Generalized E-Invoicing Scenarios for Hotel Industry (Malaysia)

Scenario 1: Guest requests an e-Invoice at the point of sale

Step 1: Guest Requests at Check-in

- A guest checks into the hotel and immediately requests an e-Invoice for their stay.

Step 2: Generating e-Invoice at Check-out

- Upon check-out, hotel staff collect the guest's necessary information (e.g., name, contact details, tax identification number (TIN)).
- The hotel submits these details via its POS (point-of-sale) system, integrated through API with Malaysia's tax authority (LHDNM) cloud platform, to create the e-Invoice.

Step 3: Delivery of Validated e-Invoice

- After validation by LHDNM, the hotel staff provides the guest with a validated e-Invoice, typically including a QR code for verification purposes.

This process highlights seamless integration between a hotel's property management or POS system and government e-Invoicing services, simplifying compliance and providing convenience for both customers and service providers.

Scenario 2: Guest requests an e-Invoice after point of sale (within the same month)

Step 1: Initial Stay without Request

- Guest stays and checks out without initially requesting an e-Invoice.

Step 2: Returning to Request e-Invoice

- The guest returns to the hotel within the same month to request an e-Invoice retrospectively.

Step 3: Generating e-Invoice after Stay

- Hotel confirms guest stay details and submits an e-Invoice request via their POS integrated with LHDNM.

- A validated e-Invoice is issued successfully, provided the request is within the same month as the stay.

This process demonstrates flexibility, allowing hotels to fulfill guests' e-Invoice requests even after the original transaction, provided the request occurs within the same month.

Scenario 3: Guest requests an e-Invoice after point of sale (beyond billing month)

Step 1: Guest Misses Initial Request

- A guest checks out without requesting an e-Invoice due to oversight or urgency.

Step 2: Late Request

- Guest returns after the month of the stay to request an e-Invoice.

Step 3: Hotel Unable to Issue e-Invoice

- The hotel is allowed to decline this request because the consolidated monthly e-Invoice for the previous month has already been submitted to LHDNM.
- The guest is informed of the policy, emphasizing the importance of timely e-Invoice requests within the transaction month.
- **Note:** Subject to the Seller's internal policy, to accommodate the Buyer, the Seller may issue a Credit Note to adjust the consolidated e-Invoice for the relevant purchase amount. A new e-Invoice can then be generated for LHDNM's validation and provided to the Buyer.

This highlights the importance of requesting e-Invoices within the month of transaction to ensure compliance with hotel and tax reporting timelines.

Scenario 4: Malaysian Guests Providing TIN or MyKad for e-Invoice

Step 1: Guest Requests e-Invoice

- A Malaysian guest explicitly requests an e-Invoice during or immediately after their stay.

Step 2: Collecting Information

- Hotel staff collect essential details:
    - Name
    - Address
    - Contact number

- ○ Tax Identification Number (TIN) or Malaysian Identification Number (MyKad)

Step 3: Submission and Validation

- Using provided information, the hotel generates and submits the e-Invoice to LHDNM via integrated POS.
- A validated e-Invoice is then stored and provided to the guest.

Scenario 5: Batch Submission of e-Invoices via eZee e-Invoice Portal

Step 1: Multiple Guests Request e-Invoices

- Several guests request e-Invoices individually during their stay.

Step 2: Collecting and Preparing Data

- Hotel staff compile all necessary guest details into the eZee e-Invoice Portal (provided by eZee Technosys).

Step 3: Efficient Batch Submission

- The hotel submits multiple e-Invoices simultaneously to LHDNM using the batch upload feature.
- Once validated, guests automatically receive email notifications confirming their validated e-Invoices.

This process streamlines invoicing, saving time and ensuring accurate, compliant submissions.

Scenario 6: Consolidated e-Invoice Submission (Transactions Without Individual Requests)

Step 1: Guests without Individual Requests

- Multiple guests stay without requesting individual e-Invoices.

