



# **Central Delegation Management through UUM&DS**

## ***Reference Documentation for Economic Operators***

Approved by : Name  
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*Taxation and  
Customs Union*

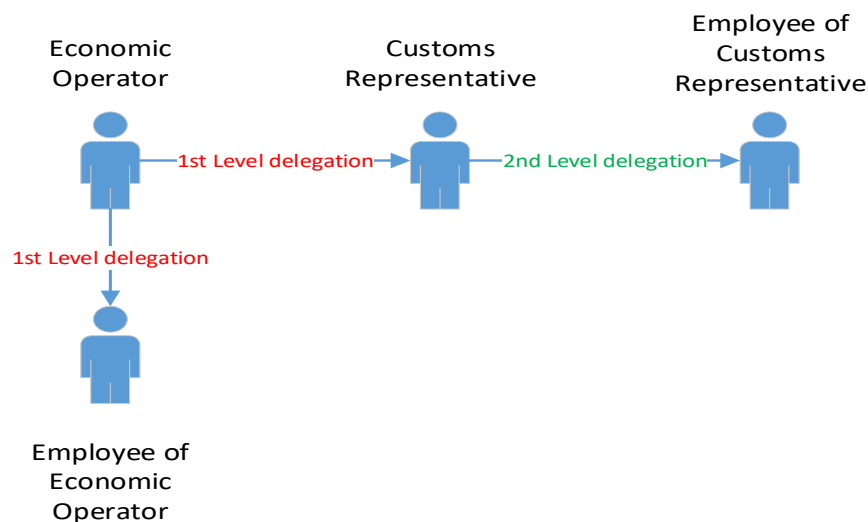
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### 1. DELEGATION PROCESS

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/>

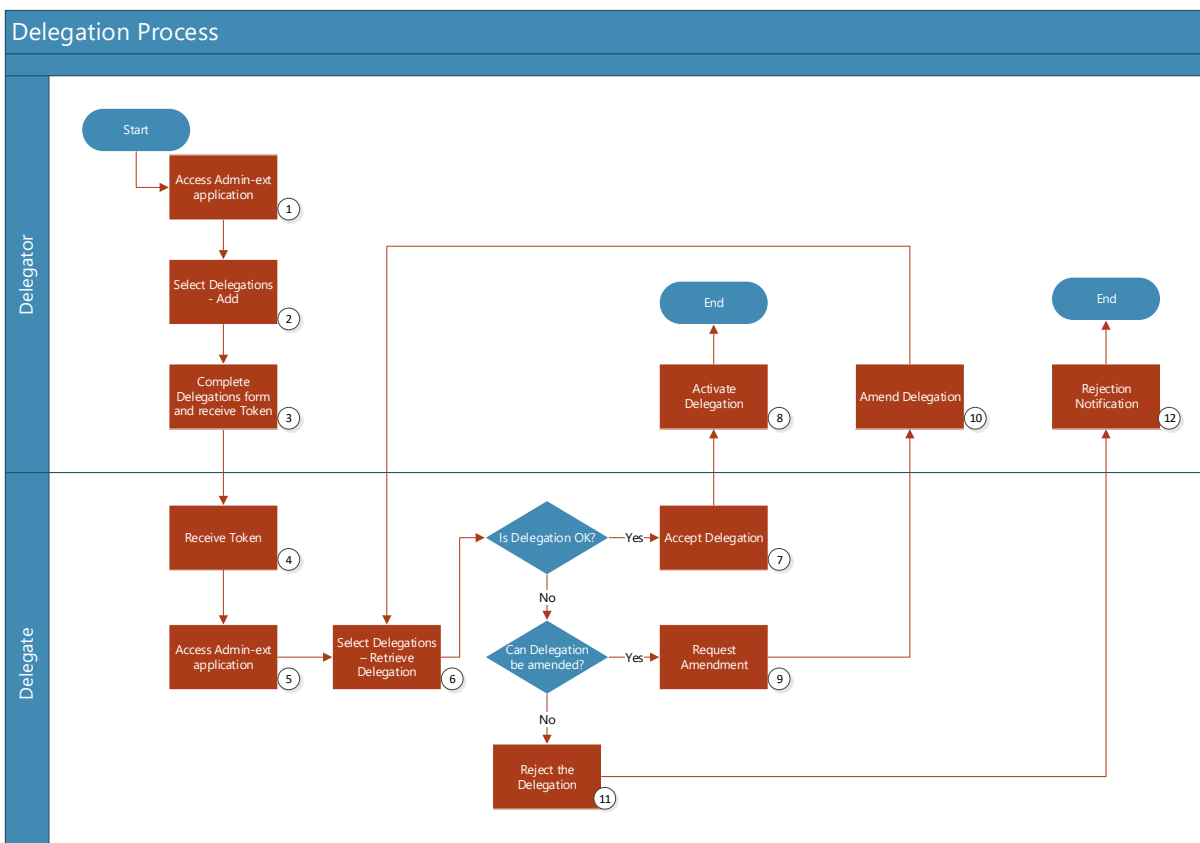


Figure 2 Delegation Process

Step	Who	Description
1	EO	Access Admin-sec-ext ( <a href="https://customs.ec.europa.eu/taxud/uumsds/admin-sec-ext">https://customs.ec.europa.eu/taxud/uumsds/admin-sec-ext</a> )
2	EO	Select the Add delegation option
3	EO	Complete the delegation form: Name, Type and Description of Delegation. Validity dates from/to <b>Remark:</b> 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 ( <a href="https://customs.ec.europa.eu/taxud/uumsds/admin-sec-ext">https://customs.ec.europa.eu/taxud/uumsds/admin-sec-ext</a> )
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

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European Commission TAXUD AUTHENTICATION PORTAL UUM&DS

European Commission > Taxud Authentication Portal

### Where Are You From (wayf)

Veuillez sélectionner le domaine de l'application que vous souhaitez accéder

1 Customs

Select the country where you want to be authenticated

2 Please, select a domain

Select your type of actor

3 Please, select a domain

Do you want to act on behalf of ... ?

4 ☒ Myself

☐ The following (natural/legal) person with:

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

6 Submit

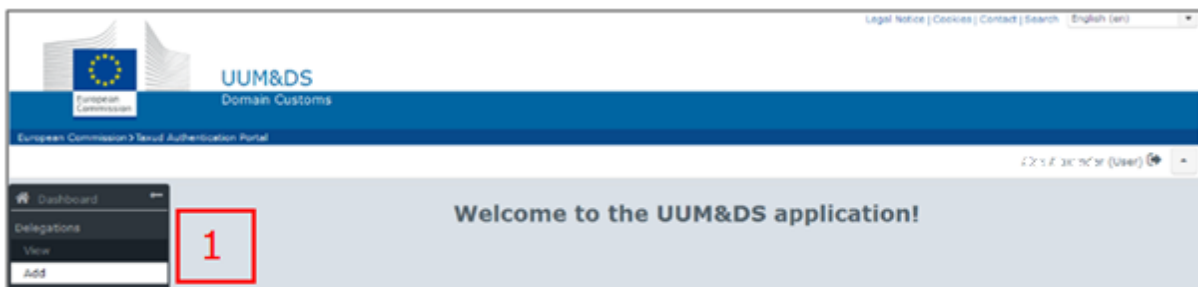
**Figure 3 Where Are You From page**

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

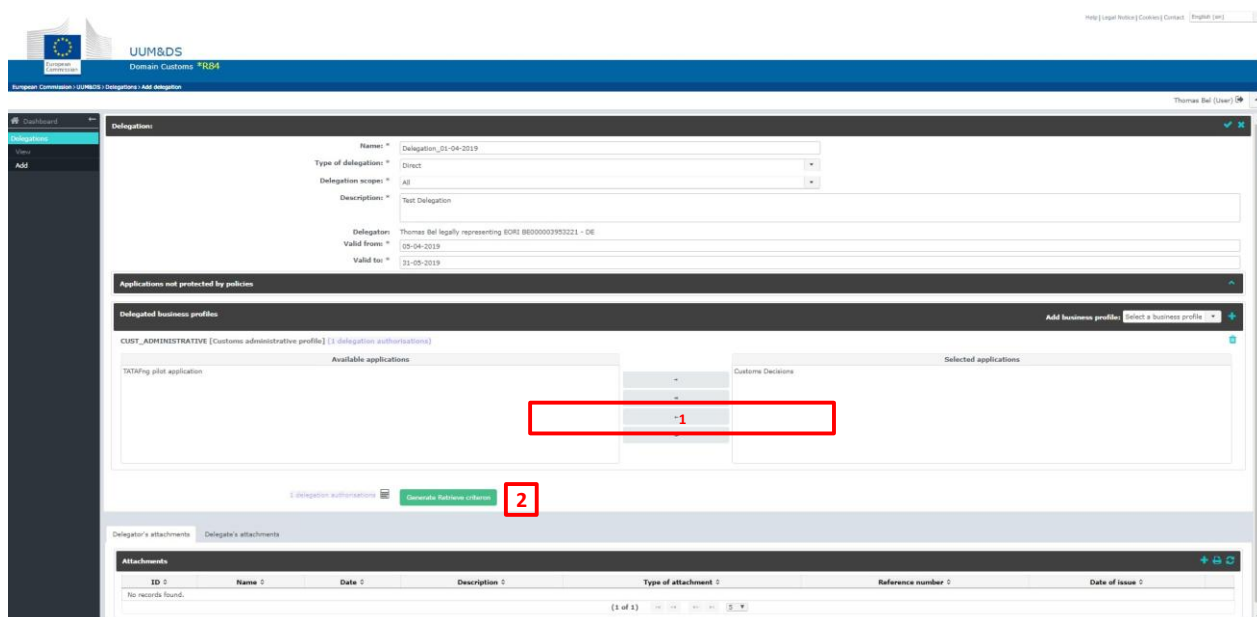
**Note:** Delegation Scope is not used yet by the applications; therefore, it is advised to use All

