Rejected or Undeliverable e-Invoice · How to Restore the Process to Normal Operation?

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

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

Open the error log and attach a verified resolution method to each entry.

Regular application

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

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

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. Record the document tag, the time of the attempt and the exact error status.
2. Compare the recipient's address, the account details and the balance with the intermediary.
3. Do not blindly send the same invoice twice. Determine whether to repeat the transfer or issue a correction.

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

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