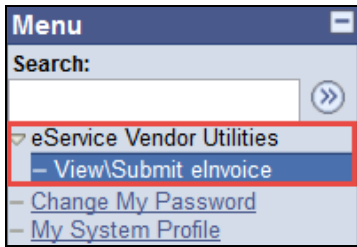
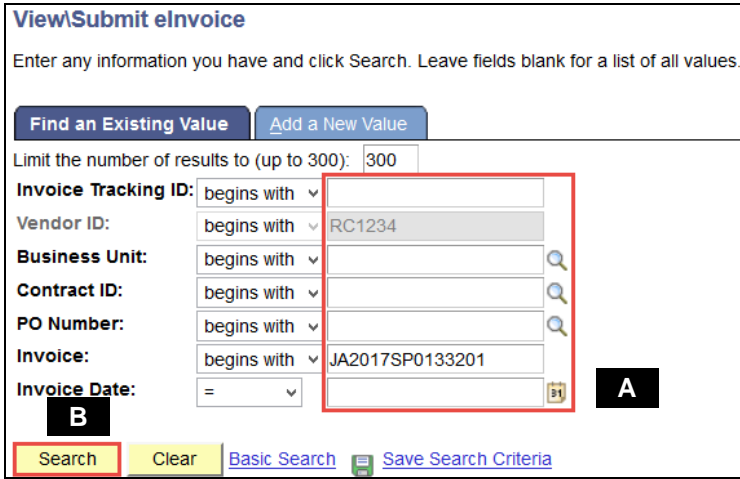


JOB AIDS :- STEPS TO QUERY RESPOND EINVOICE

INTENDED AUDIENCE	VENDOR
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Important Note:

- Vendor will receive email from Department if there is any query on the eInvoice entered earlier. Once email is received, please navigate to the below menu path to search the eInvoice and respond to the query
- Vendor can only attach or re-attach documents if it is requested by Department. No amendment of information is allowed

Step 1	<p>NAVIGATE TO VIEW\SUBMIT EINVOICE PAGE:</p> <p><u>Menu > eService Vendor Utilities > View\Submit eInvoice</u></p> 
Step 2	<p>IN THE VIEW\SUBMIT EINVOICE PAGE,</p>  <p>A. Under the Find an Existing Value tab, enter the information in any of the fields above:-</p> <ul style="list-style-type: none"> • Invoice :- Enter the Invoice number (E.g. JA2017SP0133201)

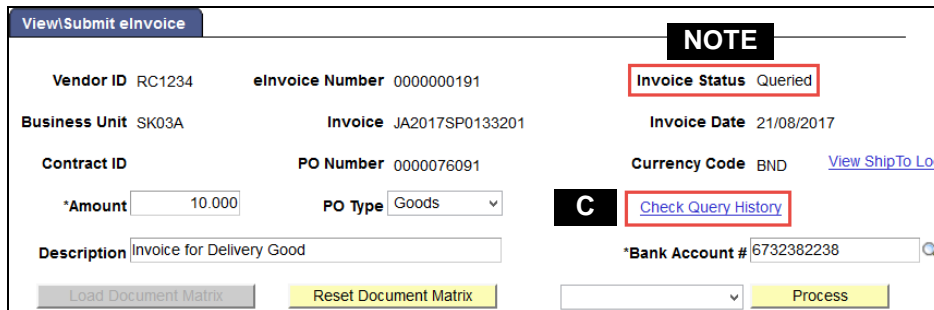
JOB AIDS :- STEPS TO QUERY RESPOND EINVOICE

B. Click **Search** button

Note: Information can be entered in all the fields or left empty. **Search Results** will be populated below for all entered invoices upon clicking the **Search** button

Step 3

IN THE VIEW\SUBMIT EINVOICE PAGE,

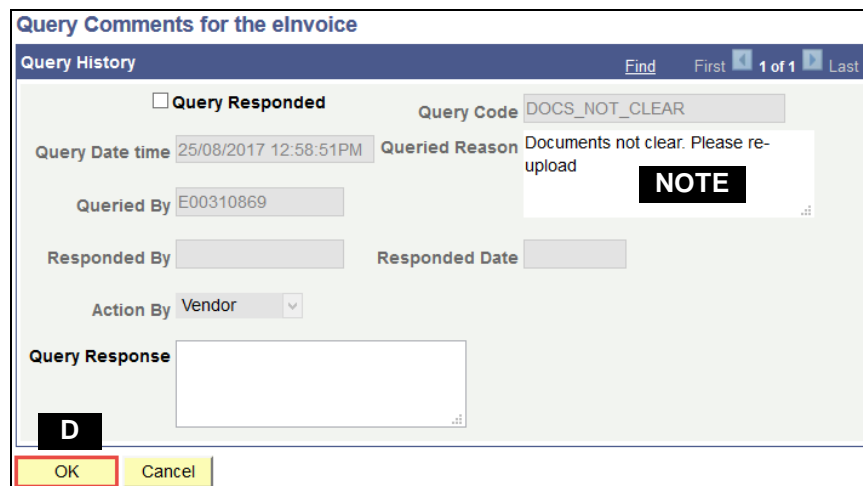


The screenshot shows the 'View/Submit invoice' page with the following details:

- Vendor ID:** RC1234
- Invoice Number:** 0000000191
- Invoice Status:** Queried (highlighted with a red box and a black 'NOTE' label)
- Business Unit:** SK03A
- Invoice:** JA2017SP0133201
- Invoice Date:** 21/08/2017
- Contract ID:** [Empty]
- PO Number:** 0000076091
- Currency Code:** BND
- View Ship To Loc:** [Link]
- *Amount:** 10.000
- PO Type:** Goods
- C:** [Label]
- Check Query History:** [Link, highlighted with a red box]
- Description:** Invoice for Delivery Good
- *Bank Account #:** 6732382238
- Buttons:** Load Document Matrix, Reset Document Matrix, Process

C. Click **Check Query History** link to view the query reason

Note: The **Invoice Status** display as **Queried** because Department has queried this invoice



The screenshot shows the 'Query Comments for the invoice' dialog box with the following details:

- Query History:** Find, First, 1 of 1, Last
- Query Responded**
- Query Code:** DOCS_NOT_CLEAR
- Query Date time:** 25/08/2017 12:58:51PM
- Queried Reason:** Documents not clear. Please re-upload
- Queried By:** E00310869
- Responded By:** [Empty]
- Responded Date:** [Empty]
- Action By:** Vendor
- Query Response:** [Text area]
- D:** [Label]
- Buttons:** OK, Cancel
- NOTE:** [Black box with white text]

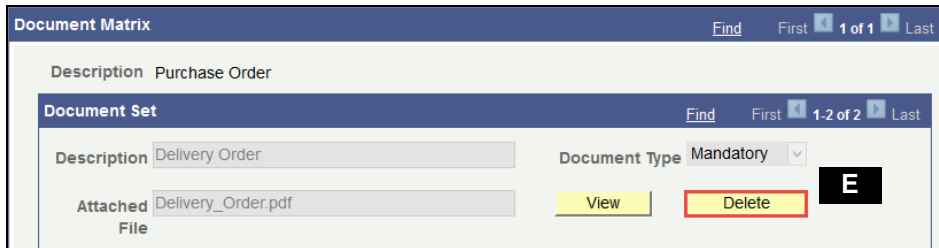
Note: The **Queried Reason** is stated in this box together with the queried details (e.g. Query Date Time, Queried By)

D. Click **OK** button to return to the elnvoice page to perform the changes

JOB AIDS :- STEPS TO QUERY RESPOND EINVOICE

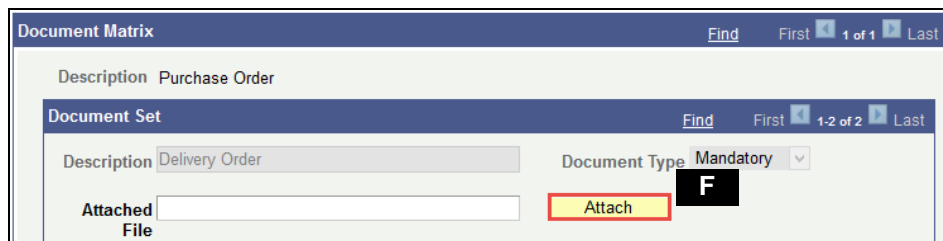
Step 4

IN THE VIEW\SUBMIT EINVOICE PAGE,

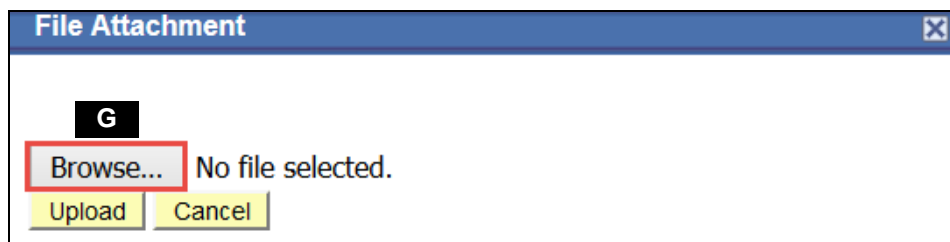


E. Click **Delete** button to remove and re-attach the queried document

Note: Please view back all the documents that have attached earlier before deleting the documents to check the quality of the attachment