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

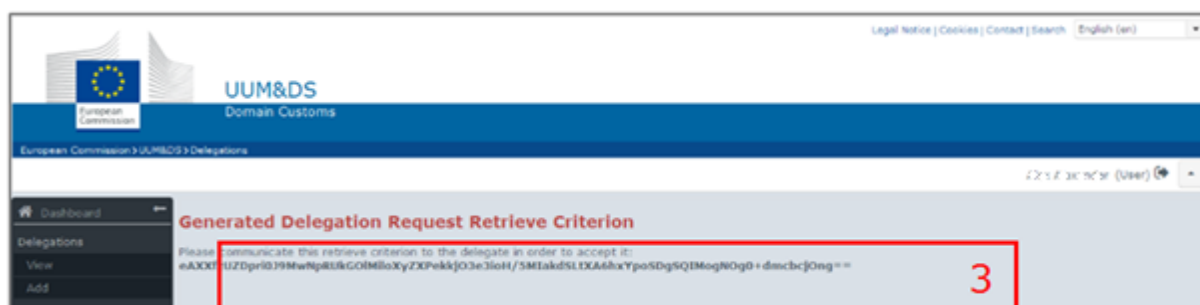
The lists of **Available applications** and **Selected applications** open.



**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.



**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

The screenshot shows the 'Where Are You From (wayf)' page of the TAXUD AUTHENTICATION PORTAL. The page has a dark blue header with the European Commission logo and 'TAXUD AUTHENTICATION PORTAL UUM&DS'. Below the header, the title 'Where Are You From (wayf)' is displayed. The main form area is dark grey and contains several dropdown menus and checkboxes. Ten red boxes with white numbers 1 through 10 are placed over specific form elements to indicate the steps for creating a second-level delegation.

- 1: Select the domain of the application you request access to (Customs)
- 2: Select the country where you want to be authenticated (Austria)
- 3: Select type of actor (Customs representative)
- 4: I am acting on behalf of: (Myself)
- 5: Type of actor (Economic Operator)
- 6: Type of ID (EORI)
- 7: ID (text input field)
- 8: I give my consent to request my Identity Profile information and share it with UUM&DS and Customs EIS (checkbox)
- 9: Submit button
- 10: Validate button

**Figure 8 Where Are You From page - for 2<sup>nd</sup> 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).



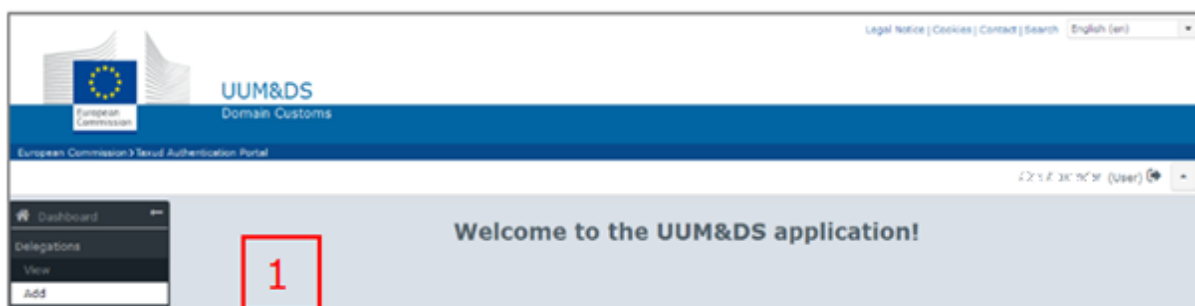
4. Select who you want to act on behalf of (i.e. an EO)

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. BE111111111)
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 1<sup>st</sup> and 2<sup>nd</sup> level delegation.

#### 3.3.1. Step 1 – Enter WAYF user details

The screenshot displays the 'TAXUD AUTHENTICATION PORTAL UUM&DS' interface. The header includes the European Commission logo and navigation links: 'Legal Notice | Cookies | Contact | Search'. The main heading is 'Where Are You From (wayf)'. The form contains the following elements:

- 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**: Radio buttons for 'Do you want to act on behalf of ... ?' with options 'Myself' 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 'Submit' button.

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TAXUD AUTHENTICATION PORTAL  
UUM&DS

European Commission > Taxud Authentication Portal

### Where Are You From (wayf)

Veuillez sélectionner le domaine de l'application que vous souhaitez accéder

1 Customs

Select the country where you want to be authenticated

2 Please, select a domain

Select your type of actor

3 Please, select a domain

Do you want to act on behalf of ... ?

4 ☒ Myself

☐ The following (natural/legal) person with:

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

6 Submit

**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.

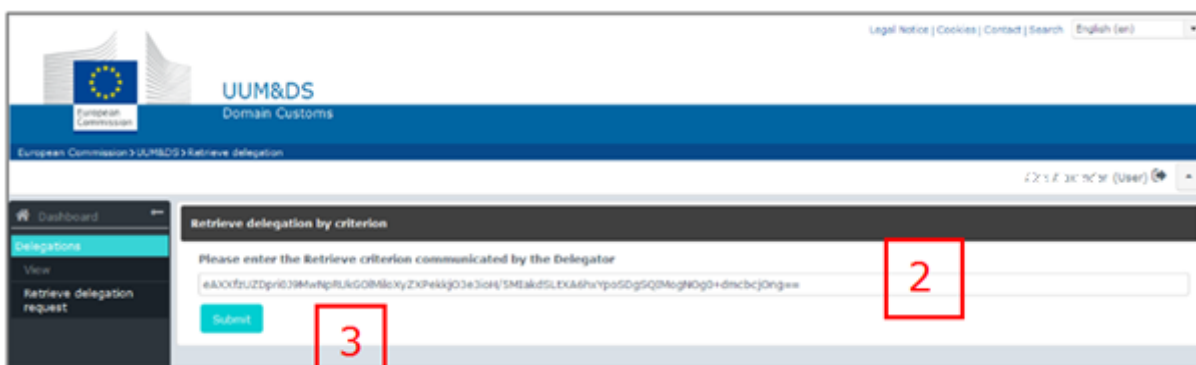
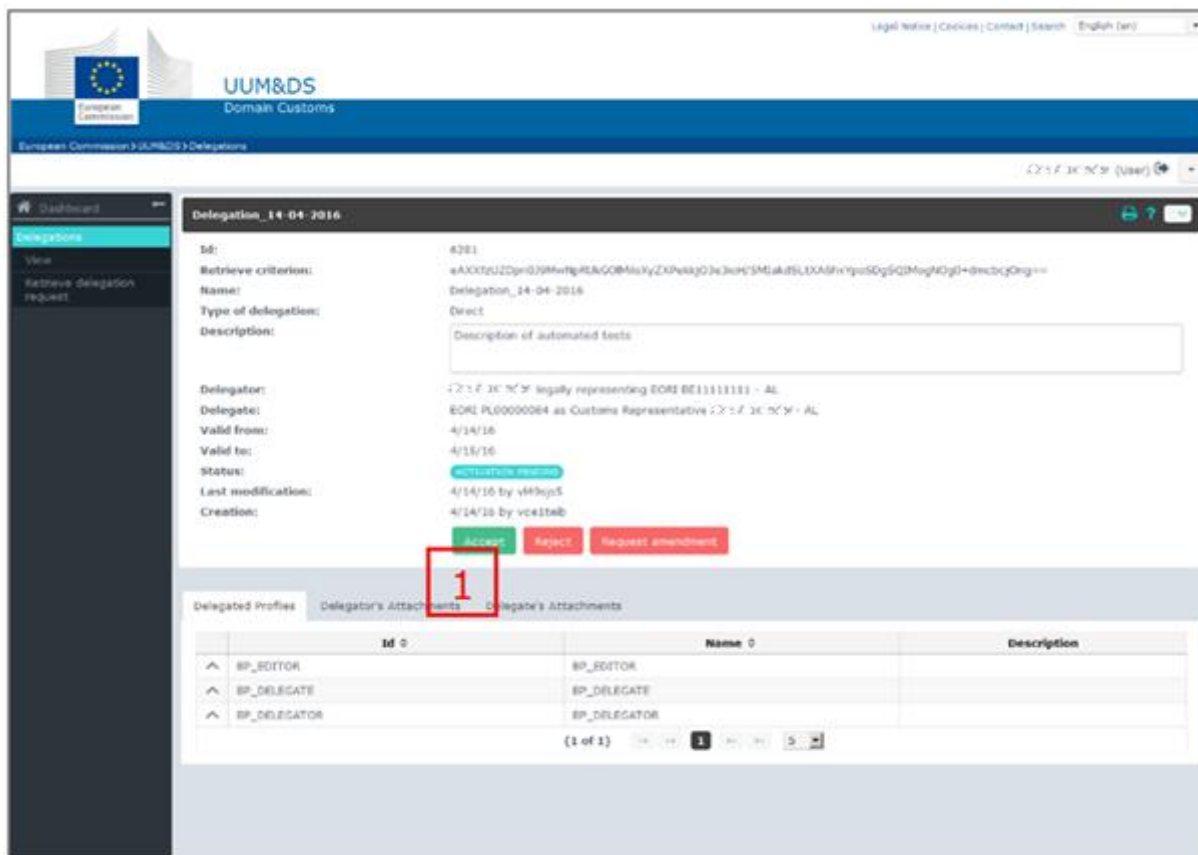


