

- 1. For prepaid OTA booking, do we need to issue anything on a monthly/daily basis?**
To issue e-invoice for OTA Bookings, it depends on which type of payment terms. If the booking is under prepaid terms, the hotel needs to submit a consolidated e-invoice between 1st until 7th of following months while for the postpaid booking hotel needs to issue a standard e-invoice per booking.
- 2. Walk in as a guest and want to claim for a company bill, when requesting an e invoice via QR code, he needs input his details or his company details?**
Yes, guests are required to fill in company details in this case.
- 3. As a hotel, do we need to print both normal invoice and e invoice for record purpose?**
One of the purposes of e-invoice is to replace manual documentation. Printing normal invoice and e invoice for record purpose decision solely up to hotel internal policy.
- 4. Once a hotel approve e-invoice, will the invoice be emailed to the guest? So we do not need double print to guests?**
Actually, Hotel does not approve the e-invoice. Hotel responsibility is to submit an e-invoice while LHDN via IRBM Server will decide if the e-invoice is validated or not. Once an e-invoice has been validated, the hotel can share the validated e-invoice via email and/or print to the guest.
- 5. If let say the guest requests for E-invoices for extra changes (such as extra item), book under OTA?**
If the guest book under OTA is prepaid and there are upsells from extra charges like extra item after check in, the hotel needs to issue a standard e-invoice only for the extra item that is paid directly to the hotel.
- 6. C//Why do hotel guests need to issue a self-billed e-Invoice when booking through OTAs like Agoda or Traveloka?**
Guests need to issue self billing due to 2 reasons. 1) OTA Prepaid terms is the payment collected by OTA. 2) For Global OTA like Agoda, Traveloka & etc, they do not have business registered in Malaysia, which means they do not require to issue e-invoice.
- 7. Also Global OTA is not implementing einvoice, so for prepaid, why cannot hotels issue E-invoice to guests?**
Hotel is not responsible to issue e-invoice for prepaid bookings since the payment transaction made between guest & OTA Platform.
- 8. If a guest books directly through our website's booking engine, is the hotel responsible for issuing an e-invoice?**
Yes, hotels are responsible to issue e-invoice for booking under website direct booking.
- 9. Does each e-invoice need approval from the hotel, and is there a time frame for this?**
Actually, Hotel does not approve the e-invoice. Hotel responsibility is to submit an e-invoice while LHDN via IRBM Server will decide if the e-invoice is validated or not. Once a hotel submits an e-invoice, it only takes 2-3 seconds to get e-invoice validation status. While LHDN hasn't set a strict limit, most hotels set an internal cut-off, like within the same month, for practical reasons. It's good to issue it as soon as possible after check-out.

10. What if a guest requests to modify the details after e-invoice has been issued?

If the guest requests to modify the details within 72 hours, Hotel still can modify the e-invoice transaction but if the guest requests to modify the e-invoice after 72 hours, hotel needs to issue either Credit Note/Debit Note/Refund Note to the guest. Instead of modifying the e-Invoice, the more accurate approach is to cancel the e-Invoice and reissue it.