



MINISTARSTVO FINANCIJA
POREZNA UPRAVA

JEDINSTVENI PORTAL POREZNE UPRAVE

P-DIP FORM USER MANUAL

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INTRODUCTION

The JPPU application (hereinafter JPPU) is a location where taxpayers can access electronic services of the Tax Administration, through the following link:

<https://e-porezna.porezna-uprava.hr>

Taxpayers can submit VAT and excise duty refund requests on the form „Application for Refund of Tax To Diplomatic and Consular Missions, Special Missions and International Organizations registered in the Republic of Croatia” (hereinafter P-DIP).

HOW TO BECOME A USER

In order to obtain access to JPPU and to use the electronic services, the taxpayer must have authentication credentials.

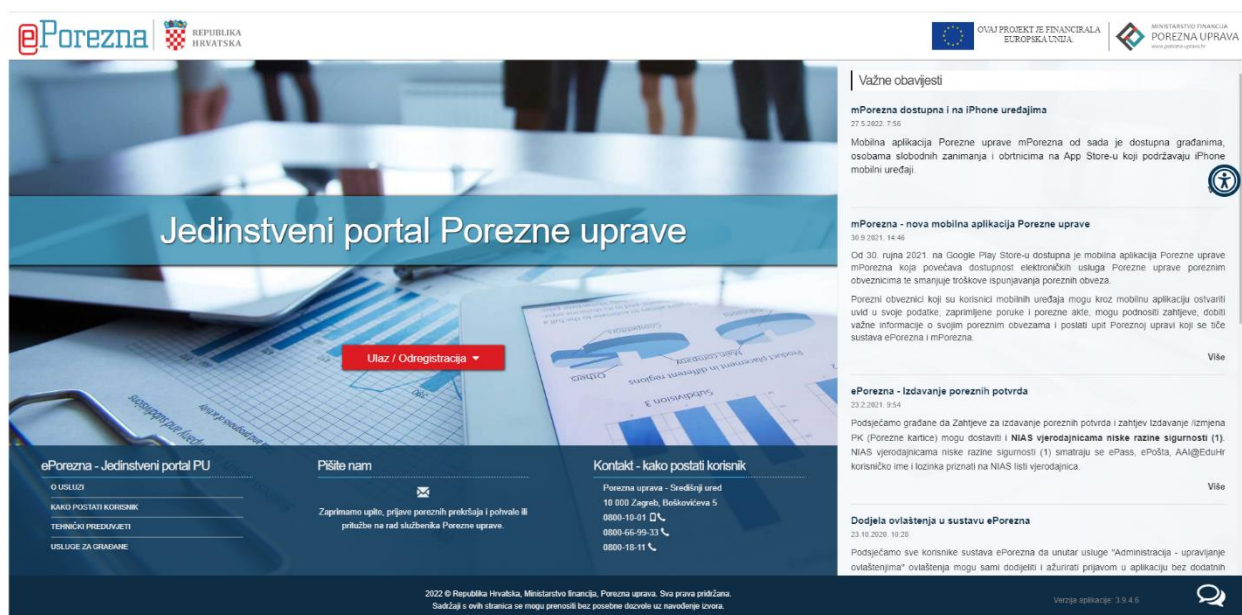
An Authorised person represents the user who mediates in use of electronic services in the name and for another taxpayer.

JPPU SYSTEM SIGN-IN

In order to access the JPPU system, it is necessary to open your web browser and go to the following website:

<https://e-porezna.porezna-uprava.hr>

Requirements for using the JPPU system are possessing a credential and registration. In order to perform the registration, the Ministry of Foreign and European Affairs must be contacted. Afterwards, the Ministry of Foreign and European Affairs will enter the required registration data. After the registration, it is possible to successfully access the JPPU system with your credential.



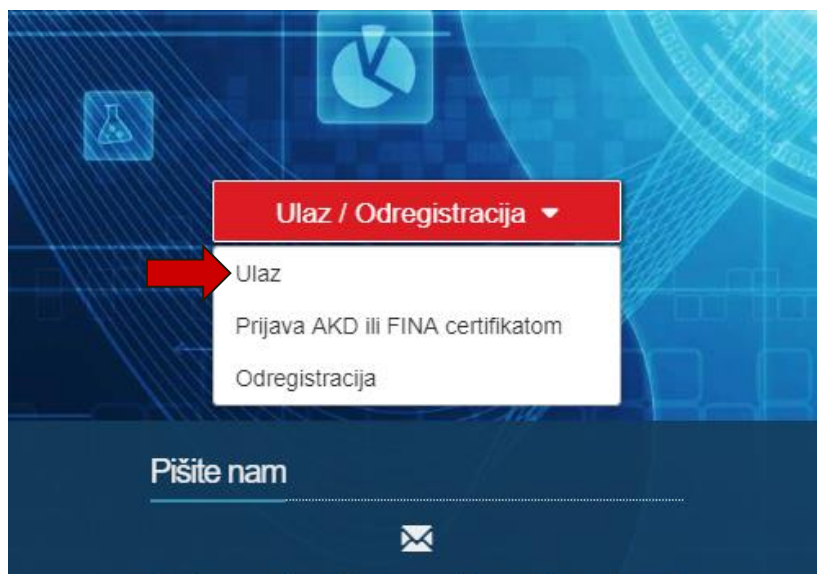
JPPU home page

It is possible to access the JPPU system by two different methods. Both methods are described through steps in the following two chapters.

The first step in both cases is to select the red button „Ulaz/Odregistracija” (Login/Deregistration).

JPPU SYSTEM SIGN-IN THROUGH OPTION „ULAZ”

On the drop down menu „Ulaz/Odregistracija” (Sign-in/Deregistration), it is necessary to select the option „Ulaz” (Sign in).



Selecting option „Ulaz”

The following step is entering NIAS (National Identification and Authentication System), where the list of all possible credentials for JPPU entry is visible.

In order to access the list, select the button „Pristajem” (I accept).



Entry into NIAS

On the credentials list, select the credential you wish to use. For P-DIP form submission, the requirement is a credential with minimum security level 2.

All credentials with security level 2 or 3 are marked with a red dashed line on the following image.

The screenshot displays the 'Prijava u sustav e-Građani' (Login to e-Građani system) page. At the top, there is a red header with the 'e-Građani' logo and navigation links. Below the header, the page title 'Prijava u sustav e-Građani' is centered, with a 'Pomoć' (Help) link on the right. The main content area is titled 'Izaberite vjerodajnicu' (Select your credential). It is divided into three sections based on security levels: 'Visoka razina sigurnosti' (High security level), 'Značajna razina sigurnosti' (Significant security level), and 'Niska razina sigurnosti' (Low security level). Each section contains a grid of credential options, each with a logo and a brief description. A red dashed rectangle highlights the 'Visoka razina sigurnosti' section, which includes options like 'eOsobna iskaznica', 'Mobile ID osobne iskaznice', 'Fina RDO osobni certifikat', 'Fina RDO poslovni certifikat', 'Certifica osobni certifikat (ex ID certifikat)', 'Certifica poslovni certifikat (ex ID-HR certifikat)', 'Test vjerodajnica', and 'ePass'. The 'Značajna razina sigurnosti' section includes options like 'HZZO', 'HPB token', 'ZABA token', 'RBA', 'OTP banka d.d.', 'Addiko Bank', 'Certifica poslovni ama.ID', 'Agram banka', 'mToken', 'Fina soft certifikat', 'PBZ', 'KantBank', 'Erste&Steiermärkische Bank d.d.', 'Istarska Kreditna Banka Umag d.d.', and 'Sberbank'. The 'Niska razina sigurnosti' section includes 'AAIG@EduHR', 'HT Telekom ID', and 'ePošta'.

Credential selection for logging into JPPU

Depending on the selected credential, the title of the next screen will differ, but the step for opening the selected credential is always identical.

Autentifikacija Fina RDC poslovnim Certifikatom.



Poštovani korisniče, za prijavu putem NIAS-a odaberite Fina poslovni RDC certifikat razine 3.

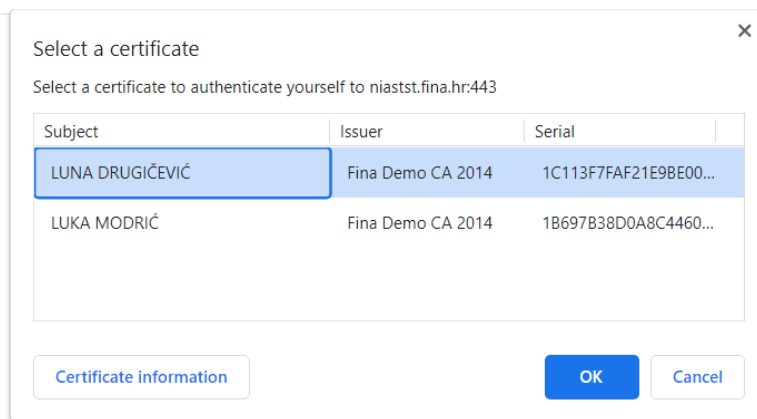
Copyright © Fina 2022



Opening the certificate (example for security level 3)

On the pop-up window, select the desired credential and the confirmation option „OK”.

This step of the process depends on the type of credential. For example, for a credential issued by a bank, a pop-up window from the bank will appear, where it is necessary to enter the serial number of the token and a one-time password.



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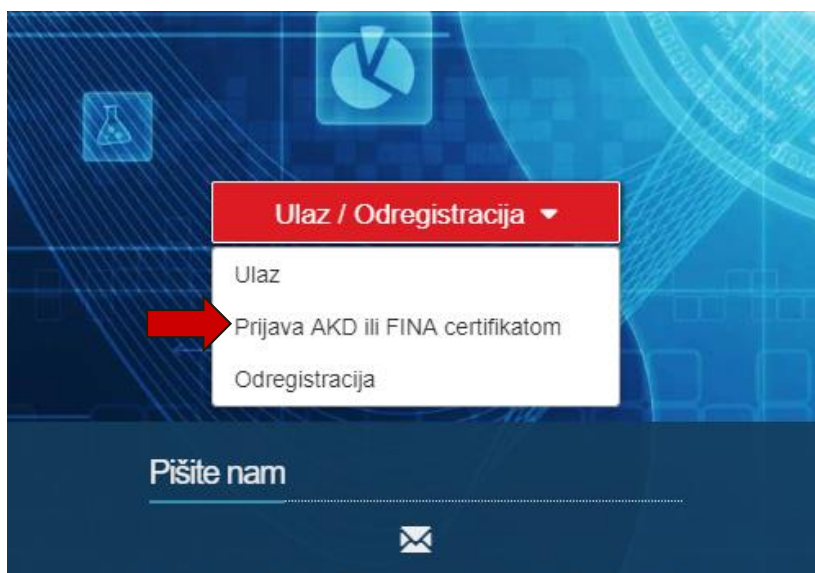


Certificate acceptance (example for security level 3)

In this step, a general rule is the appearance of a pop-up window which contains various data depending on the type of credential. A password or different authentication method is always entered, after which the user is redirected to the screen for selecting a taxpayer within the JPPU system.

