Invoices: process sales invoice via Peppol

Configure and send Peppol sales invoices in Qargo: module setup, profile configuration, document attachment selection, invoice workflow, and troubleshooting.

Updated May 18, 2026

Introduction

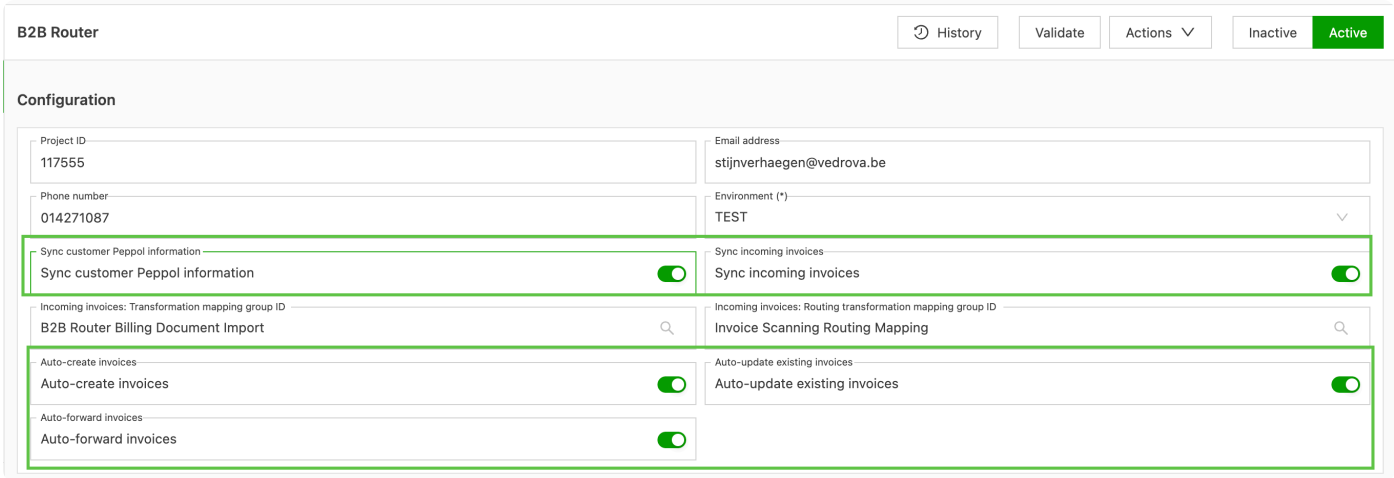
> ‼️ **Peppol is available for companies in Belgium.**
> **For other e-billing requirements, contact the Qargo account manager.**

This article explains how to configure and use the Peppol integration in Qargo. It covers initial module setup and profile configuration, processing and sending invoices, and troubleshooting e-invoices. It is intended for **Qargo Admin and Super Admin users** and provides step-by-step guidance to ensure invoices are correctly processed and sent.

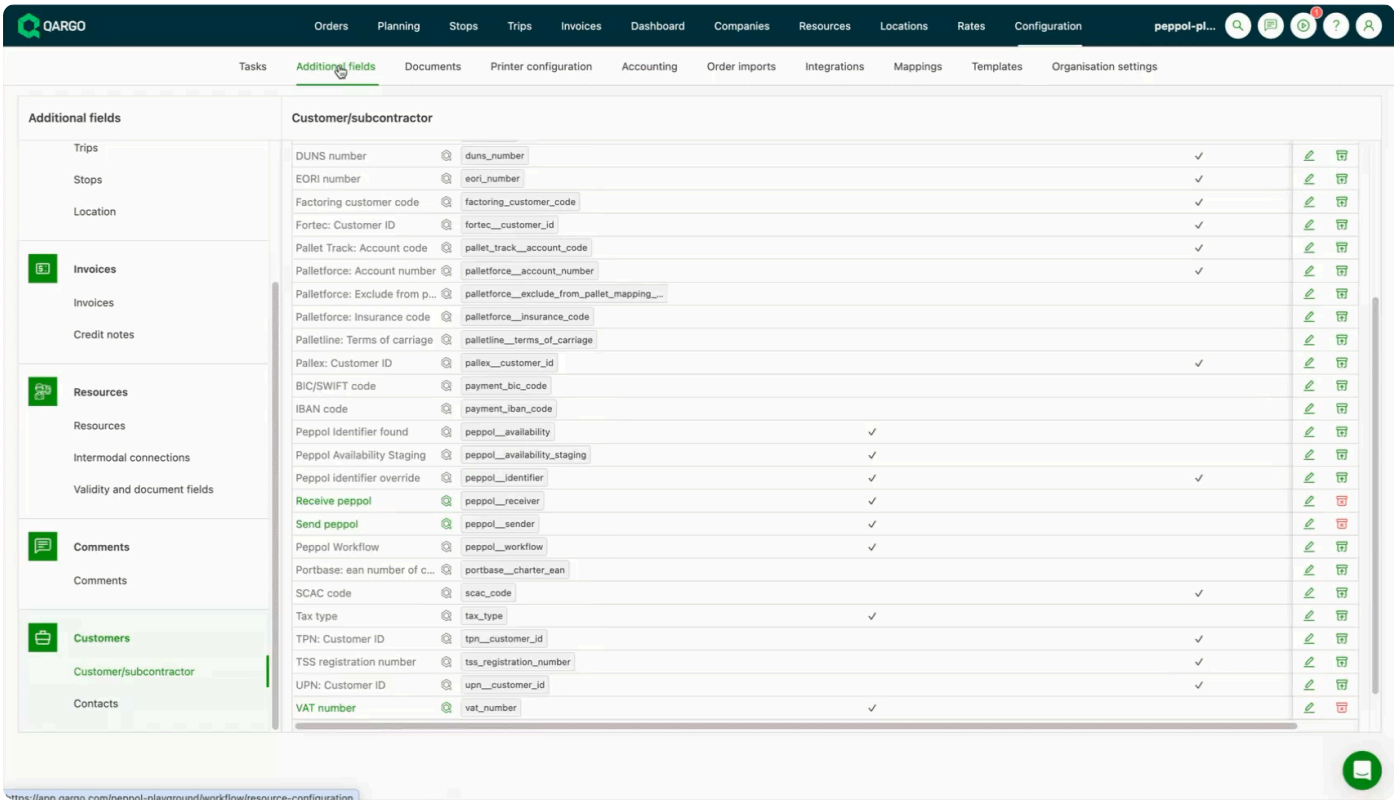
Module configuration (Qargo Admin only)

