Negative VIES customer check result · What to record?

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.

Save the verification result with the date, without any unnecessary personal data.

Record and working document

Request from the customer the information corresponding to their registered business.

Without a clear status, do not arbitrarily select the VAT treatment of an invoice.

Working example · Negative VIES customer check result

Request from the customer the information corresponding to their registered business.

Specific next steps

1. Request from the customer the information corresponding to their registered business.
2. Without a clear status, do not arbitrarily select the VAT treatment of an invoice.
3. Repeat the verification when the customer confirms the correct details or activates.

Limits of application

For cross-border transactions, including status checks and special rules.

Sources

Your Europe · Cross-border VAT

https://europa.eu/youreurope/business/finance-and-tax/vat/cross-border-vat/index_hr.htm

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-vies-negativno-dokazi