

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

The user will receive a message confirming that documents for this transport order should be sent only using the Form.

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

Ok

If at this stage you receive information that the documents must be delivered in original, please send the invoice and documents only by post.

STEP 2

The procedure in the form will verify whether any documents have already been sent for the given order.

If the documents were 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 address ⓘ

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.

Add CMR ⓘ

Add file

CMR.pdf

Add Delivery note

Add file

Number of files : 2

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:

Your message has been sent. Thank you for submitting your documents.

Remember that pallet receipts must be delivered in original.

Send another message.

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

VAT number ⓘ

1111111111

Order number ⓘ

12345/XYZ/2024

Duplicate detected

The invoice and transport documents for this order have already been sent. Do you want to upload more documents?

This order has already been sent:

1. Invoice

2. Cmr

Yes

No

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.

Are you sure you want to continue?

Verify that you have attached all the required documents in accordance with the transport order. Failure to send the required documents will result in an extended registration process.

Send

No

STEP 3

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

Subject: Confirmation of sending documents

We would like to inform you that the sending of documents via the Form (<https://dokumenty.tsiservices.pl/pl/>) for order **12345/XYZ/2024 has been registered**

List of attached documents:

1. Invoice

2. Cmr

3. Wz

This message was generated automatically and is of informative nature. Please do not respond to it.

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

Sent via Form 12345/XYZ/2024





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 

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

[Downloadable manual](#)

VAT number ①

Order number ①

Discount ①
☐ 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.



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[Downloadable manual](#)

VAT number [®]