

# SESAMi World Connect Portal InvoiceNow (PEPPOL)

*User Guide V3.1*

Supporting IMDA's Nationwide E-Invoicing Framework



# AGENDA



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# Customer Support



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**Email:**

CustomerCare@sesami.com



**Telephone:**

Tel: [+65 6302 5300](tel:+6563025300)

Hotline: [+65 6333 1188](tel:+6563331188)



**Opening Hours:**

Monday - Friday

9 AM - 6 PM

Ticket Level	Description	Resource	Response Time	Resolution Time	Example
Level 1	General inquiries, administrative updates	Customer care office	2 hours	1 working day	Inquiries on how to create invoice; request to setup new user accounts
Level 2	Data and document process issues requires backend actions	Technical support officer	8 hours	3 working days	Document status and details patching. Retrigger payload file to ERP
Level 3	Program defects require coding fix	Software developer	8 hours	5 working days	Bug fix

# InvoiceNow Registration with SESAMi



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## Registration Link:

<https://sesami.online/SWCRegistration/Supplier?Key=TEx2jeGh&Plan=OneHub&BuyerOrgId=PSK199905189M>



customercare@sesami.com

+65 6333 1188 option 2

### Supplier Sign Up

SESAMI (SINGAPORE) PTE LTD ▾

\*Business Reg No.

\*Company Name

\*Block No. & Street/Road Name

\*Floor & Unit No.

Building Name

\*Postal Code

Singapore ▾

\*Full Name

\*Email

\*Contact Number

ERP/Accounting System if

Choose Product Category ▾

One Hub Subscription (\$0) ▾

#### DECLARATION

I have read and agree to the [Terms and Conditions](#) and [Privacy Policy](#) for the use of SESAMI.net/online and I agree to appoint SESAMI as my PEPPOL Receiver and Sender Access Point Provider.

I have also read and acknowledge the [Recommendations on Cyber Security best practices](#) to protect my data.

Submit

# Acknowledgement Email after Registration

The Registration will be processed within 3 Working Days



**From:** [supplieronboarding@sesami.com](mailto:supplieronboarding@sesami.com) <[supplieronboarding@sesami.com](mailto:supplieronboarding@sesami.com)>

**Sent:** Tuesday, 28 May 2024 1:39 pm

**To:** [REDACTED]

**Cc:** Customer Care <[customercare@sesami.com](mailto:customercare@sesami.com)>

**Subject:** Supplier Registration Completed --- PSK,24288,SWC1,Corporate [REDACTED]

Dear [REDACTED]

Thank you for submitting/authorizing below registering .

RegCode: PSK-24288

Hub: PSK

Registration Id: 24288

Business Type: C

Company Name: [REDACTED]

Company Registration No.: [REDACTED]

Plan Type: SWC1

Country: SG

Block No. & Street/Road Name: [REDACTED]

Floor & Unit No.: [REDACTED]

Building Name: [REDACTED]

Postal Code: [REDACTED]

We will process the registration further and send login details to the point-of-contact email address within 1-3 working days.

Yours Sincerely,

SESAMi Supplier Management Team

# Confirmation Email after Registration is Processed

Login details are provided in this email



**From:** [supplieronboarding@sesami.com](mailto:supplieronboarding@sesami.com) <[supplieronboarding@sesami.com](mailto:supplieronboarding@sesami.com)>  
**Sent:** Wednesday, 29 May 2024 11:09 am  
**To:** [REDACTED]  
**Subject:** SWC OptIN Email Confirmation - Your login details for InvoiceNow Portal

Dear [REDACTED]

Welcome OnBoard!

Thank you for registering as a SESAMi trading partner to use InvoiceNow through our InvoiceNow system.

Here are a few steps you can follow:

1. Please find below the login details you need to start using InvoiceNow. Please wait at least one hour after receiving this email before logging in:

**Portal URL:** <https://sesami.online/psk/Login.jsp>

**Org Id:** [REDACTED]

**User Id:** supplier

**Password:** [REDACTED]

2. You can refer to the training video link at <https://www.sesami.com/swc-invoicenow>

3. You can receive or send invoices through InvoiceNow using SESAMi InvoiceNow portal. You can check whether you customers or suppliers are activated in InvoiceNow via the following link: <https://www.peppoldirectory.sg/>.

4. Feel free to share the registration link below with your customers/suppliers for them to register NOW!

<https://sesami.online/SWCRegistration/Supplier?Key=TEEx2jeGh&Plan=OneHub>

5. To find more about the InvoiceNow news or grants, you may visit IMDA website <https://www.imda.gov.sg/How-We-Can-Help/nationwide-e-invoicing-framework/InvoiceNow/Grants>

Once again, thank you for your registration and please feel free to email to [customercare@sesami.com](mailto:customercare@sesami.com) for enquiries or assistance.

Yours Sincerely,

SESAMi Supplier Management Team  
stephanie.goh

**From:** SGNIC Support <[donotreply@peppolsmp.sg](mailto:donotreply@peppolsmp.sg)>  
**Sent:** Wednesday, 5 June 2024 3:54 pm  
**To:** [REDACTED]  
**Cc:** Karthik <[karthik@sesami.com](mailto:karthik@sesami.com)>; Customer Care <[customercare@sesami.com](mailto:customercare@sesami.com)>  
**Subject:** Registration of [REDACTED] on InvoiceNow

Dear Sir/Madam,

Thank you for your application for an InvoiceNow account with **SESAMI (Singapore) Pte Ltd** through **SESAMI (Singapore) Pte Ltd** as your Access Point provider. Your application was initiated by [REDACTED] as the business representative for [REDACTED].

We understand that your organisation may not have registered for a CorpPass account. A CorpPass account is required to proceed with the application process. Kindly, register for a CorpPass ID for your company [HERE](#).

After registering your CorpPass ID, you may proceed to use the CorpPass Administrator ID from [REDACTED] [REDACTED] to log into CorpPass and authorise **SESAMI (Singapore) Pte Ltd** through **SESAMI (Singapore) Pte Ltd** as the access provider to connect your company to the InvoiceNow network. You have 28 days from the date of this application to complete this authorisation process.

Please proceed with the authorisation [HERE](#).

You may approach your business representative [REDACTED] or your Service Provider **SESAMI (Singapore) Pte Ltd** for any clarification.

InvoiceNow Administrator



# INVOICENOW REGISTRATION

Authorise your Service Provider via CorpPass

Thank you for your application for an InvoiceNow account with  
**SESAMi (Singapore) Pte Ltd**

In order to complete the registration process, we will require your CorpPass Administrator to authorise  
**SESAMi (Singapore) Pte Ltd (through SESAMi (Singapore) Pte Ltd as the Access Point Provider)**  
to connect your company to the InvoiceNow network.

If you are the CorpPass Administration please proceed with the authorisation below:

**corppass** Business Authorisation  
with CorpPass

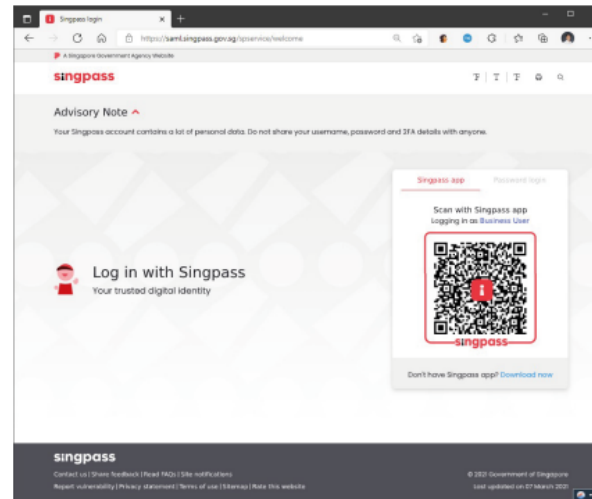
If your company does not have a CorpPass Account, kindly register [here](#).

InvoiceNow Administrator

2

## LOGIN TO YOUR CORPPASS ACCOUNT

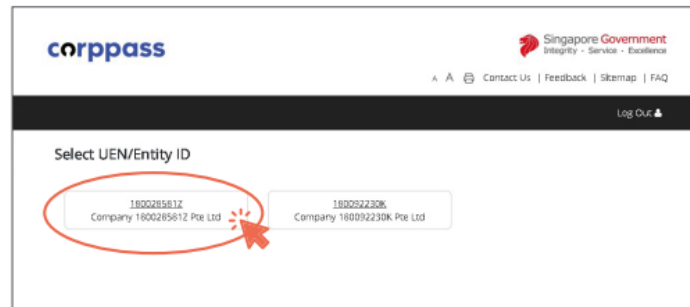
Use your SingPass credentials associated to your CorpPass account.



3

## SELECT THE CORRECT COMPANY UEN

If there are more than one company reflected, select the correct company you are registering on InvoiceNow.



# Confirmation Email from SGNIC after CorpPass Authorisation

Your Business is now on the InvoiceNow Network



**From:** SGNIC Support <[donotreply@peppolsmp.sg](mailto:donotreply@peppolsmp.sg)>

**Sent:** Thursday, 27 June 2024 2:45 pm

**To:** [REDACTED]

**Cc:** Karthik <[karthik@sesami.com](mailto:karthik@sesami.com)>; Customer Care <[customercare@sesami.com](mailto:customercare@sesami.com)>

**Subject:** [Successful] Registration of [REDACTED] on InvoiceNow

Dear Sir/Madam,

Congratulations! You have successfully authorised **SESAMi (Singapore) Pte Ltd** through **SESAMi (Singapore) Pte Ltd** as the access point provider to connect your company on the InvoiceNow network. Please find the following details below for your retention.

Company Details:

Company Name: [REDACTED]

Company Peppol ID: [REDACTED]

Business Representative: [REDACTED]

Business Representative Email: [REDACTED]

Service Provider Details:

Company Name: SESAMi (Singapore) Pte Ltd

Email Contact: [customercare@sesami.com](mailto:customercare@sesami.com)

