

User Guide (FOC Package)

Zero is Billbay's InvoiceNow Ready FOC Solution

How to use our solution at:
<https://alfa-zero.billbay.io>

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Introduction

What is InvoiceNow?

InvoiceNow allows you to send and receive E-Invoices on the nationwide E-Invoicing network in Singapore called InvoiceNow. Apart from Invoices, you can also exchange E-Orders and what is called Invoice Responses

What is the FOC Package?

Billbay's InvoiceNow-Ready Solution a comprehensive feature-rich and lightweight Enterprise Resource Planning solution that brings immense power and flexibility to your operations.

Billbay's InvoiceNow-Ready Solution is capable of supporting all these document types and can do the following:

- Send & Receive Invoices & Credit Notes
- Send & Receive Invoice Responses
- Receive Orders & Send PO-Based E-Invoices

👉 **FOC Package:** A free-of-cost (FOC) solution has been made available to allow companies to participate in GST InvoiceNow. The FOC Solution has all features of Alfa except that it does not have the Purchase and Inventory Management modules. A detailed explanation of the various packages can be found here:

It is a full featured ERP Solution that comes with the following modules:

- Accounting
- Sales

Should you need additional modules or advanced ERP capability, you may upgrade anytime to ALFA (Plug & Play ERP) or ZULU (Custom Built ERP)

A distinction of the various ERP packages available can be found here:

https://invoicenow.billbay.co/foc_package/

Peppol Directory

In order to participate in InvoiceNow, all participants need a Peppol ID. All registered participants can be look up via the SG Peppol Directory at:

<https://www.peppoldirectory.sg/>

Billbay's Peppol Ready Solution is actively connected directly to the Peppol Network , enabling you to simply add a customer and supplier to the partner master data via the Partner Discovery Feature will automatically populate the Peppol ID based on the registered name of the business or organisation.

This Document

In the following pages, we explain how our ERP solution (FOC Package) can be utilized primarily for purposes of GST InvoiceNow, especially the processes of submitting your AP & AR data to IRAS for GST reporting.

Signing Up

👉 FOC Users should signup via this link: <https://forms.gle/PC7CfGAdeoGufaV9A>

The following google form will open. Please ensure you complete the form and input valid values for all fields requested.



Billbay FOC Solution Order Request Form

Billbay's FOC Solution is an InvoiceNow ready solution capable of exchanging E-Invoices and performing GST InvoiceNow submissions to IRAS. The FOC Solution is a feature-rich ERP Solution that is perfect for your business needs around InvoiceNow. Kindly submit the following responses so we can get your FOC Solution ready.

Should you have any questions, please feel free to Contact us at invoicenow@billbay.co

ravi.maythil@billbay.co [Switch account](#)

 Resubmit to save

* Indicates required question

Email *

Business (Organization) Name: * Billbay Pte. Ltd.
UEN, Unique Entity Number (Enter NA if not applicable): * 201432336M
GST Registration Number (Please ensure a valid value to qualify for the FOC Solution): * 201432336M

To successfully qualify for the FOC Solution, you will need a Peppol ID and you will also subsequently need to ensure this Peppol ID is activated for GST InvoiceNow.

It is important that you answer in the affirmative to all the statements and questions below. Failure to do so may result in your account creation being delayed or worse case not being created.

We are excited to announce the availability of our FOC (Free of Charge) package, open to all GST InvoiceNow users. This exclusive offer is specially designed for GST-registered businesses and covers both B2B/B2G and GST InvoiceNow (C5) transactions, completely free of charge till 31-Mar-2027.

Please confirm that you understand and agree to the following. An affirmative response is needed on all points to qualify for the FOC Solution. *

- ☒ I authorize Billbay to register a Peppol ID on the InvoiceNow Network
- ☒ I understand that the Peppol ID registration will trigger a Corppass Approval and that the Peppol ID will only be issued once my organization's Corppass Approver has approved the request
- ☒ I authorise Billbay to activate GST InvoiceNow (C5) Reporting to IRAS
- ☒ I understand that the GST InvoiceNow (C5) Activation will also trigger a Corppass Approval
- ☒ I understand that the FOC Solution will only be released for use once both Corppass Approvals are done.
- ☒ I understand that the FOC Solution will automatically report my GST Invoices to IRAS via InvoiceNow

As part of the onboarding Billbay will then sequentially register the Peppol ID as well as activate the organization or GST InvoiceNow. This will trigger a CorpPass Authorisation request. The authorisation request will be sent via email and the person / email mentioned in the Sign up form will also receive a copy.

Complete the form and submit it after answering the last remaining questions.

How many users will be using the FOC Solution? *

☐ 1

☒ 2

☐ 3

☐ 4

☐ 5

☐ Other: _____

What features / functionality are you ideally looking for in your ERP/Accounting system? *

☒ Accounting & Finance

☐ Sales & Quotations

☐ Purchase & RFQs

☐ Inventory managememnt

☐ Other: _____

When do you intend to start using the FOC Solution? An estimated start date will do. *

Date

19/08/2025 

Name of Primary User (Super User) *

Ravi

Email of Primary User (Super User). Your login will be setup based on this. *

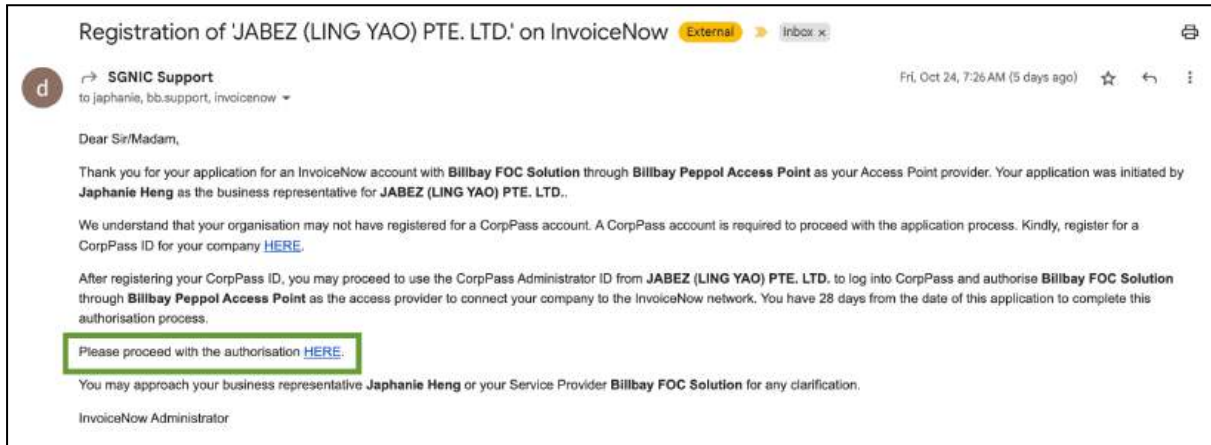
ravi.maythil@billbay.co

As part of the onboarding Billbay will then sequentially register the Peppol ID as well as activate the organization or GST InvoiceNow. This will trigger a CorpPass Approval.

👉 Please note that the Corppass holder who can provide the authorisation should have a Corppass Admin user role. Only then can the authorisation be provided for Peppo ID registration as well as for enabling GST InvoiceNow for that organization.

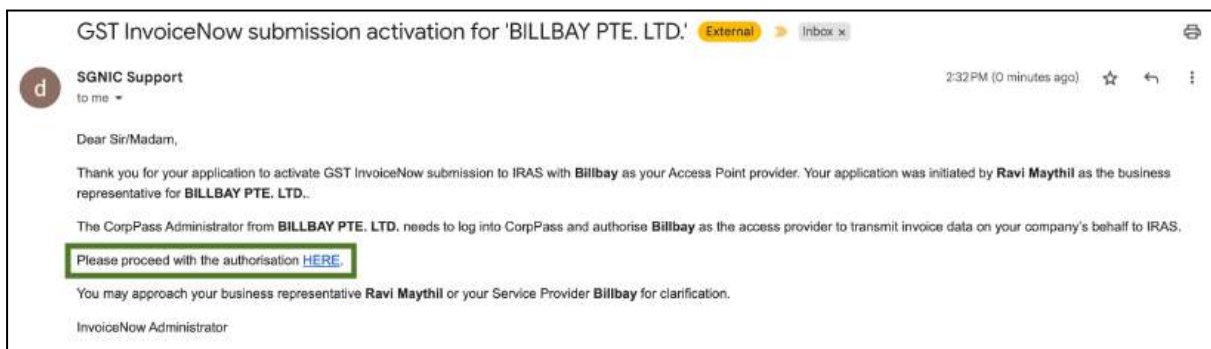
The 2 CorpPass Authorisation Requests that will be need are shown below:

a) First request is for **Peppol ID Registration**. You will be taken to the CorpPass authentication link below when you attempt to authorize the request received via email.

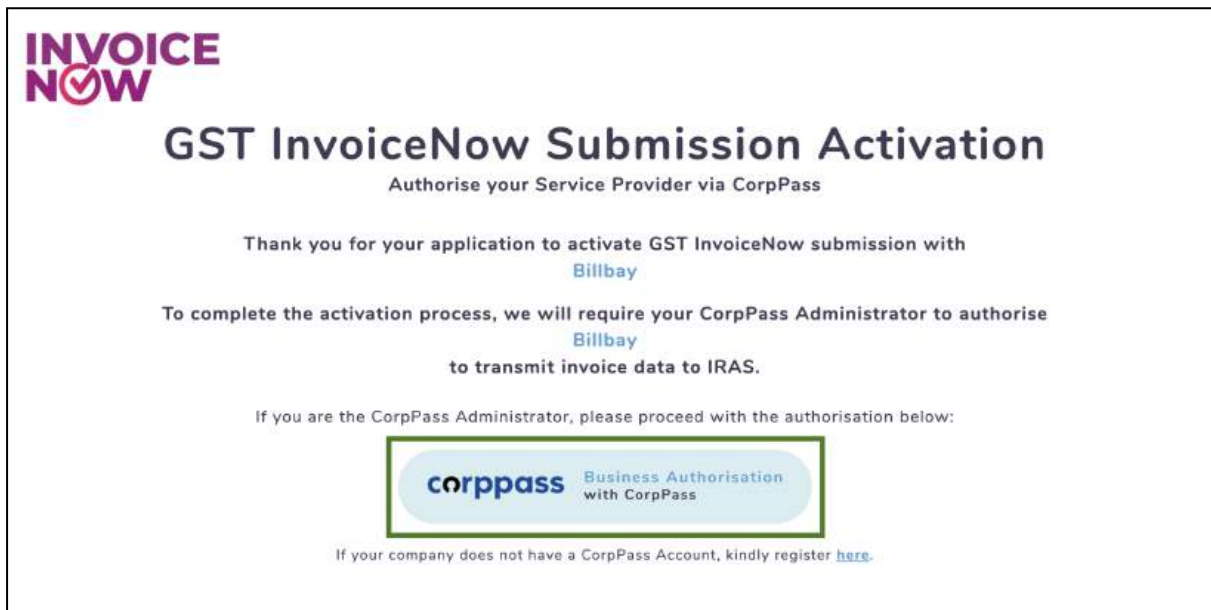


Once processed via CorpPass a similar such email will be received for **GST InvoiceNow Submission Activation**

