



SmartPeppol Errors

SmartBooqing

Vinod D

Revision History

The Revision History table below provides a record of all revisions made to this document throughout its life cycle. The update is tracked with revisions made on the date, the version number, a brief description of the changes made and the reason, as well as the name of the reviser and the approver.

Effective Date	Version #	Change Description/ Reason	Created/Revised by	Approved by
04-05-2023	1.0	Initial draft	Vinod D	
09-11-2023	1.1	Added details for errors	Sharyu	Vinod D
16-05-2024	1.2	Added new error details	Sharyu	Kirti

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Overview

This document explains all the errors that you may strike while sending documents on Peppol/FACeB2B using the SmartPeppol portal/API. Also, it guides you through understanding the errors and solving them.

Errors

Before sending the document out we validate the document. There are several types of validations we perform on the document including, basic file validations, UBL rules validations, sender legitimacy checks, and receiver validations. This ensures that all the documents we send to your customers are legitimate, valid, and compliant.

Common file and data validations

Error title EN	File is empty
Error title NL	Leeg bestand
Why it appears?	If you upload an empty file that does not contain any data
Peppol - How to solve it?	Upload a file having UBL contents in it
FACeB2B - How to solve it?	Upload a valid FACeB2B file

Error title	Corrupted UBL file
Why it appears?	There is no specific reason but majorly it would appear-
	1. If your file is not a valid XML file. You may miss some closing or opening XML elements, or just some garbage characters added on top or bottom while changing the encoding. 2. If your internet connection is not stable then the file may corrupt while uploading
Peppol /FACeB2B – How to solve it?	1. Download the file from Outbox 2. Open the file in any browser. e.g. Google Chrome, it will show the error 3. Contact your software vendor to correct the file

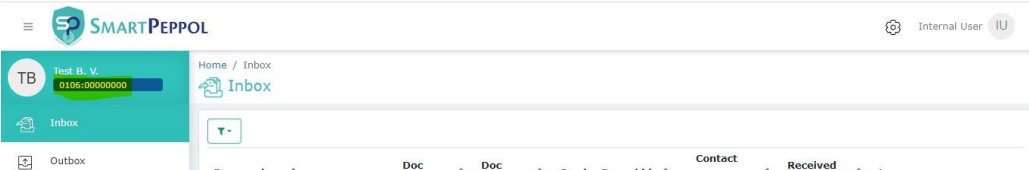
Error title	Maximum outbox file upload size exceed
Peppol - Why it appears?	If you upload file with size more than 30mb
FACeB2B - Why it appears?	If you upload file with size more than 8mb
Peppol - How to solve it?	Generally, UBL file size exceeds due to attachments present inside UBL. Try adding mandatory attachments only. If you are adding images then try compressing images with JPEG format.
FACeB2B - How to solve it?	Generally, file size exceeds due to attachments presents with the file. Try adding mandatory attachments only. Here, the document and attachment combine size should not exceed 8mb.

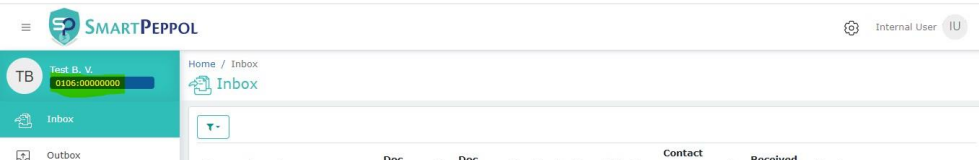
Error title	File format not supported
Why it appears?	If you upload files other than XML
Peppol - How to solve it?	All UBLs are basically XML files only. So, at this moment we do not accept files other than XML. If you have PDF files to convert to UBLs, you may want to consider our product SmartUbl. It can convert PDF files to UBL and its seamless integration with SmartPeppol allows to send generated UBLs on Peppol. For more info on SmartUbl, mail us on support@smartubl.com
FAcE2B2B – How to solve it?	Here, accepted file format is XML only.