Enable the integration under **Configuration > Integrations**.

- Toggle on the **'Sync incoming invoices'** option.
- Toggle on the **'Sync customer Peppol information'** option. Qargo will then automatically scan the Peppol database and update the fields in the profile.
- B2BRouter: enable or disable the automatic creation and updating of invoices, and automatic forwarding. If disabled, the user still has to approve the invoice, even if the routing mapping gave an outcome other than *'manual review'*.



- Once enabled, new fields are displayed in the company and contract carrier profiles:
  - Peppol identifier override (number)
  - Peppol identifier found (toggle)
  - Receive Peppol (dropdown)
  - Send Peppol (dropdown)
- If the new fields do not show immediately, navigate to **Configuration > Additional fields** and enable the Peppol settings from the **Customer/contract carrier** options.

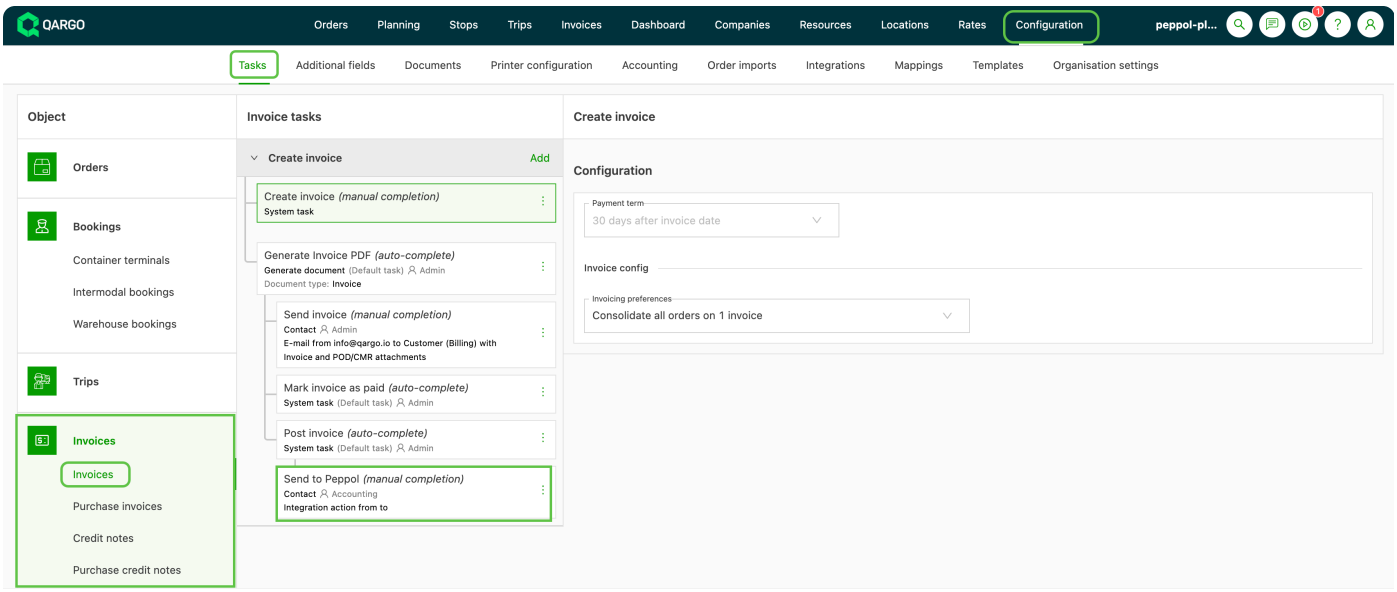


‼️ **'Sync customer Peppol information'** runs **once**, when the integration is first enabled. If a new company is added, its Peppol details are updated automatically during the next sync. Sending and receiving invoices will not work until the new company details are validated in the Peppol sync.
Users can manually fill in the following fields in the company profile to send and receive invoices right away:

- Peppol availability: toggled on
- Peppol sender settings = Allowed

Configure task

Once the Peppol integration is enabled, the **'Send to Peppol'** task should be included automatically.



