The invoice is sent to the wrong customer address · How can you check this using an example?

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.

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

Checking by example

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

Keep the contact, the order identifier and the return acknowledgement of receipt. When the message is returned, confirm the contact via another agreed channel.

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. 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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