EUROPEAN COMMISSION
DIRECTORATE-GENERAL
TAXATION AND CUSTOMS UNION
Digital Delivery of Customs and Taxation Policies
Architecture & Digital Operations

UUM&DS[1] – Central Delegation Management Tool

Manual for Economic Operators (version 2.0)

You can find the following information:

General Information

What is a delegation?

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

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[1] Uniform User Management & Digital Signature

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

Access profiles and login

To access Central Delegation

1. BP_DELEGATOR, BP_DELEGATE and BP_MANDATE business profiles should respectively be granted to the Economic Operator (EO) for allowing access to the roles DELEGATOR, DELEGATE and MANDATE of the application.
2. Open a web browser;
3. Access the following link of the Central Delegation Management Tool: https://customs.ec.europa.eu/taxud/uumds/admin-ext/;
4. You will be transferred to the Where Are You From (WAYF) page to authenticate and get authorisation.

About Delegations

Delegation Types

A delegation can be direct (default value), indirect or mandate. The use of this value shall be understood and aligned with the behaviour of the Central Service.

First Level delegation

The first level delegation is the action of a person (legal or natural) called Delegator , who owns the authorisations, to assign to another natural or legal person called Delegate - to act on his behalf, by delegating one or more of his authorisations defined as business profiles to another natural or legal person.

Second level Delegation

The action of the Delegate (legal or natural person) to further delegate his or hers delegated authorisation(s) to another person (natural) called Mandate.

Delegation Scope

A Delegation can be constrained by the scope; possible values are ALL (by default) or RESTRICTED.

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

Validity period

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

Delegation Flows

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

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

Flow 1: Nominal (Create → Accept)

This is the nominal case, meaning that the delegator creates a delegation, the delegate checks and accepts the delegation; finally the delegator accepts the delegation and it becomes active (Status **Accepted**).

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

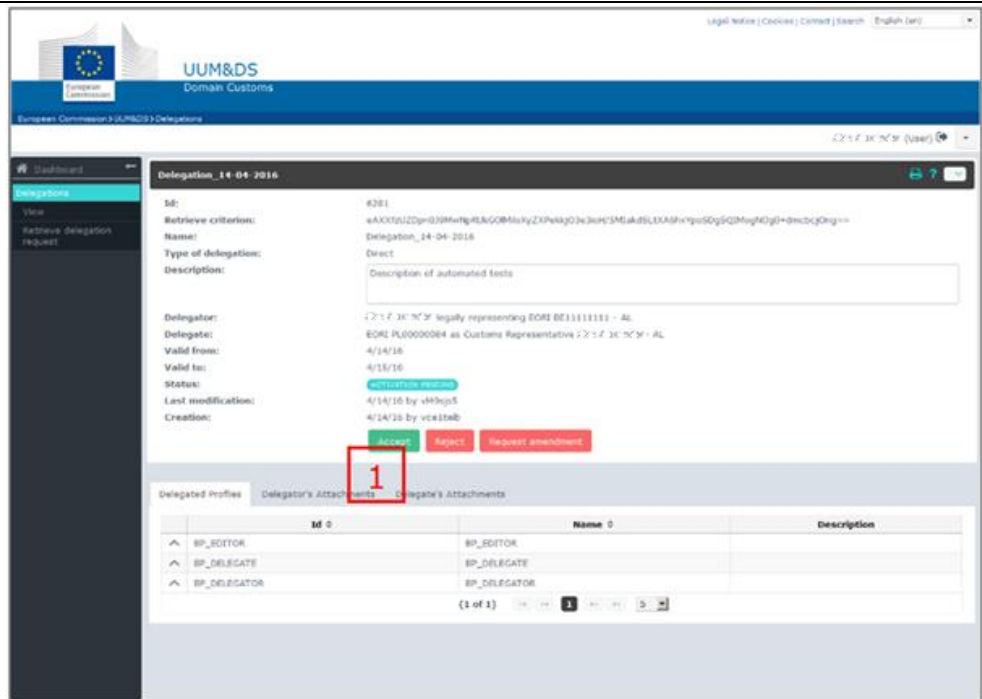| Field	Description
Domain	Customs is the only selection currently available
Identification Country	Select your country
Type of actor	Select your correct type of actor (in this case, Economic operator)
Act on behalf	Select that you want to act on behalf of Myself
Give your consent	Tick the box to confirm that you give consent to share your Identity Profile information.

Press Submit.

