SMART INVOICE
FAQ (Frequently Asked Questions)

Smart Invoice

Version: 6.0

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Table of Contents

1.Introduction

1.1Purpose

INTRODUCTION ON THE DOCUMENT

Smart Invoice is a Software-as-a-Service (SaaS) product designed as a customized middleware solution for E-Invoicing in Malaysia. This innovative platform seamlessly integrates with existing business systems to streamline and automate the invoicing process, ensuring compliance with Malaysia's e-invoicing regulations. Smart Invoice simplifies the creation, transmission, and management of invoices, while providing secure data exchange and real-time tracking. As a tailored solution for businesses of all sizes, Smart Invoice reduces manual effort, enhances accuracy, and accelerates the invoicing workflow, all while ensuring businesses meet the legal and regulatory requirements for e-invoicing in Malaysia.

This FAQ aims to address the key features and common concerns for users of the Smart Invoice platform.

2.CONTENT 1

1. Common LHDN FAQ
2. SAP FAQ
3. Smart Invoice
4. ETC

2.1COMMON LHDN FAQ

1. **Who is required to submit e-Invoices?**
   As of the latest guidelines, businesses that are registered under the Goods and Services Tax (GST) or the Sales and Service Tax (SST) are required to submit e-Invoices. However, certain small businesses or businesses with low revenue may be exempt, based on the requirements set by LHDN.

2. **What happens if I fail to submit an e-Invoice?**
   Failure to submit an e-Invoice as required can result in penalties or fines as per LHDN's guidelines. It is important to ensure all required invoices are submitted accurately and on time to avoid penalties.
3. **What is the e-Invoice file format acceptable by IRBM for validation purposes?**
   The e-Invoice must be generated in the form of XML or JSON file format, in accordance with the requirements outlined by the IRBM.
4. **Can I edit an e-invoice Portal after IRBM validates the e-invoice?**
   No, once the e-invoice is validated by IRBM, the seller must cancel the e-invoice and reissue a new one.
5. **What should do if the TIN for an individual starts with 'OG' or 'SG'?**
   The new prefix for individual TINs is now 'IG'. If your TIN is 'SG123456789', you should input it as 'IG123456789'.

6. **What should be done if the invoice submission fails due to platform-specific issues with the LHDN submission portal?**

   Regularly check for any scheduled maintenance or downtime on the LHDN submission portal. Also, monitor LHDN's official communication channels for updates on any platform issues.

7. **Is the error "Bad request (Validation Error) - Maximum allowed document count per submission of 100 exceeded" a new limitation from the LHDN E-invoice portal?**

   Yes, this is a limitation from the LHDN E-invoice portal. The portal allows a maximum of 100 documents per submission. If you exceed this number, you will encounter this error.

8. **How to solve the "Error: Signature Certificate" message that may appear when submitting an invoice to LHDN through the Smart Invoice platform?**

   The error came from LHDN's side because they recently made changes to their e-Invoicing system. These updates temporarily affected how digital certificates were verified during invoice submission. As a result, even valid invoices were being rejected with a "Signature Certificate" error. However, when the same invoice was resubmitted later without any changes, it was accepted and successfully validated.

9. **What steps can be taken to resolve an 'Internal Server Error 'and the status showing' Invalid' in Smart Invoice, and what could be the possible causes of this issue?**

   The root cause of this issue was an internal server problem on the LHDN side.

To resolve this, the invoices need to be resubmitted to LHDN, as the original submission did not go through due to the server issue on their side.

10. How to Resolve the Issue: "Duplicate Submitted to LHDN" in Smart Invoice?

In SI, submission of the same document twice is not possible, unless there is an issue with the LHDN that caused a failure in the first submission, but LHDN continued processing that submission at its end.
As the status for the document in SI, is not valid yet, User can submit the document for validation, where at LHDN document is already being validated when LHDN returns an error.
In such scenario, client needs to contact LHDN via the official feedback form or email to request cancellation of the duplicated invoice(s) and seek their advice on the appropriate steps to resolve the issue.

• Contact LHDN: https://www.hasil.gov.my/en/e-invoice/contact-us/

• Feedback Submission Form: https://feedback.myinvois.hasil.gov.my/

Solution: -Issue Credit Note to cancel the duplicate invoice submitted.

11.What is the expected time required to set up new Client Secrets in the system. Whether it will affect the issuing of e-invoices later.

The validity period for the credentials can be changed at any time and it will not affect the issuing of e-invoices. Currently SI is using the Intermediary method for accessing LHDN portal.

12. Can a cancelled document be re-uploaded with the same document number in the LHDN system?

Yes — for Malaysia's LHDN e-Invoice (MyInvois) system, you're allowed to cancel and re-upload a document with the same invoice number within 72 hours of validation.

2.2 SAP FAQ

1. **What should we do if the invoices were not sent successfully due to system downtime and are not displayed in Smart Invoice?**

    - First, check if the invoices are available in Smart Invoice (SI).
    - Use the background job to verify if all the files were sent to the SFTP server.
    - Check if it's possible to resend the file to SI from SFTP or inform clients ERP team to resend via API, and inform our ERP team to resend for those company codes that are using sap
    - If a resend is needed, inform the ERP team to resend the files via API.
    - Also, notify the person in charge to resend the company codes using SAP.
    - After resending, check if the invoices appear in SI and confirm.

2. **Why is there no CN1 when I try to extract the Credit Note, and only one file is downloaded in SAP?**
    In SAP, when extracting a Credit Note or Debit Note, ensure that you provide the "Apply CN" to the specific Credit Note or Debit Note before extraction. If the "Apply CN" is not provided, you may not be able to download the CN1 along with the credit note

3. **What should be done if there is an issue when entering multiple email addresses in SI, causing the SFTP process to overwrite the Smart Invoice Customer master and only display one email address from SAP? How can the additional email addresses be updated in the same format as SI?**

   The issue occurs because the SFT
   P process is overwriting the Smart Invoice Customer master, and SAP is only displaying one email address. To resolve this, the IT team needs to update the data mapping script to correctly handle multiple email addresses in the same format as SI. Before deploying the changes to production, the script should be tested in the sandbox environment to ensure everything works as expected.

