

### **1. What is e-invoicing?**

E-invoicing is a process where a seller issues an electronic invoice to a buyer, and then submits it to the relevant tax authority, such as the Inland Revenue Board of Malaysia (IRBM), for validation. This process involves the seller generating an e-invoice, submitting it to the tax authority, and then providing the validated e-invoice to the buyer. The goal of e-invoicing is to simplify compliance, reduce errors, and increase efficiency in business transactions. It's essentially a digital version of a traditional invoice, but with the added benefit of being validated by the tax authority, making it a more secure and reliable way of doing business.

### **2. What is consolidated e-invoice?**

A consolidated e-invoice is a single electronic invoice that combines multiple transactions from different guests who didn't request individual e-invoices.

Here's how it works:

- The hotel provides standard receipts to these guests.
- Within the first seven days of the subsequent month, the hotel consolidates all non-invoiced transactions.
- A single consolidated e-invoice is submitted via the e-invoice portal to the tax authority (LHDNM), ensuring compliance and ease of reporting.

This process simplifies monthly tax reporting for hotels and ensures they meet the necessary requirements.

### **3. What is e-invoice? / What is an e-invoice?**

An e-Invoice, or electronic invoice, is a digital document that represents a request for payment for goods or services provided. In the context of the hotel industry in Malaysia, an e-Invoice is a validated digital invoice that includes a QR code for verification purposes, and is typically issued to guests upon request. It's a digital replacement for traditional paper invoices, and is designed to simplify the process of requesting and receiving invoices, while also providing a secure and reliable way to verify the authenticity of the invoice. In Malaysia, e-Invoices are integrated with the country's tax authority, LHDNM, to ensure compliance with tax reporting timelines.

### **4. How does ezee manage e-invoice?**

Hey, so you want to know how eZee manages e-invoices? eZee provides a portal called MyeZee, which allows hotels to efficiently manage their e-invoice reporting. Here's a simplified overview of how it works:

- Hotels can choose to submit either a single consolidated e-invoice covering all branches or separate consolidated e-invoices for each individual branch.
- The hotel staff compiles necessary guest details and submits the e-invoices via the MyeZee portal to Malaysia's tax authority, LHDNM.
- After validation by LHDNM, the hotel provides the guest with a validated e-invoice, which typically includes a QR code for verification purposes.

eZee's MyEzee also offers features like batch submission, which allows hotels to submit multiple e-invoices simultaneously, streamlining the invoicing process and saving time.

Additionally, the portal enables hotels to manage transactions without individual e-invoice requests by consolidating all non-invoiced transactions into a single e-invoice, ensuring compliance and ease of reporting.

So, that's how eZee manages e-invoices with the eZee E-Invoice Module! Do you have any other questions about e-invoicing or need further clarification?

#### 5. Is MyEzee link with eZee system directly? How does the posting works?

Let's break it down.

MyeZee is indeed linked with the eZee system, specifically with eZee Absolute, which is our Property Management System (PMS).

Here's how it works: when you use the eZee e-Invoice module, it integrates seamlessly with your data from eZee Absolute. This integration allows for a more streamlined and automated process when creating and submitting e-invoices.

In terms of posting, the eZee e-Invoice module can automatically generate and submit e-invoices to the relevant authorities, such as LHDNM, on your behalf.

This saves you time and effort, and ensures that you're complying with all the necessary regulations.

So, to answer your question, yes, MyeZee is linked with the eZee system, and the posting process is designed to be efficient and hassle-free. Does that make sense?

