Rejected or Undeliverable e-Invoice · What to do if the process gets stuck?

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.

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

When a plan meets an obstacle

First, determine whether the exchange, the fiscalisation or the business recipient is reporting an error.

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

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. First, determine whether the exchange, the fiscalisation or the business recipient is reporting an error.
2. Record the document tag, the time of the attempt and the exact error status.
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

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