# The invoice is sent to the wrong customer address · How to proceed?

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.

**Before the first delivery, request a confirmed channel for invoice receipt and a contact for documentation enquiries.**

## A starting point in practice

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

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

## 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. Keep the contact, the order identifier and the acknowledgement of receipt.
2. Test to see if the purchase order is visible on the relevant invoice.
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

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-kupac-racunovodstvo-kontakt-odluka