

velocis



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ASP –GSP Solution

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# API DOCUMENT

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velocis

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## List of Abbreviations

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Abbreviation	Full Form
GSTIN	Goods and Services Tax Identification No
API	Application Program Interface
IRN No	Invoice Registration Number
IRP	Invoice Registration Number

# 1. Introduction

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## 1.1 Background

E-invoice APIs are used to communicate and exchange the data between Taxpayers or GSP systems and the e-Invoice system. This section describes standards and formats which will be used to define API exposed by e-Invoice system. E-Invoice APIs are implemented as RESTful Web Services.

Following HTTP methods are used across the APIs

HTTP Method	
GET	To fetch data from e-Invoice system
POST	To submit data to e-Invoice system

## 1.2 Purpose and Intended Audience

This document aims to explain the operational procedure on how to use API based interface can be used for generation of E -Invoice . Also, it explains the features and sample method of using this system for ASP Application.

## 1.3 Scope

The scope of this document covers:

- Methods of API interface.
- API specification and process.
- List of APIs and purpose of them
- How to get further documents.

## 2. Velocis Strength as ASP/GSP

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Velocis Systems is a 23-year-old IT company with strong track record of serving enterprises and helping them derive value out of their IT investments by setting up backend infrastructure, building applications, managing their stringent SLA's and supporting them 24x7 so that they can focus on their core business.

For GST enablement, we offer our total capability in delivering end-to-end solution for enterprises, through our Integrated system approach regardless of organization's size and business complexity. It includes:

- GSP Platform - A robust, secure and seamless platform for API based integration with GSTN.
- Application Service Provider (ASP) & Customized solutions: Have a big team of Software Professionals to address customer requirements.
- Dashboard & MIS

## 3. API Interface

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Velocis Team team is happy to provide the API interface with E -Invoice (IRN) system. The tax payers can use these API to generate the E -Invoice online from system to system. This API interface facilitates the tax payers to enable their ERP system to call the Velocis ASP/GSP Software API's to generate, update and pull the data related to their E -Invoice s from government portal.

### 3.1 Benefits

The tax payers can have the following benefits by having API interface with their systems:

- Duplicate or double entry of invoice can be avoided. Generally, the employees of the tax payers enter the sales details in their computerized system and generate the invoice. After that they will come to E -Invoice system and generate the E -Invoice .
- Mistakes while generating E -Invoice can be avoided. In a hurry to generate the e-Invoice, the employee may do a mistake in data entry of E -Invoice form, resulting in generation of incorrect E -Invoice .



- In manual process, the tax payer cannot link the E -Invoice with invoice number in his system. Once, the tax payer uses the API interface, he can write the E -Invoice number along with the invoice details in his system automatically.

### 3.2 Pre-requisites

To use the REST-API interface, the tax payer has to meet the following conditions:

The tax payer needs to necessary changes in his ERP for data exchange with Velocis ASP/GSP Software as per the API schema.

### 3.3 On-boarding process

Once the User is On Boarded with the Velocis ASP/GSP solution. User will be provided with the API structure and the training shall be provided regarding the nomenclature used and methodologies to be used to use the API.

