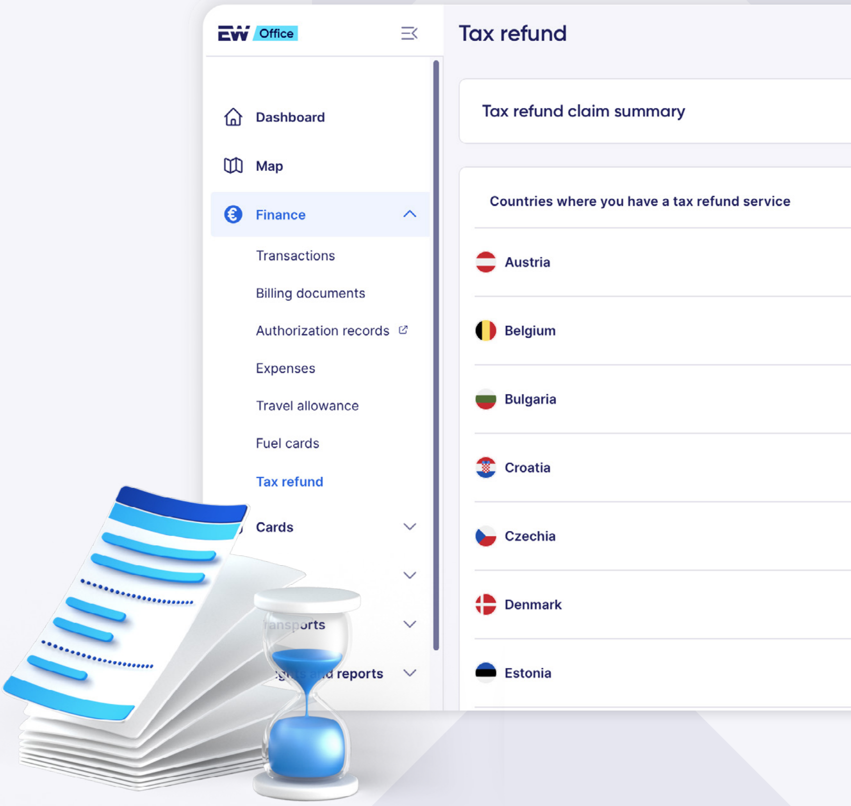
EUROWAG

Manual

Submitting electronic invoices via the Eurowag Client portal

This manual explains how to submit third-party supplier invoices electronically through the Eurowag client portal for VAT and excise duty (ED) refund processing.

Before you start



What to upload:
Electronic invoices and credit notes from third-party suppliers (not Eurowag invoices)

Format:
PDF only. Combine each invoice with all its attachments into a single PDF file