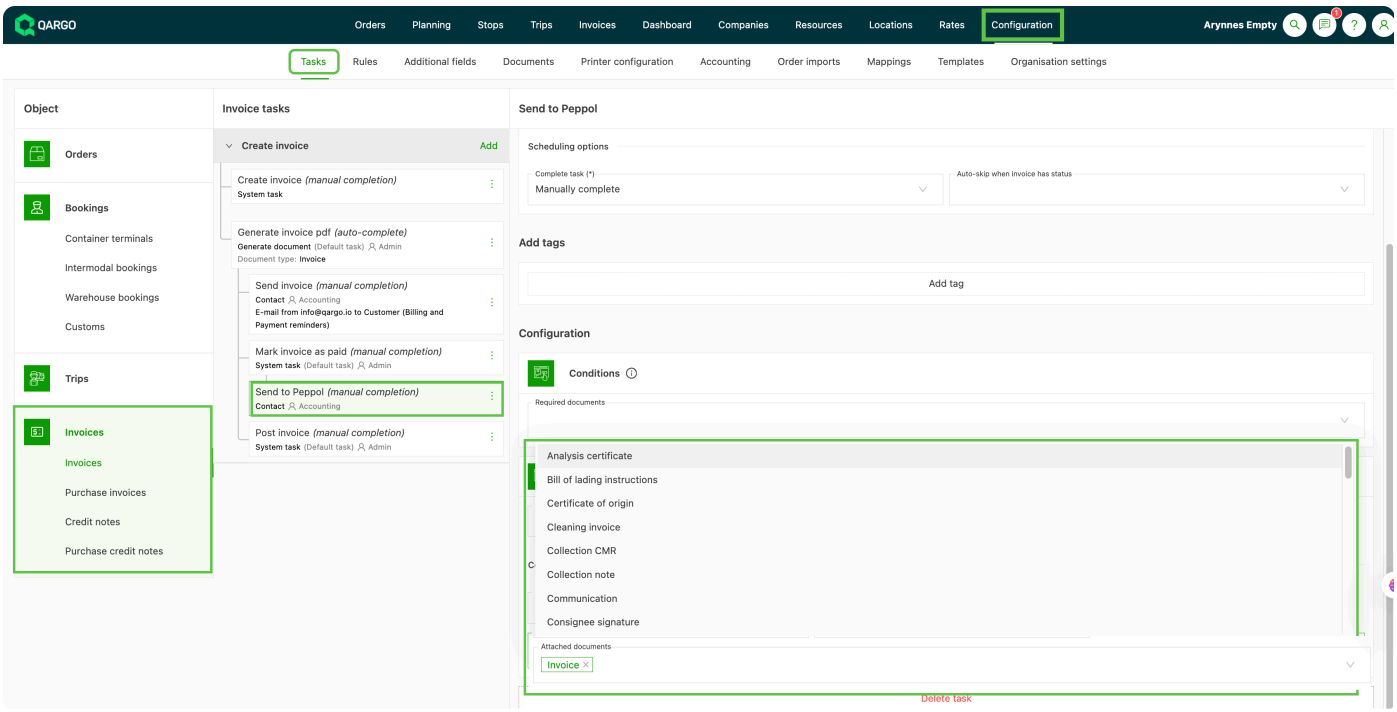
Configure document attachments for Peppol

Configure which document types are attached automatically when invoices are sent via Peppol. This is done directly in the task configuration interface, with no manual parameter editing.
Supported attachment types include:

- proof of delivery
- invoice
- credit memo
- other order documents. For Peppol billing, CMR documents must be in PDF format to be included. Documents stored in the invoice's Communication section are not included as Peppol attachments, even if labeled "CMR."

Configure document attachments at task level (Super Admin)

1. **Navigate** to **Configuration > Tasks**.
2. **Select Send to Peppol** from the Invoices task list.
3. **Open** the **Contact** panel within the task configuration.
4. **Select** the document types to attach from the attachment configuration fields. Qargo suggests relevant document types based on the types already configured for the task.
5. **Save** the configuration.



Once configured, the selected document types are included automatically each time the task runs. No manual parameter entry is required.

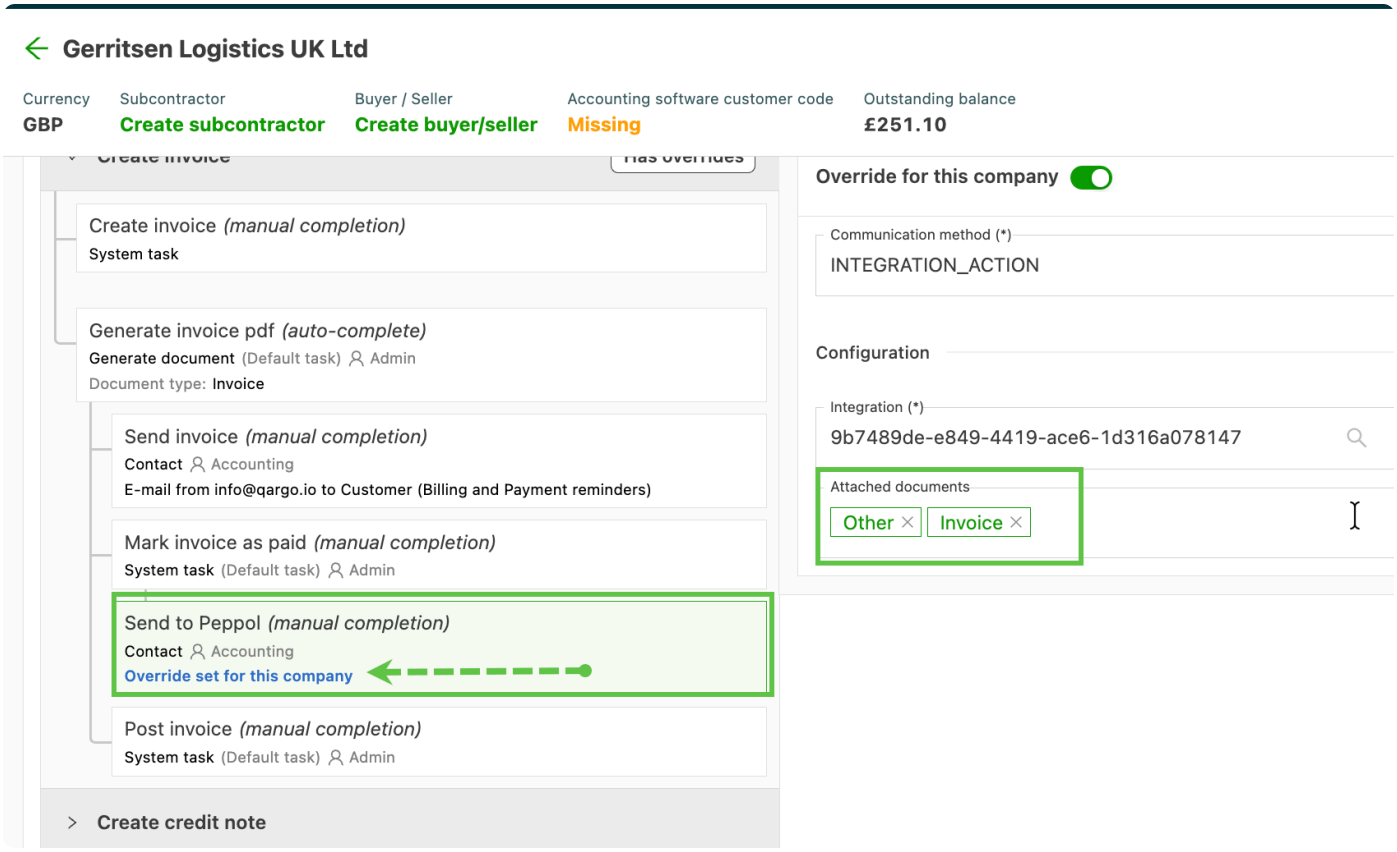
> 📚 Existing task configurations have been migrated automatically to the new document attachment format. No manual action is needed for tasks previously configured with the `include_cmr` parameter.

