Rejected or Undelivered e-Invoice · How to Check This with an Example?

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.

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

Checking by example

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

Record the document reference, the time of the attempt and the exact error status. Do not blindly resend the same invoice twice. Determine whether to repeat the transmission or issue a correction.

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. 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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