



## TAXATION AND CUSTOMS UNION DG ITSM

# Guide to SD Support for UUM&DS and EU TP

Version 1.00

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<b>GUIDE TO SD SUPPORT FOR UUM&amp;DS AND EU TP</b>	

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# 1. Introduction

## 1.1 Purpose of this Document

The purpose of this document is to provide a practical guide that can be used by the National Service Desks (NSD) for the support of the Economic Operators (EO) and their delegated users (Customs Representatives and Employees) in the framework of Unified User Management and Digital Signatures (UUM&DS) and EU Trader Portal of Customs Decisions System (CDS) projects. The document focuses on the responsibilities of the NSDs and provides practical guidance for the most common cases of EO support requests.

The document must be read as the extension of the document “Guidelines for National Service Desk Set-up and Operation for Customs Trans-European Systems” [RD01]. Additionally, the provisions of the “Service Level Agreement for Service Desks of Customs Trans-European Systems between the National Administrations and DG TAXUD” [AD02] are applicable to this document.

## 1.2 Target Audience

The intended audience for this document is:

- the persons who will be involved in the set-up and operation of a NSD, including:
  - the National Project Managers (NPM);
  - the National Business Experts.
- the members of the Central Project Team (CPT) and the contractors in charge of the ITSM.

Readers of this document are assumed to:

- Understand the interactions with the CSD for matters related to requests for support<sup>1</sup>;
- Be familiar with the ITSM Portal and the SYNERGIA services.

## 1.3 Structure of this Document

The document is structured as follows:

- Chapter 1 is an introduction to this document containing the reference and applicable documents and the terminology;
- Chapter 2 presents the role of the NSD and the interface with the CSD in the context of support to the external domain for Central Services provided by the EU Trader Portal of CDS;
- Chapter 3 outlines the support service flow;
- Chapter 4 describes the nominal and exceptional flows for accessing EU Trader Portal through UUM&DS and the most common categories of support requests;
- Chapter 5 describes the management of unavailability events;
- Appendix A.1 provides examples of common support requests from the EO and contains best practices for their resolution by the NSD
- Appendix A.2 and A.3 list the National Service Desks contact details;
- Appendix A.4 and A.5 list the National Project Managers contact details;
- Finally, Appendix A.6 lists the categorisation of MS based on UUM&DS options.

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<sup>1</sup> See on-line trainings available at <https://itsmtaxud.europa.eu/>

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## 1.4 Terminology

### 1.4.1 Abbreviations and Acronyms

A list of abbreviations and acronyms used throughout this document are provided here for a better understanding of the document.

<b>Acronym</b>	<b>Description</b>
CDMS	Customs Decisions Management System
CIRCABC	Communication and Information Resource Centre for Administration, Businesses and Citizens
CPT	Central Project Team
CSD	Central Service Desk
DG TAXUD	Directorate General of Taxations and Customs Union
EO	Economic Operator
EORI	Economic Operators Registration and Identification
EOS	Economic Operator System
ESS	Employee Self Service
IAM	Identity and Access Management System
MS	Member State
NIAM	National Identity and Access Management System
ITIL	Information Technology Infrastructure Library
ITSM	IT Service Management
ITSM Contractor	DG TAXUD contractor responsible for operating Central Services and testing the centrally developed applications
NPM	National Project Manager
NSD	National Service Desk
RFC	Request for Change
SLA	Service Level Agreement
SMT	Service Desk Management Tool
SYNERGIA	European Commission - Taxation and Customs Union - Synergia SMT – ESS ( <a href="https://itsmtaxud.europa.eu/smt/ess.do">https://itsmtaxud.europa.eu/smt/ess.do</a> )
TES	Trans-European Systems
TOC	Terms of Collaboration
TP	EU Trader Portal component of Customs Decisions TES
UUM&DS	Uniform User Management and Digital Signatures

Table 1: Abbreviations and acronyms

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## 1.4.2 Definitions

A number of definitions are considered necessary for the better understanding of this document and the scope and services offered by the CSD and the NSD.

<b>Term</b>	<b>Definition</b>
<b>Central Service Desk</b>	The CSD is a function of the ITSM operations. The CSD provides a single entry point for NSDs. Incidents, Problems or Requests are documented, resolved or dispatched by CSD staff, referring to the level of support (first/second/third level support) needed.
<b>Incident</b>	Any event reported as part of the standard operations (central or national) that causes, or may cause, an interruption to, or a reduction in, the quality of the overall service. In SMT terms, the Incident can be the result of an escalated Interaction (see Interaction).
<b>Interaction</b>	Every user contact with the ITSM Support is logged as an Interaction. These Interactions can be escalated to Incidents, Service Requests, Requests for Information and Requests for Changes reported by users who communicate with the ITSM2 Support by using preferably the ESS or another existing communication channel (e-mail, phone or fax).
<b>Known Error</b>	A Known Error is a Problem that has a documented Root Cause and a Workaround. Known Errors are created and managed throughout their Lifecycle by Problem Management. All identified issues, not yet resolved, are recorded in the CSD SMT tool as “known errors”. These known errors can be consulted via the ITSM Portal: <a href="https://itsmtaxud.europa.eu/">https://itsmtaxud.europa.eu/</a>
<b>MS type D</b>	MS without national implementation which use the central UUM&DS as their IAM.
<b>National Service Desk</b>	A service component of the National Support Centre provided by every NA to provide support to both internal end-users (NA officers) and external end-users (local Economic Operators) in the daily use of the National Customs Application(s).
<b>Problem</b>	A cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created and the Problem Management Process is responsible for further investigation.

Table 2: Definitions

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## 1.5 Reference and Applicable Documents

### 1.5.1 Reference Documents

Reference documents are those explicitly mentioned in the text of this document.

The reference documents are presented in Table 3.

Ref.	Title	Originator	Version	Date
[RD01]	<a href="#">Guidelines for National Service Desk Set-up and Operation for Customs Trans-European Systems</a>	DG TAXUD	2.70-EN	28/03/2017
[RD02]	<a href="#">Access Management Through UUM&amp;DS (Economic Operator Guide)</a>	DG TAXUD	0.20-EN	11/09/2017
[RD03]	<a href="#">UUM&amp;DS training material</a>	DG TAXUD	1.00	23/06/2017
[RD04]	<a href="#">UUM&amp;DS FAQ (FAQ for UUM&amp;DS operations)</a>	DG TAXUD	1.00	29/06/2017
[RD05]	<a href="#">UUMDS User's Guide</a>	DG TAXUD	1.50	07/09/2017
[RD06]	<a href="#">UUM&amp;DS FSS - Functional System specifications</a>	DG TAXUD	1.03	09/09/2016
[RD07]	<a href="#">UUM&amp;DS TSS - Technical System Specifications</a>	DG TAXUD	1.02	28/10/2015
[RD08]	<a href="#">UUM&amp;DS UIS – User Interface Specifications</a>	DG TAXUD	1.03	06/02/2017
[RD09]	<a href="#">CDS training material</a>	DG TAXUD	1.00	08/09/2017
[RD10]	<a href="#">EU Trader Portal of CDS specifications</a>	DG TAXUD	1.1	21.12.2016
[RD11]	<a href="#">CDS webinars material</a>	DG TAXUD	1.00	2017

Table 3: Reference documents

### 1.5.2 Applicable Documents

Applicable documents are documents which, whether explicitly mentioned in the text of this document or not, contain binding requirements to this document.

The applicable documents are presented in Table 4.

Ref.	Title	Originator	Version	Date
[AD01]	<a href="#">Terms of Collaboration for the Customs Trans-European Systems</a>	DG TAXUD	4.70-EN	28/03/2017
[AD02]	<a href="#">Service Level Agreement for Service Desks of Customs Trans-European Systems between the National Administrations and DG TAXUD</a>	DG TAXUD	2.80-EN	28/03/2017
[AD03]	<a href="#">Service Level Agreement for Availability and Continuity of Customs Trans-European Systems between the National Administrations and DG TAXUD</a>	DG TAXUD	2.70-EN	28/03/2017

Table 4: Applicable documents



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## 2. Service Desk Support for the EU Trader Portal of CDS

The UUM&DS and the Customs Decisions are interoperating Trans-European Systems which provide a combined central service to Economic Operators. The UUM&DS Trans-European system implements the access management to central services like the EU Trader Portal of CDS. Both systems consist of nationally and centrally (EU) managed components.

To support this combined TES, MS National Service Desks (NSD) act as the single point of contact (SPOC) for the support in the external domain of EO and their representatives. DG TAXUD Central Service Desk (ITSM) role is to support the NSDs by providing solutions and guidance for issues that cannot be solved nationally by the NSDs and the National Project Teams (NPT).

All MS provide already NSD services for all common Trans-European Systems in the external domain (e.g. NCTS, ECS and ICS). In alignment with the formally approved by all MS Terms of Collaboration for Customs Trans-European Systems this service shall be extended as of October 2017 to cover also the UUM&DS and the Customs Decisions TES.

### 2.1 Roles and Responsibilities

The National Service Desk is responsible for the following items:

- The identification of users and their relationship to economic operators in UUM&DS using their national economic operator user management system (MS IAM or central UUM&DS IAM for MS that have not yet developed a national UUM&DS solution);
- Authentication issues;
- Assist the user who can login but doesn't have a proper role (user rights in the MS IAM);
- Inform the EO of potential partial unavailability affecting the access and the actions in the EU Trader Portal of CDS. Unavailability notifications are dispatched to NSDs by CSD;
- Announce the local system (UUM&DS MS components) unavailability to EOs and CSD;
- Manage business questions concerning Trader Portal (application registration).

The ITSM Central Service Desk is responsible for the following items:

- For handling all requests for support forwarded from NSD, and entering the details of those requests in the Service Desk tool of the CSD (SYNERGIA SMT);
- Announce central systems unavailability to NSDs;
- Resolve technical errors;
- Update FAQ questions.

Other parties:

- xDev contractors: To investigate and resolve problems related with the IT system software;
- DG TAXUD: Escalation point for business related matters.

