

MUST TECHNOLOGY PTE LTD

MUST Suite

InvoiceNow User Guide

Sending and receiving Singapore e-invoices, buyers' orders and business responses on the InvoiceNow (Peppol) network from MUST Suite

Guide version 1.2.1 — 15 September 2026

Applies to MUST Suite 19.0 with the MUST InvoiceNow module 19.0.4.0.1

Audience Accounting users of MUST Suite in Singapore

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1. What InvoiceNow is, and what MUST Suite does

InvoiceNow is Singapore's nationwide e-invoicing network, run on the international Peppol standard. Instead of emailing a PDF, your invoice travels as structured data from your accounting system to your customer's accounting system through accredited Access Points. Under the **GST InvoiceNow Requirement**, GST-registered businesses also transmit invoice data to IRAS through the same network, on the date IRAS has assigned to them (from 1 April 2026 for new voluntary registrants; 2028–2031 for existing businesses).

MUST Suite builds each customer invoice and credit note in the Singapore **PINT SG** format (or **Singapore BIS Billing 3.0**, your choice per company) and hands it to the MUST InvoiceNow gateway, which delivers it on the network and, when GST InvoiceNow is switched on for your company, submits the invoice data to IRAS and returns the IRAS acknowledgement to the invoice. In the other direction, invoices your suppliers send you over the network arrive in an **InvoiceNow Inbox** and become draft vendor bills. The invoice in MUST Suite shows where each document is — from *Created* to *Delivered* and *Accepted* — without you leaving the invoice.

Invoices are not the only thing the network carries. A buyer — typically a Singapore government agency — can send you the **order** itself, change it, or withdraw it; you answer the order line by line; and the buyer tells you how much of the order is left to invoice. Both sides can also answer an invoice: accepted, in process, or rejected with a reason. MUST Suite handles all of these in the same place as your invoices, and sections 5 to 10 of this guide describe them. Nothing in this chain asks you to import or export a file.

This guide describes the screens in the current release. Sections 5 to 10 describe the order and response screens added in module 19.0.4. Several of them appear on a record only once the matching document has arrived from a buyer over the network — an order with no changes has no *Buyer changes* tab, and an order for which no balance has been sent has no *Order balance* tab. That is normal.

2. Before you start

What MUST sets up for you (onboarding)

- Your company's connection to the MUST InvoiceNow gateway (gateway address, token endpoint, client id and client secret). You never need to type these; they are entered once by MUST during onboarding and are visible under Settings for reference.
- Your company's registration on the Singapore SMP, with your written consent, so that your Peppol ID (`0195:` followed by your UEN) is discoverable on the network.
- Activation for GST InvoiceNow submission when your IRAS date arrives (see section 3).

What you need on your side

Item	Where	Why
Company UEN and GST registration number	Settings › Companies › your company	PINT SG requires the seller's legal registration ID (UEN) on every invoice with a GST category, and the GST number when GST is charged.
Company address and country	Same	Mandatory address elements on the invoice.
Customer's country, and Peppol ID when they receive on the network	Contacts › the customer	The document is addressed by Peppol ID; an incomplete customer record is the most common reason an invoice is not ready to send.
Taxes from the Singapore chart (SR 9%, ZR, ES, OS/NA)	Accounting › Configuration › Taxes	The GST category on each line comes from the tax you pick.
Purchase taxes mapped to the supplier's GST category (for receiving)	Accounting › Configuration › Taxes › the purchase tax › Advanced Options › Tax Category Code	An incoming invoice line is matched to exactly one purchase tax with the same tax category code and rate. Give your standard-rated purchase tax (9% TX) the category code SR and the IRAS GST category TX ; until then the inbox stops with "Configure exactly one purchase tax for GST category SR at 9%".

3. Switch InvoiceNow on for your company

Go to **Settings › Accounting** and find the block **InvoiceNow (Singapore)**.

General Settings
Invoicing

☒
Send through MUST InvoiceNow
Invoices are handed to the MUST access point as PINT SG or Singapore BIS Billing.

Gateway address
http://peppol-gw.ams-pepp

Token endpoint
https://auth.cloud.must.com

Client id
tenant-imdademo

Client secret
.....

Invoice format
PINT SG

Send to
Peppol only

☒
Receive supplier invoices through MUST InvoiceNow
Enable inbox sync for this company. Transport receipts confirm XML storage, not bill approval or IRAS acceptance.

Receiving purchase journal
Purchases
→

Last inbox sync
Sep 15, 12:27 AM

Inbox synchronized.

Units & Packagings

☐
Units of Measure & Packagings
Sell and purchase products in different units of measure or packagings

Customer Payments

☒
Invoice Online Payment ⓘ
Let your customers pay their invoices online

☐
QR Codes ⓘ
Add a payment QR-code to your invoices

Settings › Accounting › InvoiceNow (Singapore)

Setting	What it does	Who sets it
Send through MUST InvoiceNow	Shows the <i>Send via InvoiceNow</i> action on posted customer invoices and credit notes.	You (accounting administrator)
Gateway address, Token endpoint, Client id, Client secret	Your company's connection to the MUST gateway. The secret is only visible to system administrators.	MUST, during onboarding
Invoice format	PINT SG (default) or Singapore BIS Billing 3.0 . Both are accepted on the InvoiceNow network; pick BIS Billing only if a trading partner asks for it.	You
Send to	Peppol only : invoices are delivered to your customers on the network. Peppol and IRAS (GST InvoiceNow) : in addition, the invoice data is submitted to IRAS. Choose this when your IRAS implementation date arrives and MUST has confirmed your company is activated for GST InvoiceNow; until then the IRAS leg is refused by the gateway and the invoice tells you so.	You, together with MUST

Click **Save**. Switching **Send to** back to *Peppol only* deactivates GST InvoiceNow submission for the company; documents already sent are not affected.

