Worldline

UID Issuing Solution

User Guide for Economic Operators

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1 Tobacco Product Directive

On 3 April 2014, the European Parliament and the Council adopted the Tobacco Products Directive (TPD) 2014/40/EU. The overall objective of this directive is to approximate the laws, regulations and administrative provisions of the Member States concerning rules governing the manufacture, presentation and sale of tobacco and related products.

Articles 15 and 16 of the TPD aim to address illicit trade in tobacco products by introducing systems of traceability and security features for these products. The system will contribute to reducing the circulation of tobacco products which are not compliant with the TPD and other tobacco control legislation.

Traceability is only possible if tobacco products are marked with unique identifier (UI) codes (containing predefined information – such as origin and date of manufacture, destination etc.). This enables their identification, tracking and tracing throughout the supply chain, and the transmission of related information to a data storage facility.

Therefore ID Issuing system developed based on Tobacco Products Directive 2014/40/EU and EU Commission Implementing Regulation 2018/574 will play an important role in protecting state budgets, legal economic operators and public health.

Based on: https://ec.europa.eu/health/tobacco/tracking tracing system en

2 UID Issuing Solution

2.1 UID Issuing Solution overview

The UID Issuing Solution is fully compliant with the Tobacco Products Directive.

The UID Issuing Solution can be accessed in two ways: by means of

- A Website, for the users who prefer a graphic interface in a browser
- API, for the Economic Operators which want to set up machine to machine communication between the UID Issuing solution, and integrate into their own system

Each user of the Solution has its own account with personal credentials. For security and other reasons these credentials should not be shared. . Each user can be linked to one or many economic operators, facilities, entities. For a detailed description on the types of roles, we refer to section 3.2.1

2.2 Responsibilities of the Economic Operators in the System

The economic operators are responsible for:

- Requesting a registration into the system
 - Manage their facilities
 - Manage their machines
 - Manage their users

Ordering and downloading UIDs, if applicable

Although Wholesalers/Distributors do not bear responsibility for registering their customers (Retail Outlets), they have a common interest to assist with the onboarding activities in due time.

2.2.1 Economic Operators Roles in the system

The economic operators account has one of the following roles in the system:

- Administrator
- 'Regular' User
- Technical User

An Administrator is allowed to manage the facilities, machines and users. He can also order and download UIDs, just like a regular User.

Technical users have an Administrator role, and are allowed to manage facilities, machines and users.

Technical users manage the Machine to Machine Connection between the economic operator system and the UID Issuing solutions by means of API.

3 Login

3.1 The Home page

The website offers a home page with different information about Tobacco Products Directive and a FAQ for help the Economic Operators



- 1. Login : to go in the login page (If you are already registered)
- 2. Register / I want to register : Link to the self-registration form
- 3. Link to navigate the home page, TPD and Worldline information
- 4. FAQ : Link for the FAQ

3.2 Request for registration

If your company has not yet been registered before as an Economic Operator to the UID Issuing System, please perform the following steps:

- 1. Go to the main *Sign in* screen of the system. (Please pick the desired language out of the listed options).
- 2. Click *Create account* hyperlink.



3. Create an account screen opens.

Create an account

Economic operato	r detail	
Address Name	local	
Address Street One I		
Augress accel Offer		
Address Street Two		
Address City *		
Address PostalCode		
Country *		
Denmark -		
Global Location Number (GS	31)	
	-	
Type !		
·ype ·		
VAT registered 🕜		
ax number *		
Excise number issued	0	
Register on behalf of a	a retail outlet 🕜	
Economic Operato	riDs	
EO ID not required as	already registered in another ID Issuer system 🛛 🕜	
Dilling in Control		
THE REPORT OF THE PARTY OF THE		
Billing information		
As an economic opera	itor, I may request UIDs 🛛 🕜	
As an economic opera	itor, I may request UIDs 🕜	
Account information	itor, I may request UIDs 🕜	
As an economic opera Account informatio User Email *	ator, I may request UIDs 🕜	
As an economic opera Account informatio User Email *	ator, I may request UIDs 🕜 ON	
As an economic opera Account informatio User Email *	ator, I may request UIDs 🕜	
As an economic opera Account informatio User Email * User First name *	ator, I may request UIDs 🕜	
As an economic opera As an economic opera Account informatio User Email * User First name * User Last name *	ator, I may request UIDs 🕜	
As an economic opera Account information User Email * User First name * User Last name *	ator, I may request UIDs 🕜	
As an economic opera Account informatio User Email * User First name * User Last name * User Telephone (must start	tor, I may request UIDs O DN by + phone code) *	
As an economic opera Account informatio User Email * User First name * User Last name * User Telephone (must start	tor, I may request UIDs ON	
As an economic opera Account information User Email * User First name * User Last name * User Telephone (must start	tor, I may request UIDs ON	
As an economic opera Account information User Email * User First name * User Telephone (must start Preferred Janguage	e e e e e e e e e e e e e e e e e e e	
As an economic opera Account information User Email * User First name * User Last name * User Telephone (must start Preferred languag	etor, I may request UIDs	
As an economic opera Account informatio User Email * User First name * User Last name * User Telephone (must start Preferred languag	ator, I may request UIDs On	
As an economic opera Account informatio User Email * User First name * User Telephone (must start Preferred languag	ator, I may request UIDs On	
Accept Terms and Cor	<pre>stor, I may request UIDs on by + phone code)* e vitions olimits </pre>	
As an economic opera Account informatio User Email * User First name * User Last name * User Telephone (must start Preferred languag Accept Terms and Cor Accept Data Protectio	ator, I may request UIDs O On by + phone code) * e vititions O n Policy (SDPR) O	

The *Create an account* form consists of 3 main parts:

Create an account

 Economic operator details – This part includes information related to economic operator's Address, Country, Type and taxes related information. Fill in all applicable fields (at least mandatory marked with *).

Company name * A	ternative / abridged name	
Economic operator de Address Name	ətail	
Address Street One *		
Address Street Two		
Address City *		
Address PostalCode		
Country *		
Global Location Number (GS1) Type *		
VAT registered 🕜		
Excise number issued 7 Excise number *)	
Register on behalf of a reta Acting economic operator identif	il outlet 🕜 iier *	
Economic Operator ID	s	
EO ID not required as alrea Please enter the EO ID registere	dy registered in another ID Issuer sy: d in another UID Issuer system *	stem 🕜

If an Economic Operator is already registered to the TPD system via a UID Issuing system of another Member State, the **EO_ID of the of that system MUST** be completed in the form(External EOID* field).

2. **Billing information** – is required for invoicing in case the Economic Operators request to may order UIDs. The billing information can be details of the person or company responsible for covering the bills.

Bill	ling	info	rmat	ion

As an economic operator, I may request UIDs	?
Billing Company Name *	
Billing VAT registered 🕜	
Billing Tax number *	
Dilling Address *	
Billing Address *	
Country *	
•	
Billing Email *	
Billing contact First name *	
Billing contact Last name *	
Billing Contact Telephone *	
U	

3. **Account information** – covers contact details of the representative of the Economic operator. This contact person listed in this section will get the "Administrator" role, and will be able to create other accounts.

Account information

User Email *	
User First name *	
User Last name *	
Liser Telenhone *	
	0

4. Before being able to validate his form, he is mandatory to read the Terms and Conditions and accept them. The terms and conditions are necessary to frame the commitments of both parties for the use of the UID Issuing solution.

The validation of the **Data protection Policy** (GDPR) is also mandatory at the time of your first connection.



To access the Terms and Conditions or Data Protection Policy, click on the Help button (?). A pop-up appears.

Accept Terms and Conditions	Terms and Conditions	0
	1. 1.1	
		17.00
		CO. MO. CO.

5. Once the form has been completed with the required information, click *CREATE* button.

Accept Terms and Conditions Accept Data Protection Policy (GDPR	a) 🕝

6. A new window "Confirm new Economic Operator creation" appears on the screen, indicating that account creation will be provided by e-mail to the address which was submitted in the "Create an account" form.

Confirm new Economic Operator creation
Your application is now close to be finished. After clicking on the button "create", your request will be examined by us. You will receive in few minutes an email (on the user email filled previously) to confirm your application. Please check your spam! You will receive a new email when your application will be approved or rejected. In case of approval, this email will contain all the information needed to log in the UID Issuing website as well as your EO identifier and code. Please wait for this email before using the website.
CREATE CANCEL

7. Click *CREATE* button on the window. The user is then redirected to the main *Sign in* screen of the website.

Your registration will be validated within **two working days.** As soon as your registration is validated, you will receive an email containing the economic operator identifier code, the confirmation code, and a link to define your password and to log in.

3.3 Login on the website

To login on the website as a user (Administrator or 'Regular' User) follow these steps in *Sign in* section of the screen:

- 1. Enter your email into *User identifier** field.
- 2. Enter your password into **Password*** field.
- 3. Click **OK** button.



After performing these steps, the User will be logged in successfully.

3.4 Password management

3.4.1 Password policy

Password policy is defined by the ID Issuer system Administrator. The parameters to be set are:

- The minimum number of characters in the password is 15 characters
- Password must contain at least one capital letter, number and a special symbol. .

Users should contact their Administrator to clarify password requirements and/or issues.

3.4.2 Changing password using *Forgot your password*?

If you forgot your password and would like to recover it, you must perform the following steps:

1. Click on the *Forgot your password?* Hyperlink.



- Enter your <u>Last name*</u> (the last name used when you registered) and <u>E-mail*</u> into fields of the <u>Forgot your password?</u> Window. Your last name must be filled in the same way as in your EO account
- 3. Click **CONFIRM** button.

