

TAFIS e-Invoice Vendor Portal FAQ



Prepared By: Munerah Abd Rahman | Reviewed By: Nora Tahir

No	Question	Answer
e-Invoice Portal Access		
1	What is TAFIS e-Invoice Portal ?	TAFIS e-Invoice Portal is an online Portal where vendors can submit invoices and digital supporting documents online
2	Is there any guidelines on how to use the e-Invoice Portal?	Yes, the guidelines are available in the e-Invoice Portal under Support Guide tab and both in English and Malay language
3	How can the Vendor sign up to the e-Invoice Portal?	<p><u>For Vendor that have not yet registered in TAFIS</u></p> <p>A. Vendor is to fill in the Vendor Form and submit the complete form to Vendor Unit, Treasury Department, Ministry of Finance</p> <p>B. Once Vendor is <i>registered and activated in TAFIS</i>, Vendor will receive an email which contains User ID and temporary password</p> <p>C. With the User ID and temporary password, Vendor can then browse the portal link provided in the email</p> <p><u>For Vendor that have been registered in TAFIS but have not yet received email activation</u></p> <p>Vendor can contact Treasury Call Centre Pusat Perkhidmatan Pelanggan (PPP) at +673 2383444 during office hours or email: PPP@treasury.gov.bn informing on the above matter</p>

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4	Vendor have registered the company email address at Vendor Unit, Treasury Department but Vendor still have not received the email activation	<p>A. Please ensure that the email inbox is not full or else clear some space for new email to be received</p> <p>B. Please check in the Junk or Spam folder incase the email activation is stored there</p> <p>C. If Vendor still have not received email activation after performing step A and B, Vendor can contact Treasury Call Centre Pusat Perkhidmatan Pelanggan (PPP) at +673 2383444 during office hours or email: PPP@treasury.gov.bn informing on the above matter</p>
5	How do Vendor get the User ID and Password to access the e-Invoice Portal?	Once Vendor email address is being updated and recorded in TAFIS by Vendor Unit in Treasury Department, an email activation will be sent to the Vendor's registered email together with the User ID and Password
6	Do Vendor need to change the temporary password sent via the email activation?	Yes. It is advisable for Vendor to change the temporary password upon login to Vendor's own password
7	How do Vendor change password?	<p>The steps on how to change password is available in the Job Aids Section in the Support Guide tab</p> <p>Job Aid Name: TAFIS 2017_CM_JA_AP04 Change Password_Eng</p>

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8	What do Vendor do if they have forgotten the password or Vendor's password does not work?	Vendor can contact Treasury Call Centre Pusat Perkhidmatan Pelanggan (PPP) at +673 2383444 during office hours or email: PPP@treasury.gov.bn to request for password reset PPP will perform Vendor verification before new temporary password is emailed to Vendor within 24 hours
9	Can Vendor access e-Invoice Portal anytime when overseas?	Yes, Vendor can browse www.tafis.gov.bn and access e-Invoice Portal anywhere at any time
10	How to access e-Invoice after activation?	The steps on how to access e-Invoice after activation is available in the Job Aids Section in the Support Guide tab Job Aid Name: TAFIS 2017_CM_JA_AP04 First Login upon Activation_Eng
Document Uploads		
11	Can Vendor submit the e-Invoice without Purchase Order or Contract Number?	No, Purchase Order or Contract Number is a mandatory requirement when entering and submitting the e-Invoice
12	If Vendor do not use DO (Delivery Order) SO (Service Order), can Vendor still use Invoice in e-Invoice Portal?	Yes, Invoice can still be used and Vendor is to liaise with the Department on this matter
13	Where can Vendor get the Stamp FR73 75?	Vendor can refer to the Department where Vendor deliver the order or perform the services

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14	Can Vendor upload Invoice DO (Delivery Order) SO (Service Order) SR (Service Report) without stamping FR73 or FR75 in the e-Invoice?	It is advisable for Vendor to make sure the stamp FR73 or FR75 is clearly stamped on either documents: invoice DO (Delivery Order) SO (Service Order) SR (Service Report) before scanning and uploading the document in to e-Invoice
15	If the Departments pick up Goods (Items) directly from the Vendor, is the DO still required to be stamped FR75?	Yes, Vendor is to advise the Department to bring along the FR75 stamp to stamp the hardcopy DO
16	Vendor have Partial Delivery, can the same DO be used again in the next delivery?	Vendor is advised to use different DO every time a new delivery is performed since the quantity (QTY) delivered is different every delivery
17	What if Vendor want to upload more documents but the e-Invoice Status is already eSubmitted ?	<p>A. Vendor is to contact the Department on the Vendor's intention to upload more documents</p> <p>B. Department will need to Query Back to Vendor the eSubmitted status e-Invoice for Vendor to be able to upload the additional Documents or cancel the e-Invoice</p>
18	What are the Mandatory / Optional documents that is required to be uploaded in the e-Invoice?	Vendor can refer in the Load Document Matrix upon entering e-Invoice Important Note: Different Departments have set Document Matrix differently