Receiving supplier invoices

Below the sending settings, **Receive supplier invoices through MUST InvoiceNow** switches on the inbox for this company. Choose the **purchase journal** that draft vendor bills are created in. **Receive now** fetches immediately; otherwise the inbox is checked every 5 minutes. **Last received** and the message under it show the outcome of the last fetch. The same 5-minute fetch brings in buyers' orders, order changes, cancellations, order balances and invoice responses — see sections 5 and 7.

Settings

General Settings

Users & Companies

Save

Discard

Settings

Search...

General Settings

Invoicing

InvoiceNow (Singapore)

Send through MUST InvoiceNow

Invoices are handed to the MUST access point as PINT SG or Singapore BIS Billing.

Gateway address

http://peppol-gw.ams-pepp

Token endpoint

https://auth.cloud.must.com

Client id

tenant-imdademo

Client secret

.....

Invoice format

PINT SG

Send to

Peppol only

Receive supplier invoices through MUST InvoiceNow

Enable inbox sync for this company. Transport receipts confirm XML storage, not bill approval or IRAS acceptance.

Receiving purchase journal

Purchases

Receive now

Last inbox sync

Sep 15, 12:27 AM

Inbox synchronized.

Units & Packagings

Units of Measure & Packagings

Sell and purchase products in different units of measure or packagings

Customer Payments

Invoice Online Payment

Let your customers pay their invoices online

Add QR-code link on PDF

QR Codes

Add a payment QR-code to your invoices

Vendor Bills

Powered by MUST Suite

19.0.3.1.0

Hosted in Singapore

Data residency enforced

The Accounting settings page, InvoiceNow (Singapore) block in view

4. Send an invoice or credit note

1. Create the customer invoice (or credit note) as usual and **Confirm** it. Only posted customer invoices and credit notes can be sent.
2. The header now shows **Send via InvoiceNow**. Click it once.
3. MUST Suite builds the document in the format chosen in Settings (PINT SG or Singapore BIS Billing 3.0), checks it against the Singapore rules, and hands it to the gateway. The status bar appears on the invoice and the group **InvoiceNow** shows the document identifier and the time it was sent.

Invoicing

Customers

Vendors

Reporting

Configuration

MUST InvoiceNow Demo

New

Invoices

INV/2026/00002 (SP_TC02.1)

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Send

Print

Pay

Preview

Credit Note

Reset to Draft

Refresh InvoiceNow

Draft

Posted

Delivered

Send message

Log note

Activity

You have outstanding credits listed below for this customer.

Customer Invoice

INV/2026/00002

Customer

IMDA Demo

10 Pasir Panjang Road, #03-01

Singapore 117438

Singapore

Invoice Date

Sep 5

Due Date

Sep 5

Currency

SGD

Invoice Lines

Other Info

Product	Quantity	Price	Taxes	Amount
InvoiceNow demo service	1.00	1,000.00	9% SR	S\$ 1,000.00
Peppol sales Invoice (PINT) - standard-rated supply, 9% SR				

INVOICENOW

InvoiceNow document

58f3e8a2-d36f-4d02-b6a8-6cae9c321946

Untaxed Amount:

S\$ 1,000.00

9% GST:

S\$ 90.00

Total:

S\$ 1,090.00

Amount Due:

S\$ 1,090.00

10 days overdue: "SP_TC02.1 - Peppol sales Invoice (PINT)" for IMDA Demo

Press Send via InvoiceNow, then capture the screenshots IMDA asks for.

Mark Done

Edit

Cancel

Sep 5, 2026

MustBot

Sep 5, 7:27 PM

Submitted → Delivered (InvoiceNow)

MustBot

Sep 5, 7:27 PM

InvoiceNow: DELIVERED

MustBot

Sep 5, 7:25 PM

Queued → Submitted (InvoiceNow)

MustBot

Sep 5, 7:25 PM

InvoiceNow: SUBMITTED

IMDA Demo

Sep 5, 7:25 PM

None → Queued (InvoiceNow)

IMDA Demo

Sep 5, 7:25 PM

Sent to InvoiceNow. Gateway document 58f3e8a2-d36f-4d02-b6a8-6cae9c321946, state QUEUED.

MustBot

Sep 5, 12:09 PM

IMDA IRSP test case SP_TC02.1 — Peppol sales Invoice (PINT)

What to do

Press Send via InvoiceNow. Standard-rated supply, 9% SR, SGD.