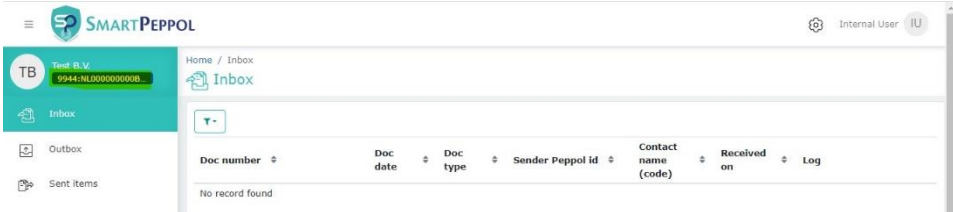
Peppol Errors

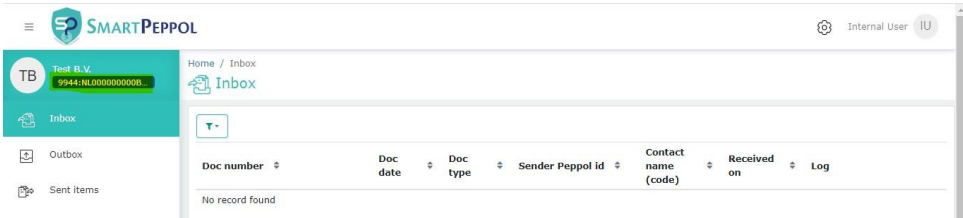
Sender legitimacy checks

Error title	Company number provided while registration and is missing in UBL supplier party
Why it appears?	If you register on Peppol using company number (e.g. KVK, OIN for Nederland's) and you don't provide it to UBL under cac:AccountingSupplierParty/cac:Party/cac:PartyLegalEntity/cbc:CompanyID
How to solve it?	Please make sure that you have not missed the tag highlighted in the below image inside ubl. Also, make sure that the value present in the highlighted tag is the same as the one that you provided while registration, else you may get another error. <pre> 18 <cac:AccountingSupplierParty> 19 <cac:Party> 20 <cbc:EndpointID schemeID="0106">00000000</cbc:EndpointID> 21 <cac:PartyName> 22 <cbc:Name>Test B. V.</cbc:Name> 23 </cac:PartyName> 24 <cac:PostalAddress> 25 <cbc:StreetName>Test street</cbc:StreetName> 26 <cbc:CityName>Test city</cbc:CityName> 27 <cbc:PostalZone>5242</cbc:PostalZone> 28 <cac:Country> 29 <cbc:IdentificationCode>NL</cbc:IdentificationCode> 30 </cac:Country> 31 </cac:PostalAddress> 32 <cac:PartyTaxScheme> 33 <cbc:CompanyID>xxxx</cbc:CompanyID> 34 <cac:TaxScheme> 35 <cbc:ID>VAT</cbc:ID> 36 </cac:TaxScheme> 37 </cac:PartyTaxScheme> 38 <cac:PartyLegalEntity> 39 <cbc:RegistrationName>Test B.V.</cbc:RegistrationName> 40 <cbc:CompanyID schemeID="0106">00000000</cbc:CompanyID> 41 </cac:PartyLegalEntity> 42 </cac:Party> 43 </cac:AccountingSupplierParty> </pre>

Error title	Supplier party company number does not match with company number supplied while registration
Why it appears?	If you register on Peppol using a company number (e.g. KVK, OIN for Nederland's) and you provide different company number in UBL under cac:AccountingSupplierParty/cac:Party/cac:PartyLegalEntity/cbc:CompanyID
How to solve it?	1 – User can correct the registered value. - If user has multiple companies, make sure you register each company and send documents with the right entity. Please login to the portal, you will find your Peppol ID in the left menu on Top. e.g. In the below image, you see the company is registered on Peppol with KVK 0106:00000000.  Company ID that you add in UBL, must match with the above-mentioned ID. e.g. <pre> 18 <cac:AccountingSupplierParty> 19 <cac:Party> 20 <cbc:EndpointID schemeID="0106">00000000</cbc:EndpointID> 21 <cac:PartyName> 22 <cbc:Name>Test B. V.</cbc:Name> 23 </cac:PartyName> 24 <cac:PostalAddress> 25 <cbc:StreetName>Test street</cbc:StreetName> 26 <cbc:CityName>Test city</cbc:CityName> 27 <cbc:PostalZone>5242</cbc:PostalZone> 28 <cac:Country> 29 <cbc:IdentificationCode>NL</cbc:IdentificationCode> 30 </cac:Country> 31 </cac:PostalAddress> 32 <cac:PartyTaxScheme> 33 <cbc:CompanyID>xxxx</cbc:CompanyID> 34 <cac:TaxScheme> 35 <cbc:ID>VAT</cbc:ID> 36 </cac:TaxScheme> 37 </cac:PartyTaxScheme> 38 <cac:PartyLegalEntity> 39 <cbc:RegistrationName>Test B.V.</cbc:RegistrationName> 40 <cbc:CompanyID schemeID="0106">00000000</cbc:CompanyID> 41 </cac:PartyLegalEntity> 42 </cac:Party> 43 </cac:AccountingSupplierParty> </pre>

