# Status Tracking

E-Invoice Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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EXTENSION
Magento 2 Extension E-Invoice

# Status Tracking

E-invoice state lives on the Magento invoice or credit memo. Both grids expose a status column for finding work. The invoice and credit-memo detail pages show the richer metadata and actions that are actually available.

## Status values

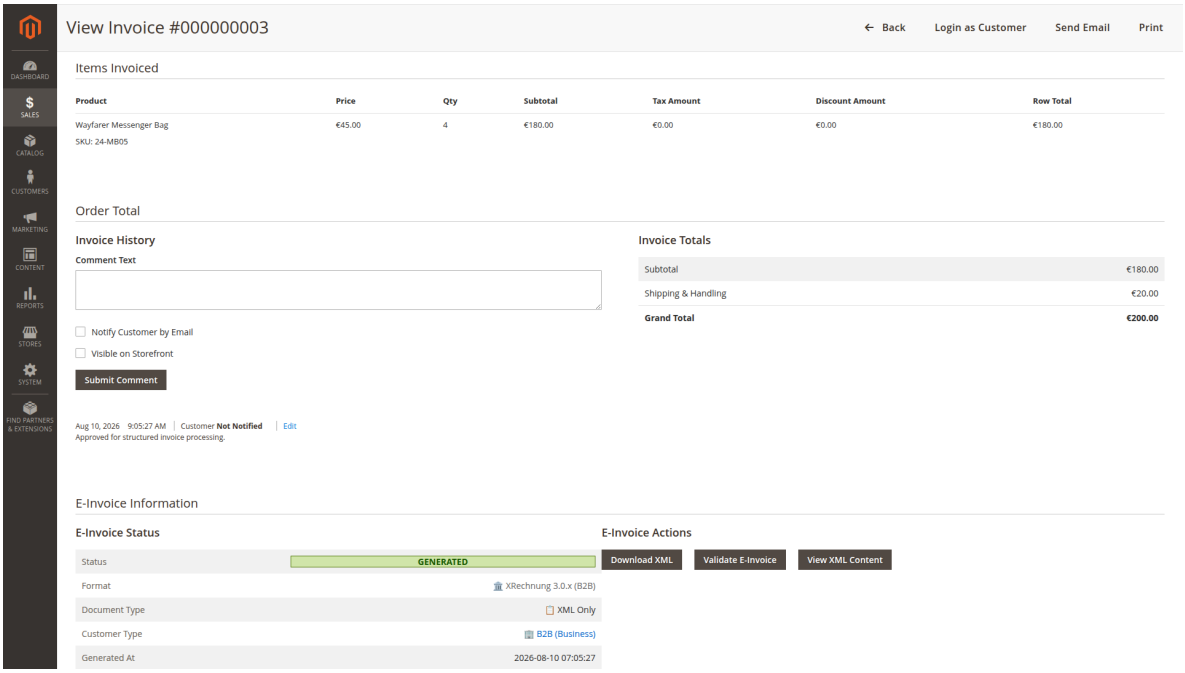
| Status | What it means | What to do |
|---|---|---|
| `scheduled` | Waiting for the hourly `einvoice_process_scheduled` cron worker | Confirm cron runs; check the flow's scheduled batch size |
| `queued` | Claimed and published to the message queue, waiting for the consumer | Confirm the matching consumer is running |
| `processing` | A worker or the current request is generating the document | Wait; rows stuck past the recovery timeout are reclaimed automatically |
| `generated` | Local document generation completed and its metadata was recorded | Download and validate before delivery |
| `error` | The last generation attempt failed | Read the stored error, fix its cause, then retry once |
| `disabled` | Automatic mode is disabled for this flow | Use a manual action when a document is needed |

`generated` is a local generation state, not a delivery receipt. It does not mean a PEPPOL access point, portal or customer received or accepted the file.

