Invoice self-service

Guide for staff in Latvian stores

Live service 20260913-3 | 13.09.2026

> **The service issues real invoices.** For practice, use only **“Try a sample receipt”**. Issue an invoice only to the actual buyer using details they have confirmed.

1. Open **invoice.case4you.lv**. Staff use **“Employee sign-in”** and sign in to the internal system with their own account. Choose LV or EN.
2. Enter the receipt’s **ŠAS.NR**, **DOK.NR** and final **KOPĀ** total. A comma or decimal point both work.
3. Check the store, date, items and amount; tick the confirmation and continue.
4. Choose the buyer type. Latvian company details appear after all 11 registration-number digits are entered.
5. The buyer checks the details, ticks the confirmation and presses **“Review invoice”**.
6. If accounting review is not required, press **“Issue the confirmed invoice”** and wait for the invoice number.
7. Save the PDF and private link. Send the invoice to the customer’s email if needed. Press **“Finish”**.

invoice.case4you.lv
Help: buhalterija@mobkeisa.lt
Detailed steps and troubleshooting follow.

1. Correct receipt details

Use the sales receipt, not just the bank payment slip. All entered values must belong to the same purchase.



Screen example using fictional data.

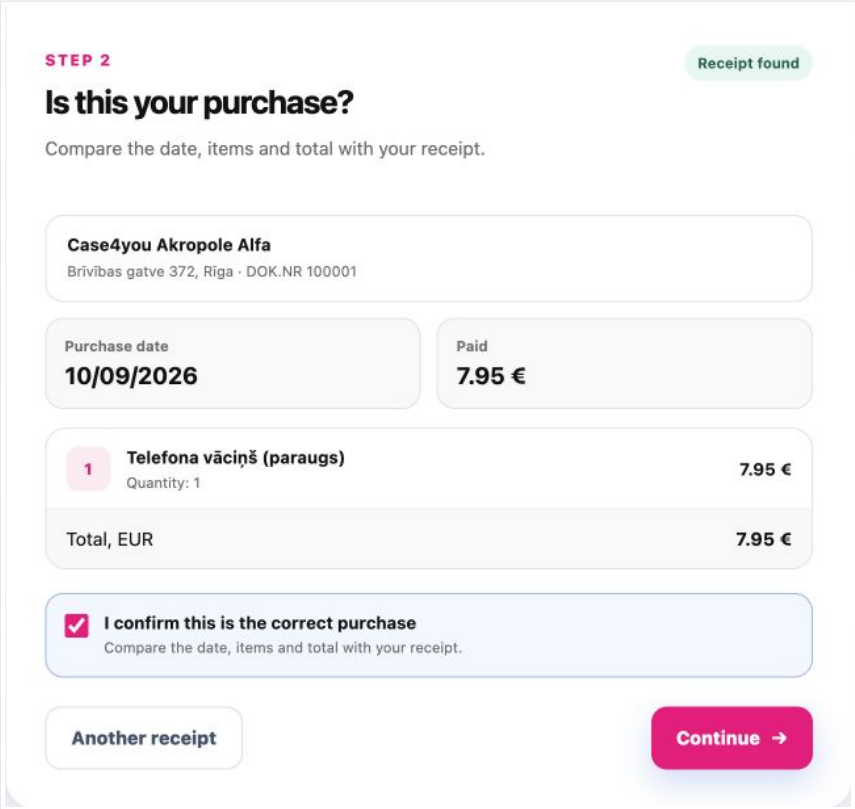
- **ŠAS.NR** - cash-register system number at the bottom of the receipt.
- **DOK.NR** - document number at the bottom. Leading zeros may be omitted.
- **KOPĀ** - final purchase total after discounts. Do not enter cash tendered or change.

> The bank **Kvīts**, terminal number and device **S/N** are not the search identifiers.

Three registers: 85000090 - Akropole Alfa; 85000068 - Case4you 2 Akropole Alfa; 85000100 - Akropole Rīga. Always copy the number from the actual receipt.

2. Find and check the purchase

1. Enter both numbers and the amount, for example **19,71** or **19.71**. Press **“Find purchase”**.
2. Compare the store, purchase date, items, quantities and total with the receipt.
3. If everything matches, tick **“I confirm this is the correct purchase”** and press **“Continue”**. If it is the wrong purchase, choose **“Another receipt”**.