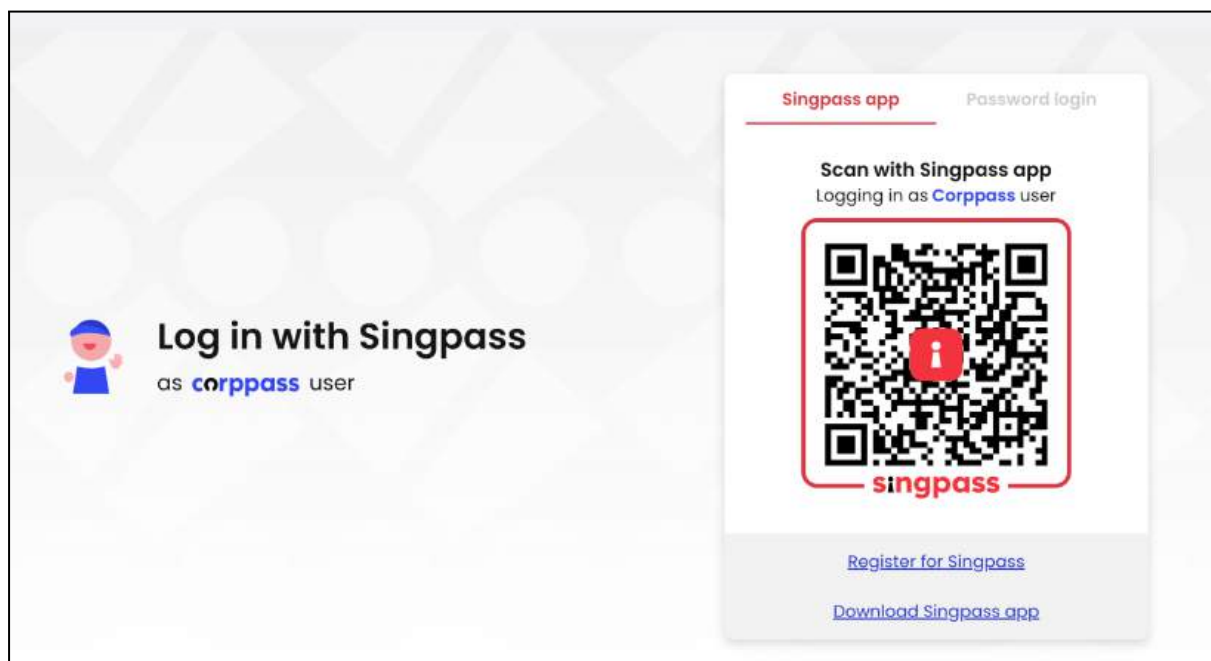
b) Second request for C5 Activation.

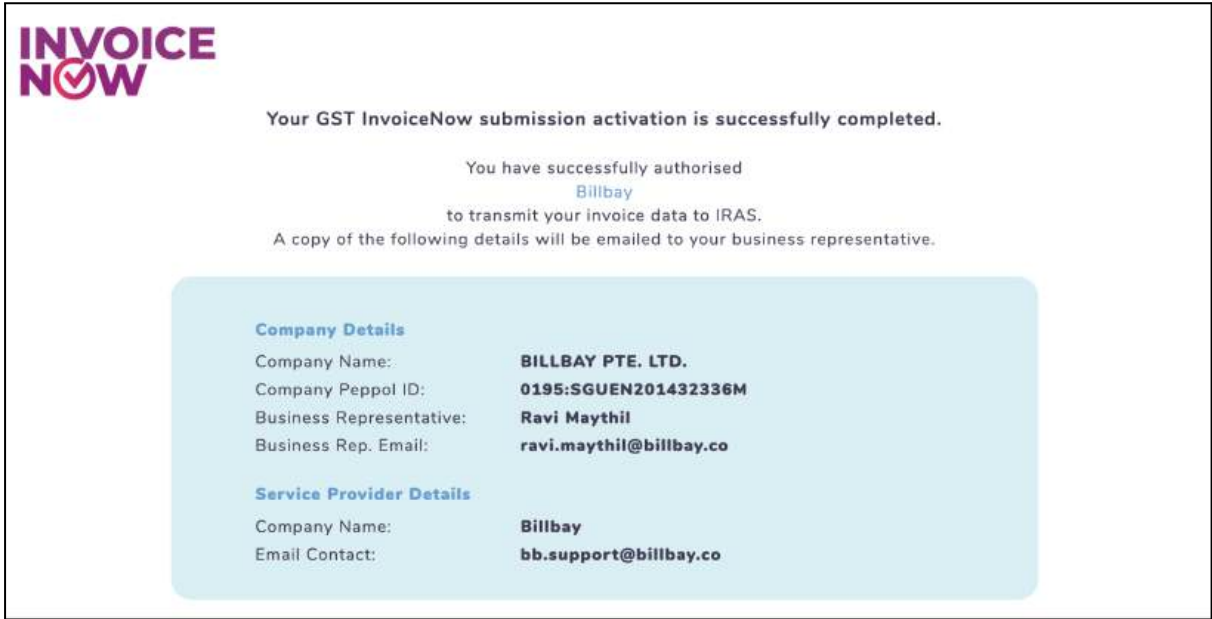


Once, the authorization link is clicked, you will be redirected to an Approval Web Page. Authorisation can then be provided via CorpPass.



Click on the Corpass Business Authorisation button / link.



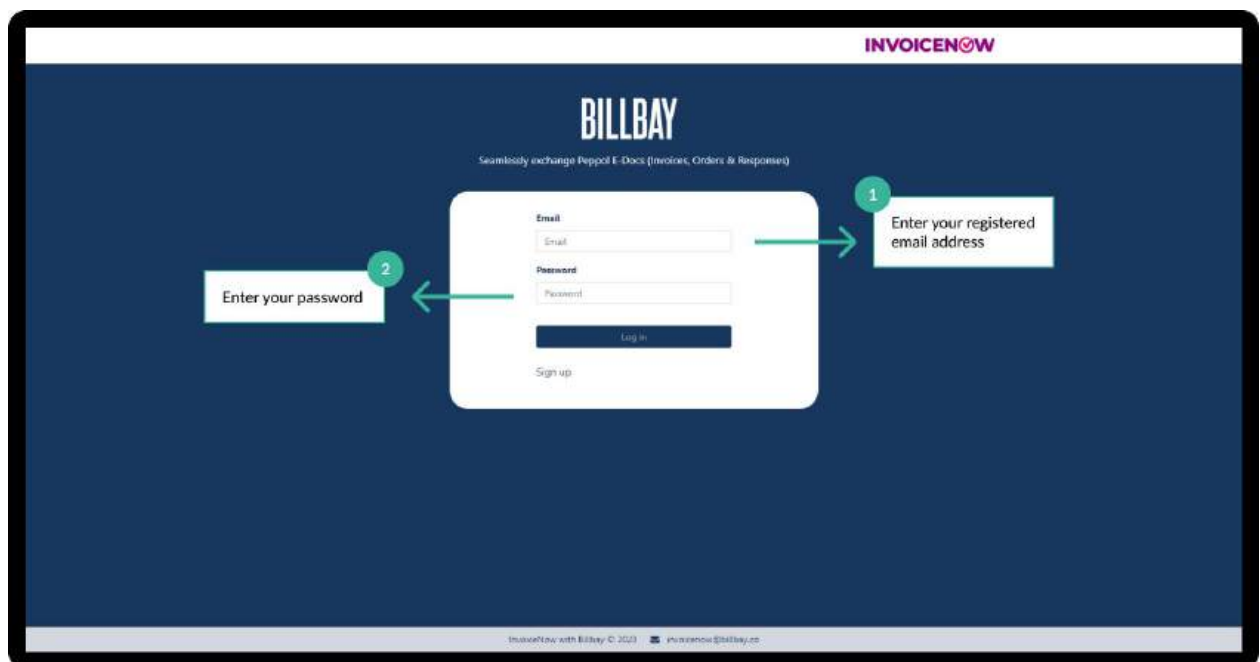


You are now activated for **GST InvoiceNow** and can be reporting GST to IRAS via the InvoiceNow Ready Solution.

Login

To get started with the InvoiceNow Ready Solution, follow these steps:

1. **Access the System:** Open your web browser and go to the following URL:
<https://alfa-zero.billbay.io>
2. **Log In:** On the login page, enter your username and password.
3. **Continue:** Click the "Log in" button to proceed.



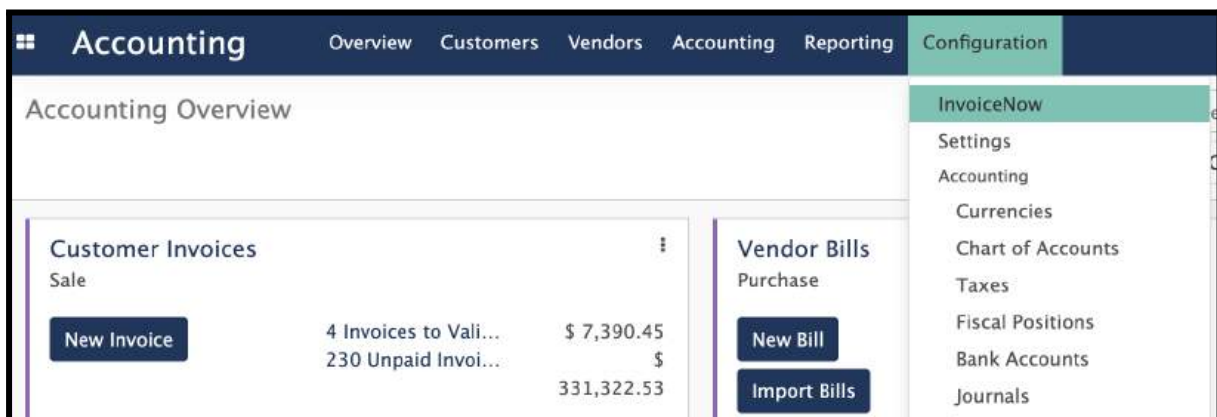
Activating GST InvoiceNow

👉 As part of the **Free-of-Charge (FOC) Package**, users are required to report their **GST** via **InvoiceNow**. Accordingly, **GST InvoiceNow** is activated on your account by default.

If you wish to test specific GST scenarios, you may do so using the **Sandbox account**. Your Sandbox credentials are shared alongside your Production credentials for this purpose.

If for any reason, you need to submit an Activation Request (again), you can do so within the FOC Solution as shown below:

Go to: **Accounting > Configuration > InvoiceNow**



Enter the Requestor Name and Email. Click on a suitable activation option on the left as shown below. Then "Submit Request".

 The screenshot shows the 'InvoiceNow Action' form. It includes fields for 'Company Name' (BILLBAY DEMO 02), 'UEN' (201432336M), 'Requestor Name' (Ravi Maythil), and 'Requestor Email' (admin@billbay.co). There are checkboxes for 'Peppol E-Delivery' and 'GST InvoiceNow (C5)'. Below these are three radio button options under 'InvoiceNow Action': 'Enable Peppol E-Delivery', 'Enable GST Reporting (C5) via InvoiceNow', and 'Enable Peppol + GST Reporting (C5) via InvoiceNow'. A 'Submit Request' button is at the bottom.

