



ABOUT THE PROJECT

The “Tax and Customs Electronic Services Portal (PUESC)” Project is co-financed by the European Regional Development Fund under the Operational Programme Digital Poland for 2014-2020, Priority Axis 2 “E-government and open government”, Measure 2.1 “High availability and quality of public e-services”.

The project is implemented as a programme.

The aim of the project is expand on the scope of the cases in the area of customs and excise duty that the citizens and entrepreneurs can handle by electronic means.

The project involves the upgrading of the Tax and Customs Information System (SISC) – building new and upgrading the currently used SISC components and delivering the infrastructure and equipment to meet the needs of border crossing points and data warehouses.

The element of SISC that is to be modernised is the Tax and Customs Electronic Services Portal – the puesc.gov.pl service portal, which ensures a two-way and secure communication with the clients of the National Revenue Administration, offering the National Revenue Administration's electronic public services in such areas as:

- import, export, and transit of goods;
- trade in excise goods;
- transport of goods covered by the monitoring system;
- statistics of trade in goods among EU Member States.



FOR WHOM?

The PUESC project is addressed to entrepreneurs and natural persons who trade in goods with foreign countries, including those who cross the external border of the European Union and operate in the duty area. These are:

- all Polish and foreign entrepreneurs who clear through customs in Poland;
- entrepreneurs and natural persons who cross the EU's external border;
- entrepreneurs that trade in excise goods other than goods covered by the excise duty suspension agreement;
- taxpayers who acquire and import passenger cars intra-Community and entrepreneurs that trade in excise goods, which are obligatorily labelled with excise tax markings.



BENEFITS

Digitization of services is to increase convenience and streamline business processes carried out by entrepreneurs and citizens alike – as clients of the National Revenue Administration.

It will make it possible to handle matters electronically, or – while limiting the need to contact NRA directly – remotely, irrespective of the place of stay or type of business and type of technology used.



ELECTRONIC PUBLIC SERVICES PROVIDED BY THE NATIONAL REVENUE ADMINISTRATION IN THE PUESC PROJECT

Plans under the project include implementing new and improved public e-services of the National Revenue Administration related to:

- customs clearance - taking into account new EU requirements and the need to unify, digitize, and improve customer service handled by different services involved in the process, while supporting the tasks related to ensuring the security of trade in goods and market protection;
- crossing the border - based on maximum automation and digitisation, which will allow the process to be carried out quickly, efficiently, in accordance with clients' expectations and modern technological standards, while ensuring a high level of security of the EU's external border;
- administrative customer service, e.g. in the area of enabling operations, settlement of special procedures, issuing decisions, as well as in matters related to excise duty - using transactional, personalised electronic communication channels.