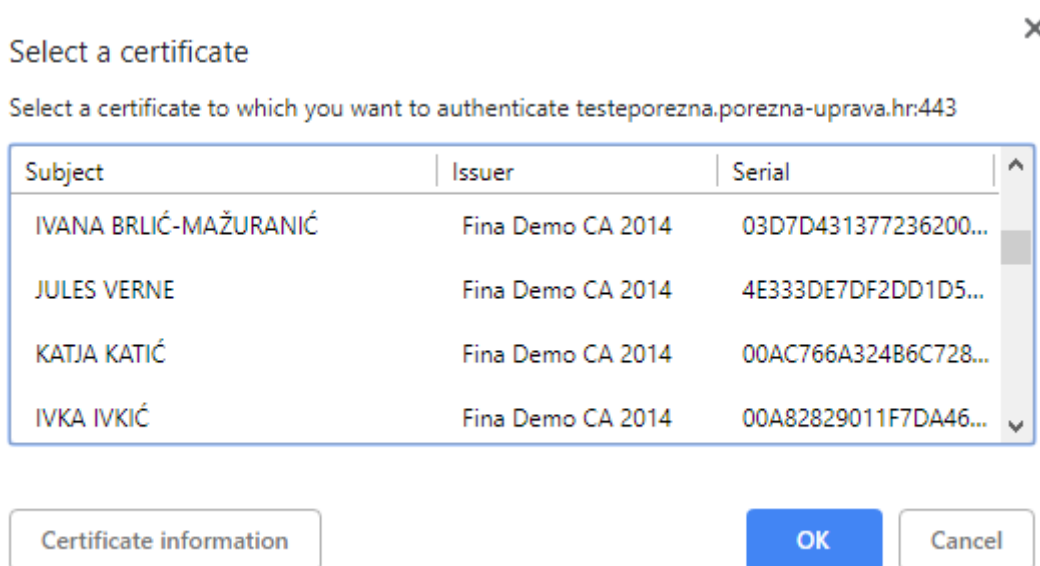
JPPU SYSTEM SIGN-IN THROUGH THE OPTION „PRIJAVA AKD ILI FINA CERTIFIKATOM”

If you have a credential issued from AKD or FINA, instead of the option „Ulaz” (Sign in), it is possible to choose the option „Prijava AKD ili FINA certifikatom” (Sign in with AKD or FINA Certificate).



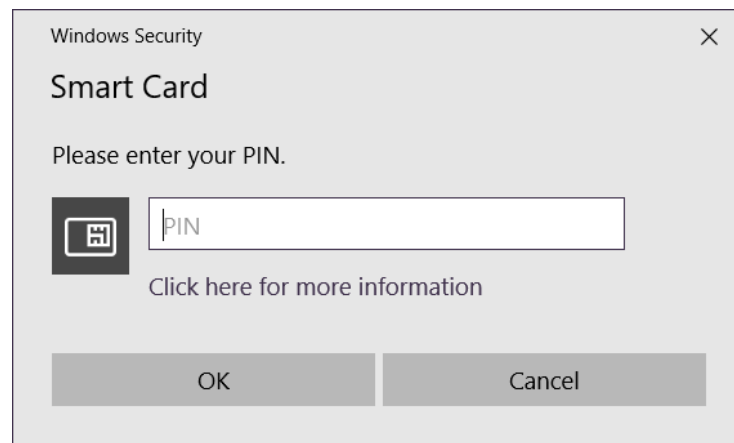
Selecting the option „Prijava AKD ili FINA certifikatom”

A window for certificate selection will appear: it is necessary to position on the wanted certificate and select it by clicking. Afterwards, the selection is confirmed by choosing the option „OK”.



Certificate acceptance

Next, a pop-up window will appear for entering the authentication password (the layout of the window depends on the type of selected credential). After entering the password, select the option „OK”.



Password entry

Afterwards, the user is redirected to the screen for selecting a taxpayer in the JPPU system.

JPPU SYSTEM HOME PAGE

After successfully signing into the JPPU system, select the appropriate taxpayer from the list of available taxpayers and afterwards choose the option „**Ulaz u korisnički portal**” (Log into the user portal).

You may enter an OIB number into the field „Pretraga subjekata” (Entity Search) or select it from a list of available OIB numbers.

Odaberite poreznog obveznika

IVAN HORVAT / ODJAVA

Pretraga subjekata ...

Dobra Tvrtka (00000000001)

Ulaz u korisnički portal >

Client portal entry

When entering the application for the first time, in the following step the user must give their consent for working in the JPPU system. A pop-up window „Obrada osobnih podataka” (Processing Personal Data) will appear. If the user consents, it is necessary to select the option „U redu” (I accept). On the next sign-in this step will be skipped.

OBRADA OSOBNIH PODATAKA

Odabirom opcije „U redu” dajem svoju izričitu suglasnost i privolu da Ministarstvo financija, Porezna uprava (u daljnjem tekstu Porezna uprava) prikuplja, obrađuje, koristi i analizira podatke koji se odnose na mene, uključujući i moje osobne podatke. Privola se izričito odnosi na podatke koje sam dala/dao Poreznoj upravi prilikom registracije na elektroničke usluge Porezne uprave (ePorezna).

Ovime dajem izričitu privolu Poreznoj upravi da može poduzimati radnje vezano za obradu mojih osobnih podataka u skladu s propisima koji uređuju zaštitu osobnih podataka, a u svrhu obavljanja osnovnih djelatnosti Porezne uprave koji proizlaze iz Općeg poreznog zakona (NN 115/16, 106/18, 121/19, 32/20, 42/20) i Zakona o Poreznoj upravi (NN 115/16, 98/19).

Odabirom opcije „U redu”, potvrđujem da sam prije davanja suglasnosti obaviještena/obaviješten o sljedećem:

- suglasnost dajem dobrovoljno
- da sam informiran o svrsi obrade kojoj su podaci namijenjeni
- suglasnost mogu opozvati te Porezna uprava nakon toga više neće obrađivati podatke u svrhu za koju je suglasnost bila dana, osim podataka koji su nužni za izvršavanje zadaća od javnog interesa odnosno koji se temelje na službenoj ovlasti Porezne uprave
- opoziv suglasnosti ne utječe na zakonitost obrade prije njezina opoziva
- Porezna uprava će čuvati podatke o suglasnosti i obradama kako bi dokazala zakonitost obrade

Ova privola vrijedi do opoziva.

Odustani U redu

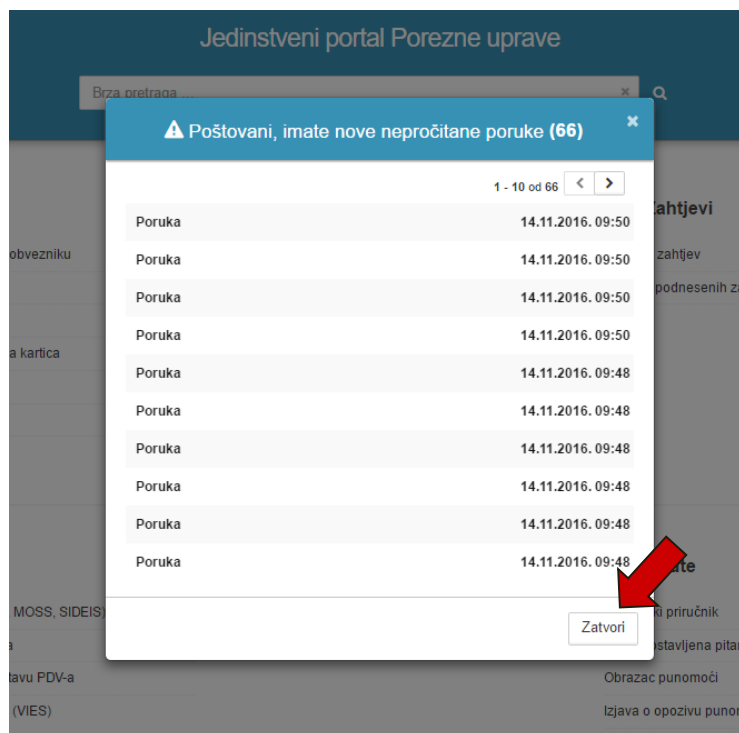
Consent

In the case of unread messages existing for the current selected taxpayer, in the following step the user will see a pop-up window containing the messages. The pop-up window with messages can be closed by selecting the option „Zatvori” (Close).

By selecting a specific message, a pop-up window with the content of the selected message will appear.

In case there are messages which require mandatory delivery, it is necessary to read them all before an option to close the window is enabled.

In case there are no unread messages, this step will be skipped.



Unread messages

After the above mentioned actions are completed, the JPPU system home page will appear.

JPPU home page

OPENING THE P-DIP APPLICATION

The JPPU system home page contains various modules and options, and opening the P-DIP form page is enabled in one of the following ways:

- **Quick menu:** enables the user access to content through one click, regardless of where the user is located within the application.
 - Enter the prompt „P-DIP” and a menu with a filtered list of services will appear.
 - Afterwards, select the option „Obrazac P-DIP” from the search result list.

P-DIP entry through quick menu option

- **Main application menu:** contains links to different parts of the application, grouped by certain categories within the main modules.
 - For P-DIP, select the module **Obrasci i Zahtjev za priznavanje prava na porezne olakšice u godišnjem obračunu - povrat poreza (ZPP-DOH)** (Forms and Application for the Recognition of the Right to Tax Relief in the Annual Account - Tax Refund).

- The forms module contains links to different categories and the category „Dostavi obrazac“ (Submit form) should be selected.

Jedinstveni portal Porezne uprave

Brza pretraga ...

Profil

- Informacije o poreznom obvezniku
- Obveze
- Ovlaštenici
- Porezno knjigovodstvena kartica
- Porezna kartica
- Provjeri šifru općine
- Uvid u neoporezive primitke JOPPD
- Uvid u iskorištene osobne odbitke
- Korisnički pretinac

Obrasci i Zahtjev za priznavanje prava na porezne olakšice u godišnjem obračunu - povrat poreza (ZPP-DOH)

- Dostavi obrazac** (highlighted with a red arrow)
- Pregled dostavljenih obrazaca
- Pregled pohranjenih obrazaca
- Pregled obrazaca za odobrenje

Zahtjevi

- Podnesi zahtjev
- Pregled podnesenih zahtjeva

Usluge **Administracija** **Upute**

Selecting the Form Submission Module

Obrasci i Zahtjev za priznavanje prava na porezne olakšice u godišnjem obračunu - povrat poreza (ZPP-DOH)

Početna / Obrasci

Dostavi obrazac Pregled dostavljenih obrazaca Pregled pohranjenih obrazaca Pregled obrazaca za odobrenje

Brza pretraga obrazaca

Porez na dodanu vrijednost

- PDV
- ZP
- PDV-S
- PPO
- INO-PPO
- PZ 42 i 63

Igre na sreću i nagradne igre

- GN-ISA
- GN-ISC
- GN-ISK
- PD-LI
- PD-IK
- NP-ISC

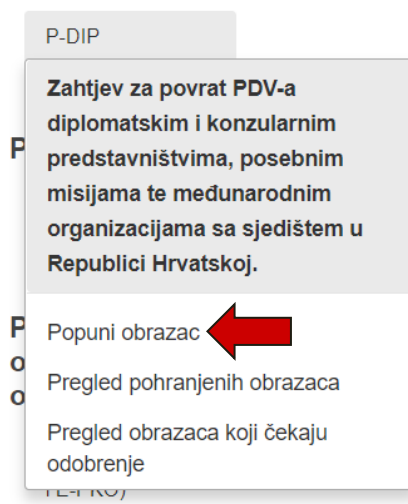
Preknjiženja

- Preknjiženja
- Diplomati** (highlighted with a red arrow)
- P-DIP
- Porez na potrošnju**
- PP-MI-PO

Selecting P-DIP through the Forms module

After accessing the list of available forms, select P-DIP and then click on the option „Popuni obrazac“ (Fill in the form), selected from the drop-down menu.

