Instructions for working
with the CRC online questionnaire system
for external users

(Version 7-2023)

I. Introduction

1. Purpose of the instruction

This instruction describes the functions that any user (authorized person and external user), a representative of an undertaking under the Law on electronic communications (LEC)[1], can perform within the the CRC online questionnaire system (system).

The questionnaires that the representatives of the LEC undertakings can fill in and submit through the system are:

> **• Annual activity report, according to art. 4, paragraph 1 of the General Requirements [2] (Annual Questionnaire)**

> *(The report* (ЗЕС – Годишен въпросник) *is submitted annually by each undertaking, which up to December 31 is registered in the public register of CRC for provision of electronic communications networks / services; the report is submitted up to March 15 and includes a questionnaire GENERAL PART (ОБЩА ЧАСТ) and 6 specialized questionnaires by services);*

> **• Broadband questionnaire as of July 1 according to art. 6, paragraph 1 of the General Requirements (BB Questionnaire)**

> *(the questionnaire* (ЗЕС – Широколентов достъп) *is submitted annually by each undertaking, which up to July 1 has a registration in the public register of CRC for provision of data transfer and Internet access);*

> **• Questionnaire for reporting the activity during the current year, according to art. 5 of the General Requirements (Ceasing Activity Questionnaire)**

> *(the questionnaire* (ЗЕС – Прекратяване) *is submitted within 30 days from the submission of a notification to CRC for termination of the activity and deletion from the CRC register).*

2. Basic functionality of the system

2.1. Login to the system requires the user to authenticate with a username and password.

2.2. Sending data through the system does not require a signature with a qualified electronic signature (QES).

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[1] Undertaking, registered in the public register of CRC for intention to provide public electronic communications.

[2] General requirements for the implementation of public electronic communications (last amended, State Gazette No. 108 of 17 December 2021)

2.3. Filling data in the screen forms can be done in several sessions without losing information between them.

2.4. Data in each questionnaire is subject to validation and verification in the system according to pre-set rules.

2.5. The validation of the electronic questionnaire is divided into two stages:
- during the process of data completion/data entry;
- final check, which will be started by the user after finishing the completion.

2.6. As a result of the data validation, the system displays a list with a description of the errors (missing and incorrect data) and calculated totals. The user can edit the relevant incorrect data.

2.7. The electronic questionnaire can be sent to CRC only in cases of successful validation. In case of discrepancies and / or incompleteness, there is a possibility for the user to correct.

2.8. After successful validation, a PDF file is generated and have to be downloaded by the user. This PDF document contains a generated QR code, certifying the validity of the printed information (this is an electronic signature generated by the system, certifying the validity of the data and their compliance with those entered into the online system). The QR code is printed on each page of the document.

2.9. Each successfully validated and sent through the system questionnaire is automatically registered by a number from the CRC registration system. The registration number is sent to the e-mail address specified by the undertaking to the authorized person.

2.10. Each questionnaire received by CRC is subject to additional logical verification by CRC experts. As a result of the verification, it can be returned for correction or its processing can be completed.

2.11. The identified inaccuracies and requests for correction are described as comments in the screen forms of the questionnaire by the CRC experts. The questionnaire returned for corrections is visible in the personal dossier of the undertaking. Upon receipt of a request for correction, the undertaking has the possibility to correct the data. Each correction is a new questionnaire, ie. the data from the existing questionnaire is automatically copied, the undertaking makes the changes, validates the questionnaire, generates a new PDF file and sends it. A new registration number from the CRC registration system is issued. The former questionnaire remains inactive in the personal dossier and can only be viewed. The newly submitted document is active.

2.12. Due to the campaign nature of the data collection, the Annual Questionnaires are active in the system only within the statutory deadlines (until March 15 for submitting a questionnaire and until April 15 for corrections to an already submitted questionnaire), while the Ceasing Activity Questionnaire is active throughout the year. The BB questionnaire as of July 01 of the respective year is active until August 15 of the same year for submitting a questionnaire and until September 15 of the same year for corrections of an already submitted questionnaire.

2.13. The public part of the system, which registered representatives of undertakings use, has the following main functionality:

- Access to the system - registration, login and exit of the user from the system;
- Completion of a questionnaire;
- Validation and sending of a questionnaire;
- Search for a questionnaire in a dossier;
- Correction of a questionnaire;
- Status check;
- Edit user account.

3.   Users, roles and access rights

The user of the system is always an individual. It can be:

- **Authorized person who has the following rights:**

  - to enter data into the system;

  - to send a completed questionnaire to CRC;

  - to activate / deactivate the access of an external user to the system.

  An authorized person may be responsible for more than one undertaking (the same data for an authorized person (names, personal number, e-mail address and username) shall be indicated in the application form of the respective undertakings).

- **External user, who has the right** only to enter data in questionnaires in the system (no right to send questionnaires to CRC).

  An external user can fill in data for several undertakings. Several external users can fill in data for one undertaking.

II. System access

The access of an authorized person and an external user to the system is carried out with an active username and password. Registration accounts are created for this purpose.

1.   Creating a registration account

1.1   Registration account of an AUTHORIZED PERSON

The registration of the authorized person is performed by an CRC employee on the basis of the application[3] submitted by the undertaking for creating an account in the CRC questionnaire system. All fields in the application are required. In the application, the undertaking fills in the desired username for access, and the system generates an automatic password. Upon logging in, the authorized person has the opportunity to change his access password.

1.2   Registration account of an EXTERNAL USER

The registration of an external user is carried out by filling in the "Registration" form with data about the user, access to which is provided on the login screen through the link "Registration of an EXTERNAL USER".

Upon registration, the external user must select an undertaking for which he/she wishes to fill in data. The system sends a request to the relevant authorized person of the selected undertaking
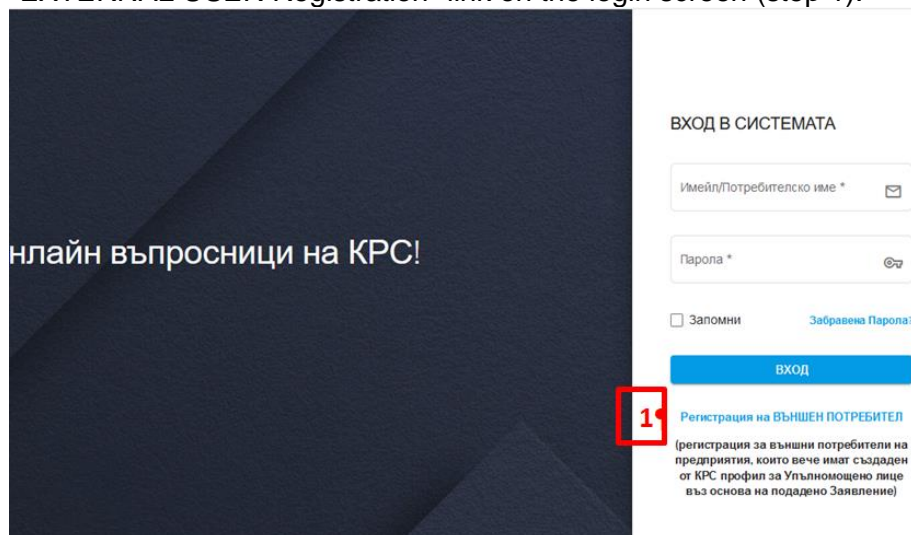
⚠️	The external user's account becomes active and he/she will have access to fill in questionnaires and to the dossier with questionnaires submitted for an undertaking of his/her choice only after approval by the relevant authorized person.

