1. **Who needs to submit at Ezee eModule - Account or FO?**
   The Front Office (FO) is responsible for guiding guests from different sources on how to request an e-invoice, while the Accounts team is responsible for verifying transactions in the eZee e-Invoice portal before submitting them to LHDN for validation.

2. **What means by consolidated invoice? It is means lump sum invoice for a months and submit before 7hb next month?**
   Consolidated invoice is basically a single invoice that combines multiple transactions or invoices into one.
   Think of it like a summary of all the individual invoices for a particular period, usually a month.
   In the context of e-Invoicing, a consolidated invoice is allowed for transactions where the buyer doesn't require an individual e-Invoice.
   This means that a supplier can issue a single consolidated e-Invoice for multiple transactions, as long as the buyer hasn't requested individual e-Invoices.
   This can simplify things for both the supplier and the buyer, especially if they have a lot of transactions with each other.
   It's worth noting that there are some specific rules around consolidated invoices, like the deadline for issuing them.
   For example, suppliers need to issue a consolidated e-Invoice within 7 calendar days after the month ends

3. **Self-billed inv to OTA, is it submit nett amount received from agoda after deduct commissions?**
   The guest has to generate a self-billed e-invoice for the full amount paid to the OTA, irrespective of any commission the hotel might pay to Agoda. The self-billed e-invoice serves as the Malaysian buyer's proof of expense.

4. **We use accounting system and eZee e-invoicing system. Which system should we use to submit the self-billed e-invoicing?**
   Regarding the system for submitting self-billed e-invoices, while the Inland Revenue Board of Malaysia (IRBM) provides an API for e-invoice submission, eZee e-Invoice is capable of generating and submitting self-billed e-invoices in compliance with the required format. If your accounting software is connected to LHDN via API, you have the flexibility to submit e-invoices either through eZee e-Invoice or directly via your accounting software.

5. **If the guest booked via OTA but have charges such as penalty, extra items and so on, what e invoice it will be?**
   When a guest who booked through an OTA incurs additional charges like penalties or for extra items, and the guest does not require an individual e-invoice for these non-claimable expenses, property can submit these transactions in a consolidated e-invoice.

6. **How about guests from Booking.com? Should I request from booking.com for e-invoice?**
Booking.com is responsible for issuing the e-invoice to the guest if the guest requests one for prepaid booking. And property should issue an e-invoice to the guest if the guest is paying at the hotel.

7. **Who will issue the e invoice? Front office got access or only person in charge got access?**
Guests can request e-invoice via eZee e-invoice self service portal and only the person granted access to eZee e-invoice middleware and MyInvois portal can access to view and check the transactions.

8. **Are there any limitation on how many employee are appointed by director in mytax to handle e-invoice submission?**
There is no mention of limitation in terms of the number of employees appointed by the director. However, I think there is no limit by Mytax at the moment.

9. **If FO have ezee e module and produce invoice & account have their accounting system to keyin every invoice later, who should submit e invoice to lhdn?**
Recommended finance team to access into eZee e-invoice portal to check and submit e-invoice to LHDN.

10. **If guest requests to modify the details e invoice? Who will modify that request, FO or operation team?**
If the requested invoice has been validated within 72 hours, users that have access to eZee e-invoice portal are able to cancel and generate a new invoice with corrected details. If the requested invoice has been validated more than 72 hours, users that have access to eZee e-invoice portal have to generate a debit note or credit note. Guests can access MyTax as well to cancel that particular transaction and ask the hotel to submit again due to incorrect details.

11. **How come you let the guest to enter the amount?**
Hi, our self service portal does have OCR function if you upload the tax invoice in pdf, and the back end user can also verify the transaction in this eZee e-invoice portal before submitting to LHDN to generate an e-invoice.

12. **What if they wrongly key in? If a guest wrongly put amount paid, can we edit that?**
Yes, you can edit it.

13. **E-Invoice only for Walk-in guests requested?**
Not necessarily. It could be via direct booking engine, OTA and travel agent. The approach of generating an e-invoice is different for the different booking source mentioned.

14. Where do I get the Invoice number?
Which invoice number are you referring to? In the eZee E-Invoice Module, we have an invoice number generated upon check out.