Diplomati



Selecting the module for filling out the P-DIP form

AUTHORISATION FOR THE CATEGORY „DIPLOMATI“ (DIPLOMATS) WITHIN JPPU

Different users are able to see different categories of forms in JPPU, depending on the authorisations of each user. If the user does not have an authorisation for the category „Diplomati“ (P-DIP form), this module will not be visible.

This case is only necessary when a user who has been previously registered and authorised for work on the P-DIP form wishes to authorise another (new) person.

Select the tab „Administracija“ on the home page.



Selecting the Administration module

On the module „Administracija“, select the option „Dodaj ovlaštenika“ (Add Authorisation) within the category „Diplomati“, in order to assign a new authorisation or to change an existing authorisation.

Administracija

Početna / Administracija

Upravljanje ovlaštenjima - ovdje je moguće dodjeljivati ili ukidati ovlaštenja osobama za pojedinog poreznog obveznika. Za pohranu izmjena ovlaštenja pojedinog poreznog obveznika potrebno je pritisnuti gumb „Pohrani“. Ovlaštenja je moguće preuzeti na računalo u PDF obliku prilikom na gumb „Preuzmi“.

HRVOJE

Upravljanje ovlaštenjima

Ovlaštenik	Ovlašten preko	Vrijedi od	Vrijedi do	Neograničeno
DORICA NOVAK (80907863145)	ORGANIZACIJA ABC (97258310866)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
HRVOJE DORVAT (35294177673)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
JOSIP FILCA (04776893634)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
JURA MICKOVIĆ (19498737417)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
LUNA DRUGIČEVIĆ (31121891287)	(osobna vjerodajnica)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
MARIO HORVAT (11110532750)	MARIO HORVAT (11110532750)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
MERLIN MEDVED (72028763857)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
NATAŠA HRVOJE (31121891439)	(osobna vjerodajnica)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
TOMISLAV HRVOJEJIĆ (82346028195)	(osobna vjerodajnica)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

Dodaj ovlaštenika

Sve elektroničke usluge

Ovlaštenik	Ovlašten preko	Vrijedi od	Vrijedi do	Neograničeno
DORICA NOVAK (80907863145)	ORGANIZACIJA ABC (97258310866)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
HRVOJE DORVAT (35294177673)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

Authorisation Management

A list of various authorisations is visible, and it is necessary to go to the bottom of the list, where the authorisation category „Povrat PDV-a diplomatskim i konzularnim predstavništvima“ is visible. Within this category, there is a list of all the persons who have the authorisation to work on P-DIP for the selected taxpayer.

The name and surname of the authorised person is also visible, their OIB number, the OIB number and name of the legal or natural person through whom they are authorised and the authorisation's validity period.

Povrat PDV-a diplomatskim i konzularnim predstavništvima

Ovlaštenik	Ovlašten preko	Vrijedi od	Vrijedi do	Neograničeno
KORISNIK 24EP (98258183803)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 28EP (98770718772)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 29EP (99033632107)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

Dodaj ovlaštenika

Preuzmi



Pohrani




Taxpayer administration

CHANGING THE AUTHORISATION VALIDITY PERIOD

If you wish to change the period, remove the check mark in the field „Neograničeno“ (Unlimited) and enter a new date in the field „Vrijedi do“ (Valid to).

	Vrijedi od	Vrijedi do	Neograničeno
<input checked="" type="checkbox"/>	27.02.2020	27.02.2020	<input type="checkbox"/>
<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>






Authorisation validity period change

Afterwards, the option „Pohrani“ (Save) must be selected.

Povrat PDV-a diplomatskim i konzularnim predstavništvima				
Ovlaštenik	Ovlašten preko	Vrijedi od	Vrijedi do	Neograničeno
KORISNIK 24EP (98258183803)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 28EP (98770718772)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 29EP (99033632107)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

[Dodaj ovlaštenika](#)



[Preuzmi](#) 
[Pohrani](#) 

Saving changes in authorisation administration

A message regarding change confirmation will appear: select the option „OK“ for acceptance or the option „Cancel“ for withdrawal.


Jeste li sigurni da želite pohraniti izmjene?

[OK](#)
[Cancel](#)

Change confirmation

AUTHORISATION REMOVAL

In case you wish to completely remove the authorisation, remove the check mark on the left from the authorisation validity period.

	Vrijedi od	Vrijedi do	Neograničeno
	<input type="checkbox"/>		
	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>


Authorisation removal

Afterwards, the option „Pohrani“ (Save) must be selected.

Povrat PDV-a diplomatskim i konzularnim predstavništvima				
Ovlaštenik	Ovlašten preko	Vrijedi od	Vrijedi do	Neograničeno
KORISNIK 24EP (98258183803)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 28EP (98770718772)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 29EP (99033632107)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

[Dodaj ovlaštenika](#)

[Preuzmi](#)
[Pohrani](#)


Saving change on authorisation administration

A message regarding change confirmation will appear: select the option „OK“ for acceptance or the option „Cancel“ for withdrawal.

Jeste li sigurni da želite pohraniti izmjene?

[OK](#)
[Cancel](#)

Change confirmation

ADDING A NEW AUTHORISATION

In order to add a new authorisation, select the option „Dodaj ovlaštenika“ (Add Authorisation).

Povrat PDV-a diplomatskim i konzularnim predstavništvima				
Ovlaštenik	Ovlašten preko	Vrijedi od	Vrijedi do	Neograničeno
KORISNIK 24EP (98258183803)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 28EP (9877071877)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 29EP (990336117)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<button>Dodaj ovlaštenika</button>				

Preuzmi



Pohrani

*Adding an authorisation*

A pop-up window for entering data about the new authorised person will appear: first, enter the OIB number of the person to whom the authorisation will be assigned, then the OIB number of the legal or natural person through whom the authorisation is to be assigned.

Dodijeli ovlaštenje - Povrat PDV-a diplomatskim i konzularnim predstavništvima

☒ Odabir s liste ovlaštenih osoba

Korisnik 35EP (02832629089), ovlašten preko: 02994650199

☐ Unos ovlaštenika

OIB:

Ime:

Prezime:

☐ Podaci osobnog / poslovnog certifikata:

OIB osobe ili poslovnog subjekta:

Ime/prezime ili naziv poslovnog subjekta:

New authorised person entry

Data regarding the name or name and surname is automatically filled by selecting the option „Provjeri OIB”. (Validate OIB).

Dodijeli ovlaštenje - Povrat PDV-a diplomatskim i konzularnim predstavništvima ✕

☐ Odabir s liste ovlaštenih osoba

Korisnik 35EP (02832283289), ovlašten preko: 02994650199 ▼

☒ Unos ovlaštenika

OIB: [Provjeri OIB](#)

Ime:

Prezime:

☐ Podaci osobnog / poslovnog certifikata:

OIB osobe ili poslovnog subjekta: [Provjeri OIB](#)

Ime/prezime ili naziv poslovnog subjekta:

[Prihvati](#) [Odustani](#)

Filling out the data on a new authorisation

Next, the option „Prihvati” (Accept) must be selected.

Finally, select the option „Pohrani“ (Save) in order to complete the authorisation assignment process.

Povrat PDV-a diplomatskim i konzularnim predstavništvima				
Ovlaštenik	Ovlašten preko	Vrijedi od	Vrijedi do	Neograničeno
KORISNIK 24EP (98258183803)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 28EP (98770718772)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
KORISNIK 29EP (99033632107)	APIS-IT (02994650199)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

Dodaj ovlaštenika

Preuzmi

Pohrani

Saving a new authorisation

As in the previous examples regarding changes to the authorisation period, a message for change confirmation will appear: select the option „OK“ to accept or the option „Cancel“ to cancel.

THE P-DIP FORM

JPPU enables the filling out and submission of electronic P-DIP forms through the Internet. P-DIP can be filled out and delivered to the Tax Administration or saved for later use.

The user has the possibility to:

- ✓ Submit a P-DIP form,
- ✓ view a submitted P-DIP form,
- ✓ view a saved P-DIP form,
- ✓ view a P-DIP form awaiting approval.

FILLING OUT A P-DIP FORM

Obrazac P-DIP Početna / Obrasci / Obrazac P-DIP

Putev ove elektroničke usluge moguće je predati zahtjev za povrat PDV-a diplomatskim i konzularnim predstavništvima, posebnim misijama te međunarodnim organizacijama sa sjedištem u Republici Hrvatskoj.

	Zaglavlje	Podaci	Elektronički potpis
Pošalji na odobrenje Provjeri Izvezi Pohrani Otvori Novi	PODACI O PODNOSITELJU / SUBMITTER		PODACI O VLASNIKU RAČUNA / ACCOUNT HOLDER
	Naziv / Official name of the representation (Mission) or organization <input type="text" value="Dobra tvrtka d.o.o."/>		OIB / Personal identification number <input type="text" value="00000000001"/>
	<input type="text" value="Diplomatsko ili konzularno predstavništvo, odnosi"/>		Naziv / Official name of the representation (Mission) or organization <input type="text" value="Dobra tvrtka d.o.o."/>
	OIB / Personal identification number <input type="text" value="00000000001"/>		BIC / SWIFT <input type="text"/>
	Telefon / Contact telephone No. <input type="text"/>		IBAN <input type="text"/>
			Razdoblje / Period: Datum od / Date from <input type="text" value="01.04.2022"/> Datum do / Date to <input type="text" value="30.06.2022"/>

P-DIP Form initial appearance

By selecting P-DIP, a new page will appear, containing the form's full name and available options for:

- ✓ filling out data in the P-DIP form,
- ✓ verifying the entered data,
- ✓ submitting the P-DIP form,
- ✓ exporting the P-DIP form (XML or PDF file download),
- ✓ saving a draft of the P-DIP form,
- ✓ opening a new, submitted or saved P-DIP form.

P-DIP FORM HEADER

On the P-DIP form, the tab regarding general data about the taxpayer („Zaglavlje”) is first filled out. All the fields are provided in both Croatian and English translations.

The following data regarding the taxpayer is automatically filled out, based on information from the Tax Administration's registries; manual editing is disabled for the data fields listed below:

PODACI O PODNOSITELJU / SUBMITTER

- Naziv / Official name of the representation (Mission) or organization
- OIB / Personal identification number

Data that cannot be changed is marked by grey fields.

