

# CIVITTA

The research report of G2B cross-border services and  
e-services at national level

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## List of abbreviations

BSR	Baltic Sea Region
DSM	Digital Single Market
G2B	Government to Business
WP	Work Package
Vertical services	Services related to general market activities
Horizontal services	Services related to specific type of company's activities
Cross-border services	Services, which can be provided for foreign companies and used from abroad
DIGINNO	Digital Innovation Network project aiming to advance the digital economy and to speed up the process of moving towards the Baltic Sea region single digital market

# 1. Introduction

On a European level, although growing fast, the digital sphere still poses obstacles for companies and citizens to freely access goods and services. The EU Digital Single Market initiative<sup>1</sup> comes to facilitate the integration of digital areas by tearing down regulatory barriers and unifying the dispersed digital markets. On a regional level, the EU Strategy for the Baltic Sea Region<sup>2</sup> is the first macro-region programmatic document that aims to support the BSR via three priority directions: saving the sea, connecting the region and increasing prosperity.

The DIGINNO project falls under the Policy Area Innovation (PA INNO) in the EUSBSR and contributes to its implementation. Digitalisation is one of the cross-cutting themes and innovation enablers in the PA INNO, a crucial aspect of accelerating innovation. BSR countries are frontrunners in many aspects of the digital economy, having a well-developed digital infrastructure and digitally-savvy citizens and companies. This is a strong starting point for BSR to become the first digitally-integrated market. Still, the region faces a number of challenges in the area of digitalisation and poses potential in developing innovative digital public services.

DIGINNO led by the Ministry of Economy of Estonia. The overall goal of DIGINNO project is to advance the digital economy and to speed up the process of moving towards the BSR single digital market, focusing on promoting the uptake of ICT in the business sector (WP 2), developing innovative public services (WP 3), and facilitating DSM related policy discussions on BSR level (WP 4).

The project is implemented during 36 months by a synergetic partnership consisting of 14 full partners and 10 associated partners, all being important innovation actors in the field of digitalization and representing both public authorities, industry associations and research institutions.

## About DIGINNO:

-  **Objective** - to advance the digital economy and to speed up the process of moving towards the single digital market in the Baltic Sea Region. The project is in-line with EU Single Digital Market initiative.
-  **Scope** – work packages include Industry 4.0, Digitalization of cross-border government to business (G2B) public services and Digital policy network for the Baltic Sea Region.
-  **Work package 3** – 4 show cases development of the selected G2B cross-border e-services. The study on cross-border G2B services was conducted as part of WP3, led by Lithuanian ICT association INFOBALT.

## DIGINNO in numbers:

- 21** project partners in total (14 full partners, 10 associated) from 9 countries in BSR region.
- 3,4** million euros for project implementation, ERDF 2,75 MEUR and co-financing 0,64 MEUR.
- 36** months of project duration.

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<sup>1</sup> [https://ec.europa.eu/commission/priorities/digital-single-market\\_en](https://ec.europa.eu/commission/priorities/digital-single-market_en)

<sup>2</sup> <https://www.balticsea-region-strategy.eu/>

This report relates to the project component (“Work package 3”) that aims to address the challenge of innovation and interoperability of public services. It aims to recommend applicable and sufficient insights improving the G2B services environment in BSR countries by analysing both current situation and respectively obtaining the point-of-view of the situation from businesses. There are substantial differences in the maturity levels of digital public services across the BSR, the Nordic countries and Estonia being the leaders. Also the development and uptake of public digital services are characterized by barriers such as interoperability, lack of cooperation between stakeholders, poor digital skills, as well as low involvement of end-users in the service design and development.

The relevant DIGINNO activities covered in this project component include mapping and identifying existing government to business services with cross-border relevance and their level of digitalization in BSR countries. The analysis provides a basis for choosing show-cases that can be shared among European countries as best practice for future projects and also identifies main barriers which have to be solved.

The first phase of this analysis included a desk study about the current maturity level of selected G2B services. Aspects such as e-maturity level, cross-border availability and main barriers for using the services cross-border were examined. This was done in co-operation with relevant national public authorities who provide the selected services to businesses.

During the second phase, a questionnaire will be developed in order to uncover real-life problems that businesses face when operating cross-border, which could not be identified during the desk-study.

In prospect, the results of the project may promote to improve G2B services in BSR countries.

The report is structured as follows:

Chapter 2 explains key terms in the scope of the project, elaborates on the methodology used to structure the research, collect data and capture the insights, as well as its limitations. Chapter 3 presents an overview of the cross-border availability of G2B services in BSR. In Chapter 4 the e-maturity of horizontal and vertical services, as well as segmentation thereof in groups based on cross-border availability and e-maturity level. Chapter 5 identifies the main barriers to G2B services uptake in BSR countries. In Chapter 6 we present a comprehensive analysis of services based on the horizontal and vertical dimensions, and finally discuss main findings and conclusions in Chapter 7.

## 2. Methodology and description of the study

### 2.1. Definition of the terms

One of the aspects studied has been the cross-border availability of selected G2B services in BSR countries - that is the availability of national G2B services to be used by foreign business entities from abroad. The goal of the overview is to examine BSR countries according to cross-border availability identifying the current state of play.

One of the challenges before and during the study has been the understanding the term “cross-border”, especially by local national authorities. Thus, this brings out the need for a definition of the term “cross-border G2B service”.

Today, the term cross-border e-service has not been fully defined, even though the use of it is wide-spread on both national digital agendas as well as in EU documents. In order to have a common understanding of what is meant by “cross-border” the partners of DIGINNO agreed on characteristics that best describe the term **G2B cross-border e-service**:

- the ability to be used by business based in a foreigner country;
- for business operations or company’s formalities;
- independently of business location and country of establishment;
- provided by governmental body (central or local institution);
- in a interoperable environment;
- based on shared electronic authentication, identification and signature support services;
- available in at least one language other than official national language
- G2G transactions are excluded. As well as G2C, unless C is a business representative acting on behalf of business.

Parties agreed that **digital service** is a service which takes place via digital channels in the internet space throughout the entire operation (from the initiation of the service till the delivery of its results). Digital channels include, but are not limited to:

- Email;
- Mobile apps;
- Self-service portal;
- Downloading/uploading files, etc.

**E-maturity** – clarifies the digitalization level of the specific service. The answers gathered should show the maturity level of the service on national level. 3 main levels of e-maturity have been separated:

- Fully online – all of the procedures needed to receive the service can be done in online from;
- Partly online – part of the procedures needed to receive the service can be done in online from;
- Not online – none of the procedures needed to receive the service can be done in online from.

**Barriers** – obstacles which could prevent the cross border usage of the service. All barriers analysed in this study apply to cross border usage. These barriers could include:

- Language (service is available in local language only);
- Online identification (not present);
- Online authentication (not present);

- E-documents (not present);
- Recognition of documents (not available online);
- Regulatory;
- Other barriers.

## 2.2. Methodological approach

In order to achieve sufficient examination of the current situation in BSR, the research had been divided into 2 main streams:

- Horizontal service analysis. Horizontal services covers services inherent to all businesses life-cycle.
- Vertical sector analysis. Vertical segment covers only specific industries. The services in these sectors might be applicable only for the particular sector.

### The basis for selecting horizontal services

Horizontal sector services are applicable for all businesses regardless of the field they operate in. The 3 main parts of these services were identified based on business life-cycle:

- Market entry;
- Market activity;
- Market exit.

For each sector, relevant services were identified and evaluated. The selection of the services is described in this section below.

### The basis for selecting vertical sectors

Based on preliminary internal analysis on international trade statistics in Baltic Sea Region, the EU Strategy for the Baltic Sea Region identified priorities, 3 main sectors were identified.

- C 16     Manufacture of wood and of products of wood and cork, except furniture;
- H 49     Land transport & H 50 Water transport;
- C 28     Manufacture of machinery and equipment n.e.c.

The sectors listed above are based on NACE classification. The initial analysis has been carried out based on data collected using SITC<sup>3</sup> classification sectors, therefore the sector names may not match exactly and the numbers could not be translated directly.

The following is the table containing cumulative trade volumes in million Eur by sectors among Lithuania, Latvia, Estonia, Finland, Sweden\*, Norway, Denmark and Poland. The sectors listed in the following table are based on SITC classification.

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<sup>3</sup> <https://unstats.un.org/unsd/tradekb/Knowledgebase/50017/Standard-International-Trade-Classification-Revision-4>

**Table 1 Cumulative trade volumes by sectors in Lithuania, Latvia, Estonia, Finland, Sweden, Norway, Denmark and Poland, m Euro**

SITC code	Sector	Total trade, m Euro
7	Machinery and transport equipment	7 352
0	Food and live animals**	2 993
6	Manufactured goods	2 840
3	Mineral fuels, lubricants and related materials	2 237
5	Chemicals and related products	2 046
8	Miscellaneous manufactured articles	1 859
2	Crude materials, inedible, except fuels	882
1	Beverages and tobacco	477

*\*\* Sea related: 2 416 m Eur*

The selection of these three sectors is justified by the following factors:

- C16 - Sector of strategic importance and strong economic potential for Baltic Sea Region and recognised by EU Baltic Sea Region Flagship project BSR Stars as strategic economic sector;
- H49 & H 50 - Corresponds to EU BSR Strategy identified challenge: "To increase accessibility and attractiveness";
- C 28 - Economic sector with the largest cross-border trade statistics in Baltic Sea Region.

The remaining 2 sectors were selected based on each BSR country's partners' perception and expert judgement. The survey had been established and 2 additional sectors had been identified:

- Telecommunication sector;
- Financial service activities, except insurance and pension funding.

Therefore, telecommunications, financial service activities, except insurance and pension funding sectors, were selected based on project partners' expert collective judgement.

In total, 5 vertical sectors, based on NACE classification<sup>4</sup> and additional BSR countries' perception have been selected:

- Land transport and water transport;
- Manufacture of wood and of products of wood and cork, except furniture;
- Manufacture of machinery and equipment;
- Telecommunications;
- Financial service activities, except insurance and pension funding.

<sup>4</sup> <http://ec.europa.eu/eurostat/documents/3859598/5902521/KS-RA-07-015-EN.PDF>



## Selection of services

For each horizontal and vertical sector, applicable and relevant services were identified. The identification has been proceeded by applying market research approach and additionally gathering BSR countries' expert's opinion. Relevant authorities as ministries or governmental business support agencies were contacted in regard to fully determine all applicable services for each sector selected. Each sector's responsible governmental organizations have been contacted to better understand services of particular sector that are provided for businesses, for instance, Lithuanian national bank has been contacted to better understand the scope of financial services that the government provides to businesses. Furthermore, the desk research method has been used to observe available sources, extracting relevant information. After the research, a list of services has been drawn. The list has been sent to each country's partners to overview and ensure that all required services have been included. Therefore, based on experts' opinion and market examination 77 services of all sectors were chosen.

## Examination of services

In order to gather information about selected G2B services in BSR countries, desk-study format was used, including using public information available about the services on relevant websites but also contacting responsible national authorities. To ensure that data is gathered in a uniform way, a questionnaire form was developed and applied. The questionnaire was designed by the following structure:

- Description of service – broader understanding of the services in each country of the survey.
- Responsible institution of the service.
- Cross- border G2B services are categorized below by:
  - the ability to be used by business based in a foreigner country;
  - for business operations or company's formalities;
  - independently of business location and country of establishment;
  - provided by governmental body (central or local institution);
  - in a interoperable environment;
  - based on shared electronic authentication, identification and signature support services;
  - available in at least one language other than official national language;
  - G2G transactions are excluded. As well as G2C, unless C is a business representative acting on behalf of business.
- The maturity level of service/e-service - the aim is to clarify digitalization level of the specific service. The answers gathered should show the maturity level of the service on national level.
- Barriers to cross-border services identifies obstacles which could prevent the cross border functionality of the service

The goal of the questionnaire was to understand the current situation in different countries regarding the digitalization of G2B services with cross border relevance. The project partners were asked to indicate and describe in their countries existing G2B (e-) services.

The analysis consists of 9 questionnaires from 9 countries that are divided into horizontal public services (services that apply to businesses regardless which sector they operate in) and vertical services (services that apply to certain businesses operating in certain sector). First part of the study covers selected three horizontal services under business life-cycle:

- Market entrance;
- Market activity;

- Market exit.

These G2B services are often commonly used regardless of what country in the BSR the business operates in and applicable for companies in any field of legal activity.

The second part of the study covers selected services in specific sectors. These services are relevant and exclusive for companies operating in these sectors of economy:

- Land and water transport;
- Manufacture of wood and products of wood and cork, except furniture;
- Manufacture of machinery and equipment;
- Telecommunications;
- Financial service activities, except insurance and pension funding.

The results of the questionnaire had been aggregated and conclusions had been drawn. The results of the survey aimed to show the existing gaps between the countries and later will be used to identify the significant areas of improvement.

## 2.3. Limitations of the study

Firstly, the definition of cross-border e-service is not unified among European Union countries. The problem leads to possible differences in interpretation of questions, services and barriers. In other words, the lack common and quantifiable definition, different experts conducting this research as well respondents could have interpreted definitions differently. This means that the reader has to be reserved when interpreting the results of the study. Furthermore, the comparison of the countries is limited as well – the percentages derived from the data gathered show indication but should not be compared directly. The definition of cross-border e-services remains undefined, therefore it generally limits usage other previous studies as it inaccurate to compare insights in between. The aforementioned allows raising an assumption that an EU wide cross-border e-service definition might be beneficial.

Secondly, since five vertical sectors have been selected, other fields are left out of scope, thus limiting the scope and interpretation of the results of the study.

Thirdly, as there are no partners taking part of this study representing Sweden and Germany, the study has been conducted by a third party, based on information available on relevant websites and thus needs validation by national authorities.

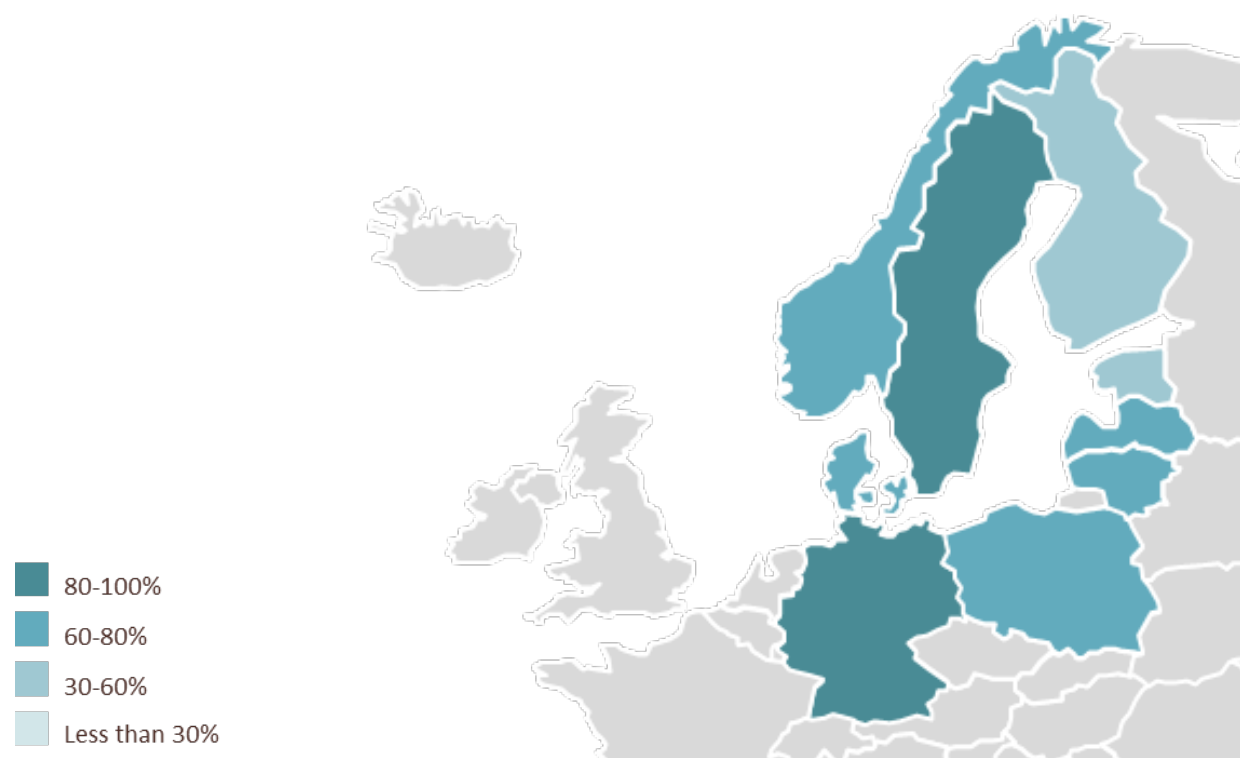
Lastly, the questionnaires have been filled by project partners from BSR countries. Human error, as well as differences in backgrounds, interpretations and biases, are inevitable and might influence the accuracy of the data to a little extent.

