

Invoices in KSeF - instructions for customers of Onninen Sp. z o.o.

This document outlines the process of **issuing, sharing, and receiving invoices** following the implementation of the **National e-Invoice System (KSeF)** on Onninen.pl. The information is categorised based on customer type and whether purchases are made with or without registration.

Basic information about KSeF

As of **1 February 2026**, Onninen.pl will issue sales invoices exclusively through the National e-Invoice System (KSeF), in line with current regulations.

Key principles:

- A structured invoice issued in KSeF is the sole invoice recognised under the law,
 - **duplicate invoices are not issued,**
 - corrections to invoice details can only be made through a **correction invoice**, not a **correction note.**
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Where to find the invoice?

Depending on your customer status, you can locate your invoice in one of the following ways:

- download it **directly from the KSeF platform,**
 - Access it via a **link to the sales document in KSeF** through your customer account at Onninen.pl,
 - Receive it via **email with a link to the sales document in KSeF.**
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1. B2B customer - Poland (registered)

How is the invoice generated?

The sales invoice is generated in KSeF.

How will you receive your invoice?

- the invoice is accessible in KSeF (the mandatory source),
- the link to the invoice in KSeF is accessible via your customer account at Onninen.pl.

Who can download the invoice?

B2B customers can easily download invoices directly from KSeF, either through their KSeF account or via their financial and accounting systems.

2. B2B customer - Poland (without registration)

How is the invoice generated?

The invoice is created in KSeF based on the information provided in the order.

How will you receive the invoice?

- the invoice is accessible in KSeF (the mandatory source),
- the link to the invoice in KSeF shall be sent by e-mail to the address indicated by the customer.

Note: not having an account with Onninen.pl does not exempt you from the obligation to download invoices from KSeF.

3. B2B customer - foreign (EU and non-EU)

How is the invoice generated?

The invoice is created in KSeF (in line with current legislation).

How will you receive the invoice?

- the invoice is sent in PDF format, along with the KSeF number,
 - if you have an account, an informational document will be available on your customer account at onninen.pl.
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4. B2C customer - Poland (registered)

How is the invoice generated?

The invoice is created in KSeF.

How will you receive the invoice?

- the invoice can be accessed in KSeF,
 - the link to the invoice in KSeF can be accessed in the customer's account at Onninen.pl,
 - you will receive an email with a link to the invoice in KSeF.
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5. B2C customer - Poland (without registration)

How is the invoice generated?

The invoice is created in KSeF based on the information provided in the order.

How will you receive the invoice?

- the invoice can be accessed in KSeF,
 - an information document is sent to the e-mail address indicated by the customer.
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6. B2C customer - foreign

How is the invoice generated?

The invoice is created in KSeF (in line with current legislation).

How will you receive the invoice?

- the invoice is sent in PDF format, along with the KSeF number,
 - if you have an account, an information document can be accessed on your customer account.
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Correction invoices

- please note that issuing a correction note is not possible,
 - corrections are strictly made using a correction invoice,
 - the correction invoice is generated in KSeF,
 - the client will receive an informational document and access to it in KSeF.
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Frequently Asked Questions (FAQ)

1. Is an information document considered an accounting invoice?

No. The only accounting invoice is a structured document in KSeF.

2. Can I obtain a duplicate of an invoice generated in KSeF?

No. Invoices issued in KSeF starting 1 February 2026 cannot be duplicated.

3. Does Onninen.pl download the invoice for the customer?

No. It is the customer's responsibility to download the invoice from KSeF.

Useful links

- **National e-Invoice System (KSeF):** <https://www.podatki.gov.pl/ksef>

If you have any additional questions, please feel free to reach out to Onninen.pl team.