Zaglavlje	Podaci	Elektronički potpis
PODACI O PODNOSITELJU / SUBMITTER		
Ime / Name	VESNA	
Prezime / Surname	VESNA	
Diplomatsko ili konzularno predstavništvo, odnosn		
Član administrativnog ili tehničkog osoblja predsta		
Broj posebne osobne iskaznice:	134578	
OIB:	33402340270	
OIB / Personal identification number	51806180667	
Telefon / Contact telephone No.	+3856471856	
PODACI O VLASNIKU RAČUNA / ACCOUNT HOLDER		
OIB / Personal identification number	33402340270	
Ime / Name	VESNA	
Prezime / Surname	VESNA	
BIC / SWIFT	PBZGZG2X	
IBAN	HR5623562396239062396	
Razdoblje:		
Datum od / Date from	01.07.2019	
Datum do / Date to	30.09.2019	

Automatically filled-out fields on P-DIP that cannot be changed

The remainder of the data on the P-DIP header can be entered or changed freely by manual entry:

PODACI O PODNOSITELJU / SUBMITTER

- Telefon / Contact telephone No.
 - Note: value must be entered in the form „+385xx...”.
- A dropdown menu containing the following options:
 - Diplomatsko ili konzularno predstavništvo, odnosno posebna misija (Diplomatic, consular or special mission)
 - or
 - Međunarodna organizacija ili predstavništvo međunarodne organizacije (International organization or representation of an international organization)
- A dropdown menu containing the following options:
 - Član diplomatskog ili konzularnog osoblja predstavništva (Member of the diplomatic or consular staff of the mission)
 - Član obitelji diplomatskog ili konzularnog osoblja predstavništva (Family member of the diplomatic or consular staff of the mission)
 - Član administrativnog ili tehničkog osoblja predstavništva (Member of the administrative or technical staff of the mission)

- Član obitelji administrativnog ili tehničkog osoblja predstavništva (Family member of the administrative or technical staff of the mission)

PODACI O VLASNIKU RAČUNA / ACCOUNT HOLDER

- OIB / Personal identification number
 - Note: the value is initially automatically filled. It can be changed manually, but in that case, the new value must also be formally correct.
- Naziv / Official name of the representation (Mission) or organization
 - Note: the value is initially automatically filled. It can be changed manually, but in that case, the new value must also be formally correct.
- BIC / SWIFT
 - Note: the value must be formally correct.
- IBAN
 - Note: the value must be formally correct.


RAZDOBLJE (PERIOD):

- Datum od / Date from
 - Note: the value must be formally correct. Selection from the dropdown calendar or by manual entry.
- Datum do / Date to
 - Note: value must be formally correct. Selection from the dropdown calendar or by manual entry.

Zaglavlje	Podaci	Elektronički potpis
<div> <div> PODACI O PODNOSITELJU / SUBMITTER </div> <div> PODACI O VLASNIKU RAČUNA / ACCOUNT HOLDER </div> </div>		
Ime / Name	VESNA	OIB / Personal identification number
Prezime / Surname	VESNA	33402340270
Diplomatsko ili konzularno predstavništvo, odnosno Član administrativnog ili tehničkog osoblja predsta		Ime / Name
Broj posebne osobne iskaznice:	134578	VESNA
OIB:	33402340270	Prezime / Surname
OIB / Personal identification number	51806180667	VESNA
Telefon / Contact telephone No.	+3856471856	BIC / SWIFT
		PBZGZG2X
		IBAN
		HR5623562396239062396
		Razdoblje:
		Datum od / Date from
		01.07.2019
		Datum do / Date to
		30.09.2019

Example of a filled P-DIP

All the data fields on the P-DIP header are mandatory.

If a data entry is formally incorrect, the system will issue a signal with an appropriate error message, marked by a red error icon . Set the cursor above the icon in order to display detailed information regarding the error.

P-DIP FORM DATA

After completing the tab „Zaglavlje“ (Header), the tab regarding the form data must next be filled out („Podaci“ / Data).

For a new row entry into the table „Podatke o PDV-u / Information regarding VAT“ or „Podatke o trošarinama / Information regarding Excise Duty“, select the option „Dodaj novi zapis“ (Add New Entry).

Obrazac P-DIP Početna / Obrasci / Obrazac P-DIP

Putev ove elektroničke usluge moguće je predati zahtjev za povrat PDV-a diplomatskim i konzularnim predstavništvima, posebnim misijama te međunarodnim organizacijama sa sjedištem u Republici Hrvatskoj.

Zaglavlje Podaci Elektronički potpis

SPECIFIKACIJA RAČUNA / SPECIFICATION OF INVOICES

Podaci o PDV-u / Information regarding VAT:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 5%	Iznos PDV-a (stopa 5%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 13%	Iznos PDV-a (stopa 13%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 25%	Iznos PDV-a (stopa 25%)	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Value of goods or service excluding VAT (taxable amount) Rate 5%	VAT amount (rate 5%)	Value of goods or service excluding VAT (taxable amount) Rate 13%	VAT amount (rate 13%)	Value of goods or service excluding VAT (taxable amount) Rate 25%	VAT amount (rate 25%)	Remarks	Attachment
1.					0,00	0,00	0,00	0,00	0,00	0,00		

Ukupan iznos PDV-a / Total Amount of VAT: 0,00

Podaci o trošarinama / Information regarding Excise Duty:


R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrsta proizvoda	Trgovački naziv proizvoda	Količina proizvoda	Iznos trošarine	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Type of goods	Trade Name of Goods	Quantity of goods	Excise duty amount	Remarks	Attachment
1.					Alkohol i alkoholna pića			0,00		

Ukupan iznos trošarine / Total Amount of Excise Duty: 0,00


☐ Izjavljujem da dobra navedena u zahtjevu nisu bila niti će biti korištena u komercijalne svrhe.
I hereby confirm that goods indicated in the Application have not been used and will not be used for commercial purposes.


New row entry in P-DIP form data

In order to save the row, all data fields in a single row are mandatory (except the field „Napomena / Remarks“). The field „Napomena“ is optional for entry, i.e. it can be left blank.

Save a row by selecting the blue disc icon for saving .

Cancel saving a row by selecting the green return icon .

An attachment in the field “Preslika računa / Attachment” can be added by selecting the black file attachment icon .

In case a data entry is formally incorrect or is missing, at the moment of attempting to save the row, the system will send an appropriate error message marked with a red error icon . Set the cursor above the icon in order to display detailed information about the message.

New entries can be added in the table „Podaci o PDV-u / Information regarding VAT“ for the case of VAT refunds and in the table „Podaci o trošarinama / Information regarding Excise Duty“ for the case of excise duty refunds.

SPECIFIKACIJA RAČUNA / SPECIFICATION OF INVOICES


Podaci o PDV-u / Information regarding VAT:


R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 5%	Iznos PDV-a (stopa 5%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 13%	Iznos PDV-a (stopa 13%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 25%	Iznos PDV-a (stopa 25%)	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Value of goods or service excluding VAT (taxable amount) Rate 5%	VAT amount (rate 5%)	Value of goods or service excluding VAT (taxable amount) Rate 13%	VAT amount (rate 13%)	Value of goods or service excluding VAT (taxable amount) Rate 25%	VAT amount (rate 25%)	Remarks	Attachment
1.	INVOICE12345	02.03.2020	0000000000001	Trgovina	1.000,00	0,00	0,00	0,00	250,00	250,00	Napomena	sample...

[Dodaj novi zapis](#)

Ukupan iznos PDV-a / Total Amount of VAT: 250,00

A recorded row in P-DIP

In case you wish to change the data within a saved row, select the blue button  on the far right field in the desired row.


In case you wish to remove the data within a saved row, select the red button  on the far right field in the desired row. In order to delete the row, select the option „OK” on the pop-up window for deletion confirmation.

Jeste li sigurni da želite obrisati redak?

OK

Cancel


Row deletion confirmation

In case you wish to add a new row below a particular saved row, select the green button  on the far right field in the row beneath which you wish to add the new row.




After entering all the required data for the invoices within the period of the form, the total amounts are automatically filled out beneath each table, in the field „Ukupan iznos PDV-a / Total Amount of VAT” for the case of VAT refunds, and in the field „Ukupan iznos trošarine / Total Amount of Excise Duty” for the case of excise duty refunds.

SPECIFIKACIJA RAČUNA / SPECIFICATION OF INVOICES

Podaci o PDV-u / Information regarding VAT:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 5%	Iznos PDV-a (stopa 5%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 13%	Iznos PDV-a (stopa 13%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 25%	Iznos PDV-a (stopa 25%)	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Value of goods or service excluding VAT (taxable amount) Rate 5%	VAT amount (rate 5%)	Value of goods or service excluding VAT (taxable amount) Rate 13%	VAT amount (rate 13%)	Value of goods or service excluding VAT (taxable amount) Rate 25%	VAT amount (rate 25%)	Remarks	Attachment
1.	INVOICE12345	02.03.2020	000000000001	Trgovina	1.000,00	0,00	0,00		250,00	250,00	Napomena	
<div>Dodaj novi zapis</div>												
Ukupan iznos PDV-a / Total Amount of VAT:										250,00		

Podaci o trošarinama / Information regarding Excise Duty:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrsta proizvoda	Trgovački naziv proizvoda	Količina proizvoda	Iznos trošarine	Napomena	Preslika računa	
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Type of goods	Trade Name of Goods	Quantity of goods	Excise duty amount	Remarks	Attachment	
1.	INVOICE67890	13.02.2020	000000000001	Trgovina	Alkohol i alkoholna pića	Boca		100,00	Napomena	sample....	  
<div>Dodaj novi zapis</div>											
Ukupan iznos trošarine / Total Amount of Excise Duty:								100,00			

☒ Izjavljujem da dobra navedena u zahtjevu nisu bila niti će biti korištena u komercijalne svrhe.

I hereby confirm that goods indicated in the Application have not been used and will not be used for commercial purposes.

Filling out the total amounts

Note: in the “Podaci o trošarinama/ Information regarding Excise Duty” table, the dropdown menu in the field “Vrsta proizvoda/ Type of goods” must be filled. The following options are available and are listed only in Croatian within the application, so please note the translations below:

- “Alkohol i alkoholna pića” (Alcohol and alcoholic beverages)
- “Duhanske prerađevine” (Tobacco products)
- “Električna energija” (Electricity)
- “Prirodni plin” (Natural gas)

Finally, mark the *checkbox* next to the statement that the goods indicated in the application are not being and will not be used for commercial purposes.

SPECIFIKACIJA RAČUNA / SPECIFICATION OF INVOICES

Podaci o PDV-u / Information regarding VAT:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 5%	Iznos PDV-a (stopa 5%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 13%	Iznos PDV-a (stopa 13%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 25%	Iznos PDV-a (stopa 25%)	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Value of goods or service excluding VAT (taxable amount) Rate 5%	VAT amount (rate 5%)	Value of goods or service excluding VAT (taxable amount) Rate 13%	VAT amount (rate 13%)	Value of goods or service excluding VAT (taxable amount) Rate 25%	VAT amount (rate 25%)	Remarks	Attachment
1.	INVOICE12345	02.03.2020	0000000000000	Trgovina	1.000,00	0,00	0,00	0,00	250,00	250,00	Napomena	sample....

Ukupno iznos PDV-a / Total Amount of VAT:

250,00

Podaci o trošarinama / Information regarding Excise Duty:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrsta proizvoda	Trgovački naziv proizvoda	Količina proizvoda	Iznos trošarine	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Type of goods	Trade Name of Goods	Quantity of goods	Excise duty amount	Remarks	Attachment
1.	INVOICE12345	13.02.2020	0000000000000	Trgovina	Alkohol i alkoholna pića	Boca	2L	100,00	Napomena	sample....

