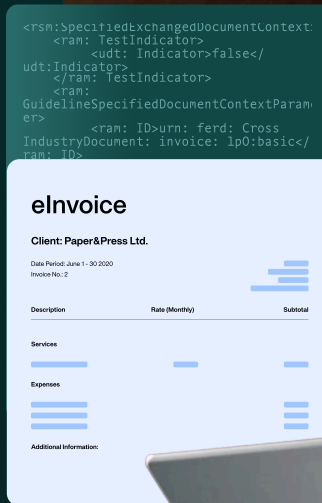


GUIDE

eInvoicing FAQ

Your guide to understanding eInvoicing mandates and how Payhawk supports compliance across Europe.



This FAQ covers the most common questions from Payhawk customers about:



European eInvoicing mandates



The Payhawk and [Invopop](#) integration



How to get started

Overview and scope

Q1 What is eInvoicing and why does it matter?

eInvoicing replaces emailed PDFs with structured digital invoices that systems can process automatically. Across Europe, governments are introducing mandatory eInvoicing to reduce tax fraud and improve tax reporting.

For finance teams, this means invoices will increasingly need to be sent and received through approved networks and formats. The upside? Less manual work, fewer errors, faster processing, and a more automated Accounts Payable process.

Q2 Which countries and timelines should I know about?

eInvoicing requirements are rolling out across Europe, with each country following its own timeline.

Key milestones include:

- **Germany:** Mandatory receipt from January 2025; mandatory issuance from January 2027 for large companies and January 2028 for SMEs
- **Belgium:** Mandatory for B2B transactions from January 2026
- **Poland:** KSeF is mandatory for large taxpayers from February 2026
- **France:** Mandatory receipt for all companies from September 2026; issuance starts in September 2026 for large companies and ETIs, and September 2027 for SMEs
- **Spain:** B2B mandate planned for 2027

Additional countries are introducing their own requirements as part of the EU's VAT in the Digital Age (ViDA) initiative.

Q3 Does eInvoicing apply to B2C transactions as well?

In most countries, eInvoicing requirements focus on B2B transactions.

Some countries also require businesses to report B2C and cross-border transactions electronically. For example, France requires separate eReporting for B2C and international transactions.

Requirements vary by country, so it's important to review the rules for each market where you operate.

Q4 What is Peppol and how does it relate to eInvoicing?

Peppol is a secure network that enables businesses to exchange structured electronic documents, including invoices, across Europe and beyond.

Think of it as the infrastructure that allows businesses to send and receive compliant eInvoices automatically. Peppol connects suppliers and buyers through certified access points, ensuring invoices reach the right destination in the correct format.

Some countries, including France, also operate national invoicing platforms alongside or instead of Peppol.

Payhawk and Invopop

- Q5** How does Payhawk support eInvoicing?
- Payhawk partners with [Invopop](#), a leading global eInvoicing expert to bring eInvoices directly into your Accounts Payable workflow.
- Invoices received through Peppol or the French public platform are automatically validated and imported into Payhawk. From there, your team can review, approve, code, and pay invoices in the same platform they already use for AP.
- Once processed, invoice and payment data syncs automatically with your ERP.
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- Q6** Is Payhawk itself a Plateforme Agréée (PA) in France?
- No. Payhawk works with Invopop, a certified Peppol access point and approved platform for France.
- Invopop manages the regulatory connectivity layer, while Payhawk handles the AP workflow - from invoice receipt and approvals through to payment and ERP sync.
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- Q7** Is eInvoicing included in my Payhawk plan?
- Yes, eInvoicing is included on all plans at no additional cost. Activate the integration with your country's eInvoicing platform (e.g. Portail Public de Facturation in France, or Peppol across the EU) to receive and process eInvoices directly in Payhawk.
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- Q8** Is the Invopop integration live now?
- Yes. The Payhawk and Invopop integration is live. You can activate it directly from Settings → Integrations. Select **Portail Public de Facturation** for France or **Peppol** for the rest of the EU. If you need extra help, reach out to your Implementation Manager.
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- Q9** What invoice formats does Payhawk support?
- Payhawk supports the major structured invoice formats used across Europe, including:
- Factur-X
 - UBL 2.1
 - CII
 - XRechnung
 - ZUGFeRD
 - Peppol BIS 3.0
 - KSeF XML format for Poland
 - RO e-Factura XML (RO_CIUUS)
- The structured XML file remains the legal source of truth, while any PDF version is provided for readability.
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- Q10** What happens to my Peppol ID – where is it visible and do I need to share it?
- When you activate eInvoicing, your business is automatically registered with the public Peppol directory.
- In France, registration in the national directory (Annuaire) happens as part of the setup process. Your Peppol ID is linked to your VAT or tax number, allowing suppliers to find and invoice your business automatically.
- You don't need to manually distribute your Peppol ID (as you might do with your centralized AP mailbox), although you can share it with suppliers to encourage an earlier move to structured invoicing.

Receiving invoices

Q11 Can I receive all AP invoices in Payhawk?

Yes.

Payhawk is designed to be your single AP platform for supplier invoices. You can receive, review, and process every invoice in one place, whether it has already been paid (for example, by card) or is still awaiting payment. This gives your team complete visibility and a consistent workflow across all supplier spend.

Q12 What happens if a supplier isn't using Peppol yet?

You can continue receiving invoices by email or upload them directly into Payhawk.

As eInvoicing mandates take effect, suppliers will need to move to compliant invoicing methods. In the meantime, Payhawk supports both structured and traditional invoice flows, making the transition easier for your team.

Q13 Does eInvoicing eliminate invoice fraud?

eInvoicing adds an important layer of protection in countries like France by verifying sender identities through approved networks and national directories.

However, a compliant invoice isn't automatically a legitimate invoice.

That's why approval workflows, segregation of duties, and internal controls remain essential. Payhawk helps you maintain those controls while automating invoice processing.

Q14 How are invoices routed to the correct entity?

Each Payhawk entity is registered using its own VAT ID or local tax number (e.g., SIREN in France).

When an invoice arrives, it is automatically routed to the matching entity based on the buyer information in the invoice data. No manual allocation is required.

Q15 What happens if the supplier doesn't exist in my ERP yet?

Payhawk extracts the supplier details from the eInvoice, including the supplier name, Tax ID, country, and bank details.

Your finance team can review the data in Payhawk and add the supplier from there. If your ERP is connected through one of Payhawk's integrations, the new supplier record syncs back to your ERP automatically.

Q16 We already have a Peppol access point for our ERP. Can we also use Payhawk?

Yes. Some countries, including France, allow businesses to register multiple eInvoicing identifiers for the same legal entity. Each identifier can be connected to a different system, and Payhawk supports this setup.

[Get a demo ↗](#)