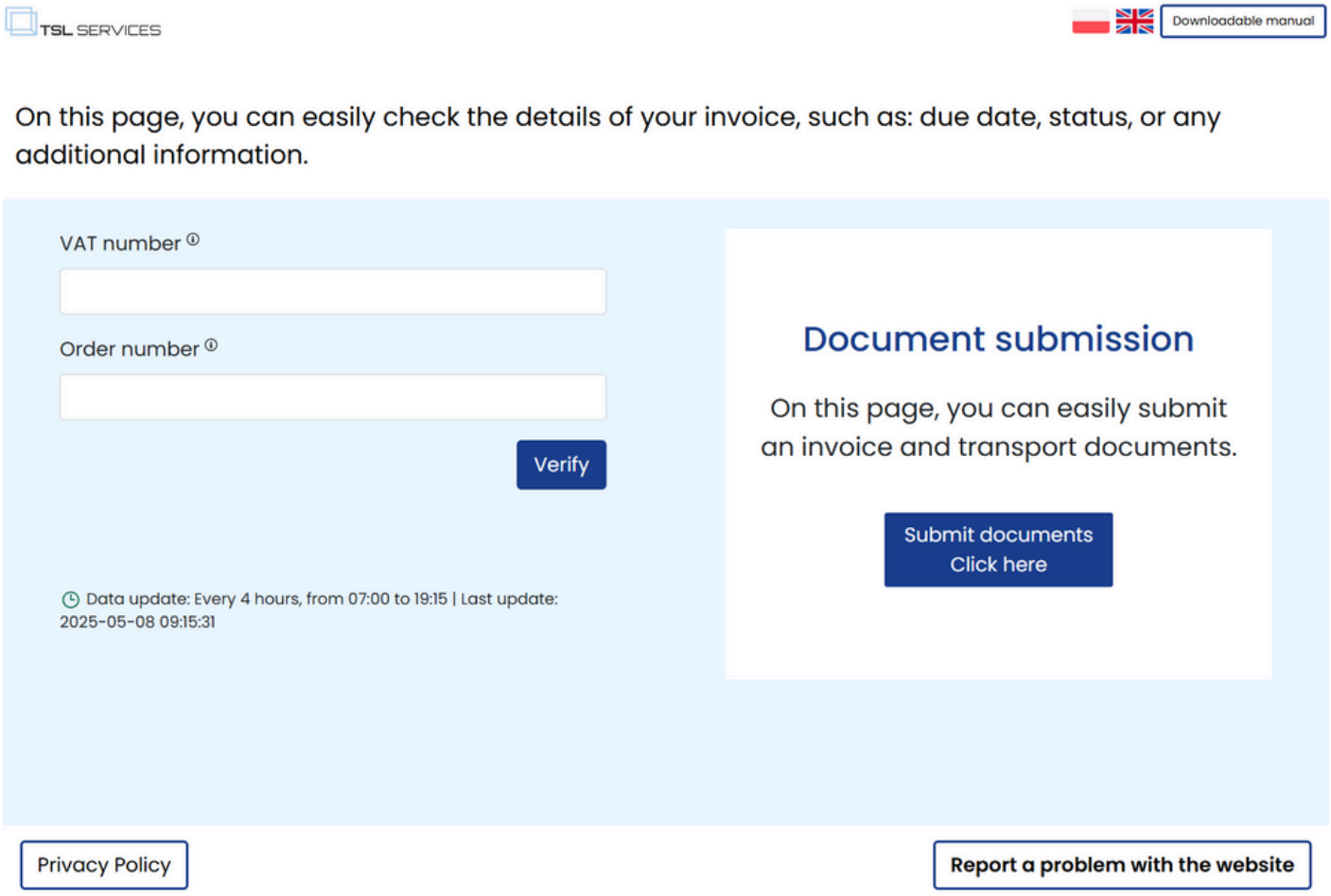
User Manual - EN

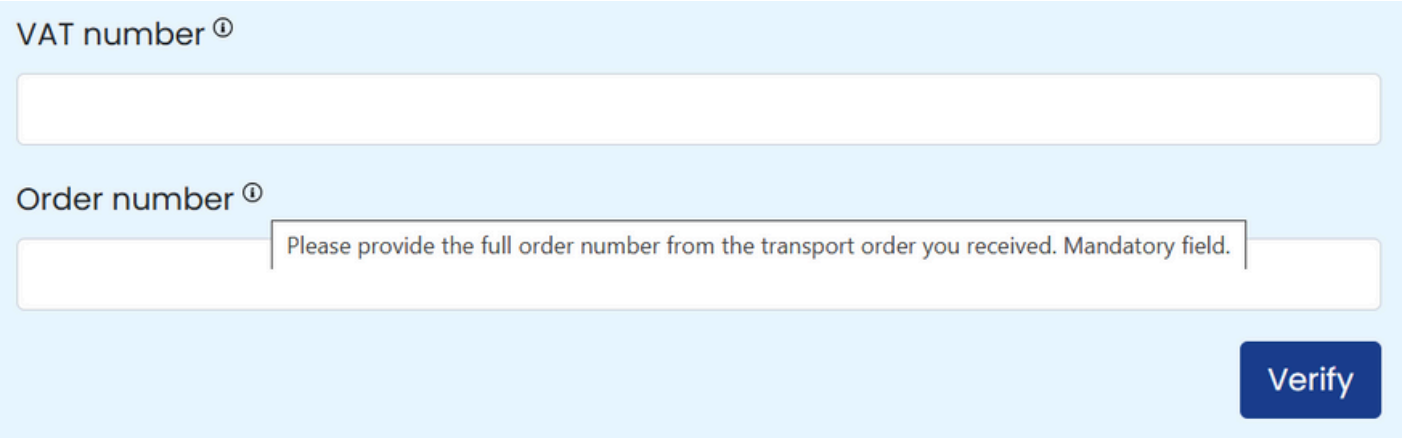
Here you will find a page for checking the invoice status.

