Payment without a reference number · What 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.

Do not close the first account for the same amount if there are other matches.

When a plan meets an obstacle

Begin the matching with the amount, the customer's name and the date, then confirm the purpose.

Keep the bank statement and the customer's written confirmation if the purpose of the payment is not clear.

Working example · Payment without reference number

Check whether there are two open items of the same amount.

Specific next steps

1. Begin the matching with the amount, the customer's name and the date, then confirm the purpose.
2. Keep the bank statement and the customer's written confirmation if the purpose of the payment is not clear.
3. Add the mandatory reference to the payment instructions template.

Limits of application

Apply the guideline to your documents and working methods.

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-primitak-bez-poziva-problem