E-Invoice

Solution Design Document (SDD) v1.0

PropertyGuru.

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Project Information

|  |  |
| --- | --- |
| Customer Name | PropertyGuru. |
| Implementation Name | E-Invoice |
| Document Name and Version | Solution Document v1.0 |
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| Document Revisions | 1.0­ |

# Objective

To implement the E-Invoice process in collaboration with Clear, to seamlessly continue with the below transactions:

1. Invoice
2. Credit Note
3. Bill
4. Bill Credit

# Solution Design

# Solution Overview

The below section covers various methods, rules, and configurations required to generate E-Invoice

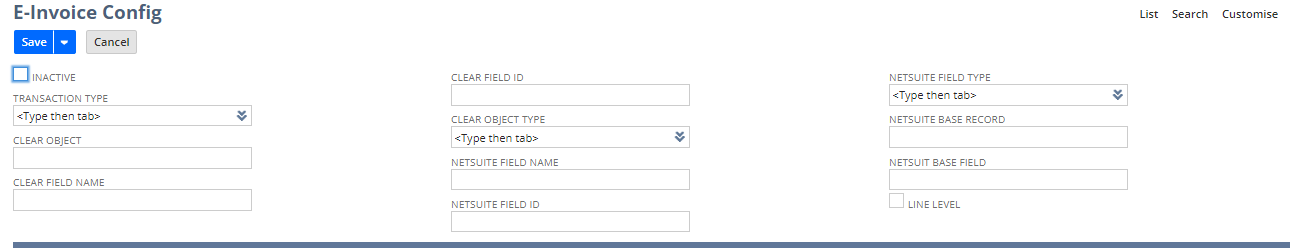
# Configuration for E-Invoice

# Mapping Field Records

The below screen/table enables to map the mapping fields between Clear and NetSuite. Using the below screen all the fields required for E-Invoicing for all the transaction types Invoice, Credit Note, Bill and Bill Credit etc must be entered.

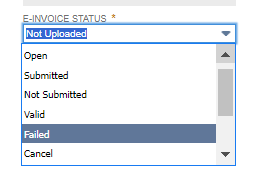
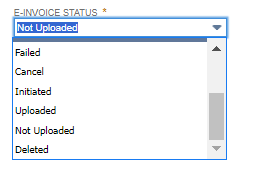
Custom Record Name: E-Invoice Config

|  |  |  |
| --- | --- | --- |
| Field Name | Field Id | Description |
| Transaction Type | custrecord\_clear\_fm\_transaction\_type | Type of transaction for mapping |
| NetSuite Field Id | custrecord\_clear\_fm\_ns\_field\_id | NetSuite Transaction Field Internalid |
| NetSuite Field Name | custrecord\_clear\_fm\_ns\_field\_name | NetSuite Transaction record field name |
| Clear Object | custrecord\_clear\_fm\_clear\_object | Clear API filed object |
| Clear Field Id | custrecord\_clear\_fm\_clear\_field\_name | Clear API field ID |
| Clear Field Name | custrecord\_clear\_fm\_clear\_field\_name | Clear API field Name |
| Clear Object Type | custrecord\_clear\_fm\_object\_type | Clear API field type |
| NetSuite Field Type | custrecord\_clear\_fm\_field\_type | Mapped Netsuite field type(List/Free from text…etc) |
| NetSuite Base Record | custrecord\_clear\_fm\_base\_record | NetSuite base record to get value from to map with Clear API field (value of this field will be used when NetSuite Field Type is List/Record) |
| NetSuite Base Record Field | custrecord\_clear\_fm\_base\_field | Base record field internalid to map with clear fieldid |



**E-Invoice Status :**

This field is to know the current status of E-Invoice.

|  |  |
| --- | --- |
| List Of Value | Description |
| Open | When an Invoice /Credit Memo/Bill/Bill Credit is created in NetSuite  The default status is open |
| Submitted | If the Transaction record is Submitted to LHDN to generate an E-Invoice. |
| Not submitted | If any error occurs while Submitting transaction details to LHDN to generate an E-Invoice |
| Valid | If the E-Invoice is successfully generated |
| Failed | If the E-Invoice generation fails from LHDN |
| Cancel | If the E-Invoice is Cancelled(B2B) |
| Uploaded | If the B2C transaction is uploaded in the ClearTax portal |
| Not Uploaded | If the error occurs in uploading the B2C transaction to ClearTax portal |
| Deleted | If the B2C transaction is deleted in the ClearTax portal |
| Initiated | When the transaction details are sent to LHDN to submit |

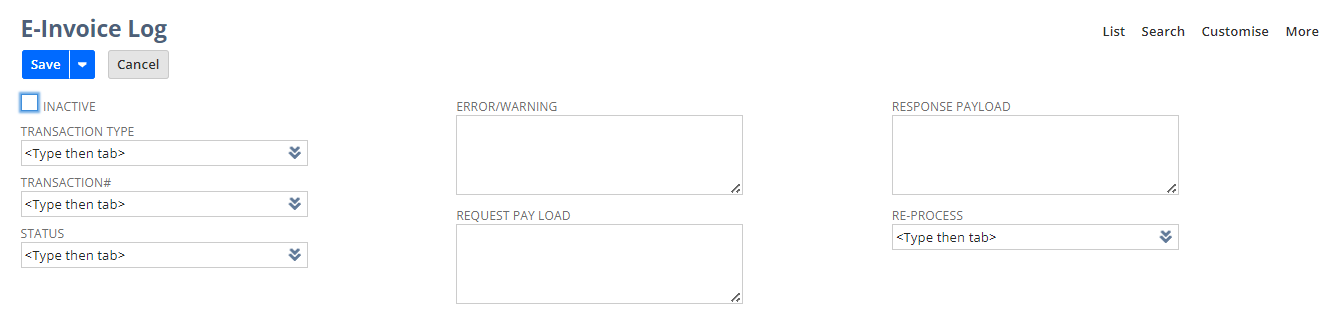
# Custom fields for tracking E-invoice Status

Custom fields in transaction records to store Clear response details

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Field Id** | **Description** |
| E-invoice Status | custbody\_es\_clear\_status | Stores the E-invoice status |
| QR Code | custbody\_es\_clear\_qr\_code | Store the generated QR code |
| UUID | custbody\_es\_clear\_uuid | Store the E-Invoice UUID |
| LongId | custbody\_es\_clear\_longId | Store the E-Invoice LongId |
| DateTimeValidated | custbody\_es\_clear\_date\_time | Store the E-Invoice Validated Date and time |
| CancelDateTime | custbody\_es\_clear\_cancel\_date | E-Invoice Cancle Date and time |
| Cancel Reason | custbody\_es\_clear\_cancel\_reason | E-Invoice Cancel reason |
| ErrorDetails | custbody\_es\_clear\_error\_details | Stores the error message in case of error in generating E-Invoice |
| UniqueId | custbody\_es\_clear\_unique \_id | E-Invoice Unique ID |
| WarningDetails | custbody\_es\_clear\_warning | Stores the Warning message in case of warnings in generating E-Invoice |
| PDF Status | custbody\_clear\_pdf\_status | PDF generated status (Generated /Not Generated) |
| DeleteDate | Custbody\_clear\_delete\_date | Document deleted date |
| E-Mail sent status | Custbody\_clear\_email\_status | This status tracks wether the email of E-Invoice PDF is sent to customer or not when the E-Invoice is generated |

# E-Invoice Log

The E-Invoice log stores the status, request payload, response payload, transaction type, transaction number, and error message. Every activity/communication between NetSuite and Clear gets tracked. This record helps to find out the trail of particular E-Invoice