Figure 12 Retrieve Delegation

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

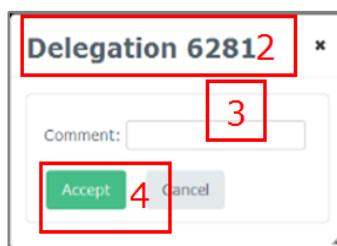
The delegation will be displayed.

### 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).

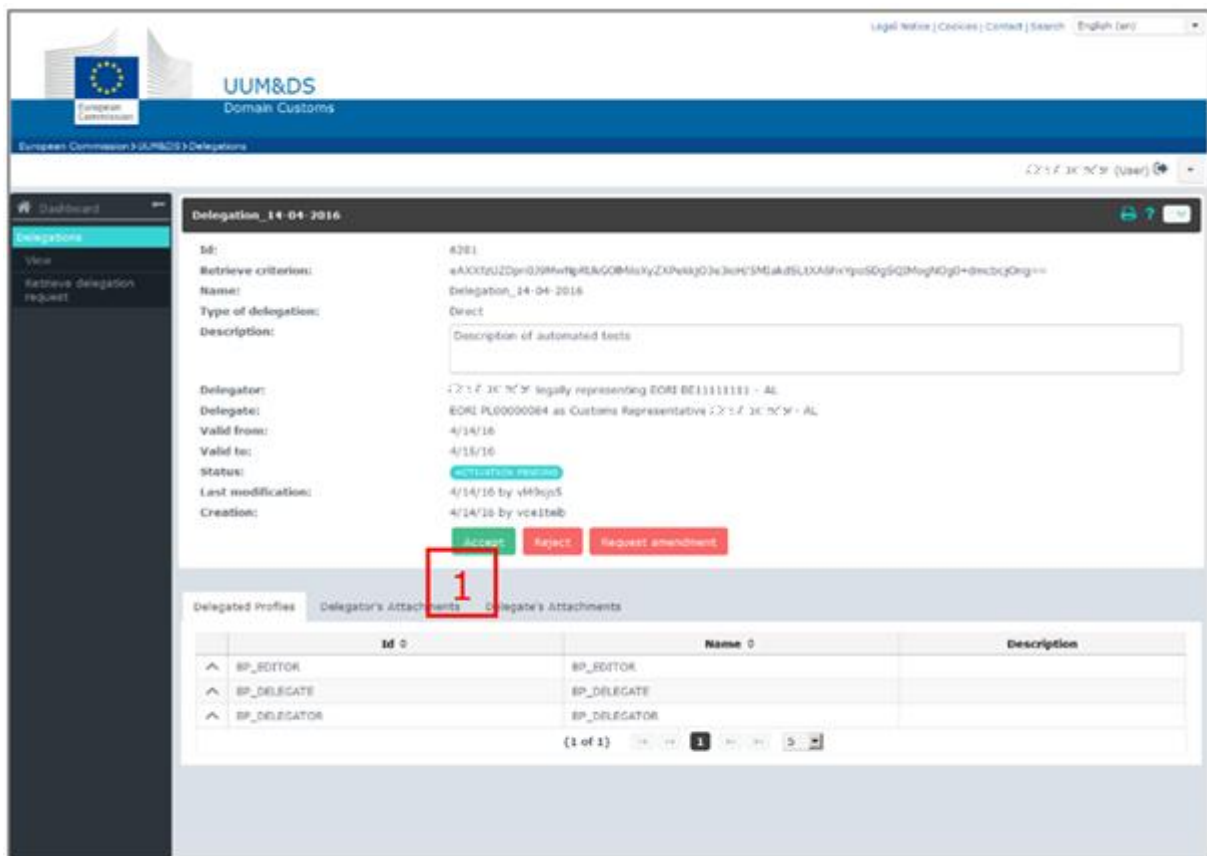


**Figure 14 Comment box**

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

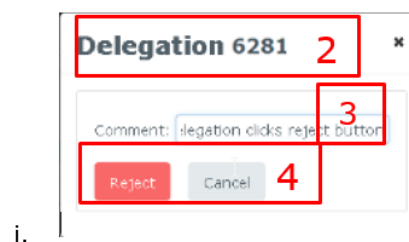
### 3.3.4. Step 3 (alternative) – User rejects delegation

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.



**Figure 15 Delegation Rejection**

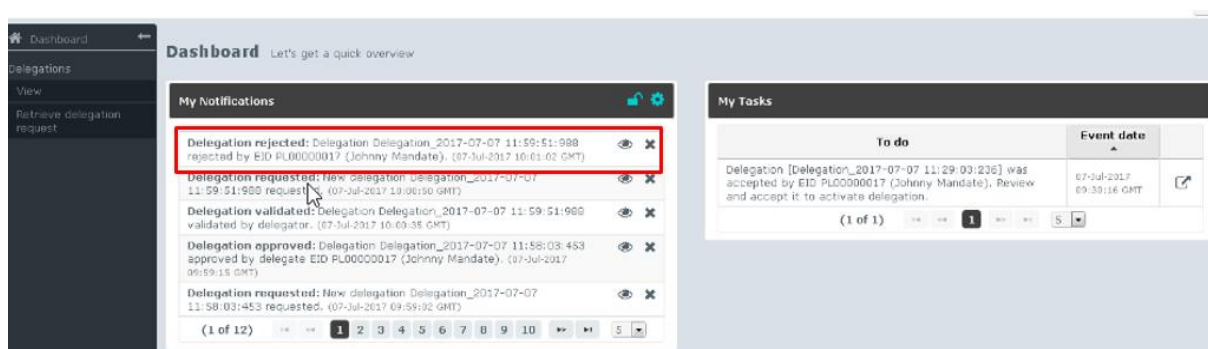
1. Examine the delegation and click Reject.
2. A comment box opens; verify the Delegation number (e.g. 6281) is the same as in the Id field of the delegation (Figure 15).



**3. Figure 16 Comment Box**

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

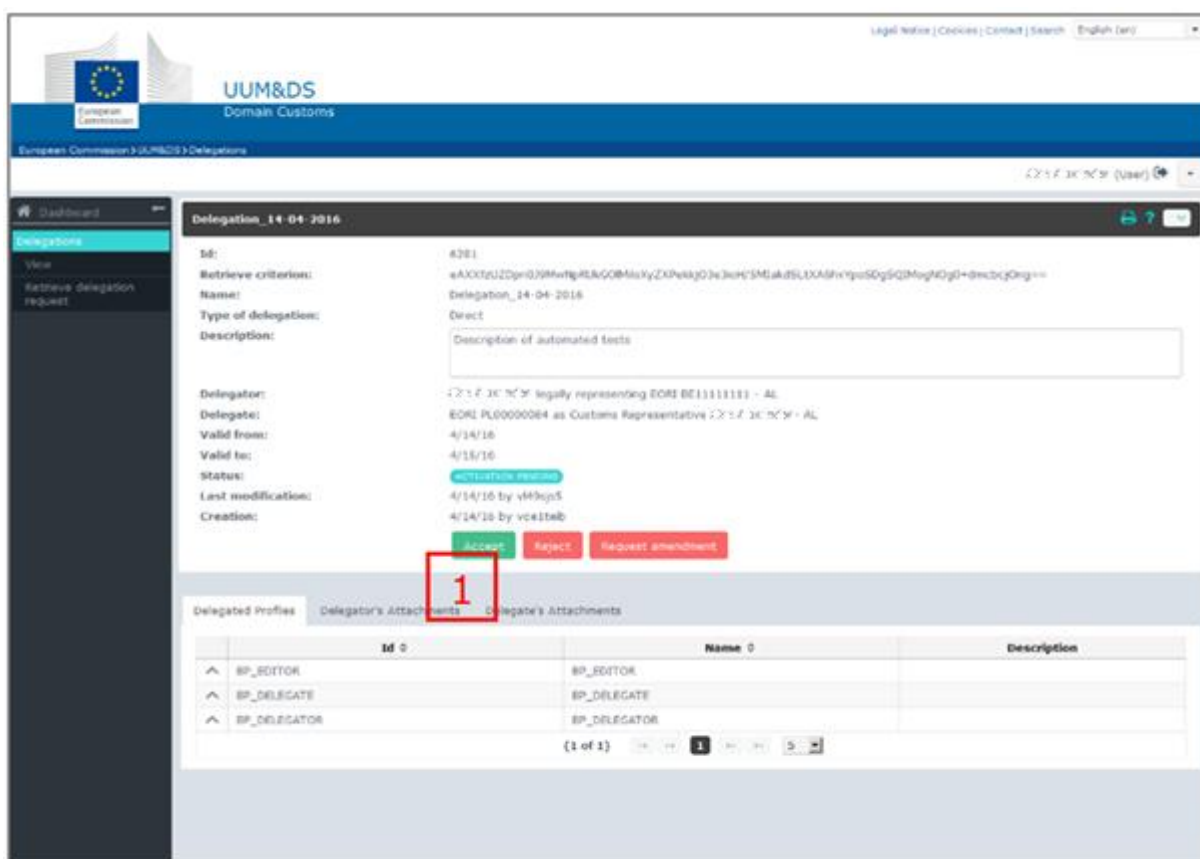
The delegator is notified and can see in his dashboard that the delegation has been rejected.



