

## SURE announcement of April 16<sup>th</sup>, 2025:

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### Union Database (UDB) 04/2025

#### Onboarding in Live-Version of the UDB on May 21, 2025

On May 21, 2025, the onboarding into the [Live-Version](#) of the UDB for SURE-EU participants will take place. For the setup of the company account, the master data from the SURE database will be used, as was done with the test version. A valid certificate and an EU login account with the same email address that is listed as the primary contact in the SURE database are required for account creation. The invitation links for access to the UDB will be sent to this primary contact. More information about the EU login account can be found in UDB notifications [03/2025](#).

#### SURE-EU scopes 3403, 5301, and 5302

Participants of the SURE-EU scopes 3403, 5301, and 5302 will be automatically integrated into the [Live-Version](#).

#### All other SURE-EU scopes

For all other participants, there is the option to voluntarily use the [Live-Version](#) of the UDB. A corresponding activation button will be provided (see UDB notifications 03/2025). If voluntary use has already been activated in the [Acceptance-Version](#), no further steps are required; these participants will be automatically transferred to the [Live-Version](#) on May 21, 2025.

## 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

### UDB 01 of 30.01.2025 – only for SURE-EU scopes 3403, 5301, 5302

- ✓ 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?

### UDB 02 of 06.02.2025 – only for SURE-EU scopes 3403, 5301, 5302

- ✓ Onboarding in die Test version (Acceptance-Version)
- ✓ In the Acceptance-Version

### UDB 03 from 04.04.2025 - for all SURE-EU scopes except 3403, 5301, 5302

- ✓ Onboarding into the test version (Acceptance-Version) – Voluntary use of the UDB
- ✓ Voluntary data transfer to the UDB via the SURE database
- ✓ Activation of voluntary data transmission to the Union Database

## Relevant Links

[Live-Version](#)

[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](mailto:EC-UNION-DB@ec.europa.eu) and add [udb@sure-system.org](mailto: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](https://sure-system.org/en)

Thank you very much!

Your SURE Team

[udb@sure-system.org](mailto: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](#).