



USER MANUAL (SUPPLIER)
CREATE e-INVOICE & RESUBMIT REJECTED e-INVOICE

SUPPLIER RELATIONSHIP MANAGEMENT
SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)

PROCESS (3)	:	CREATE e-INVOICE
ROLE	:	TNB SUS SUPPLIER

CREATE e-INVOICE process will be performed once **Service Entry** has been approved by TNB (Confirmation status is automatically set to Accepted by Customer)

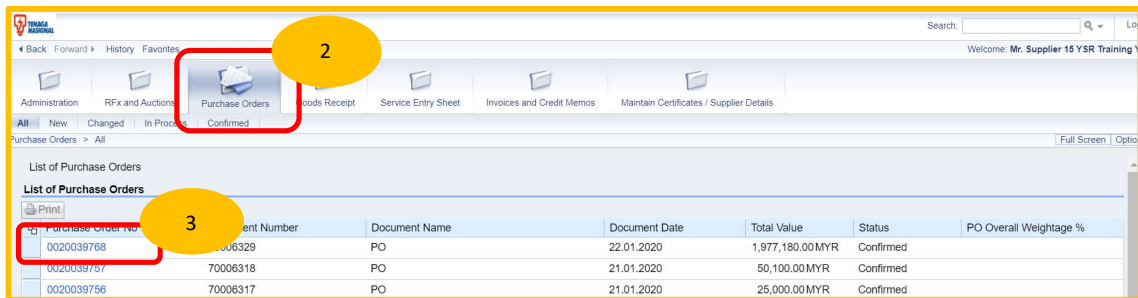
Note: TNB has rights to approve or reject **Service Entry** initiated by supplier

1. Log in to **SUS Portal** using **ID** and **Password**



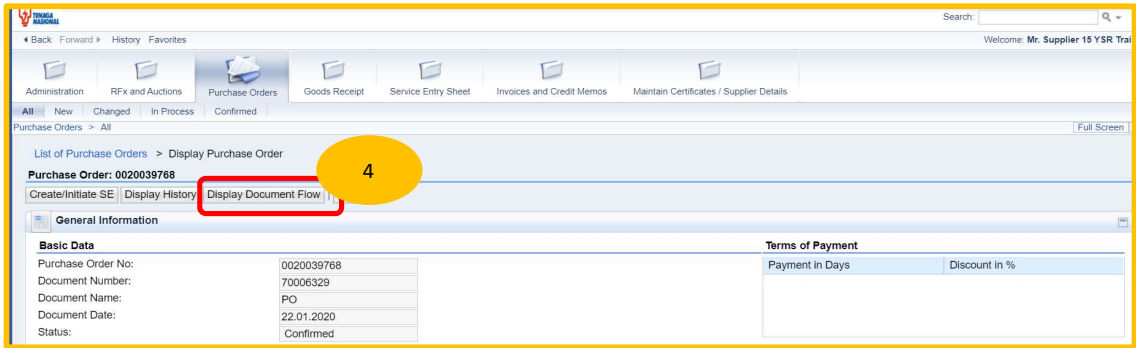
2. Click on tab - **Purchase Order**. To display list of the **e-PO**

3. Click on - **Document Number**



4. **Display Purchase Order** screen displayed.

Click on button - **Display Document Flow** to check **Service Entry (Confirmation)** status.

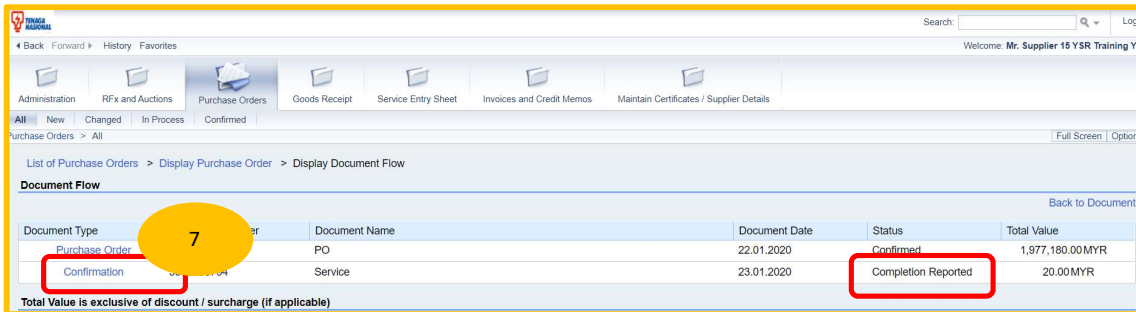


5. **Document Flow** screen displayed.

Check **Confirmation** under column **Document Type**.

6. If Service Entry has been verified and approved, status changed from **Completion Reported** to **Accepted by Customer**.

7. Click **Confirmation**.



Note : Implementation of Sales and Service Tax (SST)

From 1st September 2018, vendor should be able to select the appropriate new SST tax code during e-invoice creation. However, this depends on the following conditions being met:

- If the Purchase order is subjected to new taxes which are Sales & Service tax (SST) relevant.
- Vendor is a SST registered supplier and have updated with TNB the SST number.

