

| Q | Answer | Explanation |
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| Does hotelier need to issue e-invoice if a guest turns NO-SHOW with penalty charge? | No Need | |
| How will the e-invoice be generated for group booking? 2 rooms with 2 different guest name, both of them request e-invoice. | E-Invoice can be generated separately into two different name as long as they are Malaysia taxpayer. | |
| Can I "skip" E-Invoice? | No. | Skipping e-invoice will lead you to risk of Penalty at least RM200 - RM20000 |
| Do all guests need to submit E-Invoice? | No. | |
| For guests who book at Agoda and paid for Agoda, who should they request e-invoice? Request from hotel or Agoda? | Guest to submit Self-Billing in Myinvois Portal. | For Hotel, they are not receiving payment. For Agoda, they are not required to issue e-invoice as they do not have SSM/Business registered locally. |
| How about guests from Booking.com? Should I request from hotel for e-invoice? | There are two scenario. For Prepaid payment, No. For Postpaid, guest can request from hotel. | For Prepaid, Guest paid to Booking.com . For Postpaid, Guest paid to Hotel . |
| If a guest books directly through our website's booking engine, does hotel responsible for issuing an e-invoice? | Yes. Hotel Responsible for issuing e-invoice. | |
| Can I use MyInvois Portal to create and issue e-invoice? If yes, what is the difference between MyInvois Portal and eZee E-Invoice Module? | You can use Myinvois Portal to issue e-invoice. But for hotels is advised to use API Integration. However, the government advised businesses with high business transaction volume to use API/Middleware Integration like Ezee. | 1) Submit inside Myinvois is tedious 2) If Myinvois server down, need to redo since no auto savefeature. 3) No feature to save customer profile like B2B B2G acc |
| Do I need to submit my sales to LHDN every month? | Yes. Every business need to submit sales to LHDN everytime transaction issued, every month for booking not required e-invoice (consolidate) | |
| Ali check-out on 28th May with a normal invoice. What if Ali comes back to the hotel on 15th June and request e-invoice? | Ali not eligible to get e-invoice. | By normal standard, consolidate e-invoice already issued between 1st-7th of following month. Hotel normally will not issue standard e-invoice to guest. |
| What happen if a guest missed the deadline to requesting e-invoice? | The Booking already submitted as consolidate e-invoice. So guest did not able to get e-invoice. | |
| What if a guest requests to modify the details after e-invoice has been issued? | There are two scenario. One is within 72Hours, 1 is after 72Hours. | Within 72 Hours, the details can be modified. But after 72 Hours, any amendment need to issue Credit Note, Debit Note, Refund Note. |
| Does e-invoice needs to be issued for advance payment for future bookings? | No need. | E-Invoice will be issued during checkout when all the bills is finalised. |
| How should a hotelier submit the consolidated e-invoice for those transactions that happen between crossed months? | Hotelier should submit e-invoice according to Check Out date. | If guest check in 29/3, check out 2/4, the consolidate e-invoice submission falls under April. So there is no issues for transaction happened for crossed month. |
| Why cant PMS the only one submitted the E-invoice? Since all information is inside there. Only to restrict the user. | PMS function is solely for hotel operation purpose, while E-Invoice submission mechanism requires submission manually via Myinvois Portal or via API Middleware. | |
| Is there any training regarding API integrated from PMS to another account software? | to be announced soon, but if you want to understand in details on how ezee simplify e-invoice you can contact our team to arrange 1 to 1 session by appointment. Will share by end of the webinar. Stay tuned! | |
| what means by consolidated invoice? it means lump sum invoice for a month's n submit before 7th next month | Correct. | Consolidate e-invoice is when we compile all transactions that does not require e-invoice from 1st until final day of the month. |
| Self-billed inv to OTA, is it submit net amt received from agoda after deduct commissions | As a guest, when submitting self billed e-invoice from OTA Bookings, you need to submit full net amount you have paid to OTA. | Guest do not have the visibility to know about hotel OTA Commission. The main reason for guest to submit self billed because OTA companies is not local registered. |
| We use accounting system n eZee e-invoicing system, which system should we use to submit the self-billed e-invoicing? | Accounting System | |
| If the guest booked via OTA but have charges such as penalty, extra items and so on, what e invoice it will be? | It depend either prepaid or postpaid. If prepaid, need to see the charges like penalty extra item paid to hotel or OTA | If pay to OTA, Guest to submit under self billed. If guest pay to hotel, guest can request e-invoice for the item hotel charge to guest and paid to hotel |
| How about guests from Booking.com? Should I request from booking.com for e-invoice? | There are two scenario. For Prepaid payment, No. For Postpaid, guest can request from hotel. | |
| Who will issue the e invoice? Front office got access or only person incharge got access? | For B2C Booking paid to hotel, Front Office will issue the e-invoice during checkout. but for B2B, B2G Bookings, managers account or admin normally will issue. | |
| Are there any limitation on how many employee are appointed by director in mytax to handle e-invoice submission? | There is no limitation to appoint how many employee in mytax to handle e-invoice submission. | |
| Who needs to submit at Ezee eModule? Account or FO? | For B2C Booking paid to hotel, Front Office will issue the e-invoice during checkout. but for B2B, B2G Bookings, managers account or admin normally will issue. | |

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| If guest requests to modify the details e invoice? Who will modify that req,,FO or operation team? | It depends on how hotel assigned e-invoice task for each staff. It can be Front Office or Manager. | |
| if FO have ezee e module and produce invoice & account hv their accouting system to keyin every invoice later.. who should submit e invoice to lhdn? | FO will produce e-invoice in Ezee e invoice module. Normally Account & Admin have the access in accounting system. | Acc software more to expenses, ezee e-invoice will focus on hotel sales. |