



# FAQ

## E-Invoice Documentation

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

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## FAQ

### Which format should we use?

Use the format named by the recipient or their delivery provider. For a German B2B customer that wants one readable file with machine data, ZUGFeRD is often practical. Use Factur-X when the French profile is required, XRechnung for recipients that explicitly request it, EN 16931 for a CII-based European workflow, and PEPPOL BIS only when the next system expects its UBL profile.

### Does the extension send invoices through PEPPOL?

No. It generates PEPPOL BIS Billing 3.0 UBL. Participant registration, access-point lookup, network transmission and delivery receipts belong to a PEPPOL access point or integration layer.

### Does XRechnung generation upload to ZRE or OZG-RE?

No. The extension creates XML. Portal registration, routing and upload are separate tasks.

### Are invoices and credit memos supported?

Yes. Credit-memo support is disabled by default and has its own generation mode, trigger, document type, attachment setting and filename pattern. The supported formatters cover all five available formats for both invoices and credit memos.

### What is the difference between document types 381 and 384?

**381** represents a credit note. **384** represents a corrected invoice and the formatter applies negative quantities and amounts for that model. Confirm which representation the receiver expects before changing the default.

### Can each customer use a different format?

Not through a standard customer field. Automatic generation reads the store-view **Default B2B Format**. A customer-specific decision requires custom integration code around the generator or separate store views with deliberate configuration.

### Can we select a different format for credit memos?

Not through a separate credit-memo format setting. Credit memos use the same store-level default format as invoices.

## What do the status values mean?

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- **scheduled**: waiting for the hourly cron worker (**scheduled** generation mode);
- **queued**: published to the message queue, waiting for the consumer;
- **processing**: a worker or the current request is generating the document;
- **generated**: generation completed and metadata was stored;
- **error**: the last attempt failed; inspect the stored error message;
- **disabled**: automatic generation mode is disabled for that document flow.

## Does **generated** prove the recipient will accept the file?

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No. It means Magento completed its generation lifecycle. Receiver-specific business rules, procurement references, access-point requirements and transport remain separate.

## What does strict XSD validation check?

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It validates XML structure against the bundled schema selected for the format and profile. It is not a complete legal, tax or receiver-acceptance audit. PEPPOL and government recipients commonly apply additional rule sets.

## Why is there no PDF for XRechnung, EN 16931 or PEPPOL BIS?

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Those formatters create XML-only documents. Hybrid PDFs are created for ZUGFeRD and Factur-X. If people also need a visual invoice, keep Magento's normal invoice PDF in the process.

## What does the Automatic email attachment strategy send?

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It sends the PDF for a hybrid document and XML for an XML-only document. **Both** sends both when both contents exist. **PDF only** cannot invent a PDF for an XML-only format.

## Where are files stored?

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With permanent storage, invoices default to **var/einvoice/** and credit memos to **var/einvoice/creditmemo/** — Magento's private **var/** directory, not public **pub/media**. Downloads run through controlled admin and customer-account actions. With on-demand storage, files are regenerated when an action requests them rather than kept as a permanent archive. **einvoice:storage:migrate-public** moves artifacts written by older module versions into private storage.

## Can customers download an e-invoice?

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Yes, when the document is generated and the customer owns it. Five **Customer Account Downloads** switches control the offer: invoice XML, invoice PDF and an invoice XML ZIP,

plus credit-memo XML and PDF. PDF applies to hybrid formats (ZUGFeRD, Factur-X); XML-only formats provide XML downloads.

## Do REST and CLI commands use invoice numbers?

No. Their `invoiceId` and `creditmemoId` values are numeric Magento entity IDs, not visible increment IDs such as `000000123`.

## Does `force: true` regenerate an existing document?

Yes. Without `force`, a `generated` document is skipped and an `error` document cannot be retried. With `force: true` the REST endpoints and the management service regenerate both cases. The admin detail-page action applies `force` automatically for `error` rows; grid mass actions and `einvoice:generate` do not.

## Why did an invoice not generate even though e-invoicing is enabled?

The **Generation Trigger** must match the sales event: **On Invoice Creation** reacts to invoice commits, **On Invoice Payment** reacts to payment, and **Manual Only** never starts automatic processing. A trigger that does not match the event leaves the document untouched; generation mode **Disabled** additionally records the `disabled` status.

## Can Block on Error guarantee that Magento creates no invoice?

No. Invoice generation runs from an after-commit sales event. In immediate mode, the setting can propagate a generation failure back to the request, but it cannot reliably roll back an invoice already committed to the database. Queue and scheduled failures happen later and cannot block creation.

## Why does Factur-X fail even when it is selected?

Factur-X reads **Default B2B Format** in the invoice's store view. Confirm that setting and the general enable switch, then retry. Do not add an undocumented configuration row as a workaround.

## What should we send to support?

Include the installed package and Magento compatibility details, store view, selected format/profile, generation mode, numeric entity ID, status, exact error message and sanitized validation output. Do not send complete invoices or customer data unless a secure support channel specifically requests them.