Digital Invoicing FAQs

1. What is the Digital Invoicing System?

The Digital Invoicing System is an initiative by FBR to modernize invoice reporting. It allows taxpayers to report invoices in real-time using PRAL's integration platform.

2. What are the benefits of using the Digital Invoicing System?

- Real-time invoice submission and validation.
- Automated tax calculations.
- Seamless integration with ERP systems.
- Reduced manual errors and improved compliance.
- Auto population of invoices in Annexure C and Sales Tax Return.

3. Is the Digital Invoicing System mandatory?

Yes, as per FBR regulations defined in SRO 709(I)/2025, registered taxpayers must use the system for issuing and managing digital invoices.

4. How do I access the Digital Invoicing System?

You can access the system via the IRIS portal using your registration number and password. Navigate to **Digital Invoicing** from the dashboard. Detailed documentation available on FBR website.

5. What are the two integration modes available?

API Integration: For automated real-time invoice submission.

Manual Invoice Generation: For manual entry of invoices (limited functionality).

6. Is integration with PRAL mandatory?

No. Taxpayers can choose PRAL or any other FBR-licensed integrator. However, PRAL offers free services, while others may charge a fee.

7. How do I register for Digital Invoicing through PRAL?

PRAL provides free integration services, including Sandbox testing. You will need to:

- Submit technical details (contact person, ERP details, etc.).
- Provide IP whitelisting details (mandatory step).
- Complete assigned scenarios on the basis of selected business nature and activity in sandbox environment before moving to Production.

8. What if I choose another Licensed Integrator?

You must select the LI from the dropdown list and submit your application. The LI will review and approve your request. The remaining process (IP whitelisting, Sandbox, etc.) will be handled by the LI.

9. What technical details are required for registration?

Technical contact person details (name, mobile, email).

- ERP or any other invoicing system provider information.
- Software type (Cloud/On-Premises) and version.
- CRM User ID and password for support.

10. What is IP Whitelisting, and why is it required?

IP whitelisting ensures secure communication between taxpayer's system and PRAL's servers. You must provide:

- Hosting server details (company name, country).
- Up to 3 IP addresses or upload a file for multiple IPs.

11. How do I upload multiple IPs?

Use the downloadable Excel template, enter IP details, and upload. File should be less than or equal to 1 MB in .xls format.

12. How long does IP whitelisting approval take?

PRAL typically approves or rejects IP whitelisting requests within **2 working hours**.

13. What is the Sandbox Environment?

The Sandbox is a testing environment where you can simulate invoice submissions before going live. It helps ensure your integration works correctly.

14. How do I access the Sandbox Environment?

After IP whitelisting approval, navigate to the **Sandbox Environment** tab to:

- View Web API details.
- Access sample JSON formats and code snippets.
- Submit scenarios-based test invoices.

15. What happens after Sandbox access is granted?

- Get Sandbox token
- Use test credentials and endpoints
- Submit invoices using **scenario-based testing** according to your sector/business type

16. What test invoices should I submit?

Submit invoices that match the **Business Nature** and **Sector** selected during registration. Each submission will generate a unique Invoice Number.

17. What are scenarios in Sandbox testing?

Scenarios are predefined test cases (e.g., standard rate sales, exempt goods) based on your business activity. Refer to the Point # 9 **Scenarios for Sandbox Testing** section of Technical Document.

18. How do I know which testing scenarios to use?

The eligible scenarios will be viewable in sandbox environment. Further you may check the point # 10 **"Applicable Scenarios based on Business Activity"** in the technical document. E.g., textile manufacturers must test SN001, SN002, SN005, SN006, etc.

19. How do I know if my Sandbox test is successful?

The system will validate your test invoices.

Upon successful completion of all assigned scenarios, a **Production Token** will be auto generated.

20. How much invoices of each scenario I need to complete?

Minimum 1 invoice of each scenario must be successful to mark it complete. Note: The successful, pending and unsuccessful scenarios will be viewable in sandbox environment.

21. What if a test invoice fails?

Use the error code returned to fix issues. Refer to detailed error code list provided in the technical document (Sales/Purchase Errors).

22. How do I move from Sandbox to Production?

Once all test invoices are successfully submitted, the system will generate a **Production Token**. Use this token to complete integration in the Production Environment.

23. What details are available in the Production Environment?

- Production API details.
- Security Token for real-time invoice submissions.

24. How do I go live?

- Use Production Token
- Switch endpoints
- Start real-time invoice posting

25. What are the key APIs to use?

postinvoicedata (Real-time invoice posting)

validateinvoicedata (Validation before posting)

Reference APIs for:

- Province Code
- HS Code
- Rate ID
- UOM ID
- SRO Items
- STATL Status

(Available in Technical document Point # 4 Digital Invoicing APIs)

26. How do I authenticate API requests?

Include the **Security Token** in the request header as follows:

Authorization: Bearer <Your_Security_Token>

27. What is the API endpoint for posting invoices?

Sandbox: https://gw.fbr.gov.pk/di_data/v1/di/postinvoicedata_sb

Production: https://gw.fbr.gov.pk/di_data/v1/di/postinvoicedata

28. What is the JSON structure for invoice submission?

Refer to the point # 4.1.1 & 4.1.2 in **Technical Documentation** for sample JSON structures for both Sandbox and Production.