Screen example using fictional data.

If the purchase is not found, check ŠAS.NR, DOK.NR and the final total again. A very recent purchase may not yet be available. If another check does not help, contact accounting.

3. Latvian company

1. Choose **“Company or business activity”** and **“Latvian company”**. This covers SIA, reduced-capital SIA, AS and other supported legal entities.
2. Enter the 11-digit registration number. Details appear automatically; no extra search button is needed.
3. The customer checks the full name, address, registration number and VAT number. If incorrect, do not proceed with another company’s details.



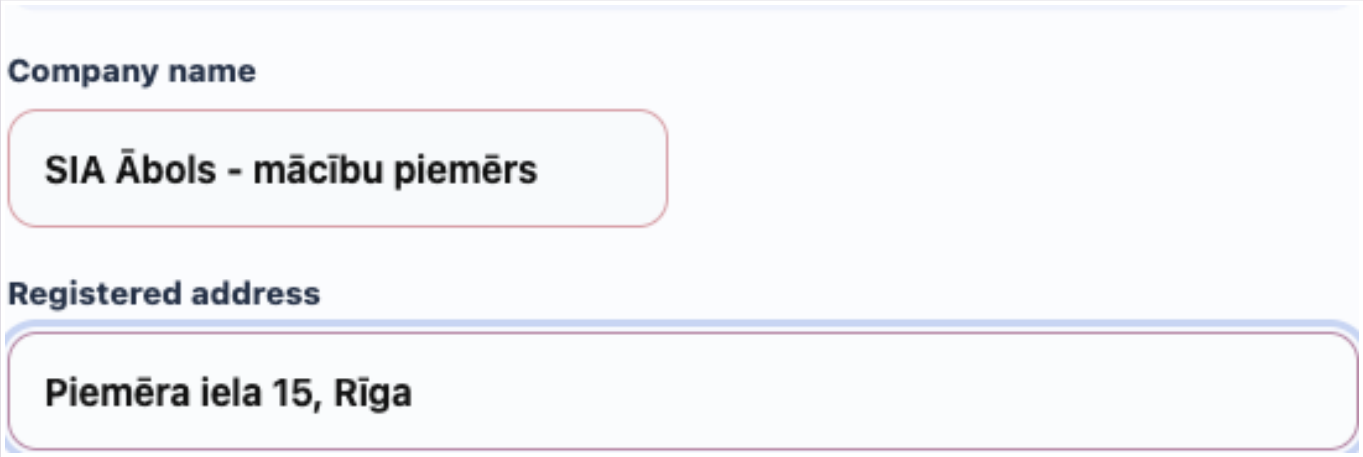
Screen example using fictional data.

The buyer ticks **“I confirm the buyer details are correct”**, confirming their authority to request the invoice and accepting an electronic PDF. Then press **“Review invoice”**.

> Use **“Edit company details”** to correct the details. If the registry does not respond, **“Enter company details manually”** is available. The actual buyer must always check and confirm the details. Do not bypass a known registry warning by changing the buyer type.

3.1. Correcting company details

1. After automatic lookup, choose **“Edit company details”**. If company details did not load, choose **“Enter company details manually”**.
2. Enter the correct 11-digit registration number, full legal name and registered address. An assigned Latvian VAT number is LV plus 11 digits. Leave VAT empty if none is assigned.
3. Press **“Check buyer details”**. The customer checks the displayed values, ticks **“I confirm the buyer details are correct”** and presses **“Review invoice”**.



Screen example using fictional data.

> The invoice uses the confirmed details. The existing Rivilė card is not overwritten automatically; discrepancies and possible duplicate cards are referred to accounting. Staff do not need to edit these cards in Rivilė.

Before issuance, you can return with **“Return to registry details”** or edit the buyer. Corrections to an issued invoice are handled by accounting.

4. Other buyer types

Private purchase

Choose **“Private purchase”**. Enter first name, surname and declared residential address. No personal identity number or VAT number is requested. Press **“Check buyer details”**, review the result and confirm the details.