Paper documents:
Physical invoices and receipts must still be sent by post

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01

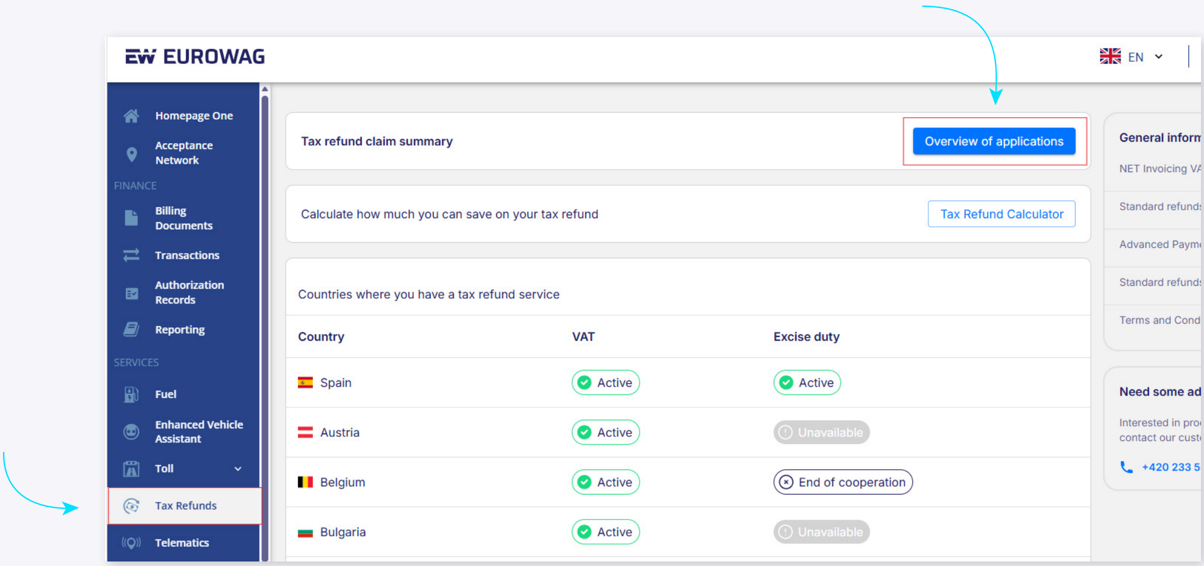
Log in to the Eurowag Client portal

1. Log in to **the client portal** you use
2. In the left-hand menu, select Tax Refunds. If you are using the new **Eurowag Office portal**, select **Finance** and then **Tax Refund**
3. A page displaying your configured services will open

02

Open the Tax refund customer portal

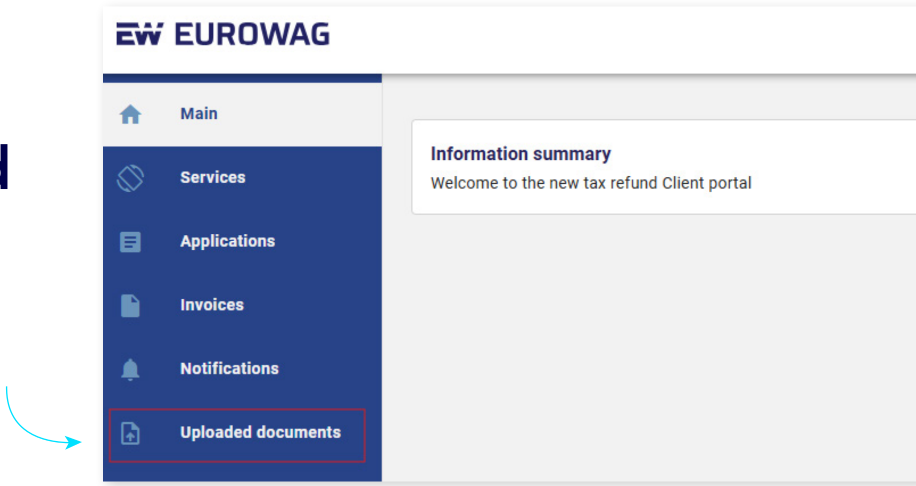
1. Click **Overview of applications**
2. You will be redirected to the Tax refund portal, where you can also check the status of your refund applications