Ukupno iznos trošarine / Total Amount of Excise Duty:

100,00

☒ Izjavljujem da dobra navedena u zahtjevu nisu bila niti će biti korištena u komercijalne svrhe.

I hereby confirm that goods indicated in the Application have not been used and will not be used for commercial purposes.

Statement of confirmation on the form

The P-DIP form is now ready for verification and after that for submission, the steps for which are described in the following chapters.

ERROR MESSAGES ON THE P-DIP FORM

After the form is fully completed, select the button „Provjeri” (Verify). In case any formal, logical or mathematical errors exist within the form, appropriate error messages will appear on the screen.

The possible error messages are listed below, along with a solution description for the problem which triggered each error message to appear.


Possible error messages	
Error code/ solution description	Error message description
001	<p>Uneseno razdoblje ne odgovara kalendarskom tromjesečju (npr. 01.04. - 30.06.)</p> <p>The entered period does not correspond with the calendar quarter (e.g. 01st April – 30th June).</p>
Solution description:	<p>Enter a period into the fields „Datum od / Date from” i „Datum do / Date to” which corresponds directly to one of the following quarters in the year:</p> <p>01.01.-31.03., 01.04.-30.06., 01.07.-30.09. or 01.10.-31.12.</p> <p>(Note: the dates are written in dd.mm.yyyy format.)</p>
002	<p>Obrazac je moguće podnijeti najkasnije za prethodni kvartal.</p> <p>The form can be submitted at the latest for the previous quarter.</p>
Solution description:	<p>Enter a period into the fields „Datum od / Date from” i „Datum do / Date to” which is not within a future or ongoing quarter.</p>
003	<p>IBAN nije ispravno upisan.</p> <p>IBAN has not been correctly entered.</p>
Solution description:	<p>Enter a correct IBAN: the formal structure of the data is verified by the application.</p>
004	<p>Podnositelj ne postoji u registru svih podnositelja ili je deaktiviran.</p> <p>The submitter does not exist in the registry of all submitters or has been deactivated.</p>
Solution description:	<p>Please contact the Ministry of Foreign and European Affairs for the purpose of updating or activating the submitter in the P-DIP registry of taxpayers.</p>

005	<p>Niste evidentirani kao osoba s ovlašću odobravanja i slanja obrazaca.</p> <p>You are not registered as a person with the authority for form approval and submission.</p>
Solution description:	<p>A person who has administration rights for the taxpayer's OIB must add a new authorisation in the module "Administracija" (Administration) to the person who sees this error message in order for them to be allowed to work on the P-DIP form.</p> <p>The process is described in the chapter titled "AUTHORISATION FOR THE CATEGORY „DIPLOMATI" (DIPLOMATS) WITHIN JPPU".</p>
006	<p>U tablici za povrat PDV-a datum računa pod rednim brojem { } je izvan dopuštenog razdoblja (<i>{najraniji datum se prikazuje ovdje} – {najkasniji datum se prikazuje ovdje}</i>).</p> <p>In the VAT Refund table, the invoice date under the order number { } is outside the permitted period (<i>{earliest date shown here} – {latest date shown here}</i>).</p>
Solution description:	<p>Enter a correct date, belonging to the same quarter as the form period or belonging to the quarter preceding the form period quarter, into the row number indicated in the error message, in the table „Podaci o PDV-u / Information regarding VAT".</p>
007	<p>U tablici za povrat PDV-a račun pod rednim brojem { } sadrži neispravan OIB isporučitelja.</p> <p>In the VAT Refund table, the invoice under the order number { } contains an invalid OIB number of a supplier.</p>
Solution description:	<p>Enter a correct OIB number belonging to the supplier into the row number indicated in the error message, in the table „Podaci o PDV-u / Information regarding VAT".</p>
008	<p>U tablici za povrat PDV-a račun pod rednim brojem { } sadrži vrijednosti dobara ili usluga i iznose PDV-a jednake 0.</p> <p>In the VAT Refund table, the invoice under the order number { } contains values of goods or services and VAT amounts which equal 0.</p>
Solution description:	<p>Enter a correct amount (more than 0,00) into the row number indicated in the error message, in the table „Podaci o PDV-u / Information regarding VAT".</p>
009	<p>Suma iznosa PDV-a u tablici za povrat PDV-a ne odgovara polju 'UKUPAN IZNOS PDV-a'.</p> <p>The total VAT amount in the VAT Refund table does not correspond with the field 'UKUPAN IZNOS PDV-a' (TOTAL VAT AMOUNT).</p>

Solution description:	Check the sum of all the VAT amounts in the table "Podaci o PDV-u / Information regarding VAT" and enter the correct amount in the field "Ukupan iznos PDV-a / Total Amount of VAT".
010	<p>U tablici za povrat trošarina datum računa pod rednim brojem { } je izvan dopuštenog razdoblja (<i>{najraniji datum se prikazuje ovdje} – {najkasniji datum se prikazuje ovdje}</i>).</p> <p>In the Excise Duty refund table the invoice date under the order number { } is outside the permitted period (<i>{earliest date shown here} – {latest date shown here}</i>).</p>
Solution description:	Enter a date belonging to the same quarter as the form period into the row number indicated in the error message, in the table "Podaci o trošarinama / Information regarding Excise Duty".
011	<p>U tablici za povrat trošarina račun pod rednim brojem { } sadrži neispravan OIB isporučitelja.</p> <p>In the Excise Duty refund table the invoice under the order number { } contains an invalid OIB number of a supplier.</p>
Solution description:	Enter a correct OIB number belonging to the supplier into the row number indicated in the error message, in the table "Podaci o trošarinama / Information regarding Excise Duty".
012	<p>U tablici za povrat trošarina račun pod rednim brojem { } sadrži količinu proizvoda ili iznos trošarine jednak 0.</p> <p>In the Excise Duty table the invoice under the order number { } contains a product amount or Excise Duty amount which equals 0.</p>
Solution description:	Enter a correct amount (more than 0,00) into the row number indicated in the error message, in the table "Podaci o trošarinama / Information regarding Excise Duty".
013	<p>Suma iznosa trošarina u tablici za povrat trošarine ne odgovara polju 'UKUPAN IZNOS TROŠARINE'.</p> <p>The total Excise Duty amount in the Excise Duty refund table does not correspond with the field 'TOTAL AMOUNT OF EXCISE DUTY'.</p>
Solution description:	Check the sum of all the excise duty amounts in the table "Podaci o trošarinama / Information regarding Excise Duty" and enter the correct amount in the field "Ukupan iznos trošarine / Total Amount of Excise Duty".

014	<p>Morate potvrditi da dobra navedena u zahtjevu nisu bila niti će biti korištena u komercijalne svrhe.</p> <p>Please confirm that the goods indicated in the request have not been used and will not be used for commercial purposes.</p>
Solution description:	Confirm in the checkbox option that the goods indicated in the application have not been used and will not be used for commercial purposes
015	<p>Minimalan dozvoljen iznos računa je { }.</p> <p>The minimum allowed invoice amount is { }.</p>
Solution description:	Enter a correct amount into the row number indicated in the error message, not lesser than the minimum amount specified in the error message.
016	<p>Ukupan iznos { } premašuje dozvoljen iznos (kvotu) za { } kn.</p> <p>The total amount { } exceeds the amount allowed (quotas) for { } kn.</p>
Solution description:	Enter a correct amount into the row number indicated in the error message, not larger than the maximum amount specified in the error message.
017	<p>Obrazac za navedeni period je već poslan.</p> <p>A form for the entered period has already been sent.</p>
Solution description:	Check the form period in the tab "Zaglavlje" (Header) and correct it into a new period, one for which a P-DIP form has not already been sent.
018	<p>Stavka s brojem računa { } je već evidentirana u sustavu.</p> <p>An entry with the invoice number { } is already recorded within the form.</p>
Solution description:	<p>Each invoice can be recorded only once within the form. An identical combination of an invoice number, invoice date and supplier OIB cannot be repeated through multiple rows.</p> <p>Record all data from one invoice into a single row. For example, if an invoice exists with multiple VAT rates, all the data is entered into the same row; that is, the data from one invoice is not to be separated into multiple rows.</p>
019	<p>Iznos PDV-a ne smije biti veći od vrijednosti dobara ili usluge bez PDV-a.</p> <p>The VAT amount cannot be larger than the value of goods or services excluding VAT.</p>

Solution description:	Check the amounts entered into the currently open row: the value of an invoice excluding VAT must always be larger than the VAT value, which applies to each category of VAT (5%, 13% or 25%).
020	<p>Za uspješno slanje obrasca potrebno je odobrenje veleposlanika/konzula/predsjednika organizacije.</p> <p>Successful form submission requires the approval of the ambassador/consul/president of the organisation.</p>
Solution description:	The ambassador or consul or president of the organisation must either confirm or decline the form.
021	<p>Obrazac je odbijen.</p> <p>The form has been declined.</p>
Solution description:	The ambassador or consul or president of the organisation has declined the form.
022	<p>Obrazac je uspješno poslan na odobrenje.</p> <p>The form has been successfully submitted for approval.</p>
Solution description:	The form has been successfully submitted and awaits approval.

All error messages will appear on the top of the screen for form entry or are marked with red circles  on the screen. Red messages are restrictive (form submission is disabled until the error is corrected), yellow messages are informational (they do not prevent form submission), and green messages are confirmation messages (the form is correct).

Obrazac P-DIP Početna / Obrasci / Obrazac P-DIP

Putev ove elektroničke usluge moguće je predati zahtjev za povrat PDV-a diplomatskim i konzularnim predstavništvima, posebnim misijama te međunarodnim organizacijama sa sjedištem u Republici Hrvatskoj.

1.1102.2.02.14 - Morate potvrditi da dobra navedena u zahtjevu nisu bila niti će biti korištena u komercijalne svrhe.
Please confirm that the goods indicated in the request have not been used and will not be used for commercial purposes.

Zaglavlje Podaci Elektronički potpis

SPECIFIKACIJA RAČUNA / SPECIFICATION OF INVOICES
Podaci o PDV-u / Information regarding VAT:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 5%	Iznos PDV-a (stopa 5%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 13%	Iznos PDV-a (stopa 13%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 25%	Iznos PDV-a (stopa 25%)	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Value of goods or service excluding VAT (taxable amount) Rate 5%	VAT amount (rate 5%)	Value of goods or service excluding VAT (taxable amount) Rate 13%	VAT amount (rate 13%)	Value of goods or service excluding VAT (taxable amount) Rate 25%	VAT amount (rate 25%)	Remarks	Attachment
Dodaj novi zapis												
Ukupan iznos PDV-a / Total Amount of VAT:										0.00		

Podaci o trošarinama / Information regarding Excise Duty:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrsta proizvoda	Trgovački naziv proizvoda	Količina proizvoda	Iznos trošarine	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Type of goods	Trade Name of Goods	Quantity of goods	Excise duty amount	Remarks	Attachment
1.	32148	05.12.2020.	02994650199	Trgovina	Alkohol i alkoholna pića	Rakija	1L	10.00	Trošak	sample...
Dodaj novi zapis										
Ukupan iznos trošarine / Total Amount of Excise Duty:								10.00		
<input type="checkbox"/> Izjavljujem da dobra navedena u zahtjevu nisu bila niti će biti korištena u komercijalne svrhe. I hereby confirm that goods indicated in the Application have not been used and will not be used for commercial purposes.										