**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**

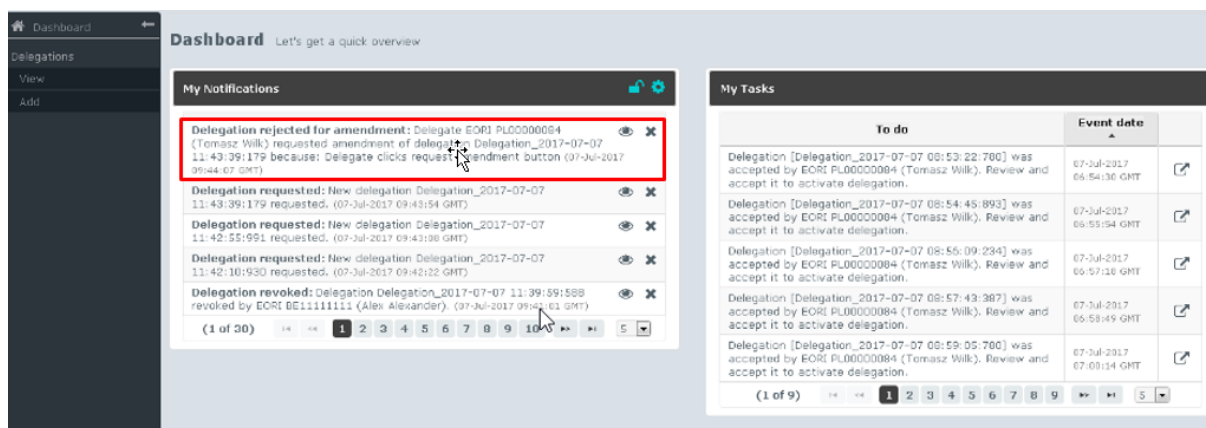
- Examine the delegation and click Request amendment.
- A comment box opens; verify the Delegation number (e.g. 6281) is the same as in the Id field of the delegation (Figure 18).



**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.



**Figure 20 Dashboard with delegation amendment**

## 3.5. Delegation Revocation

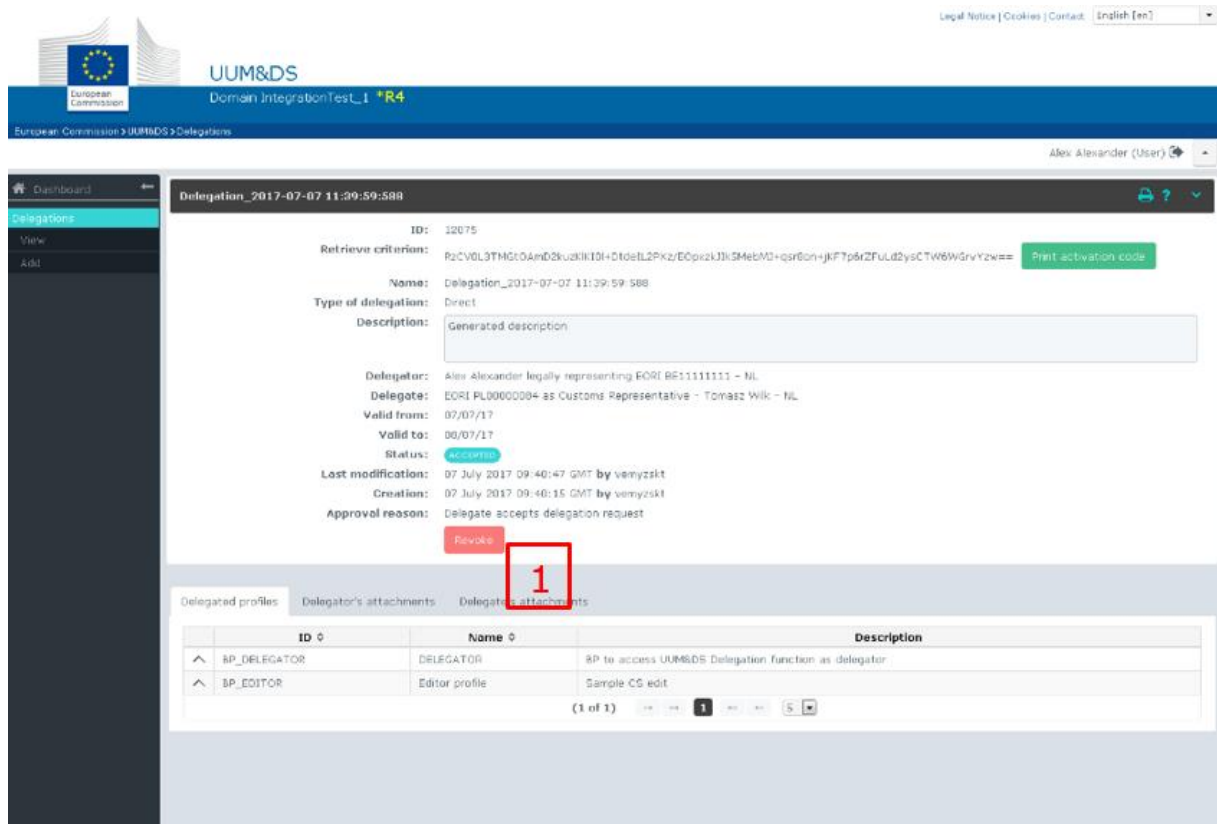
The user or the delegator has the option to revoke a delegation which is already active or that has been accepted. In this case, the delegation is revoked and cannot be applied anymore. This optional step allows a delegation to end.

ID	Name	Type of delegation	Scope of delegation	Delegator ID	Delegator name	Delegate ID	Delegate name	Mandated person ID	Mandated person name	Valid from/to	Status
20428	test DK, to CR	Direct	All	EORI DK111	DK1 LEGAL NAME					03/04/18 - 30/06/19	Active
21286	TKR	Direct	All	EORI PT123456789	Lisa Cristallo	EORI E8A01002196	John Smith			28/06/18 - 28/06/19	Active
22084	DK2	Direct	All	EORI FR00001162600010	John Smith	EORI DK222	DK2 LEGAL NAME			31/10/18 - 31/10/19	Active
22223	Delegation to CR	Direct	All	EORI HR23923646045	IVANČICA Shoe factory	EORI HR123456789	Vagende SA			20/11/18 - 20/11/19	Active
22869	test	Direct	All	EORI FR00001162600010	John Smith					28/10/18 - 01/10/20	Active

**Figure 21 Delegation List**



- From the delegation list select an active delegation



**Figure 22 Delegation revocation**

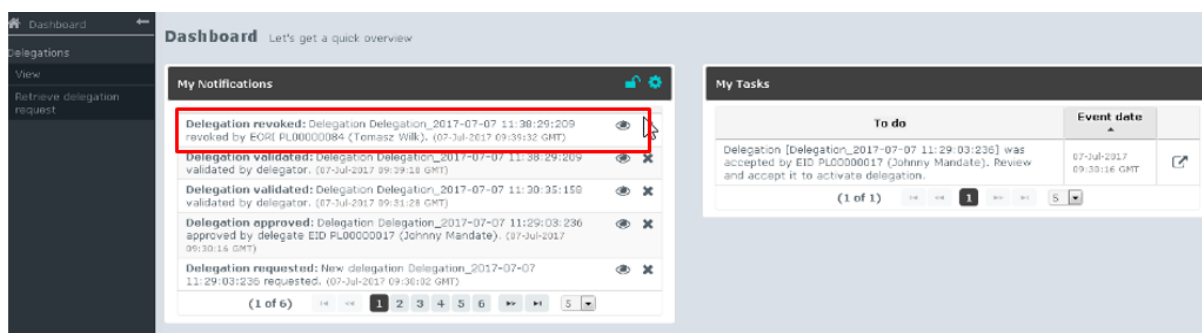
- Click Revoke.
- A comment box opens; verify the Delegation number (e.g. 6281) is the same as in the Id field of the delegation (Figure 22).



