

Table of contents

Introduction and access	2-4
<hr/>	
How to access the tool	3
How to register on the tool	4
Enterprise	5-24
<hr/>	
Startpage	5
Request form	6-16
After the request has been sent	16
Tracking the status of my request	17
EBox	18
Search function	18
Consult	19
History	20
Further information and contact persons	21-24
Representatives	p 25-49
<hr/>	
Startpage	p 25-26
Request form	p 27-41
After the request has been sent	p 41
Tracking the status of my request	p 42
EBox	p 43
Search function	p 43
Consult	p 44
History	p 45
Further information and contact persons	p 46-49

Introduction

Single Permit is a digitalized workflow which begins with a unique electronic window where the request is entered. This workflow will result in the provision of a single permit or a notification of refusal. The actual processing of requests follows the rules defined by the authorized regional and federal institutions. The essence of the project is to simplify and centralise requests for a residence and work permit.

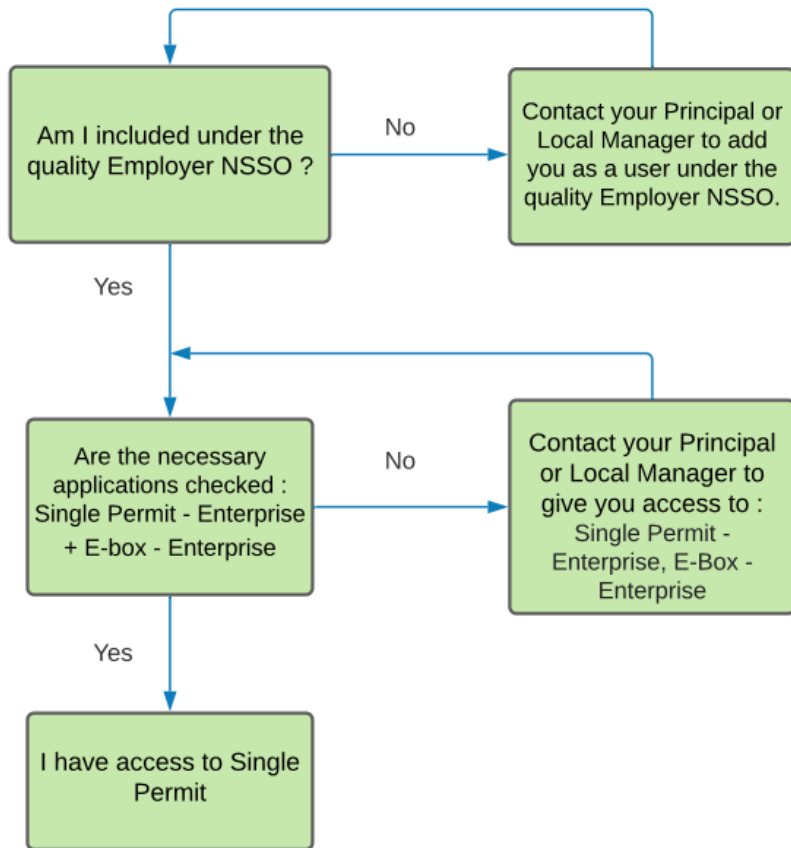
This document contains a description of all the steps to be completed when submitting a Single Permit request.

Access

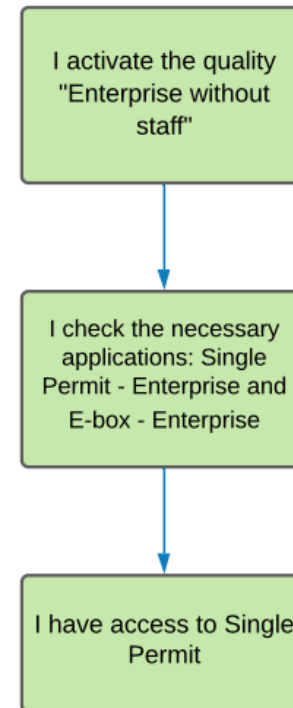
How to access the tool

Contact your Local Manager to arrange access. The role already needs to be activated, otherwise this needs to be done first. Once the role is activated, users can be added for this role and it is necessary to designate the Single Permit and E-box. Representatives may also need to request MAHIS. The eBox must be activated to allow the requestor to receive the various notifications related to the processing of a request.

Enterprise



Enterprise without staff



How to register on the tool

The direct link to the Single Permit tool: <https://single-permit.prd.pub.socialsecurity.be/#/>

You can also go to “Working in Belgium” : https://www.international.socialsecurity.be/working_in_belgium/en/home.html

To sign in, an employer selects enterprise, followed by “Employer Social Security”.

A representative selects enterprise, followed by a role “service provider” or “social secretariat” (depending on which has been assigned).

Enterprise

Start page

1 [Menu icon]

2 Single Permit

3 EN Kaisin Sandra Enterprise

4 Enterprise Marti Gutierrez, Alexandra 852093431

5 Search

6 New request

7 Drafts

Worker	Region	Type	Creation date
		Request single permit fixed duration by Belgian employer	31/05/2021
		Renew request single permit fixed duration by Belgian employer	08/06/2021
	Wallonia	Request single permit fixed duration by Belgian employer	26/05/2021
	Wallonia	Request single permit fixed duration by Belgian employer	21/05/2021
Gertrude , KAZALI JEFFERSON	Wallonia	Request single permit fixed duration by Belgian employer	29/04/2021

Items per page: 5 1 - 5 of 7

8 Submitted requests

Worker	Region	Type	Request number	Sending date	Status
Gertrude , KAZALI JEFFERSON	Wallonia	Request single permit fixed duration by Belgian employer	280006LGTKQQZ	23/03/2021	Newly submitted
Kingini KRIATIRAGONO	Wallonia	Request single permit fixed duration by Belgian employer	280006M88MGSZ	25/03/2021	Newly submitted

1: Dropdown screen: choice between Start page and go to new request.

2: Selected language: NL, FR, DE and EN.

3: Repeat Enterprise number and role plus "unsubscribe".

4: Repeat Enterprise and enterprise number

5: Search function

6: Go to new request

7: Table with drafts (Unfinished requests)

8: Table with submitted requests and their status

Request form

Screen 0 - DETERMINE THE TYPE OF PERMIT REQUEST

0 DETERMINE THE TYPE OF PERMIT REQUEST ▼

The Type determined for this Permit Request is:

Reset

Renew request single permit fixed duration by Belgian employer **1** **2**

Does the person concerned live abroad?

Yes No

Is the person concerned authorized to stay in Belgium for more than 90 days?

Yes No

Is the person concerned authorized to stay in Belgium as a salaried worker?