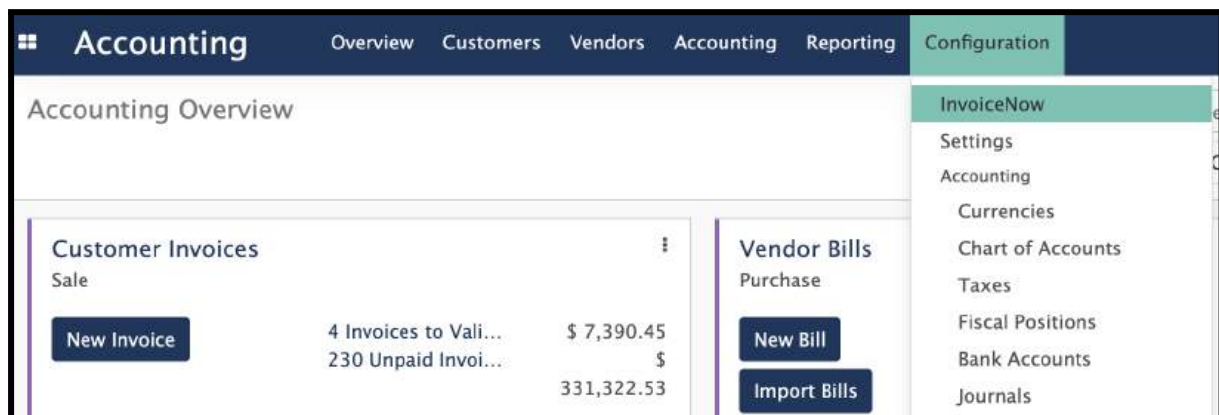
This will trigger an email to the Billbay Service Desk. Your activation request will be completed within 1-2 business days. As a reminder, this activation will also trigger a CorpPass Authorisation request which will need to be approved by the CorpPass Approver of your organization. At anytime, you may also send us an email at bb.support@billbay.co

De-activating GST InvoiceNow

Should you still wish to **deactivate GST InvoiceNow**, please write to us at **bb.support@billbay.co** with a valid reason. Please note that deactivating GST InvoiceNow may render your account **ineligible for the FOC Package**.

You may also initiate the de-activation request via the FOC Solution.

Go to: **Accounting > Configuration > InvoiceNow**



Enter the Requestor Name and Email. Click on a suitable de-activation option on the left as shown below. Then “Submit Request”.

 The screenshot shows the 'InvoiceNow Action' form. The 'Requestor Name' is 'Ravi Maythil' and the 'Requestor Email' is 'admin@billbay.co'. The 'Peppol ID' is '0195:SGTSTB8DEMO02'. The 'Peppol E-Delivery' checkbox is checked. The 'GST InvoiceNow (C5)' checkbox is checked. Under 'InvoiceNow Action', there are three radio button options: 'Enable Peppol E-Delivery', 'Enable GST Reporting (C5) via InvoiceNow', and 'Enable Peppol + GST Reporting (C5) via InvoiceNow'. To the right, there are three radio button options: 'Disable Peppol E-Delivery', 'Disable GST Reporting (C5) via InvoiceNow', and 'Disable Peppol + GST Reporting (C5) via InvoiceNow'. The 'Submit Request' button is at the bottom left.

This will trigger an email to the Billbay Service Desk. Your activation request will be completed within 1-2 business days. As a reminder, this activation will also trigger a

CorpPass Authorisation request which will need to be approved by the CorpPass Approver of your organization. At anytime, you may also send us an email at bb.support@billbay.co

Checking your InvoiceNow Status

At anytime, you can check the status of your InvoiceNow Settings:

The screenshot shows the 'Accounting' section of the Billbay system. The 'InvoiceNow' settings are displayed. A green box highlights the following fields:

- Peppol ID: 0195.SGTSTBBDemo02
- Peppol E-Delivery: ☒
- GST InvoiceNow: ☒

Below the highlighted fields, there are radio button options for enabling or disabling the following features:

- ☐ Enable Peppol E-Delivery
- ☐ Enable GST Reporting (C5) via InvoiceNow
- ☐ Enable Peppol + GST Reporting (C5) via InvoiceNow
- ☐ Disable Peppol E-Delivery
- ☐ Disable GST Reporting (C5) via InvoiceNow
- ☐ Disable Peppol + GST Reporting (C5) via InvoiceNow

A 'Submit Request' button is located at the bottom left of the settings area.

👉 The ideal configurations for the FOC Solution is as follows:

Peppol ID must be set: This is the official Peppol ID that will be used for your InvoiceNow transmissions.

Peppol E-Delivery must be set: This is a global setting that ensures Peppol E-Delivery is on. Once set, it implies that Peppol E-Delivery is on by default for all counterparties. You can further control the E-Delivery settings for counterparties at the respective Customer & Master data.

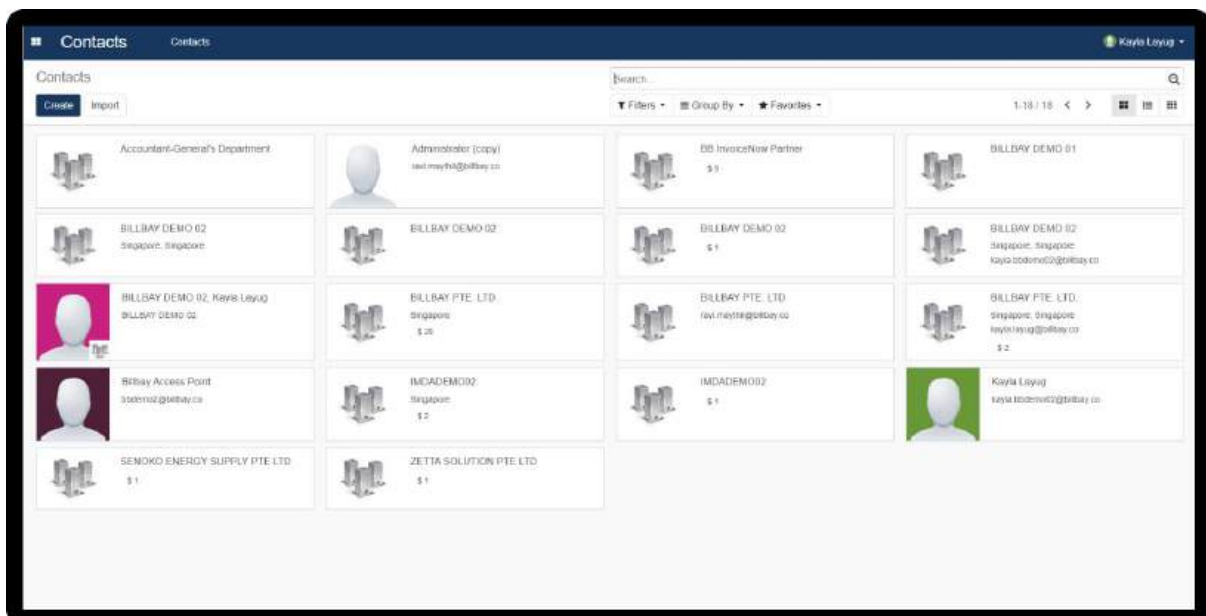
GST InvoiceNow must be set: This will ensure all your in invoice and credit note transmission will be automatically submitted to IRAS for GST Reporting via InvoiceNow.

Master Data

The following key master data are essential for running your business as well as the InvoiceNow business flows.

Contacts: Refers to your Business Contacts, Leads, Opportunities or your existing business partners who may be your customers or vendors. A contact can be flagged either as a Customer or a Vendor, in which case these contacts will appear under the respective Customer Master or Vendor Master.

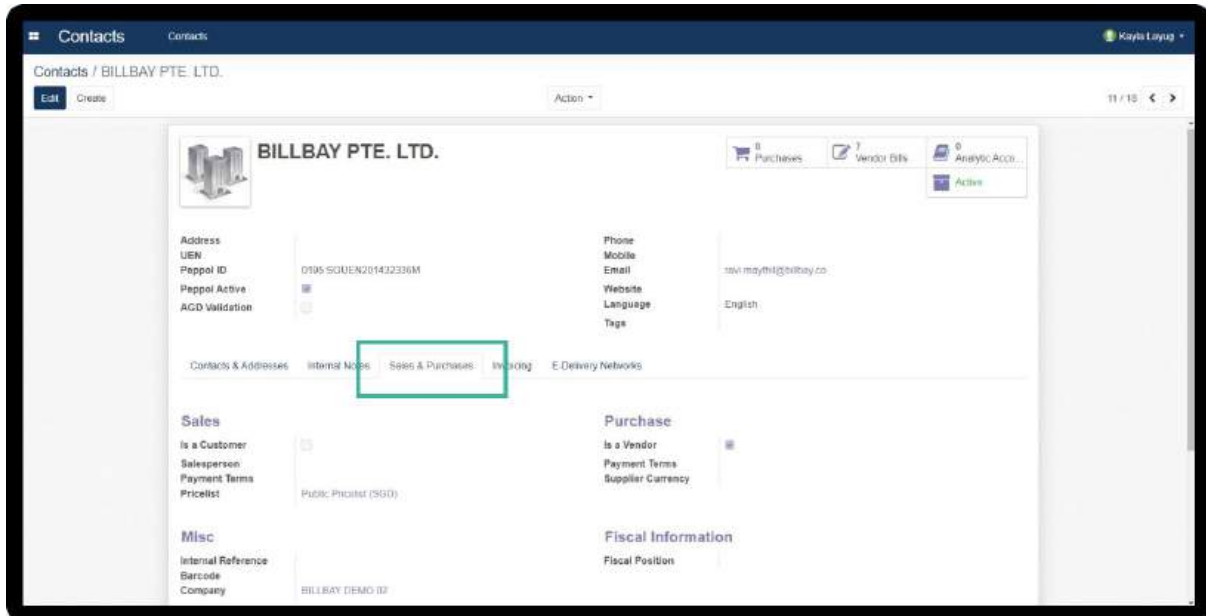
1. Go to the Contacts Module



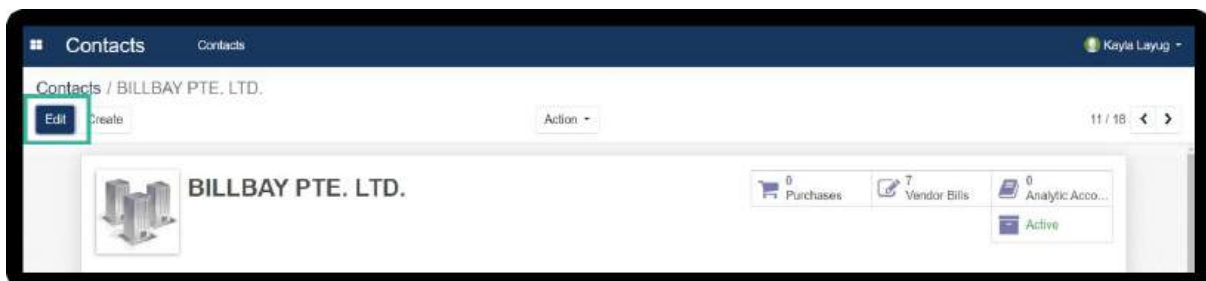
2. Locate and click on the contact that you wish to edit from the list.

BILLBAY INVOICENOW GUIDEBOOK

- Once you're in the contact's details view, find and select the "Sales & Purchases" tab. This tab is where you can manage sales and purchase-related information for the contact.



- Next, click the "Edit" button.



5. Within the "Sales & Purchases" tab, you will find options related to sales and purchases for the contact.

- **Customer Status:** To mark the contact as a customer, check the corresponding box labeled "Is a Customer"
- **Vendor Status:** To mark the contact as a vendor or supplier, check the corresponding box labeled "Is a Vendor"
- **Dual Role Status:** If the contact serves as both a customer and a vendor, you can select both the "Is a Customer" and "Is a Vendor" boxes.

Sales		Purchase	
Is a Customer	☐	Is a Vendor	☒
Salesperson		Payment Terms	
Payment Terms		Supplier Currency	
Pricelist	Public Pricelist (SGD)		

6. After making the necessary adjustments to the contact's roles, remember to save your changes to update the contact's information.