Error title	Administration is not the sender
Why it appears?	If your registered Peppol ID does not match with end point ID and AccountingSupplierParty
How to solve it?	Please login to the portal, you will find your Peppol ID in the left menu on Top. e.g. In the below image, you see the company is registered on Peppol with KVK 0106:00000000.  Make sure that cbc:CompanyID & cbc:EndPointID present in UBL matches with the abovementioned ID. e.g. <pre> 18 <cac:AccountingSupplierParty> 19 <cac:Party> 20 <cbc:EndpointID schemeID="0106">00000000</cbc:EndpointID> 21 <cac:PartyName> 22 <cbc:Name>Test B. V.</cbc:Name> 23 </cac:PartyName> 24 <cac:PostalAddress> 25 <cbc:StreetName>Test street</cbc:StreetName> 26 <cbc:CityName>Test city</cbc:CityName> 27 <cbc:PostalZone>5242</cbc:PostalZone> 28 <cac:Country> 29 <cbc:IdentificationCode>NL</cbc:IdentificationCode> 30 </cac:Country> 31 </cac:PostalAddress> 32 <cac:PartyTaxScheme> 33 <cbc:CompanyID>xxxx</cbc:CompanyID> 34 <cac:TaxScheme> 35 <cbc:ID>VAT</cbc:ID> 36 </cac:TaxScheme> 37 </cac:PartyTaxScheme> 38 <cac:PartyLegalEntity> 39 <cbc:RegistrationName>Test B.V.</cbc:RegistrationName> 40 <cbc:CompanyID schemeID="0106">00000000</cbc:CompanyID> 41 </cac:PartyLegalEntity> 42 </cac:Party> 43 </cac:AccountingSupplierParty> </pre>

