Sending Documents to the AI Office

The transmission of documents to the AI Office in relation to the obligations of the providers of general-purpose AI models under the AI Act should take place by digital means.

To ensure a secure electronic transmission of the document, the EU SEND platform should be used. This platform provides a secure way to exchange documents between external parties and the European Commission.

EU SEND should be used by providers of general-purpose AI models (or their authorised representatives where applicable) to transmit documents to the AI Office, including in the following cases:

- **Articles 52(1) and 52(2) of the AI Act:** Notification of a general-purpose AI model that has or will have high-impact capabilities, for instance if it becomes known that it will meet the cumulative compute threshold in Article 51(2) AI Act, and, potentially, arguments for why the model does not present systemic risks.
- **Article 52(5) of the AI Act:** Request for reassessment.
- **Article 55(1), point (c), of the AI Act:** Reporting of relevant information about serious incidents and possible corrective measures.
- Providers of general-purpose AI models with systemic risk that have signed the **General-Purpose AI Code of Practice** can use EU SEND to send the Safety and Security Framework and the Model Report pursuant to **Measures 1.4** and **7.7** of the Safety and Security Chapter of the Code.
- Providers of general-purpose AI models who have not signed the General-Purpose AI Code of Practice can use EU SEND to report how they intend to comply with the AI Act, as outlined in the Guidelines on the scope of obligations for providers of general-purpose AI (GPAI) models, Section 5.1.

If the provider of a general-purpose AI model is established in a third country, information and documentation may be submitted by its authorised representative appointed in accordance with Article 54 AI Act. In general, the provider may enable an authorised representative to submit information and documentation. In either case the provider should include with the information and documentation the original mandate for their authorised representative.

If difficulties are encountered when using EU SEND for electronic transmissions, please contact the AI Office for guidance at EU-AIOFFICE-GPAI-SR-PROVIDERS@ec.europa.eu. Since an email is a less secure channel, sensitive information should not be included in such communication.

EU Login account

To access the EU SEND platform, users must have a valid EU Login account with at least one properly configured second factor for authentication. Instructions for creating an EU Login account and setting up a second authentication factor can be found here.

Registering on the EU SEND Platform

To use the EU SEND Platform, providers or their authorised representatives must submit the registration form. This registration enables the creation of an entity for the organisation on the platform. During registration, a user with a valid EU Login account should be designated as the administrator for the provider's or authorised representative's entity (this can be the person submitting the form).

Once registration is complete, an entity for the provider or authorised representative will be created on the platform. If the entity could not be created the user who submitted the form will be properly informed.

Please note that entity creation is handled during business hours and each request may take up to 3 business days to process.

Using the EU SEND Platform

Once the entity is created, the administrator will receive an email notification. At this point, they can log into the platform and exchange documents with the AI Office. The administrator can also add new users to the entity under their responsibility. A detailed guide on how to use the platform is available after logging in. Please note that you have the option to encrypt messages within the platform before sending them. For every message sent using EU SEND, you will receive a digitally signed receipt of transmission.

Confidentiality

Under Article 78 of the AI Act the Commission must respect the confidentiality of data and information received from providers, including confidential business information and trade secrets.

Links:

- EU Login
- Entity Registration Form
- EU SEND
- Commission Holidays 2025