

# Union Database (UDB) Step by step instructions



# Content

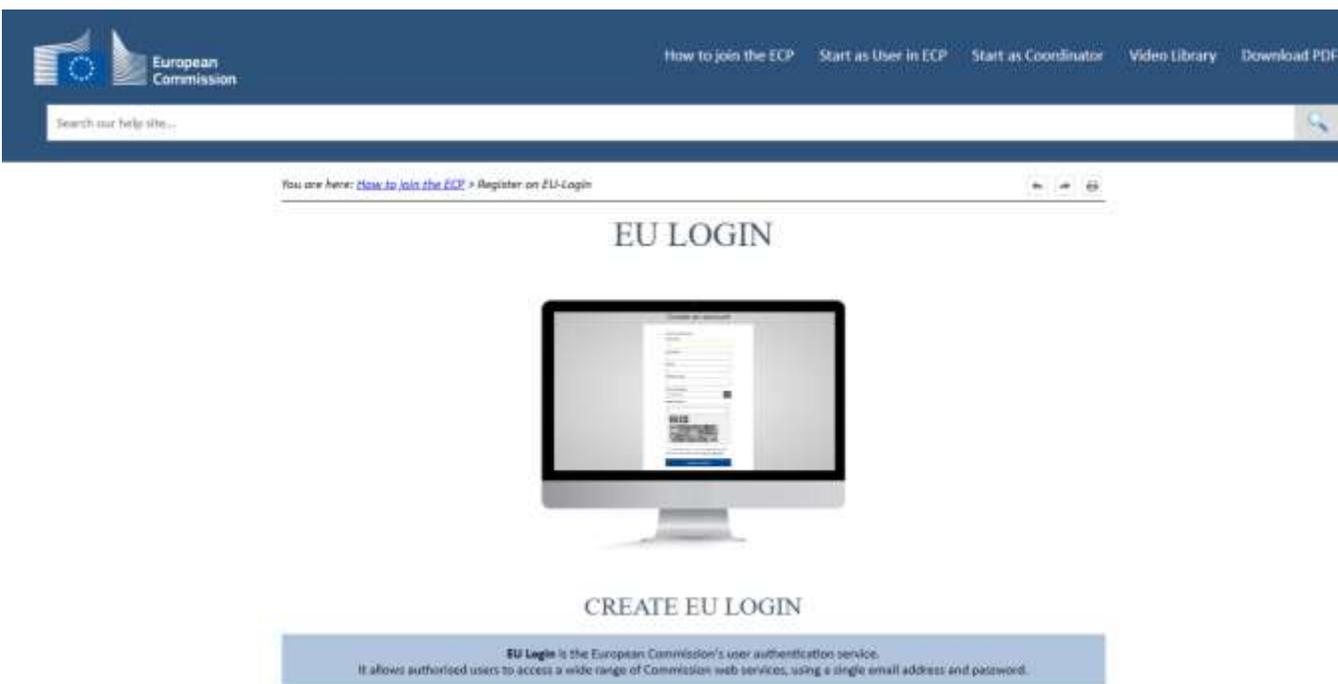
1. Registration EU Login Account
2. Access to the UDB
3. Create
  - Additional user
  - Sourcing contacts
  - Buyers

# Registration EU Login

## Preconditions

1. Personal E-mail address
2. Mandatory 2-factor authentication

**CREATE  
EU LOGIN RIGHT  
HERE**



An EU Login account is required to access the UDB. It uses 2-factor authentication for security purposes.

# Registration EU Login

## HOW TO CREATE AN EU LOGIN ACCOUNT

1. On the [Main Page](#) for the **ERN Collaborative Platform** click on **Access/Request access to My Network**:



2. You will be redirected to the login page for [EU Login](#).

Here, you can enter your email if you already have an account. If not, click on **Create Account**.



3. On the page that opens up, fill in the required information:

**First Name, Last Name, E-Mail and Verification Code.**

**Warning:** you have to fill in your **REAL name and lastname. NO pseudonym!**

4. Click on **Create an account**

**Note:** For specific help on creating the EU Login please refer to the [Help Section for EU Login](#)

Here you will find the [EU Login help section](#).  
Here you will find the [FAQs of EU Login](#).

Please note that only the legal name of a natural person (not a virtual person or pseudonym) may be entered!

# Registration EU Login

The screenshot shows the 'Create an account' form on the gin website. The form is titled 'Create an account' and includes the following fields and options:

- [Help for external users](#)
- First name:
- Last name:
- E-mail:
- Confirm e-mail:
- E-mail language:
- By checking this box, you acknowledge that you have read and understood the [privacy statement](#)
- 
- 

A mouse cursor is pointing at the 'Create an account' button.

1. Entering required personal data
2. Check box
3. Click on "Create account"

Please note that only the legal name of a natural person (not a virtual person or pseudonym) may be entered!