3	In the welcome screen, select **Add** in the left panel under Delegations
4	Complete the data in the page below as following

Field	Description
Name	Enter the name of the delegation (e.g. Delegation_14-04-2016)
Type of Delegation	Select the type of the delegation (e.g. Direct (by default) or Indirect)
Description	Enter a short description for the delegation
Valid from	Enter the date when the delegation will begin its

		validity period.
	Valid to	Enter the date the delegation's validity ends. **Please note that the maximum length of a delegation is 365 days**
	Business Profile	Select **Add Business Profile** (e.g. CUST_ADMINISTRATIVE) and click ✚
	Application	The list of **Available applications** and **Selected applications** opens; select or deselect an application, by choosing the application and clicking → or ← to move the application to the appropriate list. At this point, the status of the delegation is **READY**

Click at the **Generate Retrieve Criterion** button, retrieve the hexadecimal token (either copy it or print it in PDF) and send it to **the Delegate**.
The Delegation is set to **ACTIVATION PENDING**

5	**The Delegate** should open a browser and access the following address: https://customs.ec.europa.eu/taxud/uumds/admin-ext/
6	Complete the data in the Where Are You From page (WAYF- same as in step 2) as following

Field	Description
Domain	Customs is the only selection currently available
Identification Country	Select your country
Type of actor	Select your correct type of actor (in this case, Customs Representative)
Act on behalf	Select that you want to act on behalf of Myself
Give your consent	Tick the box to confirm that you give consent to share your Identity Profile information.

Press Submit.

7	In the welcome screen, select **Retrieve delegation request** in the left panel under Delegations
8	Copy/enter the token as received by **the Delegator** and click **Submit**.
9	Check delegation and click **Accept**.

In the pop-up window, verify the delegation number is the same as in the ID field of the delegation, optionally add a comment and click **Accept**.

This sends a notification to **the Delegator**.

10	**The Delegator** should open a browser and access the following address: https://customs.ec.europa.eu/taxud/uumds/admin-ext/
11	Complete the data in the WAYF page shown in step 2 as following

Field	Description
Domain	Customs is the only selection currently available
Identification Country	Select your country
Type of actor	Select your correct type of actor (in this case, Economic operator)
Act on behalf	Select that you want to act on behalf of Myself
Give your consent	Tick the box to confirm that you give consent to share your Identity Profile information.

	Press Submit.
	In the welcome screen, select the proper delegation in the right panel under Delegations
12	The delegation is displayed; **the Delegator** checks the delegation and clicks **Accept**. In the pop-up window, verify the delegation number is the same as in the ID field of the delegation, optionally add a comment and click **Accept**. At this point the delegation is in **Accepted** status and is active
End	This concludes the nominal flow of the delegation

Flow 2: Rejection (Create → Reject)	This is the rejection case, meaning that the delegator creates a delegation, the delegate checks and rejects the delegation; the delegator is informed of the delegate's rejection and aborts the delegation. At this point, the delegation is in **Cancelled** status.