4. **What could be the reason for incorrect data mapping during integration?**

   Incorrect data mapping can occur when data fields are not properly mapped between SAP and other systems, leading to incorrect or missing information during the transfer process.

5. **What should be done if the data uploaded in Smart Invoice (SI) contains incorrect customer information, and the CSV file comes from SAP?**
   Directly edit the customer information in Smart Invoice (SI) – This can be done if only minor corrections are needed.
   Edit the customer master data in SAP – If the customer information needs to be updated, it is recommended to go to SAP, make the necessary changes to the Customer Master data, and then download the updated CSV file. Afterward, you can re-upload the corrected file into Smart Invoice. Keep in mind that re-uploading will overwrite the existing data in SI with the updated information from SAP.

6. **What should be done if any issues arise due to currency or exchange rate discrepancies?**

   If issues arise due to currency conversions or exchange rate calculations, it's important to ensure that SAP is synchronized with the correct exchange rates. Review and update the exchange rate settings in SAP and verify that the rates are correctly applied during the invoicing process to prevent discrepancies in the self-billed invoice amounts. Regular checks and updates of the exchange rate data are crucial for accurate calculations.

7. **How can the issue of missing Customs Reference Number in Self-Billed Invoices be resolved in SAP?**

   To resolve the issue of missing Customs Reference Number in Self-Billed Invoices, ensure that the Customs Reference Number is correctly maintained in the vendor master data. If it's a required field for generating invoices, the reference number may need to be entered or updated in the vendor's master record.

8. **What should be done if any issues arise due to currency or exchange rate discrepancies?**

   If issues arise due to currency conversions or exchange rate calculations, it can result in discrepancies in the self-billed invoice amounts, particularly if SAP is not synchronized with the correct rates. To resolve this, verify that the currency exchange rates are correctly maintained in SAP, ensure the correct exchange rate is applied to the invoice amounts, and confirm that the data is being accurately transferred to the eInvoice system.

9. **What should be done if there are data mapping issues between SAP and the eInvoice system?**

   If there are data mapping issues between SAP and the eInvoice system, review the mapping configuration between SAP and Smart Invoice. Ensure that all fields are correctly mapped, and that the necessary data is being accurately transferred to avoid incomplete or incorrect invoice data being sent out.

10. What should be done if certain required fields are missing or incorrect in the payload?

If certain required fields, such as tax information, customer data, or invoice reference numbers, are missing or incorrectly populated in the payload, check that all necessary fields are properly populated in the SAP system before generating the eInvoice. Additionally, review the configuration of the data mapping between SAP and the payload format to ensure all required fields are included and correctly mapped.

11. Why can't we use document type 'AA' for e-invoice upload of asset Credit Notes (CN)?

Document type 'AA' is used both for credit notes and journal postings, making it unsuitable for LHDN extraction since not all 'AA' documents are eligible for upload. The system cannot distinguish which 'AA' documents qualify, hence leading to potential compliance risks.

12.What workaround was proposed if creating a new document type is not preferred?

The client proposed using:

- Document type 'KG' for asset Credit Notes with a specific GL for clearance and uploading this to LHDN.
- Followed by a 'KR' invoice posted to the same GL to offset the KG document.
  This approach ensures the KG credit note is properly extracted to LHDN, while the KR document is not.

13.Why was creating a new document type (e.g., 'AC') initially suggested?

A new document type like 'AC' was proposed to clearly differentiate asset-related credit notes that require extraction to LHDN from other types under 'AA'. It would provide better control and transparency in identifying eligible documents for e-invoice upload.

14.Why was the suggestion to create a new document type eventually rejected by the client?

The client declined to request HQ for a new document type due to restrictions and limitations associated with creating and managing new document types within their SAP environment**.**

15.Can 'KG' and 'KE' be used for asset CN/DN postings in SAP?

No, KG and KE document types cannot be used to post asset-related credit or debit notes. Instead:

- For asset invoices, use KM or KR.
- For asset-related credit notes, the client uses a combination of KG (CN) and KR (Invoice) as a workaround.

16.Which types of self-billed credit notes were identified, and how are they handled?

Answer:

Two types under 'AA':

- PO-based self-billed CN: e.g., Document 100027
- Non-PO-based self-billed CN: e.g., Document 100028
  The team clarified that such cases are rare, and the workaround method using 'KG' and 'KR' will be adopted when necessary.

17.How are documents auto posted versus manually created in SAP?

Answer:

- Auto posted: Via MIRO, as in the case of Document 100027.

- Manually created: Via FB01, e.g., Document 100046 (PRD) and 100028 (QAS).
  Different posting methods affect extraction eligibility and tracking.

18. What are the possible reasons old or outdated data is being imported into the Smart Invoice system during synchronization with ERP or other platforms, and what steps can be taken to prevent or resolve this issue.

Old data being pulled into Smart Invoice could happen for a few reasons. One common reason is that the integration settings might not have proper filters, such as date ranges, so the system ends up syncing historical or outdated records. Another reason could be that old data was manually executed the program into Smart Invoice by generating the CSV file in the application server without applying the right filters.

To fix this, make sure the mapping is done properly, to avoid old data being transferred to SI. You can identify the old or unwanted data that has already been pulled into Smart Invoice and remove it if it's no longer needed. One way to do this is by manually cancelling the invoices in Smart Invoice. To do this, go to the list of invoices, select the invoice you want to cancel, and then click on the cancel icon.

19. Why is a newly posted self-billed invoice not appearing in the SI portal?

A self-billed invoice may not appear in the SI portal if the assigned vendor is not maintained in the Vendor Master Table (ZEINV_VMSIC). Please ensure the vendor code is properly configured in the backend system. If the vendor is missing, the invoice will not be pushed automatically to SI.

20. What should I do when a document is not found in SI, even though it was posted in SAP?

Check the following:
Confirm if the vendor code used is maintained in the Vendor Master Table (ZEINV_VMSIC).
Verify whether the document is correctly assigned to the vendor in the ZEINV file.
If the vendor and assignment are correct, contact the support team to check for integration or middleware issues that may have prevented the document from being pushed to SI.

21. What caused Credit Note (CN) 90065469 to not appear in Smart Invoice initially?
The CN was not transferred to Smart Invoice because it was not posted as an FI (Financial Accounting) document in SAP. Smart Invoice only receives text data from FI documents, so the non-FI nature of the document caused the issue.