Error message example

After error correction, the option „Provjeri” (Verify) must be selected. When the form is correct, the message „Podaci obrasca su ispravni” (The form data is correct) will appear.

Obrazac P-DIP Početna / Obrasci / Obrazac P-DIP

Putev ove elektroničke usluge moguće je predati zahtjev za povrat PDV-a diplomatskim i konzularnim predstavništvima, posebnim misijama te međunarodnim organizacijama sa sjedištem u Republici Hrvatskoj.

Podaci obrasca su ispravni.

Zaglavlje Podaci Elektronički potpis Status obrasca

SPECIFIKACIJA RAČUNA / SPECIFICATION OF INVOICES
Podaci o PDV-u / Information regarding VAT:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: NAZIV / IME I PREZIME / Supplier name / Name and Surname	VRJEDNOST DOBARA ILI USLUGE BEZ PDV-a (porezna osnovica) stopa 5% / Value of goods or service excluding VAT (taxable amount) Rate 5%	IZNOS PDV-a (stopa 5%) / VAT amount (rate 5%)	VRJEDNOST DOBARA ILI USLUGE BEZ PDV-a (porezna osnovica) stopa 13% / Value of goods or service excluding VAT (taxable amount) Rate 13%	IZNOS PDV-a (stopa 13%) / VAT amount (rate 13%)	VRJEDNOST DOBARA ILI USLUGE BEZ PDV-a (porezna osnovica) stopa 25% / Value of goods or service excluding VAT (taxable amount) Rate 25%	IZNOS PDV-a (stopa 25%) / VAT amount (rate 25%)	NAPOMENA / Remarks	PRESLIKA RAČUNA / Attachment
Dodaj novi zapis												
Ukupan iznos PDV-a / Total Amount of VAT:										0.00		

Podaci o trošarinama / Information regarding Excise Duty:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: NAZIV / IME I PREZIME / Supplier name / Name and Surname	VRSTA PROIZVODA / Type of goods	TRGOVAČKI NAZIV PROIZVODA / Trade Name of Goods	Količina proizvoda / Quantity of goods	IZNOS TROŠARINE / Excise duty amount	NAPOMENA / Remarks	PRESLIKA RAČUNA / Attachment
1.	32148	24.01.2020.	43664706656	Trgovina	Duhanske preradevine	duhan	2 kg	50.00		mPorez...
2.	75316	24.01.2020.	43664706656	Trgovina	Alkohol i alkoholna pića	vino	20 l	50.00		mPorez...
Dodaj novi zapis										
Ukupan iznos trošarine / Total Amount of Excise Duty:								100.00		
<input checked="" type="checkbox"/> Izjavljujem da dobra navedena u zahtjevu nisu bila niti će biti korištena u komercijalne svrhe. I hereby confirm that goods indicated in the Application have not been used and will not be used for commercial purposes.										

Validity message


The form is now ready for sending for approval, which is described in the following chapter.

SENDING THE P-DIP FORM FOR APPROVAL

You must send the completed, correct P-DIP form in the JPPU system.

Obrazac P-DIP Početna / Obrasci / **Obrazac P-DIP**

Putev ove elektroničke usluge moguće je predati zahtjev za povrat PDV-a diplomatskim i konzularnim predstavništvima, posebnim misijama te međunarodnim organizacijama sa sjedištem u Republici Hrvatskoj.

Pošalji na odobrenje  Podaci obrasca su ispravni.

Provjeri **Zaglavlje** **Podaci** **Elektronički potpis**


Izvezi SPECIFIKACIJA RAČUNA / SPECIFICATION OF INVOICES
Podaci o PDV-u / Information regarding VAT:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 5%	Iznos PDV-a (stopa 5%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 13%	Iznos PDV-a (stopa 13%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 25%	Iznos PDV-a (stopa 25%)
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Value of goods or service excluding VAT (taxable amount) Rate 5%	VAT amount (rate 5%)	Value of goods or service excluding VAT (taxable amount) Rate 13%	VAT amount (rate 13%)	Value of goods or service excluding VAT (taxable amount) Rate 25%	VAT amount (rate 25%)
1.	INVOICE12345	02.03.2020.	000000000001	Trgovina	1.000,00	0,00	0,00	0,00	250,00	

[Dodaj novi zapis](#)

Sending the P-DIP form for approval


After sending the form into the JPPU system, the P-DIP has been delivered for approval.

Pošalji na odobrenje  Obrazac je uspješno poslan na odobrenje.
The form has been successfully submitted for approval.

Provjeri Za uspješno slanje obrasca potrebno je odobrenje veleposlanika/konzula/predsjednika organizacije.
Successful form submission requires the approval of the ambassador/consul/president of the organization.

Izvezi **Zaglavlje** **Podaci** **Elektronički potpis**

Otvori SPECIFIKACIJA RAČUNA / SPECIFICATION OF INVOICES
Podaci o PDV-u / Information regarding VAT:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 5%	Iznos PDV-a (stopa 5%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 13%	Iznos PDV-a (stopa 13%)	Vrijednost dobara ili usluge bez PDV-a (porezna osnovica) stopa 25%	Iznos PDV-a (stopa 25%)	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Value of goods or service excluding VAT (taxable amount) Rate 5%	VAT amount (rate 5%)	Value of goods or service excluding VAT (taxable amount) Rate 13%	VAT amount (rate 13%)	Value of goods or service excluding VAT (taxable amount) Rate 25%	VAT amount (rate 25%)	Remarks	Attachment
1.	156	16.11.2018.	000000000001	naziv	100,00	5,00	0,00	0,00	0,00	0,00		

[Dodaj novi zapis](#)

Ukupni iznos PDV-a / Total Amount of VAT: 5,00

Podaci o trošarinama / Information regarding Excise Duty:

R.br.	Broj računa	Datum računa	Isporučitelj OIB	Isporučitelj: Naziv ili ime i prezime	Vrsta proizvoda	Trgovački naziv proizvoda	Količina proizvoda	Iznos trošarine	Napomena	Preslika računa
Row num.	Invoice number	Date of invoice	Supplier Personal Identification Number	Supplier name or Name and Surname	Type of goods	Trade Name of Goods	Quantity of goods	Excise duty amount	Remarks	Attachment

[Dodaj novi zapis](#)

Ukupni iznos trošarina / Total Amount of Excise Duty: 0,00

☒ Izjavljujem da dobra navedena u zahtjevu nisu bila niti će biti korištena u komercijalne svrhe.
I hereby confirm that goods indicated in the Application have not been used and will not be used for commercial purposes.

The form P-DIP approval is pending

After sending the form for approval, you will received a confirmation message: „Obrazac je uspješno poslan na odobrenje. / The form has been successfully submitted for approval”.

The form is now ready for approval, which is described in the following chapter.

P-DIP FORM APPROVAL

The received form must be approved by the ambassador, consul or president of the organisation. After viewing the list of available forms, P-DIP must be selected and then the option „Pregled obrazaca koji čekaju odobrenje” (View forms awaiting approval) must be selected from the drop-down menu.

Alternatively, select the tab „Pregled obrazaca za odobrenje” (View forms for approval) on the top right side of the screen „Obrasci i Zahtjev za priznavanje prava na porezne olakšice u godišnjem obračunu - povrat poreza (ZPP-DOH)”.

Obrasci i Zahtjev za priznavanje prava na porezne olakšice u godišnjem obračunu - povrat poreza (ZPP-DOH)

Početna / Obrasci

Dostavi obrazac

Pregled dostavljenih obrazaca

Pregled pohranjenih obrazaca

Pregled obrazaca za odobrenje

Brza pretraga obrazaca

Preknjiženja

Preknjiženja

Diplomati

P-DIP

Zahtjev za povrat PDV-a diplomatskim i konzularnim predstavništvima, posebnim misijama te međunarodnim organizacijama sa sjedištem u Republici Hrvatskoj.

Popuni obrazac

Pregled pohranjenih obrazaca

Pregled obrazaca koji čekaju odobrenje

Porez na dohodak i doprinosi

JOPPD

INO-DOH

ZPP-DOH
(Zahtjev za priznavanje prava na porezne olakšice u godišnjem obračunu - povrat poreza)

Viewing the forms awaiting approval: two options for entry

Obrasci

Početna / Obrasci

Pregled obrazaca za odobrenje - ovdje je moguće pretraživati obrasce spremne na odobrenje.

Dostavi obrazac

Pregled dostavljenih obrazaca

Pregled pohranjenih obrazaca

Pregled obrazaca za odobrenje

	Vrijeme stvaranja	Podnositelj	OIB podnositelja	Tip dokumenta	Period od	Period do	Status odobrenja
	25.2.2020. 9:43:38	LUKA MODRIĆ	23984300215	P-DIP	1.10.2019.	31.12.2019.	Čeka na odobrenje
	27.2.2020. 13:40:38	LUKA MODRIĆ	23984300215	P-DIP	1.7.2019.	30.9.2019.	Čeka na odobrenje

List of P-DIP forms awaiting approval

Select the chosen form for approval and enter the P-DIP form by clicking on the blue button.

Obrazac P-DIP

Početna / Obrasci / Obrazac P-DIP

Putev ove elektroničke usluge moguće je predati zahtjev za povrat PDV-a diplomatskim i konzularnim predstavništvima, posebnim misijama te međunarodnim organizacijama sa sjedištem u Republici Hrvatskoj.

Pošalji



Provjeri

Odbij

Izvezi

Otvori

Novi

Zaglavlje

Podaci

Elektronički potpis

PODACI O PODNOSITELJU / SUBMITTER

Naziv / Official name of the representation (Mission) or organization

 OIB / Personal identification number

 Telefon / Contact telephone No.

PODACI O VLASNIKU RAČUNA / ACCOUNT HOLDER

OIB / Personal identification number

 Naziv / Official name of the representation (Mission) or organization

 BIC / SWIFT

 IBAN

 Razdoblje / Period:
 Datum od / Date from

 Datum do / Date to

Approval of the ambassador/consul/president of the organisation

Select the „Pošalji” (Send) button.

After sending the approved form by selecting the "Send" button, the data of the P-DIP form is updated with the information that it has been approved by the responsible person and a confirmation of success is visible.

Pošalji

Provjeri

Izvezi

Pohrani

Otvari

Novi

Prilozi

Potvrda zaprimanja

Elektronički potpis

Otvori poslani dokument

POTVRDA ZAPRIMANJA OBRASCA	
Tip zaprimljenog obrasca:	Obrazac P-DIP
OIB:	00000000001
Naziv:	Dobra tvrtka d.o.o.
Porezno razdoblje:	1.4.2022. - 30.6.2022.
Identifikator zaprimanja:	816238b2-8bab-4f70-8963-c75c4e83074f
Identifikator zaprimljenog obrasca:	04310007-837b-4a3e-b653-15f692f8e6b7
Vrijeme zaprimanja:	7.6.2022. 14:23:41
Pošiljatelj:	LUKA MODRIĆ, OIB: 23984300215

Napomena: Status obrade obrasca može se provjeriti korištenjem opcije "Prikaži status dokumenta" u pregledu dostavljenih obrazaca.

