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International Process Guidelines

UB\_BUC\_03– Simultaneous Registration

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**Document history:**

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| **Revision** | **Date** | **Created by** | **Short Description of Changes** |
| V0.1 | 08/06/2017 | Secretariat  | First draft of the document submitted for review to the Unemployment Benefits Ad Hoc group |
| V0.2 | 31/08/2017 | Secretariat | Implement changes and updates following the AHG comments. Version submitted for AC review. |
| V0.99 | 04/10/2017 | Secretariat | Implemented changes and updates following the AC review. Version submitted for AC approval. |
| V1.0 | 27/10/2017 | Secretariat | **AC approved version.** |
| V4.1.0 | 24/08/2018 | Secretariat | Performed patch changes to reference the new CDM version 4.1.0. |

# UB\_BUC\_03 – Simultaneous Registration

**Description:** The role of the UB\_BUC\_03 is to allow institutions of a Member State to request relevant information from the other Member State in cases where a former Crossborder worker registers simultaneously with the employment services in the Member State (MS) of residence and in the MS of last activity. To this end, Article 65(2) of Regulation No 883/2004 allows a former Crossborder worker who returns to MS of residence and registers with the employment services there to register – as a supplementary step – also with the employment services of MS of last activity. Similarly, former self-employed frontier worker (as defined in the first sentence of Article 65a(1) of Regulation No 883/2004) who registers with the employment services of MS of last activity can – as a supplementary step - register also with the employment services of MS of residence. Given that in such situations, the petitioner is registered simultaneously with the employment services of two Member States and should in principle fulfil the obligations and carry out job seeking activities in both these States, it is necessary that the institutions concerned communicate with each other and exchange information on the registration and job seeking activities of the petitioner.

However, it needs to be recalled that the obligations and job seeking activities in the MS which provides unemployment benefits have priority and at the same time non-fulfilment of obligations and job seeking activities in the other MS cannot affect the petitioner’s entitlement to unemployment benefits received from the first MS.

In any case, a sensible implementation of simultaneous registration of a jobseeker with employment services of two Member States requires that the institutions involved take account of the registration and job seeking activities in the other MS and coordinate their demands towards the jobseeker (keeping in mind that the obligations in the MS providing the benefits have priority).

The request for information on the jobseeker’s registration and job seeking activities can be initialised by either the Member State of residence, or the Member State of last activity. The Case Owner is the party who initiates the request, initiating a new case.

When both Member States want to request registration information, a separate case has to be initiated by each Member State. For example, the institution of MS of last activity receives a request for information (SED U018) from the MS of residence and provides the requested data. At the same time, that institution might wish to also be informed about the jobseeker’s registration and search for employment in MS of residence. It therefore can initiate a new case and request information (via SED U018) from MS of residence. Thereby, both institutions mutually inform each other about the jobseeker’s registration and job seeking activities in their respective Member State by using two “mirror” UB\_BUC\_03.

**Legal base:** The legal basis of the UB\_BUC\_03 lies in Article 56 of Regulation No 987/2009. The following table specifies SEDs used in this BUC and documents the articles that provide the legal basis for each SED:

|  | Basic Reg (883/04) | Implementing Reg. (987/09) |
| --- | --- | --- |
| **SED** | **65(2)** | **65(3)** | **65a (1)**  | **56**  |
| U018 Request Registration Info – Crossborder Worker | **✓** | **✓** | **✓** | **✓** |
| U019 Registration Info – Crossborder Worker | **✓** | **✓** | **✓** | **✓** |