22. Why was the CN 90065469 processed with a different date in SAP, and how did it affect the invoice visibility in Smart Invoice?
Although the CN was posted on 28.02.2025, SAP reflected the processing date as 01.03.2025 due to internal system timelines. Additionally, the CN was cleared on 05.03.2025. This mismatch delayed the automated transfer of the document to Smart Invoice, requiring manual intervention.

23. If the Excel file extracted from transaction ZEINV00001 in SAP (Client -SL) shows that a Debit Note (DN) has been applied to an Invoice and you're facing an issue, how to resolve this issue.

In this case, the self-billed DN occurred because the MM Document was displayed as an Invoice. This scenario was not tested previously, which resulted in a program bug.

24. When extracting the Excel file from SAP transaction ZEINV0001, the Debit Note (DN) is linked to one invoice number, but the Excel file shows two separate lines for it.

To resolve the issue where the Excel file extracted from ZEINV0001 shows two lines for a single invoice number from a DN transaction, first confirm if there is indeed only one invoice or if it was mistakenly applied to two entries. The two lines could represent different line items under the same invoice, a duplication error in the extraction logic, or a split posting due to components like tax, discount, or additional charges. Use SAP tables such as **BSAD**, **BKPF**, or **BSEG** to verify how the data is stored in the system and whether SAP recognizes it as one or multiple entries. If this discrepancy is affecting reporting accuracy, escalate the issue to SAP functional or ABAP developer to review and correct the extraction logic in **ZEINV0001**.

25.Why monthly vendors are not appearing in auto downloaded in SI?

The root cause of the issue was it appears that in the E-Invoice extraction Program (ZEINV001),
vendors 200057 and 200059 are not included under the variant 'AP_NPO_BG'. As a result, the data for these vendors are not being auto downloaded in SI.
Additionally following data should be entered correctly:
For example, Vendor 200057: Registration number was missing and was updated to 540908025089.
Vendor 200059: Supplier SST value was incorrectly maintained as N/A, and it was corrected to NA.

26. Why did vendors still not appear in the SI extraction even after updating the variant and correcting the Business Partner (BP) master data?

Even though the AP_NPO_BG variant was updated and BP master data was corrected for vendors they still did not appear in the SI system.
This is because the posting dates of the invoices (14.04.2025 and 17.04.2025) had already passed before the updates were made.
Since the E-Invoice extraction program (ZEINV001) typically processes current or future posting dates, the previous entries were skipped.
Therefore, the vendors' invoices for that specific period had to be manually uploaded into the SI system to ensure compliance.

27. Why monthly vendor not appearing in SI appearing makes necessary changes in SAP.

The root cause of the issue appears to be that the client rebooted the server in order to remove and reapply the same configuration. However, this process has affected the directory mounting, which is critical for the proper functioning of the system. If the directory is not mounted correctly after the reboot, certain components or files required by Smart Invoice may not be accessible, leading to errors or missing data. To resolve this, it is important to verify and ensure that the directory is properly mounted and accessible following any server reboot or configuration changes.

28. How to resolve the issue if the Customer Master is not being updated from SAP to SI.

1: Initial Checks

Verify whether the document was successfully sent from SAP.

Check if the SI API returned any errors.

Review SFTP logs for any transmission issues.

2: Payload Errors

If the issue is due to errors in the payload and the data is not appearing in SI, correct the customer data in SAP and resend it.

3: Connection or Transmission Issues

For problems related to API connectivity or SFTP transmission failures, you can use a workaround by uploading the corrected data directly to SI using a CSV payload.

4: Escalation

If everything appears to be working correctly on the SAP side, escalate the issue to the SI team for further investigation and confirmation of successful data processing.

2.3 SMART INVOICE FAQ

1. **How do I change an invoice that has already been submitted through Smart Invoice?**

   To change a submitted eInvoice, you need to create an amendment invoice in Smart Invoice (SI). You can update details like quantity, price, or tax, and then submit the updated invoice. The RMCD will handle the amendment accordingly.

2. **Can information in the Smart Invoice Portal be edited after IRBM validates the e-invoice?**

   No, after validation, the supplier must cancel the e-invoice within 72 hours and issue a new one for any changes. Changes made after 72 hours require issuing a new e-invoice (such as a debit note, credit note, or refund note) to adjust the original.

3. **What should do if the TIN for a Non-Individual starts with a '0' after the prefix?**

   If your Non-Individual TIN starts with a '0' after the prefix, remove the initial '0' for successful validation. For example, if the TIN is 'C01234567890', input it as 'C1234567890'.

4. **What should be done if Error 400 (Bad Argument) occurs during TIN validation?**

   Error 400 means the input parameters, like the TIN number, are not in the correct format. You should check the TIN format to make sure it follows the required structure.

5. **Why is there an error when updating customer data in SI?**

   The error is likely due to incorrect formatting of phone numbers, email addresses, or other data. Please make sure the phone number is in one of the following formats:

   - +1234567890
   - (123) 456-7890
   - 123-456-7890
   - 123 456 7890
   - 123.456.7890

6. **Why is there no invoice flow or failure records in send items in SI?**

   The issue was caused by a network exception that occurred while sending an email for the document. We can resend the email to resolve the issue.

7. **Why is "dono" missing in SI?**
   The text "dono" should be corrected to "DoNo." Update it accordingly.

8. **Why are only a few CN and Refund notes flowing to SI, and why does one document issue affect the others?**

   The issue is related to the payload. If one document has an error, the entire payload gets rejected (especially for CSV files). To fix this, update the description of the document with the issue and upload it again. Request the team to resend the documents.

9. **Why did the credit note fail to upload to SI multiple times?**

   The issue is that the CN number in the invoice is 88000296, while the number in the applied CN is 0088000296, which makes them appear different. Try removing the "00" from the applied CN and try uploading it again.

10. How will IRBM validate Credit Note CN001234 if it's linked to a 2024 invoice without a UUID?

Since e-invoicing with IRBM wasn't implemented for 2024 invoices, the invoice doesn't have a UUID, which is needed for validation. To ensure IRBM validates the Credit Note successfully:

- Provide a UUID for the 2024 invoice: Manually add a UUID to the invoice, if possible, to allow the CN to be validated.
- Submit the CN without the invoice linkage: If updating the invoice isn't possible, you can submit the CN without linking it to the invoice, though this may not align with business practices.

