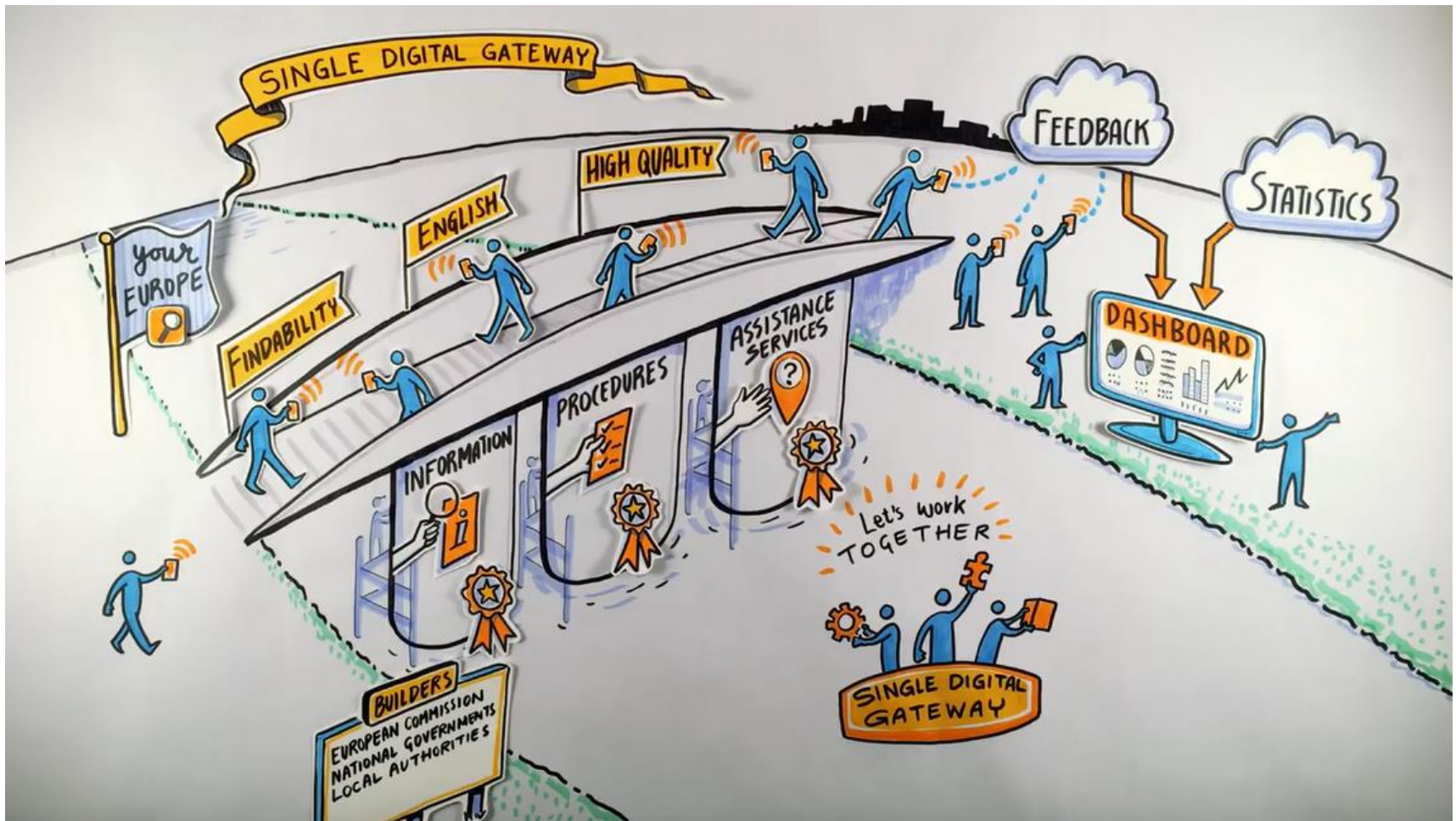# The single digital gateway

## - implications for NCPs

To achieve easy, online navigation of the Single Market for EU citizens and businesses

# As a starting point let's watch the video

# Building on the Your Europe portal

Your Europe > Citizens

**Doing business** >

## Help and advice for EU nationals and their family

### Travel

Documents you need for travel in Europe

Passenger rights

Transport and disability

Driving abroad

What can you take with you?

Security and emergencies

Package travel and timeshare

### Work & Retirement

Working abroad

Finding a job abroad

Professional qualifications

Unemployment & benefits

Retiring abroad

Taxes

### Vehicles

Cars

Driving licence

Insurance

Registration

### Residence formalities

Residence rights

Family residence rights

Documents and formalities

Elections abroad

### Education & Youth

School

University

Traineeships

### Health

Unplanned healthcare

Planned medical treatment abroad

Getting prescription medicine abroad

### Family

Children

Couples

Cross-border inheritance

### Consumers

Shopping

Internet and telecoms

Financial products and services

# What the user will see...

English EN

🔍 ouvrir entreprise danemark          **Search**

Your Europe  >  Business                                    **Life and travel >**

## Practical guide to doing business in Europe

| Running a business | Taxation | Selling in the EU | Human resources |
|---|---|---|---|
| Intellectual property | Excise duties | Public contracts | Employment contracts |
| Developing a business | VAT | Selling goods and services | Working hours, holiday and leave |
| Start-Ups | Business tax | Competition between businesses | Transport sector workers |
| | | | Posted workers |
| | | | Social security and health |
| | | | Equal treatment and qualifications |

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# Your Europe
# Search

**English** EN

Q  ouvrir entreprise danemark                            **Search**

○ EU

○ Denmark

**Choose language**

○ français

● English

○ dansk

**Search results**

### Starting a **business** in the EU - Your Europe
https://europa.eu/youreurope/business/running-business/start-ups/starting-business/index_en.htm
Nov 30, 2018 **...** To **start** a new **company** or expand your **business** in another EU country you need to know the rules that apply and the relevant national contact ...

### **Opening** a basic bank account within the EU - Your Europe
https://europa.eu/youreurope/citizens/consumers/financial-products-and-services/bank-accounts-eu/index_en.htm
Jan 24, 2019 **...** If you are legally resident in an EU country you are entitled to **open** a ... The **company** requested that he **open** a bank account in Slovenia so ...

### Public tendering rules in the EU - Your Europe
https://europa.eu/youreurope/business/selling-in-eu/public-contracts/public-tendering-rules/index_en.htm
Mar 29, 2019 **...** In an **open** procedure anyone may submit a full tender. ... If your **company**, organisation or institution is established in the EU, you have the right ...

**Your Europe**
**European Union**

# Your Europe
# Search

ouvrir entreprise danemark | Search

## Choose national / EU content

○ EU

● Denmark

## Choose language

○ français

● English

○ dansk

## Search results

### Where to register your **company**? | **Danish Business** Authority

https://danishbusinessauthority.dk/where-register

As a foreign **company** in **Denmark**, you will need to register with or notify to the **Danish** public authorities. The requirements to register will depend on whether ...

### Registration of Non-**Danish Company** – **Start** - 40.112 - Virk | Indberet

https://indberet.virk.dk/myndigheder/stat/ERST/Registration_of_Non-Danish_Company__Start_-_40112

The form offers registration of foreign **companies** that has no existing registration in **Denmark**.

### **Start**-up **Denmark** | **Danish Business** Authority

https://danishbusinessauthority.dk/start-denmark

Led by the **Danish** Ministry of **Business** and the Ministry of Employment, **Start**-up **Denmark** is a government-wide initiative, combining the fields of **business** ...

# Assistance services to be included

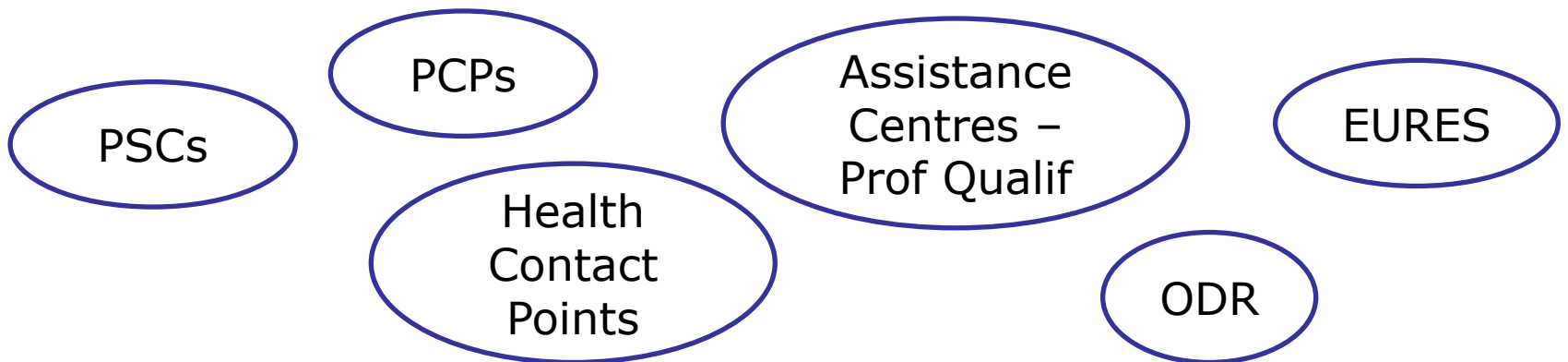| With binding EU legal basis | Without binding EU legal basis |
| --- | --- |
| Points of Single Contact | SOLVIT |
| Product Contact Points | Your Europe Advice |
| Construction Product Contact Points | Enterprise Europe Network |
| Professional Qualifications Assistance Centres | European Consumer Centres |
| **National Contact Points for cross-border healthcare** | Europe Direct |
| EURES | IPR Help Desk |
| Online Dispute Resolution | |