### 3. Overview of cross-border availability

The map below represents level of cross-border availability in the countries where the study was conducted. As it was mentioned in chapter 2.3, the lack of common and quantifiable definition, different experts conducting this research as well respondents could have interpreted definitions differently. Furthermore, the comparison of the countries is limited as well.

In Sweden and Germany more than 80% of services analysed are cross-border available. Estonia and Finland have between 30% and 60% cross-border available services. In others countries 60% to 80% of analysed services are accessible for foreign companies.

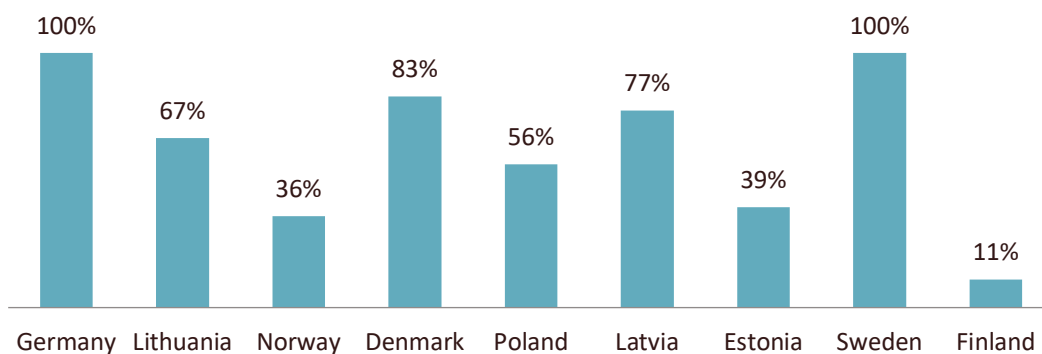
**Figure 1 - Overview of cross-border availability**



*Source: Civitta analysis*

Among horizontal services analysed, Finland has least amount of cross-border available services (11%), Norway has 36%, Estonia - 39%. Other countries have more than half of horizontal services analysed available with higher amounts in Germany and Sweden (both - 100%).

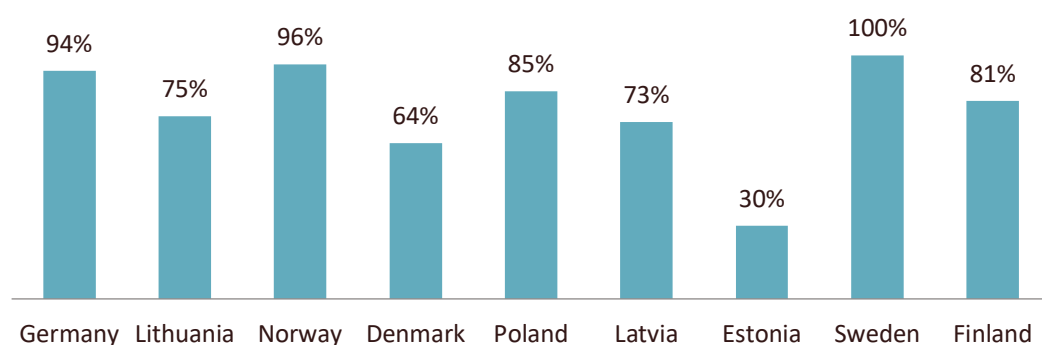
Figure 2 - Cross-border G2B horizontal services, %



Source: Civitta analysis

All countries except Estonia (30%) have more than half of analysed vertical services cross-border available with higher amount in Sweden (100%).

Figure 3 - Cross-border G2B vertical services, %



Source: Civitta analysis

### Insights

- Analysis of cross-border availability has shown that analysed G2B vertical services are more often cross-border available than horizontal ones (on average 78% vs 63%).

- The major part of analysed services are cross-border available (cross-border availability in BSR of all services analysed is 72% on average).
- Norway and Sweden show the highest degree of cross-border availability of services on both dimensions.
- Significant difference between sectors is recorded in Finland, where 11% of horizontal services analysed versus 81% of analysed vertical services are cross-border available;
- In 4 countries (Lithuania, Norway, Poland, Finland) cross-border availability is higher in vertical services than in horizontal services, while in the other 3 countries – it is vice versa;
- In Estonia and Finland, most of analysed services are not cross-border available (availability is lower 50%). Lowest amount on average is recorded in Estonia (35%).

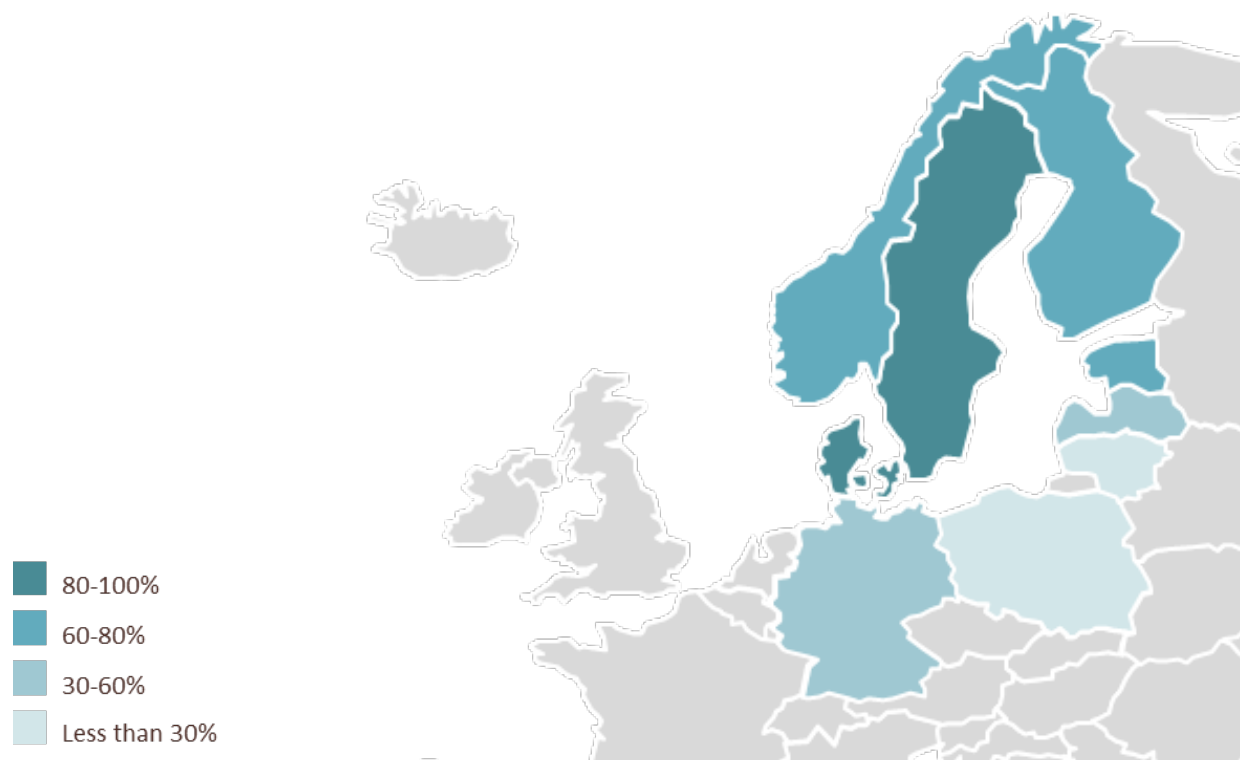
## 4. Overview of e-maturity level

### 4.1. Overview of e-maturity of horizontal and vertical services

For each G2B service analysed the level of e-maturity has been identified. The e-maturity level implies a degree of G2B services' digitalization, meaning scale from physical visit and paper documents required to electronic access with the maximum convenience. 3 main criteria were given: fully online, partly online or not online. Not online services are usually done in paper forms or physical presence is required. If a service requires physical presence only for several procedures and part of procedures are still done in paper forms, this refers to partly online services. Services with e-mail contact and consultations as well as with self-service portal or mobile application usage should be recognized as fully online services.

The E-maturity level of services in the BSR countries is represented on the map below. More than 80% of all services analysed are fully online in Denmark and Sweden. Less of the analysed services are available online in Norway, Finland and Estonia. From 40% to 50% of services belong to fully online services in Germany and Latvia. Lowest percentage of fully online services is recorded in Poland and Lithuania - less than 40%.

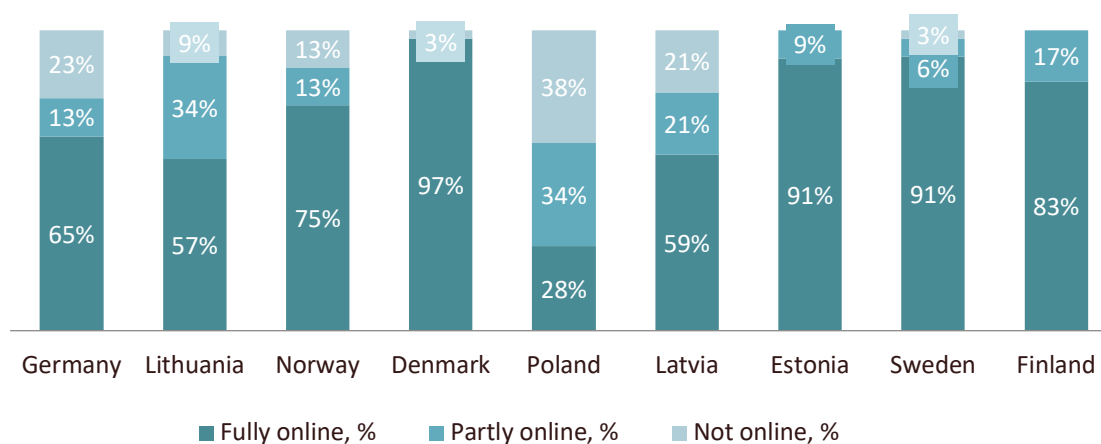
**Figure 4 - Overview of e-maturity level**



*Source: Civitta analysis*

Among horizontal services analysed, all countries, except Poland (28%), have majority of fully online services with share from 57% in Lithuania to 97% in Denmark. Estonia and Sweden also have high amount of fully online services (both - 91% of all services analysed). Highest percentage of partly online services is in Lithuania and Poland (both - 34%). The amount of services analysed that are not available online is the highest in Poland (38%).

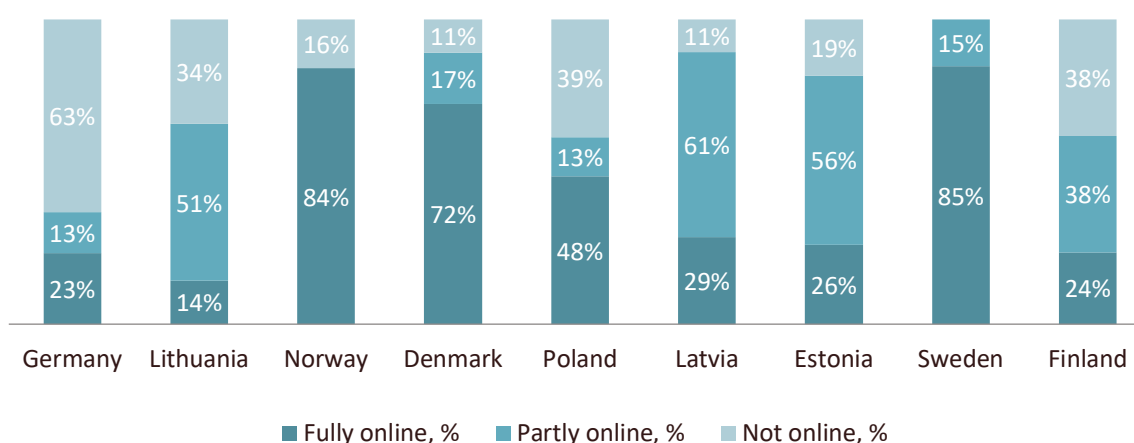
Figure 5 - Horizontal G2B services by e-maturity, %



Source: Civitta analysis

Vertical G2B services analysed are mostly fully online in Norway (84%), Denmark (72%) and Sweden (85%). Partly online vertical services prevail in Baltic countries, namely Lithuania (51%), Latvia (61%) and Estonia (56%). In Germany most vertical services are not online (63%), whereas in Finland there is the same amount of both partly online and offline services (38%).

Figure 6 - Vertical G2B services by e-maturity level, %



Source: Civitta analysis

### Insights

- Fully online services highly prevail in Scandinavian countries;
- Horizontal services analysed are more digitalized in comparison to analysed vertical ones (72% versus 45% on average);

- In 8 out of 9 BSR countries fully online horizontal services prevail. On the other hand, fully online vertical services prevail in only 4 countries.
- Partly online services are common in vertical sectors and prevail in 3 countries (Latvia, Estonia, Lithuania).
- For Horizontal services situation is similar in Lithuania and Latvia, where more than half (57% and 59% accordingly) of the services are fully online;
- Out of all services analysed, Latvia and Germany have mostly fully online services (both - 44%), whereas in Latvia 41% of services are partly online and 43% of services in Germany are not available online.
- Out of all services analysed, not online services are most frequent in Germany among vertical services, while horizontal services in the country represent 65%;
- Lithuania is the only country where partly online services prevail (43% of services analysed);

## 4.2. Segmentation of services

Further on, analysed services are divided into groups. It was identified that their cross-border availability and e-maturity level are the most important characteristics for this study. Therefore, the aforementioned segmentation of services was based on these two dimensions. The services were grouped in the following segments:

- **Cross-border fully online group.** This group includes fully online and cross-border available services. As these services are both fully online and already cross-border available, these services can be viewed as good examples (even some usage barriers may still apply), hence this segment is titled as leading services.
- **Nationally fully online group.** The services, which are fully online, but not cross-border available. These services are leading in e-maturity on national scale, however are not cross-border available.
- **Partly online group.** This segment covers all partly online services, regardless of their cross-border availability. Services in this segment are considered **less** since they fall behind the first two groups in e-maturity (since the scope of this report includes analysis of e-maturity services, higher e-maturity is considered as better).
- **Not online group.** This segment shows services are not online at all, regardless of their cross-border availability. These services are considered least developed in terms of e-maturity. Furthermore, it can be assumed that for this segment the cross border availability is less relevant, since even if a company could use the service across the border, it would most likely still need to travel to the country to receive the service.

The objective of this segmentation was to simplify further analysis. In addition, it improves visual comparison between the services in different countries. For each country, individual ratio was calculated, which shows levels of two indexes simultaneously.



Figure 7 – Division of services into groups

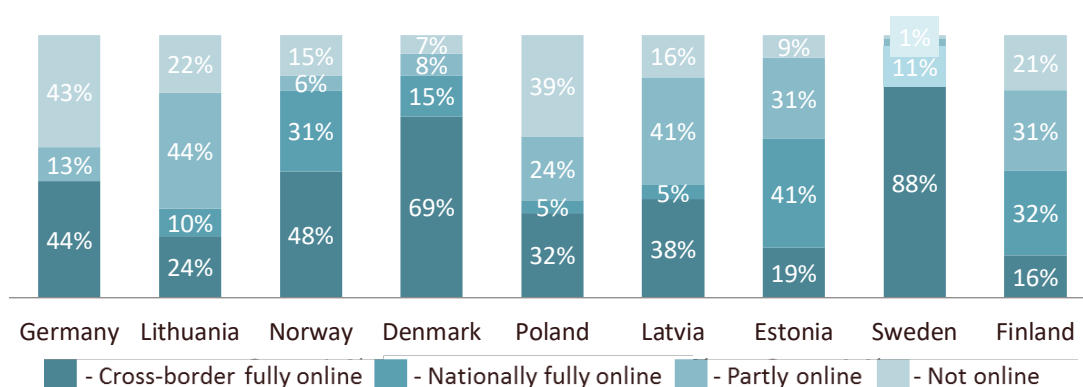
	Service available cross-border	Service not available cross-border	Group number
Fully online	Cross-border fully online	Nationally fully online	1
Partly online	Partly online		2
Not online	Not online		3

Source: Civitta analysis

Cross-border fully online group services mostly prevail in Sweden (88%) and Denmark (69%). Other countries have more even distribution by groups without claiming more than 50% of group share. It is worth to mention that in Norway, Germany, Lithuania and Latvia the cross-border fully online group is also the most common one.