Forgot your password ?
Please, enter your name and email below. You will receive an email to reset your password:
Last name *
E-mail *
3 CONFIRM CANCEL

You will be redirected to the main page. Confirmation message '<u>You will</u> <u>receive e-mail with your credentials. Please check your spam.'</u> will appear in the upper right corner of the screen.

4. Follow the instructions in your e-mail to change the password. If your account has not been yet registered, or if there is an error in the input, you won't receive any email to reset your password.

3.4.3 Intentionally changing password in *My account* settings.

- 1. Login to the system by entering information into **User identifier*** and **Password*** fields.
- 2. Click on your *User name* at the bottom of the navigation bar.
- 3. *My account* screen opens, listing all personal information and related entities. Click on the *Change password button*.

	Dashboard	My account
	Orders	
Þ.	Check UID	First name Last name
≞	Economic operators	Email Phone
	Facilities	Role Economic operator administrator
	Machines	Change password Definition
ш	Reporting	Entities
:	Users	• FACILITY_DEMO8 Facility
EO2 EC	DLast 2 🕲 🔿	ExternalEo Economic operator

In the Change password window, fill in Old password*, then New password* and Confirm New password* fields, and click CHANGE PASSWORD button.

Change password	* mandatory fields
Old password *	
New password *	
Confirm new password *	
CHANGE PASSWORD CA	NCEL

 Confirm password change window will appear. Confirm your action by clicking on CHANGE PASSWORD button, or click CANCEL to leave the previous page.



6. User is redirected to the main *Sign in* page, and will be able to login using the new password.

3.5 Log out

To log-out from the system, click **Log out** button at the bottom of the navigation bar.

	Machines	
<u>ul</u>	Reporting	
*	Users	
<u>E02 E0I</u>	<u>.ast</u>	⊛ €

4 Dashboard

Select Dashboard from navigation bar to review the following user related information:

- 1. Review number and list of current orders in process.
- 2. Review orders that are ready for download.
- 3. Review list of orders that were requested in the last 30 days.
- 4. Review timing of requested UID orders in Process, Exported or Downloaded during the past 6 months.

Ħ	Dashboard	
	Orders	See processing Orders See processing Orders See processing Orders See processing Orders See orders ready for download
▶.	Check UID	
≞	Economic operators	Orders Timeline Latest ready for download Orders
a	Facilities	28809115400AH 100CLARETE 288093.55207M 98003.55207M 98003.55207M 98003.55207M 98003.55207M 98003.55207M
88	Machines	ал Волгородии (1990) Волгородии (1990) Волгороди
ш	Reporting	Main 887.4K JUATERPIPE TOBACCO 827.4K JUATERPIPE TOBACCO 827.00% 103.100 AM Ali 100.00 AM Main 100.00 AM
:	Users	2009 2009 So

5 Orders

5.1 List of my UID orders and search engine

Select **Orders** from the Navigation bar. List of **Orders** per user will be displayed.

Dashboard	Orders				
Croters 1	c				O New order
🖾 Oheak UID	Filter	Class by			
Economic operators	128	۲	129 Cigarette	100 Cigar	۲
Facilities	III ✓ CREATED ON IDEODA ISSIEGE PAR FACULTY DEMOS VACUTY	•	RACUTY DEMOS	CP (a) CREATED ON STREET AM SDEMOS MACUTY	0
Machines		downloaded	manufacturin	9	downloaded
11 Reporting	20 Clgar ✓ discription (stock), looks AM FACULTY, DEMOS	۲	50 Cigarillo	140 Waterpipe tobacco Constraints of Central Information and Central Informatio and Central Information and Central I	(B)
💄 Users	KACUTY	downloaded	MACHNE FACUTY IILE downloade	Macuny 2218	manufacturing
<u>∞∞∞</u> ⊛ ∋	K Novel tobacco product P OF DEATED ON (DODD), 25559 FM	۲	2K Novel tobacco product	555 III 💿 created ov/2000% 502427 AM	٩
	BDEMOS FACUTY	approved	8DEMOS Facury approve	BDEMOS RACUTY	cancelled
	10K Nasal tobacco	۲			
	FACLITY DEMOS	downloaded			
			Load more 2		

A total of 10 orders can be displayed on the screen. To see more orders click on *Load more* button, which is available at the bottom of the screen.

Orders list can be sorted using **Class by** option.

- Order ID
- Machine ID
- Name $Z \rightarrow A$
- Date oldest \rightarrow newest
- Date newest \rightarrow oldest
- Status

For example: select Date newest \rightarrow oldest from **Class by** drop-down list. Orders will be listed from newest to oldest.

Orders					
c					O New o
Filter keyword1 keyword2	Class by Date newest ->	oldest 🔻			
332.2K Chewing tobacco	٢	50 # 🖓 CREATED ON 382019, 408-35 PM	٢	1 Cigarette ■	٢
	approved		approved		approved
100 Cigarette	٢	10 Ⅲ ♀ CREATED ON 388/019, 22130 PM	٢	IK Cigarette	۲
	approved		approved		manufacturing
IK Cigarette		IK Cigarillo		101 Cigarette	
	manufacturing		manufacturing		manufacturing

Particular order(-s) can be found by using keywords in the *Filter option*. The keywords which will be recognized are exact values of:

- Order Status
- Order Creation Date
- Facility Name
- Machine Name
- Machine ID

For example: enter status *cancelled* into *Filter* field. Only orders with status *cancelled* will be displayed in the list.

5.2 Order UID

5.2.1 Unit level UID electronic delivery

Perform the following steps to order unit level UIDs electronically:

- 1. Select **Orders** from the navigation bar as described in chapter 5.1.
- 2. Click **New order** button which is available on the right part of the screen.

Note: the facility and machine concerned by the UID order must have been created.

3. **New Order** screen opens. Unit order radio button is checked by default. Unit order form is displayed below, listing all the fields which are required for placing an order. Confidential

Order type
Imit order O I Aggregate order
Select an economic operator *
· ·
Select a facility *
•
Product type *
Combine Nomenclature (CN) code
Brand of product *
Optional Product Id
Average gross weight (gr) *
Intended country of retail sale *
T
Move across country borders
Import into EU 😮
Purchase Order reference
Physical delivery 🕜
Deliver order instantly ?
Accept Terms and Conditions ?
4. Complete at least all mandatory fields marked with (*).
- Order type* :
• Unit order
• Aggregate order
- Select an economic operator* : listing of your EUS
- Select a racility* : listing of your facilities
- Production involves machinery : yes or no
O II YES : SELECT THE INDUME IN THE INSTITUTE
- Product type *: choose the product in the listing
- Compline Nomenciature (CN) code: Brand of product *, mandatony toyt field
- Drahu of product ": manualory text field

- Optional Product Id: optional text filed; If you wish to specify your

Product ID

- Average gross weight (gr) * : numerical field
- Intended country of retail sale *: listing of country available
- Move across country borders: yes or no
 - If yes : select the country in the listing
- Import into EU: yes or no
- Requested quantity *: numerical field
- Purchase Order reference : Optional field, your Purchase Order reference
- Physical delivery: yes or no
 Possibility to choose physical delivery (for some Member States only detail in 5.2.2)
 - If yes : The Facilities address appears
 - Choose the user contact for this order
 - Current user : your user
 - Other user contacts : select another user in the listing
 - New contacts : create a new contact

Physical delivery	3	
Delivery address		
Contact information		
Current user contacts	Other user contacts	New contacts

- Deliver order instantly: yes or no

In case you would like to order and generate UID codes ready for immediate download , you should select the option '**Deliver order instantly'** which is an available field in new order form. When selecting this field, you will not be able to cancel your order, and will be invoiced accordingly Your UID codes will be generated and should be ready for download instantly (in approx. 5 minutes). (Detail chap. 5.5)



- Accept Terms and Conditions: mandatory to submit order

Move across country borders	0
Import into EU (?	
Requested quantity *	
Purchase Order reference	
Physical delivery	
Deliver order instantly 🕜	
Accept Terms and Conditions	0

5. Review provided information in the form, and confirm your order by clicking **SUBMIT ORDER** button.



6. The user will be returned to the Orders list. 'New order has been submitted' confirmation message will appear at the upper right corner of the screen. New order will have 'pending' status, and will be processed automatically and changed to 'approved' in up to 2 working days. You will have the right to cancel your order within 24 hours, as foreseen by TPD regulation.

3.3K Waterpipe tobacco	
8DEMOS FACILITY	pending

5.2.2 Unit level UID physical delivery (Only for Member State where the delivery of Physical UIDs is available)

Physical delivery option allows EOs to order UID codes that will be generated, printed and delivered physically, i.e. on a banderole. Perform the following steps to order physical delivery of unit level UIDs:

- 1. Select **Orders** from the navigation bar as described in chapter 5.1.
- 2. Click **New order** button which is available on the right part of the screen.
- 3. **New Order** screen opens. Unit order radio button is checked by default. Unit order form is displayed listing all the fields which are required for placing an order.
- 4. In the *Order type* section, click radio button which is on the left side of *Unit order* icon.
- 5. Complete at least all mandatory fields marked with (*).
- Requested quantity : min 5 000 and 5 000 per 5 000
- 6. Click Physical delivery button.

Physical delivery	
Deliver order instantly	
	SUBMIT ORDER CANCEL

- The Facilities address appears
- Choose the user contact for this order
 - Current user : your user
 - Other user contacts : select another user in the listing
 - New contacts : create a new contact



- 7. Review provided information in the form, and confirm your order by clicking **SUBMIT ORDER** button.
- The user will be returned to the Orders list. 'New order has been submitted' confirmation message will appear at the upper right corner of the screen. New order will have *pending* status which will be processed automatically and changed to *approved*, in up to 10 working days.

