SYNERGY TAS

E-Invoice Implementation

Seriously, who needs to be in charge?

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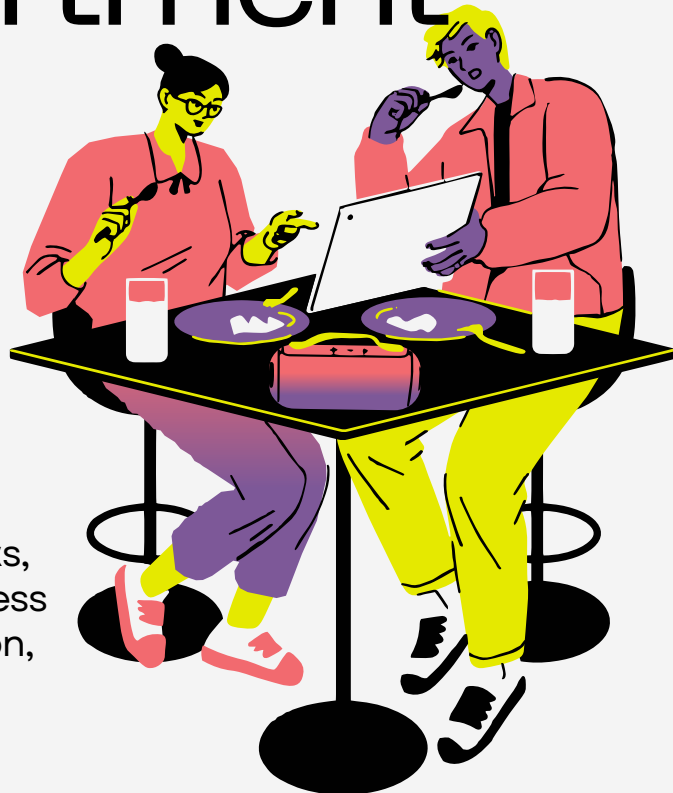
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RESPONSIBILITY OF WHICH DEPARTMENT ?

Contrary to common belief, E-Invoicing is **not just the duty of IT and the Account Department**; it requires collaboration from ALL Divisions of the Company.

Read on to discover the changes that need to be in place to ensure a smooth E-Invoicing Implementation.
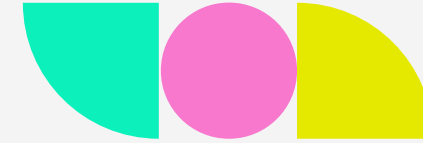
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Sales & Marketing Department

Ensure businesses remain sustainable, need to understand how e-invoicing works, so that you can address customer's frustration, smoothen transition into e-Invoicing.

Data Analysis

Analyse the Identity of Existing Customers and identify potential **Tax Triggers and Business Issues** – Analyse Sales Projection to determine the ratio of Problematic vs Compliant Customers.

Sales Scripts
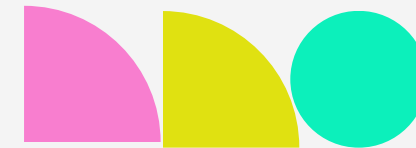
Prepare "e-Invoicing Scripts" for the Sales and **Customer Services Personnel** to ensure they can effectively explain to customers the impact of e-invoicing on business SOP. Obtain information requested by e-invoicing Project teams.

e–Invoicing by **Department**

POS System

For a company that uses a POS system, ensure the **Cashier** is trained on the Standard Procedure for issuing Consolidated e-Invoices and can handle the requests for e-Invoices.