11. What happens if there's a mismatch between customer/supplier data in the Credit Note/Debit Note/Refund Note and the reference invoice?

This causes a validation error from LHDN. To prevent this, additional checks have been implemented in the system.

12. What happens if the billing address on the invoice is different from the customer profile?

This can happen if the customer profile was updated after the invoice was created or if the billing info was manually edited in the eInvoice.
Solution: Manually update the billing address in the eInvoice to match the correct information.

13. What should I do if the invoice status is stuck in "Pending", "Processing", or "Ready to Submit"?

This issue may occur due to system problems, validation errors, or server delays. To resolve it, perform a hard refresh or resubmit the document if the submission failed or validations were delayed.

14. Is it possible for a DN with no invoice applied to still pass through the Smart Invoice process

N/A in UUID is acceptable for all the invoices not found in eInvoice. It is not allowed under the LHDN guidelines. SI may not reject it because it takes the N/A as invoice number**.**

15. What should be done if receive an email about a failure to upload documents in SI with the message "Invoice already submitted to LHDN with a status"?

This issue usually occurs due to the data extraction process. Check with your tech team (handling data extraction from SAP or another ERP system) and ask them to modify the extraction script to remove such cases from the payloads.

16. Is there a limit to the number of buyer email addresses that can be added to the e-Invoice?

No, the Smart Invoice System supports a single email address, as long as the field does not exceed the size limit of 320 characters.

17. What are the required formats for email addresses in the CSV file and API payloads for the Smart Invoice platform?

For the API, there are two formats:

•Each email address in a separate object:

[{ "emailAddress": "john.doe.support@example.com”}, { "emailAddress": "john3.doe.support@example.com" }]

- All email addresses in one object, comma-separated:

[{ "emailAddress": "john.doe.support@example.com, john1.doe.support@example.com, john2.doe.support@example.com”}]

• For CSV files, email addresses should be comma-separated and enclosed in quotation marks:

john@gmail.com, jonny@gmail.com

18. Why are the text, logos, or fields misaligned when printing the invoice from the template?

Solution: Check the template design to ensure all elements are properly aligned using guides features. Also, verify that the printer's margins and settings match the page size in the template.

19. What should be done if the invoice number, tax amounts, or customer information is missing or incorrect when printing the invoice?

Review the data binding between the invoice template and the data source to ensure all fields are properly mapped. Test with sample data to verify the fields display correctly. Additionally, check for any conditional formatting issues or coding errors, especially if you're using a custom template with HTML/CSS or XML.

20. What should be done if the updated template does not reflect on the printed invoice?

Clear the cache or refresh the system to ensure the latest template version is being used. If needed, re-upload or redeploy the template. Also, check for any permissions or restrictions that may be preventing the updated template from being applied to the invoicing process.

21. How to link debit notes to the original invoice properly?

Ensure the system automatically links debit notes to the original invoices. Include "Original Invoice Number" and "Original Invoice Date" in the debit note template and use automated matching features for accurate association.

22. What should be done if the invoice is missing mandatory fields like tax ID, item details, or invoice number?

Review the e-invoicing platform’s specifications for mandatory fields and make sure all required information is included in the invoice before uploading.

23. What should be done if data is not mapping correctly from the invoicing system to the e-invoicing platform?

First, verify the data mapping between your invoicing system and the e-invoicing platform to ensure that all fields are properly aligned. You can also test the integration with a few sample invoices to identify and fix any mapping errors before they cause issues.

24. What should be done if the uploaded invoice fails validation checks?

Ensure the invoice follows all required validation rules, such as correct tax rates and proper invoice number formatting. Use the built-in validation tools to check the invoice before submitting it to catch any errors in calculations or formatting.

25. What should be done if the invoice upload fails due to API or connectivity issues?

First, check your internet connection or network settings to ensure there are no issues. Then, test the API integration with the e-invoicing platform to confirm there are no authentication or connectivity problems causing the upload failure.

26. What should be done if the invoice currency or exchange rate is incorrect and causes rejection?

Verify the currency and exchange rate in the invoice, particularly for international transactions. Ensure the system either automatically updates exchange rates or allows you to manually input them if needed.

27. What should be done if the invoice or due date is incorrectly formatted and causes validation to fail?

Ensure the invoice and due dates follow the required format, such as DD/MM/YYYY or YYYY-MM-DD, as specified by the e-invoicing platform. This will help prevent validation errors.

28. What should be done if customer or supplier details are incorrect and cause a validation failure?

Cross-check the customer or supplier details, such as tax ID, name, and address, with your internal database or an external government database (if applicable) to ensure the information is accurate and matches.

29. What should be done if the invoice is rejected due to missing or invalid tax information?

Verify that all required tax fields are filled in, including the tax code, tax amount, and correct tax category (e.g., standard-rated, exempt, zero-rated). Refer to the LHDN tax guidelines to ensure the tax information is correctly formatted and follows the required structure.

30. What should be done if the invoice is rejected due to a missing digital signature?
Verify that the required digital signature is generated and included in the invoice before submission. Make sure the system is set up to automatically generate and embed the digital signature as needed.

31. What should be done if the invoice submission fails due to a missing reference to the original transaction?

Ensure that the invoice is correctly linked to the appropriate reference number, such as the original invoice or a credit/debit note, if required. This will help avoid submission issues.

32. How to remove a Customer in SI?

Step 1: Check if the customer is linked with any document or not
Step 2: if it's linked with a document
Step 3: Do not delete the customer
Step 4: if it's not linked with a document
Step 5: delete the customer

33. How to hide the overdue or outstanding function for customer?
- To proceed with this, please navigate to the settings and review the mailing automation settings.
- Kindly remove the payer app URL from the email drafts. (Alternatively, to view the invoice, please log in ....)
- After making changes, please Submit the updates.
- By removing this line, the customer won't be able to see the overdue or understanding amount.