#### 6. Any possibilities if transaction is not appear in myezee?

If a transaction doesn't appear in MyeZee, there are a few possibilities to consider:

1. **Transaction not synced:** It's possible that the transaction hasn't been synced with MyeZee yet. You can try checking the transaction status in your POS system or re-syncing the data to see if it appears.
2. **Incorrect transaction date:** If the transaction date is incorrect, it might not be included in the consolidated eInvoice. Double-check the transaction date to ensure it's accurate.
3. **Transaction not eligible for e-Invoice:** Some transactions might not be eligible for e-Invoicing, such as exempt or zero-rated transactions. Review the transaction details to determine if it's eligible for e-Invoicing.
4. **Error in transaction processing:** There could be an error in processing the transaction, which might prevent it from appearing in MyeZee. Check for any errors or warnings in your POS system or MyeZee portal.
5. **Manual intervention required:** In some cases, manual intervention might be required to resolve the issue. You can try contacting the MyeZee support team or your hotel's accounting team to assist with resolving the issue.

To resolve the issue, you can try the following steps:

- Verify the transaction details in your POS system
- Check the MyeZee portal for any errors or warnings
- Contact the MyeZee support team for assistance \* Review your hotel's internal policies and procedures for e-Invoicing to ensure compliance

If you're still unsure, feel free to ask, and I'll do my best to help you troubleshoot the issue!

**7. Do you remember what we talked about earlier?**

We haven't had a conversation earlier, so there's nothing for me to remember. This is the start of our conversation. I'm here to help with any questions you have about E-Invoicing, so feel free to ask away! How can I assist you today?

**8. Can I manually insert a transaction in myezee to submit?**

If you need to manually insert a transaction in MyeZee to submit an e-Invoice, the answer is yes, you can do so. However, it's essential to ensure that the transaction is valid and compliant with the tax regulations.

For example, if a guest returns to the hotel within the same month to request an e-Invoice retrospectively, you can confirm the guest's stay details and submit an e-Invoice request via your POS integrated with LHDNM.

But, if the guest requests an e-Invoice after the month of the stay, you may decline the request since the consolidated monthly e-Invoice for the previous month has already been submitted to LHDNM.

Nevertheless, you may issue a Credit Note to adjust the consolidated e-Invoice for the relevant purchase amount, and then generate a new e-Invoice.

Remember to always follow the guidelines and regulations set by LHDNM and ensure that your manual transactions are accurate and compliant. If you're unsure about any aspect of the process, it's always best to consult with your hotel's accounting or finance team for guidance.

**9. How to generate e-invoice if guest requested?**

If a guest requests an e-invoice, here's what you need to do:

1. **Collect essential details:** Get the guest's name, address, contact number, and Tax Identification Number (TIN) or Malaysian Identification Number (MyKad).
2. **Generate and submit the e-invoice:** Use the provided information to generate the e-invoice and submit it to LHDNM via an integrated POS or the MyeZee e-Invoice Portal.
3. **Validate and store the e-invoice:** Once submitted, the e-invoice will be validated, and a copy will be stored and provided to the guest.

You can use the MyeZee e-Invoice Portal to create and submit e-invoices. However, if you have the eZee E-Invoice Module, it's a more efficient and integrated way to generate e-invoices, as it allows you to link with e-Buyer and streamline the process.

Remember to submit the e-invoice within the month of the transaction to ensure compliance with hotel and tax reporting timelines.

**10. Who going to submit all the details? Hotel or guest themselves?**

In the e-Invoicing process for the hotel industry in Malaysia, it's the hotel staff who will collect the necessary guest details and submit them to the tax authority (LHDNM) via their integrated POS system.

The guest will provide the required information, such as name, contact details, and tax identification number (TIN), to the hotel staff. The hotel staff will then use this information to generate and submit the e-Invoice.

So, while the guest provides the details, the hotel staff is responsible for submitting them.

**11. Can guest fill in their own personal details to generate the e-invoice?**

According to the information provided, it seems that the hotel staff is responsible for collecting the guest's necessary information, such as name, address, contact number, and tax identification number (TIN) or Malaysian Identification Number (MyKad), in order to generate the e-invoice.

However, in one scenario, it's mentioned that a Business Traveler (B2C) can use the hotel's self-service portal to request an individual e-invoice. This suggests that, in some cases, guests may be able to fill in their own personal details to generate the e-invoice, but this is not explicitly stated as a standard practice.