Confirmation of accepting the P-DIP form

The form is now ready for confirmation from the competent state institutions (Ministry of Foreign and European Affairs, Tax Administration and Customs Administration). Viewing the P-DIP form's status is described in the chapter „VIEWING THE SUBMITTED P-DIP FORM AND SAVING A DRAFT”.

VIEWING THE SUBMITTED P-DIP FORM AND SAVING A DRAFT

After entering the list of available forms on the tab „Obrasci“ (Forms), select the option „Pregled dostavljenih obrazaca“ (View delivered forms) on the tab on the top of the screen.

Entering P-DIP through the form list option

On the screen for viewing the submitted forms, select „P-DIP“ from the drop-down menu „Vrsta obrasca“ (Form type).

Selecting P-DIP on the view of submitted forms

Results can be filtered by month, quarter, year or by date. On the result list, you can view the date and time of the P-DIP submission, the period of the P-DIP form and the status of the P-DIP form.

On the result list, select a single row and open the drop-down menu containing with a list of available viewing options.

Porezna REPUBLIKA HRVATSKA

LUKA MODRIĆ | VESNA BELAS (33402736870) | ODJAVA

POČETNA **OBRASCI** PROFIL ZAHTJEVI ADMINISTRACIJA

Obrasci Početna / Obrasci

Dostavi obrazac **Pregled dostavljenih obrazaca** Pregled pohranjenih obrazaca Pregled obrazaca za odobrenje

Vrsta obrasca: P-DIP Pregled po razdoblju obrasca Pregled po datumu slanja

Mjesec Tromjesečje **Godina** Tražilica

Obrazac	Datum/Vrijeme	Period od	Period do	Status
P-DIP	24.10.2018. 13:48:31	1.7.2018	30.9.2018	ne radi
P-DIP	24.10.2018. 12:54:51	1.4.2018	30.6.2018	
P-DIP	24.10.2018. 12:38:15	1.1.2018	31.3.2018	
P-DIP	24.10.2018. 10:22:23	1.10.2017	31.12.2017	potvrđen dana 22.1.2019.
P-DIP	24.10.2018. 10:46:23	1.7.2017	30.9.2017	Obrazac je uspješno zaprimljen.
P-DIP	24.10.2018. 10:22:20	1.4.2017	30.6.2017	Obrazac je uspješno zaprimljen.
P-DIP			31.3.2017	

Otvori dokument
Prikaži detalje dokumenta
Preuzmi dokument (XML/PDF)
Prikaži status dokumenta
Preuzmi potvrdu zaprimanja (XML/PDF)


Viewing a submitted form

VIEW OPTIONS ON SUBMITTED FORMS

The user has various view options for a P-DIP form. In the further text are descriptions on how to:

- ✓ Open a submitted P-DIP form,
- ✓ View the document details of the P-DIP form,
- ✓ Download the P-DIP form in XML or PDF format,
- ✓ View the status of the P-DIP form and individual records within the form,
- ✓ Download a submission confirmation of the P-DIP form in XML or PDF format.


OPEN THE DOCUMENT

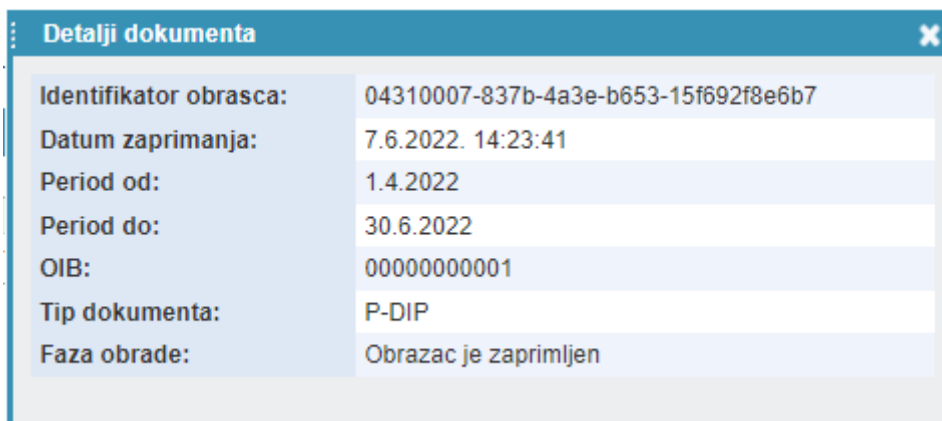
On the option „Otvori dokument“ (Open the document)  the submitted P-DIP form will open. It is possible to see all the recorded fields on the form.



Option „Open the document“


SHOW DOCUMENT DETAILS

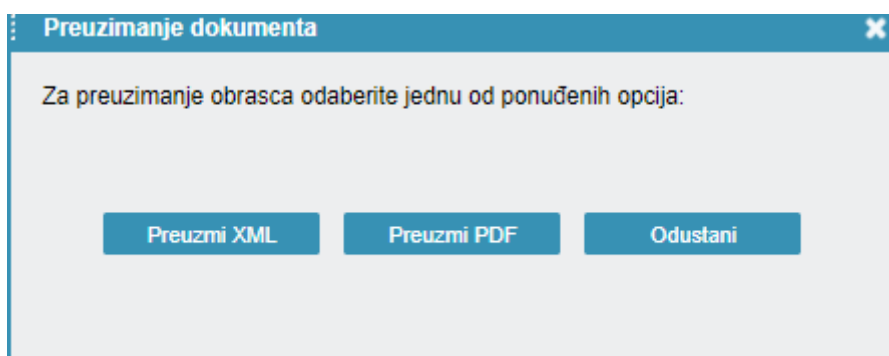
On the option „Prikaži detalje dokumenta“ (Show document details)  a pop-up window with details of the submitted P-DIP form will appear. You can view the form identifier, the date of receipt, the form period, the taxpayer's PIN number, the document type (P-DIP) and the processing stage.



Option „Prikaži detalje dokumenta“


DOCUMENT DOWNLOAD

On the option „Preuzmi dokument“ (Document download)  a pop-up window will appear for downloading the submitted P-DIP. Select the option „Preuzmi XML“ for .xml file format, the option „Preuzmi PDF“ for .pdf file format or option „Odustani“ (Return) for returning without downloading the file.



Option „Preuzmi dokument (PDF/XML)”

SHOW DOCUMENT STATUS

On the option „Prikaži status dokumenta” (Show document status)  a pop-up window will appear for viewing all statuses or the submitted P-DIP form. You can view the statuses for the P-DIP form and individual record statuses within the form.

- Within the column „Status”, P-DIP is initially in a status of “received” (i.e. the form is awaiting processing), after which it is approved, depending on the form content.
 - In the case of VAT refunds, the form will be confirmed by the Tax Administration.
 - In the case of excise duty refunds, the form will be confirmed by the Customs Administration.
 - In both cases, at the beginning of the approval process, the form will be confirmed by the Ministry of Foreign and European Affairs.
 - The form can also be declined by some of the mentioned institutions.
- In the column „Napomena” (Notes), additional information regarding the status is visible.
- In the column „Tip” (Type) positive status types are marked green (“approved” or “processed” statuses), negative statuses are marked red (“declined” or “form error” statuses).
- In the column „Konačan” (Final) there is a visible note on the final status.
- In the column „Vrijeme” (Time) the date and time of the status update are visible.

Vrsta

Statusi dokumenta

STATUSI OBRASCA

Preuzmi potvrdu statusa obrasca

Status	Napomena	Tip	Konačan	Vrijeme
Obrazac je zaprimljen	Obrazac je uspješno zaprimljen.	✓		24.10.2018. 12:36:15
Potvrđen (MVEP)		✓		27.11.2018. 13:23:52

STATUSI RAČUNA - PDV

Obi	R. br.	BROJ RAČUNA	DATUM RAČUNA	OIB ISPORUČITELJA	Traženo	Potvrđeno (MVEP)	Odobreno (PU)	Traženo	Potvrđeno (MVEP)	Odobreno (PU)	Traženo	Potvrđeno (MVEP)	Odobreno (PU)	STATUS ODOBRENJA	NAPOMENA	KONAČAN
P-D	1	654123	3.1.2018.	42837866016	0,00	DA	0,00	0,00	DA	0,00	250,00	DA	250,00	Potvrđen (MVEP)		
P-D	2	549782	31.1.2018.	42837866016	50,00	DA	50,00	0,00	DA	0,00	0,00	DA	0,00	Potvrđen (MVEP)		
P-D	3	246974	7.3.2018.	39197565639	0,00	DA	0,00	13,00	DA	13,00	0,00	DA	0,00	Potvrđen (MVEP)		

Option „Prikaži status dokumenta”

On the option „Preuzmi potvrdu statusa obrasca” (Download submission confirmation of the P-DIP form), you can download a document with a list of all the submitted P-DIP statuses.

On the pop-up window displayed below, you can see the status of individual records within the P-DIP form. First you can see the amounts for each record, then the processing status from each of the government institutions, then the notes and a checkmark sign if the status is final (a green sign for approval).

Statusi dokumenta

STATUSI RAČUNA - PDV

R. br.	BROJ RAČUNA	DATUM RAČUNA	OIB ISPORUČITELJA	Traženo	Potvrđeno (MVEP)	Odobreno (PU)	Traženo	Potvrđeno (MVEP)	Odobreno (PU)	Traženo	Potvrđeno (MVEP)	Odobreno (PU)	STATUS ODOBRENJA	NAPOMENA	KONAČAN
1	654123	3.1.2018.	42837866016	0,00	DA	0,00	0,00	DA	0,00	250,00	DA	250,00	Potvrđen (MVEP)		
2	549782	31.1.2018.	42837866016	50,00	DA	50,00	0,00	DA	0,00	0,00	DA	0,00	Potvrđen (MVEP)		
3	246974	7.3.2018.	39197565639	0,00	DA	0,00	13,00	DA	13,00	0,00	DA	0,00	Potvrđen (MVEP)		
4	852136	21.2.2018.	39197565639	0,00	DA	0,00	0,00	DA	0,00	25,00	DA	25,00	Potvrđen (MVEP)		

STATUSI RAČUNA - TROŠARINE

R. br.	BROJ RAČUNA	DATUM RAČUNA	OIB ISPORUČITELJA	VRSTA PROIZVODA	TRGOVAČKI NAZIV PROIZVODA	KOLIČINA PROIZVODA	TRAŽENO	Odobreno (PU)	Potvrđeno (CU)	STATUS ODOBRENJA	NAPOMENA	KONAČAN
				Električna						Potvrđen		


Individual record status: VAT approvals

Statusi dokumenta

</

Individual record status: Excise Duty approvals

DOWNLOAD SUBMISSION CONFIRMATION

On the option „Preuzmi potvrdu zaprimanja“ (Download submission confirmation)  a pop-up window for downloading the submission confirmation of the submitted P-DIP will appear. Select the option „Preuzmi XML“ for .xml file format, option „Preuzmi PDF“ for .pdf file format or option „Odustani“ (Return) for returning without downloading the file.

