

- 1. If a guest books directly through our website's booking engine, does hotel responsible for issuing an e-invoice?**

Yes, hotel responsible to issue e-invoice for booking under website direct booking.

- 2. Walk in guest and want to claim for company bill, when requesting e invoice via QR code, he need input his details or his company details?**

For a walk-in guest who wants to claim the bill under a company, it is best to enter the company's details when requesting the e-invoice via the QR code. This way, the e-invoice will be issued directly under the company, making the process simple and complete.

While the guest can also enter their personal details, this makes the process longer. The company will then need to issue a self-billed e-invoice later to claim the expense, which can be more tedious during monthly claims and verification.

- 3. When we received Agoda tax invoice, since they are not registered SSM in Malaysia so we need to self-billed to Agoda company Pte Ltd?**

Yes, continue using the current method (self-billing) for now until further notice.

- 4. The e-invoice must be the same with what we give to guest right? example got tourism tax, must include right?**

Yes.

- 5. When can start integrate?**

If you are using eZee Absolute, yes you can start integration any time now.

- 6. Could you clarify how the process for issuing e-invoices works for three receptionists? Should they open their own MyTax accounts or use the boss's account?**

The director of the company can add the receptionists as director's representative to access the MyTax portal.

- 7. If a customer joins our hotel membership, do we need to separate the hotel room charges and membership fees for the e-invoice?**

If the membership fee act as part of the credit to offset with room price, e-invoice should be generated upon receiving payment for the membership. If the membership fee is not part of the credit that off set with room price, e-invoice can be issued separately.

**8. If I do consolidate e-invoice for Agoda booking on 7th next month, and the guest do self-billed invoice. Isn't the sales double capture in IRB?**

If a guest is required to perform self-billing, the self-billed invoice is recorded as an expense from the guest's side, while the consolidated invoice issued by the hotel is recorded as sales from the hotel's side. Therefore, it does not result in any double reporting of the same amount to the IRB.

**9. Means all those OTA; Agoda, Ctrip, booking.com we do self bill in ezee e-invoice module?**

At this moment, for prepaid OTAs like Agoda and Ctrip, the guest is required to perform self-billing since these platforms are not issuing e-invoices directly. For postpaid OTAs like Booking.com, the hotel is responsible for issuing the e-invoice to the guest.

**10. Why for OTA postpaid & prepaid, the seller will be different? Shouldn't it is the same that hotel operator is seller? Then for OTA prepaid, if seller is OTA, then how do we recognise our sales? Issue consolidated e-invoice to OTA?**

Hi, yes seller will be different. If guest direct pay to OTA, then seller is OTA. If guest request e-invoice, guest can refer OTA side. Hotelier just need to do consolidated e-invoice to LHDN.

**11. Does e-invoices need to be issued for advance payment for future booking?**

Technically, based on LHDN guidelines, an e-invoice should be issued at the time of advance payment. However, in the hotel industry, it's common to wait until check-out to issue the e-invoice, as that is when the sale is confirmed. This is because many changes can happen between booking and check-in, which makes cancellation or amendment difficult if the e-invoice is issued too early.

**12. How about booking that use LOU? Do we need to issue e-invoice once the room check-out or after we received the payment. Sometimes booking that use LOU, we received the payment after 2 months or 3 months.**

Just to confirm—this scenario refers to bookings where the guest does not pay the hotel directly, such as those using an LOU (Letter of Undertaking) from a government agency or corporate client. In this case, the hotel must issue an e-invoice to the person or company stated in the LOU if they request one. According to LHDN guidelines, the e-invoice should be issued upon check-out, as e-invoicing is based on the time of sale, not payment. So even if the payment is received 2 to 3 months later, the e-invoice still needs to be issued at check-out.

**13. About e-perolehan, usually invoice tak bagi kepada guest (government) but submit tu e-perolehan. So, adakah hotel perlu issue e-invoice to the government or just submit the regular invoice to e-perolehan only?**

Depend on the guest, if guest request you issue e-invoice to government, then you required to get the government details from the guest 1st. If guest did not request, then you can just perform consolidated e-invoice.

**14. Co hv have foreigner & paid TTX, where to key in tourism tax in e-inv module as u show only sst & serv charge?**

The system will have a column to select code for Tourism Tax and you can key in the amount when you generating an e-invoice.

**15. Booking.com is not registered locally with SSM, should hotel generate e-invoice for guest from Booking.com if guest request?**

Yes