Customers: Your Business Customers.

Vendors: Your Business Vendors or Suppliers

Products: Products or Services that you sell or you may need to purchase to run your business.

Partner Master Data

Partners broadly refer to the Customers and Suppliers your organization deals with. Before you can transact with any partner, it is advisable to create a Partner Record either via the Customer Master Data or Vendor Master Data.

To create a Customer:

1. Go to: Accounting > Customers > Customer

For further details, please jump to [these pages](#).

To create a Vendor:

2. Go to: Accounting > Vendors > Vendors

For further details, please jump to [these pages](#).

For InvoiceNow, one of the key fields that need to be populated are:

- **Peppol ID**
- **Peppol Active**

Peppol ID	0195:SGUEN201432336M
Peppol Active	☒

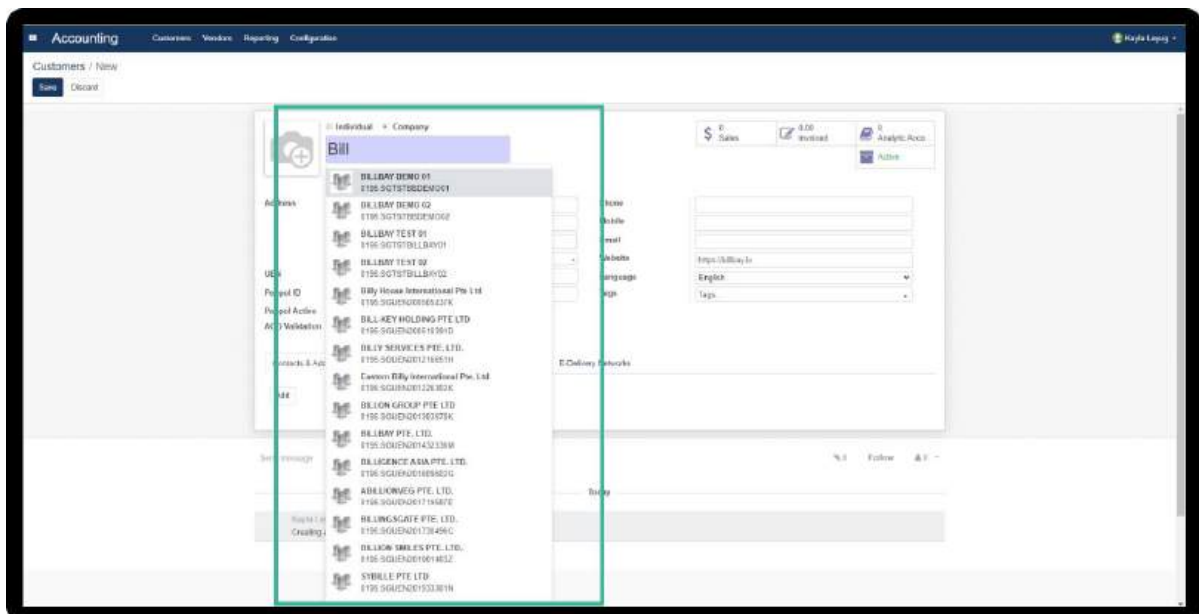
*These fields play a pivotal role in ensuring effective communication through InvoiceNow.

Partner Discovery

Partner Discovery capitalizes on our direct connection to the SG Peppol Directory to streamline your interactions:

1. When entering a customer or vendor's name, an active lookup springs into action, presenting a comprehensive range of potential matches. This feature enables you to effortlessly select the partner's Peppol ID during the creation process.

As you type a few letters, a list of relevant companies materializes, providing a user-friendly interface for selection.



2. Partners identified through this process have their Peppol ID automatically populated, and the Peppol Active flag is set to Yes by default.

The Peppol Active flag's default settings are integral to the decision-making process for triggering E-Invoices or E-Documents.

👉 For Partners who cannot be found in the Peppol Directory at the moment, it is important that you still capture the following fields properly:

- The Registered Legal Business Entity Name
- UEN

<https://www.bizfile.gov.sg/> is a great website to get the exact business name and their UEN.

BILLBAY PTE. LTD.	
UEN	201432336M
Entity Status	● Live Company
Industry (SSIC) ⓘ	Management consultancy services - 70201
Address	151 Cavenagh Road, #02-157, Cavenagh Court, Singapore 229628 View Map

Once the legal entity name and UEN are captured correctly, whenever this company registers itself on Peppol Network, a nightly scheduled job will sync up the Peppol IDs and ensure the entity is ready for E-document exchange.

The screenshot shows the 'BILLBAY PTE. LTD.' customer profile in the Accounting software. The 'Peppol ID' field contains the value '2185 960524261432336M'. The 'Peppol Active' checkbox is currently unchecked. The 'Peppol Active' label is highlighted with a green box. The 'Peppol ID' field is also highlighted with a green box. The 'Peppol Active' checkbox is currently unchecked.

3. In cases where a partner prefers not to receive E-Invoices or E-Orders, you retain the ability to manually modify the Peppol Active flag. A simple click to the Peppol Active checkbox to effectively disable the Peppol connectivity.

BILLBAY INVOICENOW GUIDEBOOK

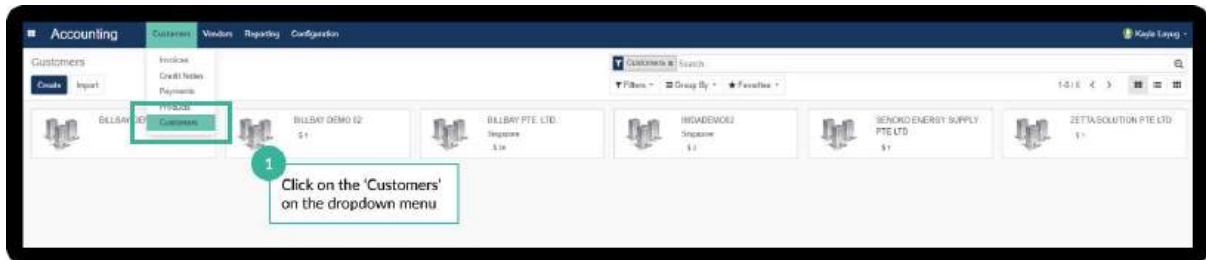
The screenshot shows the 'Customers / New' form in the BILLBAY INVOICENOW software. The form is for 'BILLBAY PTE. LTD.' and includes fields for Address, UEN, Peppol ID, and Peppol Active checkbox. A callout box points to the Peppol Active checkbox with the text: 'Click the Peppol Active checkbox to disable (Check=Yes Uncheck=No)'.

👉 The **Peppol Active** checkbox determines whether an invoice or credit note will be sent to this entity. While maintaining the Peppol ID is crucial, this added field ensures that there is sufficient control to manage sending of e-documents to companies who may or may not want them even if they are registered on the Peppol Network.

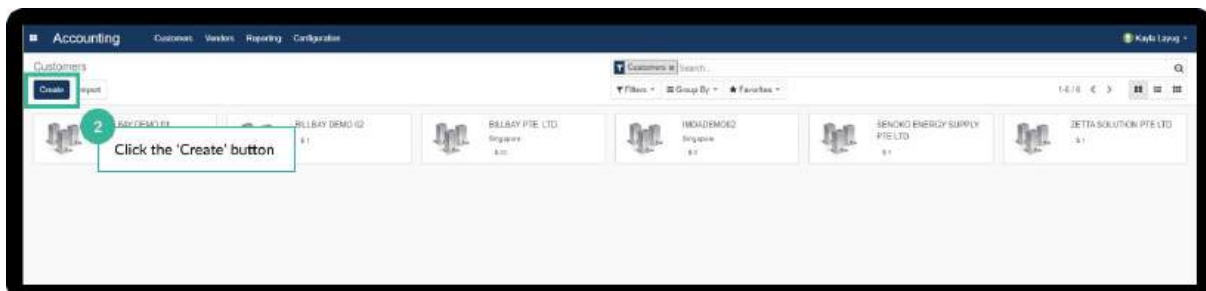
Customer Data

To efficiently create a customer profile in our system, kindly follow these straightforward steps:

1. Click on the 'Customers' option in the top bar and click on the 'Customers' on the dropdown menu to proceed.



2. Once in the 'Customers' section, look for the button 'Create'. This is where the setup process begins.



3. A user-friendly form will appear, awaiting your input. Provide accurate information such as the customer's name, contact details, and any relevant identifiers.

Accounting

OverviewCustomersVendorsAccountingReportingConfiguration

Customers / New

Save

Discard

Individual

Company

BILLBAY

BILLBAY DEMO 01

0195:SGTSTBBDEMO01

BILLBAY DEMO 02

0195:SGTSTBBDEMO02

BILLBAY TEST 01

0195:SGTSTBILLBAY01

BILLBAY TEST 02

0195:SGTSTBILLBAY02

BILLBAY PTE. LTD.

0195:SGUEN201432336M

Address

UEN

GST Regn No

Peppol ID

Peppol Active

AGD Validation

Phone

Mobile

Email

Website

Language

Tags

A really useful feature is the auto-lookup to the Peppol Directory.

Even as you type the name of the Customer a dropdown list appears showing all registered participants matching the typed text and their corresponding Peppol IDs. If no lookup is proposed by the system, then it simply means that Customer does not have a Peppol ID at that time.

This can always be updated manually once the entity is registered on Peppol,

BILLBAY INVOICENOW GUIDEBOOK

This screenshot shows the 'New Customer' form in the BILLBAY INVOICENOW system. The form is titled 'Customers / New' and includes a 'Save' button. The form fields are organized into sections: 'Individual / Company' (with 'BILLBAY PTE. LTD.' selected), 'Address' (with '10 Woodland Road #01-08' entered), 'Phone' (with '+65 9000-4000' entered), 'Email' (with 'info@billbay.co' entered), 'Website' (with 'https://billbay.co' entered), 'Language' (with 'English' selected), and 'Tags' (with 'Tag' entered). The 'UEN' field is also present. Callout 3 points to the 'Individual / Company' section, callout 4 points to the 'Address' field, and callout 5 points to the 'Phone', 'Email', 'Website', 'Language', and 'Tags' fields.

3 Fill in the customer's name.

4 Fill in the customer's address.

5 Fill in the customer's phone or mobile number, email address, website, language, and tags.

4. After double-checking that all details are correctly entered, locate the 'Save' button. Your customer's information will then be securely stored in our system.

This screenshot shows the same 'New Customer' form as the previous one, but with callout 6 pointing to the 'Save' button. The 'Save' button is located at the top left of the form, next to the 'Discard' button.

6 Click the 'Save' button

👉 GST INVOICENOW REQUIREMENT

Please be sure to fill up the **UEN** field.

For GST InvoiceNow Submissions, every supplier and customer record must include a UEN (Unique Entity Number). Missing UEN information will cause GST InvoiceNow submissions to fail, requiring a re-submission with a populated UEN field.