Override document attachments per company

When a customer does not need certain document types (for example, a customer who does not require proof of delivery), the attachment configuration can be overridden at company level.

Configure a company-level attachment override

1. **Navigate** to the company profile.
2. **Scroll** to the **Tasks** section and expand the **Create invoice** tasks.
3. **Select** the **Send to Peppol** task.
4. **Toggle** on **Override for this company**.
5. **Select** the document types to include or exclude for this company in the attachment configuration fields.
6. **Save** the override.



📚 Qargo automatically skips the Peppol task for companies outside Belgium. The **Skip task** override on individual company profiles can also be used to exclude specific companies from Peppol processing entirely.

Select attachments manually when triggering from the interface

When a Peppol integration action is triggered directly from the interface (rather than through an automated task run), an attachment selection window is displayed. This works like the existing email contact task flow.

Select attachments manually

1. **Trigger** the integration action from the relevant invoice or document.
2. **Review** the attachment window that appears. It shows the document types suggested by the task configuration.
3. **Select** or deselect document types as needed for this transmission.
4. **Confirm** to send.

Limitations

Limitation	Details
PDF only	Qargo's Peppol access point supports PDF attachments only. Non-PDF files, such as images, are not transmitted even if selected.
File size	The total file size (invoice + all attachments) should not exceed 100 MB. Oversized transmissions will fail.
Recipient opt-in required	Recipients must have opted in to receive the specific document types being attached. If the recipient does not support a document type, the invoice will fail. Contact the recipient's Peppol provider to review their document opt-in settings.

!! When a **'Required document'** (CMR/POD) is included with the **'Send to Peppol'** task, **at least 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.

Steps to verify CMR attachment inclusion

To confirm whether a CMR document was sent with a Peppol invoice:

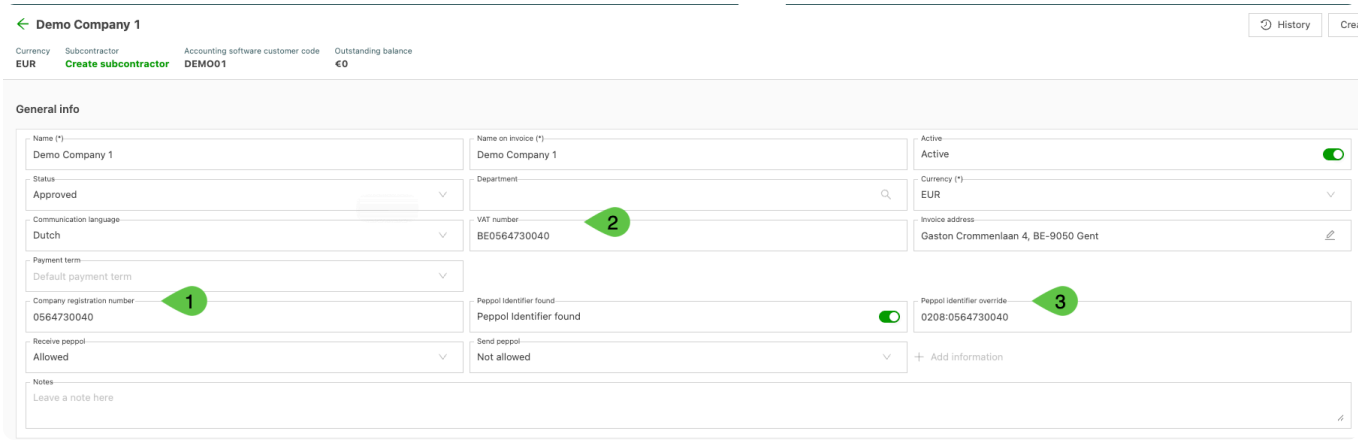
1. Open the invoice's UBL XML file.
2. Navigate to the `Invoice/cac:AdditionalDocumentReference` section.
3. Check the `cbc:ID` element for the CMR file name (document name). If the CMR file name appears in the `AdditionalDocumentReference` section, the attachment was included. If no attachments are listed, the CMR document was not sent.