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19	Is there any specific files that can be uploaded in the e-Invoice Portal?	Vendor may refer to the listings provided in the Directory section in the Support Guide tab Document Reference: TAFISCM_List of Document Types
20	Is there any maximum size for per (1) document for it to be uploaded in e-Invoice?	The maximum size per (1) document for it to be uploaded in e-Invoice is 3.5MB
21	Is there any maximum number of documents for vendor to upload in each e-Invoice transaction?	No, there is no maximum number of documents that Vendor can upload in each e-Invoice transaction
22	Do Vendor need to submit EFT and Bank Account Statement for every e-Invoice submission?	It depends on the Mandatory Optional Document Matrix sets provided by the Department. Therefore, Vendor are to liaise directly with the Department on this matter

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23	What if Vendor only have 2 Mandatory Documents to be uploaded instead of 3 Required Documents set by the Department?	It depends on the Mandatory Optional Document Matrix sets provided by the Department. Therefore, Vendor are to liaise directly with the Department on this matter
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Message Encountered

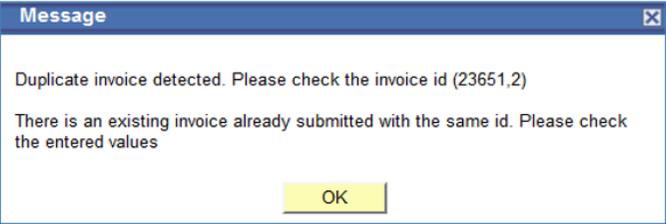
24	What should Vendor do when below message appear after clicking the Load Document Matrix button <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Message</p> <p>No valid documentation matrix loaded for setid : (SM01A Or TAFIS), Cost center : (600100T) and PO type : (SRV) (23651,10)</p> <p>There is not valid documentation matrix found for the mentioned parameters. Please contact Administrator.</p> <p style="text-align: center;"><input type="button" value="OK"/></p> </div>	Vendor can liaise with the Department which issued the Purchase Order (PO) or Contract to ensure that the Document Matrix has already been set by the Department
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25	What should Vendor do when below message appear upon saving the e-Invoice page <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Message</p> <p>There are no IRC listed against this location (2361,5)</p> <p style="text-align: center;"><input type="button" value="OK"/></p> </div>	A. Vendor is to liaise with the Department which issued the Contract or Purchase Order on the message encountered B. Vendor can contact Treasury's call centre Pusat Perkhidmatan Pelanggan (PPP) at +673 2383444 during office hours or email: PPP@treasury.gov.bn to inform PPP on the the message encountered
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<p>26</p>	<p>What should Vendor do when below message appear when When Vendor <i>click Add button</i> in the Add a New Value page</p> 	<p>Vendor are to ensure that the Invoice ID entered has never been submitted before</p> <p>Important Note: Duplicate Invoice ID cannot be reused for next claim</p>
<p>27</p>	<p>What should Vendor do when below message appears upon cancelling e-Invoice with status Received</p> 	<p>A. Vendor cannot cancel e-Invoice with status Received</p> <p>B. Vendor can only cancel e-Invoice with the status New elnv, eSubmitted and Queried</p>

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Others		
28	Vendor have two(2) invoices to submit, how to enter both invoices in e-Invoice portal?	Vendor are advised to enter two invoices in the e-Invoice portal separately. One (1) Invoice is for one (1) e-Invoice entry
29	If Vendor received TAFIS Contract Dispatched via email, can the TAFIS Contract Dispatched be uploaded repeatedly in e-Invoice for partial payments?	Yes, as long as the TAFIS Contract Dispatched is a valid and active TAFIS Contract
30	Can the unclaimed Invoice be entered in e-Invoice?	Yes, provided that there is a valid and active PO or Contract for the unclaimed Invoice
31	Can Vendor reuse the invoice number which have been entered e-Invoice but cancelled?	Yes, as long the invoice number has never been used for any payment
32	Do Vendor need to provide hardcopy DO to Department?	No, the softcopy of the DO is scanned and uploaded in the e-Invoice upon submission of the Mandatory Optional documents
33	Can Vendor enter claims for Retention Money in e-Invoice?	No, Vendor are advised to submit the hardcopy Invoice for the release of Retention Money from the Department. This process is not using e-Invoice because Department will be using Invoice Tracking for this transaction
34	Will Vendor be notified if the e-Invoice entered is Cancelled by Departments?	Yes, Vendor will be notified via email notification
35	Will Vendor be notified if the e-invoice entered is Queried by Departments?	Yes, Vendor will be notified via email notification and Vendor can view the Query Reason in the e-Invoice page
36	How long will it take to receive the payment once e-Invoice is eSubmitted?	If there is no query and all supporting documents are sufficient, it will take a maximum of 30 Working Days for payment to be paid upon eSubmitted