

APPROVED

**

International Process Guidelines

Unemployment Benefits Sector

UB\_BUC\_01– Exchange of information   
to determine a claim for UB

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**Document history:**

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| **Revision** | **Date** | **Created by** | **Short Description of Changes** |
| V0.1 | 07/04/2017 | Secretariat | First draft of the document submitted for review to the Unemployment Benefits Ad Hoc group |
| V0.2 | 11/05/2017 | Secretariat | Implement changes and updates following the AHG comments. Version submitted for AC review. |
| V0.99 | 16/06/2017 | Secretariat | Version submitted for AC approval. |
| V1.0 | 13/07/2017 | Secretariat | **AC approved version**  With minor formatting and clarification corrections |
| V1.0.1 | 19/09/2017 | Secretariat | Update to align with the other UB guidelines for Close/reopen sub process approach, the order of the listed sub processes & term 'Crossborrder Worker'. |
| V4.1.0 | 15/10/2018 | Secretariat | Performed patch changes to reference the new CDM version 4.1.0.  Aligned document to correct code for U001CB. |

# UB\_BUC\_01 – Exchange of information to determine a claim for UB

**Description:** The role of the UB\_BUC\_01 is to allow institutions in several Member States to exchange information about the petitioner (the person who is claiming the benefits) such as the insurance record, salary details and family details that the competent Member State needs in order to decide about a claim for unemployment benefits.

The petitioners applying for unemployment benefits can be divided in normal workers in which case the petitioner claims the unemployment benefits in their state of last activity; and in crossborder workers in which case the petitioner can claim the unemployment benefits in the state of residence (article 65 of Regulation No 883/2004).

All SEDs used in this business process are optional and the Case Owner (the institution that initiates the information request process) should use the respective SED when specific information from another Member State is needed. The various types of information requests (Insurance, Salary, Family) in this BUC can be invoked in parallel or in any given order.

The content of SEDs is not tailored to the needs of a concrete Member State. Many data fields could be relevant for some Member States while not for others. Although majority of data fields are not marked as mandatory, the institutions should make best efforts to fill in as much information as possible, even if they are optional. This is because often, without the optional data items, certain Member States are not able to process the claim for unemployment benefit or reply to a request SED. It is advised that Member States establish on bilateral basis what range of information is required by their particular national needs in order to define what kind of data has to be filled in the SEDs in their bilateral exchanges.

**Legal base:** The legal basis of the UB\_BUC\_01 lies in article 54 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 Regulation No 883/2004 | | | | Implementing Regulation 987/2009 | | |
| **SED** | Art. 5 | Art. 61 | Art. 62 | Art. 65 | 54 (1) | 54(2) | 54(3) |
| U001 |  | **✓** |  |  | **✓** |  |  |
| U002 |  | **✓** |  |  | **✓** |  |  |
| U003 |  |  | **✓** |  |  | **✓** |  |
| U004 |  |  | **✓** |  |  | **✓** |  |
| U005 | **✓** |  |  |  |  |  | **✓** |
| U006 | **✓** |  |  |  |  |  | **✓** |
| U001CB |  | **✓** |  | **✓** | **✓** |  |  |
| U017 |  |  |  | **✓** | **✓** |  |  |

**Glossary of relevant terms used in UB\_BUC\_01:**

| **Term used** | **Description** |
| --- | --- |
| *Case Owner* | Institution of a Member State that is being petitioned by an unemployed person in order to determine the proper unemployment benefits. |
| *Counterp**arty* | Institution of a Member State of former insurance that holds information about the petitioner's work and contribution records and salary details or, in case information on family members is needed, the institution of the Member State where family member(s) reside(s).  If information is needed from several Member States, it is necessary to create a separate case for each Member State in order to request the information from each of them. Within a single UB\_BUC\_01 case, there can be only one Counterparty. |
| *Petitioner* | An unemployed person applying for unemployment benefits. Someone who has in the past completed periods of insurance or periods of employment in Member State(s) different from the one that grants unemployment benefit. It could also be someone whose relative(s) resides in another Member State(s) and these relatives are taken into account by the competent Member State for granting unemployment benefit. |
| *Normal worker* | A normal worker in this context is an unemployed person who resided during his or her last activity in the Member State where that activity was pursued. A Normal worker is a person to whom Article 65 and 65a of Regulation No 883/2004 does not apply. |
| *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 workers 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 SEDs | REPLY SEDs |
| --- | --- |
| U001 - Request Insurance Record | U002 - Insurance Record |
| U001CB - Request Insurance Record (Crossborder worker) | U017 - Insurance Record (Crossborder worker) |
| U003 – Request Salary Info | U004 - Salary Info |
| U005 – Request Family Info | U006 – Family Info |

