# Digital Invoicing

## User Manual

## Version: 1.6



**PAKISTAN REVENUE AUTOMATION (PVT.) LTD**

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# Document Information

| | |
|---|---|
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| 6. | Arslan Nazir | 16-Apr-26 | • Invoice Cancellation Process & Screens<br>• Conditions/Validations for Invoice Cancellation |

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# 1. Introduction

This document serves as a comprehensive guide for understanding and utilizing the Digital Invoicing System developed by Pakistan Revenue Automation Limited (PRAL) for the Federal Board of Revenue (FBR), Pakistan. The Digital Invoicing System is a pivotal step towards modernizing the taxation process by streamlining invoice management and fostering compliance. It provides an integrated platform for taxpayers, license integrators, and tax officers to collaborate effectively in managing and validating digital invoices in accordance with FBR regulations.

# 2. Objective

To provide clear guidance on effectively using the Digital Invoicing System developed by PRAL for FBR to streamline invoice management and ensure compliance with tax regulations.

# 3. Scope of the Document

This document provides detailed guidance on the following aspects of the Digital Invoicing System:

- **Taxpayer Responsibilities:**
    - Submission and management of digital invoices.
    - API integration.
- **License Integrator Responsibilities:**
    - Reviewing taxpayer applications.
    - Accepting or rejecting applications.
    - Transitioning accepted applications to production for invoice management.
- **System Functionalities:**
    - Real-time invoice management and viewing (Daily, Monthly, Quarterly and Yearly).
    - Seamless integration with FBR's broader taxation infrastructure.

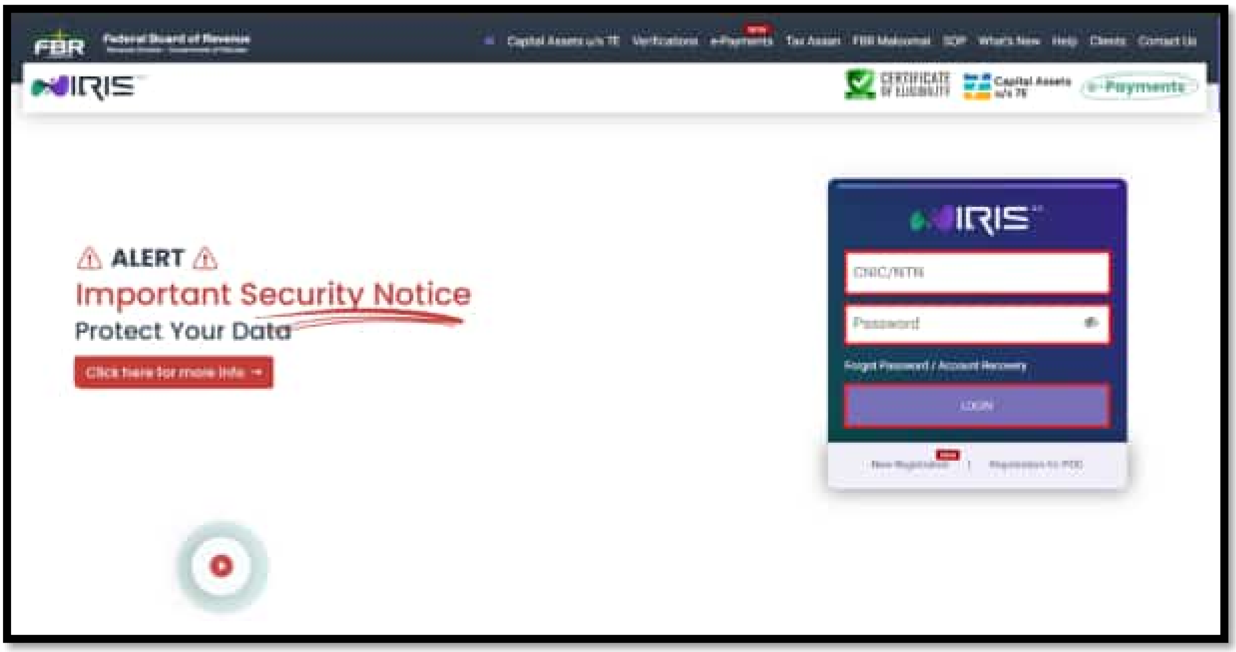
  

# 4. Digital Invoicing User Manual

## 4.1. Taxpayer's Registration Process

### 1. Log In

- Access the IRIS portal using the designated link by entering your CNIC / NTN and password. Upon logging in, you will be directed to the dashboard.




- Navigate to **Digital Invoicing** on the main dashboard.

### 2. Integration Mode

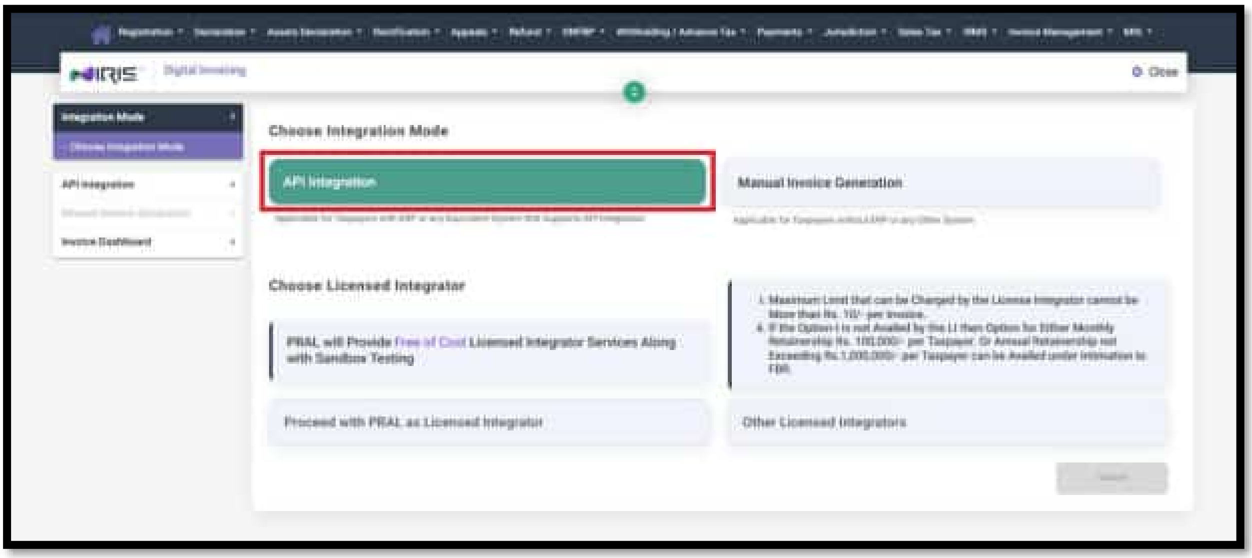
It is the method through which the business's invoices are connected and submitted to FBR's platform

#### 2.1. Choose Integration Mode

You will land on the Integration Mode screen where two Modes are available:

- **API Integration**
- **Manual Invoice Generation**.

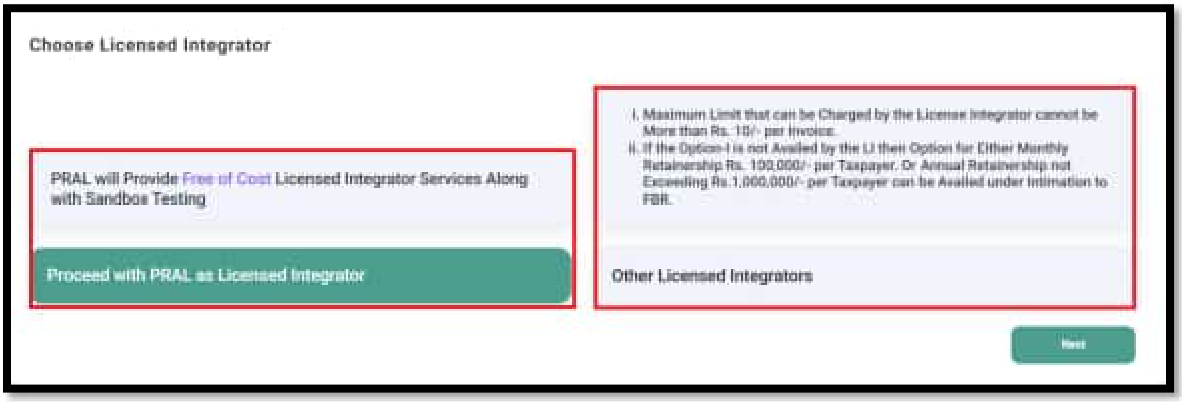
- Choose **API Integration** from the available Modes



**3. API Integration**

Proceed to the **API Integration** tab and choose Licensed Integrator. PRAL will provide Free of Cost Licensed Integrator Services along with Sandbox Testing, whereas other License Integrators may charge certain fee.




## 4.1.1. IF "Proceed with PRAL as Licensed Integrator"

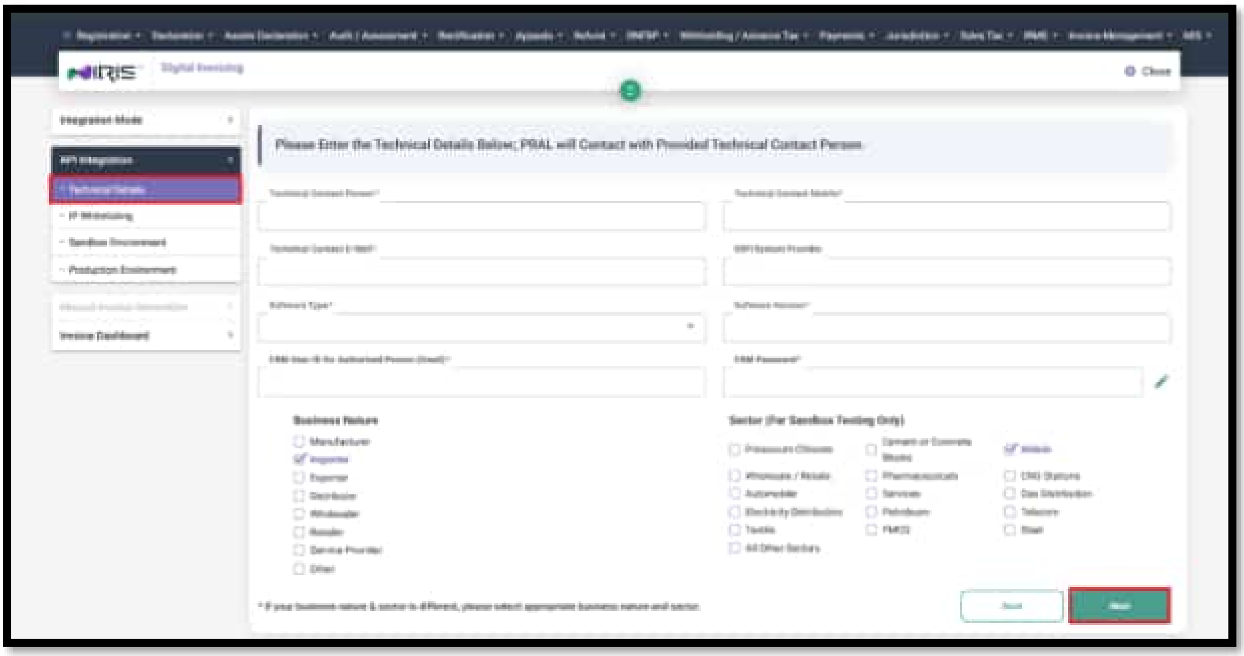
- Select "**Proceed with PRAL as Licensed Integrator**" and click the "**Next**" button.


**1. Technical Details:**

- Provide the required Technical Details and click on Next button.
  - Technical Contact Person
  - Technical Contact Mobile
  - Technical Contact E-mail
  - ERP/System Provider
  - Software Type (Cloud/On Premises)
  - Software Version

  - CRM User ID for Authorized Person (Email), that will be used to register complaint or seek support at our “Customer Relationship Management”.
  - CRM Password
- Specify Business Types (for Sandbox Testing Only)
  - Business Nature (Multiple can be Selected)
  - Sector (Select One Only)
- Click on “Next” button.



**2. IP Whitelisting:**

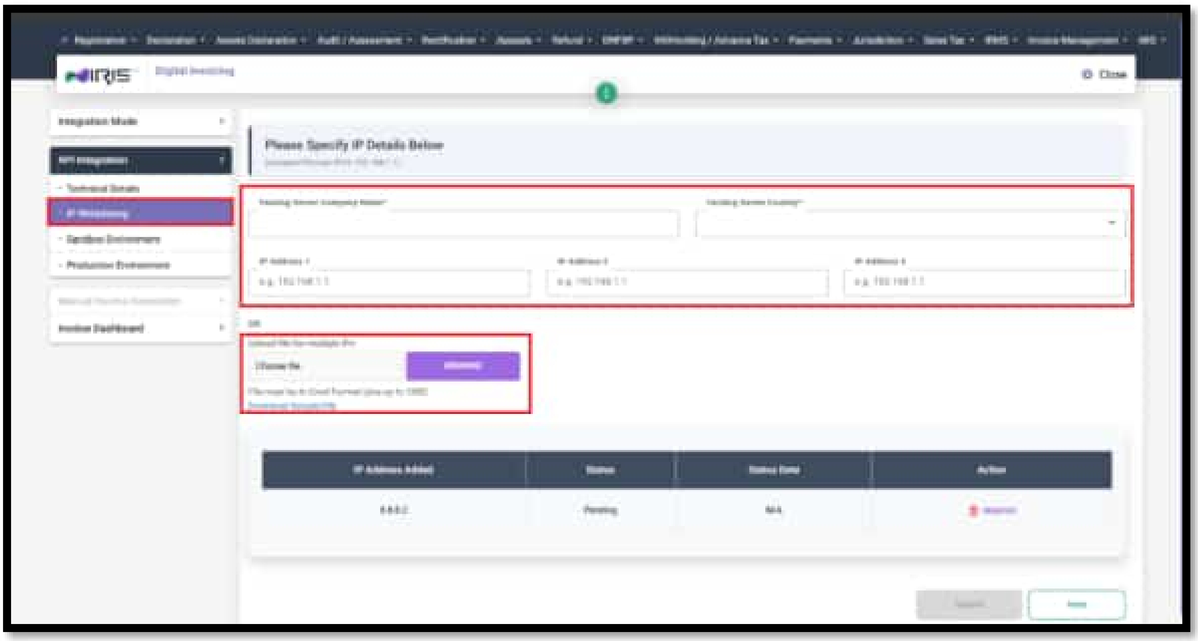
- Enter **IP Whitelisting** details.
  - Hosting Server Company Name
  - Hosting Server Country
  - IP Address (minimum 1 and maximum 3)

  OR

- Upload a file for multiple IPs
  - Click the **Download Sample File** link.
  - Fill in details and upload.