5.2.3 Aggregated level UID electronic delivery

Perform the following steps to order aggregate level UID electronically:

- 1. Select **Orders** from the navigation bar as it is described in chapter 5.1.
- 2. Click **New order** button which is available on the right part of the screen.
- 3. **New Order** screen opens. Unit order radio button is checked by default. Unit order form is displayed.
- 4. Click radio button on the left side of **Aggregate order** icon. Aggregate order related fields will be displayed below.

New Order				
Order type				
 Unit order Aggregate of 	order 4			
Select an economic operator *				
•				
Select a facility *				
T				
Requested quantity *				
Purchase Order reference				
Deliver order instantly 😯				
Accept Terms and Conditions	?			
			SUBMIT ORDER	CANCEL

- 5. Complete at least all mandatory fields marked with (*).
 - Select an economic operator* : listing of your EOs
 - Select a facility* : listing of your Facilities
 - Requested quantity *: numerical field
 - $\circ\,$ Purchase Order reference : Optional field, your Purchase Order reference
 - Deliver order instantly

In case you would like to order and generate UID codes ready for immediate download , you should select the option `**Deliver order instantly'** which is an available field in new order form. When selecting this field, you will not be able to cancel your order, and will be invoiced

accordingly Your UID codes will be generated and should be ready for download instantly (in approx. 5 minutes). (Detail chap. 5.5)

- Accept Terms and Conditions: mandatory to submit order
- 6. Review provided information in the form and confirms your order by clicking **SUBMIT ORDER** button.
- 7. If the fast delivery as selected, order confirmation window is displayed asking to CONFIRM or CANCEL order.

Confirm order request	
WARNING, Please verify the volume because once accepted this order will be executed without any possible refund. This order contains 5000 codes and they will be invoiced.	
SUBMIT ORDER CANCEL	

8. If user confirms the order he will be returned to the Orders list. 'New order has been submitted' confirmation message will appear at the upper right corner of the screen. New order will have requested status which will be processed automatically and changed to acquitted in up to 2 working days.

5.3 Orders life cycle

There are 2 ways of receiving UIDs:

- 1. Electronic UID delivery
- 2. Physical UID delivery (only for countries that benefit from this delivery option)

1. The life cycle stages of electronic UID delivery correspond to the following order status, which can be found in **Orders** list:

Order *created* – Order *processed* - Order *exported* to the router- Order *downloaded*.

Order details can be reviewed in the expanded **Open change logs** section of every **Order sheet**. Warning, Change log option is available only for the Administrator and not for the "regular user".

Order sheet					
					Cancel order
Order					
III Aggregate order III Created on 2019-01-28 12:36 ✓ Downloaded					
ECONOMIC OPERATOR FACULTY QUANTITY					
					Close change logs
LOGS HISTORY					
Date	Action	Taken by	Entity Id	Entity name	
2019-02-04 12:26	Order downloaded		7		\odot
2019-02-03 08:23	Order exported	System			\odot
2019-01-28 12:37	Order metadata created	System			\odot
2019-01-28 12:36	Order created				\odot

2. The life cycle stages of physical UID delivery order correspond to the following order status observed in **Orders** list:

Order **created** – Order **processed** - Order **exported** to the Router - Order **manufacturing (set for printing)**

Order 🛛					
Order 🕒					
Unit order					
間 Created on 2019-01-31 09:50					
Manufacturing Manufacturing					
pymanuracturing					
ECONOMIC OPERATOR					
PACILITY					
Production process does not involve machinery					
QUANTITY					
Product detail					
PRODUCT TYPE					
BRAND					
PRODUCT WEIGHT					
TP D					
TP PN					
INTENDED COUNTRY OF RETAIL SALE					
No. of Concession, Name of					
Goods will not cross borders					
Delivery information					
DELIVERY ADDRESS					
CONTACT FIRST NAME					
CONTACT LAST NAME					
CONTACT EMAIL					
CONTACT PHONE					
					Close change logs
LOCC LICTORY	A stiller.	Welcon Inc.	Contracted and		
Lodshistoki	Action	Taken by	Entity Id	Entity name	
Date		System	12		
Date 2019-03-01 15:04	Order is set for printing		14.	12	(2)
2019-03-01 15:04	Order is set for printing	Futtom	13	12	0
2019-03-01 15:04 2019-03-01 15:04 2019-02-05 09:51	Order is set for printing Order metadata created	System	12	12	©
2019-03-011504 2019-03-011504 2019-02-05 08:51 2019-02-05 08:51	Order is set for printing Order metadata created Order exported	System System	12	12	© ©
2019-02-05 09:031	Order is set for printing Order metadata created Order exported	System System	12	12 12 12	© ©

5.4 Order cancellation

Order cancellation option is available only within 1 working day, provided the **Deliver order instantly** option <u>WAS NOT</u> checked. Perform the following steps to cancel an order:

- 1. Select *Orders* from the navigation bar.
- 2. Select order that was created within 1 working day. The order status should be *pending*.

3.3K Waterpipe tobacco CREATED ON 35/2019, 1:35:53 PM	
8DEMOS FACILITY	pending
	pending

- 3. Open order by clicking on its name. **Order sheet** will open listing order related information.
- 4. Click Cancel order button.

Order sheet		
	Cancel ord	•
Order 325		
■ Unit order © Created on 35(2019, 1:35:53 PM © Pending		

5. Confirmation message 'Order has been canceled' will appear at the upper right corner of the window. Order status will be changed to **Cancelled**. *Cancel order* button will be inactivated.

Order sheet	
	Cancel order
Order 325	
Unit order Greated on 3/5/2019, 1:35:53 PM Cancelled	

5.5 Deliver order instantly option

<u>Note</u>: if you check **Deliver order instantly** option while filling the **New Order** form, canceling the order will not be available, because order will be processed

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automatically, codes will be generated and will be available for download in a few minutes.

- 1. Select **Orders** from the navigation bar. **Orders** list will be displayed.
- 2. Click *New order* button. *New order* screen will be displayed.

	Dashboard	
	Compound	New Order
		New order
Ē	Orders	
		Order type
⊵	Check UID	• Concordence • Aggregate orden
		select an economic operator *
且	Economic operators	
		Select a facility *
		T
.	Facilities	
		Production involves machinery
		Product type
	Machines	
		Combine Nomenclature (CN) code
ш	Reporting	Brand of product *
–	Users	Average gross weight *
E02 E0	Last 🙆 🏵	Intended country of retail sale *
	_	T T
		Move across country borders 🔞
		Import Into EU 🕜
		Requested quantity *
		Purchaser reference number
		Physical delivery 😮
		Deliver order instantiy
		Accent Terms and Conditions
		SUBMIT ORDER CANCEL

- 3. Fill the form with required information, select **Deliver order instantly** option, and click **SUBMIT ORDER** button.
- 4. Confirm order request window will be displayed, (click SUBMIT ORDER button to proceed). There will be a message clearly indicating that 'Once submitted, the new order with (certain amount of) codes will be invoiced without any possibility to revoke or claima refund.

Confirm order request	
Once submitted, a new order with 332211 codes will be invoiced without any possible refund.	
SUBMIT ORDER CANCEL	

5. The user is redirected to the **Orders** list, where the newly submitted order will show with **pending** status, but which will be automatically changed to **approved** and ready for download instantly.



5.6 Order download

Perform the following steps to download generated order UIDs:

- 1. Select an order from the **Orders** list which UIDs you want to download. The order status has to be **approved** and **download** icon has to be active (blue colored).
- 2. Click on the *download* icon. The CSV file will automatically download to your computer.
- 3. Open the CSV file and select target directory for the UID codes file.
- 4. Once UID's are downloaded, order status will be changed from *approved* to *downloaded*.



5. The same process is applicable for both unit and aggregate level UIDs.

6 Check UID

Perform the following steps to check UID:

- 1. Select *Check UID* from the navigation bar. *Check UID* screen opens.
- 2. Select **Order type** (Unit order or Aggregate order) by clicking radio button.
- 3. Enter UID code you want to check.
- 4. Click **VALIDATE UID** button.

	Dashboard	Check UID
Å	Orders	Order type
	Check UID	■ Unit order ○ ■ Aggregate order 2
▦	Economic operators	UID code * 3 VALIDATE UID 4
a	Facilities	

5. **Code information** will be provided below. The second part "facility information" is only displayed to the users which are allowed to see this information.

	Dashboard	Check UID
Ē	Orders	Order type
5	Check UID	
▦	Economic operators	UID code * SXuXkWNRCYYfge VALIDATE UID
a	Facilities	
	Machines	Code information
ш	Reporting	√ Valid ID Issuer code Serial number
*	Users	Facility information
		Production process does not involve machinery PRODUCT TYPE BRAND PRODUCT WEIGHT INTENDED COUNTRY OF RETAIL SALE Goods will not cross borders

6. If entered code is incorrect, *Code information* will not be provided.

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	Dashboard	Check UID
Ē	Orders	Order type
2	Check UID	Imunit order Imunit order
▦	Economic operators	UID code * SysndjEbKiT7PgQ VALIDATE UID
a	Facilities	
	Machines	Code information
ш	Reporting	
*	Users	
<u>E02 E0</u>	Last 🕲 🕀	

7 Economic Operators

- 7.1 EO Registration
- 7.1.1 Self-registration

If new users would like to register to the system, he should proceed as described in $\frac{Chapter 3.2}{2}$

7.1.2 Registration managed by another EO

The Economic Operator Administrator has similar powers to the ID Issuer Administrator, and is allowed to register new Economic Operators by filling in the form. The key difference is that EO Admin will not be able to assign other Economic operators and other entities which are not associated to him. Instead, he can link new economic operators to himself or to a new User, by filling User information into Economic operator form.

