

**Operational instructions
in the event of the unavailability of the SENT notifications register**

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Chapter I. General information

Obligation to submit, supplement and update the notifications results from the The Act on the system for monitoring the road transport of goods of March 9, 2017 (Journal of Laws item 708), hereinafter referred to as the “act”.

Pursuant to the provisions of art. 9 section 5 and 6 of the Act, in the event of unavailability of the register, the sender, receiver or the carrier, within the scope of his activity, sends a document that substitutes the notification and contains the data stipulated in art. 5-7 to the designated body of National Treasury Administration, this document is referred to as the “document substituting the application” or “substituting document”, and then the sender, receiver or the carrier obtains a confirmation of acceptance of this document from the competent body of National Treasury Administration. In this situation, the sender or the receiver is under obligation to transfer the substituting document and the confirmation of acceptance of the substituting document to the carrier.

In the event of unavailability of the register, the procedure for the senders, receivers and carriers is regulated by **§ 8 and § 9 of the regulation of Minister of Development and Finance of April 12, 2017 concerning notifications of transport of goods and the procedure in the event of unavailability of the register (Journal of Laws item 787)**, hereinafter referred to as the “regulation”.

The unavailability of the register of SENT notifications is caused by an error or maintenance break.

When the register of notification is unavailable, submitting, supplementing and updating the notifications has to be done with the **document substituting the notification**. This document is accepted in **.pdf or .xml formats as required by the technical specification** available at PUESC. The **substituting document** should include data as presented in the model document which is annexed to the regulation. **This document is does not receive any reference number.**

In the event when the substituting document is sent by a representative of sender, receiver or the carrier, the representative has to declare that he is acting on behalf of that person.

Chapter II. Announcement of unavailability of the SENT register of notifications

I. Unavailability of the PUESC portal or forms of the SENT register of notifications

1. In the case if the notification of the carriage of goods performed through filling in the form on the PUESC portal is sent unsuccessfully, it should be checked whether a message informing of unavailability of the SENT register of notifications has been published on the PUESC Portal.
2. In case of lack of the message, if a user holds a relevant notification in an xml file, compliant with the technical specification made available on the PUESC portal, an attempt should be made to send the notification via other channels, by sending the notification:
 - to the e-mail address puesc@mf.gov.pl or
 - to the e-mail address sent@mf.gov.pl or
 - through uploading the xml file in the tab: “My documents”>”To send”, using the option “Add a document manually”.

In the case of effective sending of the notification to the SENT register of notifications, the system will accept only one notification for the same document, whereas the remaining documents will be rejected, and feedback information will be sent stating that such a document already exists in the system.

3. In the case of publishing a message informing of unavailability of the SENT register of notifications or, if the sending operation referred to in section 2 is unsuccessful, the notification should be sent to the e-mail address awaria.sent@mf.gov.pl with the use of the **notification replacement document**, in accordance with the procedure described in Chapter III.
4. In the case if a feedback message sent from the address awaria.sent@mf.gov.pl informs of correct operation of the SENT register of notifications and simultaneously, sending of the notification is not possible, the HelpDesk should be notified thereof – tel. +48 33 483 20 55 or e-mail helpdesk-eclo@mf.gov.pl.

If the unavailability of the SENT register of notifications is confirmed, the mailbox awaria.sent@mf.gov.pl will become operational immediately.

5. After putting the awaria.sent@mf.gov.pl mailbox into operation, the notification should be re-sent to this address with the use of the **notification replacement document**.

II. Unavailability of an e-mail channel

1. In the case if the notification of the carriage of goods to e-mail addresses: puesc@mf.gov.pl or sent@mf.gov.pl is sent unsuccessfully, it should be checked whether a message informing of unavailability of the SENT register of notifications has been published on the PUESC Portal.
2. In case of lack of the message, an attempt should be made to send the notification via other channels, by sending the notification:
 - to the e-mail address sent@mf.gov.pl or
 - to the e-mail address puesc@mf.gov.pl or
 - through uploading the xml file in the tab: “My documents”>”To send”, using the option “Add a document manually”, or
 - through filling in the form on the PUESC Portal.

In the case of effective sending of the notification to the SENT register of notifications, the system will accept only one notification for the same document, whereas the remaining

documents will be rejected, and feedback information will be sent stating that such a document already exists in the system.