**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.

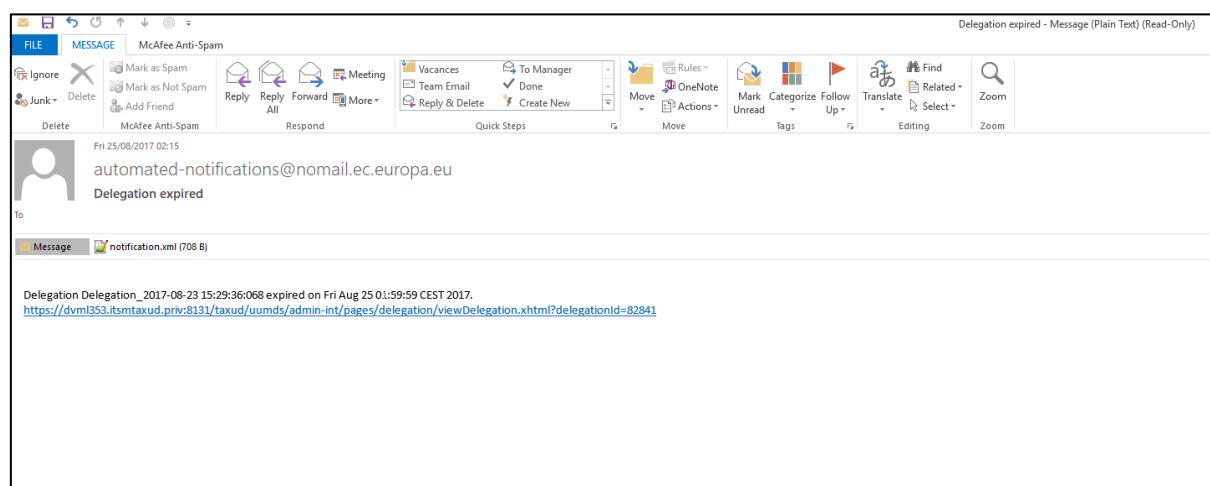


**Figure 24 Dashboard with delegation revocation**

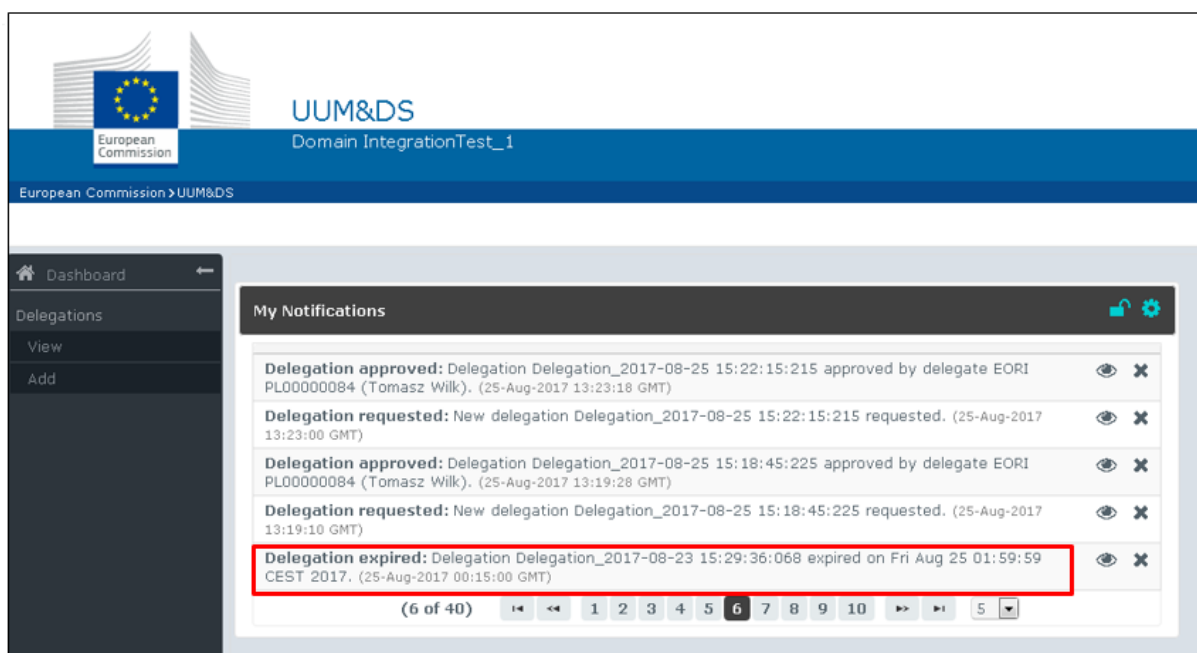
### 3.6. Delegation Expiration

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

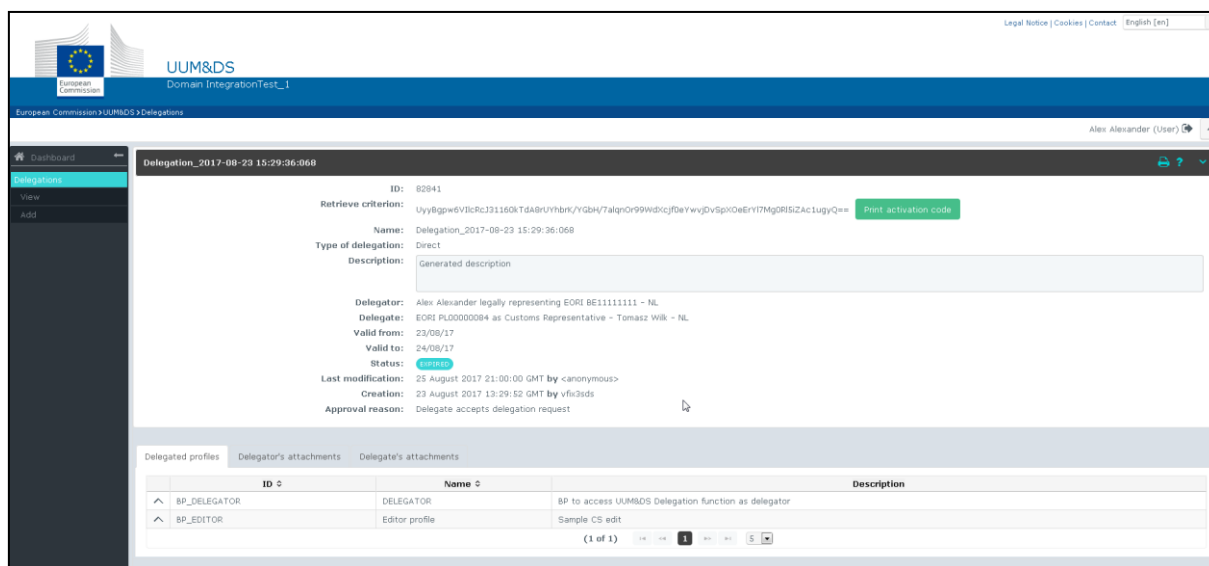
This notification is sent by mail and appears in the dashboard of the delegation partners.