Configure a company profile to send invoices

📚 Qargo automatically skips the Peppol task for companies outside Belgium. Users can also set the **'Skip task'** override on specific company profiles. This blocks the Peppol task for the company where the override is applied.

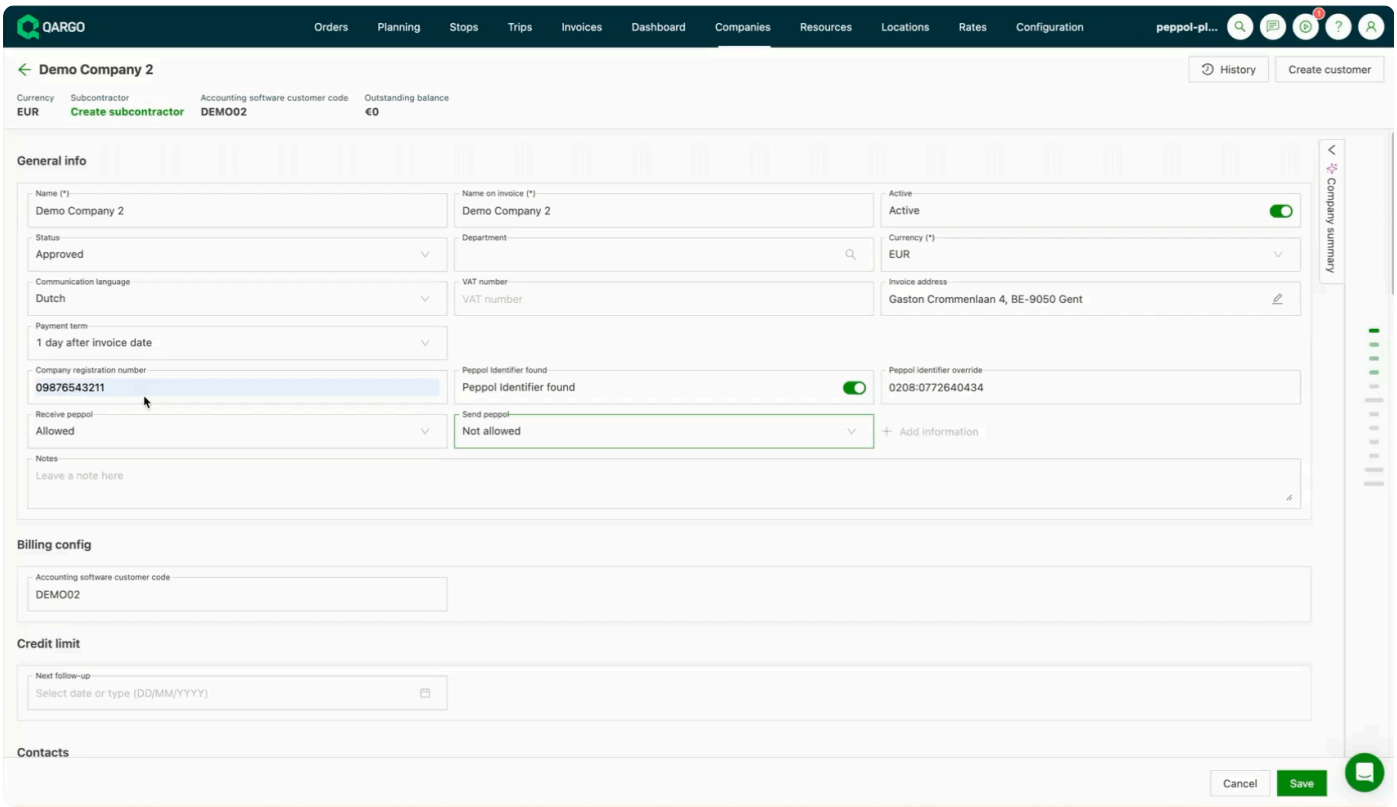
To send invoices via the Peppol network, the company profiles linked to the *sales invoice or sales credit memo* must have certain fields configured.

- Make sure the company linked to the sales invoice or sales credit memo **has one of the relevant fields filled in.**



1. **Company registration number** (also known as ondernemingsnummer), if the company is registered on the Peppol network with this identifier
2. **Tax number**, if the company is registered on the Peppol network with this identifier
3. **Peppol identifier override** can be used if the Peppol identifier is not based on the tax number or company ID, or if it is a non-Belgian identifier.
    1. The identifier uses the following format: `<scheme>:<identifier>`. It must be a valid Peppol scheme and identifier. See this link for more information

- Once the integration is active, Qargo automatically scans the Peppol database and updates these fields:
    - Peppol identifier found (toggle)
    - Peppol settings = Allowed/Not_Allowed
        - **Allowed** - The company can send and receive documents over the Peppol integration. The system uses the Peppol ID and routes invoices and credit memos via the Peppol network. A valid Peppol receiver ID is required.
        - **Not_Allowed** - The company is not considered 'Peppol-enabled'. The system blocks Peppol delivery and reverts to the standard method (email, portal or another e-billing format). **This prevents sending via Peppol even if an ID is present.**
- Once the main sync is complete, any new companies are updated during the next daily sync with the Peppol database.
- To process invoices immediately, users can update the fields manually:
    - Peppol identifier found: set the toggle to on.
    - **'Receive Peppol'** settings = Allowed



- Peppol identifier (number): this is an **override field**. Leave it **blank** unless the company uses an alternative identifier, for example a DUNS number. Qargo automatically scans the Peppol database for the associated identifier.
- Peppol identifier found (toggle): toggle **on** to ensure invoices are received. Qargo sets this automatically on sync, confirming that the company's Peppol registration is valid and active.
- Send Peppol settings (dropdown): set to **Allowed**. This authorizes the company to **send** invoices into Qargo. Qargo sets this automatically on sync.
- Receive Peppol (dropdown): set to **Allowed**. This authorizes the company to **receive** invoices sent via Qargo. Qargo sets this automatically on sync.

