cleartax

When an Invoice Fails, Whose Problem Is It?

The 7-stage ownership checklist for CFOs who intend to never miss an invoice.



cleartax

In e-invoicing, the product is not the risk. The project is

Every accredited platform looks identical in a demo. Same scale, same security, the same feature list. The differences never show up on the slide. They surface in the project: at integration, at cutover, and on the day the FTA changes the rules.

So the real question is not what can it do? It is who will own it when it breaks?

Here is the difference that decides it. For the global tax-software giants, UAE e-invoicing is one line in a sprawling catalogue, a project that competes for attention with a hundred others.
For ClearTax, compliance and e-invoicing is the whole company. That focus is why we engage more deeply, move faster, and stay on the problem until it is solved, rather than routing you through weeks of scope debates and statements of work while the deadline closes in.

Under the UAE mandate, Cabinet Decision No. 106 of 2025 makes failure expensive and compounding:

- AED 5,000 per month until e-invoicing is enabled.
- AED 100 per invoice not issued or transmitted.
- AED 1,000 per day for unreported system failures.

30 Oct 2026

Deadline to appoint your FTA-accredited ASP (revenue ≥ AED 50M)

1 Jan 2027

E-invoicing mandatory. Peppol 5-corner model, XML / JSON only



cleartax

Use this checklist on us, or on any vendor. Then ask for it signed.

01 | Selecting your vendor

Accreditation is the entry ticket. The real question is whether they have done this before, at your scale, and can prove it, and whether e-invoicing is their focus or their footnote.

✓ Is the vendor on the FTA's approved ASP list and a registered Peppol Access Point?

✓ Have they taken large enterprises live under comparable mandates (KSA, India, Europe), or is your go-live their learning curve?

✓ Is e-invoicing compliance their core business, or one product among many competing for their engineers' time?

✓ Are security and continuity independently certified, or just claimed on a slide? Is there a local UAE entity, with your data hosted inside the UAE?

The ClearTax answer:
Compliance is all we do. FTA-approved ASP and registered Peppol Access Point (BIS Billing 3.0); ZATCA Phase-2 approved provider in KSA. 50+ countries, 5,000+ global enterprises, 1B+ e-invoices annually, 600+ large enterprises across the GCC. SOC 2 Type II, ISO 27001:2022, ISO 22301:2019, independent VAPT. Local UAE entity with 100% UAE data residency, aligned with UAE PDPL.



cleartax

02 | Onboarding

Projects fail in week one, when scope stays vague and nobody is named accountable.

✓ Do you get a named team, a dated plan and an escalation matrix from day one, not after the first problem?

✓ Is there a structured gap assessment of your processes, systems and data against the FTA Data Dictionary?

✓ Are requirements documented and signed off before any build begins, without the sign-off becoming the project?

The ClearTax answer:
Week-1 kick-off with a named team and a 3-tier escalation matrix shared at the start. Gap assessment against the FTA Data Dictionary covering all in-scope transactions. Business Requirements Document and Gap Assessment Report with formal sign-off, done in days, not drawn out over weeks. Sandbox and connectivity validated by week 2.

03 | Integration

The stage where timelines usually die, and where vendor experience is worth the most.

✓ Do certified connectors exist for your exact ERP landscape, including POS, billing and legacy systems?

✓ Can they show integrations delivered at your complexity, in your industry, before?

✓ Is it one integration that survives future mandates, or a new IT project every time the rules change?

The ClearTax answer:
Certified connectors for SAP ECC / S4 HANA, MS Dynamics F&O / 365 and Oracle Fusion / EBS; custom connectors for JDE, Tally, Zoho, POS and legacy systems. 2,000+ integrations delivered by 100+ in-house engineers across Oil & Gas, BFSI, retail, logistics and manufacturing. An AI-powered Integration Agent cuts setup from weeks to hours, enabling up to 4x faster go-live. One GL-stream pipe from your ERP covers e-invoicing, VAT reporting and reconciliation, now and for future mandates.

cleartax

04 | Implementation

If the plan is not dated and signed, it is a hope, not a plan. The discipline should accelerate you, not stall you.

✓ Is there a stage-wise plan with deliverables you formally sign off at each step?

✓ Is UAT structured, with test cases, issue tracking and sign-off, not a demo and a handshake?

✓ Does the vendor handle training and change management across finance, AP/AR, IT, procurement and legal?