Latvia and Lithuania became the only two countries, where partly online group with partly online services prevail (41% and 44% respectively). However, in Latvia more services are in Cross-border fully online group (38% vs 24% in Lithuania). Similar situation have been observed in Estonia and Finland. The prevailing group there is nationally fully online group (41% in Estonia and 32% in Finland). Therefore, the most services in these countries are fully online, but not cross-border available. At the same time, only 19% of services in Estonia and 16% of services in Finland are fully online and cross-border available. Moreover, 31% of services in both Finland and Estonia belong to partly online group. The only one country with dominating not online group is Poland with 39% of services analysed.

Figure 8 - Service groups in analysed countries, %



Source: Civitta analysis

### Insights

- Germany and Poland has most services belonging to Not online group, while Denmark and Sweden has most services fully online;
- In Lithuania and Latvia services that belong Partly online group prevail;
- In Finland, Estonia and Norway have a significant part of services belonging to Nationally fully online group;

- Cross-border fully online group is prevalent in BSR with 42% on average, Nationally fully online group has 16% on average, Partly online group - 23%, Not online group - 19%;

## 5. Barriers overview

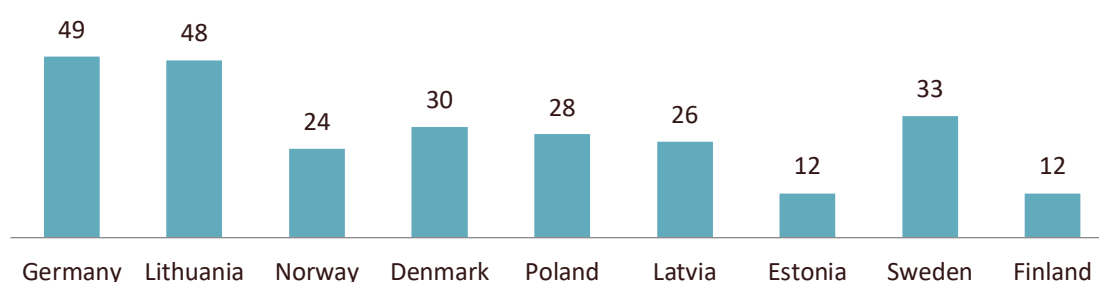
For conducting the study, the questionnaire included pre-determined barriers that might exist amongst the G2B services in regards to cross-border availability:

- Language (service is available in local language only);
- Online identification (not present);
- Online authentication (not present);
- E-documents (not present);
- Recognition of documents (not available online);
- Regulatory;
- Others (additional description needed).

It is important to note here that according to eIDAS regulation<sup>5</sup>, as of 09.2018, EU member states must recognise notified eIDs of other Member States for cross-border access to its online services when its national laws mandate e-identification.

Language barrier is the most common when addressing limitations to G2B services uptake, and is most typical for Germany and Lithuania, where 49 out of 77 and 48 out of 77 analysed respectively services face this barrier accordingly. 3 other countries in which language is the main barrier using G2B services are Denmark (30 services), Poland (28) and Latvia (26).

**Figure 9 - Language barriers, number of services**



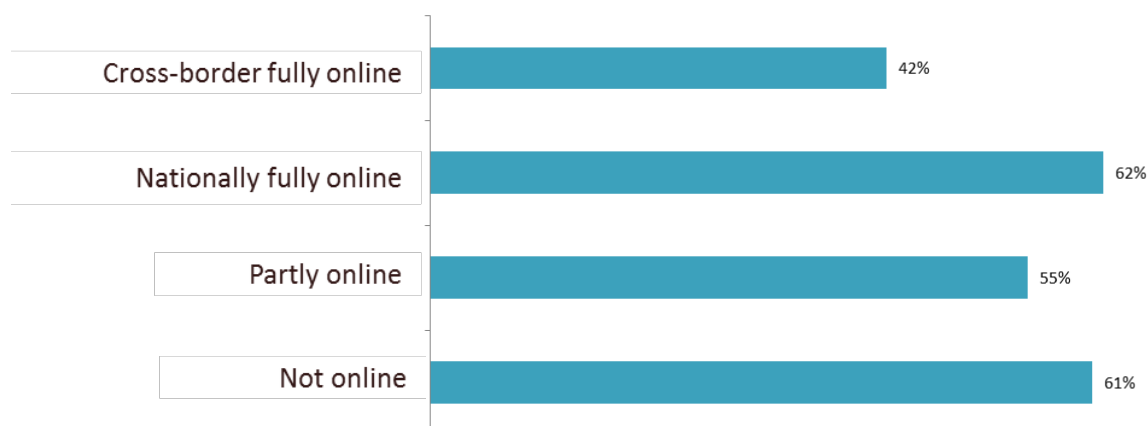
Source: Civitta analysis

Also, when analysed by groups of services, the language barrier is most prominent in nationally fully online group and not online group, with 62% and 61% of services, respectively, identifying this barrier. This can easily explain that the language barrier is directly correlated with the unavailability of certain services on a cross-border level (probably due to the fact that the services are very specific to a country) but also to the

<sup>5</sup> <https://ec.europa.eu/futurium/en/content/eidas-regulation-regulation-eu-ndeg9102014>

services that are available cross-border but not available online, thus accessing them offline in the local language by foreign users is a reasonable challenge. Although fully online and cross-border available, G2B services from Cross-border fully online group also identified the language barrier to a relatively high extent – 42% of services.

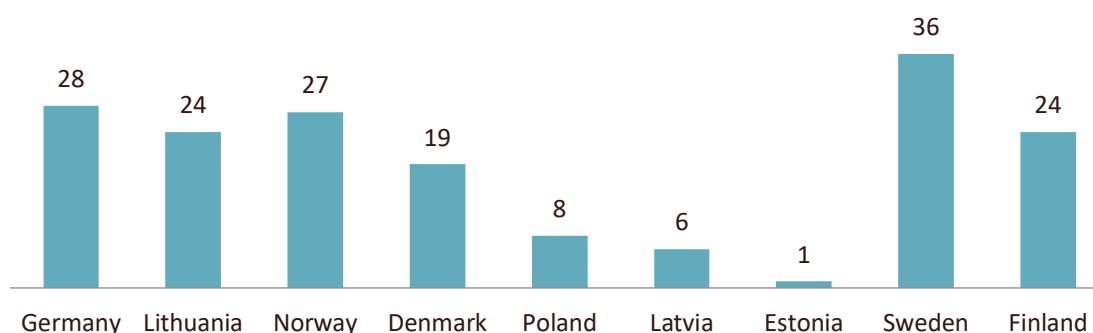
**Figure 10 - Language barrier by groups of services**



*Source: Civitta analysis*

Lack of online identification takes strong positions in Sweden (36 services). It is also significant in Germany, Lithuania, Norway and Finland (24 to 28 services). Only one service in Estonia was recognized with online identification as one of the barriers. The absence of online identification has been identified as the second main barrier only in not online group.

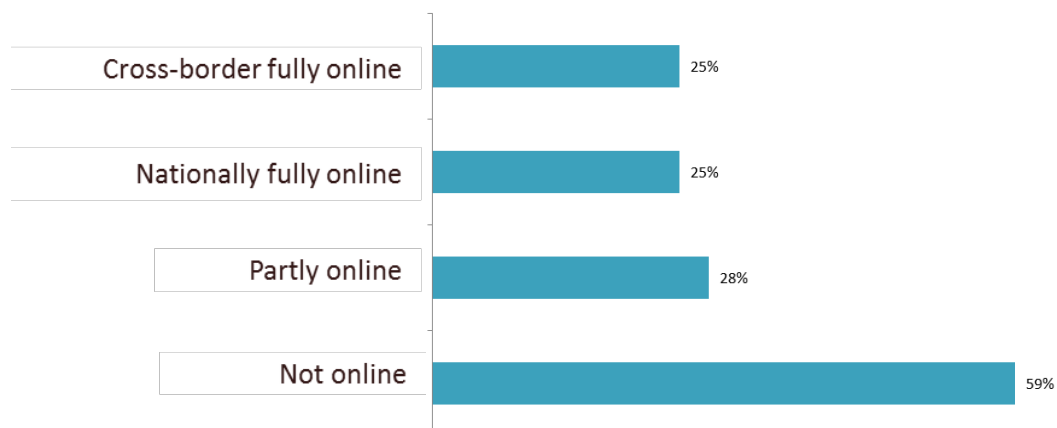
**Figure 11 - Absence of online identification, number of services**



*Source: Civitta analysis*

Also, the lack of online identification as a barrier is relatively homogenous across Groups 1-3, where about a quarter of services within the group face this barrier. Thus, this is an explanation to the low level of e-maturity of services.

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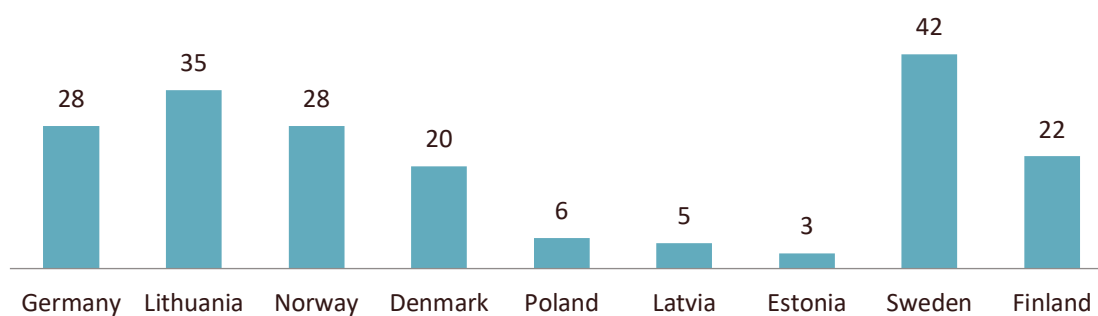
**Figure 12 - Absence of online identification by groups of services**


Source: Civitta analysis

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Lack of online authentication prevails in two countries, namely, in Lithuania (35 services) and Sweden (42 services). In Poland, Latvia and Estonia online authentication is rarely identified as one of barriers (6, 5 and 3 services accordingly).

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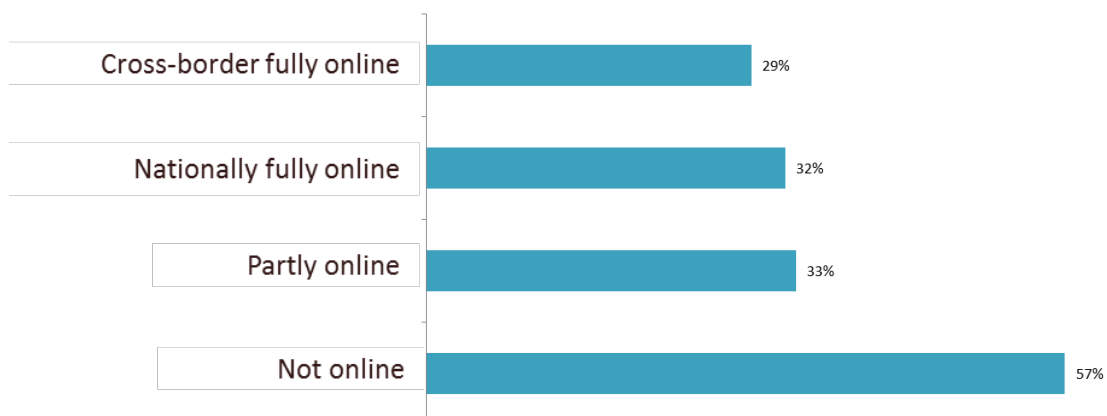
**Figure 13 - Absence of online authentication, number of services**


Source: Civitta analysis

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The lack of online authentication is a barrier encountered in about a third of services from Groups 1-3, and, as in the previous barrier case, is the most acute for not online group.

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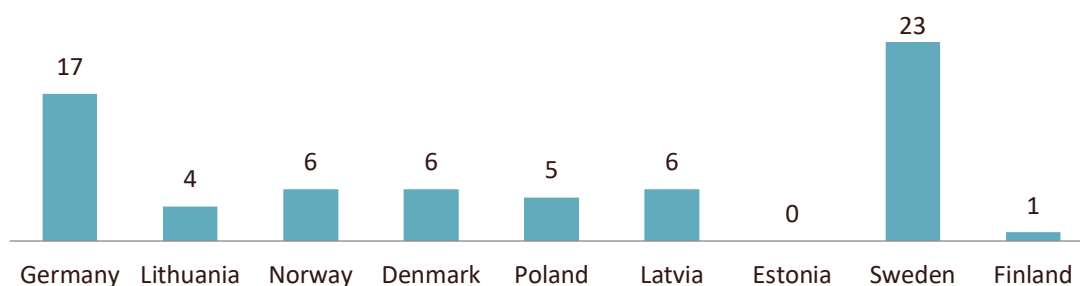
**Figure 14 - Absence of online authentication by group of services**


Source: Civitta analysis

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Absence of e-documents often can be faced by companies in Sweden (23 services) and Germany (17 services). In other countries quantity of analysed services with this barrier do not exceed more than 6 services. In Estonia all G2B services already have e-documents function implemented. Furthermore, Estonia is moving towards data exchange instead of exchange of e-documents.

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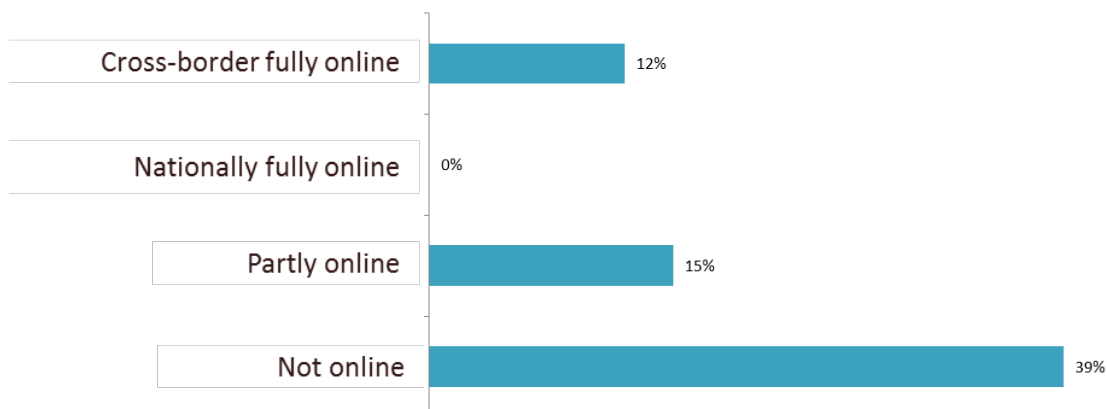
**Figure 15 - Absence of e-documents, number of services**


Source: Civitta analysis

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Services from Not online group face this limitation in a proportion of almost 40%, while none of Nationally fully online group services identified a lack of e-documents as a barrier. The lack of e-documents is encountered in 12% and 15% of services from Groups 1 and 3, respectively.

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**Figure 16 - Absence of e-documents by groups of services**


*Source: Civitta analysis*

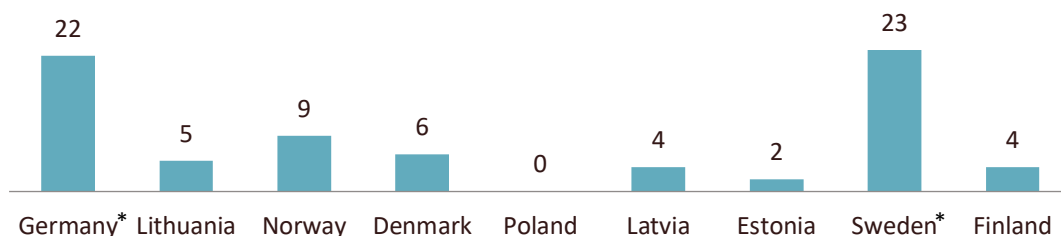
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Online recognition of documents is available for all services analysed in Poland. It is mostly not available in Germany (22 services) and Sweden (23 services). In other countries the barrier occurs in 9 or less services.

The lack of online recognition of documents is most prominent for Not online group services (not available online and cross-border) – where the feature is not present in 36% of services. Expectedly, the barrier is least characteristic for services that are fully online but not cross-border available (Nationally fully online group). In Cross-border fully online group however the rate is higher – 13% of online services that are available cross-border don't have online recognition of documents, which calls for interventions in order to increase the international uptake.