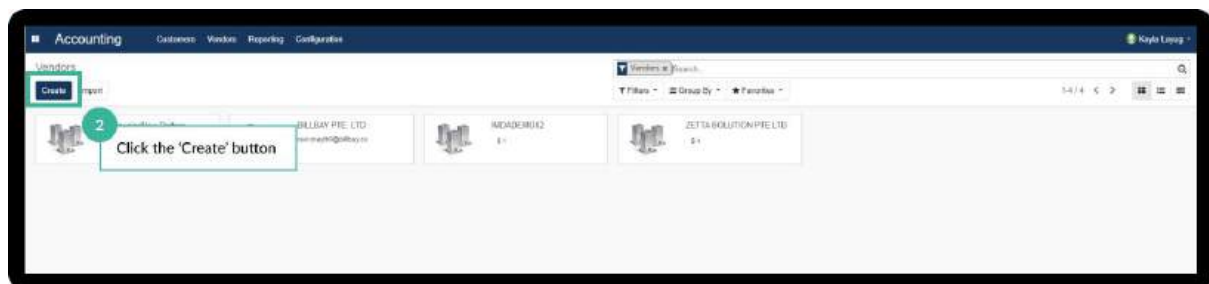
Vendor Data

Efficiently set up vendor profiles within our system by following these clear steps:

1. To start, click on the 'Vendors' option located in the top bar. From the dropdown menu, select 'Vendors'.



2. Once you're within the 'Vendors' section, click the 'Create' button. This is where the setup process begins.



3. A user-friendly form will appear for you to input accurate information, including the vendor's name, contact details, and any relevant identifiers.

BILLBAY INVOICENOW GUIDEBOOK

Accounting Customers Vendors Reporting Configuration Katelyn Lipp

Vendors / New

Save Discard

Individual Company

BILLBAY PTE. LTD.

Address

11 Vithanak Road #01-00

Street 2

Singapore State 227477

Country

UEN

Proposed ID

2155-SGUTEN214323306

Proposed Active

AGD Validation

Phone

Mobile

Email

Website

Language

Tags

Fill in the customer's name.

Fill in the customer's address.

Fill in the customer's phone or mobile number, email address, website, language, and tags.

Contacts & Addresses Internal Notes Sales & Purchases Invoicing E-Delivery Networks

Add

Send message Log notes @ Schedule activity

Today

Katelyn Lippage - Accounting

Creating a new record...

- After verifying that all details are correctly entered, locate the 'Save' or 'Create' button positioned at the form's bottom. Your vendor's information will be securely stored in our system.

Accounting Customers Vendors Reporting Configuration Katelyn Lipp

Vendors / New

Save Discard

Individual Company

BILLBAY PTE. LTD.

Address

11 Vithanak Road #01-00

Street 2

Singapore State 227477

Country

UEN

Proposed ID

2155-SGUTEN214323306

Proposed Active

AGD Validation

Phone

Mobile

Email

Website

Language

Tags

Contacts & Addresses Internal Notes Sales & Purchases Invoicing E-Delivery Networks

Add

Click the 'Save' button

Send message Log notes @ Schedule activity

Today

Katelyn Lippage - Accounting

Creating a new record...

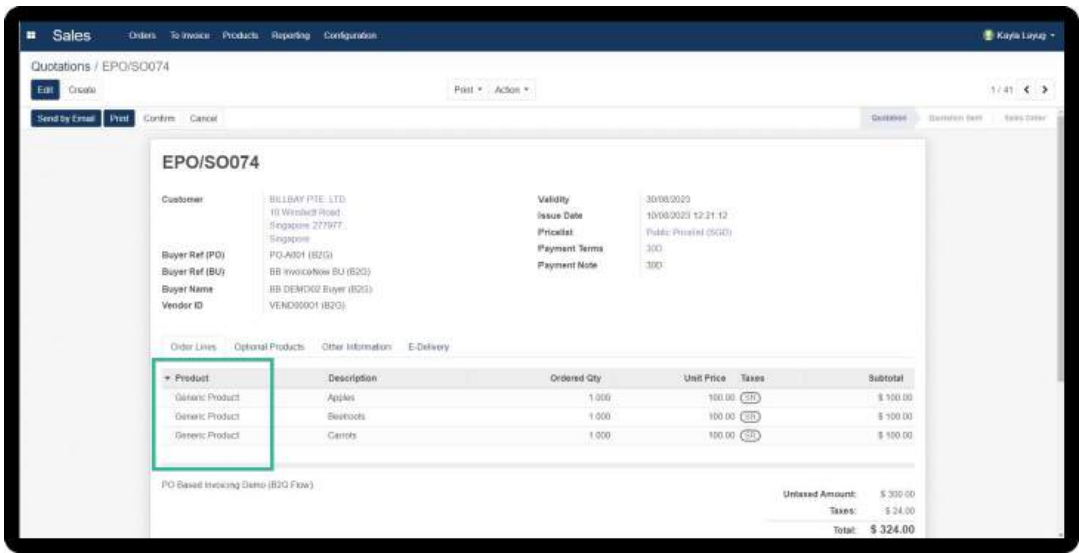
👉 GST INVOICENOW REQUIREMENT

Please be sure to fill up the **UEN** field.

For GST InvoiceNow Submissions, every supplier and customer record must include a UEN (Unique Entity Number). Missing UEN information will cause GST InvoiceNow submissions to fail, requiring a re-submission with a populated UEN field.

Product Data

The Product Module serves as the platform for crafting the products associated with your company. A default product, labeled "generic product," is automatically established.



This default product comes into play when vendor bills are imported; they are matched with this generic product. The pertinent product description is then drawn from the vendor bill (or supplier invoice) seamlessly.

GST InvoiceNow Video Tutorials

👉 The User Guides and video tutorials are updated from time-to-time. Please be sure to access the latest version of user guides for the **FOC Solution** at the following web link:

https://invoicenow.billbay.co/foc_package/foc_userguide

Peppol Flows

A Peppol Workflow is triggered when the Counter Party has a Peppol ID defined and when the Peppol Active Flag is set (ie. checkbox is ticked) on the partner master data.

#	IRAS Data Flow Type	Video Link
1	1A : Peppol Sales Invoice	https://youtu.be/EBKvfRuDA2E
2	1A: Peppol Sales Credit Note	https://youtu.be/EBKvfRuDA2E
3	1B: Peppol Purchase Invoice	https://youtu.be/xrztVpKpe-k

Non-Peppol Flows

A Non-Peppol Workflow is triggered when the Counter Party has no Peppol ID defined or if the Peppol Active Flag is not set (ie. checkbox is unticked) on the partner master data,

#	IRAS Data Flow Type	Video Link
1	2A : Non-Peppol Sales Invoice	https://youtu.be/-QNoXru4rg0
2	2A: Non-Peppol Sales Credit Note	https://youtu.be/r7LMeKmoiFU
3	2B: Aggregated Sales (POS/STI)	https://youtu.be/YGMQubzAxa4
4	3A: Non-Peppol Purchase Invoice	https://youtu.be/wEosuztJyUA
5	3A: Non-Peppol Purchase Credit Note	https://youtu.be/NEi9DoT0wD4
6	3B Petty Cash Purchases (PCP)	https://youtu.be/1ekvUiBPXgk

GST InvoiceNow Submission Status

The GST InvoiceNow submission status can be seen:

👉 Via the **E-Delivery Tab**, you can determine if the GST InvoiceNow Submission was successful or not. The key fields to look out for are marked below.

Accounting Overview Customers Vendors Accounting Reporting Configuration BILLBAY DEMO 02 Ravi Maythil

Invoices / INV/2025/0142

Edit Create Print Action 3 / 80

INV/2025/0142

Customer	BILLBAY DEMO 01	Invoice Date	10/28/2025
Payment Terms	30D	Due Date	11/27/2025
Invoice Reference		Salesperson	Ravi Maythil
Invoice Note		Currency	SGD
		Tax Status	Submitted

Invoice Lines Order Info Invoice Response **E-Delivery**

E-Delivery Network	PEPPOL	Tax Ack. ID	251028-ca4c2358-c491-40ad-bffa-d3f04ff90303-s001
E-Delivery Status	C3: Delivered Successfully (AP)	Tax Sender ID	0195:SGTST8BDEMO02
Sender ID	0195:SGTST8BDEMO02	Tax Receiver ID	0195:SGTST8BDEMO01
Receiver ID	0195:SGTST8BDEMO01	Tax Response Status	200
File Name	bb_pint_ar_251028_163507_405426470.xml	Tax Response Note	Acknowledged.
Txn ID	bb1595-0fafc22d-d3b3-4f3f-bbb3-b1513268550c	Tax Txn Date	2025-10-28 16:38:06
Doc UUID	967f30df-528b-4060-8f25-9181925d519b		

InvoiceNow Sync

A successful submission is one where:

Tax Status: Submitted

Tax Ack. ID is populated with a long unique reference number such as:
251028-ca4c2358-c491-40ad-bffa-d3f04ff90303-s001

Tax Response Note is Acknowledged.

👉 The **E-Delivery Tab** on the Invoice and Credit Note forms displays key information:

Right Side: Key transmission parameters for an IRAS transaction.

Left Side: Key transmission parameters in case of a Peppol transaction (in case the transaction is via Peppol).

Accounting Overview Customers Vendors Accounting Reporting Configuration BILLBAY DEMO 02 Ravi Maythil

Invoices / INV/2025/0142

Edit Create Print Action 3 / 80

INV/2025/0142

Customer	BILLBAY DEMO 01	Invoice Date	10/28/2025
Payment Terms	30D	Due Date	11/27/2025
Invoice Reference		Salesperson	Ravi Maythil
Invoice Note		Currency	SGD
		Tax Status	Submitted

Invoice Lines Order Info Invoice Response **E-Delivery**

PEPPOL

E-Delivery Network	PEPPOL
E-Delivery Status	C3: Delivered Successfully (AP)
Sender ID	0195:SGTSTBBDEMO02
Receiver ID	0195:SGTSTBBDEMO01
File Name	bb_pint_ar_251028_163507_405426470.xml
Txn ID	bb1595-0fafc22d-d3b3-4f3f-bbb3-b1513268550c
Doc UUID	967f30df-528b-4060-8f25-9181925d519b

IRAS

Tax Ack. ID	251028-ca4c2358-c491-40ad-bffa-d3f04ff90303-s001
Tax Sender ID	0195:SGTSTBBDEMO02
Tax Receiver ID	0195:SGTSTBBDEMO01
Tax Response Status	200
Tax Response Note	Acknowledged.
Tax Txn Date	2025-10-28 16:38:06

InvoiceNow Sync ←

The submission status is automatically updated every 5 mins.

You may also get the real-time status of the transmission anytime by clicking on the **InvoiceNow Sync** button as highlighted. This will send a real-time status check of your submission to IRAS and update the status.

Reconciliation and Reporting

Successful Submissions

- A header-level data field labeled **Tax Status** is present on each Invoice Form.
- Once GST InvoiceNow submissions are successful, this field should display **Submitted** on all AR and AP invoices.

Accounting Overview Customers Vendors Accounting Reporting Configuration BILLBAY DEMO 02 Ravi Maythil (ZULU)

Refund / BILL/2025/0020

Edit Create Print Action 1 / 1 < >

BILL/2025/0020

Vendor	BILLBAY TEST 01	Bill Date	03/02/2025
Bill No.	INV/2025/0009	Due Date	03/02/2025
Payment Note		Currency	SGD
Invoice Reference		Tax Status (C5)	Submitted
Invoice Note	SP_TC03.6		

Bill Other Info E-Delivery

E-Delivery Network	PEPPOL	Tax Ack. ID	250303-99528db0-a1de-4674-9719-fa9434bce7e0-s001
E-Delivery Status	C4: Received via Peppol	Tax Authority	IRAS
Sender ID	0195:SGTSTBILLBAY01	C5 Sender ID	0195:SGTSTBBDEMO02
Receiver ID	0195:SGTSTBBDEMO02	C5 Receiver ID	IRAS
File Name	bb_ap_cn_250303_093619_552819191.xml	C5 Customer ID	0195:SGTSTBBDEMO02
Txn ID	bb1339-7a09dc22-511e-4cb3-8191-87c4bc4db4d1	C5 Supplier ID	0195:SGTSTBILLBAY01
Doc UUID	61071efa-4159-447a-9f09-948b5d9ebfa5	C5 Response Status	200
		C5 Response Note	Acknowledged.
		C5 Txn Date	2025-03-03 09:37:35

InvoiceNow Sync

Unsuccessful Submissions

- If an invoice does not show **Submitted**, there may be an error in the submission.
- Click the **InvoiceNow Sync** button to refresh the submission status.
- Review any error messages and take corrective action accordingly.