To register a new economic operator, perform following steps:

1. Select *Economic operators* from the navigation bar *Economic operators*. List should be displayed.

	Dashboard	Economic operator	S				
	Orders	c					New operator
	Check UID	Filter keyword2	Class by	•			
	Economic operators	≜ EO2	\odot	© E08	\oslash	ExternalEo	\bigotimes
6	Facilities	the state of the s	modified				
II	Machines	© TestEo2	\odot	1 testEo3	\oslash	1 Tomas	\oslash
Ш	Reporting		requested				
*	Users	NIENAS-du PENKI20	\oslash				
602.60	ua	10000					

2. Click *New operator* button.

- 3. *New Economic Operator* screen should be displayed.
- Fill the form with requested information and click *CREATE* button. Please refer to section ""Request for registration" for more detail on the form.

New Economic Operator

Company Name *			
	Alternative / abridged na	ame	
Contact informati	00		
Contact Informati	on		
Address Name			
Address Street One *			
Address Street Two			
Address City *			
Address PostCode			
Country *			
Global Location Number (G	S1)		
VAT registered ?	r		
Tax number -			
Excise number issue	. 0		
Desister on hebelf of			
Register on senar or			
Economic Operato	or IDs		
EO ID not required as	already registered in anothe	r ID Issuer system	
Billing information	1		
	ator, I may request UIDs 🛛 😭		
As an economic oper			
As an economic oper			
As an economic oper	ion		
As an economic oper	ion		
As an economic oper Account informati	ion		
As an economic oper Account informati	ion		
As an economic oper Account information User Email *	ion		
As an economic oper Account informati User Email * First name *	ion		
As an economic oper Account information User Email * First name * Last name *	ion		
As an economic oper Account informati User Email * First name * Last name *	ion		
As an economic oper Account informati User Email * First name * Last name * Telephone *	ion		
As an economic oper Account informati User Email * First name * Last name * Telephone *	ion		
As an economic oper Account informati User Email * First name * Last name * Telephone * Accept Terms and Co	nditions ?		

5. The user is redirected to the *Economic operators* list, confirmation message '*New economic operator has been successfully created*.' The newly created economic operator will be listed on the ID Issuer Admin list with status *requested*. ID Issuer Admin requires to review submission and *Approve* or *Reject*. The timelines for decision will be defined by local ID Issuer Admin policy.

7.2 EO modification

To edit Economic operator information, perform the following steps:

- 1. Select *Economic operators* from navigation bar. *Economic Operators* list will be displayed.
- 2. Select Economic operator you want to modify by clicking directly on its name. *Economic operator sheet* will be displayed.
- 3. Click *Edit* button.
- 4. Alternatively you can click *Edit* icon near EO name and select directly from the list.
- 5. *Update Economic Operator* screen will be displayed:
 - <u>Editable information</u> on the screen: Name, Address, Country, Type, Tax number, Excise Number, Billing information.
 - Non-editable information on the screen: EO_ID and Status
- 6. Update information in editable fields and click **MODIFY** button.

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	Deshooerd Update Economic Operator					
	Orders					
	Check UID	Company Name * Alternative / abridged name				
	Economic operators	Contact information				
.	Facilities					
	Machines	Address Street One *				
	Product codes	Address Street Two				
<u>111</u>	Reporting	Address City *				
<u>111</u> -	Advanced reporting	Address Postal Code				
	Change logs	Country *				
± .	Users	Economic operator identifier *				
Marion Do.	€® ≥	Status *				
	L L	Activated Type •				
		Importer 🗸				
		VAT registered 3				
		Excise number issued 😮				
		Register on behalf of a retail outlet 🕜				
		Economic Operator IDs				
		EO with non-EU Facilities: Indicate EOID registered in other ID Issuer systems 💡				
		Billing information				
		As an economic operation, I may request UIDs Reserve ID *				
		Billing Company Name *				
		Billing VAT registered 3				
		Billing Address (Street name + House number, Zip code + City) *				
		Country *				
		· · · ·				
		Billing Email *				
		Billing contact First name *				
		Billing contact Last name *				
		Billing Contact Telephone *				
		MODIFY CANCEL				

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7. User is redirected to the **EO** list; confirmation message `**Economic Operator has been successfully updated**' appears in the upper right
corner of the screen. Modifications are submit to validation by the ISSUER ID.

7.2.1 Focus on the Tax number / VAT number (CVR)

An Economic operator can update his VAT number. By editing his profile the EO changes his VAT number and click on modify. To update your account follow <u>the procedure presented above</u>. The Issuer Id will then check the information to validate it or not.

For Economic Operators registered by third parties it is necessary to log in to your profile or ask the third party who registered you to make the change.

If you have forgotten your password, see the login procedure: <u>Changing</u> password using Forgot your password?

7.3 EO Deactivation

Economic Operator Administrators and Economic operators <u>are not</u> <u>authorized</u> to deactivate related economic administrators. This can be done only by ID Issuer Admin.

If you want to deactivate economic operator you should contact your ID Issuer Admin (via the Help desk) and provide requested information and reason for that.

7.4 EO List and search

Perform the following steps to list and search for economic operators. The list only includes the Economic Operators to which you are attached:

- 1. Select Economic operators from the navigation bar.
- 2. Economic operators screen should be displayed and a list of user related operators should be provided bellow.

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	Dashboard	Economic operators	6 2				
Ē	Orders	c					New operator
5	Check UID	Filter	Class	by			
	Economic operators	keyword1 keyword2					
6	Facilities	\$ EO2	Ø	() EO8		⊕ ExternalEo DN	
I	Machines		modified				
ш	Reporting	C TestEo2	Ø	testEo3	\odot	TomasDev IDN*ATOSKBIZEW	
*	Users		requested				
EOS EI	Xast I I I I I I I I I I I I I I I I I I I	VIENAS-du PENKI20					

User related economic operators can be listed using **Class by** option.

- ID
- Name $A \rightarrow Z$
- Name $Z \rightarrow A$
- Country $A \rightarrow Z$
- Country $Z \rightarrow A$
- Status

For example: select Name Z \rightarrow A from **Class by** drop-down list. Economic Operators will be automatically listed by Name Z \rightarrow A.

Economic operators			
C			New operator
Filter keyword1 keyword2	Class by Name $Z \rightarrow A$		
	TomasDev	≗ testEo3 DNA	\oslash
TestEo2 DMI request	e ExternalEo	© EO8	\oslash
	٥		
modifie	d		

Specific economic operator(-s) can be found by using keywords in the *Filter option*. The keywords are exact values of:

- Economic operator Name
- Economic operator Abridged name
- Economic operator Address
- Economic operator Country
- Economic operator Identifier
- Economic operator Status

For example: enter status value *requested* into *Filter* field. Only Economic Operators with the status *requested* will be displayed on the screen.

Economic operators		
С		New operator
Filter requested	Class by	

7.5 Technical user creation and modification

<u>Please also refer to Section 2.2.1</u> Economic Operators Roles in the system for more detail on Technical user. The Technical user can be created and modified only by Economic Operator Admin.

To create a Technical user, the EO Administrator performs the following steps:

- 1. Select *Economic operators* from the navigation bar. *Economic operators* list should be displayed.
- 2. Select an economic operator by clicking on its name. *View Economic Operator* screen will be displayed.

Deshboard	View Economic Operator			
📋 ones				
🖾 очна ию	E02			
📙 Economic operators	tito) nedfred ⊈hae Marutesture John oster utes			
() Pacifics	Contact information Accrets			
Mechines	Legal information			
<u>Inl</u> Augusting	Billing information			
Lues	ACCESS COLUMN R			
<u></u>	moni and tracket Latitude An-Cha			
	EDEMOS	ExternalFacility	PACILITY_DEMOS	Ø
			*	Inactive
	Facilityxx	Ø FacLast	TestFacility	Ø
	Technical users			
	Create technical user			
	Technical Inter 2			

3. Click on *Create technical user* button which is in the *Technical users* section of the screen.

Create technical user		
Technical User 2	0	
Technical User	Ô	
Technical User 3	6	

4. *New technical user* window is displayed. Enter requested information to the fields and click *CREATE* button.

New technical user	* mandatory fields
Name *	
Password *	
Confirm password *	
Alert when password is about to expire	
CREATE CANCEL	

5. The user is redirected to *View Economic Operator* screen, where new Technical user will be listed in *Technical users* list.

The password of a technical user must have 20 characters and 2 of each type of characters (uppercase, lowercase, number, special). Its validity is one year.

To modify Technical user perform the following steps:

- 1. Select *Economic operators* from the navigation bar. *Economic operators* list will be displayed.
- 2. Select an economic operator by clicking on its name. *View Economic Operator* screen will be displayed.
- 3. Click *Edit* icon near Technical user name you want to modify.

echnical users	
Create technical user	
Technical User 2	6
	6
Technical User	6
Technical User 3	Ō

4. *Edit technical user* window opens. Window allows to edit user's name, password or both. Click **UPDATE** to submit changes.

Edit technical user	* mandatory fields
Name *	
Technical User 2	
New password	
Confirm new password	
Alert when password is about to expire	
UPDATE CANCEL	

5. The user will be redirected to the *View Economic Operator* screen, where updated Technical user will be listed in *Technical users* list. Changes made on user's name will be visible immediately.

8 Facilities

8.1 Facilities list and search

Perform the following steps to list and search facilities:

- 1. Select *Facilities* from the navigation bar.
- 2. Facilities screen will be displayed and a list of user related facilities will be provided below.