# Registration EU Login

4. Receive an email with an individual invitation link
5. Assign password
6. EU account is set up, but not yet verified!

The screenshot shows the 'EU Login' interface for setting a new password. The page title is 'Neues Passwort'. At the top, there is a language selector set to 'Deutsch (de)' and a button for 'Anmeldung'. The main content area contains a form with the following elements:

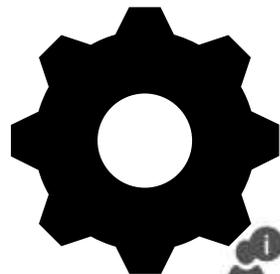
- A heading: 'Bitte wählen Sie Ihr neues Passwort.'
- A placeholder example: 'n00ep1e (Extern)'. The 'n' is blue, '0' is orange, 'e' is green, 'p' is red, and '1' is purple.
- A text input field labeled 'Neues Passwort'.
- A text input field labeled 'Neues Passwort bestätigen'.
- A blue 'Absenden' button.
- Below the form, a list of password requirements: 'Ihr Passwort darf nicht Ihren Benutzernamen enthalten und muss mindestens 10 Zeichen aus mindestens drei der folgenden vier Zeichengruppen enthalten (Leerzeichen zugelassen):'
  - Großbuchstaben: A bis Z
  - Kleinbuchstaben: a bis z
  - Ziffern: 0 bis 9
  - Sonderzeichen: !@#\$%^&\*()-+=~?{}|;:~'.,\_[]
- An example password: 'K3e4v.g0ZM.YMctZuktr.KjKqktd5'
- A link: '[Wählen Benutzernamen ein](#)'

The footer contains navigation links: 'Über EU Login', 'Cookies', 'Datenschutzklärung', 'Hilfe', 'Europäische Union', and 'EU-Institutionen'. It also features the 'Powered by Europäische Kommission' logo and a timestamp '04.04.2024 | 19:04'.

# Registration EU Login

## 2-factor authentication

- ✓ After successfully logging in to Settings under My Account → Manage My Mobile Devices → add a mobile device
- ✓ Or via app (recommended)



My account details

Configure my account

Delete my account

Manage my mobile devices

Manage my Security Keys and Trusted Platforms

Manage my mobile phone numbers

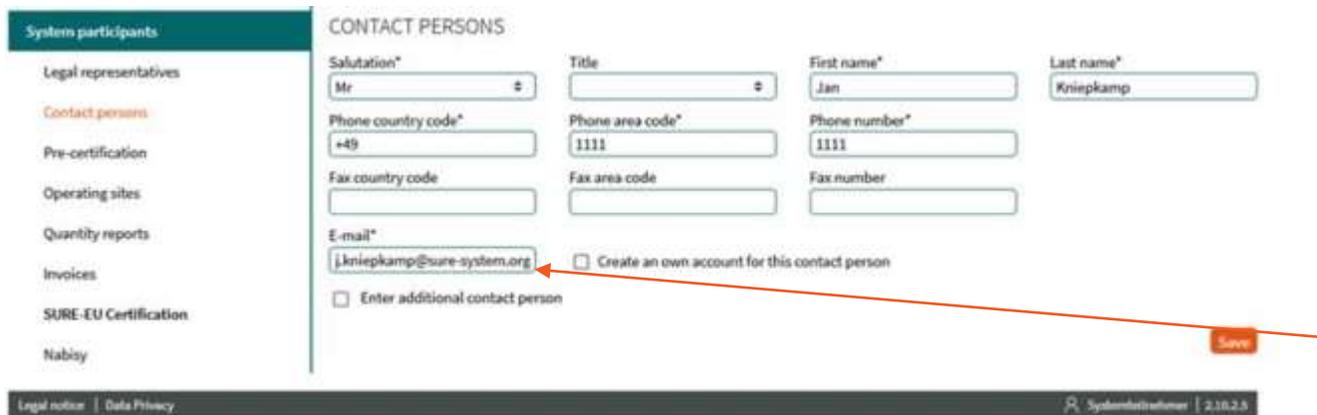
Manage my eIDs

Delete all my devices and eID (PANIC)

Display my sessions  
You can view the sessions opened for installed applications.



# Access UDB



System participants

- Legal representatives
- Contact persons
- Pre-certification
- Operating sites
- Quantity reports
- Invoices
- SURE-EU Certification
- Nabiosy

CONTACT PERSONS

Salutation\*  Title

First name\*  Last name\*

Phone country code\*  Phone area code\*  Phone number\*

Fax country code  Fax area code  Fax number

E-mail\*   Create an own account for this contact person

Enter additional contact person

Legal notice | Data Privacy | Systemattribution | 2.10.2.0

## Preconditions

1. Completely set up EU Login account (personalized and 2-factor-authenticated)
2. Certification via a voluntary certification system (e.g. SURE EU)
3. Personalized email address is identical to that of the first contact person in the SURE database

For security reasons, the invitation E-mail will only be sent to the first contact person who is stored in the SURE database. Therefore, the EU Login account must also match this email.

# Access UDB

## Beforehand

If your company details are correct, REDcert has already set up a UDB account for you and linked the e-mail address of the first contact person.

Sometimes you will not receive an automatic invitation link from the UDB. However, the e-mail of the first contact person from the REDcert database is stored/linked in your UDB account. Direct dial-in is therefore possible regardless of the invitation link.

