

# Cooperating Catalogues Export Tool

## User guide

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## Preface

In this document you will find information on the European Service Directive and the tool for the Cooperating Catalogues. Furthermore you will find an explanation on how to use the tool.

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# 1 Introduction

This document is designed to support the use of the tool with which you can manually link to Antwoord voor bedrijven Cooperating Catalogues.

The tool has been developed as part of the Services Directive. This document contains information about the tool itself, how it works, and the conditions for linking. The manual is intended for those persons at a competent authority who are responsible for using the Cooperating Catalogues tool. The document begins with an overview of the European Services Directive (as set down in the Dutch Services Act) and of the activities that must be carried out in relation to this.

## 1.1 The European Services Directive

Ventures in Europe and in the Netherlands become easier for service providers such as caterers, installation companies and hotel and restaurant industry entrepreneurs. The European market for these entrepreneurs still has a number of barriers which limit economic growth. The Services Directive is designed to improve this. This European directive came into effect at the end of 2006, and must be implemented in all member states no later than 28 December 2009. In general this means:

- the simplification and removal of regulations;
- improving the provision of government services by means of a central electronic counter;
- the efficient organisation of the supervision of service providers (governments will cooperate more effectively).

Naturally this also has many advantages for Dutch service providers.

In all member states there will be one or more virtual counters where service providers can conduct their business with the government. In the Netherlands this is the Point of Single Contact. The Point of Single Contact is located on the (existing) Antwoordvoorbedrijven.nl website. As from 2010 both national and foreign service providers will be able to find government information on this website about, amongst other things, laws and regulations, licences and application procedures. Moreover they can complete all procedures and formalities with government organisations, such as requesting and obtaining licences, by means of this electronic medium.

In addition to this, government organisations must cooperate in the supervision of service providers. This administrative cooperation means in practice that government organisations from one member state can request information about service providers and their service achievements from government organisations from another member state. They can also request that inspections be carried out. This cooperation takes place using a virtual system: the Internal Market Information system (IMI).

For more detailed information about these subjects and the background to the European Services Directive and the Dutch Services Act please refer to the document 'Connecting to the Point of Single Contact and the IMI', which you will find on the Ministry of Economic Affairs' website about the Services Directive, or visit the following websites.

[www.dienstenrichtlijn.ez.nl](http://www.dienstenrichtlijn.ez.nl)

.....

Background information, fact sheets, manuals, news and FAQs.

[www.antwoordvoorbedrijven.nl/participanten](http://www.antwoordvoorbedrijven.nl/participanten)

Information about linking to the Point of Single Contact (Antwoord voor bedrijven) and for those already linked.

## 2 The Cooperating Catalogues tool

### 2.1 Why a tool?

The Services Directive requires all member states to provide a virtual counter where service providers can obtain relevant information. In the Netherlands this counter is called 'Antwoord voor bedrijven'. Via [antwoordvoorbedrijven.nl](http://antwoordvoorbedrijven.nl) service providers from the Netherlands and other EU member states can find out information about, and the procedures of, the competent authorities with whom they wish to conduct business. A link to all competent authorities to whom the Services Directive applies is possible at [antwoordvoorbedrijven.nl](http://antwoordvoorbedrijven.nl) via Cooperating Catalogues (CC).

The laws and regulations relevant to your organisation have already been inventoried by the department responsible for your organisation, or under which it operates. By means of your screening results you will know which regulations apply, and which licences and other requirements are necessary. You will also know via the Point of Single Contact which associated products and services must be made available. These products must in any event be described on your website. Once the information is in order on your website, it should also be accessible via Antwoord voor bedrijven.

Entrepreneurs can already find general information and an overview of product information at Antwoord voor bedrijven. This information has been written by the editors of Antwoord voor bedrijven and its correctness has been checked with the department. For detailed information entrepreneurs are referred or linked to the competent authorities. Cooperating Catalogues has been created to keep this manageable.

Cooperating Catalogues is an existing ICTU programme that links the catalogues of a large number of government agencies to one another.

A catalogue is a collection of products (for example information or licences). Government organisations implement Cooperating Catalogues in their Content Management System (CMS). In this way the product catalogues of all governments are linked together, so that the user can be directed to the right place (web page) in the right catalogue, even if the contents of that web page are modified by the government authority.