**Glossary of relevant terms used in UB\_BUC\_03:**

| **Term used** | **Description** |
| --- | --- |
| *Case Owner* | The institution which initiates a case and requests information on registration and job seeking activities in the other MS. |
| *Counterp**arty* | Institution of a Member State which receives a request from the Case Owner and provides information on registration and job seeking activities of the jobseeker in its MS. |
| *Petitioner* | A former Crossborder worker who registers in the MS that is under Art. 65 (2) sentence 1 (MS of residence) or under Art. 65a(1) (MS of last activity) of Reg. 883/2004 competent for provision of unemployment benefits and – as a supplementary step – he/she also registers in the other MS not providing the benefits. |
| *Crossborder worker* | A crossborder worker is a person who during his or her last activity resided in one country and worked in another country. Article 65 of Regulation No 883/2004 applies to crossborder workers and allows them to claim unemployment benefits in the Member State of their residence rather than the Member State of their last activity. Frontier workers (see Article 1(f) of Regulation No 883/2004) always claim unemployment benefits in the State of their residence, other crossborder can apply for unemployment benefits either in the Member State of their last activity or in the Member State of their residence (Article 65(2) of Regulation No 883/2004). Article 65a regulates specific situation of former self-employed frontier workers who cannot claim unemployment benefits in MS of residence and allows them to apply for unemployment benefits in MS of last activity instead.  |

**Request-reply SEDs:**

| REQUEST SED | REPLY SED(s) |
| --- | --- |
| U018 - Request Registration Info – Crossborder Worker | U019 – Registration Info – Crossborder Worker |

# How to start this BUC?

In order to help you understand the UB\_BUC\_03 we have created a set of questions that will guide you through the main scenario of the process as well as possible sub-scenarios or options available at each step along the way. Ask yourself each question and click on one of the hyperlinks that will guide you to the answer. You will notice that in some of the steps where it is allowed to use the additional horizontal and administrative sub-processes they will be listed under the step description.

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| What is my role in the social security exchange of information I have to complete?  |
| If you are the Institution which requires from the other Member State information on the jobseeker’s registration and job seeking activities, your role will be defined as the **Case Owner**. [I am the Case Owner](#CO1). (step CO.1) |
| If you are the Institution that receives a request, from another country, for information on the jobseeker’s registration and job seeking activities, your role will be defined as the **Counterparty**.[I am the Counterparty](#CP1). (step CP.1) |

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| CO.1 Who do I need to exchange information with? |
| As the Case Owner, your first step in any new request of information will be to identify the responsible Member State that you need to request information from. The second step is to identify the relevant institution in this Member State that is responsible for the information you require. In this Business Use Case, the institution can be chosen only among the institutions responsible for the unemployment sector. This activity will define the Counterparty you will be working with in the gathering of information.[I need to identify the Counterparty](#CO2). (step CO.2)[I have identified the Counterparty I need to contact](#CO3). (step CO.3) |

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| CO.2 How do I identify the correct institution to exchange information with?  |
| In order to determine the relevant Competent Institution from another Member State you will need to consult the Institution Repository (IR). The IR provides an electronic record of all current and previous Competent Institutions and Liaison Bodies that have been responsible for the crossborder coordination of social security information for each of the relevant Member States.Please note that the Liaison Body should be chosen only if it is impossible to identify the correct Competent Institution in the respective Member State or if the case is handled by the Liaison Body.Normally, you should ask the jobseeker with which institution in the other MS he/she is registered. To access the IR please use the following link.[I have now identified the Competent Institution from the Member State I need to contact.](#CO3) (step CO.3) |

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| CO.3 How do I request registration information from the selected Counterparty? |
| The next step in the international process for you is to fill SED [U018 – Request Registration Info – Crossborder Worker](../../SEDs/Description/U018/U018.docx), making sure you enter all the required information. You then send SED U018 (including any attachments if necessary) to the Counterparty.After sending, you expect to receive the corresponding reply in SED [U019 – Registration Info – Crossborder Worker](../../SEDs/Description/U019/U019.docx) from the Counterparty that you can evaluate for further handling the local case.[I have received SED U019 in response to my Request for registration information.](#CO4) (step CO.4)[I have to close the business use case.](#_CO._5_What) (step CO.5) |
| Sub-process steps available to the Case Owner at this stage:[I want to remind a Counterparty of a SED or information that it needs to send to me (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06).](../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx)[I want to update the information contained in the sent SED (AD\_BUC\_10).](../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx)[I want to forward the case to another Competent Institution in my Member State because I am no longer competent to handle it (AD\_BUC\_05).](../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to exchange additional information not foreseen in the case-specific SEDs (H\_BUC\_01)](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx).[I want to determine the residence of the former Crossborder Worker (H\_BUC\_02).](../../../Horizontal_Sub-Processes/H_BUC_02_Subprocess.docx)[I want to Exchange a claim document with the Counterparty (H\_BUC\_06).](../../../Horizontal_Sub-Processes/H_BUC_06_Subprocess.docx)[I want to notify the Counterparty of a Death of Person (H\_BUC\_07).](../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx) |