https://doc.tslservices.pl/pl/info

The QR code to the page is also included on the shipping orders.

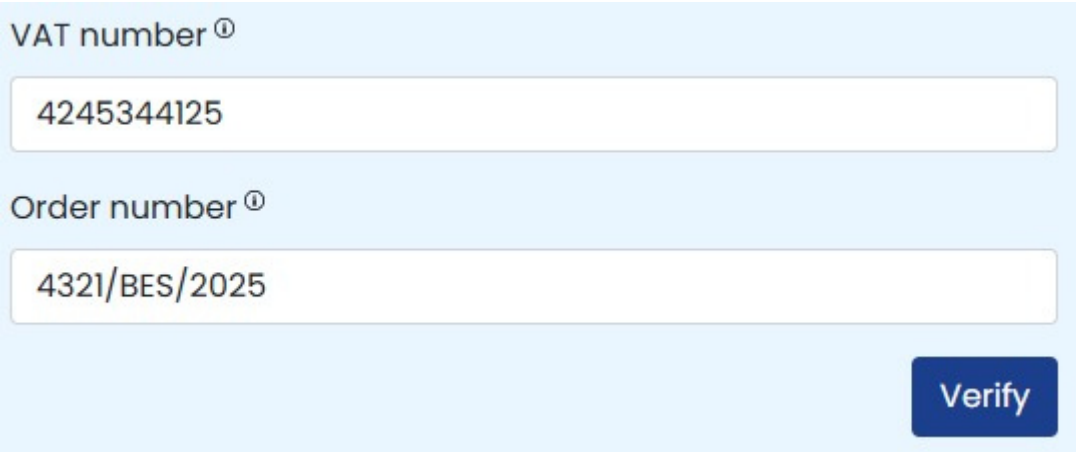


Under each field you will find instructions on how to complete it - details below.



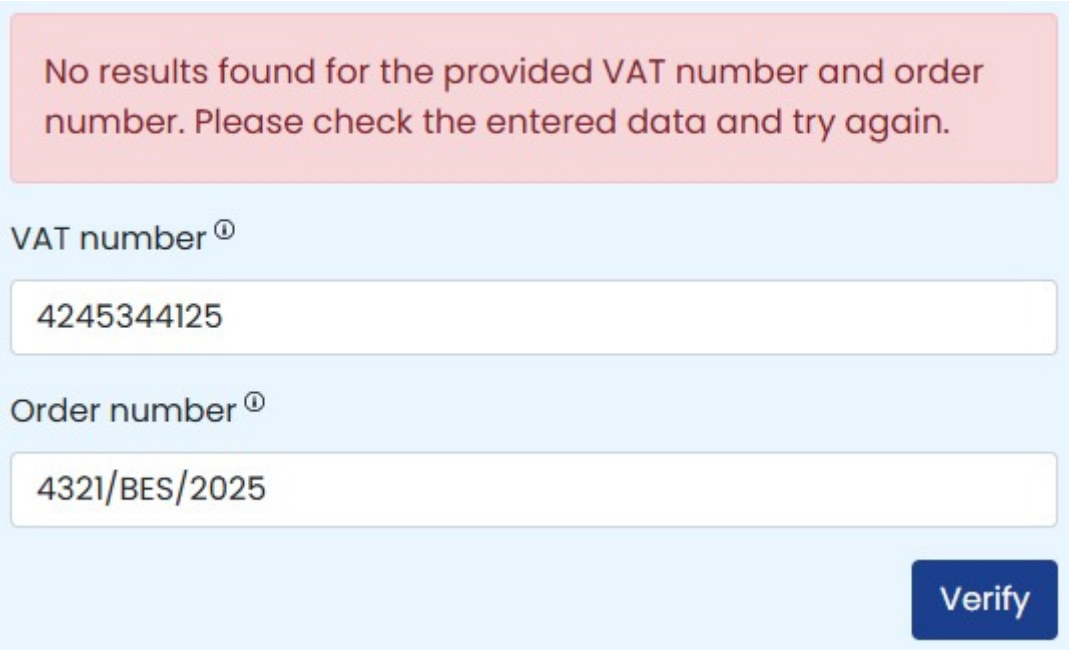
STEP 1

Enter the **VAT number of your transport company (the invoice issuer)** and the **order number** to check the invoice status – details below

