Manual

Working Abroad (Wabro) Online Service

Contents

Before you start

What is Working Abroad?

Working Abroad is an online service through which an employer can request an A1 Attestation or a Certificate of Coverage when posting a Belgian employee abroad for a limited time. Normally speaking, employees are covered by the social security legislation of the country where they work. An A1 Attestation or a Certificate of Coverage will serve to prove that Belgian social security remains applicable to a Belgian employee posted outside of Belgium.

How to get access to secure online services

Working Abroad is a secure online service. This means that you need to request a secure access to the Belgian Social Security – Enterprise portal in order to use it.

1. Go to the registration page of the Social Security – Enterprise portal (in French) and click on the option for companies registered as employers (Mon entreprise est enregistrée comme employeur).
2. Click on the option **I want to manage my obligations towards the NSSO myself** (Je souhaite traiter moi-même mes obligations administratives envers l'ONSS) on the NSSO registered companies page on the Social Security – Enterprise portal (in French).
3. Follow the guidelines and assign a Chief Access Manager in CSAM. CSAM is available in English.

Employee data you need in order to make a request in Working Abroad

In order to request a document for a Belgian employee in Working Abroad, you will need the following:

1. **The employee's Social Security Identification Number (SSIN)**. In Belgium, this number is identical to the 'identification number of the National Register' to be found on the back of the employee's Belgian ID card.
2. **A Dimona declaration** proving that the employee is in your employ at the time of the posting. Dimona is the online service in which you must declare every person entering or leaving your employ.

We recommend also activating your e-Box Enterprise, which will make an exchange of documents with the National Social Security Office (NSSO) much easier.

How to log in to Working Abroad

1. Click the button in the menu of the 'Working Abroad' page of the Social Security – Enterprise portal (in French).
2. You arrive on the access page to the secure services. Choose your preferred login method to access Working Abroad.
3. You arrive on the Working Abroad home screen.

What actions can you undertake in Working Abroad?

You can do the following in the online service:

1. Request a **posting abroad** (Demande de détachement). This is where you request a certificate of coverage if your employee is going to work in **one country** that is not Belgium, for a precise period of time.
2. Request **employment in multiple countries simultaneously** (Demande d'occupation simultanée). This is where you request a certificate of coverage for an employee who is going to work in **several countries at once** during a given period (Belgium + another country, or several countries that are not Belgium).
3. Request a voyage for a **seafarer** (Demande marins)
4. **Consult** your requests (Consulter une demande)
5. **Cancel** a request (Annuler une demande)
6. **Search** existing requests made by your organisation.

How will your request be processed?

The online service will take you through four steps in order to request an A1 or Certificate of Coverage for an employee.

Once your request has been registered in the online service, the NSSO will check it.

If the posting is validated, you will receive an A1 Attestation or a Certificate of Coverage in your e-Box Enterprise.

How to request a posting

Request a posting abroad under the 'Demande de détachement' tab.
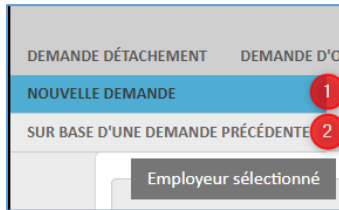
You can 1) start a request from scratch (Nouvelle demande), or 2) base your request on an existing one (Sur base d'une demande précédente). In the latter case, you will be reusing existing data.

In this manual, we will show you how to make a request from scratch. To request a posting, you will fill out four screens. It is possible at each stage to go **back** to the previous screen by clicking 'Précédent', and to **cancel** your request by clicking 'Annuler'.

Identifying the employee

Please note: you may only request a posting for a person who is in your employ during the entirety of the period you are requesting. The requested period of employment abroad must be covered by a Dimona declaration.

You can look up your employee based on their **Social Security Identification Number (SSIN)** or on their **name.**

Enter the SSIN in the field labelled 'NISS' and click **Search** (Rechercher).

Alternatively, click 'Choisir le travailleur à partir du repertoire du personnel de l'employeur' for a name-based search. You can enter the family name or part of the family name (e.g. 'por' will find 'Delporte'). The search is not case sensitive. Next, click **Search (Rechercher)** to find your employee.

A list of results is displayed. Select the person you want by clicking the small arrow button next to the employee's personal data.

If the employee has a temporary address that differs from their home address, check the box 'L'adresse de séjour temporaire est différente de la residence habituelle' and enter the temporary address under 'Adresse de séjour temporaire'.

