Negative VIES customer check result · What to do when the procedure 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.

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

When a plan meets an obstacle

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

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

Working example · Negative VIES customer check result

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

Specific next steps

1. Check the country, the number without any typos, and whether there is a technical system outage.
2. Save the verification result with the date, without any unnecessary personal data.
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-problem