03

Open the 'Uploaded documents' section

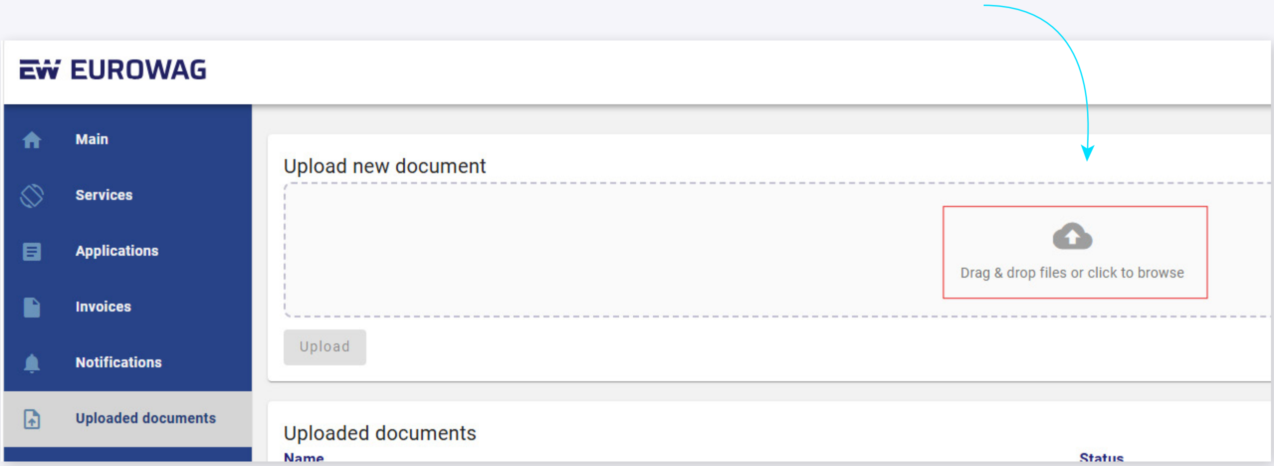
In the left-hand menu,
click **Uploaded documents**

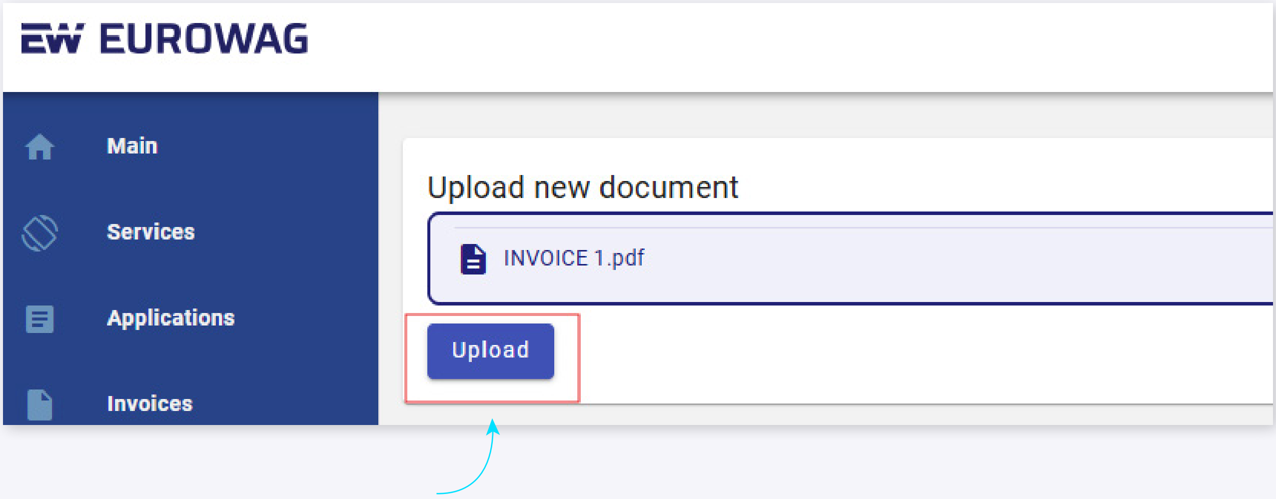


04

Upload a new document

1. Go to the **Upload new document** section
2. Select files from your computer or drag and drop it into the upload area
3. Click **Upload**