34. What is the maximum number of decimal places allowed in the Smart Invoice platform?

Smart Invoice displays the data as it appears in the payload. However, in certain instances, the data is automatically converted to multiple decimal places, which appears to be a technical issue. Our team has handled this issue and showing data in 2 decimal places for such errors.

35.How to handle issues related Character Limits in the Buyer Column of the SI Template?

- Check the maximum allowed character length for the Buyer Column in the Template
- If the limit cannot be changed, use standardised abbreviations or buyer codes to stay within the allowed length

35. How to address issues when emails are not sent from Smart Invoice and No record has been found .

- Escalate to the Technical or SI team with relevant details to send the missing mail.
- Confirm whether the invoice was successfully processed or if it failed during validation.

37. What should be done if SAP invoice 1234 has already been submitted from SAP to SI, and SI has submitted it to IRBM, but IRBM returns an error message saying, "Tax Exemption number not found"?

User should fill in the tax exemption number in SI, then re-submit it to IRBM for validation. In SAP, the user should update the tax exemption number in the invoice 1234, but there's no need to re-submit it to SI.

38. Why was the Customer ID not captured during the initial upload in SI?

The system may have failed to capture Customer ID because the column in the upload file was:

- Blank or missing data in some rows.
- Contained invalid characters (like symbols or spaces).
- Had inconsistent formatting (e.g., numbers stored as text or merged cells).
- Remove duplicate Customer Master Data from SI.

39. Why is the wrong UUID being tagged in Smart Invoice, and how can this issue be resolved?

This issue occurs specifically with Credit Notes (CN), Debit Notes (DN), and Refund Notes (RN) when they are applied to an invoice. For example, if an invoice is initially submitted to LHDN and gets a UUID, and then the same invoice is resubmitted for any reason, the UUID will be updated. If a Credit Note (CN) is applied to the invoice before the second submission, the Credit Note will be linked to the invoice using the old UUID, resulting in the wrong UUID being tagged to the document.

40. How to Handle Issues Related to "CREDIT NOTES MISSING REFERENCE" and the how to resolve it?

Answer: The "Missing Reference" error occurs when:

The credit note is not attached to any invoice.

Solution:

1. Go to the Credit Note and check if there are any applied invoices or not. If not, user must upload a cn-apply payload to attach a document to it

If it is missing, try to manually add the correct invoice reference in the credit note.

Ensure that when creating future credit notes, the reference field is populated automatically or as part of the creation process.

41.How to handle issue where "No PDF Document Attached with Resend Button" in Smart Invoice?

There are two scenarios for this issue:

1: If the pdf doesn't exist or corrupt

2: If there are no smtp settings for the tenant, and user is trying to send it using OUTLOOK. In that case, our system can open the OUTLOOK app but unable to add an attachment.

Solution: -

- It is necessary to configure the Email SMTP settings within the SI system under Settings. SMTP settings act as the connection between Smart Invoice and your email server, enabling the platform to send emails on your behalf without

requiring manual steps.
Once this is set up, Smart Invoice will be able to send them via email

- If these SMTP settings are not configured, the system cannot send emails directly. Instead, when you attempt to send a document:
    - Your default email application (e.g., Microsoft Outlook) will open.
    - You will then need to manually attach the PDF and send the email yourself.

42. How to Handle Issues Related to API Integration Between ERP and Smart Invoice (SI) Systems?

To make sure the API integration between the ERP and Smart Invoice works properly, it's important to check the API credentials and authentication settings. This means confirming that the API keys or tokens are still valid and haven't expired.

Also, the user or service account being used should have the right permissions to access and send data. Lastly, make sure the base URL and API endpoints being used are correct and current, as using old or incorrect links can cause the connection to fail.

43. What steps should be taken to resolve errors related to incomplete or invalid documents in Smart Invoice (SI) that show an 'Missing Info' status?

This happens due to missing or incorrect data; it can be marked as "Missing Info" in SI.

Solution: - Make sure all the necessary fields in the document are properly filled in. Carefully review the customer information, invoice items, tax details, and date fields to ensure they are complete and accurate. Correct any formatting issues and enter any missing data. Double-check that all numbers, dates, and tax codes are in the correct format. Once everything is corrected, save the document and resubmit it through the system.

44. How to Handle the Issue where an Invoice Appears as Valid in Smart Invoice (SI) but Shows as Cancelled in the MyInvois Portal?

This inconsistency can lead to reporting errors, or rejection of related documents like credit or debit notes.

The possible reasons should be:

- The invoice may have been manually cancelled by a user directly on the MyInvois portal, which does not automatically update SI.
- SI may not have captured the cancellation status from LHDN due to a missed or failed API callback or update.

Solutions: -

1. Confirm that the UUID shown in SI matches the one in the MyInvois portal
2. In SI, review the submission and status logs to see if there was any indication of cancellation or failed sync.
3. Log in to the MyInvois portal and check the actual invoice status. Confirm the reason for cancellation, if available.
4. The invoice is still valid, consider resubmitting the invoice through SI to generate a new UUID and status.

45. How to Handle the Issue with the total Payable Field Showing Incorrect Value (0) during Submission to IRB?

Before submitting the invoice to IRB, it’s important to ensure that the payload—the data being sent from your system—is complete and contains all the required fields. This includes accurate details like item descriptions, quantities, unit prices, tax codes, and especially the total Payable amount.

Once you've reviewed and corrected the data in the invoice, update the record in your invoicing system and resubmit the invoice to IRB. After submission, double-check the status and details on the MyInvois portal or submission log to confirm that the total Payable field now shows the correct amount.

46. Can the SI system automatically name the downloaded e-Invoice PDF with both the invoice number and the company name?

No, the SI system currently does not support automatic naming of the downloaded e-Invoice PDF files with both the invoice number and company name. It only includes the invoice number in the file name.

47. Is it possible to rename the e-Invoice PDF file manually after downloading?

Yes, users can manually rename the PDF file after downloading to include both the invoice number and the company name if needed.

48. Is there a request to enhance the SI system to support this feature in the future?

As of now, no formal request has been raised. If required, a new ticket should be created to formally initiate this enhancement.

49. How can you fix the issue where an invoice still shows as "Ready to Submit" in Smart Invoice, even though it has already been submitted to IRB through a consolidated file?