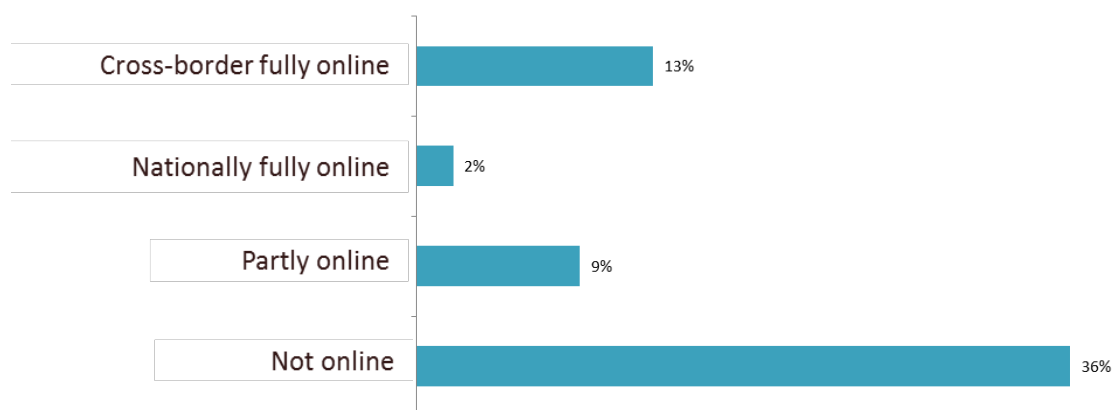
On average, this barrier is the least identified across groups of services.

Figure 17 - Recognition of documents is not available online, number of services



Source: Civitta analysis

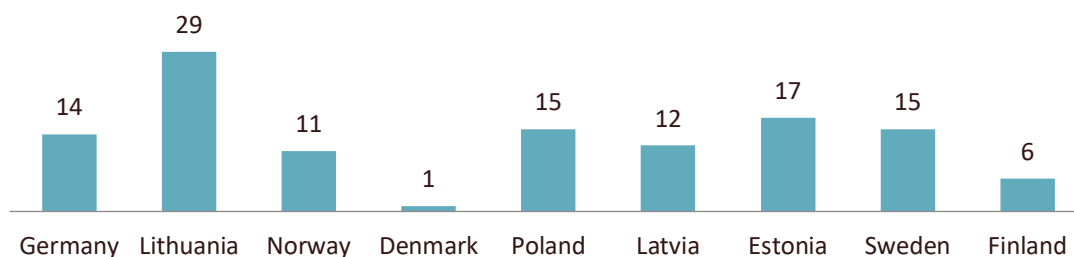
Figure 18 - Recognition of documents is not available online by groups of services



Source: Civitta analysis

Most regulatory barriers are recorded in Lithuania (29 services). The lowest amount of services with regulatory barriers is in Denmark (only 1 service out of all analysed). Most of the countries have from 11 to 17 services facing the particular barrier.

Figure 19 - Regulatory barriers, number of services

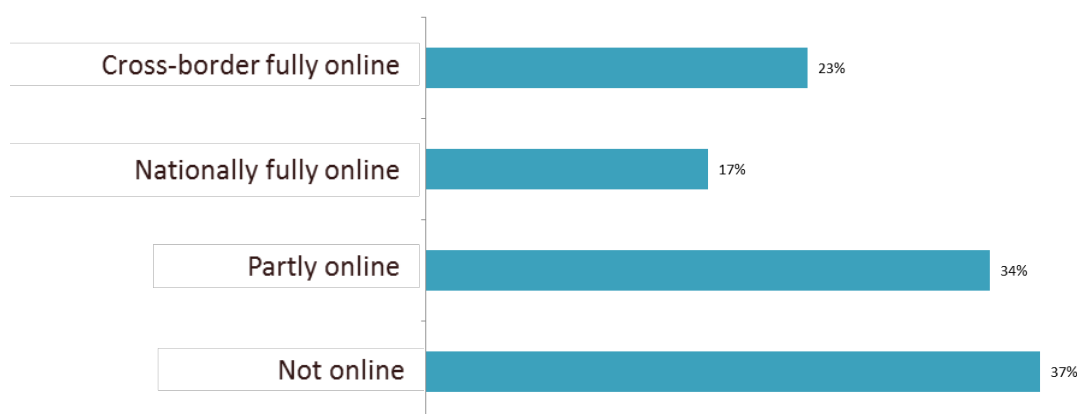


Source: Civitta analysis



From the point of view of segmentation by groups, the highest degree of regulatory barriers is encountered in services from Groups 3 and 4 (34% and 37%, respectively). This denotes that both partially online and offline services that are available nationally as well as cross-border face the regulatory barriers for uptake and need clearer, more supportive regulations to encourage their uptake. Fully online services still are confronted with the barrier (almost a quarter of Cross-border fully online group services, and 17% of nationally fully online group)

**Figure 20 - Regulatory barrier by groups of services**

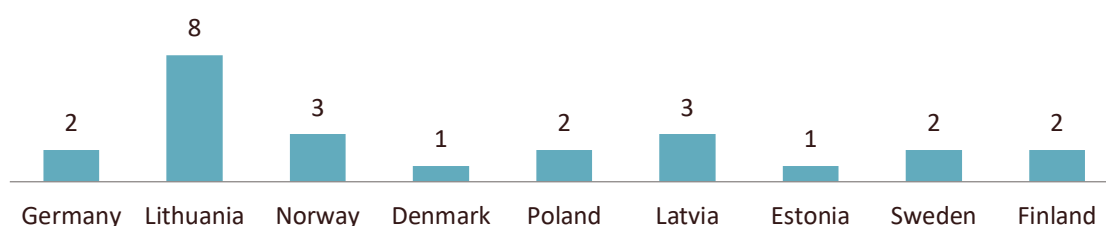


Source: Civitta analysis

Other barriers were identified rarely. They do appear relatively more frequently in Lithuania (8 services), however it amounts not more than 3 services in remaining countries. These are examples of other barriers identified:

- In Lithuania most other barriers are related to obtaining additional information from other sources or necessary agreements (actual for land transport and water transport sector).
- Other barriers for manufacture of wood and cork sector may be faced in Estonia and Finland. Usually companies need on-site inspection and connection with different EU regulations systems;
- Market activity services face barriers for registering real estate purchase in Sweden and making appointment for vehicle inspection in Latvia.

**Figure 21 - Other barriers, number of services**



Source: Civitta analysis

Not online group and Cross-border fully online group services displayed least other barriers, thus this remaining category should not be considered as a cause for services being not online available.

The table with total values of each barrier from each country is provided below. Cases in which more than 25% or 20 absolute service were identified are marked in light red.

**Table 2 Summary of barriers analysis**

Country/ Barrier	Germany	Lithuania	Norway	Denmark	Poland	Latvia	Estonia	Sweden	Finland
Language	49	48	24	30	28	26	12	33	12
Absence of online identification	28	24	27	19	8	6	1	36	24
Absence of online authentication	28	35	28	20	6	5	3	42	22
Absence of e- documents	17	4	6	6	5	6	0	23	1
Recognition of documents is not available online	22	5	9	6	0	4	2	23	4
Regulatory barriers	14	29	11	1	15	12	17	15	6
Other barriers	2	8	3	1	2	3	1	2	2
<b>Total</b>	<b>160</b>	<b>153</b>	<b>108</b>	<b>83</b>	<b>64</b>	<b>62</b>	<b>36</b>	<b>174</b>	<b>71</b>

Source: Civitta analysis

## Insights

- The most frequent barrier in BSR is language. It prevails in 5 countries out of 9. 262 services analysed among all countries face the particular barrier.
- The amount of barriers in Sweden in total is higher than in other countries in BSR. It amounts 174 units, while the lowest quantity is recorded in Estonia at the rate of 36;
- In Sweden and Germany e-documents are often not present (23 and 17 services accordingly) as well as recognition of documents is not available online (23 and 22 services accordingly). Companies in these countries tend to have more difficulties with documents than in other BSR countries;
- In Finland the main barrier is online identification as 24 out of 77 services have this obstacle to using them;
- An atypical situation has been observed in Estonia, where the main barrier is regulatory restrictions (17 services), mostly associated with requirements to have Estonian ID or residency.
- Estonia and Finland have lowest amount of language barrier for using G2B services (12 services each);

- Norway and Sweden are only 2 countries, where online authentication is the dominating barrier,
- Cross-border fully online group and not online group identified least "other barriers". Therefore, other barriers should not be considered as a cause for services being not online available.
- Cross-border fully online group which is characterized by the highest degree of e-maturity and includes cross-border available services still displays relatively high barriers in terms of online authentication, online identification and regulatory barriers, with proportions of services within the group still facing these limitations ranging from 23% to 29%.
- None of Nationally fully online group (fully online, but not cross-border) services were identified with the barrier of absence of e-documents, therefore display potential to be promoted in this regard;
- Partly online group services, which are only partly online, do not have major distinctions and have recognition of documents barrier applicable to less services compared to Cross-border fully online group.
- Not online group is represented by the highest proportion of barriers. The highest distinction between not online group and rest of the segments is recorded for barriers such as: online identification, online authentication, e-documents and recognition of documents. Thus, these barriers might serve as ground for further developments in order to enhance the e-maturity of G2B services.
- Online identification barrier is the second main barrier only for services in Not online group, having a lower impact in the other segments;
- The distinction from the main barrier and other barriers is least in not online group services, thus the barriers identified are relatively uniform across the segment. This group is also the only segment where each barrier (except "other barriers") applies to at least one third of all services in the group. The distinction is highest between not online group and the rest of the segments.

## 6. Analysis by sector

### 6.1. Horizontal sector services

Horizontal segment covers services inherent to all businesses life-cycle. These services are relevant to most companies regardless of their field of work.

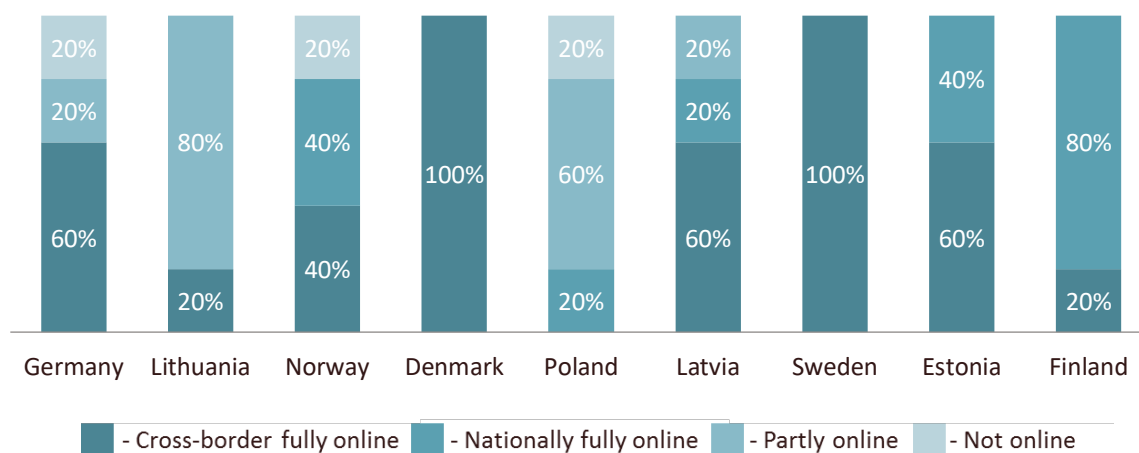
#### 6.1.1. Market entrance

Market entrance services include G2B services needed for entering a new market, opening a new branch or introducing new product. Examples of these services are:

- Registering a trademark,
- Consulting the business register,
- Opening a new branch;
- VAT registration;
- Registration, modification, deletion of place of establishment.
- Other.

For market entrance services, Cross-border fully online group is prevalent in Germany, Denmark, Latvia, Sweden and Estonia. In Denmark and Sweden all these services are fully online and cross-border available. Market entrance services analysed are mostly partly online in Poland and Lithuania (belonging to partly online group). The only country with nationally fully online group prevailing is Finland, where 80% of fully online services are not cross-border available. Norway has equal distribution between Cross-border fully online group and nationally fully online group of 40% services each.

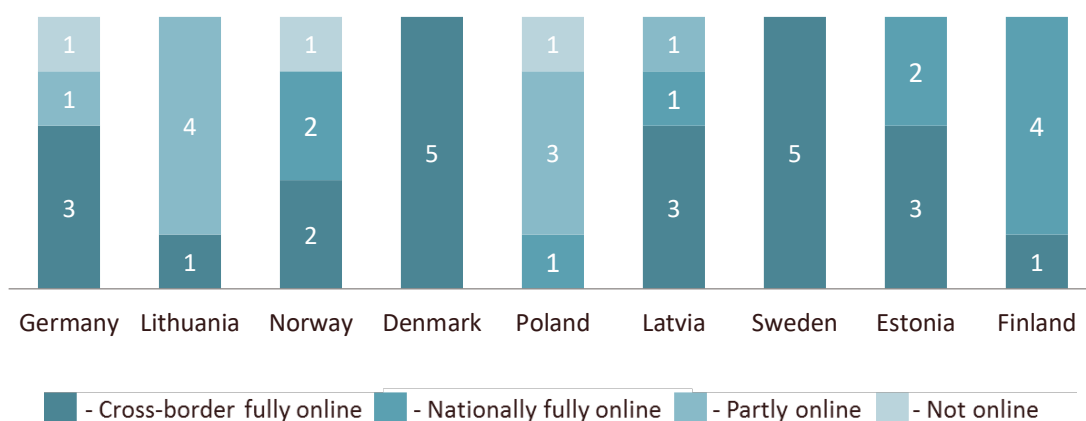
Figure 22 - Market entrance sector by service groups, %



Source: Civitta analysis

All 5 services in both Denmark and Sweden refer to Cross-border fully online group. Moreover, the majority of market entrance services belong to Cross-border fully online group in Germany, Latvia and Estonia. Services of Not online group occurs only in Germany, Norway and Poland.

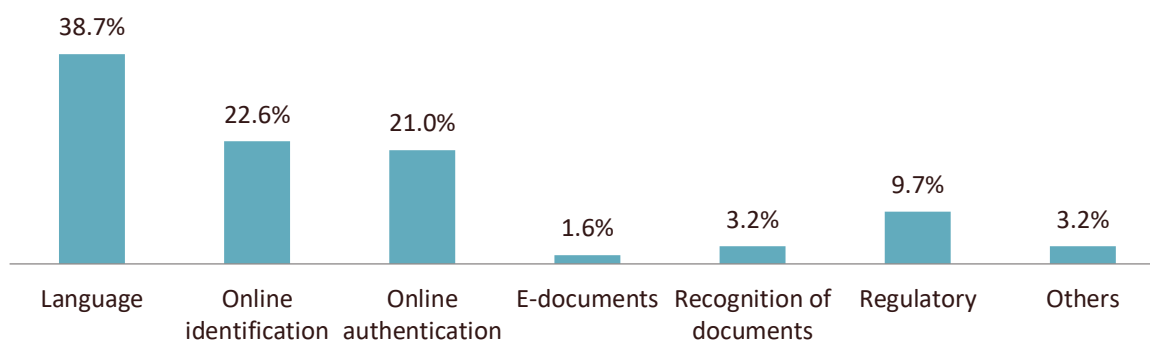
Figure 23 - Market entrance sector by service groups, number of services



Source: Civitta analysis

Language is the main barrier amounting to almost 39% of all market entry services. Instances with online identification and authentication apply to around 22% of the market entry G2B services. Regulatory barriers are being identified in approximately 10% of cases. The least common (approx. 2%) for this sector is the absence of e-documents. Others barriers are usually referred to certain companies, for example, in Poland registration, modification and deletion of place of establishment is available for several types of companies only.

Figure 24 - Barriers breakdown for market entrance services, %



Source: Civitta analysis

### Insights

- In total, 55% of market entrance services in BSR are fully online and cross-border available. 15% of online services are not cross-border available;
- 70% of market entry services analysed are fully online and cross-border available;
- Services in Sweden and Denmark are high on e-maturity level;
- In Lithuania and Poland services belonging to partly online segment prevails in market entry services;
- All services analysed in Finland are fully online, but 80% of them are not cross-border available;
- Partly online services are more common than not online services in market entrance sector;
- Language is the main barrier for services of this sector;
- Both lack of online identification and authentication are covered by around 22% services and negatively affect to the e-maturity level in BSR.

