User Manual - ENG

The form is located on the website https://doc.tslservices.pl/pl/

Link to this page can be found on transport orders.

Next to the fields to be completed, the user will find detailed information on how to complete a given field, as follows.

The form for sending invoice and transport documents.
Please fill it out.

VAT number ⓘ

Order number ⓘ

Please provide the full order number from the transport order you received. Mandatory field.

STEP 1

To verify, please enter the **Tax Identification Number** of the transporting company and the order number to which you are sending the documents.

VAT number ⓘ

1111111111

Order number ⓘ

12345/XYZ/2024

Next, choose whether you will send the invoice with **skonto** (discount) or without, and click '**Verify**'.

Discount ⓘ
- Yes
- No

Verify

> Documents for this order must be sent only using the online form.
>
> Ok

STEP 2

If the documents where not previously sent, a view will appear in which you can attach an invoice attachment and transport document attachments.
The email subject will be filled in automatically. Do not change it.

It is also necessary to add the email address for contact.

Email adress ⓘ

company@company.com

Below, add the invoice as a separate attachment.

Add invoice ⓘ

Add file   INVOICE.pdf

In the remaining fields, add documents according to the description.

The user can add one, two, or more attachments. The system requires attaching a document in the fields: Add CMR, or Add Delivery Note/OTHER.
The file/file size must not exceed 15 megabytes.

After completing the information and adding all attachments, click 'Send'

After clicking, the verifier checks whether the required fields have been filled in and whether the format and file size are appropriate: we accept PDF and JPG formats, with a total file size of up to 10MB. The user receives a message:

If documents have already been submitted to the given order, the user will see a message:

The message displays information about all previously added documents.

If the required documents have already been submitted, the user can cancel sending the message by choosing 'NO'.

The system will ask the user whether he has attached all the required documents. At this stage, you can select "No" and add the missing attachments or select "Send" if you confirm the completeness of the attached documents.

STEP 3

A message will be sent to the provided email address confirming that the documents have been sent via the Form:

After the carrier sends the message, the dispatcher managing the specific order will receive a notification:

Sent via Form 12345/XYZ/2024

DT Dokumenty tslservices <dokumenty@tslservices.pl>
Do

List of uploaded documents:

1. Invoice
2. Wz

Report an IT problem

To report problems with a form or document upload, click on the " Report IT problem"
button in the bottom right-hand corner of the screen.

TSL SERVICES

Downloadable manual

The form for sending invoice and transport documents.
Please fill it out.

VAT number ⓘ

Order number ⓘ

Discount ⓘ

○ Yes
○ No

Verify

Report an IT issue

In the next step, when you click on the button, a window with information about possible solutions will appear - check it 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
Cannot add an attachment	The page only accepts attachments in PDF/jpg format with a maximum size of 10MB
I can't add more than one attachment to a single field	Attachments should be selected together and added simultaneously

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

Send message

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

Add a subject for your message or leave the current one. In order for the support department to be able to solve your problem effectively, describe your problem in detail in the " description of the request" field. Don't forget to also add your contact telephone number and email address.

Contact IT Support Team

Subject of the message

Technical support request

Description of the issue

Contact phone number

Email address

Send

The form page also includes instructions in PDF format in English and Polish.

TSL SERVICES

The form for sending invoice and transport documents.
Please fill it out.

VAT number ⓘ