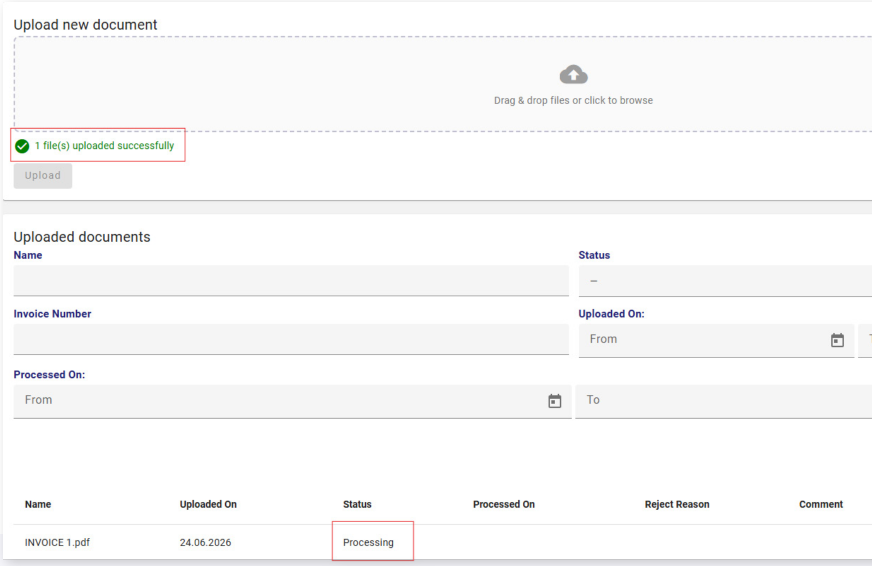
Important

Only PDF files can be uploaded.
The invoice and all related attachments must be included in a single PDF file.

05

Verify the upload

1. Once the upload is completed, **a green confirmation message will appear**
2. The document will be displayed in the uploaded documents overview with the status **Processing**



06

Wait for the initial validation

The system checks each uploaded document automatically.

Possible statuses:

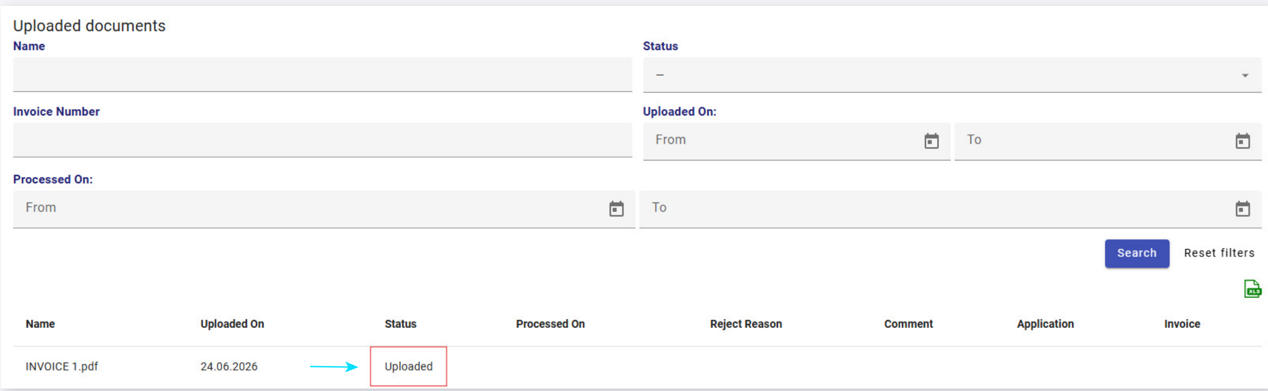
- **Invalid format** – the file is not a PDF and will not be processed

Name	Uploaded On	Status	Processed On	Reject Reason	Comment	Application	Invoice
tests_attachments.zip	12.06.2026	Invalid format					

- **Virus** – the file contains a virus and will not be processed

Name	Uploaded On	Status	Processed On	Reject Reason	Comment	Application	Invoice
eicar.txt	14.04.2026	Virus					

- **Uploaded** – the document passed validation and was transferred to the Eurowag Tax refund system



- The status should normally change to **Uploaded** within approximately 5 minutes

07

Check the document again later

Up to three days after uploading the document, log in again and check whether any document has been returned for correction by the tax refund coordinator.

08

Review the processing status

The coordinator can assign one of the following statuses:

- **Accepted** – the document was checked and accepted. It will soon be added to VAT or ED refund applications.