Contractual Requirment

Assess whether e-Invoicing will **affect current Contractual Obligations**, considering whether to add limiting liability for customers' Tax Deductibility; review the project timeframe and verify transitional matters if they occur between the pre- and post-Implementation Dates.
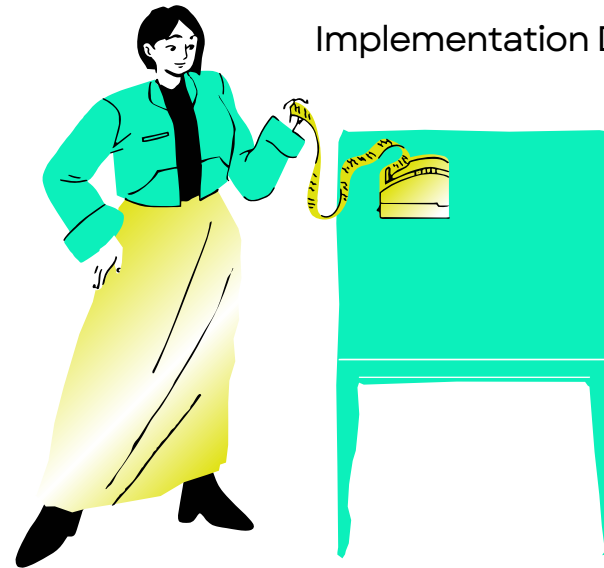
Existing Stationery

Review and modify existing stationery, especially **"Terms and Conditions" of Sales Orders**.

Arrange for **printing New Forms** in advance as many others may be making similar demands on Printing or decide to shift fully to digital forms.

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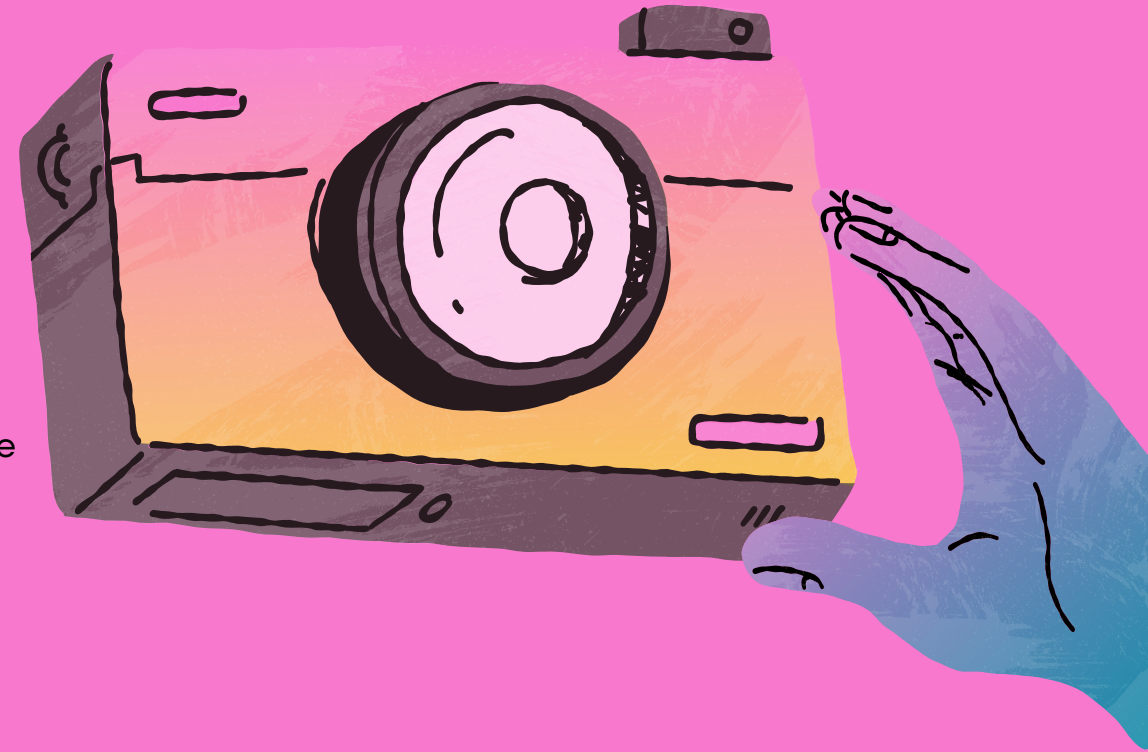
Human Resources Department

Change in Duties and Employee's Power and Procedures

- Who is **Authorised** to do what in e-Invoicing era, which type of supporting documents (Pos or e-invoice), what quantum is allowed.

- Review current Employee benefits to identify and revise the **current Employment Contract, Handbook, and Policy** to be inline with e-Invoicing Requirements.

- New Procedure to follow for **claims and reimbursements**, employees well informed on the New supporting documents required.