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| CO.4 What should I do when I have received a reply SED U019? |
| After receiving the reply in SED [U019 – Registration Info – Crossborder Worker](../../SEDs/Description/U019/U019.docx) from the Counterparty, you should evaluate it and take into account the information received for further handling the case.When no additional requests have to be sent to this Counterparty, the case ends here. The Case Owner should close the case.If you wish to send additional requests for information (SED [U018](../../SEDs/Description/U018/U018.docx)) to the Counterparty, you can create a new SED U018. You can send it to the Counterparty, who then should answer the additional request by replying with new SED U019.[I have to close the business use case.](#_CO._5_What) (step CO.5) |
| Sub-process steps available to the Case Owner at this stage:[I want to Reject a received SED (AD\_BUC\_09)](../../../Administrative_Sub-Processes/AD_BUC_09_Subprocess.docx) provided that you haven't already reacted to this SED.[I want to resolve uncertainties about information in a SED I received (AD\_BUC\_08).](../../../Administrative_Sub-Processes/AD_BUC_08_Subprocess.docx)[I want to remind a Counterparty of a SED or information that it needs to send to me (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06).](../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx)[I want to update the information contained in the sent SED (AD\_BUC\_10).](../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx)[I want to forward the case to another Competent Institution in my Member State because I am no longer competent to handle it (AD\_BUC\_05).](../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to exchange additional information not foreseen in the case-specific SEDs (H\_BUC\_01)](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx).[I want to determine the residence of the former Crossborder Worker (H\_BUC\_02).](../../../Horizontal_Sub-Processes/H_BUC_02_Subprocess.docx)[I want to Exchange a claim document with the Counterparty (H\_BUC\_06).](../../../Horizontal_Sub-Processes/H_BUC_06_Subprocess.docx)[I want to notify the Counterparty of a Death of Person (H\_BUC\_07).](../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx) |

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| CO. 5 What do I do if the business use case ends |
| When during the execution of the Business Use Case (after the first SED has already been exchanged)* unexpected circumstances occur which make it pointless to carry on with the BUC (e.g. jobseeker dies) or
* the case has reached a conclusion (e.g. the jobseeker takes up a job, the entitlement to benefits expires),

you **have to** close the case using the sub-process 'Close Case' [AD\_BUC\_01](../../../Administrative_Sub-Processes/AD_BUC_01_Subprocess.docx).If a need arises to open it again and resume with the data exchange, both you and the Counterparty can initiate reopening of the case using the sub-process 'Reopen Case' [AD\_BUC\_02](../../../Administrative_Sub-Processes/AD_BUC_02_Subprocess.docx).When the reopening is accepted by both parties, the business use case returns to the point before the close of the BUC. |