Enter the following data:

- Street (Rue)
- Number (Numéro)
- Letterbox (Boîte) – if applicable
- Postal code (Code postal)
- Town (Commune)
- Country (Pays)

Under 'Relation entreprise – travailleur', select the **date** the employee entered your service (Date d'entrée en service). You must also indicate whether or not you are an employer in the **private sector**.

When you are ready, click **Next** (Suivant).

Determining the place(s) of employment

Select the destination country in the 'Pays' dropdown. You can add another place by clicking **Add place of employment (Ajouter un lieu d'occupation)**.

Click **Next** (Suivant). You will now enter the details of the place(s) where the employee will be working.

Choose the location type in the **Type** dropdown:

- Region (Région) – if there is no fixed address in the other country
- Company (Entreprise)
- Construction site (Chantier)
- Homebase – for aviation
- Boat (Bateau) – for river shipping
- Ship (Navire) – for maritime shipping

Depending on the location type, you will need to complete different screens.

Type: Region

Enter the name of the region in the **Name** (Nom) field.

Now click on **Add** (Ajouter) to add this place of work.

Type: Company (office work)

Complete the data:

- Company name (Nom)
- Identification number (Numéro d'identification)
- Street (Rue)
- Number (Numéro)
- Letterbox (Boîte) – if applicable
- Postal code (Code postal)
- Town (Commune)

Now click on **Add** (Ajouter) to add this place of work.

Type: Construction site

Complete the data:

- Name (Nom)
- Description / Street (Rue): you must enter either a description or a street to pinpoint the location of the construction site.
- Number (Numéro)
- Postal code (Code postal)
- Town (Commune)

Now click on **Add** (Ajouter) to add this place of work.

Type: Homebase (aviation)

Enter the name of the homebase.

Now click on **Add** (Ajouter) to add this place of work.

Type: Boat (river shipping)

Complete the data:

- Name of the boat (Nom)
- Registration number of the boat (N° d'enregistrement)
- Port or river (Port ou rivière)

Now click on **Add** (Ajouter) to add this place of work.

Type: Ship (maritime navigation)

Complete the data:

- Name (Nom)
- IMO number (Numéro IMO): the IMO number is a unique identification number assigned to the construction of a vessel with a gross tonnage of 100 tons or more. It consists of 7 digits.
- Are the activities being carried out in territorial waters or in a port? (Les activités sont-elles exercées en eaux territoriales ou dans un port?) Choose **Yes** (Oui) or **No** (Non).

Now click on **Add** (Ajouter) to add this place of work.

Adding more than one place of employment

You can add another place of employment by clicking 'Ajouter un lieu d'occupation'.

When all places of employment have been detailed, move on to the next screen by clicking 'Suivant'.

Documenting the period and work conditions

1. Enter the **start date** (Date de début) and **end date** (Date de fin) of the posting.
2. Answer the questions with **Yes** (Oui) or **No** (Non):
   a. Has the employee been covered by Belgian social security in the 30 days preceding the posting? (Examples of people covered by the Belgian scheme: recipient of unemployment benefit, salaried worker employed by another employer, student, pensioner.)
   b. Has the employee entered into an (additional) employment contract with the host company abroad? (This is a real employment contract and not a document containing, for example, the practical terms of the mission.)
   c. Can the host company abroad unilaterally modify the employee's base remuneration?

d. Can the host company abroad dismiss the employee?
e. Can the host company abroad take disciplinary measures against the employee?
   (Denying access to the workplace is not considered a disciplinary sanction in the context of this issue.)
f. Will the employee you are posting be replacing another employee who was posted?
3. Optional: give a short description of the employee's mission.
4. Indicate whether the employee wishes to receive the posting certificate in French, German or Dutch. You can choose only one.

When you have completed this screen, move to the next one by clicking 'Suivant'.

Contact details and extra information

On this screen, you will enter the contact details of a person who can answer any questions the NSSO may have about the posting request.

Please complete the form with:

- Surname (Nom)
- First name (Prénom)
- Company name (Nom d'entreprise)
- Street (Rue)
- Number (Numéro)
- Letterbox (Boîte)
- Postal code (Code postal)
- Town (Commune)
- Country (Pays)
- Email address (E-mail)
- Phone number (Téléphone)
- Fax number

In the 'Remarques' field, you may add any additional information to help the NSSO agent reach their decision.

When you are ready, click **Next** (Suivant).

Summary

You have now completed the posting request and will be shown an overview of all the data you have just entered into the system. It is important to check them well before clicking **Save** (Sauvegarder) at the bottom of the screen and effectively sending the request to the NSSO.