Individual merchant (IK)

Choose **“Individual merchant (IK)”**. Enter the 11-digit IK registration number, first name, surname and declared address. A separate personal identity number is not needed. The buyer confirms their name and declared address. If there are no other warnings, the invoice can be issued in self-service.

Self-employed person

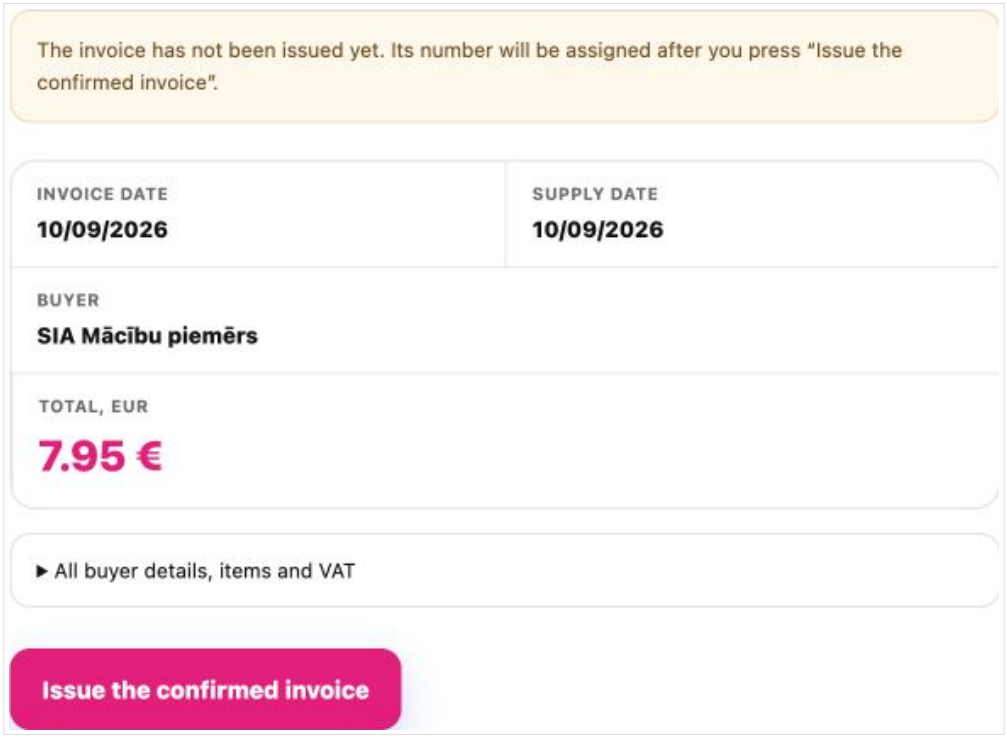
Choose **“Self-employed person”**. Enter the 11-digit VID taxpayer code, first name, surname and declared address. Provide a VAT number only if assigned: LV followed by 11 digits. The taxpayer code may be a personal identity number. The buyer confirms their business activity status and details; this is not automatic VID verification. MUN is a tax regime, not a separate buyer type.

Foreign company

Choose **“Foreign company”**. Enter the country, full legal name, registered address and full VAT number including the country prefix. Registration number is a separate optional field. A company without a VAT number should contact accounting. Selecting a country does not change the purchase VAT rate.

5. Review and issue

Step four shows the invoice before issuance. Open **“All buyer details, items and VAT”** to check the address, numbers, items and VAT. The invoice date is the issue date; the supply date is the purchase date.