If a Supplier has not updated his Sales or Service tax registration no. with TNB then he will be treated as Non-Register Supplier for SST and will not be able to select chargeable tax code during e-Invoice creation.

For update of Sales and Service tax registration number, please refer to this announcement:

https://www.tnb.com.my/assets/files/Notis_SCMS_SST_TNB.pdf

The selection of the SST tax code will be based on the matrix below :

Vendor registered as Sales Tax supplier	Vendor registered as Service Tax supplier	SST tax code selection
Registered	Registered	P1 – Sales Tax 10% P5 – Sales Tax 5% PT – Service Tax 6% PU – Service Tax 8% PZ – Non Taxable / Exempted
Registered	Non-registered	P1 – Sales Tax 10% P5 – Sales Tax 5% PZ – Non Taxable / Exempted
Non-registered	Registered	PT – Service Tax 6% PU – Service Tax 8% PZ – Non Taxable / Exempted
Non-registered	Non-registered	PZ – Non Taxable / Exempted

Starting 1st March 2024, for service Purchase Order, its mandatory for Vendor to provide the information whether the services are performed and completed before 1st March 2024.

Errors: Kindly confirm whether services performed and completed before 1st March 2024?
Info: Supplier shall be responsible to select the correct SST tax code during e-invoice submission based on the SST Act 2018/SST Regulation 2018/SST Orders and any subsequent changes.

Process Invoice: 5000292808

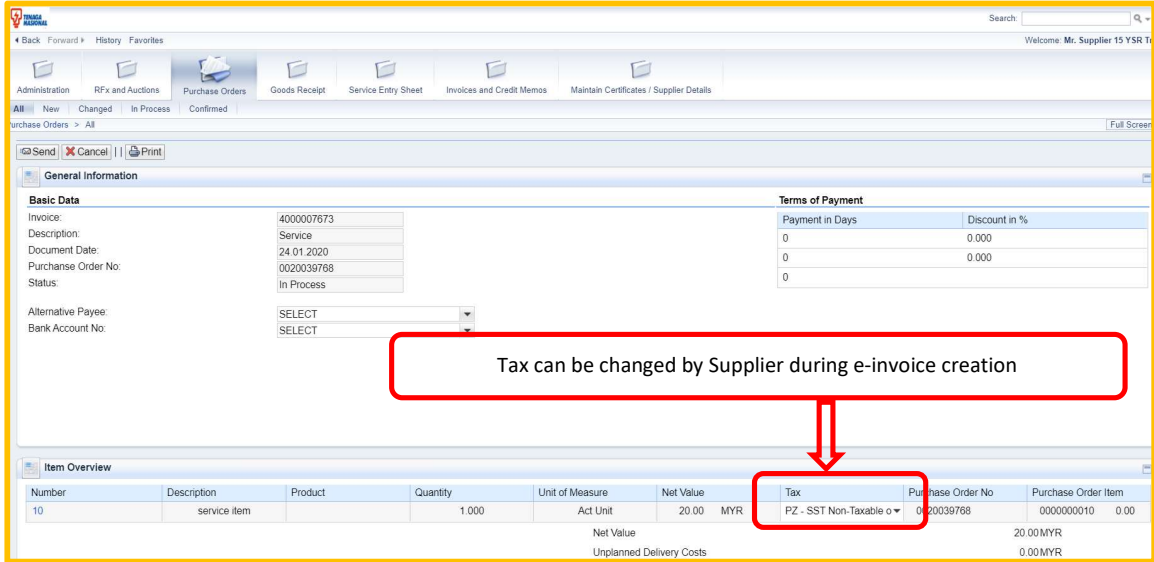
Send | Cancel | Print

General Information

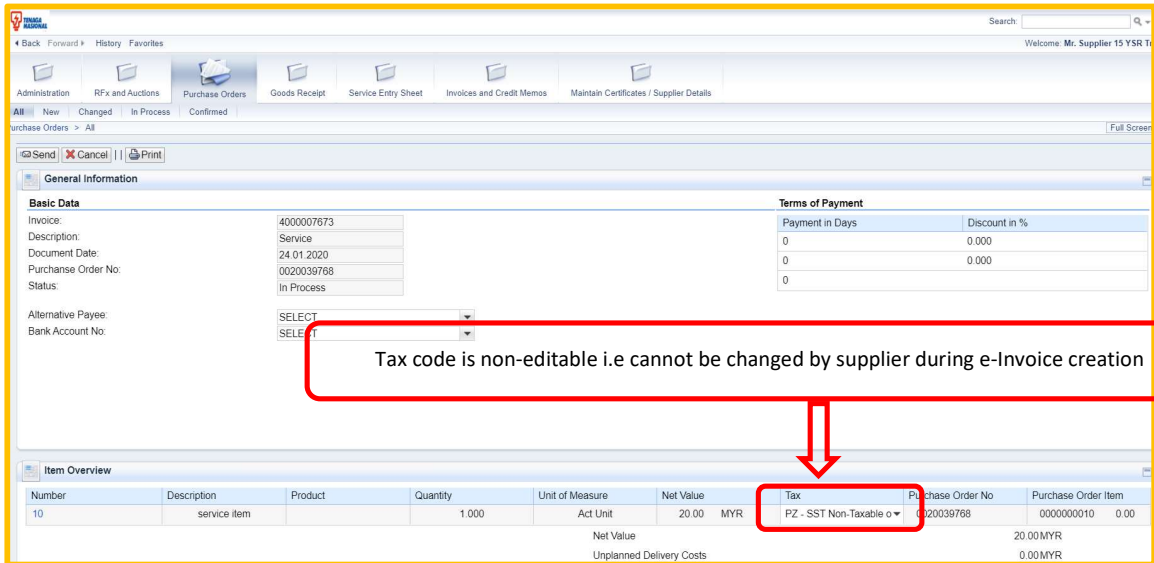
Basic Data		Terms of Payment	
Invoice:	5000292808	Payment in Days	Discount in %
Description:	TEST	30	0.000
Document Date:	29.02.2024	0	0.000
Purchase Order No:	0020937515	0	
Status:	In Process		
Alternative Payee:	SELECT		
Bank Account No:	12168010014527 ISLAM		
* Are the services performed and completed before 1st March 2024?:			
SELECT			

