

E-Invoice Frequently Asked Questions (FAQs)

1. What is e-Invoice?

E-Invoice is a digital version of a transaction document between a seller (“supplier”) and a purchase (“buyer”), which goes through the government portal for validation and recordkeeping. It is a file created in the format specified by the Inland Revenue Board of Malaysia (IRBM) and include essential information such as supplier and buyer details, item descriptions, quantities, prices, taxes, and the total amount. It replaces traditional paper or electronic invoices, credit notes, and debit notes.

For more information, please visit <https://www.hasil.gov.my/e-invois/>

2. How will e-Invoice affect my purchase process?

The purchase process remains the same. The buyer can request for the e-Invoice from the supplier upon request. However, buyers will be required to provide additional personal information to complete the process.

3. When can I apply for the e-Invoice of my purchases?

TMT customers can request their e-Invoice starting **1 January 2025**. The availability of the e-Invoice is subject to the respective application.

4. How can I request for e-Invoice for my in-store purchases?

You can request your e-Invoice by registering on our website <https://loyalty.tmt.my/page/E-Invoice>

For more in-depth guide on how to request your e-Invoice, please visit [here](#).

5. How can I request for e-Invoice for my online purchases? (TMT.MY)

You can request your e-Invoice by registering on our website <https://loyalty.tmt.my/page/E-Invoice>

For more in-depth guide on how to request your e-Invoice, please visit [here](#).

6. When can I submit a request for my e-Invoice?

You can request for an e-Invoice **no later than 1 day after the end of the month of the transaction date**. Any requests after the deadline will not be considered. TMT is not responsible for any losses incurred if you have missed the window period to request for your e-Invoice.

Transaction/Purchase Date	E-Invoice Request Deadline
1 st of January 2024	1 st of February 2024
15 th April 2024	1 st of May 2024
31 st July 2024	1 st of August 2024

7. How will I receive my e-Invoice?

You will receive your e-Invoice via the email address you have provided on the secure online portal URL. Please ensure that the email address you have submitted is correct and check your inbox (including spam or junk folder) for the e-Invoice. Alternatively, you can log in to myInvois Portal and retrieve the successful e-Invoice

document details. For more information, please visit <https://www.hasil.gov.my/en/e-invoice/myinvois-portal/about-myinvois-portal/>

TMT is not responsible for any losses incurred if you mistyped your email address during your submission.

8. How long will it take to receive my e-Invoice?

You will receive your e-Invoice within 72 hours.

9. How can I cancel my requested e-Invoice?

Unfortunately, once you have submitted a request for e-Invoice, you are not allowed to cancel your request.

10. How do I check for the status of my submission?

Log into your account on our website <https://loyalty.tmt.my/page/E-Invoice>, go to 'E-Invoice' and select the 'Requested' tab to check for your submission status.

11. Can I check my historical e-Invoice?

Log into your account on our website <https://loyalty.tmt.my/page/E-Invoice>, go to 'E-Invoice' and select the 'History' tab to check for past e-Invoices.

12. Can I resubmit the e-Invoice request more than once for the same invoice/receipt?

No, only one (1) submission is allowed for one receipt/invoice. Customers are required to ensure all the information provided is correct, true and complete before completing their submission.

13. What can I do if there is an error on my e-Invoice?

Please kindly reach out to our customer service team via the following methods:

Email Address	einvoice@tmt.my
Telephone Number	+603-2022 5532

14. Can I request e-Invoice for past transactions?

Yes, given that the deadline for the submission request has not been reached. You are allowed to request an e-Invoice within the same month by scanning the QR code on your physical invoice/receipt.

Important: Transactions from the previous months are not eligible for e-Invoice. **It is advisable for customers to request their e-Invoice on the same day of the transaction to avoid any issues.**

E.g. if you made a purchase in June, you are no longer able to request your e-Invoice after 1st of July.

15. How does vouchers/coupons affect the e-Invoice value?

For transactions that uses vouchers, gift cards, or loyalty points for payment, the value of such discounts will be deducted from the e-Invoice. The e-Invoice will show the nett amount due to IRBM's ruling on the treatment of vouchers, gift cards and loyalty points.



THUNDER MATCH TECHNOLOGY SDN BHD (541512-U)
(a subsidiary of Nojima APAC Limited)
H-G-5 & H-G-6, Connaught Avenue, No. 38, Jalan 9,
Taman Bukit Cheras, 56000 Kuala Lumpur.
Tel: 03-2022 5532 Web: www.tmt.my

E.g. A customer purchases an item for RM 100 but uses a voucher of RM 20. The e-Invoice will show the nett amount paid RM 80.

16. How can I request for refund/exchange if I have requested for an e-Invoice?

The customer must provide their validated e-Invoice copy and original sales receipt to be eligible for the refund/exchange. For more information on TMT's retail exchange policy, please visit <https://www.tmt.my/data/editor//TMT-Retail-B2B-Terms-and-Conditions-2024.pdf>

17. Are there any privacy concerns with e-Invoice?

E-Invoice systems are designed to ensure that privacy is a top priority. Your information is protected and will only be utilised for transactions and tax reporting purposes. For more information on TMT's privacy policy, please visit <https://www.tmt.my/pages/pdpa>

18. Who can I contact if I have more questions regarding e-Invoice request?

Please feel free to contact our customer service team if you have any questions via the following channels:

Email Address	einvoice@tmt.my
Telephone Number	+603-2022 5532