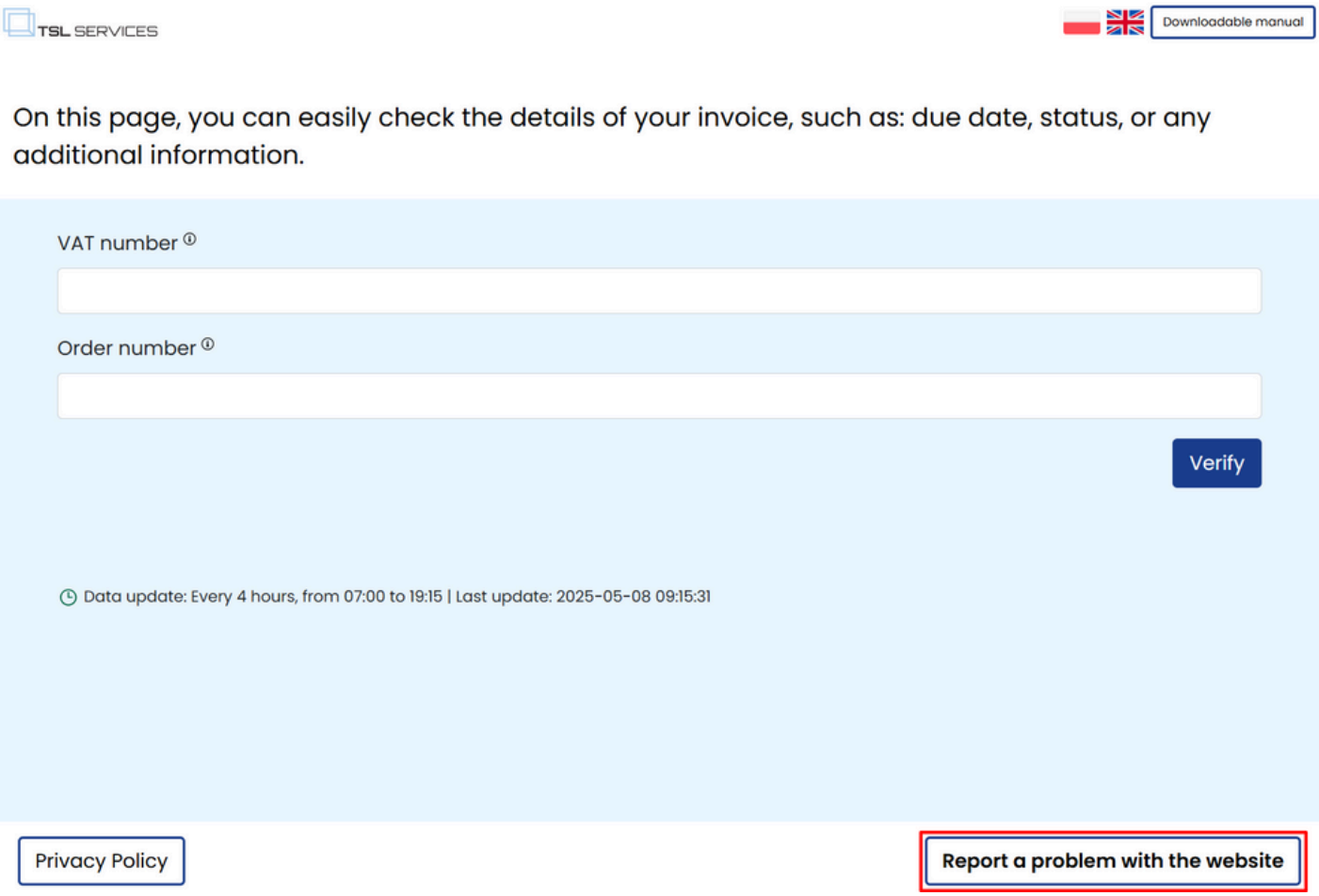


Then click the "**Verify**" button to view details.

> If you get an error at this stage. Make sure you provide the correct Tax Identification Number and Order Number.

