

User Guide

VIES Integration for Creatio



What data is retrieved?

After entering the VAT number, the application can retrieve the following information:

Data	Description
Company name	Full official name of the entity registered in the VAT system
Address	Street and building number of the company
Postal code	Postal code of the company's headquarters
City	City where the company is registered
Country	VAT registration country (automatically recognized from the VAT number prefix)
EU VAT status	Information whether the entity is an active EU VAT taxpayer

Supported countries

VIES Integration supports VAT numbers from all European Union member countries, including:

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czechia
- Denmark
- Estonia
- Finland
- France
- Greece
- Spain
- Netherlands
- Ireland
- Lithuania
- Luxemburg
- Latvia
- Malta
- Germany
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Sweden
- Hungary
- Italy

Note regarding Germany (DE) and Spain (ES): For companies registered in these countries, the VIES system returns only basic validation information: confirmation of VAT number activity and registration status as an EU VAT taxpayer. Full company details (name, address) are not made available through the VIES API for these countries - this is due to national data protection regulations, not a limitation of our application. Countries such as Poland make a broader set of public data available through VIES, so the scope of information returned may vary depending on the contractor's country. Our application correctly retrieves and displays all data that is actually available in the VIES system for a given country.

Basic configuration information

Installation and configuration of the VIES application requires system administrator privileges. If you are an end user, the following information will help you understand how the application has been prepared for work.

Address fields

VIES Integration also automatically fills in address fields in the account record:

Address - Street and building number - Postal code - City - Country

Note: Address fields are saved as a linked address record. You will see the effect of filling them in after saving and reopening the account record.

Default country setting

If your organization most often cooperates with contractors from a specific EU country, the administrator can configure the default country prefix in the system setting with code **EvolpeDefaultVatNumberCountryCode**.

Thanks to this, you can enter VAT numbers without a country prefix (e.g., 123456789 instead of PL123456789), and the system will automatically add the appropriate prefix.

How to use VIES integration

Below you will find detailed step-by-step instructions on how to use VIES integration to verify a VAT number and automatically fill in contractor data.

Step 1: Open or create an account record

1. Log in to the Creatio system
2. Go to the **Accounts** section
3. Select one of the options:
 - a. **Open an existing record** - click on the account whose data you want to fill in
 - b. **Create a new record** - click the New button and start creating a new account

Step 2: Enter the contractor's VAT number

In the account record, find the field marked as VAT Number and enter the VAT number of the company you want to verify.

What if I don't know the country prefix?

If you enter a VAT number without a country prefix (e.g., 1234567890), the system may:

- automatically use the default country prefix configured by the administrator
- display an error message if the default prefix is not set

Tip: It is always safer to enter the full VAT number with the country prefix to avoid misunderstandings.

VAT number validation

The system automatically checks whether the entered VAT number has the correct structure according to the rules of a given EU country. If the number is incorrect:

- a validation message may appear directly under the VAT field
- in the VIES panel, an error message will be displayed instead of results

Step 3: Retrieve data from the VIES system

1. In the VIES panel, click the Retrieve data button
2. The system will send a query to the European Commission's VIES system
3. After a moment, a table with the retrieved data will appear in the panel

What will we see after retrieving data? The VIES panel will display a table with the following information:

Field	Example value
Company name	Example Company Sp. z o.o.
Company address	ul. Przykładowa 123 00-001 Warszawa
Valid	True
VAT number	[number entered by user]

What does the "Valid" field mean?

- **True** - the company is registered as an active EU VAT taxpayer and can conduct intra-Community transactions
- **False** - the company is not registered as an EU VAT taxpayer or its registration has been suspended/invalidated

Step 4: Check data correctness

Before confirming the data:

1. **Read carefully all information** displayed in the VIES panel
2. **Verify the company name** - make sure it is the correct contractor

Note: Data in the VIES system is updated by individual EU member countries. In rare cases, they may be outdated or incomplete. If in doubt, contact the contractor directly.

Step 5: Confirm and transfer data to the record

If all data is correct:

1. Click the **Apply data** button in the VIES panel
2. The system will automatically transfer data from the panel to the appropriate fields in the account record
3. Fields that will be filled in:
 - Account name
 - Address
 - Postal code
 - City
 - Country

Important: Address data is saved as a separate address record linked to the account. If you do not see all address fields after confirmation, **save the record and open it again** - then the address data should be visible.

Step 6: Save the account record