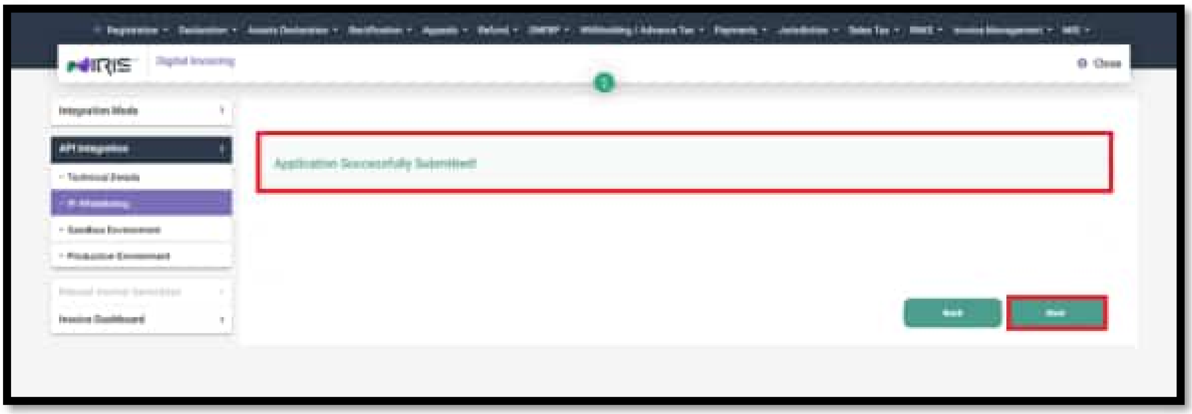
  

- File type must be .xls with up to 1 MB size.




- The IPs detail will be displayed in below table.
- By clicking the "Submit" button, the application will be successfully submitted to PRAL.


- A confirmation message will appear on the screen, click the "Next" button to proceed.



The PRAL Data Centre will accept or reject the submitted IPs by the taxpayer within 2 working hours. This will automatically initiate Sandbox testing.

## 3. Sandbox Environment:

- Click on Sandbox Environment to view following information to complete integration for testing.
    - View Web API Details
    - View Sample JSON Format
    - View Sample Code

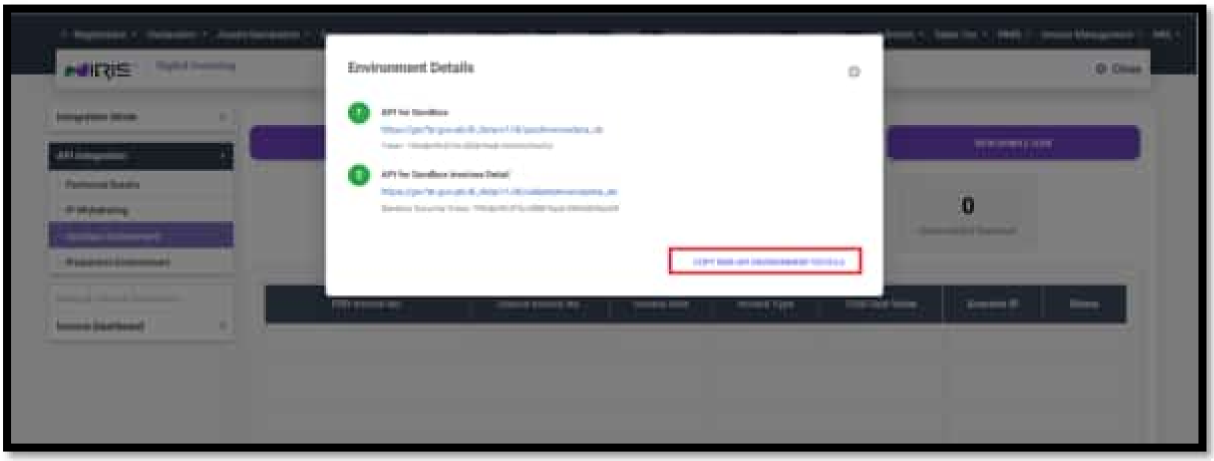
### 3.1. View Web API Environment Details

- Click “View Web API Environment Details”

- A new pop-up will appear on the screen to view details of the **Sandbox API** and **Sandbox Invoice Details API** for testing and integration with the FBR system.

- Click “Copy Web API Environment Details” to transfer the configuration information of the Web API environment for easier integration or setup with the FBR system.

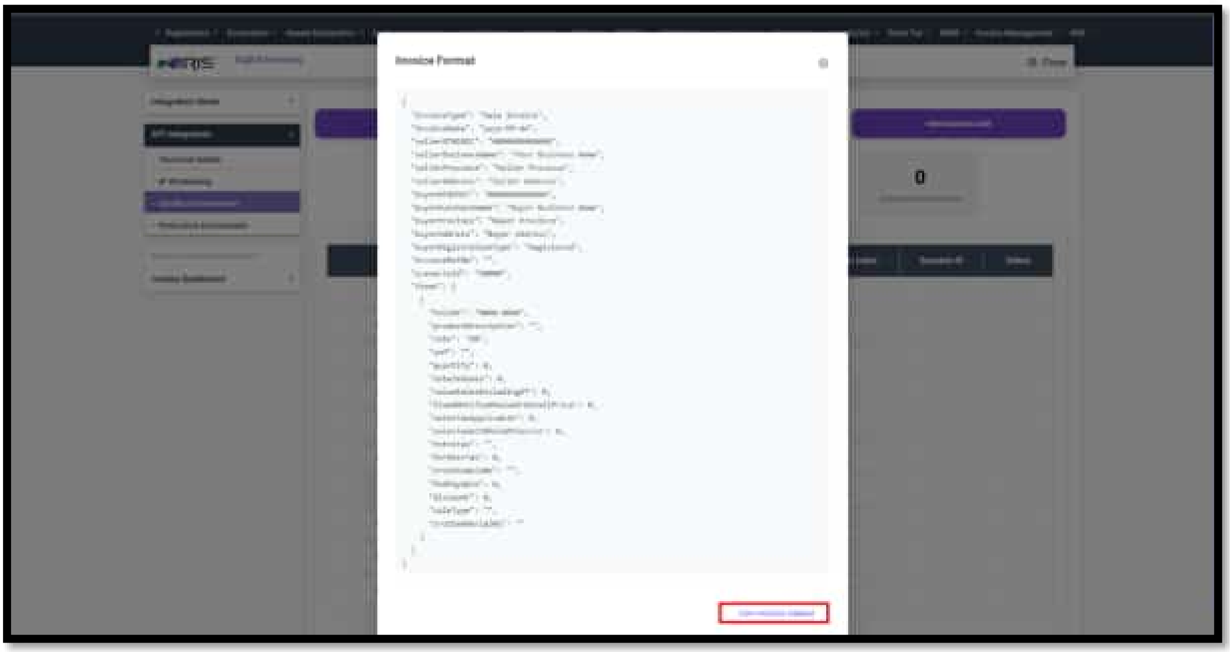



### 3.2. View Sample JSON Format

- Click on “View Sample JSON Format”

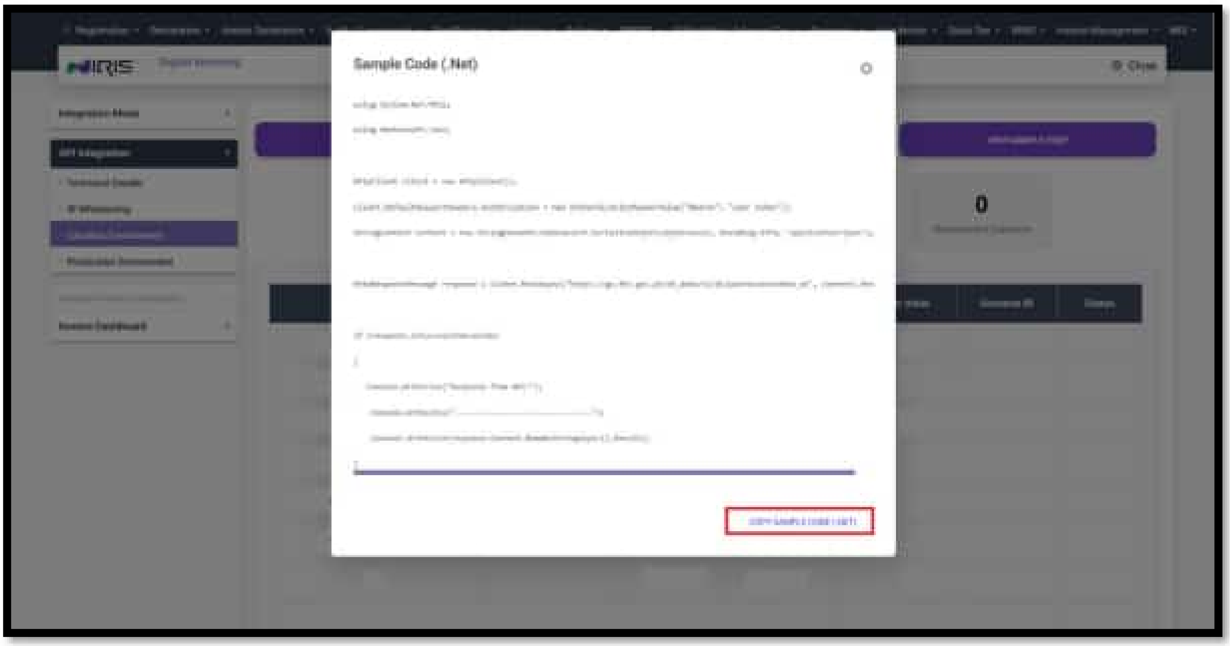
- The new pop-up will display the sample JSON data for interaction with the FBR API
- To easily get the correct JSON structure for an invoice, Click on “Copy Invoice Format”




### 3.3. View Sample Code

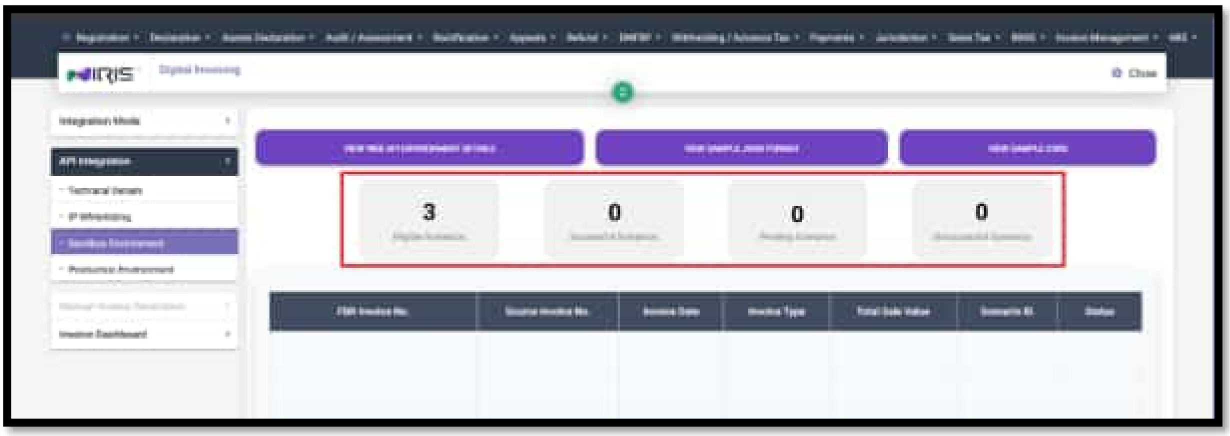
- Click on “View Sample Code”

- Click Copy Sample Code (.Net) to access a code example for integrating with the FBR API




- After completing the integration in the Sandbox Environment, the taxpayer must submit scenario-based invoices that align with the selected combination of **“Business Nature”** and **“Sector”** as specified in the **Technical Details** section.

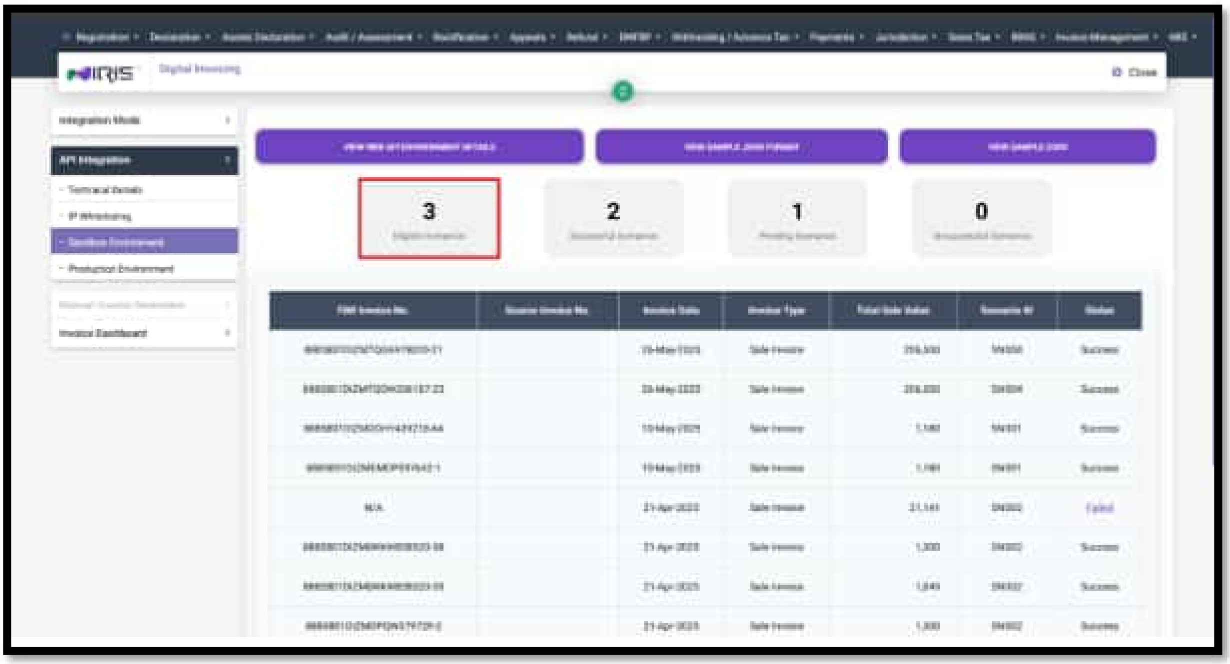
- The dashboard displays the applicable scenarios to based on selected Business Nature & Sector to complete.