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## 2.2 Support levels and collaborating parties

The hierarchy of Support Groups involved in the resolution of Incidents and investigation of Problems may include three levels of support (ITIL Service Operation). Each level contains more specialist skills, or has more time or other resources.

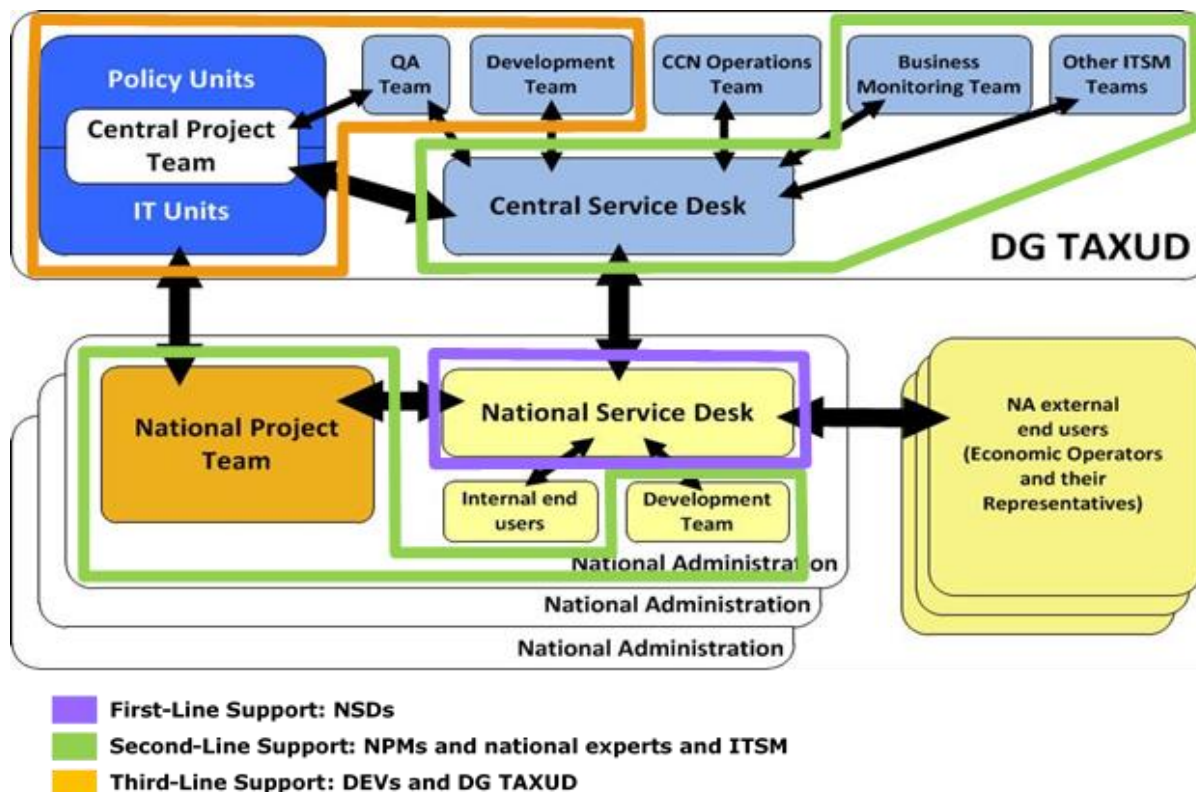


Figure 1: Support levels and collaborating parties of EU Trader Portal

The translation of this hierarchy to the reality of the collaborating parties for the Customs Trans-European Systems and especially for the EU Trader Portal is described below.

### First-Line Support

The Single Point of Contact (SPOC) for the support of the EU Trader Portal end-user community (the EO and their representatives) is the NSD. Incidents related to the access management achieved through the UUM&DS TES are also first served by the NSDs.

Once end users contact the NSD, it attempts to collect as much information and diagnostics about the incident as possible. The incident is identified, logged and categorised. The NSD then tries even to resolve the issue on the spot; thus, reducing resolution time for all minor incidents, e.g. q: my account doesn't work – a: are you a registered user / have you applied for authorisation to access the central service? In general, first-contact resolutions help increase end user satisfaction.

If First-Line Support is not able to resolve the incident right away, it will escalate the incident to Second-Line Support.

### Second-Line Support

Second-Line Support of Incident Management is a role generally composed of staff with specialised technical skills or basic/advanced business knowledge. They generally can dedicate more time to incident diagnosis and resolution. The Second-Line Support will request more info from the end user if required and will use all the available documentation in the resolution process.

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Specifically, for the support of the EU Trader Portal, the Second-Line Support consists of the following two collaborating parties:

- the national experts of CDS and UUM&DS with the project NPMs being the SPOC and
- the ITSM contractor of DG TAXUD with the CSD being the SPOC.

The decision point for the escalation to the national or the central (DG TAXUD) Second-Line Support is described in the support request examples and the dedicated sub-section 3.2 of chapter 3.

### **Third-Line Support**

If the investigation of an Incident shows a problem related to the IT system software or a business issue with impact on IT systems, the analysis and resolution continues by the Third-Line Support. Depending on the case, the incident may be handled by

- National business teams and/or national development teams (issues related to user management in MS IAM);
- DG TAXUD development contractors (CUSTDEV or DIGIT);
- DG TAXUD IT or Policy Units.

For further information related to context of the Service Desk, refer to the document “Service Level Agreement for Service Desks of Customs Trans-European Systems between the National Administrations and DG TAXUD” [RD02].

## **2.3 NSD Organisation**

The NSD constitutes a Single Point of Contact for:

- The external domain – EO and their representatives;
- The national project teams;
- DG TAXUD and the ITSM CSD.

A specific functional mailbox and telephone number are used and specified in every communication to and from the NSD. The NSD is responsible to immediately notify, to the CSD, any change to the contact information of the NSD that occurs.

The contact points for the NSDs of UUM&DS and EU Trader Portal can be found in Annex A.2.

For further information related to context of the Service Desk, refer to [RD01].

Useful documentation for the NSDs can be found in the reference documents in sub-section 1.5.1.

### **NSD members access to central information repositories and tools**

The NSD is recommended to have access to the following systems/repositories:

- SYNERGIA SMT ESS and ITSM Portal to view the progress of service requests to ITSM (apply for an account [here](#));
- CIRCABC Interest Groups for [e-Customs / IT aspects](#) and [Information Technology](#);
- PICS groups of IT Technology and Infrastructure and TAXUD A3 groups for CDS;
- [EU Trader Portal](#) (use conformance environment and test accounts for simulations);
- [UUM&DS Admin UI](#) (SDAs);
- NIAM for crosschecking the existence of the user and the business profiles;
- CDS page on Europa site.

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### 3. Support Service Flow

The support service flow presented in this chapter refers to issues blocking the EO from applying for customs decisions in the EU Trader Portal. The flow starts with a request for support issued by an EO or the EO representatives because they cannot use the Trader Portal (error message appears). The following diagram presents a simplified logical view of the support service flow between the EO and their representatives, the NSDs and the CSD.

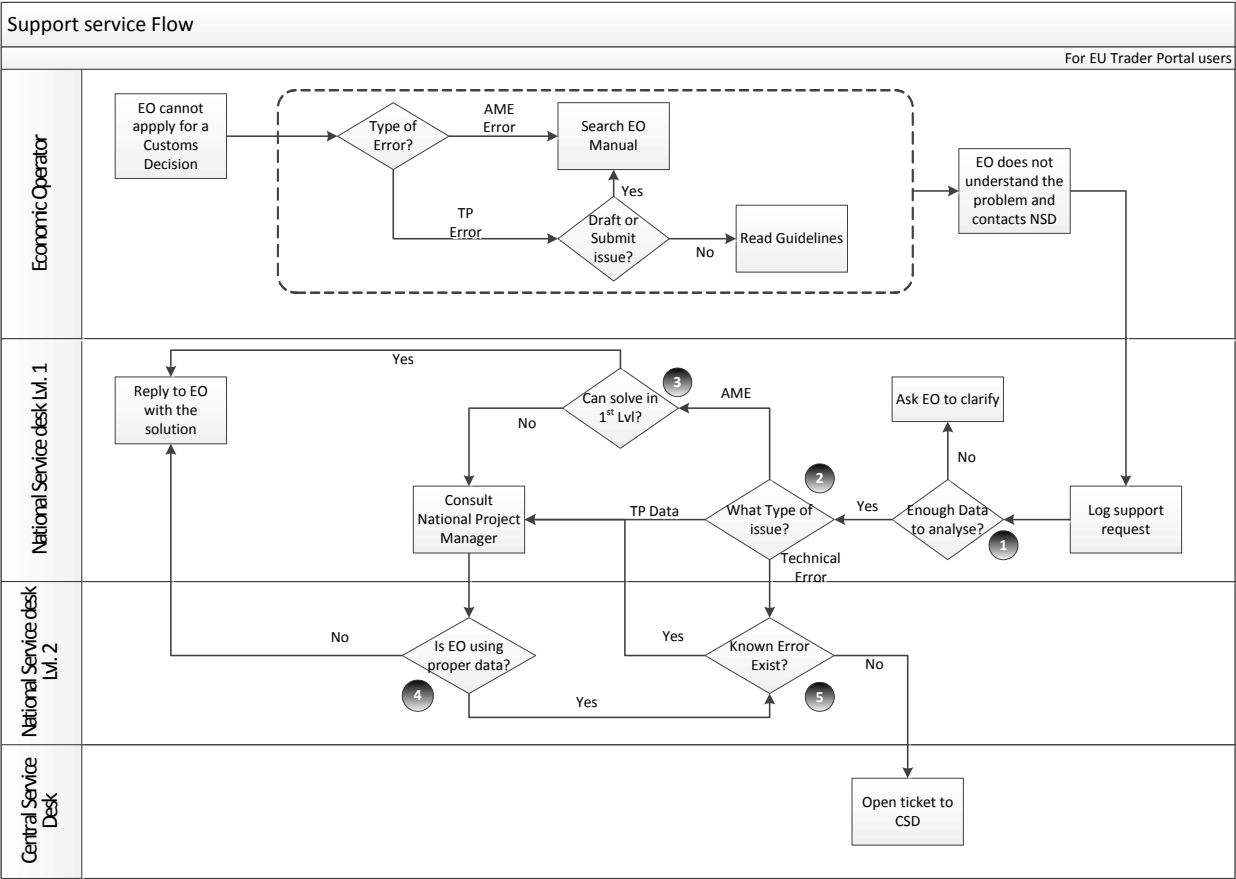


Figure 2: Support service flow for issues reported by EU Trader Portal users

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### 3.1 First level analysis

The EO or the EO representatives issue a support request to the national service management tool or send an email to the NSD. After a first check of the request, the NSD decides if the data provided by the user are enough for the troubleshooting. A minimum set of info required from the user is the following:

- In the case when the access of the user to the Trader Portal fails and a UUM&DS error screen is shown, the user needs to provide the following information to the NSD along with his request for support:
  - What does the user want to do (e.g. view customs decisions applications in the EU Trader Portal);
  - Which URL was accessed;
  - User id;
  - Delegation information (if delegation was used);
  - Screenshot of the data in WAYF;
  - A copy of the error id (text) and screenshot of the error page.
- In the case when the error occurs after successfully accessing the EU Trader Portal the user needs to provide the following information to the NSD along with his request for support:
  - What does the user want to do (e.g. view/edit/submit customs decisions applications in the EU Trader Portal);
  - User id;
  - Which action caused the error;
  - What field cannot take a “valid” value and according to which documentation is the value correct;
  - Screenshot of the error and if exists a copy of the error text.

