FAQ - Peppol questions

Qargo supports Peppol e-invoicing for sales and carrier invoices, with future updates adding attachments and more.

Updated May 18, 2026

Q. Can Qargo be used as an access point for both sales and carrier invoices?
A. Yes. Customers interested in setting up Qargo as their access point should reach out to their account manager to start the process. Once the account is set up and live, it is possible to begin sending sales invoices and processing incoming invoices.
Note: When receiving carrier invoices, all invoices will be received, including non-transport invoices.

Q. Can accepted and/or rejected sales invoices be viewed in Qargo?
*A. Yes, but **only** if Qargo is used as the access point specifically.* If another service is used, this is not supported.

Q. Is it possible to send attachments with the sales invoices through the automated processes?
*A. Yes. Currently it is possible to send the **invoice** with CMR/POD as an attachment.* Note that users must **opt in to receive specific document types** on the Peppol network.

> ‼️ Where there is a ***'Required document'*** (CMR/POD) included with the *'Send to Peppol'* task, a **minimum of one document** (CMR/POD or other order document) per order is required. Invoices with multiple orders will fail if any order is missing a required document.

Q. Can attachments be received as part of the carrier invoice workflow? For example, an invoice with a POD is typical.
A. Yes, this flow is supported. It is best to know up front which types of documents will be sent. Once received, documents are automatically forwarded to the document scanning/matching module.

Q. Will credit memos be received via the incoming carrier invoice workflow?
A. Yes. Carrier credit memos will be supported.

Q. What if a carrier invoice needs to be approved before it is accepted?
A. Approval for non-transport-related invoices is done via the accounting system. For all transport-related costs, the standard Qargo approval process applies.

Q. Can an invoice be rejected if it has been sent in error?
A. No. This is not currently supported as part of the initial release. There is an option to set the received invoice to **'Ignored'**. If this occurs, please share details of cases where the wrong invoices are received. For instance, is it for a different financial entity, or an invoice with incorrect charges?

Q. How can it be confirmed that an invoice has been sent successfully? Is any confirmation received once it is sent successfully?

A. No. The Qargo platform does not show any specific confirmation of sending the invoices. There is a specific **'Send to Peppol' task** that is executed to send the invoice. **This task will only complete** if the invoice has been sent successfully.

Q. How does Qargo currently submit to the Peppol network? What technical language/format is used and what file type is submitted?
A. The supported format is Openpeppol BIS Billing 3.0 (https://docs.peppol.eu/poacc/billing/3.0/). For testing, invoice files should be in XML format and can be emailed directly to the Qargo account manager. API documentation is available and can be reviewed here.

Q. Most accounting systems indicate if a customer is able to receive invoices via Peppol. Will this information be displayed in Qargo as well?
A. No. While this information is not currently displayed, as part of the process Qargo checks if the customer is registered with a Peppol ID. If **yes**, the 'Peppol availability' toggle is automatically enabled. The 'Peppol receiver' field is automatically updated to show 'Allowed'.

Q. Are invoices intended to be sent to the customer first and then sent via Peppol? Or is the invoice also sent directly to the customer when sending via Peppol?
A. From January 1, 2026, sending an invoice by email is no longer needed; only the invoice sent via Peppol counts. Sending an invoice to the customer by email and sending via Peppol are two different tasks in Qargo. The invoice is sent through the Peppol network, but it is still possible to email a copy of the invoice. Executing the *'Sending via Peppol'* task is only possible after posting to accounts.

Q. Can the invoice still be adjusted after it is sent via Peppol but not yet to the accountant?
A. No. The invoice can only go via Peppol after posting to accounting, after which no adjustments can be made to the invoice. If the tasks are reset in Qargo and the invoice is edited, users receive an error when attempting to resend via Peppol. The correct process in this instance is to issue a credit memo and re-invoice.

Q. How can it be determined whether the customer already uses Peppol, or whether the invoice still just needs to be sent?
A. Whether the receiver is already registered on the Peppol network can be checked on this website.

Q. Does this mean all customers have to be looked up manually in an external database to see whether or not they use Peppol?
A. No. When Peppol becomes mandatory, Qargo checks the Peppol database to look up the Peppol ID. If a Peppol ID is found, Qargo configures the customer.

Q. Is the customer profile always checked to see if it is already set to Allowed each time an invoice is sent?
A. No. An error message appears in Qargo when something goes wrong.