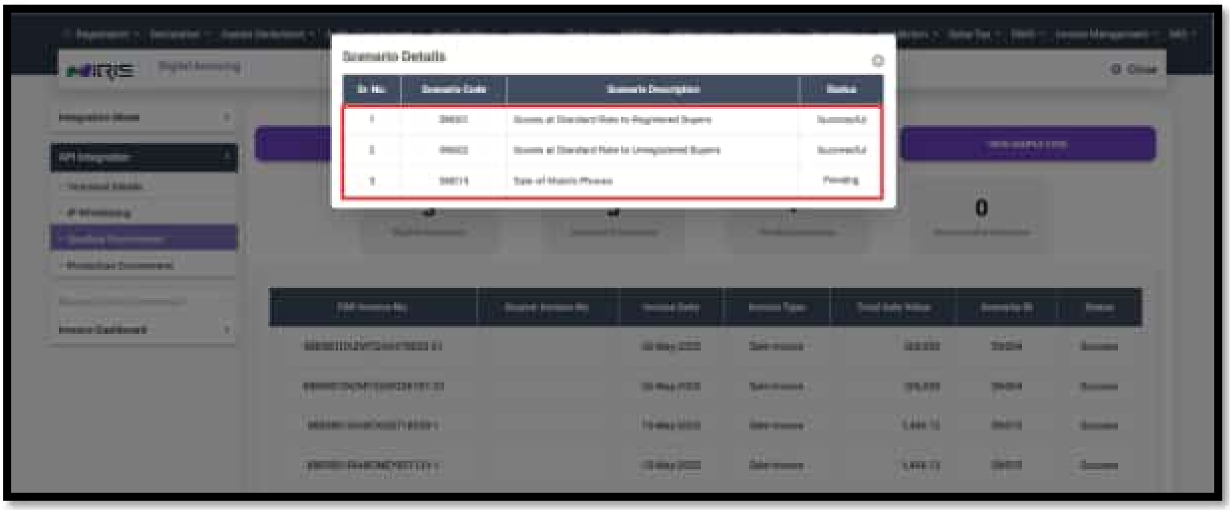

- To begin, use the Sandbox Environment token to get access to the available JSON invoice data. After authorization, post each invoice JSON according to the specific scenario explained in the Technical Document.

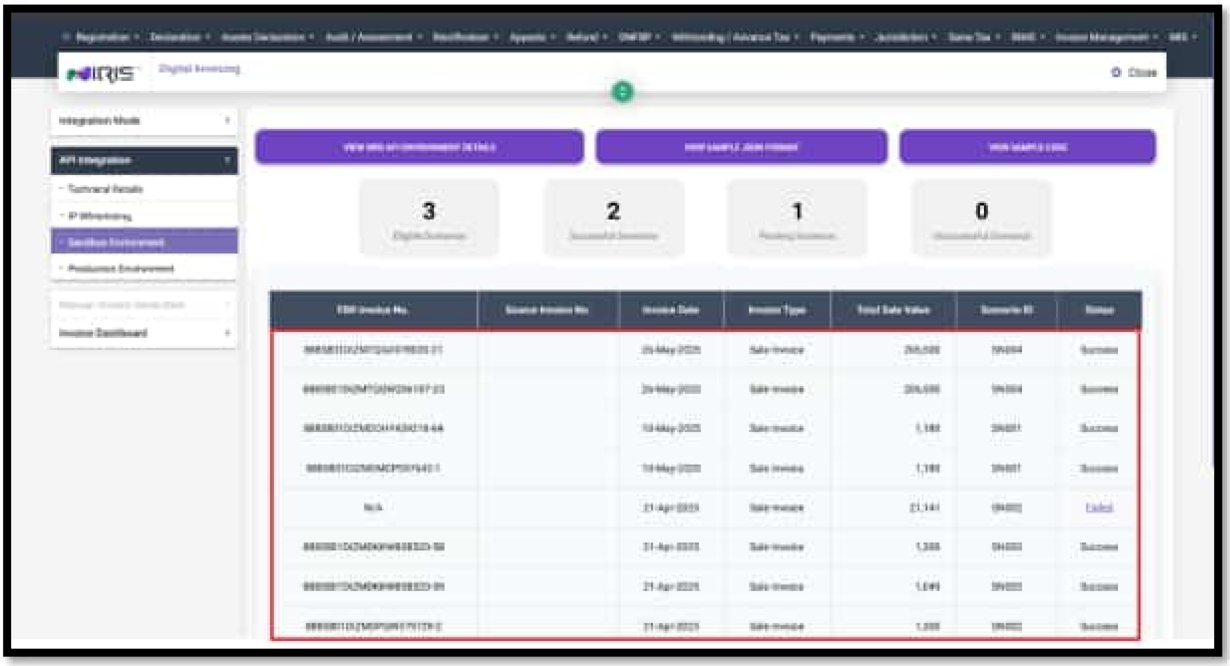
- Click on the **Eligible Scenarios** tile



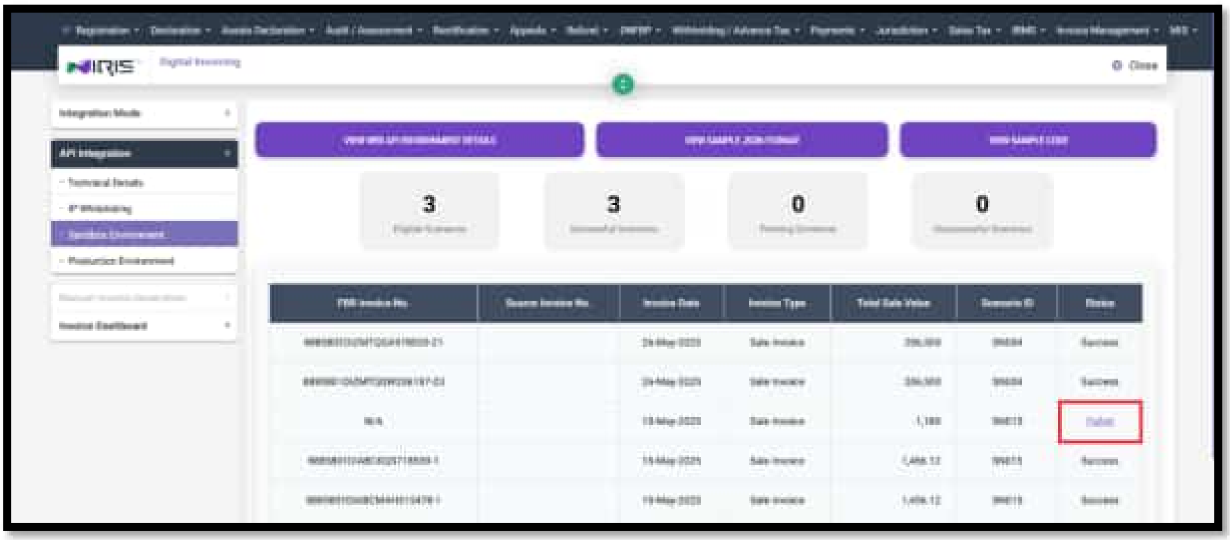
- A new pop-up will appear, displaying the details and status of invoices for the applicable scenarios.



- All the submitted invoices will be displayed in the table, reflecting the details and status of each invoice.

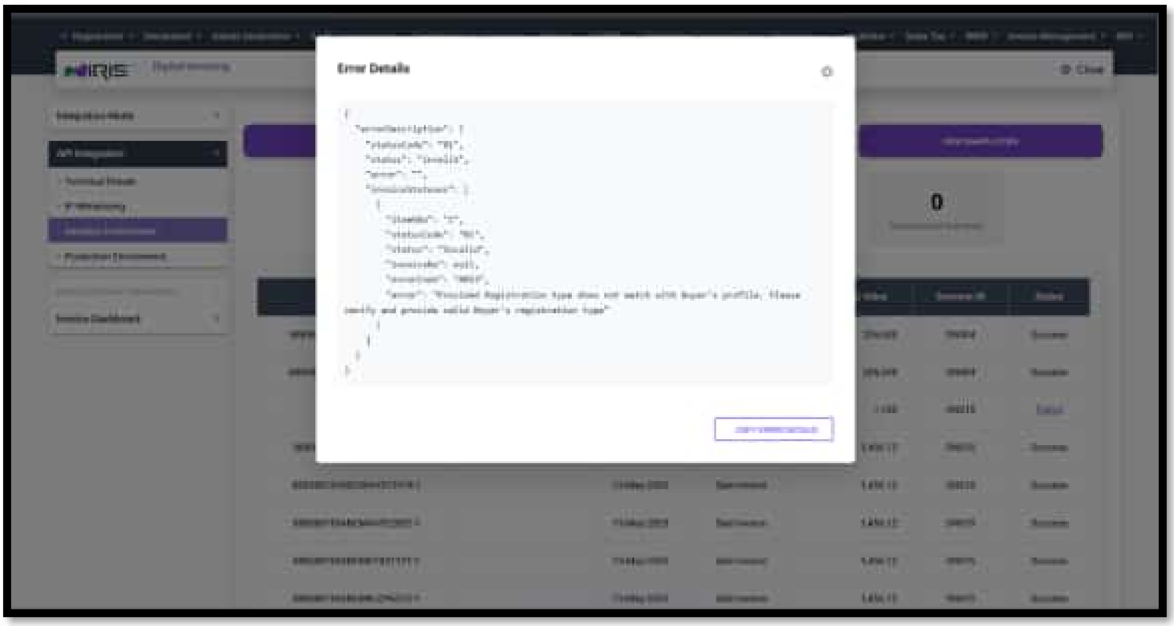



- Click on the Failed status to access error information.



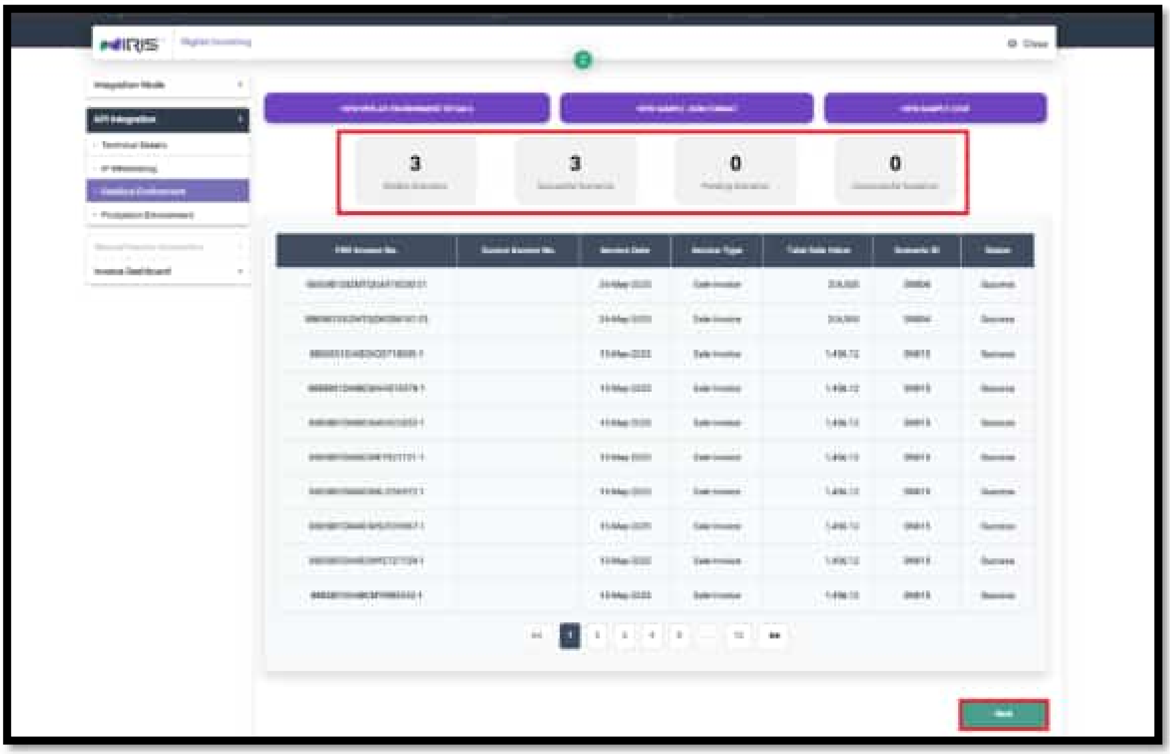

  

- A pop-up window will appear displaying the Error Details.




- When all the invoices have been successfully submitted according to the applicable scenarios, the system will automatically generate a **Production Token**.