If the information provided by the user is not sufficient then the NSD requests additional data. A template with standard questions may reduce significantly the time needed to get all necessary information from the requester. NSDs that decide to create such a template should also communicate this template to all users, e.g. by making it available in the national portal or the NSMT.

The screenshot shows a web form titled "Where Are You From (wayf)". The form contains the following fields and options:

- Select the domain of the application you request access to:** A dropdown menu with "Customs" selected.
- Select the country where you want to be authenticated:** A dropdown menu with "Malta" selected.
- Select type of actor:** A dropdown menu with "Economic Operator" selected.
- Type of ID:** A dropdown menu with "EORI" selected.
- ID:** A text input field containing "MT123456789".
- I am acting on behalf of:** Radio buttons for "Myself" (selected) and "The following (natural/legal) person with:".
- Consent:** A checked checkbox with the text "I give my consent to request my Identity Profile information and share it with UUM&DS and Customs EIS".
- Submit:** A teal button at the bottom.

Figure 3: Basic information for first level analysis – WAYF options

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With the basic information available to the NSD, the next step is to analyse the nature of the reported issue. Except the business questions, there are three main categories of possible errors:

1. The user receives an error screen from UUM&DS related to the access management flow;
2. EU Trader Portal presents the user with an error message or action is not allowed (data validation or after submitting an application for a customs decision);
3. Technical error occurred during the access management or during the use of the EU Trader Portal (page not found or other error).

Actions that can be taken by the NSD:

- Case 1: Examine the user status (valid/active user in the IAM, business profiles allow the access to EU Trader Portal, the delegation options are correct);
- Case 2: Check that the business profiles allow the user action / verify that the data used are valid (e.g. TARIC code);
- Case 3: Search for unavailability notifications from CSD;
- In all cases, the error may be explained also by a Known Error. The list of KE can be found on ITSM Portal.

After concluding the first analysis decide the next action:

- Inform the user what was wrong or what is the correct procedure;
- If KE exists inform the trader of the workaround or what to do until the problem is solved;
- Consult national experts;
- Ask the support of ITSM;

## 3.2 When to escalate to second line support

If the initial analysis mentioned in sub-section 3.1 cannot explain the issue, the NSD consults the responsible national experts depending on the nature of the incident.

Business questions should be routed by default to the national business teams. The NPM of each TES is the SPOC for the national business experts team.

Questions or issues that cannot be answered by the national experts are routed to CSD by registering a service call in SYNERGIA SMT ESS or by sending an email to [ITSM Support](#). ITSM and if necessary DG TAXUD and DEV teams will analyse and provide a solution.

Some generic rules can be found below.

In case of an access management issue (UUM&DS error screen) for which the analysis shows that the user has correct profiles, a valid account, has accessed the correct links and there is no active unavailability event then the NSD consults the CSD.

Cases with invalid data in the EU Trader Portal are escalated first to national experts.

For technical errors not explained by unavailability events (active notification by CSD) or Known Errors or if the description of the error is not clear the NSD consults the CSD.

## 3.3 Incident analysis by national experts

National experts are invited to analyse an incident connected to a business issue or a technical one due to a problem with the national implementation. They should verify the connection of the national systems to the central TES component, the status of the national systems (possible downtime or capacity issue) and that the user is valid and has correct profiles for the action he wants to do in the EU Trader Portal.

National experts are also responsible to guide the EO and their representatives to the UCC legislation and provide explanations and recommendations for the submission of customs

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decisions applications. If the EU Trader Portal is not accepting a valid value then, before opening a service call to CSD, search for known errors or check the acceptable deviations from UCC or search for values in interconnected central systems like CS/RD2 and TARIC.

In case of a problem in the national implementation (software) then contact the national supplier.

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## 4. Categorisation of support requests

### 4.1 Nominal and exceptional flows for accessing EU Trader Portal through UUM&DS

The normal flow of user authentication and authorisation verification before accessing a central service is summarised below:

UUM&DS intercepts access to the central service, and redirects the user to his national authentication portal (or the central one in case of no national implementation). Once authenticated the IAM sends back an assertion with the user's Identity Profile and the delegation information (if the user is a delegate of an Economic Operator). UUM&DS verifies that the user is authorised to access this service and provides access.

At any point, the user may be presented with an error screen due to wrong input data, the lack of proper authorisations or technical problems. The most common cases of exceptions are:

- ✚ Wrong Credentials - Exception occurs when the user provides wrong credentials;
- ✚ Authentication Failure - Failure during Identification, Authentication or Authorisation at MS level;
- ✚ Access Denied by UUMDS - Exception occurs when the user does not fulfil the access requirements to get access to the central service (security rule is not matched).
- ✚ Expired Session - Exception occurs when the user stays idle more than the configured maximal session time;
- ✚ Delegation not valid - The delegation does not exist or is not valid/expired;
- ✚ Wrong Delegator Identity Information or not active - Exception occurs when the Delegate user selects an inappropriate type of ID or provides wrong id of the Delegator (e.g. Wrong EORI number of the EO). The specified delegator does not exist or is no longer active, or his identity is not valid;
- ✚ Wrong Delegate Identity Information or not active - Exception occurs when the Mandated Person selects an inappropriate type of ID or provides wrong id of the Delegate. (e.g. Wrong EORI number of the Customs representative on behalf of whom the mandated person (an employee) accesses the system);
- ✚ Other technical exceptions (incorrect assertion refused by UUM&DS due to signature of the message or version of the assertion, SAML response corrupted, response timeout, technical problems encountered during the transmission).

A detailed description of each case and the recommended course of action for the NSD can be found in Annex A.1.

### 4.2 Categories of support requests

The support requests may refer to:

- Business questions;
- Questions on the User Interface of UUM&DS or the EU Trader Portal;
- Error screens displayed by the
  - MS IAM;
  - UUM&DS;
  - EU Trader Portal.
- Errors recorded by the EU Trader Portal;
- Validation errors in the various EU Trader Portal application fields.

Annex A.1 contains examples of the most common cases and recommendations for their handling.



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## 5. Management of unavailability events

This section describes the deviations from the provisions of the “Service Level Agreement for Availability and Continuity of Customs Trans-European Systems between the National Administrations and DG TAXUD” [AD03].

The UUM&DS and CD TES consist of multiple interoperating subcomponents either nationally or centrally hosted which communicate over various networks and in different ways. This environment of interoperating systems introduces new unavailability types that affect the end-user experience in different ways.

### 5.1 Type of unavailability events

The following definitions refer to UUM&DS and EU Trader Portal operations.

**Global unavailability:** EU Trader Portal or UUM&DS central components are unavailable and as a consequence the central services are unavailable for all end-users.

**Partial unavailability:** A component of the UUM&DS or CD TES is unavailable and part of the central services functionality is not accessible by the end-users.

**Scheduled/unscheduled unavailability:** As defined in [AD03].

### 5.2 Notifications to stakeholders

CSD classifies all unavailability events and informs the interested parties (NSD and DG TAXUD) as per agreed procedure described in [AD03]. The end users are notified via different channels depending on the type of unavailability.

#### 5.2.1 CSD notifications

CSD monitors the central systems and announces the unavailability events to NSDs (cf AD03). The unavailability events of national components are communicated to CSD and the ones affecting the central services are also announced via CSD to all NSDs.

Partial unavailability events notifications sent to NSDs should contain also an impact analysis – who is affected and how.

#### 5.2.2 NSD role and notifications to external domain users

An unavailability of local UUM&DS components affects only the users of the specific country. The NSD announces the local system unavailability to EOs based on the national procedures (e.g. notification in the national portal) and to CSD via SYNERGIA SMT ESS.

The NSDs are also responsible to inform the external domain about partial unavailability events.

#### 5.2.3 Application notifications during unavailability

During global unavailability events the central service end-users are notified by being redirected to a default web page which lists all NSD contact points. The NSDs are informed separately by mass email issued by CSD.

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## A.1 Examples of common support requests from the EO and recommendations for their resolution by the NSDs

### UUM&DS related exception flows

#### E1: The user provides wrong credentials

##### Exception flow:

The user accesses the EU TP link and is immediately redirected to WAYF page. The user enters correct data (country, type of actor and depending on the case the type of id and the id) and gets redirected to the IAM page.

The user provides wrong credentials and the IAM (depending on the country can be the MS IAM or the UUM&DS as IAM) displays an error message. Some MS support a redirection of the user to a UUM&DS authentication failure page after a certain number of login attempts.



Figure 4: Exception – wrong credentials – UUM&DS

##### NSD actions:

The NSD is responsible to verify the user identity in the IAM and provide support (reset password or fix certificate depending on the national solution).