After the end of the campaign, the connection between the undertaking and the external user is interrupted for security purposes. At the beginning of each campaign, the external user must log in again and select the undertaking for which will enter data and go through the approval process again.

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[3] The application form (ЗАЯВЛЕНИЕ) is published on the CRC website: https://crc.bg/files/Zayavlenie-profil-online-system-v.2-2022.xlsx

The registration of an external user is performed as follows:

1 - Click the "EXTERNAL USER Registration" link on the login screen (step 1).

A screen with an empty registration form is loaded, which has 3 sections (1. Registration, 2. Undertaking selection and 3. General terms).

2 - After entering the required data sequentially in the sections, after each one press the "Next" (Напред) button.

Section 1 "REGISTRATION" (РЕГИСТРАЦИЯ):

Section 2 " Undertaking selection " (Избор на предприятие):

> In the field " Undertaking name" (Име на компания) select one or more undertakings (steps 1, 2 and 3) for which the external user registers to fill in questionnaires.

>
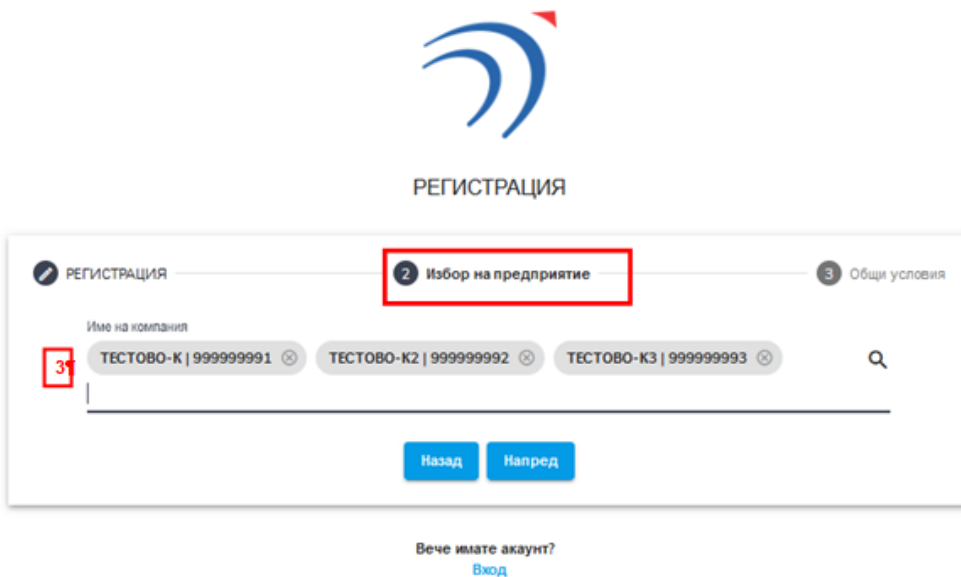
Undertaking selection (2):

Several undertakings selection (3):

Section "3.General Terms" (Общи условия)

> ➢ After confirming the terms and conditions (step 1), click button "Create an account" (Създай акаунт) (step 2).

> The system validates the data and displays a message for a created account.

> The account will be available to the external user after approval by the authorized person. The external user will receive an e-mail with one-time message for approval and activation of the account by the authorized person.

2. Editing the account of an authorized person and an external user

⚠️ You can only edit your own registration account.

1 – Select "Account" (Потребителски профил) from the main menu → "Edit account" (Редакция на профил) option (step 1).

➢ The "Edit Account" (Редакция на потребителски профил) screen loads, as only the data fields that you can change are active.
Username`s data cannot be changed!

➢ The password can be changed after selecting the "Change password" (Смяна на парола) field (step 2). In the "Change Password" window that appears, enter the current password (step 3) and the new password (step 4). The password change is saved with the "Save" (Запази) button (step 5).

2 – After changing the desired information in the "Edit account" (Редакция на потребителски профил) screen, click the "Save" (Запази) button (step 6).

➢ The system displays a message for successful recording.

3. Login to the system

1 - Enter the correct username and password on the "Login" (Вход в системата) screen (step 1) and press the "Login" (Вход) button (step 2).

➢ The home screen containing the main menu (1) and quick links sections (2) is loaded to the respective undertaking.
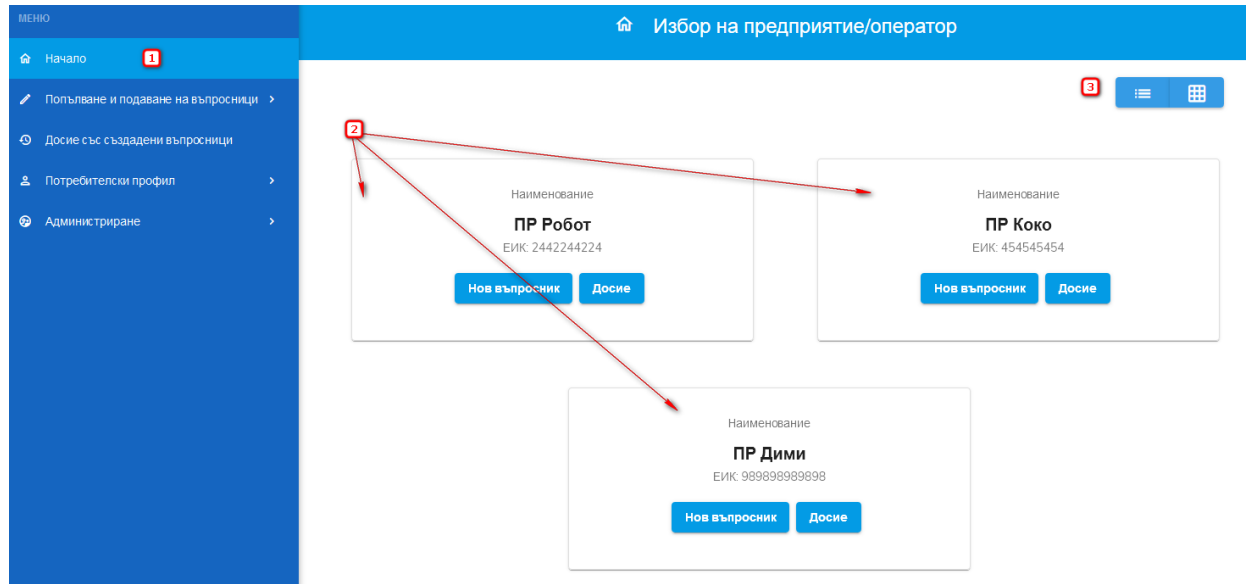
It is possible to visualize the undertakings in the form of a list (3)