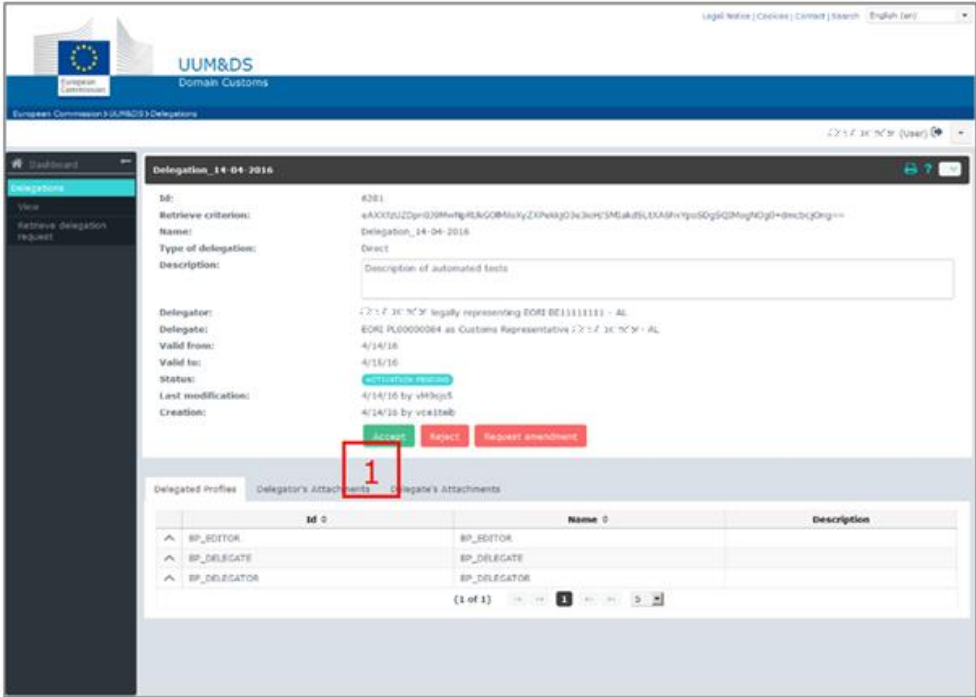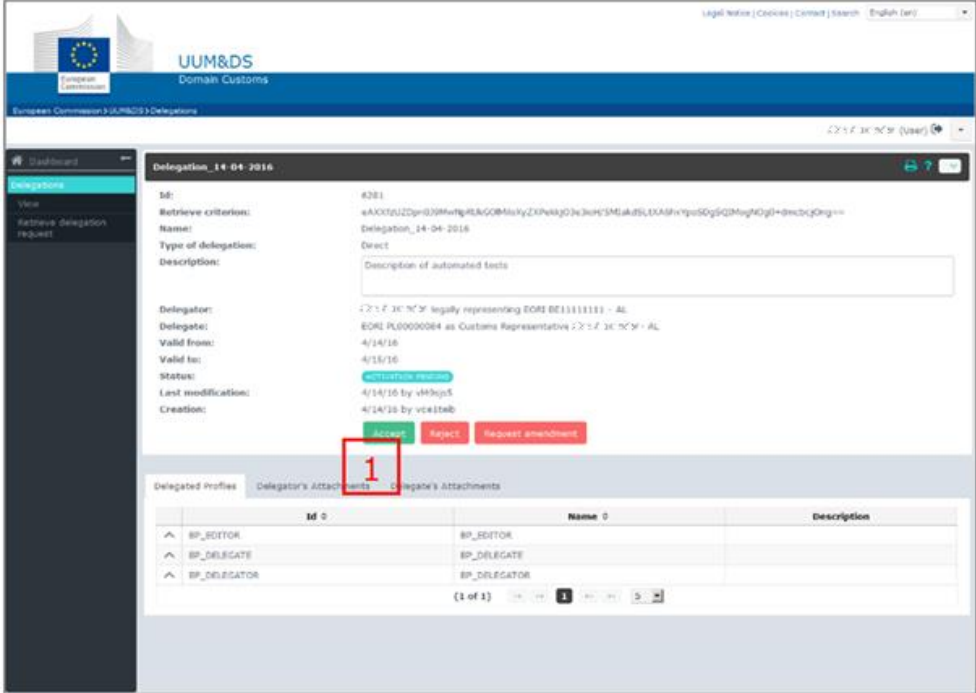| Step	Description
1 – 8	Steps from 1 to 8 are the same as in the nominal case at page 3.
9	**The Delegate** checks the delegation and clicks **Reject**. In the pop-up window, verify the delegation number is the same as in the ID field of the delegation, optionally add a comment and click **Reject**.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

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

Step	Description
1 – 8	Steps from 1 to 8 are the same as in the nominal case at page 3.
9	**The Delegate** checks the delegation and clicks **Request Amendment**. In the pop-up window, verify the delegation number is the same as in the ID field of the delegation. Add the requested amendment and click **Request Amendment**. This sends a notification to **the Delegator** stating that **the Delegate** has requested an amendment and the delegation is in status **Created**.
10 - 11	**The Delegator** should open a browser and access the following address: https://customs.ec.europa.eu/taxud/uumds/admin-ext/ and follow step 2 in the nominal case at page 3.
12	In the welcome screen, select the proper delegation in the right panel under Delegations
13	The delegation is displayed; **the Delegator** performs the requested amendment and clicks **Amend**. In the pop-up window, verify the delegation number is the same as in the ID field of the delegation, optionally add a comment and click **Amend**. **The Delegate** will receive a notification that the delegation is amended. At this point, the delegation is in **Activation Pending** status.
14	**The Delegate** should open a browser access the following address:

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

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

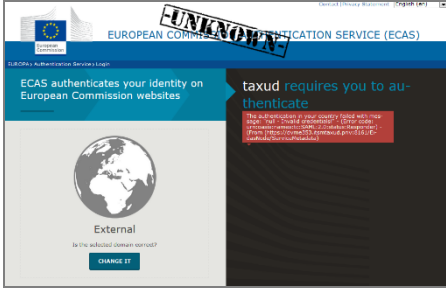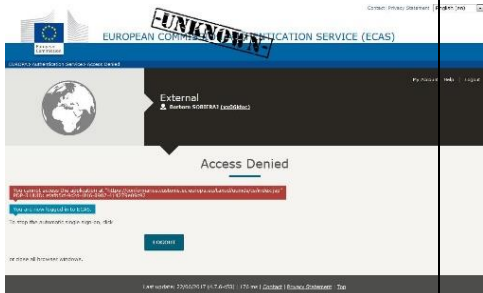| Step	Description
1 – 14	Steps from 1 to 14 are the same as in the previous case in page 8.
15	Check the amended delegation and click **Reject**. In the pop-up window, verify the delegation number is the same as in the ID field of the delegation, optionally add a comment describing the reason of the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

Flow 5: **Revocation**	The Delegate or the Delegator has the option to revoke a delegation, which is already active. In this case, the delegation is revoked and cannot be applied anymore. This flow allows a delegation to end.