Please note that the invitation link is triggered by the **domain @ec.europa.eu**. Do not register separately or independently, otherwise you will not be assigned to your existing company account (created by SURE) in the UDB. Below you can see an example of the self-registration window for orientation:

# Access UDB

## Screenshot UDB Selbstregistrierung:

The screenshot shows the UDB website interface. At the top left, there is a logo for the European Commission and the text 'Europäische Kommission | UDB'. On the right side of the header, there are icons for user profile, globe, and language (DE). Below the header, the main content area is titled 'Home | Unionsdatenbank für Biokraftstoffe | Willkommen'. The 'Willkommen' section contains a welcome message and a list of two options:

- Zugang über ein Zertifizierungssystem beantragen.** Zertifizierte Wirtschaftsteilnehmer können Zugang zur UDB über die Zertifizierungssysteme beantragen.
- Selbstregistrierung** Non-certified Economic Operators can self register depending on certain conditions.

The 'Selbstregistrierung' section is crossed out with a large red 'X'. It contains the following text: 'Wenn Sie Ihre Organisation registrieren möchten und kein Zertifikat eines Zertifizierungssystems haben, klicken Sie bitte auf diesen Link, um mit dem Verfahren zur Selbstregistrierung zu beginnen.' Below this, there is a list of conditions:

1. Sie sind als Biokraftstoffhersteller, Händler und/oder Kraftstoffendabnehmer/vorpflichtete Partei tätig
2. Sie sind ein Wirtschaftsteilnehmer, der an der Lieferung von Biokraftstoffen aus dem EU-Markt und innerhalb des EU-Marktes beteiligt ist.

At the bottom of the 'Selbstregistrierung' section, there is a blue button with the text 'Als nicht-zertifizierter Wirtschaftsteilnehmer registrieren'. A dark teal banner with white text 'Please do not carry out self-registration!' is overlaid on the right side of the screenshot.

# Access UDB

## Beforehand

If you have already registered independently, please send an Email to [udb@sure-system.de](mailto:udb@sure-system.de) with the subject "Self-Registration".

Required information:

1. NTR ID (unique company identifier): usually VAT ID (alternatively: commercial register number | Tax ID for individuals | IACS No.)
2. SURE Participant ID
3. Company name
4. It is best to take a screenshot of your company profile in the UDB

# Access UDB

## Beforehand

To ensure security and privacy when logging in and registering UDB, we strongly recommend that you follow these steps:

- ✓ Be sure to use a personal EU account for your personal E-mail address.
- ✓ Avoid using generic email addresses such as info@firma.de or office@firma.de.
- ✓ Ideally, you should use your business, personalized email address (e.g. vorname.nachname@firma.de).

*If you don't have a personalized business email, you can also use a private email address that can be uniquely assigned to you.*

# Access UDB

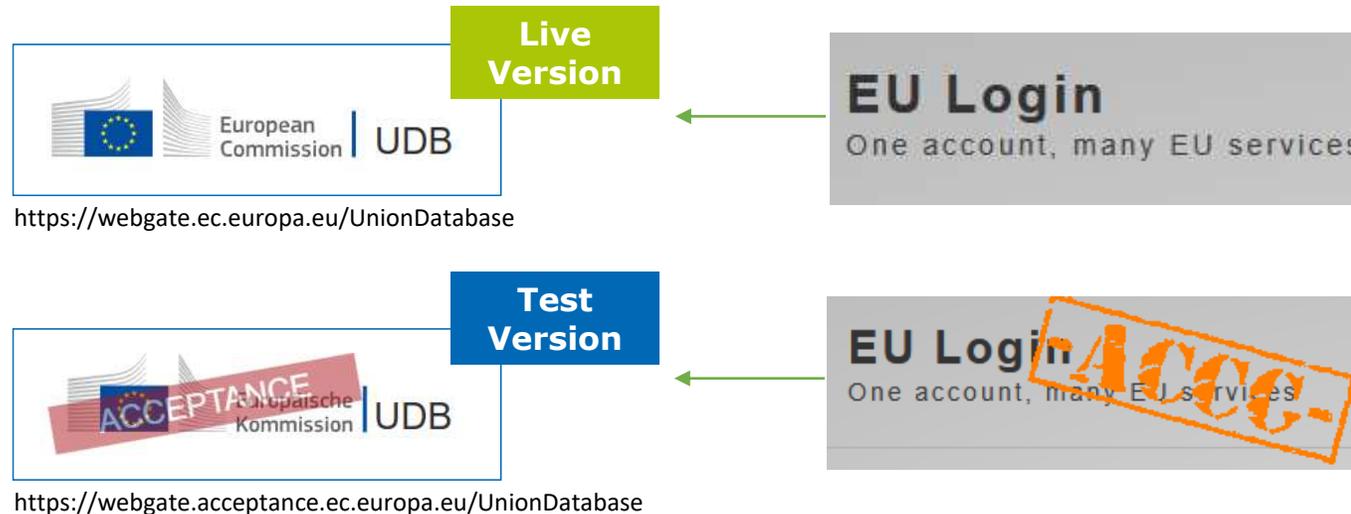
## Beforehand

- These measures are designed to:
  - ✓ Ensure that the EU account is associated with a specific person
  - ✓ Prevent unauthorized access to sensitive company data
  - ✓ To ensure the traceability of actions in the UDB
  - ✓ Comply with EU data protection directives and security standards

Please note that using a personal email address is an important step in protecting the security of your company and your data in the UDB.