- Plan the required shift in Manpower within the Company during and after the e-invoicing Implementation.

- Who responsible to request for **Self-Billed Invoice**.

Account & Finance Department

Ready to **"Dropped 2G Accounting Concept, pick up new 5G Accounting Approach"**. This is not just about removing old paper based documentary approach. Understanding **the integration of tax and accounting** in e-invoicing era, also decide whether to shift in e-Invoicing data entry roles to respective business function.

- **Quantify tax impact** and the discrepancy between pre and post-e-invoicing implementation.

- Plan the revision of the **Chart of Accounts, Volume and Frequency** of the Entries, and consider how to provide greater clarity on Tax Deductibility linkage to the respective Account Codes.

- **Map out** type of Transaction and its corresponding e-Invoicing equivalent and understand with certainty the similarity and their difference. The requirement of each type of e-Invoicing brings to your transaction.

- Review the e-invoicing System to ensure that it creates the **Proper and Convenient Entries** required for sending and approving incoming e-invoices.

- Plan the timing and frequency to raise **self-billed e-invoice**.
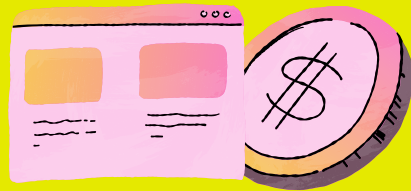
e–Invoicing by **Department**

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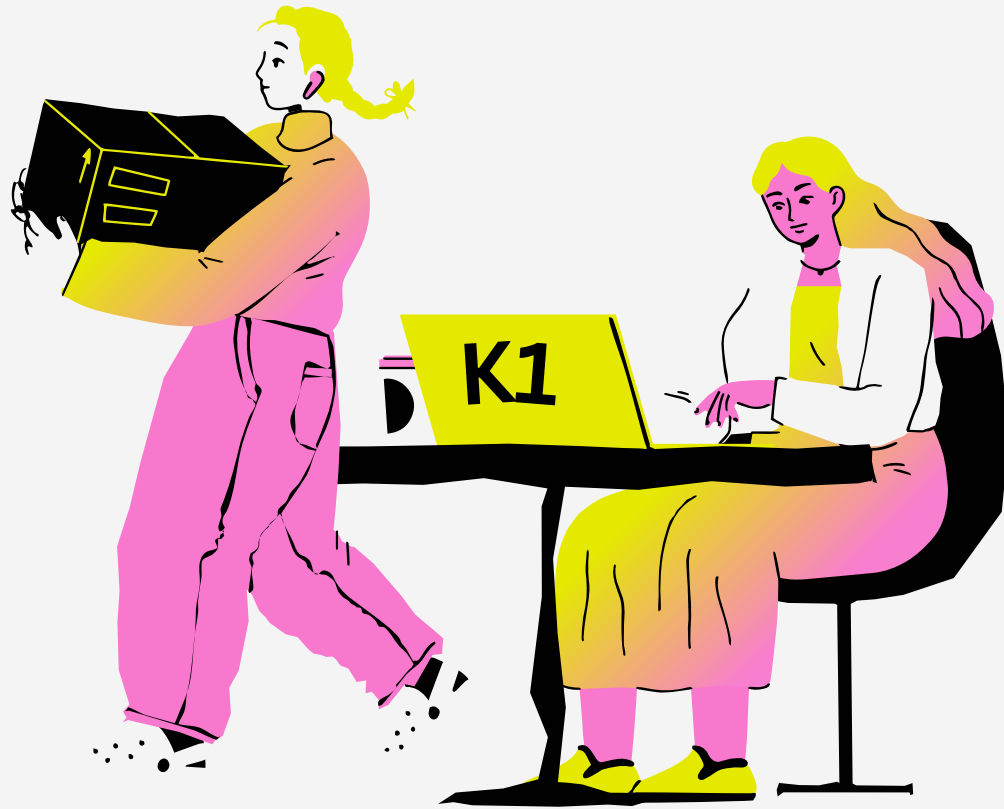
Procurement
Department

- Analyse the **Supplier list** and identify impact on risky supplier and assess impact on smooth supply of goods or services post e-invoicing. Prepare contingency plans.

