

Problem Description

OXID eShop allows customers to enter a VAT ID during the checkout process, so that VAT could be deducted if the customer is located outside of the shop's country (e. g. Shop is in Germany, Customer sits in Austria). This feature is important especially in the B2B sector. In order to verify the VAT ID provided by the customer, the shop sends it to a webservice provided by the European Union and waits for the results. However, this webservice is very unreliable due to maintenance downtime. For example, a daily database backup takes up to 6 hours, during which the webservice might not be available. This has an impact on a shop's conversion rate.

Possible Solution

- Allow check-out, even if VAT ID online check is enabled in settings but EU webservice is not reachable
- Do not charge VAT, even if VAT ID couldn't be checked
- Add hint to Shop Owner if VAT ID couldn't be checked automatically

In *Master Settings* → *Countries*, the shop admin can define for each country if VAT should be deducted if a *valid* VAT ID has been provided. Currently, the definition of "valid" is if the EU webservice returned a positive validation result. There are three possible results:

1. VAT check returns a positive result (VAT ID is valid)
2. VAT check returns a negative result (VAT ID is invalid)
3. VAT check is not reachable (VAT ID can't be checked)

Currently, only case 1 and 2 are clearly handled, and case 3 is seen as "VAT ID is invalid" as well, for legal reasons. In the future, the Shop Admin should be able to define case 3 as "VAT ID is valid". In this case, in the order it must be clearly stated out to the Shop Owner, that the VAT ID couldn't be checked and they must check it manually.

Mockups

Allow check-out, even if VAT ID online check is enabled in settings but EU webservice is not reachable



Add hint to Shop Owner if VAT ID couldn't be checked automatically



Weblinks

- [Feature request in bug tracker](#)

Attachments

 Drop files to attach, or [browse](#).



[mock-admin-hint-no-VAT-II](#)
8 minutes ago 137 kB



[mock-allow-checkout-witho](#)
25 minutes ago 88 kB