

- 1. Does hotelier need to issue e-invoice if a guest turns NO-SHOW with penalty charge?**  
No need.
- 2. How will the e-invoice be generated for group booking? 2 rooms with 2 different guest names, both of them request e-invoice.**  
E-Invoice can be generated separately into two different name as long as they are Malaysia taxpayer.
- 3. Can I "skip" E-Invoice?**  
No. Skipping e-invoice will lead you to risk of Penalty at least RM200 - RM20000
- 4. Do all guests need to submit E-Invoice?**  
No.
- 5. 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.
- 6. How about guests from Booking.com? Should I request from hotel for e-invoice?**  
For Prepaid, guest paid to [booking.com](https://www.booking.com). For Post-paid, guest paid to hotel.
- 7. 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.
- 8. Can I use MyInvois Portal to create and issue e-invoice? If yes, what is the different 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.
- 9. 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)
- 10. 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?**  
By normal standard, consolidate e-invoice already issued between 1st-7th of following month. Hotel normally will not issue standard e-invoice to guest.
- 11. 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.
- 12. What if a guest requests to modify the details after e-invoice has been issued?**

Within 72 Hours, the details can be modified. But after 72 Hours, any amendment need to issue Credit Note, Debit Note, Refund Note.

**13. Does e-invoice need to be issued for advance payment for future bookings?**

No need. E-Invoice will be issued during checkout when all the bills is finalised.

**14. 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.

**15. Why can't 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.

**16. Is there any training regarding API integrated from PMS to another account software?**

To be announced soon, but if you want to understand in detail 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!

**17. What means by consolidated invoice? It is 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.

**18. Self-billed invoice to OTA, is it submit net amount received from Agoda after deducting 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.

**19. We use accounting system and eZee e-invoicing system, which system should we use to submit the self-billed e-invoicing?**

Accounting System.

**20. If the guest booked via OTA but have charges such as penalty, extra items and so on, what e invoice it will be?**

It depends either prepaid or post-paid. 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.

**21. How about guests from Booking.com? Should I request from booking.com for e-invoice?**

There are two scenarios. For Prepaid payment, No. For Post-paid, guest can request from hotel.

**22. Who will issue the e invoice? Front office got access or only person in charge 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.

**23. Are there any limitation on how many employees are appointed by director in mytax to handle e-invoice submission?**

There is no limitation to appoint how many employees in mytax to handle e-invoice submission.

**24. 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.

**25. If guest requests to modify the details e invoice? Who will modify that request, FO or operation team?**

It depends on how hotel assigned e-invoice task for each staff. It can be Front Office or Manager.

**26. If FO have ezee e module and produce invoice & account hv their accounting system to key in 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.