4. Exit the system

1 – Click the arrow in the upper right corner of the screen next to the user name (step 1) and select Exit (Изход) (step 2).
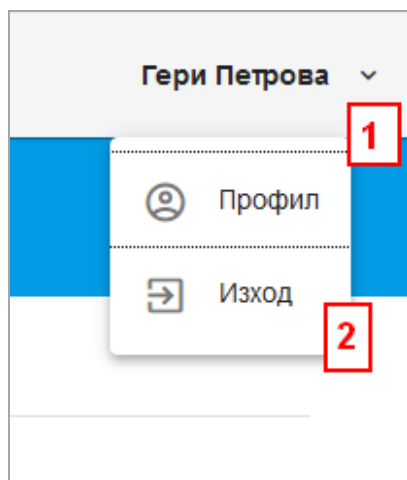
➢ The "Login" screen loads.

5. Adding an undertaking by an external user

After the authorized person activates the external user's account, the external user will have access to fill in questionnaires, but only for the undertaking/undertakings he/she indicated when creating his/her account in the system. In case the external user will fill in data for other undertakings, he must add them to his account. For this purpose, the external user:

1 – Log in to its account and select from the main menu "User account" (Потребителски профил) → option "Work with undertakings" (Работа с предприятия) (step 1).

> The "Work with undertakings" („Работа с предприятия") screen loads, with a list of undertakings that can be added to the account.

2 – Finds the respective undertaking from the list through the search box entering UIC or URI (step 2 and 3) of the searched undertaking.

3 – After the displaying of the undertaking press the add button (step 4).

> The system displays a message for a request for approval by the authorized person of the respective undertaking (step 5).

6.   Approval by an authorized person of requests from an external user

Activation / deactivation of external users is performed from the main menu "Administration" („Администриране") → option "Activation / Deactivation of users"`(„Активиране/Деактивиране на потребители") (step 1).

➢   The system displays on the screen a list of all external users registered in the system and the undertakings selected by them, for which they have sent an application to the respective authorized person for approval.

➢   An authorized person approves / refuses an approval of the application (step 2)

III. Working with the system

1. Filling in a questionnaire

If a user (authorized person or external user) represents several undertakings, he or she must first select an undertaking for which he/she will complete a questionnaire and only then a specific type of questionnaire.

1.1. To select the type of questionnaire (Annual, Ceasing Activity Questionnaire or Broadband (ЗЕС Годишен, ЗЕС Прекратяване or ЗЕС Широколентов достъп)), click the "New questionnaire" (Нов въпросник) button in the quick links section of the respective undertaking on the home screen (step 1) OR select from the main menu "Fill in and submit questionnaires" (Попълване и подаване на въпросници) → option "Initial creation of questionnaire "(Първоначално създаване на въпросник) (step 2).
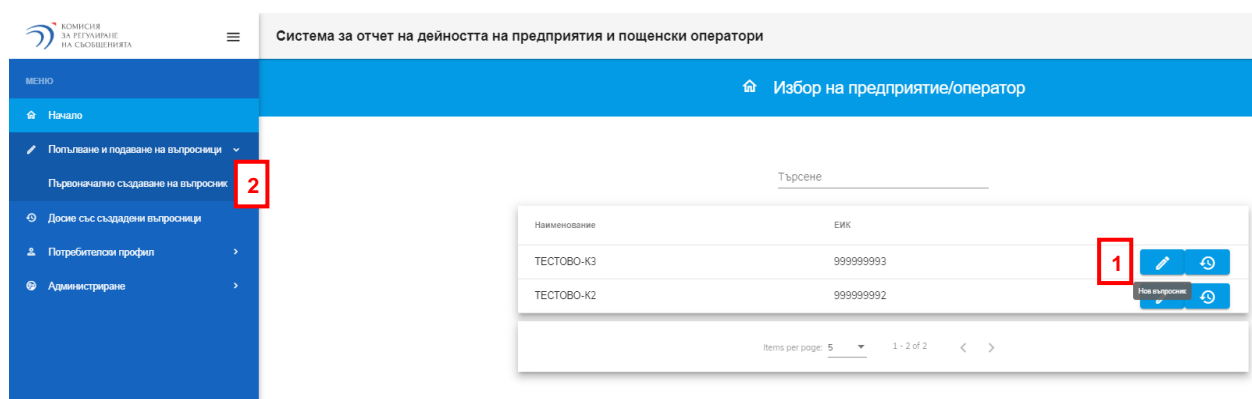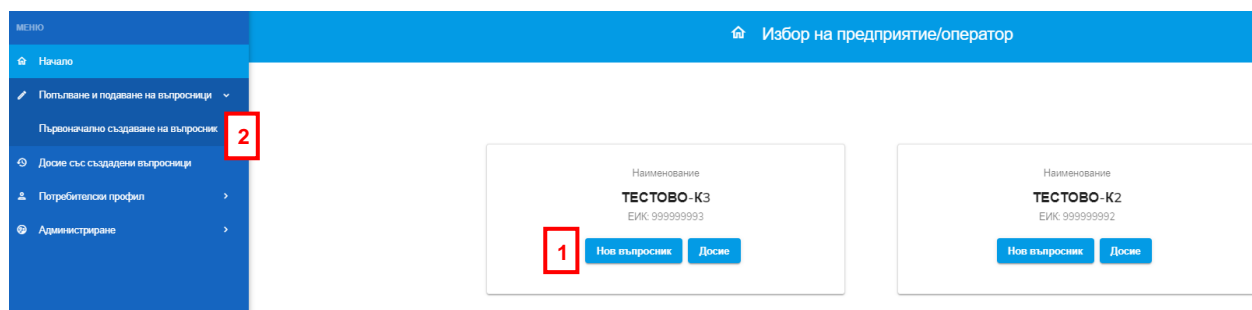
> ➤ The questionnaire selection screen loads.

1.2. Select the questionnaire for which you want to enter data - for example LEC Annual Questionnaire (ЗЕС Годишен въпросник) (step 1).

➢ The system displays a screen with an empty electronic form of the selected questionnaire, which consists of two active parts (tab) - tab General part (Обща част) (step 1) and tab Send (Изпращане) (step 2).

⚠	The data for the undertaking in tab General part (Обща част (step1). Name and legal-organizational form (Наименование и правно-организационна форма) (step 3) is automatically extracted from its registration profile and is not subject to change by the questionnaire.

1.3. Fill in the information in item 2. Contact person (Лице за контакт) - (step 1).

1.4. Mark the answer to the question in item 3. (step 2) During the past year, were public electronic communications provided through the networks and/or services of the undertaking registered in CRC? If the answer is "Yes" (Да) - proceed by filling in Section A.1.