Yes No

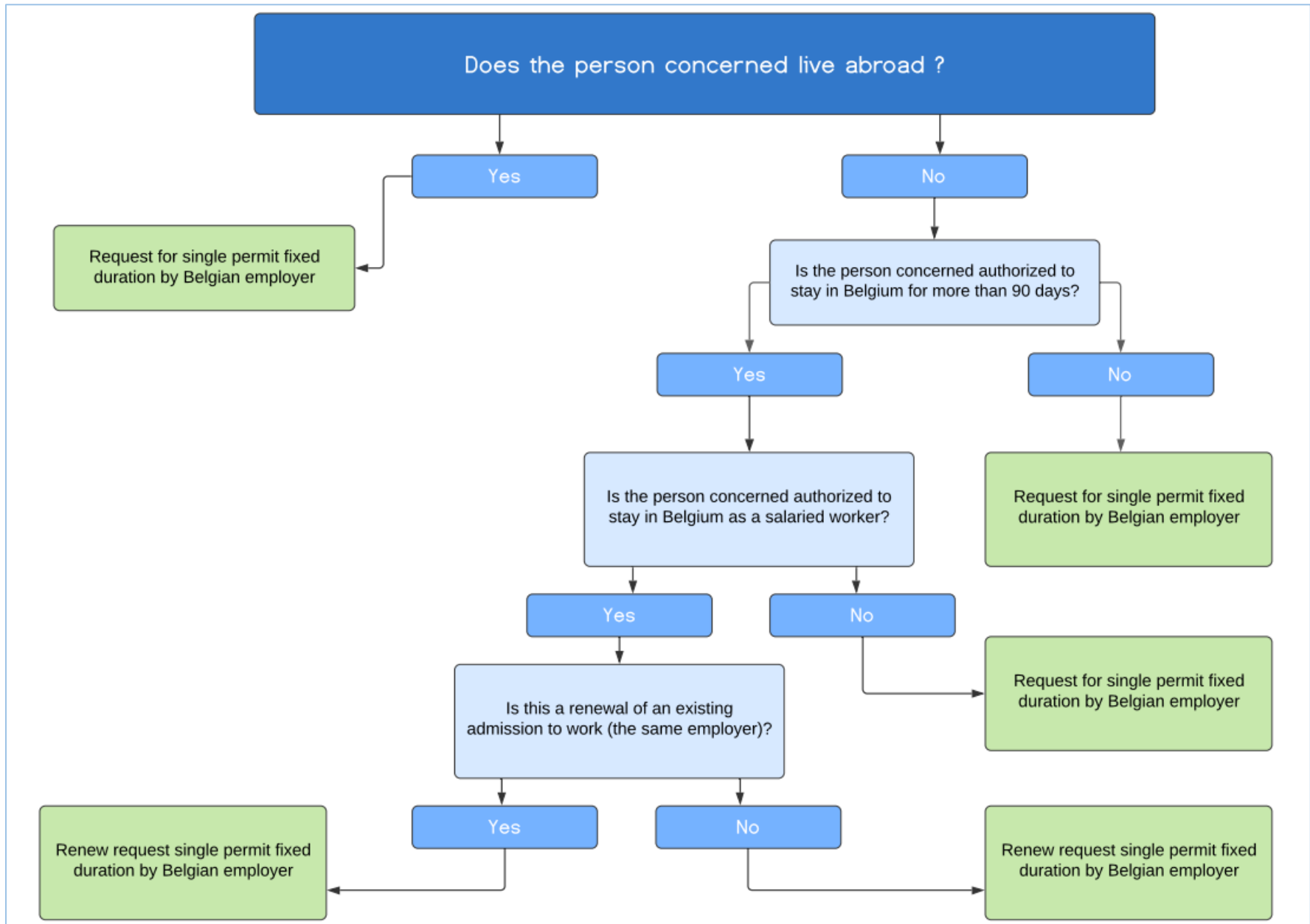
Is this a renewal of an existing admission to work (the same employer)?

Yes No

1 = The type of request is determined depending on your answers (list of questions)

2 = RESET in order to be able to complete the questions again..

BELGIAN ENTERPRISE



Screen 1 - EMPLOYMENT REGION - LOCATION

1 REGION - WORKING PLACE

IMPORTANT: THE LOCATION OF EMPLOYMENT DETERMINES THE COMPETENT REGION

Name of the Enterprise

Marti Gutierrez, Alexandra **1**

Enterprise of Occupation

Enterprise number: 852093431

Name of the Enterprise: Marti Gutierrez, Alexandra

Type of Working Place*
Other place of work **2**

Post Code*: 1000

City: Bruxelles

Street*: Avenue de la Belle Alliance

Number*: 10

Box:

Desired communication language*
 French Dutch

Region
The Brussels-Capital Region **3**

1: Name of the employer

2: Show employment location. If this is the Brussels-Capital Region, you must also select the desired communication language.

3: Show competent region, this is automatically determined based on the post code. This region will also handle the request.

Type of Working Place*

Head Office **4**

Enterprise Number	Establishment/Business unit number	Name of the Enterprise	Street	Number	Box	Postal code	City	Type of Working Place
852093431		Marti Gutierrez, Alexandra	Clos des Censiers(P.E.)	8		7850	Enghien	Head Office
								Other place of work
								100% Telework

4 = Select type location employment, choosing between: Registered office, other Business Units, other location and 100% telework.

Screen 2 – REQUESTOR

2 REQUESTOR ▼

Name*
Coossens **1**

Given Name*
Nico , Georges

Social Security Identifier Number*
94122133526

Quality of the requestor*
Employer on his own behalf ▼

Phone number*
123456789

eMail Address Requestor*
test@smals.be

General eMail address*
test@smals.be

1 = The default requestor is the user whose details were used to log in. This can be changed by amending the social security identifier number. This will automatically change the name and surname. Telephone number and e-mails are mandatory fields.

Screen 3 – ENTERPRISE

3 ENTERPRISE ▼

ENTERPRISE DATA

Name of the Enterprise	Legal Form	
Marti Gutierrez, Alexandra 1		
Enterprise Number	Establishment/Business unit number	
852093431		
Street	Number	Box
Clos des Cerisiers(P.E.)	6	
Post Code	City	
7850	Enghien ▼	

1 = This is where details of the employer's registered office are shown.

Screen 4 – WORKER

4 WORKER

WORKER DATA

National Registration Number or BIS Number* Go to belgianID Pro **2**

76480906149 **1**

Family Name* Given Name

Jefferson Gertrude, KAZALI

Nationality Gender Birthdate

Afrique du Sud F 09/08/1976

Place of birth

City Country

BOUSAADA Bahamas

Current place of residence* **3**

Abroad

Country Edit Save Reset

France

Post Code City

59100 ROUBAIX

Street Number Box

114 RUE DE FRANCE

Email*

test@smals.be

DIPLOMATIC POST DATA

Name of the Diplomatic Post* Email*

Alicante **4** alicante@diplobel.fed.be

1: These are the worker's details. The grey boxes will be completed automatically upon completing the social security information.

2: Link to belgianidpro.be. A NSSO number can be requested using this link.

3: You must complete the current place of residence and e-mail address yourself (please note, the worker's e-mail address must be included so that they receive the privacy notice).

4: In the case of a diplomatic post, the correct post must be chosen from the list.

Screen 5 – EMPLOYMENT

5 OCCUPATION ▼

CATEGORY

Occupation Category*

Highly qualified worker (RD 9/6/1999 art. 9, 6) **1**

PLACE

Type of Place of occupation

Other place of work **2**

Temporary work by the end user

Enterprise Number: 852093431

NSSO Number: 127792067

Name of the Enterprise: Martí Gutierrez, Alexandra

Establishment /Business unit number

Street: willebroekkaai

Number: 38

Box

Post Code: 1000

City: Bruxelles ▼

1: Select the employment category, this will determine which annexes you must add in screen 6.

2: Details of the employment location, this section recalls the selection from screen 1.

DETAILS

Function*	ISCO-Code of the function*	
<input type="text" value="CEO"/>	<input type="text" value="11"/>	
<small>as stated in the employment contract</small>	<small>Chief executives, senior officials and legislators</small>	
Type of Contract*	3	
<input type="text" value="Permanent contract"/>		
<input checked="" type="checkbox"/> Start of the contract from the issuance of the work permit		
Contract start date	Contract end date	
<input type="text"/>	<input type="text"/>	
Work schedule*	Number of effective hours per week*	Number of hours per week according to Joint Committee*
<input type="text" value="Full time"/>	<input type="text" value="38"/>	<input type="text" value="38"/>
Gross salary (EUR)		
Amount (EUR)*		
<input type="text" value="100"/>	<input type="text" value="per Hour"/>	
Joint commission number*	4	
<input type="text" value="11"/>		
Has a job offer for the job in question been published or kept open?*		
<input checked="" type="radio"/> Yes: <input type="radio"/> No		
Job offer number*		
<input type="text" value="123456789"/>		

3 = You must complete details about the worker's employment yourself. No end date is required in the case of indefinite employment. No date must be completed when choosing "Beginning of the contract...".

4 = The CN that applies to the worker's employment and according to which the remuneration will be arranged.

Screen 6 – ANNEXES

6 ANNEXES **1** ▼

Copy of worker's passport*

Attach

A copy of the valid passport of the worker and, where applicable, a copy of the document covering the foreign national's stay in Belgium

Copy of employer's identity card*

Attach

A copy of the identity card of the employer or, if applicable, of the latter's representative

Payment of the fee*

Attach

Proof of payment of the [fee](#)

Extract from the criminal record*

Attach

An extract from the criminal record or an equivalent document, to the extent that the non-EU national is over 18 years of age

Medical Certificate*

Attach

[Medical certificate](#) less than 6 months old certifying that the employer does not suffer from a disease that puts public health at risk

Proof of health insurance*

Attach

Proof that the non-EU national has [health insurance](#) covering all risks in Belgium for him or herself and their family members.

Copy of the employment contract*

Attach

A copy of the employment contract referred to in titles I and III of the Law of 3 July 1978 on employment contracts, dated and signed by both parties, or, in the case of secondment, a copy of the employment contract between the employee and their employer established abroad, with a translation if necessary.

Copy of diploma*

Attach

A copy of the diplomas of higher education obtained by the person concerned, together with a translation by a sworn translator, where appropriate.