By making use of Cooperating Catalogues, the service provider can be directed from Antwoord voor bedrijven to the correct product page on your website, and can find the right product with its associated information. Antwoord voor bedrijven knows via Cooperating Catalogues precisely where you offer a specific product in your online product catalogue.

A number of competent authorities are unable to implement Cooperating Catalogues before the end of this year. The Cooperating Catalogues tool has been developed to help these authorities adhere to the Services Directive.

### 2.2 What is the tool?

The Cooperating Catalogues tool is a means by which to manually link your products to the products on [Antwoordvoorbedrijven.nl](http://antwoordvoorbedrijven.nl). Using the tool makes it possible to create a direct link from Antwoord

voor bedrijven to the product on your website. Thus the entrepreneur will come to you via the correct page.

### 2.3 Your products on the website

The Antwoord voor bedrijven editors help you to decide which pages on your website you link to the related pages on Antwoordvoorbedrijven.nl, using the CC tool. Contact person: Patti Broeder, e-mail: [broeder@antwoordvoorbedrijven.nl](mailto:broeder@antwoordvoorbedrijven.nl).



## 3 Instructions for using the tool

This chapter provides a short overview of the tool's functionality. We end with the steps needed for its first use, and for using the 'buttons' for adding, modifying and/or removing your products.

### 3.1 Log in

To use the tool, log in with your username and password.

You will have received this from ICTU after you signed up for the CC tool. The login screen (see figure 1) appears directly is you go to <http://sct.antwoordvoorbedrijven.nl>.

The screenshot shows the login interface of the 'Antwoord voor bedrijven' website. At the top, the logo 'Antwoord voor bedrijven' is displayed in red and black, with the tagline 'De overheid voor ondernemers' below it. A black navigation bar contains the word 'Home' in white. The main content area has a light gray background with a faint image of a person. In the center, the text 'Log on' is written in bold black. Below this, there are two input fields: 'Username:' and 'Password:'. The 'Password' field is highlighted in yellow. A mouse cursor is pointing at the 'Username' field. Below the password field, there is a checkbox labeled 'Remember me' which is checked. At the bottom of the login section, there is a 'Sign In' button.

Figure 1: Login screen

### 3.2 CC Manager Home Page

After logging in you will reach the start screen (see figure 2) of the 'Cooperating Catalogues Manager'. You can add products on this page. You will see an overview of products you have added, and you can manage your added products (check versions, change or remove products).

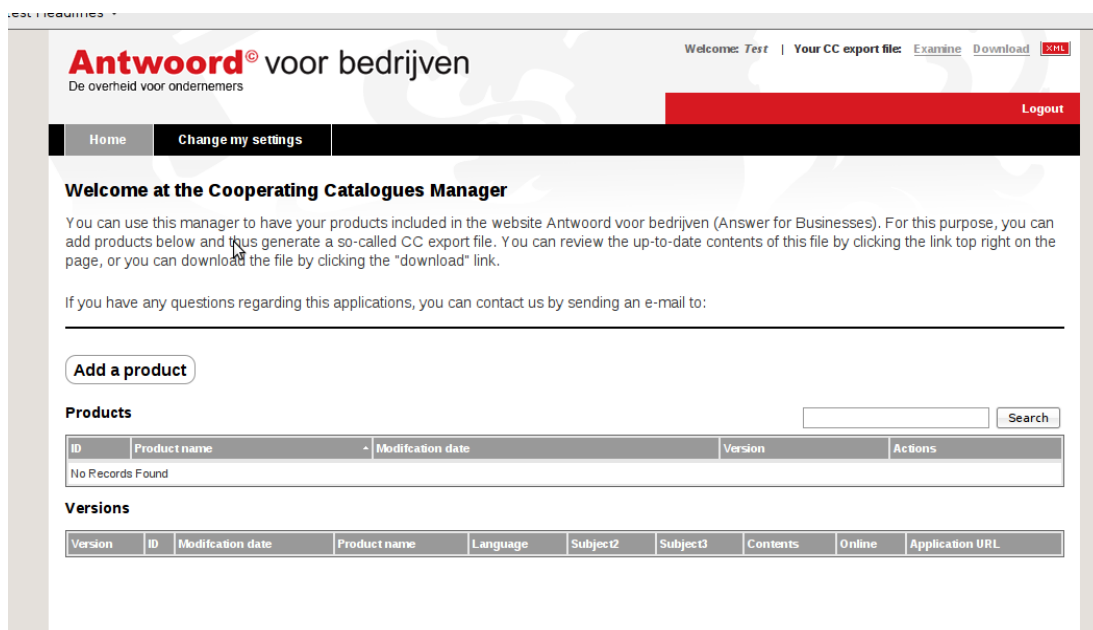


Figure 2: Start screen

### 3.3 Change your details

If you want to change your login details you can do this by clicking on 'Change my details' (see figure 3).

