENTICATION PORTAL. At the top, there is a logo for the European Commission and the text 'TAXUD AUTHENTICATION PORTAL' and 'UUM&DS'. Below this, a breadcrumb navigation shows 'European Commission > Taxud Authentication Portal'. The main title 'Where Are You From (wayf)' is centered above a form area. The form contains the following fields:

- A dropdown menu labeled 'Customs' (step 1).
- A dropdown menu labeled 'Please, select a domain' (step 2).
- A dropdown menu labeled 'Please, select a domain' (step 3).
- A radio button group for 'Do you want to act on behalf of ... ?' with options 'Myself' (selected) and 'The following (natural/legal) person with:' (step 4).
- A checkbox labeled 'I give my consent to request my Identity Profile information and share it with UUM&DS and Customs EIS' (step 5).
- A blue 'Submit' button (step 6).

Red numbers 1 through 6 are overlaid on the form fields to indicate the steps for completion.

Figure 10 WAYF page

Complete the page with the following information:

1. Select the Customs Domain.
2. Select your country.
3. Select your correct type of actor (Customs representative or Employee).
4. Select that you want to act on behalf of Myself.
5. Tick the box to confirm that you give consent to share your Identity Profile information.
6. Click **Submit**.

3.3.2. Step 2 – User retrieves delegation



Figure 11 Welcome page

1. In the Dashboard, select **Delegations > Retrieve delegation request**.

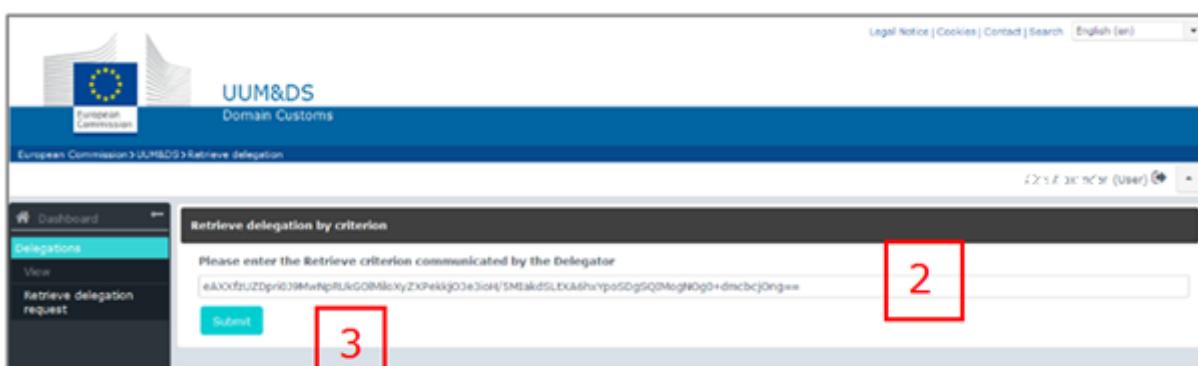


Figure 12 Retrieve Delegation

2. Enter the token as received from the delegator.
3. Click **Submit**.

The delegation will be displayed.

3.3.3. Step 3 – User accepts delegation

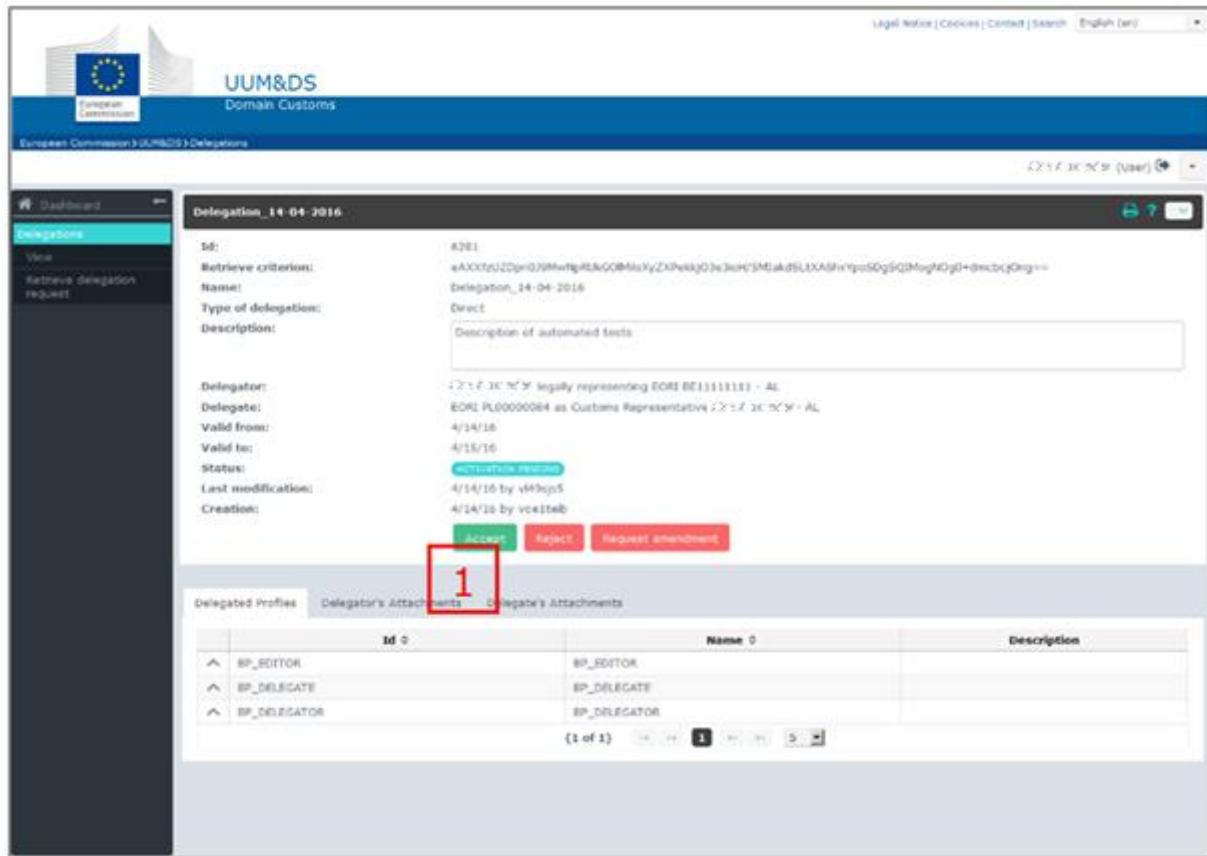


Figure 13 Delegation acceptance

1. Examine the delegation and click **Accept**.
2. A comment box opens; verify the Delegation number (e.g. 6281) is the same as in the Id field of the delegation (Figure 13).



Figure 14 Comment box

3. Enter a **Comment**. (optional)
4. Click **Accept**.

3.3.4. Step 3 (alternative) – User rejects delegation

The user has the option to reject the delegation instead of accepting it. In this case, the delegation is rejected and cannot be applied anymore.