Copy of the residence permit

Attach

If the worker is staying in Belgium, a copy of the document covering the foreign national's stay in Belgium

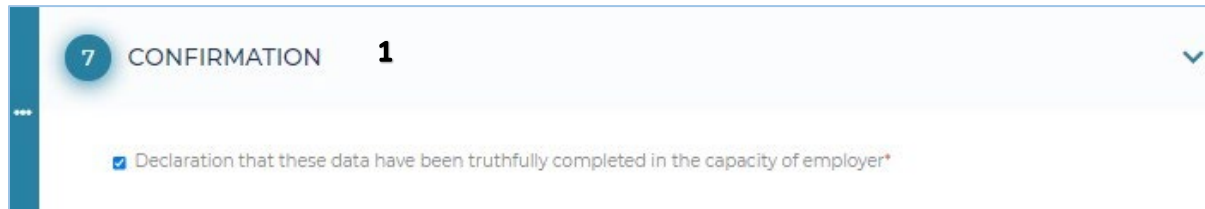
Document of proof if regulated professions

Attach

If the application pertains to the exercise of a regulated profession, the documents proving that the worker meets the conditions for exercising this profession

1 = The requested annexes (shown in red) must be attached here, there is also the option to add further annexes in optional annexes. Each annexe must have a different name. Also, there is a limit of 18MB for all annexes combined.

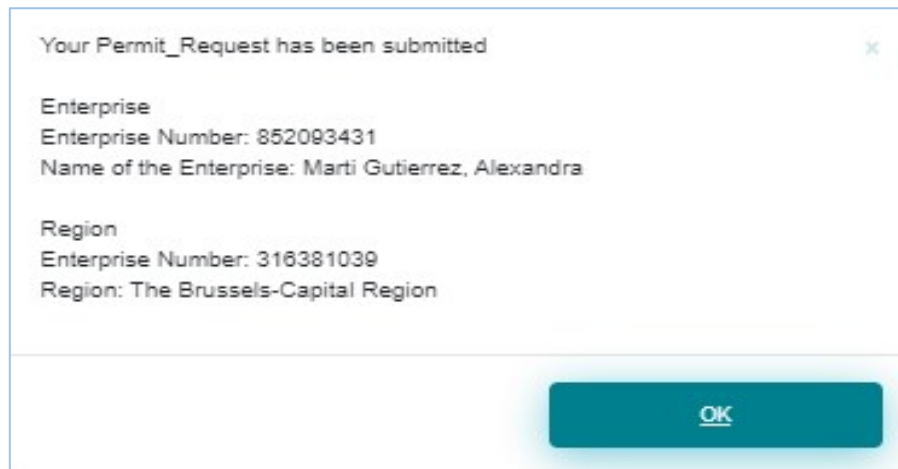
Screen 7 - CONFIRMATION



The screenshot shows a confirmation step in a process. At the top, there is a header with a blue circle containing the number '7', followed by the text 'CONFIRMATION' and a large bold number '1'. Below this, there is a checkbox with a checkmark and the text 'Declaration that these data have been truthfully completed in the capacity of employer*'. A small downward arrow is visible in the top right corner of the header area.

1 = Confirming that the request has been filled in truthfully on behalf of the employer.

After the request has been sent



The screenshot shows a confirmation message box with a title bar that says 'Your Permit_Request has been submitted' and a close button (X). The message content is as follows:

Enterprise
Enterprise Number: 852093431
Name of the Enterprise: Marti Gutierrez, Alexandra

Region
Enterprise Number: 316381039
Region: The Brussels-Capital Region

At the bottom of the box is a teal button with the text 'OK'.

You will be sent a short confirmation that the request has been submitted. The request will now also be displayed on the start page under "Submitted requests". For every decision a notification will be sent to the requestor via e-Box.

Tracking the status of my request

The various statuses are:

- ✓ Newly submitted
- ✓ Ongoing at Region
- ✓ Eligible
- ✓ Extra information requested by Region
- ✓ Extra information provided by the requestor
- ✓ Positive decision employment
- ✓ Negative decision employment
- ✓ Not eligible
- ✓ Ongoing at IO
- ✓ Discontinued
- ✓ Payment of fee not OK
- ✓ Decision postponed
- ✓ Extra information requested by IO
- ✓ Negative decision Residence - Annex 48
- ✓ Positive decision Residence - Annex 46
- ✓ Positive decision Residence - Annex 47

e-Box

The screenshot shows the e-Box interface with a list of received messages. The header includes the e-Box logo, user information (0852093431, infobis@smals.be), and navigation links (Info, Contact, Beheer e-Box, Tim Zonderman, Afmelden). A notification bar indicates 'U hebt 2 meldingen'. The message list includes:

- Geen enkel bericht geselecteerd (Downloaden, Verbergen) - Resultaten 1 tot 10 (92 resultaten gevonden) 10
- RSZ - Document Orchestration Se... Single Permit - Informations supplémentaires demandées pour la demande 280006MZPPSFZ / Extra info gevraagd voor aanvraag 280006MZPPSFZ - 11/05/21 (+1 bericht)
- RSZ - Document Orchestration Se... Single Permit - Le statut de votre demande 280006MZPPSFZ a été modifié / De status van uw aanvraag 280006MZPPSFZ werd gewijzigd - 11/05/21 (TEST 10.pdf)
- RSZ - e-Box This is a batch broadcast test in ACC - 10/05/21 (test.txt)
- RSZ - e-Box test from ebox team - 10/05/21

As already mentioned, you will always receive a notification in eBox if the status changes.

The screenshot shows the detailed view of a message in e-Box. The header is the same as the previous screenshot. The message content is:

← terug naar ontvangen berichten
Single Permit - Une décision intermédiaire a été prise pour la demande 280006MZPPNBZ / Er werd een tussentijds ingegeven voor de aanvraag 280006MZPPNBZ

Van: RSZ - Document Orchestration Service 28/04/2021
Aan: Mijn onderneming

Une décision intermédiaire a été prise pour la demande 280006MZPPNBZ / Er werd een tussentijdse beslissing ingegeven voor de aanvraag 280006MZPPNBZ

Aanvullende informatie

Referentie	\$10315536	Sequentie	0
Vervaldatum	28/07/21	Ticketnummer	\$10315536_ticket
Berichttype	Communicatie Single Permit		

Open the message.

You can select the requestor's number and, using copy paste, search for the request using the search function in Single Permit.

The screenshot shows the 'Submitted requests' table in Single Permit. The table has the following columns: Worker, Region, Type, Request number, Sending date, and Status.

Worker	Region	Type	Request number	Sending date	Status
Gertrude, KAZALI JEFFERSON	Wallonia	Request single permit fixed duration by Belgian employer	280006LGTKQZ	23/03/2021	Newly submitted

Items per page: 5 1-1 of 1

The screenshot shows a search bar in Single Permit with the text '280006lgtkqz' entered and a 'Search' button next to it. A blue arrow points from the text above to the search bar.

Consult

Single Permit

EN Kaisin Sandra
Enterprise

Enterprise Marti Gutierrez, Alexandra 852093431

[Back to overview](#)

Request

Worker	Gertrude , KAZALI JEFFERSON
Type	Request single permit fixed duration by Belgian employer
Region	Brussels-Capital
Request number	280006NR4REDZ
Sending date	12/05/2021
Status	Positive decision Residence - annex 46

[280006NR4REDZ.pdf](#)

Attachments

Proof of identity of employer/representative
[TEST 1.pdf](#)
International passport employee
[TEST 2.pdf](#)
Health insurance
[TEST 3.pdf](#)
Medical Certificate
[TEST 4.pdf](#)
Payment of the fee
[TEST 5.pdf](#)
Extract from the criminal record
[TEST 6.pdf](#)
Copy of diploma
[TEST 7.pdf](#)
Copy of employment contract
[TEST 8.pdf](#)

Status	Positive decision Residence - annex 46
Status date	12/05/2021
Annex	TEST 1.pdf

[History of decisions](#)

You can consult your request and see the decision (Status).

