FAQ – Peppol questions

Qargo supports Peppol e-invoicing for sales and purchase invoices. Future updates will add attachments and more functionality.

Updated February 20, 2026

Q. Can Qargo be used as the access point for both sales and purchase invoices?
A. Customers who want to set up Qargo as their access point must contact their Account Manager to start the process. Once the account is set up and active, sales invoices can be sent. For purchase invoices, testing is currently only possible when receiving incoming invoices. Testing for forwarding to another system is not yet available.

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

Q. Is it possible to send attachments with sales invoices through the automated processes?
A*. Currently, only the* ***invoice itself*** *can be sent as an attachment.* Other attachments (such as **POD/CMR**) will be available soon but are not yet supported.

Q. Can attachments be received as part of the purchase invoice workflow? For example, an invoice with a POD (proof of delivery) is common.
A. Yes, this workflow is supported. It helps to know in advance which types of documents will be sent. Once received, the documents are automatically forwarded to the document processing and matching module.

Q. Are credit notes received through the incoming purchase invoice workflow?
A. Yes! Purchase credit notes are supported.

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

Q. Can an invoice be rejected if it was sent by mistake?
A. No. This is not supported in the first release. If this happens, share details of the cases where incorrect invoices were received, for example an invoice for another financial entity or an invoice with incorrect costs.

Q. How can the user tell whether an invoice was sent successfully? Is a confirmation given when sending succeeds?
A. No. The Qargo platform does not show a confirmation that invoices were sent. A specific **task** runs to send the invoice. This task is only completed if the invoice was sent successfully.

Q. How does Qargo currently submit to the Peppol network? Which technical format or language is used, and what type of file is submitted?
A. The supported format is **OpenPeppol BIS Billing 3.0** (https://docs.peppol.eu/poacc/billing/3.0/). For testing purposes,

invoice files must be in **XML format** and can be emailed directly to the Qargo Account Manager. API documentation is available and can be consulted [here].

Q. Most accounting systems indicate whether a customer can receive invoices via Peppol. Is this information also shown in Qargo?
A. No. This information is currently not shown in Qargo. The Peppol Directory lookup is not connected to Qargo, because it may not be up to date. This remains a development item that will be added in a future release.

Q. Should invoices be sent to the customer first and then via Peppol? Or is the invoice also sent directly to the customer when clicking **'Send via Peppol'**?
A. As of **01/01/2026**, it is no longer necessary to send an invoice by email. Only the invoice sent via **Peppol** is still valid. Sending an invoice by email and sending it via Peppol are **two separate tasks** in Qargo. The invoice is sent through the Peppol network, but a copy of the invoice can still be sent by email.
The **'Send via Peppol'** task can only run **after the invoice has been posted in the accounting system**.

Q. Can the invoice still be edited after it has been sent via Peppol but before it has been sent to the accounting system?
A. *No. The invoice can only be sent via Peppol **after** it has been posted in the accounting system.* After that, **no changes** can be made to the invoice. If the task in Qargo is reset and the invoice is edited, users receive an error message when they try to send the invoice via Peppol again. The correct procedure in this case is to create a **credit note** and **reissue** the invoice.

Q. How can the user tell whether the customer already uses Peppol, or whether the invoice still needs to be sent the usual way?
A. Whether the recipient is already registered on the Peppol network can be checked on **this website**.

Q. Does this mean all customers must be checked manually in an external database to see whether they use Peppol?
A. No. When Peppol becomes mandatory, **Qargo automatically consults the Peppol database** to look up the customer's **Peppol ID**. If a Peppol ID is found, Qargo configures the customer automatically.

Q. Does the customer profile need to be checked every time to see whether Peppol is already enabled before an invoice is sent?
A. No. If something goes wrong, **an error message appears in Qargo**.