For MS type D (see list in annex A.6) that use UUM&DS as their IAM system for accessing EU Trader Portal is the central UUM&DS and the users can use the “Lost your password” functionality to reset their password. If the account problem is not solved, then open a service request to ITSM Support.

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## AUTHENTICATION SERVICE (ECAS)

Figure 5: Exception – wrong credentials - IAM

## E2: The user is presented with an authentication failure error screen

### Exception flow:

Access flow stops due to wrong input in the WAYF page:

- Wrong type of id (e.g. use VAT as type of id while typing an EORI id);
- Wrong EORI id input;
- Wrong type of actor for the delegatee/delegator;
- User tries an invalid combination of delegation in WAYF page.



Figure 6: Exception – authentication failure

### NSD actions:

Examine the data provided by the user and verify that the options in WAYF and/or national IAM were correctly filled in. crosscheck that the user profile matches what the user has entered as input in WAYF page. Then inform the user about the erroneous input and how to use the service. The user can find additional info in the document “Access management through UUMDS” [RD02].

## E3: Access denied exception - user does not have proper authorisations

### Exception flow:

The user accesses the EU TP link, enters correct data in the WAYF page and gets redirected to the IAM page. After successful authentication, the user id data are sent to UUM&DS. UUM&DS verifies the assertions and identifies that the user does not respect the condition to

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access the service. UUM&DS displays a page indicating that the access to the service is refused for security reasons.

The access flow stops at UUM&DS authorisations control. The most probable cause is that the user does not have authorisations (business profiles) for accessing the EU TP.

### NSD actions:

Verify the user authorisations in the IAM:

- If the user has been assigned with the correct business profiles for the central service open a service request to ITSM.
- If the user does not have proper authorisations inform him/her which is the procedure to acquire them and notify the MS IAM NPM to manage the request at national level.

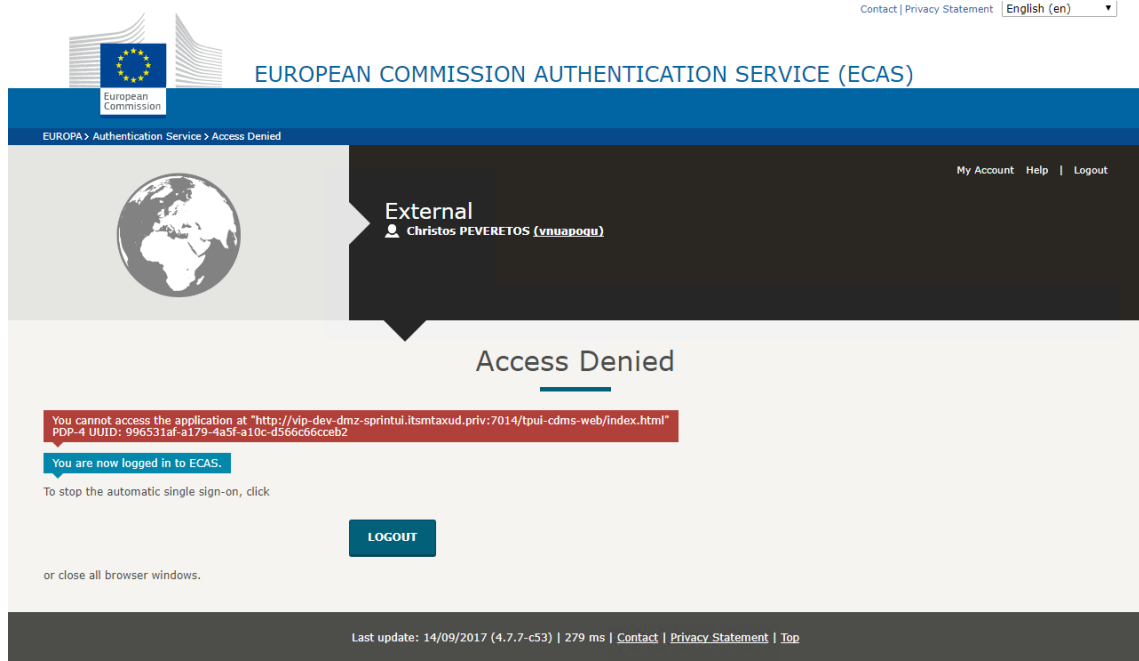


Figure 7: Exception – access denied

## E4: The user is presented with an expired session error screen

### Exception flow:

The user accesses the EU TP link and is immediately redirected to WAYF page. The user stays idle in the WAYF page for more than 5 minutes and then submits the form. UUM&DS returns an error screen indicating “The request has expired”.

Explanation: 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 5.

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Figure 8: Exception – session expired

Second case: The user has kept the browser many hours open. The session expires and the user receives appropriate message.

**NSD actions:**

The NSD is responsible to inform the end user to re-access the EU TP by closing the browser (to clean session) and re-authenticating. In exceptional cases the user may need to clean the browser cache and cookies before retrying.

**E5: Wrong user input in WAYF page (delegator/or identity)**

**Exception flow:**

The user accesses the EU TP link and is immediately redirected to WAYF page. The user enters incorrect id of the delegator and gets redirected to the IAM page. Authentication is successfully performed but the user is presented with a page informing that no delegation exists between the declared delegate and the delegator.



Figure 9: Exception – delegation does not exist

**NSD actions:**

The NSD is responsible to

- verify the user identity in the IAM,
- search the history of delegations and
- inform the user what was wrong and what actions to take.

If in doubt or the user id is problematic in the IAM the problem should be addressed to the MS IAM NPM for resolution. More info about delegations can be found in annex 0.

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## E6: The user fills WAYF page with correct delegation data but the delegation not valid/expired

### Exception flow:

The user accesses the EU TP link and is immediately redirected to WAYF page. The user enters correct data (country, type of actor and depending on the case the type of id and the id) and gets redirected to the IAM page. Authentication is successfully performed but the user is presented with a page informing that there is no active delegation (or redirected to a similar UUM&DS error screen depending on the national implementation).



Figure 10: Exception – delegation not valid

### NSD actions:

The NSD is responsible to

- verify the user identity in the IAM,
- search the history of delegations and
- inform the user what was wrong and what actions to take.

Depending on the case the NSD informs the user about

- a wrong input in WAYF page;
- how to create a delegation (if the MS supports delegations of the requested type);
- a change in the status of the delegator (e.g. invalidated account).

The same applies if the message received by the user is not clear about the error reason but the investigation of the NSD shows that the user tried to access EU TP with incorrect delegation options (delegation not valid).

The NSD will consult ITSM only if the above actions do not result in the resolution of the incident.

## E7: Technical exceptions (generic)

Access flow stops at the IAM

### Exception flow:

Various technical exceptions may occur in Operations:

- SAML assertion refused by UUM&DS due to invalid message signature;
- SAML assertion refused by UUM&DS due to wrong version of the assertion;
- SAML response has been corrupted;

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- Response timeout (connection lost or server overloaded);
- Technical problems encountered during the transmission.

Normally, these issues would affect all or a large number of requests/responses and could be observed by the national or central systems monitoring.

**NSD actions:**

The national experts analyse the local logs and identify the problem. Depending on the case various actions may be taken on national level or in cooperation with ITSM.

**E8: EORI not valid in EOS**

**Case 1:** Desynchronization between national EOS and central EOS or between central EOS and CRS (CDS sub-system).

The user authenticates successfully in the IAM, subsequently UUM&DS validates the user identity and allows access to EU TP. Then the user is blocked by EU TP due to EORI being unknown. The user is presented with an error screen.

**NSD actions:**

Check the validity of the EORI number in the national EOS database. If it exists then open a service request to ITSM Support to investigate the issue.

**Case 2:** The user EORI has been blocked and is no more valid

The user is redirected to the national IAM page, authenticates and either receives a message informing that the EORI is invalid/suspended or the user is redirected again to UUM&DS and receives an error page indicating authentication failure.

**NSD actions:**

Check the status of the EORI and inform the EO accordingly.

**E9: Delegator or delegate user does not receive notifications from UUM&DS for delegation actions (central delegation)**

**Exception flow:**

The end-user subscribes to delegation events and creates or accepts a delegation. No notification is received.

**NSD actions:**

Inform the user to check the notification subscriptions by following the instructions in the [RD02]. Also, the user should check that no firewall or antivirus is blocking the emails from UUM&DS.

**EU Trader Portal exception flows**

**TP-E1: User cannot draft or submit an application**

**Case 1:** EO accessing the EU Trader Portal

The NSD validates the user identity in the IAM and examines the profiles assigned to the user. To draft an application the user should have the business profile CUST\_ADMINISTRATIVE and to submit it the CUST\_EXECUTIVE.

If some business profile is missing, then the NSD checks if the EO has applied for proper authorisations and informs about the appropriate procedure to obtain them.

**Case 2:** EO representative (Customs Representative or Employee) accessing the EU Trader Portal

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The NSD validates the user identity in the IAM and examines the profiles assigned to the user by the delegator. To draft an application the delegate should have the business profile CUST\_ADMINISTRATIVE and to submit it the CUST\_EXECUTIVE.

If some business profile is missing, then the NSD checks if the EO has created a correct delegation informs the about the appropriate procedure to obtain authorisations by the delegator.

### Case 3: Partial unavailability of interoperating systems

The NSD verifies that the user has correct business profiles for the EU Trader Portal and if they are correct then checks for active unavailability notifications from the CSD.

During events of partial unavailability, part of the functionality may not be available to the user, errors may occur in the data validations in various forms or the user may observe that some drop down menus are not working. This would be explained by failure in the interoperation of the interconnected components of the CD TES.

In case of partial unavailability event, the NSD informs the end-user about the status (impact analysis included in the message from CSD to NSDs) and how to proceed with the errors that appear. More info on unavailability events can be found in chapter 5.

### TP-E2: User receives error message when filling in an application

The NSD checks the error message screenshot and checks for partial unavailability events. If the issue is not explained by such an event or there is a business question it consults the national experts who analyse and provide guidance to the user. EU legislation and central databases like EOS or TARIC may be consulted in this process. NSD checks also the list of KE in ITSM Portal for potential matches.

CSD is consulted (service request to ITSM Support) in case of

- Not clear error after the analysis of the national experts;
- Business question that needs the assistance of DG TAXUD;
- Error in the specifications or misalignment between them and the legislation.