	Dashboard	Facilities 🛛					
Ē	Orders	G					O New facility
	Check UID	Filter	c	lass by			
▦	Economic operators	keyword1 keyword2		•			
••	Facilities 1	\$(FACILITY_NAME) NewTest Street 111 LITHUANA	\oslash	BDEMOS Ozo g. 500 IRELAND	\oslash	EO8FAC Address BARBADOS	
	Machines		active				
ш	Reporting	FACILITY_DEMO8 Gedimino 5542 ARGENTINA	active	FacLast Address ZMBABWE	\oslash	VIENAS_AAA Ramintos 16 LITHUANIA	
*	Users						
<u>E02.E0</u>	Last 🕲 🕀					Contact + Data protection	colicy = API Documentation

User related facilities can be listed using **Class by** option.

- Name $A \rightarrow Z$
- Name $Z \rightarrow A$
- ID $A \rightarrow Z$
- ID $Z \rightarrow A$
- Country $A \rightarrow Z$
- Country $Z \rightarrow A$
- Status

For example: select ID Z \rightarrow A from **Class by** drop-down list. Facilities will be automatically listed by ID Z \rightarrow A.

Facilities					
G					New facility
Filter keyword1 keyword2 FACILITY DEMO8		Class by		FacLast	
Gedimino 5542 ARGENTINA	inactive	Ozo g. 500 IRELAND		Address ZMBABWE	
EOBFAC Address BARBADOS	\bigcirc	\${FACILITY_NAME} NewTest Street 111 LITHUANIA	inactive	VIENAS_AAA Ramintos 16 LITHUANIA	\bigcirc

Particular facility(-ies) can be found by keywords using *Filter option*. The keywords are exact values of

- Facility Name,
- Facility ID,
- Facility Address,
- Facility Country,
- Facility Status,
- Facility Type.

For example: enter Status *inactive* as a keyword into *Filter* field. Only inactive facilities will be displayed.

Facilities				
G				• New facility
Filter inactive		Class by		
\${FACILITY_NAME}		FACILITY_DEM08		
NewTest Street 111 LITHUANIA	inactive	Gedimino 5542 ARGENTINA	inactive	

8.2 Facility detail

To review facility details,

- 1. Select *Facilities* from the navigation bar. *Facilities* list will be displayed.
- 2. Click on the facility name of interest by clicking directly on its name.
- 3. Facility sheet will open, listing available facility related information. The following information will be available in the sheet:
 - Facility Name,
 - Facility Identifier,
 - Facility Address, street one and street two
 - Facility City
 - Facility Adress Postal Code
 - Facility Country,
 - Facility Type,
 - Excise Number,
 - Economic Operator identifier,
 - Status,
 - Economic Operator Name,
 - The list of the Machines' names and status linked to this facility (the name is clickable to view the machine).

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	Dashboard	Facility sheet	
Ē	Orders	Deschvate	Sedit
5	Check UID	VIENAS_AAA	
▦	Economic operators		
•	Facilities	Manufacturing site with warehouse Contact information	
	Machines	ACCRESS	
ш	Reporting		
*	Users	5467997	
<u>E02 E</u>	_{Hast}	inactive	
			Open change logs

8.3 Facility creation

To create New Facility, perform the following steps:

- 1. Select Facilities from the navigation bar. Facilities list will be displayed.
- 2. Click New Facility button.

	Dashboard	Facilities					
	Orders	c					2 New facility
	Check UID	Filter keywordt keyword2	Class t	by			
1	Economic operators	\${FACILITY_NAME}		8DEMOS		EO8FAC	Ø
-7	Facilities	LITHUANIA	inactive	RELAND		Address BARBADOS	
11	Machines	ExternalFacility	\oslash	FACILITY_DEMO8	\bigcirc	FacilityXX	\oslash
ш	Reporting	Address AfgHANISTAN	-	ARGENTINA	Inactive	AUSTRIA	Inactive
*	Users	FacLast	\oslash	TestFacility	\oslash	VIENAS_AAA	\bigcirc
<u>E02 EC</u>	<u>tas</u> :	ZIMBABWE		AFGHANISTAN		LITHUANIA	

- 3. New Facility form will be opened.
- 4. Fill the fields with new facility related information and click **CREATE** button.

New Facility

Related econo	mic operator		
Select an Economic O	perator 👻		
Facility details			
Address Name			
Address Street One *			
Address Street Two			
Address City *			
Address Postal Code		3	
Country *			
Denmark Type *	•		
	~		
Global Location Numbe	er (GS1)		
Status ?			
Excise number	0		

5. The user is redirected to the list of *Facilities*, confirmation message '*New facility was successfully created*' appears in the upper right corner of the screen. New facility will be displayed in the list.

The creation of facilities doesn't require any validation. The facility is immediately created and the Facility Identifier is immediately generated.

8.4 Facility modification

To edit facility information, perform the following steps:

- 6. Select *Facilities* from navigation bar. *Facilities* list will be displayed.
- 7. Select facility you want to modify by clicking directly on its name. *Facility sheet* will be displayed.
- 8. Click *Edit* button.
- 9. Alternatively you can click *Edit* icon near facility name and select directly from the list.
- 10. Update facility screen will be displayed:
 - <u>Editable information</u> on the screen: Name, Address, Country, Type and Excise Number.
 - <u>Non-editable information</u> on the screen: Facility_ID, Status, Economic Operator Name, Reg_EOID, The list of the Machines names.
- 11.Update information in editable fields and click **MODIFY** button.

		Update facility
	Dashboard	
Ē	Orders	Facility Name *
	Check UID	Related economic operator
≞	Economic operators	
•	Facilities	Facility details
	Machines	
Ē	Product codes	Address Name Address Street One *
<u>111</u>	Reporting	
ш	Advanced reporting	Address Street Two Address City *
	Change logs	Address Postal Code
*	Users	Country *
	@ €	· · · · · · · · · · · · · · · · · · ·
_		Type * Retails Outlet
		Tax (excise) warehouse status ?
		Excise number
		Facility IDs
		EOID identifier
		MODIFY CANCEL

12.User is redirected to the *Facilities* list; confirmation message '*Facility has been successfully updated*' appears in the upper right corner of the screen.

8.5 Facility deactivation and reactivation

To deactivate facility perform the following steps:

- 1. Select *Facilities* from the navigation bar. *Facilities* list will be displayed.
- 2. Click on the facility name you want to deactivate. Facility sheet will be

displayed.

3. Click on *Deactivate* button.

E	Dashboard	Facility sheet	
Ē	Orders		Edit
D	Check UID	Facility	
<u>.</u>	Economic operators		
-	Facilities	Contact information	
=	Machines	400455	
ш	Reporting	ExternalMachine	
:	Users	Vendor Model inactive	
EO2 EI	o		

- 4. *Confirm deactivation* window is displayed.
- 5. Enter comment into *Message** field and click *CONFIRM* button.

Confirm deactivation	
Enter comment for deactivation confirmation	
Message *	
CONFIRM	

6. The user is redirected to the *Facilities* list, confirmation message '*Facility status has been successfully updated*' appears in the upper right corner of the window. Facility status in the list is highlighted as *inactive.*

Facilities					
C					• New facility
Filter keyword1 keyword2	Class	v v			
\${FACILITY_NAME}	Inactive	8DEMOS Ozo g. 500 IRELAND		EO8FAC Address BARBADOS	\bigcirc
FACILITY_DEMO8		FacilityXX		FacLast	
Gedimino 5542 ARGENTINA	inactive	new str. 43 Austria	Inactive	Address ZIMBABWE	
VIENAS_AAA Ramintos 16 LITHUANIA					

The deactivation of a facility deactivates every machines of the facility.

To reactivate Facility, perform the following steps:

- 1. Select *Facilities* from the navigation bar. *Facilities* list will be displayed.
- 2. Select a facility that you want to reactivate. Facility status in the list will be highlighted as *inactive*.



3. Open selected facility by clicking on its name. *Facility sheet* will be displayed.

I	Dashboard	Facility sheet	
Ē	Orders	Attrees	📀 Edit
	Check UID	FacilityXX	
E	Economic operators	CEO2 inactive	
•	Facilities	A Manufacturing site with waterhouse Contact information	
=	Machines	ACCHESS Austria	
ш	Reporting		Open change logs

- 4. Click on *Activate* button.
- 5. **Confirm activation** windows opens. Enter comment into **Message*** field and click **CONFIRM** button.

Confirm activation		
Enter comment for activation confirmati	on	
Message *	,	
CONFIRM	CANCEL	

6. The user is redirected to **Facility** list, confirmation message '**Facility status has been successfully updated'** appears at the upper right corner of the screen. Activated facility is not highlighted in the list. Reactivation of facility does not automatically activate the machines. Each machine must be reactivated one by one.

FacilityXX	
AUSTRIA	

9 Machines

9.1 Machines list and search

Perform the following steps to list and search facilities:

- 1. Select *Machines* from the navigation bar.
- 2. *Machines* screen should be displayed and a list of user related machines will be provided below.

::	Dashboard		Machines 🥝					
Ē	Orders		2					• New pathing
D	Check UID		Filter	Class	by			
≞	Economic ope	rators	keyword1 keyword2		•			
-	Facilities		ATOS8REpk0 545/707 1234 452452	inactive	NEW 5456780744 Bosh 452452	inactive	M1_F1_DEMO_2 se6/79978 Bosh S1243-4	Inactive
=	Machines							
ш	Reporting		SERIAL-NOI Vendor Model	Inactive	SERAL-NOS Vendor Model	\otimes	SERIALNOG Vendor Model	Inactive
*	Users							
E02 E	OLast	@ €						Contact - Data protection policy - API Documentation

User related machines can be listed using **Class by** option.