Click **Save** (Sauvegarder) to:

- Register your posting request in the database
- Send the request to the NSSO for validation
- Get a unique transaction number

Confirmation of receipt

You will now get a confirmation that your request has been well and truly entered into the system.

Nouvelle demande

Votre demande a été enregistrée avec succès :

Numéro de la demande : 300 ▓▓▓ 48 ①

NISS : ▓▓▓▓▓

Nom du travailleur : ▓▓▓▓▓ ②

Statut : Clôturé

Accusé de réception de la demande de détachement

Introduire une nouvelle demande :

Autre travailleur, même destination, même période, mêmes conditions

Même travailleur, **autre destination, autre période**, mêmes conditions ③

Même travailleur, même destination, **autre période**, mêmes conditions

The confirmation screen shows you:

1. Your unique transaction number (Numéro de la demande). This allows you to identify your document with accuracy, should the need arise.
2. The details of the employee who will be posted abroad.
3. Options for new requests reusing some of the data you have just entered:
   a. Request a posting for **a different employee** – with the same destination, period and work conditions. Steps 2 to 4 will be pre-filled, with a possibility to modify them.
   b. Request a posting for the **same employee** – with a **different destination and different period**, but with the same work conditions as before. Steps 1 and 4 will be pre-filled, step 3 partially pre-filled.
   c. Request a posting for the **same employee**, with the same destination and work conditions, but for **another period**. You only need to complete the dates in step 3.

How to request employment in multiple countries simultaneously

Request a posting in multiple countries simultaneously under the 'Demande d'occupation simultanée' tab.
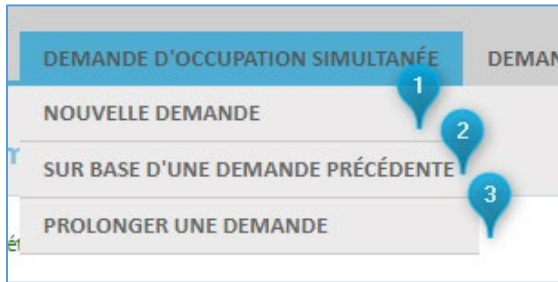
You can 1) start a request from scratch (Nouvelle demande), or 2) base your request on an existing one (Sur base d'une demande précédente) to reuse existing data, or 3) extend an existing request (Prolonger une demande).

In this manual, we will show you how to make a request from scratch.

Selecting the employee

Please note: you may only request a posting for a person who is in your employ during the entirety of the period you are requesting. The requested period of employment abroad must be covered by a Dimona declaration.

You can look up your employee based on their **Social Security Identification Number (SSIN)** or on their **name** in the personnel database of your organisation.
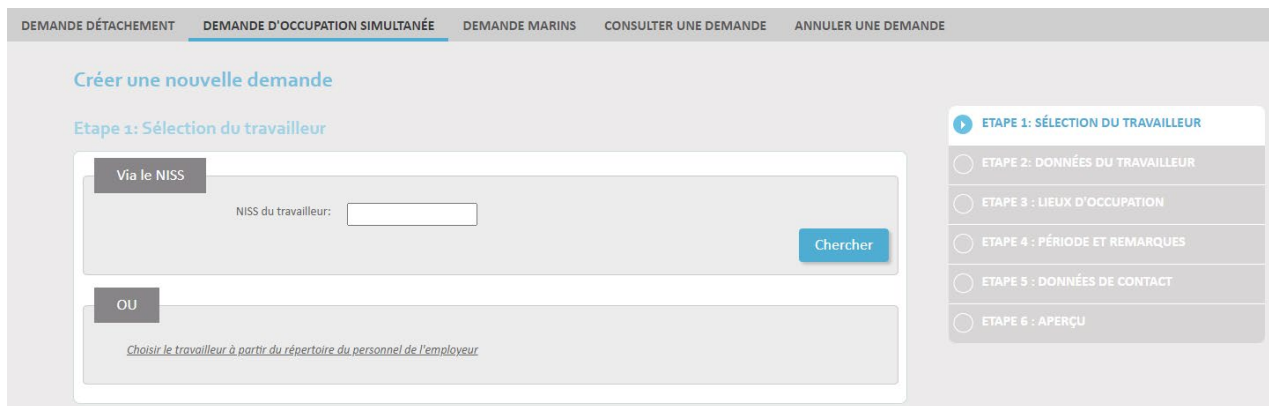
Enter the **SSIN** (NISS du travailleur) en click **Search** (Chercher) to look up the employee by number.