1.5. Select /note which of the following types of services in Section A.1. were provided by the undertaking during the reporting year, **whether they were provided individually or in a bundle**. - (step 3)

> In the column "Annual income in BGN, without VAT" (Годишни приходи в лв., без ДДС), of Section A.1. revenue information is entered only for the following services:

- 1.1.3.1. Voice communications service without assigned numbers (retail VoIP)

- 1.1.3.2. Wholesale voice transit (wholesale VoIP)

- 1.1.5. Other services related to the provision of voice communications service

- 1.3.7. Broadcasting of advertising during terrestrial broadcasting of own radio program

- 1.4. Satellite access services – indicator is dropped

  > *Undertakins that reported income in p.1.4. Satellite access services until 2021, should provide information in accordance with their registration in CRC`s Public Register (see the Instruction to the GENERAL PART form)*

- 1.6.1. Providing access to a duct

- 1.6.2.1. Dark fibre

- 1.6.2.2. Co-location (including provision of towers, masts, premises)

- 1.6.2.3. Other forms of colocation

For all other services, data on revenues are filled in the relevant specialized questionnaire form (additional tab) and the system automatically transfers them to the column "Annual revenues in BGN, excluding VAT" (Годишни приходи в лв., без ДДС) of Section A.1. in GENERAL PART (ОБЩА ЧАСТ).

Revenues from the provision of BUNDLED SERVICES (installation fees and monthly subscription) (ПАКЕТНИ УСЛУГИ) are indicated in question 3 of Section A.1

➢ The system activates an additional tab containing a specialized questionnaire (one or more) depending on the selected service (step 2).

Example 1: When marking the item 1.2.1.1.1. Internet access (step 1) the system activates an additional tab containing a specialized questionnaire INTERNET AND DATA TRANSMISSION (ИНТЕРНЕТ И ПРЕНОС НА ДАННИ) (step 2):

Example 2: When marking item 1.3.1. Cable TV (Кабелна телевизия) (step 1) in addition to item 1.2.1.1.1. Internet access the system activates an additional tab containing a specialized questionnaire TV and RADIO (ТВ и РАДИО) (step 2).

ОБЩА ЧАСТ	ФИКСИРАНА ТЕЛЕФОНИЯ	МОБИЛНА ТЕЛЕФОНИЯ	ИНТЕРНЕТ И ПРЕНОС НА ДАННИ	**ТВ и РАДИО**	ЛИНИИ ПОД НАЕМ	ИЗПРАЩАНЕ

1.3. Услуги за пренос и/или разпространение на радио- и телевизионни програми

	Вид	Годишни
-	1.3. Услуги за пренос и/или разпространение на радио- и телевизионни програми	
☑	1.3.1. Кабелна телевизия	
☐	1.3.2. Спътникова (сателитна) телевизия	
☐	1.3.3. IPTV	

⚠️	- Each type of service selected from the respective section in the General part (Обща част) tab leads to activation of: ✓ additional tab/parts/sections that require specific information for the specific service OR ✓ value input field. - Activated tabs are available at any time after completing the questionnaire. Switching between them is done by selecting the desired tab from the bar at the top of the questionnaire. - The content of each tab (specialized questionnaire) is further divided into parts and sections that have the following common elements: ✓ button "Save"(Запази) – by pressing it you save the filled data in the respective section; ✓ button "Add row" (Добави ред) - is active only for tables in which it is necessary to add rows; ✓ "Trade secret" (Търговска тайна) checkbox and "Notes" (Бележки) field - the data entered in them refer to the respective section.

1.6. Select a part/ section of the questionnaire (step 1), fill in data (step 2) and click the "Save" (Запази) button in the relevant section (step 3).
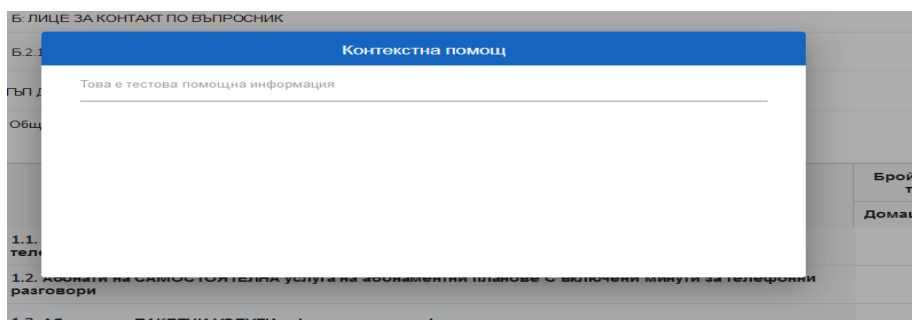
> ➢ The system saves the entered data and displays a message (step 4).

To open help information for each table, you need to press the "?" in the upper right corner of the table (step 1).


To return to completing the questionnaire, simply move and click the mouse cursor outside the help field.

For the information in the questionnaires, the completion of which is related to the input of **a large amount of data** (eg distribution of subscribers by settlements, speeds and types of Internet access in Section Б.2.1. of the questionnaire "INTERNET AND DATA TRANSMISSION" (ИНТЕРНЕТ И ПРЕНОС НА ДАННИ) or distribution of the number of local, long-distance and international retail leased lines according to the transfer speed in Section Б.1 of the "LEASED LINES" (ЛИНИИ ПОД НАЕМ) questionnaire), there are two options for filling in the system:

- Enter data in a table from the screen form by adding rows;
- Import a file whose form to be filled in "Excel" format is downloaded, saved and filled in locally on the user's device, and the completed template is attached to the system via the "Attach template" (Прикачи темплейт) button.

By default, the option "Data entry" (Въвеждане на данни) is loaded in the system (1) - filling in information in the table is possible after adding the required number of rows in it (2):

⚠️
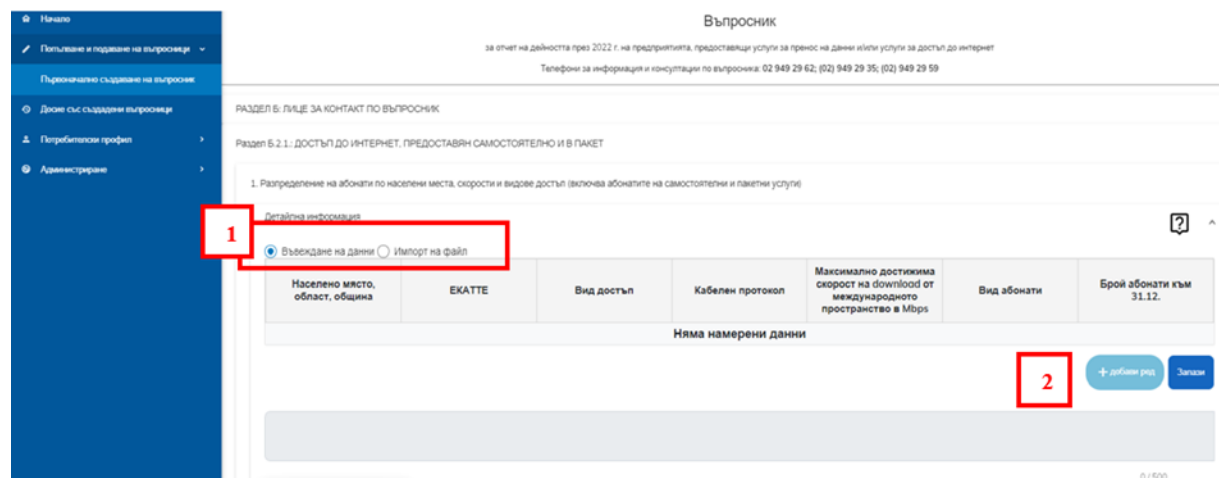
• To enter data in a table by adding a row you need to do the following:

1. Click "+добави ред" („Add row") button below the table.
2. Enter / select data from a drop down menu.
3. If you want to add next row - repeat steps 1 and 2, otherwise - click the "Запази" ("Save") button (It is not necessary to click the "Save" button after each line entered.).

Attention!

- ✓ During the data entry process the font is italic - after pressing the "Save" button the font becomes regular.
- ✓ While the data in the cells of a row is in italic (i.e. the "Save" button has not been klicked yet) you can change the value / option in the row.
- ✓ If the data in the row is in normal font (i.e. already saved), you must first delete ONLY the wrong row and then enter it again.
- ✓ While the questionnaire is in the status "Draft" you can add rows in tables.

• The correction of data in tables with the addition of rows is as follows:

1. Press the "trash" button at the end of the row whose data you want to correct (1).

2. Click the "Add row" button and enter the correct data.

3. Click the "Save" button.

Раздел Б.2.1.: ДОСТЪП ДО ИНТЕРНЕТ, ПРЕДОСТАВЯН САМОСТОЯТЕЛНО И В ПАКЕТ

1. Разпределение на абонати по населени места, скорости и видове достъп (включва абонатите на самостоятелни и пакетни услуги)

Детайлна информация

⊙ Въвеждане на данни ◯ Импорт на файл

Населено място, област, община	ЕКАТТЕ	Вид достъп	Кабелен протокол	Максимално достижима скорост на download от международното пространство в Mbps	Вид абонати	Брой абонати към 31.12.
Избери населено място в България		Изберете	Изберете		Изберете	
Варна(гр.), общ.Варна, обл.Вар	10135	LAN	неприложимо	50	Домашни	54
Избери населено място в България		Изберете	Изберете		Изберете	
Варна(гр.), общ.Варна, обл.Вар	10135	LAN	неприложимо	50	Бизнес	20
Избери населено място в България		Изберете	Изберете		Изберете	
Варна(гр.), общ.Варна, обл.Вар	10135	FTTH	неприложимо	100	Бизнес	15

1¶

+ добави ред   Запази

In case you use the option to import a file (recommended when entering a large amount of data) you should select the option "Import a file" (Импорт на файл) (1) and download (2) and save the file with the template in Excel, which you will fill in locally on your device:

In all cells of a row of the table in the template, data must be entered:

Населено място, община, област	ЕКАТТЕ	Достъп изберете от списъка	Кабелен протокол - изберете от списъка.	Максимално достижима скорост на download от международното пространство в Mbps	Вид абонати - домашни/бизнес изберете от списъка	Брой абонати към 31.12.
Варна	10135	LAN	неприложимо	50	домашни	54
Варна	10135	LAN	неприложимо	50	бизнес	20
Варна	10135	FTTH	неприложимо	100	бизнес	15
Аксаково	00182	CATV	DOCSIS 3.1	50	домашни	5
Аврен	00084	CATV	DOCSIS 2.0	30	домашни	7
Езерово	27125	LAN	неприложимо	20	домашни	25

A list of codes according to the Unified Classifier of Administrative-Territorial and Territorial Units (UCATTE), as well as an additional list of officially created codes, has been uploaded on the CRC website[4]

After entering the necessary data in the template and successfully attaching it via the "Attach template" (Прикачи темплейт) button, a table will be displayed in the system, which contains summary information - on the example presented below, the summary information contains the total number of residential subscribers and the total number of business subscribers according to the the filled in data by settlements, speeds and types of access in the template:

If corrections are required - make the appropriate correction of the data in the template, save and attach it again.

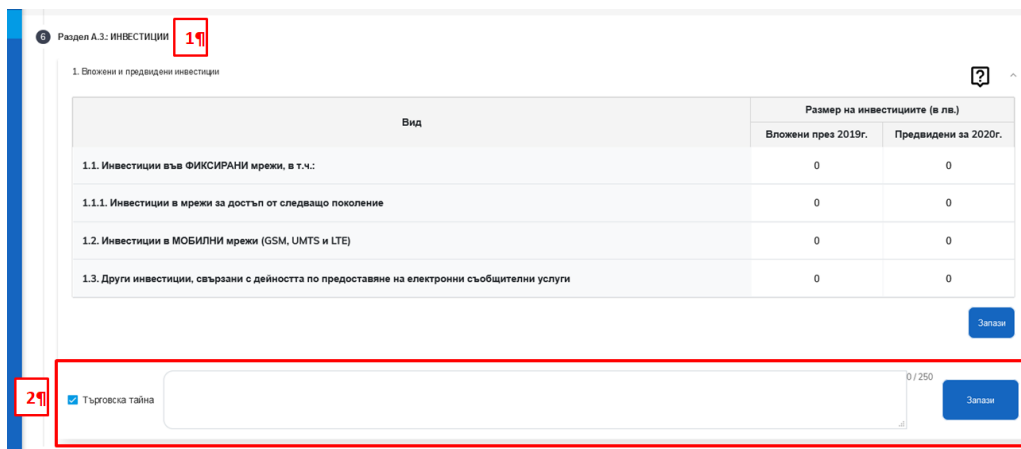[4] https://crc.bg/bg/rubriki/621/elektronna-sistema-za-onlajn-vyprosnici-na-krs

2. Introduction of notes and mark "Trade Secret" (Търговска тайна)

2.1. Select the section to which you wish to enter comments (step 1).
  ➢ The system visualizes a text box and a "Trade Secret" checkbox (step 2).

⚠️	By default, the Trade Secret checkbox is marked. In case the given information does not represent a trade secret for the undertaking, the respective checkbox can be unmarked with the mouse.
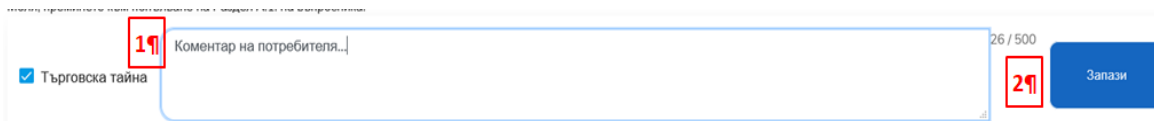
2.2. Enter a comment of up to 500 characters (step 1) and / or uncheck the "Trade Secret" (Търговска тайна) checkbox and click the "Save"(Запази) button (step 2).