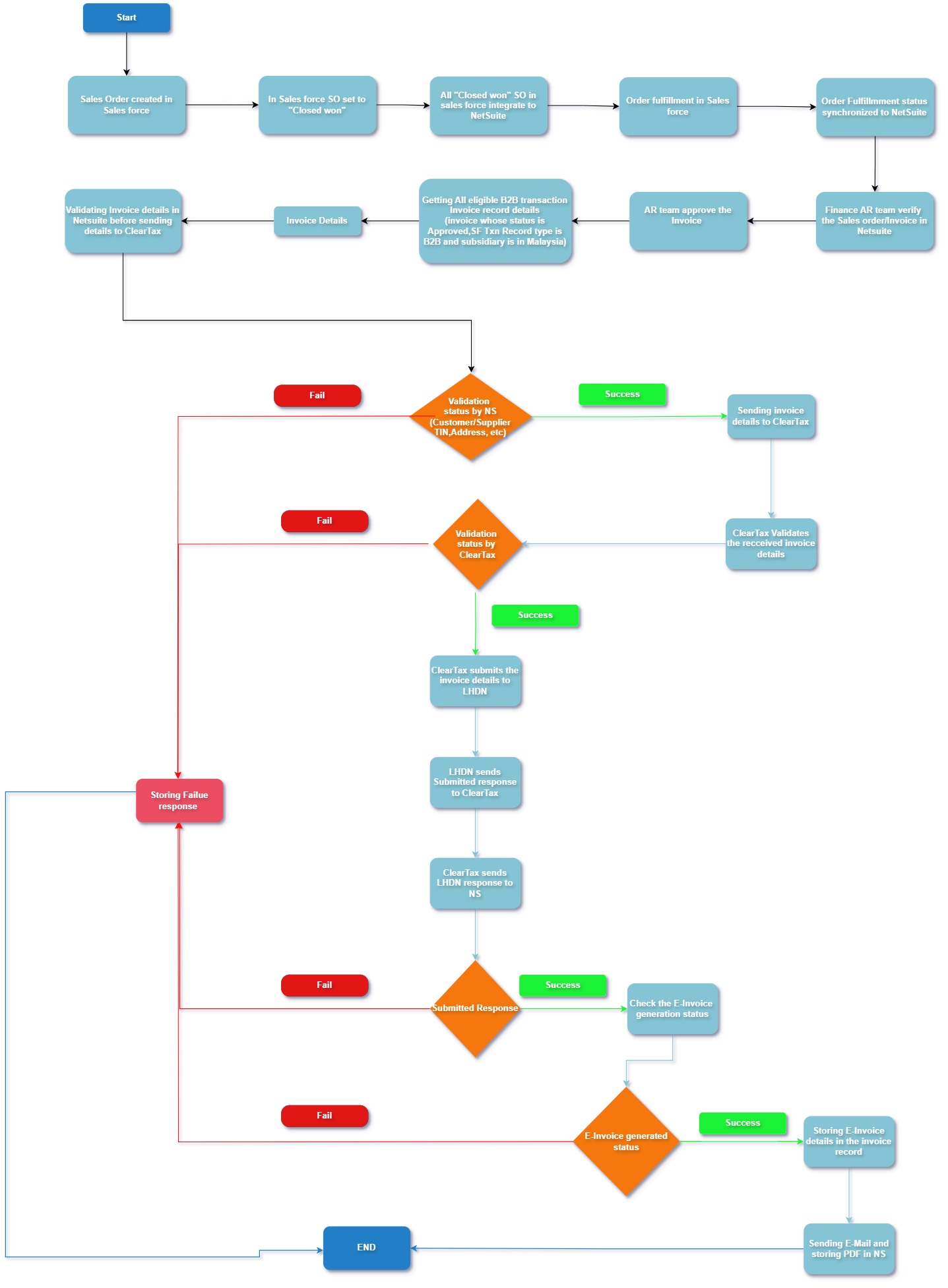


# E-Invoice subtab

In Transactions records new tab will be created “E-Invoice “ and keep track of all l the information related to E-Invoice along with the E-Invoice log attached to it.

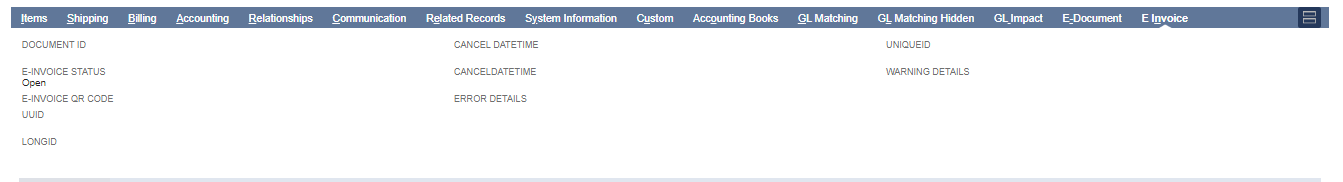
# Transactions

# Generating E-invoice against B2B buyer (local) request e-invoice (PG, IPP, MPD only)



**Process steps:**

1. Sales order created in Sales force.
2. All the Sales orders in Sales force whose status is set to “Closed Won” integrated/ synchronized to NetSuite.
3. Order fulfilment completed in Sales force.
4. Sales force Order fulfilment status synchronized to NetSuite Sales Order
5. Finance AR team manually check and verify every Sales order in NetSuite.
6. Finance AR team create Invoice against the Sales order and approves the invoice.
7. In NetSuite, a scheduler will run in the background to retrieve all eligible B2B invoice record details and submit these invoice details to LHDN for E-invoice generation. Eligible B2B invoice records are those with an approved invoice record status, an SF Txn Record Type of B2B, E-Invoice status should be “Open” and a subsidiary located in Malaysia.
8. Each invoice record's details are validated before being sent to ClearTax for E-invoice generation. In NetSuite, the validation primarily focuses on the supplier's TIN/SST, supplier's address, and the buyer's TIN/SST and address.
9. If validation fails, the reason is stored in the specific Invoice record and in the E-Invoice log records. Otherwise, the transaction details are sent to ClearTax via REST API, and at this stage, the E-Invoice status is set to 'Initiated'.
10. ClearTax validates the received transaction details. If validation fails, ClearTax sends the failure reason to NetSuite, which is stored in the specific Invoice record. Otherwise, ClearTax submits the transaction details to LHDN.
11. ClearTax sends the submission response from LHDN to NetSuite, where it is stored in the relevant transaction record. If the response indicates a failure, the reason for the failure is stored in the 'Error' field under the E-Invoice subtab. Otherwise, the UUID, Document ID, and Unique ID are populated in the appropriate fields and the E-invoice status is set to “Submitted” in the E-Invoice subtab.
12. In NetSuite, a scheduler runs every 15 minutes in the background to retrieve all Invoice records where the E-Invoice status is 'Submitted' and the UUID is not empty, in order to check the status of E-Invoice generation.
13. If the E-invoice generation is failed then the reason for failure is stored in the invoice record “Error” field and E-invoice status is set to “Failed” under the E-invoice subtab. Otherwise, the QR code, DateTimeValidated, and Long ID are populated in the appropriate fields by E-Invoice status is set to “Valid” in the E-Invoice subtab.



1. If the E-Invoice is generated, an email will be sent to the customer, and the E-Invoice PDF will be downloaded into a NetSuite folder. The PDF will then be linked to the specific Invoice record, and the E-mail sent status and PDF status fields will be updated to 'Success'.

Note: If any errors occur when sending an email to the customer, a button labeled 'Send E-invoice' will be displayed on the record to allow resending the E-invoice. Similarly, if the E-invoice PDF is not downloaded, a button labeled 'Generate E-invoice PDF' will be displayed to re-download the PDF from ClearTax. The error response will be stored in the 'Error' field.

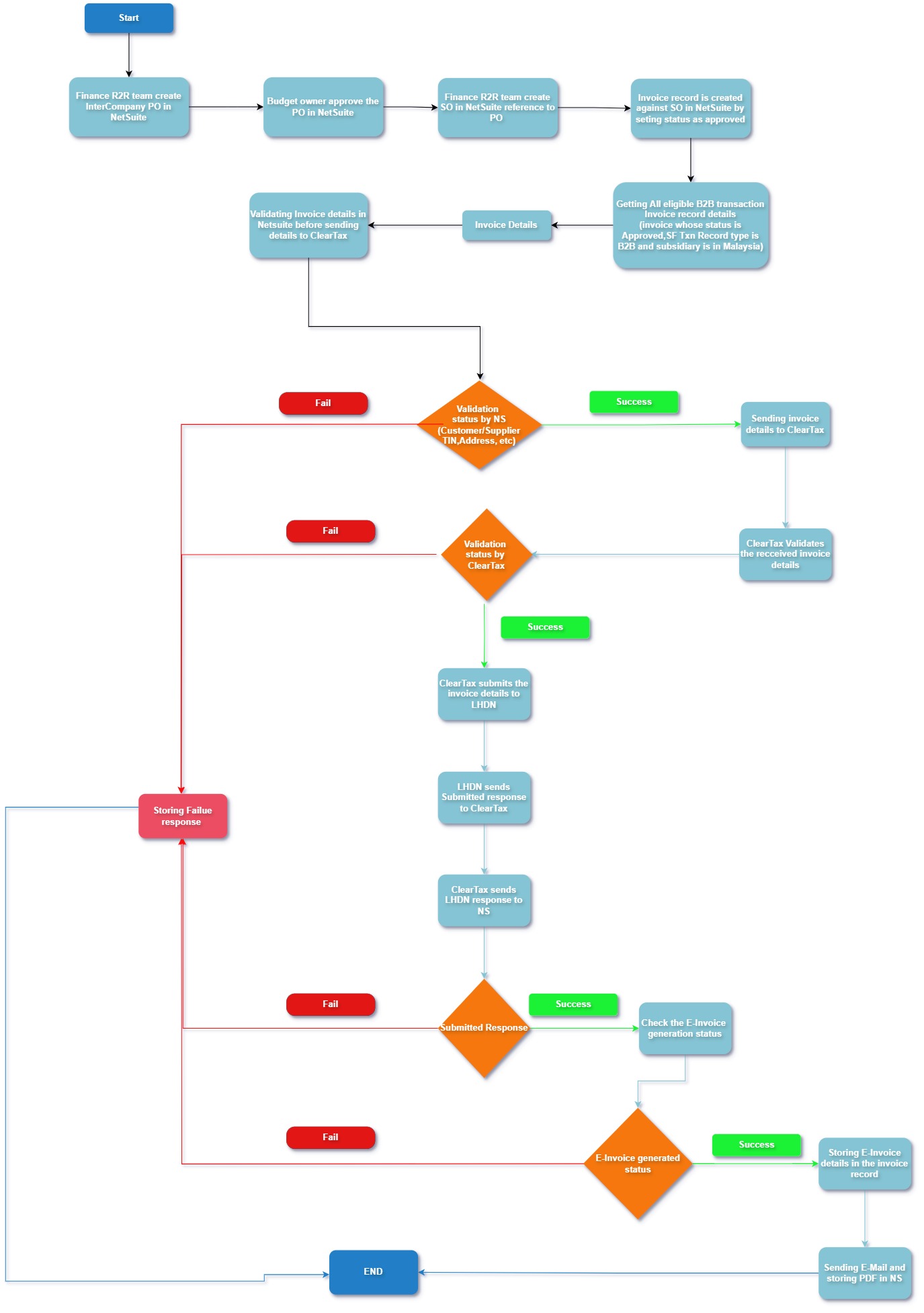
1. A button labeled “Download E-invoice” will be provided to download the E-Invoice PDF for the particular Invoice record.