## 4. List of E -Invoice API Services/Methods

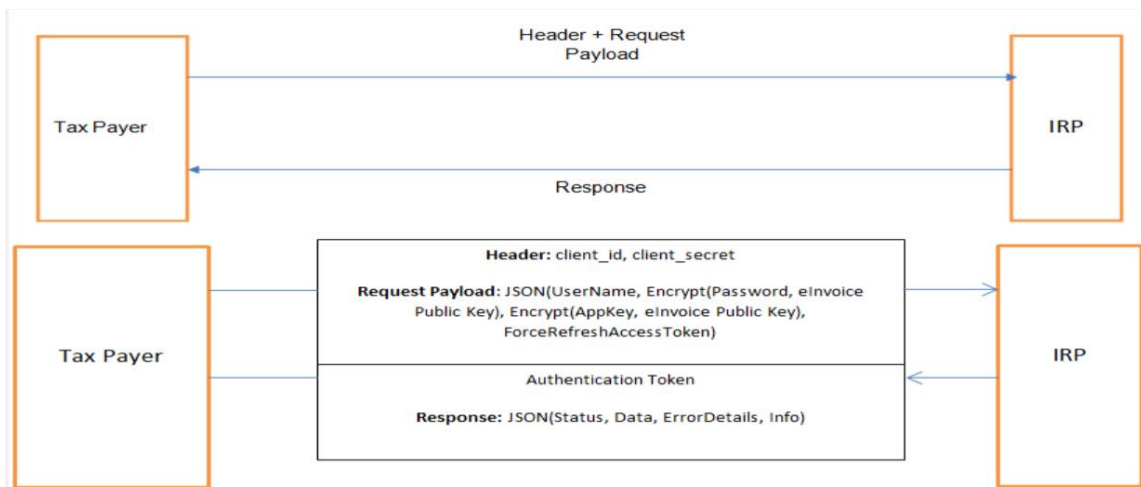
---

SI No.	API Service	API Description	Response (data)
1	Authenticate	Authenticate with the credential to access the APIs	Will be Managed BY Velocis ASP/GSP application.
3	Generate E- Invoice	Generate E -Invoice	Details Provided as Under
2	Get E -Invoice	Get the E -Invoice details based on IRN Number	Details Provided as Under
4	Cancel E- Invoice	Cancel the E -Invoice	Details Provided as Under

## 5. Authentication API

To access the API, application should first authenticate using the credentials. The credentials have to be generated by the taxpayers and get the auth token issued. Same auth token is to be used to access subsequent APIs. Validity of the auth token will be 360 minutes. Any hits to this API within these 360 minutes will return the same token, hence there is no need to hit the API unless the token has expired. However, there is a provision to forcefully generate a new token within the last 10 minutes of expiry by calling this API with "ForceRefreshAccessToken" set to "True". On expiry, same authentication API needs to be invoked to issue new auth Token.

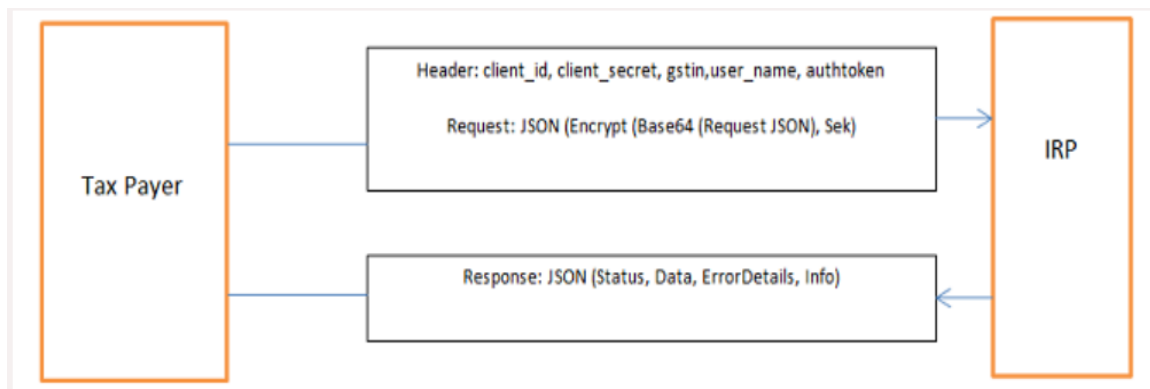
The API header information is used for authentication and authorization purpose. These API will be Managed by Velocis ASP application.



## 6. Service Request API

### 6.1 Generate IRN

This API is used for registering the invoice and getting the Invoice Registration Number (IRN). The request payload has to be as per the schema specified below. The details of the requests and responses are explained.



### 6.2 Request Header/Parameter- UAT Environment

Attributes	Description
URL*	https://aspstaging.go4gst.com/GO4GST_EINV/rest/eInvWebService/eInvERP/VELOCEL
TYPE (Parameter)-Generate	import/generate – Import for Import Only and User will manually Upload to IRP and Generate will send the data to IRP directly
TYPE (Parameter)-Cancellation	http://13.235.171.254/GO4GST_EINV/rest/eInvWebService/eInvERPCancel/VELOCEL
BASIC AUTH *	GO4GST/ GO4GST#1234
Content-Type	application/json
SSL Key SaaS Staging Chain Certificate	"KEY "Will be Provided separately to maintain "trust between Sender and Receiver

