FACTSHEET

MODULE: E-Invoice

AUDIENCE: TNB vendors/ suppliers

#	QUESTIONS	ANSWERS
A	**General**	
1	When can vendors/ suppliers start using e-Invoice?	Pilot phase involving selected vendors/ suppliers is planned to go-live early April 2017.
2	How can I channel my issues and enquiries with regards to e-Invoice?	• Vendors/ suppliers can contact SCMS Helpdesk as follows: o Email: SCMSD@tnb.com.my o Phone: 03-27767090 • Alternatively, guideline/ manual is provided for reference in TNB Website • For enquiries relating to e-PO, please refer to the TNB contact person listed in the generated e-PO form.
3	What is the process of creating e-Invoice?	e-Invoice can be raised on SUS Portal when TNB has Accepted SUS Service Entry or when PO document flow has the status Goods Receipt.
4	What are the new processes/ changes of the e-Invoice process?	Most of the manual processes will be eliminated and suppliers will be able to collaborate with TNB in the procure-to-pay process.
5	What is the process of claiming the retention sum?	An invoice will need to be raised manually to claim the remaining balance of the retention sum, as per current practice.
6	If I am a vendors/ supplier supplying to areas outside of Selangor, can I use the e-Invoice to raise invoice to TNB?	• For the pilot phase, the e-Invoice will be made available for vendors/ suppliers from Selangor and/ or supplying to TNB Distribution Selangor.
7	How do I ensure I received notifications from SUS portal?	In order to receive notifications from SCMS, vendors/ suppliers need to ensure details in “Own Data” tab in SUS portal are accurate and up-to-date.
8	Will I be notified of any action that has been done by the other party throughout the procurement process e.g. rejection of SE?	Yes, notifications of changes and actions will be notified to the relevant parties in the process: • Initiator (TNB) will receive notifications through ERMS or email. • Vendors/ suppliers will receive notifications through email and see status through SUS.
9	Where can I find history of my past transactions?	• In the SUS portal, history of transactions can be found from two tabs i.e. PO and Invoice. Both tabs will display list of e-POs and e-Invoices respectively. Vendors/ suppliers should refer to the unique number as reference of their transaction.

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		• To be reminded of the unique number submitted by vendors/ suppliers, refer to the PO tab. • To track the progress status of invoice, it is recommended to look at Invoice or Credit Memo tabs.
10	What is the correct process flow for emergency work?	• Emergency work is work done by vendors/ suppliers prior to PO being raised by TNB. • As per current practice, PO can be done after delivery of emergency work. • After work is done, TNB provides required documentation (e.g. Laporan Kerja Selesai) in order for vendors/ suppliers to initiate SE. • Vendors/ suppliers will then send invoice.
B	**Log into SUS Portal**	
1	Can I log into the system with more than one ID?	Vendors/ suppliers can log into the system with the sub-IDs created (Max sub-IDs created is 3). With the sub-IDs, vendors/ suppliers can view and perform any transactions for the same company.
C	**Receive and acknowledge e-PO**	
1	Will the details keyed into ERMS by Initiator (TNB) be displayed in the e-PO form generated?	Yes, the details keyed into ERMS will automatically be displayed in the generated e-PO form. Hence, it is important to ensure accurate details are provided before vendors/ suppliers submit acknowledgment of e-PO.
2	What is the cut-off date for old PO? Example: PO was raised by TNB in 2016, but job done by vendors/ suppliers is completed in 2017.	The cut off date is may be maintained separately for each vendors. There will be information available in SUS they will receive ePOs since what date.
3	Is there a way vendors/ suppliers can inform TNB via the system when they will start work on the PO?	Currently, the function is not available in the system.
D	**Prepare the goods or raise SE**	
1	What documentations are required to raise Service Entry (SE)?	Currently in the system there is no checklist of required documentations as per current practice, however there is an attachment function where vendors/ suppliers can attach documents that will help support the transaction.
2	Who shall provide documentations required to raise Service Entry (SE)?	Currently TNB provide Laporan Kerja Siap (LKS) before the vendors/ suppliers proceed with SE.
3	Getting error when initiate SE (cross FY)	Date of SE initiated by supplier has crossed financial year from PO delivery date (the dates in different Financial Year). Supplier need to contact/inform Initiator to change the PO Delivery Date.
E	**Receive SA/ GR**	

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1	What documentations are required to perform Service Acceptance (SA)?	Currently in the system there is no checklist of required documentations as per current practice, however there is an attachment function where vendors/ suppliers can attach documents that will help support the transaction.
2	Who should provide documentations required to perform Service Acceptance (SA)?	Currently TNB provide Laporan Kerja Siap (LKS) before the vendors/ suppliers proceed with SE.
3	What is the purpose of Display Goods Receipt?	Display Goods Receipt is for vendors/ suppliers to proceed with raising e-Invoice.
F	**Raise e-Invoice**	
1	When I create an e-Invoice, can I change the price and quantity?	No, vendors/ suppliers cannot change the price and quantity when creating e-Invoice. The price of services rendered and/or goods supplied will be based on e-PO raised by TNB. The quantity amount will be based on Goods Received (GR) and Service Entry (SE). Hence, it is important for vendors/ suppliers to acknowledge the details within PO/ GR/ SE before submitting e-Invoice.
2	Will the e-Invoice ~~form ID~~ number be generated by the system or the vendors/ suppliers?	The ~~form ID~~ e-Invoice number is a unique number that will be auto-generated by the system.
3	How do I check the status of payment for an e-Invoice that was raised?	Vendors/ suppliers can monitor the payment status through SUS portal whereby the status of e-Invoice document can be ‘Open’ or ‘Paid’.
4	In what events / scenarios will the status of my e-Invoice submission be rejected?	If such situation occurs, TNB Finance will contact vendors/suppliers and inform reasons of rejection.
5	Why can’t I raise e-Invoice?	e-Invoice cannot be raised if: • Performance Bond has expired • Service Entry was not done according the ADOA Factoring
6	How will I know why my transaction/ request has been rejected?	Vendors/suppliers will need to reach out to the PIC from TNB in order to receive clarifications of transaction being rejected. Communication can be made through phone and/or email, as per current practice.
7	How can I monitor POs not yet raised for Goods Received (GR)/ Service Acceptance (SA) that has been done?	The current status of the ePO can be seen using PO Document flow
8	What is the difference when GST and non-GST vendors/ suppliers raise e-Invoice?	• For Non-GST Supplier, the form generated will be called “Invoice” • For GST supplier, the form generated will be called “Tax Invoice”. GST registration number will be available in the form.

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9	Why is the value of e-PO not the same when submitting e-Invoice upon Service Entry (SE) or Goods Received (GR)?	The value of the e-Invoice will always match with SE raised or GR performed as it is auto-generated by the system. E-Invoices can be raised more than once per PO depending on SE or GR.