



AD HOC QUERY ON 2019.84 Digital booking system at missions abroad

Requested by EMN NCP Sweden on 4 September 2019

Responses from Austria, Belgium, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Slovakia, Sweden, United Kingdom (18 in Total)

Disclaimer:

The following responses have been provided primarily for the purpose of information exchange among EMN NCPs in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN NCPs' Member State.

1. Background information

The Swedish Migration Agency is working on a pre-study regarding a new digital booking system for applicants in migration matters at the Swedish missions abroad. We are therefore interested to see what kind of booking system other MS use at their missions abroad. It would be very helpful if you have the opportunity to answer the questions below. Thank you in advance.

2. Questions

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1. What kind of digital booking system do you use in order to allocate time slots for applicants in migration matters who wants to visit your missions abroad?
2. If you use a digital booking system, is it a self-developed system or a purchased system?
3. If it is a purchased (commercially available) system, which one do you use?

We would very much appreciate your responses by **26 September 2019**.

3. Responses

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		Wider Dissemination ²	
	EMN NCP Austria	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.

¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

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	<p>EMN NCP Belgium</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. Most of the Belgian missions abroad are using an online appointment system (web application) called "E-appointment": https://appointment.diplomatie.be/Home/Index/Home/Index 2. This system is self-developed by the Belgian federal Service Foreign Affairs. 3. Not applicable.
	<p>EMN NCP Croatia</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. At the moment Croatian diplomatic/consular posts do not use a digital booking system to allocate time slots for applicants in consular matters. 2. Slots are allocated by the diplomatic missions/consular posts in the direct communication via phone or e-mail with the applicants. 3. Croatia does not use a purchased system.
	<p>EMN NCP Cyprus</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. There is no digital bookings system in the missions of Cyprus abroad for applicants in migration matters. 2. N/A. 3. N/A.
	<p>EMN NCP Czech</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. In order to allocate time slots for visa applicants the Ministry of Foreign Affairs of the Czech Republic does not have any specific digital booking system. The Embassies use a standard e-mail booking system. E-mail



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	Republic		<p>reservations are accepted according to a date and time of delivery in the mailbox (first come first serve basis).</p> <p>2. E-mail addresses are managed by the Ministry of Foreign Affairs.</p> <p>3. See above.</p>
	EMN NCP Estonia	Yes	<p>1. To allocate time slots the Ministry of Foreign Affairs uses the common digital booking system at the Ministry of Foreign Affairs as well as at their missions abroad.</p> <p>2. Yes, it is a self-developed system.</p> <p>3. Estonia does not use a purchased system.</p>
	EMN NCP Finland	Yes	<p>1. Embassies don't usually use electronic booking systems. The manual booking process is not uniform. Only if residence permit tasks are outsourced to private service provider (VFS) electronic booking system is used. There might still be an option to manually book a time via email or similar way.</p> <p>2. If booking system service is outsourced it is exclusively owned by service provider.</p> <p>3. N/A.</p>
	EMN NCP France	Yes	<p>1. The minister of Europe and Foreign Affairs developed internally a tool dedicated for online appointments and has proposed it to consular posts. Implementation and configuration of this tool depends on consular posts which</p>




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			<p>can decide to receive requests for appointment by email, by phone, etc. This software is used for managing general consular issues (requests for travel documents, nationality, civil registry, etc.) as well as for visa appointments. Since it is 100% configurable, it can be adapted to the organizational needs of each activity / sector of the consular post. Regarding countries where visa applications are managed by external service providers, such providers have developed their own ad-hoc tools for appointments.</p> <p>2. see Q1.</p> <p>3. see Q1.</p>
	EMN NCP Germany	Yes	<p>1. German missions abroad use a digital booking system to allocate time slots for applicants in migration matters. This includes short-trip and long-stay purposes. In addition, some VAC's (Visa Application Centers) through external Service Providers also offer a digital booking system.</p> <p>2. German missions abroad use a self-developed system for migration and all legal, as well as consular matters.</p> <p>3. No purchased system.</p>
	EMN NCP Hungary	Yes	<p>1. Regarding visa cases, every Hungarian mission is able to use the common booking system provided by the Hungarian Ministry of Foreign Affairs and Trade.</p> <p>2. It is self-developed by the Hungarian Ministry of Foreign Affairs and Trade.</p> <p>3. N/A.</p>




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	EMN NCP Latvia	Yes	<ol style="list-style-type: none"> 1. In one of our missions abroad (Consulate of Latvia in Pskov (Russia)) there is e-service available for booking a visit for the Schengen visa application. Available at: vizas.pmlp.gov.lv 2. Our digital booking system (e-service) is a self-developed system, which is a part of our national visa information system. 3. See reply above.
	EMN NCP Lithuania	Yes	<ol style="list-style-type: none"> 1. Lithuanian missions abroad use digital booking system to allocate time slots for applicants in migration matters as well as other consular/embassy matters. Please see link here: https://konsreg.urm.lt/en/visit/ 2. It is a self-developed system by the Consulate Department of the Ministry of Foreign Affairs. 3. N/A.
	EMN NCP Luxembourg	Yes	<ol style="list-style-type: none"> 1. Luxembourg does not yet have a dedicated digital booking system to allocate time slots for immigration applicants. 2. N/A. 3. N/A.



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	<p>EMN NCP Netherlands</p>	<p>Yes</p>	<p>1. VFS Global, see for example the appointment system for our missions in Russia: https://www.vfsvisaonline.com/Netherlands-Global-Online-Appointment_Zone2/AppScheduling/AppWelcome.aspx?P=Y83R%2fPGUIM5WxqKHxtOUdHpz601l03pGEGwUeAOf0wY%3d</p> <p>2. Purchased and tailored to our requirements.</p> <p>3. VFS Global.</p>
	<p>EMN NCP Poland</p>	<p>Yes</p>	<p>1. Polish consulates use e-konsulat, a web-based digital booking system. Website is available in 8 foreign language version: English, French, German, Russian, Ukrainian, Turkish, Spanish and Portuguese. Link to access: https://www.e-konsulat.gov.pl/</p> <p>3. The e-konsulat is not commercially available. It was developed for exclusive use of the Ministry of Foreign Affairs on the base of public procurement.</p>
	<p>EMN NCP Slovakia</p>	<p>Yes</p>	<p>1. For the process of accepting visa applications (for national of Schengen visa) our missions abroad use so called "electronic application for visa" (EZOV - ezov.mzv.sk). There is no specific digital reservation system available for residence applications.</p> <p>2. EZOV system was separately created for the Ministry of Foreign and European Affairs SR.</p> <p>3. This system is not available commercially.</p>

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	EMN NCP Sweden	Yes	<p>1. At the moment the Swedish missions abroad do not use a digital booking system to allocate time slots for applicants in migration matters.</p> <p>2. Sweden use a self-developed system for migration matters in Sweden at the Swedish Migration Agency. We also use the same self-developed system for applying for Swedish passports at the missions abroad. For other migration matters at the missions abroad we do not use any digital system at the moment.</p> <p>3. Sweden does not use a purchased system.</p>
	EMN NCP United Kingdom	Yes	<p>1. N/A.</p> <p>2. N/A.</p> <p>3. N/A</p>