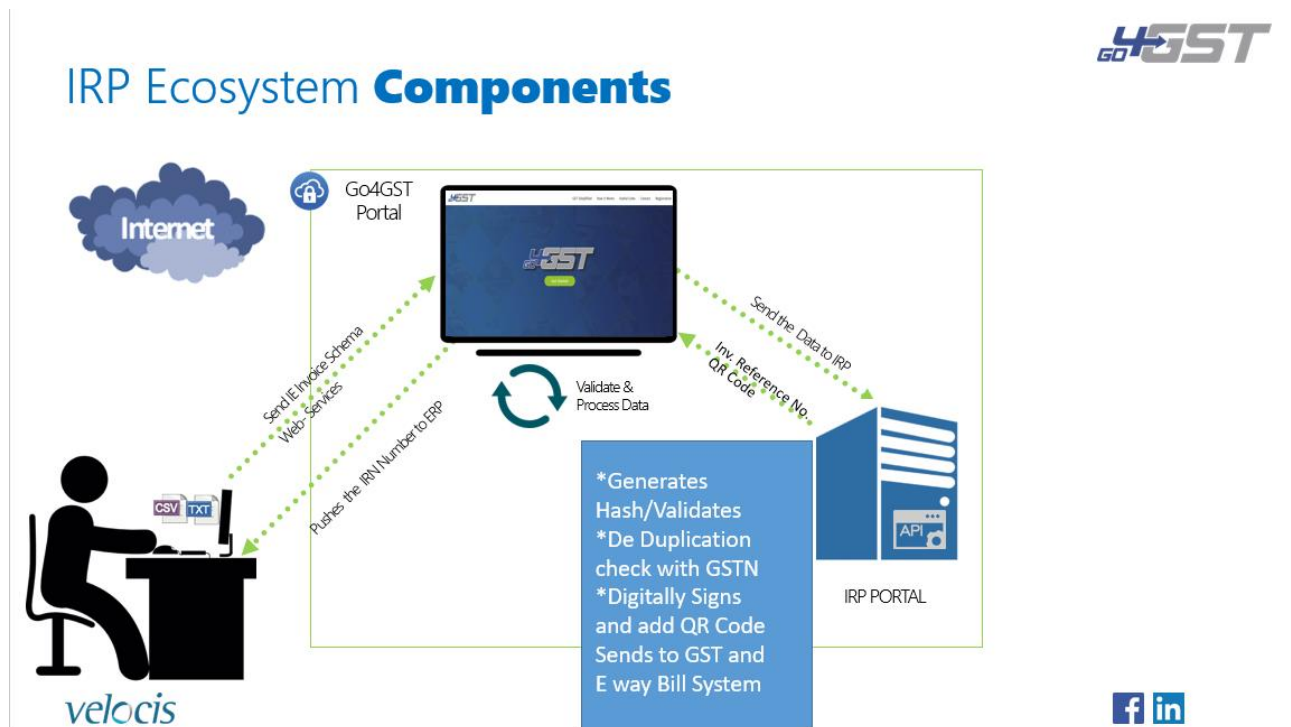
*\*Will change for Production Environment*

### Request Payload

Request Payload	
Attributes	Description
DATA	Json as per description Given below



## 7. API Structure and Schema



API request is made to ASP Application and validation is being Carried out by ASP Application. Once the data is validated, the ASP application forwards the data with the required encryption and header to GSP and finally to IRP Portal.

The data from ASP to IRP can either be automated or can be triggered by user to enable this functionality We have given the Following two Parameters.

- **Import:** Data will be Triggered by user for sending to IRN Portal.
- **Generate:** Data will be automatically triggered from ASP to IRP Portal.