### TP-E3: No notification after submitting an application

This may be a business flow error or incomplete action by the user. The NSD checks if the application has reached the CDMS and if not then ask the EO to check the EU TP UI for errors connected to the problematic application. The EU TP user needs to check if the application is at received state because errors are not indicated in any pop up message or error screen after submission and are not easy to find. The EO should also provide the full list of steps followed for filling in the application.

Member State	Decision Taking Custodian	Application Reference	Customs Decision Type	Application submission date	Customs Decision Application status
Italy	IT014000	ITETDIT014000-2017-AUR117	Authorisation for the use of an electronic transport document as customs declaration	30/08/2017	Accepted
Italy	IT014000	ITRSSIT014000-2017-GGR118	Application or authorisation of regular shipping service	30/08/2017	Accepted
Italy	IT014000	ITRSSIT014000-2017-MDR145	Application or authorisation of regular shipping service	05/09/2017	Registered

Figure 11: Verify submission of an application in EU Trader Portal – step 1



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The screenshot shows the 'View Application Page' in the EU Trader Portal. The 'View TimeLine' button is highlighted with a red box. The page displays a preview of the acceptance and take decision process, including the application date of receipt (05/09/2017) and a table for additional information. The 'Application Status Data' link is also highlighted with a red box.

Figure 12: Verify submission of an application in EU Trader Portal – step 2

The screenshot shows the 'View Application Timeline Page' in the EU Trader Portal. A table lists application details, including the submission status. The 'Confirmed' status is highlighted with a red box.

Application Referen...	Notification type or ...	Request	Notification Recepti...	Notification Status	Submission Status	Functionality
	Customs Decision Ap plication	No	05/09/2017		Confirmed	Details
ITRSSIT014000-2017-MDR145	Reference Number N otification	No	05/09/2017	Received		Details

Figure 13: Verify submission of an application in EU Trader Portal – step 3

The NSD should also consult the list of KE and the national experts. If no solution, then request support from the CSD.

### TP-E4: Error after submitting an application

The trader should always verify that the application has been submitted successfully by following the steps presented in Figure 11 and in Figure 12. If the outcome is an error, then the trader should provide a screenshot of the error to the NSD.

The screenshot shows the 'View Application Timeline Page' in the EU Trader Portal. A table lists application details, including the submission status. The 'Error' status is highlighted with a red box.

Application Referen...	Notification type or ...	Request	Notification Recepti...	Notification Status	Submission Status	Functionality
	Customs Decision Ap plication	No	22/09/2017		Error	Details
	Validation Result Notif ication	No	22/09/2017	Read		Details

Figure 14: Error after submission of an application (EU Trader Portal)

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To access the page displaying the error go to the notifications list from the menu on the left, select the latest entry and application and press the “Details” button.

European Commission > DG TAXUD > Trader Portal - Customs Decision Management System

Notifications List Page

Provide Request Answer Consult Request Answer View Application View Authorisation

Application Refe...	Customs Decisi...	Notification Type	Request	Date of reception	Expiry Date	Status	Functionality
		Validation Result Notification	No	22/09/2017		Read	Details
		Validation Result Notification	No	22/09/2017		Read	Details

10 items per page

Figure 15: Notifications list

Select from the menu the tab “Notification Specific Information” and take a screenshot of the error details. Then the trader sends the error to NSD accompanied by a description of the actions taken before receiving this error.

European Commission > DG TAXUD > Trader Portal - Customs Decision Management System

Notification on Application Page

Close View Application Provide Request Answer Consult Request Answer Initial Submission

General Application Information Notification Specific Information

Validation Result Date Time 22/09/2017 10:20:12

Validation Result

Validation Result Indication Negative

Functional Error

Error Code VAL-RULE-C0408\_C0409

Error Pointer /applicantInformation/personInChargeOfTheApplicantCompanyOrExercisingControlOverItsManagement

Error Reason Not necessary if applicant is an authorised economic operator. Only to be filed in if the application is for: a. Customs valuation b. Comprehensive guarantee c. RSS d. Authorised issuer e. AWB f. Simplified declaration g. Centralized clearance h. Entry in the declarant's records i. Transit.

Error Code VAL-RULE-C0409

Error Pointer /applicantInformation/personInChargeOfTheApplicantCompanyOrExercisingControlOverItsManagement

Error Reason Only to be filed in if the application is for: a. Customs valuation b. Comprehensive guarantee c. RSS d. Authorised issuer e. AWB f. Simplified declaration g. Centralized clearance h. Entry in the declarant's records i. Transit.

Figure 16: Verify submission of an application in EU Trader Portal – step 2

The NSD analyses the error consulting the NPM and national experts. If the error cannot be explained by the documentation (legislation, specifications and training material) then the NSD may escalate to the CSD for further analysis.

### TP-E5: My application for single MS customs decision was rejected

In case the MS provides a national service for single MS Customs Decisions, the NSD informs the EO or the representatives of the proper procedure.

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## A.2 National Service Desks contact details (UUM&DS and EU TP)

The latest version of the National Service Desks list and their contact details for UUM&DS and EU Trader Portal is maintained in CIRCABC.

CC	Country	Email	Main phone number	FAX	Business Days	Business Hours (CET)
AT	Austria	<a href="mailto:info@usp.gv.at">info@usp.gv.at</a>	0043 50233 733	N/A	Monday to Thursday Friday	08:00 - 16:00 08:00 - 14:30
BE	Belgium	<a href="mailto:servicedesk.pub@minfin.fed.be">servicedesk.pub@minfin.fed.be</a>	+32(0)25763636	N/A	Monday to Sunday	00:00 - 24:00
BG	Bulgaria	<a href="mailto:servicedesk@customs.bg">servicedesk@customs.bg</a>	+359 2 98594980	N/A	Monday to Friday	08:00 - 16:30
CY	Cyprus	<a href="mailto:helpdesk.cyprus@customs.mof.gov.cy">helpdesk.cyprus@customs.mof.gov.cy</a>	+35722601863 +35722601868 +35722601888	+35722602767	Monday to Friday	08:30 - 16:00
CZ	Czech	<a href="mailto:petrovic@cs.mfcr.cz">petrovic@cs.mfcr.cz</a>	420,602,217,620	N/A	Monday to Sunday	00:00 - 24:00
DE	Germany	<a href="mailto:servicedesk@itzbund.de">servicedesk@itzbund.de</a>	+496920971-545	+4922899680187584	Monday to Sunday	00:00 - 24:00
DK	Denmark	<a href="mailto:servicedesk@skat.dk">servicedesk@skat.dk</a>	4570157301	N/A	Monday to Friday	08:00 - 17:00
EE	Estonia	<a href="mailto:tollinfo@emta.ee">tollinfo@emta.ee</a>	+3728800814	N/A	Monday to Thursday Friday	07:30 - 15:30 07:30 - 14:30
ES	Spain	<a href="mailto:atenusu@correo.aeat.es">atenusu@correo.aeat.es</a>	34901200348	N/A	Monday to Friday	09:00 - 19:00
ES	Spain	<a href="mailto:proced.simpli.adu@correo.aeat.es">proced.simpli.adu@correo.aeat.es</a>		N/A		09:00 - 15:00
FI	Finland	<a href="mailto:cd@tulli.fi">cd@tulli.fi</a>	+358 295 5200	N/A	Monday to Friday	06:00 - 14.15
FR	France	<a href="mailto:fr-nsd-uumds@douane.finances.gouv.fr">fr-nsd-uumds@douane.finances.gouv.fr</a>	01.57.53.42.91	N/A	Monday to Friday	09:00 - 18:00
GR	Greece	<a href="mailto:uumds.helpdesk@aade.gr">uumds.helpdesk@aade.gr</a>	+302104802496	+302104802446	Monday to Friday	06:30 - 15:00
HR	Croatia	<a href="mailto:helpdesk@carina.hr">helpdesk@carina.hr</a>	+385 1 6511888	+385 1 6511889	Monday to Sunday	00:00 - 24:00
HU	Hungary	<a href="mailto:init_rsz_vfeft_o@nav.gov.hu">init_rsz_vfeft_o@nav.gov.hu</a>	+3614704195	N/A	Monday to Thursday	08:00 - 16:30
IE	Ireland	<a href="mailto:ecustoms@revenue.ie">ecustoms@revenue.ie</a>	+353 67 63139	+353 67 63397	Monday to Friday	10.00 - 18.00
IT	Italy	<a href="mailto:dogane.helpdesk.eu@agenziadogane.it">dogane.helpdesk.eu@agenziadogane.it</a>	-	N/A	Monday to Friday	09:00 - 15:00
LT	Lithuania	<a href="mailto:helpdesk@lrmuitine.lt">helpdesk@lrmuitine.lt</a>	+370 5 236 2302	+370 5 236 2338	Monday to Sunday	00:00 - 24:00
LU	Luxembourg	<a href="mailto:cds@do.etat.lu">cgs@do.etat.lu</a>	N/A	N/A	Monday to Sunday	08:30 - 17:00
LV	Latvia	<a href="mailto:CDMS.help@vid.gov.lv">CDMS.help@vid.gov.lv</a>	+371 67120869 +371 67120877	N/A	Monday to Friday	08:00 - 16:00
MT	Malta	<a href="mailto:compsec.customs@gov.mt">compsec.customs@gov.mt</a>	+ 356 25 992 777	N/A	Monday to Sunday	08:00 - 17:00