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

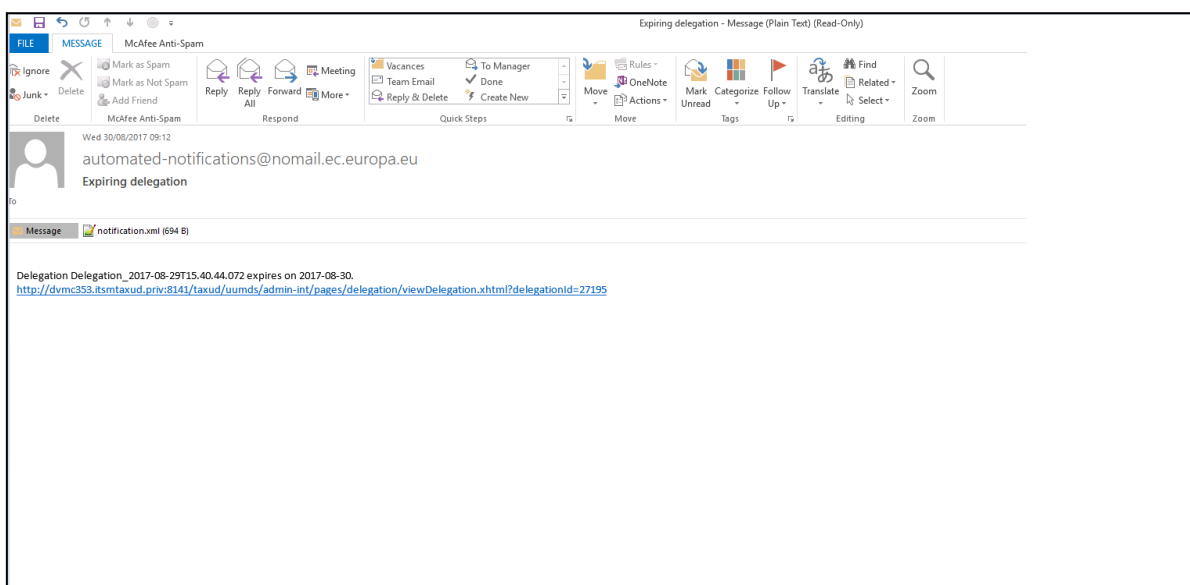


**Figure 26: Dashboard with expired delegation**

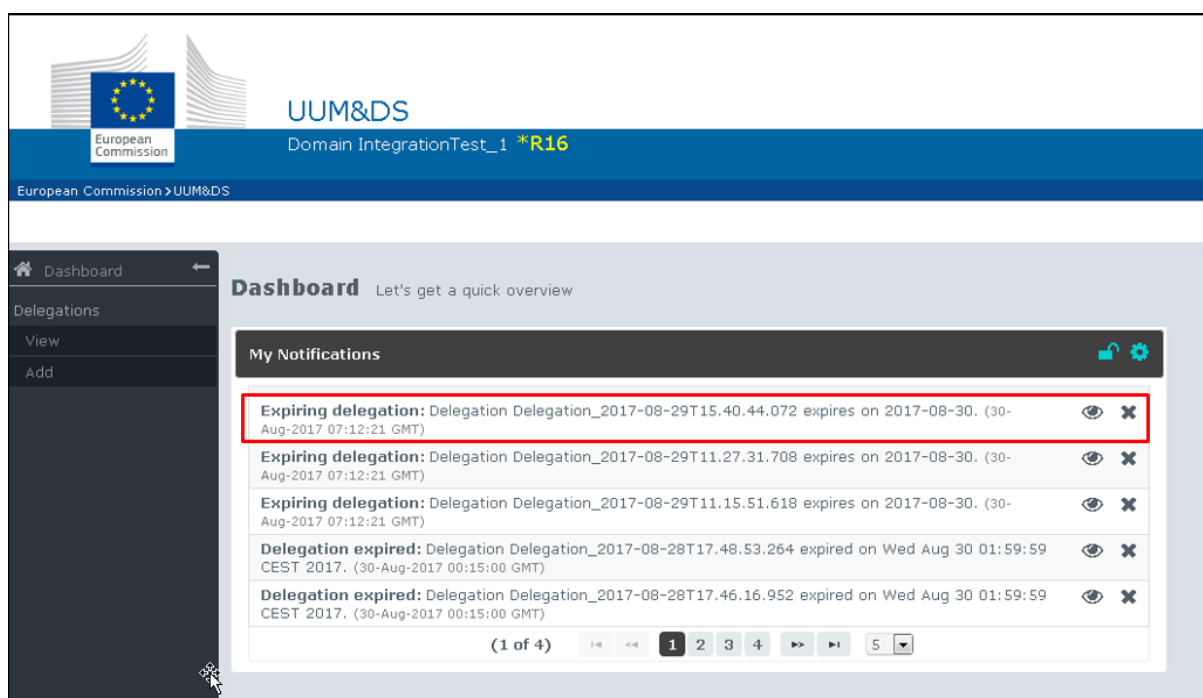


**Figure 27: Expired delegation content**

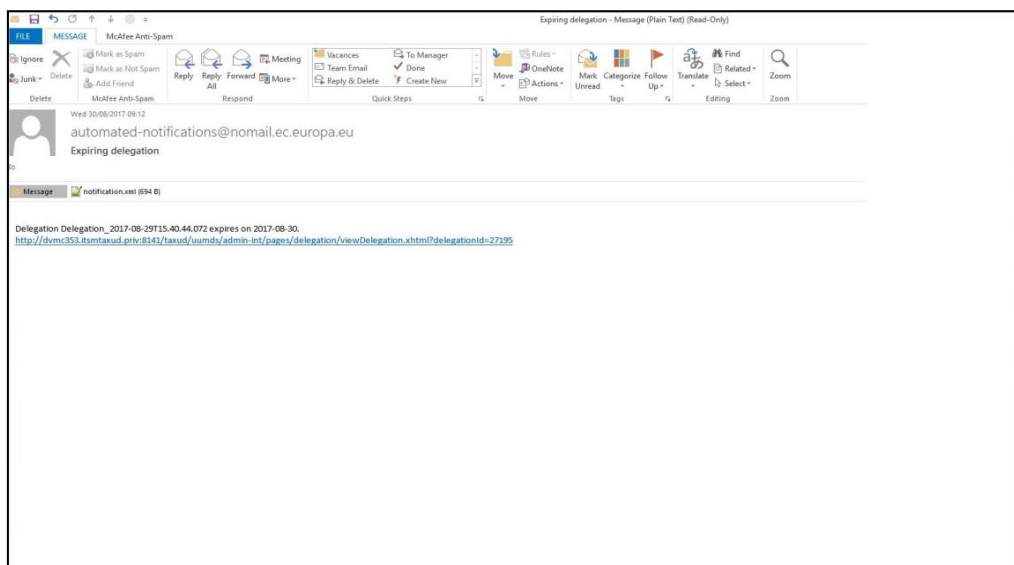
## Central Delegation Management through UUM&DS



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



**Figure 29: Dashboard with delegations about to expire**



**Figure 30: The content of the delegation about to expire**

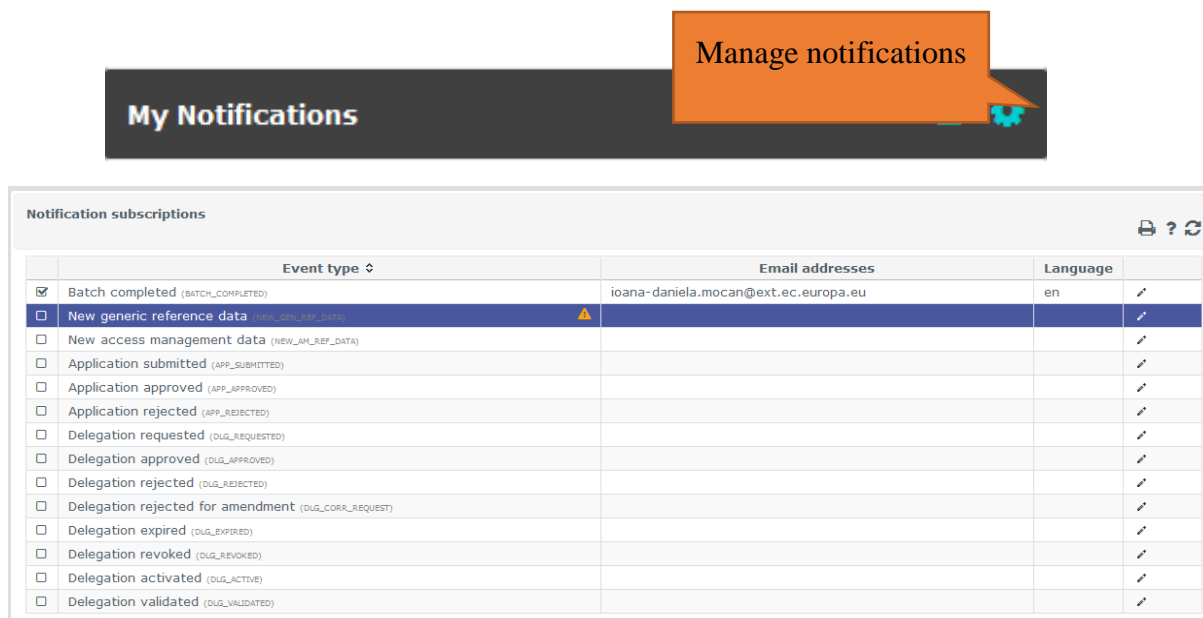
**Remark:** The user needs to subscribe to the 'Expiring delegation' event to receive notifications about delegation that will expire in few days.