Expected behaviour (IMDA, verbatim)

1. Invoice is sent to recipient via Peppol

2. Invoice is submitted to IRAS via AP

3. IRAS-issued Acknowledgement ID is saved in the solution

Powered by MUST Suite

19.0.3.1.0

Hosted in Singapore

Data residency enforced

A customer invoice after *Send via InvoiceNow*: status bar in the header, InvoiceNow group above the notes

Pressing the button twice, or after a timeout, cannot send a second copy: the invoice number is the key the gateway uses to recognise a repeat. If the invoice was already handed over, MUST Suite says so and points you to *Refresh InvoiceNow*.

Credit notes

A credit note is sent the same way. PINT SG requires a reason on a credit note; write it in the **Notes** of the credit note before confirming.

DiscussChannelsConfiguration

MUST InvoiceNow Demo

+ New

Credit Notes

RINV/2026/00001 (SP_TC02.4)

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SendPrintPayPreviewReset to DraftRefresh InvoiceNowDraftPostedDelivered

Send messageLog noteActivity

You have outstanding debits listed below for this customer.

Customer Credit Note

RINV/2026/00001

CustomerIMDA Demo10 Pasir Panjang Road, #03-01Singapore 117438Singapore

Invoice DateSep 5Due DateSep 5CurrencySGD

Invoice LinesOther Info

Product	Quantity	Price	Taxes	Amount
InvoiceNow demo service Peppol sales Credit Note (PINT) - refund of SP_TC02.1	1.00	1,000.00	9% SR	S\$ 1,000.00

INVOICENOW

InvoiceNow document

c60abfd9-e38e-4e7f-b4c4-6ee6dff73e56

Untaxed Amount:

S\$ 1,000.00

9% GST:

S\$ 90.00

Total:

S\$ 1,090.00

Amount Due:

S\$ 1,090.00

Planned Activities

10 days overdue: "SP_TC02.4 - Peppol sales Credit Note (PINT)" for IMDA Demo

Press Send via InvoiceNow, then capture the screenshots IMDA asks for.

Mark DoneEditCancel

Sep 6, 2026

MustBot

Sep 6, 12:25 PM

Queued → Delivered (InvoiceNow)

MustBot

Sep 6, 12:25 PM

InvoiceNow: DELIVERED

MustBot

Sep 6, 12:20 PM

None → Queued (InvoiceNow)

MustBot

Sep 6, 12:20 PM

Sent to InvoiceNow. Gateway document c60abfd9-e38e-4e7f-b4c4-6ee6dff73e56, state QUEUED.

Sep 5, 2026

MustBot

Sep 5, 12:09 PM

IMDA IRSP test case SP_TC02.4 — Peppol sales Credit Note (PINT)

What to do

Press Send via InvoiceNow. The credit note carries a Note, which PINT SG requires.

Expected behaviour (IMDA, verbatim)

1. Credit note is sent to recipient via Peppol

2. Invoice is submitted to IRAS via AP

3. IRAS-issued Acknowledgement ID is saved in the solution

Evidence IMDA asks for

A credit note after sending

Foreign-currency invoices

Invoices in a foreign currency are supported: MUST Suite adds the SGD totals PINT SG requires (total excluding and including GST in SGD) automatically from the currency rate on the invoice.

A USD invoice after sending; SGD totals are added to the document automatically

The status is the gateway's, refreshed automatically every 10 minutes until the document reaches a final state. Click **Refresh InvoiceNow** to ask immediately. Every change is also written to the invoice's chatter.

The status is the gateway's, refreshed automatically every 10 minutes until the document reaches a final state. Click **Refresh InvoiceNow** to ask immediately. Every change is also written to the invoice's chatter.

Status	Meaning	What to do
Created	The gateway has received the document.	Nothing.
Validated	The document passed the Singapore PINT SG rules.	Nothing.
Queued / Submitted	Handed to the Access Point; in transit on the network.	Nothing — usually under a minute.
Delivered	The customer's Access Point has confirmed receipt. It does <i>not</i> mean the customer has accepted the invoice — that is a separate fact, described below.	Nothing. This is the normal end state for a Peppol-only invoice.
Accepted	The network reports the transmission itself as accepted on the receiving side. This is still about the document's journey, not about the customer's decision on the invoice.	Nothing.
Rejected	The network or the receiving side refused the document. The reason is in InvoiceNow message .	See section 11.
Failed	The document could not be delivered after the gateway's retries.	See section 11.
Needs action	The gateway stopped and is waiting for a person: the reason is in InvoiceNow message .	See section 11.

What the recipient answered

Delivery and acceptance are two different facts, and the invoice shows them in two different places. **InvoiceNow** is where the document got to on the network. **Recipient's answer** is what the customer then decided about it — and a customer can perfectly well refuse an invoice that was delivered. Reading *Delivered* as "they accepted it" is how a refused invoice is discovered at the end of the payment term instead of on the day it was refused.

When your customer's system sends a business response, it arrives on the next 5-minute fetch and fills in three fields by itself. Nobody clicks anything.

Field	What it says
Recipient's answer	The last thing the customer said about this invoice: <i>Acknowledgement, In Process, Under query, Conditionally accepted, Approval, Rejection or Paid</i> .
Answered on	When the customer says it answered — not when your system happened to see it.
Recipient's reason	Why, in the customer's own words. A rejection always carries one.