Central Delegation Management through UUM&DS

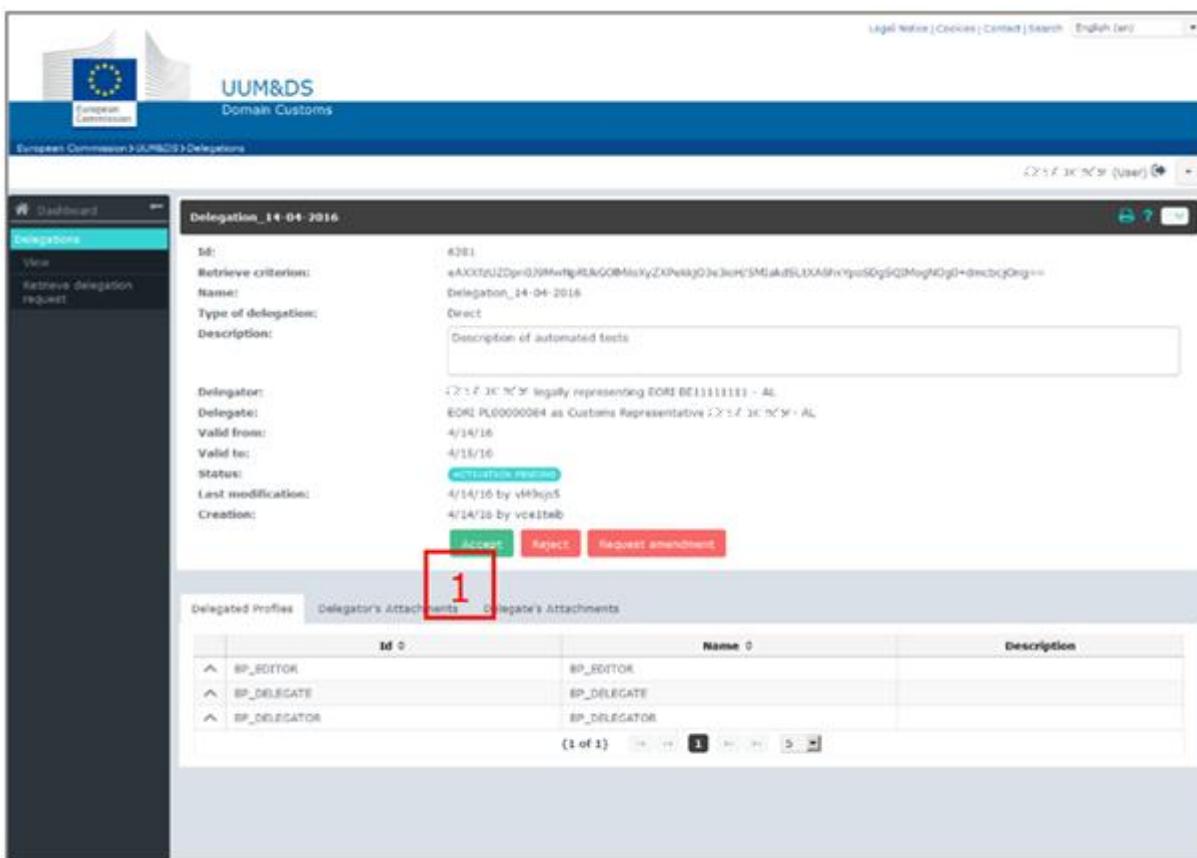


Figure 15 Delegation Rejection

1. Examine the delegation and click Reject.
2. A comment box opens; verify the Delegation number (e.g. 6281) is the same as in the Id field of the delegation (Figure 15).



3. Figure 16 Comment Box

4. Enter a Comment (optional).
5. Click Reject.

The delegator is notified and can see in his dashboard that the delegation has been rejected.

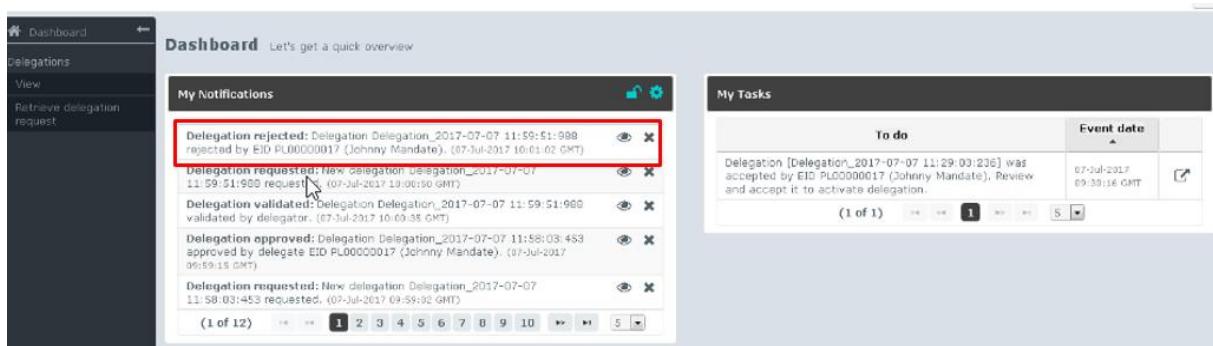


Figure 17 Dashboard with delegation rejection

3.4. Delegation amendment

The user has the option to request an amendment for the delegation instead of accepting it. In this case, the user asks the delegator to amend the delegation as described in the amendment comment.