- a. Sample of eInvoice creation if the Purchase order is subjected to new taxes, which are Sales & Service tax (SST) relevant.

Click on Create Invoice and then Process Invoice screen will be display

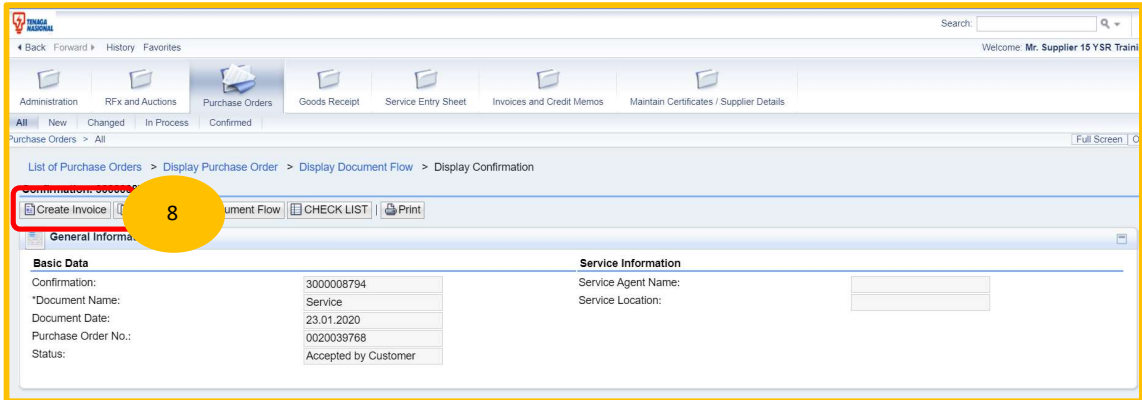


- b. Sample of eInvoice creation if Purchase order is not subjected to new taxes, which are not relevant for Sales & Service tax (SST).

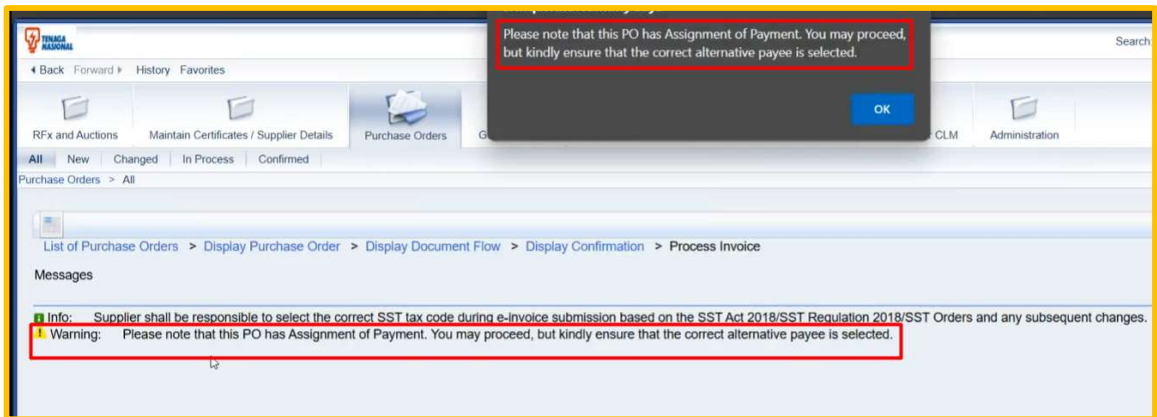


8. **Display Confirmation** screen displayed.

Click on button - **Create Invoice** to perform **e-invoice** process.