‼️ Send/Receive Peppol set to **Not allowed** blocks all Peppol activity; sending and receiving invoices are not supported.

📚 The **Peppol ID** is derived from company information. Qargo confirms Peppol activation and sets the 'Peppol availability' toggle to on. ID fields **are not** updated automatically.
Update the **'Peppol identifier' field** manually when an alternative number (for example, DUNS) is used instead of the company or tax number.
Example: The main billing address is the head office, which uses the company tax number as its Peppol identifier. To bill a regional office directly, that location may use an alternative number, such as a DUNS number, as its Peppol identifier.

Custom options

🧰 Custom fields may need to be activated under **Configuration > Additional fields**. Once configured, the fields can be added to the invoice.

- Customization options include adding:
  - Customer reference numbers (additional field, activation required)
  - Purchase order numbers (additional field, activation required)
  - Document attachments (proof of delivery, CMR, credit memo and other document types)

‼️ Only PDF attachments are supported. The total file size (invoice + attachments) should not exceed 100 MB; oversized transmissions may cause tasks to fail.

Recommendations for recipients

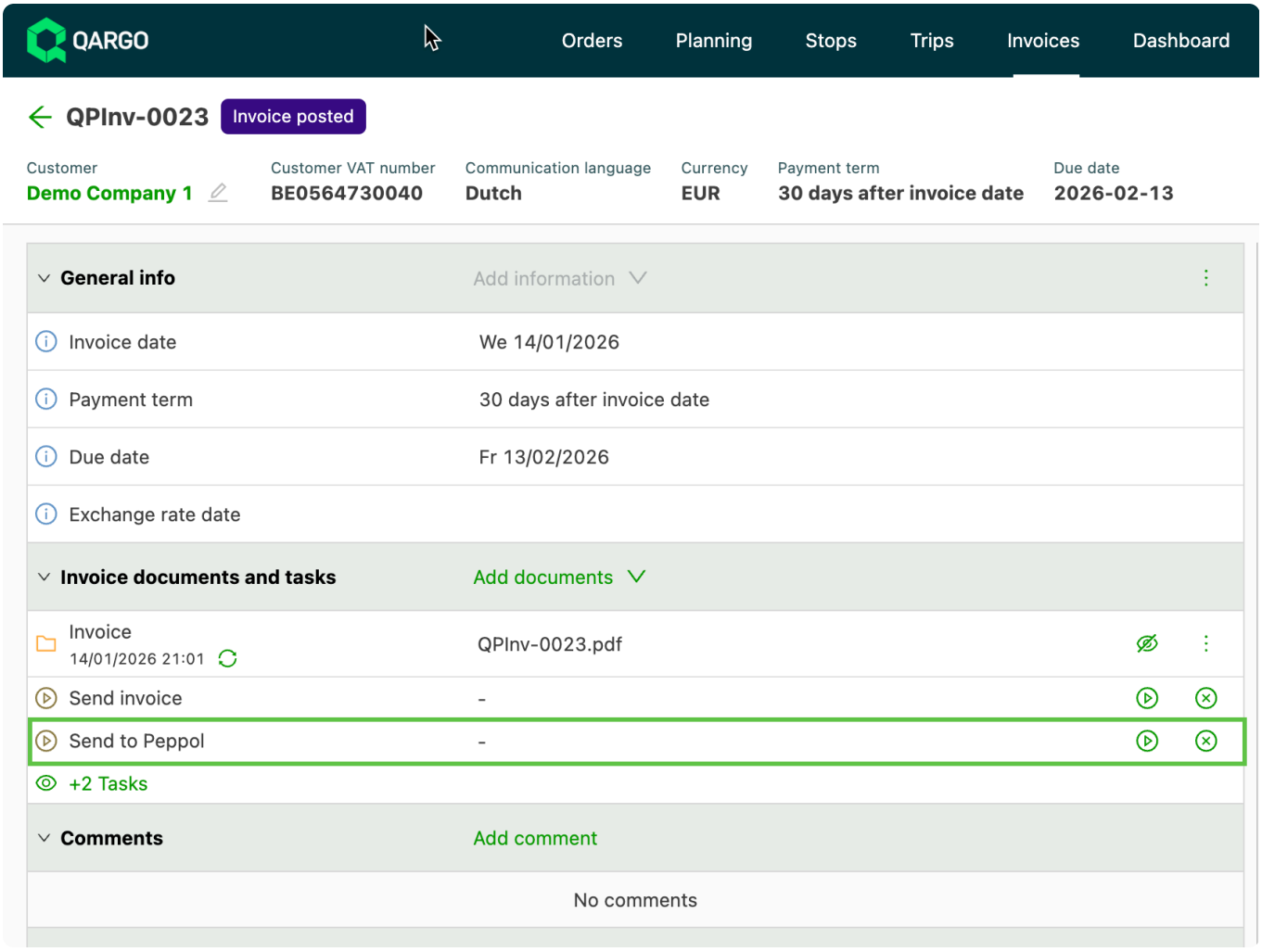
To ensure smooth handling of Peppol invoices and avoid common issues:

1. **Activate Peppol reception:** confirm that the Peppol provider has invoice reception enabled.
2. **Configure appropriately:** regularly review the Peppol settings in both the recipient's tool and Qargo to ensure compatibility.
3. **Validate tools**: use an up-to-date, fully functional Peppol solution so invoices and attachments are displayed correctly.
Following these best practices significantly reduces errors and disruptions in invoice exchange.