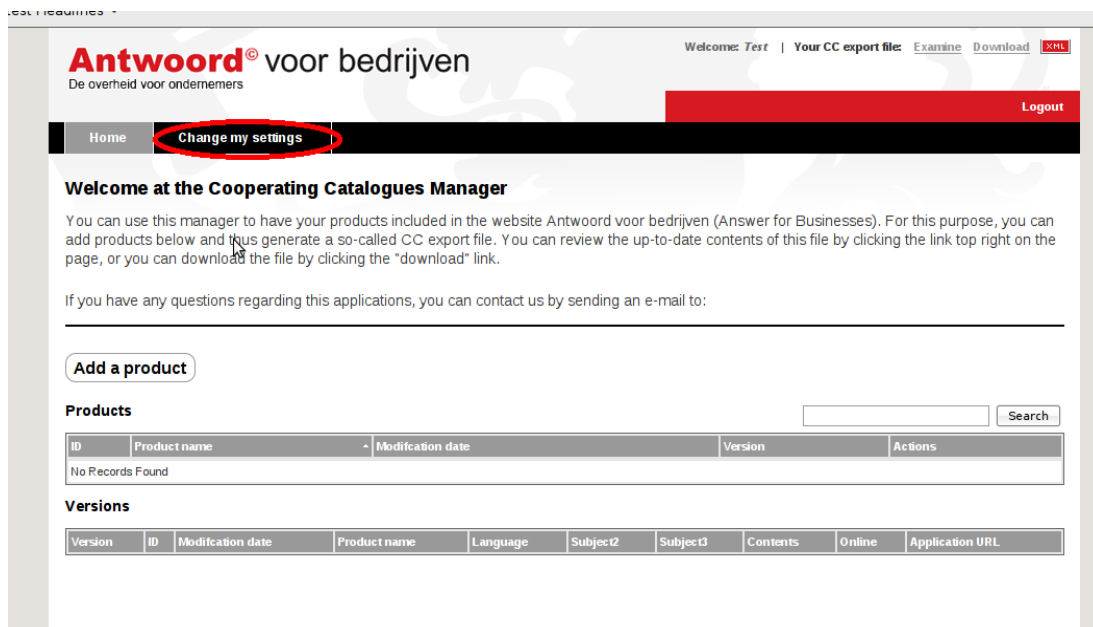


Figure 3: Home / Change details

The following screen will appear (see figure 4):

**Change**

**User**

Name \*

E-mail \*

User name \*

Password \*

Creation date 10/27/09

Last modification date 10/27/09

Product path /Test

Profile USER

Last ID

**Author**

Index Feed Author \*

**Publishing organisation**

Index Feed Organisation \*

Figure 4: Change my details

You can update your profile here. The 'Author' and 'Publishing organisation' fields are filled in automatically and cannot be changed. ICTU fills this in for you when your account is created. Click on 'change' at the top left of the screen to save your details. You can then click on 'Home' at the top left of the screen to return to the start screen.

### 3.4 Adding a product

If you are on the start screen, click on 'Add product' (circled in red in figure 5).

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Welcome: Test | Your CC export file: [Examine](#) [Download](#) [XML](#)

[Home](#) [Change my settings](#) [Logout](#)

**Welcome at the Cooperating Catalogues Manager**

You can use this manager to have your products included in the website Antwoord voor bedrijven (Answer for Businesses). For this purpose, you can add products below and thus generate a so-called CC export file. You can review the up-to-date contents of this file by clicking the link top right on the page, or you can download the file by clicking the "download" link.