Notification Descriptions				
	Event type	Email addresses	Language	
<input type="checkbox"/>	Batch completed (batch_completed)			
<input type="checkbox"/>	New access management data (new_acc_mgmt_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 checked="" type="checkbox"/>	Delegation requested (del_requested)		en	
<input checked="" type="checkbox"/>	Delegation approved (del_approved)		en	
<input checked="" type="checkbox"/>	Delegation rejected (del_rejected)		en	
<input checked="" type="checkbox"/>	Delegation rejected for amendment (del_corr_request)		en	
<input checked="" type="checkbox"/>	Delegation expired (del_expired)		en	
<input checked="" type="checkbox"/>	Delegation revoked (del_revoked)		en	
<input checked="" type="checkbox"/>	Delegation activated (del_active)		en	
<input checked="" type="checkbox"/>	Delegation validated (del_validated)		en	
<input type="checkbox"/>	Expiring authorisation policy (expir_auth_policy)			
<input type="checkbox"/>	Expiring security rule (expir_security_rule)			
<input type="checkbox"/>	Expiring assignment authorisation (expir_assignment_auth)			
<input type="checkbox"/>	Expiring delegation authorisation (expir_delegation_auth)			
<input type="checkbox"/>	Expiring profile assignment (expir_profile_assignment)			
<input checked="" type="checkbox"/>	Expiring delegation (expir_delegation)		en	
<input type="checkbox"/>	Expiring user certificate (expir_user_certificate)			

**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.



**My Notifications**

Manage notifications

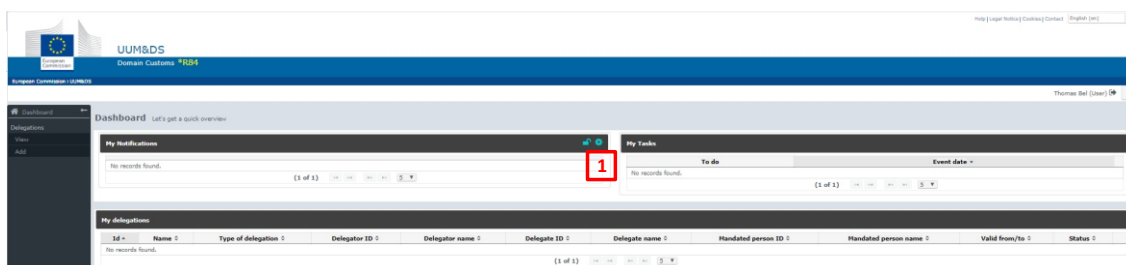
Event type	Email addresses	Language
<input checked="" type="checkbox"/> Batch completed (BATCH_COMPLETED)	ioana-daniela.mocan@ext.ec.europa.eu	en
<input type="checkbox"/> New generic reference data (NEW_GEN_REF_DATA)		
<input type="checkbox"/> New access management data (NEW_AM_REF_DATA)		
<input type="checkbox"/> Application submitted (APP_SUBMITTED)		
<input type="checkbox"/> Application approved (APP_APPROVED)		
<input type="checkbox"/> Application rejected (APP_REJECTED)		
<input type="checkbox"/> Delegation requested (DUG_REQUESTED)		
<input type="checkbox"/> Delegation approved (DUG_APPROVED)		
<input type="checkbox"/> Delegation rejected (DUG_REJECTED)		
<input type="checkbox"/> Delegation rejected for amendment (DUG_CORR_REQUEST)		
<input type="checkbox"/> Delegation expired (DUG_EXPIRED)		
<input type="checkbox"/> Delegation revoked (DUG_REVOKED)		
<input type="checkbox"/> Delegation activated (DUG_ACTIVE)		
<input type="checkbox"/> Delegation validated (DUG_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



UUM&DS  
Dashboard

My Notifications

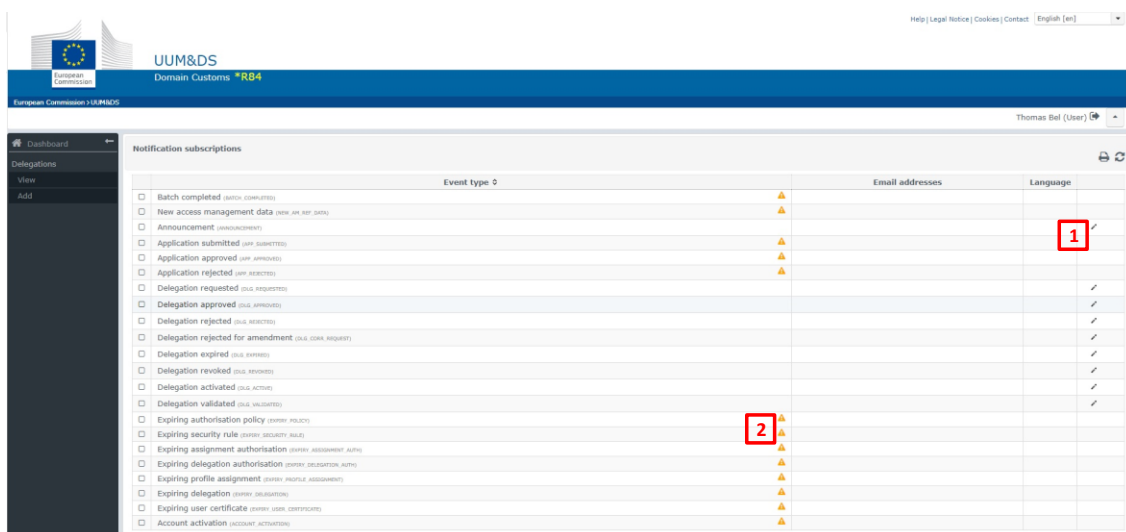
1

My Tasks

My Delegations

Figure 33 Dashboard page

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



**Figure 34 Notification selection page**

1. Select a line of the table.

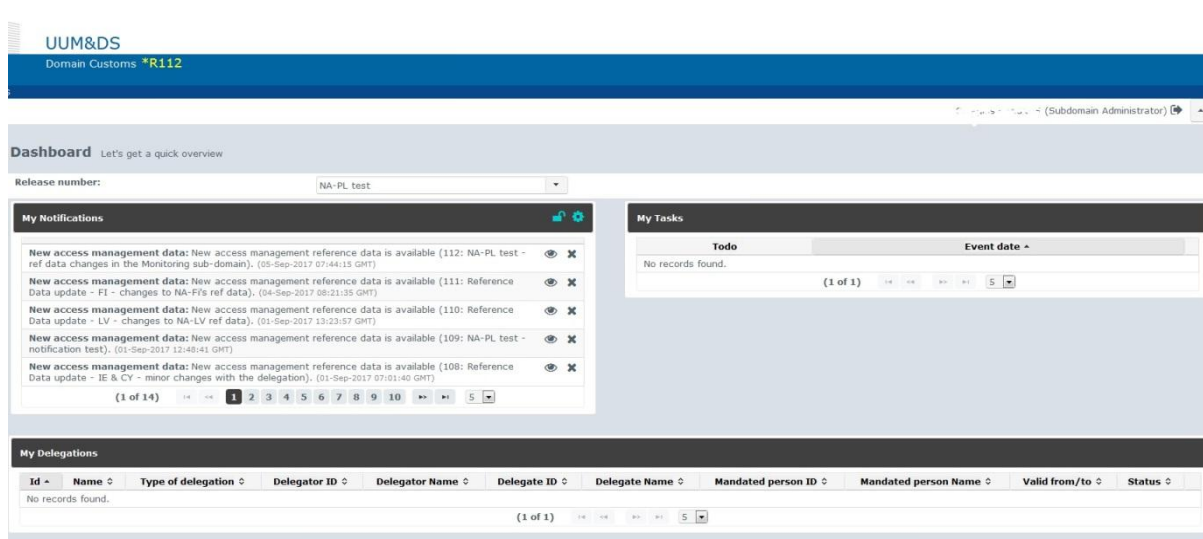
Click the selected



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).



**Figure 35: Dashboard containing notifications**



New access  
management data.mæ

**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?**

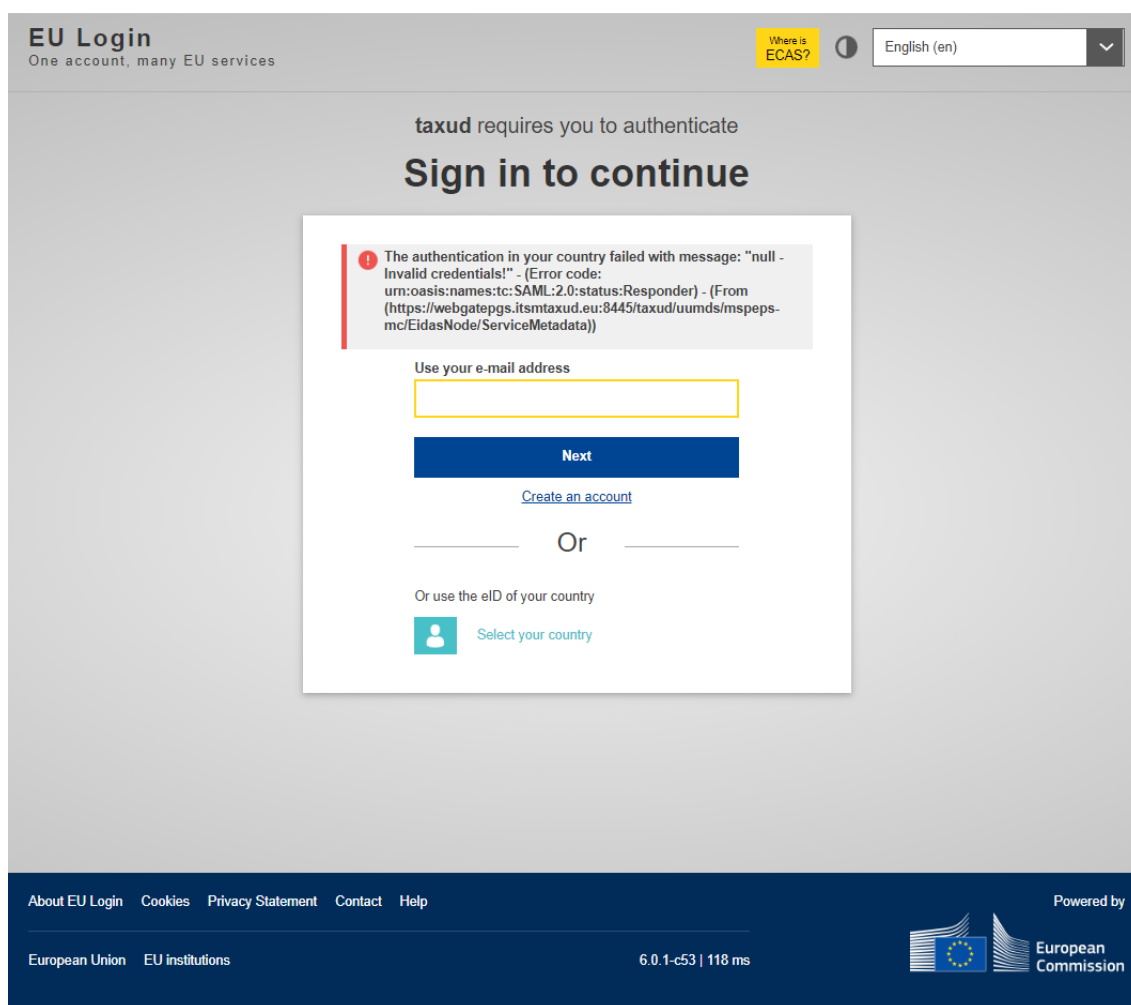
#### ***5.1. Access management failure***