  ➢ The entered comment is saved.

⚠️	• Comments can be added to each section of the draft questionnaire.
	• If the questionnaire is in the "Locked" (Заключен) status and you want to enter/add comments, you must first unlock it by pressing the "Unlock" (Отключи) button 🔒 .

3. Data validation

3.1. When you fill in the questionnaire, select the "Submit" (Изпращане) tab (step 1), click "Save" (Запази) button (step 2) to finally save the filled information and than click the "Validate"(Валидирай) button (step 3).

> ➢ The system performs checks and calculations of the entered data and displays totals on the screen (1). For revenues over BGN 100 thousand, the system also calculates the due control fee to CRC (2).

> ➢ The system displays a message about missing data and/or incorrectly entered data (3).

> ➢ The system displays a brief description of the problem (2) in the "Missing data" (Липсващи данни) section (1).

⚠️	In case of error messages due to missing or incorrect data, select the appropriate tab /part/section, correct the data and BE SURE to press the "Save"(Запази) button.

➢ If the information is entered correctly, the system displays a message for successfully validated data (1). In case of missing and incorrect data, the system does not allow sending the questionnaire to CRC

⚠️	Filling in the information in Section A.2. COSTS in GENERAL PART (РАЗХОДИ в ОБЩА ЧАСТ) is not obligatory - the system displays an informative message in case the revenues of the undertaking are equal to or over BGN 100 thousand and in Section A.2. COSTS (РАЗХОДИ) no data specified!

4. Generate PDF

After the completion of data entry in the questionnaire and after the successful validation of the data, in order to send the questionnaire to CRC it is necessary to generate a PDF.

➢ The PDF is generated in the screen form of the questionnaire via the "Submit" (Изпращане) tab.

1 - Select the "Submit" tab and the "Generate PDF" button.

➢ The system generates a file in PDF format and opens a dialog box for opening/saving the file.

2 - Save the file to a local directory.

⚠ The system automatically generates a QR code for each PDF file, which is used for subsequent checks and verifications when attaching the file.

When generating a file in PDF format, a dialog box for opening/saving the file opens, and it may differ depending on the browser used.

Depending on the browser used and its settings, the following options are possible:

Option 1
A window for saving the file generated by the system appears.
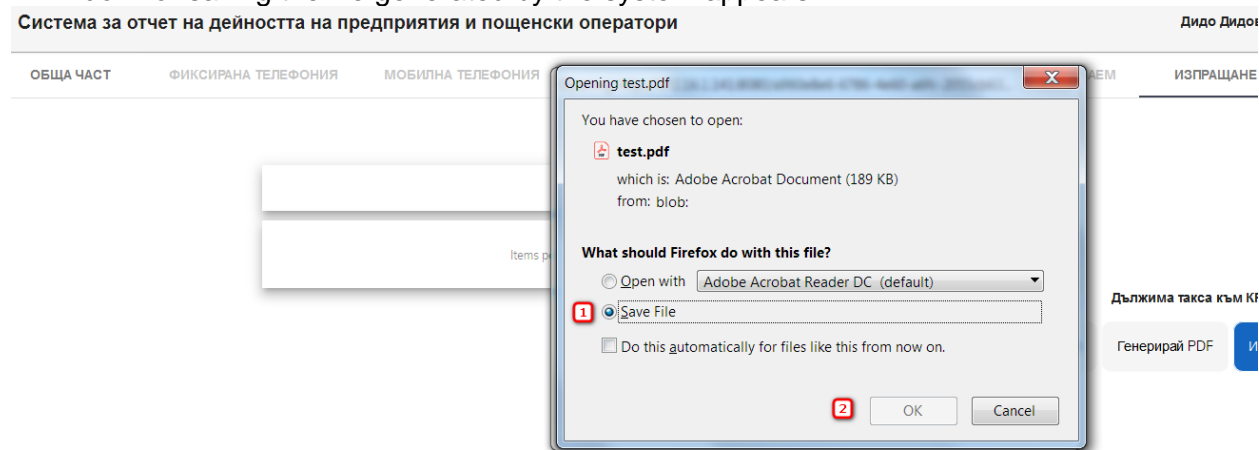
Select 1 - Save file and press 2 - OK.

A second file download message may appear in some browsers, click Cancel.

Option 2

The file generated by the system is downloaded directly without a dialog box.

In this case, the file is stored in the directory that is set in the browser.
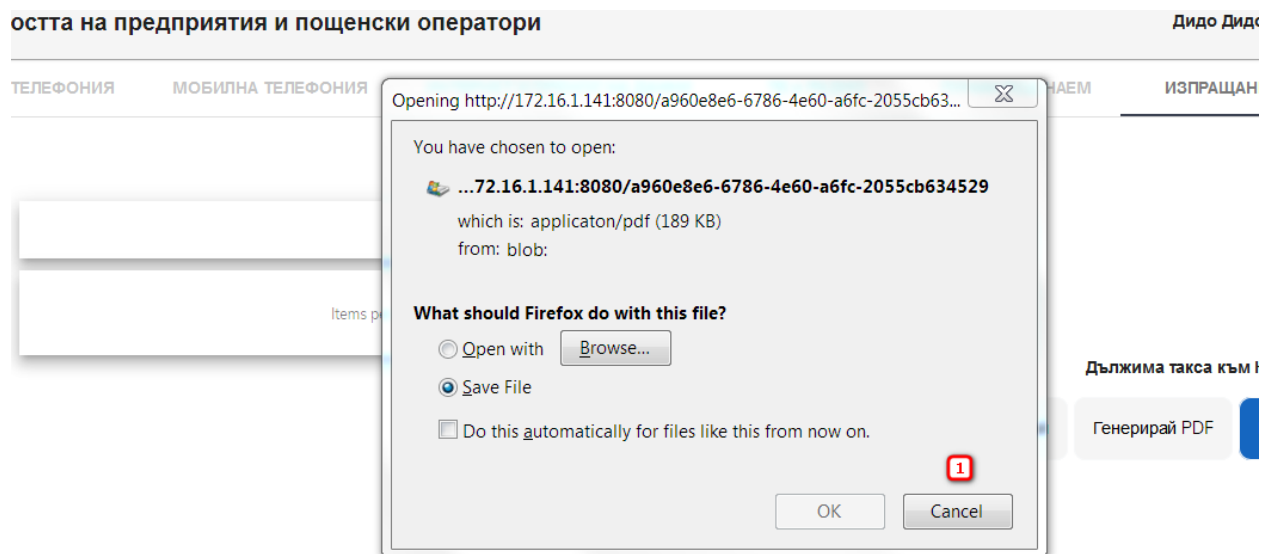
Option 3

The file generated by the system opens as a new tab (1) in the browser. In this case, you need to store it locally on your computer. To continue working with the system it is necessary to return to the previous tab (2).