- Economic Operator Identifier
- Vendor $A \rightarrow Z$
- Vendor $Z \rightarrow A$
- Model $A \rightarrow Z$
- Model $Z \rightarrow A$
- Number $A \rightarrow Z$
- Number $Z \rightarrow A$
- Status

For example: select Number A \rightarrow Z from **Class by** drop-down list. Machines will be automatically listed by Number A \rightarrow Z.

Machines					
C					O New mach
Filter keyword1 keyword2	Class t	Y er A → Z •			
ATOS8REpk0 54567997 1234 452452	\bigotimes	NEW 5456789744 Bosh 452452	\oslash	M1_F1_DEMO_2 546678978 Bosh 51243-4	\bigotimes
	Inactive		Inactive		inactive
EO8MAC SERAL-NOI Vendor	\oslash	EXTERNAL_MID SERIAL-NOS Vendor	\oslash	ExternalMachine SERAL-NO6 Vendor	\oslash
Model	inactive	Model		Model	inactive

Particular machine(s) can be found by keywords using *Filter option*. The

keywords are exact values of

- Economic Operator Identifier,
- Facility ID,
- Machine Producer,
- Machine Model,
- Machine Number,
- Machine Status.

For example: enter **Machine Producer** as a keyword into **Filter** field. Only machines produced by this producer will be displayed.

Machines				
C				New machine
Filter Bosh	Class b	y •		
NEW S456789744 Bosh	\oslash	M1_F1_DEMO_2 S45678978 Rosh	\oslash	
452452	Inactive	S1243-4	inactive	

9.2 Machine detail

To review machine information:

- 1. Select *Machines* from the navigation bar. *Machines* list should be displayed.
- 2. Select machine of interest by clicking directly on its name.
- 3. *Machine sheet* will be displayed listing available machine related information. The following information will be available in the sheet:
 - Machine name;
 - Machine ID
 - Producer
 - Model
 - Serial number
 - Capacity
 - Status
 - Facility name

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	Dashboard	Machine sheet 🛛 🥑
Ē	Orders	
5.	Check UID	
且	Economic operators	NAMES
6	Facilities	PRODUCER
	Machines 1	CAALCITY STATUS
ш	Reporting	FACUTY T
:	Users	Open change logs
<u>E02 E0</u>	Last 💿 🕀	Contact + Bala potention outiny + API Documentation

9.3 Machine creation

To create a machine perform the following steps:

- 1. Select *Machines* from the navigation bar. *Machines* list will be displayed.
- 2. Click **New machine** button.

	Dashboard	Machines					
Ē	Orders	c					2 O New machine
	Check UID	Filter	Class t	by			• <u> </u>
	Economic operators	REFORD		NEW			
a	Facilities	S4567897	inactive	S456789744	Inactive	S45678978	inactive
	Machines						
ш	Reporting	EOBMAC SERIAL-NOT	Inactive	EXTERNAL_MID SERALINOS Vendor Model	\oslash	ExternalMachine SERAL-NOS	Inactive
*	Users						
<u>E02 E0</u>	Last 🕲 🔿						Contact = Data protection policy = API Documentation

3. **New machine** screen will be displayed. Fill the form with required information and click **CREATE** button.

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	Dashboard	New machine
Ē	Orders	
53		Machine name
	Economic operators	Select an economic operator *
_	F = -11/4	
-	Facilities	Select a facility *
<u></u>	Machines	Vendor *
ш	Reporting	
*	Users	Serial number *
<u>E02 E0</u>	Last (♦) →	Capacity *
		GIAI (Global Individual Asset Identifier)
		Machine ID is issued in another UID system 🕜
		CREATE CANCEL

 The user is redirected back to *Machines* list, newly created machine will be visible on the list, confirmation message '*New machine has been successfully created.*' appears at the right upper part of the screen.

9.4 Machine modification

To modify a machine perform the following steps:

- 1. Select *Machines* from the navigation bar. *Machines* list should be displayed.
- 2. Select machine you want to modify by clicking directly on its name. *Machine sheet* will be displayed.

::	Dashboard	Machine sheet	
	Orders		O Edit
	Check UID	GE Machine demo	
l	Economic operators	D	
6	Facilities	N. MORE 5 MORE	
	Machines	PRODUCER CARACITY	
ш	Reporting	53205	
*	Users	HAQUIT	Open change logs
E02.E0	Last (0) 🏵		31.1.31

3. Click *Edit* button. *Update machine* screen will be displayed.

	Dashboard	Update machine			
Ē	Orders				
Σ	Check UID	GE Machine demo	0		
≞	Economic operators	Facility *			
-	Facilities	ID *			
=	Machines	Vendor *			
ш	Reporting	Model *			
*	Users	Serial number *			
<u>E02 E0</u>		Capacity *			
				MODIFY	CANCEL

4. Alternatively **Update machine** screen can be accessed by clicking **Edit** icon which is near machine name in the **Machines** list.

	Dashboard	Machines		
	Orders	C		
	Check UID	Filter	Class by	
▦	Economic operators	keyword1 keyword2		
.	Facilities	GE Machine demo	BREpko	Inactive
-	Machines			
ш	Reporting	M1_F1_DEMO_2	EO8MAC	Inactive
*	Users	ExternalMachine	\oslash	
<u>E02 E0</u>			Inactive	

- 5. Update information in editable fields as needed and click **MODIFY** button.
- 6. The user is redirected back to *Machines* list, updated machine will be visible on the list, confirmation message '*Machine has been successfully updated.*' appears at the right upper part of the screen

9.5 Machine deactivation / reactivation

To deactivate a machine perform the following steps:

- 1. Select *Machines* from the navigation bar. *Machines* list will be displayed.
- 2. Select machine you want to deactivate by clicking on it's name. *Machine sheet* will be displayed.

Dashboard	Machine sheet	
Crders		
Check UID	GE Machine demo	
Economic operators	۵,	
Facilities	NUMBER C MODEL	
Machines	PRODUCER	
I Reporting	STATUS	
Users	FACUTY	
F793 F791		Ope

- 3. Click *Deactivate* button.
- 4. **Confirm deactivation** windows open. Provide reason into **Message*** field and click **CONFIRM** button.

Confirm dead	tivation			
Enter comment for	deactivation cor	nfirmatio	n	
Message *				
	CONFI	RM	CANCEL	

5. The user is redirected to *Machines* list, deactivated machine's status in the list is highlighted as *inactive* and confirmation message '*Machine status has been successfully updated'* appears in the upper right corner of the screen.

::	Dashboard	Machines					
Ē	Orders	c					O New machine
Þ	Check UID	Filter	Class by				
≞	Economic operators	keyword1 keyword2		•			
.	Facilities	GE Machine demo	Inactive	акерко	inactive	S456789744 Bosh 452452	inactive
-	Machines	M1 51 DEMO 2		FORMAC			
ш	Reporting		Inactive	SERIAL-NOI	inactive	SERALAUS	۷
*	Users	ExternalMachine	Ø				
<u>E02 E0</u>	Nast 🕲 🗲		inactive				

To reactivate machine perform the following steps:

- 1. Select *Machines* from the navigation bar. *Machines* list will be displayed.
- 2. Select machine you want to reactivate by clicking on it's name. *Machine sheet* will be displayed.
- 3. Click *Activate* button.

	Dashboard	Machine sheet
Ē	Orders	
5	Check UID	GE Machine demo
≞	Economic operators	D inactive
a	Facilities	NUMBER MODEL
=	Machines	PRODUCER CARACITY
ш	Reporting	FACULTY CONTRACT OF CONTRACT.
*	Users	Open change logs
EOS EC	1.ast © 🏵	Contact + Data statement collex + AP Decomparisation

4. **Confirm activation** windows opens. Provide reason into **Message*** field and click **CONFIRM** button.

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Confirm acti	vation			
Enter comment fo	activation confir	rmation		
Message *				
	CONT			
	CONFI	RM		

 The user is redirected to *Machines* list, activated machine's status in the list is not highlighted and confirmation message '*Machine status has been successfully updated*' appears in the upper right corner of the screen.

	Dashboard	Machines					
Ē	Orders	c					O New machine
Þ	Check UID	Filter	Class by	,			
≞	Economic operators	keyword1 keyword2		•			
	Facilities	GE Machine demo	\otimes	BREpko	inactive	NEW	Inactive
-	Machines			FORMAC			
ш	Reporting	MI_FI_DEMO_2	Inactive	SERIAL-NOI	Inactive	SERALNOS	۷
*	Users	ExternalMachine					
EO2 EC	1.ast 💿 🗲	SERALADS	Inactive				

10 Reporting

Select *Reporting* from the navigation bar. *Reporting* screen is displayed.

Dashboard	Reporting	
Crders		Download report
Check UID	Number of ordered UIDs	
Economic operators	IDs issued for all registries between 9/12018 and 3/7/2019	Settings Period
Facilities		© bay ⊛ Month ⊙ Year
Machines	ал —	From To 09/01/2018 03/07/2019
III Reporting		Registry
Lusers		 Facility Machine Order status
EDZEGLAME () ()	Date Number of ordered aggregated UDs 10019 4.4K 128 22019 11.6M 350K 22019 6.9K 5	Order status Order status • •

Reporting Screen consists of 3 parts:

- 1. Graph area which graphically represents report results generated after selecting options in *Settings* section;
- 2. **Settings** section where you can choose required parameters to generate report,
- 3. **Download report** button allows to download generated report to preferred directory on your computer.