History

History of decisions and actions taken

Status date	Status	Infos on Decision / Event	Annexes
19/05/2021	In treatment by Region		
19/05/2021	Information requested by the Region	Document illisible	
19/05/2021	Further information provided by the requestor	Document demandé	TEST 2 SK.pdf
19/05/2021	Admissible		
19/05/2021	Positive decision Work		
19/05/2021	In treatment by Office		
19/05/2021	Information requested by the Office	Manque preuve de paiement de la redevance	
19/05/2021	Further information provided by the requestor	Comme demandé	TEST 3 SK.pdf
19/05/2021	Positive decision Residence - annex 46		TEST 5 SK.pdf

You can consult the “decision history” at any time

Further information and contact persons

Submitted requests

Worker	Region	Type	Request number	Sending date	Status
Gertrude , KAZALI JEFFERSON	Wallonia	Request single permit fixed duration by Belgian employer	280006LGTKQQZ	23/03/2021	Newly submitted

Newly submitted request

Submitted requests

Worker	Region	Type	Request number	Sending date	Status ↑
Kingini KRIATIRAGONO	Wallonia	Request single permit fixed duration by Belgian employer	280006M88MHTZ	25/03/2021	Admissible

Decision of the region

Additional infos asked

Status

Status date

Expected informations

Remarks / Explanations*

Upload annex:

Choose File

Choose File

Choose File

+

Validate

Information requested by the Region
19/05/2021
Doc A2 breekt

Additional information requested by the region

Request

Worker	Kingini KRIATIRAGONO
Type	Renew request single permit fixed duration by Belgian employer
Region	Brussels-Capital
Request number	280006MZPPTGZ
Sending date	19/05/2021
Status	Information requested by the Region

[280006MZPPTGZ.pdf](#)

Attachments

- Proof of identity of employer/representative
[TEST 1 SK.pdf](#)
- International passport employee
[TEST 2 SK.pdf](#)
- Health insurance
[TEST 3 SK.pdf](#)
- Proof of Belgian residence permit
[TEST 4 SK.pdf](#)
- Pay slips
[TEST 5 SK.pdf](#)
- Photocopy of individual account
[TEST 6 SK.pdf](#)
- Copy of employment contract
[TEST 7 SK.pdf](#)
- Optional annex
[TEST 8 SK.pdf](#)

[History of decisions](#)

Additional infos asked

Status	Information requested by the Region
Status date	21/05/2021
Expected informations	extrait
Remarks / Explanations*	

Upload annex:

The region consults the additional information

Request

Worker	Kingini KRIATIRAGONO (50410215852)
Employer	Marti Gutierrez, Alexandra (852093431)
Type	Request single permit fixed duration by Belgian employer
Region	Brussels-Capital
Request number	280006PGKSRXZ
Sending date	28/05/2021
Status	Newly submitted
Status date	28/05/2021

[280006PGKSRXZ.pdf](#)

Mark as in treatment

Download all documents

Attachments

- International passport employee
[TEST 1 SK.pdf](#)
- Health insurance
[TEST 3 SK.pdf](#)
- Payment of the fee
[TEST 4 SK.pdf](#)
- Extract from the criminal record
[TEST 5 SK.pdf](#)
- Medical Certificate
[TEST 6 SK.pdf](#)
- Copy of diploma
[TEST 7 SK.pdf](#)
- Copy of employment contract
[TEST 8 SK.pdf](#)

New decision

Select a decision* Admissible

Remarks / Explanations

Upload annex Choose File

Validate

Request for Additional infos

Remarks / Explanations* OK

Validate

The region makes a decision.

New decision

Select a decision* Positive decision Residence - annex 46

Remarks / Explanations OK

Upload annex* Choose File

Validate

Foreign Affairs makes a decision.

For other users, the main contact addresses (which are also listed on the website “Working in Belgium”) are:

A question about the accesses/rights:

Eranonova Contact Center - Tel: 02 511 51 51 - @ contactcenter@eranova.fgov.be

Help and declaration of mandates: idfr@onsrszls.fgov.be

Need support on BelgianIDpro: ident@sigedis.fgov.be

For all further questions in connection with the follow-up of your request, you can contact the following persons:

Walloon Region – Tel : 081 33 43 92 (from 9.30 till 12.00) - @ permisdetravail@spw.wallonie.be

German Community – Tel : 087/876754 – @ arbeitserlaubnis@dgov.be

Brussels-Capital Region – Tel : 02 204 13 99 (from 9.00 till 12.00)

Flemish Region – Tel : 02 553 43 00 – @ arbeidskaart@vlaanderen.be

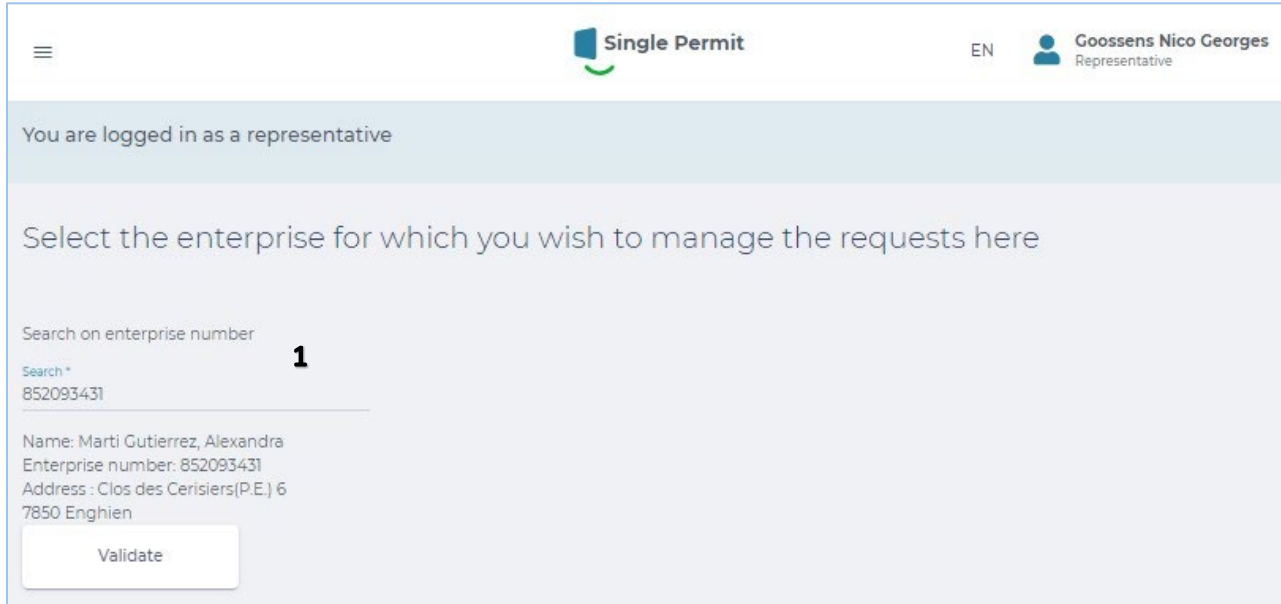
Foreign Affairs – Tel : 02 488 86 93 - @ singlepermit@ibz.fgov.be

Representatives

Every enterprise can have 2 representatives to enter a request in Single Permit.

Both representatives can view each request and, if required, take action concerning any request related to the enterprise for which they have a mandate.

Start page



The screenshot shows the 'Single Permit' web interface. At the top, there is a navigation bar with a hamburger menu icon on the left, the 'Single Permit' logo in the center, and the user's name 'Goossens Nico Georges' and role 'Representative' on the right. Below the navigation bar, a light blue banner states 'You are logged in as a representative'. The main content area has a heading 'Select the enterprise for which you wish to manage the requests here'. Below this heading is a search section titled 'Search on enterprise number'. It includes a search input field with the value '852093431' and a 'Validate' button. A red '1' is placed to the right of the search input field. Below the search input, the following information is displayed: 'Name: Marti Gutierrez, Alexandra', 'Enterprise number: 852093431', and 'Address : Clos des Cerisiers(P.E.) 6 7850 Enghien'.

1: The CBE number of the enterprise for which the request is being made.

The screenshot shows the 'Single Permit' web application interface. At the top, there is a navigation bar with a menu icon (1), the 'Single Permit' logo, the language 'EN' (2), and the user profile 'Goossens Nico Georges Representative' (3). Below this is a header section for the 'Enterprise' 'Marti Gutierrez, Alexandra' with ID '852093431' and a 'Change enterprise' link (4). A search bar (5) and a 'New request' button (6) are located below the header. The 'Drafts' section (7) shows a table with columns 'Worker', 'Region', 'Type', and 'Creation date', currently displaying 'No result'. The 'Submitted requests' section (8) shows a table with columns 'Worker', 'Region', 'Type', 'Request number', 'Sending date', and 'Status', listing five requests for Kingini KRIATIRAGONO.