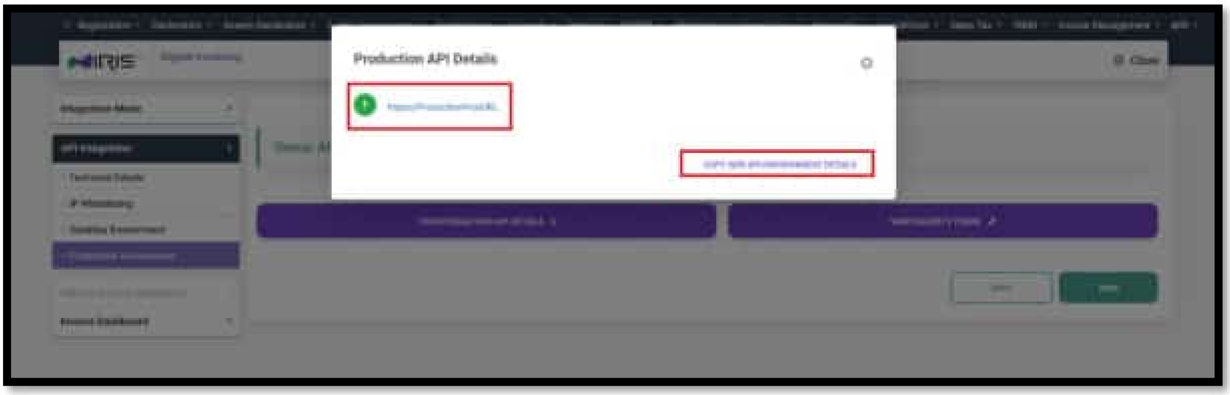
- Click on **Next** to proceed for Production Environment



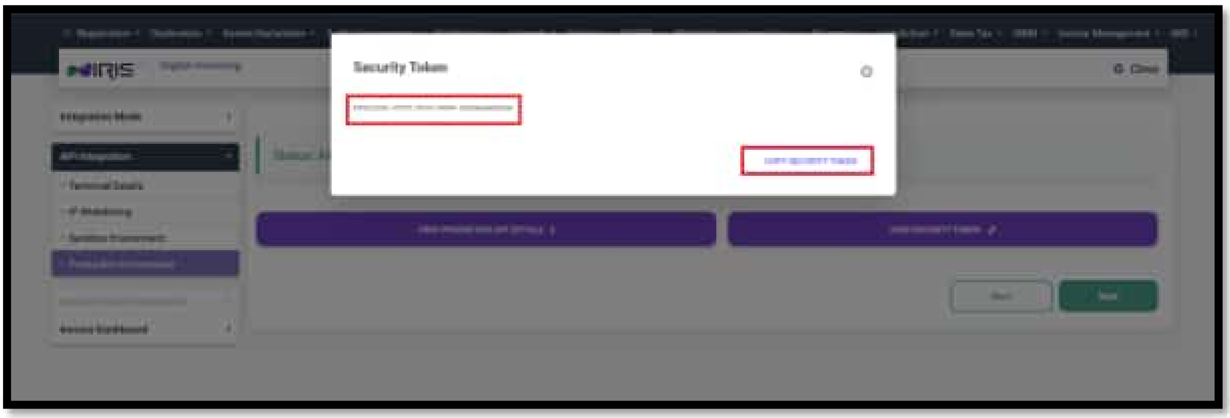
## 4. Production Environment:

- Click on Production Environment to view below details:
    - View Production API Details
    - View Security Token


### 1. View Production API Details




### 2. View Security Token



- Use the aforementioned information to complete integration in the Production Environment and start transmitting invoices in real time.

**Note:** Once you've successfully submitted all the required test invoices for every relevant sector and business type, the system will generate the final Production Token for you.

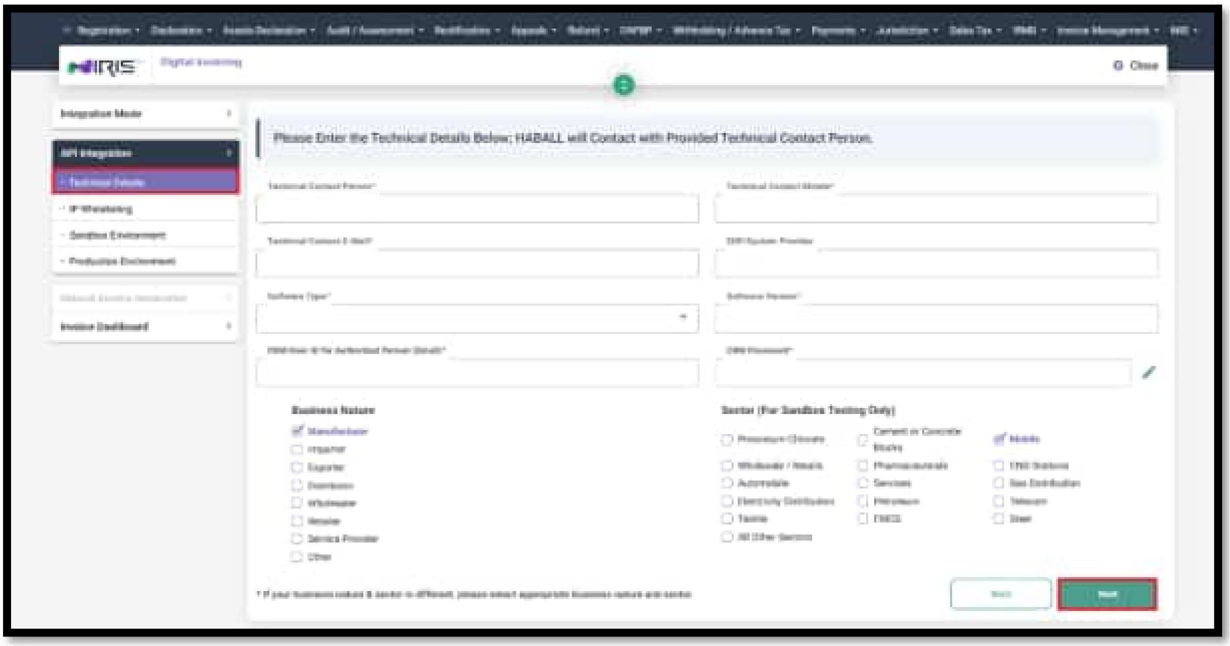
### 4.1.2. IF "Proceed with Other Licensed Integrator"

- Select "**Other Licensed Integrator**", choose the desired licensed integrator from drop-down list and click on "Next" button.


- Click on the "Next" button to access the "API Integration" Screen.

1. **Technical Details:**

   - Provide Technical Details




- After the acceptance of the application by the chosen Licensed Integrator, remaining menu links (under API Integration Tab) will be available.

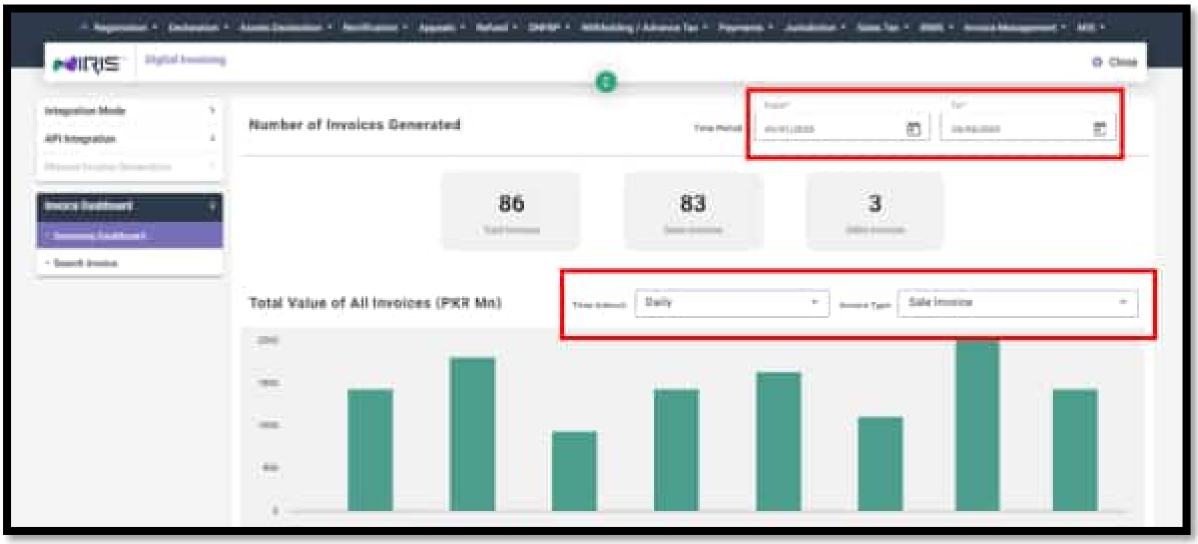
**Note**: The rest of the process remains the same as explained in "Proceed with PRAL as Licensed Integrator". However, in case of an LI other than PRAL, PRAL does not perform IP whitelisting for taxpayers.

## 2. Invoice Dashboard

- Navigate to the Invoice Dashboard, which contains two subsections:
  - Summary Dashboard
  - Search Invoice

### 2.1. Summary Dashboard

- In the Summary Dashboard, invoices from a selected month and year can be viewed.

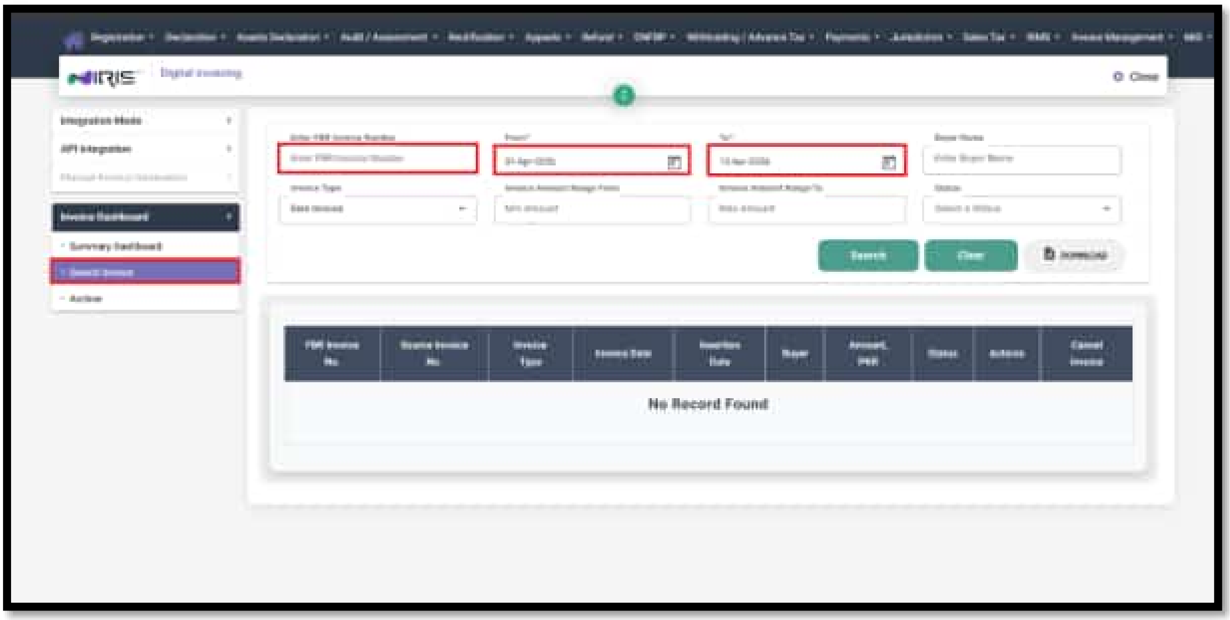



- View real time invoice value graph data in four formats:
  - Daily
  - Monthly
  - Quarterly
  - Yearly
- The invoice value graph is available in two formats:
  - Sale Invoice

- Debit Note

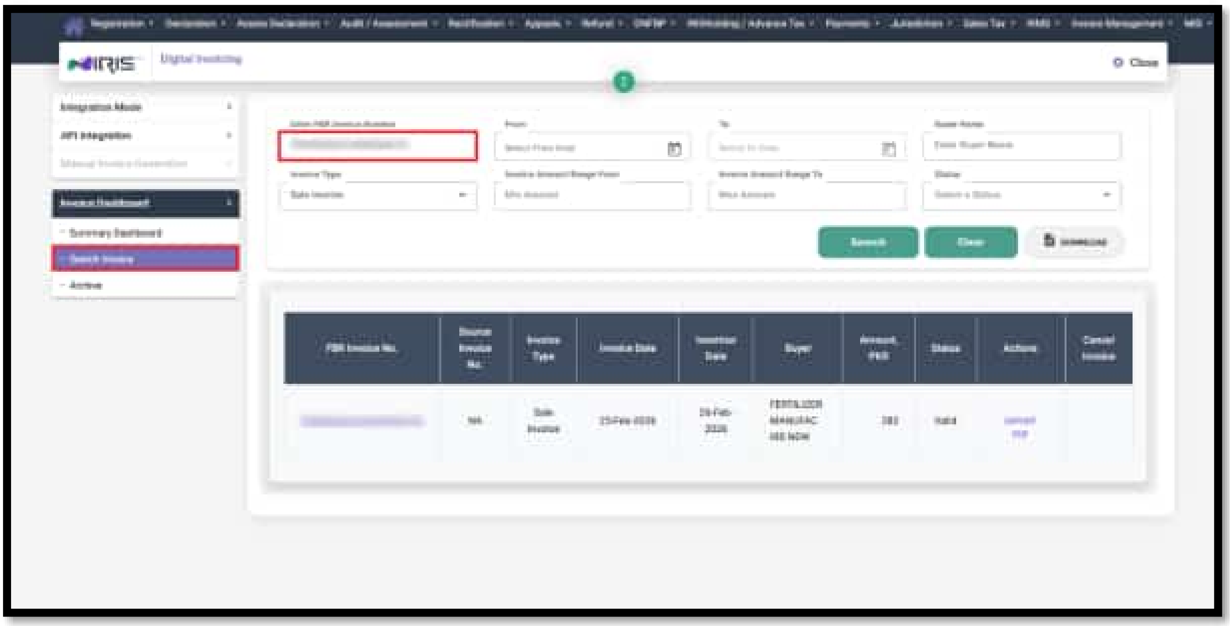
### 2.2. Search Invoice

Invoices can be retrieved using either the FBR Invoice Number or an Invoice Date Range.