# How to start this BUC?

In order to help you understand the UB\_BUC\_01 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 Competent Institution of a Member State that is being petitioned by an unemployed person in order to determine the proper unemployment benefits and in order to do so you require information from at least one other country, your role will be defined as the **Case Owner**.  [I am the Case Owner.](#CO1) (step CO.1) |
| If you are the Competent Institution that receives a request for information from another country to assist in the processing of their national case, your role will be defined as the **Counterparty**.  [I am the Counterparty.](#CP1) (step CP.1) |

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| CO.1 Did the petitioner supply a complete PD U1? |
| If you are the Case Owner, please establish first whether the petitioner has supplied a ‘Periods to be taken into account for granting unemployment benefits’ [Portable Document (PD) U1](../../PDs/Description/PDU1/PDU1.docx) form.  If this is the case and the information contained in that form is sufficient for the correct determination of an entitlement to unemployment benefits, there is no need to require additional information and to start an international process. You should primarily rely on the information that is certified in PD U1. The Business Use Case ends here.  If the petitioner has not supplied a [PD U1](../../PDs/Description/PDU1/PDU1.docx), if the PD U1 form is incomplete or if there is still a need for further information from another Member State (for example about the petitioner’s family members), you should request the necessary information from the institution(s) in another Member State(s).  [I require information from an institution in another Member State.](#CO2) (step CO.2) |

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| CO.2 Who do I need to exchange information with? |
| As the Case Owner, your next step in any new request for information will be to identify the responsible Member State(s) that you need to exchange information with. The second step is to identify the relevant institution in the Member State(s) concerned 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.](#CO3) (step CO.3)  [I have identified the Counterparty I need to contact.](#CO4) (step CO.4) |

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| CO.3 How do I identify the correct institution(s) 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 cross border 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.  To access the IR please use the following link.  [I have now identified the Competent Institution from the Member State I need to contact.](#CO4) (step CO.4) |

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| CO.4 How do I request lacking information from the selected Counterparty or Counterparties? |
| The next step in the international process for you is to determine what type of information you lack as a Case Owner.  [I lack the insurance record information](#CO5) (step CO.5)  [I lack the salary information](#_CO.6_What_should) (step CO.6)  [I lack the family information](#CO7) (step CO.7) |

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| CO.5 What should I do if I lack insurance record information? |
| If you lack insurance record information you should first determine if the petitioner is or is not a crossborder worker. Depending on this, either the ‘Request Insurance Record’ SED U001 or the ‘Request Insurance Record – Crossborder worker’ SED U001CB should be used to request the needed information. ‘Request Insurance Record – Crossborder worker’ SED U001CB is used in situations where the crossborder worker claims unemployment benefits in the Member State of his residence and his insurance record information is required from the Member State of his last activity. Fill out and send the respective SED to the Counterparty. Please note that after one of the two SEDs has been initiated the other cannot be initiated anymore, and only one instance of either U001 or U001CB can be created (although updates are possible for either of them).  If the petitioner is **NOT a crossborder worker**, you should use the [SED U001](../../SEDs/Description/U001/U001.docx). The Counterparty will reply with an ‘Insurance Record’ [SED U002](../../SEDs/Description/U002/U002.docx) response.  If the petitioner **IS a crossborder worker** who claims unemployment benefits in the State of his residence, you should use the specialised [SED U001CB](../../SEDs/U001-CB.docx) for requesting his insurance record information from the Member State of his last activity. The Counterparty will reply with an ‘Insurance Record – Crossborder worker’ [SED U017](../../SEDs/Description/U017/U017.docx) response.  If you do not require any additional information after receiving the response from the Counterparty, the Business Use Case ends here and it should be closed.  [I lack the salary information](#_CO.6_What_should) (step CO.6)  [I lack the family information](#CO7) (step CO.7)  [I have to close the business use case.](#_CO._8_What) (step CO.8) |
| Sub-process steps available to the Case Owner at this stage:  [I want to resolve uncertainties about information in a reply SED I received from a Counterparty (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 the 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). |