Alternatively, click on 'Choisir le travailleur à partir du repertoire du personnel de l'employeur' to conduct a search by name in the personnel database.

Employee data

Créer une nouvelle demande

Etape 2: Données du travailleur

Données d'identification

NISS:
Nom:
Prénom:
Nationalité:
Date de naissance:

Résidence habituelle

Rue:
Numéro:
Boîte:
Code postal:
Commune:
Pays:

☐ L'adresse de séjour temporaire est différente de la résidence habituelle.

Adresse de séjour temporaire

Rue:
Numéro:
Boîte:
Code postal:
Commune:
Pays:

- ETAPE 1: SÉLECTION DU TRAVAILLEUR
- ETAPE 2: DONNÉES DU TRAVAILLEUR
- ETAPE 3 : LIEUX D'OCCUPATION
- ETAPE 4 : PÉRIODE ET REMARQUES
- ETAPE 5 : DONNÉES DE CONTACT
- ETAPE 6 : APERÇU

If the employee has a temporary address that differs from their home address, check the box 'L'adresse de séjour temporaire est différente de la residence habituelle' and enter the temporary address under 'Adresse de séjour temporaire'. Enter the following data:

- Street (Rue)
- Number (Numéro)
- Letterbox (Boîte)
- Postal code (Code postal)
- Town (Commune)
- Country (Pays)

Under **Other Data** (Autre données), select the **date** the employee entered your service (Date d'entrée en service).

It is important to indicate the worker classification of the person you are posting:

- Employee (Salarié)
- Civil servant or equivalent (Fonctionnaire ou assimilé)
- Indépendant contractor (Indépendant)
- Personnel of a transport company:
  - Road haulage or railway transport
  - Air transport: Homebase (country)
  - Marine navigation: flag of the vessel (country)
  - River navigation
  - Rhine navigation

Based on the options you check here, the data you will be asked to complete further on will be different.

When you have identified the employee for whom you are requesting the posting, click **Next** ('Suivant').

Determining the places of employment

You will now choose the countries where your employee is going to be working. Since this is a request for employment in multiple countries simultaneously, you must choose at least two. If one of those countries is Belgium, check the box 'L'employé travaille aussi en Belgique'. In the next step, you will then be asked to supply the data for a place of employment in Belgium.

Click **Next** (Suivant).

Choose the location type:

- Country (Pays) – if there is no fixed address in the other country
- Company (Entreprise)
- Construction site (Chantier)
- Homebase – for aviation
- Boat (Bateau) – for river shipping
- Ship (Navire) – for maritime shipping

Type: Country

Enter the **country** (Pays) and click **Save** (Sauvegarder).

Type: Company

Complete the data:

- Company name (Nom)
- Identification number (Numéro d'identification)
- Street (Rue)
- Number (Numéro)
- Letterbox (Boîte)
- Postal code (Code postal)
- Town (Commune)
- Country (Pays)

Click **Save** (Sauvegarder).

Type: Construction site

Complete the data:

- Name (Nom)
- Description (Déscription)
- Street (Rue)
- Number (Numéro)
- Letterbox (Boîte)
- Postal code (Code postal)
- Town (Commune)
- Country (Pays)

Click **Save** (Sauvegarder).

Type: Homebase (aviation)

Complete the data:

- Homebase
- Country (Pays)

Click **Save** (Sauvegarder).

Type: Boat (river shipping)

Complete the data:

- Name (Nom)
- Registration number (N° d'enregistrement)
- In which country does the boat operate? (Dans quel pays le bateau navigue-t-il?)

Click **Save** (Sauvegarder).

Type: Ship (maritime navigation)

Complete the data:

- Name (Nom)

- IMO number (Numéro IMO): the IMO number is a unique identification number assigned to the construction of a vessel with a gross tonnage of 100 tons or more. It consists of 7 digits.
- Flag (Pavillon)
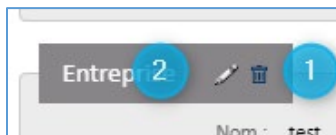
Now click on **Save** (Sauvegarder).

Adding the time percentage

Indicate the percentage of time the employee will be working in each place of work.

Further actions: adding/removing/editing places

At any given time, you can:

1. Remove a place of employment using the bin icon
2. Edit a place of employment using the pencil icon

Click on **Add a place of employment** (Ajouter un lieu d'occupation) to add more places.

When you have added all places of employment, click **Next** (Suivant).

