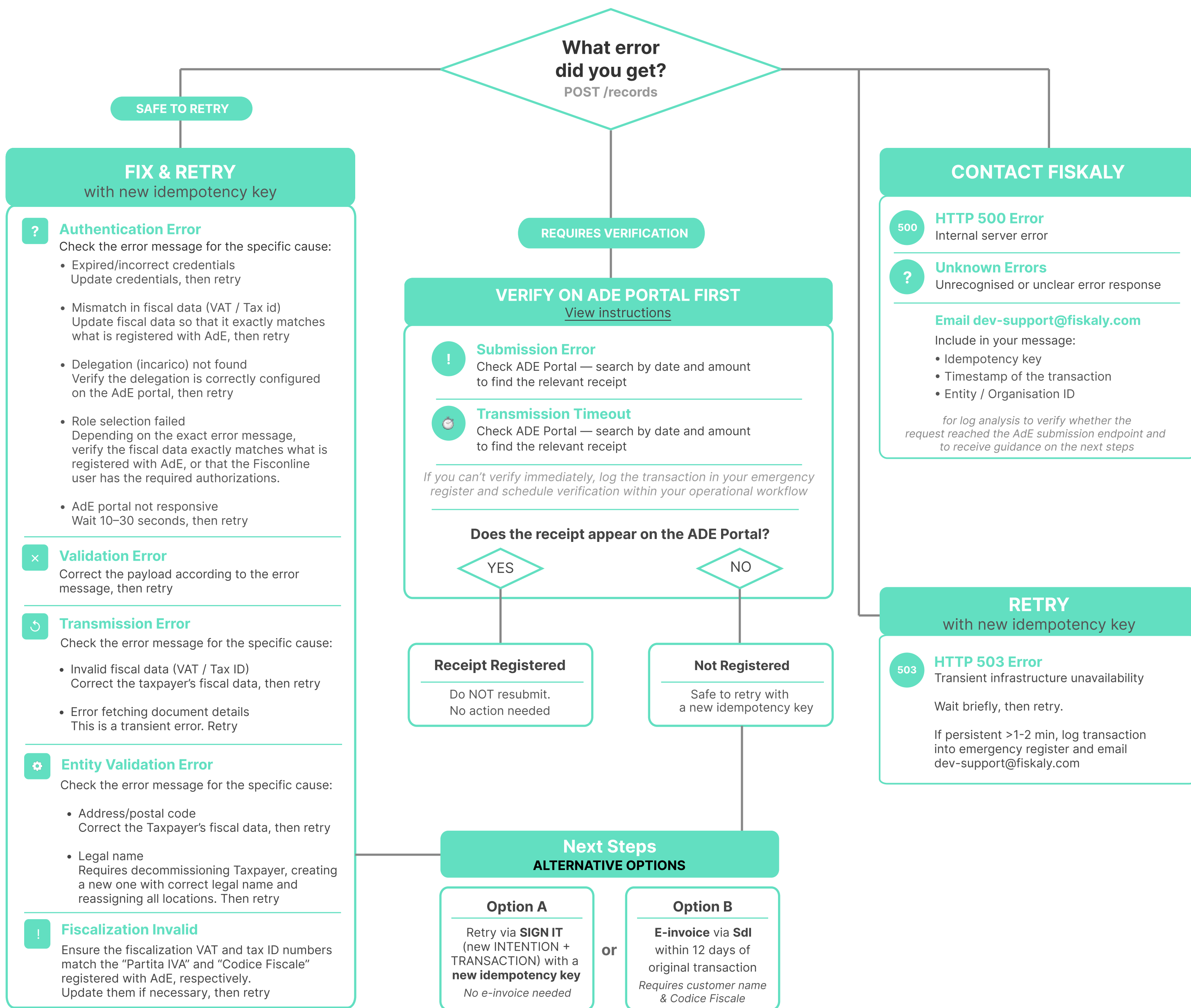


# Error Handling Guide for SIGN IT lite



**RETRY**  
with new idempotency key

**503 HTTP 503 Error**  
Transient infrastructure unavailability

Wait briefly, then retry.

If persistent >1-2 min, log transaction into emergency register and email dev-support@fiskaly.com

**Next Steps**  
**ALTERNATIVE OPTIONS**

**Option A**

Retry via **SIGN IT** (new INTENTION + TRANSACTION) with a **new idempotency key**  
*No e-invoice needed*

or

**Option B**

**E-invoice** via Sdl within 12 days of original transaction  
*Requires customer name & Codice Fiscale*

**📄 Emergency Register**  
Log ALL failed transmissions regardless of error type

Always record the following for audit traceability:

- Transaction amount and VAT breakdown
- Error type and message received
- Whether a retry was attempted and the outcome
- Transaction date and time
- The record's idempotency key

**⚠️ Compliance Consideration**

Fiscal transactions are expected to be reported in real time in accordance with applicable regulations.

Any delay between the original transaction and the successful submission may introduce compliance risks. In particular, **delayed resubmission (retry) may not satisfy real-time reporting requirements.**

fiskaly provides technical tooling to support fiscalization workflows but does not guarantee that any retry or delayed submission approach is compliant. The responsibility for ensuring compliance with applicable fiscal regulations remains entirely with the customer. If a retry or alternative recovery process is performed, customers should ensure that it is completed within any legally permitted timeframes and in accordance with local fiscal requirements.

Records successfully submitted after a retry will reflect the timestamp of the actual submission, not the original transaction time.

To ensure full compliance, cross-check totals in the Cassetto Fiscale (Aggregate view) against the number of issued receipts and your PoS system totals.

A practical way to perform a high-level check of aggregated VAT data for a given period is by consulting the Aggregate view. Further details are available in the following article: [How to handle an audit with SIGN IT lite?](#)