# Access UDB

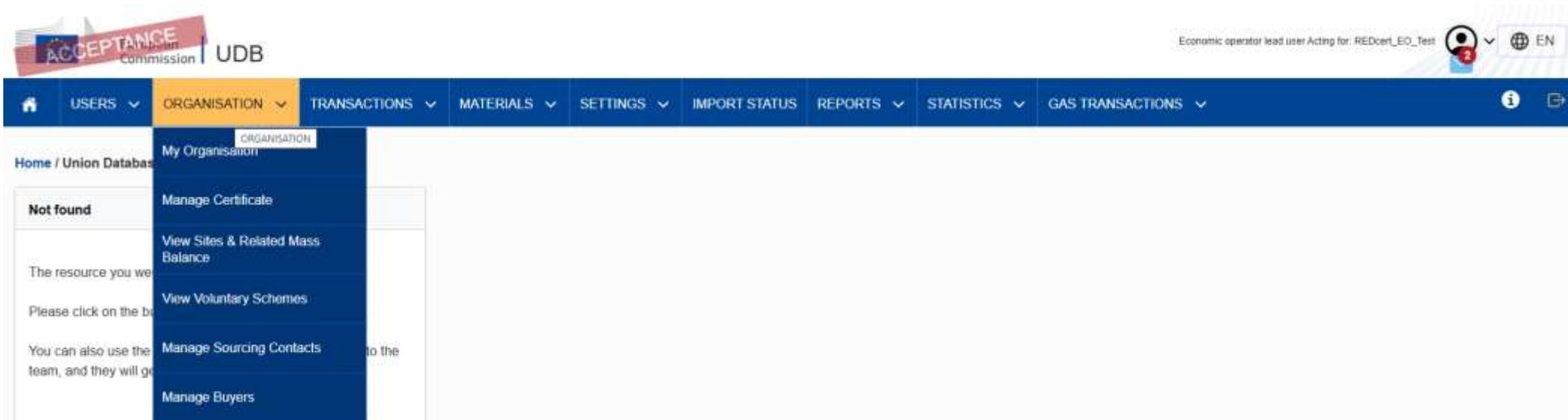
Decide whether you want to access the Live-Version or the Acceptance-Version:



**Important note:** Depending on the user interface (Live- or Acceptance- Version), the UDB requires a separate EU Login account. This means: You can only log in to the Acceptance- Version with your Acceptance EU Login and to the Live- Version with your Live EU Login account. You can/should use the same e-mail address for both EU Login accounts for easier handling. Only the password needs to be differentiated.

Now enter your e-mail from the EU login and confirm the login using your 2-factor authentication. Finally (after a short loading time) you will be forwarded to the home screen of your UDB company account

# Access UDB



Please note that your company data regarding address, VAT, company name, certificates and permanent establishments are taken from the SURE database. Therefore, make sure that the information in the SURE database is correct.

# Creating additional users



You now have access to your company account in the UDB as the main user/1st contact person. It is then up to you to decide who from your company should also have access to your account.

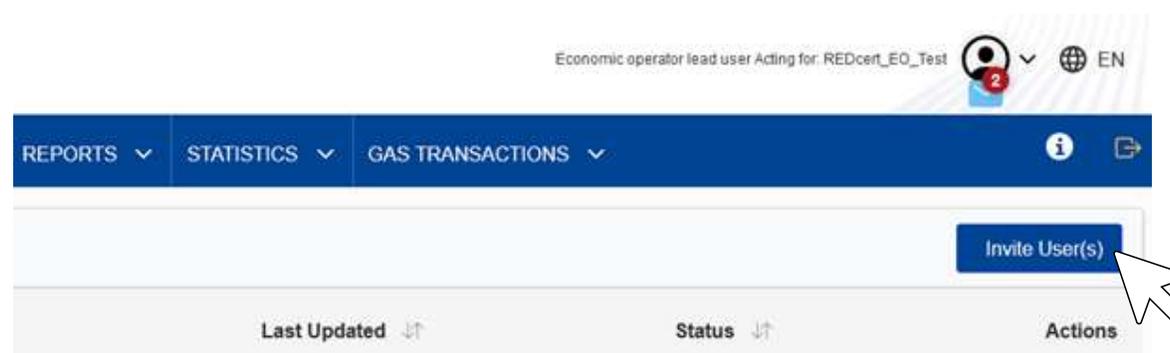
## Preconditions

1. Existing company account at UDB
2. Other users must also have a verified EU Login account

For security reasons, the invitation E-mail will only be sent to the first contact person who is stored in the SURE database.

# Creating additional users

1. Log in as a lead user
2. Click on "Manage users"
3. Then click on Invite users



# Creating additional users

4. Select whether you are a user or another primary user
5. Enter the personalized email address of the additional user

**Note:** The invitation link does not always arrive reliably. However, the link between the email and your company account remains (see user administration). When the other user logs in, the UDB recognizes the link to your company based on the email, provided that the EU login to the email is fully set up!