# Generating E-invoice against  Intercompany (local) request e-invoice (Trade)

Pending intercompany  cross-selling  and billing process to be developed and integrated between Salesforce and NetSuite

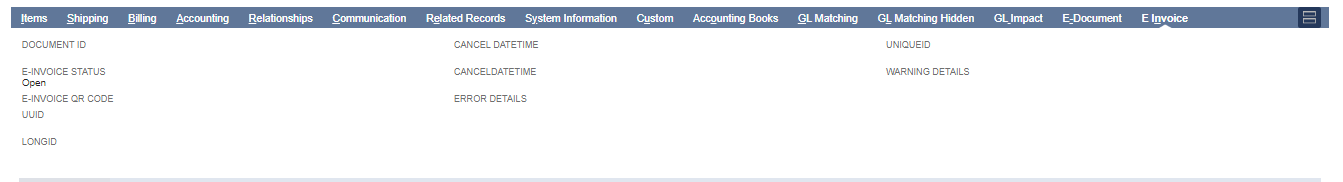
PG team will be uploaded manually from the ClearTax portal.

# Generating E-invoice against Intercompany (local) request e-invoice (non-trade)



**Process steps:**

1. Purchase order created in NetSuite by finance R2R
2. Budget Owner approves the PO in NetSuite.
3. Finance R2R creates SO(reference to PO) in NetSuite.
4. In NetSuite Invoice record is created against the SO by setiing the Invoice record status as Approved
5. In NetSuite, a scheduler will run in the background to retrieve all eligible B2B invoice record details and submit these invoice details to LHDN for E-invoice generation. Eligible B2B invoice records are those with an approved invoice record status, a SF Txn Record Type of B2B, an E-Invoice status should be “Open” and a subsidiary located in Malaysia.
6. Each invoice record's details are validated before being sent to ClearTax for E-invoice generation. In NetSuite, the validation primarily focuses on the supplier's TIN/SST, supplier's address, and the buyer's TIN/SST and address.
7. If validation fails, the reason is stored in the specific Invoice record and in the E-Invoice log records. Otherwise, the transaction details are sent to ClearTax via REST API, and at this stage, the E-Invoice status is set to 'Initiated'.
8. ClearTax validates the received transaction details. If validation fails, ClearTax sends the failure reason to NetSuite, which is stored in the specific Invoice record. Otherwise, ClearTax submits the transaction details to LHDN.
9. ClearTax sends the submission response from LHDN to NetSuite, where it is stored in the relevant transaction record. If the response indicates a failure, the reason for the failure is stored in the 'Error' field under the E-Invoice subtab. Otherwise, the UUID, Document ID, and Unique ID are populated in the appropriate fields and the E-invoice status is set to “Submitted” in the E-Invoice subtab.
10. In NetSuite, a scheduler runs every 15 minutes in the background to retrieve all Invoice records where the E-Invoice status is 'Submitted' and the UUID is not empty, in order to check the status of E-Invoice generation.
11. If the E-invoice generation is failed then the reason for failure is stored in the invoice record “Error” field and E-invoice status is set to “Failed” under the E-invoice subtab. Otherwise, the QR code, DateTimeValidated, and Long ID are populated in the appropriate fields by E-Invoice status is set to “Valid” in the E-Invoice subtab.



1. If the E-Invoice is generated, an email will be sent to the customer, and the E-Invoice PDF will be downloaded into a NetSuite folder. The PDF will then be linked to the specific Invoice record, and the E-mail sent status and PDF status fields will be updated to 'Success'.

Note: If any errors occur when sending an email to the customer, a button labeled 'Send E-invoice' will be displayed on the record to allow resending the E-invoice. Similarly, if the E-invoice PDF is not downloaded, a button labeled 'Generate E-invoice PDF' will be displayed to re-download the PDF from ClearTax. The error response will be stored in the 'Error' field.

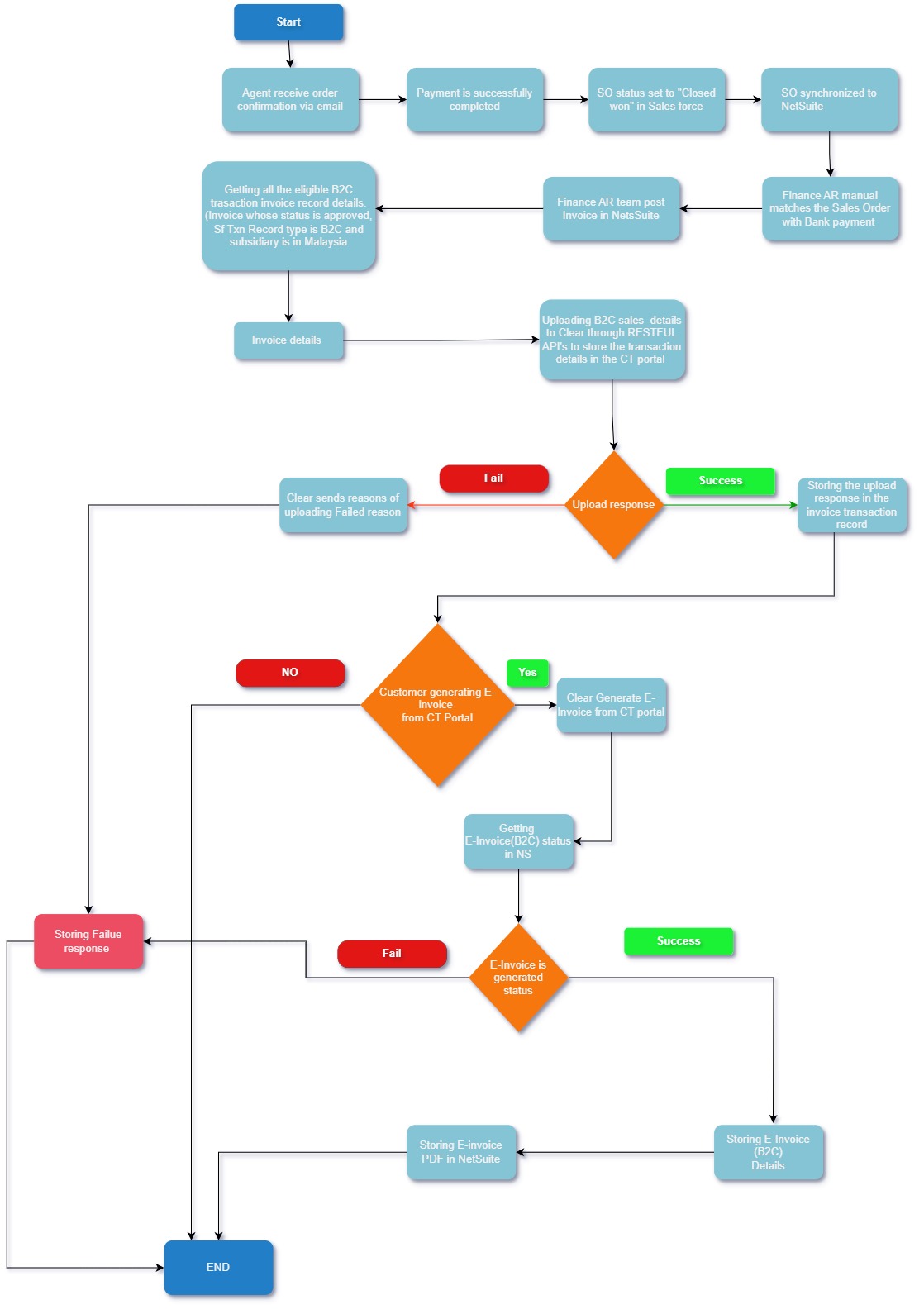
1. A button labeled “Download E-invoice” will be provided to download E-invoice PDF for the particular Invoice record.