Worker	Region	Type	Request number	Sending date	Status
Gertrude , KAZALI JEFFERSON	Wallonia	Request single permit fixed duration by Belgian employer	280006LGTKQZ	23/03/2021	Newly submitted
Kingini KRIATIRAGONO	Wallonia	Request single permit fixed duration by Belgian employer	280006M88MGSZ	25/03/2021	Newly submitted
Kingini KRIATIRAGONO	Wallonia	Request single permit fixed duration by Belgian employer	280006M88MHTZ	25/03/2021	Admissible
Kingini KRIATIRAGONO	Wallonia	Request single permit fixed duration by Belgian employer	280006LGTKXXZ	29/03/2021	Newly submitted
Kingini KRIATIRAGONO	Wallonia	Request single permit fixed duration by Belgian employer	280006MZPP0LZ	29/03/2021	Newly submitted

1: Dropdown screen: choice between Start page and go to new request.

2: Selected language: NL, FR, DE and EN.

3: Repeat Enterprise number and role plus "unsubscribe".

4: Repeat Enterprise and enterprise number

5: Search function

6: Go to new request

7: Table with drafts (Unfinished requests)

8: Table with submitted requests and their status

Screen 0 – BELGIAN ENTERPRISE

Single Permit

EN Kaisin Sandra Representative

Enterprise Bayer 404754571 [Change enterprise](#)

< 0 DETERMINE THE TYPE O... 1 REGION - WORKING PL... 2 REQUESTOR 3 ENTERPRISE 4 WC >

0 DETERMINE THE TYPE OF PERMIT REQUEST

The Type determined for this Permit Request is: Reset

Renew request single permit fixed duration by Belgian employer **1** **2**

Does the person concerned live abroad?

Yes No

Is the person concerned authorized to stay in Belgium for more than 90 days?

Yes No

Is the person concerned authorized to stay in Belgium as a salaried worker?

Yes No

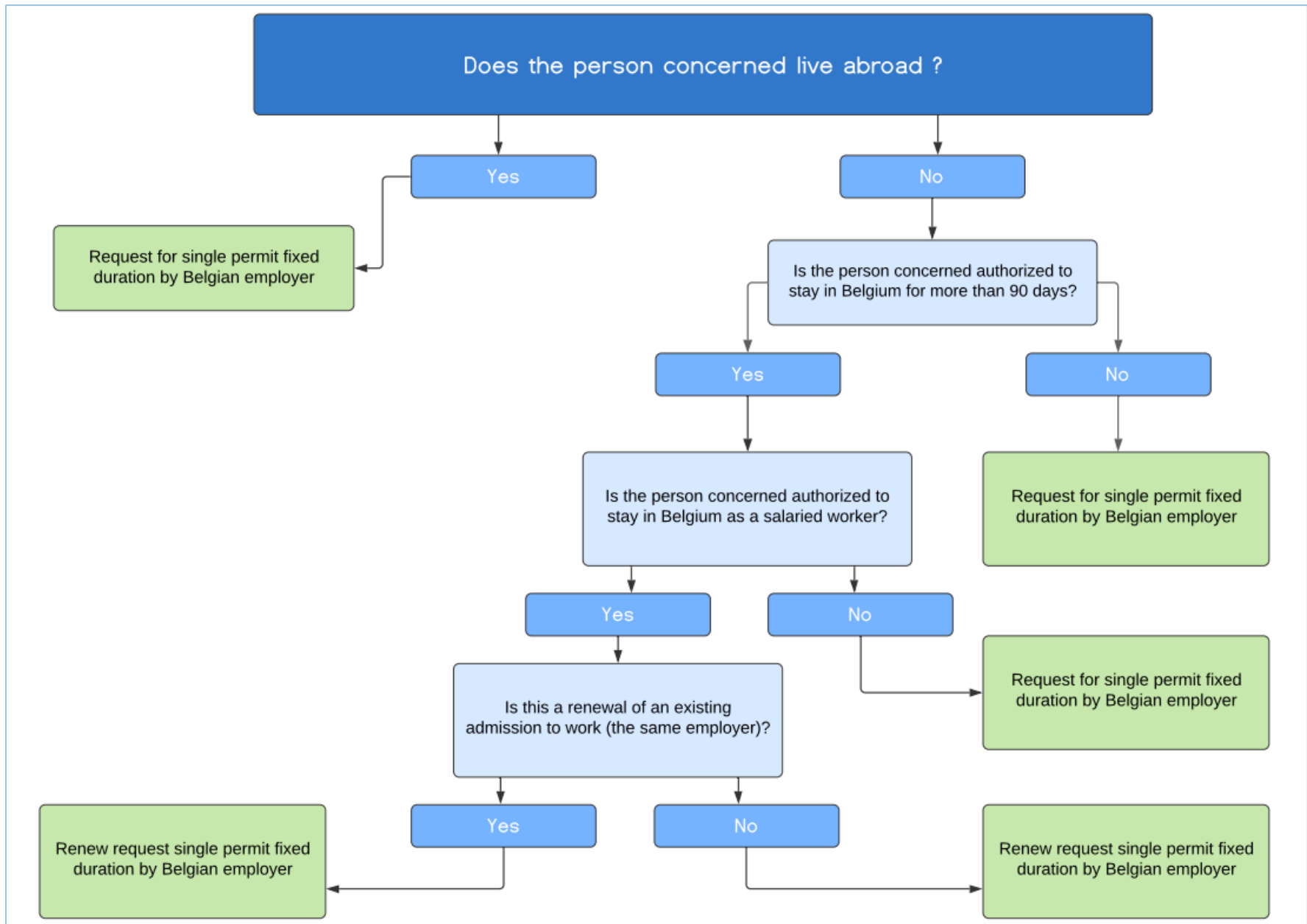
Is this a renewal of an existing admission to work (the same employer)?

Yes No

1 = The type of request is determined depending on your answers.

2 = RESET in order to be able to complete the questions again.

BELGIAN ENTERPRISE



Screen 0 – FOREIGN ENTERPRISE

You are making a request as a Representative for a foreign enterprise :

If the contributions for this employment are paid in the Belgian social security system:

Single Permit

EN Kaisin Sandra Representative

Enterprise A EN S TRADING 452033163 [Change enterprise](#)

< 0 DETERMINE THE TYPE O... 1 REGION - WORKING PL... 2 REQUESTOR 3 ENTERPRISE 4 WC >

0 DETERMINE THE TYPE OF PERMIT REQUEST

The Type determined for this Permit Request is: [Reset](#)

Renew request single permit fixed duration by Belgian employer

Do contributions have to be paid for this occupation in the Belgian social security system? **1**

Yes No

Does the person concerned live abroad?

Yes No

Is the person concerned authorized to stay in Belgium for more than 90 days?

Yes No

Is the person concerned authorized to stay in Belgium as a salaried worker?

Yes No

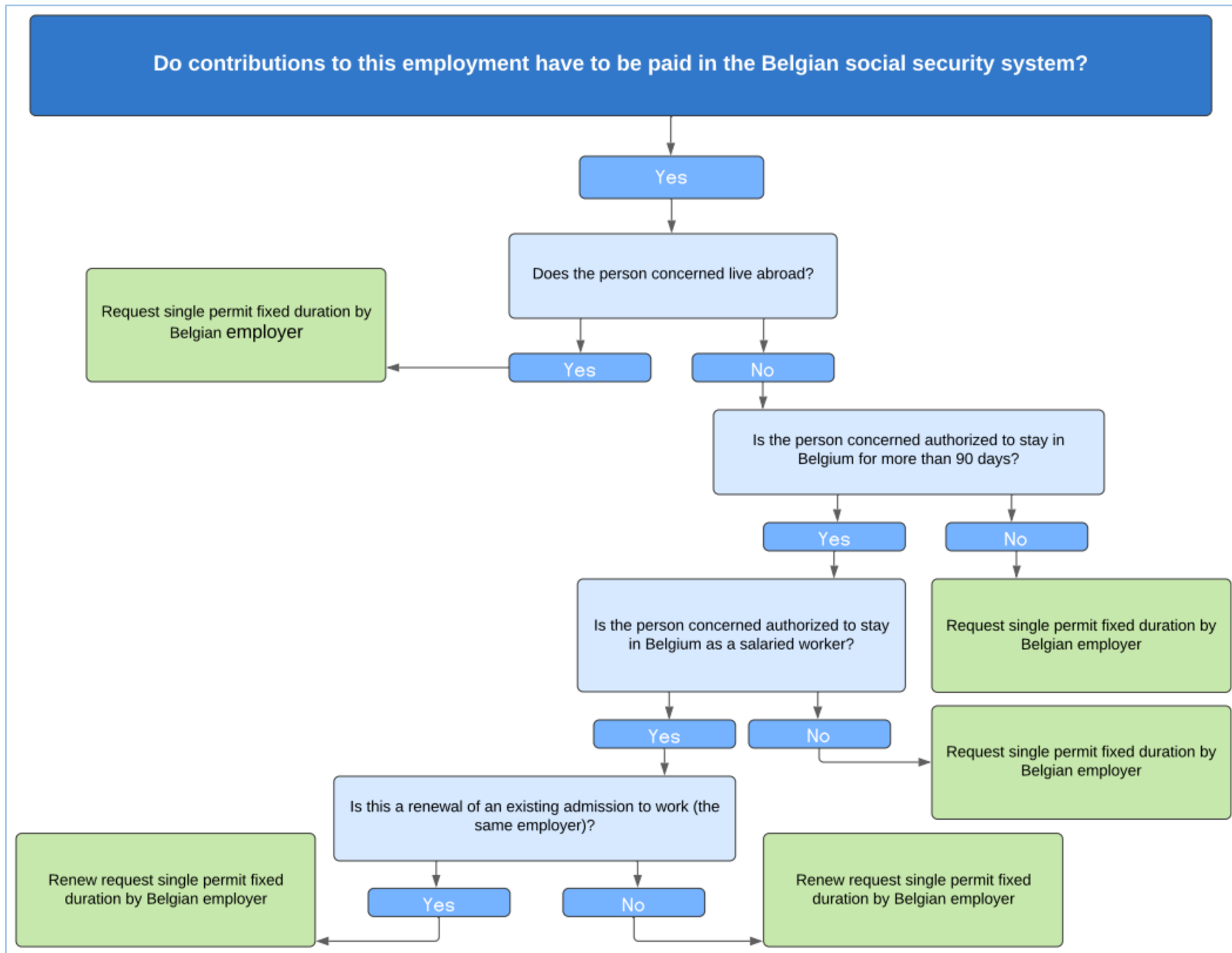
Is this a renewal of an existing admission to work (the same employer)?