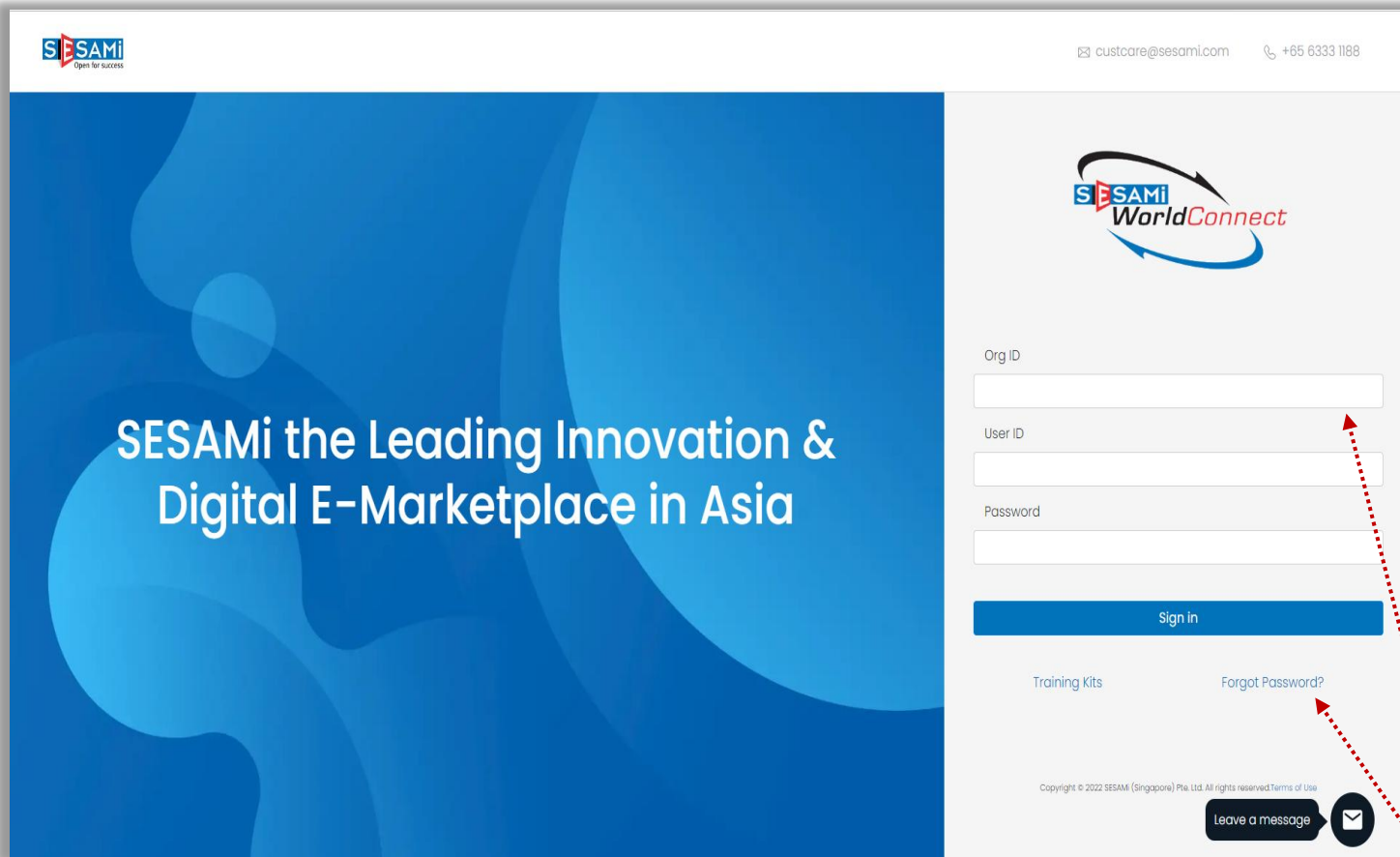
Phone Contact: 6563331188

InvoiceNow Administrator

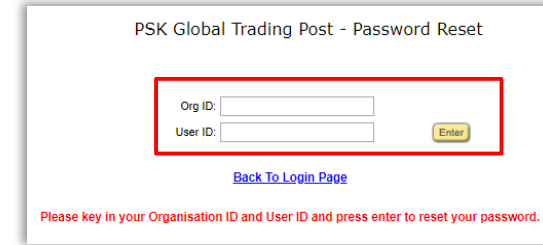
# Logging in & Profile Management



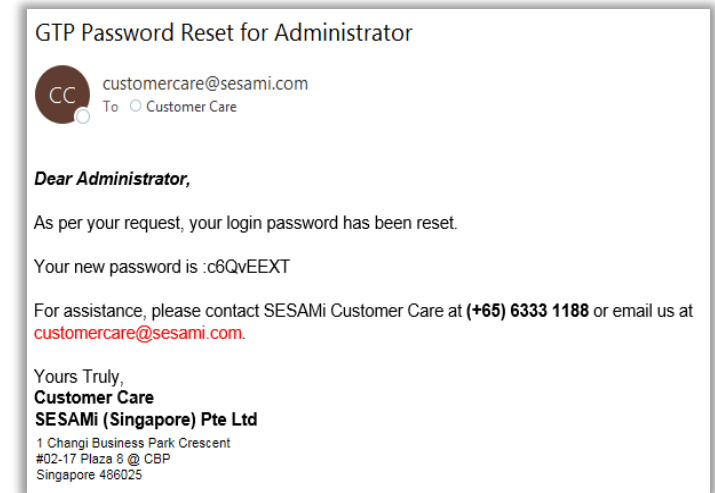
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The screenshot shows the SESAMi login page. On the left is a blue banner with the text "SESAMi the Leading Innovation & Digital E-Marketplace in Asia". On the right is a white login form with the SESAMi WorldConnect logo at the top. The form contains three input fields: "Org ID", "User ID", and "Password". Below these fields is a blue "Sign in" button. There are also links for "Training Kits" and "Forgot Password?". At the bottom, there is a "Leave a message" button with an envelope icon. The top right of the page shows the email "custcare@sesami.com" and the phone number "+65 6333 1188".



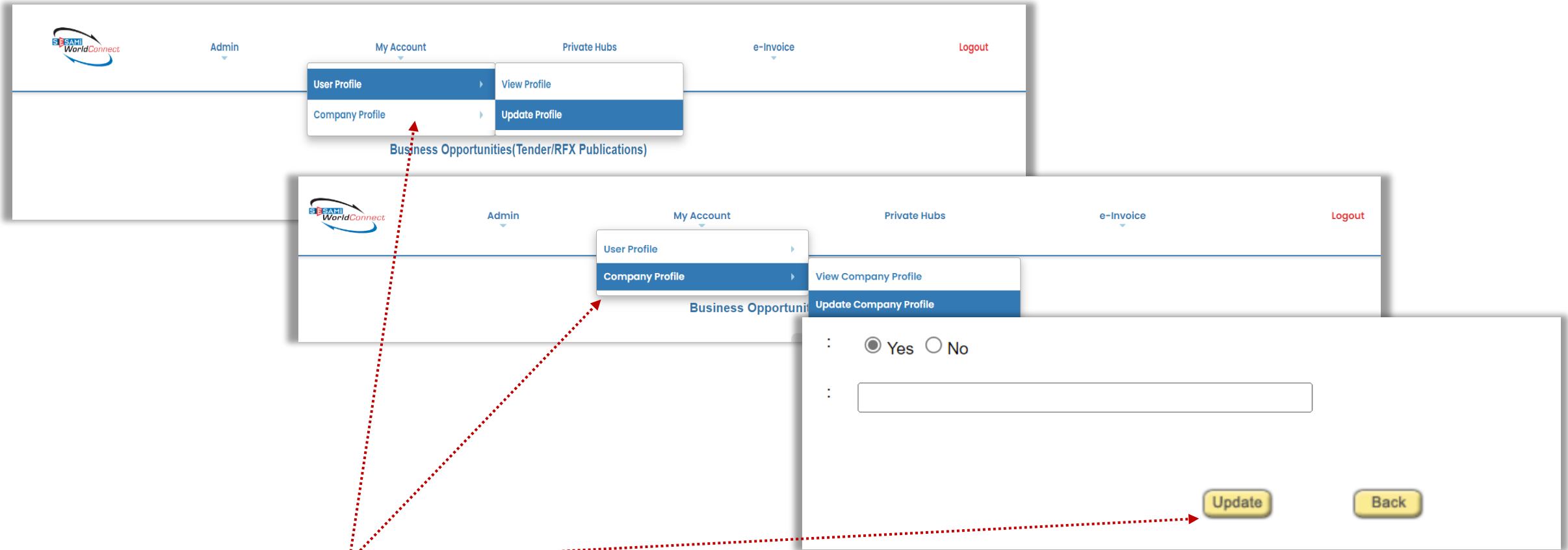
The screenshot shows a "PSK Global Trading Post - Password Reset" form. It has two input fields: "Org ID:" and "User ID:". A red box highlights these two fields. To the right of the "User ID" field is a yellow "Enter" button. Below the fields is a blue link "Back To Login Page". At the bottom, there is a red instruction: "Please key in your Organisation ID and User ID and press enter to reset your password."



The screenshot shows an email titled "GTP Password Reset for Administrator". The sender is "customercare@sesami.com" with a "CC" icon. The recipient is "Customer Care". The email body says: "Dear Administrator, As per your request, your login password has been reset. Your new password is :c6QvEEXT For assistance, please contact SESAMi Customer Care at (+65) 6333 1188 or email us at customercare@sesami.com. Yours Truly, Customer Care SESAMi (Singapore) Pte Ltd 1 Changi Business Park Crescent #02-17 Plaza 8 @ CBP Singapore 486025".

**Login with the Org ID, User ID and Password. Click "Sign In" to proceed. You can reset the password by clicking "forgot password".**

# Updating User Profile



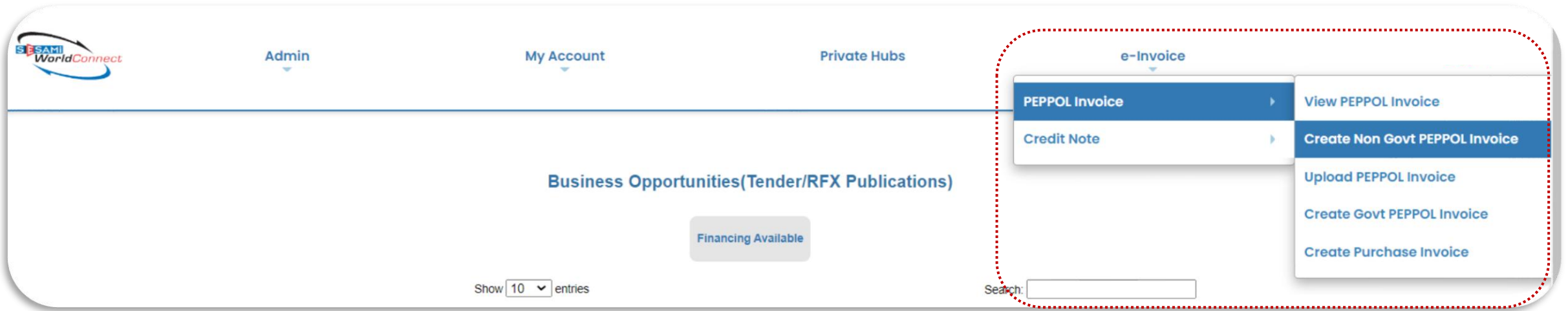
The image shows a sequence of three screenshots illustrating the steps to update a user profile in the SESAMi system. The top screenshot shows the main navigation menu with 'My Account' expanded to show 'User Profile' and 'Company Profile'. The middle screenshot shows 'Company Profile' expanded to show 'View Company Profile' and 'Update Company Profile'. The bottom screenshot shows a confirmation modal dialog with a 'Yes' radio button selected, a text input field, and 'Update' and 'Back' buttons. Red dotted arrows indicate the flow from the 'Update Profile' button in the first screenshot to the 'Update Company Profile' button in the second, and then to the 'Update' button in the modal dialog.

To update the User & Company Profile, click Profile to update. Click the "Update" button to save changes.  
No further changes or set-up are required to start using InvoiceNow.

# Creating Non-Govt InvoiceNow



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The screenshot shows the top navigation bar of the SESAMi WorldConnect application. The navigation items are: Admin, My Account, Private Hubs, and e-Invoice. The e-Invoice menu is expanded, showing a sub-menu with the following options: View PEPPOL Invoice, Create Non Govt PEPPOL Invoice (highlighted in blue), Upload PEPPOL Invoice, Create Govt PEPPOL Invoice, and Create Purchase Invoice. Below the navigation bar, the main content area displays "Business Opportunities(Tender/RFX Publications)" with a "Financing Available" button. At the bottom of the main content area, there is a "Show 10 entries" dropdown and a "Search:" input field.

**To create InvoiceNow invoice, please click e-Invoice > Create Non Govt PEPPOL Invoice**

### Create New Invoice

Header Details Attachment

Submit Save as Draft Cancel

\* indicates a required field.

Invoice Information		Purchase Order Information	
Invoice Type*:	PEPPOL-INV	Purchase Order No:	
Invoice No*:		Payment Terms*:	
Invoice Date*:	17/10/2023	Business Unit:	
Tax Rate*:	Standard-rated Supply (Tax Rat		
Currency:	SGD		
Invoice Description:			
Recipient Information		Sender Information	
Recipient PEPPOL ID: (* If sending via PEPPOL)	0195.SGTSTIMDAEMO09	Sender PEPPOL ID:	0195.SGTSTSSMREC01
	<p>PEPPOL ID not found in directory. Please key in again.</p> <p><a href="#">Send Registration Email</a></p> <p>Please key in the recipient's email, the recipient company's name and the sender company's name to send the registration email.</p>		
	<p>Click <a href="#">here</a> for PEPPOL Directory.</p>		
Recipient Email: (to send an email notification to recipient)	invoicenow@sesami.com		

Key in the PEPPOL ID or UEN numbers to search for ID

If the UEN or PEPPOL ID is not found in the directory, kindly key the recipient email address and invite the company onboard with InvoiceNow Network

**Subject:** PEPPOL REGISTRATION NOTIFICATION FOR PEPPOL ID Register

**Dear SESAMi,**

InvoiceNow, a nationwide initiative for e-invoicing, is the future of efficient and seamless invoicing. We invite you to jump on board and join the InvoiceNow network to streamline your invoicing process.

Below are the simple steps for you to register:

Step 1: Register with SESAMi

Please click on this link to register: [SWC Registration \(sesami.online\)](#)

Step 2: Appoint SESAMi as your PEPPOL Access Point.

Step 3: Start InvoiceNow (PEPPOL e-invoicing).

By registering with SESAMi and utilizing the SESAMi World Connect (SWC) portal, you'll gain access to send and receive InvoiceNow invoices effortlessly. Best of all, there are no charges until March 2025!

To view your invoices and enjoy the benefits of e-invoicing, please visit the SESAMi World Connect Portal -

<https://sesami.online/psk/Login.jsp>

For any inquiries or assistance, feel free to contact us at [invoicenow@sesami.com](mailto:invoicenow@sesami.com). We are here to provide you with the support and clarification you need.

Don't miss out on this opportunity to simplify your invoicing process and embrace the future of invoicing with InvoiceNow.