### Sample JSON- Generate IRN

```
{
  "supplier_GSTIN": "29AAFPB7029M000",
  "supplier_Legal_Name": "The Institute of Chartered Accountants of India",
  "supplier_trading_name": "ICAI",
  "supplier_City": "Bangalore",
  "supplier_State": "29",
  "supplier_Pincode": "560087",
```



```
"supplier_Phone": "9999999999",
"supplier_Email": "Supplier@icai.com",
"inv": [
  {
    "transaction_details": {
      "transactionMode": "REG",
      "invoice_type_code": "B2B",
      "reversecharge": "RG",
      "ecom_GSTIN": "29AACCR7832C1ZD",
      "ecom_POS": "29"
    },
    "document_details": {
      "irn": "",
      "invoice_subtype_code": "INV",
      "invoiceNum": "54646",
      "invoiceDate": "05-01-2020",
      "transation_id": "1234",
      "plant": "PLANT1",
      "custom": ""
    },
    "export_details": {
      "shipping_bill_no": "",
      "shipping_bill_date": "02-01-2018",
      "port_code": "",
      "exp_cat": "DIR",
      "wthpay": "Y",
      "val_for_cur": 0,
      "invoice_currency_code": "INR",
      "cnt_code": ""
    },
    "extra_Information": {
      "invoice_Period_Start_Date": "10-03-2019",
      "invoice_Period_End_Date": "11-02-2019",
      "preceeding_Invoice_Number": "INV002",
      "invoice_Document_Reference": "KOL01",
      "preceeding_Invoice_Date": "20-09-2019",
      "receipt_Advice_Reference": "CREDIT30",
      "tender_or_Lot_Reference": "TENDERJAN2020",
      "contract_Reference": "CONT23072019",
      "external_Reference": "EXT23222",
      "project_Reference": "PJTCODE01",
      "refNum": "Vendor PO /1",
      "refDate": "30-01-2020",
      "remarks": ""
    },
    "billing_Information": {
      "billing_Name": "Adarsha",
      "billing_trade_name": "123",
      "billing_GSTIN": "29AACCR7832C1ZD",
```

```
"billing_POS": "29",
"billing_City": "Bangalore",
"billing_State": "29",
"billing_Pincode": "560087",
"billing_Phone": "9999999999",
"billing_Email": "Supplier@icai.com"
},
"shipping_Information": {
  "shippingTo_Name": "",
  "shippingTo_GSTIN": "",
  "shippingTo_Place": "",
  "shippingTo_State": "",
  "shippingTo_Pincode": "560087",
  "shippingTo_Phone": "9999999999",
  "shippingTo_Email": "Supplier@icai.com"
},
"delivery_Information": {
  "company_Name": "ICAI",
  "disp_gstin": "29AACCR7832C1ZD",
  "city": "Bangalore",
  "state": "29",
  "pincode": "560087",
  "disp_Phone": "9999999999",
  "disp_Email": "Supplier@icai.com"
},
  "payee_Information": {
    "payee_Name": "Pay name",
    "payer_Financial_Account": "01123421401",
    "modeofPayment": "Cash",
    "financial_Institution_Branch": "Vasanth Nagar",
    "payment_Terms": "PT",
    "payment_Instruction": "PI",
    "credit_Transfer": "Done",
    "direct_Debit": "Y",
    "creditDays": 3,
    "payDueDt": "12-11-2019",
    "balAmt": 10
  },
"ewaybill_information": {
  "ewb_transporter_id": "",
  "ewb_transMode": "Car111",
  "ewb_transDistance": "1200km",
  "ewb_transporterName": "VSPL Trans",
  "ewb_transDocNo": "",
  "ewb_vehicleNo": "UP-12345"
},
"document_Total": {
  "disc": 0,
  "otherCharges": 20,
```

```
"roundoff": 5000,
"total_Invoice_Value": 400,
"paid_amount": 1800,
"amount_due_for_payment": 400
},
"items": [
{
  "product_Name": "Iphone 6s",
  "item_Description": "Mobile",
  "service": "Y",
  "hsn_code": "48219090",
  "batch": {
    "batchName": "",
    "batchExpiry_Date": "30-12-2019",
    "warrantyDate": "20-11-2020"
  },
  "barcode": "b123",
  "quantity": 10,
  "freeQty": 1,
  "uqc": "BOX",
  "rate": 4,
  "diff_percent": 0,
  "cessnonadval": 0,
  "state_cess": 0,
  "grossAmount": 5000,
  "discountAmount": 10,
  "preTaxAmount": 262.5,
  "assesseebleValue": 6,
  "igst_rt": 0,
  "cgst_rt": 4,
  "sgst_rt": 4,
  "cess_rt": 0,
  "iamt": 0,
  "camt": 4000,
  "samt": 4000,
  "csamt": 0,
  "stateCessAmt": 60,
  "otherCharges": 10,
  "invoice_line_net_amount": 10,
  "itemTotal": 100,
  "origin_Country": "India"
},
{
  "product_Name": "Samsung J7",
  "item_Description": "Mobile",
  "service": "N",
  "hsn_code": "48219090",
  "batch": {
    "batchName": ""
```



```
"batchExpiry_Date": "31-12-2019",
"warrantyDate": "22-11-2020"
},

"barcode": "b123",
"quantity": 11,
"freeQty": 1,
"uqc": "BOX",
"rate": 5,
"diff_percent": 0,
"cessnonadval": 0,
"state_cess": 0,
"grossAmount": 4000,
"discountAmount": 10,
"preTaxAmount": 662.5,
"assesseebleValue": 862.5,
"igst_rt": 0,
"cgst_rt": 4,
"sgst_rt": 4,
"cess_rt": 0,
"iamt": 3000,
"camt": 0,
"samt": 0,
"csamt": 0,
"stateCessAmt": 80,
"otherCharges": 10,
"invoice_line_net_amount": 10,
"itemTotal": 100,
"origin_Country": "India"
}
]
}
]
}
```