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| CP.1 How should I respond to Request Registration Info – Crossborder Worker SED U018?  |
| You have received SED [U018 – Request Registration Info – Crossborder Worker](../../SEDs/Description/U018/U018.docx) from the Case Owner to which you should reply via SED [U019 – Registration Info – Crossborder Worker](../../SEDs/Description/U019/U019.docx) by filling out the required information for the relevant Period of Registration, adding corresponding attachments when needed, and sending the SED to the Case Owner.If you do not receive any other information requests from the Case Owner, then the Business Use Case ends here. The BUC should be closed by the Case Owner.If you do receive another SED U018, you also reply to it via SED U019 with the additional information, and send it to the Case Owner.[I have received a close of the business use case.](#_CP._2_What) (step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to Reject a received SED (AD\_BUC\_09)](../../../Administrative_Sub-Processes/AD_BUC_09_Subprocess.docx) provided that you haven't already reacted to this SED.[I want to resolve uncertainties about information in a SED that I received (AD\_BUC\_08).](../../../Administrative_Sub-Processes/AD_BUC_08_Subprocess.docx)[I want to remind the Case Owner of a SED or information that it needs to send to me (AD\_BUC\_07).](../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06).](../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx)[I want to update the information contained in the sent SED (AD\_BUC\_10).](../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx)[I want to forward the case to another Competent Institution in my Member State because I am not or no longer competent to handle it (AD\_BUC\_05).](../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to exchange additional information not foreseen in the case-specific SED (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)[I want to determine the residence of the former Crossborder Worker (H\_BUC\_02).](../../../Horizontal_Sub-Processes/H_BUC_02_Subprocess.docx)[I want to Exchange a claim document with the Case Owner (H\_BUC\_06).](../../../Horizontal_Sub-Processes/H_BUC_06_Subprocess.docx)[I want to notify the Case Owner of a Death of Person (H\_BUC\_07).](../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx) |

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| CP. 2 What do I do after the Case Owner closed the case? |
| The Case Owner **has** closed the case by using the sub-process 'Close Case' [AD\_BUC\_01](../../../Administrative_Sub-Processes/AD_BUC_01_Subprocess.docx).If a need arises to open it again and resume with the data exchange, both you and the Case Owner can initiate reopening of the case using the sub-process 'Reopen Case' [AD\_BUC\_02](../../../Administrative_Sub-Processes/AD_BUC_02_Subprocess.docx).When the reopening is accepted by both parties, the business use case returns to the point before the close of the BUC. |

# BPMN diagram for UB\_BUC\_03

Click [here](../../BPMN_Diagrams/UB_BUC_03_Diagram.pdf) to open the BPMN diagram(s) for UB\_BUC\_03.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in UB\_BUC\_03:

* [SED U018 – Request Registration Info – Crossborder Worker](SEDs/U018.docx)
* [SED U019 – Registration Info – Crossborder Worker](../../SEDs/Description/U019/U019.docx)

# Administrative sub-processes

The following administrative sub-processes are used in UB\_BUC\_03:

* [AD\_BUC\_01\_Subprocess – Close Case](../Administrative_Sub-Processes/AD_BUC_01_Subprocess.docx)

* [AD\_BUC\_02\_Subprocess – Reopen Case](../Administrative_Sub-Processes/AD_BUC_02_Subprocess.docx)

* [AD\_BUC\_05\_Subprocess – Forward Case](../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)

* [AD\_BUC\_06\_Subprocess – Invalidate SED](../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx)

* [AD\_BUC\_07\_Subprocess – Reminder](../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)

* [AD\_BUC\_08\_Subprocess – Clarify Content](../Administrative_Sub-Processes/AD_BUC_08_Subprocess.docx)
* [AD\_BUC\_09\_Subprocess – Reject SED](../../../Administrative_Sub-Processes/AD_BUC_09_Subprocess.docx)

* [AD\_BUC\_10\_Subprocess – Update SED](../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx)

The following sub-process is used for the handling of exceptional business scenarios that arise due to the exchange of social security information in an electronic environment and can be used at any point in the process:

* [AD\_BUC\_11\_Subprocess – Business Exception](../../../Administrative_Sub-Processes/AD_BUC_11_Subprocess.docx)
* [AD\_BUC\_12\_Subprocess – Change of Participant](../../../Administrative_Sub-Processes/AD_BUC_12_Subprocess.docx)

# [Horizontal sub-processes](#Horizontal_SEDs" \o "To return press ALT + left arrow key)

The following horizontal sub-process is used in UB\_BUC\_03:

* [H\_BUC\_01\_Subprocess Ad hoc exchange of information](../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)
* [H\_BUC\_02\_Subprocess Determine Residence](../../../Horizontal_Sub-Processes/H_BUC_02_Subprocess.docx)
* [H\_BUC\_06\_Subprocess Transfer of Claim](../../../Horizontal_Sub-Processes/H_BUC_06_Subprocess.docx)
* [H\_BUC\_07\_Subprocess Notification of Death](../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx)