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The points of single contact

Towards the single digital gateway

These slides accompany the explanation of the acquis to Albania and North Macedonia and can only be used for that purpose. Their content is subject to further development of the acquis and interpretation by the Court of Justice of the European Union

PSC – legal basis

- Created by the **Services Directive** (Directive 2006/123/EC, **Art. 6, 7, 8**)

- **Professional Qualifications Directive** (2005/36/EC as amended by **2013/55/EU, Art. 57, 57a and 57b)**

➢ ***PSC Charter 2013*** *– launch of a "new generation" of PSCs*

- **Single Digital Gateway Regulation** (Regulation 2018/1724)

PSC – phase I

Online e-government portals, supported (or not) by physical offices, that allow service providers to:

- complete electronically all relevant procedures for:
  - access to service activities (declarations, notifications, applications for authorisation from competent authorities, registration in databases)
  - exercise service activities (applications for authorisation)
- obtain online all relevant information (on procedures which need to be completed, deadlines, fees, competent authorities in charge, means of redress etc.)
- get assistance (more detailed information on the rules or their interpretation; no legal advice)

Two aspects:

- Establishment (doing business in your own country;
- Cross-border (temporary provision of services in other EU Member State)

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PSC – phase II (PSC Charter)

- **Key features of a successful PSC**
  - Quality and availability of information (extended scope to info relevant for all businesses + quality criteria)
  - Availability of online procedures (improved user experience_ tracking facilities; entire procedure to be competed online including payment of fees)
  - Accessibility of PSCs for cross-border users (distinction between establishment and cross-border; possibility to identify and sign using national identification means, instructions in "most current foreign languages", clear administrative process)
  - Usability (various quality assistance accessible for cross-border users)

- **Benchmarking of the PSCs based on the agreed criteria**

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SD and PSC Charter

Obligatory requirements

- **Registration of a business** (*trade register)*
- **Specific licenses/permits** (e.g. *plumbing company, a hotel)*
- **Specific licenses/permits linked to the way the service is carried out (or the place)** (*License to serve alcohol, License relating to food processing*
- **Procedures linked to qualifications**
- **Notifications/declarations related to temporary provision of services**

Voluntary requirements

- **Tax related registrations** (*e.g. VAT number,)*
- **Social security related registrations**
- **Procedures related to posting of workers**
- **Specific licenses/permits for sectors outside the Services Directive**
- **Translations into other EU languages**
- **User-friendly**

PSC – phase III

- **Information relevant for professionals available through the PSC (Art. 57 of PQD)** (list of regulated professions, list of professions covered by the EPC, list of regulated education and training, relevant requirements and procedures, how to appeal)

- **Procedures under PQD** to be completed through the PSCs (Art. 57a PQD)

- **Assistance centres** accessible through the PSC (Art. 57b)

EUGO – a network of PSCs

https://ec.europa.eu/growth/single-market/services/services-directive/in-practice/contact_en

Points of Single Contact

Points of Single Contact (PSCs) are e-government portals that allow service providers to get the information they need and complete administrative procedures online. They are managed by the 'EUGO network' of national coordinators.

If you want to

- explore business opportunities or expand your services to another EU country
- set up a new business abroad
- find out about the rules and formalities that apply
- complete the administrative procedures online

Then the Points of Single Contact are for you.

Austria de	Belgium de fr nl	Bulgaria bg	Croatia hr
Cyprus el	Czech Republic cs de es fr ru	Denmark da de lt pl	Estonia et ru
Finland fi sv	France fr	Germany de	Greece el
Hungary hu	Ireland	Italy it	Latvia lv ru
Lithuania lt	Luxembourg de fr	Malta	Netherlands nl
Poland pl	Portugal pt	Romania fr ro	Slovakia sk
Slovenia sl	Spain es pt	Sweden sv	United Kingdom
Iceland is	Liechtenstein de	Norway no	

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Point of Single Contact

- Associations an Organisations providing support
- Business dissolution
- Business management
- Business start-up
- Business takover
- Cross-border services
- EU-Professional Card
- Helpdesk
- Information about data protection
- List of Professions
- Registers and Judicial Remedies
- Training Courses
- What is the PSC?

Point of Single Contact

EUGO

German

Service and assistance

concerning procedures for the recognition of professional qualifications and procedures for the access to and exercise of services. more

Guidelines to use the PSC:

Guideline-Services: 361 KB PDF
Guideline-Qualifications: 290 KB PDF

Business start-up

Business registration, driving school certificate, boating license, ... more

Business takover

Reorganisation, business continuation, business takeover, ... more

Business management

Business expension, relocation, nomination, ... more

Business dissolution

Termination of a trade licence, dissolution of a business, liquidation, ... more

Professional recognition

Examination for practical knowledge, ... more

Cross-border services

Notification of services, veterinary practice, ... more

Contact for this page:
PSC Vienna
Contact form

The most frequent searches

- Business registration
- Choice of legal structure
- Cross-border services
- Posting of workers
- Procedures alphabetically
- Social insurance
- Taxes

Search within PSC

PSC Vienna

Neutorgasse 15
1010 Vienna
Fax: +43 1 4000-99-97115
E-Mail: eap@post.wien.gv.at

PSCs in the federal provinces

- Burgenland
- Carinthia
- Lower Austria
- Upper Austria
- Salzburg
- Styria
- Tyrol
- Vorarlberg

Working in France

You are a citizen of a country in the European Union or the European Economic Area?

We encourage business creation and professional mobility within France and throughout Europe. Guichet-entreprises.fr is the official single contact point for business creation and a member of the EUGO network set up by the European Commission. It provides all the information you need about the conditions applicable to your business if your activity involves a regulated service.

Regulated activities

Find out all the conditions to respect if you want to exercise a regulated activity in France.

> Read our fact sheets

Freedom of establishment

You are now free to set-up business and work permanently in France.

> More

Freedom to provide services

Providing a temporary or occasional service in France has never been so easy!

> More

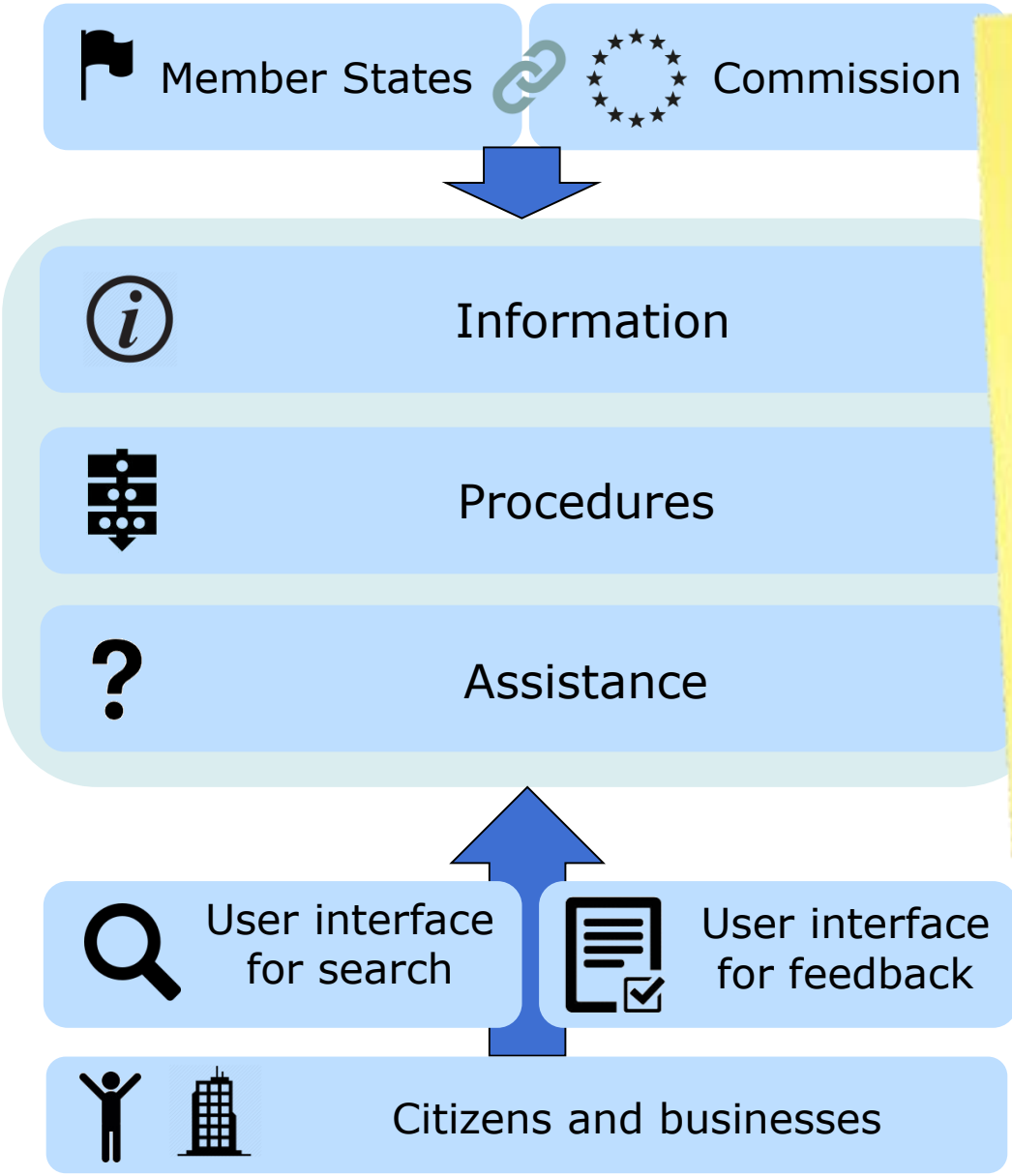
Good to know: if you need official recognition of your professional qualification, guichet-qualifications.fr is the website to visit!

PSC – phase IV (SDG)

Impact of SDG Regulation on PSCs:

- Art. 13 – cross-border access to online procedures
- Art. 14 – procedures under the SD and PQD have to allow for the cross-border automated exchange of evidence (‘once-only’)
- Services and professional qualifications among information areas in Annex I (quality requirements)
- PSC among assistance services listed in Annex III listed in Annex III (quality requirements)
- SDG coordination group will replace EUGO network

What is the single digital gateway?



Fully online

Easy to understand

User centric

Easy to find

No cross-border barriers

Less red tape

Building on the Your Europe portal

europa.eu

Your Europe

EUROPA > Your Europe > Citizens

Help and advice for EU nationals and their family

Doing business

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

- Unemployment & benefits
- Retiring abroad
- Working abroad
- Taxes
- Finding a job abroad
- Professional qualifications

Vehicles

- Cars
- Driving licence
- Insurance
- Registration

Residence formalities

- Residence rights
- Family residence rights
- Documents and formalities
- Elections abroad

Education & Youth

- School
- University
- Traineeships
- Researchers
- Volunteering

Health

- Unplanned healthcare
- Planned medical treatment abroad
- Getting prescription medicine abroad
- When living abroad

Family

- Children
- Couples
- Cross-border inheritance

Consumers

- Shopping: your rights
- Internet and telecoms
- Financial products and services
- Unfair treatment
- Energy supply
- Consumer dispute resolution

Procedures to be offered fully online

for Businesses	for Citizens
Notify business activity and subsequent changes and termination	Register change of address
Request permission for business activity	Request proof of residence
Register as employer for pension and social security	Request birth certificate
Register employees for pension and social security	Request for determination of social security legislation
Notify end-of-contract of employees for social security	Notify change in personal circumstances for social security purposes
Pay social contributions for employees	Applying for European Health Insurance Card (EHIC)
Declare corporate tax	Claim a pension
	Request information on acquired pension rights
	Declare income tax
	Register motor vehicles
	Obtain motor vehicle toll or emission stickers
	Enroll in a university
	Apply for study financing
	Request recognition of academic diplomas

FULLY ONLINE

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	

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Main achievements

- ✓ Cross-silo coverage
- ✓ National information in English
- ✓ Quality monitoring via web statistics and user feedback
- ✓ Collection and analysis of data on single market obstacles
- ✓ No cross-border obstacles to national online procedures
- ✓ Once-only system for cross-border exchange of data and documents
- ✓ 21 key procedures to be offered fully online across the EU

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What is the timetable?

2018

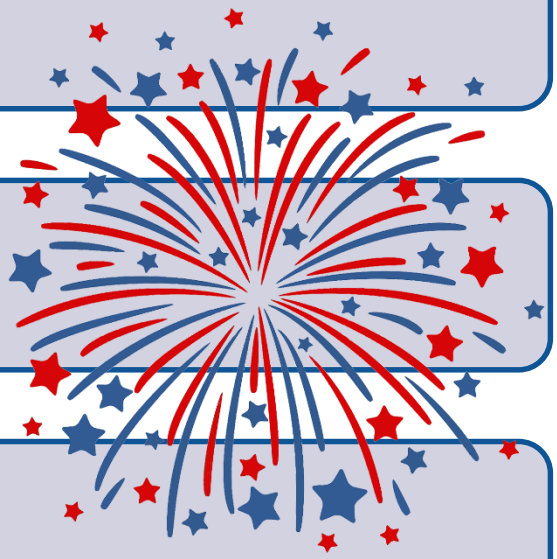
- Entry into force of SDG Regulation (EU) 2018/1724 on 11 December
- Search engine pilot

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