Yes No

1 = The type of request is determined depending on your answers (list of questions)

2 = RESET in order to be able to complete the questions again..

FOREIGN ENTERPRISE



Screen 0 – FOREIGN ENTERPRISE

You are making a request as a Representative for a foreign enterprise :

If the contributions for this employment are not paid in the Belgian social security system:

Single Permit

EN Kaisin Sandra Representative

Enterprise A EN S TRADING 452033163 [Change enterprise](#)

< 0 DETERMINE THE TYPE O... 1 REGION - WORKING PL... 2 REQUESTOR 3 ENTERPRISE 4 WC >

0 DETERMINE THE TYPE OF PERMIT REQUEST

The Type determined for this Permit Request is:

Renew request single permit fixed duration by foreign employer

Reset

2

Do contributions have to be paid for this occupation in the Belgian social security system?

Yes No

1

Does the person concerned live abroad?

Yes No

Is the person concerned authorized to stay in Belgium for more than 90 days?

Yes No

Is the person concerned authorized to stay in Belgium as a salaried worker?

Yes No

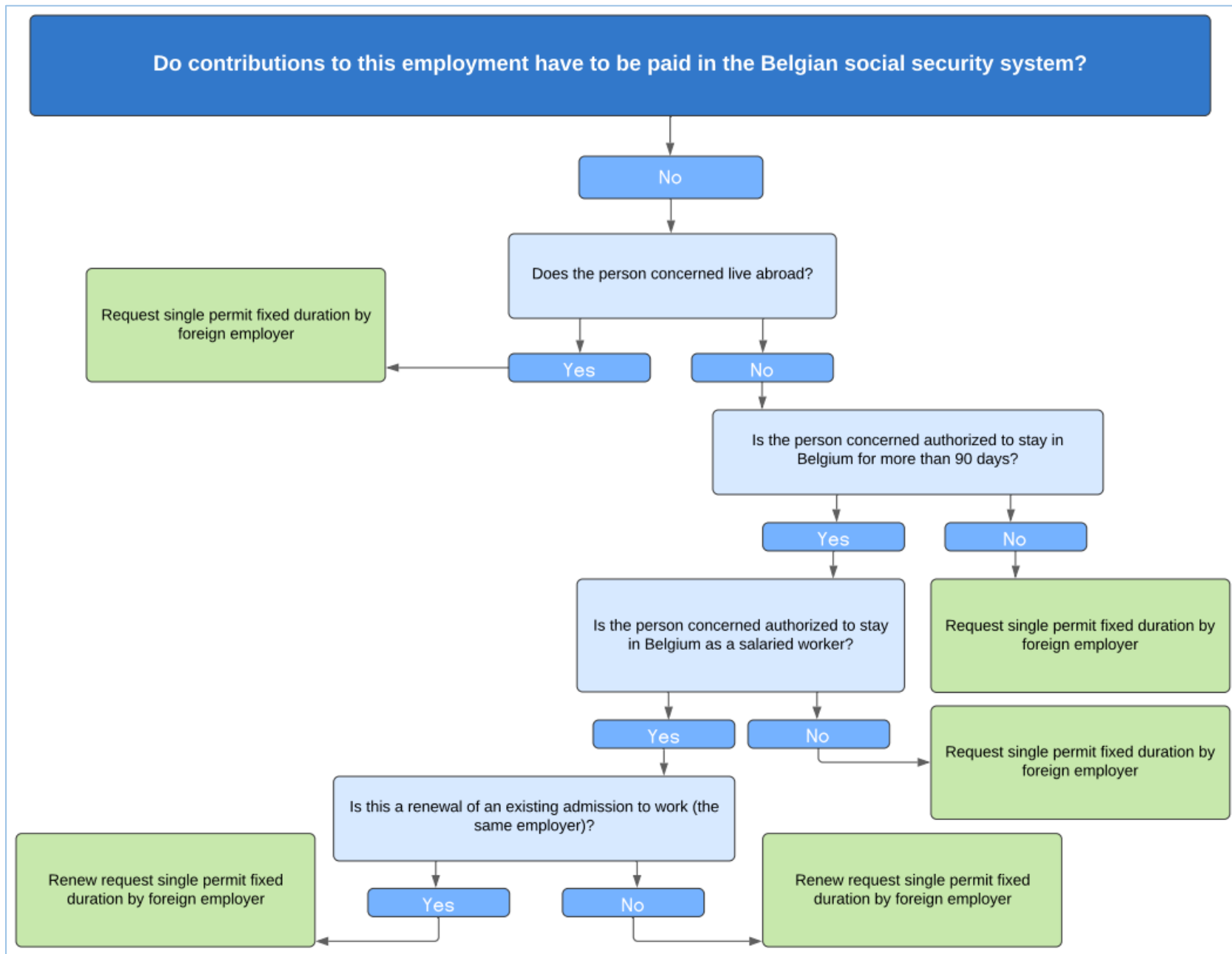
Is this a renewal of an existing admission to work (the same employer)?

Yes No

1 = The type of request is determined depending on your answers (list of questions)

2 = RESET in order to be able to complete the questions again..

FOREIGN ENTERPRISE



Screen 1 - EMPLOYMENT REGION - LOCATION

1 REGION - WORKING PLACE

IMPORTANT: THE LOCATION OF EMPLOYMENT DETERMINES THE COMPETENT REGION

Name of the Enterprise

Marti Gutierrez, Alexandra **1**

Enterprise of Occupation

Enterprise number: 852093431

Name of the Enterprise: Marti Gutierrez, Alexandra

Type of Working Place* **2**

Other place of work

Post Code*: 1000

City: Bruxelles

Street*: Avenue de la Belle Alliance

Number*: 10

Box:

Desired communication language*

French Dutch

Region **3**

The Brussels-Capital Region

1: Name of the employer

2: Show employment location. If this is the Brussels-Capital Region, you must also select the desired communication language.

3: Show competent region, this is automatically determined based on the post code. This region will also handle the request.

Type of Working Place*

Head Office **4**

Enterprise Number	Establishment/Business unit number	Name of the Enterprise	Street	Number	Box	Postal code	City	Type of Working Place
852093431		Marti Gutierrez, Alexandra	Clos des Censiers(P.E.)	8		7850	Enghien	Head Office
								Other place of work
								100% Telework

4 = Select type location employment, choosing between: Registered office, other Business Units, other location and 100% telework.

Screen 2 – REQUESTOR

2 REQUESTOR ▼

Name*
Coossens **1**

Given Name*
Nico , Georges

Social Security Identifier Number*
94122133526

Quality of the requestor*
Employer on his own behalf ▼

Phone number*
123456789

eMail Address Requestor*
test@smals.be

General eMail address*
test@smals.be

1 = The default requestor is the user whose details were used to log in. This can be changed by amending the social security identifier number. This will automatically change the name and surname. Telephone number and e-mails are mandatory fields.