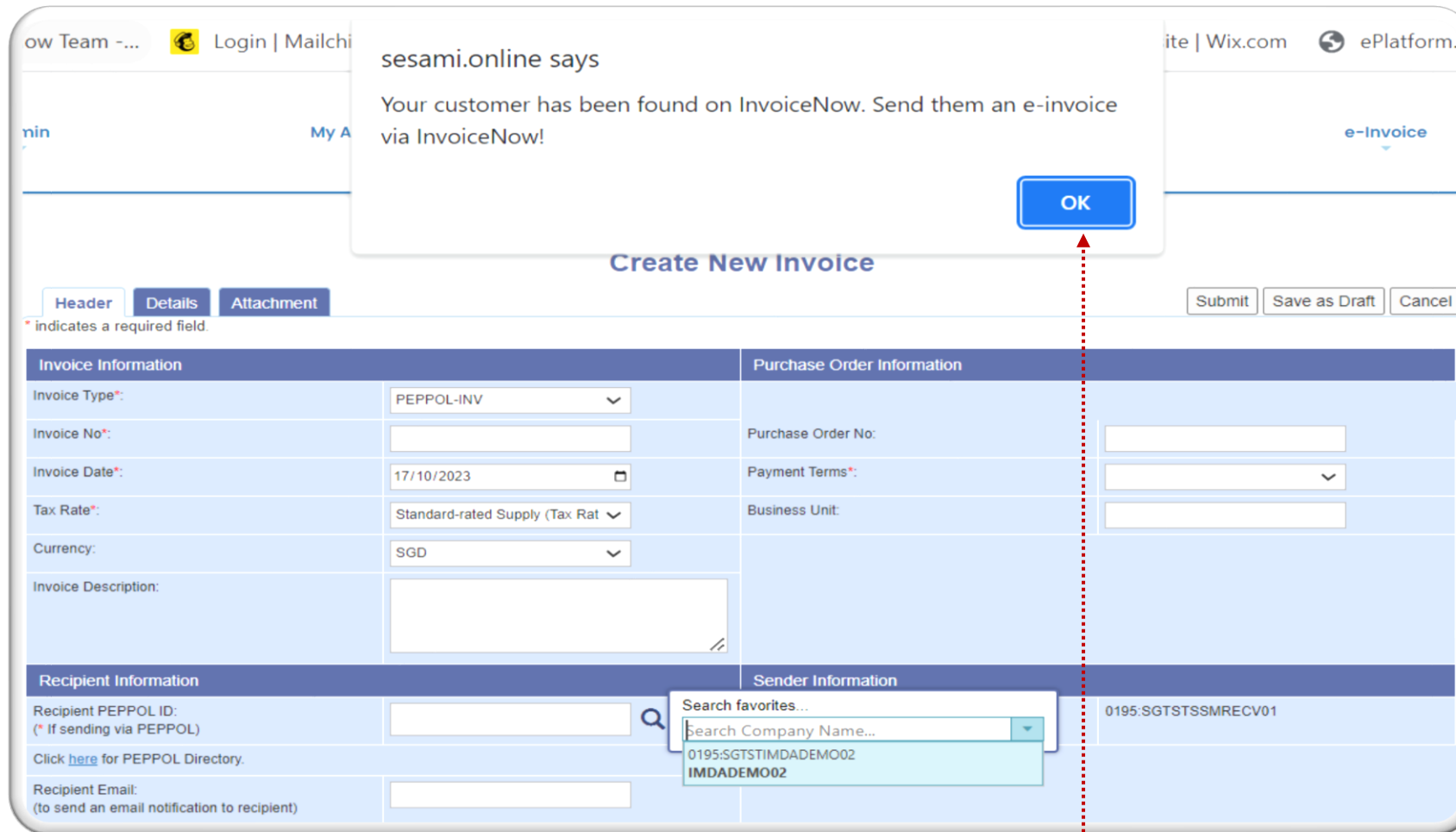
To know more about InvoiceNow [click here](#).

Yours Truly,

**InvoiceNow Team**

**SESAMi (Singapore) Pte Ltd**

**Invitation sent, and companies not in InvoiceNow Network, may click the register link to receive PEPPOL ID. For any queries, please click here to learn more information from IMDA**



The screenshot shows a web browser window with a notification popup from 'sesami.online' stating: 'Your customer has been found on InvoiceNow. Send them an e-invoice via InvoiceNow!' with an 'OK' button. Below the popup is the 'Create New Invoice' form. The form has tabs for 'Header', 'Details', and 'Attachment'. A legend indicates that an asterisk (\*) denotes a required field. The form is divided into four sections: Invoice Information, Purchase Order Information, Recipient Information, and Sender Information. The Recipient Information section includes a search box for PEPPOL IDs, with a dropdown menu showing '0195:SGTSTIMDAEMO02' and 'IMDAEMO02'. The form also includes buttons for 'Submit', 'Save as Draft', and 'Cancel'.

Invoice Information		Purchase Order Information	
Invoice Type*	PEPPOL-INV	Purchase Order No:	
Invoice No*		Payment Terms*:	
Invoice Date*	17/10/2023	Business Unit:	
Tax Rate*	Standard-rated Supply (Tax Rat		
Currency:	SGD		
Invoice Description:			
Recipient Information		Sender Information	
Recipient PEPPOL ID: (* If sending via PEPPOL)			0195:SGTSTSSMRECV01
Recipient Email: (to send an email notification to recipient)			

**Key in the PEPPOL ID or UEN, and a box will prompt to inform that the company is under InvoiceNow Network. You may bookmark the PEPPOL ID for future billing purposes.**

### Create New Invoice

Header
Details
Attachment

\* indicates a required field.

Invoice Information		Purchase Order Information	
Invoice Type*:	<input type="text" value="PEPPOL-INV"/>	Purchase Order No:	<input type="text"/>
Invoice No*:	<input type="text" value="INV013-APA-1103"/>	Payment Terms*:	<input type="text" value="30 Days"/>
Invoice Date*:	<input type="text" value="17/10/2023"/>	Business Unit:	<input type="text" value="Finance Dept"/>
Tax Rate*:	<input type="text" value="Standard-rated Supply (Tax Rat"/>		
Currency:	<input type="text" value="SGD"/>		
Invoice Description:	<input type="text"/>		
Recipient Information		Sender Information	
Recipient PEPPOL ID: <small>(* If sending via PEPPOL)</small>	<input type="text" value="0195.SGTSTIMDAEMO02"/>	Sender PEPPOL ID:	<input type="text" value="0195.SGTSTSSMRECV01"/>
Click <a href="#">here</a> for PEPPOL Directory.			
Recipient Email: <small>(to send an email notification to recipient)</small>	<input type="text" value="invoicenow@sesami.com"/>		
Recipient Billing Information		Sender Billing Information	
Recipient Company Name*:	<input type="text" value="IMDAEMO02"/>	Sender Company Name:	<input type="text" value="SESAMI (Singapore) Pte Lt"/>
Address Line 1:	<input type="text"/>	Sender Company Address:	<input type="text" value="1 Changi Business Park Cr"/> <input type="text" value="Plaza 8 #02-1"/> <input type="text" value="Podium C"/>
Address Line 2:	<input type="text"/>	City:	<input type="text"/>
Address Line 3:	<input type="text"/>	Postal(ZIP) Code:	<input type="text" value="486025"/>
City:	<input type="text"/>	Country:	<input type="text" value="Singapore"/>
Postal(ZIP) Code:	<input type="text"/>	Tax Registration No:	<input type="text"/>
Country:	<input type="text" value="Singapore"/>	Sender Contact Phone:	<input type="text" value="61234567"/>
Receiver Contact Name:	<input type="text"/>	Sender Contact Email:	<input type="text" value="CUSTOMERCARE@SESA"/>
Receiver Contact Phone:	<input type="text" value="67654321"/>	Sender Contact Name:	<input type="text" value="BUYER"/>

**First, on the Header Tab, please key in the details and click the Details tab to input pricing**

Submit Save as Draft Cancel

indicates a required field.

Header Details Attachment

**Detail Information**

Purchase Order Item No: PA-0022-011

GR Number: GRN014-1485

Part Number/Service Item: 1

Description\*: Black Pen

Unit of Measure\*: piece

Invoiced Quantity\*: 10000

Unit Cost\*: 0.80

Line Discount Type: -Line Discount Type-  
Discount Per Item  
Discount on Total Amount

Line Discount Amount:

Line Discount (% or Amount): -% or Amount-  
-% or Amount-  
Percentage(%)  
Amount

Line Total Amount: 8000.00

Line Item Tax: -Line Item Tax-

Update Item Cancel

	S/N	Purchase Order Item No	GR No	Part Number/Service Item	Description	UOM	Invoiced Quantity	Unit Cost	Line Discount	Line Total	Action
	1	PA-0022-011	GRN014-1485	1	Black Pen	piece	10000	0.80	0	8000.00	
	2	PA-0022-011	GRN014-1485	1	Red Pen	piece	5000	0.80	0	4000.00	
	3	PA-0022-011	GRN014-1485	1	Blue Pen	piece	5000	0.80	200.00	3800.00	

Summary of Tax	Rate	Currency	Amount Before Tax	Tax	SGD	
Standard-rated Supply	8%	SGD	15800.00	1264.00		
					Amount Before Tax	15800.00
					Tax Amount	1264.00
					Total Amount After Tax	17064.00

Once completed, click save as Draft or Submit

Click the line discount type to select discount per item or total amount (if any)

Click the line discount type to select the percentage or amount (if any)

To duplicate the item, click on the dashboard icon

To edit the line item, click on the pencil icon; to delete the line item, click on the 'X' button

## Create New Invoice

Header Details **Attachment**

Submit Save as Draft Cancel

\* indicates a required field.

Attachment to Buyer if any

File Name

URL

Description

Action

New Attachment

Select File:

Choose File No file chosen

Attachment Description:

External Reference(URL):

Note:

Acceptable file formats are .jpeg,.png,.pdf,.xlsx only.

File upload allows only 10 MB per file.

Attach

If any file is uploaded, please note that only a specific format and up to 10MB per file are acceptable. Once done, click submit to complete the submission

### PEPPOL Invoice Listing

Sent
Received

#### Sent Invoice

**Search Criteria**

Clear
Search
Export
Request For Funding

Invoice No	<input type="text"/>	PO NO	<input type="text"/>
Invoice Date From	<input type="text" value="dd/mm/yyyy"/>	Invoice Date To	<input type="text" value="dd/mm/yyyy"/>
Status	<input type="text" value="All"/>	Buyer Name	<input type="text"/>

Invoice No	Invoice Type	PO No	Buyer Name	Invoice Date	Invoice Sen... ↓	Curre...	Total Amount	Status	Response Status	Actions
<a href="#">INV/TEST/Z...</a>	PEPPOL INVOICE	PO00026	ZETTA SOLUTION PTE LTD	17 Oct 2023	17 Oct 2023	SGD	23,430.60	Failed		
<a href="#">INV/TEST/Z...</a>	PEPPOL INVOICE	PO00026	ZETTA SOLUTION PTE LTD	17 Oct 2023	17 Oct 2023	SGD	23,430.60	Success		
<a href="#">INV013-APA-1104</a>	PEPPOL INVOICE		IMDADEMO02	17 Oct 2023	17 Oct 2023	SGD	17,064.00	Pending		
<a href="#">INV/TEST/0...CV011</a>	PEPPOL INVOICE	PO00093-CV011	IMDA BUYER TESTER	16 Oct 2023	16 Oct 2023	SGD	216.00	Success	Paid	
<a href="#">INV/TEST/0...CV012</a>	PEPPOL INVOICE	PO00095-CV012	IMDA BUYER TESTER	16 Oct 2023	16 Oct 2023	SGD	324.00	Success		

**You may view your invoice [SENT/RECEIVED tab] by clicking the invoice no. Alternatively, you may click the printer button to store your PDF invoices. You may also view the invoice submission status and response status from the buyer**

# Creating Govt InvoiceNow



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**New SG Government Invoice**

**e-Invoice**

- PEPPOL Invoice
- Credit Note

Submit Save as Draft Cancel

Purchase Order Information	
Purchase Order No:	<input type="text"/>
Payment Terms*:	<input type="text"/>
Business Unit Category*:	<input type="text"/>
Business Unit*:	<input type="text"/>

To create Govt PEPPOL Invoice, click e-Invoice > PEPPOL Invoice > Create Govt PEPPOL Invoice

## Create New SG Government Invoice

Header | Details | Attachment
Submit | Save as Draft | Cancel

indicates a required field.

Invoice Information		Purchase Order Information	
Invoice No*:	<input type="text" value="185-738-1839/01"/>	Purchase Order No:	<input type="text" value="PYX13875EPOYQ01"/>
Invoice Date*:	<input type="text" value="18/10/2023"/>	Payment Terms*:	<input type="text" value="30 Days"/>
Tax Rate*:	<input type="text" value="Standard-rated Supply (Tax Rate)"/>	Business Unit Category*:	<input type="text" value="SDC - Sentosa Devt Corporator"/>
Currency:	<input type="text" value="SGD"/>	Business Unit*:	<input type="text" value="CC103 - Finance"/>
Invoice Description*:	<input type="text" value="Supply Consultancy Services"/>		
Recipient Information		Sender Information	
Recipient PEPPOL ID*:	<input type="text" value="0195:SGUENT08GA0028A"/>	Sender PEPPOL ID:	<input type="text" value="0195:SGTSTSSMRECV01"/>
Click <a href="#">here</a> for PEPPOL Directory.			
Recipient Email:	<input type="text"/>		
<small>(to send an email notification to recipient)</small>			
Recipient Billing Information		Sender Billing Information	
Recipient Company Name*:	<input type="text" value="Finance"/>	Sender Company Name:	<input type="text" value="Creative Consultancy Pte Ltd"/>
Address Line 1:	<input type="text"/>	Sender Company Address:	<input type="text"/>
Address Line 2:	<input type="text"/>	City:	<input type="text"/>
Address Line 3:	<input type="text"/>	Postal(ZIP) Code:	<input type="text"/>
City:	<input type="text"/>	Country:	<input type="text" value="Singapore"/>
Postal(ZIP) Code:	<input type="text"/>	Tax Registration No:	<input type="text"/>
Country:	<input type="text" value="Singapore"/>	Sender Contact Phone:	<input type="text"/>
Contact Name*:	<input type="text"/>	Sender Contact Email:	<input type="text" value="CUSTOMERCARE@SESAMI.COM"/>

**To input the Purchase Order No under the PO based Invoice**

**Select the business unit category (gov entities) and business unit (cost center)**

**When submitting e-invoices to Singapore Government Agencies, please send the e-invoices to the Peppol ID (0195:SGUENT08GA0028A) of the Accountant General Department.**

**The Accountant General’s Department will send the e-invoices to the respective Singapore Government Agencies for processing.**

**Alternatively, you may input the Peppol ID of the specific government agency that you are invoicing by checking the [Peppol Directory](#).**

## Create New SG Government Invoice

Header
Details
Attachment

Submit
Save as Draft
Cancel

\*indicates a required field.