Step 2: Issuing Normal Receipts

- The hotel provides standard receipts to these guests.

Step 3: Monthly Consolidated Submission

- Within the first seven days of the subsequent month, the hotel consolidates all non-invoiced transactions.
- A single consolidated e-Invoice is submitted via eZee e-Invoice Portal to LHDNM, ensuring compliance and ease of reporting.

This procedure ensures compliance and efficient handling of transactions without individual e-Invoice requests, simplifying monthly tax reporting for hotels.

Scenario 7: Self-Billed e-Invoices for Agent Commissions

Step 1: Agent Sales Transaction

- An agent sells rooms on behalf of the hotel, earning a commission.

Step 2: Commission Payment Process

- Hotel calculates the commission owed to the agent based on agreed terms.

Step 3: Issuing Self-Billed e-Invoice

- The hotel issues a self-billed e-Invoice (payor-generated invoice) via the eZee e-Invoice Portal to LHDNM.
- Once validated, this document officially records the commission paid to the agent.

This process simplifies commission documentation, ensures compliance, and clarifies transactions between hotels and their sales agents or distributors.

Scenario 8: E-Invoice Process Flow for B2C Guests and B2B Travel Agents

Business Traveler (B2C):

- Uses the hotel's self-service portal to request an individual e-Invoice, which the hotel directly submits to LHDNM.

Leisure Traveler (B2C - Typically Non-Malaysian):

- Usually does not request individual e-Invoices.
- Transactions consolidated monthly by the hotel and submitted as a single e-Invoice to LHDNM.

B2B Travel Agent:

- Individual e-Invoices issued directly to LHDNM upon request.
- Self-billed e-Invoices issued by hotels for payments involving commissions or similar arrangements.

All e-Invoices, whether individual, consolidated, or self-billed, must be validated by LHDNM for compliance.

This overview provides clarity on how different guest types and transaction scenarios affect the e-Invoice submission method to the tax authority.

Scenario 9: E-Invoice Issuance by E-commerce Platforms (to Buyer) and Self-Billed e-Invoice (to Hotel/Seller)

Step 1: Booking via E-commerce Platform

- A guest books a hotel room through a third-party e-commerce platform.

Step 2: Platform Issues e-Invoice to Guest

- If the guest requests an e-Invoice, the e-commerce platform is responsible for generating and submitting the e-Invoice to Malaysia's tax authority (LHDNM) on behalf of the hotel.
- After validation, the platform provides the guest with the official e-Invoice, typically including a visual representation and a QR code.

Step 3: Platform Issues Self-Billed e-Invoice to Hotel (Seller)

- The e-commerce platform is also required to issue a self-billed e-Invoice for the payment made to the hotel (seller).
- This self-billed e-Invoice is submitted to LHDNM for validation, officially documenting the transaction from the platform to the hotel.

This scenario highlights the dual responsibility of e-commerce platforms in e-Invoice issuance, handling documentation for both the buyer (guest) and seller (hotel), ensuring compliance and clarity in transactions.

Scenario 10: Consolidating e-Invoices for Hotels with Multiple Branches

Step 1: Multiple Branches Operation

- A hotel operates multiple branches located in different regions or states (e.g., one branch in Selangor and another in Perak).

Step 2: Individual Branch Transactions

- Each branch conducts numerous transactions with guests during a given month, issuing regular receipts (not individual e-Invoices) to the guests, as the guests did not specifically request e-Invoices.

Step 3: Consolidation and Submission

- At the end of the reporting period (typically within the first seven days of the following month), the hotel can choose how to consolidate transactions:
  - Option 1: Submit a single consolidated e-Invoice covering all branches collectively.
  - Option 2: Submit separate consolidated e-Invoices for each individual branch.
- The hotel submits these consolidated e-Invoices via the e-Invoice portal (such as eZee) to Malaysia's tax authority (LHDNM).

This flexibility allows hotels to manage their e-Invoice reporting efficiently based on their operational needs and internal policies, maintaining compliance with tax regulations.