

OCBC Bank (Malaysia) Berhad
 OCBC Al-Amin Bank Berhad
 E-Invoice in Malaysia
 Frequently Asked Questions (FAQs)

No	Topic	Questions	Answer
1.	General	What is an e-invoice?	<p>An e-invoice is a digital representation of a transaction between a supplier and a buyer, in the format specified and validated by Inland Revenue Board of Malaysia (IRBM).</p> <p>An e-invoice contains the same essential information as a traditional document such as supplier and buyer details, description of items purchased / services, quantity, price excluding tax, tax and total amount. The e-invoice records transaction data for daily business operations.</p>
2.	General	Is e-invoice applicable to transactions in Malaysia only?	No, e-invoice is not limited to transactions within Malaysia only; it also applies to cross border transactions.
3.	Issuance of e-invoice	Which OCBC customers are impacted by e-invoice?	<p>Corporate / Entities (e.g. companies, limited liability partnership, etc.): OCBC will begin issuing e-invoices to this category of customers on or after 1 July 2025, with complete and accurate details being provided.</p> <p>Individuals: A request can be made to OCBC for a copy of the e-invoice.</p> <p>The e-invoice will be made available on or after 1 July 2025. It is issued only on request and only with complete and accurate details being provided.</p> <p>Note: Following the media announcement by IRBM on 26 July 2024, OCBC are currently reporting e-invoice to IRBM on a consolidated basis. We are working closely with the IRBM to fully implement e-invoice by 1 July 2025 in accordance with the current legislation.</p>
5.	Issuance of e-invoice	What happens if the customer provides incorrect / incomplete e-Invoice information to OCBC?	<p>If the mandatory information is incorrect / incomplete, OCBC is not able to issue a validated e-invoice to the customer.</p> <p>Customers are responsible for ensuring the accuracy and completeness of information required.</p>
4.	Information for e-invoice	What is the information required from customers for e-invoice issuance?	Please refer to Appendix 1.

No	Topic	Questions	Answer
5.	Information for e-invoice	How can a customer obtain their Tax Identification Number (TIN)?	<p>(a) Option 1: Check your company or individual tax return</p> <p>(b) Option 2: Check the IRBM Portal</p> <ul style="list-style-type: none"> ▪ MyTax Portal Portal https://mytax.hasil.gov.my/ ▪ IRBM e-Daftar Portal https://mytax.hasil.gov.my/ezHasil?data=e-Daftar&id=ezHasil%20sebelum <p>(c) Option 3: Contact the HASiL Contact Centre (03-8911 1000)</p> <p>(d) Option 4: Visit the nearest IRBM branch or office.</p>
6.	Information for e-invoice	What is the format of TIN?	<p>Below is the information obtained from the IRBM FAQ on the SDK microsite https://sdk.myinvois.hasil.gov.my/faq/</p> <p>If your TIN begins with a zero '0' after the prefix, please remove any initial zeros after the prefix for successful validation.</p> <p>For example, if the TIN is 'C01234567890', please enter 'C1234567890'.</p> <p>If your TIN does not end with a zero '0' (e.g., C123456789), please ensure you add an additional zero '0' at the end (e.g., C1234567890). Please note that non-individual TIN always ends with zero '0'.</p>
7.	Information for e-invoice	How can a customer obtain their Sales & Service Tax (SST) Number?	<p>For customers registered for Sales & Service Tax (SST), please visit the Royal Malaysian Customs Department (RMCD) portal on SST https://sst01.customs.gov.my/account/inquiry,</p> <p>or</p> <p>Contact the RMCD SST Helpdesk via this link https://mysst.customs.gov.my/CallCenterHelpDesk</p>
8.	Information for e-invoice	For business entities, which business registration number ("BRN") should they provide to OCBC?	<p>Corporate / Entities registered with the Companies Commission of Malaysia (SSM) must provide their new 12-digit business registration number for the issuance of the e-invoice document.</p> <p>Customers registered with other authorities / bodies are required to enter the relevant registration number.</p>
9.	Information for e-invoice	When do I need to submit the mandatory information?	Please submit your information as soon as possible to enable OCBC to issue the e-invoice on or after 1 July 2025.
10.	Information for e-invoice	What happens if I only submit the mandatory	OCBC is not able to issue any e-invoice prior to receiving the complete and accurate mandatory customer information. E-Invoice will only be made

No	Topic	Questions	Answer
		information after 1 July 2025?	available in your next statement cycle or transactions after the mandatory information is made available.
11.	Frequency of e-invoice issuance	When will the customer receive the validated e-invoice?	OCBC will issue the e-invoice following the corresponding account statement cycle. For one-time / ad-hoc transactions, the e-invoice document will be issued after the transaction is completed.

Appendix 1

Information required from customers for e-invoice issuance

	Information	Description
1.	Name	Name of recipient of the e-invoice
2.	Tax Identification Number ("TIN")	Customer's TIN assigned by IRBM
3.	Business Registration / Identification Number / Passport Number	For businesses: Business registration number For Malaysian individual: MyKad / MyTentera identification number For non-Malaysian individual: Passport number / MyPR / MyKAS identification number
4.	Sales and Service Tax ("SST") Registration Number	SST registration number if the customer is a SST-registrant
5.	E-mail	E-mail address of the recipient of the e-invoice
6.	Address	Address of recipient of the e-invoice
7.	Contact Number	The telephone number of the Customer