#### Sample JSON- Cancel IRN

URL : [http://13.235.171.254/GO4GST\\_EINV/rest/eInvWebService/eInvERPCancel/VELOCEL](http://13.235.171.254/GO4GST_EINV/rest/eInvWebService/eInvERPCancel/VELOCEL)

#### Sample JSON- Cancel IRN

```
{
  "gstin": "29AAFPB7029M000",
  "cancel_data": [
    {
      "Irn": "7073def79d7887645588c10f8ea04706deb31dbfbd1be0a0e8c63cf62ede4d7",
```



```
"CnIRsn": 1,  
"CnIRem": "Wrong entry"  
},  
{  
"Irn": "9423b300f0cf940429d7b52b7f184202917b8d74dce19bdb77bfa03b126891f7",  
"CnIRsn": 1,  
"CnIRem": "Wrong entry"  
}  
]  
}
```

**User Needs to pass the following parameters in case of Cancellation.**

- IRN : IRN number that needs to be cancelled
- Cancellation Reason- Please refer the master value can be either 1/2
- Cancellation Remark- free Text

Cancellation Reason Master	
1	Duplicate
2	Data Entry Mistake

## 8. Response Payload

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### 8.1 Parameter Type: - Import

<b>Response Payload</b>	
<b>Attributes</b>	<b>Description</b>
<b>If data successfully imported into ASP</b>	
<b>Status</b>	<b>If Status is 'SUCCESS_IMPORT'</b>
FILE_TXN_ID	Transaction id generated by ASP (e.g.2020021317512800006714342788)
RESPONSE	Imported Successfully in ASP!
<b>If Error in import</b>	
<b>JSON STRUCTURE ERROR</b>	
<b>Status</b>	<b>If Status is 'ERROR_IN_IMPORT'</b>
FILE_TXN_ID	Transaction id generated by ASP (e.g.2020021317512800006714342788)
RESPONSE	INVALID JSON STRUCTURE
<b>VALIDATION ERROR</b>	
<b>Status</b>	<b>If Status is 'ERROR_IN_IMPORT' , ERROR</b>
FILE_TXN_ID	Transaction id generated by ASP (2020021317512800006714342788)
RESPONSE	Specific Validation error with invoice number and transaction code (e.g. {"validation_error":{"54646\1234":{"TransactionMode should be only 3 character"},"Transaction Mode should be only REG DIS SHP CMB"}}), If in case of error status would be {"validation_error":{"54646\1234":{" " Some Error Occurred"}}

