First business service to a customer from another member state · How to approach it?

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.

Before making an offer, ascertain the buyer's legal status, place of business and the actual nature of the service.

A starting point in practice

Alongside the contract, keep the customer number verification, the address and the delivery confirmation.

Compare the general taxation provision with any possible special rule for the service.

Working example · First business service to a customer from another member state

Compare the general taxation provision with any possible special rule for the service.

Specific next steps

1. Alongside the contract, keep the customer number verification, the address and the delivery confirmation.
2. Compare the general taxation provision with any possible special rule for the service.
3. Confirm the invoice and registration details before making regular cross-border sales.

Limits of application

For cross-border transactions, including status checks and special rules.

Sources

Your Europe · Cross-border VAT

https://europa.eu/youreurope/business/finance-and-tax/vat/cross-border-vat/index_hr.htm

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-eu-b2b-usluga-odluka