**Detail Information**

Purchase Order Item No:

GR Number:

Part Number/Service Item:

Description\*:

Unit of Measure\*:

Invoiced Quantity\*:

Unit Cost\*:

Line Discount Type:

Line Discount Amount:

Line Discount (% or Amount):

Line Total Amount:

Update Item
Cancel

	S/N	Purchase Order Item No	GR No	Part Number/Service Item	Description	UOM	Invoiced Quantity	Unit Cost	Line Discout	Line Total	Action	
		1	PA-021-011	GRN016-691-103	1	Blue Pen	piece	1000	0.50	0	500.00	
		2	PA-0022-011	GRN014-1485	2	Red Pen	piece	1000	0.50	0	500.00	
		3	PA-0022-011	GRN014-1485	3	Black Pen	piece	1000	0.45	22.50	427.50	

Summary of Tax	Rate	Currency	Amount Before Tax	Tax
Standard-rated Supply	8%	SGD	1427.50	114.20

	<b>SGD</b>
Amount Before Tax	1427.50
Tax Amount	114.20
Total Amount After Tax	1541.70

Refers to the line item of the PO issued by the Agency.

Click the line discount type to select discount per item or total amount (if any)

Click the line discount type to select the percentage or amount (if any)

To duplicate the item, click on the dashboard icon

To edit the line item, click on the pencil icon; to delete the line item, click on the 'X' button

Once completed, click save as Draft or Submit

### Create New SG Government Invoice

Header Details **Attachment**

\*indicates a required field.

Attachment to Buyer if any

File Name	URL	Description	Action
-----------	-----	-------------	--------

**New Attachment**

Select File:  No file chosen

Attachment Description:

External Reference(URL):

**Note:**  
Acceptable file formats are .jpeg,.png,.pdf only.  
File upload allows only 1 MB per file.

If any file is uploaded, please note that only a specific format and up to 1MB per file are acceptable. Once done, click submit to complete the submission

e-Invoice

- PEPPOL Invoice
- Credit Note

- View PEPPOL Invoice
- Create Non Govt PEPPOL Invoice
- Upload PEPPOL Invoice
- Create Govt PEPPOL Invoice
- Create Purchase Invoice

## PEPPOL Invoice Listing



### Sent Invoice

Clear Search Export Request For Funding

PO NO

Invoice Date To dd/mm/yyyy

Buyer Name

Invoice ...	Invoice Sent Date	Curre...	Total Amount	Status	ResponseStatus	Actions
18 Oct 2023	18 Oct 2023	SGD	1,541.70	Pending		 

To view the submitted invoices,  
click e-invoice > PEPPOL Invoice  
> View PEPPOL Invoice

### PEPPOL Invoice Listing

Sent
Received

#### Sent Invoice

**Search Criteria**

Clear Search Export Request For Funding

Invoice No	<input type="text"/>	PO NO	<input type="text"/>
Invoice Date From	<input type="text" value="dd/mm/yyyy"/>	Invoice Date To	<input type="text" value="dd/mm/yyyy"/>
Status	<input type="text" value="All"/>	Buyer Name	<input type="text"/>

Invoice No	Invoice Type	PO No	Buyer Name	Invoice Date	Invoice Sen... ↓	Curre...	Total Amount	Status	Response Status	Actions
<a href="#">INV/TEST/Z...</a>	PEPPOL INVOICE	PO00026	ZETTA SOLUTION PTE LTD	17 Oct 2023	17 Oct 2023	SGD	23,430.60	Failed		
<a href="#">INV/TEST/Z...</a>	PEPPOL INVOICE	PO00026	ZETTA SOLUTION PTE LTD	17 Oct 2023	17 Oct 2023	SGD	23,430.60	Success		
<a href="#">INV013-APA-1104</a>	PEPPOL INVOICE		IMDADEMO02	17 Oct 2023	17 Oct 2023	SGD	17,064.00	Pending		
<a href="#">INV/TEST/0...CV011</a>	PEPPOL INVOICE	PO00093-CV011	IMDA BUYER TESTER	16 Oct 2023	16 Oct 2023	SGD	216.00	Success	Paid	
<a href="#">INV/TEST/0...CV012</a>	PEPPOL INVOICE	PO00095-CV012	IMDA BUYER TESTER	16 Oct 2023	16 Oct 2023	SGD	324.00	Success		

**You may view your invoice [SENT/RECEIVED tab] by clicking the invoice no. Alternatively, you may click the printer button to store your PDF invoices. You may also view the invoice submission status and response status from the buyer**

# Uploading InvoiceNow



[Back to Contents Page](#)

Home      e-PO      e-Invoice      Logout

PEPPOL Invoice      View PEPPOL Invoice

Credit Note      Create Non Govt PEPPOL Invoice

Upload PEPPOL Invoice

Create Govt PEPPOL Invoice

Create Purchase Invoice

Tender/RFX Publications)

Search:

Description	Starting Date	Closing Date	Submission	Action	Select to Participate
-------------	---------------	--------------	------------	--------	-----------------------

To view the submitted invoices, click e-invoice > PEPPOL Invoice > View PEPPOL Invoice

## Upload Invoice

[Back](#)

\*indicates a required field.

**Download Invoice Template**

Click [here](#) to download the invoice template.

**Upload New Invoice**

Select File to upload:\*  No file chosen

**Note:**

Acceptable file formats are .xlsx,.xls only.

File upload allows only 10 MB per file.

Click to download the Excel template and key in the details.

Once completed, click "Choose File" to upload

	D	E	F	G	H
1	<b>Tax Rate *</b>	<b>Currency *</b>	<b>Payment Terms *</b>	<b>Recipient PEPPOL ID *</b>	<b>Recipient Company Name</b>
2	Standard-rated Supply (Tax Rate 8% Singapore Dollar		30 Days	0195:SGTSTSSMRECV01	SESAMI Test Account
3					

The file SESAMi PEPPOL Invoice Upload Template (6).xlsx upload was unsuccessful.

\*indicates a required field.

Download Invoice Template

Click [here](#) to download the invoice template.

Upload New Invoice

Select File to upload:\*

Choose File No file chosen

Upload

Note:

Acceptable file formats are .xlsx, .xls only.

File upload allows only 10 MB per file.

Upload Error Details

Export Error

Excel Sheet Name	Column Name	Line Number	Message
Invoice	Invoice Number *	2	Invoice Number* is duplicate.

If there is an error with the uploaded invoice template, the error details will be shown below.

The error details can be exported into an Excel file.

## Upload Invoice

Back

The file SESAMi PEPPOL Invoice Upload Template (6).xlsx has been uploaded successfully.

\*indicates a required field.

Download Invoice Template

Click [here](#) to download the invoice template.

Upload New Invoice

Select File to upload:\*

Choose File No file chosen

Upload

Note:

Acceptable file formats are .xlsx,.xls only.

File upload allows only 10 MB per file.

## PEPPOL Invoice Listing




Sent

Received

### Sent Invoice

#### Search Criteria

				Clear	Search	Export	Request For Funding
Invoice No	<input type="text"/>	PO NO	<input type="text"/>				
Invoice Date From	<input type="text" value="dd/mm/yyyy"/>	Invoice Date To	<input type="text" value="dd/mm/yyyy"/>				
Status	<input type="text" value="All"/>	Buyer Name	<input type="text"/>				

Invoice No	Invoice Type	PO No	Buyer Name	Invoice ...	Invoice Sent Date	Curre...	Total Amount	Status	Response Status	Actions
<a href="#">INV0385-1</a>	PEPPOL INVOICE	PO2359872	SESAMi Test Accout	18 Oct 2023		SGD	64.80	Draft		  

Invoice save as draft, click the Invoice No to edit. You can also delete the draft invoice by clicking the trash bin

### View Invoice (Draft)

Header			
Invoice Information			
Purchase Order Information			
Invoice No:	INV0385-1	Purchase Order No:	PO2359872
Invoice Type:	PEPPOL Invoice		
Invoice Date:	18 Oct 2023	Payment Terms:	30 Days
Tax Rate:	Standard-rated Supply (Tax Rate 8%)	Business Unit:	
Currency:	SGD		
Invoice Description:			
Invoice Status:	Draft		
Recipient Information		Sender Information	

Click Edit to amend the details

## Edit Draft Invoice

Submit Update Cancel

\* indicates a required field.

Detail Information												
Purchase Order Item No:	<input type="text"/>											
GR Number:	<input type="text"/>											
Part Number/Service Item:	<input type="text"/>											
Description*:	<input type="text" value="Blue Pen"/>											
Unit of Measure*:	<input type="text" value="piece"/>											
Invoiced Quantity*:	<input type="text" value="100"/>											
Unit Cost*:	<input type="text" value="0.600"/>											
Line Discount Type:	<input type="text" value="-Line Discount Type-"/>											
Line Discount Amount:	<input type="text" value="0"/>											
Line Discount (% or Amount):	<input type="text" value="-% or Amount-"/>											
Line Total Amount:	<input type="text" value="60.00"/>											
Line Item Tax:	<input type="text" value="Standard-rated Supply (Tax Rat"/>											
											<input type="button" value="Update Item"/>	<input type="button" value="Cancel"/>

	S/N	Purchase Order Item No	GR No	Part Number/Service Item	Description	UOM	Invoiced Quantity	Unit Cost	Line Discount	Line Total	Action
	1				Blue Pen	piece	100	0.600	0.000	60.00	

To enter the amended details and click "Update Item" to submit ( if there are few items to amend) or "Update" to submit.

## PEPPOL Invoice Listing



**Sent** Received

**Sent Invoice**

**Search Criteria**

Clear Search Export Request For Funding

Invoice No	<input type="text"/>	PO NO	<input type="text"/>
Invoice Date From	<input type="text" value="dd/mm/yyyy"/>	Invoice Date To	<input type="text" value="dd/mm/yyyy"/>
Status	<input type="text" value="All"/>	Buyer Name	<input type="text"/>

Invoice No	Invoice Type	PO No	Buyer Name	Invoice ...	Invoice Sent Date	Curre...	Total Amount	Status	Response Status	Actions
<a href="#">INV0385-1</a>	PEPPOL INVOICE	PO2359872	SESAMI Test Account	18 Oct 2023	18 Oct 2023	SGD	64.80	Success		 

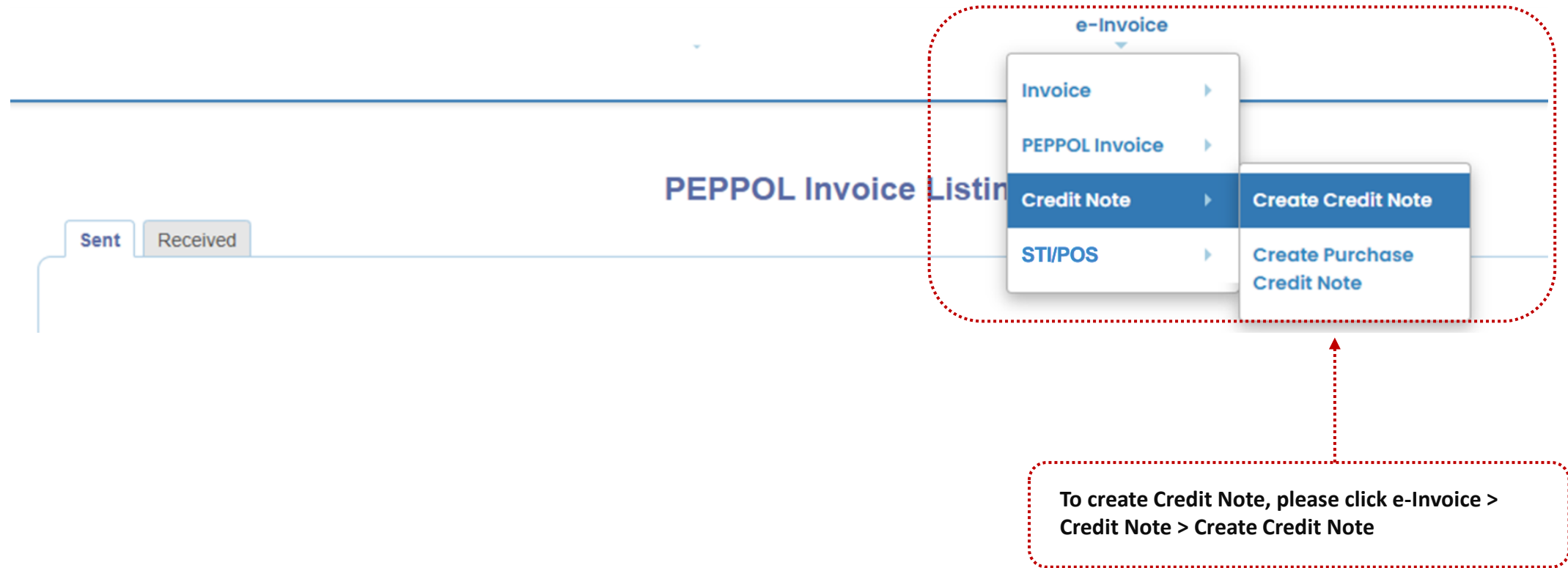
Click the "Invoice No" to check the submitted invoice or click the "Printer" to download a PDF copy for bookkeeping.

