Foreign platform commission account · What to do when the process stalls?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

If the VAT is displayed unexpectedly, request a check before making any corrections yourself.

When a plan meets an obstacle

Check the actual issuer and country on the statement, not just the app's name.

Keep the commission invoice, VAT details and the payment due to it.

Working example · Platform commission account from abroad

Separate your personal tax status from the possible treatment of the service received.

Specific next steps

1. Check the actual issuer and country on the statement, not just the app's name.
2. Keep the commission invoice, VAT details and the payment due to it.
3. Agree with the accountant a policy for reviewing all platform fees.

Limits of application

For household activities, by type of establishment, status and location.

Sources

Single point of contact · Catering services in the home

https://psc.gov.hr/print.aspx?id=1404&url=print

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-smj-strana-platforma-provizija-problem