> In case the user has closed the screen form of the questionnaire (for example during multi-session work) a PDF can be generated after entering the screen form through the dossier. To do so:

1 - Select a questionnaire from the dossier in the status "Draft" (Чернова) and press the "Draft" button;

2 – In the loaded electronic form of the questionnaire, select the "Submit" (Изпращане) tab, the "Validate" (Валидирай) button and generate a PDF file.

5. Sending a questionnaire

⚠️	Sending questionnaire is performed only by authorized person for the undertaking.

1 - Find a questionnaire in the dossier in the status "Locked" and click the button "Attach a

file / Send" (Прикачване на файл/Изпращане) .
  ➢ A dialog box for searching and attaching a file in PDF format opens.

2 - Select the appropriate correct file from the local directory generated by the system and saved on your computer (see point 4.), attach it and press the "Send" (Изпрати) button.
  ➢ The system validates the attachment and displays a message about a successfully sent questionnaire or error.

If you attach another file, the system will not accept it.

6. Search for a questionnaire in a dossier

1 – Click a "Dossier" (Досие) button in the quick links section of the respective undertaking on the home screen (step 1) OR select from the main menu "Dossier with created questionnaires" (Досие със създадени въпросници) (step 2).
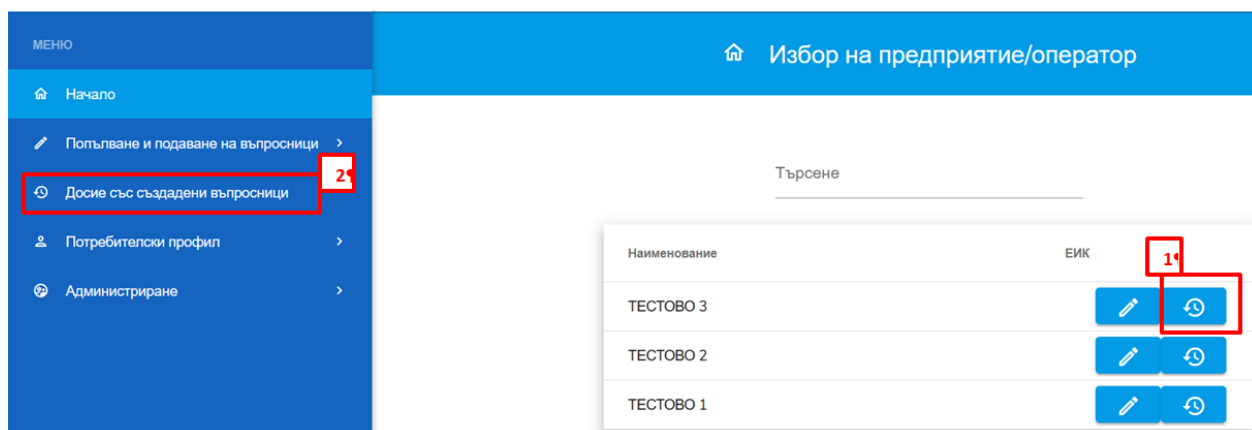
> A screen with criteria for searching questionnaires is loaded

2 – Enter/select one or more criteria (step 1) and click the "Search" (Търси) button (step 2).
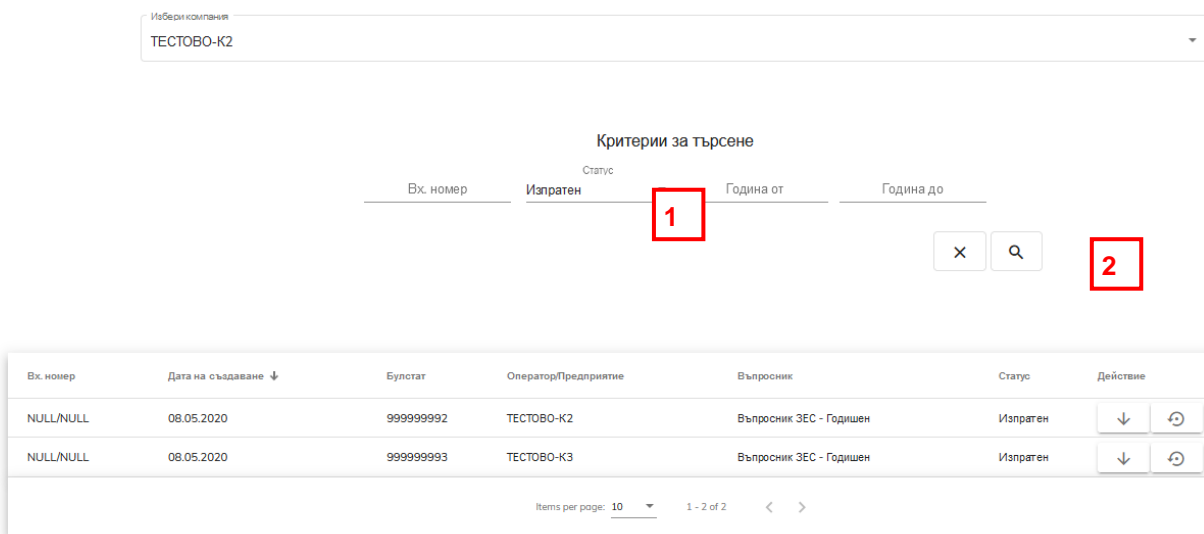
> The system displays a table with results that meet the set criteria OR a message for not found result.

> You can select other criteria or stop the search by selecting the "Clear"(Изчисти) button.

- In the dossier you can find all the questionnaires of the selected undertaking.

- Types of statuses of the questionnaire:

  ✓ "Draft" (Чернова) - a questionnaire that is in the process of data entry;

  ✓ "Locked" (Заключен) - a questionnaire for which the data entry has been completed, a PDF has been generated in order to send it to CRC;

  ✓ "Sent" (Изпратен) - a questionnaire that has been completed and successfully sent through the external portal;

  ✓ "In processing" (В обработка) - a questionnaire that is being processed by an CRC employee;

  ✓ "For correction" (За корекция) - a questionnaire, which was returned by an CRC employee for correction of inaccuracies;

  ✓ "In history" (В история) - an inactive questionnaire for which a correction has been submitted;

  ✓ "Approved" – a questionnaire that has been checked and approved by CRC;

  ✓ "Rejected" (Неодобрен) - a questionnaire, automatically rejected by the system due to expired deadline for submission or correction.