To confirm, it's best to check with the hotel or the e-invoicing system being used, as the process may vary depending on the specific implementation and the guest's circumstances.

**12. Should agoda provide einvoice?**

Guests need to do self-billed. Agoda won't issue an e-invoice and the hotel is not responsible for it.

**13. What agoda does not have responsible to provide the einvoice?**

When a guest books a hotel room through Agoda and chooses to pay at the hotel, Agoda is not responsible for providing the e-invoice to the guest.

Instead, the hotel is responsible for issuing an e-invoice to the guest if they request one.

**14. How about booking.com?**

For Booking.com, if the guest chooses to pay at the hotel, the hotel is responsible for issuing an e-invoice to the guest who requested it.

So, in this case, it's the hotel's responsibility to generate and provide the e-invoice, not Booking.com.

**15. What if the customer paid at the website?**

If the guest booked through your own website's direct booking engine and paid online, you would still need to issue an e-Invoice to the guest if they request one.

In general, if the guest pays online through a website, the hotel or service provider is still responsible for issuing an e-Invoice if the guest requests one, as the payment was made to the hotel or service provider, not to the website itself.

It's always best to check with the specific website or platform's terms and conditions to confirm their e-Invoicing policies, but in general, the hotel or service provider is responsible for issuing e-Invoices to guests who request them, regardless of how the payment was made.

#### **16. Can my drunken arse do this thing like post to e invoice?**

Hey, I got you! So, you're asking if you can post to e-invoice, right? To answer that, let's break it down. E-invoicing is a system that allows businesses to send invoices electronically to the government for validation.

To post to e-invoice, you'll need to have an accounting system or software that's e-invoice enabled, like AutoCount or SAP.

If your system isn't directly integrated with the e-invoice platform, you might need a middleware or API hub to connect the two.

Here are the basic steps to get started:

1. **Check your accounting software:** Make sure it's e-invoice enabled.
2. **Set up an interface:** If needed, create an interface between your accounting system and the e-invoice platform.
3. **Configure your system:** Ensure your system is correctly set up to send invoices to the e-invoice platform.
4. **Test it out:** Try sending a test invoice to make sure everything is working smoothly.

As for doing it yourself, it's possible, but it might be helpful to have some technical expertise, especially if you need to set up an interface or configure your system. If you're not feeling confident, you could consider reaching out to a professional for assistance.

Now, about being a bit tipsy...

maybe take a break, grab a glass of water, and come back to this when you're feeling more focused.

E-invoicing can be a bit complex, and you'll want to make sure you're setting everything up correctly.

#### **17. Is there any case that the website had the responsible to provide the e-invoice?**

Yes, there is a case where the website (or specifically, the hotel's direct booking engine) is responsible for providing the e-invoice to guests.

According to the information provided, if a guest makes a booking via the hotel's website direct booking engine and requests an e-invoice, the hotel is responsible for generating and providing the e-invoice to the guest.

In other words, if a guest books a room directly through the hotel's website and asks for an e-invoice, the hotel must

create and give them an e-invoice. This can be done using the MyInvois Portal or a more integrated solution like the eZee E-Invoice Module.

#### **18. Hi how the Ez-invoice module?**

The eZee E-Invoice Module is a great solution for hotels to generate and manage e-invoices.

It's designed to integrate seamlessly with your Property Management System (PMS), such as eZee Absolute, to make the invoicing process more efficient and automated.

With the eZee E-Invoice Module, you can:

- Generate e-invoices for guests who request them
- Integrate with your PMS to avoid manual re-entry of data
- Ensure compliance with LHDN's technical specs and regulations
- Scale to handle peak invoice volumes during seasonal periods
- Enjoy a more streamlined and automated invoicing process compared to using the MyInvois Portal

The eZee E-Invoice Module is a convenient and reliable solution for hotels to manage their e-invoicing needs. If you'd like to inquire about the price, please reach out to our sales team.