## 8.2 Parameter Type: - Generate

Response Payload	
Attributes	Description
<b>If IRN generated successfully</b>	
<b>Status</b>	<b>If Status is 'SUCCESS'</b>
FILE_TXN_ID	Transaction id generated by ASP (e.g.2020021317512800006714342788)
RESPONSE	Response enclosed in 'Annexure-1'
<b>If data successfully imported into ASP</b>	
<b>Status</b>	<b>If Status is 'SUCCESS_IMPORT'</b>
FILE_TXN_ID	Transaction id generated by ASP (e.g.2020021317512800006714342788)
RESPONSE	Imported Successfully in ASP!
<b>If Error in Generate</b>	
<b>Status</b>	<b>If Status is 'ERROR_IN_GENERATE'</b>
FILE_TXN_ID	Transaction id generated by ASP (e.g.2020021317512800006714342788)
RESPONSE	Specific Error with invoice number and transaction code (e.g. 54646\1234-The Transaction sub category field is required)
<b>If Error in import</b>	
JSON STRUCTURE ERROR	
<b>Status</b>	<b>If Status is 'ERROR_IN_IMPORT'</b>
FILE_TXN_ID	Transaction id generated by ASP (e.g.2020021317512800006714342788)
RESPONSE	INVALID JSON STRUCTURE
VALIDATION ERROR	
<b>Status</b>	<b>If Status is 'ERROR_IN_IMPORT'</b>
FILE_TXN_ID	Transaction id generated by ASP (2020021317512800006714342788)
RESPONSE	Specific Validation error with invoice number and transaction code (e.g. {"validation_error":{"54646\1234":{"TransactionMode should be only 3 character"},"Transaction Mode should be only REG DIS SHP CMB"}})



