Integration Monitoring and Recovery

Find failed external operations, protect successful work, and retry only the failed part.

- Recover from Tax Submission Failure

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Overview

This guide will help you resolve a rejected or unknown tax submission without duplicating the local sale or authority invoice.

If this issue is stopping your work, do not worry. Follow the steps one at a time, and check the result before trying again.

The submission reaches a known, reconciled state or is escalated with complete evidence.

Who can do this

You need access to Tax inquiry/retry and source-sale correction rights, with tax-owner approval.

Before you start

Preserve local document, request ID, response, timestamp, payload hash/sanitized evidence, provider query result, and current stock/payment/ledger state.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Open the source sale, tax/FBR report, response/history, and authorized retry action.

Recover from Tax Submission Failure

Step 1: Classify failure as local validation, no request sent, rejected, accepted

Classify failure as local check, no request sent, rejected, accepted but not stored, or unknown.

Step 2: Query authority status using the original reference where supported

Step 3: Do not retry accepted or unknown submissions blindly

Step 4: Correct only rejected validation/mapping data through authorized source workflows

Step 5: Retry one eligible failed submission once

Retry one allowed failed submission once.

Step 6: Reconcile provider and local state, then document resolution

Check your work

One local transaction maps to at most one accepted authority invoice and all local/provider identifiers and totals agree.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Follow current authority cancellation/credit-note rules for an accepted wrong invoice.
- Never delete the local sale or response to force a retry.

Related guides

- Diagnose an External Integration Failure
- Review FBR Tax Transactions
- Correct or Reverse a Customer or Agent Transaction

What to do next

> **Diagnose an External Integration Failure**.