First payment after registration · What to do if the process gets stuck?

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.

Clarify any incorrect reference number with the customer before closing the obligation.

When a plan meets an obstacle

Prepare the quote and invoice templates and specify which account the payment is expected to be made to.

Keep the quote, the issued invoice and the bank statement showing the payment.

Working example · First payment after registration

Perform a test check to locate the linked account from the payment.

Specific next steps

1. Prepare the quote and invoice templates and specify which account the payment is expected to be made to.
2. Keep the quote, the issued invoice and the bank statement showing the payment.
3. Introduce a weekly reminder to reconcile accounts and statements.

Limits of application

For procedures covered by the START system.

Sources

START · Frequently Asked Questions

https://start.gov.hr/st/cesta-pitanja.html

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-otvaranje-prva-uplata-problem