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| CO.6 What should I do if I lack salary information? |
| If you lack salary information you should fill out a ‘Request Salary Info’ [SED U003](../../SEDs/Description/U003/U003.docx) and send it to the Counterparty. Only one instance of U003 can be created (updates are possible). The Counterparty should reply with a ‘Salary Info’ [SED U004](../../SEDs/Description/U004/U004.docx).  The information on the petitioner’s salary is usually exchanged only in the case of crossborder workers who claim unemployment benefits in the Member State of their residence (on the basis of Article 62 (3) of Regulation No 883/2004), but not in case of normal workers who claim unemployment benefits in the Member State of their last activity, because foreign income is normally not considered for the calculation of unemployment benefits for these workers (see Art. 62 (1) of Regulation No 883/2004). However, for some Member States the salary details might play some role even when determining entitlement to unemployment benefits in case of normal (i.e. non crossborder) workers.  If you do not require any additional information after receiving the SED U004 reply from the Counterparty, the Business Use Case ends here and it should be closed.  [I lack the family information](#CO7) (step CO.7)  [I lack the insurance record information](#CO5) (step CO.5)  [I have to close the business use case.](#_CO._8_What) (step CO.8) |
| Sub-process steps available to the Case Owner at this stage:  [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 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 the 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 SED (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx) |

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| CO.7 What should I do if I lack family information? |
| If you lack family information because you as a Case Owner take into account family members in order to determine the petitioner’s unemployment benefits and conclude that there is a need to request information related to the petitioner's family residing in another Member State, fill out a ‘Request Family Info’ [SED U005](../../SEDs/Description/U005/U005.docx) and send it to the Counterparty. Only one instance of U005 can be created (updates are possible). The Counterparty should reply with a ‘Family Info’ [SED U006](../../SEDs/Description/U006/U006.docx).  If you do not require any additional information after receiving the SED U006 reply from the Counterparty, the Business Use Case ends here and it should be closed.  [I lack the salary information](#_CO.6_What_should) (step CO.6)  [I lack the insurance record information](#CO5) (step CO.5)  [I have to close the business use case.](#_CO._8_What) (step CO.8) |
| Sub-process steps available to the Case Owner at this stage:  [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 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 the sent SED (AD\_BUC\_06).](../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx)  [I want to update the information contained in the sent (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 SED (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx) |

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| CO. 8 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 or * the case has reached a conclusion),   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 if I received a request for information from the Case Owner? |
| The first step in the international process for you as a Counterparty is to determine what type of SED you have received:  [I have received a ‘Request Insurance Record’ U001 SED for normal workers or a ‘Request Insurance Record – Crossborder worker’ U001CB for crossborder workers.](#_CP.2_How_should) (step CP.2)  [I have received a ‘Request Salary Information’ SED U003](#Salary_CP). (step CP.3)  [I have received a ‘Request Family Information’ SED U005](#Family_CP). (step CP.4) |

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| CP.2 How should I respond to an insurance record information request by SED U001 or U001CB? |
| If you have received [SED U001](../../SEDs/Description/U001/U001.docx) from the Case Owner (which means that the petitioner concerned is a normal worker), you need to reply by filling out and sending back to the Case Owner an ‘Insurance Record’  [SED U002](../../SEDs/Description/U002/U002.docx) which provides the relevant periods of insurance in your Member State.  If you have received [SED U001CB](../../SEDs/U001-CB.docx) from the Case Owner (which means that the petitioner concerned is a crossborder worker), you need to reply by filling out and sending back to the Case Owner an ‘Insurance Record – Crossborder worker’ [SED U017](../../SEDs/Description/U017/U017.docx) which provides the relevant periods of insurance and employment or self-employment completed in your Member State.  If you cannot identify the petitioner in your database or there is no insurance or employment record of that person in your country, you can reject SED U001 or U001CB by using the Administrative process Reject (AD\_BUC\_09).  If you do not receive any other information requests from the Case Owner, the Business Use Case ends here and the Case Owner should close it.  [I have received a ‘Request Salary Information’ SED U003](#Salary_CP) (step CP.3)  [I have received a ‘Request Family Information’ SED U005](#Family_CP) (step CP.4)  [I have received a close of the business use case.](#_CP.5_What_do) (step CP.5) |
| 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)  [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 the 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) |

