IMPORTANT NOTES

1. The minimum system requirement to access Supplier Self Service (SUS) portal and Registration of Suppliers (ROS) as below.

   a. JAVA RUNTIME ENVIRONMENT (JRE) - Minimum version 1.6
   b. WEB BROWSER – Internet Explorer Minimum version 8
   c. PDF READER – Adobe Reader or similar
   d. FIREWALL – Ensure internal company firewall has been set to enable SUS portal web address https://srm.tnb.com.my/portal

2. To set Compatibility View in Internet Explored Menu Bar

   - Click on button - Tools
   - Choose - Compatibility view settings in the menu list
   - Under Add this website field, type the address of the webpage: tnb.com.my
   - Click on button - Add
   - Click on button - Close- and -Refresh the webpage
PROCESS (1) : RECEIVING ePO Notification and Acknowledge ePO in SUS
ROLE : TNB SUS SUPPLIER

1.0. Supplier will receive details on the e-PO through e-mail as updated in SUS Portal

![Notification of New Documents in Supplier Portal]

2.0. Take note on the e-PO number

![Purchase Order: 0020823027]

3.0. Supplier to acknowledge the receiving of the e-PO by performing confirmation process in the system before start work as stated in the e-PO.

4.1. Log in to SUS Portal using ID and Password

![Log in to SUS Portal]
4.2 Click on tab - **Purchase Orders**.
To display the list of **e-PO**

4.3 Click on - **Document Number**
For the **e-PO** number as stated in the e-mail received.

Display **Purchase Order** screen will be displayed.
Review the item list before proceed with the next step

4.4 Click on button – **Confirm PO**
To proceed with **confirmation** Process.
**PO confirmation / acknowledgment** screen will be displayed.

4.5. Check quantity in Confirm Quantity column

4.6. Click on button - **Confirm All Item**.  
   Make sure **e-PO** status has changed to **Confirmed**.

4.7. Click on button – **Send**.  
   To send **confirmation** of the **e-PO** to TNB

**Below message to show confirmation process is successful.**  
**Status shows ‘Confirmed’**
To make sure e-PO status changed from (New) to (Confirmed) in List of Purchase Order screen.

Before Confirmation process

After Confirmation process

Steps to print copy of e-PO:

5.1 Click on button -Print

5.2 If one of below screens prompted, click on button – Open
Newer IE version

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

Supplier to liaise with Person In Charge (Contact Person) as stated in the e-PO for any related inquiry.
Note: A reminder email will be sent every 3 days until the PO successfully confirmed.

Sample of Reminder Notification:

Action Required: Please acknowledge e-PO 20840788

Dear Sir/Madam,

Our record indicates that you have not acknowledge the PO(s).

The following document has been transmitted to you:
Purchase Order: 20840788 on date 25.07.2018

You can use the following URL to branch directly to our Supplier Portal and display or process the relevant document:

Kindly acknowledge your awarded PO(s) in SUS Portal before commencing the work to avoid facing problem during payment process.

Thank you for your prompt action to this matter.

Yours regards,
Your Supplier Portal Team
Supplier will perform **INITIATE SERVICE ENTRY** process once the service as stated in the **e-PO** has been done/finished.

Supplier to ensure agreed value entered in the system in order for the Service Entry to be verified and approved.

1.1. Log into **SUS Portal** using **ID** and **Password**

2.1. Click on tab - **Purchase Orders**.
   To display list of the **e-PO**

2.2. Click on - **Document Number**
   For the **e-PO** number which service has been performed.
3.1. **Display Purchase Order** screen displayed.
   Click on button – **Create / Initiate SE.**

4.1 **Service Entry (SE) creation / Initiate** screen displayed.

4.2 Fill in the required fields or make changes on any field if necessary in **Basic Data** section.

   **Note**: During Service Entry creation, there will be a Performance Security (PS) validation. Suppliers still can proceed with the creation even the PS has expired. This is only to notify Suppliers if:

   **Scenario 1**: PS is expire within 30 days

   ![Messages](image)

   Warning: PS will expire on 29.07.2017. Kindly contact Pemula/Initiate or Contract Management Unit at contract-helpdesk@tnb.com.my for more details.

   **Scenario 2**: PS has expired

   ![Messages](image)

   Warning: PS has expired on 29.06.2017. Kindly contact Pemula/Initiate or Contract Management Unit at contract-helpdesk@tnb.com.my for more details.

**Basic Data**

**Confirmation**: running number (by system)

**Document Name**: supplier may enter simplified description of the services

**Document Date**: Date of the confirmation created (system default)

**Purchase Order No**: PO number (system default)

**Service Agent Name**: Name of the supplier’s agent or representative

**Service Location**: location of the service/job executed

**Status**: status of confirmation Service Entry (system default)
4.3 At Item Overview section, supplier needs to specify the completion of the services whether fully completed or partial completed. *(Refer example 1 & 2)*

4.4 Select each line of services or all services depending on the *Service Entry*. 
4.5 Attach/upload any related documents (i.e: Laporan Kerja Siap (LKS), etc) in the ‘Attachment’ area at the bottom of the page. Please verify the required documents that need to be attached/uploaded with initiator to avoid rejection during acceptance of Service Entry.