# Generating E-invoice against Intercompany (local) request e-invoice (non-trade)

Pending intercompany billing process to be developed in NetSuite

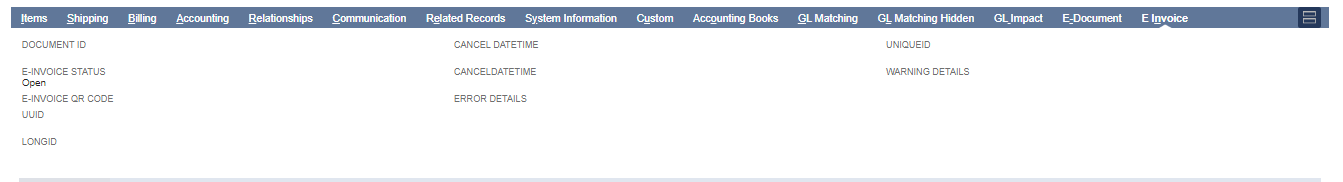
PG team will be uploaded manually from the ClearTax portal.

# Generating E-invoice against B2C local buyer (Agent) request e-invoice after point of sales (offline) (PG, IPP, MPD only)



**Process steps:**

1. Agent receives order confirmation via email.
2. Payment is successfully completed.
3. Sales order set to “Closed Won” status in Salesforce. Sales Order Synchronized to NetSuite
4. Finance AR manual matches the Sales Order with bank payment.
5. Finance AR Post the invoice in NetSuite.
6. In NetSuite, a scheduler will run in the background to retrieve all eligible B2C invoice record details and uploads these invoice details in Cleartax Portal. Eligible B2C invoice records are those with an approved invoice record status, a SF Txn Record Type of B2C, an E-Invoice status should be “Open” and a subsidiary located in Malaysia.
7. Each and every B2C invoice details will be uploaded to ClearTax portal via REST API at this stage, the E-Invoice status is set to 'Uploaded'.
8. ClearTax validates the received transaction details. If validation fails, ClearTax sends the failure reason to NetSuite, which is stored in the specific Invoice record and E-invoice status set to Not uploaded.
9. If the Agent generate E-Invoice from the E-Invoice customer portal then ClearTax generates E-Invoice at that time the Document/transction status is updated to Valid in ClearTax.
10. In NetSuite, a scheduler runs every 15 minutes in the background to retrieve all Invoice records where the E-Invoice status is 'Uploaded' and the UUID is not empty, in order to check E-Invoice is generated. (while checking the status for Uploaded Document/transaction if E-invoice is generated then in response ClearTax sends status as Valid if any error occurs while generating E-invoice then clearTax send status as Not Valid if not generated i.e., Agent not generated E-invoice then ClearTax sends status as uploaded only)
11. While checking the E-invoice generated status if the response status is Not Valid then the reason for failure is stored in the invoice record “Error” field and E-invoice status is set to “Failed” under the E-invoice subtab.If the status response is Valid then the QR code, DateTimeValidated, and Long ID are populated in the appropriate fields by E-Invoice status is set to “Valid” in the E-Invoice subtab. Otherwise, if the response status is Uploaded only then no changes are done to invoice record.

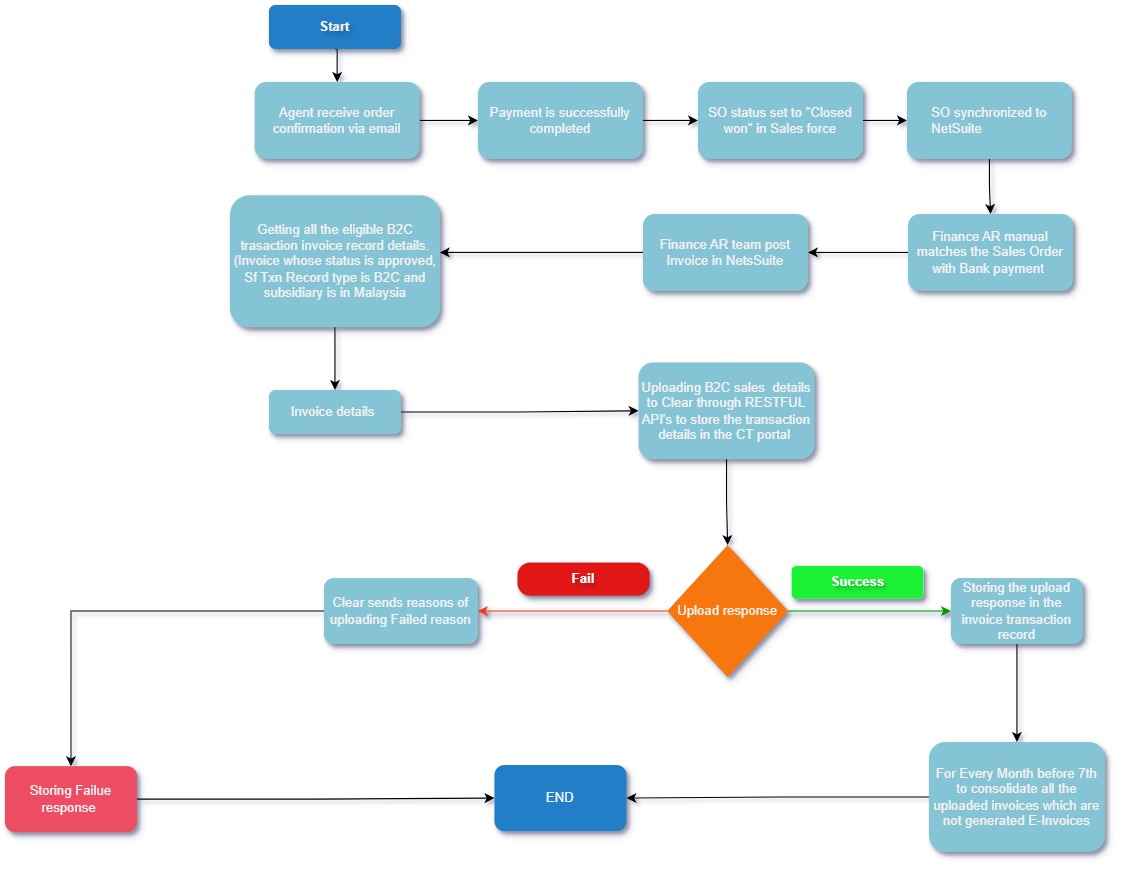


1. If the E-Invoice is generated, the E-Invoice PDF will be downloaded in NetSuite from ClearTax and then be linked to the specific Invoice record, and PDF status fields will be updated to 'Success'.

Note: If any errors occur in downloading the E-invoice PDF then the error response will store in the “Error field” and provide a button labeled “Generate E-invoice PDF” to re-download from ClearTax

1. A button labelled “Download E-invoice” will be provided to download E-Invoice PDF for the particular Invoice record.

# Generating E-invoice against B2C local buyer (Agent) does not request e-invoice after point of sales (offline)



**Process steps:**

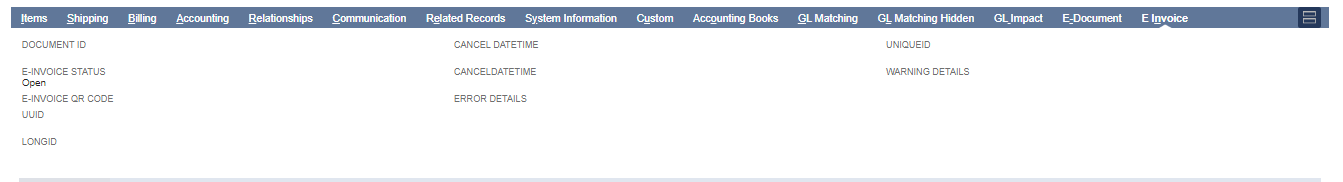
1. Agent receives order confirmation via email.
2. Payment is successfully completed.
3. Sales order set to “Closed Won” status in Salesforce. Sales Order Synchronized to NetSuite
4. The Finance AR manual matches the Sales Order with bank payment.
5. Finance AR Post the invoice in NetSuite.
6. In NetSuite, a scheduler will run in the background to retrieve all eligible B2C invoice record details and upload these invoice details in the ClearTax Portal. Eligible B2C invoice records are those with an approved invoice record status, an SF Txn Record Type of B2C, an E-Invoice status should be “Open” and a subsidiary located in Malaysia.
7. Each and every B2C invoice details will be uploaded to the ClearTax portal via REST API at this stage, the E-Invoice status is set to 'Uploaded'.
8. ClearTax validates the received transaction details. If validation fails, ClearTax sends the failure reason to NetSuite, which is stored in the specific Invoice record and E-invoice status set to Not uploaded.
9. For every month before the 7th ClearTax generates consolidated E-Invoice for those uploaded B2C invoices that are not generated E-invoice.