Invoicing

Customers

Vendors

Reporting

Configuration

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MUST InvoiceNow Demo

1

+ New

Invoices

INV/2026/00004 (SP_TC02.6)

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Send

Print

Pay

Preview

Credit Note

Reset to Draft

Refresh InvoiceNow

Draft

Posted

Delivered

You have outstanding credits listed below for this customer.

Customer Invoice

INV/2026/00004

Customer

IMDA Demo

10 Pasir Panjang Road, #03-01

Singapore 117438

Singapore

Invoice Date

Sep 5

Due Date

Sep 5

Currency

SGD

Invoice Lines

Other Info

Product	Quantity	Price	Taxes	Amount
InvoiceNow demo service	1.00	1,000.00	0% NA	S\$ 1,000.00
Peppol sales Invoice (PINT) - tax code NA (out of scope)				

INVOICENOW

InvoiceNow document

5902d48d-820e-4418-aa52-89df63323f67

Recipient's answer

Rejection

Answered on

Sep 15, 12:41 PM

DEMO DATA - the quantity on line 1 does not match our purchase order DEMO-PO-1042.

Untaxed Amount:

S\$ 1,000.00

Zero-rated:

S\$ 0.00

Total:

S\$ 1,000.00

Amount Due:

S\$ 1,000.00

Outstanding credits

IMDA-LIVE-SGBIS-CREDIT

09/06/2026

Add

S\$ 1,090.00

Powered by MUST Suite

19.0.3.1.0

Hosted in Singapore

Data residency enforced

One invoice, two facts: **Delivered** in the header is where the document got to on the network; **Recipient's answer** below is what the customer decided, with the reason under it

If the customer answers more than once — *In Process* first, then *Approval* — the invoice shows the latest answer, ordered by the time the customer stamped on it rather than by the order the answers reached you. Earlier answers are kept and stay readable.

A rejection is not something MUST Suite can undo for you: the transmission is closed. Correct the cause, then issue a credit note and a new invoice as your accounting practice requires, and send that.

The **Customer Invoices** list carries the same pair of columns, so you can see every invoice and both facts at once. The filter **Refused by the recipient** narrows the list to the ones your customers have turned down.

Invoicing Customers Vendors Reporting Configuration									
+ New Upload Invoices Q Invoices or Receipts × Search... 1-7 / 7									
☐ Number	Customer	Invoice Date	Due Date	Tax Excluded	Total	Status	InvoiceNow	Recipient's answer	
☐ INV/2026/00007	IMDA Demo	Sep 6	9 days ago	S\$ 1,000.00	S\$ 1,090.00	Posted	Needs action		
☐ INV/2026/00006	IMDA Demo	Sep 6	9 days ago	S\$ 1,000.00	S\$ 1,090.00	Posted			
☐ INV/2026/00005	IMDA Demo (incomplete)	Sep 5	10 days ago	S\$ 1,000.00	S\$ 1,090.00	Posted			
☐ INV/2026/00004	IMDA Demo	Sep 5	10 days ago	S\$ 1,000.00	S\$ 1,000.00	Posted	Delivered	Rejection	
☐ INV/2026/00003	IMDA Demo	Sep 5	10 days ago	\$ 1,000.00	\$ 1,090.00	Posted	Delivered		
☐ INV/2026/00002	IMDA Demo	Sep 5	10 days ago	S\$ 1,000.00	S\$ 1,090.00	Posted	Delivered		
☐ INV/2026/00001	IMDA Demo	Sep 5	10 days ago	S\$ 50.00	S\$ 54.50	Posted			
				S\$ 6,400.00 ?	S\$ 6,886.00 ?				

Invoicing Customers Vendors Reporting Configuration									
Receive now InvoiceNow Inbox		Search...		1-9 / 9					
Gateway received on	Supplier reference	Kind	Sender	Sales order	Verified supplier	Amount Total	State	Transport rec...	Vendor bill
Sep 3, 2:21 PM		Invoice	0088-9525555541330			0.00	Needs action	✓	
Sep 3, 4:23 PM		Invoice	0088-9525555541330			0.00	Needs action	✓	
Sep 3, 5:16 PM		Invoice	0088-9525555541330			0.00	Needs action	✓	
Sep 3, 5:16 PM		Invoice	0088-9525555541330			0.00	Needs action	✓	
Sep 5, 7:26 PM	INV/2026/00002	Invoice	0088-9525555541330			S\$ 1,090.00	Received	✓	
Sep 5, 7:26 PM	INV/2026/00003	Invoice	0088-9525555541330			\$ 1,090.00	Received	✓	
Sep 5, 7:26 PM	INV/2026/00004	Invoice	0088-9525555541330			S\$ 1,000.00	Received	✓	
Sep 6, 12:20 PM	RINV/2026/00001	Credit note	0088-9525555541330			S\$ 1,090.00	Received	✓	
Sep 14, 5:23 PM		Invoice	0088-9525555541330			0.00	Needs action	✓	

The InvoiceNow Inbox. *Receive now* fetches from the network immediately.

Status	Meaning	What to do
Received	The document arrived and its original XML is stored. Its receipt has been acknowledged to the network — a transport receipt, not an approval.	Click Import draft bills (or open it and click Import draft bill).
Imported	A draft vendor bill exists for it.	Open bill , check lines, taxes and the supplier, then confirm it as you would any bill.
Needs action	The document could not be turned into a bill — an unknown supplier, an unmapped tax, a malformed file. The reason is in Import message .	Fix the cause (create or verify the supplier, map the tax), then Retry . The original XML stays attached under <i>Original source</i> .