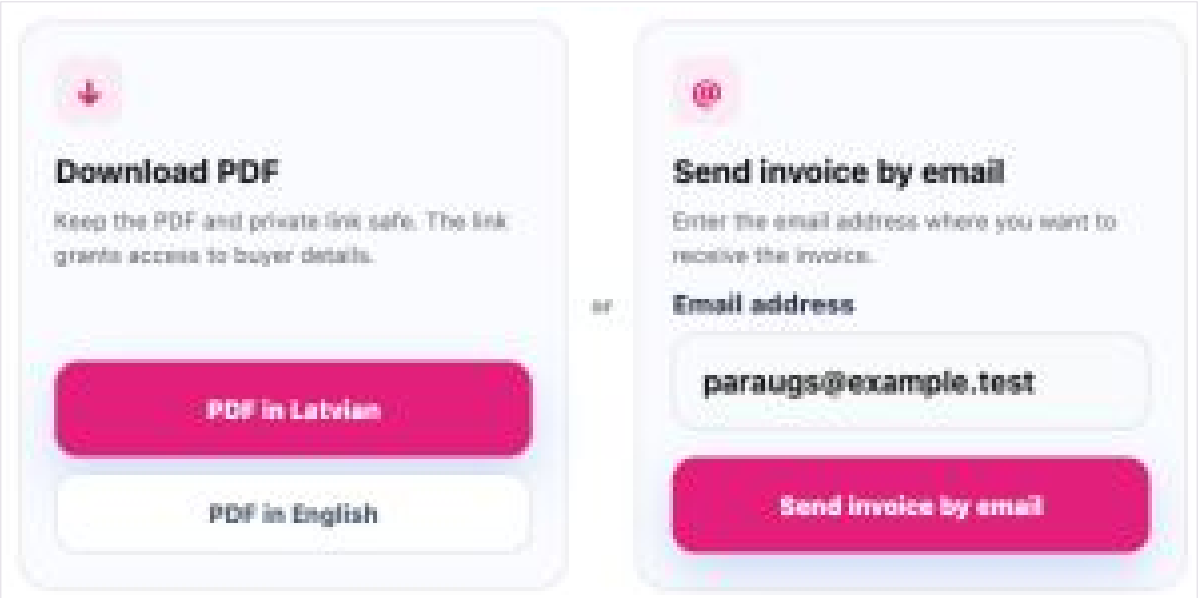


Screen example using fictional data.

1. If buyer details need changing, press **“Edit buyer details”** and confirm them again.
2. When everything is correct, press **“Issue the confirmed invoice”** once. Wait for the result; do not close or refresh the page during issuance.
3. Success means **“Your invoice has been issued”** and an assigned invoice number. A draft or request confirmation alone does not mean an invoice has been issued.

> The issue button makes real accounting changes. Do not test with a randomly chosen company’s details.

6. PDF, email and future access



Screen example using fictional data.

1. Download **“PDF in Latvian”** or **“PDF in English”**. These are language versions of the same invoice, not two invoices.
2. If the customer wants email, enter their address, check it with them and press **“Send invoice by email”**. The email uses the selected LV/EN website language.
3. Wait for the sending confirmation. It confirms acceptance by the mail server, not that the customer has read it. Ask them to check spam too.
4. Save the private link with **“Copy link”** and share it only with the invoice recipient. It reopens the document later. Accounting can help if the link is lost.
5. After saving the file or link, press **“Finish”**. This clears the form; it does not delete the issued invoice.

Downloading the original Latvian paper receipt is not yet available. The customer should keep the paper receipt.

7. When accounting is needed

A warning may stop automatic issuance to prevent an incorrect document. Do not change the buyer type, date or amount to bypass the check.

- Registry or VAT data is missing, stale or contradictory. A required address is missing.
- VAT cents cannot be explained by standard rounding; the purchase has been corrected or already has an invoice.
- The purchase is over 15 days old or has not been transferred with a suitable issue date.
- Linked sales records or the length of buyer details require review.

Sending a request

1. Check the entered details and the customer's email. Open **"Accounting request"** and press **"Send request to accounting"**.
2. Wait for confirmation that the request was saved for delivery. It is not an invoice, and no completion time is promised.
3. If the form cannot accept the details, email buhalterija@mobkeisa.lt with the store, ŠAS.NR, DOK.NR, date, amount, error message and customer contact email. Do not include bank card details.

8. Errors and safe next steps

Issuance result is uncertain

Do not start another invoice. Use **“Check issuance result”**. This only checks the result of the issuance already started. If the document is not ready, wait and check again; then contact accounting.

Email result is uncertain

Do not promise delivery and do not issue another invoice. The PDF can still be downloaded. Contact accounting; the system does not automatically repeat an uncertain send.

Session expired

An unissued draft session lasts up to 15 minutes. Find the receipt and verify the buyer again. If issuance already started or an invoice number appeared, first use the private link or contact accounting.