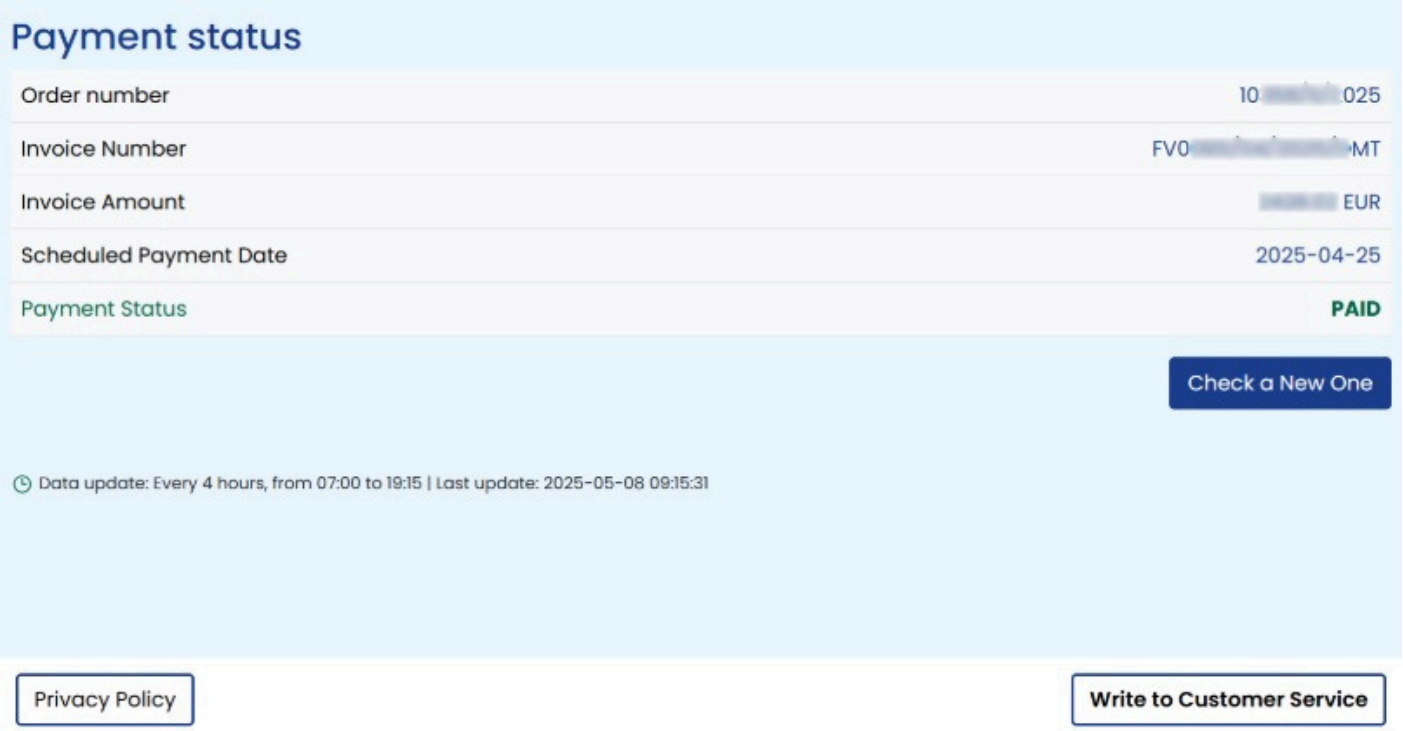


If you encounter other technical issues on the site, you can use the "Report a site problem" button located in the lower right corner of the screen.



STEP 2

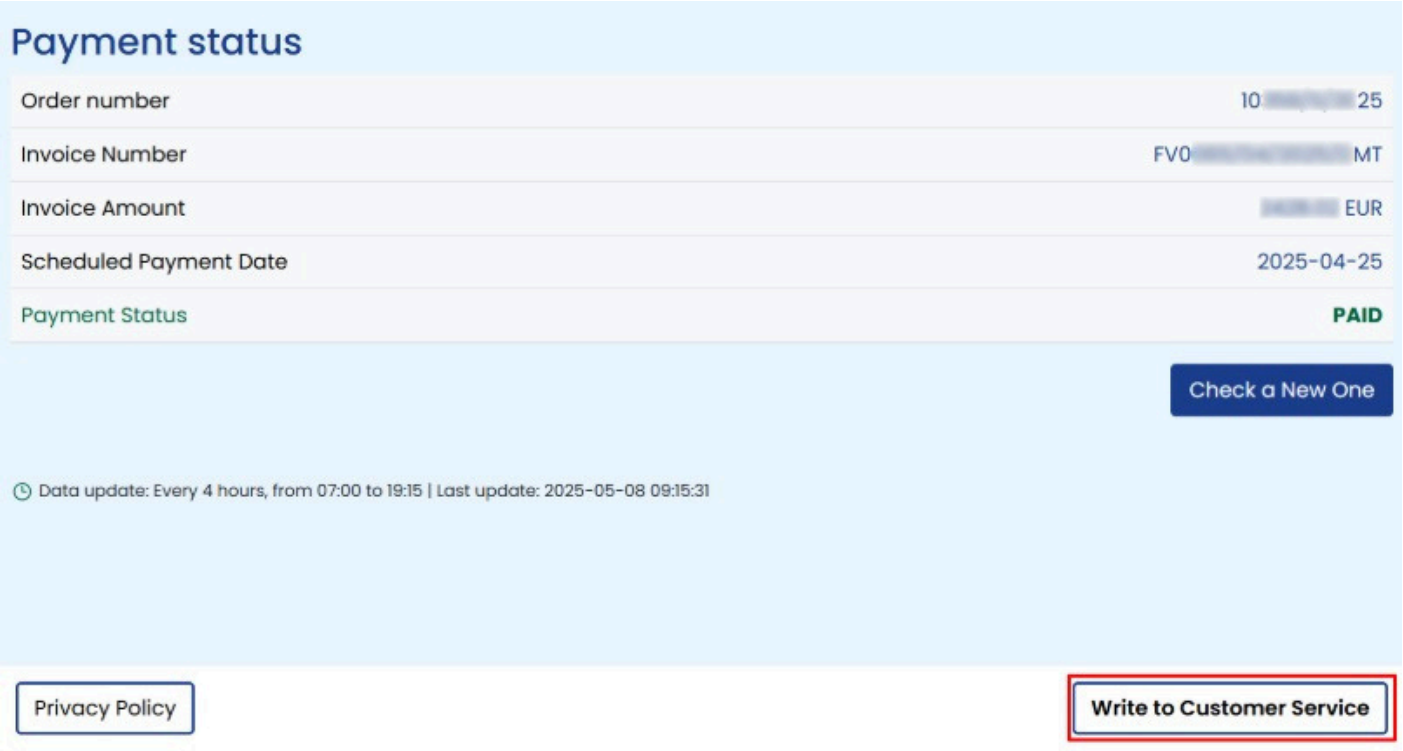
System will verify whether you have entered the correct **Tax Identification Number** and **order number**.