Filters on the inbox: *Received*, *Matched*, *Needs action*, *Imported*, *Order documents* for everything that is not an invoice or credit note, and *Awaiting receipt acknowledgement* for documents whose transport receipt has not yet been recorded with the network. The **Kind** column says what each document is, and you can group by it. A document received twice is kept once; the duplicate points at the **Original receipt**.

Importing a bill does not by itself tell the supplier anything, and does not submit anything to IRAS. Receiving is a separate switch from sending: a company can receive without sending, or send without receiving.

Answer a supplier's invoice

A bill that arrived over the network can be answered, and the answer travels back to your supplier on the network. Three actions appear in the header of such a bill:

Action	What the supplier is told	Use it when
Accept over InvoiceNow	Approved.	You have checked the bill and will pay it.
Mark in process	In process.	The bill is with you and under review. It saves the supplier a chasing call.
Reject over InvoiceNow	Rejected, with your reason.	You will not pay the bill as it stands.

Reject over InvoiceNow opens a short window and will not send without a reason — the network rule is that a rejection carries at least one, and a refusal with no reason leaves your supplier with nothing to act on. Write what is wrong: "quantity on line 2 was not delivered", "purchase order number missing". The text travels in the document.

The three actions appear only on bills that arrived through the InvoiceNow Inbox. A bill you keyed in or scanned has no counterparty on the network to answer to.

Answering is not the same as posting. Accepting a bill over InvoiceNow tells the supplier; confirming the bill in MUST Suite books it. Do both, in whichever order your process requires.

7. Orders from a buyer

A buyer on the network — in Singapore, typically a government agency — can send you the purchase order itself. It arrives on the same 5-minute fetch as everything else and becomes a **sales order** in MUST Suite, in **Sales > Orders**. Nobody keys anything in and nobody imports a file.

The whole cycle in fifteen minutes. If this is your first time: (1) open the sales order the buyer's order created and check the lines; (2) **Answer the buyer** — accept it, or change a quantity or a date line by line, or refuse it with a reason (section 9); (3) deliver as you normally would; (4) **Create Invoice** from the order and **Send via InvoiceNow** (section 10). Steps 2 and 4 are the only two where you decide anything. Everything else happens on its own.

What arrives, and what is kept

The order that arrives is the buyer's, not a retyping of it, and the fields the buyer will quote back at you are kept exactly as they were sent.

On the order	What it is	Why it matters to you
Buyer's order number	The order number the buyer gave this order.	Every later document from the buyer — a change, a cancellation, a balance — names this number. It is kept in its own field, separate from the free-text reference anyone can edit, so a change always reaches the right order.
InvoiceNow source	A link to the received document in the InvoiceNow Inbox, with its original XML.	The evidence of what actually arrived, if a figure is ever disputed.
Singapore government buyer	Whether this buyer is a government agency.	It switches on the six mandatory government fields on the invoice and the order balance check (section 10).
InvoiceNow order (status bar)	<i>Order received → Answered → Changed by the buyer / Cancelled by the buyer.</i>	Where this order stands in the conversation with the buyer.
Buyer's line reference (per line)	The line identifier the buyer used on its own order.	Your invoice quotes it back on the matching line. For a government buyer, that is what lets the agency match your invoice automatically — and an invoice an agency cannot match is an invoice that is not paid.
Buyer's unit price (per line)	The unit price in the buyer's order.	It is kept even where your own price list says something different, so you can see what the buyer agreed to before anything was recalculated.
Buyer's unit code (per line)	The unit of measure the buyer used.	It is what the order balance is compared against later.

Screen shown once a buyer's document has arrived. The demonstration tenant this guide was captured on has not yet received an order over the network — the buyer's order document type is not yet declared for the participant — so this screen is described rather than photographed. The fields above are the labels you will see.

Things that do not go wrong

- **A product you do not sell.** If a line names something MUST Suite does not recognise, the order is still created and that line is flagged for you. The whole order is never refused for one unknown line.
- **The same order twice.** A document that arrives twice does not make a second sales order. The second receipt points at the first.
- **A buyer you have never traded with.** The contact is created from the order, carrying the network identifier the Access Point verified. If an existing contact matched only on name and registration number, it is used but its network identifier is not overwritten, and a note is left on the contact asking you to confirm it.

- **A government buyer's mandatory fields.** Business Unit, Attention To, Vendor ID, Email Address, Payment Terms and Invoice Description are read off the order where the agency supplied them, and carried to the invoice you raise later.

8. When the buyer changes or cancels an order

A buyer can send an **order change** or an **order cancellation** after the fact. Both name the buyer's order number, so both land on the **original** sales order. A second order is never created.

A change

Quantities change, lines are added, and a line the change does not mention is treated as withdrawn. The order in MUST Suite then shows the buyer's latest intention, and the **Buyer changes** tab on the order lists every step — the time the buyer issued it, whether it was a change or a cancellation, what it asked for, and whether it was applied.

