Why doesn't the payment match the earnings shown in the app?

For: Platform worker employed by a company

Verified by an official source · Reviewed: 2026-11-15

Applicability: Invoices in accordance with the current regulations; content aligned as of 1 October 2023.

The platform report, the payslip and the bank deposit are not the same document. Check the discrepancy item by item for the same period.

Gather three documents.

To begin with, separate the application screen, the employer's payslip and the bank payment. In its official interpretation of payslips, MROSP explains that the statement shows the salary and corresponding earnings from the employment relationship, together with the pay period and date of payment. The platform's transaction or fee therefore should not automatically correspond to your net pay.

Review the basic salary, allowances, fees, contributions and taxes, as well as any other items shown. For commission, vehicle hire, a deposit or any other deduction, request a separate explanation and its basis. This Guide does not confirm the allowability of an unspecified deductible item merely because the partner mentions it in the message.

Ask the question in a verifiable way.

Specify the period, the amount you expect, the amount received and the exact unresolved item. Attach the relevant part of the document, omitting any unnecessary personal data of other individuals. If the response is unclear or the payment does not materialise, retain the correspondence and determine the next step to protect your workers' rights.

Different periods

The application displays the last week of the month, and the payment relates to the previous settlement. Before concluding on a shortage, first verify that the periods and dates match.

Specific next steps

1. Compare the application, the payslip and the bank deposit for the same period.
2. Separate the gross calculation, taxes and contributions, fees and other items.
3. Request the basis and calculation for each unclarified reduction.
4. If the problem persists, prepare the documentation for specialist assistance or the relevant authority.

Most common mistakes

• Compare the amounts from different periods.

• Use the verbal notice of payment as a substitute for settlement.

Limits of application

It neither establishes the legality of any individual deduction nor calculates personal pay. For the business, see the reconciliation of business accounts and fees.

Sources

MROSP · Payroll

https://uznr.mrms.hr/isplatne-liste/

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/platforme-isplata-obracun