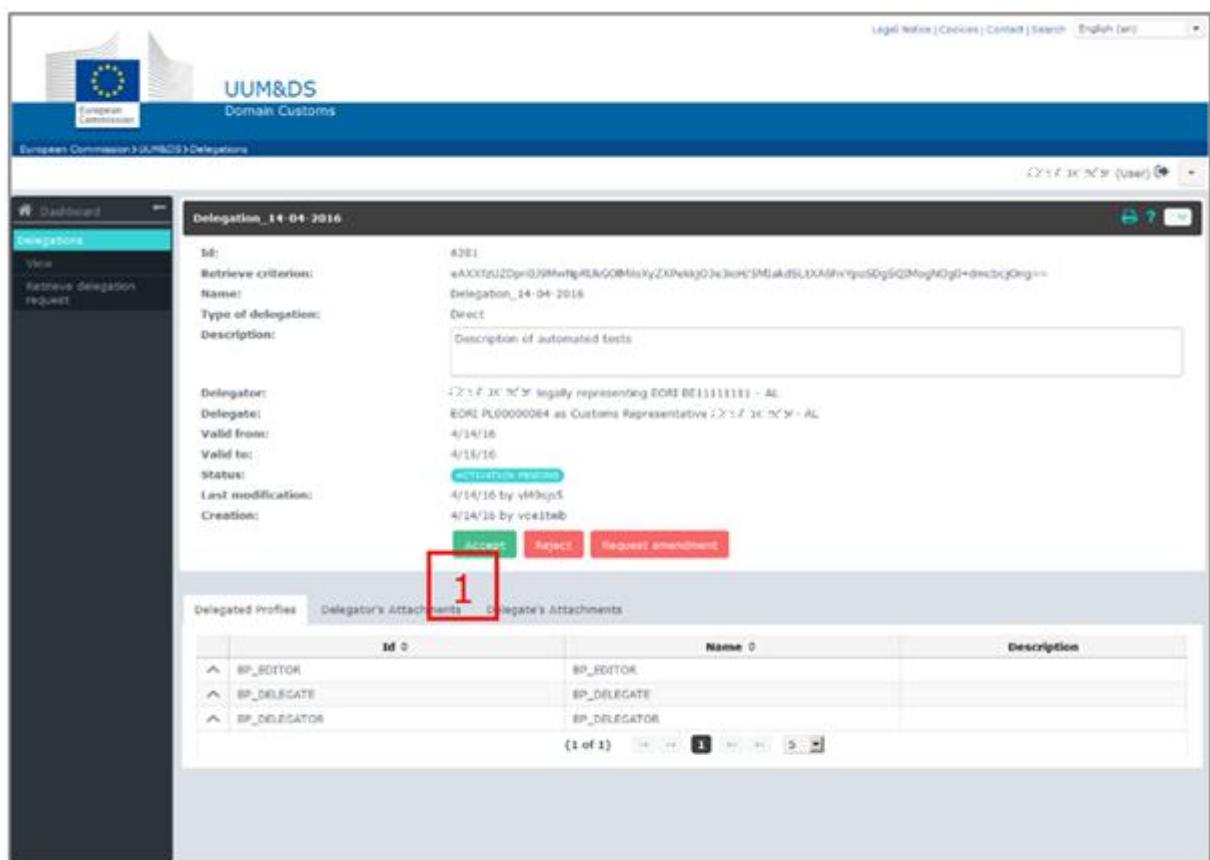


Figure 18 Delegation amendment

- Examine the delegation and click Request amendment.
- A comment box opens; verify the Delegation number (e.g. 6281) is the same as in the Id field of the delegation (Figure 18).



Figure 19 Comment box

- Enter a Comment, which is the requested change(s).
- Click Request amendment.

The delegator is notified and can see in his dashboard that the delegation has been rejected for amendment.

To do	Event date
Delegation [Delegation_2017-07-07 08:53:22.700] was accepted by EORI PL00000004 (Tomasz Wilk). Review and accept it to activate delegation.	07-Jul-2017 06:54:36 GMT
Delegation [delegation_2017-07-07 08:54:45:893] was accepted by EORI PL00000004 (Tomasz Wilk). Review and accept it to activate delegation.	07-Jul-2017 06:55:54 GMT
Delegation [Delegation_2017-07-07 08:55:09.234] was accepted by EORI PL00000004 (Tomasz Wilk). Review and accept it to activate delegation.	07-Jul-2017 06:57:16 GMT
Delegation [Delegation_2017-07-07 08:57:43:367] was accepted by EORI PL00000004 (Tomasz Wilk). Review and accept it to activate delegation.	07-Jul-2017 06:58:49 GMT
Delegation [Delegation_2017-07-07 08:59:05.700] was accepted by EORI PL00000004 (Tomasz Wilk). Review and accept it to activate delegation.	07-Jul-2017 07:00:14 GMT

Figure 20 Dashboard with delegation amendment

3.5. Delegation Revocation

The user or the delegator has the option to revoke a delegation which is already active or that has been accepted. In this case, the delegation is revoked and cannot be applied anymore. This optional step allows a delegation to end.

Figure 21 Delegation List

Central Delegation Management through UUM&DS

- From the delegation list select an active delegation

The screenshot shows the UUM&DS delegation management interface. On the left, there's a sidebar with 'Dashboard' and 'Delegations' sections. The main area displays a delegation record titled 'Delegation_2017-07-07 11:39:59:588'. The record includes fields like ID (12075), Retrieve criterion (a long alphanumeric string), Name (Delegation_2017-07-07 11:39:59:588), Type of delegation (Direct), Description (Generated description), Delegator (Alex Alexander legally representing EORI BE11111111 - NL), Delegate (EORI PL00000004 as Customs Representative - Tomasz Wilk - NL), Valid from (07/07/17), Valid to (08/07/17), Status (ACCEPTED), Last modification (07 July 2017 09:40:47 GMT by vemyzsk), Creation (07 July 2017 09:40:15 GMT by vemyzsk), and Approval reason (Delegate accepts delegation request). A red box labeled '1' highlights the 'Revoke' button. Below the main record, there's a table titled 'Delegated profiles' with two entries: 'DELEGATOR' (ID: 1P_DELEGATOR) and 'EDITOR' (ID: 1P_EDITOR). A red box labeled '2' highlights the title 'Delegation 6281'. A red box labeled '3' highlights the 'Comment' input field containing the text 'Delegation clicks reject button'. A red box labeled '4' highlights the 'Revoke' button.

Figure 22 Delegation revocation

- Click Revoke.
- A comment box opens; verify the Delegation number (e.g. 6281) is the same as in the Id field of the delegation (Figure 22).



Figure 23 Comment box

- Enter a Comment – i.e. the reason for the revocation.
- Click Revoke.

The delegate is notified and can see in his dashboard that the delegation has been revoked.

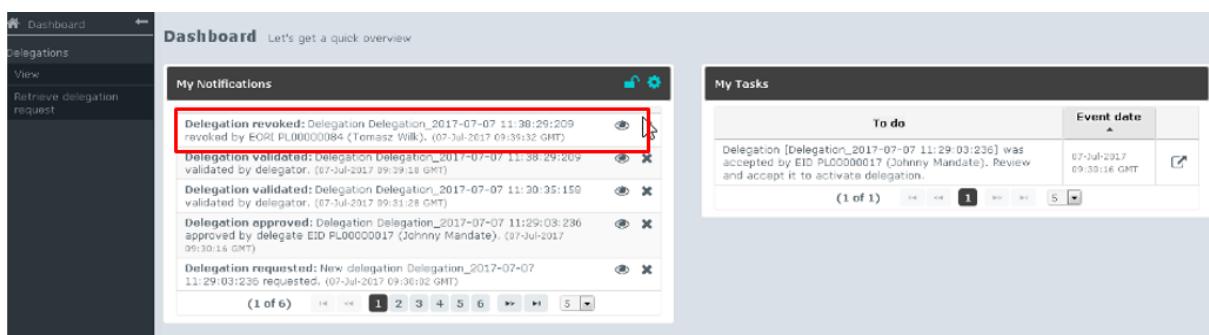


Figure 24 Dashboard with delegation revocation

3.6. Delegation Expiration

When a delegation is expired or will expire in few days (number of days configurable), a notification is sent to all the delegation partners.

This notification is sent by mail and appears in the dashboard of the delegation partners.