You may click the "Received" tab to view InvoiceNow invoices from suppliers.

# Creating Credit Notes



[Back to Contents Page](#)



The screenshot shows the 'PEPPOL Invoice Listing' page. At the top left, there are two tabs: 'Sent' and 'Received'. The main content area is titled 'PEPPOL Invoice Listing'. A navigation menu is open, showing a dropdown for 'e-Invoice' with the following options: 'Invoice', 'PEPPOL Invoice', 'Credit Note', and 'STI/POS'. The 'Credit Note' option is highlighted, and a sub-menu is visible with two options: 'Create Credit Note' and 'Create Purchase Credit Note'. A red dashed box highlights the 'e-Invoice' dropdown and its sub-menu. A red dashed arrow points from a text box below to the 'Create Credit Note' option.

**To create Credit Note, please click e-Invoice > Credit Note > Create Credit Note**

## Create Credit Note

Header Details Attachment Submit Save as Draft Cancel

\* indicates a required field.

Credit Note Information		Purchase Order Information	
CreditNote Type*:	PEPPOL-CN	Purchase Order No:	
Credit Note No*:	CN-369852	Invoice Reference No:	INV013-APA-1103
Invoice Date*:	10/01/2025	Invoice Reference IssueDate:	mm/dd/yyyy
Tax Rate*: (Choose Header GST or Item GST)	Standard-rated Supply (Tax Rate 9%) <input checked="" type="checkbox"/> Use Header GST	Payment Terms*:	30 Days
CreditNote Currency:	SGD	Business Unit: (Can insert the indicate "-" or "NA" if not applicable)	
Tax Exchange Rate:		Tax Point Date:	mm/dd/yyyy
Invoice Description*:	Credit Note due to wrong amount		
Recipient Information		Sender Information	
Recipient PEPPOL ID: (* If sending via PEPPOL)	0195:SGTSTSSMRECV01	Sender PEPPOL ID:	0195:SGTSTSSMRECV02
Click <a href="#">here</a> for PEPPOL Directory.		Send Notification Mail To Recipient:	<input type="button" value="Send Notification"/>
Recipient Email: (to send an email notification to recipient)	invoicenow@sesami.com		
Recipient Billing Information		Sender Billing Information	
Recipient Company Name*:	SESAMI TEST PEPPOL INVOICE RECEIVER	Sender Company Name*:	SESAMI (SINGAPORE) PTE LTD
Address Line 1*:	SESAMI Building	Sender Company Address*:	51 Tai Seng Avenue #05-2A Pixel Red

Key in the Invoice Number that the Credit Note is referencing.

Key in the PEPPOL ID or UEN numbers to search for ID.

**sesami.online says**

Your customer has been found on InvoiceNow. Send them an e-invoice via InvoiceNow!

\* indicates a required field.

Credit Note Information	
CreditNote Type*:	PEPPOL-CN
Credit Note No*:	
Invoice Date*:	10/01/2025
Tax Rate*: (Choose Header GST or Item GST)	Standard-rated Supply (Tax Rate 9%) <input checked="" type="checkbox"/> Use Header GST
CreditNote Currency:	SGD
Tax Exchange Rate:	
Invoice Description*:	
Invoice Reference No:	
Invoice Reference IssueDate:	mm/dd/yyyy
Payment Terms*:	
Business Unit: (Can insert the indicate "-" or "NA" if not applicable)	
Tax Point Date:	mm/dd/yyyy

Recipient Information	Sender Information
Recipient PEPPOL ID: (* If sending via PEPPOL)	Sender PEPPOL ID:
0195:SGTSTSSMRECV01	0195:SGTSTSSMRECV02
Click <a href="#">here</a> for PEPPOL Directory.	
Recipient Email: (to send an email notification to recipient)	Send Notification Mail To Recipient:
invoicenow@sesami.com	<input type="button" value="Send Notification"/>

**Key in the PEPPOL ID or UEN, and a box will prompt to inform that the company is under InvoiceNow Network. You may bookmark the PEPPOL ID for future billing purposes.**

## Create Credit Note

Submit Save as Draft Cancel

Header **Details** Attachment

\* indicates a required field.

Credit Note Information		Purchase Order Information	
CreditNote Type*:	PEPPOL-CN	Purchase Order No.:	
Credit Note No*:	CN-369852	Invoice Reference No.:	INV013-APA-1103
Invoice Date*:	10/01/2025	Invoice Reference IssueDate:	mm/dd/yyyy
Tax Rate*: (Choose Header GST or Item GST)	Standard-rated Supply (Tax Rate 9%) <input checked="" type="checkbox"/> Use Header GST	Payment Terms*:	30 Days
CreditNote Currency:	SGD	Business Unit: (Can insert the indicate "-" or "NA" if not applicable)	NA
Tax Exchange Rate:		Tax Point Date:	mm/dd/yyyy
Invoice Description*:	Credit Note due to wrong amount		
Recipient Information		Sender Information	
Recipient PEPPOL ID: (* If sending via PEPPOL)	0195:SGTSTSSMRECV01	Sender PEPPOL ID:	0195:SGTSTSSMRECV02
Click <a href="#">here</a> for PEPPOL Directory.		Send Notification Mail To Recipient:	<button>Send Notification</button>
Recipient Email: (to send an email notification to recipient)	invoicenow@sesami.com		
Recipient Billing Information		Sender Billing Information	
Recipient Company Name*:	SESAMI TEST PEPPOL INVOICE RECEIVER	Sender Company Name*:	SESAMI (SINGAPORE) PTE LTD
Address Line 1*:	SESAMI Building	Sender Company Address*:	51 Tai Seng Avenue #05-2A Pixel Red
Address Line 2:		City:	SG
Address Line 3:		Postal(ZIP) Code*:	533941
City:	SG	Country:	Singapore
Postal(ZIP) Code*:	987453	Tax Registration No*:	199905189M

First, on the Header Tab, please key in the details and input the Invoice Reference No. Then click the Details tab to input pricing.

Submit Save as Draft Cancel

indicates a required field.

### Create Credit Note

Header | **Details** | Attachment

**Detail Information**

Purchase Order Item No: PA-0022-011

GR Number: GRN014-1485

Part Number/Service Item: 1

Description\*: Black Pen

Unit of Measure\*: piece

Invoiced Quantity\*: 10000

Unit Cost\*: 0.80

Line Discount Type: -Line Discount Type-  
-Line Discount Type-  
Discount Per Item  
Discount on Total Amount

Line Discount Amount:

Line Discount (% or Amount): -% or Amount-  
-% or Amount-  
Percentage(%)  
Amount

Line Total Amount: 8000.00

Line Item Tax: -Line Item Tax-

Update Item Cancel

	S/N	Purchase Order Item No	GR No	Part Number/Service Item	Description	UOM	Invoiced Quantity	Unit Cost	Line Discount	Line Total	Action	
		1	PA-0022-011	GRN014-1485	1	Black Pen	piece	10000	0.80	0	8000.00	
		2	PA-0022-011	GRN014-1485	1	Red Pen	piece	5000	0.80	0	4000.00	
		3	PA-0022-011	GRN014-1485	1	Blue Pen	piece	5000	0.80	200.00	3800.00	

Summary of Tax	Rate	Currency	Amount Before Tax	Tax	SGD
Standard-rated Supply	8%	SGD	15800.00	1264.00	
					Amount Before Tax
					Tax Amount
					Total Amount After Tax
					15800.00
					1264.00
					17064.00

Once completed, click save as Draft or Submit

Click the line discount type to select discount per item or total amount (if any)

Click the line discount type to select the percentage or amount (if any)

To duplicate the item, click on the dashboard icon

To edit the line item, click on the pencil icon; to delete the line item, click on the 'X' button

## Create Credit Note

**Header** **Details** **Attachment** Submit Save as Draft Cancel

\* indicates a required field.

Attachment to Buyer if any

File Name	URL	Description	Action
-----------	-----	-------------	--------

**New Attachment**

Select File:  No file chosen

Attachment Description:

External Reference(URL):

Note:  
Acceptable file formats are .jpeg,.png,.pdf,.xlsx only.  
File upload allows only 10 MB per file.

If any file is uploaded, please note that only a specific format and up to 10MB per file are acceptable. Once done, click submit to complete the submission

## PEPPOL Invoice Listing

Sent
Received

### Sent Invoice

**Search Criteria**

Clear Search Export Request For Funding

Invoice No	<input type="text"/>	PO NO	<input type="text"/>
Invoice Date From	<input type="text" value="mm/dd/yyyy"/>	Invoice Date To	<input type="text" value="mm/dd/yyyy"/>
Status	<input type="text" value="All"/>	Buyer Name	<input type="text"/>

Invoice No	Invoice Type	PO No	Buyer Name	Invoic... ↓	Invoice Sent Date	Curr...	Total Amount	Status	Response Status	GST InvoiceNow Status		Copy
<a href="#">123456434...</a>	PEPPOL INVOICE		SESAMI TEST PEPPOL INVOICE RECEIVER	15 Jul 2025	15 Jul 2025	SGD	348.80	Success		Success		
<a href="#">123456436...</a>	PEPPOL INVOICE		SESAMI TEST PEPPOL INVOICE RECEIVER	14 Jul 2025	14 Jul 2025	SGD	43.60	Success		Success		
<a href="#">123456433...</a>	PEPPOL		SESAMI TEST PEPPOL	04 Jul 2025	04 Jul 2025	SGD	261.60	Success		Success		

**You may view your Credit Note [SENT tab] by clicking the invoice no. Alternatively, you may click the printer button to download a PDF copy. You may also view the invoice submission status and response status from the buyer.**

# GST InvoiceNow

1. Peppol Activation of GST InvoiceNow
2. Submission of Peppol invoices
3. Submission of non-Peppol invoices
4. Submission of Peppol/non-Peppol purchase invoices
5. Submission of STI/PCP and POS invoices
6. Tracking Submissions to IRAS



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**26 Feb 2026:**

Senior Minister of State, Ministry of Finance (MOF), Jeffrey Siow announced at MOF Committee of Supply (COS) Debate 2026:

“We will require all GST-registered businesses to submit digital invoices to IRAS via InvoiceNow by April 2031.



## Roadmap for the GST InvoiceNow Requirement

GST-registered businesses will be required to onboard InvoiceNow and submit invoice data directly to IRAS via the InvoiceNow network. This will be mandated in phases.