3. In the case of publishing a message informing of unavailability of the SENT register of notifications or, if the sending operation referred to in section 2 is unsuccessful, the notification should be sent to the e-mail address awaria.sent@mf.gov.pl with the use of the **notification replacement**, in accordance with the procedure described in Chapter III.
4. In the case if a feedback message sent from the address awaria.sent@mf.gov.pl informs of correct operation of the SENT register of notifications and simultaneously, sending of the notification is not possible, the HelpDesk should be notified thereof – tel. +48 33 483 20 55 or e-mail helpdesk-eclo@mf.gov.pl.

If the unavailability of the SENT register of notifications is confirmed, the mailbox awaria.sent@mf.gov.pl will become operational immediately.

5. After putting the awaria.sent@mf.gov.pl mailbox into operation, the notification should be re-sent to this address with the use of the **notification replacement document**.

III. Unavailability of the Webservice service

1. In the case if the notification of the carriage of goods the Webservice is sent unsuccessfully, it should be checked whether a message informing of unavailability of the SENT register of notifications has been published on the PUESC Portal.
2. In the case of lack of the message, it is possible to undertake multiple attempts (minimum three) aimed at sending of the notification through the Web Service, or an attempt should be made to send the notification via other channels by sending the notification:
 - to the e-mail address puesc@mf.gov.pl or
 - to the e-mail address sent@mf.gov.pl or
 - through uploading the xml file in the tab: “My documents”>”To send”, using the option “Add a document manually”, or
 - through filling in the form on the PUESC Portal.

In the case of effective sending of the notification to the SENT register of notifications, the system will accept only one notification for the same document, whereas the remaining documents will be rejected, and feedback information will be sent stating that such a document already exists in the system.

3. In the case of publishing a message informing of unavailability of the SENT register of notifications or, if the sending operation referred to in section 2 is unsuccessful, the notification should be sent to the e-mail address awaria.sent@mf.gov.pl with the use of the **notification replacement**, in accordance with the procedure described in Chapter III.
4. In the case if a feedback message sent from the address awaria.sent@mf.gov.pl informs of correct operation of the SENT register of notifications and simultaneously, sending of the notification is not possible, the HelpDesk should be notified thereof – tel. +48 33 483 20 55 or e-mail helpdesk-eclo@mf.gov.pl.

If the unavailability of the SENT register of notifications is confirmed, the mailbox awaria.sent@mf.gov.pl will become operational immediately.

5. After putting the awaria.sent@mf.gov.pl mailbox into operation, the notification should be re-sent to this address with the use of the **notification replacement document**.

NOTICE!

Only a confirmation of the notification replacement document acceptance received from the e-mail address awaria.sent@mf.gov.pl shall mean the fulfilment of statutory obligations.

The notification with the use of the notification replacement document should be performed in accordance with the procedure described in Chapter III.

Chapter III. Procedure:

I. Notifying the transport of goods when the register is unavailable by the sender, receiver or the carrier

If you are a sender, receiver or carrier and you want to notify the transport of goods when the register is unavailable, you must follow the procedure:

1) fill in the substituting document with all data* necessary to submit the notification;

*sender provides data stipulated in art. 5 section 2 or 3 of the Act
 receiver provides data stipulated in art. 6 section of the Act
 carrier provides data stipulated in art. 7 section 2 of the Act

2) send completed document to: awaria.sent@mf.gov.pl

Subject of the e-mail must include:

- Number of tax identification number or the tax and goods identification number or value added tax identification number,
- Number of the document – separated by “##”

EXAMPLE 1:

0123456789##24/04/2017/ghm, where:

0123456789 is the NIP number [*NIP – numer identyfikacji podatkowej – tax identification number*],
 ## is used to separate the numbers,
24/04/2017/ghm is the number of the document that substitutes the notification, which is given by the person who fills in the document according to his own system of recording documents.

EXAMPLE 2:

U12345678##2017-1/15, where:

U12345678 is the VAT UE number granted in Austria,
 ## is used to separate the numbers,
2017-1/15 is the number of the document that substitutes the notification, which is given by the person who fills in the document according to his own system of recording documents.

CAUTION!

If the **notification** of transport was made **according to emergency procedure** (i.e. by sending the substituting document) then:

- **the carrier does not fill in** the document with data stipulated in art. 5 section 4 or art. 6 section 3;
- **the receiver does not fill in** the document with data regarding receiving the goods stipulated in art. 5 section 5 or art. 6 section 4;
- **the sender, receiver and carrier do not** update this notification as stipulated in art. 8 section 1.

CAUTION!

The procedure for persons submitting notification in emergency mode, who, at a time of properly operating register, submit notifications on transport of goods with non-visual interface, with web services dedicated for communication with PUESC was described in chapter V.