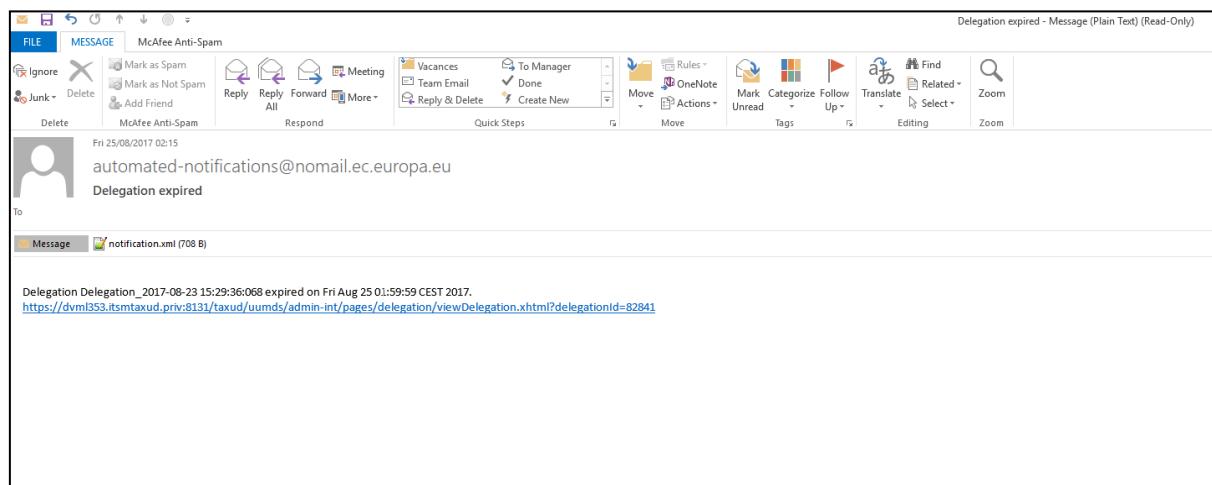


Figure 25: Example of e-mail sent when delegation has expired

Central Delegation Management through UUM&DS

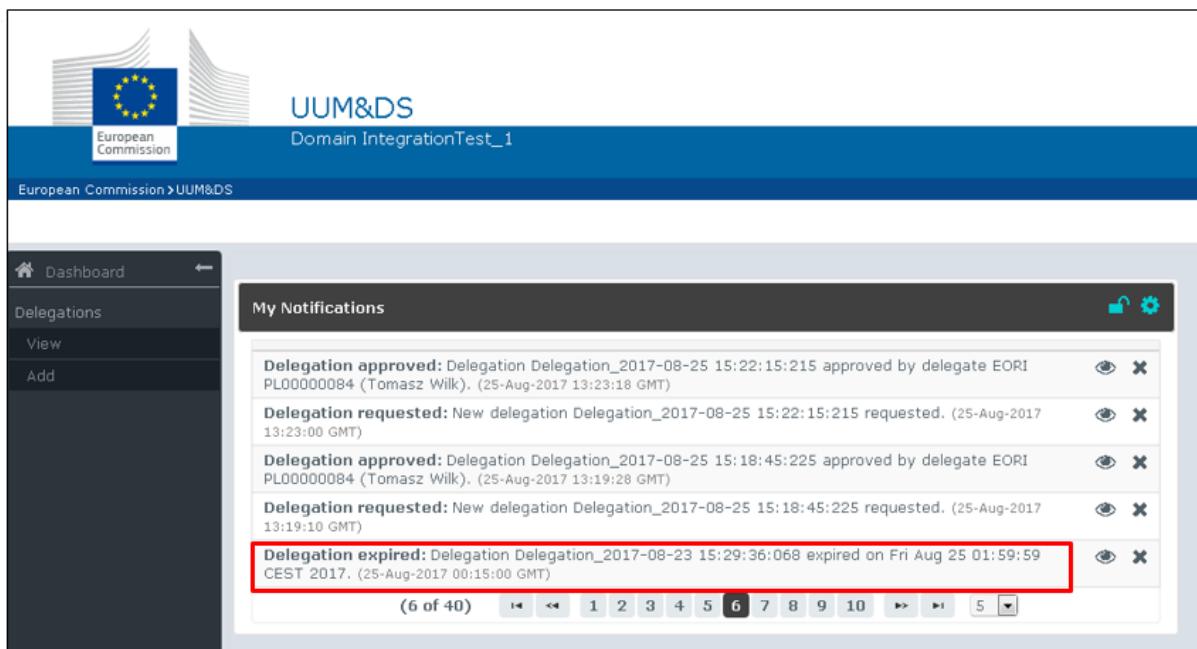


Figure 26: Dashboard with expired delegation

The screenshot shows the "Delegations" page of the UUM&DS application. The URL in the address bar is "European Commission > UUM&DS > Delegations". The main content area displays a detailed view of a delegation record titled "Delegation_2017-08-23 15:29:36:068". The record includes fields for ID (82841), Retrieve criterion (a long alphanumeric string), Name (Delegation_2017-08-23 15:29:36:068), Type of delegation (Direct), Description (Generated description), Delegator (Alex Alexander legally representing EORI BE11111111 - NL), Delegate (EORI PL000000084 as Customs Representative - Tomasz Wilk - NL), Valid from (23/08/17), Valid to (24/08/17), Status (EXPIRED), Last modification (25 August 2017 21:00:00 GMT by <anonymous>), Creation (23 August 2017 13:29:52 GMT by vfc3ds), and Approval reason (Delegate accepts delegation request). Below this, there are tabs for "Delegated profiles", "Delegator's attachments", and "Delegate's attachments". A table lists two profiles: "BP_DELEGATOR" and "BP_EDITOR". The "BP_EDITOR" profile is described as "BP to access UUM&DS Delegation function as delegator" and "Sample CS edit".

