

QUICK GUIDE TO THE ONE-STOP SHOP

- SSC issue log for applicants -



In order to access the functions of the OSS, you need to have an updated **Google Chrome** or **Mozilla Firefox** browser.
Using other internet browsers might result in poor performance or errors.

- Click on the icon  to access a list of issues related to a specific application.
- Click on the icon  and read each issue to understand what is expected from you.
- Different issues require different actions from an applicant:

1. **Reply to issue**, e.g. providing clarifications to the authorities
2. **Reply to issue** which requests the applicant to **update the information** in its application
3. **Reply to issue** which requests the applicant to add **new documents** or **new versions of existing documents**

For **cases 2 and 3** please remember to take the requested action first (e.g. update of information or upload of documents) before replying to an issue and requesting its resolution.




Application


Application issues


Project team


Dashboard


Assessment


Library


Event Log

+ Create Issue
Filter by
Columns

	APPLICATION ISSUE	TYPE	STATUS	ISSUE TITLE
	S-20200204-002-003	Type 1 (query)	Pending	Scenario 1: Request for clarification of information
	S-20200204-002-002	Type 3 (minor non-compliance or residual concern)	Pending	Scenario 2: Request for update of information provided through a web-form
	S-20200204-002-001	Type 4 (major non-compliance)	Pending	Scenario 3: Request to provide or update a document

10 issues per page
page 1 of 1

1

2

3



VIEW	S-20200204-002-003	Type 1 (query)	Pending	04/02/2020	29/02/2020	Scenario 1: Request for clarification of information
------	--------------------	----------------	---------	------------	------------	--

Application ID: S-20200204-002

Responses / Comments

Comments | Event Log

Reply to the issue providing clarification to the assessor. You may also attach additional document directly to the issue.

Attach file(s)

Attachments (0)

Add comment **1**

Request issue resolution **3**

Save **2** Save & exit Exit

1. Provide reply using **[Add comment]** button
2. Save provided response
3. Request for resolution

If you want to attach document in reply to an issue, **before** saving and requesting resolution use the button **[Attach file]** and in the pop-up window:

- A) Attach document to an issue using **+** button
- B) Select it using the tick-box on the right
- C) Attach selected file using **[Attach file]** button

In the next step **(2) save** the issue and **(3) request its resolution**. The status will change to „responded”.

VIEW	S-20200204-002-003	Type 1 (query)	Responded	04/02/2020	29/02/2020	Scenario 1: Request for clarification of information
------	--------------------	----------------	-----------	------------	------------	--

Attach file(s)

Current version | Export application | Show document descriptions

Application File **A**

Assessment File

Issues log

S-20200204-002-001

Document replying to issue.pdf **B**

S-20200204-002-002

S-20200204-002-003

Formal communication

Management

Other documents

C Attach file(s) Cancel

	S-20200204-002-002	Type 3 (minor non-compliance or residual concern)	Pending	04/02/2020	29/02/2020	Scenario 2: Request for update of information provided through a web-form
--	--------------------	---	---------	------------	------------	---

Application issues Project team Dashboard Library Event Log

Application **1**

Scope of application

Type of application: Renewal of safety certificate(s)

EIN of the previous certificate(s) * **2**

Pre-engagement

Member State(s) concerned with the intended area of operation (select one or more) **3**

Type of operation requested (select one or more)

Expected date of starting services/operations:

Area of operation:

Issuing authority:

Language:

Definition of the intended area of operation:

Station(s) in neighbouring Member State(s):

4

	S-20200204-002-002	Type 3 (minor non-compliance or residual concern)	Responded	04/02/2020	29/02/2020	Scenario 2: Request for update of information provided through a web-form
--	--------------------	---	-----------	------------	------------	---

1. If an issue requires updated information provided through the web form (e.g. scope of application, type(s) of operation or the mapping table(s)) go to the relevant part of the application file

2. Editable fields will be highlighted white. Update relevant information following what is requested by the assessors.

3. Use the drop down list to update information relevant for a given Member State.

4. Remember to save and submit updated information. **[SAVE]** and **[SUBMIT]** buttons are available at the bottom of the page.

After updating information provided through the web form it is necessary to **reply to the issue and ask for its resolution as in case (1)**.

After replying to the issue the status on the list will change to „responded”.

The screenshot displays the application management interface. At the top, a navigation bar shows the status of the application: **Pending** (circled in blue). Below this, a navigation menu includes icons for Application, Application issues, Project team, Dashboard, Library, and Event Log. The main content area shows a list of documents under the 'Other' folder, with 'Legal Entity Form.pdf' selected. A modal window titled 'Add version' is open, showing file upload rules and a file list containing 'LEF Supporting Evidence.pdf'. At the bottom of the modal, there are 'Add version' and 'Cancel' buttons. A 'SUBMIT' button and a 'SAVE' button are visible at the bottom left of the main interface. A second screenshot at the bottom shows the application status updated to **Responded** (circled in blue).

1. If an issue requires the submission of a new document or an update of an existing one (e.g. SMS evidence, evidence for the national part or other administrative document), go to the relevant part of the application file 

Use tabs   to update the evidence submitted for a given Member State or the relevant mapping table.

2. Folders allowing the submission of new documents or updating of existing ones will be marked with two types of **[+]** buttons:

-  button to upload a new document
-  button to add new version of document

3. Remember to save and submit the updated information. **[SAVE]** and **[SUBMIT]** buttons are available at the bottom of the page.

After submitting a new document or updating an existing one it's necessary to **reply to the issue** and **ask for its resolution** as in case (1). 

After replying to the issue the status on the list will change to „responded”.

**THANK YOU
FOR FOLLOWING THESE HINTS**

