

InvoiceNow FAQs

General Questions

1. What is InvoiceNow?

InvoiceNow allows direct transmission of invoices in a structured digital format from one finance system to another using the nationwide e-invoicing network, which is based on Peppol.

2. What is Peppol?

Peppol integrates business processes by standardising the way information is structured and exchanged. Whether you are sending invoices or handling other business transactions, Peppol delivers a shared digital language for organisations all over the world. To learn more, you may refer to OpenPeppol's website at <https://peppol.org/>.

You may also refer to the list of countries who have adopted Peppol as their standard as listed on OpenPeppol website: <https://peppol.org/learn-more/country-profiles/>.

3. What is IMDA's role in the network?

IMDA became the Peppol Authority in Singapore in May 2018 and is responsible for approving and certifying Peppol Access Point Providers in Singapore.

As the Peppol Authority, IMDA takes responsibility for specifying country specific rules and technical standards under the Peppol framework. To create a complete ecosystem of providers, IMDA started accrediting Peppol-Ready Solution Providers (PRSP) in 2019. PRSP evolved to InvoiceNow-Ready Solution Providers (IRSP) in 2024 to incorporate GST InvoiceNow Requirement.

IMDA also governs the compliance and promotes the adoption of Peppol framework in Singapore.

4. Why should businesses use InvoiceNow?

InvoiceNow has the following benefits to businesses.

a. Simplifies invoicing across all business relationships

Leverages a single invoicing solution of your choice for all parties – including business partners and Government entities – while ensuring seamless tax compliance.

b. Reduces manual effort and boosts business efficiency

InvoiceNow automates invoice data transmission directly into buyers' accounting systems, eliminating the need for manual data entry and reducing errors.

c. Enhances reliability and ensures data security

Invoices are transmitted securely through the InvoiceNow network using the international Peppol standard, minimising the risk of loss or compromise.

d. Minimises compliance efforts and shortens GST audit process

With InvoiceNow-Ready Solutions, businesses can expect shorter GST audits and faster refunds as invoice data is transmitted to IRAS. Businesses can also receive auto alerts for wrongful GST charging from non-GST registered suppliers.ⁱ

5. Is InvoiceNow e-invoicing different from Peppol e-invoicing?

It is the same. In Singapore, Peppol is referred to as InvoiceNow.

6. I am already using PDF E-Invoice, why is InvoiceNow different?

In a common business scenario today, an PDF e-invoice is sent to the recipient organisation by email. This is a single-sided operation requiring your recipient to re-enter the details of the invoice into their own accounting system (e.g. accounts payable). A more complete solution should include the transmission of data from supplier system to buyer system without human intervention and potentially allow for the InvoiceNow invoice to be paid seamlessly.

7. Are consumer invoices covered under InvoiceNow?

While the InvoiceNow network does not cover business to consumer transactions, GST-registered businesses that are subject to the GST InvoiceNow Requirement are still required to submit invoice data for supplies made to individual consumers that are within scope to IRAS, for more details you may refer to IRAS' e-Tax Guide.

8. How will InvoiceNow work with other Electronic Data Interchange (EDI) solutions?

InvoiceNow on the nationwide e-invoicing network complements your existing EDI connections to allow e-invoicing to businesses connected to the Peppol network. This extends the reach of digital connections that you can access via your existing solutions to new segments.

9. Should I replace my Electronic Data Interchange (EDI) solutions?

You should not replace your EDI solution if it is providing you benefits. InvoiceNow network complements your existing EDI connections to allow e-invoicing to businesses connected to the InvoiceNow network.

10. Can I send and receive InvoiceNow invoices cross border? How will this impact my business with overseas customers?

You can send and receive InvoiceNow e-invoices with businesses in other countries, as long as they are connected to the Peppol network.

With the introduction of Peppol International (PINT) - a framework designed to streamline global e-invoicing—businesses can expect a more seamless and standardised cross-border invoicing experience.

InvoiceNow for Public Procurement and GST InvoiceNow Requirement

11. Is it mandatory to be on the InvoiceNow Network in order to transmit invoice data to IRAS?

GST-registered businesses will be required to use InvoiceNow-Ready Solutions to transmit invoice data directly to IRAS for tax administration. This mandatory participation will be implemented progressively in the following phases

Implementation Date	Businesses Involved
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1 November 2025	Companies that register for GST voluntarily within 6 months of incorporation date.
1 April 2026	All new voluntary GST registrants regardless of incorporation date or business structure.
1 April 2028	<ul style="list-style-type: none"> All new compulsory GST registrants Existing GST-registered businesses with total annual supplies* ≤ S\$200,000
1 April 2029	Existing GST-registered businesses with total annual supplies* ≤ S\$1,000,000
1 April 2030	Existing GST-registered businesses with total annual supplies* ≤ S\$4,000,000
1 April 2031	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 exempted supplies made in all the prescribed accounting periods ending in calendar year 2025.

IRAS strongly recommends all businesses to come onboard early ahead of their applicable phase, and plan ahead for the adoption of InvoiceNow-Ready Solutions to be compatible with the GST InvoiceNow Requirement.