Figure 27: Expired delegation content

Central Delegation Management through UUM&DS

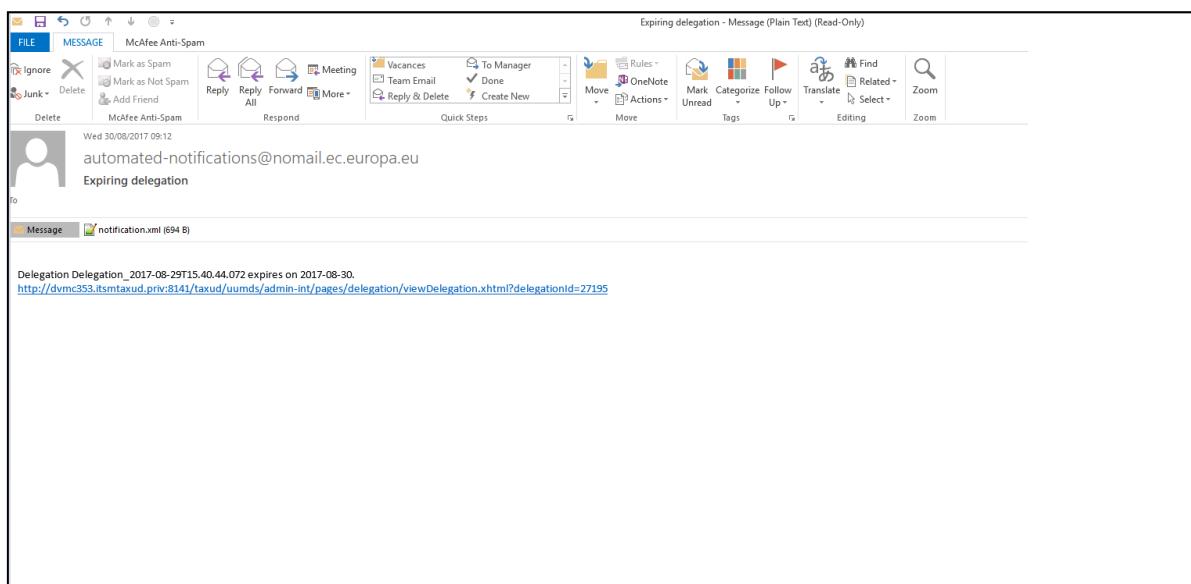


Figure 28: Example of e-mail sent when delegation is about to expire

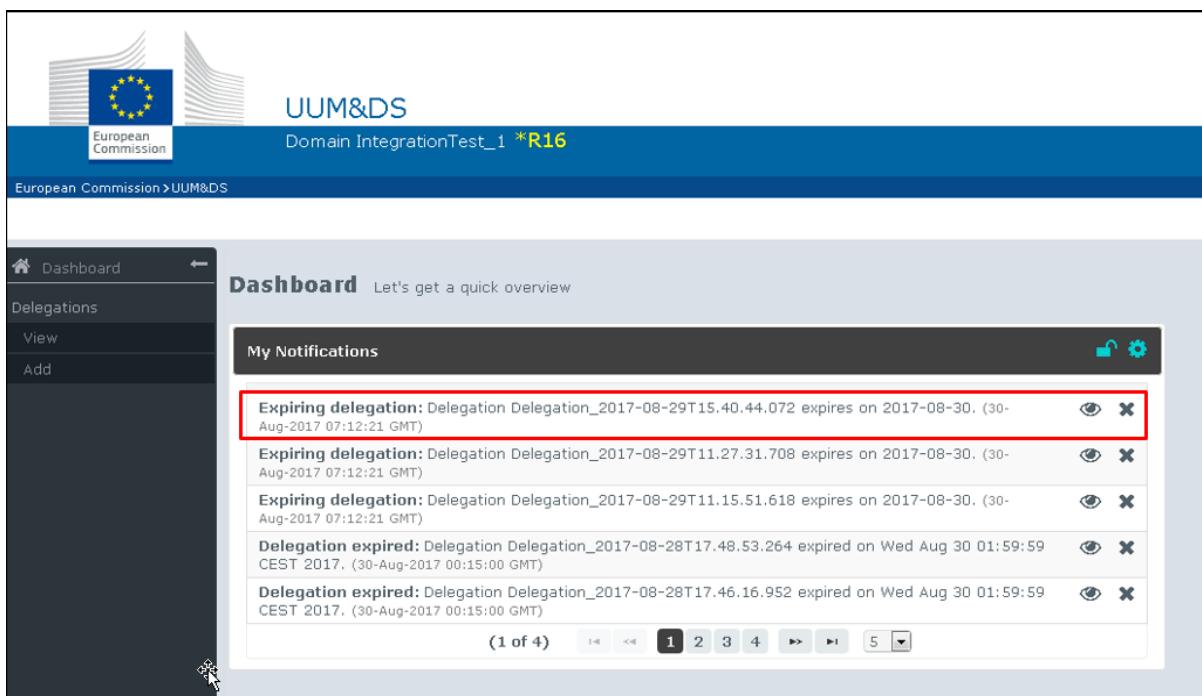


Figure 29: Dashboard with delegations about to expire

Central Delegation Management through UUM&DS

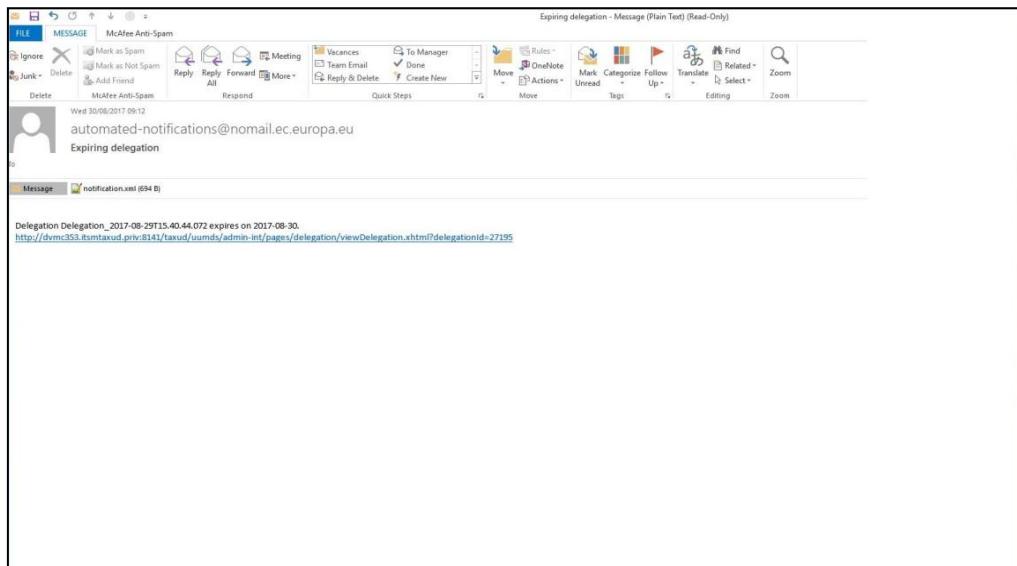


Figure 30: The content of the delegation about to expire

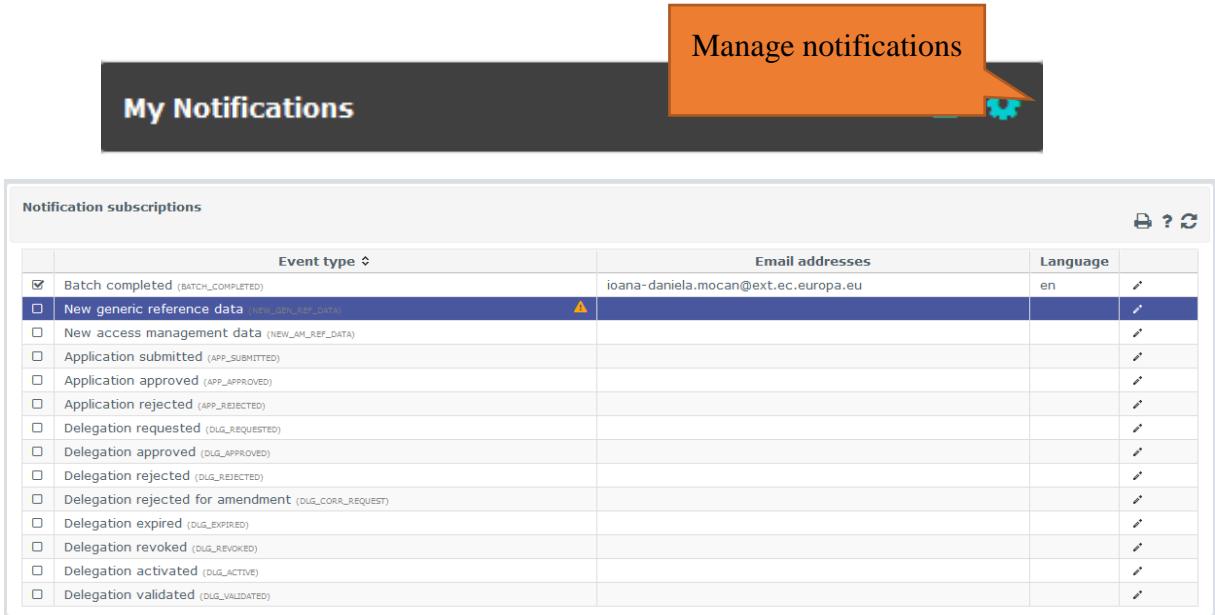
Remark: The user needs to subscribe to the 'Expiring delegation' event to receive notifications about delegation that will expire in few days.