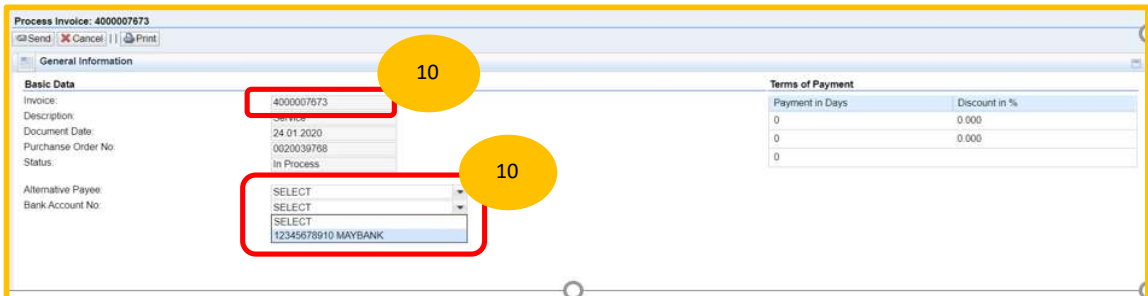


A Warning and pop-up message will be shown if PO ADOA exist for e-Invoice. Click OK to proceed.

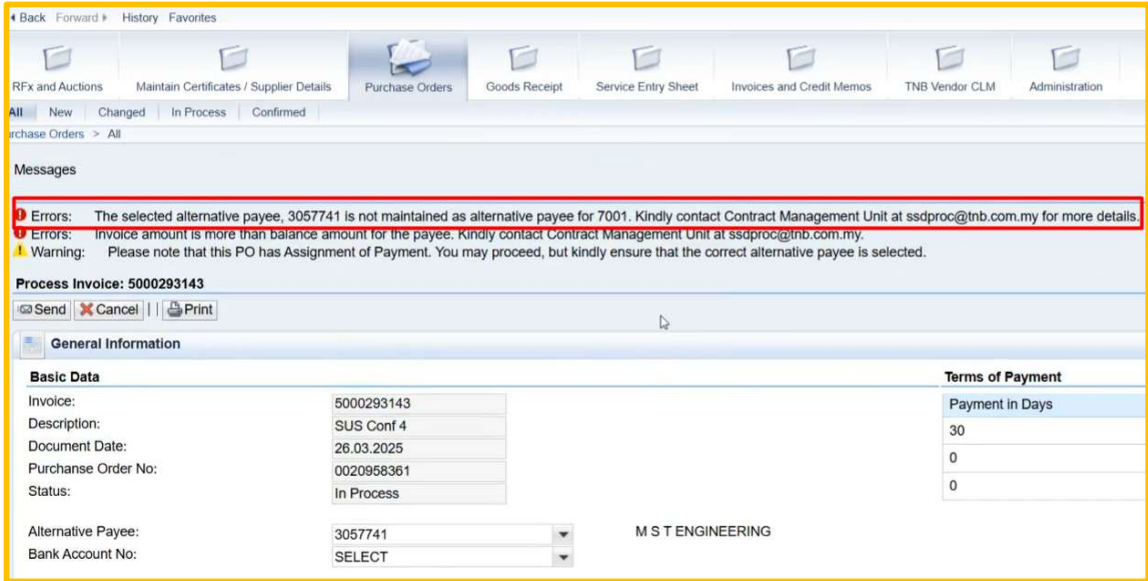


9. **Process Invoice** screen displayed. System will automatically generate the invoice number in **Basic Data** section.

10. If Supplier have more than one bank account registered with TNB, preferred bank account can be selected. Supplier can select Alternative Payee ONLY IF ADOA exist for this PO.

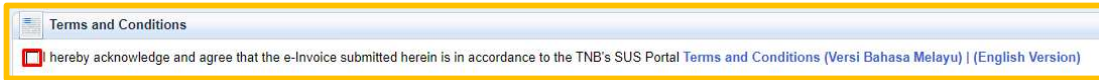


In the event error message for alternative payee not maintained for the required Company Code (TNB Division) appeared after choosing the Payee, kindly email to ssdproc@tnb.com.my for further action. Errors: The selected alternative payee, <payee no.> is not maintained as alternative payee for <TNB Division>. Kindly contact Contract Management Unit at ssdproc@tnb.com.my for more details.

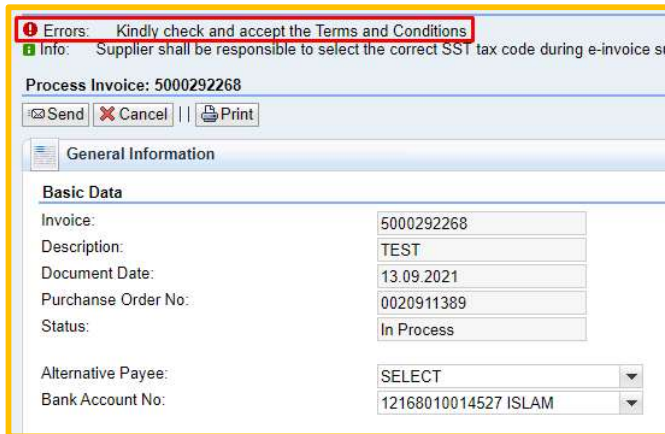


11. Starting by 6th November 2020, it is mandatory for Suppliers to

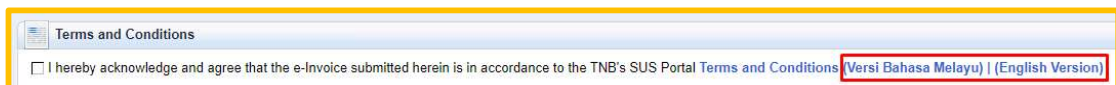
- i) Agree the TNB SCMS e-Invoice Terms and Conditions (T&C) by tick the declaration checkbox.