# Generating Self-Billing E-Invoice against **Foreign supplier does not issue e-invoice** (For foreign supplier invoice equal to  SGD$5,000 and above)

# 

**Process steps:**

1. Requesters receive supplier invoice.
2. Requester email the foreign supplier invoice and supporting document (e.g., PO/ contract, DO) to procurement for verification
3. Procurement completes the 3 ways match (PO-GRN-INV) outside NetSuite and email to Finance AP
4. Finance AP enter the Invoice/Bill and post in NetSuite
5. Finance AP generates the foreign vendor bill report in NetSuite. Finance AP verifies current month foreign vendor bill
6. The Scheduler which runs in the backend gets all the eligible Bill record details to generate a Self-Billing E-Invoice. Eligible Bill records are those whose status is approved, the transaction Subsidiary is in Malaysia, the E-Invoice status should be “Open” and the vendor country is not Malaysia.
7. Each Bill record's details are validated before being sent to ClearTax for Self-Billing E-invoice generation. In NetSuite, the validation primarily focuses on the supplier's TIN/SST, supplier's address, and the buyer's TIN/SST and address.
8. If validation fails, the reason is stored in the specific Bill record and in the E-Invoice log records. Otherwise, the transaction details are sent to ClearTax via REST API, and at this stage, the E-Invoice status is set to 'Initiated'.
9. ClearTax validates the received transaction details. If validation fails, ClearTax sends the failure reason to NetSuite, which is stored in the specific Bill record. Otherwise, ClearTax submits the transaction details to LHDN.
10. ClearTax sends the submission response from LHDN to NetSuite, where it is stored in the relevant transaction record. If the response indicates a failure, the reason for the failure is stored in the 'Error' field under the E-Invoice subtab. Otherwise, the UUID, Document ID, and Unique ID are populated in the appropriate fields and the E-invoice status is set to “Submitted” in the E-Invoice subtab.
11. In NetSuite, a scheduler runs every 15 minutes in the background to retrieve all Bill records where the E-Invoice status is 'Submitted' and the UUID is not empty, in order to check the status of E-Invoice generation.
12. If the E-invoice generation is failed then the reason for failure is stored in the Bill record “Error” field and E-invoice status is set to “Failed” under the E-invoice subtab. Otherwise, the QR code, DateTimeValidated, and Long ID are populated in the appropriate fields by E-Invoice status is set to “Valid” in the E-Invoice subtab.

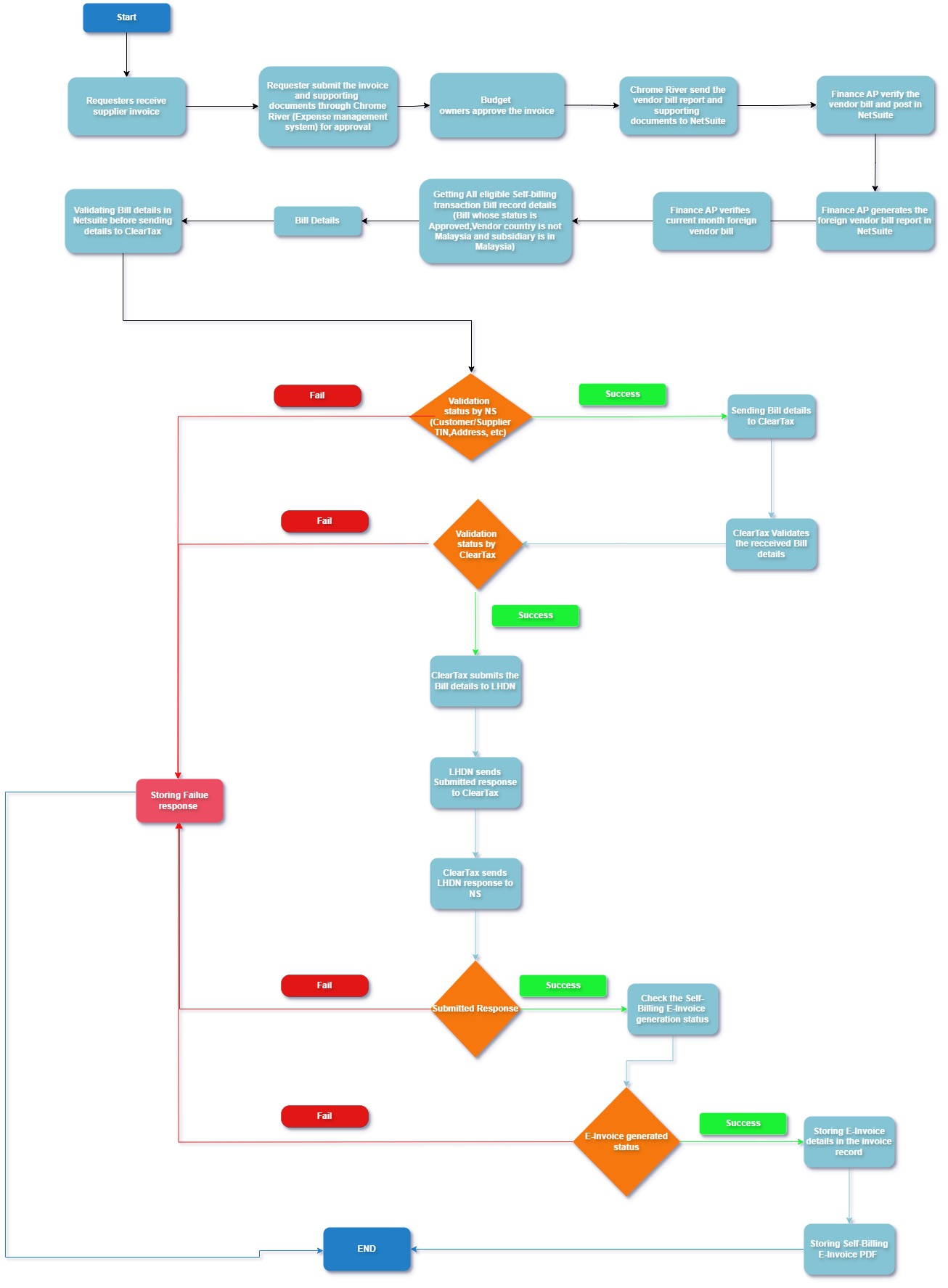


1. If the E-Invoice is generated, the E-Invoice PDF will be downloaded into a NetSuite folder. The PDF will then be linked to the specific Bill record, and PDF status fields will be updated to 'Success'.

Note: If any errors occur in E-invoice PDF download a button labeled “Generate E-Invoice” and the error response will be stored in the “Error” field

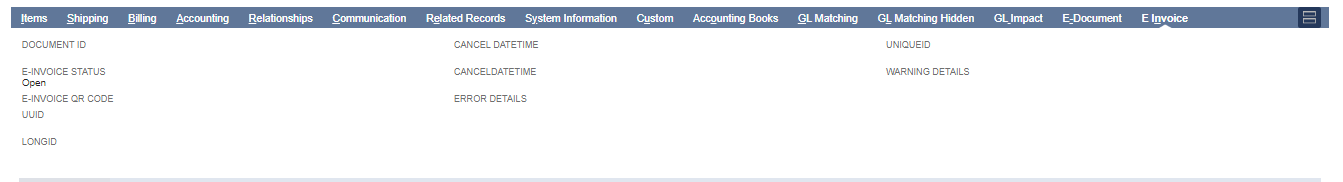
1. A button labeled “Download E-invoice” will be provided to download the E-Invoice PDF for the particular Invoice record.

# Generating Self-Billing E-Invoice against **Foreign supplier does not issue e-invoice** (For foreign supplier invoice below  SGD$5,000 )



**Process steps:**

1. Requesters receive supplier invoice.
2. Requester submit the invoice and supporting documents through Chrome River (Expense management system) for approval
3. Budget owners approve the invoice and Chrome River send the vendor bill report and supporting documents to NetSuite.
4. Finance AP enter the Invoice/Bill and post in NetSuite
5. Finance AP generates the foreign vendor bill report in NetSuite. Finance AP verifies current month foreign vendor bill
6. The Scheduler which runs in the backend gets all the eligible Bill record details to generate Self-Billing E-Invoice. Eligible Bill records are those whose status is approved, transaction Subsidiary is in Malaysia, E-Invoice status should be “Open” and vendor country is not Malaysia.
7. Each Bill record's details are validated before being sent to ClearTax for Self-Billing E-invoice generation. In NetSuite, the validation primarily focuses on the supplier's TIN/SST, supplier's address, and the buyer's TIN/SST and address.
8. If validation fails, the reason is stored in the specific Bill record and in the E-Invoice log records. Otherwise, the transaction details are sent to ClearTax via REST API, and at this stage, the E-Invoice status is set to 'Initiated'.
9. ClearTax validates the received transaction details. If validation fails, ClearTax sends the failure reason to NetSuite, which is stored in the specific Bill record. Otherwise, ClearTax submits the transaction details to LHDN.
10. ClearTax sends the submission response from LHDN to NetSuite, where it is stored in the relevant transaction record. If the response indicates a failure, the reason for the failure is stored in the 'Error' field under the E-Invoice subtab. Otherwise, the UUID, Document ID, and Unique ID are populated in the appropriate fields and the E-invoice status is set to “Submitted” in the E-Invoice subtab.
11. In NetSuite, a scheduler runs every 15 minutes in the background to retrieve all Bill records where the E-Invoice status is 'Submitted' and the UUID is not empty, in order to check the status of E-Invoice generation.
12. If the E-invoice generation fails then the reason for failure is stored in the Bill record “Error” field and the E-invoice status is set to “Failed” under the E-invoice subtab. Otherwise, the QR code, DateTimeValidated, and Long ID are populated in the appropriate fields by E-Invoice status is set to “Valid” in the E-Invoice subtab.

