Rejected or Undeliverable e-Invoice · What to note?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

Record the document tag, the time of the attempt and the exact error status.

Record and working document

Compare the recipient's address, the account details and the balance with the intermediary.

Do not blindly send the same invoice twice. Determine whether to repeat the transfer or issue a correction.

Working example · Rejected or undeliverable e-Invoice

Compare the recipient's address, the account details and the balance with the intermediary.

Specific next steps

1. Compare the recipient's address, the account details and the balance with the intermediary.
2. Do not blindly send the same invoice twice. Determine whether to repeat the transfer or issue a correction.
3. Open the error log and attach a verified resolution method to each entry.

Limits of application

For the covered obligors and the appropriate type of account.

Sources

Tax Administration · Fiscalisation 2.0

https://porezna-uprava.gov.hr/UserDocsImages/Regulativa/Vodici/Vodic_Fiskalizacija%202.0.pdf?vel=141042

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-eracun-odbijen-dokazi