Error in an issued invoice

Do not edit the PDF yourself. Give accounting the invoice number and exact correction needed. Issuing the same receipt again is not a correction method.

> During a connection or registry error, do not guess the result. Tell the customer only what the screen confirms.

9. Personal data protection

- Enter only the details requested by the form. Do not ask for a personal identity number for a private purchase; do not copy passports or identity cards for routine invoice preparation.
- A taxpayer code, address, invoice and private link may contain personal data. Do not share them in group chats or send them to a staff member's personal email.
- Check the recipient before sending email. An accounting request includes the necessary buyer details and customer contact, including a business taxpayer code when needed for the invoice.
- Press **"Finish"** when done. Do not leave another customer's downloaded PDF, printout or open private link on a shared computer.
- An unissued draft stays in memory for up to 15 minutes. Issued documents remain in accounting records; VAT invoices are normally kept for at least five years, with longer periods in some cases. Staff must not delete them independently.

> If data was sent to the wrong person, immediately inform your manager and buhalterija@mobkeisa.lt. Do not spread the file further.

Data controller: SIA "Case4you Latvia", 40203471228. Privacy questions and requests: buhalterija@mobkeisa.lt. More details are in the website's **"Personal data protection"** section.

10. Training and handover

1. On the first page, press **“Try a sample receipt”**. Check that the training notice and fictional **EUR 7.95** purchase are visible.
2. Use fictional buyer details only. **“Fill sample details”** fills in sample values. Try both a company and a private buyer.
3. Training allows a marked sample PDF and an unsent email preview. No real invoice is issued and no email is sent.
4. After practice, press **“Exit practice”** or **“Finish and delete draft”**. Before serving a customer, check that the training notice is gone.

What every staff member should know

- Distinguish ŠAS.NR and DOK.NR from the bank Kvīts; find the final total.
- Choose the correct buyer type; verify details and wait for the invoice number.
- Save the PDF, verify the email recipient and handle the private link safely.
- Avoid duplicates and contact accounting when an error occurs.

The interface and invoice PDF support LV/EN. The Russian guide retains Latvian button names. Form rules describe this service’s workflow; accounting handles unusual legal and tax questions.

Official sources: Latvian VAT Act, sections 125, 132 and 133; DVI: data subject rights.

11. Employee account and activity history

1. At the bottom of the page, press **“Employee sign-in”**. You are taken to admin.c4y.lt; use your own internal-system username and password.
2. On return, check the employee sign-in indicator. The purchase store comes from the receipt, not from your sign-in. Employee sign-in lasts up to four hours.
3. Press **“Finish”** before the next customer. Before another employee uses the computer, choose **“Sign out of employee account”**; also sign out of the internal system if it remains open.

What the system records

Administrators can see action stages, errors, issuance outcomes and verified employee sign-in. After 15 minutes without activity, an attempt is marked unfinished; later continuation is recorded. This alone does not mean an invoice was cancelled or never issued.

A server-verified receipt has one updated message in the Telegram work group. It excludes buyer names, addresses, tax codes, employee names and IP addresses. Full history is administrator-only at admin.c4y.lt/invoice-journal/lv. Training appears in admin history and is not sent to Telegram.

> IP and technical browser identifiers in the activity journal are cleared after 30 days. Operation history expires after 90 days without new activity, and its Telegram message content is replaced. Failed message updates stay queued. These periods do not apply to the accounting documents themselves.

12. What to do after an error

Issuance did not start

If the message clearly states that no data was changed, you may try again shortly. If the receipt or date has changed, find the receipt again and review the details.

Some steps completed or the result is unknown

Do not start a new request or choose another buyer. Use **“Check issuance result”**. If the invoice does not appear, submit the request to accounting. The check button does not issue the invoice again.

The email was not sent

If the server clearly rejected the email, check the address and retry sending. If delivery is uncertain, do not resend: download the PDF or contact accounting.

Registry warnings

An old closed VAT registration or postal-code formatting alone does not block issuance. Missing, stale or contradictory data still requires clarification. Enter the real buyer’s details and do not bypass a warning by changing the buyer type.