If an invoice is still showing as "Ready to Submit" in Smart Invoice, even though it has already been submitted to IRB through a consolidated file, this typically indicates that the submission status has not been updated in Smart Invoice.

We can resolve the issue by contacting the SI team to manually update the status of the invoice from "Ready to Submit" to "Consolidated" depending on the status of the IRB.

50. How to resolve about the non-spacing between the city and state as highlighted in the attached e-Invoice in smart invoice?

If using a **custom template**, edit the template file or layout to insert a space or delimiter between {{City}} and {{State}}. Example fix: Change from {{City}} {{State}} to {{City}}, {{State}}.

After making the changes by the SI team, generate a **sample invoice** to ensure the address now displays correctly with proper spacing.

51.If the Revenue Report within Smart Invoice appears inaccurate or is not displaying data properly, what steps should be taken to address the issue?

Ensure that the data source feeding the revenue report (e.g., accounting system, ERP, sales database) has synced properly. Make sure the correct report parameters (date range, revenue types) are selected.

Recently added two new radio button options under Proof of Income Monthly Report Dashboard to allow more flexible reporting. The options are:
Report Based on Validation – Generates the report using the date the income was validated.
Report Based on Creation Date – Generates the report using the date the income record was created.

52.What steps were taken by the support team and user to resolve the issue of Credit Note 90065469 not appearing correctly in Smart Invoice, including the handling of missing text data?

The CN was manually pushed to Smart Invoice by the support team.
The user confirmed that the CN appeared but noted text data was missing.
After review, it was found that the text was incorrectly entered in Line 2 instead of Line 3 and 4.
The user acknowledged the issue and agreed to amend the CN by entering the text in the correct lines (Line 3 and Line 4), which allowed the data to be properly captured in Smart Invoice.

53. What action did the support team take to make the CN visible in Smart Invoice?

The support team manually pushed the CN to Smart Invoice after confirming it was not appearing due to the reasons mentioned. This manual push made the CN visible in the Smart Invoice system.

54. What was identified as the reason for the missing text in the Smart Invoice?

It was found that the user had entered the required text in Line 2 of the document, but Smart Invoice only captures data from Line 3 and Line 4 for e-invoice purposes. Because of this, the text was not captured and reflected in the system.

55. What should do if the invoice status stays as "Accepted" for more than an hour in Smart Invoice and doesn't progress further?

Sometimes the system needs a manual refresh. Try logging out and logging back in or simply refresh the page to see if the status updates.

Some processes, like validation or syncing with government systems (such as MyInvois or LHDN), might still be in progress. These can take time, especially if the system is busy.

If the status doesn't change after a while and no error messages appear, you can try resubmitting the invoice. If you're unsure, it's best to contact the Smart Invoice (SI) support team before doing so**.**

56. What was the specific root cause identified for the TIN validation errors?

The TIN number was incorrectly entered as EI000000010 (with fewer zeros), instead of the correct EI00000000010. This manual data entry error caused the validation to fail.

57. What problem did the user face when trying to consolidate export invoices for multiple customers in the system?
The issue was caused by incorrect or inconsistent data. The user reported that they were unable to consolidate export invoices for two export customers because the system flagged the TIN numbers used as invalid, resulting in submission errors for both invoices.

58. What corrective action was taken to resolve the invalid TIN number issue?

Use the correct TIN: EI00000000010
Set Registration Type to "NRIC/Passport"
Enter "NA" as the Registration Value
These changes resolved the validation issue and allowed the invoice to be submitted successfully.

59. Were there any other data issues identified in the invoice submission process?

Yes. In addition to the TIN issue, it was found that the BRN value was entered incorrectly and should have been "NA". Both the TIN and BRN discrepancies were corrected before resubmitting the invoices.

60. What technical steps are required to enable the use of NRIC registration type in SAP for SI?
To support NRIC:
SAP's e-invoicing extraction program must be customized to include the NRIC field. To achieve this, we need to implement e-invoicing programming functions in SAP to extract the NRIC data and include it in the extraction program. Only then can the data be captured correctly.
This involves functional and ABAP development work to extract and transmit the NRIC data.
The team also needs to assess the feasibility of implementing this feature, considering the current program design.

61. What was the resolution for the missing e-invoice emails issue?
The issue was caused by a temporary technical glitch, which stopped some valid e-invoice emails from being sent.
To resolve it:

- The missing documents were identified by comparing the E-invoice tab and the Email Log.
- The emails were re-sent from the backend using a re-triggering process.
- The Email Log was checked again to confirm that all emails were successfully sent.
- It was also suggested to add extra monitoring to avoid such issues in the future.

62. What was the issue related to the delay in passing the SAP invoice to SI?

The issue was that an SAP invoice generated at 9:25 AM did not get processed during the 12:30 PM scheduled batch as expected.
Upon investigation, it was found that the delay was due to an intermittent issue where the SFTP server occasionally fails to respond. When this happens, the system does not process the file in the first attempt.
However, the system has an automatic retry mechanism. If the file is not processed during the initial scheduled batch, it is automatically reprocessed during the next available batch (at 16:30, 19:45, or 20:20). If successful in a retry batch, the file is processed, and an email notification is sent confirming the same.

63. Why were some credits note attachments missing in SI, and how was it fixed?

The attachments were missing due to a temporary SFTP connection issue. Once the connection was restored, the documents were reprocessed and appeared correctly in SI.

64. What was the issue with the consolidated invoice status in SI, and how was it resolved?

An invoice that was already submitted under a consolidated file was still showing as “Ready to Submit” in SI. This was a system status mismatch. The issue was resolved by updating the invoice status in SI to reflect the correct submitted state. A screenshot was provided for confirmation.

65. What was the issue related to TIN number when submitting export customer invoices in SI?

The issue occurred during the submission of export invoices for certain customers in the SI system. The invoices were marked as invalid due to incorrect TIN numbers. The user had used general TINs such as EI00000000020 and EI00000000010, but both were rejected by the system. Upon investigation, it was found that the TIN number used was missing a zero — for example, EI000000010 was entered instead of the correct EI00000000010. This formatting error caused validation failure during submission.

66. Was there any issue with the BRN (Business Registration Number) during submission?

Yes, there was also a problem with the BRN value. For export customers, the correct procedure is to set the registration type as NRIC/Passport and enter "NA" as the BRN value. However, the wrong registration value had been entered, contributing to the invoice rejection during submission.