#### 6.1.2. Market activity

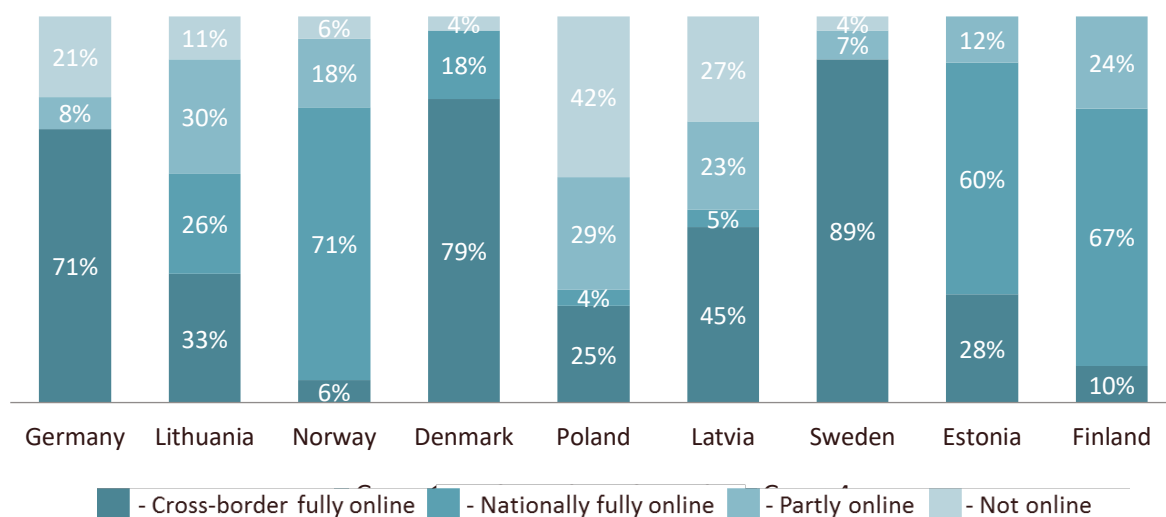
Market activity covers all operations of a company related to G2B services during its day-to-day operations. 30 market activity services were identified and analysed, among which are:

- Registering real estate;
- Hiring employees;
- Paying taxes;
- Participating in public procurement;
- Paying parking fines;
- Applying for import/export licenses;
- Other.

In market activity services Cross-border fully online group prevails. In Germany, Latvia, Denmark, Sweden and Lithuania, the percentage of G2B services referring to Cross-border fully online group is higher than that of the other groups. The highest one has been recorded in Sweden - 89% of services in the country

are fully online and cross-border available. In Lithuania, Poland and Latvia there is an even distribution of services by groups.

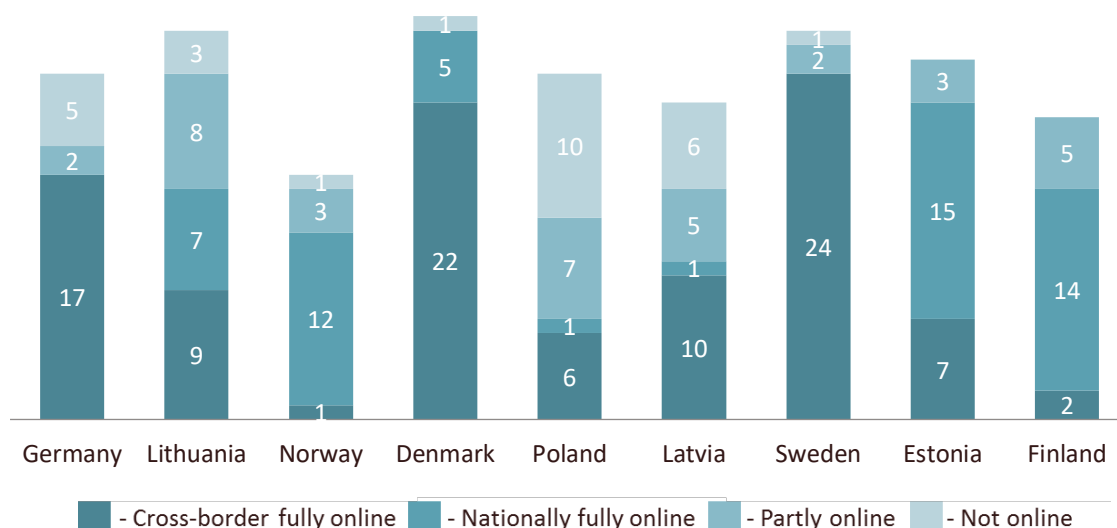
**Figure 25 - Market activity sector by service groups, %**



Source: Civitta analysis

In Norway, Estonia and Finland the dominating group is nationally fully online group, which represents the lower level of cross-border availability in these countries. At the moment, 42% of G2B market activity services in Poland are not available online. It is the only country where not online group prevails. Almost all G2B services in Sweden and Denmark belong to cross-border fully online group. Although, majority of services in Germany, Latvia and Lithuania belong to cross-border fully online group, a few services belong to groups 3 and 4.

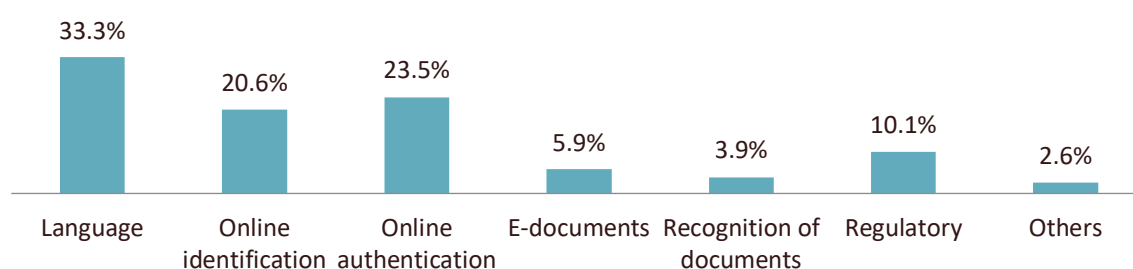
Figure 26 - Market activity sector by service groups, number of services



Source: Civitta analysis

As in market entry section, language barrier is the most common. Absence of online authentication and identification can be also faced quite often. The least present are absence of e-documents and lack of document recognition online. Other barriers have also been identified during the analysis, for example, in Sweden for registering real estate purchase, a client needs to have an ID (Swedish personal number).

Figure 27 - Barriers breakdown for market activity services, %



Source: Civitta analysis

### Insights

- In Sweden, Denmark and Germany Cross-border fully online group prevails with more than 75% of all market activity services analysed on average;
- In Norway, Finland and Estonia, most market activity sector services are not cross-border available, but fully online;
- Lithuania is the only country where no segment is dominating in market activity services (fully online and partly online segments contain from 26-33% of the services, the Not online group is smaller with 11% of the services analysed).
- Around 43% of services analysed are fully online and cross-border available in total;



- Around 60% of services on average are either not online or partly online in Poland and Latvia;
- As in previous sector, language barrier is the major obstacle;
- Absence of online identification as well as online authentication are also significant obstacles resulting in 20% and 23% of services respectively.

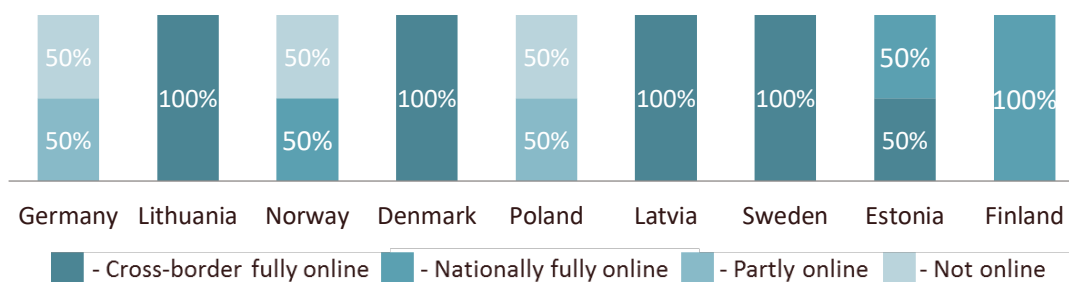
### 6.1.3. Market exit

Market exit services are needed for companies who aim to terminate their business. The information about 2 such services provided by government was gathered and analysed. These services are:

- Termination of company's activities;
- VAT deregistration.

Latvia, Lithuania, Estonia, Denmark, Finland and Sweden lead by e-maturity in the market exit sector (100% fully online). Moreover, in Lithuania, Denmark, Latvia and Sweden these services are cross-border available. In Poland and Germany there is an equal divide between partly online services and services, which are not available online. Services corresponding to nationally fully online group and not online group are present in Norway.

**Figure 28 - Market exit sector by service groups, %**



Source: Civitta analysis

Analysed market exit services belong to Cross-border fully online group in 3 countries, only one service is presented in Lithuania and it is also available online. The only one service provided in Finland is fully online, but not cross-border available. Germany and Poland have both partly online and not online service.

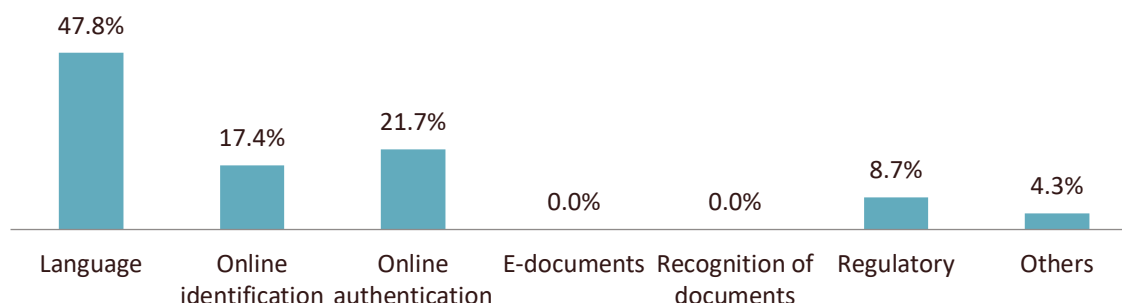
Figure 29 - Market exit sector by service groups, number of services



Source: Civitta analysis

The main barrier in the market exit sector is language (almost 50% of services face this barrier). 17% of services lack online identification, while 21% do not have online authentication. Market exit sector services do not cover any difficulties with e-documents or online recognition of documents. However, 9% of services include regulatory barriers. Other barriers may be encountered by companies trying to exit the market (applies to 5% of the services). As it was noted, in Germany many things depend on entity legal form and it may be one of reasons for additional barriers emergence.

Figure 30 - Barriers breakdown for market exit services, %



Source: Civitta analysis

### Insights

- Lithuania, Latvia, Denmark and Sweden provide fully online and cross-border available services in market exit sector;
- One service is not online in Germany, Poland and Norway. The other one is partly online in Germany and Poland;
- Analysed services are split in equal parts into fully online and partly online services in Estonia;
- Both services in Finland are partly online;
- Language barrier is the main barrier for almost a half of all services in this sector analysed (48%);
- Lack of online authentication is more often encountered than lack of online identification (22% vs 17%).

## 6.2. Vertical sector services

Vertical services cover only specific business areas relevant for BSR (land of transport and water transport, manufacture of wood and of products of wood and cork, except furniture, manufacture of machinery and equipment, telecommunications, financial service activities, except insurance and pensions funding).

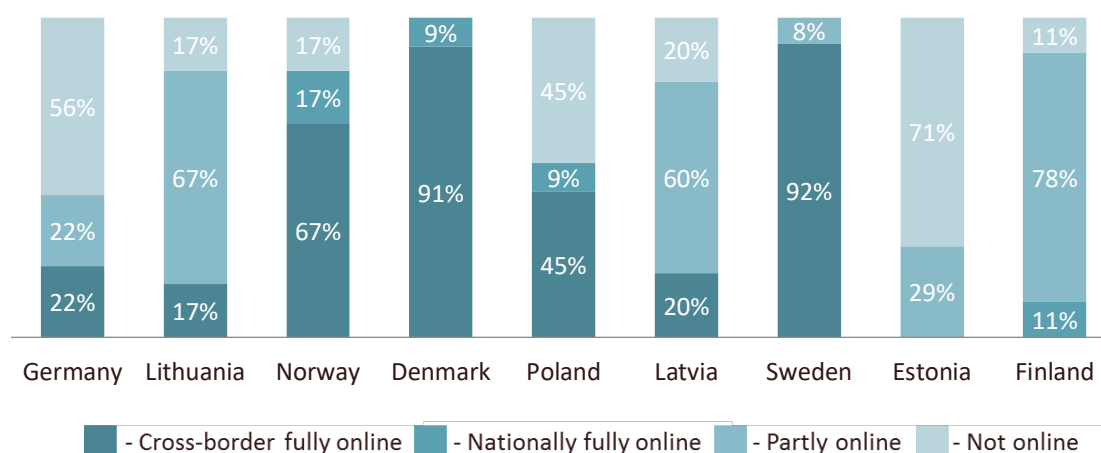
### 6.2.1. Land transport and water transport

Land transport and water transport services are intended for entities conducting their business in these respective sectors. This applies in particular to cargo or shipment companies. 13 services were identified and selected for analysis. Such services are:

- Pre- arrival and pre- departure declarations;
- Issuance of bill of lading (CMRs);
- Port terminal certification of compliance;
- License to provide cargo shipment services;
- Other.

In Denmark and Sweden more than 90% of the services belong in Cross-border fully online group. The percentage in Norway is almost 70%. Partly online services prevail in Lithuania (67%), Latvia (60%) and Finland (78%). In Poland services are split between Cross-border fully online groups and not online group (both - 45%). In Germany and Estonia land transport and water transport services are mostly not online. In general, around 46% of services are related to Cross-border fully online group, while more than 25% of services are not online.

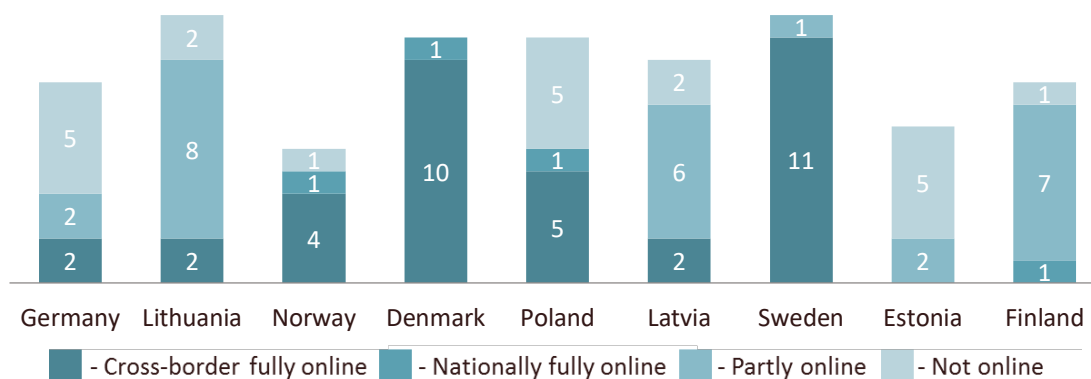
**Figure 31 - Land transport and water transport sector by service groups, %**



Source: Civitta analysis

In Denmark and Sweden almost all services are cross-border available and fully online. Less online services for land and water transport sector are in Poland, Lithuania, Latvia and Estonia.

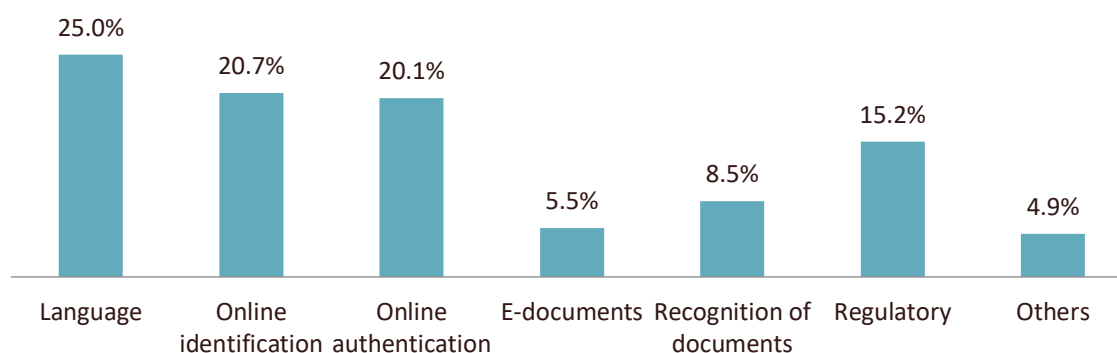
Figure 32 - Land transport and water transport sector by service groups, number of services



Source: Civitta analysis

For this sector there are 3 main barriers: language, lack of online identification and lack of online authentication (25%, 21% and 20% respectively). Slightly less services face regulatory barriers (15%) including documents to be filled and sent to different institutions, e.g. in Sweden you have to send pre-departure and pre-arrival information for all goods entering and leaving EU.