Notification Subscriptions		Email addresses	Language
	Event type		
<input type="checkbox"/>	Batch completed (BATCH_COMPLETED)	[REDACTED]	[REDACTED]
<input type="checkbox"/>	New access management data (NEW_ACCESS_DATA)	[REDACTED]	[REDACTED]
<input type="checkbox"/>	Announcement (ANNOUNCEMENT)		[REDACTED]
<input type="checkbox"/>	Application submitted (APP_SUBMITTED)	[REDACTED]	
<input type="checkbox"/>	Application approved (APP_APPROVED)	[REDACTED]	
<input type="checkbox"/>	Application rejected (APP_REJECTED)	[REDACTED]	
<input checked="" type="checkbox"/>	Delegation requested (DELEG_REQUESTED)	[REDACTED]	[REDACTED]
<input checked="" type="checkbox"/>	Delegation approved (DELEG_APPROVED)	[REDACTED]	[REDACTED]
<input checked="" type="checkbox"/>	Delegation rejected (DELEG_REJECTED)	[REDACTED]	[REDACTED]
<input checked="" type="checkbox"/>	Delegation rejected for amendment (DELEG_CANCELLATION)	[REDACTED]	[REDACTED]
<input checked="" type="checkbox"/>	Delegation expired (DELEG_EXPIRED)	[REDACTED]	[REDACTED]
<input checked="" type="checkbox"/>	Delegation revoked (DELEG_REVOKED)	[REDACTED]	[REDACTED]
<input checked="" type="checkbox"/>	Delegation activated (DELEG_ACTIVE)	[REDACTED]	[REDACTED]
<input checked="" type="checkbox"/>	Delegation validated (DELEG_VALIDATED)	[REDACTED]	[REDACTED]
<input type="checkbox"/>	Expiring authorisation policy (EXPIRY_POLICY)		[REDACTED]
<input type="checkbox"/>	Expiring security rule (EXPIRY_SECURITY_RULE)		[REDACTED]
<input type="checkbox"/>	Expiring assignment authorisation (EXPIRY_ASSIGNMENT_AUTH)		[REDACTED]
<input type="checkbox"/>	Expiring delegation authorisation (EXPIRY_DELEGATION_AUTH)		[REDACTED]
<input type="checkbox"/>	Expiring profile assignment (EXPIRY_PROFILE_ASSIGNMENT)		[REDACTED]
<input checked="" type="checkbox"/>	Expiring delegation (EXPIRY_DELEGATION)	[REDACTED]	[REDACTED]
<input type="checkbox"/>	Expiring user certificate (EXPIRY_USER_CERTIFICATE)		[REDACTED]

Figure 31: Subscription to Expiring delegation event.

4. NOTIFICATION MANAGEMENT

Users can use Notifications to be informed by the system for specific events i.e. Delegation requested, Delegations Approved, Delegation Rejected etc. Delegation Notifications can be managed by clicking on the gear wheel in the **My Notifications** panel of the dashboard.



The screenshot shows the 'My Notifications' section of the UUM&DS dashboard. At the top, there is a large orange button labeled 'Manage notifications'. Below it, a dark bar contains the text 'My Notifications'. The main area is a table titled 'Notification subscriptions' with columns for 'Event type', 'Email addresses', and 'Language'. The 'Event type' column lists various delegation-related events like 'Batch completed', 'New generic reference data', and 'Delegation requested'. The 'Email addresses' column shows 'ioana-daniela.mocan@ext.ec.europa.eu'. The 'Language' column shows 'en'. A yellow warning icon is present in the 'Event type' column next to the 'New generic reference data' row.

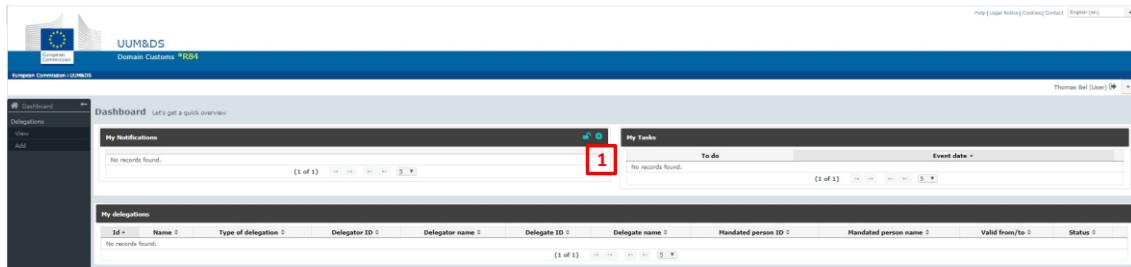
Event type	Email addresses	Language
<input checked="" type="checkbox"/> Batch completed (BATCH_COMPLETED)	ioana-daniela.mocan@ext.ec.europa.eu	en
<input type="checkbox"/> New generic reference data (NEW_AM_REF_DATA)		
<input type="checkbox"/> New access management data (NEW_AM_REF_DATA)		
<input type="checkbox"/> Application submitted (APP_SUBMITTED)		
<input type="checkbox"/> Application approved (APP_APPROVED)		
<input type="checkbox"/> Application rejected (APP_REJECTED)		
<input type="checkbox"/> Delegation requested (DLG_REQUESTED)		
<input type="checkbox"/> Delegation approved (DLG_APPROVED)		
<input type="checkbox"/> Delegation rejected (DLG_REJECTED)		
<input type="checkbox"/> Delegation rejected for amendment (DLG_CORR_REQUEST)		
<input type="checkbox"/> Delegation expired (DLG_EXPIRED)		
<input type="checkbox"/> Delegation revoked (DLG_REVOKED)		
<input type="checkbox"/> Delegation activated (DLG_ACTIVE)		
<input type="checkbox"/> Delegation validated (DLG_VALIDATED)		

Figure 32 Notifications page

The page lists all possible notifications.

4.1. *Subscribe to notifications*

To subscribe to a notification, from the Dashboard page select the subscription button marked with [1] in



The screenshot shows the UUM&DS dashboard. In the center, there is a section titled 'My Notifications' with a sub-section 'To do'. A red box highlights the first item in this list, which is a blue gear icon with the number '1' inside, indicating a new notification. The rest of the dashboard includes sections for 'My delegations' and 'My tasks', both of which show no records found.

Figure 33 Dashboard page

The Notification page will appear (Figure 34) where you can subscribe to notifications.