Documenting the period and work conditions

1. Enter the **start date** (Date de début) and **end date** (Date de fin) of the posting.
2. Indicate whether the employee wishes to receive the posting certificate in French, German or Dutch. You can choose only one.
3. Optional: add any extra information that you consider useful under 'Remarques'.

When you have completed this screen, move to the next one by clicking 'Suivant'.

Contact details

On this screen, you will enter the contact details of a person who can answer any questions the NSSO may have about the posting request.

Please complete the form with:

- Surname (Nom)
- First name (Prénom)

- Social Security Identification Number (NISS)
- Company name (Nom d'entreprise)
- Function within the company (Fonction)
- Street – Number – Letterbox (Rue/Numéro/Boîte)
- Postal code – Town (Code postal/Commune)
- Country (Pays)
- Email address (E-mail)
- Phone number (Téléphone)
- Fax number

When you are ready, click **Next** (Suivant).

Summary

You have now completed the posting request and will be shown an overview of all the data you have just entered into the system. It is important to check them well before clicking **Save** (Sauvegarder) at the bottom of the screen and effectively sending the request to the NSSO.
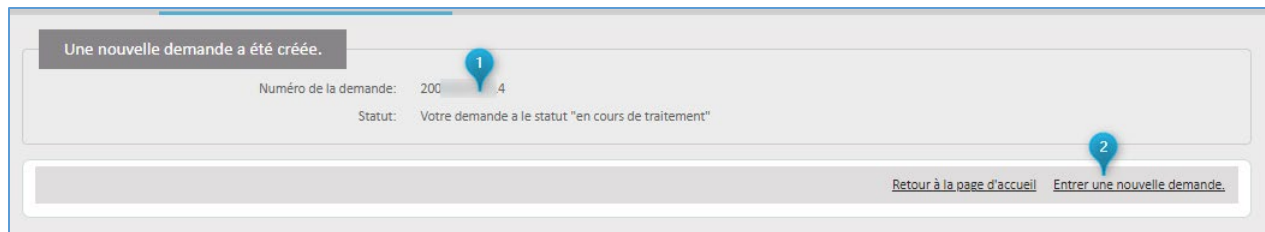
Click **Save** (Sauvegarder) to:

- Register your posting request in the database
- Send the request to the NSSO for validation
- Get a unique transaction number

Confirmation of receipt

You will now get a confirmation that your request has been well and truly entered into the system.

The confirmation screen shows you:

1. Your unique transaction number (Numéro de la demande). This allows you to identify your document with accuracy, should the need arise. Underneath this number is the status of your request.
2. A return to the home screen of the online service (Retout à la page d'accueil), or a link to open a new request (Entrer une nouvelle demande).

If you choose to enter a new request at this point, you are offered three options, two of which allow you to reuse a selection of the data you have just entered:

1. Identical request for **a different employee** – with the same destinations and the same period
2. New request based on an existing one
3. Blank new request

How to request a voyage for a seafarer

Request a voyage for a seafarer under the 'Demande marins' tab.

These requests are very similar to classic posting request, so please consult chapter 2 How to request a posting to see how to complete one.

There is one notable difference between seafarer and other requests, and that is the place of employment (Lieu d'occupation). There, you will have to enter ship data:

- Flag (Pavillon)
- IMO Number (Numéro IMO): the ship identification number.

How to consult your requests

Consult your existing requests under the 'Consulter une demande' tab.

This screen consists of the following:

1. Search fields to help you filter your requests
2. The list of requests – by default, the ten most recent requests are listed
3. Columns whose contents you can reorder:
    a. Transaction number (No. de la demande)
    b. Type
    c. Social Security Identification Number (NISS)
    d. Employee (Travailleur)
    e. Country (Pays)
    f. Status of the request (Statut)
    g. Authorised (Autorisé)
    h. Requested (Demandé)

The search fields are the following:

- Transaction number (No. de la demande)
- Type of the request (Type de demande):
    o Posting abroad (Détachement)
    o Employment in multiple countries simultaneously (Occupation simultanée)
    o Voyage for a seafarer (Marins)
- Employee Social Security Identification Number (NISS)
- Employee name (Nom du travailleur)
- Country where the employee will be working (Pays d'occupation)
- Territory (Territoire d'occupation) – a place with specific legislation, notably:

- o Alderney (Aurigny)
- o Guernsey
- o Jersey
- o Sark (Sercq)
- o Isle of Man
- o Québec
- Requested start date (Date de début demandée)
- Requested end date (Date de fin demandée)
- Authorised start date (Date de début autorisée)
- Authorised end date (Date de fin autorisée)
- Status of the request (Statut de la demande)

Enter your search criteria and click **Search** (Rechercher) to find matching results. To erase your search data and start over, click on **Remove search criteria** (Effacer les critères de recherche).