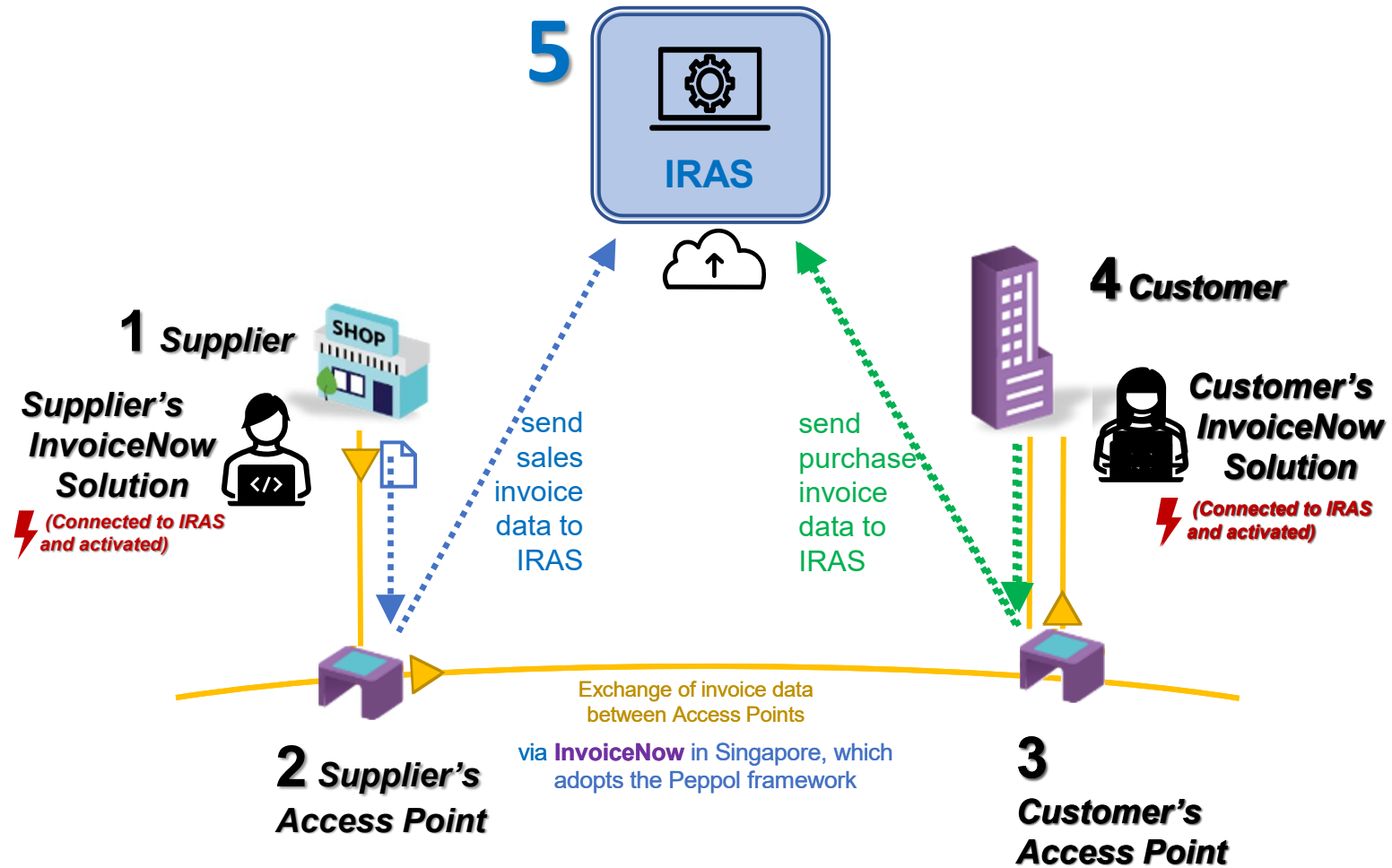


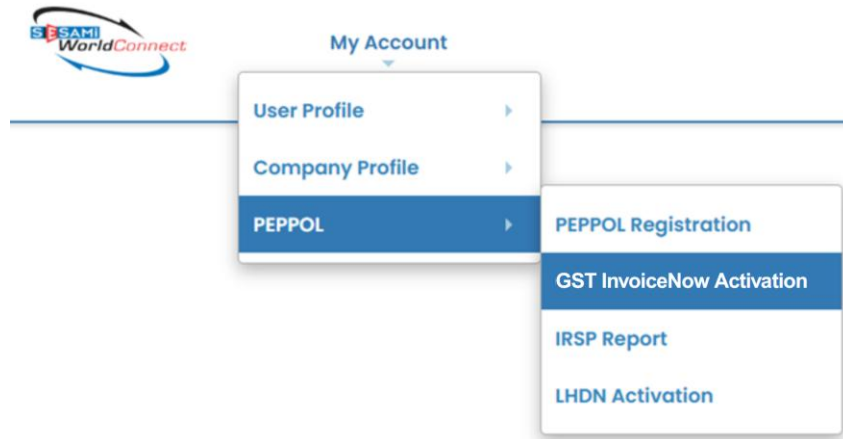
IMPLEMENTATION DATE	BUSINESSES INVOLVED
<b>1 November 2025</b>	Companies that register for GST voluntarily within 6 months of incorporation date
<b>1 April 2026</b>	All new voluntary GST registrants, regardless of their incorporation date or business structure
<b>1 April 2028</b>	All new compulsory GST registrants Existing GST-registered businesses with total annual supplies* ≤ S\$200,000
<b>1 April 2029</b>	Existing GST-registered businesses with total annual supplies* ≤ S\$1,000,000
<b>1 April 2030</b>	Existing GST-registered businesses with total annual supplies* ≤ S\$4,000,000
<b>1 April 2031</b>	Existing GST-registered businesses with total annual supplies* > S\$4,000,000

*\*Total annual supplies refer to the total value of standard rated, zero-rated and exempt supplies made in all the prescribed accounting periods ending in calendar year 2025.*

# The GST InvoiceNow Requirement

What it means for businesses



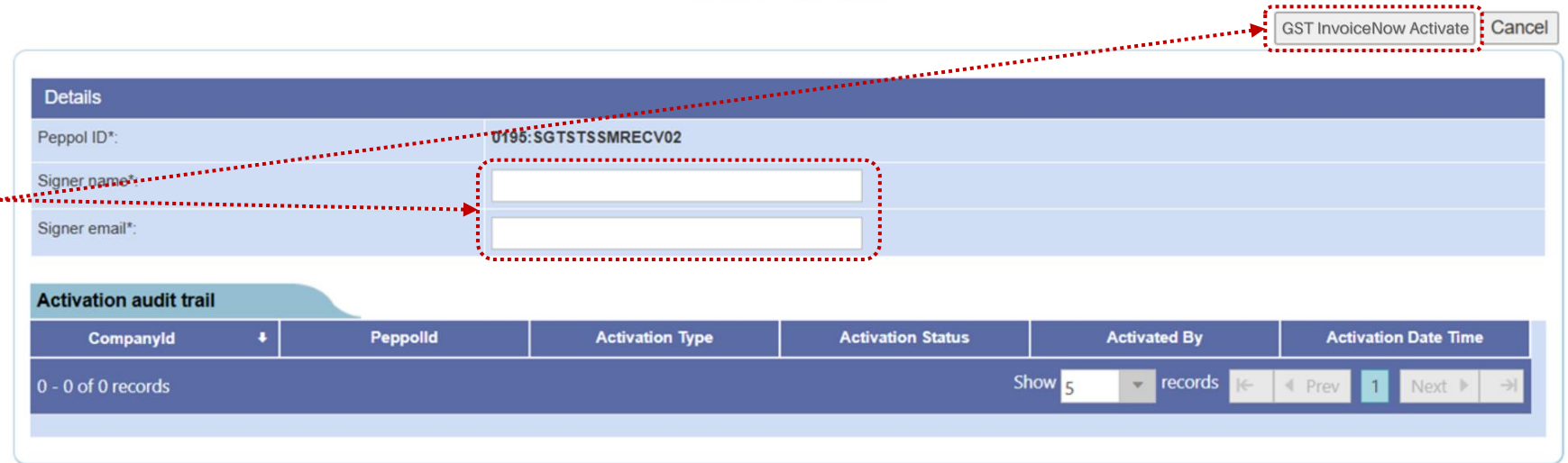


Users may activate the GST InvoiceNow connectivity for their business within the web portal following these steps:  
**My Account> PEPPOL> GST InvoiceNow Activation**

## C5 Activation

After the “Signer name” and “Signer email” is entered, click on the “GST InvoiceNow Activate” button.

A CorpPass authorisation email will be sent to the Signer email address. Once the CorpPass authorisation is complete, the business is GST InvoiceNow Activated.



Details

Peppol ID\*: 0195:SGTSTSSMRECV02

Signer name\*:

Signer email\*:

**Activation audit trail**

CompanyId	PeppolId	Activation Type	Activation Status	Activated By	Activation Date Time
0 - 0 of 0 records					

Show 5 records

## GST InvoiceNow Activation

GST InvoiceNow Deactivate Cancel

Details						
Date of Activated:	04 Jul 2025					
Participant ID:	199905189M					
GST registration no:	199905189M					
Signer name:	Isabel S.					
Signer email:	InvoiceNow@sesami.com					
Status:	ACTIVATED					
<b>Activation audit trail</b>						
CompanyId	PeppolId	Activation Type	Activation Status	Activated By	Activation Date Time	
199905189M	0195:199905189M	INITIATED_ACTIVATION	INITIATED_ACTIVATION	SUPPLIER	04-Jul-2025 04:38:19 PM	
199905189M	0195:199905189M	ACTIVATED	ACTIVATED	ADMIN	07-Jul-2025 09:26:13 AM	
1 - 2 of 2 records				Show	5 records	Navigation icons

An "Activation Audit Trail" is created upon GST InvoiceNow activation. This audit trail also records any future deactivations and reactivations for tracking purposes.

## GST InvoiceNow Activation

GST InvoiceNow Deactivate Cancel

**Details**

Date of Activated:	04 Jul 2025
Participant ID:	199905189M
GST registration no:	199905189M
Signer name:	Isabel S.
Signer email:	InvoiceNow@sesami.com
Status:	ACTIVATED

**Activation audit trail**

CompanyId	PeppolId	Activation Type	Activation Status	Activated By	Activation Date Time
199905189M	0195:199905189M	INITIATED_ACTIVATION	INITIATED_ACTIVATION	SUPPLIER	04-Jul-2025 04:38:19 PM
199905189M	0195:199905189M	ACTIVATED	ACTIVATED	ADMIN	07-Jul-2025 09:26:13 AM

1 - 2 of 2 records

Show  records ← ◀ Prev 1 Next ▶ →

Once your business is activated for GST InvoiceNow, you may choose to deactivate it by clicking on the “GST InvoiceNow Deactivate” button. This action will also be captured in the Audit Trail. Upon deactivation, invoices will no longer be sent to IRAS.

## Create New Invoice

Header Details Attachment Additional Document Reference

Submit Save as Draft Cancel

\* indicates a required field.

Invoice Information		Order Information	
Invoice Type*:	PEPPOL-INV	Purchase Order No:	
Invoice No*:		Sale Order No:	
Invoice Date*:	07/30/2025	Payment Terms*:	
Tax Rate*: (Choose Header GST or Item GST)	Standard-rated Supply (Tax Rate 9%) <input checked="" type="checkbox"/> Use Header GST	Business Unit: (Can insert the indicate "-" or "NA" if not applicable)	
Invoice Currency:	SGD	Tax Point Date:	mm/dd/yyyy
Tax Exchange Rate:		Invoice Period	
Invoice Due Date:	mm/dd/yyyy	Start Date:	mm/dd/yyyy
Invoice Description:		End Date:	mm/dd/yyyy

For Peppol invoices, a copy of the invoice data is automatically transmitted to IRAS.  
Create your invoice as per usual.

## Create New Invoice

Header Details Attachment Additional Document Reference Submit Save as Draft Cancel

\* indicates a required field.

Invoice Information		Order Information	
Invoice Type*:	NONPEPPOL-INV	Purchase Order No:	
Invoice No*:		Sale Order No:	
Invoice Date*:	07/30/2025	Payment Terms*:	
Tax Rate*: (Choose Header GST or Item GST)	Standard-rated Supply Tax Rate 9% <input checked="" type="checkbox"/> Use Header GST	Business Unit: (Can insert the indicate "-" or "NA" if not applicable)	
Invoice Currency:	SGD	Tax Point Date:	mm/dd/yyyy
Tax Exchange Rate:		Invoice Period	
Invoice Due Date:	mm/dd/yyyy	Start Date:	mm/dd/yyyy
Invoice Description:		End Date:	mm/dd/yyyy
		GST InvoiceNow Transmission Date:	07/30/2025

For non-Peppol invoices, the "GST InvoiceNow Transmission Date" field is required. You may select the date in which you would like the invoice to be transmitted to IRAS. Create your invoice as per usual.

## Create Credit Note

Header Details Attachment Submit Save as Draft Cancel

\* indicates a required field.

Credit Note Information		Purchase Order Information	
CreditNote Type*:	PEPPOL-CN	Purchase Order No:	
Credit Note No*:	CN-369852	Invoice Reference No:	INV013-APA-1103
Invoice Date*:	10/01/2025	Invoice Reference IssueDate:	mm/dd/yyyy
Tax Rate*: (Choose Header GST or Item GST)	Standard-rated Supply (Tax Rate 9%) <input checked="" type="checkbox"/> Use Header GST	Payment Terms*:	30 Days
CreditNote Currency:	SGD	Business Unit: (Can insert the indicate "-" or "NA" if not applicable)	
Tax Exchange Rate:		Tax Point Date:	mm/dd/yyyy
Invoice Description*:	Credit Note due to wrong amount		

For Peppol credit notes, a copy of the invoice data is automatically transmitted to IRAS.  
Create your credit note as per usual.

# Submitting Peppol Purchase Invoices Received from Suppliers

## PEPPOL Invoice Listing

Sent **Received**

**Received Invoice**

**Search Criteria**

Clear Search Export

Invoice No:  PO NO:

Invoice Date From:  Invoice Date To:

Supplier Name:

Invoice No	Invoice Type	PO No	Supplier Name	Invo...	Invoice Receive...	Curr...	Total Amo...	ResponseStatus	C5Status
<a href="#">CNTST202412...001</a>	PEPPOL CN		ST Electronics (e-Services) Pte Ltd	28 Nov 2024	30 Mar 2025	SGD	948.30		
<a href="#">INV20241106-01</a>	PEPPOL INVOICE	PO20241106-01	PEPPOL Test Sender	07 Nov 2024	30 Mar 2025	SGD	152.60		
<a href="#">INV20241106-02</a>	PEPPOL INVOICE	PO20241106-02	PEPPOL Test Sender	07 Nov 2024	30 Mar 2025	SGD	152.60		

Click on the "Received" tab under the Invoice Listing page.

Click on the invoice number to open the invoice.