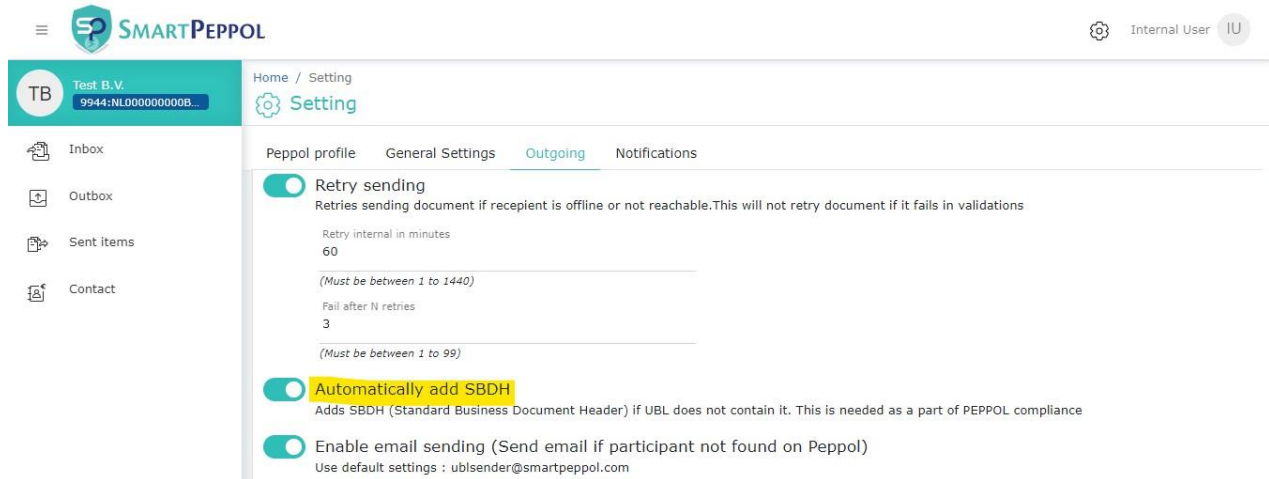
Error title	Vat number provided while registration and is missing in UBL supplier party
Why it appears?	If you register on Peppol using Vat number and you do not provide Vat number inside UBL.
How to solve it?	Please login to the portal, you will find your Peppol ID in the left menu on Top. e.g. In the below image, you see the company is registered on Peppol with Vat number. 9944:NL000000000B01.  Make sure that you are not missing cac:PartyTaxScheme tag or cac:PartyTaxScheme/cbc:CompanyID inside UBL. Also, make sure that you have same Vat number added that you have registered on Peppol. <pre> 18 <cac:AccountingSupplierParty> 19 <cac:Party> 20 <cbc:EndpointID schemeID="9944">NL000000000B01</cbc:EndpointID> 21 <cac:PartyName> 22 <cbc:Name>Test B. V.</cbc:Name> 23 </cac:PartyName> 24 <cac:PostalAddress> 25 <cbc:StreetName>Test street</cbc:StreetName> 26 <cbc:CityName>Test city</cbc:CityName> 27 <cbc:PostalZone>5242</cbc:PostalZone> 28 <cac:Country> 29 <cbc:IdentificationCode>NL</cbc:IdentificationCode> 30 </cac:Country> 31 </cac:PostalAddress> 32 <cac:PartyTaxScheme> 33 <cbc:CompanyID>NL000000000B01</cbc:CompanyID> 34 <cac:TaxScheme> 35 <cbc:ID>VAT</cbc:ID> 36 </cac:TaxScheme> 37 </cac:PartyTaxScheme> 38 <cac:PartyLegalEntity> 39 <cbc:RegistrationName>Test B.V.</cbc:RegistrationName> 40 <cbc:CompanyID schemeID="0106">00000000</cbc:CompanyID> 41 </cac:PartyLegalEntity> 42 </cac:Party> 43 </cac:AccountingSupplierParty> </pre>

Error title	Supplier party Vat number does not match with vat number supplied while registration
Why it appears?	If you register on Peppol using Vat number and you provide different Vat No inside UBL.
How to solve it?	Please login to the portal, you will find your Peppol ID in the left menu on Top. e.g. In the below image, you see the company is registered on Peppol with Vat number. 9944:NL000000000B01.
	 Make sure that you provide same Vat number in cac:PartyTaxScheme tag or cac:PartyTaxScheme/cbc:CompanyID and cbc:EndPointID inside UBL. <pre> 18 <cac:AccountingSupplierParty> 19 <cac:Party> 20 <cbc:EndpointID schemeID="9944">NL000000000B01</cbc:EndpointID> 21 <cac:PartyName> 22 <cbc:Name>Test B. V.</cbc:Name> 23 </cac:PartyName> 24 <cac:PostalAddress> 25 <cbc:StreetName>Test street</cbc:StreetName> 26 <cbc:CityName>Test city</cbc:CityName> 27 <cbc:PostalZone>5242</cbc:PostalZone> 28 <cac:Country> 29 <cbc:IdentificationCode>NL</cbc:IdentificationCode> 30 </cac:Country> 31 </cac:PostalAddress> 32 <cac:PartyTaxScheme> 33 <cbc:CompanyID>NL000000000B01</cbc:CompanyID> 34 <cac:TaxScheme> 35 <cbc:ID>VAT</cbc:ID> 36 </cac:TaxScheme> 37 </cac:PartyTaxScheme> 38 <cac:PartyLegalEntity> 39 <cbc:RegistrationName>Test B.V.</cbc:RegistrationName> 40 <cbc:CompanyID schemeID="0106">00000000</cbc:CompanyID> 41 </cac:PartyLegalEntity> 42 </cac:Party> 43 </cac:AccountingSupplierParty> </pre>

			
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SBDH (Standard Business Document Header) errors

These errors occur when you disable “Automatically add SBDH” setting under Outgoing settings or you add SBDH on your own.