The user must also have a verified EU Login account.

Economic operator lead user Acting for: REDcert\_EO\_Test



EN

STICS ▾ GAS TRANSACTIONS ▾

Invite User(s)

- Economic operator user
- Economic operator lead user

Invite Economic operator user

E-mail(s) \*

employee@company.eu

Organisation \*

REDcert\_EO\_Test

Cancel

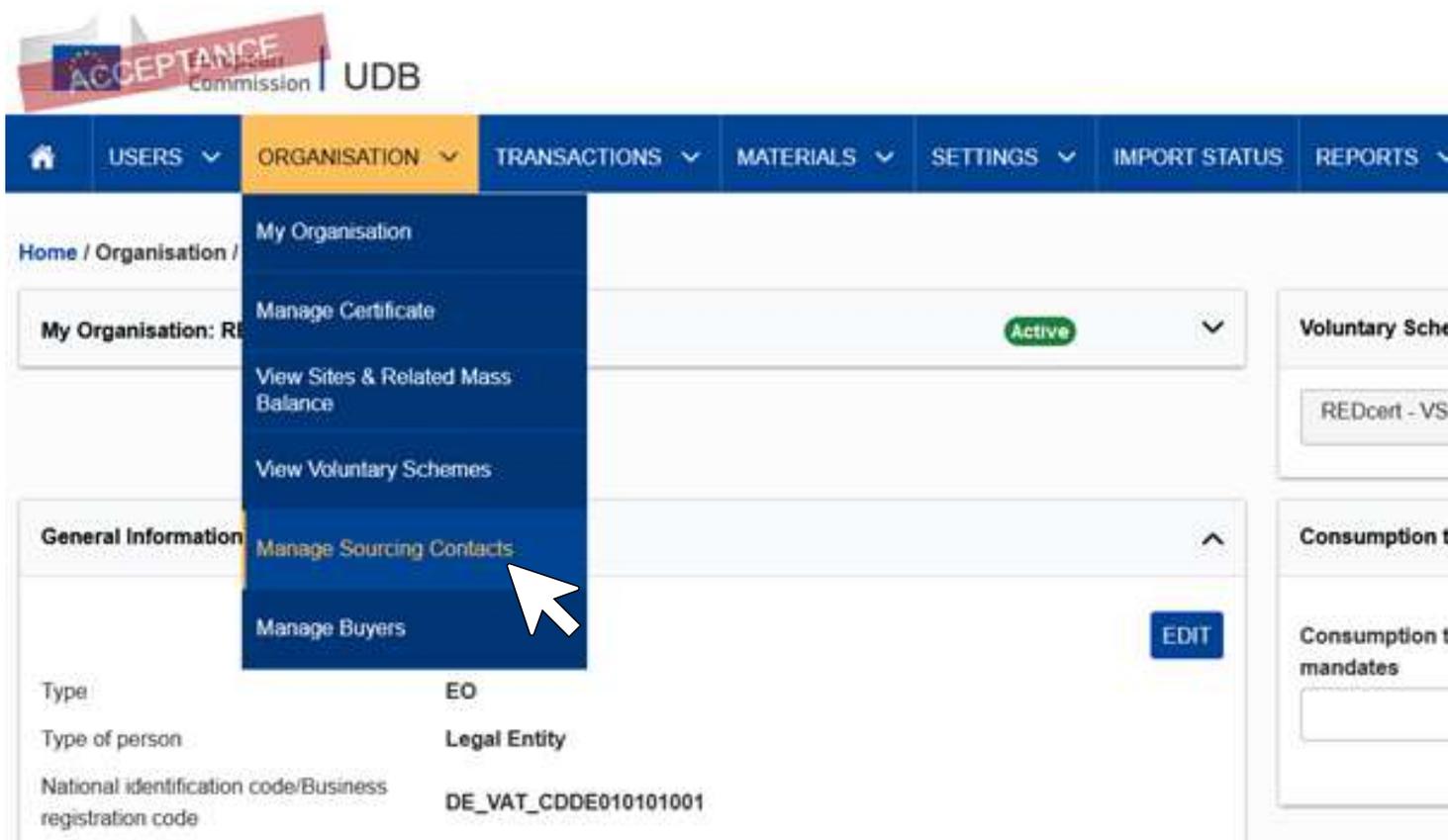
Send

# Create sourcing contacts

## Preconditions

1. You are certified as first gathering point or as collector of waste and residues
2. Depending on the above scopes, you will be able to create sourcing contacts
3. All other scopes cannot create sourcing contacts.