Order Number - displays the order number.
Invoice Number - displays the invoice number associated with the order.
Invoice Amount - displays the gross amount of the invoice registered for the given order.
Scheduled Payment Date - displays the planned payment date, calculated from the day the correct set of documents is received, in accordance with the order.
Payment Status - displays the current payment status for the given order.

To check the new invoice and return to the first view of the page, where you can re-enter the Tax Identification Number and order number, select the "Check new" button.

If you encounter a problem with the status of your invoice, you can use the "Contact customer service" button to contact customer service and get the necessary support. The button is located in the lower right corner of the screen.



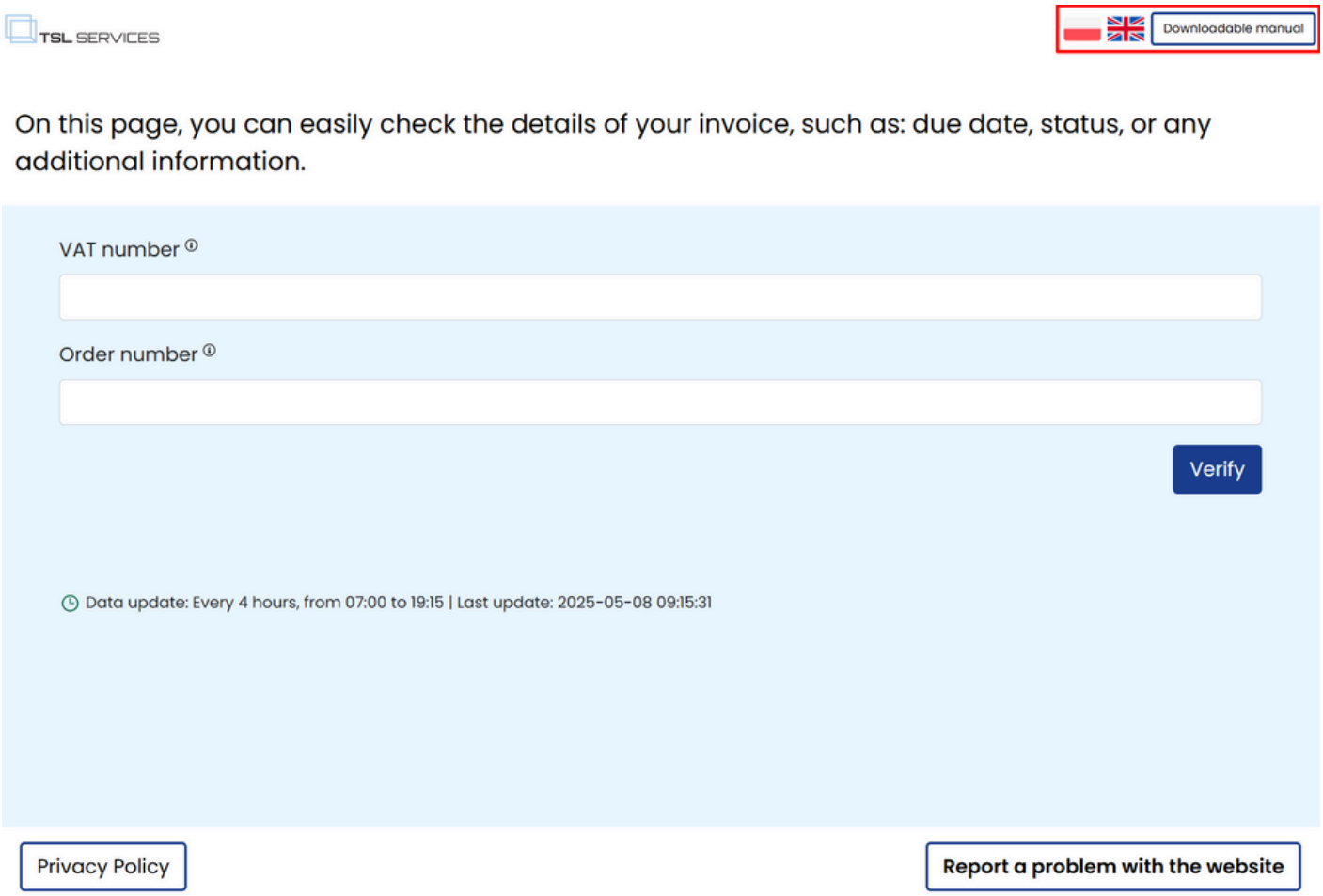
ADDITIONAL INFORMATION ON THE WEBSITE

Below the above mentioned lines there is information regarding when the data is updated - details below.