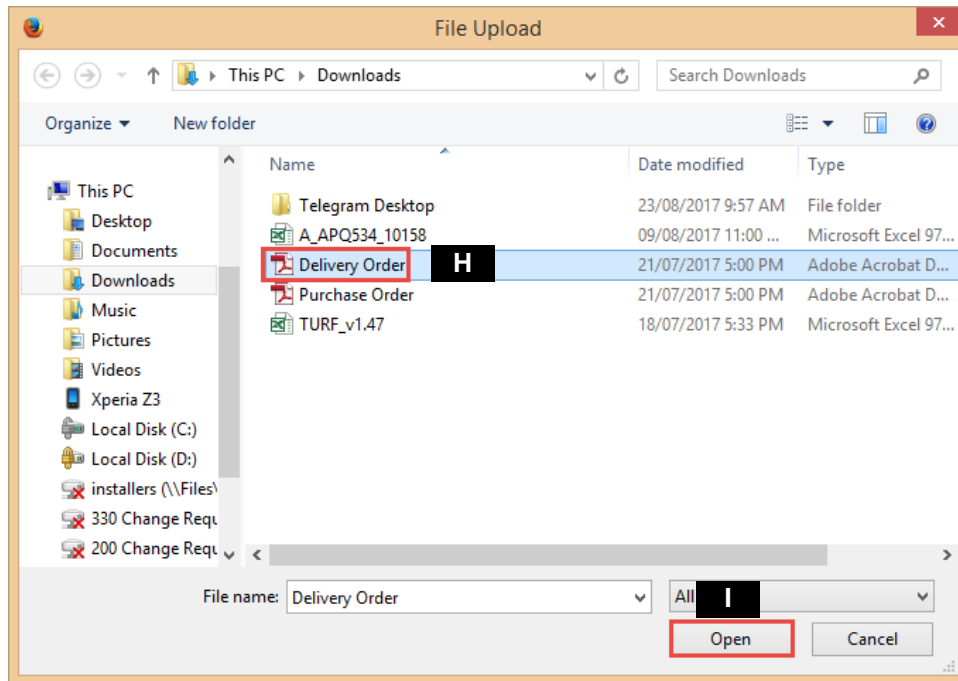


F. Click **Attach** button to re-attach the queried document

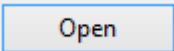


G. Click **Browse...** button to select file / document to be uploaded

JOB AIDS :- STEPS TO QUERY RESPOND EINVOICE



H. Select the file / document to be uploaded

I. Click  button to select file / document to be uploaded



J. Click  button upload the selected file / document

Note: Take note on the name of the document selected to be uploaded

JOB AIDS :- STEPS TO QUERY RESPOND EINVOICE

Step 5

IN THE VIEW\SUBMIT EINVOICE PAGE,

View\Submit Invoice

Vendor ID RC1234	Invoice Number 0000000191	Invoice Status Queried
Business Unit SK03A	Invoice JA2017SP0133201	Invoice Date 21/08/2017
Contract ID	PO Number 0000076091	Currency Code BND View ShipTo Loc
*Amount 10.000	PO Type Goods	K Check Query History
Description Invoice for Delivery Good		*Bank Account # 6732382238

K. Click **Check Query History** link to respond to the query reason

Query Comments for the invoice

Query History Find First 1 of 1 Last

L <input checked="" type="checkbox"/> Query Responded	Query Code DOCS_NOT_CLEAR
Query Date time 25/08/2017 12:58:51PM	Queried Reason Documents not clear. Please re-upload
Queried By E00310869	
Responded By	Responded Date
Action By Vendor	

Query Response Clearer documents have already been re-uploaded

M

L. Tick Query Responded box

M. Enter the **Query Response** (E.g. Clearer documents have already been re-uploaded)

N. Click button to return to the invoice page to re-submit the page

JOB AIDS :- STEPS TO QUERY RESPOND EINVOICE

Step 6

IN THE VIEW\SUBMIT EINVOICE PAGE,

View\Submit eInvoice

Vendor ID RC1234 Invoice Number 0000000192 Invoice Status Queried

Business Unit SK03A Invoice JA2017SP0133202 Invoice Date 21/08/2017

Contract ID PO Number 0000076091 Currency Code BND [View ShipTo Loc](#)

*Amount 10.000 PO Type Goods [Check Query History](#)

Description Invoice for Delivery Good *Bank Account # 6732382238

Document Matrix

Description	Purchase Order
	O

- O. Select **Submit invoice** from the drop-down list to submit the eInvoice
- P. Click button to process

View\Submit eInvoice

NOTE

Vendor ID RC1234 Invoice Number 0000000192 Invoice Status **Responded**

Business Unit SK03A Invoice JA2017SP0133202 Invoice Date 21/08/2017

Contract ID PO Number 0000076091 Currency Code BND [View ShipTo Loc](#)

*Amount 10.000 PO Type Goods [Check Query History](#)

Description Invoice for Delivery Good *Bank Account # 6732382238

Note: The **Invoice Status** will be displayed as **Responded** upon submitting the eInvoice. Department will be notified via email on this stage



eInvoice Submission Report

Invoice Details

NOTE

eInvoice Number: 0000000192	eInvoice Status: Query Responded
Vendor ID: RC1234 - Fury Sdn Bhd	
Invoice ID: JA2017SP0133202	Invoice Date: 08/21/2017
Invoice Amount: \$10.00	Currency: BND
Business Unit: SK03A - Jabatan Kerja Raya	
Contract ID:	PO ID: 0000076091
PO Type: Goods	Bank Account #: 6732382238
Created By: RC1234 - Fury Sdn Bhd	
Submitted Time: 08/25/2017 13:25:18	

Note: The **eInvoice Submission Report** will also show the status of the invoice as **Query Responded**