The invoice arrives at the wrong customer address · What to do when the process gets stuck?

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.

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

When a plan meets an obstacle

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

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

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. Before the first delivery, request a confirmed channel for invoice receipt and a contact for documentation enquiries.
2. Keep the contact, the order identifier and the acknowledgement of receipt.
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-problem