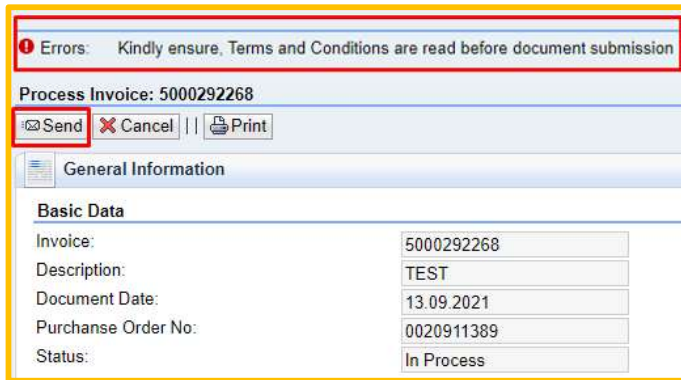
Suppliers will see the error message below if the checkbox has not been ticked before e-Invoice submission.



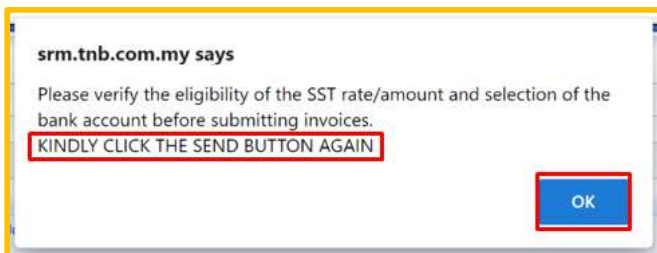
- ii) Read the T&C by clicking either [\(Versi Bahasa Melayu\)](#) or [\(English Version\)](#) hyperlink at the end of the declaration statement.



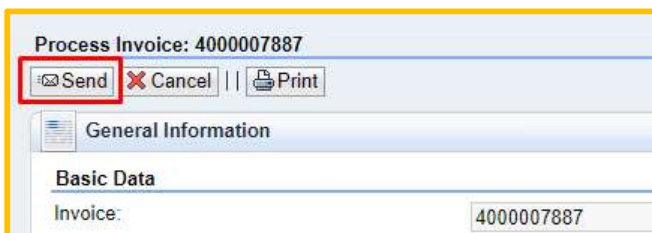
Suppliers will see the below error message if the [Terms and Conditions](#) are not read, in order to read just click on [Terms and Conditions](#) hyperlink. Click on button – **Send**.



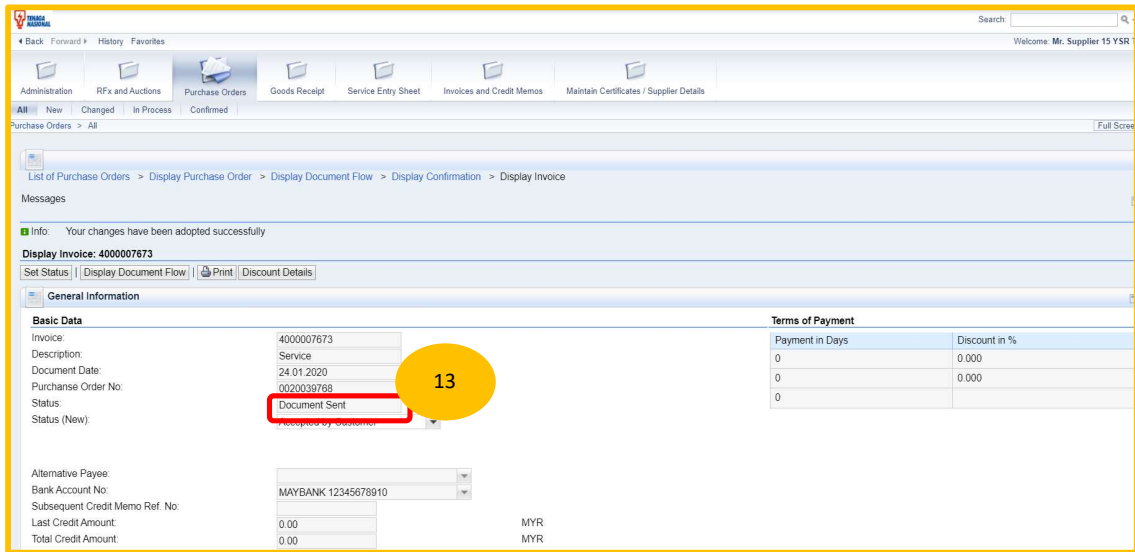
12. Suppliers will see another reminder message on SST rate/amount and selection of the bank account. Click **OK**.



Please verify the SST rate/amount and selection of the bank account. Once all information has been verified, click on the **Send** button again to submit the **e-Invoice** to TNB.

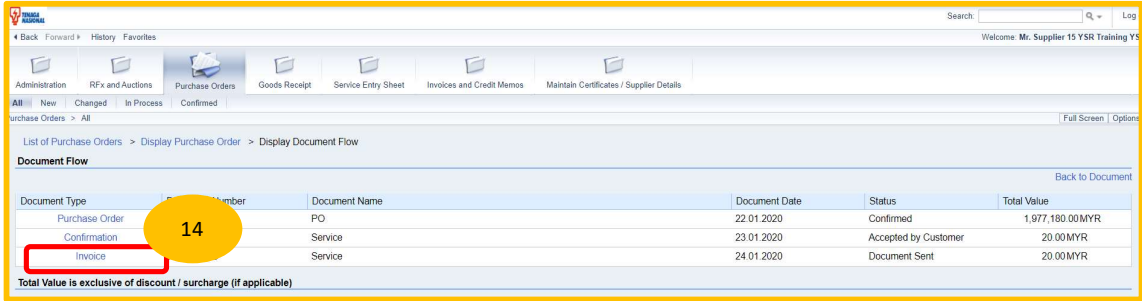


13. **e-Invoice** has successfully sent to TNB once the status of the invoice changed to **Document Sent**.

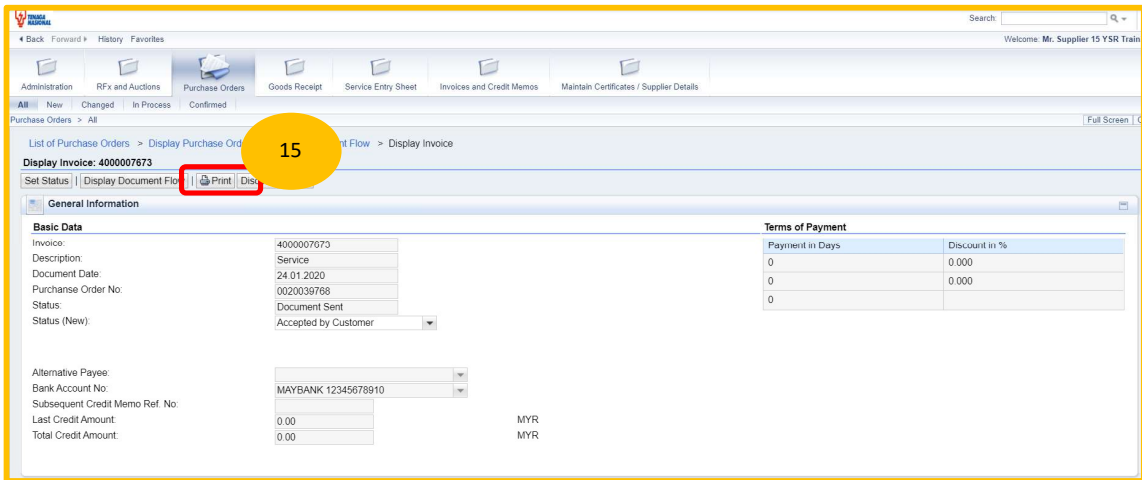


Steps to print e-invoice:

14. **Display Document Flow** – click on **Invoice** link.

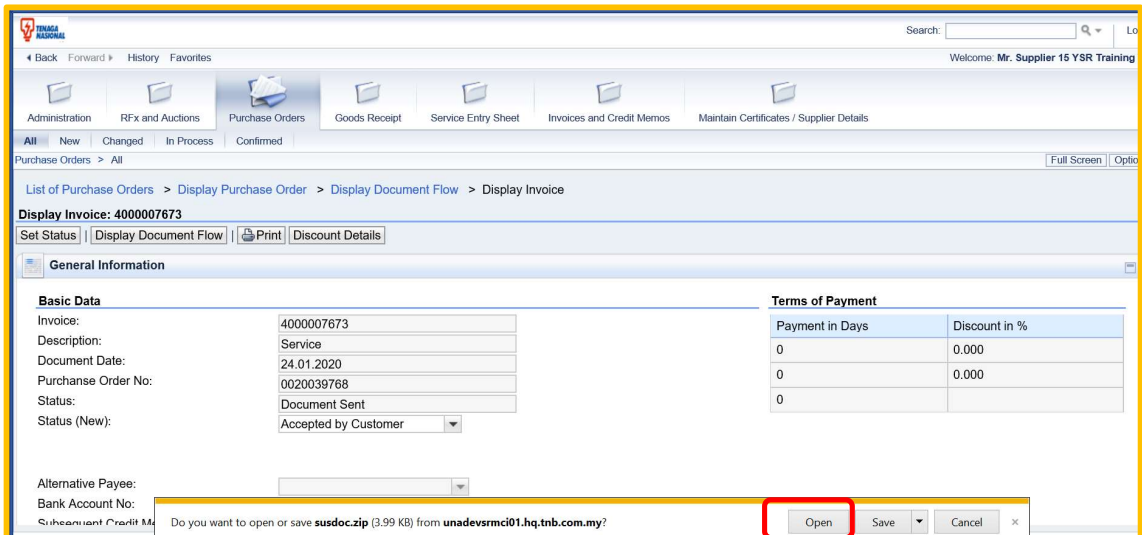


15. **Display Invoice** screen displayed. Click on button – **Print**.

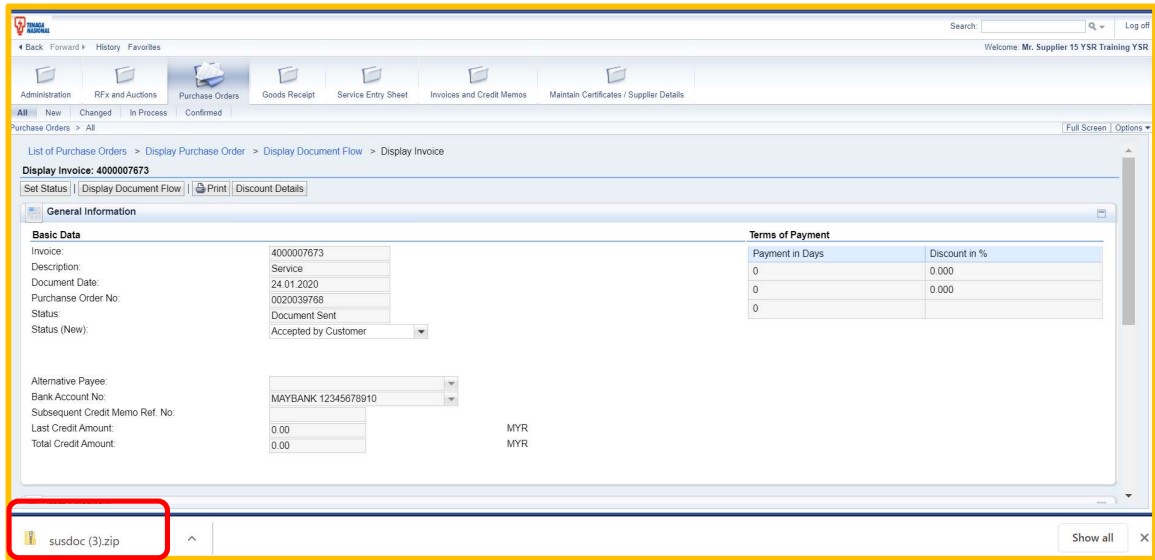


16. If below screen prompted, click on button – **Open**.

Using Internet Explorer



Using Google Chrome



Copy of e-invoice will be displayed as below and can be print as usual.

- i. Normal Invoice smartform for non-SST Supplier.

Invoicing Party Supplier Training 15 jalan abc 20300, Rawang Selangor		Invoice																																				
Invoice Recipient Tenaga Nasional Berhad Wisma TNB, No. 19 Jalan timur 46200, Petaling Jaya Selangor		<table border="1"> <tr> <td>Invoice Date</td> <td>24.01.2020</td> </tr> <tr> <td>TNB Purchase Order</td> <td>0020039768</td> </tr> <tr> <td>Invoice Number</td> <td>4000007673</td> </tr> </table>		Invoice Date	24.01.2020	TNB Purchase Order	0020039768	Invoice Number	4000007673																													
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No.	Product No	Item Description	Prod Type	Quantity	Price per unit	Amount (MYR)																																
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****Exempted Tax(0%)	20.00	0.00																																				

ii. Invoice smartform for Registered SST Supplier.

Invoicing Party Supplier Training 15 jalan abc 20300, Rawang Selangor Sales Tax Reg No : A31-4256-19208356 Service Tax Reg No: A31-4256-19208356		Invoice					
Invoice Recipient Tenaga Nasional Berhad Wisma TNB, No. 19 Jalan timur 46200, Petaling Jaya Selangor		Invoice Date	24.01.2020				
		TNB Purchase Order	0020039768				
		Invoice Number	4000007673				
Invoice Details							
No.	Product No	Item Description	Prod Type	Quantity	Price per unit	Amount (MYR)	
10		**** service item	Service	1 AU	20.00 / 0	20.00	
						Total (Excluding SST)	20.00
						Service Tax @ 0%	0.00
						Total Amount Payable	20.00
SST Summary				Amount (MYR)	SST (MYR)		
****Exempted Tax(0%)				20.00	0.00		

iii. Invoice smartform if Supplier maintained Start and End Date.