67. What was the root cause behind the export customer invoices being marked as invalid during submission in the SI system?

The issue was caused by manual data entry errors — specifically, incorrect formatting of the TIN number (missing zeroes) and improper BRN values. These mistakes led to failed validations in the SI system during invoice submission.

68. How was the issue of invalid export customer invoices due to incorrect TIN and BRN values resolved in the SI system?
The support team reviewed the submitted invoice data and identified the errors in the TIN number and BRN field. They corrected the TIN number by adding the missing zeroes (e.g., updating to EI00000000010) and set the BRN value to "NA", which is the correct format for export customers. After making these corrections, the invoices were re-submitted and successfully passed validation in the SI system.

69. What was the issue reported in the system related to API integration with SI?

The issue involved a **duplicate document display** in the SI system when data was transmitted via the API. Users observed that certain documents appeared multiple times in the system interface, despite only a single record being submitted from the ERP system. This led to confusion and complaints from end customers, who believed that the same document was submitted more than once.

70. What was the impact of this duplicate display issue?

The duplicate display caused concerns regarding data integrity and led to customer dissatisfaction, as it appeared that the same invoice or document was being submitted multiple times. This not only disrupted normal operations but also created confusion in the audit and reporting processes, requiring immediate attention from the support team.

71. What were the detailed actions taken to identify and analyse the cause of the duplicate document display issue in the SI system via API?

To analyse the cause of the duplicate document display issue in the SI system, the following steps were taken:

1. Document Numbers and Payloads Requested: Since the issue could not be reproduced independently, the affected document numbers and their corresponding payloads were requested from the ERP system for investigation.
2. Cross-Tenant Sample Collection: Payload samples were collected from different tenants to ensure the issue wasn't limited to a specific configuration.
3. Sandbox Testing: A new version of the document template was developed and deployed in the Sandbox environment for testing purposes. This allowed for controlled simulation of the issue.
4. Root Cause Tracing: During testing, the processing and rendering logic of the documents via API was closely analysed to trace the exact source of the duplicate display.
5. Deployment to Production: Once the fix was confirmed to resolve the issue in the Sandbox environment, the corrected template was deployed to the production system for permanent resolution.

72. Based on the investigation and testing activities, what was identified or inferred as the root cause behind the issue of duplicate document display in the SI system when documents were transmitted via API from the ERP system?

While the specific technical root cause was not explicitly documented in the communication, it was inferred that the issue stemmed from template-level or API mapping errors during the data transmission process. These issues likely occurred in the rendering logic of the SI system's template, which led to duplicate visual displays of the same document. Importantly, no duplication was found at the ERP system level, indicating that the error was isolated within the SI layer's document processing or formatting configuration.

73. What actions were taken to resolve the issue of duplicate document display in the SI system, and how was the effectiveness of the fix confirmed post-deployment?

After completing thorough testing in the Sandbox environment using sample payloads from various tenants, the necessary corrections were made to the SI system's template configuration or rendering logic. These corrections addressed the issues causing the duplicate document display during API-based data transmission. Once the fixes were validated in the test environment, they were deployed to the production system. Following the deployment, users were asked to verify the results on their end. Upon confirmation that the issue no longer persisted, the support team considered the issue resolved.

74. What issue occurred with the "Resend" email functionality in SI?

The "Resend" button under the **Invoice** tab in the SI system failed to attach the invoice PDF automatically. When users clicked the resend button, it launched the **Outlook application** without including the necessary PDF file, requiring manual attachment.

75. During the email resend process from the "Invoice" tab in the SI system, why was the PDF attachment missing in the automatically generated email? What was identified as the root cause of this issue?

The issue was caused by missing or incorrect Email SMTP Settings in the SI system. These settings, which need to be configured under the system's "Settings" section, are essential for enabling automatic email functionality. When the SMTP configuration is not properly set, the system cannot automatically attach and send PDF documents. Instead, it triggers the Outlook application to open, requiring the user to manually attach and send the PDF file. Once this root cause was identified, users were informed to ensure that the SMTP settings were correctly configured to enable seamless PDF attachment during the email resend process.

76. What steps were taken to resolve the issue where PDF documents were not being attached during the email resend process from the “Invoice” tab in the SI system? How was normal functionality restored?

To resolve the issue, the support team first deployed the necessary code and configuration fixes to the production environment. They then communicated with users to clarify that the correct functioning of the "Resend" button depended on having the Email SMTP Settings properly configured in the SI system's "Settings" section. Once users updated the SMTP configurations accordingly, the system was able to automatically attach the PDF documents during the resend process, restoring the intended functionality without requiring manual intervention through Outlook.

77. Is it possible for the SI system to automatically name downloaded e-Invoice PDF files with both the invoice number and company name (e.g., S250400000023_CompanyName)?

As of the current system capabilities, the SI system does not support automatic naming of downloaded e-Invoice PDF files using both the invoice number and the company name. By default, the downloaded PDF files are named using only the invoice number. Users who require additional naming conventions, such as including the company name in the file name, would need to manually rename the files after downloading. The user was informed of this limitation and acknowledged the response, deciding to manage the requirement internally.

78. What was the issue with the e-Invoice address formatting, and how was it resolved?

The issue was a missing space between the city and state fields in the e-Invoice address section, which caused the address to display incorrectly. The support team identified the root cause and applied a fix to the production environment, which corrected the spacing in the address display. Following the fix, the address appeared correctly formatted.

79. What was the issue with the Payable Amount during invoice submission, and how was it resolved?

The total Payable field showed a value of zero during invoice submission, despite the invoice being valid with a payable amount. This caused submission errors. The cancelled invoices needed their document statuses updated to allow for re-triggering the submission process. Once the statuses were updated, the invoices could be resubmitted successfully.

80. How to resolve if the Header Gap Issue in PDF-Smart Invoice?
The large gap in the Smart Invoice header may be caused by extra line breaks, hidden elements (such as logos or empty fields), misalignment, or browser-related issues. To resolve this, check the header configuration and layout template in the admin settings, inspect for any hidden or unpopulated fields, and review custom templates if applicable.