Figure 33 - Barriers breakdown for land transport and water transport services, %



Source: Civitta analysis

### Insights

- Land and water transport Scandinavian countries lead by e-maturity. The percentage of fully online services is more than 90% in Sweden and Denmark, 67% - in Norway;
- In Lithuania, Latvia and Finland the services belonging to party online segment strongly prevails;
- In total, around 40% of services analysed are fully online and cross-border available in this sector;
- The percentage of offline services is relatively high and reaches 26% of services analysed;
- Language, lack of online identification and authentication are 3 main barriers for land and water transport services with amount from 20% to 25% of services analysed;
- Companies using G2B services in this sector may also face regulatory barriers (15% of services).

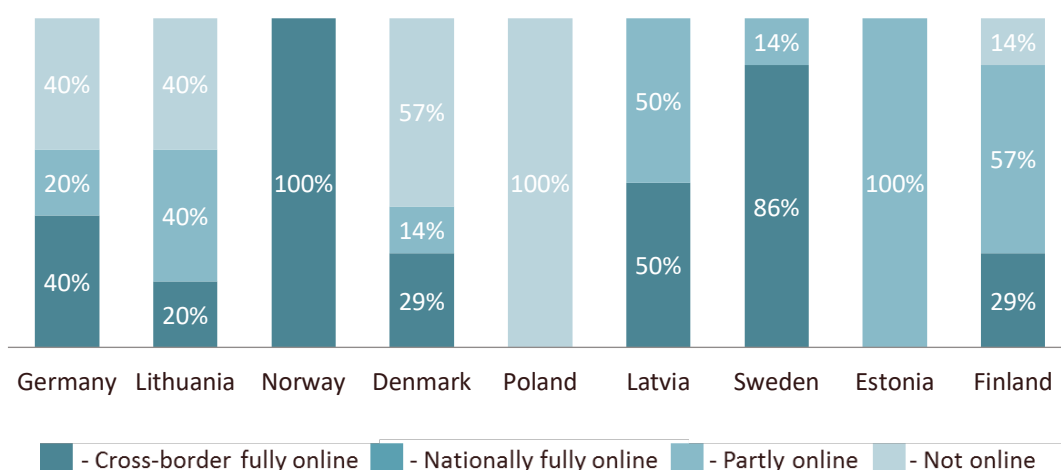
### 6.2.2. Manufacture of wood and products of wood and cork, except furniture

This sector includes such G2B services as applying for different permits and confirmations (due diligence confirmation, forest felling permit, import and use forest materials, etc.). Companies producing furniture as well as appropriate services were not involved into a research. In Latvia, Estonia, Lithuania, Germany and Poland less services could have been identified. In total, 7 services were analysed. These services are:

- Due diligence confirmation (Conformité Européenne (CE) marking for timber products used in construction);
- Issuance of eco-label for timber;
- Issuance of forest felling permit;
- Permission to import and use forest reproductive material for afforestation;
- Other.

Sweden and Norway have the highest e-maturity level of services used by wood product manufacturers, which equals 86% in Sweden and 100% - in Norway. Major part of services in Lithuania are in partly online group and not online group. Cross-border fully online group and not online group are most frequent groups in Germany (services for this sector seems to be either fully online and cross border available or fully off-line). Offline services prevail in Poland and Denmark. In Latvia there is a split between Cross-border fully online group and partly online group. Partly online services have a majority in Estonia (100% of services) and Finland (57%). It is worth noting that all services identified in this sector are cross-border available, therefore nationally fully online group has 0% percentage.

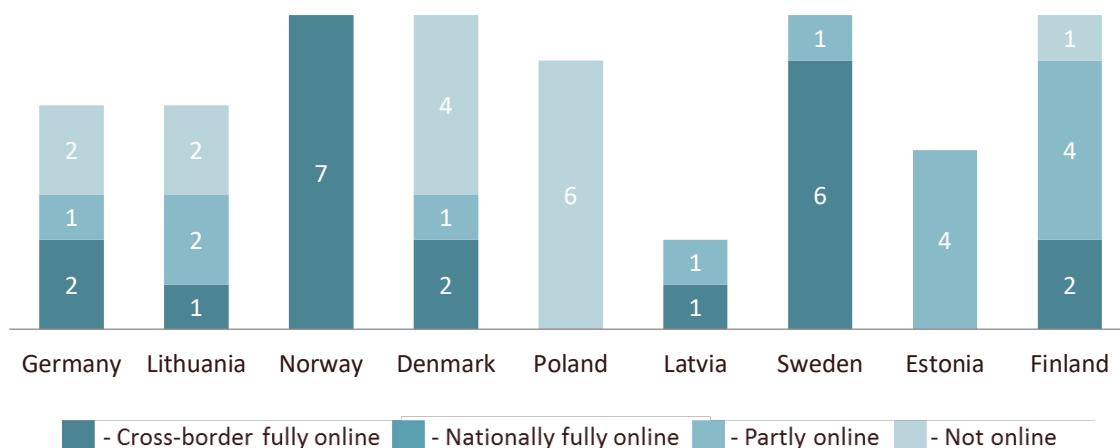
**Figure 34 - Manufacture of wood and of products of wood and cork sector by service groups, %**



Source: Civitta analysis

No services used by wood and cork manufacturers in Poland are online. In Denmark more than half of services are not available online as well. In Lithuania, Finland, Estonia and Germany part of the services are available fully or partly online (due-diligence confirmation, CITIES permit issuance).

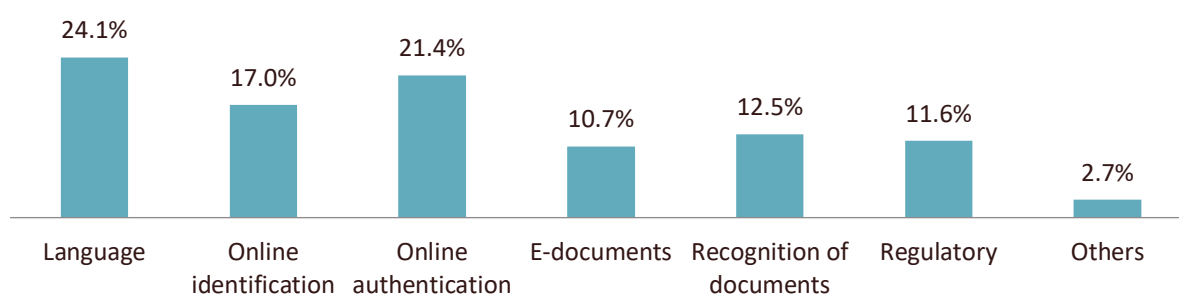
Figure 35 - Manufacture of wood and of products of wood and cork sector by service groups, number of services



Source: Civitta analysis

The main barriers for manufacture of wood and of products of wood and cork are language, the absence of online identification and authentication (24%, 17% and 21% respectively). Norway and Sweden have more services with regulatory barriers, for example, issuance of eco-label and forest felling permit. E-documents and recognition of documents not available online are also common barriers with 10,7% and 12,5% of services respectively. Around 3% of services cover other barriers, e.g. in Finland challenges are related to connection demands and systems of EU regulations to each other.

Figure 36 - Barriers breakdown for Manufacture of wood and of products of wood and cork services, %



Source: Civitta analysis

### Insights

- In Norway all services analysed are fully online, while in Poland none services are online;
- 40% of services analysed are fully online and cross-border available in BSR in total, 33% of services - partly online;
- There are no countries with not cross-border available services in this sector;
- Language and absence of online authentication are most frequent barriers in this sector (24% and 21% accordingly);
- All analysed barriers are present for this sector's services.

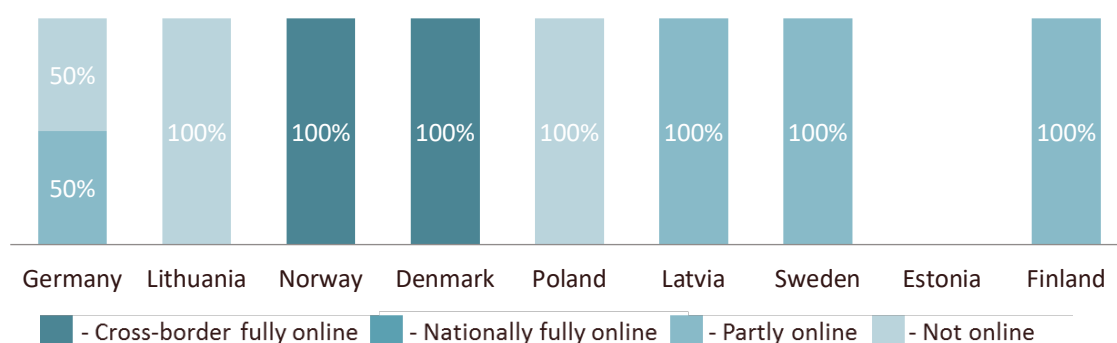
### 6.2.3. Manufacture of machinery and equipment

For this sector as well as for market entrance sector only 2 services were identified. It is important to note that in Estonia cross-border availability and e-maturity level of these services were not identified and determined. The analysed services are:

- License of permanent supervision of potentially dangerous equipment;
- Permission to carry out machinery manufacture services on a particular place of land (land purpose licence).

According to the results of the research, Cross-border fully online group prevails in Norway and Denmark. As in the previous sector, manufacture of machinery and equipment all services are cross-border available, therefore nationally fully online group has 0% of answers. In Finland, Sweden and Latvia 100% of services are partly online. In Lithuania and Poland both services are not online. 1 services in Germany applies to partly online group and the other one - to not online group.

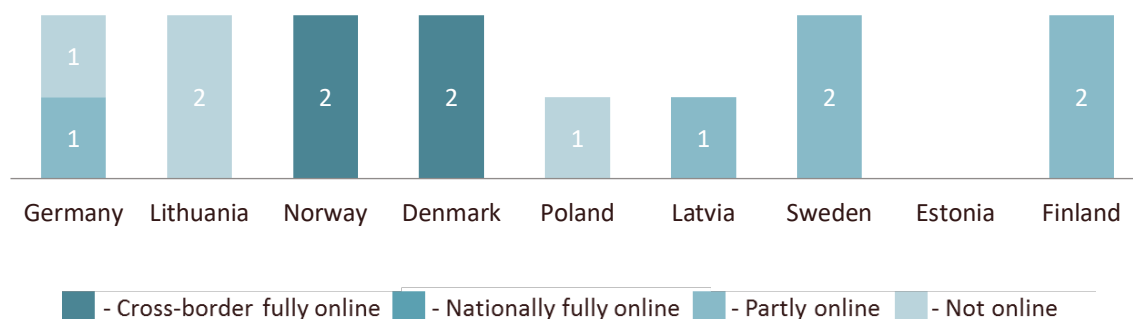
**Figure 37 - Manufacture of machinery and equipment sector by service groups, %**



Source: Civitta analysis

Norway and Denmark have fully online processes while applying for necessary licenses and permissions. On the other hand, physical presence for these services is required in Poland and Lithuania.

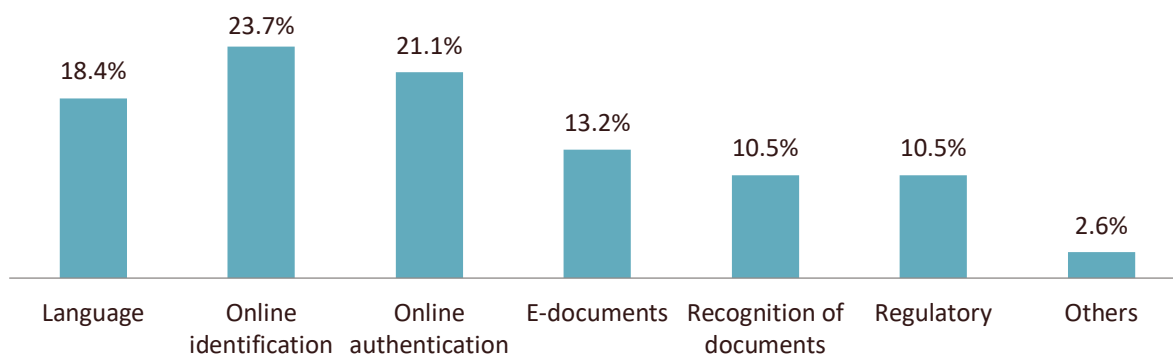
Figure 38 - Manufacture of machinery and equipment sector by service groups, number of services



Source: Civitta analysis

Unlike previous sectors, language barrier is not the main one for manufacture of machinery and equipment sector. Lack of online identification as well as online authentication is most common. However, online identification and authentication (24% and 21% respectively) are not presented in Germany, Norway, Lithuania, Denmark and Sweden. Part of barriers with e-documents occur in all countries; either it is a not presented recognition of documents (10,5%) or not presented e-documents (13%). Germany and Poland have these services available in local language only (19%). Sufficient services imply regulatory barriers and absence of online recognition of documents (both - 10,5%).

Figure 39 - Barriers breakdown for manufacture of machinery and equipment services, %



Source: Civitta analysis

### Insights

- In general, 25% of manufacture of machinery and equipment services analysed belong to Cross-border fully online group;
- In Lithuania and Poland all services analysed for manufacturing of machinery and equipment sector belong to Not online group;
- Partly online services prevail in this sector with 44% of all services analysed;
- All fully online services in this sector are cross-border available;
- One of the main barriers is lack of online identification (24% of services), followed by lack of online authentication (21%) as these are main barriers for the whole sector;



- Regulatory barriers along with absent recognition of documents and lack of e-documents amounts from 10% to 13% of services analysed.

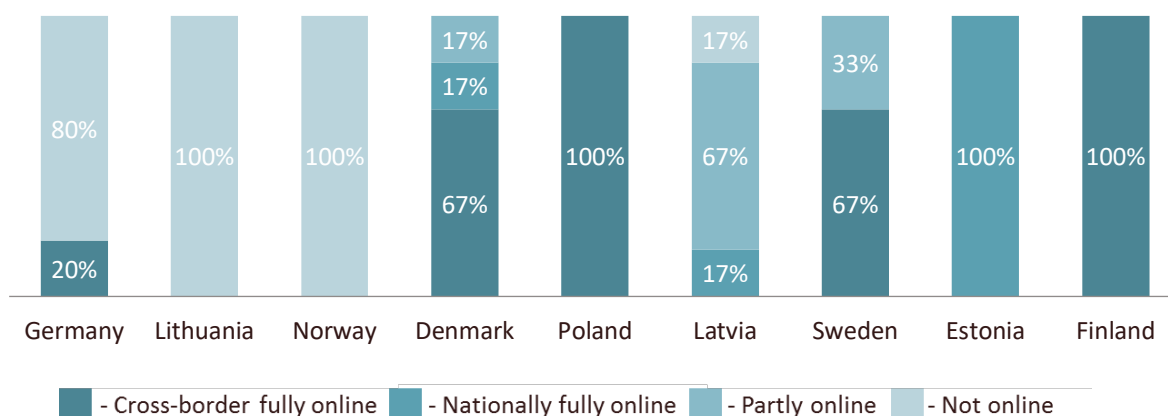
#### 6.2.4. Telecommunications

Telecommunications sector include 6 services providing by government those it was managed to identify. These services analysed are:

- License to provide switching telephone, telegraph, telex and data communication services;
- License of construction and operation of electromagnetic waves emitting devices;
- Permission to use telephone numbers;
- Permission to use network identification codes;
- Permission to use public data transmission network identification codes;
- Permission to use public mobile telephone network codes.

In Poland and Finland all telecommunication G2B services are in Cross-border fully online group. Both in Denmark and Sweden 67% of the G2B services are also in Cross-border fully online group. In two countries, namely, Lithuania and Norway 100% of services are not online and apply to not online group. In Germany almost all (80%) of the telecommunication G2B services are not online, belonging to Not online group. Latvia has most telecommunication services in partly online group (partly online). Other situation is in Estonia, as the same fully online services are not cross-border available there.