Providing a date range is optional when searching by FBR Invoice Number.

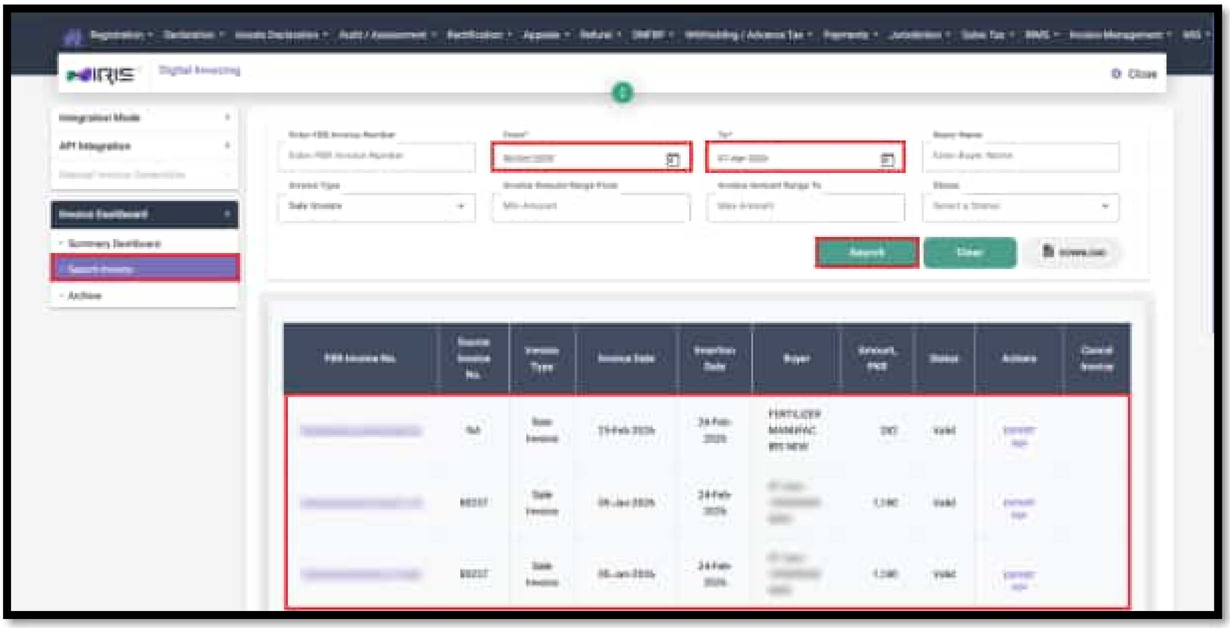
- Enter FBR Invoice Number to search



- Select a “From” and “To” date to retrieve invoices for that period.

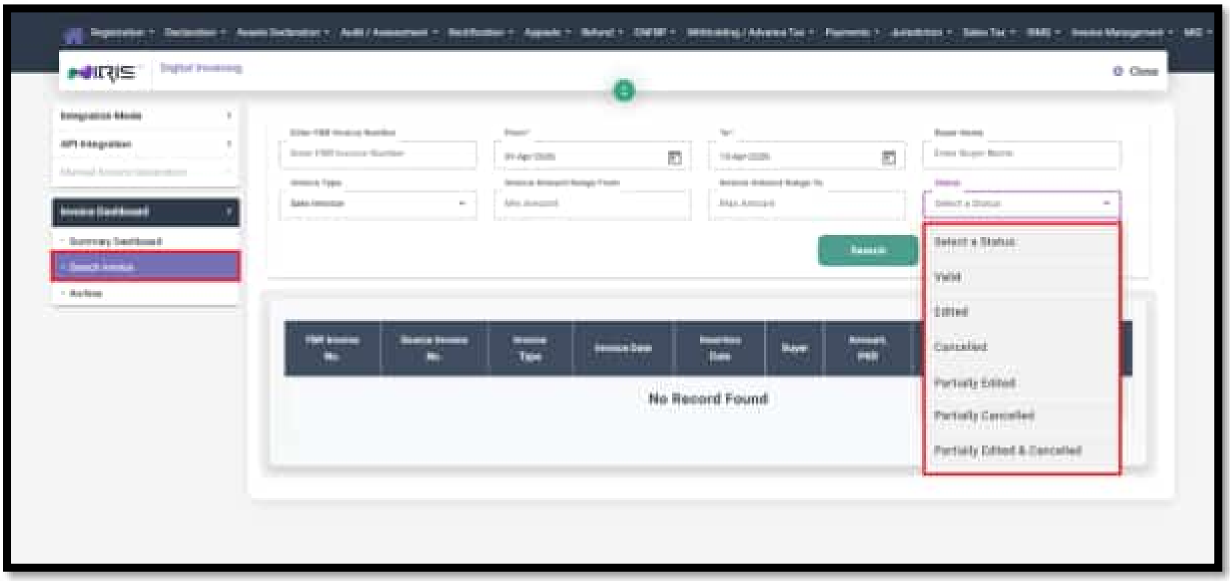
  

- Click on the "Search" button



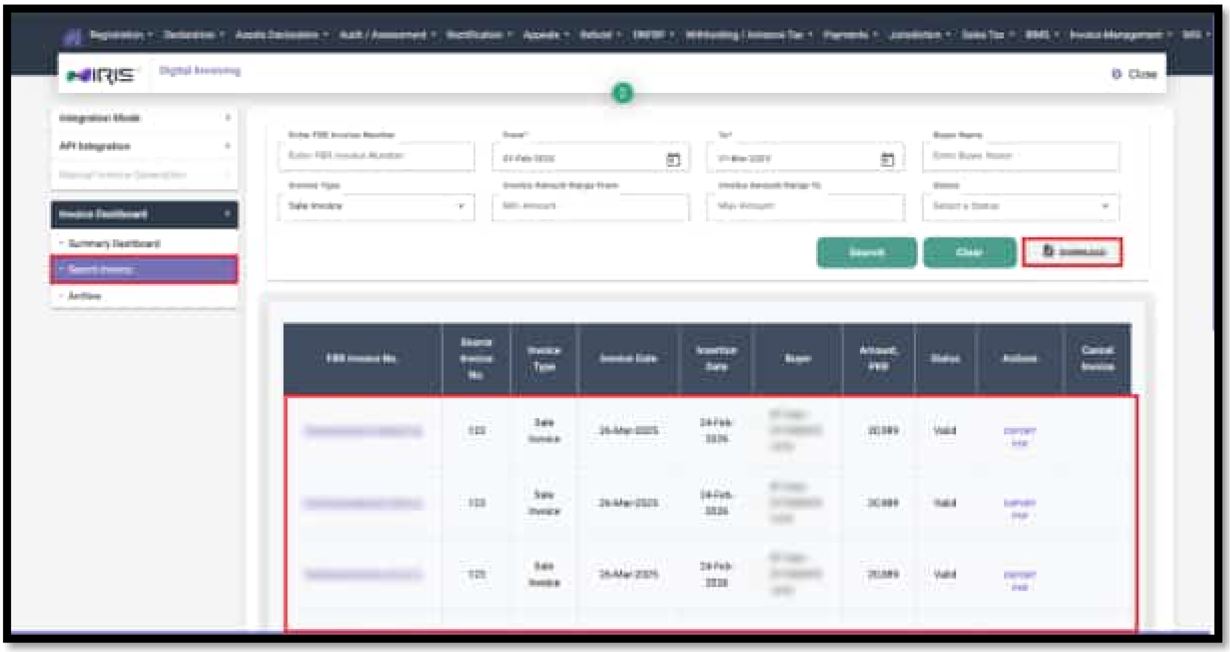
The search results can be further segmented based on the selected invoice status.

- Select the invoice Status from the provided drop-down
  - **Valid** – Successfully issued and verified by the FBR system
  - **Edited** – The invoice has been edited
  - **Cancelled** – The invoice has been cancelled
  - **Partially Edited** – Some items in the invoice have been modified
  - **Partially Cancelled** – Some items in the invoice have been cancelled
  - **Partially Edited & Cancelled** – Some items have been Modified, while other items have been Cancelled.



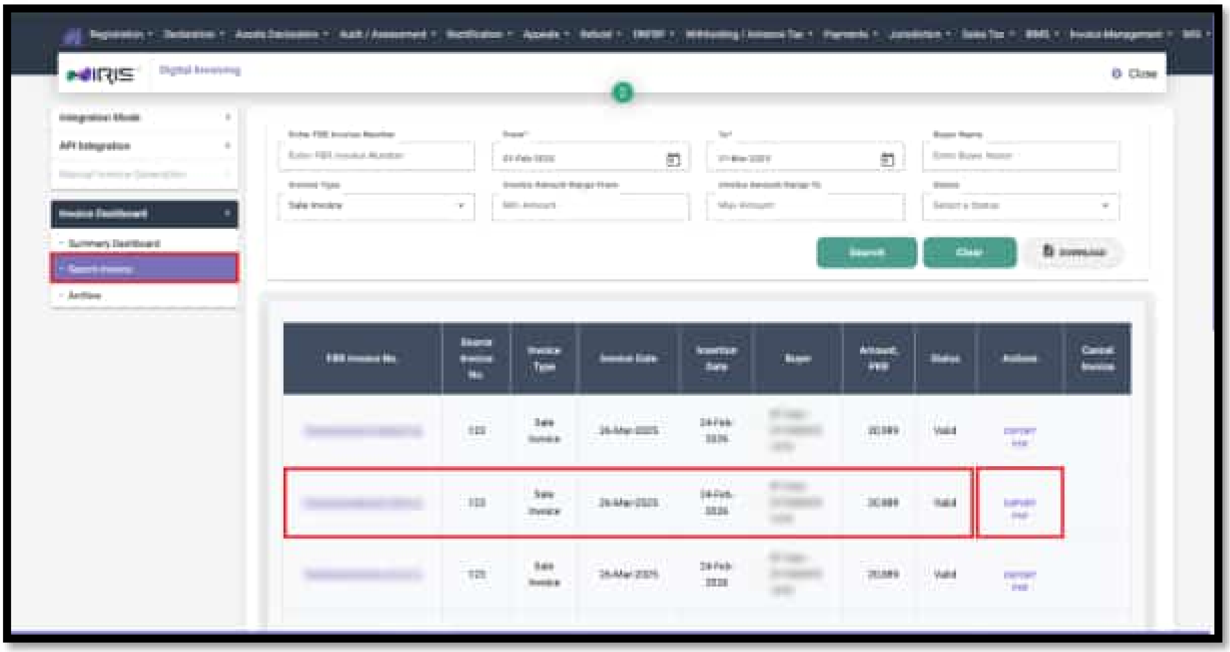
All invoices within the specified time period and details will be displayed in a table, and can be downloaded

- Click on “Download” button to export specific invoices



An individual invoice along with its item can also be downloaded

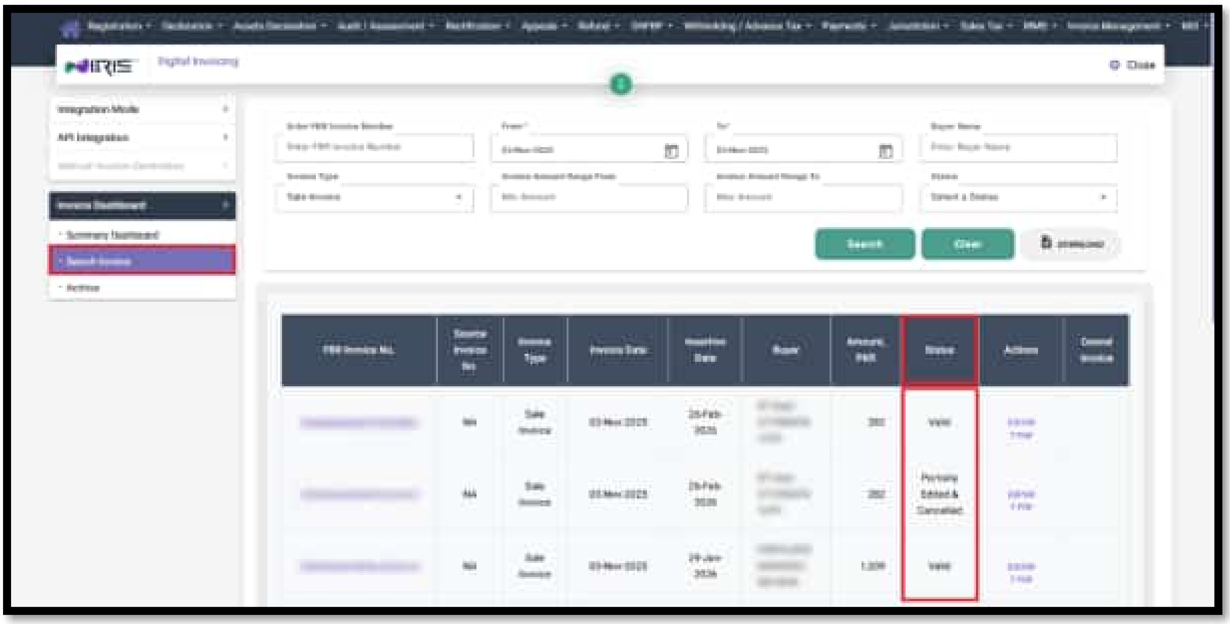
- Click on Export PDF button to access and view the invoice in PDF.