# Sourcing contacts



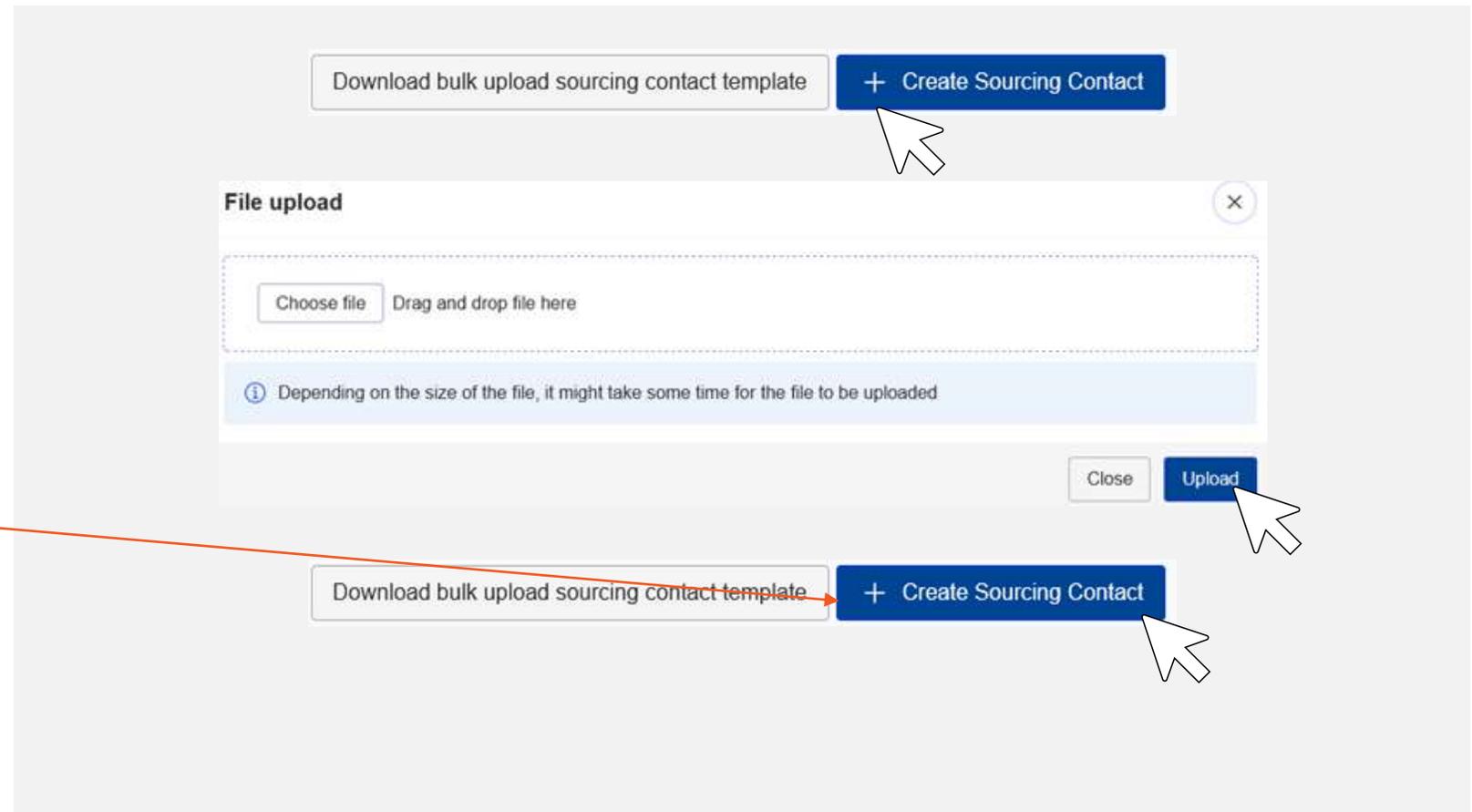
1. Login with EU Log-In in [UDB](#)
2. Tab "ORGANIZATION" menu item  
Manage Procurement Contact  
Persons

# Sourcing contacts

1. Download template
2. Entering data
3. Save file
4. Upload

or

... manually create individual companies via "+ contact person for procurement"



# Sourcing contacts

Example

	A	B	C	D	E	F
1	NAME*	COUNTRY_CODE*	SOURCING_CONTACT_NUMBER (NATIONAL_TRADE_REGISTER_IDENTIFICATION)	INTERNAL_FILE_REFERENCE*	LEGAL_TYPE*	VAT_NUMBER
2	REDcert Gesellschaft zur Zertifizierung nachhaltig erzeugter Biomasse mbH	DE	DE_VAT_CODE12345678	20072010	Legal Entity	DE12345678
3						
4						
5						
6						

1. All fields highlighted with \* are mandatory
2. The UDB notices already highlighted sourcing contacts. Therefore, you can use the template continuous.

Important.

Download the template again before each import to always use the latest version and to avoid upload mistakes!

# Sourcing contacts

ACCEPTANCE Kommission UDB Economic

NUTZER ORGANISATION TRANSAKTIONEN MATERIALIEN EINSTELLUNGEN **IMPORTSTATUS** BERICHTE STATISTIK GAS-TRANSAK

IMPORTSTATUS

Name der Importdatei	Importdatum	Status
SOURCING_CONTACT-UPLOAD_TEMPLATE_1.xlsx	21/11/2024 11:06	Fehlgeschlagen
SOURCING_CONTACT-UPLOAD_TEMPLATE_Test.xlsx	21/11/2024 11:05	Fehlgeschlagen
Beschaffungsquelle_Vorlage_Beispiele.xlsx	21/11/2024 11:04	Fehlgeschlagen
BUYER-UPLOAD_TEMPLATE_2024_11_04_14_21_07.xlsx	04/11/2024 13:22	Erfolgreich abgeschlossen
Beschaffungsquelle_Vorlage_Beispiele.xlsx	22/10/2024 15:52	Teilweise

1. Import Status Review
2. Adjust if necessary
3. Upload again
4. Check Import Status

# Sourcing contacts

## Notes

- ✓ Fields highlighted with \* are mandatory
- ✓ If there is no unique identifier for the new sourcing contact (e.g. IACS number or tax number), the UDB accesses the address information and generates automatically an identifier.
- ✓ The name of the sourcing contacts can be chosen freely.
- ✓ But it should match your own documents/merchandise management system/ERP system.
- ✓ Internal reference numbers: Possibility to assign your own number, but it should match your own documents/merchandise management system/ERP system.