IRAS had published the [e-Tax Guide “Adopting GST InvoiceNow Requirement for GST-registered Businesses”](#) to provide details on the GST InvoiceNow Requirement.

You may also refer to the [FAQs](#) published by IRAS that supplements the e-Tax Guide and should be read in conjunction with it.

12. Are there any free solutions available for GST-registered businesses?

The current Free of Charge (FOC) InvoiceNow Package for GST registered businesses are available until 31 March 2027. IMDA and IRAS will introduce a new set of FOC package for the period of 1 April 2027 to 31 March 2031. The relevant information will be updated when the details are ready for public release.

13. Will the FOC package be extended beyond 2031?

The planned support is intended as transitory measures to help keep onboarding costs low and manageable for businesses during this period. IMDA and IRAS will continue to monitor market developments and business needs.

14. Must I use InvoiceNow to invoice Government?

The Government has announced the plan to make InvoiceNow as the default e-invoice submission channel for all Government vendors within the next few years. We strongly urge vendors who are onboard the network to start sending e-invoices through this channel and those who yet to come onboard to do so as soon as possible. You may refer to the guides developed by AGD which can be found here: <https://www.vendors.gov.sg/Common/UserManual.aspx>.

Cost of Implementing InvoiceNow

15. Is there a charge for InvoiceNow e-invoices?

Some Access Point Providers (AP) and InvoiceNow-Ready Solution Providers (IRSP) adopt the Pay-Per-Use (transaction-based) charging model, where fees are based on the volume of invoices sent and/or received. In addition, some providers may offer subscription-based pricing, with fixed monthly or annual fees depending on usage tiers and features offered. As pricing models may vary, we recommend reaching out to your preferred provider directly for detailed cost information.

For GST registered businesses, businesses may consider adopting the [Free-of-charge InvoiceNow-Ready Solutions](#) available for GST-registered businesses.

How Do I Get Connected?

16. I am interested in InvoiceNow e-invoice and would like to know how to get connected

The steps that you as an end user business need to do are:

- a. If you are using a service provider's accounting/finance solution, check that they are an IMDA-accredited InvoiceNow-Ready Solution Provider (IRSP) - meaning that they are already connected to the InvoiceNow network. If so, find out from them how to sign up and use.
- b. Alternatively, you can check with your banking provider if they can assist with a solution offering.
- c. If you have an in-house enterprise solution, engage with an IMDA-accredited Access Point (AP) provider who will be able to help you connect your system. The list of APs and IRSPs can be found on IMDA's website.
AP: <https://www.imda.gov.sg/how-we-can-help/nationwide-e-invoicing-framework/access-point-providers>
IRSP: <https://www.imda.gov.sg/how-we-can-help/nationwide-e-invoicing-framework/invoicenow-ready-solution-provider>
- d. Once you have your solution established, register and get your Peppol ID (typically done by your AP)
- e. Learn how to send and receive e-invoices using your solution.
- f. Announce that you are InvoiceNow ready to all your business partners and suppliers.

17. How long does the process of getting connected take?

The process of connecting depends on the complexity of the systems and processes involved. Many local accounting and ERP solution providers have default capabilities to send InvoiceNow e-invoices which can be switched on with immediate effect, while for others there is a need to make changes to the systems and processes that may vary in duration.

18. What are the available technical support for implementing e-invoicing?

For technical support, please reach out to your service provider directly. In addition, you may also refer to our [Technical Playbook](#) for implementation guidance and best practices.

19. Are my suppliers and partners on the network?

You would be able to search for your InvoiceNow ready suppliers, partners and customers on the [SG Peppol Directory](#).

Network Security

20. Is the InvoiceNow network secure?

Yes, the network is secure. Firstly, only IMDA-certified Access Point Providers are registered on the network and are authorised with a PKI certificate issued by the governing authority.

Secondly, all data being transmitted on the network is protected with SSL transport layer security such that it only goes through securely encrypted pipes.

Thirdly, the data being transmitted is signed using the Access Point Provider's authorised PKI certificate to ensure that the data is genuine and non-repudiable.

Lastly, any receiving Access Point provider will check the signature of the sending Access Point provider to ensure that it is as per the authorised one registered on the network and only accept data sent by genuine Access Point providers.

Others

21. Will I be able to recall an e-invoice after sending it? What should I do if I need to recall an e-invoice?

No, sent e-invoices cannot be retrieved. The InvoiceNow networks functions similarly to email, i.e. once the invoice is created/finalised and sent across the network, there is no feature/function in the network to retrieve the sent invoice.

In order to cancel the incorrect invoice, we recommend the supplier to send out a credit note with reference to the wrongly sent invoice to cancel the incorrect data elements.

Alternatively, the supplier can instruct the e-invoice recipient to discard the received incorrect e-invoice and re-send a fresh one.

To minimise such issues, the sender could try saving the invoice as draft and review the details before finalising and sending out to the customer.

ⁱ Feature provided by some InvoiceNow-Ready Solution Providers.