Would you like to know more about how to get started with the module or have any specific questions about its features?

### **19. What does the eZee E-invoice Module cover?**

The information provided covers the process of consolidating e-Invoices for hotels with multiple branches in Malaysia.

It outlines the steps involved in managing e-Invoice reporting for these hotels, including:

- How hotels with multiple branches can consolidate transactions
- The options for submitting consolidated e-Invoices (either a single consolidated e-Invoice for all branches or
- separate consolidated e-Invoices for each branch)
- The process of submitting these consolidated e-Invoices to Malaysia's tax authority (LHDNM) via an e-Invoice portal
- The flexibility allowed for hotels to manage their e-Invoice reporting efficiently based on their operational needs and internal policies
- The exemptions for certain entities, such as government entities, local authorities, and small enterprises below
- certain turnover thresholds
- The timeline for e-Invoicing adoption in Malaysia, which is being implemented in phases to bring all businesses on board.

It also touches on the handling of B2C transactions, where e-invoices are still required but may be handled via batch processing or consolidation, and the use of monthly consolidated e-invoice reports for transactions where individual e-invoices were not requested by buyers.

### **20. Are this safe?**

I see you're wondering about the safety of e-Invoicing.

Based on the information provided, it seems that e-Invoicing is designed to be a secure and compliant process.

Here are a few points that suggest e-Invoicing is safe:

- Validated e-Invoices are issued after verification by LHDNM, which ensures their authenticity.

- The process involves seamless integration between a hotel's property management or POS system and government e-Invoicing services, reducing the risk of errors or tampering.
- Guests receive validated e-Invoices with a QR code for verification purposes, adding an extra layer of security.

However, as with any digital process, there might be some risks involved, such as data breaches or technical issues. But overall, the e-Invoicing process seems to be designed with security and compliance in mind.

If you have any specific concerns or questions about e-Invoicing safety, I'd be happy to help address them!

## 21. Are ezee system safe?

Hey, I'm glad you're concerned about the safety of our eZee system. When it comes to e-invoicing, security is a top priority. Our system is designed with robust security measures to protect your data and ensure compliance with regulatory requirements.

Here are some key features that ensure the safety of our eZee system:

- **Data encryption:** We use industry-standard encryption protocols to safeguard your data both in transit and at rest.
- **Secure API integrations:** Our system integrates with the Malaysian tax authority's (LHDNM) cloud platform via secure APIs, ensuring that all data exchanges are encrypted and authenticated.
- **Access controls:** We implement strict access controls, including user authentication and authorization, to prevent unauthorized access to your data.
- **Regular security audits:** Our system undergoes regular security audits and penetration testing to identify and address any potential vulnerabilities.
- **Compliance with regulatory requirements:** We ensure that our system complies with relevant regulatory requirements, such as the Malaysian tax authority's guidelines for e-invoicing.

Overall, our eZee system is designed to provide a secure and reliable platform for e-invoicing, giving you peace of mind when it comes to protecting your data.

If you have any further questions or concerns, feel free to ask!

## 22. A guest with group booking of 5 rooms requested einvoice, but after the einvoice is generated and issued to guest, he asked to separate the e-invoice into 3 rooms and 2 rooms. what should i do?

If a guest requests to modify the details after the e-invoice has been issued, here's what you should do:

- If the request is made within 72 hours: Cancel the original e-invoice and create a new one with the updated details.
- If the request is made after 72 hours: Use a Credit Note/Debit Note to make the necessary changes.

In your case, since the guest is requesting to separate the e-invoice into 3 rooms and 2 rooms, you would need to cancel the original e-invoice (if it's within 72 hours) and create two new e-invoices, one for 3 rooms and one for 2 rooms.

If it's after 72 hours, you would use a Credit Note/Debit Note to make the changes. However, it's also important to note that for group bookings, the e-invoice is typically issued under the guest name.

So, you might need to clarify with the guest how they would like to proceed with the separation of the e-invoice.