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CC	Country	Email	Main phone number	FAX	Business Days	Business Hours (CET)
NL	Netherlands	<a href="mailto:BCA.UDO.EU@belastingdienst.nl">BCA.UDO.EU@belastingdienst.nl</a>	+31 881566655	N/A	Monday to Friday	07:00 - 17:00
PL	Poland UUMDS	<a href="mailto:helpdesk-eclo@mf.gov.pl">helpdesk-eclo@mf.gov.pl</a>	48 33 483 20 55	N/A	Monday to Friday	08:00 - 16:00
PL	Poland TP	<a href="mailto:szprot@mf.gov.pl">szprot@mf.gov.pl</a>	48 22 694 52 30	N/A	Monday to Friday	08:00 - 16:00
PT	Portugal	<a href="mailto:pt-uumdscd-nsd@at.gov.pt">pt-uumdscd-nsd@at.gov.pt</a>	N/A	N/A	Monday to Friday	10:00 - 18:30
RO	Romania	<a href="mailto:ro_nsdcd@customs.ro">ro_nsdcd@customs.ro</a>	N/A	N/A	Monday to Thursday Friday	07:30 - 16:00 07:30 - 13:30
SE	Sweden	<a href="mailto:it-support@tullverket.se">it-support@tullverket.se</a>	+46 771 520 520	N/A	Monday to Friday	08:00 - 16:30
SI	Slovenia	<a href="mailto:sd.fu@gov.si">sd.fu@gov.si</a>	00386 5 297 6800	00386 5 297 6764	Monday to Sunday	00:00 - 24:00
SK	Slovakia	<a href="https://www.financnasprava.sk/sk/kontakt/ako-s-nami-komunikovat">https://www.financnasprava.sk/sk/kontakt/ako-s-nami-komunikovat</a>	+421.48.4317.222	N/A	Monday to Sunday	00:00 - 24:00
UK	United Kingdom	<a href="mailto:ian.kenney@hmrc.gsi.gov.uk">ian.kenney@hmrc.gsi.gov.uk</a>	03000 573924	N/A	Monday to Friday	08:00 - 14:00

Table 5: National Service Desks contact details (UUM&DS and EU TP)

### A.3 National Service Desks contact details (CDMS)

The latest version of the National Service Desks list and their contact details for Customs Decisions System is maintained in CIRCABC.

CC	Country	Email	Main phone number	FAX	Business Days	Business Hours (CET)
AT	Austria	<a href="mailto:triple-c-austria@bmf.gv.at">triple-c-austria@bmf.gv.at</a>	0043 50233 730	0043 50233 596 2051	Monday to Friday	06:00 - 22:00
BE	Belgium	<a href="mailto:plda.helpdesk@minfin.fed.be">plda.helpdesk@minfin.fed.be</a>	+32(0)25793333	N/A	Monday to Sunday	00:00 - 24:00
BG	Bulgaria	<a href="mailto:servicedesk@customs.bg">servicedesk@customs.bg</a>	+359 2 98594980	N/A	Monday to Friday	08:00 - 16:30
CY	Cyprus	<a href="mailto:helpdesk.cyprus@customs.mof.gov.cy">helpdesk.cyprus@customs.mof.gov.cy</a>	+35722601888 +35722601868 +35722601863	+35722602767	Monday to Friday	08:30 - 16:00
CZ	Czech	<a href="mailto:ecrhelpdesk@cs.mfcr.cz">ecrhelpdesk@cs.mfcr.cz</a>	420,724,013,914	N/A	Monday to Sunday	00:00 - 24:00
DE	Germany	<a href="mailto:servicedesk@itzbund.de">servicedesk@itzbund.de</a>	+496920971-545	+4922899680187584	Monday to Sunday	00:00 - 24:00

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CC	Country	Email	Main phone number	FAX	Business Days	Business Hours (CET)
DK	DK - Denmark	<a href="mailto:servicedesk@skat.dk">servicedesk@skat.dk</a>	4570157301	N/A	Monday to Friday	08:00 - 17:00
EE	Estonia	<a href="mailto:tollinfo@emta.ee">tollinfo@emta.ee</a>	+3728800814	N/A	Monday to Thursday Friday	07:30 - 15:30 07:30 - 14:30
ES	Spain	<a href="mailto:atenusu@correo.aeat.es">atenusu@correo.aeat.es</a> <a href="mailto:proced.simpli.adu@correo.aeat.es">proced.simpli.adu@correo.aeat.es</a>	34901200348	N/A	Monday to Friday	09:00 - 19:00
FI	FI-Finland	<a href="mailto:cd@tulli.fi">cd@tulli.fi</a>	+358 295 5200	N/A	Monday to Friday	06:00 - 14:15
FR	France	<a href="mailto:fr-nsd-cdms@douane.finances.gouv.fr">fr-nsd-cdms@douane.finances.gouv.fr</a>	01.57.53.28.13	N/A	Monday to Friday	09:00 - 18:00
GR	Greece	<a href="mailto:cds.helpdesk@aade.gr">cds.helpdesk@aade.gr</a>	+302104802841	+302104802446	Monday to Friday	06:30 - 15:00
HR	Croatia	<a href="mailto:helpdesk@carina.hr">helpdesk@carina.hr</a>	+385 1 6511888	+385 1 6511889	Monday to Sunday	00:00 - 24:00
HU	Hungary	<a href="mailto:init_rsz_itkft_o@nav.gov.hu">init_rsz_itkft_o@nav.gov.hu</a>	+3614704284	N/A	Monday to Thursday	08:00 - 16:30
IE	IE-Ireland	<a href="mailto:ecustoms@revenue.ie">ecustoms@revenue.ie</a>	+353 67 63139	+353 67 63397	Monday to Friday	10.00 - 18.00
IT	Italy	<a href="mailto:dogane.helpdesk.eu@agenziadogane.it">dogane.helpdesk.eu@agenziadogane.it</a>	-	N/A	Monday to Friday	09:00 - 15:00
LT	Lithuania	<a href="mailto:helpdesk@lrmuitine.lt">helpdesk@lrmuitine.lt</a>	+370 5 236 2302	+370 5 236 2338	Monday to Sunday	00:00 - 24:00
LU	Luxembourg	<a href="mailto:cds@do.etat.lu">cgs@do.etat.lu</a>	N/A	N/A	Monday to Sunday	08:30 - 17:00
LV	Latvia	<a href="mailto:CDMS.help@vid.gov.lv">CDMS.help@vid.gov.lv</a>	+371 67120869 +371 67120877	N/A	Monday to Friday	08:00 - 16:00
MT	Malta	<a href="mailto:compsec.customs@gov.mt">compsec.customs@gov.mt</a>	+ 356 25 992 777	N/A	Monday to Sunday	08:00 - 17:00
NL	Netherlands	<a href="mailto:BCA.UDO.EU@belastingdienst.nl">BCA.UDO.EU@belastingdienst.nl</a>	+31 881566655	N/A	Monday to Friday	07:00 - 17:00
PL	PL-Poland	<a href="mailto:szprot@mf.gov.pl">szprot@mf.gov.pl</a>	48 22 694 52 30	N/A	Monday to Friday	08:00 - 16:00
PT	Portugal	<a href="mailto:pt-uumdsdcd-nsd@at.gov.pt">pt-uumdsdcd-nsd@at.gov.pt</a>	N/A	N/A	Monday to Friday	10:00 - 18:30
RO	Romania	<a href="mailto:ro_nsdcd@customs.ro">ro_nsdcd@customs.ro</a>	N/A	N/A	Monday to Thursday Friday	07:30 - 16:00 07:30 - 13:30
SE	Sweden	<a href="mailto:it-support@tullverket.se">it-support@tullverket.se</a>	+46 771 520 520	N/A	Monday to Friday	08:00 - 16:30
SI	Slovenia	<a href="mailto:sd.fu@gov.si">sd.fu@gov.si</a>	00386 5 297 6800	00386 5 297 6764	Monday to Sunday	00:00 - 24:00
SK	Slovakia	<a href="https://www.financnasprava.sk/sk/kontakt/ako-s-nami-komunikovat">https://www.financnasprava.sk/sk/kontakt/ako-s-nami-komunikovat</a>	+421.48.4317.222	N/A	Monday to Sunday	00:00 - 24:00
UK	United Kingdom	<a href="mailto:alison.glenn@hmrc.gsi.gov.uk">alison.glenn@hmrc.gsi.gov.uk</a>	03000 528005	N/A	Monday to Friday	08:00 - 14:00

Table 6: National Service Desks contact details (CDMS)

<b>DG TAXUD</b>	<b>REF: ITSM2_LOT2-SC07-GDL-UUMDS-TP-NSD.OPS</b>
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## A.4 National Project Managers contact details (UUM&DS)

The latest version of the National Project Managers list and their contact details for UUM&DS is maintained in CIRCABC.