**Details**

S/N	PO Item No	Item Name	Part Number/Service Item	Description	UOM	Quantity	Unit Cost	Line Discount	Line Total	Purchase Tax
1	1		1	1, CHANGI BUSINESS PARK CRESCENT, #02-17, PLAZA 8 @ CBP, SINGAPORE 486025	each	1.0000	10.00000	0.00	10.00	Out of <input type="text"/> UpdateTax
2	2		2	2, CHANGI BUSINESS PARK CRESCENT, #02-17, PLAZA 8 @ CBP, SINGAPORE 486025	lot	2.0000	20.00000	0.00	40.00	Standard-rated purchases (TX) Standard-rated purchase (TXCA) Out of scope purchases (OP) Zero-rated purchases (ZP)
3	3		3	3, CHANGI BUSINESS PARK CRESCENT, #02-17, PLAZA 8 @ CBP, SINGAPORE 486025	activity	3.0000	30.00000	0.00	90.00	Stand: <input type="text"/> UpdateTax

Out of  UpdateTax

- Standard-rated purchases (TX)
- Standard-rated purchase (TXCA)
- Out of scope purchases (OP)
- Zero-rated purchases (ZP)

Update the Purchase Tax Rate of the line items as necessary using the dropdown menu.

Click on the Update Tax button to confirm.

## View Invoice

[GST InvoiceNow Submit](#) [Close](#)

Header	
Invoice Information	
Invoice No:	1021
Invoice Type:	PEPPOL Invoice
Invoice Date:	20 Mar 2025
Tax Rate:	Standard-rated Supply (Tax Rate 7%)
Invoice Currency:	SGD
Invoice Description:	TEST
Invoice Status:	Received
Purchase Order Information	
Purchase Order No:	AR INV 1021
Payment Terms:	30 Days
Business Unit:	AR INV 1021
DocumentID (UUID)	c93e5bec-f86f-4af4-a2cd-960f12aceb25
Recipient Information	
Recipient PEPPOL ID:	0195.SGUEN202400003R
Recipient Email:	Noemail@y.com
Sender Information	
Sender PEPPOL ID:	0195.SGUEN202400008K

Click on "GST InvoiceNow Submit" to submit the Purchase Invoice to IRAS.

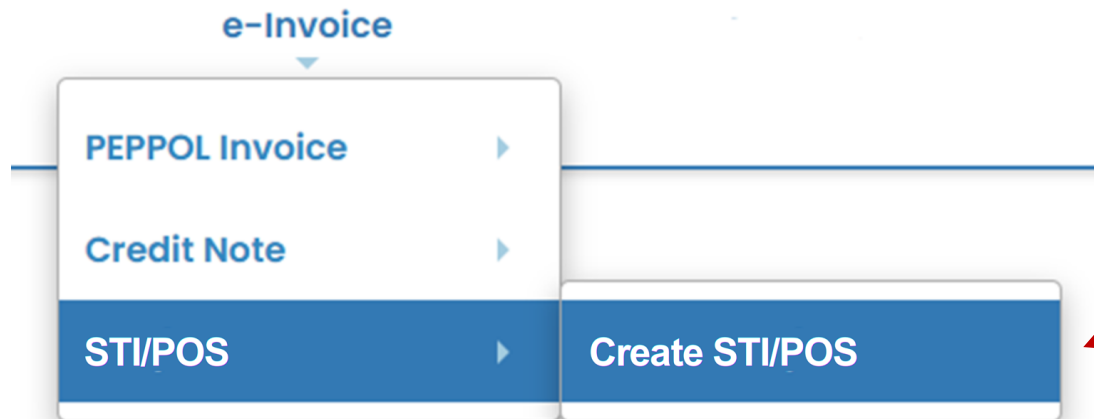
**Legend:**

**STI:** Simplified Tax Invoices

**POS:** Point-of-Sale system

**Submission of Invoice Data on an Aggregated Basis:**

1. Supplies made via point-of-sale (“POS”) systems e.g. cash registers;
2. Supplies where simplified tax invoices (“STI”) are issued. Serially numbered receipts are considered as STI transactions; or
3. Petty cash purchases (“PCP”) e.g. staff claims and purchases using corporate cards



**You may create an aggregated invoice by following these steps:**

**e-Invoice> STI/POS> Create STI/POS**

### Create STI/POS Invoice

Submit Save as Draft Cancel

Header

Details

\* indicates a required field.

Invoice Information		Order Information	
UUID:		Purchase Order No*:	<input type="text"/>
Invoice Type*:	<input checked="" type="radio"/> STI <input type="radio"/> POS	Business Unit:	<input type="text"/>
Invoice No*:	<input type="text" value="InvoB2d"/>	<small>(Can insert the indicate "-" or "NA" if not applicable)</small>	
Invoice Date*:	<input type="text" value="02/06/2025"/>		
Sale Tax Rate*:	Standard-rated Supply (Tax Rate 9%)		
Currency:	SGD		
Invoice Due Date:	<input type="text" value="dd/mm/yyyy"/>		
Invoice Description:	<input style="width: 100%; height: 40px;" type="text"/>		

Create a STI/POS invoice by completing the mandatory "Header" fields.

Submit Save as Draft Cancel

Header

Details

\* indicates a required field.

**Detail Information**

Unit Cost\*:

Add New Item Cancel

Edit	S/N	Item Name	UOM	Invoiced Quantity	Unit Cost	Line Total	Action
Summary of Tax							
		Rate	Currency	Amount Before Tax	Tax		SGD
		Standard-rated Supply	9%	SGD	0.00	0.00	Amount Before Tax
							Tax Amount
							Total Amount After Tax
							0.00

Fill in the aggregated amount under the "Details" tab. Once completed, click on "Submit".

## PEPPOL Invoice Listing

Sent Received

Received Invoice

**Search Criteria**

Clear Search Export

Invoice No	<input type="text"/>	PO NO	<input type="text"/>
Invoice Date From	mm/dd/yyyy <input type="text"/>	Invoice Date To	mm/dd/yyyy <input type="text"/>
Supplier Name	<input type="text"/>		

Invoice No	Invoice Type	PO No	Supplier Name	Invoi...	Invoice Receive...	Curr...	Total Amo...	ResponseStatus	C5Status
<a href="#">PCP-2301-sa-001</a>	PCP INVOICE		PCP	23 Jan 2026	23 Jan 2026	SGD	185.30		Success
<a href="#">PCP-0302-sa-001</a>	PCP INVOICE		PCP	23 Jan 2026	03 Feb 2026	SGD	185.30		Success

After the invoice is submitted, users may view the invoice on the Peppol Invoice Listing page.

[View Invoice](#)

After the invoice is submitted, users may view the invoice and the IRAS status and message as shown here. No further action is required by the user.

Close

**Header**

Invoice Information		Purchase Order Information	
Invoice No:	PCP-2301-sa-001	Purchase Order No:	
Invoice Type:	Petty Cash Invoice	Payment Terms:	30 Days
Invoice Date:	23 Jan 2026	DocumentID (UUID)	bd1c8ce7-abef-48ce-8551-52741sat
Invoice Currency:	SGD	IRAS Status (C5):	Success
Invoice Status:	Received	IRAS Message (C5):	The invoice has been successfully submitted to C5.
Invoice Description:			

**IRAS Log**

S/N	TransmissionID	AcknowledgementId	Status	ErrorCode	Error Reponse	Message	Invoice Submission Date
1	cc443870-aafd-44ca-8525-c509b29290ae	260123-dffa0144-e8e2-45c8-9593-7ca306157db7-s001	ProcessingQueue			Acknowledged.	23 Jan 2026

## PEPPOL Invoice Listing

Sent Received

### Sent Invoice

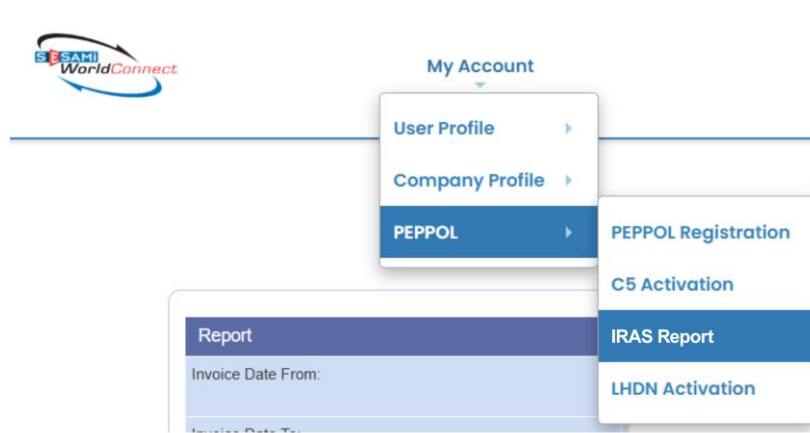
**Search Criteria**

Clear Search Export Request For Funding

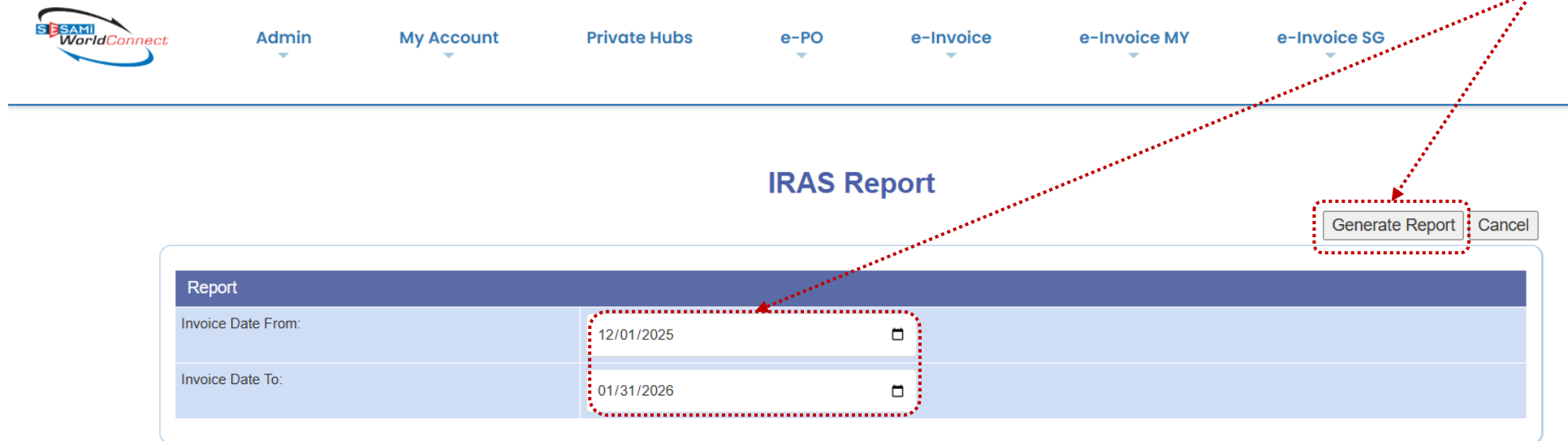
Invoice No	<input type="text"/>	PO NO	<input type="text"/>
Invoice Date From	<input type="text" value="mm/dd/yyyy"/>	Invoice Date To	<input type="text" value="mm/dd/yyyy"/>
Status	All	Buyer Name	<input type="text"/>

Invoice No	Invoice Type	PO No	Buyer Name	Invoic... ↓	Invoice Sent Date	Curr...	Total Amount	Status	Response Status	GST InvoiceNow Status	Copy		
<a href="#">123456434...</a>	PEPPOL INVOICE		SESAMI TEST PEPPOL INVOICE RECEIVER	15 Jul 2025	15 Jul 2025	SGD	348.80	Success		Success			
<a href="#">123456436...</a>	PEPPOL INVOICE		SESAMI TEST PEPPOL INVOICE RECEIVER	14 Jul 2025	14 Jul 2025	SGD	43.60	Success		Success			
<a href="#">123456433...</a>	PEPPOL INVOICE		SESAMI TEST PEPPOL INVOICE RECEIVER	04 Jul 2025	04 Jul 2025	SGD	261.60	Success		Success			
<a href="#">1234</a>	PEPPOL INVOICE		SESAMI TEST PEPPOL INVOICE RECEIVER	26 Jun 2025	26 Jun 2025	SGD	35.97	Draft		Success			
<a href="#">1234</a>	PEPPOL INVOICE		SESAMI TEST PEPPOL INVOICE RECEIVER	26 Jun 2025	26 Jun 2025	SGD	35.97	Success		Success			
<a href="#">123456436...</a>	PEPPOL INVOICE	7364	SESAMI TEST PEPPOL INVOICE RECEIVER	26 Jun 2025	26 Jun 2025	SGD	654.00	Success		Failed			
<a href="#">123456432...</a>	PEPPOL INVOICE		SESAMI TEST PEPPOL INVOICE RECEIVER	23 Jun 2025	23 Jun 2025	SGD	38.15	Success		Success			

After invoice submission, you may check the "GST InvoiceNow Status" on the Invoice Listing page.



After invoice submission, you may check the "GST InvoiceNow Status" on the Invoice Listing page.



# Advanced Ordering & Order Balance

1. Order Receiving
2. Order Balance Receiving
3. Conversion of Order to Invoice
4. Order Variation
5. Order Cancellation
6. Order Response Sending



[Back to Contents Page](#)



To view Purchase Orders, click on “e-PO” in the main menu, “PEPPOL PO”, and then “View PO”.