## Invoice view

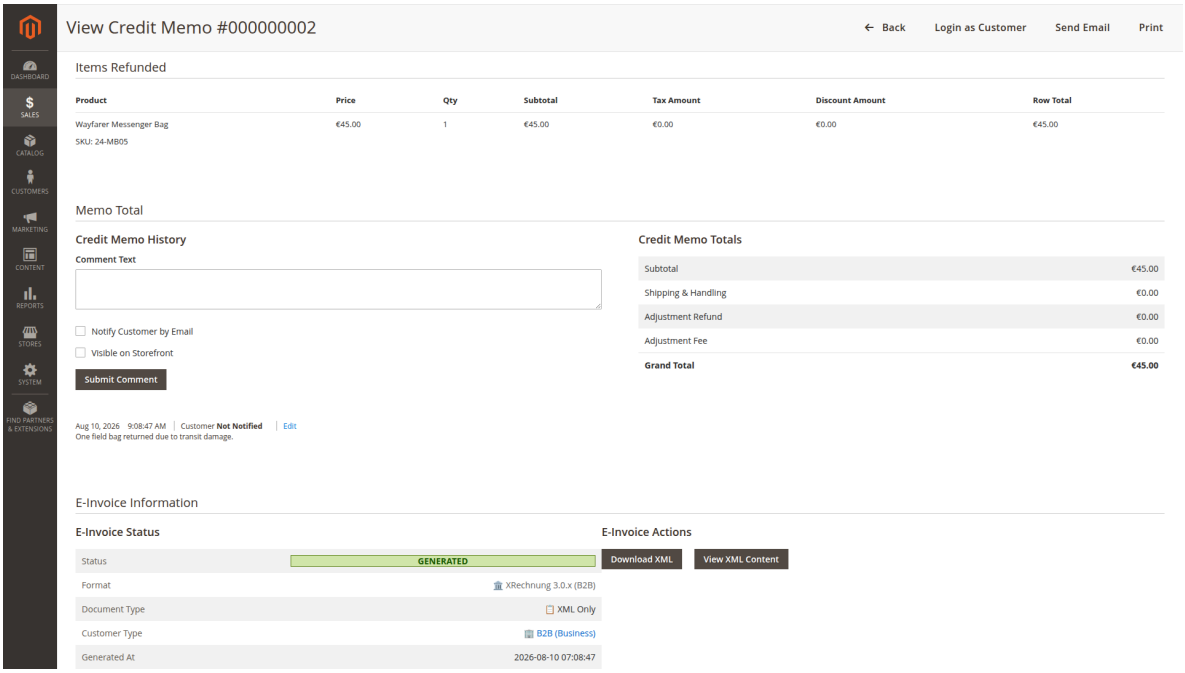
Open **Sales > Invoices**, then select the invoice. The E-Invoice Information section can show:

- status and last error;
- selected format and hybrid/XML document type;
- generation timestamp;
- **Generate E-Invoice** when generation is needed;
- **Download XML**;
- **Download PDF** for a hybrid document;
- **Validate E-Invoice** and **View XML Content**.




## Credit-memo view

Credit memos have their own information block and actions when general e-invoicing and credit-memo e-invoicing are enabled for the store view. Before generation it can offer **Generate E-Invoice**. After generation it can offer XML/PDF downloads where files exist and **View XML Content**. It does not expose the invoice detail page's **Validate E-Invoice** action.



## Grids and mass actions

The invoice grid adds exactly one visible E-Invoice column: **E-Invoice Status**. Its E-Invoice mass actions are **Generate E-Invoice** and **Download E-Invoices (ZIP)**. The credit-memo grid adds the same **E-Invoice Status** column and the same two mass actions.

There is no visible mass-validation action in either grid. Invoice validation is a detail-page action. Admin-role ACL and the feature switches control whether the declared columns and actions are available; the UI plugins also hide them when the feature is disabled.

## Data recorded on the sales document

The module persists:

- status;
- format;
- generated timestamp;
- relative XML and PDF paths;
- last error message;
- validation/customer metadata used by the workflow.

The service updates the corresponding sales grid after relevant status changes.

## A practical monitoring routine

1. Filter the invoice grid's **E-Invoice Status** column for `error` and stale `scheduled`/`queued`/`processing` rows.
2. The credit-memo grid exposes the same **E-Invoice Status** column; use it or open the record for detail.
3. For `scheduled`, confirm the hourly cron worker runs and the batch size fits the volume; for `queued`, check the matching consumer.
4. For `error`, open the document and copy the exact message into the incident record.
5. Correct the source or configuration problem and generate once.
6. Validate an invoice through its detail action or validate an exported invoice/credit-memo file with the appropriate CLI or external tool.
7. Track delivery in the downstream system; Magento's statuses do not cover transmission.

Magento's standard `system.log` and `exception.log` contain technical generation details. They are not a permanent accounting audit log; retain the documents and downstream delivery evidence according to your own policy.

## Related

- Generation Modes and Triggers
- Error Handling
- Document Storage, Email and Downloads