### 8.3 Success Response - Generation

#### In case of IRN generated( Decode in Base 64)

```
{  
"FILE_TXN_ID": "2020021318051800004262272558",  
  
"STATUS": "SUCCESS",  
"RESPONSE": "{ \"AckNo\":13100143250, \"AckDt\": \"2020-02-13  
18:04:00\", \"Irn\": \"a0ada19a86ffb9c2273aa9fa6a2f3f0d384a72622bfb094128914e4b70d3ccf\",  
\"SignedInvoice\": \"eyJhbGciOiJodHRwOi8vd3d3LnczLm9yZy8yMDAxLzA0L3htbGRzaWctbW9yZSN  
yc2Etc2hhMjU2liwia2kljoiMTE1RjQ0MjY2MTdBNzkzOEJFMUJBMDEQKVFOTFBNDI3NTg0URBQil  
slnR5cCI6IkpXVCIsIng1dCI6IklVWOUVKbUY2ZVRpLUc2QnR2dWthUW5XRTdhcyJ9.eyJkYXRhIjoie1wi  
QWNrTm9cljoxMzEwMDE0MzI1MCxclFJa0R0XCI6XClyMDIwLTAyLzE4OjA0OjAwXCIsXCJUYXh  
TY2hcljpcldTVFwiLFwiVmVyc2lvblwiOlwiMS4wMFwiLFwiSXJuXCI6XCJhMGFkYTE5YTg2ZmZiOVM  
yMjczYWE5ZmE2YTJmM2YwZDM4NGE3MjYyMmMjYmYmLwOTQxMjg5MTRINGI3MGQzY2NmXCIsXCJ  
UcmFuRHRsc1wiOntclNhdGdcljpciklyQlwiLFwiUmVnUmV2XCI6XCJSR1wiLFwiVHlwXCI6XCJSRUdcl  
ixclVjbVRyblwiOlwiVWwiLFwiRWntR3N0aW5cljpcijI5QUFDQ1I3ODMyQzFaRFwifSxclRvY0R0bHN  
cljpcj7XCJUeXBcljpciklOVlwiLFwiTm9cljpcijU0NjQ2XCIsXCJEdFwiOlwiMjAyM0wMS0wNVwiLFwiT3J  
nSW52Tm9cljpciktPTDAXCJ9LFwiU2VsbGVyRHRsc1wiOntclkdzdGluXCI6XClyOUFBRCBzZm9wOU0w  
MDBclixcllRyZ5tXCI6XCJQ0FJXCIsXCJMb2NcljpciklhbmdhbG9yZVwiLFwiUGluXCI6NTYwMDg3LFw  
iU3RjZFWiOjI5LFwiUGhcljo5OTk5OTk5OTk5LFwiRW1cljpcilN1cHBsaWVvYQGljYWkuY29tXCJ9LFwiQn  
V5ZXRJEdGxXCI6e1wiR3N0aW5cljpcijI5QUFDQ1I3ODMyQzFaRFwifSxclRvY0R0bHNcljpcijEYm1wiLFwi  
TG9jXCI6XCJCYW5yYXVxcmVclixcllBpblwiOjU2MDA4NyxcllN0Y2RcljoyOSxcllBoXCI6OTk5OTk5OTk  
5OSxclVtXCI6XCJTdXBwbGlckBpY2FpLmNvbVwifSxclkl0ZW1MaXN0XCI6W3tclkl0ZW1Ob1wiOjEsX  
CJQcmRObVwiOlwiSXBob25lIDZzXCIsXCJQcmREZXRnXCI6XCJNb2JpbGVclixclkhzbkNkXCI6XCIsOTU0  
MTFclixcllJhcmNkZVwiOlwiYjEyM1wiLFwiUXR5XCI6MTAsXCJGcmVlUXR5XCI6MSxcllVuaXRcljpciklP  
WFwiLFwiVW5pdFByaWNIXCI6NCxcllRvdEFtdFwiOjUwMDAsXCJEaXNjb3VudFwiOjEwLFwiT3RoQ2h  
yZ1wiOjEwLFwiQXNzQW10XCI6NixcllNnc3RSdFwiOjQsXCJTZ3N0UnRcljo0LFwiSWdzdFJ0XCI6MCxc  
lklNlc1J0XCI6MCxcllNlc05vbklFkVmfSxCI6MCxcllN0YXRlQ2VzXCI6MCxcllRvdEi0ZW1WYXxcljoxMD  
B9LHtclkl0ZW1Ob1wiOjIsXCJQcmRObVwiOlwiU2Ftc3VuZyBKN1wiLFwiUHJkRGVzY1wiOlwiTW9iaW  
xlXCIsXCJlc25dZFWiOlwiOTk1NDEExXCI6XCJCYXJjZGVcljpcimlXmJnclixcllF0eVwiOjExLFwiRnJlZVF0eV  
wiOjEsXCJVbml0XCI6XCJCT1hclixcllVuaXRQcmVjZVwiOjUwXCI6XCJUb3RbBXRcljo0MDAwLFwiRGlzY291b  
nRcljoxMCxcll90aENocmdcljoxMCxcllFzc0FtdFwiOjg2Mi41LFwiQ2dzdFJ0XCI6NCxcllNnc3RSdFwiOj  
QsXCJlZ3N0UnRcljowLFwiQ2VzUnRcljowLFwiQ2VzTm9uQWRWYXxcljowLFwiU3RhdGVdZXNcljow  
LFwiVG90SXRIbVZhbFwiOjEwMH1dLFwiVmFsRHRsc1wiOntcllFzc1ZhbFwiOjg2OC41LFwiQ2dzdFZh  
bFwiOjQwMDAsXCJlZ3N0VmFsXCI6NDAAwMCxcllNc3RlYXxcljowMDAwLFwiQ2VzVmFsXCI6MCxc  
lN0Q2VzVmFsXCI6MCxcllNlc05vbklFkVmfSxCI6MCxcllRpc2NcljowLFwiT3RoQ2hyZ1wiOjEwLFwiVG  
90SW52VmFsXCI6NDAAwX0iLCJpc3MiOiJOSUMifQ.ZOumKQ4-tRm--  
n6VT7Pb2T7k__zO7YUzDuAaNj3ROeTzLlayVJqLcZB2AY5JTUEzWcWf7dqvZMBbtE0W7hzHaHL-  
ekkZgJ7tT891obz9532V4_DYdHbPOywWCUugvqKpCYXTBR792Wafmwi6y3LLXcgrY2QXeEegwfsnZf  
78jG7J8Zeo1h29Dh2llgrTBFI8GJe0UYxiPNC2OINmV4sZyp3uWYd4LJ-  
naJl6CqFnsrmys5Rzas_v6Hyl_GHhtx8DNjjBISXtnU5y4iGHAc3aRXfvlDOFSeT7LvH7CP1MiBMQF9Lu  
Nbn3idPL-45OmLgSXV6QDQ3nOpnoLB0Dyvw\"}
```

```
\\"SignedQRCode\\":\\"eyJhbGciOiJodHRwOi8vd3d3LnczLm9yZy8yMDAxLzA0L3htbGRzaWctbW9yZS  
Nyc2Etc2hhMjU2liwia2lkjoiMTE1RjQ0MjY2MTdBnzkzOEJFMUJBMDZEQkVFOTFBNDI3NTg0RURB  
QilsInR5cCI6IkpXVCIsIng1dCI6IkVWOUVkbUY2ZVRpLUC2QnR2dWthUW5XRTdhcyJ9.eyJkYXRhIjoie  
1wiU2VsbGVyR3N0aW5cljpcIjI5QUFGUEI3MDI5TTAwMFWiLFw
```

```
iQnV5ZXJHc3RpbWlwiOlwiMjBQUNDUjc4MzJDMVpEXCIsXCJEb2NOb1wiOlwiNTQ2NDZclixclRvY1R5  
cFwiOlwiSU5WXCIsXCJEb2NEdFwiOlwiMjAyMjAwMjU2Zm90SW52VmFsXCI6NDAwLWwi  
SXRIbUNudFwiOjIsXCJNYWluSHNuQ29kZVwiOlwiOTk1NDEExXCIsXCJm5cljpcImEwYWRhMTlhODZ  
mZmI5YzlyNzNhYTlmYTZhMmYzZjBkMzg0YTcyNjlyYmZiYjA5NDEyODkxNGU0YjcwZDNjY2ZlIn0iLCJp  
c3MiOiJOSUMifQ.eXPQOnw88vi7RdpApHJCUTytyayqLqA-  
rqfhxB5aPFnX7Tqm5QTJ5GEMc8sdM97hD4QOytXqfCFDhw6eogq77BIT_WRzKJI5UD8xkhOGoxfk3  
MMjeiPBLn6LucQoVIODmUty-2BxfURaHiGAP69UFzKFKLa0GF-  
4hjTrh2RYdLWcnoxGQxsqHbimH9C4WC6wiM4B05kXrcEqHKmJ0IADs1hTCqIXFo8C8pPQmrMctvrx  
97SKtHZF1yL-LxGuBbEK-rSyiw48GEaHgO5VpD5x0-  
LGeMJCmSa3VSyoQoIG_zmgsF5KgDhVPX38ggsQtIclhUNLODm_PQttnouXWVQDNA\\",\\"Status\\":\\"  
ACT\\"}"  
}
```