To see the details of a request, click on its transaction number. You will see a summary of the data you entered, as well as the status and the 'output canal' – whether it is a paper document sent through the mail, or a digital document sent to your e-Box Enterprise.

Possible statuses are:

- In progress
- Cancelled (Annulé)
- Closed (Clôturé)

Your request may show the following NSSO decisions:

- Approved (Valider la décision)
- Rejected (Refuser la décision)

How to cancel a request

Cancel a request under the 'Annuler une demande' tab.

This screen consists of the following:

1. Search fields to help you filter your requests
2. The list of requests – by default, the ten most recent requests are listed
3. Columns whose contents you can reorder:
   a. Transaction number (No. de la demande)
   b. Type
   c. Social security number (NISS)
   d. Employee (Travailleur)
   e. Country (Pays)
   f. Status of the request (Statut)
   g. Authorised (Autorisé)
   h. Requested (Demandé)
4. Bin icon for cancelling a request

The search fields are the following:

- Transaction number (No. de la demande)
- Type of the request (Type de demande):
  o Posting abroad (Détachement)
  o Employment in multiple countries simultaneously (Occupation simultanée)
  o Voyage for a seafarer (Marins)
- Employee Social Security Number (NISS)
- Employee name (Nom du travailleur)
- Country where the employee will be working (Pays d'occupation)
- (Territoire d'occupation) – a place with specific legislation, notably:
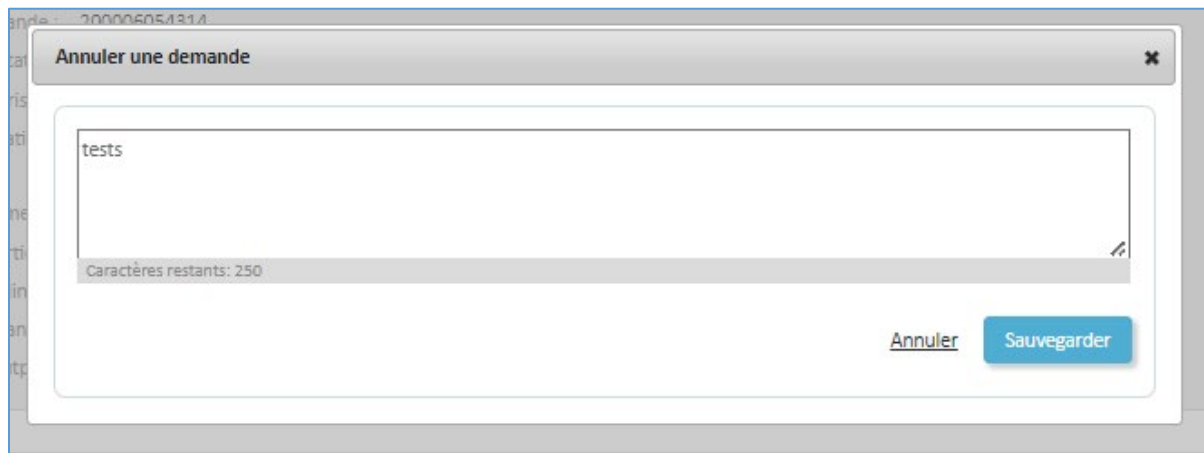 o Alderney (Aurigny)

- o Guernsey
- o Jersey
- o Québec
- o Sark (Sercq)
- o Isle of Man
- Requested start date (Date de début demandée)
- Requested end date (Date de fin demandée)
- Authorised start date (Date de début autorisée)
- Authorised end date (Date de fin autorisée)
- Status of the request (Statut de la demande)

Enter your search criteria and click **Search** (Rechercher) to find matching results. To erase your search data and start over, click on **Remove search criteria** (Effacer les critères de recherche).

If you cannot see the request you want to cancel in the list, please contact the International Relations Department of the NSSO.

To cancel a request, click the bin icon next to it. You will see a summary of the data you entered. If you are sure you want to cancel, click the **Cancel the request** (Annuler une demande) button.

In order to cancel a request, you are required to offer a justification. Enter it in the field and click **Save** (Sauvegarder) to cancel.

After that, the request will still be listed, but its status will be 'Cancelled' (Annulé).

Questions?

If you have any questions or problems, please check our Contact page and get in touch.