- **Communicate with Supplier** to understand what is their approach and what are the changes in **procurement procedure** with e-invoicing implementation.

- Decide **WHO and when to approve** incoming e-Invoices.

- The Import procedure has also been Updated. Have **Deep Discussion with suppliers, the Logistic Companies or Import-Export Agents** on post e-oinvoicing HOW TO order goods or services from the supplier Outside Malaysia. How much stock buffer required, identify contingency plan in case importation was stuck
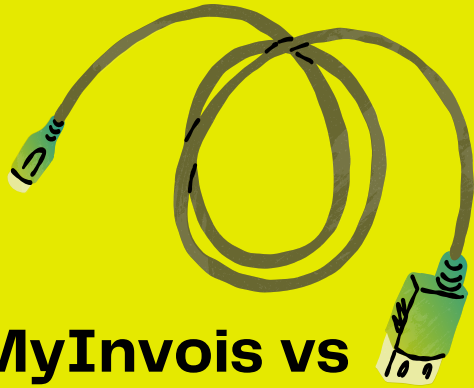
e-Invoicing
Project Team

Ensure things get done **within the Right Timeframe and in the Right Order**. Build the Right Team to **Manage** and **Monitor** the implementation progress. Ensure the team is equipped with project management and **change management skill.**

Consolidate or e-Invoice?

- Identify whether the company activities are **eligible** to use the Consolidated e-Invoice instead of "Standard" e-Invoice.
- Weight the pros and cons against **actual company's practical application**.
- Troubleshoot on how not to disrupt business processes.
- Take into account customer "**Anger Resolution**".

Efficiency is the Key?

- E-invoicing is a **SHIFT should** helps the company to shift from 2G era to 5G era and become **more efficient**. It is definitely **not "just about changing the accounting software"**.
- It is crucial to know where are the tax impact areas IRB is focusing on, **remain competitive**, and redesign business processes, while maintaining good relationship with clients and suppliers.

MyInvois vs Third Party vs API

- Determine whether to **use** the MyInvois system provided by the authority, third-party software or your own API.
- Decide whether to carry out partial system implementation or full system e-invoicing implementation. Done **In-House or hire External Aid.**
- **Drive implementation**, monitor progress and review impact report from IT or Tax Consultants.

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Review Policy and Procedures

- Prepare **NEW Standard Operating Procedure** (SOP) to ensure company-wide Operating Policy and Documentation satisfy Tax Deduction and e-invoicing rules.
- Company with internal borrowing and transfer pricing transactions to prepare or Update on **Transfer Pricing Policy and Documentation** (if relevant).

Planned Practical Learning

- **Ditch general understanding of e-invoicing**, plan the course content based on specific anticipated challenges from e-Invoicing ensures scripts or SOP created.
- **"How e-invoicing will change their work ?"** That's the key question to answer when you planned the departmental based training.
- *Example 1:* What is the procedure if customers refuse to supply a TIN number.
- *Example 2:* In a warranty claiming and goods return department, the New Procedure needed.

Training Department

Identify a Training Plan to disseminate E-Invoicing know-how within the Organisation.

1

What is e-Invoicing. What are the Impacts on your work?

2

How to implement e-Invoicing. What changes need to be made?

3

Solve + Anticipate e-Invoicing issues. Troubleshoot & Decision Making.

4

Update Lastest e-Invoicing Updates. What changes to take into account.

e-Invoicing by **Department**

Information Technology Department

Identify the required IT Capacity and Necessary Changes to adopt e-Invoicing.

Business Process + Assess which e-invoicing models is right for you

Understand the difference between the standard e-invoicing models and **more efficient alternative e-invoicing model**. Segregate out the good to have and must have Business Processes and features needed by the users. Obtain and study quotations from the Supplier. **Plan out the timeframe to complete the shift from zero to hero.**

Enhanced efficiency

Some companies may want to take the opportunity to **improve efficiency with automation and Industry 4.0**, reduce Staff Workloads, and Increase the use of the Internet of Things (IOTs).

Security + Safety

Identify the **right level of safeguard** to ensure data security and prevent leakage of trade data.

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Happy smooth Implementation!

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e-Invoicing by **Department**

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