✓ Are all 16 UAE e-invoice use cases covered, from reverse charge and free zone to self-billing, credit notes and the rest?

> **The ClearTax answer:**
> A 9–10 week plan with stage-wise deliverables: solution clarification, technical spec, unit-test documentation and deployment checklist. Structured UAT in weeks 7–8 with an integrated system demo, test cases, an observation tracker and formal sign-off. Stakeholder training, awareness sessions and an end-user manual. All 16 UAE use cases covered. Rigorous and fast. The structure exists to de-risk your go-live, not to bill you for the calendar.

05 | Delivery (go-live)

Cutover is where ownership is tested. Ask who does the fixing when something breaks.

✓ When a source system produces non-compliant data at cutover, do their consultants fix it, or does it land on your IT team?

✓ Will they liaise with the FTA directly when validation issues arise, or leave that to you?

✓ Is there a defined hyper-care period with tracked issues and a formal completion sign-off?

> **The ClearTax answer:**
> A full cutover checklist and go-live preparation, store / POS / source-system wise where needed. In-house functional consultants interpret FTA requirements and fix critical changes inside your source systems. Proactive FTA liaison during go-live. 4-week hyper-care with an observation tracker and project completion sign-off. Our north star: a 100% success rate on reporting and clearing invoices with the FTA.

cleartax

PROVEN AT YOUR COMPLEXITY

A GCC oil & gas group went live across multiple entities on a mixed SAP S/4HANA and legacy-POS landscape without pushing a single fix onto their IT team. Our functional consultants made the source-system changes.

A regional retailer with hundreds of stores was cleared with the FTA store-by-store, sandbox validated in week 2 and live inside the plan, POS edge cases and all.

Ask any vendor to name the customer, the ERP, and the go-live date. We can.

06 | Support

Support quality is invisible in a demo and everything after go-live. It is also where focus shows: a company that only does compliance answers differently.

✓ Do you get a named support contact, or a ticket queue?

✓ Is support 24×7 and in-house, or outsourced to a call centre?

✓ Is the escalation path agreed before things go wrong, and does leadership stay engaged, all the way up?

The ClearTax answer:
A dedicated local Customer Success Manager, reachable by phone and email. 24×7 support with in-product ticketing, backed by in-house technical and advisory teams. A 3-tier escalation matrix agreed at implementation start. And because e-invoicing is our entire business, our leadership stays close to it: if you are ever unhappy, you have a direct line to our CEO, something no global platform, where you are one account among thousands, can credibly offer.



cleartax

07 | Mandate & unexpected changes

The stage no demo shows you, and where your vendor choice is truly tested.

✓ When an invoice fails, does it retry automatically, or die silently until a penalty notice arrives?

✓ If a data centre goes down, what is the failover, and does your data ever leave the UAE?

✓ When the FTA changes the schema, is it a configuration update on their side, or a new project on yours?

✓ Can you prove the status of every invoice, instantly, when an FTA notice arrives?

✓ Does expanding to KSA, Oman or Qatar mean a configuration, or another 12-month implementation?

The ClearTax answer:
Never miss an invoice: auto-healing retry logic and deep validations mean failed invoices are retried and resolved, not dropped; as your ASP, ClearTax owns resolving MLS failures within Peppol's 10-minute response window. Built for peak: 10,000 e-invoices per second, 200–300 ms generation, proven at 100M+ invoices per month. Multi-cloud entirely inside the UAE: OCI primary with AWS UAE failover (Abu Dhabi ↔ Dubai), RTO < 1 hour, RPO < 15 minutes, zero cross-border data movement, and a contractual 99.9% uptime SLA backed by service credits. A day-1 reconciliation engine tracks every document across all five corners with an immutable audit trail. Regulatory changes ship on the platform with zero IT effort: update, not rebuild, guided by our in-house tax experts. New countries are a configuration on one unified global API, not a new project.

The bottom line for CFOs

From 1 January 2027, e-invoicing becomes the government's source of truth. Your reporting becomes secondary, and every gap becomes visible to the FTA. What you are buying is not software; the software is the same everywhere. What you are buying is **assurance** across the entire lifecycle: delivery assurance for go-live, performance assurance at scale, and regulatory assurance for whatever comes next.

The platforms match on paper. The difference is who shows up when it matters, and no one will work harder for your go-live than the company for whom this is the **only thing**. Ask every vendor for this checklist, signed. **ClearTax already has.**

Talk to our Expert