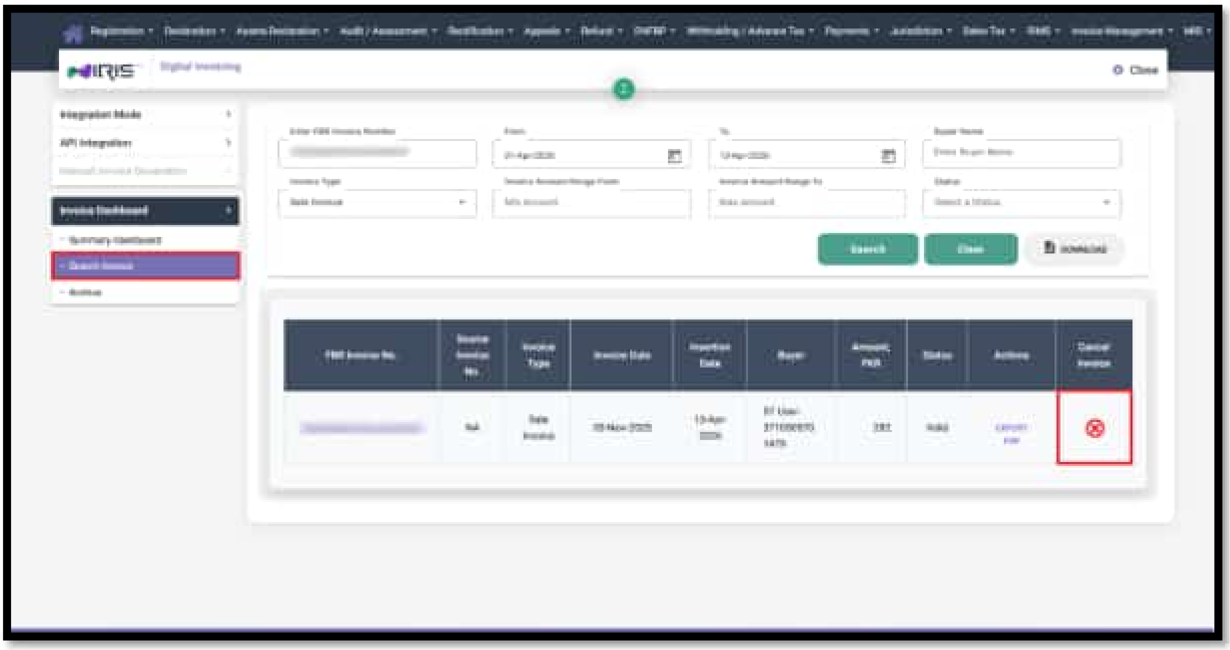
On the PDF invoice, "C" and "E" represent *Cancelled* and *Edited,* respectively.


The Status column in the table reflects the updates status

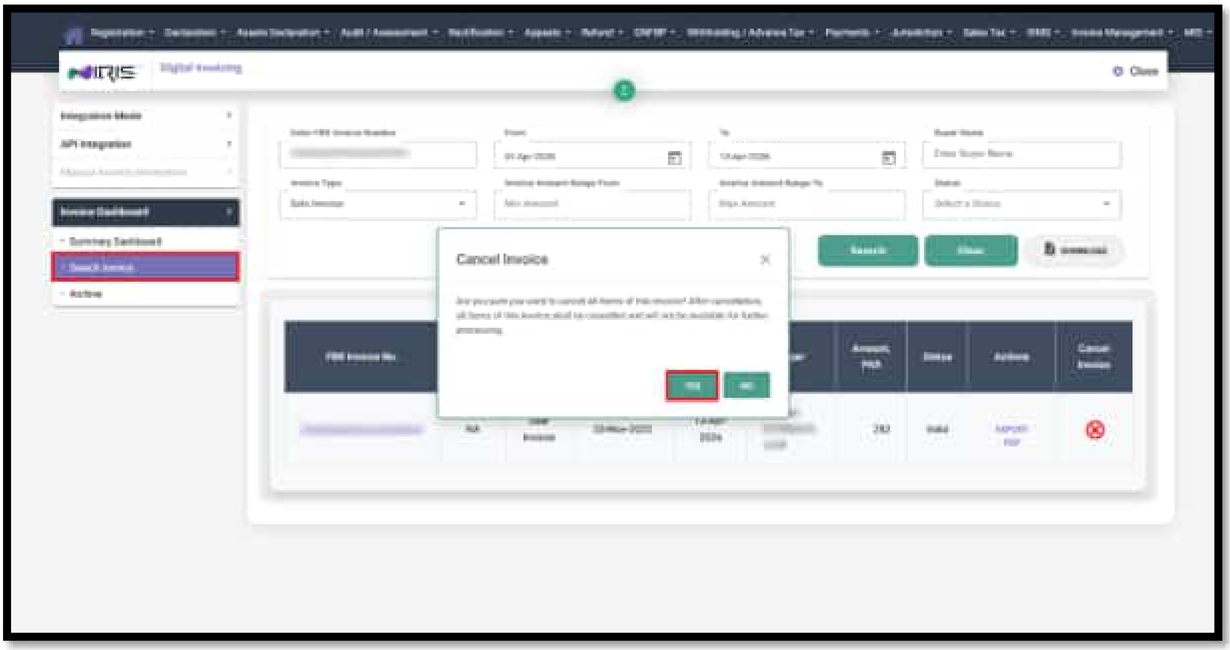


- Click on the icon to cancel the invoice.



- Click “Yes” to confirm the entire invoice cancellation

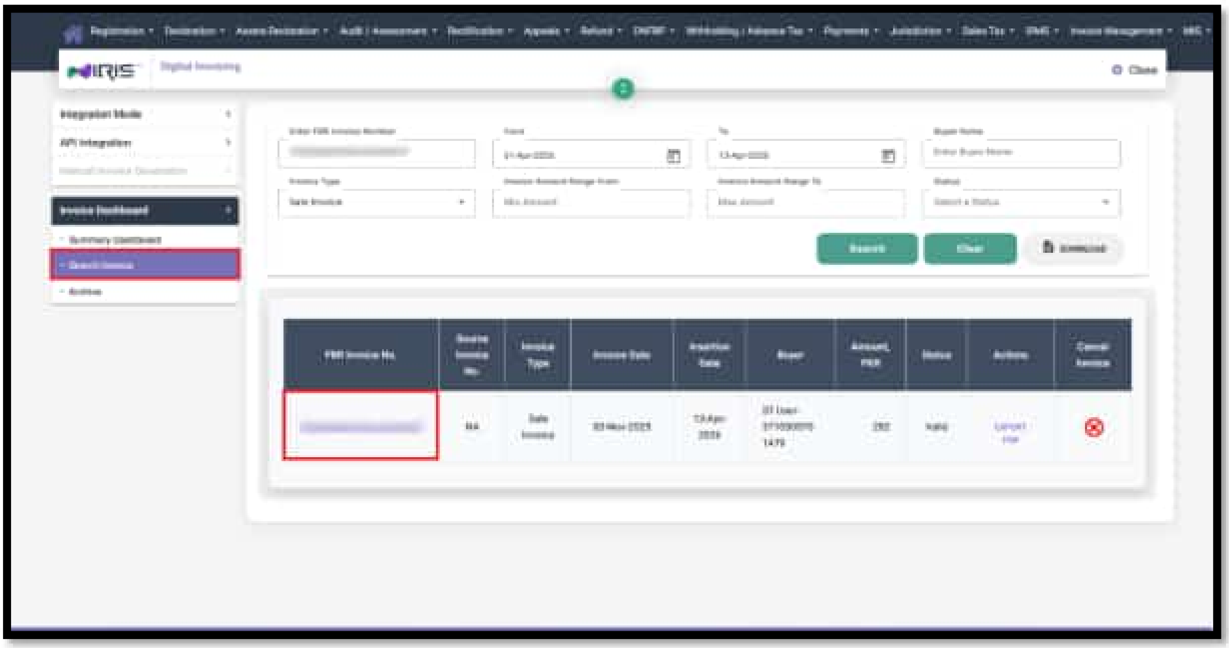



The “Cancel All’ option is enabled only if none of the items in the invoice have been edited.

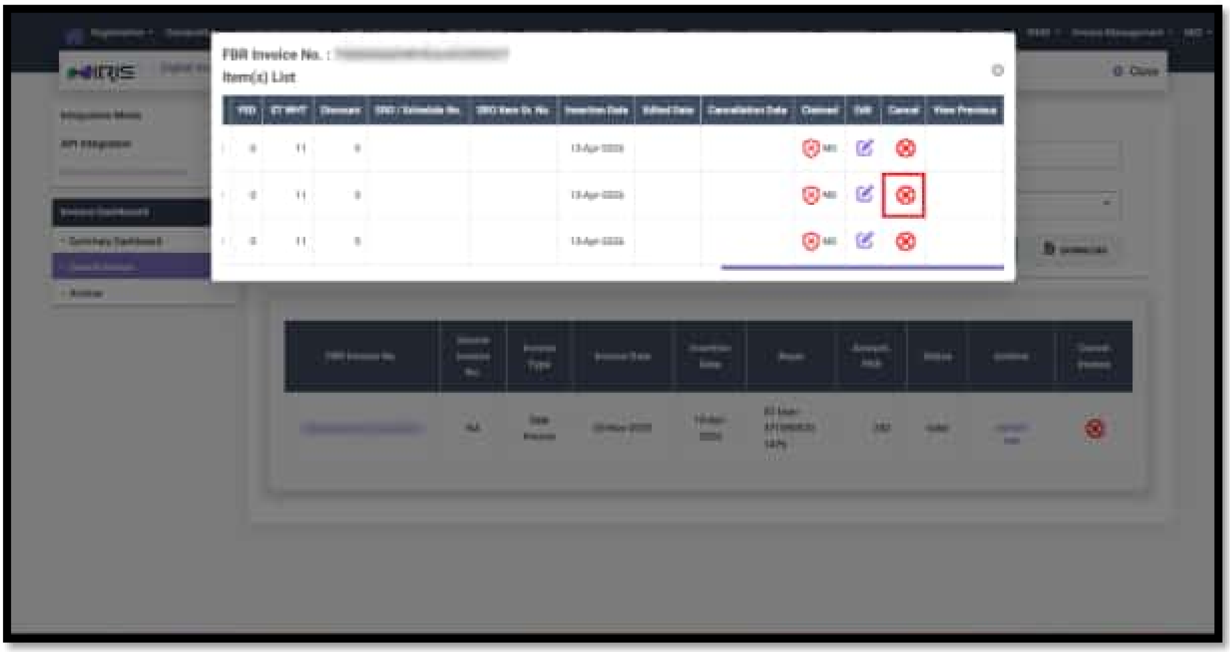
  

An item in the invoice can be cancelled or edited

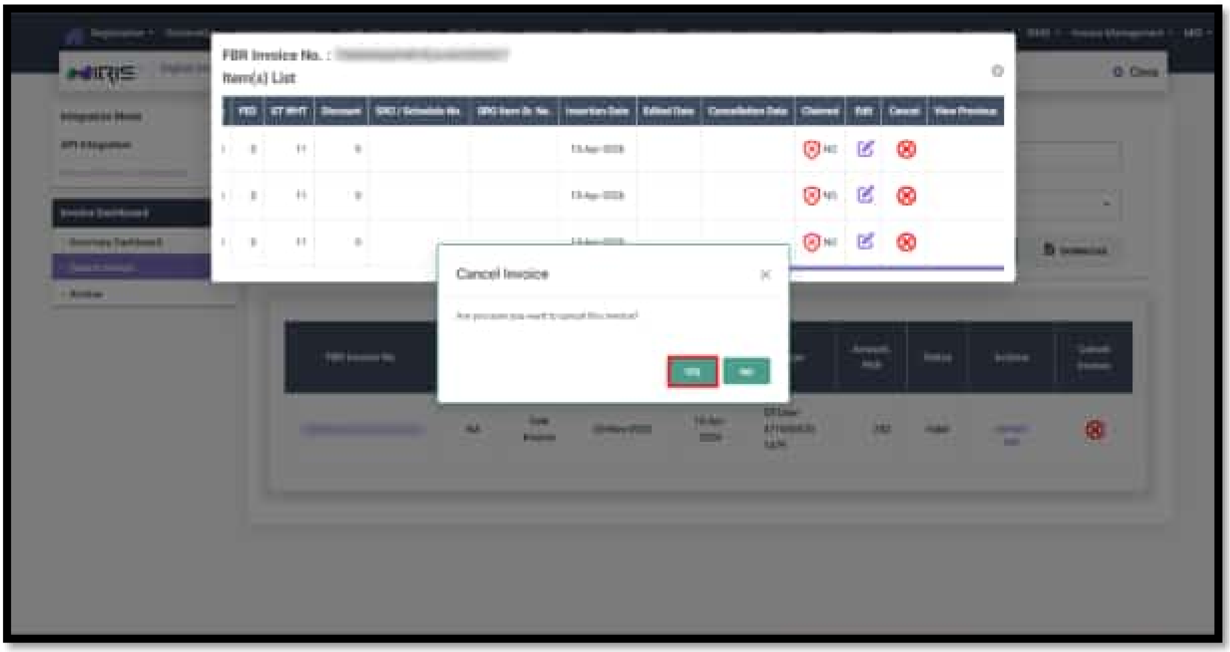
- Click on the FBR Invoice No.



- Click on ⊗ to cancel the item.

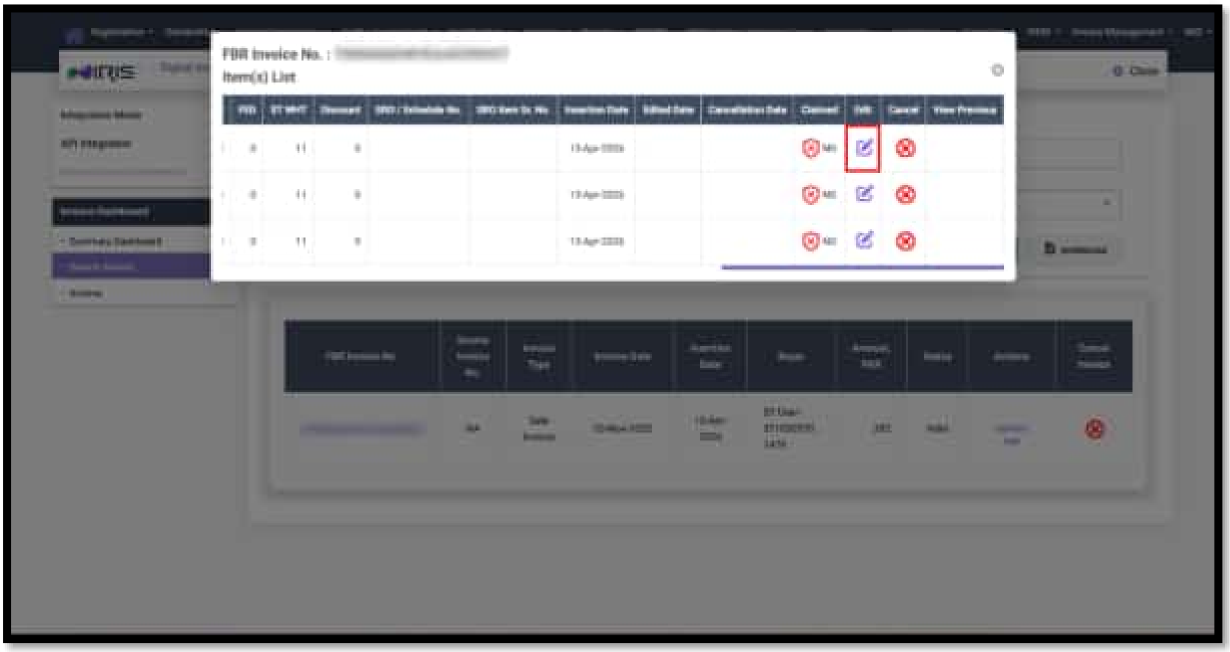


- Click "Yes" to confirm the item cancellation.