Error Handling:

The **Response Status** and **Response Note** field will give you details on the errors. Please rectify them as needed. In the event, the error is complicated and is something that cannot be rectified via a data correction on your end:

INV/2025/0118

Customer	Just A Company (GST Regd Non-Peppol) 100 Company Ave Singapore 100088 - 196000073H	Invoice Date	10/21/2025
Payment Terms	Immediate Payment	Due Date	10/29/2025
Invoice Reference		Salesperson	Ravi Maythil
Invoice Note		Currency	SGD
		Tax Status	

Invoice Lines

Order Info

Invoice Response

E-Delivery

E-Delivery Network		Tax Ack. ID	
E-Delivery Status		Tax Sender ID	0195:SGTSTBDEMO02
Sender ID		Tax Receiver ID	IRAS
Receiver ID		Tax Response	900
File Name	bb_pint_ar_251029_153605_826847274.xml	Status	
Txn ID	bb1548-69ecd8a8-a744-4e6a-99f3-a48515e92624	Tax Response Note	Error found while validating XML schema.
Doc UUID	814c77e0-6521-4034-9db6-04fb5966a2f4	Tax Txn Date	2025-10-29 15:36:12

InvoiceNow Sync

Examples of data related issues could be the following;

- Use of non-standard tax codes which are not per the IRAS tax guide
- Attaching files in excess of 10MB etc.

The IRAS E-tax guide is a useful reference:

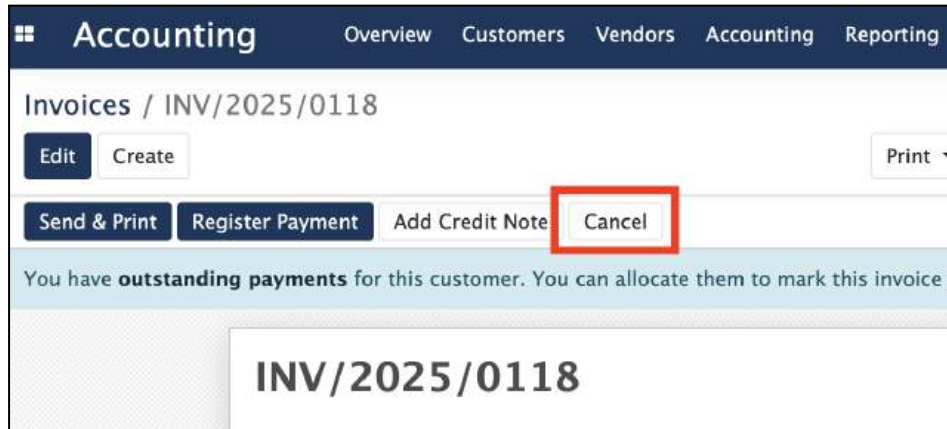
<https://go.gov.sg/iras-gstinvoicenowguide>

Once the data issues have been resolved, you may then **Re-Submit** the transaction.

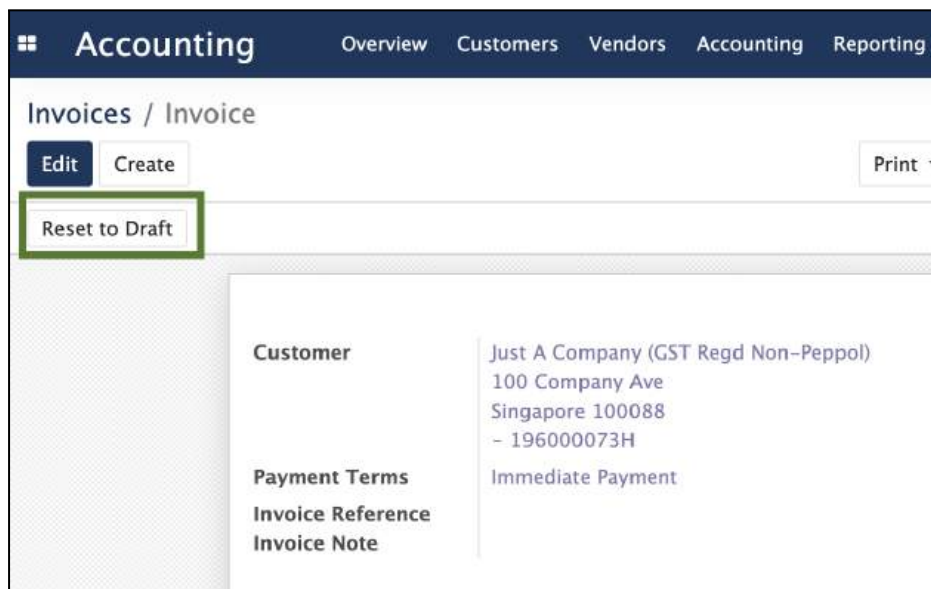
Re-Submitting a Transaction

Follow the following steps to Re-submit a transaction.

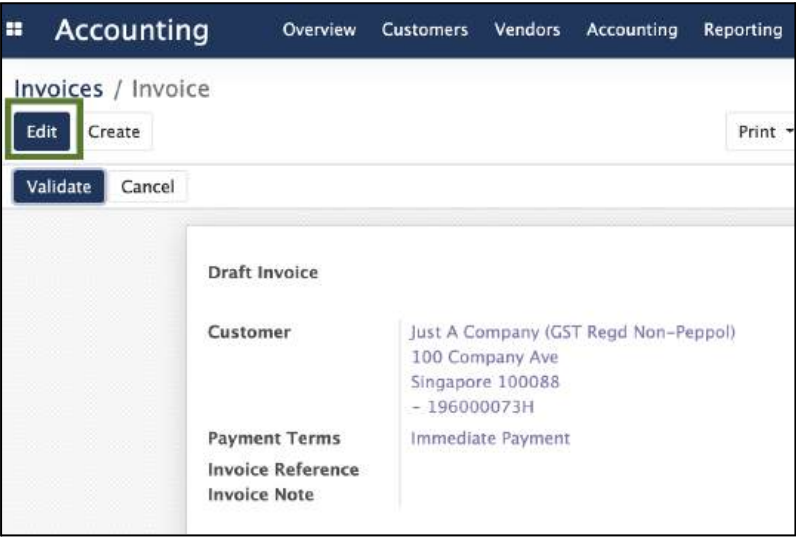
1. Click on **Cancel**



2. Click on **Reset to Draft**



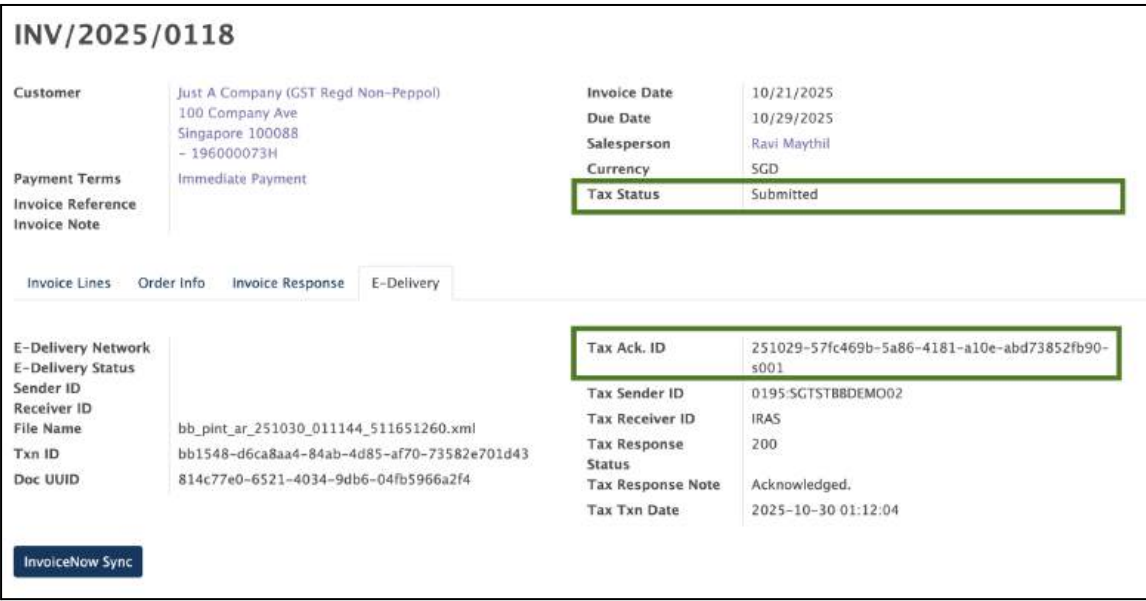
3. Click on **Edit** to make any necessary changes



The screenshot shows the 'Accounting' module with a sub-menu 'Invoices / Invoice'. The 'Edit' button is highlighted with a green box. Below the buttons, there is a 'Draft Invoice' section with the following details:

Customer	Just A Company (GST Regd Non-Peppol) 100 Company Ave Singapore 100088 - 196000073H
Payment Terms	Immediate Payment
Invoice Reference	
Invoice Note	

4. Click on **“Validate”** to resubmit the Invoice



The screenshot shows the invoice details for 'INV/2025/0118'. The 'Tax Status' is highlighted with a green box and shows 'Submitted'. Below the tabs, the 'E-Delivery' section is active, showing the 'Tax Ack. ID' highlighted with a green box. The details are as follows:

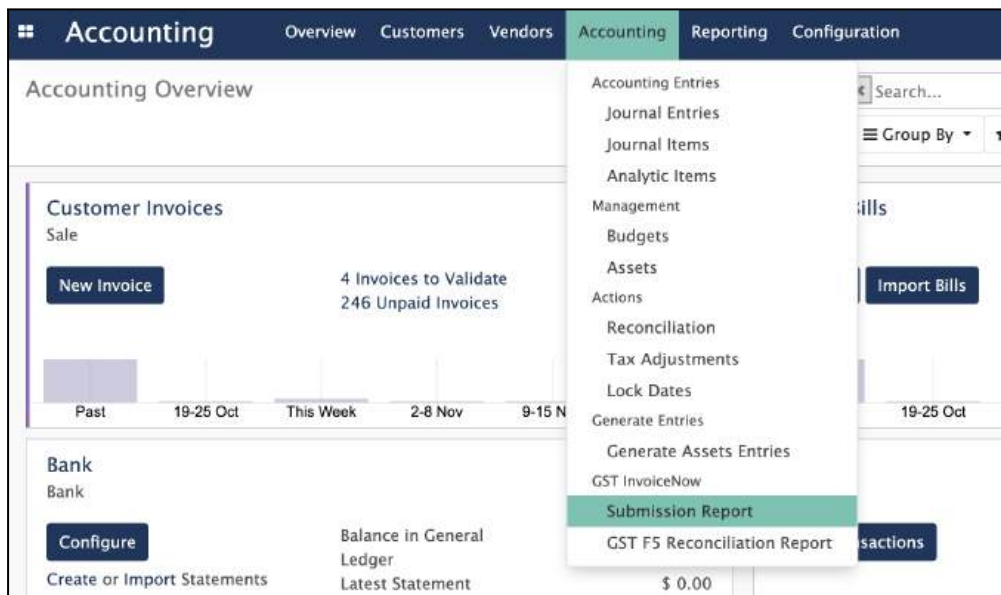
Customer	Just A Company (GST Regd Non-Peppol) 100 Company Ave Singapore 100088 - 196000073H	Invoice Date	10/21/2025
Payment Terms	Immediate Payment	Due Date	10/29/2025
Invoice Reference		Salesperson	Ravi Maythil
Invoice Note		Currency	SGD
		Tax Status	Submitted

