



Checklist for Assistance Services

Implementing the single
digital gateway
requirements

European Commission

2019

*Easy steps to offer an excellent
service to EU citizens and
businesses*

THIS CHECKLIST

This checklist has been created to help you keep track of your progress towards meeting the requirements of the single digital gateway by December 2020 at the latest.

INFORMATION ON THE SERVICE

- Please ensure that you provide well-structured and easily understandable information online for your potential users on:
 - The type, purpose and expected results of the service offered,
 - The contact details for the service such as a phone number, an email address, an online enquiry form, etc.
 - The applicable fees, if any, and the online methods of payment,
 - Applicable deadlines or an average, estimated time required to deliver the service,
 - Any other language(s) than your national languages in which user may request your assistance and whether you will be able to respond in that language too,
- Ensure this basic information is available in English (if needed, you can request a translation in English via your national coordinator).

DEADLINES AND PAYMENT FOR SERVICES

Please ensure that:

- Your service has set a clear deadline or reasonable timeframe to deliver the assistance requested
- You provide updates to users of delays and foreseen new deadlines,
- If you charge a fee, that it can be paid online with a credit or debit card, by bank transfer or by another payment system readily available to users who are not resident in your country.

SDG LINK AND LOGO

Please ensure that:

- The SDG logo is included in your website,
- The SDG link is included in your website.

COLLECTION OF USER STATISTICS

Please ensure that:

- You collect data (in a database or simple Excel sheet) on:
 - Number of requests for assistance,
 - Countries of origin of the users,
 - Data related to type of user- citizen or a business,
 - Subject matters of request for assistance,
 - Response times to request for assistance,
- You transfer this (anonymous) data to the European Commission in the manner prescribed by the Implementing Act which will be adopted in Quarter 1, 2020.

COLLECTION OF USER FEEDBACK ON THE QUALITY OF THE SERVICE

Please ensure that:

- OR
- You use the Commission feedback tool (ensure you add the link in your website or send it via email to users)
 - If you prefer to continue using your own feedback tool, please:
 - Ensure you have a survey in place,
 - Ensure that it respects the Implementing Act which will be adopted in Quarter 1, 2020,
 - Ensure that the data is regularly sent to the European Commission.

FOR MORE INFORMATION

Contact your national coordinator (contact details shared through your contact at the European Commission)

Regulation (EU) 2018/1724 establishing a single digital gateway:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L .2018.295.01.0001.01.ENG>

Official website on the Single Digital Gateway in DG GROW:

https://ec.europa.eu/growth/single-market/single-digital-gateway_en

A 7-minute video in English that explains the gateway requirements to assistance services. The video can be watched here: <https://youtu.be/6xghBsgjnYk>

Contact- GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu

Making life easier for those
who enjoy the Single Market