When you disable it then SmartPeppol does not create SBDH envelope for you and you must add it to your UBL on your own. You may want to disable it when your UBL creation software adds an SBDH envelope to your UBL. We suggest not disabling it.

Error title	Some of the SBDH elements missing in UBL
Why it appears?	If you upload UBL that has malformed SBDH.
How to solve it?	1. Verify your SBDH against Peppol specification mentioned here and fix the errors. 2. Enable <i>Automatically add SBDH</i> setting and remove SBDH from your UBL. We will create and add SBDH.

Error title	SBDH sender identifier does not match with supplier party
Why it appears?	Sender Peppol ID that is mentioned in SBDH (StandardBusinessDocumentHeader/SenderIdentifier) is different than that is mentioned in cac:AccountingSupplierParty
How to solve it?	Verify if you mistyped the Peppol ID in SBDH.

Error title	SBDH document identifier does not match with the document
Why it appears?	Document identifier present in SBDH does not match with the root namespace in the root tag and customization id

How to solve it?

InstanceIdentifier under BusinessScope in StandardBusinessDocumentHeader = xmlns present in root tag + "::-" + DocumentType + "###" + CustomizationID

e.g. For BIS:InstanceIdentifier = **urn:oasis:names:specification:ubl:schema:xsd:Invoice-2::Invoice###urn:cen.eu:en16931:2017#compliant#urn:fdc:peppol.eu:2017:poacc:billing:3.0::2.1**

Where text highlighted in green is a root namespace, highlighted in grey is document type (see the root node name), highlighted in red is customization id.

Refer the image below for better understanding.

```

1 <?xml version="1.0" encoding="utf-8"?>
2 <StandardBusinessDocument xmlns="http://www.unece.org/cefact/namespaces/StandardBusinessDocumentHeader">
3   <StandardBusinessDocumentHeader>
4     <HeaderVersion>1.0</HeaderVersion>
5   </StandardBusinessDocumentHeader>
6   <Sender>...
7   </Sender>
8   <Receiver>...
9   </Receiver>
10  <DocumentIdentification>...
11  </DocumentIdentification>
12  <BusinessScope>
13    <Scope>
14      <Type>DOCUMENTID</Type>
15      <InstanceIdentifier>urn:oasis:names:specification:ubl:schema:xsd:Invoice-2::Invoice#urn:cen.
16      eu:en16931:2017#compliant#urn:fdc:peppol.eu:2017:poacc:billing:3.0::2.1</InstanceIdentifier>
17      <Identifier>busdox-docid-qns</Identifier>
18    </Scope>
19    <Scope>...
20  </BusinessScope>
21 </StandardBusinessDocumentHeader>
22 <Invoice xmlns="urn:oasis:names:specification:ubl:schema:xsd:Invoice-2"
23   xmlns:ext="urn:oasis:names:specification:ubl:schema:xsd:CommonExtensionComponents-2"
24   xmlns:cbc="urn:oasis:names:specification:ubl:schema:xsd:CommonBasicComponents-2"
25   xmlns:cac="urn:oasis:names:specification:ubl:schema:xsd:CommonAggregateComponents-2" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
26   <cbc:CustomizationID>urn:cen.eu:en16931:2017#compliant#urn:fdc:peppol.eu:2017:poacc:billing:3.0::2.1</cbc:CustomizationID>

```

Please make sure that you Document ID is well-formed according to above guidelines.

Error title

SBDH envelop missing in UBL

Why it appears?