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).



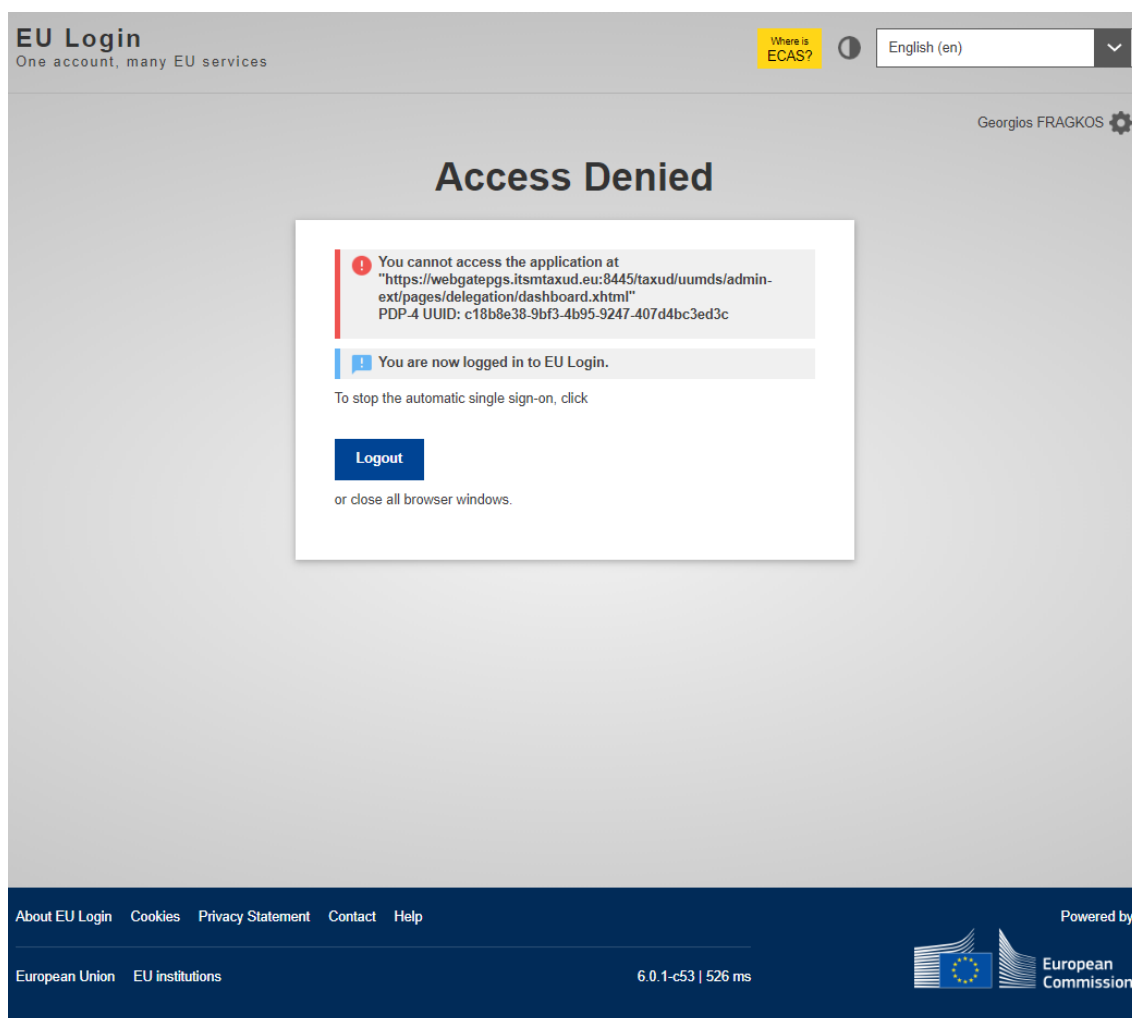


**Figure 37 National Portal - Authentication failed**

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*

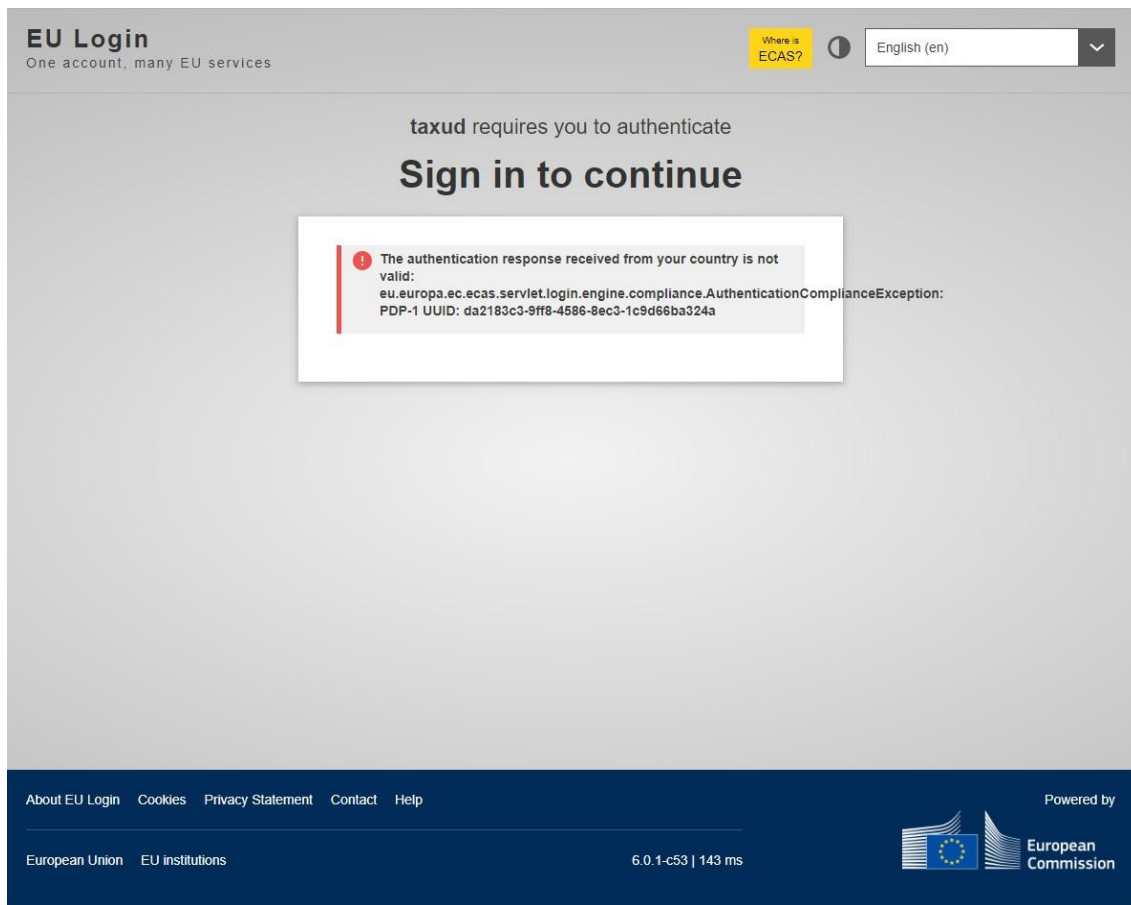
User authorisation is accomplished using business profiles. The combination of the proper business profiles authorises user's access to Applications and resources. A user may not be able to access an Application due to lack or mismatch of business profiles. The error page received in these cases can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