If you have any questions regarding this applications, you can contact us by sending an e-mail to:

**Add a product**

**Products**

ID	Product name	Modification date	Version	Actions
No Records Found				

**Versions**

Version	ID	Modification date	Product name	Language	Subject2	Subject3	Contents	Online	Application URL
---------	----	-------------------	--------------	----------	----------	----------	----------	--------	-----------------

Figure 5 Home / Add product

A screen will appear allowing you to add a new product (see figure 6). Here you can fill in information about the product, such as name, URL and product features. Under the heading 'Description of input fields' (see p.9 of this guide) you will find a short description of what you can enter under the various input fields. Fields with an asterisk \* are required. Once you have filled in all (required) fields, click on 'Save'. You have created a new product. Each product must be added separately. Therefore, if you have several products, each one must be added individually. The products can be seen in a list on the start screen.

The screenshot shows the 'Add product' form in the 'Antwoord voor bedrijven' portal. The header includes the logo and navigation links like 'Home', 'Change my settings', and 'Logout'. The form is divided into several sections: 'Product Type' with fields for Language, URL, Product name, and Contents; 'Online Service' with an 'Online' dropdown and 'Application URL'; 'Author' with an 'Author' dropdown; 'Publishing Organisation' with a 'Publishing organisation' dropdown; and 'Subject' fields with 'Subject1' and 'Subject2' dropdowns. A red question mark icon is next to the 'Subject1' dropdown, and a red text label 'Explanation of abbreviations' is visible below it. A 'Delete' button is next to the 'Subject1' dropdown, and an 'Add a product' button is at the bottom.

Figure 6: Add product

Under the question mark by each field to be completed (circled in red in figure 7), you will find an explanation of what you can fill in. Place your mouse over the question mark to read the text.

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Welcome: Test | Your CC export file: [Examine](#) [Download](#) [XML](#)

[Logout](#)

[Home](#) [Change my settings](#)

[Return to product survey](#)

### Add product

**Product Type**

Language \* Choose One ID Modification date

URL \*

Product name \*

Contents

**Online Service**

Online \* Choose One Application URL

**Author**

Author \* municipalities municipalities 1

**Publishing Organisation**

Publishing organisation \* municipalities municipalities 1

Subject1 \* Choose One [Delete](#)

Explanation of abbreviations

[Add a product](#)

Subject2

Figure 7: Add product; explanation

### 3.5 Description of the input fields

The central product catalogue works on the basis of the features that you add to your products. These product features ensure that entrepreneurs can locate the products. It is therefore essential that you add the correct features to the product input fields in the CC.

Field	Description
Language	You can select the language in which your product is described on your site. <u>Note:</u> if the description is available in both Dutch and English, you are requested to add and describe the same product twice (once in English, once in Dutch) under 'Add product'.
Last update	You do not need to add anything, the date of last update is added automatically.
URL	The URL of (or link to) the page on your website where your product can be found.
Product name	The name of the product or service as it appears in your catalogue.

Contents	Contains a short description of the product, suitable for individuals and/or businesses. To appear in search results. Use a part of product description or a summary of it.						
Online service/online	You can use this field to indicate whether the product can be ordered online, for example by means of a pdf order form, or a web order form. The possible field contents are 'yes', 'no' or 'Digid'. This last value can be used if the product can be ordered online using Digid. <u>Note:</u> (foreign) businesses and entrepreneurs have no access to Digid.						
Application URL	If the service can be requested online, then fill in the direct URL or link to the request form under 'Request URL'.						
Author	This element describes the government organisation that has final responsibility for the product description. For you this will usually mean the name of your own organisation. ICTU fills this in for you when your account is created.						
Publishing Organisation	This element describes the government organisation that is responsible for making the product description available. For you this means the name of your organisation. ICTU fills this in for you when your account is created.						
Subject 1	<p>You can select one or more topics here to which the product is related, in order to increase product visibility. You select these topics from a list of abbreviations.</p> <p>Example:</p> <table border="1"> <tr> <td>for.intern</td><td>Foreign, international partnership</td></tr> <tr> <td>eco.shops</td><td>Economic affairs, shops</td></tr> <tr> <td>env.air</td><td>Environment and energy, air odour sound</td></tr> </table> <p>A complete list of abbreviations can be found at:  <a href="http://www.overheidheeftantwoord.nl/binaries/overheidheeftantwoord/pdf/samenwerkende-catalogi/onderwerptaxonomie-17-03-09.pdf">http://www.overheidheeftantwoord.nl/binaries/overheidheeftantwoord/pdf/samenwerkende-catalogi/onderwerptaxonomie-17-03-09.pdf</a></p> <p>You will also find this link on the screen. This is called 'description of abbreviations'. This is circled in red in figure 7.</p>	for.intern	Foreign, international partnership	eco.shops	Economic affairs, shops	env.air	Environment and energy, air odour sound
for.intern	Foreign, international partnership						
eco.shops	Economic affairs, shops						
env.air	Environment and energy, air odour sound						
Subject 2	You can fill in one or more keywords or synonyms here which apply to the product, in order to increase product visibility. It is important to use words that are connected to employers' requests. Use your own keywords, for example from your organisation's keyword list. A descriptive text is also possible.						
Subject 3	You can fill in a descriptive text for the product here. This can be a complete product description or additional information about the product.						