In <i>Buyer changes</i>	Meaning	What to do
Applied	The order now reflects this document.	Work to the new figures.
Superseded (greyed)	The buyer had already replaced this document with a newer one, and it reached you late. It was recorded and not applied.	Nothing. The order is correct.
Conflict (red)	The change arrived after you had already invoiced the order. Nothing was altered.	Read Conflict reason , then settle it with the buyer: a credit note and a new invoice, or a fresh order. MUST Suite will not rewrite an invoice you have already raised.

Documents cross on the network, so they are applied in the order the buyer issued them, not the order they reach you.

A cancellation

A cancellation closes the order: the status bar reads *Cancelled by the buyer*, and **Create Invoice** refuses, naming the order. That is deliberate — an order the buyer has withdrawn is not an order you can bill. If you need to bill anyway, ask the buyer for a new order. A cancellation that arrives after you have invoiced is a conflict, exactly as above, and cancels nothing on its own.

Screen shown once a buyer's document has arrived. No order change or cancellation has reached the demonstration tenant, so the *Buyer changes* tab is described rather than photographed.

9. Answer the buyer's order

The buyer needs to know whether you accept the order. On a sales order that came from InvoiceNow, the header carries **Answer the buyer**. It opens one window with three answers.

Answer	What the buyer receives
Accepted	The order as sent, accepted in full. Every line is still stated, so the buyer's system does not have to read your answer against its own order to work out what you meant.
Accepted with changes	Line by line: <i>Accepted as ordered</i> , <i>Accepted with a change</i> or <i>Not accepted</i> , with the Accepted quantity and the Promised delivery date you can supply. This is the answer for "yes, but eight of the ten, and on the 30th".
Rejected	A refusal with your reason. The window will not send without one.

The lines are pre-filled with the order as it stands, so a full acceptance is two clicks. Change only what differs.

Whether the answer left

An answer is never assumed to have been sent. The **Answers sent** tab on the order shows each answer and where it got to.

State	Meaning	What to do
To send	Recorded, not yet handed over.	Nothing. It goes on the next 5-minute run.
Sent	The gateway has the document and returned its identifier.	Nothing.
Retrying	The attempt did not complete. MUST Suite retries every 5 minutes.	Nothing, unless it stays there. A send that did not complete is never shown as sent.
Failed	The attempt failed and the reason is in the same row.	Read the reason, fix the cause, and click Retry on the row.

Screen shown once a buyer's document has arrived. Answering requires an order that came from a buyer, so this window and the *Answers sent* tab are described rather than photographed. Until the Peppol document type for order responses is confirmed for Singapore, MUST Suite refuses to transmit one and says so rather than sending a guess.

10. Invoice the order, and the order balance

Invoicing an order

Invoice a sales order that came from InvoiceNow exactly as you invoice any other: **Create Invoice**, then **Send via InvoiceNow**. Two things happen that do not happen on an ordinary invoice:

- the invoice carries the **buyer's order number** at document level, and the **buyer's line reference** on every line, so the buyer can match it against its own order automatically;
- for a government buyer, the six mandatory fields are already filled in from the order where the agency supplied them, and are required where it did not.

Invoice the order in parts if you deliver it in parts. Each part carries the same references; they belong to the order line, not to the first invoice you happened to raise. If the buyer changed the order, the invoice is raised from the order as it stands after the change.

One check runs before the invoice leaves: every line of an order-based invoice has to be able to quote the buyer's line back. If you added a line by hand, MUST Suite stops the send and names that line — it is precisely the line the agency would not be able to reconcile.

The order balance

A buyer can tell you how much of the order is still open. When such a document arrives, the sales order gains an **Order balance** tab with the figures as a table — no technical file to open.

Column	What it is
Ordered	The quantity the buyer ordered on that line.
Invoiced	How much of it the buyer considers invoiced.
Remaining	How much the buyer says is still open. Zero or less is highlighted.

Above the table is the moment the buyer says these figures were true; a balance without its moment is a number you cannot act on. Lines are matched to your order lines by the buyer's line reference, never by position. Each balance document is a snapshot and is never edited: when a newer one arrives it becomes the current one and the earlier ones stay listed underneath, with their own times.

Invoicing beyond the balance

For an invoice raised from a **Singapore government** order, MUST Suite checks the quantities against the most recent balance before the invoice leaves. Four things can happen.

Situation	What MUST Suite does	What to do
The quantities fit within the balance	The invoice sends.	Nothing.
A line asks for more than is left	The send stops, naming the line, the quantity asked, the quantity left and the excess.	Reduce the quantity to what is left and send again — or ask for an override, below.
No balance document has arrived for this order	The invoice sends, and is flagged Order balance not checked with the reason recorded in its log.	Nothing. A balance that is late or never sent does not stop you invoicing.
A line is measured in a different unit than the balance	That line is not compared, and the lines concerned are named in the invoice's log.	Check the unit with the buyer. Two numbers in different units are not comparable, and a comparison made anyway would block or release the wrong invoice.

Quantities already invoiced against the same line since the balance was issued are counted in. Two invoices each covering half of what is left do not both pass.

