

Questions	Answers
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
what means by consolidated invoice?it is means lump sump invoice for a months n submit befor 7hb next month	<p>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.</p> <p>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.</p> <p>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.</p>
Self-billed inv to OTA, is it submut net amt received fr agoda after deduct commissions	The guest have to generate 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
We use accounting system n 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.
If the guest booked via OTA but have charges such as penalty, extra items and so on, what e invoice it will be? (edited)	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
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 e-invoice to the guest if the guest is paying at hotel.
Who will issue the e invoice? Front office got access or only person inchrge got access?	Guest can request e-invoice via eZee e-invoice self service portal and only the person granted to access eZee e-invoice middleware and MyInvois portal able to access to view and check the transactions.
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 number of employees appointed by director. However, I think there is no limit by Mytax at the moment.

if FO have ezee e module and produce invoice & account hv 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
If guest requests to modify the details e invoice? Who will modify that req.,FO or operation team?	If the requested invoice have been validated within 72 hours, user that have access to eZee e-invoice portal able to cancel and generate a new invoice with corrected details. If the requested invoice have been validated more than 72 hours, user that have access to eZee e-invoice portal have to generate a debit note or credit note. Guest can as well access to MyTax to cancel that particular transactions and ask hotel to submit again due to details is incorrect.
How come you let the guest to enter the amount? What if they wrongly key in? if guest wrongly put amount of paid can we edit that?	hi our self service portal do have OCR function if you upload the tax invoice in pdf, and back end user can also verify the transaction in this eZee e-invoice portal before submitting to LHDN to generate e-invoice Yes
E-Invoice only for Walk-in guests requested?	not necessary. 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
where do I get the Invoice number?	which invoice number you referring? in eZee we do have invoice number generated upon check out
So, it means for when customer using OTA prepaid, means no need for the hotel to submit e-invoice??	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, yes hotel do not need to submit e-invoice
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 company) yes invoice need to be issue
Sorry, I just in. Hotel industry can issue consolidated invoice ?	Yes. Consolidated invoice allowed.
How the step issue for agoda booking. What figure to bill ? Room rate before comm or after comm ?	you can submit as consolidate invoice and it will be room rate after deducting commission because that is your actual room sales
Standard e-invoice = to e-invoice ? Corrector?	yes
What is the non-standard e-invoice?	there are no non-standard e-invoice, other invoices are categorize into consolidated invoice and self billed invoice
Isn't global OTA registered SSM in Malaysia?	OTAs such as Agoda, Booking.com, they did not register locally, hence no SSM in Malaysia.
general TIN number is fix E10000000010?	yes it is in the LHDN guideline
for consolidate e invoice, the amount we submit for ota like agoda is after commission or before commission?	you should consolidate your net sales amount, supposedly after deducting commission

so the commission invoice issued by agoda we no need take action?	if Agoda have deducted the commission and issued back hotel the net sales amount, yes, no action required.
What is the "secret ID" for?	the secretID act like a credential setting if you are integrating API middleware to LHDN portal.
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, hotel can generate self bill invoice for the commission amount. remember self bill is for expenses.
after guest scan qr and fill the details, hotel only need to verify and send at backend only right?	yup to verify all details required are filled in and correct, then send to LHDN. all done from this eZee e-invoice portal
how long does it take an invoice to be valid & submitted	fully dependent on LHDN server, usually it is only taking within 10sec. you just have to refresh eZee e-invoice portal page to see the updated status for e-invoice validation will do
how to check the invalid e-invoice? call or email ezee support? are they fast response?	the portal we demonstrate now actually will prompt indication what went wrong, user will be trained how to do basic troubleshooting.
cloud base ?	yes this is cloud base
For sell-billed e-invoice is there any specific scenarios we can do sell-billed	normally for expenses of hotel, example commission to travel agent
customer data storage in Malaysia or Hotel ?	we do provide option for both
How about debit note, credit note & refund note?	same as creating an e-invoice, but system have option to select the existing invoice created to further generate debit note, credit note and refund note.
for offline travel agent, if one day got 10 bookings, we need issue 10 e invoice to them?	if they request, yes. but with eZee e-invoice portal all transactions are fetch from PMS and you just have to verify and submit for validation
When do we start to enter the ERP into the MyTax Portal?	hi do u mean start doing e-invoice? it depends on ur annual income. phase 3 starting on 1 Jul 2025, annual income between RM500k to RM25M
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 setting to trigger notification over email
this e invoice only apply to Malaysian right?	yes
if travel agent is overseas company and didn't request e invoice, we can submit consolidate e invoice as usual?	yes
If customer request e-invoice after we do consolidate. Can we still issue the e-invoice to customer?	it depends on hotel policy, if hotel wanted to issue e-invoice for past date check in, i suggest to perform a credit note from the consolidate invoice, then issue the e-invoice.