Screen 3 – ENTERPRISE

3 ENTERPRISE ▼

ENTERPRISE DATA

Name of the Enterprise	Legal Form	
Marti Gutierrez, Alexandra 1		
Enterprise Number	Establishment/Business unit number	
852093431		
Street	Number	Box
Clos des Cerisiers(P.E.)	6	
Post Code	City	
7850	Enghien ▼	

1 = This is where details of the employer's registered office are shown.

Screen 4 – WORKER

4 WORKER

WORKER DATA

National Registration Number or BIS Number* Go to belgianID Pro **2**

76480906149 **1**

Family Name* Given Name

Jefferson Gertrude , KAZALI

Nationality Gender Birthdate

Afrique du Sud F 09/08/1976

Place of birth

City Country

BOUSAADA Bahamas

Current place of residence*

Abroad **3**

Country Edit Save Reset

France

Post Code City

59100 ROUBAIX

Street Number Box

114 RUE DE FRANCE

Email*

test@ismals.be

DIPLOMATIC POST DATA

Name of the Diplomatic Post* Email*

Alicante **4** alicante@diplobel.fed.be

1: These are the worker's details. The grey boxes will be completed automatically upon completing the social security information.

2: Link to belgianidpro.be. A NSSO number can be requested using this link.

3: You must complete the current place of residence and e-mail address yourself (please note, the worker's e-mail address must be included so that they receive the privacy notice).

4: In the case of a diplomatic post, the correct post must be chosen from the list.

Screen 5 – EMPLOYMENT

5 OCCUPATION ▼

CATEGORY

Occupation Category*

Highly qualified worker (RD 9/6/1999 art. 9, 6) **1**

PLACE

Type of Place of occupation

Other place of work **2**

Temporary work by the end user

Enterprise Number: 852093431

NSSO Number: 127792067

Name of the Enterprise: Martí Gutierrez, Alexandra

Establishment /Business unit number

Street: willebroekkaai

Number: 38

Box

Post Code: 1000

City: Bruxelles ▼

1: Select the employment category, this will determine which annexes you must add in screen 6.

2: Details of the employment location, this section recalls the selection from screen 1.

DETAILS

Function*

CEO

as stated in the employment contract

ISCO-Code of the function*

11

Chief executives, senior officials and legislators

Type of Contract*

Permanent contract

3

Start of the contract from the issuance of the work permit

Contract start date

Contract end date

Work schedule*

Full time

Number of effective hours per week*

38

Number of hours per week according to Joint Committee*

38

Gross salary (EUR)

Amount (EUR)*

100

per Hour

Joint commission number*

11

4

Has a job offer for the job in question been published or kept open?*

Yes No

Job offer number*

123456789

3 = You must complete details about the worker's employment yourself. No end date is required in the case of indefinite employment. No date must be completed when choosing "Beginning of the contract...".

4 = The CN that applies to the worker's employment and according to which the remuneration will be arranged.

Screen 6 – ANNEXES

6 ANNEXES **1** ▼

Copy of worker's passport*

Attach

A copy of the valid passport of the worker and, where applicable, a copy of the document covering the foreign national's stay in Belgium

Copy of employer's identity card*

Attach

A copy of the identity card of the employer or, if applicable, of the latter's representative

Payment of the fee*

Attach

Proof of payment of the [fee](#)

Extract from the criminal record*

Attach

An extract from the criminal record or an equivalent document, to the extent that the non-EU national is over 18 years of age

Medical Certificate*

Attach

[Medical certificate](#) less than 6 months old certifying that the employer does not suffer from a disease that puts public health at risk

Proof of health insurance*

Attach

Proof that the non-EU national has [health insurance](#) covering all risks in Belgium for him or herself and their family members.

Copy of the employment contract*

Attach

A copy of the employment contract referred to in titles I and III of the Law of 3 July 1978 on employment contracts, dated and signed by both parties, or, in the case of secondment, a copy of the employment contract between the employee and their employer established abroad, with a translation if necessary.

Copy of diploma*

Attach

A copy of the diplomas of higher education obtained by the person concerned, together with a translation by a sworn translator, where appropriate.

Copy of the residence permit

Attach

If the worker is staying in Belgium, a copy of the document covering the foreign national's stay in Belgium

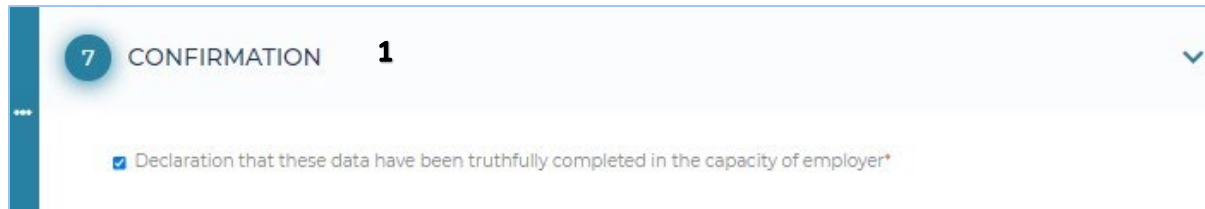
Document of proof if regulated professions

Attach

If the application pertains to the exercise of a regulated profession, the documents proving that the worker meets the conditions for exercising this profession

1 = The requested annexes (shown in red) must be attached here, there is also the option to add further annexes in optional annexes. Each annexe must have a different name. Also, there is a limit of 18MB for all annexes combined.

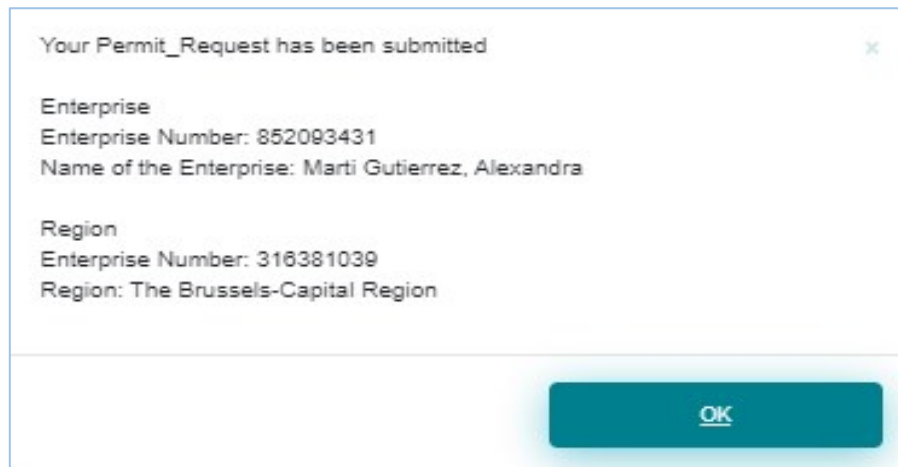
Screen 7 - CONFIRMATION



The screenshot shows a confirmation step in a process. At the top, there is a blue header bar with a white circle containing the number '7', followed by the text 'CONFIRMATION' and a large bold '1'. Below this, there is a checkbox with a blue checkmark and the text 'Declaration that these data have been truthfully completed in the capacity of employer*'. A small blue downward arrow is visible in the top right corner of the header area.

1 = Confirming that the request has been filled in truthfully on behalf of the employer.

After the request has been sent



The screenshot shows a white message box with a blue border. The title bar reads 'Your Permit_Request has been submitted' with a close button (X) on the right. The main content area contains the following text:
Enterprise
Enterprise Number: 852093431
Name of the Enterprise: Marti Gutierrez, Alexandra

Region
Enterprise Number: 316381039
Region: The Brussels-Capital Region
At the bottom right of the box is a blue button with the text 'OK'.

You will be sent a short confirmation that the request has been submitted. The request will now also be displayed on the start page under "Submitted requests". For every decision a notification will be sent to the requestor via e-Box.