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

What can go wrong?

Anomaly types   The Following cases can lead to Access failure :

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

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

In Case You Need Assistance

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

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

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

Appendix 1 Delegation Flow and Status Chart

Delegation Flow The following figure describes the delegation process with respect to the delegation status.
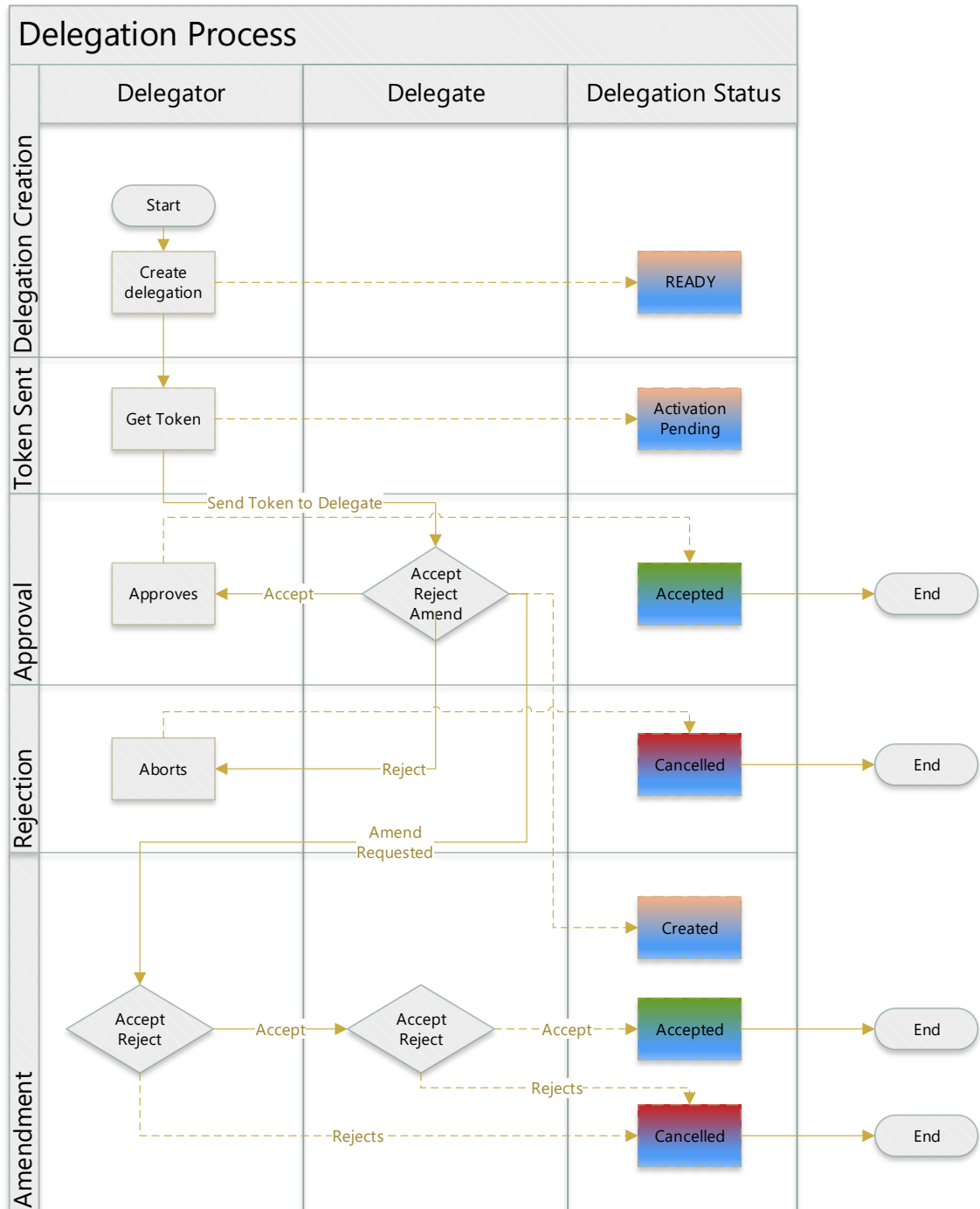

Figure 1 Delegation process with respect to the Delegation status

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