Central Delegation Management through UUM&DS

Event type	Email addresses	Language
<input type="checkbox"/> Batch completed (batch_completed)		
<input type="checkbox"/> New access management data (new_acr_ref_data)		
<input type="checkbox"/> Announcement (ANNOUNCEMENT)		
<input type="checkbox"/> Application submitted (app_submitted)		
<input type="checkbox"/> Application approved (app_approved)		
<input type="checkbox"/> Application rejected (app_rejected)		
<input type="checkbox"/> Delegation requested (dla_requested)		
<input type="checkbox"/> Delegation approved (dla_approved)		
<input type="checkbox"/> Delegation rejected (dla_rejected)		
<input type="checkbox"/> Delegation rejected for amendment (dla_coda_rejected)		
<input type="checkbox"/> Delegation expired (dla_expired)		
<input type="checkbox"/> Delegation revoked (dla_revoked)		
<input type="checkbox"/> Delegation activated (dla_active)		
<input type="checkbox"/> Delegation validated (dla_valuated)		
<input type="checkbox"/> Expiring authorisation policy (expyr_policy)		
<input type="checkbox"/> Expiring security rule (expyr_security_rule)		
<input type="checkbox"/> Expiring assignment authorisation (expyr_assignment_auth)		
<input type="checkbox"/> Expiring delegation authorisation (expyr_delegation_auth)		
<input type="checkbox"/> Expiring profile assignment (expyr_profile_assignment)		
<input type="checkbox"/> Expiring delegation (expyr_delegation)		
<input type="checkbox"/> Expiring user certificate (expyr_user_certificate)		
<input type="checkbox"/> Account activation (account_activation)		

Figure 34 Notification selection page

1. Select a line of the table.

Click the selected

Enter one or more **Email addresses** separated by commas.

Please note that the notifications you are authorised to subscribe have a pencil next to them as in [1] and the ones you are not authorised are marked with a yellow triangle as in [2].

A sample view of the dashboard is attached below (Figure 35) as well as a sample notification e-mail (Figure 36).

Id	Name	Type of delegation	Delegator ID	Delegator Name	Delegate ID	Delegate Name	Mandated person ID	Mandated person Name	Valid from/to	Status
(1 of 1)										

Figure 35: Dashboard containing notifications



New access
management data.m^s

Figure 36: Sample Notification mail

4.2. *Unsubscribe from notifications*

To unsubscribe, please follow the same process but remove all the e-mail addresses from the subscription.

5. WHAT CAN GO WRONG?

5.1. *Access management failure*

The following two cases may lead to Authentication failure:

Authentication fails because the National Authentication Portal has reported invalid credentials i.e. wrong user id, password, or both. In that case, a UUM&DS session is not established and you need to repeat the full authentication cycle.

This will result to a screen similar to Figure 37, with a message coming from the National Authentication Portal (in this case TAXUD CAS).

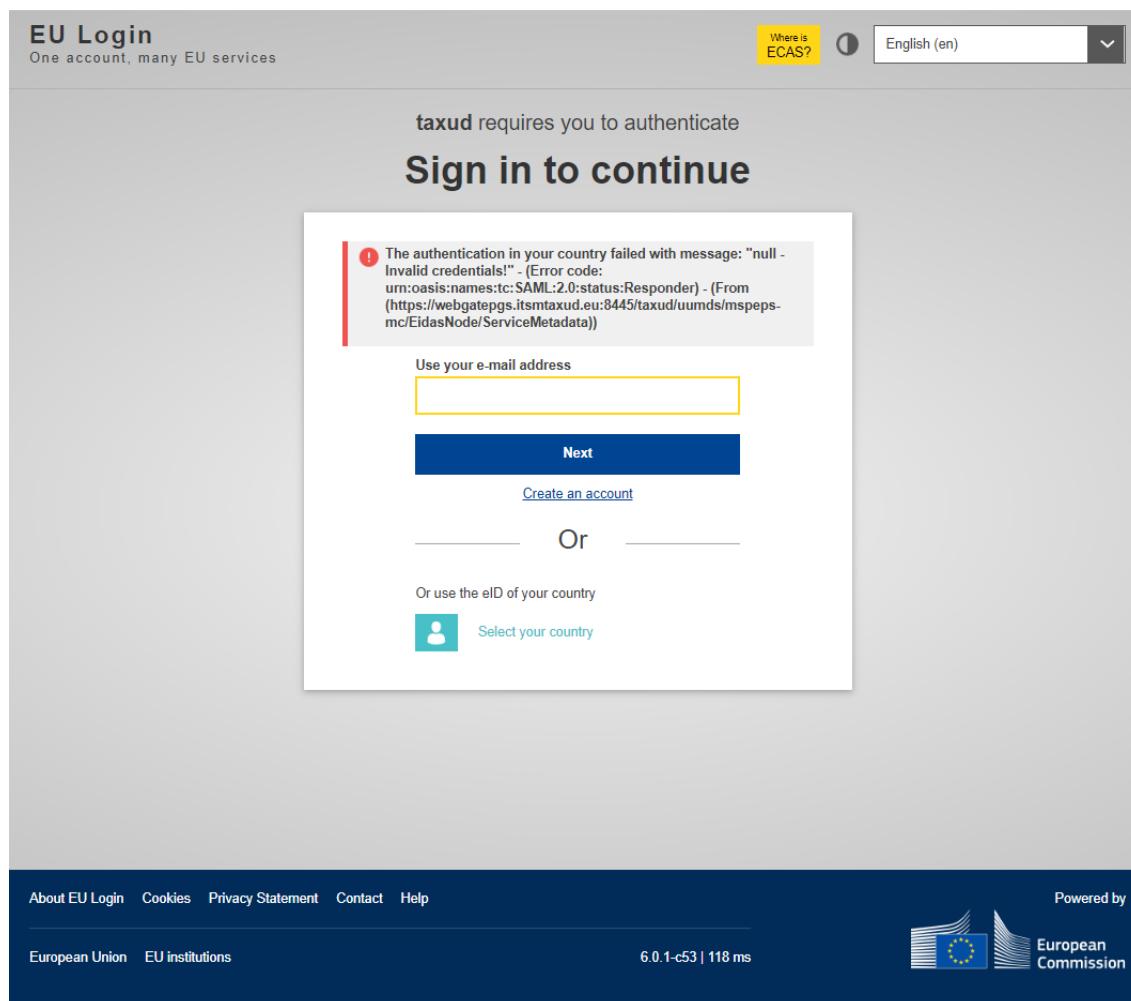


Figure 37 National Portal - Authentication failed

Authentication fails because of an access denial decision. Although the user is correctly authenticated but does not have the privilege for accessing the service i.e. wrong or missing business profile assignment. In that case, the single sign-on session is established but the access to the application is denied.

5.2. Insufficient authorisation

User authorisation is accomplished using business profiles. The combination of the proper business profiles authorises user's access to Applications and resources. A user may not be able to access an Application due to lack or mismatch of business profiles. The error page received in these cases can be found in Figure 38.