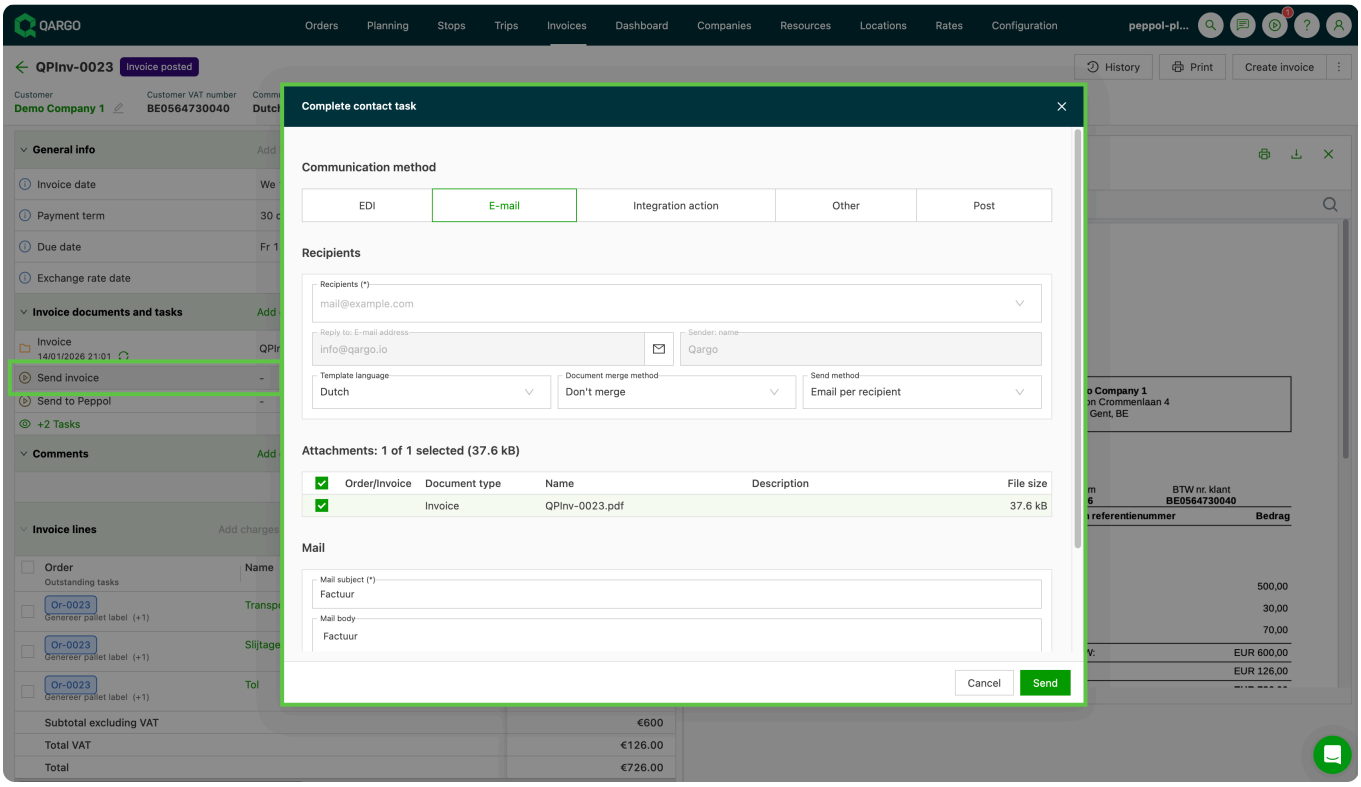
Sales invoice workflow

The sales invoice workflow sends invoices through the Peppol network in the following steps:

1. **Create invoice:** create the Qargo sales invoice following the existing business process.
    1. Generate a PDF of the invoice.
2. **Post invoice:** run the *Post invoice* task as part of the invoice workflow.
    1. Note: the **'Send to accounting'** task must be complete before the invoice or credit memo can be sent to Peppol.
    2. The invoice **must have a posted status** in the accounting software before it is sent to Peppol.
    3. A hard-coded check verifies this.
3. **Submit to Peppol:** submit the invoice to Peppol with the **'Send to Peppol'** task.



• Use the regular **'Send invoice'** task to generate and send a proforma invoice for approval before completing the **'Send to Peppol'** task.

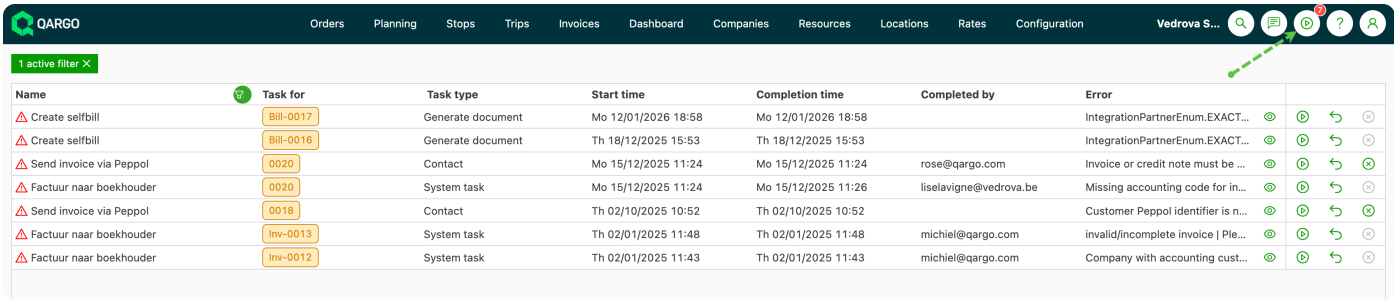


🎉 **Once this task completes, the invoice has been sent successfully via Peppol** 🎉

Troubleshooting

Qargo uses the same error message handling for Peppol invoices.