E-Delivery Network		Tax Ack. ID	251029-57fc469b-5a86-4181-a10e-abd73852fb90-s001
E-Delivery Status		Tax Sender ID	0195-SGTSTB8DEMO02
Sender ID		Tax Receiver ID	IRAS
Receiver ID		Tax Response Status	200
File Name	bb_plnt_ar_251030_011144_511651260.xml	Tax Response Note	Acknowledged.
Txn ID	bb1548-d6ca8aa4-84ab-4d85-af70-73582e701d43	Tax Txn Date	2025-10-30 01:12:04
Doc UUID	814c77e0-6521-4034-9db6-04fb5966a2f4		

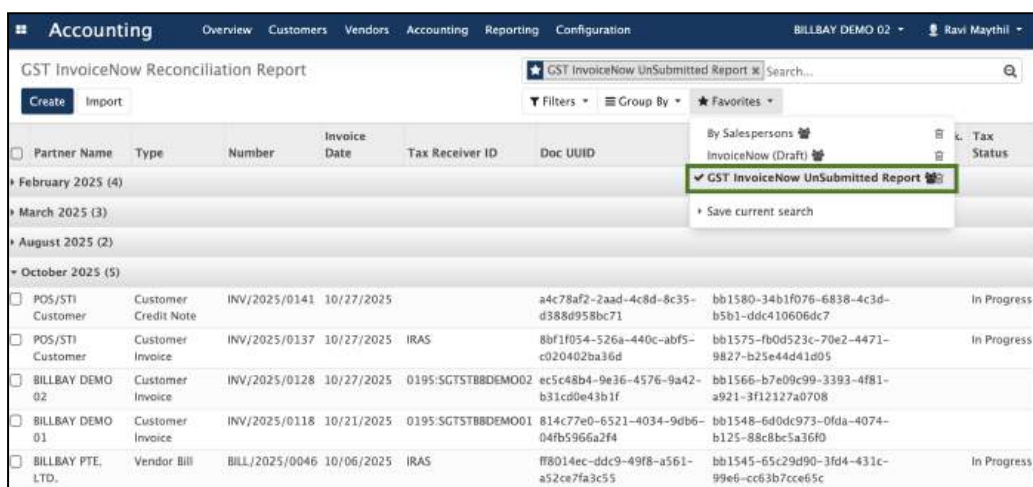
👉 If you are still unable to resolve the issue after a re-submit is done, you may email us at bb.support@billbay.co with the subject **GST InvoiceNow Error**. Our team will get back to you within 1-3 business days.

GST InvoiceNow Submission Report

Go to **Accounting > Accounting > GST InvoiceNow: Submission Report**



Click on **Favorites > GST InvoiceNow UnSubmitted Report**



This will display a list of all the Invoices & Credit Notes that have not been submitted yet.

Click on the respective Invoice or Credit Note and proceed to perform the Error Handling procedure as described above.

👉 **The GST InvoiceNow Goal:** Maintain a clean & clear Unsubmitted Invoices report with 0 failed records to ensure full and complete GST submissions.

B2B/B2G InvoiceNow Business Flow (Peppol)

Sending B2G E-Invoices to Gov Agencies (AGD)

INTRODUCTION

All invoices that are sent to Singapore Government Agencies will need to be sent to the Accountant-General's Department (AGD).

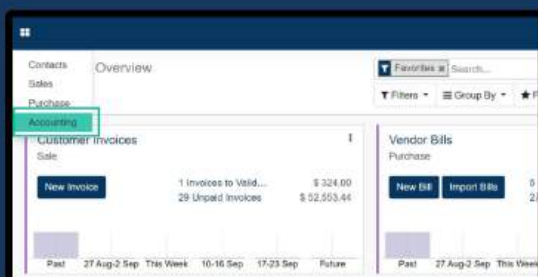
AGD is the central recipient for all e-invoices submitted to Singapore Government Agencies. The AGD will subsequently send the e-invoices to the respective Singapore Government Agencies for processing.

The Accountant-General's Department uses the following Peppol ID:

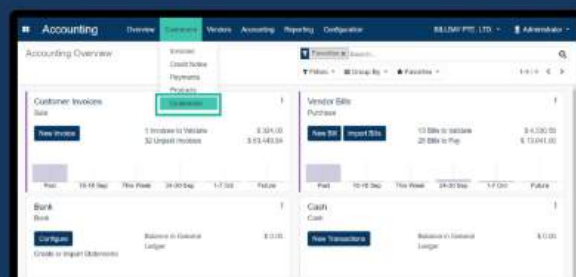
0195:SGUENT08GA0028A

Customer Master

In this section, we will walk you through the process of ensuring that the AGD is defined as a Customer. A properly defined Customer Master is crucial for effortless Invoicing.

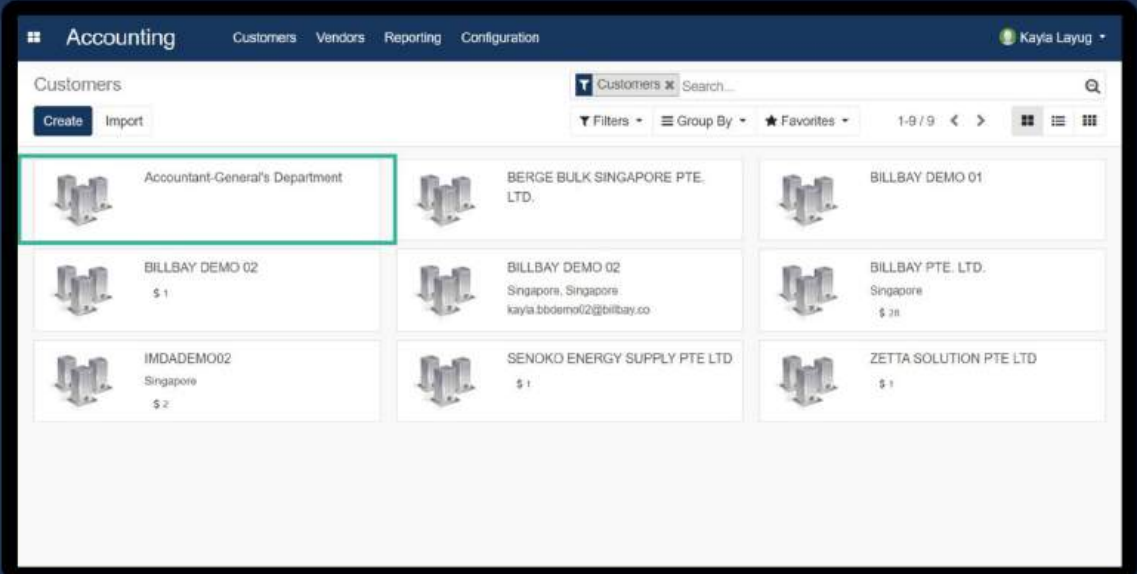


From the Main Menu, Select the Accounting Module.



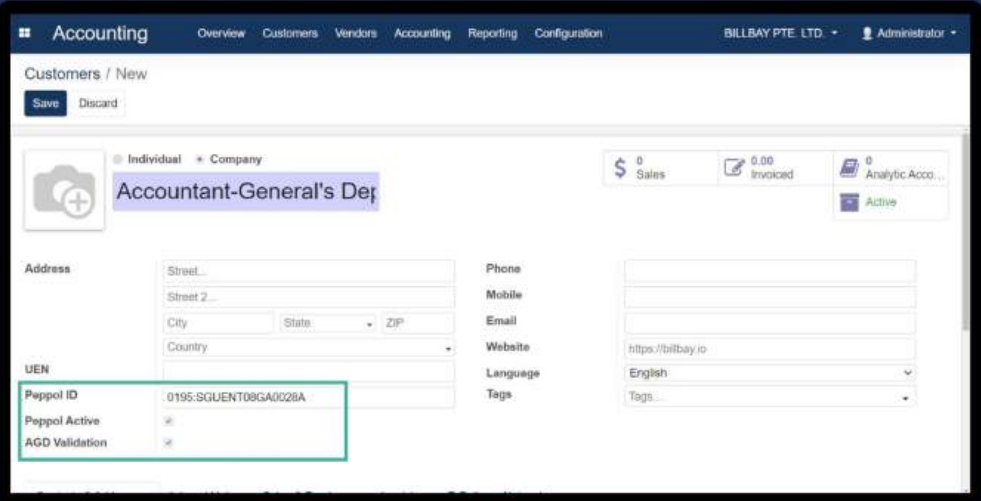
Select 'Customers' on the top bar and click on the 'Customers' on the dropdown menu to proceed.

At the Customer Master, you will see that AGD is pre-defined in the system as a customer.



The screenshot shows the 'Accounting' application with the 'Customers' tab selected. The 'Customers' list displays several entries, with 'Accountant-General's Department' highlighted by a green box. Other visible customers include 'BERGE BULK SINGAPORE PTE. LTD.', 'BILLBAY DEMO 01', 'BILLBAY DEMO 02', 'BILLBAY PTE. LTD.', 'IMDADEMO02', 'SENOKO ENERGY SUPPLY PTE LTD', and 'ZETTA SOLUTION PTE LTD'.

On further drill-down, you will notice that AGD's Peppol ID is defined and the Peppol Active flag is set ; this enables the transmission of e-documents over InvoiceNow.



The screenshot shows the 'Accounting' application with the 'Customers / New' form. The form is for 'Accountant-General's Department'. The 'Peppol ID' field is highlighted with a green box, showing the value '0195:SGUENT09GA0026A'. The 'Peppol Active' and 'AGD Validation' checkboxes are also checked and highlighted with a green box. Other fields include 'Address', 'Phone', 'Mobile', 'Email', 'Website', 'Language', and 'Tags'.

If AGD is not defined in the Customer Master, you can simply create a new customer record for AGD. The active Peppol Directory Lookup enables you to easily locate the AGD record. Be sure to select the one with the Peppol ID set as **0195:SGUENT08GA0028A**

The other Peppol ID is intended for performing test transactions with AGD.

Invoice Data

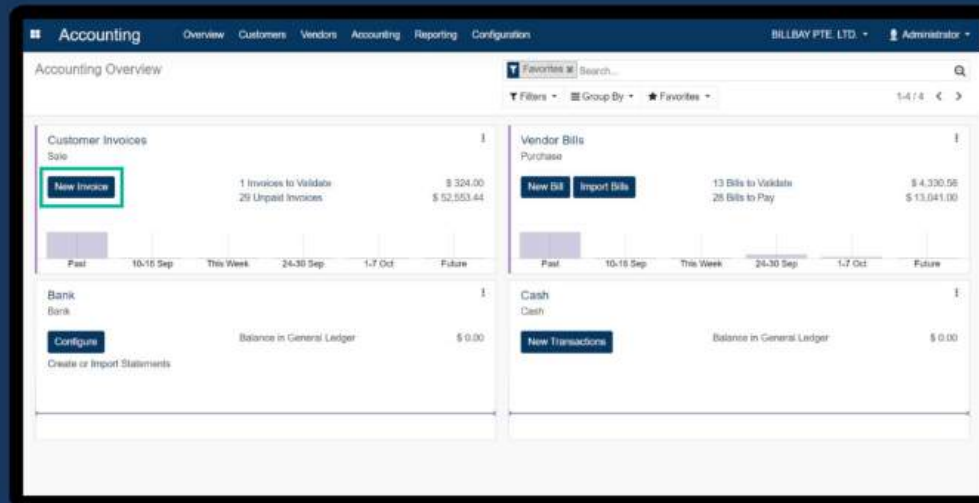
Lets now walk through the process of keying in the essential invoice information, ensuring accuracy and completeness in your B2G invoicing process. Properly filling in the invoice data is a critical step to ensure your e-Invoice does not get rejected by AGD.