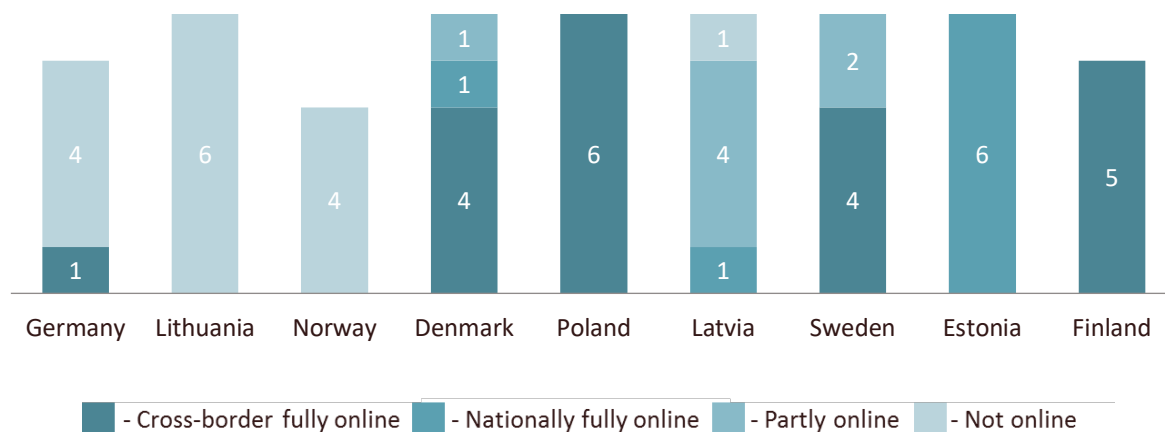
**Figure 40 – Telecommunications sector by service groups, %**



Source: Civitta analysis

All analysed telecommunication services in Poland are fully online and cross-border available. In Denmark and Sweden 4 services need for regulatory support.

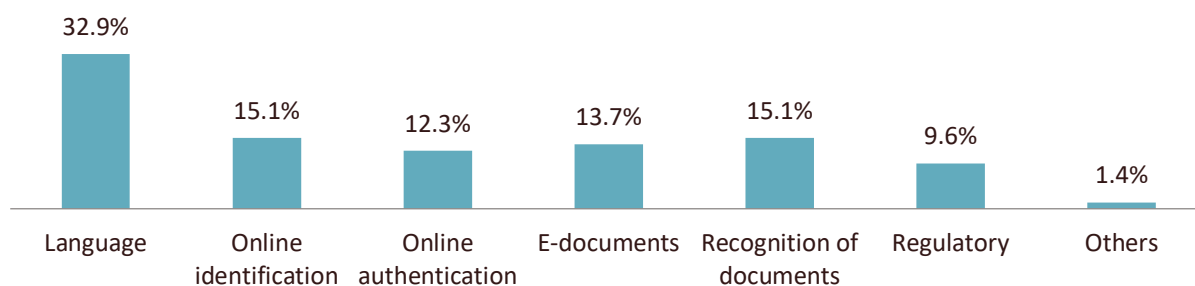
Figure 41 - Telecommunications sector by service groups, number of services



Source: Civitta analysis

Third of all services analysed are available only in local language. Absence of e-documents and online recognition of documents being unavailable are equal to 14% and 15% respectively. Regulatory barriers often occurs (10%), 15% of all barriers are related to absence of online identification, 12% more - to absence of online authentication. For example, for the license to provide switching telephone, telegraph, telex and data communication services electronic signature might be needed. All barriers are presented to some extent, however online identification and authentication are less common.

Figure 42 - Barriers breakdown for Telecommunications services, %



Source: Civitta analysis

### Insights

- Cross-border fully online group is most common in 4 countries in BSR and covers 40% of all services analysed;
- Polish and Finnish G2B services are only in Cross-border fully online group, while in all services analysed in Lithuania and Norway belong to segment which is not online;
- All services in Estonia are all fully online, but not cross-border available;
- Language barrier is applicable for 33% of all services analysed;
- All barriers except “other barriers” result in not less than 9% of services.

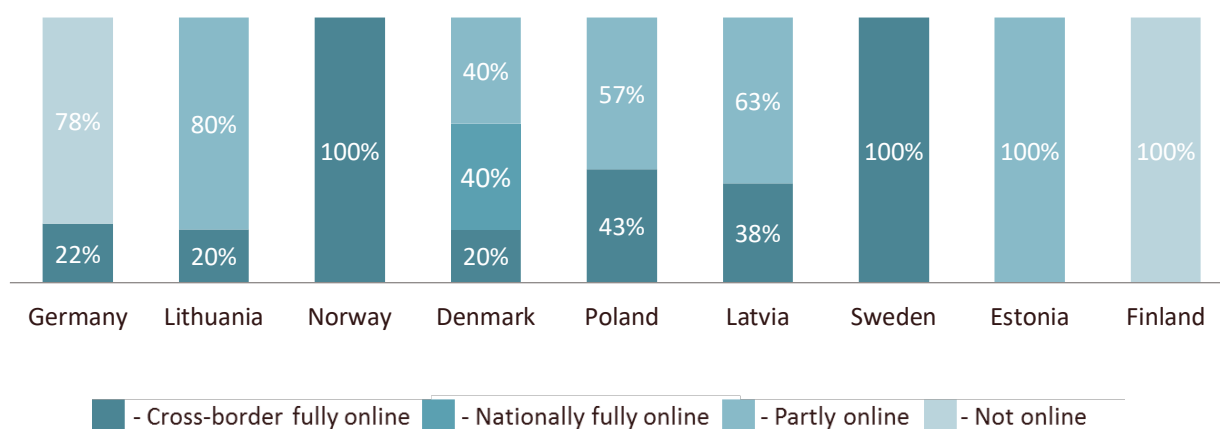
### 6.2.5. Financial service activities, except insurance and pension funding

In the further analysis, insurance companies and pension funding companies were not included. Among 12 services identified are:

- Banking license;
- License for the operation of an electronic money institution (including foreign country's branch);
- Financial advisor enterprise license;
- Permission for IPO (Initial Public Offering) procedure;
- Confirmation of the subsidization request;
- Other.

In two Scandinavian countries, namely, Norway and Sweden have all services in Cross-border fully online group. In Lithuania, Latvia, Poland and especially in Estonia services from this sector are mostly of partly online group. German and Finnish financial services are mostly not online. In Denmark these services are equally separated in nationally fully online group and partly online group. In total, most of financial services are either fully online and cross-border available (44,6%) or partly online (40,5%).

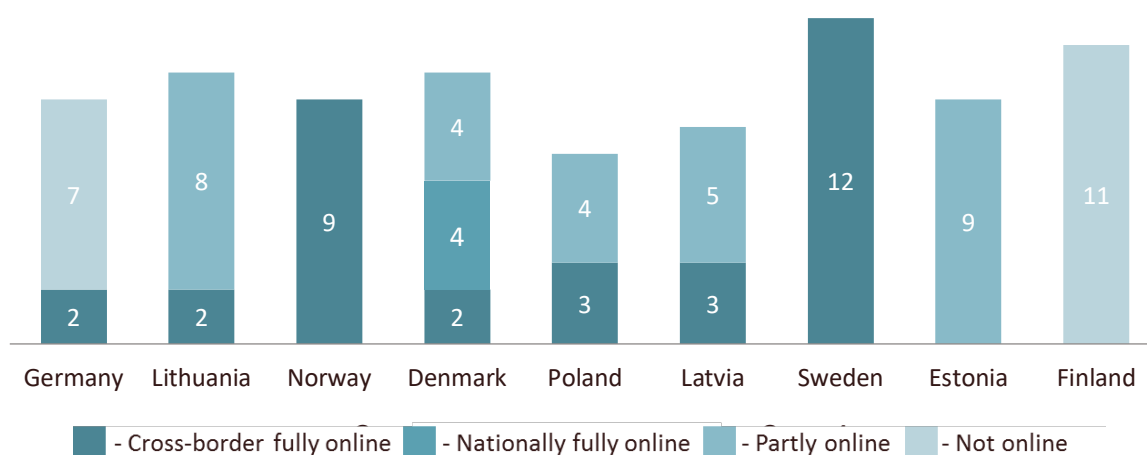
**Figure 43 - Financial service activities sector by service groups, %**



Source: Civitta analysis

Germany and Finland have most of the financial services analysed as not online, while Norway and Sweden lead the sector with 100% of services being online and cross-border available.

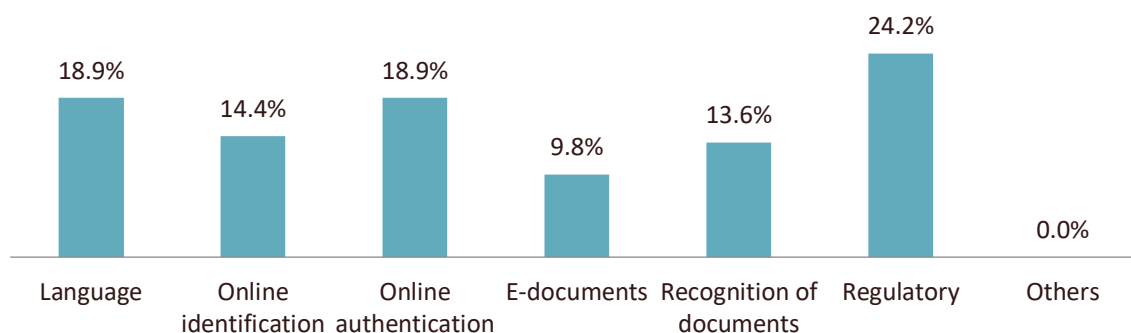
Figure 44 - Financial service activities sector by service groups, number of services



Source: Civitta analysis

The main barriers for these services are regulatory obstacles (24,2%). Moreover, there are both language and no online authentication barriers, equally distributed (18,9%). Remaining barriers consist around 9-15% answers.

Figure 45 - Barriers breakdown for financial service activities, %



Source: Civitta analysis

### Insights

- In total, both Cross-border fully online group and Partly online group cover 38% of services analysed;
- All services in Finland require physical presence and are done in paper forms;
- Norway and Sweden has all financial services fully online, belonging to Cross-border fully online group;
- All services in Estonia belong to Partly online group, while in Lithuania, Latvia and Poland Partly online group is also dominant (however, other segments are present as well);

- Financial sector is the only one, where regulatory barriers are the main ones (24%);
- Language and lack of online authentication both occur in 19% of services.

## 7. Methodology for cross-border services automation level assessment

After the assessment of the cross-border availability of services and identification of main barriers, the project partners identified the need to describe different levels of automation of cross-border services. Therefore a general model, including the main elements that were also viewed in the assessment of cross-border services' availability study, was developed. The list of elements is not exhaustive, new ones can be added on an on-going basis if relevant or needed. The aim of the model is to serve as a common framework for project partners in order to assess the automation levels of cross-border G2B e-services in the different BSR countries. The model will also serve as a tool for the show-case development - to scale up selected 4 show cases to agreed levels of automation.

The main principles of the model application: the overall automation level of a service depends on the level of the element scored the lowest. For example, if element "access" is scored on level 2 and all the rest of the elements are scored on level 3, then the overall level of the service is 2.

The detailed table for each automation level and description of each criteria is provided below.

**Table 3 Levels cross-border service automation**

Nr.	Level	Description	Access	Identity	Authentication	Documents/Data	Languages	Outcomes
0	No automation	Fully manual process. Web used for information sharing only.	Service delivery at a physical counter at specific office hours. <i>Host country web site only for information sharing.</i>	Mandatory physical presence.	Identity verified at service desk with officially issued physical ID.	Physical paper documents are mandatory.	Only language(s) of the host country is/are used and supported.	Paper document with official seal of approval. Service provider archives paper copies.
1	Partial automation	Two-way interaction, not real-time. Manual process using electronic documents.	Named contact for specific service (web address, e-mail, phone). <i>Information and downloadable forms available from host country web site.</i>	e-ID used for identification.	Digital signature supported. Note! Authorization is included in the digital signature procedure but there needs to be a control/check if person has the right to give the signature.	Service specific documents are downloaded from a web site, and sent as attachments via e-mail or uploaded to a web service.	Service is available in at least one other language than the local official language(s).	E-mail attachment, e.g. scanned paper document with official seal of approval/ digitally signed approval.
2	Conditional automation	Automated local service using electronic documents.	Host country web portal with upload of documents. <i>Fully digital case handling through host</i>	e-ID used for identification and authentication	Shared electronic authentication, identification and signature support services controlled and checked by person.	Multiple file formats supported: text, PDF, MS Office, images, audio, video, etc. Unlimited file size (i.e. "large enough").	Service is available in at least one other language than the local official language(s).	Service outcome is stored in a local, service-specific database for later access.

Nr.	Level	Description	Access	Identity	Authentication	Documents/Data	Languages	Outcomes
			<i>country web portal.</i>					
3(1)	High automation, level 1	Automated online M2M service.	Host country web portal with upload of data and documents. <i>Fully digital case handling through host country web portal.</i>	e-ID used for identification and authentication	Shared electronic authentication, identification and signature support services, controlled and checked automatically (by information system)	Information systems in host country exchange data directly: no need to upload same files multiple times ("file only once" principle).	Service is available in at least one other language than the local official language(s).	Service outcome is stored in an electronic database. Related domestic digital services can access the database, and view, edit, and use the outcome.
3(2)	High automation, level 2	Automated online cross-border M2M service.	Host country web portal with upload of data and documents. <i>Fully digital case handling through host country and home country web portals.</i>				Service outcome is stored in an electronic database. Related digital cross-border services can access the database, and view, edit, and use the outcome.	Service outcome is stored in an electronic database. Related digital cross-border services can access the database, and view, edit, and use the outcome.
4	Complete automation	Fully transparent M2M service with extensive cross-border support.	Pro-active, real-time, fully automated (machine-machine) interaction. <i>Access to data and case</i>	e-ID used for identification and authentication. Authorization of personal data.	Shared electronic authentication, identification and signature support services, including digital power-of-attorney.	Information systems from different (BSR) countries exchange data directly. Fully automated data management, based on "file only	Agreed machine languages (like XBRL) used for M2M interaction. Automatic translation services used for human interaction.	"Apply once, use anywhere". Service outcome is stored in a shared electronic database. Related digital cross-border services also from other (BSR)

Nr.	Level	Description	Access	Identity	Authentication	Documents/Data	Languages	Outcomes
			<i>handling information not bound to specific country or service.</i>	Time stamps on activity logs.		once" principle and use of agreed machine languages (e.g. XBRL).	Note! Human readable language support is not relevant, as information systems exchange data without translation.	countries can access the database, and view, edit, and use the outcome.

Source: Project partner expert judgement



## 8. General results and conclusions

As results of the research have shown, the major part of all services in all countries (approximately 72%) is cross-border available. However, in a few countries, namely in Norway, Finland and Estonia regulatory support and/or technical support might still be needed in order to make analysed services available cross-border. Moreover, vertical services are more often cross-border available than horizontal ones (78% vs 63%).

Most of G2B services in Scandinavian countries (Norway, Sweden and Denmark) are fully available online. The percentage of fully online services there amount from 79% to 88%. Less services available online are in Baltics, Poland, Finland and Germany, with lowest percentage in Lithuania (36%). Nevertheless, largest part of services in each country (except Germany and Poland) are available fully online or partially online.

Referring to horizontal services, we notice that Scandinavian countries as leaders both in cross-border availability and e-maturity, where Sweden, Denmark and Germany rank the highest. At the same time, in Norway, Finland and Estonia, large part of market activity sector services are not cross-border available. As to vertical sectors, Scandinavian countries again position themselves as leaders. On the opposite side of the spectrum, Poland lags behind and displays the least e-maturity across vertical sectors, services for many industries being exclusively offline and not cross-border available, except for Telecommunications and Financial services.

Language is the main barrier for most of the countries and the most frequent in Germany and Lithuania (49 and 48 services out of 77 imply language barriers respectively). Minimal presence of services available in local language only has been found in both Estonia and Finland (12 services only). Online identification and authentication are also widely spread and are most common in Sweden (36 out of 77 services with lack of online identification and 42 - with lack of online authentication). At the same time in Estonia, Latvia and Poland companies rarely face these barriers, especially in Estonia, where online identification is not presented for 1 service and online authentication - for 3 out of 77 services. Lack of e-documents and recognition of documents primarily refer to Germany and Sweden (both - 23 services out of 77), while it is not common in other countries. Regulatory barriers are common in all explored countries, but most of all in Lithuania (29 services), whereas least of all it refers to Denmark and Finland (1 service and 6 services respectively). Other barriers as well as regulatory ones are most frequent in Lithuania (8 services).

The results by sector are presented in the table below.