The following parameters can be set in *Settings* section:

- Period subsection allows to choose from: Day (radio button), Month (radio button), Year (radio button).
- Range subsection allows to set *From* and *To* date fields. Date can be entered manually, set using up/down arrows or selected from calendar.

any	е –					
om					Т	o
09/0	1/2018	3	×¢	۳		03/0
Septe	mber	2018	•		•	Þ
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
	4	2	3	4	5	6

• Registry – subsection allows to choose from: *All, Economic Operator, Facility* and *Machine*. For all options except *All* you will be asked to provide EO ID, facility ID or machine ID respectively in the field which appears below.



 Order status – subsection allows to choose the following options from drop-down list: Pending, Waiting for Approval, Approved, Downloaded and Cancelled.

Order status		
Order status		
	\oplus	
Pending	1	
Waiting for approval		
Approved		
Downloaded		
Cancelled		DESET
	PLY	RESET

When all options in the **Settings** section are selected correctly, the **Download report** button is activated and report is ready to be downloaded to your computer.

	Download report
Settings	
Period	
DayMonthYear	
Range	
From	То
09/01/2018	03/07/2019
Registry	
 All Economic operator Facility Machine Machine Id * 	
NEW	
Order status Order status)
_	
APPLY	RESET

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11 Users

11.1 User list

Select **Users** from the navigation bar. **Users** list will be displayed on the screen.

Dashboard	Users
Drders	C Determined
5 Check UID	Filter Class by
Economic operators	
Facilities	
Machines	
III Reporting	Catel - Educatedonoldy - all Docementary
Lusers	
EOZ EOLASI	

Users can be listed using **Class by** option.

- First Name $A \rightarrow Z$
- First Name $Z \rightarrow A$
- Last Name $A \rightarrow Z$
- Last Name $Z \rightarrow A$
- Status

Particular User can be found entering the following values to the Filter field:

- First Name
- Last Name
- E-mail

11.2 New user creation

To create new user, perform the following steps:

- 1. Select *Users* from the navigation bar. *Users* list will be displayed.
- 2. Click on the *New user* button.

Users		
C		New user
Filter	Class by	
keyword1 keyword2	τ	

- 3. *New user* form will open.
- 4. Fill in the information to the fields and click *CREATE* button.

Complete the mandatory fields:

- First name* : the first name of the user
- Last name *: the last name of the user
- Email *: the email of the user
- Phone number*: the phone number of the user
 Roles *:
- Type: the desired role
 - Economic Operator administrator
 - Economic Operator user
- Entity type : Economic Operator / Facility or machine
- Entity: The entity or entities that the user must be able to manage.

The fields allows to refine as much as possible the role and rights of the user.

If you choose an EO (or more) then the user will have the rights on the selected EO, the attached facility(s), and the attached machine(s).

If you choose a Facility, the user will have the rights on this facility and its machine(s).

If you choose one or more machines, the user has the rights only on the selected machine(s).

|--|

First name * Last name My first name	e *
Email *	
Telephone *	
8	Type * Economic operator user
Roles	Economic operator administrator Economic operator user
Type *	
Economic operator user	Entity type
Entity *	Facility Machine
FACITIY3	
test facility	•

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New user			
First name *	Last name *		
E-mail *			
Phone number *			
Roles _{Type} *	•		
		CREATE	CANCEL

 The user is redirected to the main list, confirmation message 'New user has been created' appears at the upper part of the screen. New user will be visible in the list.

Roles details :

Role type :

- Economic Operator administrator : Can create EO's, create users, request UIDs... in relation to the entity to which it is attached
- $\circ~$ Economic Operator user: Can order UIDs for the entity to which it is attached

Entity:

- Entity type : 3 kinds of entity
 - Economic Operator
 - Facility
 - machine

Entity: The entity or entities that the user must be able to manage.

Example: EO entities (with all their facilities and machine), or just facility/ies or just for 1 machine or different machines...

11.3 User Deactivation

Perform the following steps to deactivate user:

- 1. Select **Users** from the navigation bar. **Users** list will be displayed.
- 2. Select user by clicking directly on its name. **User sheet** will be displayed.

	Dashboard	User sheet
Ē	Orders	
5	Check UID	E0888 LAST
且	Economic operators	E MAL
-	Facilities	ROLE
	Machines	SING
ш	Reporting	Entities • EDB
-	Users	trigging Economic operator
E02.E0	1.as:	VIENAS-du Economic operator
		- EOLIX.2X

- 3. Click **Deactivate** button.
- 4. **Confirm deactivation** window opens. Enter comment into **Message*** field and click **CONFIRM** button.

Confirm deact	ivation	
Enter comment for d	eactivation confirmation	
Message *		
	CONFIRM	

 The user is redirected to the Users list, confirmation message 'User status has been successfully updated' appears at the upper corner of the screen, the user status in the list is highlighted as inactive.

I	Dashboard		Users				
Ē	Orders						
	Check UID		C	Class by			New user
Ē	Economic operators		keyword1 keyword2	•			
	Facilities		E0888 LAST	Inactive	User 2	User/3	9
88	Machines						
ш	Reporting						
•	Users					Contact = Data entection colicy	(= APIDocumentation
<u>E02 E0</u>	Last 📀	€					

12 Account & Setting

12.1 My Account

To access your own account:

- 1. Click on your user name which will be displayed at the bottom of the navigation bar.
- 2. My account screen will be displayed:

	Dashboard	My account 🛛 2
Ē	Orders	
	Check UID	Frst name EO2 Last name EOLast
▦	Economic operators	Email
	Facilities	Role Economic operator administrator Preferred language
	Machines	Change password Update personal information
<u>111</u>	Reporting	Entities
•	Users	• FACILITY_DEMO8 Facility
EO2 EC	Last 1 💿 🔿	ExternalEo Economic operator

My account screen holds the following information:

- Personal information of economic operator,
- Economic operator related entities (other economic operators, facilities, machines)
- Change password option
- Update personal information option

Perform the following steps to Change password.

- 1. Click on your name at the bottom of the navigation bar. *My account* screen will be displayed.
- 2. Click Change password button.

	Dashboard	My account	
Ē	Orders		
D	Check UID	First name EO2 Last name EOLast	
▦	Economic operators	Email	
a.	Facilities	Role Economic operator administrator Prefered language	
	Machines	Change password Update personal information	
ш	Reporting	Entities	
:	Users	ExternalEo Economic operator	
EOS EO	Last 1 🛞 🔿	• testEo3 Economic operator	

- 3. Change password window will open.
- 4. Enter old password and new password into corresponding fields and click **CHANGE PASSWORD** button.

Change password	* mandatory fields
Old password *	
New password *	
Confirm new password *	
CHANGE PASSWORD	CANCEL

5. The user will be redirected to the initial system login screen and will be able to login using his new password.

ा छ) Sign in User Identifier •	Create an Account
Password *	You may create your account using the register form. Create account
Forgot your password?	
ОК	

To Update personal information perform the following steps:

- 1. Click on your name at the bottom of the navigation bar. *My account* screen will be displayed.
- 2. Click on Update personal information button.

	Dashboard	My account	
Ē	Orders		
	Check UID	First name EO2 Last name EOLast	
▦	Economic operators	Email Phone	
a	Facilities	Role Economic operator administrator	
	Machines	Preferred language English 2 Change password Update personal information	
ш	Reporting	Entities	
•	Users	ExternalEo Economic operator	
EO2 EO	Last 1 ⊗ ∋	• testEo3 Economic operator	

- 3. **Update personal information** window opens displaying current information in the fields.
- 4. Update information as needed and click **UPDATE** button

Update perso	nal information	* mandatory fields
First name *	Last name *	
EO2	EOLast	
E-Mail *		
Preferred lang	uage	
	UPDATE CANCEL	

 The user is redirected to *My account* screen where updated information will be seen, and confirmation message `*Your account has been updated*' appears at the upper part of the screen.

12.2 Settings

To access your settings, perform the following steps:

1. Click on Settings icon which is near your username at the bottom of the

navigation bar.

2. Settings screen will be displayed.

	Dashboard	Settings 🕗
	Orders	User's settings
	Check UID	Receive email when ordered UIDs are ready for download Date format 3
▦	Economic operators	
a	Facilities	5 SAVE CHANGES CANCEL
	Machines	
Ш	Reporting	
*	Users	
<u>E02 E0</u>	Last 1 🛞 🔿	

- 3. Select an option to '*Receive email when UIDs are ready for download*' by clicking on the button.
- Set the preferred **Date format** which will be displayed across options of his account. The following date formats are available from the drop down list:
 - YYYY-MM-DD
 - DD-MM-YYYY
 - MM-DD-YYYY
 - YYYY/MM/DD
 - DD/MM/YYYY
 - MM/DD/YYYY
- 5. Click **SAVE CHANGES** button to save your preferences.

13 API

13.1 Introduction

UID ordering and download can be automated (system to system integration) via provided API.

13.2 API Integration

This API implements a REST-like interface. **Only technical users/administrater role (see chapter 7.5 for technical user creation) can use the API**. As all technical users are Economic operator admins, they can perform same actions as ordinary user with Economic operator admin role.

13.2.1 Login with the API LOGIN

In order to get access and refresh tokens, login API must be called. The call will be POST method with JSON body consisting of economic operator ID (EOID), username and password.

