Negative VIES customer check result · How to proceed?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

Practical business guidance · Reviewed: 2026-11-22

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

Check the country, the number without any typos, and whether there is a technical system outage.

A starting point in practice

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

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

Working example · Negative VIES customer check result

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

Specific next steps

1. Save the verification result with the date, without any unnecessary personal data.
2. Request from the customer the information corresponding to their registered business.
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-odluka