## PEPPOL Purchase Order Listing

Sent **Received**

Received Purchase Order

**Search Criteria**

Clear Search Export

PO ID:  PO Status: ALL

PO Date From: mm/dd/yyyy PO Date To: mm/dd/yyyy

Customer Name:

PO ID	Sale Order...	Customer Name	PO Date	PO Receive...	Curre...	Total Amount	PO Status	Status	Response Status			
<a href="#">LTestSSM00102</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026		0.00	CANCEL	Received				
<a href="#">LTestSSM00101</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026	SGD	111.18	CHANGE	Failed				
<a href="#">LTestSSM202602...</a>		IMD Info-communications Media Development Authority	04 Feb 2026	04 Feb 2026	SGD	43.60	NEW	Received				
<a href="#">POIMDADemo20...</a>		IMD Info-communications Media Development Authority	29 Jan 2026	29 Jan 2026	SGD	900.00	CHANGE	Received				
<a href="#">POIMDADemo20...</a>		IMD Info-communications Media Development Authority	29 Jan 2026	29 Jan 2026	SGD	545.00	CHANGE	Received				
<a href="#">POIMDADemo20...</a>		IMD Info-communications Media Development Authority	28 Jan 2026	28 Jan 2026		0.00	CANCEL	Received				
<a href="#">LTestSSM00126</a>		IMD Info-communications Media Development Authority	28 Jan 2026	28 Jan 2026	SGD	61.04	NEW	Failed				

To view Purchase Orders from your customers, click on the “Received” tab.

From this tab, you will be able to perform the following actions:

1. View orders
2. View order balance
3. Flip the order to an invoice
4. View order variations-changes/ cancellations
5. Send order responses

# Viewing Received Order Balance

## PEPPOL Purchase Order Listing

Sent **Received**

### Received Purchase Order

**Search Criteria**

Clear Search Export

PO ID:  PO Status: ALL

PO Date From: mm/dd/yyyy PO Date To: mm/dd/yyyy

Customer Name:

PO ID	Sale Order...	Customer Name	PO Date	PO Receive...	Curre...	Total Amount	PO Status	Status	Response Status			
<a href="#">LTestSSM00102</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026		0.00	CANCEL	Received				
<a href="#">LTestSSM00101</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026	SGD	111.18	CHANGE	Failed				
<a href="#">LTestSSM202602...</a>		IMD Info-communications Media Development Authority	04 Feb 2026	04 Feb 2026	SGD	43.60	NEW	Received				
<a href="#">POIMDADemo20...</a>		IMD Info-communications Media Development Authority	29 Jan 2026	29 Jan 2026	SGD	900.00	CHANGE	Received				
<a href="#">POIMDADemo20...</a>		IMD Info-communications Media Development Authority	29 Jan 2026	29 Jan 2026	SGD	545.00	CHANGE	Received				
<a href="#">POIMDADemo20...</a>		IMD Info-communications Media Development Authority	28 Jan 2026	28 Jan 2026		0.00	CANCEL	Received				
<a href="#">LTestSSM00126</a>		IMD Info-communications Media Development Authority	28 Jan 2026	28 Jan 2026	SGD	61.04	NEW	Failed				

To view Purchase Orders from your customers, click on the "Received" tab.

Click on the Purchase Order number to view the details.

### Details

S/N	Item Status	PO Item Name	Description	UOM	Delivery Date	PO Quantity	Order Balance Quantity	Unit Cost	Line Discount	Line Total
1	NEW	Item1	Description1	each		8.0000	8.0000	5.0000	0.00	40.00

Summary of Tax	Rate	Currency	Amount Before Tax	Tax	Purchase Tax	SGD
Standard-rated Supply	9%	SGD	40.00	3.60		
Amount Before Tax						40.00
Tax Amount						3.60
Total Amount After Tax						43.60

Scroll to the end of the invoice to view the line items under the "Details" section.

You are able to view the Order Balance in this section. The "Order Balance Quantity" displays the amount that has yet to be invoiced.

# Flipping an Order to an Invoice

## View Purchase Order

Print Create Invoice Close

Purchase Order Information			
Purchase Order No:	LTestSSM20260204001	Sale Order No:	
Document Status:	NEW	Order Balance Status:	
Order Type:	Purchase Order	PO End Date:	04 Feb 2026
Order Date:	04 Feb 2026	Payment Terms:	
Order Time:	00:00:00	Business Unit:	
Tax Rate:	Standard-rated Supply (Tax Rate 9%)	Currency:	SGD
Order Description:	SESAMI Test PO - Please Ignore		
PO Status:	Received		
Recipient Information		Sender Information	
Recipient PEPPOL ID:	0195:SGTST198601460K	Sender PEPPOL ID:	0195:SGTST16GB0004K

Users are able to easily convert a Purchase Order into an Invoice with this function.

After clicking on the Purchase Order number from the Viewing page, click on the "Create Invoice" button.

## Create New SG Government Invoice

Header Details Attachment Submit Save as Draft Cancel

\* Indicates a required field.

Invoice Information		Purchase Order Information	
Invoice No*:	<input type="text"/>	Purchase Order No*:	LTestSSM20260204001
Invoice Date*:	03/11/2026	Payment Terms*:	
Tax Rate*: (Choose Header GST or Item GST)	Standard-rated Supply (Tax Rate 9%)	Business Unit Category*:	
<input checked="" type="checkbox"/> Use Header GST		Business Unit*:	
Currency:	SGD		
Tax Exchange Rate*:			
Invoice Description*:	SESAMI Test PO - Please Ignore		
Recipient Information		Sender Information	
Recipient PEPPOL ID: (* If sending via PEPPOL)	0195:SGTST16GB0004K	Sender PEPPOL ID:	0195:SGTST198601460K

The details in the Purchase Order are automatically populated into the invoice template.

Fill in the remaining mandatory fields as marked with a red asterisk.

## PEPPOL Purchase Order Listing

Sent Received

Received Purchase Order

**Search Criteria**

Clear Search Export

PO ID:  PO Status: ALL

PO Date From: mm/dd/yyyy PO Date To: mm/dd/yyyy

Customer Name:

PO ID	Sale Order...	Customer Name	PO Date	PO Receive...	Curre...	Total Amount	PO Status	Status	Response Status			
<a href="#">LTestSSM00102</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026		900	CANCEL	Received				
<a href="#">LTestSSM00101</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026	SGD	111.18	CHANGE	Failed				
<a href="#">LTestSSM202602...</a>		IMD Info-communications Media Development Authority	04 Feb 2026	04 Feb 2026	SGD	43.60	NEW	Received				
<a href="#">POIMDADemo20...</a>		IMD Info-communications Media Development Authority	29 Jan 2026	29 Jan 2026	SGD	900.00	CHANGE	Received				

Users are able to view the Purchase Order Status from the listing page, and click on the Purchase Order number to view the details of the order variation.

**Details**

S/N	Item Status	PO Item Name	Description	UOM	Delivery Date	PO Quantity	Order Balance Quantity	Line Cost	Line Discount	Line Total
1	NoAction	Machinery Parts 1	Item Delivery Destination 1	cartridge	31 Dec 2025	10.0000	10.0000	50.0000	0.00	500.00
2	CANCEL	Machinery Parts 2	Item Delivery Destination 2	cartridge	31 Dec 2025	10.0000	10.0000	40.0000	0.00	400.00

Summary of Tax	Rate	Currency	Amount Before Tax	Tax	Purchase Tax	SGD
			500.00	0.00		
					Amount Before Tax	500.00
					Tax Amount	0.00
					Total Amount After Tax	500.00

In the "Details" tab, the "Item Status" displays the status for each line item.

Eg: in the case that one of the line items is cancelled, the total amount reflects the updated amount after cancellation.

## PEPPOL Purchase Order Listing

Sent
Received

### Received Purchase Order

**Search Criteria**

Clear
Search
Export

PO ID	<input type="text"/>	PO Status	ALL <span style="font-size: small;">▼</span>
PO Date From	<input type="text" value="mm/dd/yyyy"/>	PO Date To	<input type="text" value="mm/dd/yyyy"/>
Customer Name	<input type="text"/>		

PO ID	Sale Order...	Customer Name	PO Date	PO Receive...	Curre...	Total Amount	PO Status	Status	Response Status			
<a href="#">LTestSSM00102</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026		0.00	CANCEL	Received				
<a href="#">LTestSSM00101</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026	SGD	111.18	CHANGE	Failed				
<a href="#">LTestSSM202602...</a>		IMD Info-communications Media Development Authority	04 Feb 2026	04 Feb 2026	SGD	43.60	NEW	Received				
<a href="#">POIMDADemo20...</a>		IMD Info-communications Media Development Authority	29 Jan 2026	29 Jan 2026	SGD	900.00	CHANGE	Received				

**Details**

S/N	Item Status	PO Item Name	Description	UOM	Delivery Date	PO Quantity	Order Balance Quantity	Unit Cost	Line Discount	Line Total	
Summary of Tax											
			Amount Before Tax	Tax	Purchase Tax						
			0.00	0.00							
										Amount Before Tax	0.00
										Tax Amount	0.00
										<b>Total Amount After Tax</b>	<b>0.00</b>

Users are able to view the Purchase Order Status from the listing page, and click on the Purchase Order number to view the details of the order variation.

If the order has been cancelled by the buyer, the line items will be removed from the "Details" section. The "Total Amounts" also reflect zero. Users are therefore unable to convert a cancelled order into an invoice.

## PEPPOL Purchase Order Listing

Sent **Received**

Received Purchase Order

Search Criteria

Clear Search Export

PO ID:

PO Status: ALL

PO Date From: mm/dd/yyyy

PO Date To: mm/dd/yyyy

Customer Name:

PO ID	Sale Order...	Customer Name	PO Date	PO Receive...	Curre...	Total Amount	PO Status	Status	Response Status			
<a href="#">LTestSSM00102</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026		0.00	CANCEL	Received				
<a href="#">LTestSSM00101</a>		IMD Info-communications Media Development Authority	19 Feb 2026	19 Feb 2026	SGD	111.18	CHANGE	Failed				
<a href="#">LTestSSM202602...</a>		IMD Info-communications Media Development Authority	04 Feb 2026	04 Feb 2026	SGD	43.60	NEW	Received				

Users are able to send Order Responses to their customer, to update them on the status of the Purchase Order.

To create an Order Response, click on the speech icon corresponding with the Purchase Order.

## Create Purchase Order Response

Header Details Attachment

Submit Cancel

\* indicates a required field.

**Purchase Order Information**

PO No\*: LTestSSM20260204001

PO Status: NEW

PO Date\*: 02/04/2026

Tax Rate: Standard-rated Supply (Tax Rate 9%)

Currency: SGD

PO Description: SESAMi Test PO - Please Ignore

Sales Order No:

Order Balance Status:

PO End Date\*: 02/04/2026

Payment Terms:

Business Unit: (Can insert the indicate "-" or "NA" if not applicable)

**Response Information**

PO Response No\*:

Response Code\*:

Response Date\*: 03/11/2026

Response Description:

Delivery Start Date: 03/11/2026

Delivery End Date:

Acknowledged (AB)  
Conditionally accepted (CA)  
Rejected (RE)  
Accepted (AP)

When creating the Order Response, enter the mandatory fields marked with the red asterisk.

Select a Response Code from the dropdown list.

Please note that the PO Response Number needs to be different from the PO Number.

# How to Handle Errors



[Back to Contents Page](#)

Error	Next Steps	Rectification
<b>Clear the cache.</b>	-	Clear the browser cache. After logging in again, the portal should be functioning.
<b>Party Endpoint Error</b>	Send a screenshot of this error, together with your business name and UEN to <a href="mailto:customercare@sesami.com">customercare@sesami.com</a> .	SESAMi will link your Peppol ID to your account.
<b>Customer not on InvoiceNow</b> The Customer does not have a Peppol ID.	Change the invoice type to a Non-Peppol Invoice.  Scroll up to the invoice information in the “Header” tab> Click on the dropdown list for Invoice Type> Select NONPEPPOL-INV.	Enter the customer’s email address instead of Peppol ID
<b>Invoice Rejection</b> The invoice was rejected by the customer.	Check the invoice response log from the customer:  View Invoice> Click on the invoice number to open it> Scroll down to the “Response” section for the rejection reason.  If further clarification is needed, please reach out to the customer directly.	<ul style="list-style-type: none"> <li>• Submit a new Invoice, or</li> <li>• Submit a Credit Note</li> </ul> <p><i>Note: Peppol Invoices cannot be edited or deleted after submission.</i></p>
<b>Failed Invoices</b> The Invoice status is “Failed”.	Check the failed status message:  View Invoice> Click on the invoice number to open it> See the message under the “Header” section.  If further clarification is needed, please reach out to <a href="mailto:customercare@sesami.com">customercare@sesami.com</a> .	Submit a new Invoice with the amended details.

# Thank you!



Email  
[CustomerCare@sesami.com](mailto:CustomerCare@sesami.com)  
for any web portal-related  
enquiries.



Reach out to  
[InvoiceNow@sesami.com](mailto:InvoiceNow@sesami.com) for  
interest in API integration for  
InvoiceNow