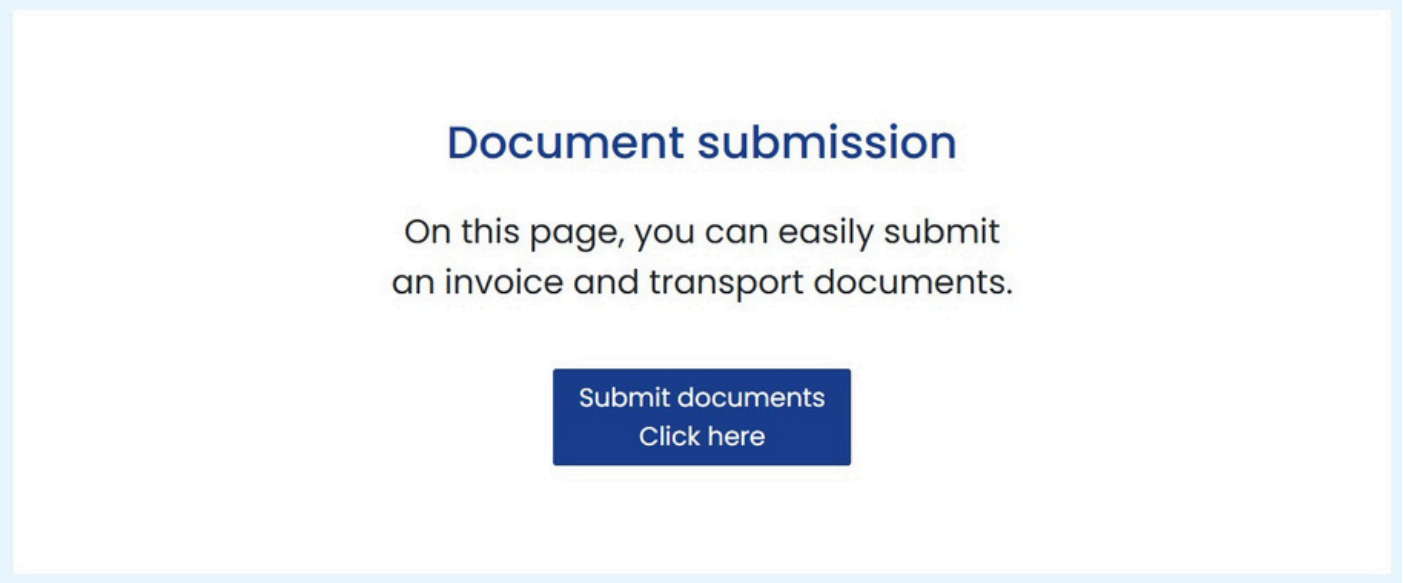
Data update: Every 4 hours, from 07:00 to 19:15 | Last update: 2025-04-09 09:15:18

INSTRUCTIONS IN POLISH AND ENGLISH

The website also includes instructions in PDF format in Polish and English.