If you have *Automatically add SBDH* setting disabled and you do not add SBDH in UBL

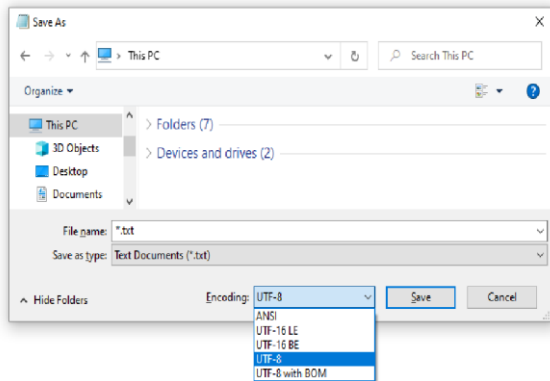
How to solve it?

Add SBDH in your UBL and reupload it. Click [here](#) for more information on SBDH.

Or

Enable *Automatically add SBDH* setting, this way, we will add SBDH.

Peppol validation errors

Error title	File uploaded is not in UTF8 format
Why it appears?	If you upload file which does not have UTF8 encoding. Smartbooqing expects UTF8 encoding only
How to solve it?	Upload a file having UTF8 encoding. The easiest way to know file encoding is to open the file in Notepad. You will see UTF-8 in the status bar.  If you don't see it, you can go to the File menu, click <i>Save As...</i> and save the file in UTF8 encoding. 
Error title	Receiver participant not found in SML
Why it appears?	Receiver does not exist on Peppol
How to solve it?	Please contact your customer and provide him the Peppol ID that is used in UBL e.g. 0106:00000000. Ask your customer to ensure Peppol ID or provide the correct one. You may also use Peppol Directory (https://directory.peppol.eu/public) to verify whether customer's Peppol ID exists on Peppol. Note: It's not mandatory for customer to be on Peppol directory so it may happen that customer may be on Peppol but not present in Peppol directory. If they register with same Peppol ID then you can retry UBL sending from Outbox page. It will be sent.

Error title	End point not found
Why it appears?	If customer does not support the document type that is provided in UBL.
How to solve it?	Please, contact your customer to ensure whether he supports your UBL document type. If not then you may ask him to contact his Access Point provider to enable the document type. Peppol supported document types can be found on https://docs.peppol.eu/edelivery/codelists/ under artifact <i>Document Types</i> Once client adds document type to their Peppol ID, retry the UBL sending from Outbox page. It will be sent.

Error title	Connection timeout while connecting recipient SMP
Why it appears?	Customer's SMP software or server has performance problems
How to solve it?	Please, contact your customer to know whether their SMP software is slow or down. They can confirm it with their SMP provider. Once the performance issues are fixed, simply go to Outbox and retry the UBL sending. It should be sent.

Error title	Recipient SMP seems offline
Why it appears?	Customer's SMP server is down
How to solve it?	Please, contact the customer to know if the server is down or site and DNS issues. Once SMP is back online, simply go to the Outbox page and retry the UBL sending. It will be sent.

Error title	On receiver participant, we found different process identifier than what was mentioned in UBL
Why it appears?	Process ID that you used in UBL does not match with the customer's end point Process ID
How to solve it?	Generally, SMP service provider takes care of using the correct Process IDs. So, there is possibility that you may have added wrong process id in the UBL. Click here to check the valid Process IDs under <i>Processes</i> section and correct your Process ID accordingly. If you see that Process ID inside UBL is correct then contact to customer to correct the Process ID on their end. The process ID is referred as a Profile ID in UBL e.g. <pre> 33 <Invoice xmlns="urn:oasis:names:specification:ubl:schema:xsd:Invoice-2" xmlns:ext="urn:oasis:names:specification:ubl:schema:xsd:CommonExtensionComponents-2" xmlns:cbc="urn:oasis:names:specification:ubl:schema:xsd:CommonBasicComponents-2" xmlns:cac="urn:oasis:names:specification:ubl:schema:xsd:CommonAggregateComponents-2" xmlns:xsi=" 34 <cbc:CustomizationID>urn:cen.eu:en16931:2017#compliant#urn:fdc:peppol.eu:2017:poacc:billing:3.4 35 <cbc:ProfileID>urn:fdc:peppol.eu:2017:poacc:billing:01:1.0</cbc:ProfileID> 36 <cbc:ID>1234</cbc:ID> 37 <cbc:IssueDate>2023-04-26</cbc:IssueDate> 38 <cbc:InvoiceTypeCode>380</cbc:InvoiceTypeCode> </pre> If the issue is on customer's end then just Retry sending from the Outbox page. If the issue, is inside your uploaded UBL then please reupload the UBL after correcting it.

