Negative VIES customer check result · How to integrate the procedure into routine operations?

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.

Repeat the verification when the customer confirms the correct details or activates.

Regular application

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

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-primjena