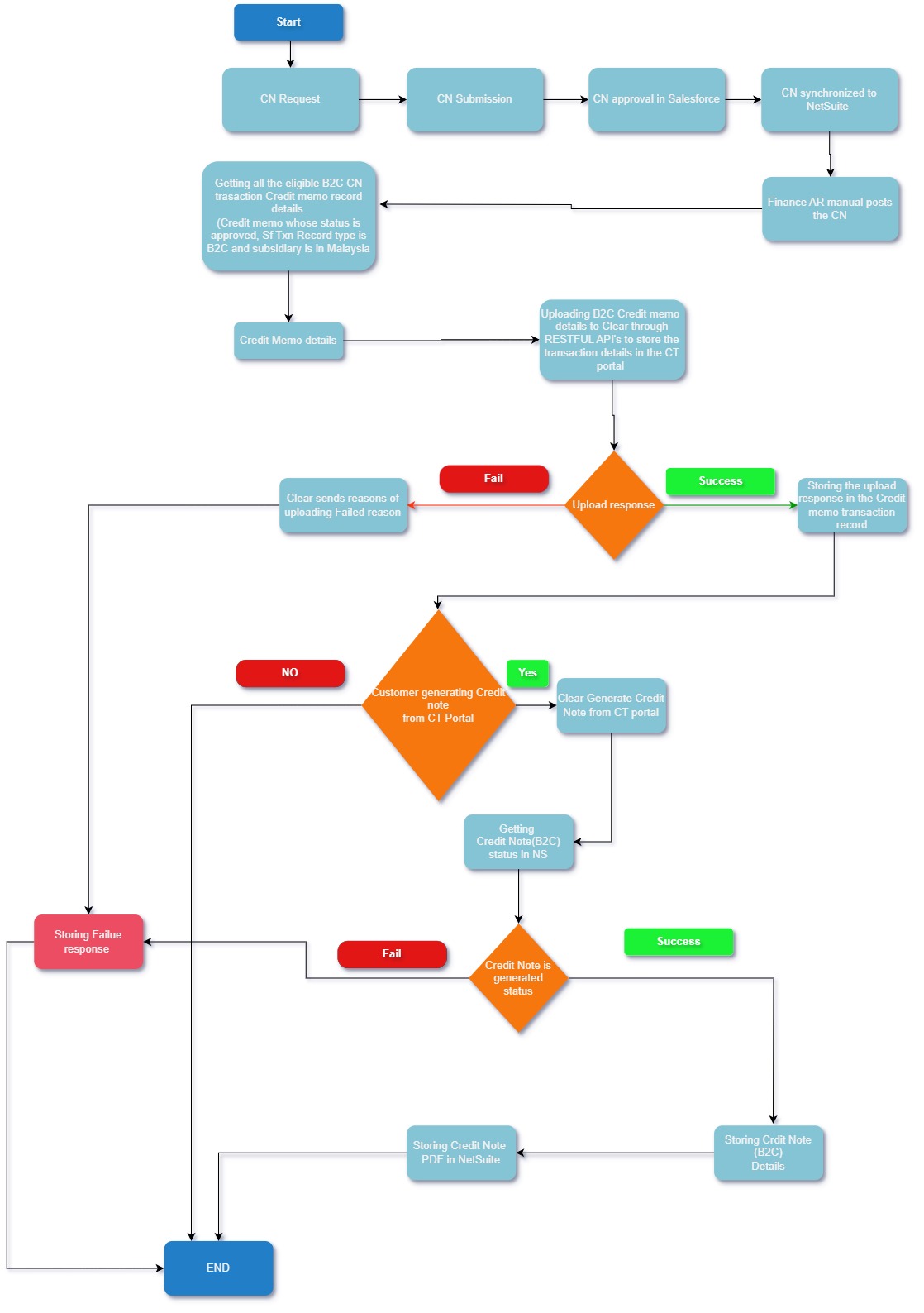


1. If the E-Invoice is generated, the E-Invoice PDF will be downloaded into a NetSuite folder. The PDF will then be linked to the specific Bill record, and PDF status fields will be updated to 'Success'.

Note: If any errors occur in E-invoice PDF by downloading a button labeled “Generate E-Invoice PDF” the error response will be stored in the “Error” field

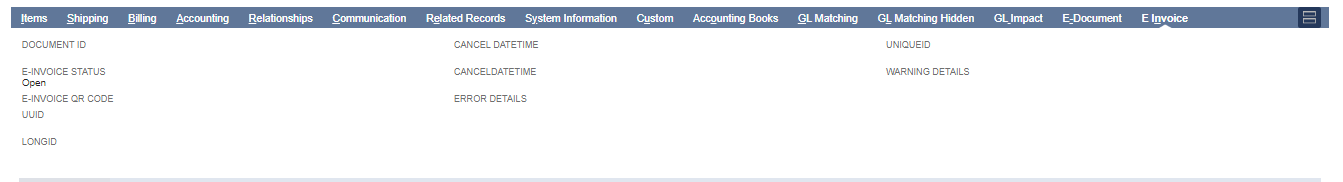
1. A button labeled “Download E-invoice” will be provided to download E-Invoice PDF for the particular Invoice record.

# Generating Credit Note E-Invoice against B2C buyer (local) request CN



**Process Steps:**

1. Credit Note request.
2. Credit Note Submission.
3. Credit Note approval in sales force.
4. Credit memo synchronized to NetSuite
5. Finance AR manual post Credit Memo and NetSuite automatically sends the Credit Memo to Buyer.
6. In NetSuite, a scheduler will run in the background to retrieve all eligible B2C Credit Memo record details and uploads these Credit Memo details in Cleartax Portal. Eligible B2C Credit memo records are those with an approved record status, a SF Txn Record Type of B2C, E-Invoice status should be “Open” and a subsidiary located in Malaysia.
7. Each and every B2C Credit Memo details will be uploaded to ClearTax portal via REST API.
8. ClearTax validates the received transaction details. If validation fails, ClearTax sends the failure reason to NetSuite, which is stored in the specific Invoice record and E-invoice status set to “Not uploaded”. Otherwise, stores uploaded response in particular Credit memo record and E-invoice status is set to “uploaded”
9. If the Agent/Buyer generate Credit Note E-Invoice from the E-Invoice customer portal then ClearTax generates Credit Note E-Invoice at that time the Document/transction status is updated to Valid in ClearTax.
10. In NetSuite, a scheduler runs every 15 minutes in the background to retrieve all Credit Memo records where the E-Invoice status is 'Uploaded' and the UUID is not empty, in order to check Credit Note E-Invoice is generated. (while checking the status for Uploaded Document/transaction if Credit Note E-invoice is generated then in response ClearTax sends status as Valid if any error occurs while generating Credit Note E-invoice then clearTax send status as Not Valid if not generated i.e., Agent not generated Credit Note E-invoice then ClearTax sends status as uploaded only)
11. While checking the E-invoice generated status if the response status is Not Valid then the reason for failure is stored in the particular Credit Memo record “Error” field and E-invoice status is set to “Failed” under the E-invoice subtab. If the status response is Valid then the QR code, DateTimeValidated, and Long ID are populated in the appropriate fields by E-Invoice status is set to “Valid” in the E-Invoice subtab. Otherwise if the response status is still in Uploaded only then no changes are done to invoice record.



1. If the E-Invoice is generated, Credit Note E-Invoice PDF will be downloaded in NetSuite from ClearTax and then be linked to the specific Credit memo record, and PDF status fields will be updated to 'Success'.

