The invoice is sent to the wrong customer address · How to bring the procedure into routine operation?

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.

Set up the customer card with separate commercial and accounting contacts.

Regular application

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

Limits of application

Apply the guideline to your documents and working methods.

Original page

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