**Table 4 - Conclusions by sector**

Sector	Market entrance	Market activity	Market exit	Land and water transport	Manufacture of wood	Manufacture of machinery and equipment	Telecommunication	Financial services
Prevailing group	Cross-border fully online group	Cross-border fully online group	Cross-border fully online group	Cross-border fully online group	Cross-border fully online group	Cross-border fully online group/Partly online group/Not online group	Cross-border fully online group/Not online group	Cross-border fully online group
Highest e-maturity	Lithuania, Poland	Poland, Latvia	Germany, Norway, Poland	Germany, Estonia	Denmark, Poland, Lithuania, Estonia	Lithuania, Poland, Germany	Lithuania, Norway, Germany	Germany, Finland

Lowest e-maturity	Denmark, Sweden	Germany, Denmark, Sweden	Lithuania, Denmark, Sweden, Latvia	Denmark, Sweden, Norway	Norway, Sweden	Denmark, Norway	Denmark, Poland, Sweden, Finland	Norway, Sweden
Main barrier	Language	Language	Language	Language, online authentication/identification	Language, online authentication	Online authentication/identification	Language	Regulatory

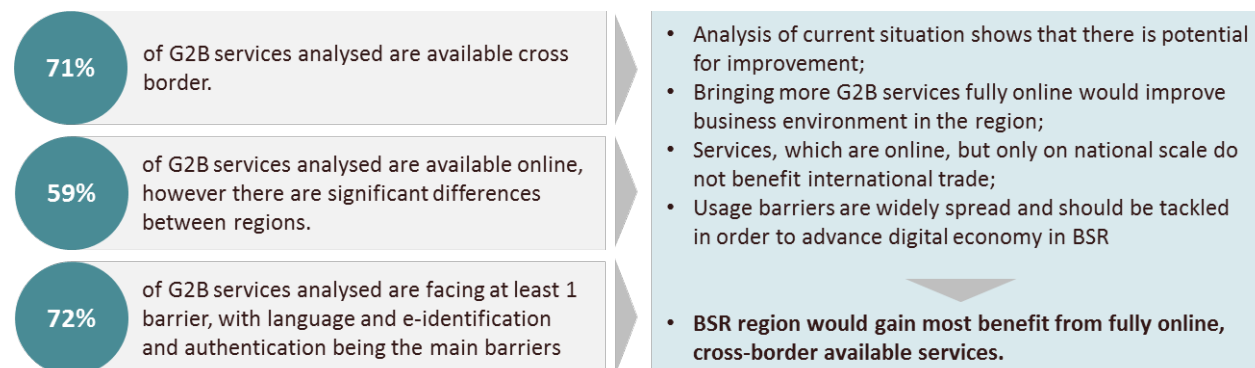
Source: Civitta analysis

Manufacture of machinery and equipment and Telecommunication sectors contain a split between leading groups, meaning many services in these sectors are either offline only or partly online for companies. The importance of services' description translating to languages different from local was already noticed before. However, it is worth paying attention that in case of financial services, companies face regulatory barriers more often.

Over 50% of the market entry services are fully online and cross-border available in the BSR. A high rate of e-maturity and cross-border availability is recorder for market exit services. However, services at the market activity stage are less available online and cross-border, and have language, online identification and authentication barriers. Although the number of market exit services analysed is lower comparatively with the other segments, and it is difficult to make an accurate and significant comparison among the horizontal sectors, we notice a lack of coherence of cross-border and online availability at all stages of business activity across countries. Taking Latvia as an example, 60% of market entry services and 100% of market exit services belong to Group1 (online and cross-border available), while less than 50% of market activity services are cross-border and online available.

On a regional level, there are visible differences in e-maturity and cross-border availability of services between the Scandinavian countries and the Baltic States, Poland and Finland. Thus, transfers of best practices across the region and collaboration aimed at upgrading the services that lag behind is encouraged. The main barriers to be worked around are language (calls for simple to grasp yet accurate translations), online identification and authentication (introduction of state-of-the-art digital certificates and secure identification and authentication protocols).

Figure 46 - Summary of results and main conclusions



Source: Civitta analysis

In order to continue the developments towards a digital single market, it is important to operate with a shared understanding of key terms. A higher level conclusion of the research carried out stems from the fact that the perceptions of main terms vary across the region. Although we present a number of identifiers of cross-border services, the concept still was understood in different ways, and the variation in the understanding of the term might influence the connotations of the collected responses. Thus, there is a need to agree upon the definition and characteristics of cross-border services.

Another lesson learned as an outcome of the research carried out is the need for a cross-validation tool ("validation tree") or other evaluation approaches against which G2B service owners could assess more accurately where the services stand in terms of cross-border availability and e-maturity level. A new ranking tool should allow identifying bottlenecks based on pre-defined criteria, which should be addressed in order to enhance the availability and uptake of the service.

# Annex 1. The questionnaire of G2B cross-border services and e-services at national level

## 1. Introduction

### About the project

*DIGINNO WP 3 activities, inter alia include mapping and identifying existing government to business (further as G2B) (e-) services with cross border relevance and their level of digitalization in BSR countries. Based on findings the business needs assessment will be carried out for analysing the needs, problems and obstacles in G2B cross-border services in business operations.*

### About the questionnaire

The questionnaire provided in this document seeks to understand the current situation in different countries regarding the digitalization of G2B services with cross border relevance. WP3 project partners are asked to indicate and describe in their countries existing G2B (e-) services. The results of the survey will show the existing gaps between the countries and later will be used to identify the significant areas of improvement. Explanation of the questionnaire is provided below:

The questionnaire is separated into 2 major segments of services: horizontal and vertical. Horizontal segment covers services inherent to all businesses life- cycle. On the other hand, vertical segment covers only specific business areas relevant for BSR (land of transport and water transport, manufacture of wood and of products of wood and cork, except furniture, manufacture of machinery and equipment, telecommunications, financial service activities, except insurance and pensions funding).

Explanation of the questionnaire is provided below:

- Description of service – broader understanding of the services in each country of the survey.
- Responsible institution of the service.
- Cross- border G2B services are categorized below by:
  - the ability to be used by business based in a foreigner country;
  - for business operations or company's formalities;
  - independently of business location and country of establishment;
  - provided by governmental body (central or local institution);
  - in a interoperable environment;
  - based on shared electronic authentication, identification and signature support services;
  - available in at least one language other than official national language;
  - G2G transactions are excluded. As well as G2C, unless C is a business representative acting on behalf of business.
- The maturity level of service/e-service - the aim is to clarify digitalization level of the specific service. The answers gathered should show the maturity level of the service on national level.
- Barriers to cross-border services identifies obstacles which could prevent the cross border functionality of the service
- **Additional notes**, e.g. in cases when particular services are applicable only for a certain country or group of countries, but not whole EU, please do explain the reasoning behind such procedures and list the countries for which the service is applicable. Provide your answer in the additional insights section in the survey below.

**Information gathering**

For information gathering regarding the questions we strongly suggest to:

- Apply your own experience and knowledge;
- Consult local institutions responsible for these services to provide additional insights;
- Gather information in your country's responsible institution's websites or other;
- Please, feel free to add additional services and describe them (if needed);
- If the service is not provided in your country, please describe what alternative solutions do the government apply;

Keep in mind that most of the required information could be kept in one source (website, institution etc.).

**Deadline to submit the information: February 5<sup>th</sup>.**

## 2. Business lifecycle (horizontal)

### 2.1. Market entrance

Services/ Questions	Could you please provide description of the service in your country?	Could you please provide the name and link of the responsible institution?	Is the service available across country borders for foreign companies?	What is the maturity level of (cross border) (e-) service? <i>(Please additionally fill the relevant options).</i>			What are the barriers to usage/uptake of cross-border service?	Please provide additional notes (if needed).
Registering a trademark	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
VAT registration	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

Registration, modification, deletion of place of establishment	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Consult the business register	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Opening a new branch	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Left to be included	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms;	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation;	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present);	Please provide your answer here:

				<input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others ( <i>please describe below</i> ). <i>Please fill here additional comments (if needed)</i>	
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## 2.2. Market activity (horizontal)

Services/ Questions	Could you please provide description of the service in your country?	Could you please provide the name and link of the responsible institution?	Is the service available across country borders for foreign companies?	What is the maturity level of (cross border) (e-) service? <i>(Please additionally fill the relevant options).</i>			What are the barriers to usage/uptake of cross-border service?	Please provide additional insights (if needed). Please refer to "Additional notes" of introduction section.
Register real estate purchase	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Requesting building permits, approvals	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

					<input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online			
Requesting certifications for a building (health, environmental, energy efficiency)	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Register a new vehicle	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Leasing services (lease calculation, indexation, registering lease contracts)	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

Submitting company data to statistic office	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Hiring an employee	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Requesting benefits for sick, disabled employees	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Registering Work Councils, labour unions or other	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms;	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation;	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present);	Please provide your answer here:

worker's representation				<input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	
Submission of tax forms	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Paying VAT (registering)	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Requesting and getting a VAT refund	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online);	<i>Please provide your answer here:</i>

					<input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	
Submitting financial reports with business registration office	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Submitting company data to statistic office	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Participating in public procurement	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below).	Please provide your answer here:

					<input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online		<i>Please fill here additional comments (if needed)</i>	
Reporting corporate structure changes (change of ownership, legal entity form)	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Criminal disputes (reporting crime, anti-social behaviour)	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Applying for business licences or permits	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

Request inspection (health, social, labour etc.)	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Order extracts from tax, social, criminal, non-bankruptcy registers	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Petition the government	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Make appointment for vehicle	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms;	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation;	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present);	Please provide your answer here:

inspection/ testing				<input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	
Paying parking fines	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Legal aid eligibility calculation	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Paying court fines	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online);	Please provide your answer here:



					<input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	
Register career interruptions	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Applying for import/ export licences	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Applying for certificates of conformity	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below).	Please provide your answer here:

					<input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online		<i>Please fill here additional comments (if needed)</i>	
Applying for permit to transport non-hazardous and hazardous waste within the European Community	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Issuing e-invoice for services provided for the governmental sector	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Left to be included	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>



## 2.3. Invention/ innovation

Services/ Questions	Could you please provide description of the service in your country?	Could you please provide the name and link of the responsible institution?	Is the service available across country borders for foreign companies?	What is the maturity level of (cross border) (e-) service? <i>(Please additionally fill the relevant options).</i>			What are the barriers to usage/uptake of cross-border service?	Please provide additional insights (if needed). Please refer to “Additional notes” of introduction section.
Applying for patent	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Left to be included	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

## 2.4. Market exit

Services/ Questions	Could you please provide description of the service in your country?	Could you please provide the name and link of the responsible institution?	Is the service available across country borders for foreign companies?	What is the maturity level of (cross border) (e-) service? <i>(Please additionally fill the relevant options).</i>			What are the barriers to usage/uptake of cross-border service?	Please provide additional insights (if needed). Please refer to "Additional notes" of introduction section.
Termination of company's activities	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
VAT deregistration	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

<i>Left to be included</i>	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

## 3. Vertical services

### 3.1. Land transport and water transport

Services/ Questions	Could you please provide description of the service in your country?	Could you please provide the name and link of the responsible institution?	Is the service available across country borders for foreign companies?	What is the maturity level of (cross border) (e-) service? <i>(Please additionally fill the relevant options).</i>			What are the barriers to usage/uptake of cross-border service?	Please provide additional insights (if needed)? Please refer to "Additional notes" of introduction section.
Pre- arrival, pre – departure declarations	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
SAD (single administrative document, A customs form developed by the European Union (EU) to control the import and export of goods arriving	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> .	<i>Please provide your answer here:</i>

into and departing from EU nations					<input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online		<i>Please fill here additional comments (if needed)</i>	
Issuance of bill of lading	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
License for ability to transport passengers by bus	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
License for ability to carry cargo (3.5 tons and more, freight transport)	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>



Issuance of digital tachograph	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Ship registration certificate	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Port terminal certification of compliance	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:

License to provide cargo shipment services (freight transport)	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Providing manufacturer identification code for manufacturers of recreational and personal watercraft	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Permit for the carriage of passengers on international regular road transport	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Certificate of approval for vehicles transporting	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms;	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation;	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present);	Please provide your answer here:

certain dangerous goods (ADR)				<input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	
Issuance of a permit to import or export dangerous waste	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Left to be included	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

### 3.2. Manufacture of wood and of products of wood and cork, except furniture

Services/ Questions	Could you please provide description of the service in your country?	Could you please provide the name and link of the responsible institution?	Is the service available across country borders for foreign companies?	What is the maturity level of (cross border) (e-) service? <i>(Please additionally fill the relevant options).</i>			What are the barriers to usage/uptake of cross-border service?	Please provide additional insights (if needed). Please refer to "Additional notes" of introduction section.
Due diligence confirmation (controlling the legal origin of timber)	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Declaration of performance (Conformité Européenne (CE) marking for timber products used in construction)	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> .	<i>Please provide your answer here:</i>

					<input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online		<i>Please fill here additional comments (if needed)</i>	
CITES permit issuance (Convention on International Trade in Endangered Species of Wild Fauna and Flora)	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Issuance of eco-label for timber	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Issuance of forest felling permit	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

Government auctions of wood sales	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Permission to import and use forest reproductive material for afforestation	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Left to be included	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:

### 3.3. Manufacture of machinery and equipment

Services/ Questions	Could you please provide description of the service in your country?	Could you please provide the name and link of the responsible institution?	Is the service available across country borders for foreign companies?	What is the maturity level of (cross border) (e-) service? <i>(Please additionally fill the relevant options).</i>			What are the barriers to usage/uptake of cross-border service?	Please provide additional insights (if needed). Please refer to "Additional notes" of introduction section.
License of permanent supervision of potentially dangerous equipment	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
Issuance of a permit to import or export dangerous waste	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

Permission to carry out machinery manufacture services on a particular place of land (land purpose licence)								
Left to be included	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:



### 3.4. Telecommunications

Services/ Questions	Could you please provide description of the service in your country?	Could you please provide the name and link of the responsible institution?	Is the service available across country borders for foreign companies?	What is the maturity level of (cross border) (e-) service? <i>(Please additionally fill the relevant options).</i>			What are the barriers to usage/uptake of cross-border service?	Please provide additional insights (if needed). Please refer to "Additional notes" of introduction section.
License to provide switching telephone, telegraph, telex and data communication services	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
License of construction and operation of electromagnetic waves emitting devices	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

Permission to use telephone numbers	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Permission to use network identification codes	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Permission to use public data transmission network identification codes	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Permission to use public mobile	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms;	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation;	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present);	Please provide your answer here:

telephone network codes				<input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	
Left to be included	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). <i>Please fill here additional comments (if needed)</i>	Please provide your answer here:

### 3.5. Financial service activities, except insurance and pension funding

Services/ Questions	Could you please provide description of the service in your country?	Could you please provide the name and link of the responsible institution?	Is the service available across country borders for foreign companies?	What is the maturity level of (cross border) (e-) service? <i>(Please additionally fill the relevant options).</i>			What are the barriers to usage/uptake of cross-border service?	Please provide additional insights (if needed). Please refer to "Additional notes" of introduction section.
Banking license	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>
License for credit union activities	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others <i>(please describe below)</i> . <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>

License for a foreign branch office (bank)	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
License for the operation of an electronic money institution (including foreign country's branch)	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Financial brokerage firm license	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Investment license of the investment company with	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms;	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation;	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present);	Please provide your answer here:

variable capital				<input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	
Closed-ended investment company license	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Financial advisor enterprise license	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Confirmation of the subsidization request	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online);	Please provide your answer here:

					<input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	
Company's credit worthiness evaluation	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Permission for IPO (Initial Public Offering) procedure	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below). Please fill here additional comments (if needed)	Please provide your answer here:
Financial consultations (including foreign company's requests)	Please provide your answer here:	Please provide your answer here:	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others (please describe below).	Please provide your answer here:

					<input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online		<i>Please fill here additional comments (if needed)</i>	
<i>Left to be included</i>	<i>Please provide your answer here:</i>	<i>Please provide your answer here:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>Not online</b> <input type="checkbox"/> Procedures are done in paper forms; <input type="checkbox"/> Physical presence is required;	<input type="checkbox"/> <b>Partly online</b> <input type="checkbox"/> Only part of procedures are done in paper forms; <input type="checkbox"/> Physical presence is necessary only for some procedures <input type="checkbox"/> Data required for the service is obtained from other sources <input type="checkbox"/> Result of the service, for example, e-certificate, can be obtained online	<input type="checkbox"/> <b>Fully online</b> <input type="checkbox"/> E-mail contact and consultation; <input type="checkbox"/> Mobile application usage; <input type="checkbox"/> Self-service portal <input type="checkbox"/> Services also offered offline	<input type="checkbox"/> Language (available only in local language); <input type="checkbox"/> Online identification (not present); <input type="checkbox"/> Online authentication (not present); <input type="checkbox"/> E-documents (not present); <input type="checkbox"/> Recognition of documents (not available online); <input type="checkbox"/> Regulatory; <input type="checkbox"/> Others ( <i>please describe below</i> ). <i>Please fill here additional comments (if needed)</i>	<i>Please provide your answer here:</i>