Target group	Select the target group here for the product described. Choose one or both of the following values: private or organisation/entrepreneur.
--------------	---

### 3.6 Overview of your products

On the start screen under the heading 'Products' you will see an overview of the products you have already added (see figure 8). Behind each product in the list you will see the date of last update\*, the version and three actions you can take: 'Change', 'Versions' and 'Remove'.

### 3.7 Removing a product

On the start page you will find the products you have added. Here you can permanently remove any added product from the tool by clicking on 'Remove' beside the product concerned (see figure 8).

### 3.8 Versions

If you click on 'Versions' beside a product, you will see how many versions of the product there have been. Moreover the differences between the current and previous versions are described (see figure 8).

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Welcome: Test | Your CC export file: [Examine](#) [Download](#) [XML](#)

[Logout](#)

[Home](#) [Change my settings](#)

**Welcome at the Cooperating Catalogues Manager**

You can use this manager to have your products included in the website Antwoord voor bedrijven (Answer for Businesses). For this purpose, you can add products below and thus generate a so-called CC export file. You can review the up-to-date contents of this file by clicking the link top right on the page, or you can download the file by clicking the "download" link.

If you have any questions regarding this applications, you can contact us by sending an e-mail to:

[Add a product](#)

**Products**

ID	Product name	Modification date	Version	Actions
1	test	27/10/2009 15:40:48	1.0	<a href="#">Change</a> <a href="#">Versions</a> <a href="#">Delete</a>

**Versions**

Version	ID	Modification date	Product name	Language	Subject2	Subject3	Contents	Online	Application URL
---------	----	-------------------	--------------	----------	----------	----------	----------	--------	-----------------

Figure 8: Home/ Products

(\* NB: The time mentioned under last update can deviate from the actual time. This however has no bearing on the correctness and completeness of representation of your products.)

### 3.9 Change a product

On the start page you will find the products you have added. You can change any product that has been added. Search in the list for the product you wish to change and click on 'Change' beside that product.

You can now change any or all of the input fields for the product you added (see figure 9). To save the changes, click on 'Add' at the bottom right of the screen.

### 3.10

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Welcome: Test | Your CC export file: [Examine](#) [Download](#) [XML](#)

[Logout](#)

[Home](#) [Change my settings](#)

[Return to product survey](#)

### Modify product

test

**Product Type**

Language \*  ID  Modification date

URL \*

Product name \*

Contents

**Online Service**

Online \*  Application URL

**Author**

Author \*

**Publishing Organisation**

Publishing organisation \*

Subject1 \*  [Delete](#)

[Add a product](#)