<b>Country Contacts</b>	<b>Surname</b>	<b>Name</b>	<b>E-mail</b>	<b>Phone</b>
Austria	Juric	Kristian	<a href="mailto:kristian.juric@bmf.gv.at">kristian.juric@bmf.gv.at</a>	T: +43 1 514 33 505326
Belgium	Verdegem	Dirk	<a href="mailto:dirk.verdegem@minfin.fed.be">dirk.verdegem@minfin.fed.be</a>	T: +32 257 634 81
Bulgaria	Encheva	Maia	<a href="mailto:Maia.Entcheva@customs.bg">Maia.Entcheva@customs.bg</a>	T: +359 2 9859 4182
Cyprus	Constandinou	Constandinos	<a href="mailto:cconstandinou@dits.mof.gov.cy">cconstandinou@dits.mof.gov.cy</a>	T: +357 22 601431 F: +357 22 602751
Croatia	Kosmat	Dragutin	<a href="mailto:Dragutin.Kosmat@carina.hr">Dragutin.Kosmat@carina.hr</a>	T: +38516211263
Czech Republic	Sikora	Tomas	<a href="mailto:t.sikora@cs.mfcr.cz">t.sikora@cs.mfcr.cz</a>	T: +420 261 334 037 M: +420 602 286 203
Denmark	Jungdal	Peter	<a href="mailto:Peter.Jungdal@skat.dk">Peter.Jungdal@skat.dk</a>	T: +45 723 89171
Estonia	Lindroos	Tiina	<a href="mailto:tiina.lindroos@emta.ee">tiina.lindroos@emta.ee</a>	T: +372 676 2308
Finland	Kokko	Jari	<a href="mailto:Jari.Kokko@tulli.fi">Jari.Kokko@tulli.fi</a>	T: +358-40-3321534
France	Amoureux	Erwann	<a href="mailto:erwan.amoureux@douane.finances.gouv.fr">erwan.amoureux@douane.finances.gouv.fr</a>	T: +33 1 57 53 42 91
Germany	Bregenzer	Stefan	<a href="mailto:stefan.bregenzer@bmf.bund.de">stefan.bregenzer@bmf.bund.de</a>	T: +49 022899 6821786 F: +49 022899 6822977
Greece	Tsagkaris	Nikos	<a href="mailto:n.tsagkaris@aaade.gr">n.tsagkaris@aaade.gr</a>	T: +30 210 480 2414 F: +30 210 480 2409
Hungary	Czegledi	Laszlo	<a href="mailto:czegledi.laszlo@nav.gov.hu">czegledi.laszlo@nav.gov.hu</a>	T: +36-1-4704-229
Ireland	O'Brien	Dáire	<a href="mailto:dairobri@revenue.ie">dairobri@revenue.ie</a>	T: +353 1 8972912
Italy	Pellegrini	Francesco	<a href="mailto:francesco.pellegrini01@agenziadogane.it">francesco.pellegrini01@agenziadogane.it</a>	T: +39 06 5024 3263
Latvia	Kiegele	Liga	<a href="mailto:liga.kiegele@vid.gov.lv">liga.kiegele@vid.gov.lv</a>	T: +371 67 120 510
Lithuania	Everlingas	Algirdas	<a href="mailto:algirdas.everlingas@lrmuitine.lt">algirdas.everlingas@lrmuitine.lt</a>	T: + 370 5 236 2341 F: + 370 5 236 2336
Luxembourg	Asselborn	Laurent	<a href="mailto:Laurent.Asselborn@ctie.etat.lu">Laurent.Asselborn@ctie.etat.lu</a>	T: +352 247-81711
Malta	Catania	Marco	<a href="mailto:marco.l.catania@gov.mt">marco.l.catania@gov.mt</a>	T: +356 25685209
Netherlands	Roodenrijs	Rob R	<a href="mailto:rhja.roodenrijs@belastingdienst.nl">rhja.roodenrijs@belastingdienst.nl</a>	
Poland	Bulakowski	Wojciech	<a href="mailto:wojciech.bulakowski@mofnet.gov.pl">wojciech.bulakowski@mofnet.gov.pl</a>	T: +48 22 6945474 F: +48 22 6944303
Portugal	Veloso Carvalho	Ricardo	<a href="mailto:Ricardo.Veloso.Carvalho@at.gov.pt">Ricardo.Veloso.Carvalho@at.gov.pt</a>	
Romania	Ciulacu	Florin	<a href="mailto:florin.ciulacu@customs.ro">florin.ciulacu@customs.ro</a>	
Slovakia	Trojak	Marian	<a href="mailto:Marian.trojak@financnasprava.sk">Marian.trojak@financnasprava.sk</a>	
Slovenia	Gajski	Primož	<a href="mailto:primoz.gajski@gov.si">primoz.gajski@gov.si</a>	T: +386 1 478 38 35
Spain	Zapico	Alberto	<a href="mailto:alberto.zapico@correo.aeat.es">alberto.zapico@correo.aeat.es</a>	T: +34- 915830487
Sweden	Hammar	Peter	<a href="mailto:peter.hammar@tullverket.se">peter.hammar@tullverket.se</a>	
United Kingdom	Holttum	Stuart	<a href="mailto:stuart.holttum@hmrc.gsi.gov.uk">stuart.holttum@hmrc.gsi.gov.uk</a>	T: +44 3000 592969

Table 7: National Project Managers of UUM&DS

<b>DG TAXUD</b>	<b>REF: ITSM2_LOT2-SC07-GDL-UUMDS-TP-NSD.OPS</b>
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## A.5 National Project Managers contact details (CD)

The latest version of the National Project Managers list and their contact details for Customs Decisions System is maintained in CIRCABC.

Country	MASP Appointed NPM	Role	Email	Phone
Austria	Markus Kaiser	IT	<a href="mailto:marcus.kaiser@extern.bmf.gv.at">marcus.kaiser@extern.bmf.gv.at</a>	T: +43 664 6257797
Austria	Ronald Kaltenbäck	Business	<a href="mailto:ronald.kaltenbaeck@bmf.gv.at">ronald.kaltenbaeck@bmf.gv.at</a>	T: +43 1 51433 504153
Belgium	Sonia Debois	IT	<a href="mailto:sonia.debois@minfin.fed.be">sonia.debois@minfin.fed.be</a>	T: +32 25765 446 M: +32 470765446
Belgium	Simon Ballarini	NPM	<a href="mailto:simon.ballarini@minfin.fed.be">simon.ballarini@minfin.fed.be</a>	
Belgium	Veerle Jackers	Business	<a href="mailto:veerle.jackers@minfin.fed.be">veerle.jackers@minfin.fed.be</a>	T: +32(0)257 66 797
Bulgaria	Elenka Petrova	Business	<a href="mailto:Elenka.Petrova@customs.bg">Elenka.Petrova@customs.bg</a>	T:+359298594218
Bulgaria	Mariela Manoilova	IT	<a href="mailto:Mariela.Manoilova@customs.bg">Mariela.Manoilova@customs.bg</a>	T:+359298594227
Croatia	Nenad Fonjak	IT&Business	<a href="mailto:nenad.fonjak@carina.hr">nenad.fonjak@carina.hr</a>	T: +38516211256
Cyprus	Evanthia Kamenou	Business	<a href="mailto:ekamenou@customs.mof.gov.cy">ekamenou@customs.mof.gov.cy</a>	T: +357 22601888
Cyprus	Pavlos Hoplarios	IT	<a href="mailto:phoplarios@mits.mof.gov.cy">phoplarios@mits.mof.gov.cy</a>	T: +357 22601390
Czech Republic	Richard Vesecký	Business	<a href="mailto:r.vesecky@cs.mfcr.cz">r.vesecky@cs.mfcr.cz</a>	T: +420 261332120
Czech Republic	Tomáš Kocourek	Business	<a href="mailto:t.kocourek@cs.mfcr.cz">t.kocourek@cs.mfcr.cz</a>	
Denmark	Jesper Andreassen	NPM	<a href="mailto:JAndr@skm.dk">JAndr@skm.dk</a>	T: +45 723-89270
Estonia	Karin Kruusa	NPM	<a href="mailto:CD-NPM-EE@emta.ee">CD-NPM-EE@emta.ee</a>	T: +372 676 2158
Finland	Annukka Elonen	Business	<a href="mailto:annukka.elonen@tulli.fi">annukka.elonen@tulli.fi</a>	T: +358 40 3322078
Finland	Terhi Kivinen	IT	<a href="mailto:terhi.kivinen@tulli.fi">terhi.kivinen@tulli.fi</a>	T: +358 40 3326810
France	Nicolas Landais-Letessier	IT	<a href="mailto:nicolas.landais@douane.finances.gouv.fr">nicolas.landais@douane.finances.gouv.fr</a>	T: +33 (0)1.57.53.28.13
France	Caroline Lafargue	Business	<a href="mailto:caroline.lafargue@douane.finances.gouv.fr">caroline.lafargue@douane.finances.gouv.fr</a>	T: +33 (0)1.57.53.46.16
France	Claire Guerin de Tourville	Business	<a href="mailto:claire.guerin-de-tourville@douane.finances.gouv.fr">claire.guerin-de-tourville@douane.finances.gouv.fr</a>	T: +33 (0)1.57.53.40.44
France	Laetitia Flour-Bourril	Business	<a href="mailto:laetitia.flour-bourril@douane.finances.gouv.fr">laetitia.flour-bourril@douane.finances.gouv.fr</a>	T: +33 (0)1.57.53.46.85
Germany	Astrid Brieke	IT&Business	<a href="mailto:Astrid.Brieke@zoll.bund.de">Astrid.Brieke@zoll.bund.de</a>	T: +49 (0) 228 682 46 04
Greece	Argirios Chasiotis	Business	<a href="mailto:a.chasiotis@1926.syzefxis.gov.gr">a.chasiotis@1926.syzefxis.gov.gr</a>	T: +30 213 133 2496
Greece	Maria Giannakakou	IT	<a href="mailto:m.giannakakou@gsis.gr">m.giannakakou@gsis.gr</a>	T: +30 213 133 2438
Hungary	Éva Somogyi	NPM	<a href="mailto:somogyi.eva@nav.gov.hu">somogyi.eva@nav.gov.hu</a>	T: +36 1 456 9586
Ireland	Donal Flannery	Business	<a href="mailto:donal.flannery@revenue.ie">donal.flannery@revenue.ie</a>	T: 00 353 67 63362
Ireland	Daire O'Brien	IT	<a href="mailto:daire.obrien@revenue.ie">daire.obrien@revenue.ie</a>	T: 00 353 1 8972912
Italy	Francesco Cusmai	IT NPM	<a href="mailto:francesco.cusmai@agenziadogane.it">francesco.cusmai@agenziadogane.it</a>	T: +39.06.5024.3015
Italy	Matteo Francese	CRS Contr.	<a href="mailto:mfrancese@sogei.it">mfrancese@sogei.it</a>	
Lithuania	Danutė Jarienė	NPM	<a href="mailto:danute.jariene@lrmuitine.lt">danute.jariene@lrmuitine.lt</a>	T: +370 5 232 7466
Lithuania	Tautvydas Banelis	IT	<a href="mailto:tautvydas.banelis@lrmuitine.lt">tautvydas.banelis@lrmuitine.lt</a>	T: +37052362360
Luxembourg	Ralph Kemp	NPM	<a href="mailto:ralph.kemp@do.etat.lu">ralph.kemp@do.etat.lu</a>	T: +352 2818-2243
Latvia	Mrs. Daina Vilciņa	NPM	<a href="mailto:Daina.Vilcina@vid.gov.lv">Daina.Vilcina@vid.gov.lv</a>	T: +371 67120816
Malta	Marco Catania	IT	<a href="mailto:marco.l.catania@gov.mt">marco.l.catania@gov.mt</a>	T: +356 25685209
Malta	Mario Grech	Business	<a href="mailto:mario.r.grech@gov.mt">mario.r.grech@gov.mt</a>	T: +356 25685186
Netherlands	Peter Splinter	NPM	<a href="mailto:p.splinter@belastingdienst.nl">p.splinter@belastingdienst.nl</a>	T: +31 6 18 60 82 77
Poland	Agata Grajda	Business	<a href="mailto:agata.grajda@mf.gov.pl">agata.grajda@mf.gov.pl</a>	T: +48 22 694 52 30
Poland	Kamil Sobowski	IT	<a href="mailto:kamil.sobowski@poz.mofnet.gov.pl">kamil.sobowski@poz.mofnet.gov.pl</a>	T: +48 61 658-35-51
Portugal	Cristina Carvalho	Business	<a href="mailto:Cristina.Almeida.Carvalho@at.gov.pt">Cristina.Almeida.Carvalho@at.gov.pt</a>	T: +351218813888
Portugal	Eduarda Horta	IT	<a href="mailto:Maria.Eduarda.Horta@at.gov.pt">Maria.Eduarda.Horta@at.gov.pt</a>	T: +351 21 383 48 39
Romania	Constantin Trimbez	NPM	<a href="mailto:constantin.trimbez@customs.ro">constantin.trimbez@customs.ro</a>	
Slovenia	Bogo Planinc	e-customs NPM	<a href="mailto:bogo.planinc@gov.si">bogo.planinc@gov.si</a>	None
Slovenia	Barbara Balaban	Business	<a href="mailto:barbara.balaban@gov.si">barbara.balaban@gov.si</a>	T: +386 1 478 3886
Slovenia	Anja Hribovšek	IT	<a href="mailto:anja.hribovsek@gov.si">anja.hribovsek@gov.si</a>	T: +386 1 478 3983
Slovak Republic	Marian Trojak	IT	<a href="mailto:marian.trojak@financnasprava.sk">marian.trojak@financnasprava.sk</a>	
Spain	Laura Blanco	NPM	<a href="mailto:laura.blanco@correo.ariat.es">laura.blanco@correo.ariat.es</a>	
Sweden	Mona Olofsson	IT	<a href="mailto:mona.olofsson@tullverket.se">mona.olofsson@tullverket.se</a>	T: +46 920 25 96 66
Sweden	Pär Lassesson	Business	<a href="mailto:par.lassesson@tullverket.se">par.lassesson@tullverket.se</a>	T: +46 40 661 34 34
United Kingdom	Sandra Diss	Business	<a href="mailto:sandra.diss@hmrc.gsi.gov.uk">sandra.diss@hmrc.gsi.gov.uk</a> <a href="mailto:projectteam.masp@hmrc.gsi.gov.uk">projectteam.masp@hmrc.gsi.gov.uk</a>	T: 03000 593044 M: 00447823374804
United Kingdom	Stuart Holttum	IT (Design)	<a href="mailto:stuart.holttum@hmrc.gsi.gov.uk">stuart.holttum@hmrc.gsi.gov.uk</a> <a href="mailto:projectteam.masp@hmrc.gsi.gov.uk">projectteam.masp@hmrc.gsi.gov.uk</a>	