Error title	On the receiver participant, we found an invalid SMP certificate string
Why it appears?	Customer's SMP certificate is malformed
How to solve it?	As a part of Peppol compliance, we must not send documents on end points having the invalid certificate. Please, contact the customer and ask them to validate their SMP certificate on end point. Once they fix it, retry the UBL from Outbox page.

Error title	Receiver SMP certificate is expired
Why it appears?	The customer's SMP certificate is expired
How to solve it?	As a part of Peppol compliance, we must not send documents on end points having an expired certificate. Please, contact the customer and inform them that their SMP certificate is expired. Once, they renew the certificate, simply retry the UBL sending from the Outbox page.

Error title	Sender SMP certificate is expired
Why it appears?	The sender's SMP certificate is expired
How to solve it?	As a part of Peppol compliance, we must not send or receive documents on end points having an expired certificate. Please, contact the sender and inform them that their SMP certificate is expired. Once, they renew the certificate, simply retry the UBL sending from the Outbox page.

Error title	On the receiver participant, we found an invalid AP certificate string
Why it appears?	Customer's Access Point certificate is malformed
How to solve it?	As a part of Peppol compliance, we must not send documents on end points having the invalid certificate. Please, contact the customer and ask them to validate their AP certificate on end point. Once they fix it, retry the UBL from Outbox page.

Error title	Receiver AP certificate is expired
Why it appears?	The customer's Access Point certificate is expired
How to solve it?	As a part of Peppol compliance, we must not send documents on end points having an expired certificate. Please, contact the customer and inform them that their AP certificate is expired. Once, they renew the certificate, simply retry the UBL sending from the Outbox page.

Error title	On the receiver participant, we did not find expected transport profile
Why it appears?	Transport profile used on the customer's Access point is not known for Peppol or is deprecated

How to solve it?	Please, contact the customer. They might be using a deprecated transport profile. The customer should correct the transport profile. Once corrected, simply retry the UBL sending from the Outbox page. Click here to check the valid transport profiles under <i>Transport Profiles</i> section.
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Error title	Something went wrong
Why it appears?	There is technical error in SmartPeppol
How to solve it?	Generally, we retry UBL sending in such cases automatically. But, if error persists then please email us on support@smartpeppol.com attaching the screenshot. We will try solving it as early as possible.

As we are validating the ubl with NPA and Helgar validations, the respective validation errors for the ubl will be shown.

FAcE2B Errors

Error title	File attachment format not supported
Why it appears?	If you upload files other than zip
How to solve it?	Here, accepted attachment format is application/zip only.

Error title	Signature invalid
Why it appears?	If signature validation fails for the file
How to solve it?	Here, the signature gets validated after the document gets delivered, if it fails this error occurs. So, try adding the valid signature in document.

Error title	Invoice sending failed
Why it appears?	If file sending gets failed or undelivered
How to solve it?	Generally, we retry document sending in such cases automatically. But, if error persists then please email us on support@smartpeppol.com attaching the screenshot. We will try solving it as early as possible.

Support

SmartPeppol knowledge base can be found on

<https://support.smartbooqing.com/articlecategories/smartpeppol/?lang=en>

Submit support ticket on <https://support.smartbooqing.com/submit-a-ticket/?lang=en>

Write your queries to support@smartpeppol.com

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Useful links

Title	Reference link
What is Peppol	https://peppol.eu/what-is-peppol/
How Peppol works (4 corner model)	https://peppol.eu/what-is-peppol/peppol-transportinfrastructure/
Peppol coding specifications for Peppol IDs, Document types, Process IDs, transport profiles	https://docs.peppol.eu/edelivery/codelists/
General Peppol specifications	https://docs.peppol.eu/edelivery/
Online UBL document validator	https://test.peppolautoriteit.nl/validate
FACeB2B specification	https://administracionelectronica.gob.es/ctt/verPestanaDescargas.htm?idIniciativa=faceb2b