Note: If any errors occur in downloading the Credit Note E-invoice PDF then the error response will store in the “Error field” and provide a button labeled “Generate Credit Note PDF” to re-download from ClearTax

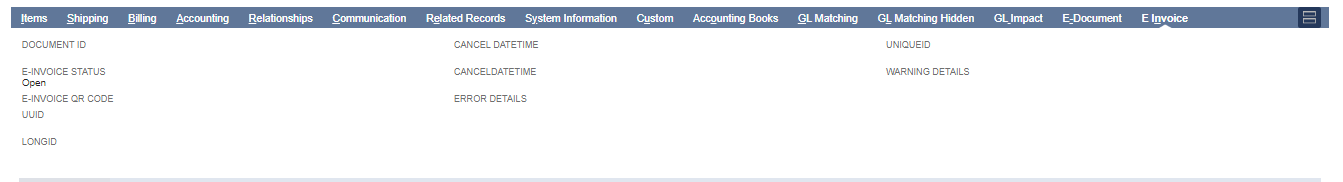
1. A button labeled “Download Credit Note” will be provided to download Credit Note E-Invoice PDF for the particular Credit Memo record.

# Generating Credit Note E-Invoice against B2B buyer (local/ foreign) request CN

# 

**Process steps:**

1. CN Request.
2. CN Submission.
3. CN approval in Salesforce.
4. CN synchronised to NetSuite.
5. Finance AR manual posts the CN.
6. In NetSuite, a scheduler will run in the background to retrieve all eligible B2B Credit Memo record details and submit these Credit Memo details to LHDN for Credit Note E-invoice generation. Eligible B2B Credit Memo records are those with an approved record status, an SF Txn Record Type of B2B, E-Invoice status should be “Open” and a subsidiary located in Malaysia.
7. Details of each credit memo record are validated before being sent to ClearTax for credit memo e-invoice generation. In NetSuite, the validation primarily focuses on the supplier's TIN/SST, the supplier's address, and the buyer's TIN/SST and address.
8. If validation fails, the reason is stored in the specific Credit Memo record and in the E-Invoice log records. Otherwise, the transaction details are sent to ClearTax via REST API, and at this stage, the E-Invoice status is set to 'Initiated'.
9. ClearTax validates the received transaction details. If validation fails, ClearTax sends the failure reason to NetSuite, which is stored in the specific Credit Memo record. Otherwise, ClearTax submits the transaction details to LHDN.
10. ClearTax sends the submission response from LHDN to NetSuite, where it is stored in the relevant transaction record. If the response indicates a failure, the reason for the failure is stored in the 'Error' field under the E-Invoice subtab. Otherwise, the UUID, Document ID, and Unique ID are populated in the appropriate fields and the E-invoice status is set to “Submitted” in the E-Invoice subtab.
11. In NetSuite, a scheduler runs every 15 minutes in the background to retrieve all Credit memo records where the E-Invoice status is 'Submitted' and the UUID is not empty, in order to check the status of Credit Note E-Invoice generation.
12. If the Credit Note E-invoice generation is failed then the reason for failure is stored in the Credit Memo record “Error” field and E-invoice status is set to “Failed” under the E-invoice subtab. Otherwise, the QR code, DateTimeValidated, and Long ID are populated in the appropriate fields by E-Invoice status is set to “Valid” in the E-Invoice subtab.

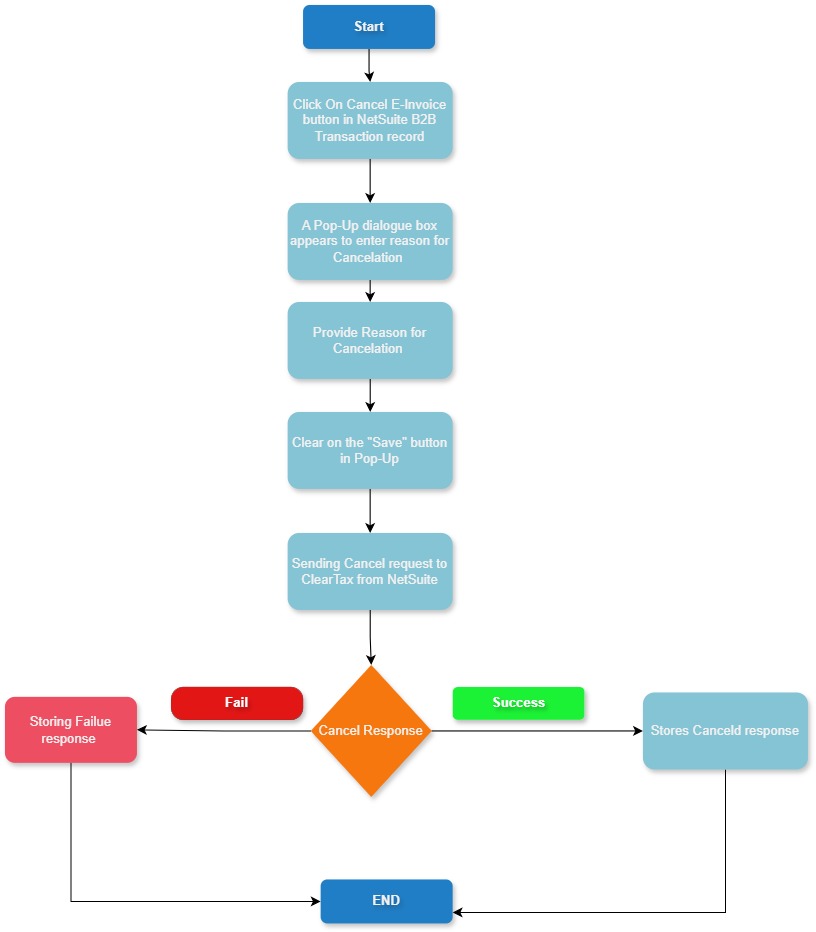


1. If the Credit Note E-Invoice is generated, an email will be sent to the customer, and the E-Invoice PDF will be downloaded into a NetSuite folder. The PDF will then be linked to the specific Invoice record, and the E-mail sent status and PDF status fields will be updated to 'Success'.

Note: If any errors occur in sending an Email to the customer or the E-invoice PDF is not downloaded a button labeled “Generate Credit Note” the error response will be stored in the “Error” Filed

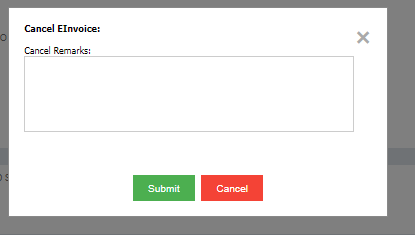
1. A button labeled “Download E-invoice” will be provided to download the E-Invoice PDF for the particular Invoice record.

# Cancel E-Invoice(B2B transactions)



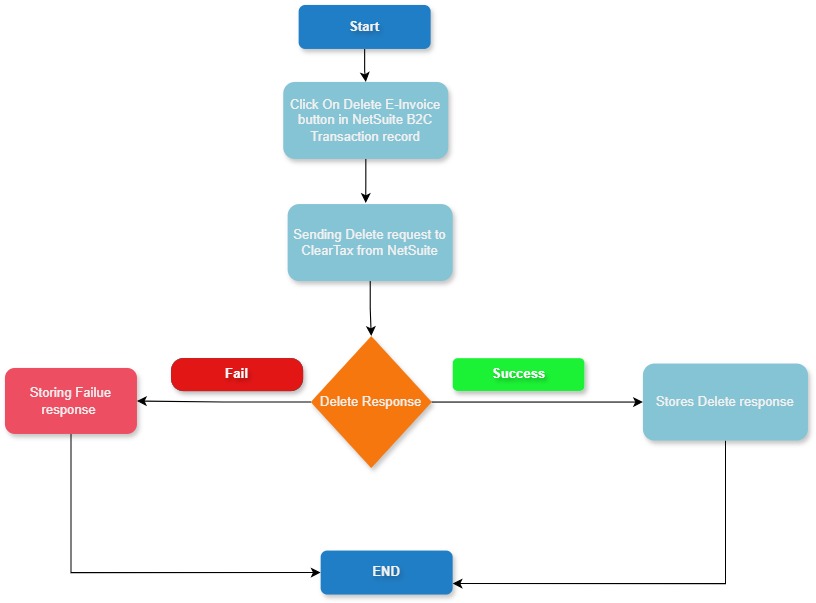
**Process steps:**

1. Click on the “cancel E-Invoice” button in the B2B transaction records.
2. A Pop-Up displays to enter a reason for the Cancellation of E-Invoice.



1. Enter the reason in Cancel Remarks for cancelling the B2B transaction E-Invoice.
2. Click on the Submit button.
3. Sending Cancel request to LHDN.
4. If the LHDN response is a failure then the reason for failure is stored in the “Error” field under the E-Invoice subtab. Otherwise, the Cancelled date and reason will be stored in a particular transaction record and the E-Invoice Status is set to “Cancelled”.

# Delete E-Invoice(B2C transactions)



**Process steps:**

1. Click on the “cancel E-Invoice” button in the B2C transaction records.
2. Sending Delete request to ClearTax for the Uploaded B2C transactions.
3. If the Deleted response fails then the reason for the failure will be populated in the “Error” field. Otherwise, the E-Invoice status is set to Deleted.