Name	Uploaded On	Status	Processed On	Reject Reason	Comment	Application	Invoice
INVOICE 1.pdf	24.06.2026	Accepted	25.06.2026				

- **Processed** – the document was inserted into a VAT or ED refund application. In this status, the portal shows the application code and invoice number with a link to the invoice or application details.

  If the invoice was included in both VAT and ED applications, two application codes and two invoice numbers will be displayed. Invoices inserted for clients using the Smart tax refund service that have not yet been included in an application show 'SmartTax' code instead of the invoice number.

Name	Uploaded On	Status	Processed On	Reject Reason	Comment	Application	Invoice
7200PFA007155.pdf	13.05.2026	Processed	13.05.2026			16592-26-ED-1Q-IT-EUR	7200PFA007155

- **Rejected** – the document is not eligible for VAT or ED refunds. The portal shows the rejection reason and may also include a comment.

Name	Uploaded On ↑	Status	Processed On	Reject Reason	Comment	Application	Invoice
6000NFA021479 (1).pdf	22.04.2026	Rejected	22.04.2026	Invoice date after deadline	INVOICE FROM 2024		

- **Returned** – the document cannot be processed because some details are missing or incorrect. A clarification comment and possibly a rejection reason will be shown. If corrected, the invoice must be uploaded again as a new document.

Name	Uploaded On	Status	Processed On	Reject Reason	Comment	Application	Invoice
47408.pdf	13.05.2026	Returned	13.05.2026	Missing attachments	please, upload new document containing a		

- **Waiting** – the invoice is on hold because additional information is needed or it cannot be processed yet.

Name	Uploaded On	Status	Processed On	Reject Reason	Comment	Application	Invoice
2025_FE57273_6030.pdf	22.04.2026	Waiting	22.04.2026		checking with client - service not set u		

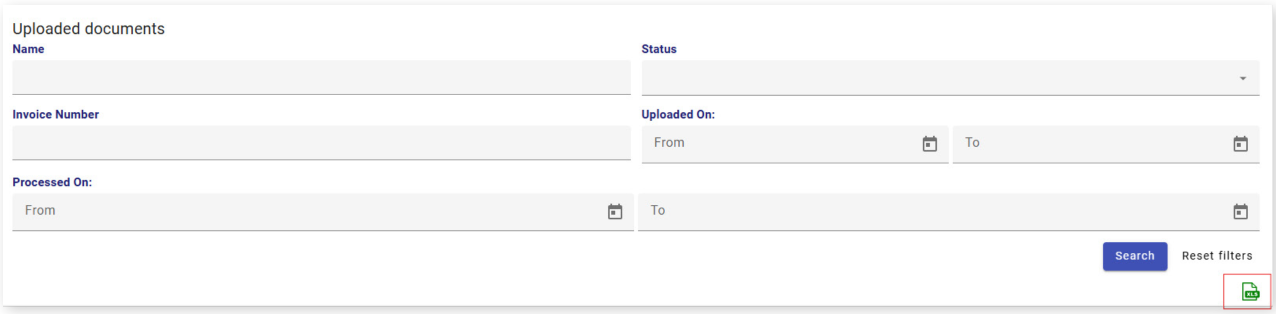
- **Split** – the uploaded PDF contains more than one invoice. The coordinator splits it into separate documents. The original document keeps the status **Split**, and the newly created documents retain the original file name with a number of suffix.

Name	Uploaded On	Status	Processed On	Reject Reason	Comment	Application	Invoice
INVOICES MAY 2026_01.pdf	25.06.2026	Uploaded					
INVOICES MAY 2026_02.pdf	25.06.2026	Uploaded					
INVOICES MAY 2026_03.pdf	25.06.2026	Uploaded					
INVOICES MAY 2026.pdf	25.06.2026	Split	25.06.2026				

09

Search and export documents

1. Use the filters on the **Uploaded documents** page to search for specific documents
2. You can export the search results to Excel using **the Excel icon**



Need help?

If you have any questions, please contact your tax refund coordinator.

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