# Examples of unique identifiers

Here you will find all common identification types

- ✓ VAT ID:  
DE\_VAT\_CDDE123456789
  
- ✓ Tax ID:  
DE\_TIN\_CD1234567890123
  
- ✓ InVeKoS Number/ Establishment number/ registration number:  
DE\_IACS\_CD2761234567890123

Hint:

- IACS corresponds to the HIT/ZID number; for Germany, the IACS number starts with 276
  
- IACS is abbreviated to IACS. Therefore, the identification type in Germany: DE\_IACS\_CD, because the UDB is uniform across Europe. This is followed by the IACS number.

# Creating buyers

ACCEPTANCE Commission UDB

USERS ORGANISATION TRANSACTIONS MATERIALS SETTINGS IMPORT STAT

## Example

**General Information**

Type	EO
Type of person	Legal Entity
National identification code/Business registration code	DE_VAT_CDDE010101001
VAT	
Other legal identification	DE12345678
Country	Germany
Website	
Email	udb_test@redcert.de
Phone	

EDIT

## Required information

1. Unique company identifier ([NTR ID](#) or VAT ID) Buyer
2. Full Company Name Buyer (as SURE Database or UDB indicated)
3. Talk to your buyer contacts to receive the correct NTR-ID
- 4.

Please communicate with your buyers and ensure that their UDB accounts have been created correctly.

# Create Buyer

The screenshot shows the UDB (Union Database) interface. At the top, there is a navigation bar with tabs: USERS, ORGANISATION (highlighted), TRANSACTIONS, MATERIALS, SETTINGS, IMPORT STATUS, and REPORTS. Below the navigation bar, the 'ORGANISATION' dropdown menu is open, showing options: My Organisation, Manage Certificate, View Sites & Related Mass Balance, View Voluntary Schemes, Manage Sourcing Contacts, and Manage Buyers (highlighted with a white mouse cursor). The main content area displays 'My Organisation: RE' with a status of 'Active' and a dropdown arrow. Below this, there is a 'General Information' section with fields for Type (EO), Type of person (Legal Entity), and National identification code/Business registration code (DE\_VAT\_CDDE010101001). An 'EDIT' button is visible next to the 'General Information' section. On the right side, there are sections for 'Voluntary Schemes' and 'Consumption t mandates'.

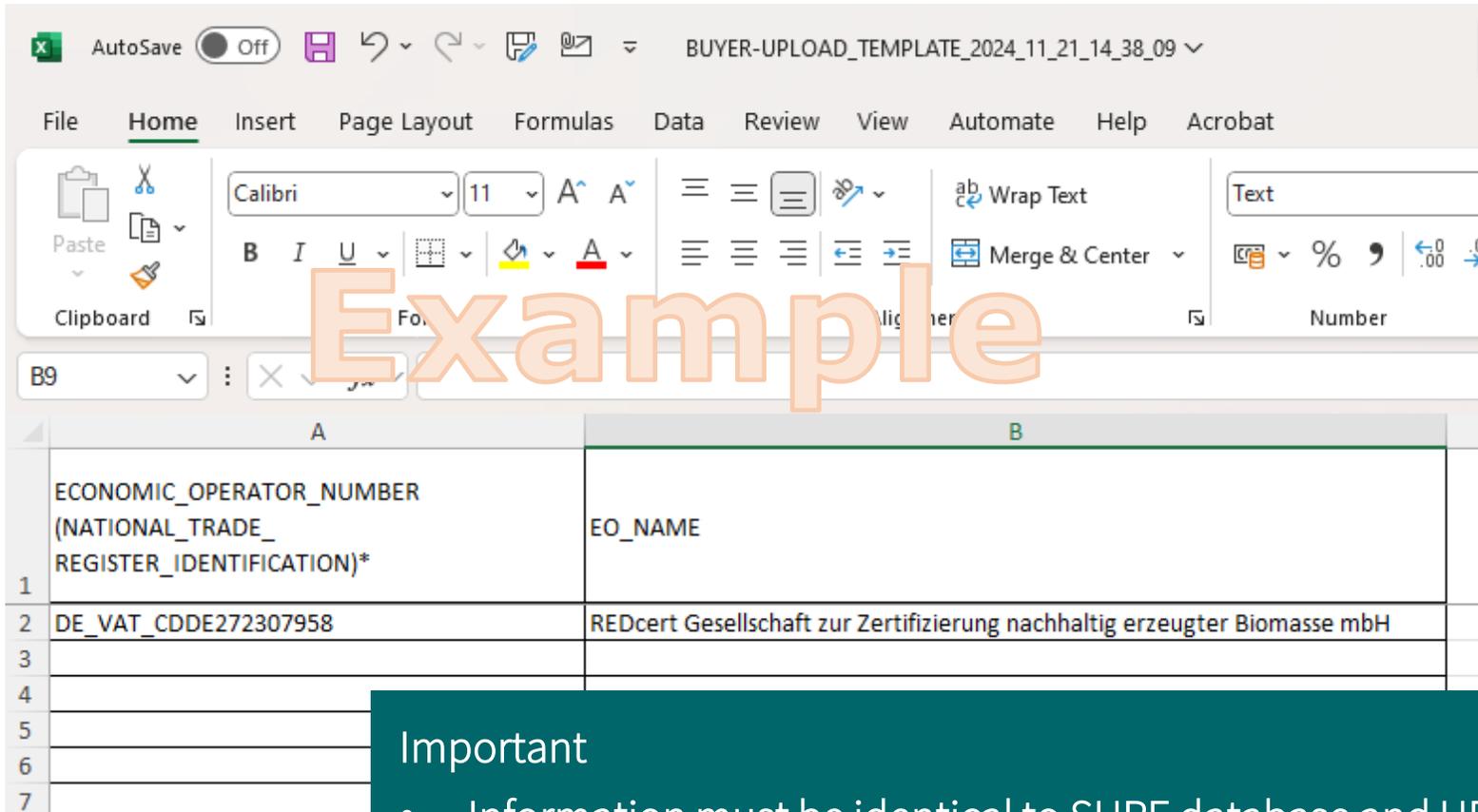
1. Login with EU Log-In in UDB
2. Tab "ORGANIZATION" menu item  
Manage Buyers