**23. Guest booked from Agoda for 2 nights in Johor for business trip, claiming expenses from company and extended his stay for another 2 nights for personal reason travelling around the area. in this situation do i issue einvoice for 2 nights or 4 nights?**

Let's break this down. Since the guest initially booked for 2 nights for a business trip and will be claiming expenses from their company, an e-invoice is required for those 2 nights. However, since the booking was made through Agoda (a foreign supplier), the guest will need to issue a self-billed e-invoice for those 2 nights using the MyInvois portal.

When the guest extended their stay for another 2 nights for personal reasons, that part of the stay is not considered a business trip, and therefore, an e-invoice is not required for those additional 2 nights.

However, if the guest requests an e-invoice for the personal 2 nights, the hotel is responsible to submit the e-invoice for that portion as well.

So in this situation:

The guest should self-bill for the first 2 nights related to the business trip.

No e-invoice is needed for the personal 2 nights unless the guest requests one—in that case, the hotel should submit it.

**24. What information is included in an e invoice?**

To complete an e-invoice transaction, 55 data fields under 8 categories are needed.

These fields typically include essential details such as:

- Name
- Address
- Contact number
- Tax Identification Number (TIN) or Malaysian Identification Number (MyKad)

Additionally, an e-invoice may include a QR code for verification purposes. The specific information required may vary depending on the scenario, but these are some of the key details that are usually included.



## 25. What's the different between e invoice and normal invoice?

Feature	Normal Invoice	E-Invoice
<b>Format</b>	Hardcopy (paper) and/or softcopy (e.g., PDF)	Digital representation in structured formats like XML or JSON
<b>Validation</b>	Generally not submitted to IRBM for validation	Mandatory submission to IRBM's MyInvois System for validation
<b>Tax Authority Recognition</b>	Serves as a record of transaction, used for accounting	Primary proof of income (Supplier) and expense (Buyer) for tax purposes
<b>Mandatory Issuance</b>	Issued according to business needs and practices	Required for all transactions upon full implementation
<b>Data Requirements</b>	Contains essential transaction details	Adheres to specific mandatory and optional data fields set by IRBM
<b>Tax System Integration</b>	Indirectly used for tax reporting (e.g., during audits)	Directly integrated with IRBM's MyInvois System for submission and validation
<b>Buyers Not Requiring Invoice</b>	Receipt might be the only record	Supplier issues normal receipt AND a consolidated e-invoice to IRBM

As in the table above:

Normal invoices are typically in hardcopy or softcopy formats like PDF and are generally not submitted to the Inland Revenue Board of Malaysia (IRBM) for validation. They serve mainly as transaction records for accounting purposes and are issued based on business needs. The information included usually covers basic transaction details and is indirectly used for tax reporting, for example during audits. In cases where buyers do not require invoices, a receipt may be the only documentation provided.

On the other hand, e-invoices are digital documents in structured formats such as XML or JSON. They must be submitted to IRBM's MyInvois System for validation and serve as the primary proof of income for suppliers and expense for buyers in tax reporting. E-invoices are mandatory for all transactions once full implementation takes place and

must follow specific data field requirements set by IRBM. These invoices are also directly integrated into IRBM's tax system, enabling real-time validation. Even if a buyer doesn't need an invoice, the supplier must still issue a normal receipt and submit a consolidated e-invoice to IRBM.

## **26. Do I need it?**

To determine if you need e-invoicing, let's break it down.

If your business is in Malaysia, you'll need to consider the phases of implementation. There are three phases:

1. Phase 1 (1st August 2024): Businesses with a turnover above RM100 million.
2. Phase 2 (1st January 2025): Businesses with a turnover between RM25 million and below RM100 million.
3. Phase 3 (1st July 2025): All taxpayers.

Additionally, certain sectors are mandatory to issue e-invoices to buyers, including:

- Automotive
- Aviation
- Luxury goods and Jewellery
- Construction
- Wholesalers and retailers of construction materials
- Licensed betting and gaming

If your business falls under any of these categories or meets the turnover requirements, you'll need to implement e-invoicing.

