Negative customer verification result in VIES · How to check this with an example?

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

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

Checking by example

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

Retain the audit result with the date, omitting any unnecessary personal data. Without a clear status, do not arbitrarily select the VAT treatment of the invoice.

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. 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-provjera