POST to <host>/technical/login with body:

```
{

"username": "test",

"password": "Test987?",

"EO_ID":"atostest"

}
```

In case of success, the response with HTTP status 200 and tokens in response body will be returned.

```
Response example:
```

```
{
```

```
"access_token":
```

"eyJhbGciOiJSUzI1NiIsInR5cCIgOiAiSldUIiwia2lkIiA6ICJWdmMtN0k5VmRaaDJJc TJIdE8zak56ZGo0SktqQzdSNIB0bjNIRExWdklvIn0.eyJqdGkiOiJkNGZINDhhYy03 OGFmLTRIZDYtOWFkNy01NDNiZTBjZTJmZWIiLCJleHAiOjE1NTEwOTEzNTcsIm5i ZiI6MCwiaWF0IjoxNTUxMDkxMDU3LCJpc3MiOiJodHRwOi8vdWlkLWlzc3Vlci54Lm luc29mdC5sdC9hdXRoL3JlYWxtcy91aWQtaXNzdWVyLXRIY2huaWNhbC1kZXYiLC JhdWQiOiJsb2NhbGhvc3QiLCJzdWIiOiI5ZmJkYTdkZS1jNzFhLTRjZWYtOGM3YS03 OWVhZDFjYWU3ZWYiLCJ0eXAiOiJCZWFyZXIiLCJhenAiOiJsb2NhbGhvc3QiLCJhdX RoX3RpbWUiOjAsInNlc3Npb25fc3RhdGUiOiJiMDgzMTdmZC01Y2NjLTQ2NDUYjI 5NC0zYjhjYzc2OGE4ZjgiLCJhY3IiOiIxIiwiYWxsb3dlZC1vcmInaW5zIjpbImxvY2Fs aG9zdDo4MDgwIl0sInJlc291cmNIX2FjY2VzcyI6eyJhY2NvdW50Ijp7InJvbGVzIjpb Im1hbmFnZS1hY2NvdW50IiwibWFuYWdlLWFjY291bnQtbGlua3MiLCJ2aWV3LXB yb2ZpbGUiXX19LCJzY29wZSI6InByb2ZpbGUgZW1haWw Confidential

iLCJlbWFpbF92ZXJpZmllZCI6ZmFsc2UsInByZWZlcnJlZF91c2VybmFtZSI6ImF0b 3NlZHl2a3FtZW51bGlzIn0.R_-52vhj2-

d7twaOQoMmDHqiXcZ2evarUIMIdEMNX0bHPfiSCBEyUIL6EsIIKTUIPyGxWrkyIcYrKVmGg]-

qv5ssLYqp6osXVajt6w8U0Y6o0BPxUwJRcWUzhQZW1B9vHQQsLx2nbdK0Xd-VzLRFtwqnOPt215Q2GRLwJj73UdjqbA6JwcvanoWC0Z-

p9ZZHBdrbG5hBRAL1KBnxBHzAjoEgGK3_1Oofzr2GJyOxikhHacQovbDabQLca4U 47OpJe4wbgEnBMTBCC9n2hy0IqePthykMsH26CgDEHfLwqi2Q6e2UHTB6eCwD6t zMIQ9LrEkKVBd9WC6Z-wx85mIXYg",

"expires_in": 300,

"refresh_expires_in": 1800,

"refresh_token":

"eyJhbGciOiJSUzI1NiIsInR5cCIgOiAiSldUIiwia2lkIiA6ICJWdmMtN0k5VmRaaDJJc TJIdE8zak56ZGo0SktqQzdSNIB0bjNIRExWdklvIn0.eyJqdGkiOiI4OTAwM2RmNC0 zYmJhLTQyNzgtYmMxNS05ODY1ZmU5OWY4YmEiLCJleHAiOjE1NTEwOTI4NTcsI m5iZiI6MCwiaWF0IjoxNTUxMDkxMDU3LCJpc3MiOiJodHRwOi8vdWlkLWlzc3Vlci5 4Lmluc29mdC5sdC9hdXRoL3JlYWxtcy91aWQtaXNzdWVyLXRIY2huaWNhbC1kZX YiLCJhdWQiOiJsb2NhbGhvc3QiLCJzdWIiOiI5ZmJkYTdkZS1jNzFhLTRjZWYtOGM3 YS03OWVhZDFjYWU3ZWYiLCJ0eXAiOiJSZWZyZXNoIiwiYXpwIjoibG9jYWxob3N0I iwiYXV0aF90aW1IIjowLCJzZXNzaW9uX3N0YXRIIjoiYjA4MzE3ZmQtNWNjYy00NjQ 1LWIyOTQtM2I4Y2M3NjhhOGY4IiwicmVzb3VyY2VfYWNjZXNzIjp7ImFjY291bnQi Onsicm9sZXMiOlsibWFuYWdlLWFjY291bnQiLCJtYW5hZ2UtYWNjb3VudC1saW5rc yIsInZpZXctcHJvZmlsZSJdfX0sInNjb3BIIjoicHJvZmlsZSBlbWFpbCJ9.uTXJPWoOh BittrxxzOViZOQaF9vInJIj2KXA28aPljDSa4ha1FYCwfTuuqg3dCL1oOSO6KWdBes0Haa7zS11J9on49E74Xax2YmpDM-

dCL1oOSQ6KWdBes0Hgq7zS1IJ9on49F74Ygx2YmpDM-

tOhEm7kthrcls4L0tmv78cOXVDCJK32mYkjUUMzThoGENRF1JsPuVBBcginyTR3Pn exUb_IUYB7jfpsY01xUCP_mbfdH1e20GzF7TBOjD8C8ZpQ57yhAFQ8iOgMMNuRc bgJ-QsDGQ1EmYG1PCla1xs_W0PCFZG_0s1wTJNtCkq-Pg",

"token_type": "bearer", "id_token": null, "not-before-policy": 1551087910, "session_state": "b08317fd-5ccc-4645-b294-3b8cc768a8f8", "scope": "profile email"

}

In case of wrong credentials or other SSO error, the HTTP 502 status will be returned.

After access-token expires, a new one can be retrieved by calling refresh API with refresh-token in the header named "refresh-token". The result is the same as login API.

13.2.2 Token integration

Two headers must be added to every request in order to be able to access any secured endpoint.

Bearer

First header named "Authorization" must contain access-token retrieved from login API in format: "Bearer <access-token>". Second header will be named "Realm" with value "Technical".

For example:

Authorization:

eyJhbGciOiJSUzI1NiIsInR5cCIqOiAiSIdUIiwia2lkIiA6ICJPWnRYcGFiWEJMRHdpMk NoNXEydHlvQl9ZLWpUN0xTNi1BQlhpOGota29BIn0.eyJqdGkiOiIxOWE5ZDllMS00 MjhhLTQ4OWYtOTRhZi0xMDY5MTk5MGI1ZWMiLCJleHAiOjE1NTIzOTQ3NjAsIm5i ZiI6MCwiaWF0IjoxNTUyMzk0NDYwLCJpc3MiOiJodHRwOi8vdWlkLWlzc3Vlci54Lml uc29mdC5sdC9hdXRoL3JlYWxtcy91aWOtaXNzdWVyLXFhIiwiYXVkIjoidWlkLWlzc 3Vlci1hcGkiLCJzdWIiOiI5ZGY4NWUyYS0yYTFjLTRiYmUtOTU5Yy00ZWYxNDZiMja wMTQiLCJ0eXAiOiJCZWFyZXIiLCJhenAiOiJ1aWQtaXNzdWVyLWFwaSIsImF1dGhf dGltZSI6MCwic2Vzc2lvbl9zdGF0ZSI6ImZjYzq3ZWQ5LWZmYmMtNDE1NS05ZDF hLWEyMTJkYzRmY2JjZCIsImFjciI6IjEiLCJhbGxvd2VkLW9yaWdpbnMiOltdLCJvZW FsbV9hY2Nlc3MiOnsicm9sZXMiOlsiSVNTVUVSX0FETUIOII19LCJvZXNvdXJiZV9hY 2Nlc3MiOnsiYWNjb3VudCI6eyJyb2xlcyI6WyJtYW5hZ2UtYWNjb3VudCIsIm1hbmF nZS1hY2NvdW50LWxpbmtzIiwidmlldy1wcm9maWxlIl19fSwic2NvcGUiOiJlbWFpb CBwcm9maWxIIiwiZW1haWxfdmVyaWZpZWQiOmZhbHNILCJwcmVmZXJyZWRfd XNIcm5hbWUiOiJ0ZXN0QGluc29mdC5sdCJ9.rIipHDBJTvlVNri5mZkjNKwhzqGV-0XZuKVoL0DtYL1PXSXuiTtTW8rXWwabtYzSyfCUrPVBu q2F5AeKl qWHzJM fKp BBEY2SBFqB-alhUTa2qWquUtETRDUweq-AfelhdSuwELuplit2JU3T-F IYMqniuvnP1PS4EI8T3AkzqIBjNLPNm7WRHimxcXtUjV4XubryplczXaq4QD0f4j H4Cfx8n GXJKOmhElcKepx0HQZs9PvmUYxd898sqN8ZuObPg-SIER8ygiHEWfUGtxjEFpk0IVPYg e9XgnCugFy8Q X22HrH8Rs6AtCb0zRN iBKbCcoo85FCDWzHqq Realm: Technical

13.2.3 SWAGGER

Swagger documentation can be accessed from user interface after successful login by clicking on '**API documentation**' link which is located in page footer.

	Dashboard	Check UID	
Ē	Orders	* mandatory Order type	y fields
		Ilunit order O III Aggregate order	
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14 Helpdesk

14.1 Operation and contact

If you encounter issues that you are not able to resolve, please contact the Helpdesk by phone or e-mail. You will find these details via **Contact** hyperlink at the bottom on every screen of the system.



Contact

Data protection policy

API Documentation

When you click on *Contact* hyperlink, *Contact* screen will be displayed. Available options to contact helpdesk are:

- By phone;
- By e-mail;
- Submitting your contact details and your message in the designated window.

Phone number and e-mail address are country specific. You should open your ID Issuer application *Contact* screen to receive valid contact details.
Confidential

Contact

ID Issuer		
Contact us		* mandatory fields
Your name *	Your email *	
Company name		
Title of your question *		
Your question *		
SEND CANCEL		