Preuzimanje dokumenta

Za preuzimanje obrasca odaberite jednu od ponuđenih opcija:

Preuzmi XML

Preuzmi PDF

Odustani

Option „Preuzmi potvrdu zaprimanja (PDF/XML)“

SAVING A DRAFT VERSION OF P-DIP

If the user wants to save a draft version of the P-DIP form for later completion, the option „Pohrani” (Save) must be selected on the P-DIP form screen.

Selection of option „Pohrani”

Next, enter the name of the draft version and mark if you wish the saved form P-DIP to be visible to all of the authorised persons for that taxpayer (in that case the *checkbox* must be selected) or only to the person who saved the draft version. Finally, the option „Pohrani” (Save) must be selected for saving the form draft, or the option „Zatvori” (Close) for cancelling.

Saving a draft version of P-DIP

OPEN A SAVED P-DIP

In case you want to open a saved draft version of P-DIP, there are two possible methods.

The first method is to select the option „Otvori” (Open) on the P-DIP form screen. Then the submitted P-Dip form (via the option „Poslani obrazac”/Submitted form) or saved P-DIP form (via the option „Pohranjeni obrazac”/Saved form) can be opened.

After selecting of the desired option, a warning message regarding data loss on the currently opened form will appear, in case that particular form has not already been saved.

Select the option „OK”. The procedure for opening the chosen form is described on the following page.

Učitavanjem obrasca izgubit ćete podatke
koje niste pohranili na trenutnom obrascu.

Jeste li sigurni da želite učitati obrazac?

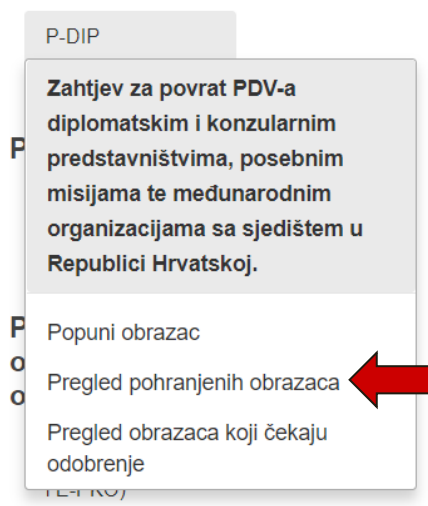
OK

Cancel

Opening the saved form

The second method of opening the saved P-DIP form is through the list of saved forms on the tab „Obrasci” (Forms): select P-DIP, the click to select the option „Pregled pohranjenih obrazaca” (View saved forms) from the drop-down menu.

Diplomati



Selecting the view module for a saved P-DIP form

Regardless of the method of opening the saved form, a screen will load with a display of all the saved forms for the current taxpayer. You may view those forms which have “P-DIP” entered into the field „Tip dokumenta” (Document Type).

You can view the document name in the field „Naziv radne verzije obrasca“ (Draft Form Name) and saving time in the field „Vrijeme stvaranja“ (Creation Time), as well as the period of the form („Period od“/“Period from“ and „Period do“/“Period to“).




Obrasci


Pregled pohranjenih obrazaca - ovdje je moguće pretraživati prethodno pohranjene radne verzije obrazaca.

Dostavi obrazac

Pregled dostavljenih obrazaca

Pregled pohranjenih obrazaca

	Naziv radne verzije obrasca	OIB	Tip dokumenta	Vrijeme stvaranja	Period od	Period do	Dostupnost
	TR... JKE	33402736870	P-DIP	25.2.2020. 15:00:07	1.7.2019.	30.9.2019.	JOHAN BECKI
	P DIP	33402736870	P-DIP	21.2.2020. 15:58:00	1.10.2019.	31.12.2019.	LUKA MODRIĆ
	P DIP	33402736870	P-DIP	21.2.2020. 15:57:47	1.10.2019.	31.12.2019.	Svi ovlaštenici

A saved draft version of the P-DIP form can be opened by selecting the blue button  on the chosen row on the list of all saved forms.

REPORTING AN ISSUE IN THE P-DIP APPLICATION

In case of problems occurring regarding the submission of P-DIP through the JPPU system, it is possible to submit an enquiry through the „Pišite nam“ (Write to Us) interface, on the following website:

<https://pisitenam.porezna-uprava.hr/>



[Izjava o pristupačnosti](#)

Pišite nam

Na ovom mjestu možete postaviti *isključivo jednostavna* pitanja iz područja poreza i poreznog postupka, o OIB-u, o ePoreznoj te prijaviti porezni prekršaj ili dostaviti pohvale ili pritužbe na rad službenika Porezne uprave. Nakon odabira teme otvara se izbornik s podtemama. Odaberite naslov i pošaljite nam upit.



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Za popunjavanje sljedećeg obrasca molimo koristite zadnje verzije Google Chrome, Mozilla Firefox ili Microsoft Edge pretraživača, te verziju 10 ili noviju kod Internet Explorer web preglednika sa isključenim kompatibilnim pregledom. Više informacija o tome kako isključiti kompatibilni pregled možete pročitati [ovdje](#).

Polja označena zvjezdicom (*) je obavezno popuniti.

Obrazac za zaprimanja upita, prijave poreznih prekršaja i pohvala ili pritužbi na rad službenika Porezne uprave

Odabir teme *

-- Odaberite temu --

Topic selection

First select the topic must from the drop-down menu: select the option „ePorezna – JPPU“. Other fields for filling out the inquiry will open.

In the field „Odabir podteme“ (Select Sub-topic), select an appropriate category from the drop-down menu corresponding to where the issue occurs:

- Prijava u aplikaciju ("Application login")
- Poslovna i normativna pitanja ("Business and normative issues")
- Podnošenje obrazaca za dodjelu/ukidanje ovlaštenja ("Submission of forms for granting / revoking authorization")
- Ovlaštenja ("Authorisations")
- Popunjavanje obrasca ("Form completion")
- Elektronički potpis ("Electronic signature")
- Neispravna XML datoteka ("Invalid XML file")
- Ostali tehnički problemi ("Other technical issues")

Obrazac za zaprimanja upita, prijave poreznih prekršaja i pohvala ili pritužbi na rad službenika Porezne uprave

Odabir teme *

ePorezna - JPPU

Odabir podteme *

-- Odaberite podtemu --

-- Odaberite podtemu --

Prijava u aplikaciju

Poslovna i normativna pitanja

Podnošenje obrazaca za dodjelu/ukidanje ovlaštenja

Ovlaštenja

Popunjavanje obrasca

Elektronički potpis

Neispravna XML datoteka

Ostali tehnički problemi

OIB poreznog obveznika *

Sadržaj upita *

Sub-topic selection

In the field „OIB poreznog obveznika“ (Taxpayer OIB), enter the OIB number of the taxpayer for whom the P-DIP obrazac needs to be submitted.

In the field „Sadržaj upita“ (Enquiry Content), enter the problem description.

In the field „Priložene datoteke“ (Attached Files) attached any documents which could help to resolve the reported issue: screenshots where an error or a problem is visible, as well as the P-DIP exported in .xml format, are especially useful.

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Odabir teme *	ePorezna - JPPU ▼
Odabir podteme *	Prijava u aplikaciju ▼ <p>Ova podtema vezana je za probleme na koje nailazite kod prijave u aplikaciju ePorezna. Ako nakon uputa opisanih u često postavljenim pitanjima (klikni ovdje) niste uspjeli riješiti problem, molimo pošaljite nam upit s detaljnim opisom greške.</p> <p>Napomena: Ako ste nakon prijave dobili pogrešku „Nemate potrebna ovlaštenja za ulazak u aplikaciju ePorezna“, molimo odaberite podtemu „Ovlaštenja“.</p>
OIB poreznog obveznika *	00000000001
Sadržaj upita *	Test
Priložene datoteke	<div>Choose file No file chosen</div> <div>Obrisi</div> <div>Choose file No file chosen</div>

Part of the enquiry regarding issue reporting

In the segment „Kontakt podaci“ (Contact Information) the OIB number, name and surname, e-mail address and phone must be entered.

In addition, it is necessary to give consent for the gathering and processing of the entered personal data, for the purpose of the further process of the web form Pišite nam, „UPOZNAT SAM SA SVRHOM OBRADJE PODATAKA (I am familiar with the purposes of data processing)“, which is done by selecting the checkbox field next to the statement of consent.

Napomena: Kako biste što prije riješili problem pošaljite sliku ekrana (eng. screenshot) na kojem se pojavila greška ([Uputa za izradu slike ekrana](#)).

Kontakt podaci	
OIB	<input type="text"/>
Ime i prezime *	Testni korisnik
Adresa e-pošte *	test@mail.com
Telefon *	09812345678

OBRADA OSOBNIH PODATAKA

Ministarstvo financija, Porezna uprava (voditelj obrade) putem ove internetske stranice omogućava zainteresiranim strankama postavljanje pitanja iz područja poreza i poreznog postupka, OIB-a, ePorezne te prijavljivanje poreznih i drugih prekršaja ili dostavu pohvale ili pritužbe na rad službenika Porezne uprave. Unosom osobnih podataka u polja na ovoj web formi iste dajem na raspolaganje voditelju obrade za obradu u svrhu dobivanja odgovora i/ili daljnjih procedura postupanja.

Uzevši u obzir navedeno,

☒ UPOZNAT SAM SA SVRHOM OBRADJE PODATAKA

Te dajem suglasnost da se osobni podatci prikupljaju i obrađuju za daljnje potrebe procesa web forme Pišite nam.

Više informacija o zaštiti osobnih podataka <https://www.porezna-uprava.hr/bi/Stranice/GDPR.aspx>.

Web obrazac za slanje upita koristi Googleovu Invisible reCaptcha uslugu. Invisible reCaptcha je globalni servis kojim se određuje pristupa li servisu osoba ili računalo (robot). Nevidljiva reCaptcha radi nevidljivo u pozadini, prepoznajući tko je robot a tko čovjek. Zadatak raspoznavanja skupa fotografija pojaviti će se jedino ako servis ne uspije ustanoviti radi li se o robotu ili čovjeku koji unosi sadržaj. U tom slučaju, koristi se tako da korisnik označi kvačicu "Nisam robot" i ponekad dobije zadatak raspoznavanja skupa fotografija. Pojavljivanje zelene kvačice ne šalje automatski unešeni upit, već je potrebno kliknuti gumb „Pošalji“. Preduvjeti ispravnog prikaza Captcha servisa je ažurirani web preglednik na minimalno pretposljednju verziju, te omogućeni javascript u web pregledniku. Detaljnije o Google-ovom servisu reCaptcha možete pročitati [ovdje](#).

Pošalji

Part of the enquiry related to contact and consent

Finally, select the option „Pošalji“ (Send).

The entire form query will appear, after which it is necessary to select the option „Pošalji“ (Send) again.

Fill out the captcha test for verification and select the „Verify“ button.

Captcha verification

Finally, a message regarding the successful submission of the issue report will appear. The enquiry will be responded to as soon as possible.

Pišite nam

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Porezne uprave

Upit je uspješno poslan 27.2.2020. U 10:28 sati.

Povratak

Successful enquiry submission

Apart from the „Pišite nam“ interface, it is possible to submit an enquiry to technical support via the email:

helpdesk@apis-it.hr