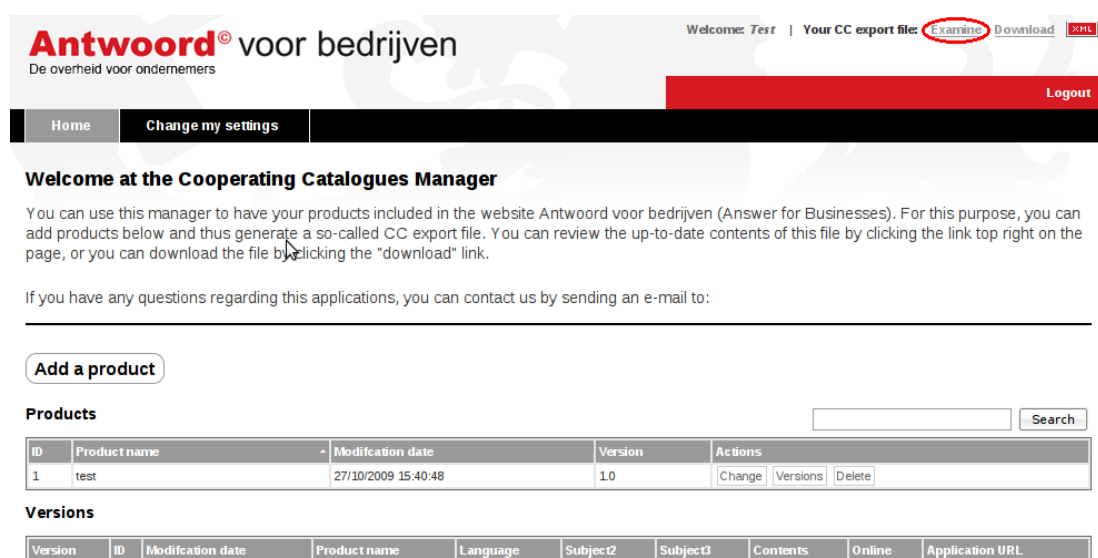
Subject2

Figure 9: Change product

### 3.11 Testing your added products

You can test whether your products have been added correctly by clicking on 'Examine' (top right in figure 10). You will then see the exported information, exactly as it will be picked up by Cooperating Catalogues.





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Welcome: Test | Your CC export file: [Examine](#) [Download](#) [XML](#)

[Logout](#)

[Home](#) [Change my settings](#)

### Welcome at the Cooperating Catalogues Manager

You can use this manager to have your products included in the website Antwoord voor bedrijven (Answer for Businesses). For this purpose, you can add products below and thus generate a so-called CC export file. You can review the up-to-date contents of this file by clicking the link top right on the page, or you can download the file by clicking the "download" link.

If you have any questions regarding this applications, you can contact us by sending an e-mail to:

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[Add a product](#)

#### Products

[Search](#)

ID	Product name	Modification date	Version	Actions
1	test	27/10/2009 15:40:48	1.0	<a href="#">Change</a> <a href="#">Versions</a> <a href="#">Delete</a>

#### Versions

Version	ID	Modification date	Product name	Language	Subject2	Subject3	Contents	Online	Application URL
---------	----	-------------------	--------------	----------	----------	----------	----------	--------	-----------------

Figure 10: Home/ View

### 3.12 Passing your products on to ICTU

When you have finished adding your products, send an e-mail to [dienstenrichtlijn@ictu.nl](mailto:dienstenrichtlijn@ictu.nl)

Mention in your e-mail that you have finished entering your products into the CC Export tool. After receiving your e-mail, ICTU takes care of the links to Antwoordvoorbedrijven.nl.

## 4 Tool conditions of use

When you tell ICTU that you wish to use the CC tool, you will receive a declaration form. By signing this declaration you accept that you are responsible for passing on changes to your CMS, and agree that you will enter these into the tool as quickly as possible. Moreover you agree that you will (officially) implement Cooperating Catalogues when you move over to another CMS, buy a new CMS, or perform other maintenance work on your site.

### 4.1 Why this declaration

Because the tool creates a manual link and not an automatic one, this link has no permanent status. That is explained in this signed declaration.



## 5 Contact

### 5.1 Technical problems

If you have (technical) problems when using the tool, please contact: [dienstenrichtlijn@ictu.nl](mailto:dienstenrichtlijn@ictu.nl)

### 5.2 Antwoord voor bedrijven editors

The Antwoord voor bedrijven editors help you to decide which pages on your website you can link to related pages on [Antwoordvoorbedrijven.nl](http://Antwoordvoorbedrijven.nl) using the CC tool. Contact person: Patti Broeder, e-mail: [broeder@antwoordvoorbedrijven.nl](mailto:broeder@antwoordvoorbedrijven.nl).

### 5.3 Services Directive

For all other questions regarding the Services Directive, the Point of Single Contact (Cooperating Catalogues and the Message Box), or the IMI, please contact the ICTU Services Directive account management team by phone: 070-888 7537 or via [dienstenrichtlijn@ictu.nl](mailto:dienstenrichtlijn@ictu.nl)