81. How to Remove Debit Notes in Smart Invoice that Are Linked with Valid Documents?

In Smart Invoice, debit notes that are linked to valid documents and have already been submitted to LHDN (i.e., assigned a UUID) cannot be deleted due to compliance and audit trail requirements.

Key Points to note:

- Once a debit note is linked to a valid document and registered with LHDN, it becomes non-editable and non-deletable.
- The UUID assigned by LHDN confirms successful submission, locking the document from further structural changes.
- This restriction is in place to comply with LHDN regulations and ensure audit integrity.

82.How to resolve issue if the invoice is unable to find in the SI?
This occurs due to the 502 error "Gateway timed out", there must be an internet issue when trying to send the document to SI. A code has been added to resend the documents again.

83. How to resolve a case where documents were wrongly uploaded into SI which is marked as invalid or missing info and have already been cancelled in SAP?

To resolve the issue of a document wrongly uploaded into SI and already cancelled in SAP, first confirm that the document has been officially cancelled or reversed in SAP and note the relevant cancellation or reversal reference.

Check the status of the document in the SI system using the SAP document number or invoice reference. Inform relevant teams, to further delete from the SI.

84. How to Implement API Instead of SFTP for Customer Master Data not updating and the SAP status not reflecting correctly.

The most efficient and reliable method is via API, with several advantages:

1: Direct API Transmission

SAP sends customer and invoice data to Smart Invoice using a dedicated API, enabling real-time and secure data transfer.

2: Failsafe Record Processing

Each record is processed individually. Valid records are accepted, while only the erroneous ones (e.g., with special characters) are rejected.

3: Partial Acceptance

For example, if 100 records are sent and 5 contain issues, the remaining 95 will still be successfully processed and written to the Smart Invoice system.

4: Detailed Error Logging

Any rejected records are returned in an error log to SAP, allowing for review and correction.

5: Improved Client Notifications

Previously, clients were not notified of individual record errors, which led to confusion over missing entries. Moving forward, enhanced visibility and notifications will ensure better transparency and follow-up.

85. How should we proceed if the document download fails in both the e-Invoice and Invoice sections?

The issue with Invoice is due to the presence of \r\n in the item description field.

For example, In the payload, the item description appears as: UKB-Oatly Paper Material Claims\r\nM150 [Original Amount S$71,234 - Discount S$42,521].

This special character is causing the PDF generation to fail. The problem lies in how the template engine handles \r\n—it's intended to render "M150..." on the next line, but instead, it's breaking the HTML structure.

It only affects the PDF output. The invoice is valid, and other functionalities remain unaffected.

86. What is the root cause if HS Code information is appearing in the invoice in SI, even though it was not included when the invoice was issued?

Root Cause:
The root cause of the issue is a Program bug. While during combined extraction in E-invoice Extraction Program the HS code is automatically picked from the previous document. Necessary fixes are required in order to fix the bug. The HS Code was included in the CustomField3 column in the CSV payload when it was sent to the SI system. Since this value was present at the time of invoice generation, it was automatically picked up by the system and displayed on the E-invoice.

87. How to resolve the issue where emails are not being sent in Smart Invoice, and no error message or record is found?

To troubleshoot this issue, please consider the following scenarios:

Scenario 1: Emails are working, but some documents have no error or delivery response from the SMTP server.

In cases where emails are generally functioning, but specific documents show no status or error, it's recommended to check the SMTP server logs on the client's end. If there were an issue within the Smart Invoice (SI) system itself, it would typically affect all email deliveries—not just a few. This suggests the issue may be isolated to the email server configuration or activity.

Scenario 2: Emails are not being sent at all

a) SMTP not configured correctly
Please verify your SMTP settings. Ensure that the server address, port, authentication, and security protocols (TLS/SSL) are properly set up in the Smart Invoice configuration.

b) SMTP configured but still not working
If your SMTP settings are correct and the issue persists, please contact the Smart Invoice technical support team for further assistance.

Important Notes: -
Check the **Email Logs Report Dashboard** daily. This dashboard shows a list of documents with pending email deliveries, allowing you to take timely and proactive action to address any delays.

88. What is the process for re-uploading a cancelled document in SI with the same document number?

Ensure the document is cancelled in the MyInvois Portal by choosing an appropriate reason for the cancellation. This action must be completed within 72 hours from the time the invoice was validated. Also, make sure the invoice is not linked to any other documents, such as debit or credit notes.
Below steps to be followed: -

1.Status Reset Required
Once a document is cancelled, its status remains as "Cancelled" in the system.
Therefore, the first step is to manually reset the status to "Ready to Submit" before re-uploading it to SI.

2.Re-upload and Resubmission
After the status has been reset, the same payload can be re-uploaded in the SI and submitted again to LHDN for validation.

89. What are the key points to note when uploading a cancelled document into the SI?

1.When an e-Invoice is first submitted and validated by LHDN, a UUID is issued for that document.

2.If the document is later cancelled, the UUID remains associated with that invoice number, but its status in LHDN is updated to "Cancelled".

3.When the same invoice (with the same invoice number) is re-submitted after cancellation, a second UUID will be generated, since LHDN treats it as a new submission.
As a result, there will be two UUIDs tied to the same invoice number.

4.It is crucial to always include the old UUID in the "Remarks" field when cancelling an invoice, to maintain traceability.

5.It is important to track and store both UUIDs (original and new) for each re-submitted invoice.
This ensures proper documentation during audits and avoids confusion in compliance reviews.

90. How to enable the delete functionality in SI?

To enable the delete functionality, the "Create E-invoice upon import" option must be disabled under the E-invoice Automation Settings.
The delete option/icon will only be visible if the e-Invoice has not yet been generated for the respective document.

91. If an invoice contains two tax types, why does the Tax Info section in the SI display only one of them?

If an invoice contains two tax types but only one appears in the Tax Info section of the SI, it will display a list of all applicable taxes for the document if multiple tax types apply.It may be due to how the tax details are structured in the payload or how the system processes tax data at the header level. The SI system typically displays tax information based on specific conditions—such as whether the taxes are applied at the header or line level, or if one of the tax types has a zero amount, which might cause it to be excluded from the display.

To confirm the root cause, it’s recommended to review the payload sent to SI and verify how each tax type is defined and mapped.