II. Supplementing the notification of transport of goods with carrier's data, when the register is unavailable, by the carrier, upon notification of transport of goods with properly operating register

If the sender or receiver has submitted the notification of transport of goods with a properly operating SENT register and obtained the reference number of his notification, and you are a carrier and you want to supplement this notification when the register is unavailable, you must:

1) fill in the substituting document with:

- the reference number of the notification obtained by the sender or receiver and
- data stipulated in art. 5 section 4 or art. 6 section 3;

2) send completed document to: awaria.sent@mf.gov.pl

Subject of the e-mail must include:

- Number of tax identification number or the tax and goods identification number or value added tax identification number,
- Document number – separated by “##”

EXAMPLE 3:

SENT20170419000365##0123456789##19/04/2017/p, where:

SENT20170419000365 is the reference number,

is used to separate the numbers,

0123456789 is the NIP number,

is used to separate the numbers,

19/04/2017/p is the number of the document that substitutes the notification, which is given by the person who fills in the document according to his own system of recording documents.

CAUTION!

If the notification of transport of goods was submitted with properly operating register and the supplementing of this notification with carrier's data was done according to emergency procedure (i.a. by sending the substituting document) then:

- **receiver fills in** this notification with information on receiving the goods as stipulated in art. 5 section 5 or art. 6 section 4 of the act – see chapter III;
- **sender, receiver and the carrier update** this notification as stipulated in art. 8 section 1 of the act – see chapter IV.

III. Supplementing the notification of transport of goods with information regarding the acceptance of goods when the register is unavailable by the receiver, upon submitting and supplementing the notification of transport of goods with properly operating register

If the sender or receiver has submitted the notification of transport of goods with a properly operating register and obtained the reference number of his notification, and then the carrier supplemented this notification with his data by sending them to the properly operating register and you are the receiver and want to supplement the notification with information on acceptance of goods when the register is unavailable you must:

1) fill in the substituting document with:

- the reference number of the notification obtained by the sender or receiver and
- data stipulated in art. 5 section 5 or art. 6 section 4 of the Act;

2) send completed document to: awaria.sent@mf.gov.pl

Subject of the e-mail should be the same as in EXAMPLE 3 – see chapter II.

IV. Updating the notification of transport of goods when the register is unavailable by the sender, receiver or the carrier upon submitting notification of transport of goods with the properly operating register

A. If you are a sender, receiver or carrier who has submitted the notification of transport of goods with the properly operating register and you have obtained the reference number and you want to update your notification when the register is unavailable you must:

1) fill in the substituting document with:

- the reference number of the notification obtained during submitting the notification and
- up-to-date data* as indicated in the notification;

*sender provides data stipulated in art. 5 section 2 or 3 of the Act
receiver provides data stipulated in art. 6 section of the Act
carrier provides data stipulated in art. 7 section 2 of the Act

2) send completed document to: awaria.sent@mf.gov.pl

Subject of the e-mail should be the same as in EXAMPLE 3 – see chapter II.

B. If the sender or receiver has submitted a notification of transport of goods with properly operating register and he has obtained the reference number of his notification, and as a carrier you have supplemented this notification with your data by sending it:

- to properly operating register or
- according to emergency procedure (i.e. by sending the substituting document), and now you want to update this notification when the register is unavailable, you must:

1) fill in the substituting document with:

- the reference number of the notification obtained during submitting the notification and
- up-to-date data as stipulated in art. 5 section 4 or art. 6 section 3 of the act;

2) send completed document to: awaria.sent@mf.gov.pl

Subject of the e-mail should be the same as in EXAMPLE 3 – see chapter II.

- V. **Specific case:** notification of transfer of goods when the register is unavailable by the sender who submits applications as stipulated in § 3 point 2(b) of the regulation, using the computerised system operating automatically without physical persons

If you are a sender, who submits a notification when the register operates properly and you send the document in .xml format, according to the technical specification available at PUESC, using non-visual interface and using web services dedicated for communication with PUESC, and then you cannot obtain the reference number (after numerous attempts), which is the result of register's error you:

- should send the substituting document in .xml or .pdf format, completed as shown in model document to the following e-mail address: awaria.sent.ws@mf.gov.pl;
- can send this substituting document without a declaration that you are authorised to act on behalf of other persons, which is indicated in item 57 of the model document annexed to the regulation;
- should provide the carrier with the substituting document and if the notification was sent in .xml format then you should provide the carrier with the substituting document being the visualisation of the sent .xml file, according to the model document which is annexed to the regulation;
- should provide the carrier with the confirmation of acceptance of substituting document or you can add a note regarding confirmation of acceptance of substituting document on that document;
- should provide a documentation of unsuccessful attempts to obtain the reference number.