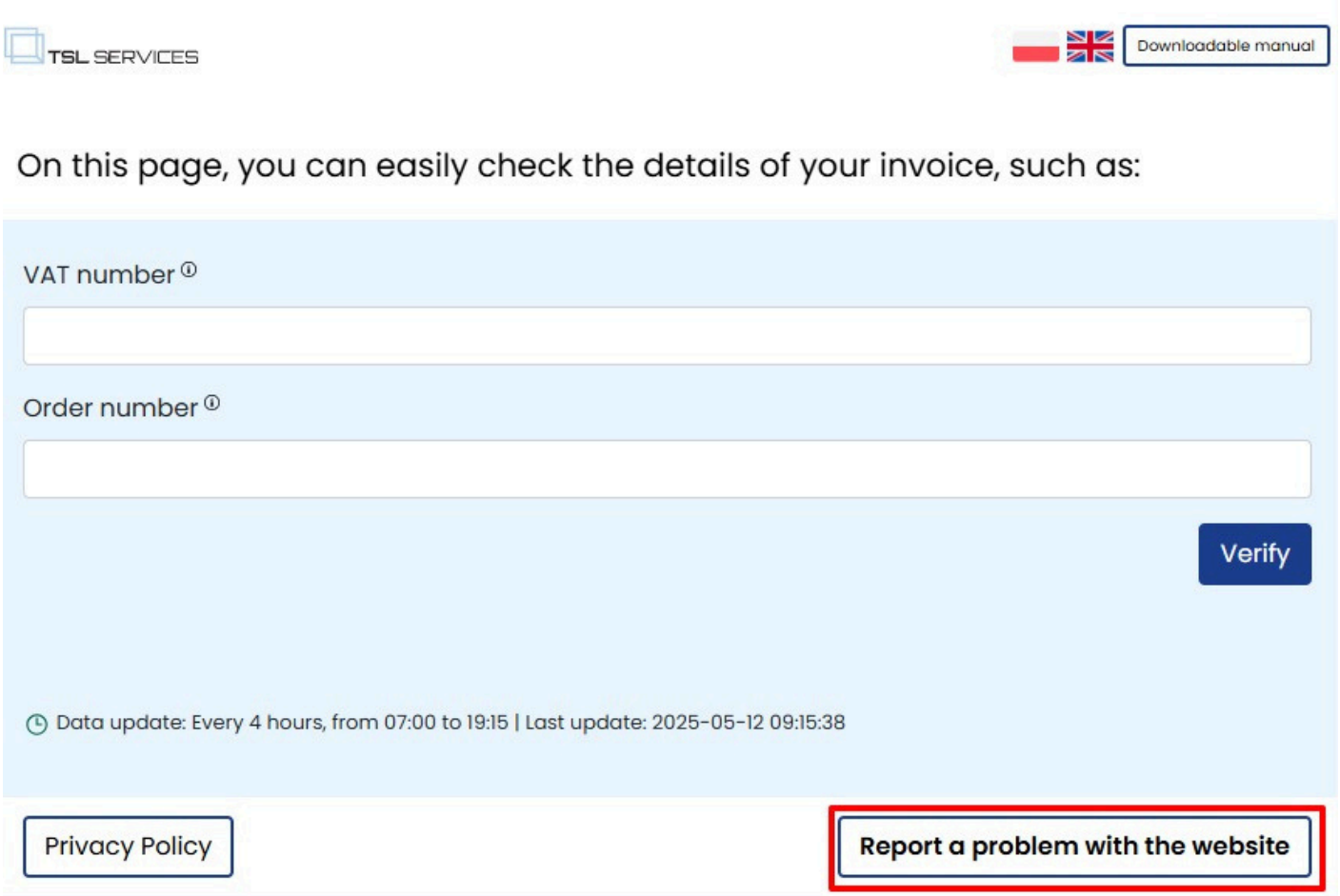


On the same page, you will also find a link to a form that allows you to quickly and conveniently submit your documents.

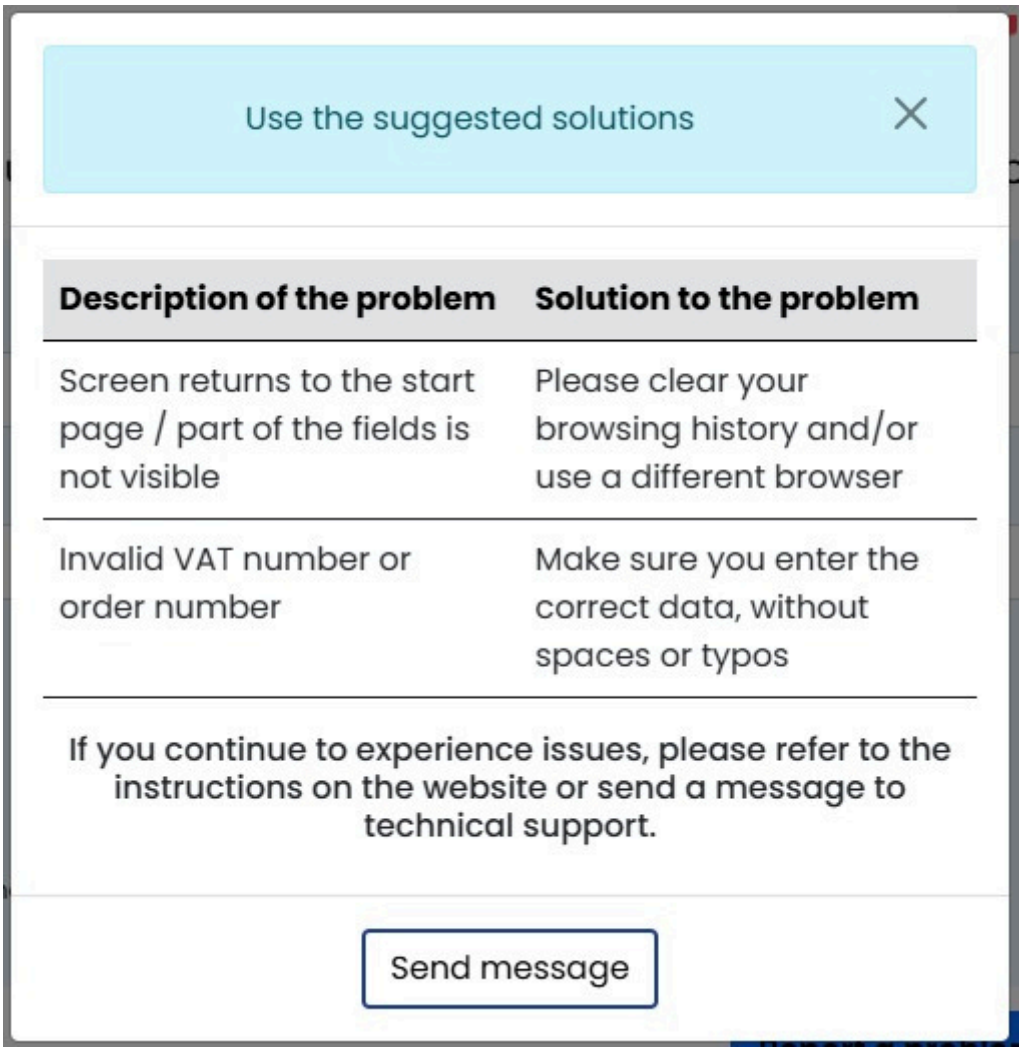


REPORT A PROBLEM WITH THE WEBSITE

To report issues with the site, click the "**Report a Page Issue**" button in the lower right corner of the screen.