#### 8.4 Response: Cancellation

##### A- Success:

```
[  
{  
  "IRN": "34533074ff25efd12435e5da763e59266f799f48b7d690614f610b473cde9da6",  
  "RESPONSE": "IRN has been cancelled successfully",  
  "CANCEL_DATE": "2020-02-28 11:17:00"  
}  
]
```

##### B- Error:

```
[  
{  
  "IRN": "e0bfee93edea6dfab9a54d706584199e232a7922b6567ee04a60c8db873f7b35",  
  "RESPONSE": "Invoice is not active"  
}  
]
```

## 9. Support Hierarchy

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### I. Activity details:

Scope of Support	Indicative list of Activities
<b>Bug Fixing</b>	Bugs would be categorized based on severity levels. Depending on the priority of the bugs, bug fixing would be carried out or workaround to be provided.
<b>Product Updates</b>	All updates to the product will be available as per Velocis at release cycle.

### II. Escalation matrix:

Escalation Level	Point of Contact	Contact Details	Remarks
<b>Level 1</b>	Support Team	<a href="mailto:Support.desk@go4gst.com">Support.desk@go4gst.com</a>	For all issues
<b>Level 2</b>	Project Manager		Will be responsible till site Go Live
<b>Level 3</b>	Account Manager	Anurag.agarwal@velocis.in 9810885187	

### III. Support Service Exclusions: Velocis shall not be obligated to provide Support Service if:

- a. the reported error was caused by intentional changes in Service code, program parameters or other user adjustable features and can be addressed by using the Service in a new or different way by means of a direct or workaround solution which has been communicated to the Client;
- b. the error results from Client operator error, errors in Customer Data or due to use of software not supplied by Velocis or use that is not in accordance with the Documentation;
- c. the Client has failed to pay any required fee or is otherwise in default of this Agreement. To the extent, if any, that the Service is third party software (such as operating systems or third-party data or applications), it is acknowledged that the level of support provided by such third parties may impact Velocis performance.

## 10. Annexure

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- A. Request Payload**
- B. E Invoice Schema**
- C. Excel Template**
- D. G4G**
- E. Annexure-1**