29. How do I test APIs using Postman?

Set the Authorization header: Bearer <Your_Token>

For Production:

- Use POST for /postinvoicedata
- Use POST for /validateinvoicedata

For Sandbox:

- Use POST for /postinvoicedata_sb
- Use POST for /validateinvoicedata_sb

30. Do Sandbox and Production have separate URLs?

Yes, as mentioned in Technical document point # 4.1 & 4.2.

31. What format is required for invoices?

JSON object with fields like invoiceType, sellerNTNCNIC, hsCode, rate, etc. Refer to the sample JSONs in the technical document.

32. Where can I get the list of valid HS Codes, UOMs, or SROs?

Use the **Reference APIs**:

https://gw.fbr.gov.pk/pdi/v1/itemdesccode (HS Codes)

https://gw.fbr.gov.pk/pdi/v1/uom (UOM)

https://gw.fbr.gov.pk/pdi/v1/sroitemcode (SROs)

For further details refer to the point # 5 Reference APIs in technical document.

33. How do I handle errors in API responses?

Check the point # 7 **Sales Error Codes** and point # 8 **Purchase Error Codes** in the Technical Documentation for detailed error descriptions and resolutions.

34. What do I do if I get an error code?

Refer to the detailed error code tables:

Sales Errors (e.g., Code 0046: "Provide rate.")

Purchase Errors, Each code includes description and resolution suggestion

35. My invoice returns Invalid but has no error message.

Check your JSON validity and check the nested invoiceStatuses array; each line item may have its own error.

36. Why am I getting "Calculated Tax Not matched in 3rd Schedule" error??

This occurs when sales tax isn't calculated correctly for 3rd Schedule goods. Use fixedNotifiedValueOrRetailPrice instead of sale value for tax calculation.

```
"fixedNotifiedValueOrRetailPrice": 1000,
"salesTaxApplicable": 180  // 18% of fixed value
```

37. How do I fix "Invalid UOM" error?

This means your Unit of Measurement is incorrect.

- UOM values are case-sensitive (use "KG" not "kg")
- Verify correct UOM from Reference API (https://gw.fbr.gov.pk/pdi/v1/uom)

38. What causes "Wrong sale type is selected with invoice" error?

This occurs when your sale type doesn't match the transaction. Match sale type to your business scenario. Use the correct sales type as provided in the reference APIs.

Common valid types:

- "Goods at standard rate (default)"
- "Exempt Goods"
- "3rd Schedule Goods"

39. Why does the system say "Provide rate" when I've entered one?

This occurs when your rate doesn't match the required rate for the sale type.

Check required rates using:

https://gw.fbr.gov.pk/pdi/v2/SaleTypeToRate

40. How should I format HS Codes to avoid errors?

HS Codes must follow strict formatting.

Requirements:

- 4 digits before decimal
- 4 digits after decimal
- Example: 0101.2100

Verify codes using: https://gw.fbr.gov.pk/pdi/v1/itemdesccode

41. What does "Unauthorized token" mean and how do I fix it?

This means your security token is invalid or expired. Use correct token for your environment (Sandbox vs Production).

Correct header format: `Authorization: Bearer <Your_Valid_Token>`

42. Why does the system say my seller NTN is invalid?

Your NTN must be registered with FBR and match API credentials.

- Ensure NTN is active

Format: `"sellerNTNCNIC": "1234567890123"`

43. How should I set buyer registration type correctly?

This must accurately reflect buyer's status.

Options:

- "Registered" (FBR-registered)
- "Unregistered" (not registered)

Example: `"buyerRegistrationType": "Unregistered"`

44. What's the correct way to enter province information?

Provinces must use exact official names. Refer to reference APIs in technical document.

Incorrect: "Karachi", "Lahore" (use province names)

Correct Format:

```
"buyerProvince": "Punjab",
"sellerProvince": "Sindh"
```

45. How do I raise a new case in CRM?

- Log in to the CRM. (https://dicrm.pral.com.pk)
- Click **+ New Case**.
- Fill in mandatory fields (priority, query type, title, description).
- Attach supporting documents (PDF, max 20MB).

46. How can I track my support case?

- Use the **Case List** to view existing cases.
- Search by case number or title.
- Click **View** to check updates or add correspondence.

47. Where can I find more help?

- Refer to the **User Manual** and **Technical Documentation**.

Contact PRAL support via CRM https://dicrm.pral.com.pk/ or email digital.invoicing@pral.com.pk