- Depending on the status of the questionnaire and the user's rights, one or more of the following buttons are active:

  ✓ "Draft" (Чернова) button [edit icon] - for entering / correcting data;

  ✓ "File attachment/ Send" (Прикачване на файл/Изпращане) button [attachment icon] - to attach a downloaded PDF;

  ✓ "Unlock" (Отключване) button [unlock icon] - to unlock a questionnaire in the status "Locked";

  ✓ Download PDF (Сваляне на PDF) button [down arrow icon] - to generate and download the questionnaire in PDF format;

  ✓ "Correcting questionnaire" (Коригиране на въпросник) button [comment icon] - for making corrections in a questionnaire returned for correction by CRC.

  ✓ "List of comments" (Списък с коментари) button [list icon] - to review the corrections requested by CRC.
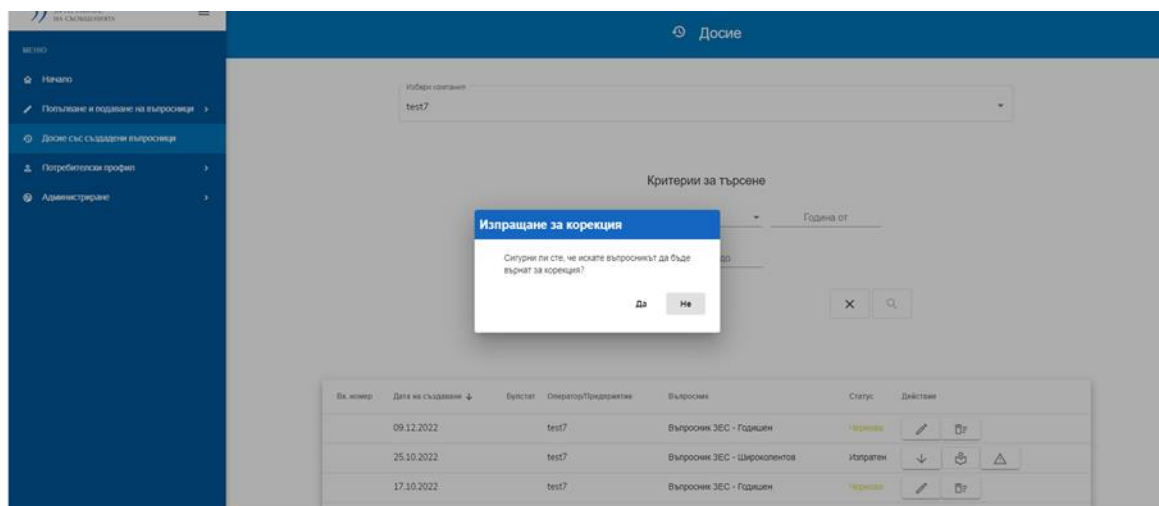
7. Correction of a questionnaire

The need for correction of a questionnaire already sent to CRC may arise as a result of:

1   Detection of an error by the undertaking or need to supplement the information sent (request for correction by the undertaking);

2   Identified omissions and discrepancies during the verification of the data by CRC (request for correction by CRC).

7.1. When requesting a correction by the undertaking, you should find the questionnaire sent to CRC in the menu "Dossier with created questionnaires" and press the button "Request for correction" (Искане за корекция) ⚠ (step 1).

After pressing "Request for correction" ⚠ button, the system will ask for your confirmation (step 2):

After confirmation, the correction request is automatically sent to CRC through the system and CRC will return the questionnaire for correction.

7.2. In case of detected omissions and inconsistencies during the verification of the data by CRC (correction request from the CRC), the authorized person of the undertaking, who should correct data, receives by e-mail a notification about the questionnaire returned for correction;

7.3. The procedure for correcting the questionnaire returned for correction is as follows:

1 Find the questionnaire in the dossier with a status "For correction" ("За корекция") (1)

and press the button "Review comments" ("Преглед на забележки") ▦ (2) to open the list with a description of corrections (pdf file) that should be done (the list can be empty in case the questionnaire is returned for correction at the request of undertaking). After opening the pdf file, it is automatically saved locally.

2 To start corrections, press "Correction questionnaire" button" 🔲 (3)
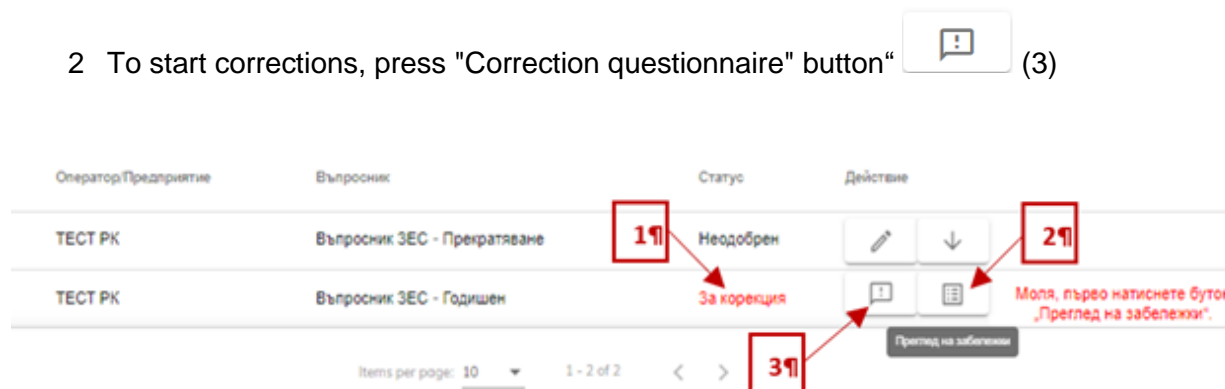
3. After pressing the "Correction questionnaire" button, the system creates a new questionnaire in the dossier with a status "Draft" (Чернова), copying all data from the returned for correction questionnaire, together with the comments of the CRC experts, which are visible when opening sections marked in red.

Дата на създаване ↓	Булстат	Оператор/Предприятие	Въпросник	Статус	Действие
25.11.2020	999999993	ТЕСТОВО-КЗ	Въпросник ЗЕС - Годишен	Чернова	✏️ 📎 🗑
05.11.2020	999999993	ТЕСТОВО-КЗ	Въпросник ЗЕС - Годишен	В история	↓

4. Press the button [✏️] to process the newly created questionnaire.

➤ The system loads the screen form of the completed questionnaire.

5. Select the section in which you want to edit data and make the desired changes.

⚠️	• In case the request for correction is initiated by CRC, the sections in which there are comments of an employee of CRC with description of the missing data and/or discrepancies (1) are highlighted in red (2). The section highlighted in red is visible after opening the section. • After each change, press the "Save" (Запази) button.

8. Check the status of the questionnaire

1 - Select the "Status check" (Проверка на статус) menu (functionality is only available to an external user).

➤ The "Status check" screen loads.

2. Enter correct registration number of the questionnaire and press the "Inquiry" (Запитване) button.

➢ The system checks if a questionnaire with such registration number generated by this user is available, and then displays a status message.

⚠	• You can check the status of questionnaires that only apply to undertakings for which you can fill in an information.

The authorized person may check the status of the questionnaires submitted to CRC in the Dossier with questionnaires of the respective undertaking.