Invoicing Party Supplier Training 15 jalan abc 20300, Rawang Selangor		Invoice					
Invoice Recipient Tenaga Nasional Berhad Wisma TNB, No. 19 Jalan timur 46200, Petaling Jaya Selangor		Invoice Date	04.12.2024				
		TNB Purchase Order	0020958242				
		Invoice Number	5000292992				
		Start Date	01.12.2024				
		Finish Date	05.12.2024				
Invoice Details							
No.	Product No	Item Description	Prod Type	Quantity	Price per unit	Amount (MYR)	
10		**** service item	Service	1 AU	20.00 / 0	20.00	
						Total (Excluding SST)	20.00
						Service Tax @ 0%	0.00
						Total Amount Payable	20.00
SST Summary				Amount (MYR)	SST (MYR)		
****Exempted Tax(0%)				20.00	0.00		

END

PROCESS (4)	:	Resubmit Rejected invoice
ROLE	:	TNB SUS SUPPLIER

1. If submitted invoice has been rejected by TNB, Supplier will be notified via SUS Portal and email notification.
 - i. via SUS Portal, document type column - Cancelled Invoice with “Rejected by Customer” status

Document Type	Document Number	Document Name	Document Date	Status	Total Value
Purchase Order	1000840766	PO	25.06.2021	Confirmed	1,500.00 MYR
Confirmation	4000519945	Test	25.06.2021	Accepted by Customer	750.00 MYR
Invoice	5000292221	Test	27.06.2021	Document Sent	750.00 MYR
Cancelled Invoice	5000292222	Test	27.06.2021	Rejected by Customer	750.00 MYR

Click the Cancelled Invoice to see the details of rejected invoice

Communication and Collaboration

Reason for Rejection

Dear Supplier, Please submit hard copy of Invoice to Finance department.

General Information

Basic Data

Number: 5000292222

SUS Confirmation/Goods Receipt: 4000519945

Name: Test

Date: 27.06.2021

External Reference No.: 0020903527

Status: Rejected by Customer

- ii. via email notification - Kindly check the details of the rejected invoice

Invoice: 5000292221 Cancelled

Created

Dear Supplier,

The following Invoice has been cancelled:-

Invoice Number: **5000292221**

SUS Confirmation/Goods Receipt: **4000519945**

Purchase Order: **0020903527**

Invoice Rejection Reason:

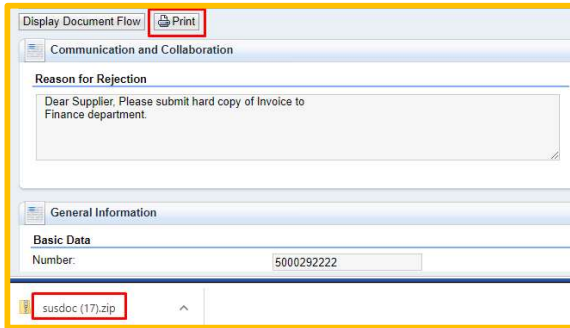
Dear Supplier, Please submit hard copy of Invoice to Finance department.

Action by Vendor:- Invoice to be submitted by vendor once again

Thank you and warm regards,

TNB

- Supplier can print the Cancelled Invoice by clicking the Print button and download the .pdf document.



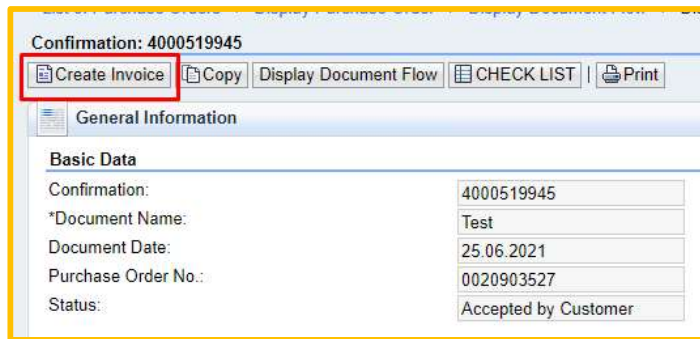
Cancellation Invoice	
Invoice Date	27.06.2021
TNB Purchase Order	0020903527
Invoice Number	5000292222
GR/Confirmation	4000519945

- Supplier once again can create an eInvoice against the same Confirmation document which the eInvoice was cancelled earlier.

Click the Confirmation hyperlink.

Document Type	Document Number	Document Name	Document Date	Status
Purchase Order	1000840766	PO	25.06.2021	Confirmed
Confirmation	4000519945	Test	25.06.2021	Accepted by Customer
Invoice	5000292221	Test	27.06.2021	Document Sent
Cancelled Invoice	5000292222	Test	27.06.2021	Rejected by Customer

Click Create Invoice button and repeat the step 9 (page 22) until step 9.1 (page 26).



Under Purchase order document flow, the newly created eInvoice document is updated with status “Document Sent”

Document Type	Document Number	Document Name	Document Date	Status	Total Value
Purchase Order	1000840766	PO	25.06.2021	Confirmed	1,500.00 MYR
Confirmation	4000519945	Test	25.06.2021	Accepted by Customer	750.00 MYR
Invoice	5000292221	Test	27.06.2021	Document Sent	750.00 MYR
Cancelled Invoice	5000292222	Test	27.06.2021	Rejected by Customer	750.00 MYR
Invoice	5000292223	Test	27.06.2021	Document Sent	750.00 MYR

END