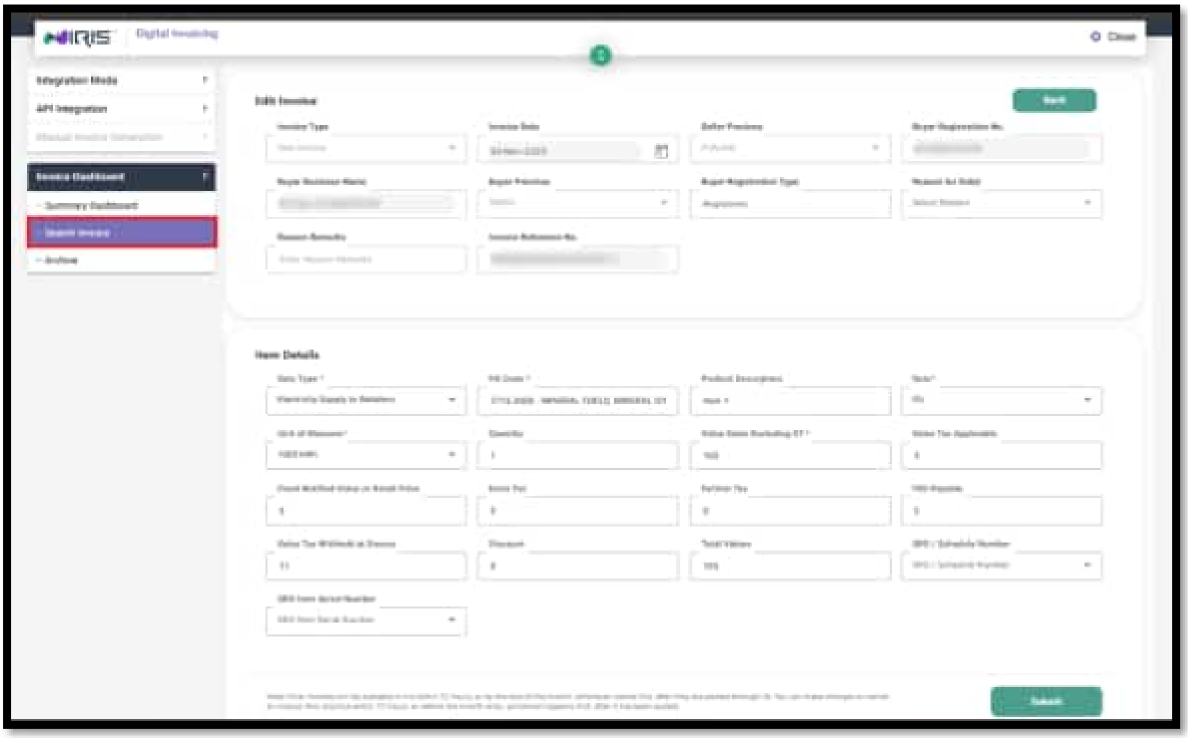

To edit an item of the invoice

- Click on  to make changes in the particular item of the invoice.



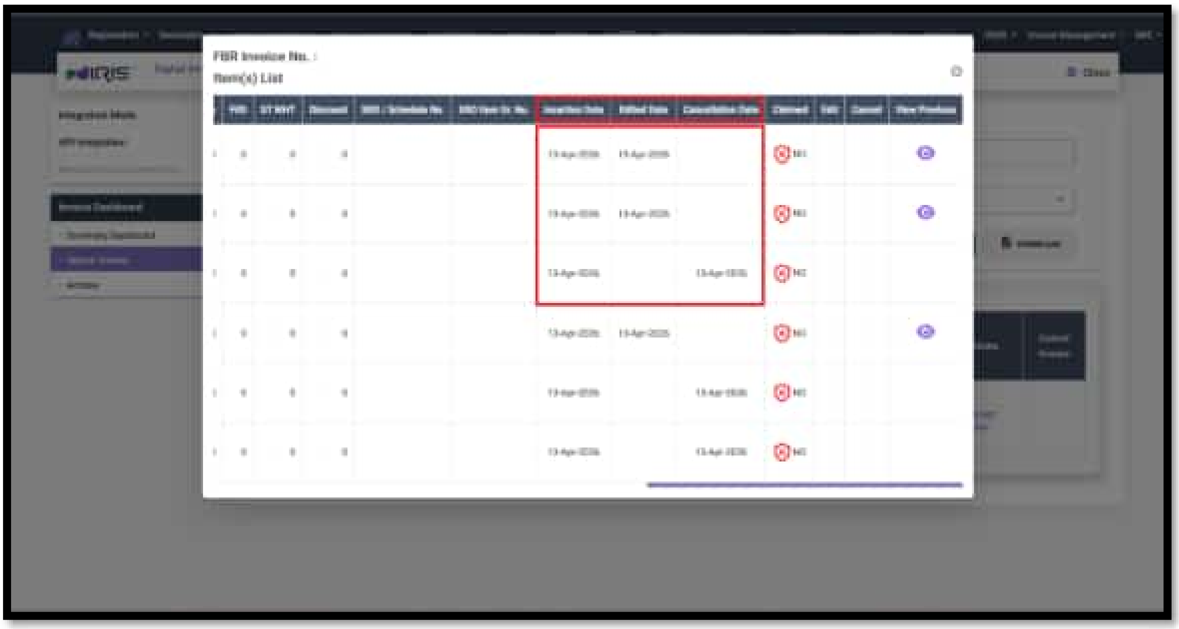

  

- Edit the fields where required and click the "Submit" button



Once an item on an invoice has been edited, it can no longer be cancelled. As a result, the entire invoice containing that item is also ineligible for cancellation. Each item only be edited once.

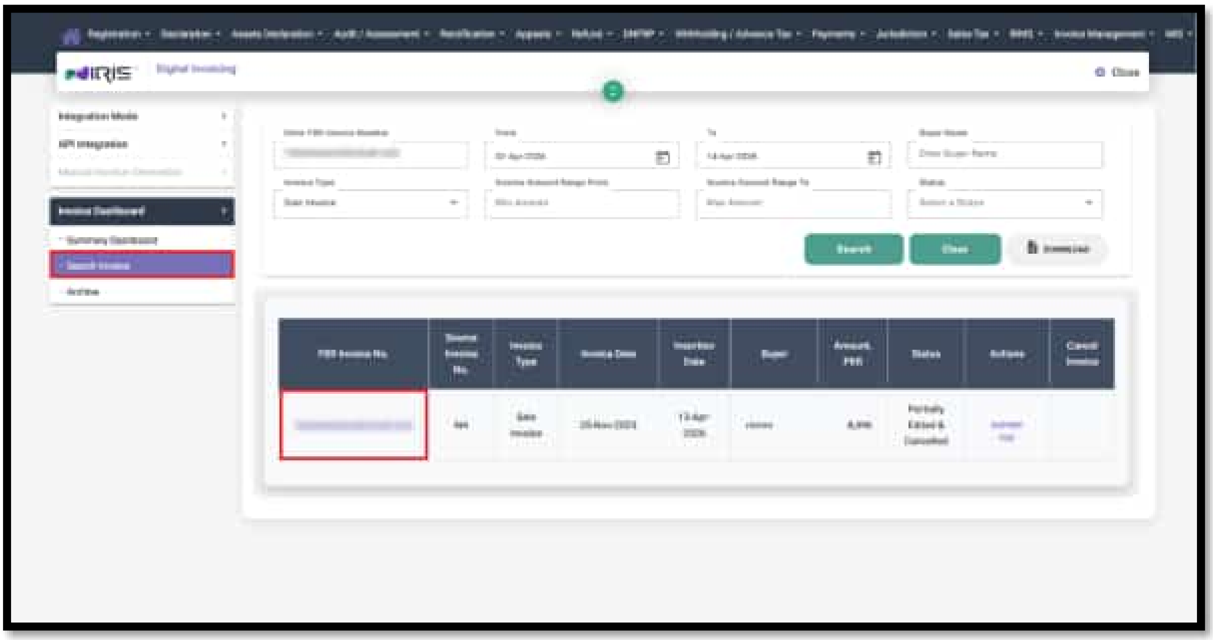
The dates for Insertion, Editing, and Cancellation can also be accessed.



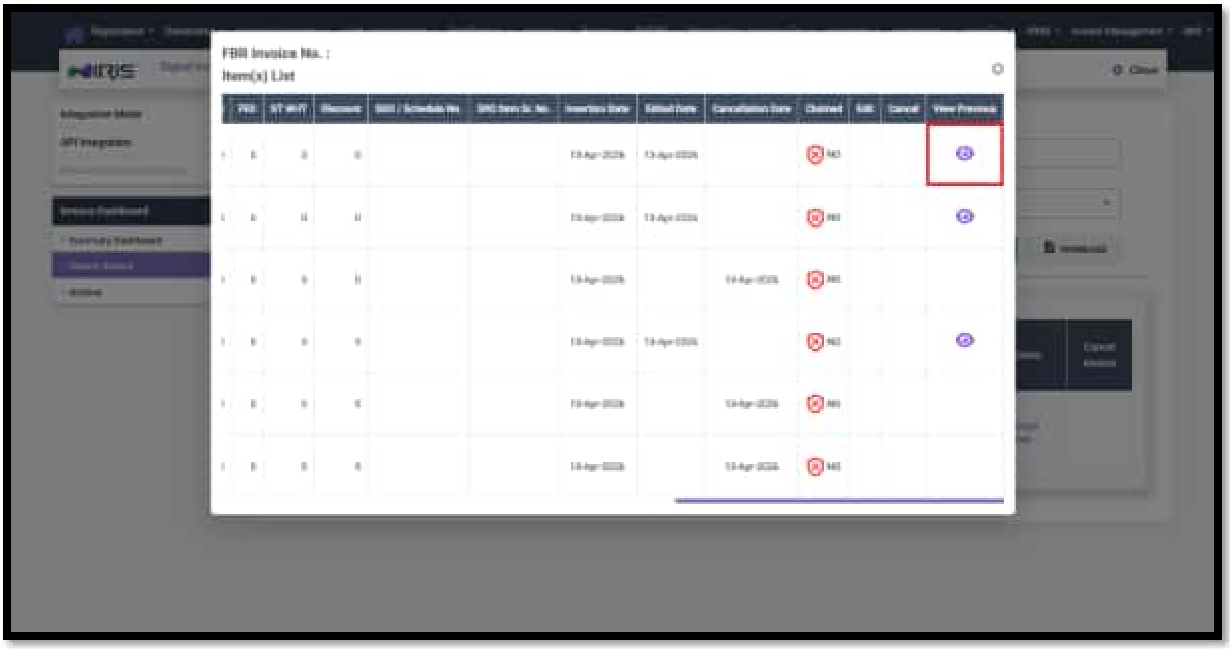
  

Original invoice item details can still be viewed after editing.

- Click on FBR Invoice No of the edited invoice

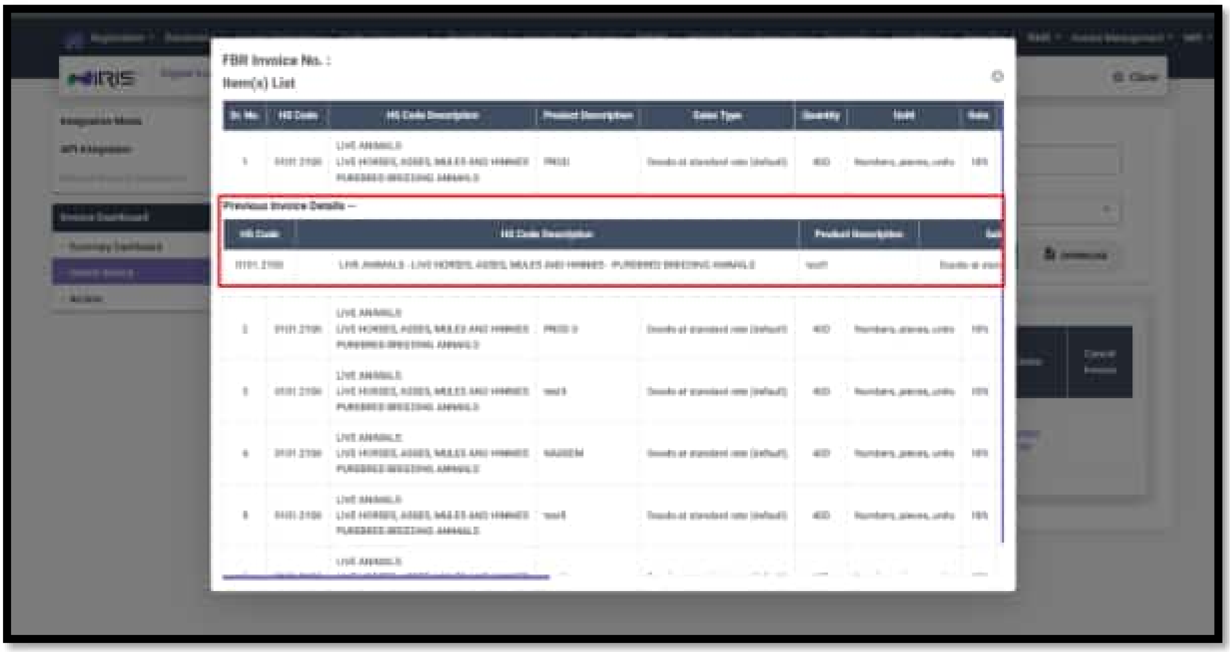


- Click on button to view the pre-edited details



The original invoice details are displayed below the edited invoice.