Overriding the block

The block has one valve. A colleague who holds the permission **InvoiceNow: override an order balance** — deliberately a separate permission, not simply "accounting manager" — can use **Send beyond the order balance** on the invoice. It asks for a written reason and will not proceed without one. The reason, and who gave it, are posted to the invoice's log and the name is shown on the invoice in **Balance override by**.

Write the reason for the person who will read it months later: an agency asking why it was billed past the balance it published needs an answer that exists. "Agreed by e-mail with the requisitioner on 12 September, delivery already made" is a reason. "OK to send" is not.

This check applies only to invoices raised from an order placed by a government buyer. Ordinary customers are not affected by any of it.

Screen shown once a buyer's document has arrived. No order balance document has reached the demonstration tenant, so the *Order balance* tab and the block message are described rather than photographed.

11. When something goes wrong

The invoice is not ready to send

Before anything leaves MUST Suite, the document is checked against the Singapore rules. If a mandatory element is missing — a customer without a country, a missing UEN, a credit note without a reason — the send stops and a message lists exactly what is missing. Nothing has been transmitted. Fix the record, and click **Send via InvoiceNow** again.

Dashboard Customers Vendors Accounting Review Reporting Configuration

00005 (SP_TC04.1) ⚙️

ay Preview Credit Note Reset to Draft **Send via InvoiceNow** Draft Posted Send message Log note Activity

00005

Demo (incomplete) Invoice Date Sep 5 Due Date Sep 5

Invalid Operation ✕

This invoice is not ready for InvoiceNow:

- The country is required for the customer.
- The field 'Country' is required on IMDA Demo (incomplete).

Close

1. Solution should display an error message in required data
2. Invoice should be stopped from sending out

This one is **meant to fail**. The dialog names the document is never handed to the gateway.

Evidence IMDA asks for

- Screenshot of the data package on the UI with
- Screenshot showing where users see the error for resubmission

MustBot Sep 5, 11:59 AM
Invoice Created

Powered by **MUST Suite** 19.0.3.1.0 · Hosted in Singapore · Data residency enforced

The check that runs before sending: the message names each missing element

Rejected, Failed or Needs action after sending

1. Open the invoice and read **InvoiceNow message** in the InvoiceNow group. It carries the reason reported by the network — for example a customer who is not registered to receive this document type, or an attachment larger than the 10 MB the network accepts.
2. Correct the cause on the invoice or the customer record.
3. Because the original transmission is closed, create a corrected document (a credit note and a new invoice, as your accounting practice requires) and send that.
4. If the message is not something you can act on, contact technical support with the invoice number and the InvoiceNow document identifier shown in the same group.

The IRAS leg is refused

If **Send to** is set to *Peppol and IRAS* but your company has not yet been activated for GST InvoiceNow, the network delivers the invoice to your customer and refuses the IRAS submission; the message says so. Contact MUST to complete activation, or set **Send to** back to *Peppol only* until your date arrives.

Something about an order

What you see	What it means	What to do
A buyer says they sent an order and nothing arrived	Either the document type is not yet declared for your company on the Singapore SMP, or the document could not be attached to anything.	Check InvoiceNow Unmatched Documents (section 12). If it is not there, contact technical support with the buyer's order number — declaring document types is done by MUST with the Access Point.
Create Invoice refuses, naming the order	The buyer cancelled that order over InvoiceNow.	Ask the buyer for a new order. An order the buyer withdrew cannot be billed.
The send stops, listing lines with no buyer's line reference	A line was added to an order-based invoice by hand, so it cannot quote the buyer's line back.	Remove the line, or raise it on a separate invoice that is not against the order.
The send stops on the order balance	A line asks for more than the buyer's latest balance says is left.	Reduce the quantity, or ask a colleague with the override permission (section 10).
An answer to the buyer stays at <i>Retrying</i>	The gateway has not confirmed the send yet, or the Peppol document type for order responses is not yet confirmed for Singapore.	Leave it for one or two 5-minute runs. If it stays, read the error on the row and contact technical support.
A change from the buyer shows as Conflict	It arrived after you invoiced the order. Nothing was altered.	Settle it with the buyer; see section 8.

12. Screens for the MUST operator

Two screens exist for the people who run the connection rather than for daily accounting work. They are described here so you know where to point support.

InvoiceNow Unmatched Documents

Invoicing › Vendors › InvoiceNow Unmatched Documents lists every document that arrived and could not be attached to anything — a response for an invoice this company never sent, a change for an order number nobody has, a balance for an unknown order, a file that could not be read.

The point of this screen is that there is no third place for a document to go. Every document that arrives is either attached to an invoice or an order, or it is on this screen. Nothing is discarded quietly.

Invoicing Customers Vendors Reporting Configuration									
Receive now InvoiceNow Unmatched Documents		Search...		1-5 / 5					
Gateway received on	Supplier reference	Kind	Sender	Sales order	Verified supplier	Amount Total	State	Transport rec...	Vendor bill
☐ Sep 3, 2:21 PM		Invoice	0088:9525555541330			0.00	Needs action	☒	
☐ Sep 3, 4:23 PM		Invoice	0088:9525555541330			0.00	Needs action	☒	
☐ Sep 3, 5:16 PM		Invoice	0088:9525555541330			0.00	Needs action	☒	
☐ Sep 3, 5:16 PM		Invoice	0088:9525555541330			0.00	Needs action	☒	
☐ Sep 14, 5:23 PM		Invoice	0088:9525555541330			0.00	Needs action	☒	

InvoiceNow Unmatched Documents: everything that arrived and could not be attached

Open a row and the reason is at the top, in words. Below it, **Original source** keeps the document exactly as it arrived — its checksum, its size, and whether the transport receipt has been recorded with the network. The original is never edited or deleted, so what was received can always be produced. **Retry** asks the system to try again once the cause is fixed.

