

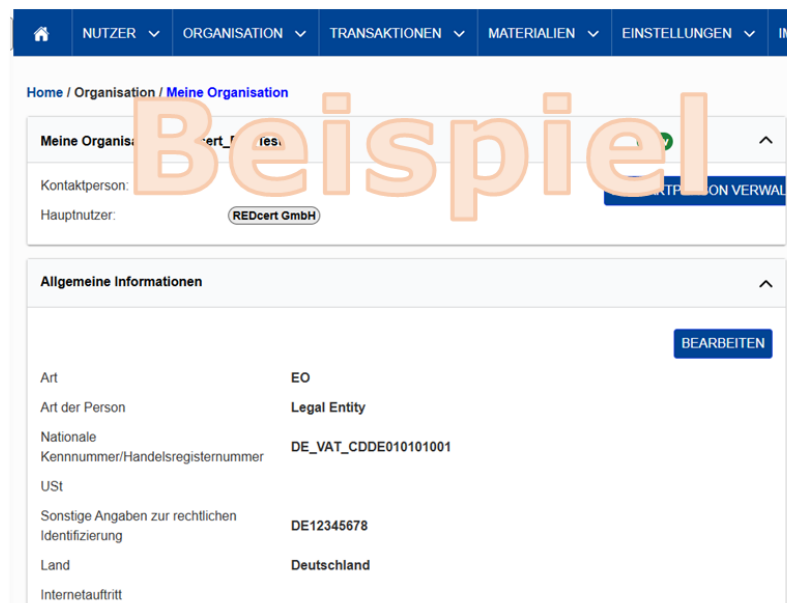
SURE announcement of February, 6th 2025:

Union Database (UDB) 02/2025

Onboarding into the Testversion (Acceptance-Version)

As announced in the SURE announcement UDB 01 dated January, 30 2025, all relevant players in the biomethane sector (SURE scopes 3403, 5301, 5302) have been successfully integrated into the [Acceptance-Version of the Union Database \(UDB\)](#) (onboarding) and the first contact persons of the [SURE Database](#) has been created as a user. Your next steps:

- ✓ We have noticed that the **invitation link** mentioned by us in the SURE announcement UDB 01 is partly not sent by the Acceptance-Version.
- ✓ If you have already created an [EU Login Account](#) with the E-mail address of the first contact person of the [SURE Database](#) you can use it to register directly in the [Acceptance-Version of the Union Database \(UDB\)](#). Otherwise, please use the E-mail address of the first contact person of the [SURE Database](#) to create an [EU Login Account](#) and log in to the [Acceptance-Version of the Union Database \(UDB\)](#).
- ✓ At the first log in in the [Acceptance-Version of the Union Database \(UDB\)](#) you may be prompted to re-enter your data and set a password for the **Test EU-Login Account** (default of the UDB Team of the EU-Commission).
In concrete terms, this means that you can only log in in the [Acceptance-Version of the Union Database \(UDB\)](#) with your Test EU Login account.
For security reasons we recommend to use a different password as for your EU login Account.
- ✓ Your company information in the UDB comes directly from the [SURE Database](#). If you find an **error in your master data** in the Acceptance-Version please change it (above all) in the [SURE Database](#) so that later the correct data can be transferred to the live version of the UDB. Please also make sure that your VAT ID is included in the [SURE Database](#).



Allgemeine Informationen	
Art	EO
Art der Person	Legal Entity
Nationale Kennnummer/Handelsregisternummer	DE_VAT_CDDE010101001
USt	
Sonstige Angaben zur rechtlichen Identifizierung	DE12345678
Land	Deutschland
Internetauftritt	

Company profile with VAT ID and the UDB identifier generated from it

Note: The acceptance version is not yet a fully developed version of the UDB. For this reason, there may always be discrepancies in the above steps. SURE can, for example, initiate the sending of the invitation link. However, SURE has no influence on technical implementation. We therefore ask for your understanding and patience if any inconsistencies occur.

In the Acceptance-Version

1. After **Login**: check and correct your company information, if necessary, also in the [SURE Database](#)
2. Add internal users
3. Create buyers (if possible)
4. Creation of the initial stock (if possible)
5. Try to familiarize yourself with the interface and if necessary, transactions (this is only possible once biomass (fuels) have been transacted to you. Since the upstream value chain is not yet in the Acceptance-Version, restrictions are still to be expected when carrying out transactions)

The onboarding of the upstream scopes in the test version will take place at a later date with an optional feature. More Information can be found in our [Step by step instructions](#). Please note that entered data (such as transactions, creation of buyers, etc.) cannot be transferred from the Acceptance-Version to the live version.

Contacts for questions

SURE differentiates between technical and professional support requests, as they require different expertise and approaches. This separation allows for more efficient processing and faster problem resolution.

Professional questions require an in-depth understanding of the contents and specific requirements of the UDB. The [Fachverband Biogas e.V.](#) is the appropriate point of contact for this, as it specializes in these topics.

Technical questions concern the functioning of the platform and will be answered [from the support team of the UDB \(EU Commission\)](#).

Thanks to this clear separation, inquiries are forwarded directly to the appropriate experts. This reduces processing time and improves the quality of responses, so you always get the best possible support for your concern.

Of course, SURE is also available for support requests and supports you with all matters relating to the UDB.

This information can be found in the previous SURE announcement on the [UDB 01 of January, 30th 2025](#)

- ✓ Who must use the UDB in the SURE system?
- ✓ Integration of SURE into the UDB
- ✓ Important notes about the Acceptance-Version
- ✓ Access to the Acceptance-Version
- ✓ EU Login Account
- ✓ What happens if I don't take action?

As the links provided in the last SURE announcement were not included in PDF format, [a list of the relevant links can be found below](#). You can also find some useful links on our website in the category ["Where can I find the UDB and information about it?"](#).

We apologize for the inconvenience caused by this.

Relevant Links

- ✓ [Acceptance-Version of the UDB](#)
- ✓ [Step-by-step instructions](#)
- ✓ [EU Login Account](#)
- ✓ [EU Login Help Page](#)
- ✓ [SURE Database](#)
- ✓ [UDB Public Wiki](#)
- ✓ [Privacy policy](#)

Contact for technical questions about the UDB

Fachverband Biogas e.V.
Angerbrunnenstrasse 12
85356 Freising
Telefon: 0049 8161 / 984660
Telefax: 0049 8161 / 984670

Telephone hours:
Monday, Tuesday, Thursday:
09:00 AM - 12:00 PM
01:00 PM - 04:00 PM
Wednesday and Friday:
09:00 a.m. - 12:00 p.m.

Support team der UDB (European Commission)

Please send an Email to EC-UNION-DB@ec.europa.eu and add udb@sure-system.org in CC.

In your E-mail to UDB support, please include the following information:

- ✓ **Description of the problem:** Briefly explain what exactly is not working.
- ✓ **Information** about the company incl. unique company identifier, unique VAT ID and SURE-ID (for further inquiries)
- ✓ **Error message:** If you receive an error message, include it (as a screenshot) in your message.
- ✓ **Browser and version:** Specify which browser and version you are using.

Further information can be found on our webpage sure-system.org/en

Thank you very much!

Your SURE Team
udb@sure-system.org

Disclaimer

All information contained in this letter and on the website has been adapted to the current 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](#).