Table 8: National Project Managers of Customs Decisions

DG TAXUD	REF: ITSM2_LOT2-SC07-GDL-UUMDS-TP-NSD.OPS
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## A.6 UUM&DS – MS types, business profiles and type of actors

This annex contains basic information about UUM&DS and the different implementations by MS.

UUM&DS supports 4 different types of implementations by MS. Table 9 contains the description of the different types and Table 10 the categorisation of each MS. More information can be found in [RD06].

<i>MS IAM of Type A</i>	<i>MS IAM in the Customs domain is one consolidated system for the authentication and authorisation of users that can be directly interfaced with the UUM&amp;DS system.</i>
<i>MS IAM of Type B</i>	<i>MS IAM in the Customs domain consists of two systems, one for the authentication and another for the provision of additional attributes. UUM&amp;DS requests and retrieves authentication and authorisation information from one system in the MS which the Single Point Of Contact (SPOC) with UUM&amp;DS.</i>
<i>MS IAM of Type C</i>	<i>MS IAM in the Customs domain consists of multiple IAMs for the authentication and the authorisation of users. MS shall provide a unified IAM with a common authentication portal in order to interface with the UUM&amp;DS system.</i>
<i>MS IAM of Type D</i>	<i>The MS has no IAM that can be federated with UUM&amp;DS. Consequently, it will provision identities and authorisations into the central UUM&amp;DS system.</i>

Table 9: MS types

Table 10 lists the characteristics of the MS implementation on 02/10/2017 and the supported type of actors.

MS	Country	Type	DLG	HOST	Trader A	Employee of Trader	Representative B for Trader A	Employee of Representative B for Trader A
AT	Austria	A	L	C		X		X
BE	Belgium	A	N	C	X			
BG	Bulgaria	A	L	C	X	X	X	X
CY	Cyprus	C	C	C	X		X	
CZ	Czech Republic	A	L	L	X		X	
DE	Germany	D	C	N	X		X	
DK	Denmark	C	L	L	X			
EE	Estonia	D	N	N	X			
ES	Spain	A	L	L	X	X	X	X
FI	Finland	D	N	N	X			
FR	France	D	C	N	X			
GR	Greece	B	C	L	X	X	X	X
HR	Croatia	C	L	C	X	X	X	X
HU	Hungary	A	L	C	X	X	X	X
IE	Ireland	A	C	C	X		X	
IT	Italy	A	L	L	X	X	X	X



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MS	Country	Type	DLG	HOST	Trader A	Employee of Trader	Representative B for Trader A	Employee of Representative B for Trader A
LT	Lithuania	A	L	C	X	X	X	X
LU	Luxembourg	D	C	N	X	X	X	
LV	Latvia	A	L	L	X	X		
MT	Malta	D	N	N	X			
NL	Netherlands	C	N	L	X			
PL	Poland	C	L	C	X	X	X	X
PT	Portugal	B	L	L	X	X		
RO	Romania	D	C	N	X	X	X	
SE	Sweden	A	N	L	X			
SI	Slovenia	A	L	L	X	X		
SK	Slovakia	D	C	N	X	X		
UK	United Kingdom	D	C	N	X	X	X	

Table 10: MS implementation characteristics and delegation options

Table 11 summarises the types of actors and the type of ids for each of them supported by the EU Trader Portal for the access of the EO and their representatives.

ID	Type of Actor	Primary supported type of ID	Alternate supported types of ID
CR	Customs representative	EORI	VAT
EMPL	Employee	NA_eID	EID, VAT
EO	Economic Operator	EORI	

Table 11: EU Trader Portal allowed types of actors and types of ids

Table 12 lists the business profiles supported by the EU Trader Portal for the access of the EO and their representatives. It contains also a short description of the application rights that each business profile represents.

EU Trader Portal business profiles	Description
CUST_CONSULTATIVE	Can view information.
CUST_ADMINISTRATIVE	Can view and enter information
CUST_EXECUTIVE	Can view, enter and submit information

Table 12: Business profiles for accessing the EU Trader Portal

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## A.7 UUM&DS delegations

EO that wish to delegate their rights (business profiles) to their employees or to other companies (Customs Representatives) that act on their behalf need to create a delegation. UUM&DS supports:

- 1<sup>st</sup> level delegation:
  - Economic operator delegates to a Customs Representative or;
  - Economic operator delegates to its Employees.
- 2<sup>nd</sup> level delegation:
  - Customs Representative delegates to an Employee some rights provided by a first level delegation.

The representation (delegation) can be direct or indirect:

- 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.

Delegation to employees is always a “mandate”. The EO or the CR remain responsible for the actions of their employees.

Depending on the implementation by each MS, the end-user may use either the national system for creating a delegation (MS with local delegation) or the central system (UUM&DS) if the MS use the central system for providing delegation options to their traders.

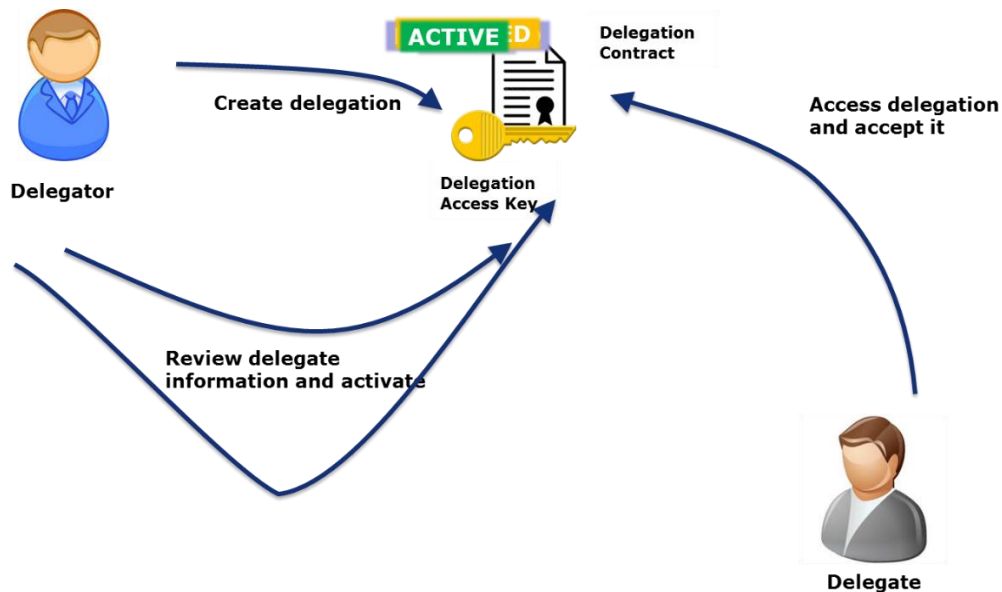


Figure 17: Delegation process

In the case of central delegation, the EO need to have the BP\_DELEGATOR profile in order to be able to access the UUM&DS administration console and create a delegation at <https://customs.ec.europa.eu/taxud/uumds/admin-ext/>. The delegate should have the BP\_DELEGATE profile in order to accept the delegation. The delegation flow for MS with central delegation is explained in the User Guide [RD05].

Delegation Management is described in section 2.10 of the [RD02]. MS receiving questions on delegations can point the end-users to this document as a reference on how to use the delegation system.

\*\*\* End of document \*\*\*