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| CP.3 How should I respond to a ‘Request Salary Information’ SED U003? |
| If you have received a ‘Request Salary Information’ [SED U003](../../SEDs/Description/U003/U003.docx) from the Case Owner, you need to reply to the Case Owner with a ‘Salary Information’ SED U004.  If you cannot identify the petitioner in your database or there is no record about salary of that person in your country, you can reject SED U003 by using the Administrative process Reject (AD\_BUC\_09).  If you do not receive any other information requests from the Case Owner, the Business Use Case ends here and the Case Owner should close it.  [I have received a ‘Request Insurance Record’ U001 SED for normal workers or a ‘Request Insurance Record – Crossborder worker’ U001CB for crossborder workers.](#Insurance_CP) (step CP.2)  [I have received a ‘Request Family Information’ SED U005](#Family_CP).(step CP.4)  [I have received a close of the business use case.](#_CP.5_What_do) (step CP.5) |
| 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)  [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 the 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 SED (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx) |

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| CP.4 How should I respond to a ‘Request Family information’ SED U005? |
| If you have received ‘Request Family Information’ [SED U005](../../SEDs/Description/U005/U005.docx) from the Case Owner, you need to reply to the Case Owner with a ‘Family Information’ [SED U006](../../SEDs/Description/U006/U006.docx).  If you cannot identify any petitioner’s family members in your database or there is no data available about them in your country you should still reply with SED U006 and indicate this information in point 3.1.3.  If you do not receive any other information requests from the Case Owner, the Business Use Case ends here and the Case Owner should close it.  [I have received a ‘Request Insurance Record’ SED U001 for normal workers or a ‘Request Insurance Record – Crossborder worker’ SED U001CB for crossborder workers.](#Insurance_CP)(step CP.2)  [I have received a ‘Request Salary Information’ SED U003](#Salary_CP).(step CP.3)  [I have received a close of the business use case.](#_CP.5_What_do) (step CP.5) |
| Sub-process steps available to the Counterparty at this stage:  [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 the 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 SEDs (H\_BUC\_01).](../../../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx) |

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| CP.5 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\_01

Click [here](../../BPMN_Diagrams/UB_BUC_01_Diagram.pdf) to open the BPMN diagram for UB\_BUC\_01 main process.

3 sub processes for the Case Owner:

* Click [here](../../BPMN_Diagrams/UB_BUC_01_RequestSalaryInfo_Diagram.pdf) to open the BPMN diagram for UB\_BUC\_01 Request for Salary Information sub process.
* Click [here](../../BPMN_Diagrams/UB_BUC_01_RequestFamilyInfo_Diagram.pdf) to open the BPMN diagram for UB\_BUC\_01 Request for Family Information sub process.
* Click [here](../../BPMN_Diagrams/UB_BUC_01_RequestInsuranceRecords_Diagram.pdf) to open the BPMN diagram for UB\_BUC\_01 Request for Insurance Records sub process.

3 sub processes for the Counterparty:

* Click [here](../../BPMN_Diagrams/UB_BUC_01_ReceiveRequestSalaryInfo_Diagram.pdf) to open the BPMN diagram for UB\_BUC\_01 Receive request for Salary Information sub process.
* Click [here](../../BPMN_Diagrams/UB_BUC_01_ReceiveRequestFamilyInfo_Diagram.pdf) to open the BPMN diagram for UB\_BUC\_01 Receive request for Family Information sub process.
* Click [here](../../BPMN_Diagrams/UB_BUC_01_ReceiveRequestInsuranceRecords_Diagram.pdf) to open the BPMN diagram for UB\_BUC\_01 Receive request for Insurance Records sub process.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in UB\_BUC\_01:

* [SED U001 – Request Insurance Record](SEDs/U001.docx)
* [SED U001CB – Request Insurance Record – Crossborder worker](../../SEDs/U001-CB.docx)
* [SED U002 – Insurance Record](../../SEDs/Description/U002/U002.docx)
* [SED U017 – Insurance Record – Crossborder worker](../../SEDs/Description/U017/U017.docx)
* [SED U003 – Request Salary Info](../../SEDs/Description/U003/U003.docx)
* [SED U004 – Salary Info](../../SEDs/Description/U004/U004.docx)
* [SED U005 – Request Family Info](../../SEDs/Description/U005/U005.docx)
* [SED U006 – Family Info](../../SEDs/Description/U006/U006.docx)

# Portable Documents

The following Portable Document (PD) is relevant for UB\_BUC\_01:

* [PD U1 – Periods to be taken into account for granting unemployment benefits](PDs/PDU1.docx)

# Administrative sub-processes

The following administrative sub-processes are used in UB\_BUC\_01:

* [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-processes are 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\_01:

* [H\_BUC\_01\_Subprocess Ad hoc exchange of information](../Horizontal_Sub-Processes/H_BUC_01_Subprocess.docx)