From the Main Menu, Select the Accounting Module.

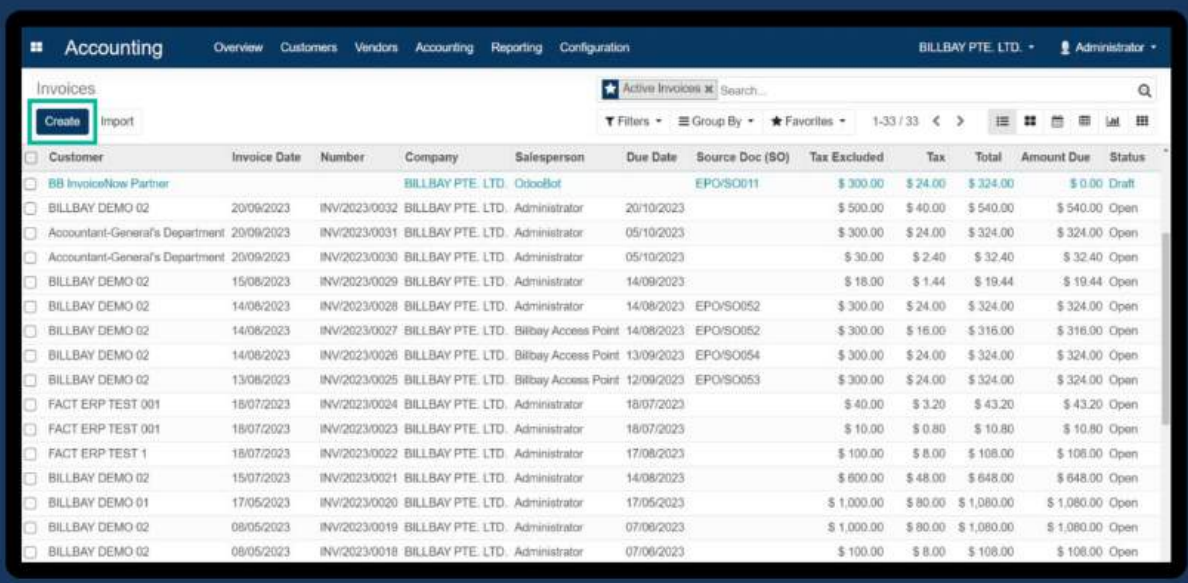
Click 'Customers' on the top bar and click on the 'Invoices' on the dropdown menu to proceed.

Alternatively,

Use a shortcut: Click on the 'New Invoice' button from the Accounting Dashboard



Once on the 'Invoices' page, click 'Create' to start keying in the invoice data.



Let's begin by entering the Invoice Header Data

STEP 1: Enter / Select the Customer as Accountant-General's Department. If the AGD doesn't exist as a customer, simply create AGD as a new customer record & proceed.

The screenshot shows the 'Accounting Overview / New' form. The 'Customer' dropdown menu is open, displaying a list of options: 'Accountant-General's Department', 'BILLBAY DEMO 01', 'BILLBAY DEMO 02', 'Dynabook Singapore Pte Ltd', 'FACT ERP TEST 001', 'FACT ERP TEST 1', and 'Fact Software International Pte Ltd'. The 'Accountant-General's Department' option is highlighted. A green circle with the number '1' is placed over the dropdown arrow. The form also includes fields for 'Invoice Date', 'Due Date', 'Salesperson' (set to 'Administrator'), and 'Currency' (set to 'SGD'). At the bottom, there is a table with columns: 'Account', 'Quantity', 'Price', 'Taxes', and 'Subtotal'.

STEP 2: Enter the invoice date or leave it as blank. The system will then default it to the current date.

Note: AGD does not accept future dated invoices or backdated invoices older than 7 calendar days.

The screenshot shows the same 'Accounting Overview / New' form. The 'Invoice Date' field is now highlighted with a green box and a green circle with the number '2'. The 'Customer' dropdown menu is still open, showing the same list of options. The 'Salesperson' field is set to 'Administrator' and the 'Currency' field is set to 'SGD'. The table at the bottom remains the same.

STEP 3A: Choose one of the pre-defined payment terms and based on the selected payment term. AGD only accepts a fixed set of values for payment term. (See page 15 for details)

Accounting Overview / New

Save Discard

Validate Cancel

Draft Open Paid

Draft Invoice

Customer: Accountant-General's Department

Payment Terms: 3A (dropdown menu open showing: Immediate Payment, 00, 7D, 8D, 10D, 14D, 15D)

Invoice Note:

Payment Note:

Invoice Date:

Due Date:

Salesperson: Administrator

Currency: SGD

#	Product	Description	Account	Analytic Account	Quantity	Price	Discount Amount	Taxes	Subtotal
Add a line									

Once the Payment Term is selected, the Invoice due date is automatically computed based on the number of days associated to the payment term selected.

Accounting Overview / New

Save Discard

Validate Cancel

Draft Open Paid

Draft Invoice

Customer: Accountant-General's Department

Payment Terms: 30D

Invoice Reference:

Invoice Note:

Invoice Date:

Due Date: 06/11/2023

Salesperson: Administrator

Currency: SGD

#	Product	Description	Account	Analytic Account	Quantity	Price	Taxes	Subtotal
Add a line								

STEP 3B: If you have an Invoice Number from your originating system, you can key it in here , else leave it as blank.

Accounting Overview / New

Save Discard

Validate Cancel

Draft Invoice

Customer: Accountant-General's Department

Payment Terms: 30D

Invoice Reference: INV23100501

Invoice Note:

Invoice Date: 06/11/2023

Due Date: 06/11/2023

Salesperson: Administrator

Currency: SGD

Invoice Lines Order Info E-Delivery

#	Product	Description	Account	Analytic Account	Quantity	Price	Taxes	Subtotal
Add a line								

STEP 3C: Enter an appropriate comment or remark into the Invoice Note.

Accounting Overview / New

Save Discard

Validate Cancel

Draft Invoice

Customer: Accountant-General's Department

Payment Terms: 30D

Invoice Reference: INV23100501

Invoice Note: Payment is due within 30 days from the invoice date. Thank you for your business.

Invoice Date: 06/11/2023

Due Date: 06/11/2023

Salesperson: Administrator

Currency: SGD

Invoice Lines Order Info E-Delivery

#	Product	Description	Account	Analytic Account	Quantity	Price	Taxes	Subtotal
Add a line								

Below is the list of acceptable payment terms by AGD. Both **Payment Terms** & **Payment Note** field needs to be the same & also from this set of values.

Payment Terms	Description
00	Due Immediately
7D	7 Days
8D	8 Days
10D	10 Days
14D	14 Days
15D	15 Days
16D	16 Days
21D	21 Days
28D	28 Days
30D	30 Days
40D	40 Days
45D	45 Days
50D	50 Days
60D	60 Days
90D	90 Days

STEP 4: On the Order Info tab, if this is a PO-Based Invoice then enter the PO reference into the **Buyer Ref (PO)** field.

Note: This is an optional field but it's mandatory for all PO-Based Invoices.

The screenshot shows the 'Accounting Overview / New' form. The 'Order Info' tab is selected. The 'Buyer Ref (PO)' field is highlighted with a green box and a red circle with the number 4. The 'Payment Note' field is set to '30D'. The 'Company' field is set to 'BILLBAY PTE. LTD.'. The 'Journal' field is set to 'Customer Invoices (SGD)'. The 'Account' field is set to '101200 Account Receivable'. The 'Incoterm' field is empty.

STEP 5: Enter the Government Agency business unit in the **Buyer Ref (BU)** field, max of 5 characters.

List of Business units for AGD can be found here: <https://www.vendors.gov.sg/UsefulReferences/MinStatuaryBoards.aspx>

The screenshot shows the 'Accounting Overview / New' form. The 'Buyer Ref (BU)' field is highlighted with a green circle and the number 5. The form includes fields for Invoice Reference, Invoice Note, Salesperson, Currency, Buyer Ref (PO), Buyer Ref (BU), Buyer Name, Vendor ID, Payment Note, and Payment Details. The 'Buyer Ref (BU)' field contains the value 'FIN02'.

STEP 6: Enter the **Buyer Name**. This field should capture the name of the buyer from the AGD or Government Agency side.

The screenshot shows the 'Accounting Overview / New' form. The 'Buyer Name' field is highlighted with a green circle and the number 6. The form includes fields for Invoice Reference, Invoice Note, Salesperson, Currency, Buyer Ref (PO), Buyer Ref (BU), Buyer Name, Vendor ID, Payment Note, and Payment Details. The 'Buyer Name' field contains the value 'Bill Xiao'.

STEP 7: The **Vendor ID** filled in automatically based on the vendor record created at Vendors@Gov. Vendor status must be "Approved". If you have multiple Vendor IDs, please ensure you enter the correct Vendor ID - to be valid they must be tagged to your organization's Corpass Entity ID.

Next, you may proceed to enter the Invoice Line Level data.

To find out more about how to send an E-invoice to AGD and the specific fields to be filled at both the header and line-level, please read the full AGD E-Invoicing guide at:

https://drive.google.com/open?id=1ER0k_HXwh-_uYCUSq8Vup4UM0jfSmlB1

Other Key Business Flows

#	B2B/B2G Business Flows	PDF Link
1	Sending B2G E-Invoices to AGD	PDF Guide
2	Sending B2B E-Invoices	PDF Guide
3	Receiving E-Orders & Sending PO-based E-Invoices	PDF Guide
4	Receiving E-Invoices & Sending Invoice Responses	PDF Guide

Conclusion

In summary, this user guide has taken you through the essential steps of harnessing the power of Billbay's InvoiceNow Ready Solution to achieve your InvoiceNow objectives.

Remember, all AR and AP data that has a GST component will need to be reported via GST InvoiceNow using the appropriate IRAS data flow types presented in this document.

The IRAS E-tax guide also serves as a useful reference for GST Reporting and should be your first stop for any specific tax submission related questions:

<https://go.gov.sg/iras-gstinvoicenowguide>

We encourage you to confidently embark on your InvoiceNow journey, maximizing the benefits of E-Delivery and Tax Reporting using InvoiceNow via Billbay's InvoiceNow Ready Solution.

Your path to Invoicing efficiency is now easier than ever.

Support

We're here to ensure you have a seamless experience with GST InvoiceNow.

Should you need any assistance, simply contact us via the following channels and we will be more than happy to be of assistance.

Customer Support Email: bb.support@billbay.co

Customer Support Phone Number: +65 6027 5590 (Monday - Friday, 9 AM - 5 PM)

You can expect to receive a response within **1-3 business days**.

Thank you for choosing **Billbay**.

We wish you all the best and look forward to working with you on your journey with InvoiceNow.