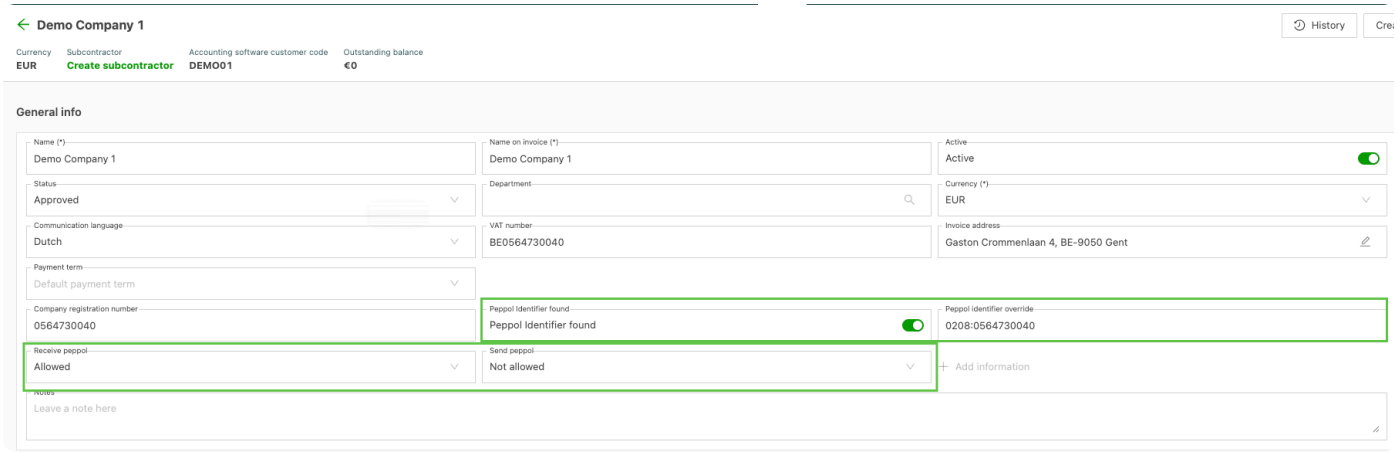
- Open the Errors view by clicking the icon in the top-right corner.
- Use the filter on the **Name** column to filter for a specific task type.
  - **Tip:** type 'peppol' in the search field to see the associated tasks.



- Correct the error based on the message and trigger the task again.

General first step for all troubleshooting:
Check that all the correct Peppol fields are enabled on the company profile:

- Peppol identifier found: toggle is on
- Send/Receive Peppol settings: set to Allowed



Peppol failed for a company outside Belgium. When Quick Actions are used to update invoices in bulk, companies outside Belgium are skipped, as they do not have the same Peppol requirements.
Resolution: Review the batch of records being updated in bulk and check for companies or contract carriers outside Belgium. Send the invoice manually with the **'Send invoice'** task.

Invoice not posted. The invoice does not yet have a posted status in the accounting software, so the 'Send to Peppol' task did not complete.
Resolution: Update the invoice status to **Posted** and **trigger the task again**.

Company doesn't accept invoices. The company or contract carrier profile is not enabled for Peppol, the Peppol settings have not been updated, or they are set to Not_Allowed.
Resolution: Check the company or contract carrier profile. Under the general information, make sure the **Peppol settings are set to Allowed** and **Peppol identifier found is toggled on**. **Error: Invoices set to 'Peppol receiving – not allowed'** This error means the recipient has been configured to block Peppol invoice reception. To resolve it:

1. Adjust the Peppol settings in the recipient's profile: set 'Peppol receiving' to 'Allowed.'
2. Resend the invoices with the 'Send to Peppol' feature in Qargo.

Invoice with attachments fails. As part of the Peppol registration, companies **opt in to receive specific document types, such as CMR or POD**. If an unsupported document is included with the invoice, the invoice fails. There is also a file size limit: a maximum of 100 MB is recommended. If a CMR document was not delivered with a Peppol invoice, the cause may be the file type. Peppol supports PDF attachments only. Image files, such as JPEGs, are not included or converted automatically. To ensure delivery:

1. Save or export the CMR document as a PDF.
2. Attach the PDF version to the invoice before sending.

Resolution:

1. Check that the **total file size of the invoice and embedded attachments is less than 100 MB**.
2. Contact the company and request a Peppol review. Ask them to review the Peppol 'document opt-in' and enable the specific document type. Trigger the *'Send to Peppol'* task again once it is enabled.

If the task previously used the `include_cmr` JSON parameter and now fails unexpectedly, check that the attachment configuration was migrated correctly in **Configuration > Tasks > Send to Peppol**. Contact Qargo support if the configuration is blank or incorrect after migration.

Issues with viewing Peppol invoice attachments

Peppol invoices are XML files that may include attachments. If a recipient reports that they cannot see attachments, the issue is most likely on the recipient's side. Attachments in Peppol invoices must be opened and displayed with the recipient's Peppol provider tool or interface. To resolve visibility issues:

- Recipients should use their Peppol solution's features to locate and view attachments embedded in the XML files.
- If the attachments still cannot be viewed, the recipient should consult the Peppol provider's documentation or support resources for further guidance.

Error: The recipient does not accept Peppol invoices

This error means the recipient's Peppol participant configuration is not set up to receive invoices, or reception is not activated. This setting is managed by the recipient's Peppol provider or access point. What needs to be done:

- The recipient must enable Peppol invoice reception in the Peppol provider's interface. Without activation, the recipient cannot accept the invoice, even if it is sent correctly from Qargo.