15. So, it means for when customer using OTA prepaid, means no need for the hotel to submit e-invoice?
If the OTA company is registered in Malaysia, and it is prepaid, then no, the hotel does not need to submit an e-invoice.

16. If guest booking room through OTA, but took meal additionally at hotel, so for this case hotel need to issue invoice for the meals for guest right?
If the meal is claimable (from the company) yes, an invoice needs to be issued.

17. Hotel industry can issue consolidated invoice?
Yes. Consolidated invoice is allowed.

18. How the step issue for agoda booking. What figure to bill - room rate before commission or after commission?
You can submit a consolidated invoice and it will be the room rate after deducting commission because that is your actual room sales.

19. Standard e-invoice is the same as to e-invoice, correct?
Yes.

20. What is the non-standard e-invoice?
There are no non-standard e-invoices, other invoices are categorized into consolidated invoice and self billed invoice.

21. Isn't global OTA registered SSM in Malaysia?
OTAs such as Agoda, Booking.com, did not register locally, hence no SSM in Malaysia.

22. General TIN number is fix E10000000010?
Yes, it is in the LHDN guideline.

23. For consolidate e invoice, the amount we submit for ota like agoda is after commission or before commission?
You should consolidate your nett sales amount, supposedly after deducting commission.

24. So, the commission invoice issued by agoda we no need take action?
If Agoda has deducted the commission and issued back the hotel the nett sales amount, yes, no action required.

25. What is the "secret ID" for?
The secretID acts like a credential setting if you are integrating API middleware to the LHDN portal.

26. For hotel collect payment and prepare the standard e-invoice. Then when hotel received commission invoice from OTA what should hotel do?
For pay-to-hotel booking and later pay back OTA for commission, hotels can generate a self-billed invoice for the commission amount. Remember, self-billed invoice is for expenses.

27. After guest scan qr and fill the details, hotel only need to verify and send at backend only right?
Yes, verify that all details required are filled in and correct. Then, send it to LHDN. All this is done from this eZee e-invoice portal.

28. How long does it take an invoice to be valid and submitted?
Fully dependent on the LHDN server, usually it only takes within 10 seconds. You just have to refresh the eZee e-invoice portal page to see the updated status for the e-invoice validation.

29. How to check the invalid e-invoice - through call or email ezee support? Are they fast responses?
The portal we demonstrate now actually will prompt an indication of what went wrong, and users will be trained on how to do basic troubleshooting.

30. Is it cloud based?
Yes, it is cloud based.

31. For self-billed e-invoice is there any specific scenarios we can do self-billed?
Normally for hotel expenses. For example, commission to travel agents.

32. Customer data storage in Malaysia or Hotel?
We provide options for both.

33. How about debit note, credit note and refund note?
It is the same as creating an e-invoice, but the system has the option to select the existing invoice created to further generate debit note, credit note and refund note.

34. For offline travel agent, if one day got 10 bookings, we need issue 10 e invoice to them?
If they request it, then yes. But, with eZee e-invoice portal all transactions are fetched from the PMS and you just have to verify and submit for validation.

35. When do we start to enter the ERP into the MyTax Portal?
It depends on your annual income. Phase 3 starts on 1 July 2025, annual income between RM500k to RM25M.

36. After the guest scan the QR and enter the information. Is there any notification from ezee e-invoice portal in order for hotel to submit the e-invoice to LHDN?
Yes, there are settings to trigger notifications via email.

37. This e invoice only apply to Malaysian right?
Yes, it only applies to Malaysians.

38. If the travel agent is overseas company and didn't request e invoice, we can submit consolidate e invoice as usual?
Yes.

39. If customer request e-invoice after we do consolidate. Can we still issue the e-invoice to customer?
It depends on the hotel's policy. If the hotel wants to issue an e-invoice for past date check in, I suggest performing a credit note from the consolidated invoice, then issuing the e-invoice.

40. I meant entering eZee as an ERP in MyTAX portal. I need to register eZee as an Intermediary right?
That is not necessary. If you want to integrate with the eZee e-invoice portal, you just have to provide the SecretKey and SecretID.

41. If the buyer did not request for e-invoice, then there's no need to issue?
Yes, you can do a consolidated e-invoice for this.

42. Ezee e-invoice , how can utilise this?
We will share our contact for you to inquire on this in further detail.

43. So, we must have to change ezee absolute?
You may check with our sales team for more details later.