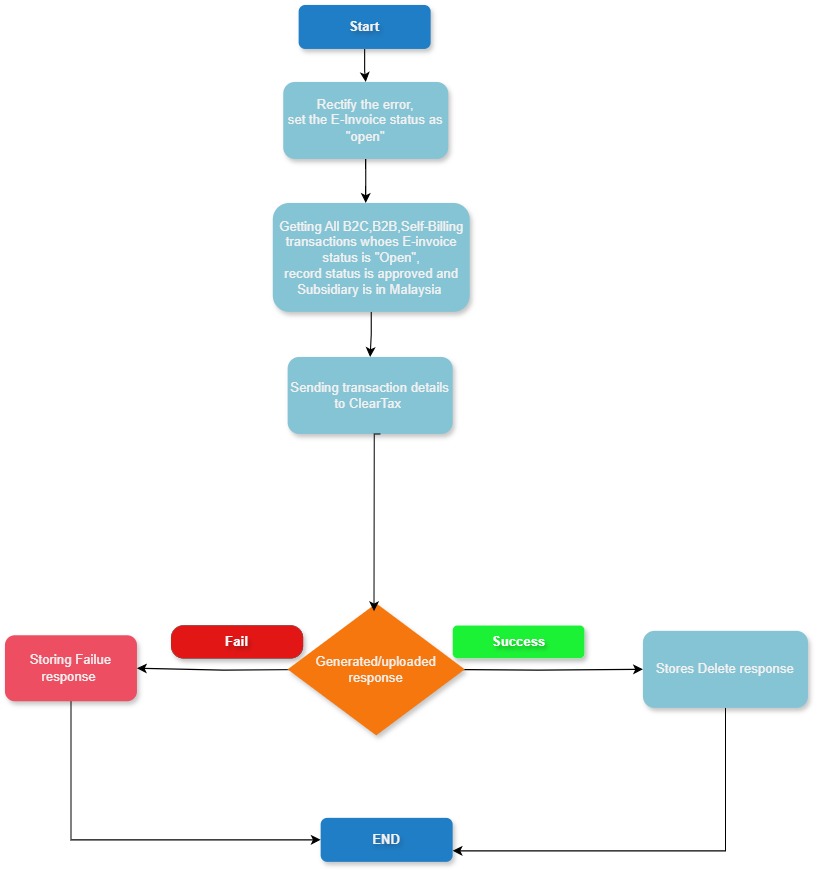
# NetSuite and Clear Mapping (Self-Billing)

|  |  |
| --- | --- |
| **Field Name** | **NetSuite Fields** |
| Supplier’s Name | Subsidiary Record "Name" |
| Supplier’s TIN | Subsidiary Record "VAT REGISTRATION NO." |
| Supplier’s Registration/Identification/ Passport Number | Subsidiary Record "BRN" |
| Supplier’s SST Registration Number |  |
| Supplier’s Tourism Tax Registration Number |  |
| Supplier’s e-mail | Subsidiary "Return Email Address" |
| Supplier's MSIC code | - |
| Supplier’s Business Activity Description | - |
| Supplier’s Address | Subsidiary Address |
| Supplier’s Contact Number | Subsidiary Record "Phone" |
| Buyer’s Name | Customer Name |
| Buyer’s TIN | Customer record "TAX REG. NUMBER" |
| Buyer’s Identification Number/ Passport Number | - |
| Buyer’s SST Registration Number |  |
| Buyer’s e-mail | Customer record "Email" |
| Buyer’s Address | Customer record "Address" |
| Buyer’s Contact Number | Customer record "Phone" |
| e-Invoice Version | Static value |
| e-Invoice Type | Static value ("SALES" for B2B transactions, "Purchase" for Self-Billing, "SALES\_B2C" for B2C transactions) |
| e-Invoice Code/Number | Static value (01- for invoice, 02 - Credit Note, 11- Self Billed Invoice, 12-Self-billed Credit Note |
| Original e-Invoice Reference Number | Transaction Record "INVOICE NO." |
| e-Invoice Date and Time | Transaction Record "INVOICE NO." |
| Invoice Currency Code | Transaction Record "Currency" |
| Currency Exchange Rate | Invoice record "Exchange Rate" |
| Frequency of Billing | Static value |
| Billing Period | Invoice Record "Posting Period" |
| Classification | Static (OTHERS) |
| Description of Product or Service | Transaction Line "Item Name" |
| Unit Price | Transaction Line "Unit Price" |
| Tax Type | Static (Sales and service tax) |
| Tax Rate | transaction line Tax Rate |
| Tax amount | Transaction Line Tax Amount |
| Details of Tax Exemption | - |
| Amount Exempted from Tax | - |
| Subtotal | Transaction subtotal |
| Total Excluding Tax | Transaction subtotal |
| Total Including Tax | Transaction Subtotal + Transaction Tax Total |
| Quantity | Transaction line Quantity |
| Measurement | New |
| Discount Rate | Invoice Discount Rate number |
| Discount Amount | Invoice Discount Amount |
| Payment Mode | Customer Payment Method |
| Supplier's Bank Account Number | - |
| Payment Terms | Invoice Terms |
| Payment Amount | - |
| Payment Date | - |
| Payment Reference Number | - |
| Bill Reference Number | - |

# NetSuite and Clear Mapping (B2B transactions/B2C transactions)

|  |  |
| --- | --- |
| **Field Name** | **NetSuite Fields** |
| Supplier’s Name | Vendor Record "Name" |
| Supplier’s TIN | Vendor Record "VAT REGISTRATION NO." |
| Supplier’s Registration/Identification/ Passport Number | - |
| Supplier’s SST Registration Number |  |
| Supplier’s Tourism Tax Registration Number |  |
| Supplier’s e-mail | Vendor Record "Email" |
| Supplier's MSIC code | - |
| Supplier’s Business Activity Description | - |
| Supplier’s Address | Vendor Address |
| Supplier’s Contact Number | Vendor Record "Phone" |
| Buyer’s Name | Subsidiary Name |
| Buyer’s TIN | Subsidiary record "TAX REG. NUMBER" |
| Buyer’s Identification Number/ Passport Number | Subsidiary record "BRN" |
| Buyer’s SST Registration Number | - |
| Buyer’s e-mail | Subsidiary record "Return Email Address" |
| Buyer’s Address | Subsidiary record "Address" |
| Buyer’s Contact Number | Subsidiary record "Phone" |
| e-Invoice Version | Static value |
| e-Invoice Type | Static value ("SALES" for B2B transactions, "Purchase" for Self-Billing, "SALES\_B2C" for B2C transactions) |
| e-Invoice Code/Number | Static value (01- for invoice, 02 - Credit Note, 11- Self Billed Invoice, 12-Self-billed Credit Note |
| Original e-Invoice Reference Number | Transaction Record "INVOICE NO." |
| e-Invoice Date and Time | Transaction Record "INVOICE NO." |
| Invoice Currency Code | Transaction Record "Currency" |
| Currency Exchange Rate | Invoice record "Exchange Rate" |
| Frequency of Billing | Static value |
| Billing Period | Invoice Record "Posting Period" |
| Classification | Static (OTHERS) |
| Description of Product or Service | Transaction Line "Item Name" |
| Unit Price | Transaction Line "Unit Price" |
| Tax Type | Static (Sales and service tax) |
| Tax Rate | transaction line Tax Rate |
| Tax amount | Transaction Line Tax Amount |
| Details of Tax Exemption | - |
| Amount Exempted from Tax | - |
| Subtotal | Transaction subtotal |
| Total Excluding Tax | Transaction subtotal |
| Total Including Tax | Transaction Subtotal + Transaction Tax Total |
| Quantity | Transaction line Quantity |
| Measurement | New |
| Discount Rate | Invoice Discount Rate number |
| Discount Amount | Invoice Discount Amount |
| Payment Mode | Customer Payment Method |
| Supplier's Bank Account Number | - |
| Payment Terms | Invoice Terms |
| Payment Amount | - |
| Payment Date | - |
| Payment Reference Number | - |
| Bill Reference Number | - |

# Error handling



**Process steps**

1. If any error occurs while generating an E-invoice/Credit Note/Self-billing the error response will be stored in the “Error” field and the E-Invoice status will be either Failed/Not submitted/Not uploaded.
2. After rectifying the Error NetSuite user updates the transactions and sets the E-Invoice status to Open
3. The scheduler picks all the transactions whose record status is Approved, whose E-Invoice status is Open, and whose Subsidiary is Malaysia.
4. NetSuite sends transaction details to ClearTax to generate E-Invoice/Self-Billing E-Invoice/Credit Note/Uploading
5. If any error occurs in generating an E-Invoice/Self-Billing E-Invoice/Credit Note/Uploading then the error response will be stored in the particular transaction record. Otherwise, the Success response will be stored in the particular transaction record under the E-Invoice subtab.