In the next step, after clicking the button, a window will appear with information about possible solutions - check them carefully. If your problem is on the list, try the suggested solution.



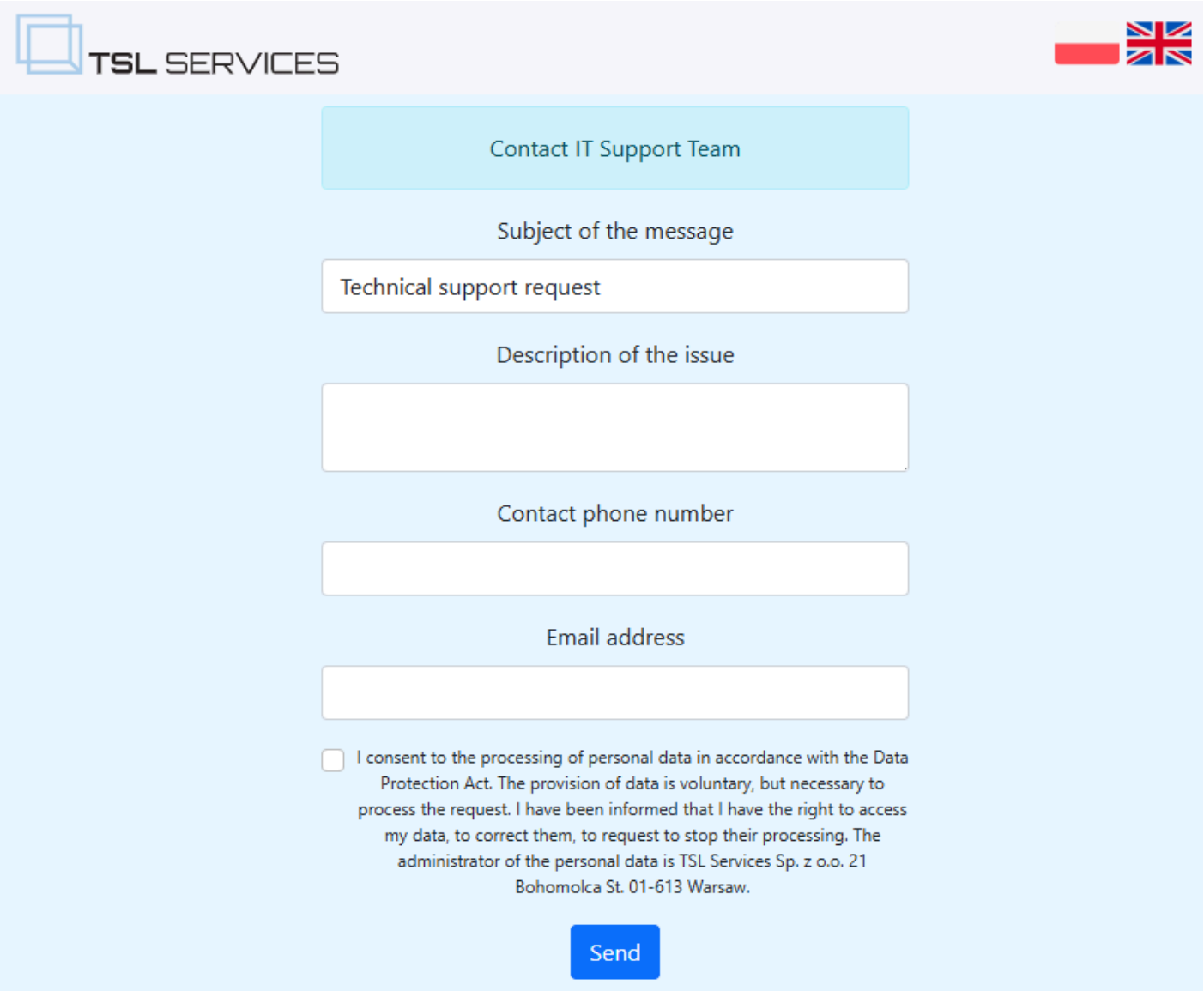
Use the suggested solutions

Description of the problem	Solution to the problem
Screen returns to the start page / part of the fields is not visible	Please clear your browsing history and/or use a different browser
Invalid VAT number or order number	Make sure you enter the correct data, without spaces or typos

If you continue to experience issues, please refer to the instructions on the website or send a message to technical support.

Send message

If after checking the problem still exists, click the "**Send message**" button. You will be redirected to the form.



Add a message subject or leave it current. In order for the technical support department to effectively solve the problem, describe your problem in detail in the "**request description**" field. Also, do not forget to add a **contact phone number, e-mail address** and check the box next to the consent clause to the processing of personal data. Thanks to this, we can process your data in accordance with the law. click **Send**.