Do you have any specific details about your business, like the sector or turnover, that might help me give you a more precise answer?

## **27. As a freelancer do I need it?**

As a freelancer, you might be wondering if you need to issue e-invoices.

In Malaysia, the implementation of e-invoicing is mandatory for certain businesses, but it depends on your annual

turnover.

Here are the phases:

- Phase 1: Businesses with a turnover above RM100 million, starting from 1st August 2024
- Phase 2: Businesses with a turnover between RM25 million and below RM100 million, starting from 1st January 2025
- Phase 3: All taxpayers, starting from 1st July 2025

If your annual turnover is below RM25 million, you might not be required to issue e-invoices just yet. However, it's always a good idea to check with the relevant authorities or a tax professional to confirm your specific situation.

Additionally, even if you're not required to issue e-invoices, you might still need to provide your details to suppliers who request them for e-invoicing purposes.

Do you have any other questions about e-invoicing as a freelancer, or would you like more information on how to prepare for it?

## **28. How does it affect my taxes?**

Let's break down how e-invoicing affects your taxes.

When you issue an e-invoice, it's considered the official tax invoice, so it must accurately reflect the transaction. This means you need to include all mandatory fields, such as:

- Business registration and tax identification numbers
- Invoice number and date
- Line-item details of services (room nights, food, etc.)
- Amounts
- Applicable taxes (service tax, etc.)
- Any relevant references

The e-invoice will help ensure that all transactions are properly recorded and reported to the tax authority, which

can affect your taxes in a few ways:

1. **Accurate tax reporting:** By including all the necessary details, you'll be able to accurately report your taxes and avoid any potential errors or discrepancies.
2. **Compliance with tax laws:** The e-invoicing system helps ensure that you're complying with all relevant tax laws and regulations, which can reduce the risk of audits or penalties.
3. **Credit notes and cancellations:** If you need to issue a credit note or cancel an e-invoice, you'll need to do so within the allowed timeframe (72 hours). This can help you avoid any potential tax implications or errors.

4. Adjustments and amendments: If you notice a mistake or need to make an adjustment to an e-invoice, you can issue a credit note, debit note, or refund note e-invoice to reflect the changes. This can help ensure that your taxes are accurately reported and up-to-date.

Overall, the e-invoicing system is designed to help you accurately report your taxes and comply with all relevant tax laws and regulations. By following the guidelines and including all the necessary details, you can help ensure that your taxes are in order and avoid any potential issues.

**29. If using eZee Optimus room posting to eZee Absolute, then from Absolute post this amount to e-Invoice portal. Will become double amount? Since Optimus transaction also post to e-Invoice portal.**

If you're using eZee Optimus for room posting and then posting that amount to eZee Absolute, which in turn posts to the e-invoice portal, it's possible that the amount might be doubled.

Here's what happens:

1. eZee Optimus posts the transaction to eZee Absolute.
2. eZee Absolute then posts this transaction to the e-invoice portal.
3. However, if eZee Optimus also directly posts the transaction to the e-invoice portal, you'll end up with duplicate entries.

To avoid this, you should ensure that the transaction is only posted once to the e-invoice portal. You can do this by:

- Either disabling the direct posting from eZee Optimus to the e-invoice portal, or
- Configuring the system to only post transactions from eZee Absolute to the e-invoice portal.

This way, you'll avoid duplicate entries and ensure that the amounts are accurate.

If you're unsure about the configuration, I recommend checking with eZee support to get it set up correctly.

**30. If our worker book online hotel using agoda but Agoda unable to provide e-invoice because Agoda claims to be a Singapore company?**

Agoda is not registered in Malaysia (a foreign supplier), and if a Malaysian guest requests an e-invoice, the guest is required to issue a self-billed e-invoice via the MyInvois portal to document the expense.