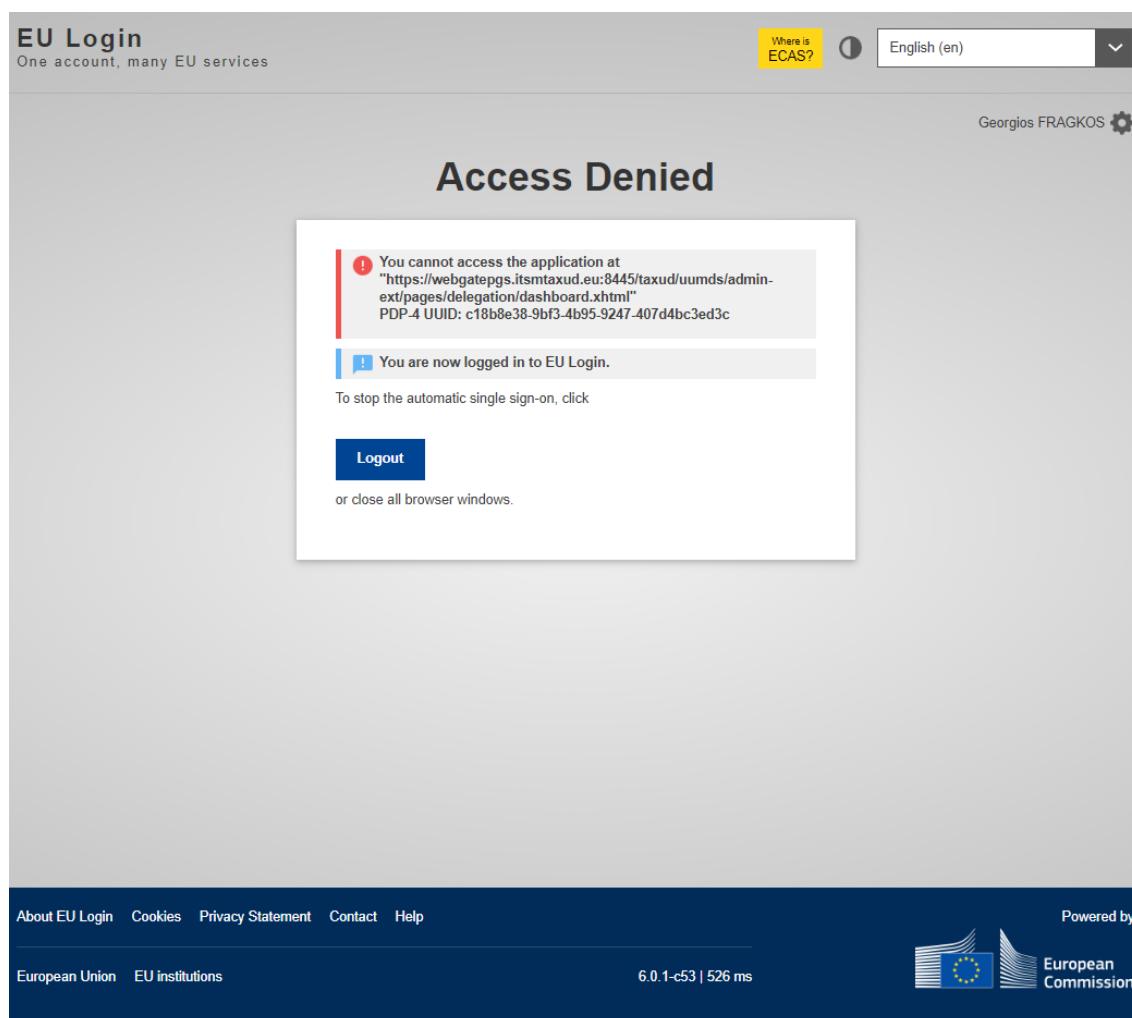


Figure 38 Business profile / Authorisation problem

5.3. Delegation Problems

In the case of Customs Representatives and Employees accessing the Applications, there may be a problem with delegation. If a delegation is not valid or has expired, the user will receive a page similar to Figure 38 even though he has the proper credentials.

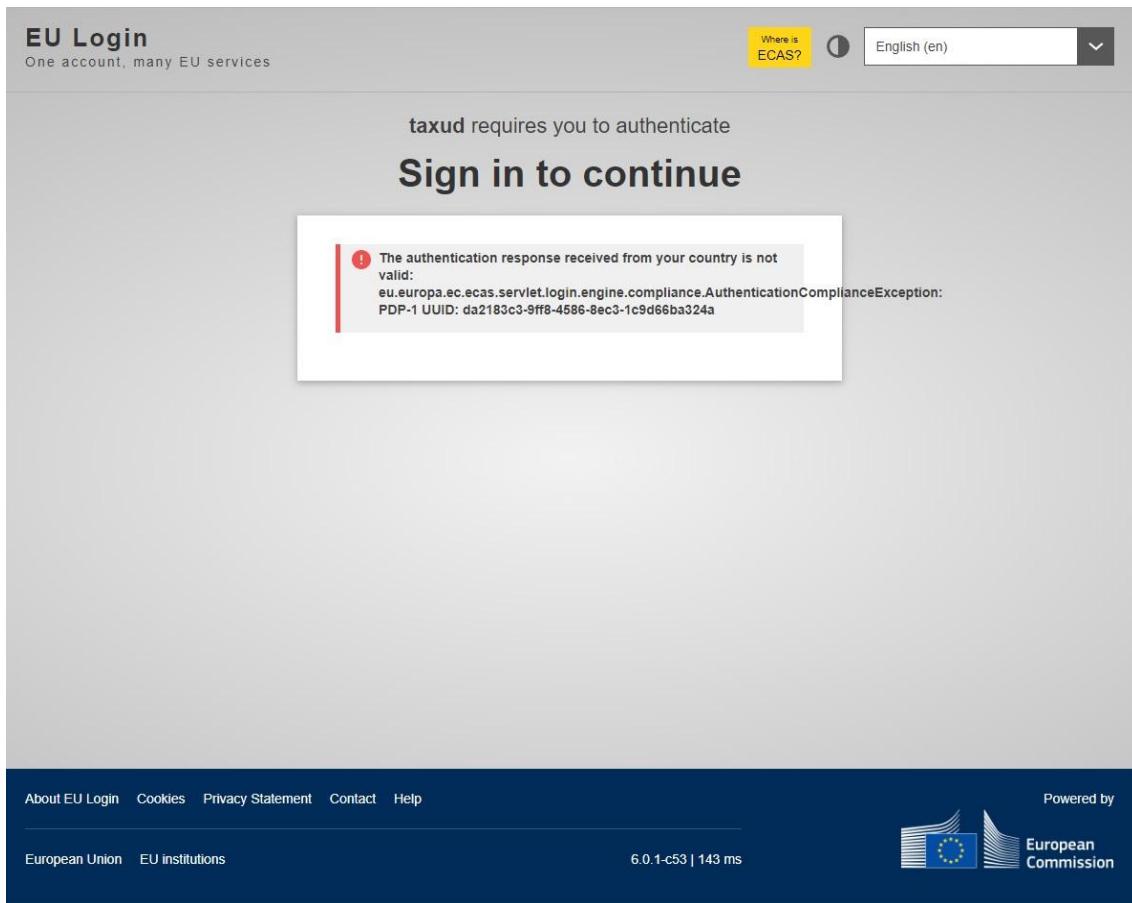


Figure 39 Invalid / Expired delegation

5.4. 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. To solve this, the user should close the browser window and retry in a new one. The page displayed in this occasion can be seen in Figure 40.



Figure 40: Session Timeout

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