4.6 Click on Browse button → Select related document → Click on Upload button

4.7 Click on Add Attachment button to upload another documents

4.8 To delete attachment, click on ‘Dustbin’ symbol
Note: SAVE button in **Service Entry (SE) creation / Initiate** screen allow you to save your SE as a draft version by clicking the SAVE button. This SE will not send to TNB for acceptance. Please make sure you click on Confirm button once you have completed key in the SE details.

i) Click on SAVE button

### Service Entry (SE) creation / initiate

- Confirm
- Save
- Update Prices

ii) Message will be displayed and Status of the SE is In Process

**Messages**

- **Info**: Confirmation 4900000654 saved, kindly click on confirm button to submit your confirmation.
- **Info**: Your changes have been adopted successfully

### Document Flow

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Document Number</th>
<th>Document Name</th>
<th>Document Date</th>
<th>Status</th>
<th>Total Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Order</td>
<td>1000001753</td>
<td>P0</td>
<td>25.07.2010</td>
<td>Confirmed</td>
<td>100,000.00 MYR</td>
</tr>
<tr>
<td>Confirmation</td>
<td>4900000654</td>
<td>SE</td>
<td>10.08.2018</td>
<td>In Process</td>
<td>1,900.00 MYR</td>
</tr>
</tbody>
</table>

iii) To edit your drafted SE, click the Confirmation button and then the PROCESS button

### Display Confirmation

- Process
- Delete
- Copy
- Display Document Flow
- Print

iv) You may proceed with the SE creation.
EXAMPLE 1 : FULLY COMPLETED SERVICE ENTRY.

i. Click on button - Select All

ii. Fill in the **Quantity** column for each line.

iii. Click on button - Confirm

EXAMPLE 2 : PARTIAL COMPLETED SERVICE ENTRY.

i. Tick on the service line item

ii. Click on button - Propose Outstanding Quantities

iii. Fill in the quantity of the service performed under **Quantity** column.

iv. Click on button – Confirm
Popup message will be displayed after ‘Confirm’ button clicked. Click - OK

5.1. **Display Confirmation** screen displayed.

   Check status – **Completion Reported**

5.2. Click on button - **Display Document Flow**.

   To check on the document status history.

6.1 **Document Flow** screen displayed.

6.2 Refer to **Confirmation** document type

6.3 Make sure **status** changed to **Completion Reported**. Shows that Service Entry successfully transferred to TNB for further action (Service Acceptance)

END
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

1.1. Log in to SUS Portal using ID and Password

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

2.2. Click on - Document Number

For the e-PO number that has been performed.
3.1. **Display Purchase Order** screen displayed.
   Click on button - **Display Document Flow** to check **Service Entry (Confirmation)** status.

![Display Purchase Order Screen](image1)

4.1. **Document Flow** screen displayed.
   Check **Confirmation** under column **Document Type**

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

4.3. Click - **Confirmation**

![Document Flow Screen](image2)
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:

<table>
<thead>
<tr>
<th>Vendor registered as Sales Tax supplier</th>
<th>Vendor registered as Service Tax supplier</th>
<th>SST tax code selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered</td>
<td>Registered</td>
<td>P1 – Sales Tax 10%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>P5 – Sales Tax 5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PT – Service Tax 6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PZ – Non Taxable / Exempted</td>
</tr>
<tr>
<td>Registered</td>
<td>Non-registered</td>
<td>P1 – Sales Tax 10%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>P5 – Sales Tax 5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PZ – Non Taxable / Exempted</td>
</tr>
<tr>
<td>Non-registered</td>
<td>Registered</td>
<td>PT – Service Tax 6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PZ – Non Taxable / Exempted</td>
</tr>
<tr>
<td>Non-registered</td>
<td>Non-registered</td>
<td>PZ – Non Taxable / Exempted</td>
</tr>
</tbody>
</table>
1. Sample of eInvoice creation if the Purchase order is subjected to new taxes, which are Sales & Service tax (SST) relevant.

![Diagram of Process Invoice](image1)

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

![Diagram of Process Invoice](image2)
5.1. **Display Confirmation** screen displayed.

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

6.1 **Process Invoice** screen displayed.

System will automatically generate the invoice number in **Basic Data** section.

6.2 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

6.3 Click on button – **Send**. To submit the **e-Invoice** to TNB.
6.4 **e-Invoice** has successfully sent to TNB once the status of the invoice changed to **Document Sent**.

### Steps to print e-invoice

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

**8.1. Display Invoice** screen displayed. Click on button – **Print**
9.1 If below screen prompted, click on button - **Open**

**Older IE version**

![Image of older IE version]

**Newer IE version**

![Image of newer IE version]

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

**Tax Invoice** header will be displayed if Vendor is GST registered

**Note:** For Non-GST Vendors, normal **Invoice** header will be displayed
### Tax Invoice

**Invoicing Party**
Testing ERMS SRM Integration  
23 Jalan 23  
51000, KL  
GST No: 000012345678

**Invoice Recipient**  
Wisma TNB, No. 19 Jalan timur  
46200, Petaling Jaya  
Selangor

<table>
<thead>
<tr>
<th>No.</th>
<th>Product No</th>
<th>Item Description</th>
<th>Prod Type</th>
<th>Quantity</th>
<th>Price per unit</th>
<th>Amount (MYR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>* service PO cycle</td>
<td>Service</td>
<td>1 ACT</td>
<td>10,000.00</td>
<td>10,000.00</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GST Summary</th>
<th>Amount (MYR)</th>
<th>GST (MYR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Standard Rated (6%)</td>
<td>10,000.00</td>
<td>600.00</td>
</tr>
</tbody>
</table>

**Invoice Details**

- **Invoice Date**: 18.04.2017
- **TNB Purchase Order**: 0020823027
- **Invoice Number**: 0000003999

**Total (Excluding GST)**: 10,000.00  
**GST @ 6%**: 600.00  
**Total Amount Payable**: 10,600.00

END