Invoicing

Customers

Vendors

Reporting

Configuration

2

5

MUST InvoiceNow Demo

1

InvoiceNow Unmatched Documents

471baf3-1f82-4292-a9e9-7d75b6d9bc0d

1 / 5

<

>

Retry

Received

Matched

Imported

Needs action

Unexpected UBL element or namespace: {urn:oasis:names:specification:ubl:schema:xsd:CommonAggregateComponents-2}ProjectReference inside Invoice.

Company	MUST InvoiceNow Demo	Sender	0088:952555541330
Supplier reference		Receiver	0088:952555541330
Kind	Invoice	Gateway received on	Sep 3, 2:21 PM
Verified supplier ?		Customization identifier ?	
Expense account ?		Currency	
Vendor bill		Amount Total	0.00
		Transport receipt recorded ?	☒
		Ack Recorded At	Sep 15, 12:17 AM

ORIGINAL SOURCE

Gateway Document	471baf3-1f82-4292-a9e9-7d75b6d9bc0d
Document Uuid	f4266389-bc65-4b8c-89d6-6e1500bacaf1
Source SHA-256	5970611193e7df2bffe9fd348c625277df8aa251de99d9d2f160cf78412847d8
Size Bytes	20,961
Transport integrity verified	☒

One unmatched document: the reason at the top, the state it stopped in, and the original as it arrived

InvoiceNow Document Types

Accounting > Configuration > InvoiceNow Document Types is the register of which Peppol document type identifier belongs to which kind of document, and whether that kind is declared for your company on the Singapore SMP. A kind whose identifier has not been confirmed in writing is greyed; a kind that is confirmed but not yet declared on the SMP is highlighted. Either state means no document of that kind can reach you.

MUST Suite does not invent an identifier. Where the value has not been confirmed by the authority that decides, the row says so, the row cannot be marked as declared on the SMP, and an attempt to transmit a document of that kind is refused with a message naming the missing answer rather than sent as a guess.

Invoicing Customers Vendors Reporting Configuration						MUST InvoiceNow Demo	
InvoiceNow Document Types						1-6 / 6	
Kind	Root Element	Customization identifier	Confirmed By	Written reference	Declared on the SMP		
☐ Invoice response	ApplicationResponse	urn:fdc:peppol.eu:poacc:trns:invoice_response:3:2.1	Odoo default		☐		
☐ Order	Order	urn:fdc:peppol.eu:poacc:trns:order:3	Odoo default		☐		
☐ Order balance	OrderBalance		Not confirmed		☐		
☐ Order cancellation	OrderCancellation		Not confirmed		☐		
☐ Order change	OrderChange		Not confirmed		☐		
☐ Order response	OrderResponse		Not confirmed		☐		

The document type register. The last three columns are the ones that answer "can this kind of document actually reach us".

Both screens are MUST's responsibility, not yours. If a buyer's document is not arriving, quote the buyer's order number to technical support and MUST will check both screens and the SMP declaration.

13. Support

Channel	Contact	Use it for
Business enquiries and sign-up	sales@must.com.sg · +65 8063 4656	New companies, activation for GST InvoiceNow, commercial questions
Technical support	support@must.com.sg · +65 8063 4656	Anything on this guide that does not behave as described; documents stuck in Rejected, Failed or Needs action
Support page	https://must.com.sg/support	Support hours and response targets by severity

Support hours: Monday to Friday, 9:00am–6:00pm SGT, excluding Singapore public holidays. Email is received around the clock and answered within the support hours. We respond to every enquiry within 3 business days; critical issues (you cannot issue invoices) the same business day.

When you write to us, include the invoice number, the InvoiceNow document identifier and the text of the InvoiceNow message — that is everything support needs to trace the document on the network.

14. Version history

Guide	Date	Module	Change
1.2.1	15 September 2026	19.0.4.0.1	Section 2: the purchase-tax category mapping a company needs before it can receive supplier invoices (found on the first live roundtrip on the Test Access Point).
1.2	15 September 2026	19.0.4	Orders from a buyer and what they keep; order changes and cancellations on the original order; answering an order line by line and the state of that answer; what the recipient answered on an invoice, separately from where it got to on the network; answering a supplier's invoice; the order balance and the check on invoicing beyond it; the two operator screens.
1.1	15 September 2026	19.0.1.2.0	Receiving supplier invoices (InvoiceNow Inbox), Singapore BIS Billing 3.0 as an alternative format, IRAS acknowledgement ID and document UUID on the invoice.
1.0	14 September 2026	19.0.1.0.0	First release: enabling InvoiceNow, sending invoices and credit notes (PINT SG), status, errors, support.

This guide is available at <https://must.com.sg/docs/must-suite-invoicenow-user-guide.pdf> and is replaced at the same address when a new release changes the screens it describes.