Tracking the status of my request

The various statuses are:

- ✓ Newly submitted
- ✓ Ongoing at Region
- ✓ Eligible
- ✓ Extra information requested by Region
- ✓ Extra information provided by the requestor
- ✓ Positive decision employment
- ✓ Negative decision employment
- ✓ Not eligible
- ✓ Ongoing at IO
- ✓ Discontinued
- ✓ Payment of fee not OK
- ✓ Decision postponed
- ✓ Extra information requested by IO
- ✓ Negative decision Residence - Annex 48
- ✓ Positive decision Residence - Annex 46
- ✓ Positive decision Residence - Annex 47

e-Box

The screenshot shows the e-Box interface with a list of received messages. The header includes the e-Box logo, user ID 0852093431, email info@smals.be, and navigation links for Info, Contact, Beheer e-Box, and the user name Tim Zonderman. A notification badge indicates 'U hebt 2 meldingen'. The message list includes:

- Geen enkel bericht geselecteerd. Downloaden Verbergen. Resultaten 1 tot 10 (92 resultaten gevonden) 10
- RSZ - Document Orchestration Se... Single Permit - Informations supplémentaires demandées pour le demande 280006MZPPSFZ / Extra info gevraagd voor aanvraag 280006MZPPSFZ 11/05/21
- RSZ - Document Orchestration Se... Single Permit - Le statut de votre demande 280006MZPPSFZ a été modifié / De status van uw aanvraag 280006MZPPSFZ werd gewijzigd 11/05/21
- RSZ - e-Box This is a batch broadcast test in ACC 10/05/21
- RSZ - e-Box test from ebox team 10/05/21

As already mentioned, you will always receive a notification in eBox if the status changes.

The screenshot shows the detailed view of a message in e-Box. The header is identical to the previous screenshot. The message content is:

Single Permit - Une décision intermédiaire a été prise pour la demande 280006MZPPNBZ / Er werd een tussentijds ingegeven voor de aanvraag 280006MZPPNBZ

Van: RSZ - Document Orchestration Service 28/04/2021
Aan: Mijn onderneming

Une décision intermédiaire a été prise pour la demande 280006MZPPNBZ / Er werd een tussentijdse beslissing ingegeven voor de aanvraag 280006MZPPNBZ

Aanvullende informatie

Referentie	\$10315536	Sequentie	0
Vervaldatum	28/07/21	Ticketnummer	\$10315536_ticket
Berichttype	Communicatie Single Permit		

Open the message.

You can select the requestor's number and, using copy paste, search for the request using the search function in Single Permit.

The screenshot shows the 'Submitted requests' table in Single Permit. The table has the following columns: Worker, Region, Type, Request number, Sending date, and Status.

Worker	Region	Type	Request number	Sending date	Status
Gertrude, KAZALI JEFFERSON	Wallonia	Request single permit fixed duration by Belgian employer	280006LGTKQZ	23/03/2021	Newly submitted

Items per page: 5 1-1 of 1

The screenshot shows the search function in Single Permit. The search bar contains the text '280006lgtkqz' and a search icon. An arrow points from the text in the previous block to this search bar.

280006lgtkqz Search

Consult

Single Permit EN Kaisin Sandra Representative

Enterprise Bayer 404754571 [Change enterprise](#)

[Back to overview](#)

Request

Worker	Gertrude , KAZALI JEFFERSON
Type	Request single permit fixed duration by Belgian employer
Region	Brussels-Capital
Request number	280006MZPQ0PZ
Sending date	26/05/2021
Status	Positive decision Residence - annex 46

[280006MZPQ0PZ.pdf](#)

Attachments

- Copy of employment contract
[TEST 10.pdf](#)
- Proof of identity of employer/representative
[TEST 1.pdf](#)
- International passport employee
[TEST 2.pdf](#)
- Health insurance
[TEST 3.pdf](#)
- Payment of the fee
[TEST 5.pdf](#)
- Extract from the criminal record
[TEST 6.pdf](#)
- Medical Certificate
[TEST 7.pdf](#)
- Copy of diploma
[TEST 9.pdf](#)

Status	Positive decision Residence - annex 46
Status date	26/05/2021
Reasons / Explanations	Dossier complet
Annex	TEST 9 SK.pdf

[History of decisions](#)

You can consult your request and see the decision (Status).

History

History of decisions and actions taken

Status date	Status	Infos on Decision / Event	Annexes
19/05/2021	In treatment by Region		
19/05/2021	Information requested by the Region	Document illisible	
19/05/2021	Further information provided by the requestor	Document demandé	TEST 2 SK.pdf
19/05/2021	Admissible		
19/05/2021	Positive decision Work		
19/05/2021	In treatment by Office		
19/05/2021	Information requested by the Office	Manque preuve de paiement de la redevance	
19/05/2021	Further information provided by the requestor	Comme demandé	TEST 3 SK.pdf
19/05/2021	Positive decision Residence - annex 46		TEST 5 SK.pdf

You can consult the “decision history” at any time.

Further information and contact persons

Submitted requests

Worker	Region	Type	Request number	Sending date	Status
Gertrude , KAZALI JEFFERSON	Wallonia	Request single permit fixed duration by Belgian employer	280006LGTKQQZ	23/03/2021	Newly submitted

Newly submitted request.

Submitted requests

Worker	Region	Type	Request number	Sending date	Status ↑
Kingini KRIATIRAGONO	Wallonia	Request single permit fixed duration by Belgian employer	280006M88MHTZ	25/03/2021	Admissible

Decision of the region.

Additional infos asked

Status	Information requested by the Region
Status date	19/05/2021
Expected informations	Doc A2 breekt
Remarks / Explanations*	
Upload annex:	<input type="button" value="Choose File"/> <input type="button" value="Choose File"/> <input type="button" value="Choose File"/> <input type="button" value="+"/>
<input type="button" value="Validate"/>	

Additional information requested by the region.

Request

Worker	Kingini KRIATIRAGONO
Type	Renew request single permit fixed duration by Belgian employer
Region	Brussels-Capital
Request number	280006MZPPTGZ
Sending date	19/05/2021
Status	Information requested by the Region

[280006MZPPTGZ.pdf](#)

Attachments

- Proof of identity of employer/representative
[TEST 1 SK.pdf](#)
- International passport employee
[TEST 2 SK.pdf](#)
- Health insurance
[TEST 3 SK.pdf](#)
- Proof of Belgian residence permit
[TEST 4 SK.pdf](#)
- Pay slips
[TEST 5 SK.pdf](#)
- Photocopy of individual account
[TEST 6 SK.pdf](#)
- Copy of employment contract
[TEST 7 SK.pdf](#)
- Optional annex
[TEST 8 SK.pdf](#)

History of decisions

Additional infos asked

Status	Information requested by the Region
Status date	21/05/2021
Expected informations	extrait
Remarks / Explanations*	<hr style="border: 0; border-top: 1px solid #ccc; margin: 5px 0;"/>

Upload annex:

The region consults the additional information.

Request

Worker	Kingini KRIATIRAGONO (50410215852)
Employer	Marti Gutierrez, Alexandra (852093431)
Type	Request single permit fixed duration by Belgian employer
Region	Brussels-Capital
Request number	280006PGKSRXZ
Sending date	28/05/2021
Status	Newly submitted
Status date	28/05/2021

[280006PGKSRXZ.pdf](#)

Mark as in treatment

Download all documents

Attachments

- International passport employee
[TEST 1 SK.pdf](#)
- Health insurance
[TEST 3 SK.pdf](#)
- Payment of the fee
[TEST 4 SK.pdf](#)
- Extract from the criminal record
[TEST 5 SK.pdf](#)
- Medical Certificate
[TEST 6 SK.pdf](#)
- Copy of diploma
[TEST 7 SK.pdf](#)
- Copy of employment contract
[TEST 8 SK.pdf](#)

New decision

Select a decision* Admissible ▾

Remarks / Explanations

Upload annex

Validate

Request for Additional infos

Remarks / Explanations* OK

Validate

The region makes a decision.

New decision

Select a decision* Positive decision Residence - annex 46

Remarks / Explanations OK

Upload annex* Choose File

Validate

Foreign Affairs makes a decision.

For other users, the main contact addresses (which are also listed on the website “Working in Belgium”) are:

A question about the accesses/rights:

Eranonova Contact Center - Tel: 02 511 51 51 - @ contactcenter@eranova.fgov.be

Help and declaration of mandates: idfr@onssrszls.fgov.be

Need support on BelgianIDpro : ident@sigedis.fgov.be

For all further questions in connection with the follow-up of your request, you can contact the following persons:

Walloon Region – Tel : 081 33 43 92 (from 9.30 till 12.00) - @ permisdetravail@spw.wallonie.be

German Community – Tel : 087/876754 – @ arbeitsurlaubnis@dgov.be

Brussels-Capital Region – Tel : 02 204 13 99 (from 9.00 till 12.00)

Flemish Region – Tel : 02 553 43 00 – @ arbeidskaart@vlaanderen.be

Foreign Affairs – Tel : 02 488 86 93 - @ singlepermit@ibz.fgov.be