**Conditions for Invoice Cancellation**

- Only e-invoices received through DI Integration are eligible for correction.
- Corrections must be made within 72 hours of issuing the invoice (Insertion Date).
- The invoice number is fixed and cannot be modified.
- Only individual item details can be edited, while header information remains fixed and cannot be modified.
- The invoice date cannot be revised to a date earlier than 3 days before the current system date.
- Invoices linked with Annexure-C are not eligible for correction.
- Invoices that have already been reported in submitted returns cannot be changed.
- Invoices will be moved to return after 72 hours of invoice posting time or at month end, whichever comes first, and cannot be cancelled afterward.
- Invoice cancellation is allowed only when its value does not exceed 10% of last month’s sales. Once the limit is exhausted, no further invoices can be cancelled

- The 10% limit is the total limit allowed for all invoice modification together, irrespective of the single invoice or item or multiple invoices or items modification
- After modification, a revised invoice will be generated, retaining the original number and date.

## 4.2. Reattempting Invoice Submission After Connection Loss

In situations where an invoice submission is interrupted due to internet connectivity failures or other unforeseen technical issues, it is essential to resubmit the affected invoice through the Digital Invoicing System. The system does not feature automatic retries for failed uploads; therefore, the invoice must be submitted again to ensure its successful recording within the FBR's digital platform.

Resubmission of the invoice helps maintain the accuracy and completeness of the invoicing data, which is critical for compliance with tax regulations. Users can locate the original invoice within their records and proceed to transmit it once more via the system's interface. This process safeguards against any inconsistencies or data gaps that might otherwise arise from incomplete submissions.

# 5. DI CRM Manual:

In order to seek help and support for issues during integration and post integration, the Taxpayer and License Integrators will use the "Customer Relationship Management" (CRM) for Digital Invoicing.

1. **Log In**

- Navigate to the ECRM portal. (**https://dicrm.pral.com.pk**)
- Select the relevant radio button.
  - License Integrators will select **IRIS**
    (Log in by entering registration number and Password)
  - Taxpayer / Technical Content Person will select **DI-Support**
    (Login by entering DI registered email ID and Password provided in technical details)
- Log in by entering your **credentials** and click the "Submit" button.

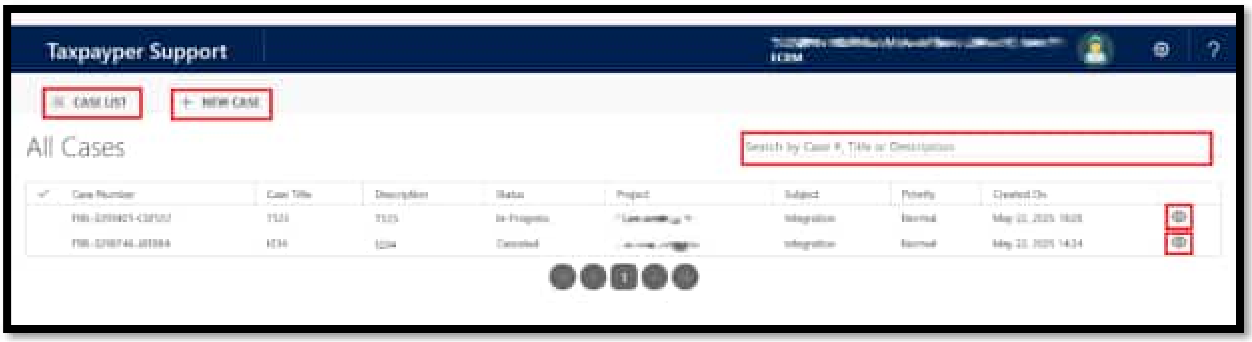


**(Note: After 5 unsuccessful attempts, ID will be Blocked)**

**Note:** A taxpayer can log in using either IRIS or the DI Support option. If he wants to log in himself, he can use the IRIS option. If he wants to authorize a person (as mentioned in the technical details screen), the login should be done through the DI Support option.

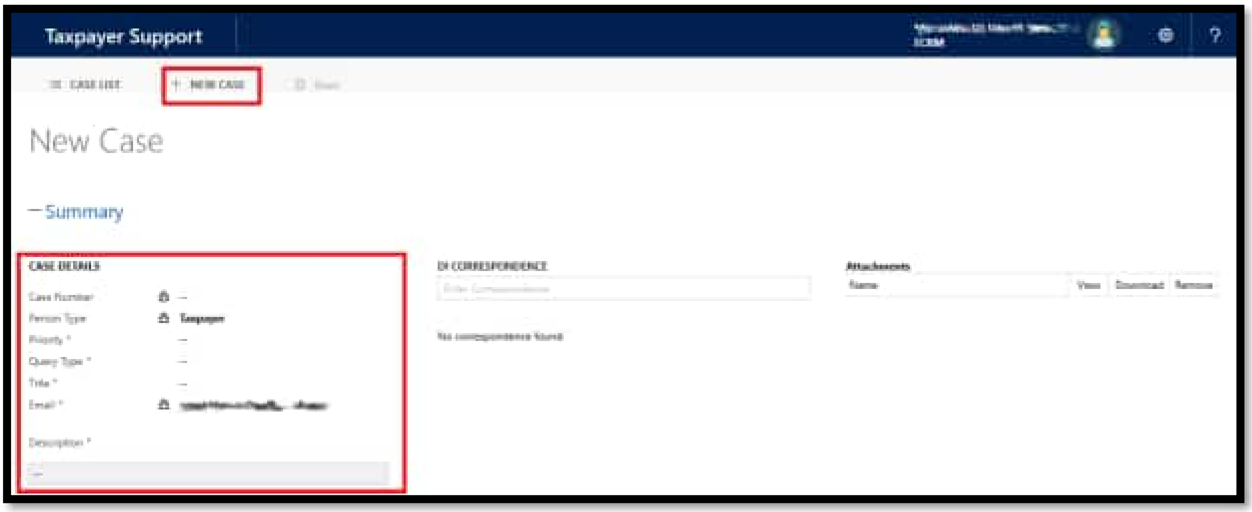
- Upon successful login, you will be directed to the main dashboard, which displays the **Case List** and provides the option to create **New Case.**
- Cases can be searched by their **case number** or **title**.
- To view details of an existing case, simply click the **"View"** icon next to the case entry.

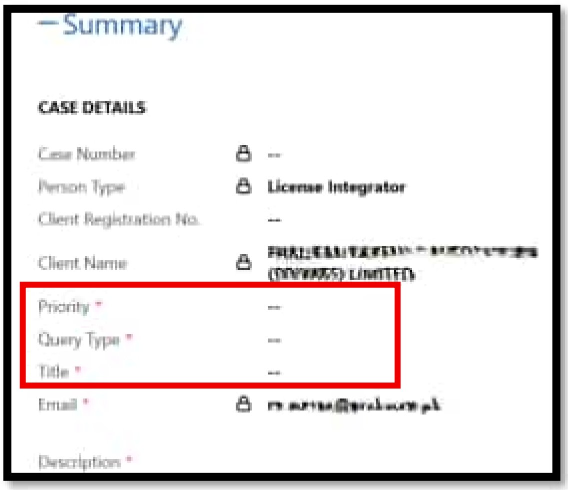


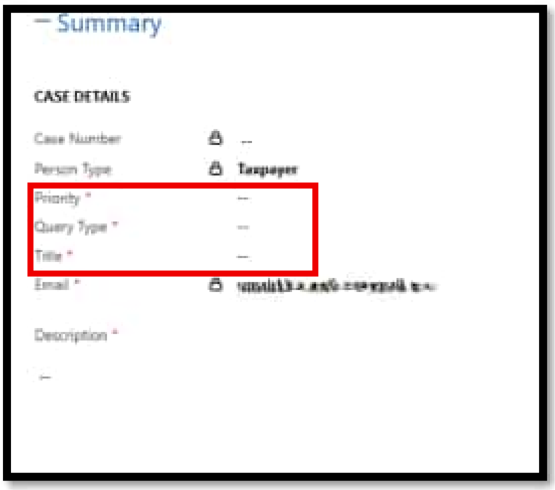

## 2. New Case

- To enter a new case, click on '+ New Case' on the main dashboard.




**FOR LICENSE INTEGRATOR** **FOR TAXPAYER**




The fields marked with * are mandatory

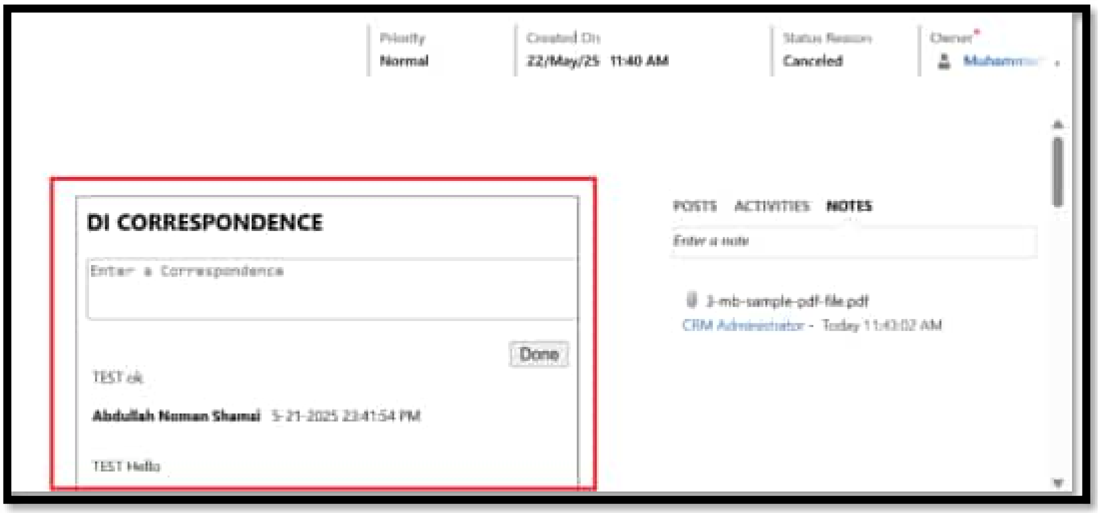
- In case of LI, enter **Client Registration No./Name** and all the locked details will be auto selected.
- **"Case Number"** will be assigned by the system.
- Person type "**License Integrator**" or "**Taxpayer**" will be auto fetched at the time of login as per user type selection ***(IRIS/DI-Support)***
- Client Name (In case of LI) auto populated and cannot be changed.
- Select the **Priority Type** from the drop-down list. (Mandatory)
    - High
    - Normal
    - Low
- Select the **Query Type** from the drop-down list. (Mandatory)
    - Integration
    - Post Integration
- Select the **Title.** (Mandatory)
- **Email** is auto-populated and cannot be changed. (Mandatory)
- Describe the issue in the Description field (Mandatory)
- Click the **"Save"** button.

**3. Attachments**

- Once the case is saved, attachments can be added, removed, viewed, and downloaded.
- Attachments should be in PDF format and must not exceed a file size of 5MB

### 4. Correspondence

- Any additional information or correspondence can be added under the **Correspondence** section.



# 6. Frequently Asked Questions (FAQs)

**Q. Can I use PRAL as my Licensed Integrator free of charge?**

- Yes. PRAL provides Licensed Integrator services and sandbox testing free of cost.

**Q. What is the purpose of IP Whitelisting?**

- IP whitelisting ensures that only approved IP addresses can access the integration. You can enter 1–3 IPs or upload a file with multiple IPs.

**Q. What happens after submitting test invoices in the Sandbox environment?**

- Once all required scenario-based test invoices are submitted and validated, a **Production Token** is automatically generated.

**Q. What should I do if invoice submission fails due to a connection issue?**

- You must resubmit the failed invoice to ensure it is recorded properly.

**Q. Can the same email ID used in the CRM be used to log in?**

- Yes. The DI registered email ID and password provided in the technical details are used to access CRM as a Technical Contact Person.

**Q. What is the difference between Sandbox and Production environments?**

- The Sandbox is for testing your integration with dummy data. Production is for real-time, live invoice transmission after successful testing.

**Q. Can multiple business types be selected during the registration?**

- Yes. You can select multiple Business Natures, but only one Sector.

**Q. Is it mandatory to go through Sandbox testing?**

- Yes. Scenario-based testing in the Sandbox is required before gaining access to the Production environment.

**Q. How are invoices uniquely identified after submission?**

- Each successfully submitted invoice receives a unique Invoice Number from the system.

**Q. What is the format of the invoice data for API integration?**

- Invoices must be submitted in JSON format, following the sample provided in the Sandbox.

**Q. What type of invoice should I choose for a sale?**

- If you are generating a sales invoice, select "Sale Invoice" as the Invoice Type from the list.

**Q. Can I edit or delete items from the invoice?**

- Yes, you can edit or delete items from the item list after they have been added to the invoice.

**Q. What happens if the reason for a debit note is selected as "Others"?**

- If "Others" is chosen as the reason for the debit note, additional remarks are required to explain the specific reason for the adjustment. This ensures clarity and transparency in the transaction.

**Q. Is it mandatory to include a buyer's registration number when creating a sale invoice?**

- Yes, the buyer's registration number is mandatory for a sale invoice, as it helps link the invoice to the appropriate buyer in the system.

**Q. What happens if I don't complete all the required fields in the invoice creation process?**

- If any mandatory fields are left incomplete, the system will prompt the user to fill them in before proceeding with the invoice validation and generation.

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