# Create Buyer

1. Download template
2. Entering data  
(see next slide)
3. Save fileUpload
4. Check import status  
(see after next slide)

The screenshot displays a web interface with two rows of buttons. Each row contains a blue button labeled "Bulk upload sourcing contacts" and a white button labeled "Download bulk upload sourcing contact template". A mouse cursor is positioned over the right button in the top row. Below these buttons is a "File upload" dialog box. The dialog has a title bar with a close button (X). Inside, there is a "Choose file" button and a dashed box containing the text "Drag and drop file here". Below this is a light blue information bar with an icon and the text: "Depending on the size of the file, it might take some time for the file to be uploaded". At the bottom right of the dialog are "Close" and "Upload" buttons, with a mouse cursor over the "Upload" button.

# Create Buyer



	A	B
1	ECONOMIC_OPERATOR_NUMBER (NATIONAL_TRADE_REGISTER_IDENTIFICATION)*	EO_NAME
2	DE_VAT_CDDE272307958	REDcert Gesellschaft zur Zertifizierung nachhaltig erzeugter Biomasse mbH
3		
4		
5		
6		
7		

1. Unique company identifier (NTR ID) for SURE-EU participants:  
VAT ID
2. Buyer's full company name
3. The UDB notices already highlighted buyer. Therefore, you can upload the template continuous.

## Important

- Information must be identical to SURE database and UDB, otherwise errors will occur.
- Before each import, re-download the template to always use the latest version.

# Create Buyer

NCE  
Emission | UDB Econo

ORGANISATION ▾ TRANSACTIONS ▾ MATERIALS ▾ SETTINGS ▾ **IMPORT STATUS** REPORTS ▾ STATISTICS ▾ GAS TRANSACTIONS ▾

IMPORT STATUS

	Date of import
CT-UPLOAD_TEMPLATE_Test.xlsx	21/11/2024 11:06
CT-UPLOAD_TEMPLATE_Test.xlsx	21/11/2024 11:05
Vorlage_Beispile.xlsx	21/11/2024 11:04
EMPLATE_2024_11_04_14_21_07.xlsx	04/11/2024 13:22

Example

1. Import Status Review
2. Adjust if necessary
3. Upload again
4. Check Import Status

# Contact the UDB support team

## In case of technical errors

- Send an email to [EC-UNION-DB@ec.europa.eu](mailto:EC-UNION-DB@ec.europa.eu) and add [udb@sure-system.org](mailto:udb@sure-system.org) to CC.
- In your support email, you should include the following information:
  - ✓ **Description of the problem:** Briefly explain what exactly isn't working.
  - ✓ **Specification** to the company incl. unique company identifier (NTR ID) or VAT ID and SURE ID (for further inquiries)
  - ✓ **Error message:** If you receive an error message/screenshot, include it in your message.
  - ✓ **Browser and version:** Specify which browser and version you are using.

# Learn more

Live  
Version



Test  
Version



## Useful links

- ✓ [UDB on our website](#)
- ✓ [Official Wiki of the UDB](#)
- ✓ [Help page for EU-Login](#)

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Version: 03

Date: 11. September 2025

All information has been provided in accordance with the currently valid legal texts, the [official wiki of the UDB](#) or the exchange with the UDB managers. However, there is no guarantee of the accuracy or completeness of the information provided. For more information, see the [official wiki of the UDB](#).