# Assistance services

**Quality**

- SDG quality criteria
- Monitored through user feedback + stats

**Findability**

- Common assistance service finder

PSCs

PCPs

Health Contact Points

Assistance Centres – Prof Qualif

ODR

EURES

# Assistance services

SDG quality requirements:

1. Clear and user-friendly online explanation of the service
2. Reasonable timeframe, deadlines are communicated, ~~online payment means~~
3. User feedback
4. User statistics

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# Quality criteria: Upfront explanation of the service

- (a) **type, purpose and expected results**
- (b) **contact details of entities** responsible (e.g. phone no., email address, online enquiry form)
- (c) ~~where relevant, fees and online payment methods~~
- (d) any applicable deadlines or average/estimated time required to deliver
- (e) any **additional language** in which request can be submitted.

# Quality monitoring: user feedback tool

- User feedback tool to evaluate quality of service

- Survey sent to user, with or after the service

- EC, competent authorities and national coordinators to have direct access to the user feedback collected, to address any problems raised.

- Commission implementing act

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# Quality monitoring: statistics

- Statistics (anonymous and aggregated):
- **number of requests** for assistance submitted to the service
- **countries of origin** of the users
- **subject matters of requests**
- **response times** of the service.

EC to develop a free online enquiry form.
Implementing act.

# Feeding into Commission reporting about functioning of the internal market

- Aggregated information about **subject matters of requests** to assistance services and **responses** will feed into online summary overviews of Single Market problems.

# What is the timetable?

## 2018
- Entry into force of SDG Regulation (EU) 2018/1724 on 12 December
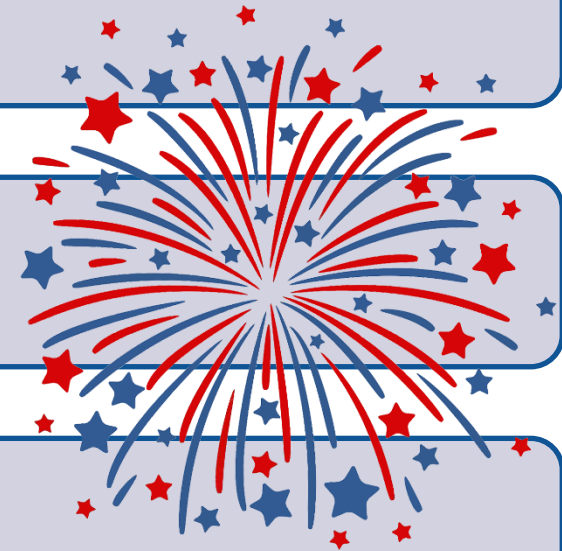- Search engine pilot

## 2019
- Coordination group starts working
- First annual work program
- Development of IT tools
- Launch of beta version of the gateway

## 2020
- Translation of information in English
- Quality checks of information and assistance services
- **Launch of the gateway on 12 December**

## 2023
- 21 procedures fully online
- All online procedures fully cross-border accessible
- Once-only system implemented

# Next steps for NCPs

✓ Fill in the survey: *https://ec.europa.eu/eusurvey/runner/SDG-implementation-NCP* (pw: ncp2019) **by 5 June**

✓ Contact your (SDG) national coordinator (list available on CIRCA BC)

✓ Please give your consent to share your contact details with them (Privacy statement and form to sign, scan and send to follow soon)

✓ Get started ☺

# Documentation

➢ Explanatory video with subtitles: https://www.youtube.com/watch?v=Znko z0-P3sc&feature=youtu.be

➢ Explanatory note: uploaded on CIRCA BC

➢ Checklist: to be uploaded on CIRCA BC

➢ These slides ☺

# Contacts at the Commission

**GROW. E3**
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Unit for Digitalisation of the Internal Market
Policy officer: Dietrich Drüner
Hans-Dietrich.Druener@ec.Europa.eu


**SANTE. B2**
Health and Food Safety Directorate-General
Cross-border Healthcare and Tobacco Control Unit

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# Thank you!

# Questions?