The invoice is sent to the wrong customer address · What should be noted?

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.

Keep the contact, the order identifier and the acknowledgement of receipt.

Record and working document

Test to see if the purchase order is visible on the relevant invoice.

When a message is returned, confirm contact by another agreed channel.

Working example · The invoice is sent to the wrong customer address

Test to see if the purchase order is visible on the relevant invoice.

Specific next steps

1. Test to see if the purchase order is visible on the relevant invoice.
2. When a message is returned, confirm contact by another agreed channel.
3. Set up the customer card with separate commercial and accounting contacts.

Limits of application

Apply the guideline to your documents and working methods.

Original page

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