

e-Invoice Implementation

FAQs

PART 1: GENERAL

(i) Introduction to e-Invoice

1. What is an e-Invoice?

The e-Invoice is a digital representation of a transaction between a supplier and a buyer, formatted in a structured, machine-readable manner.

2. When will HRD Corp implement the e-Invoice system?

HRD Corp will roll out the e-Invoice implementation by 1 January 2025 as per the timeline given by the government.

3. Who will be impacted by the e-Invoice implementation?

All stakeholders who make financial transactions with HRD Corp must comply with this implementation including Registered Employers, Training Providers, Trainers and Vendors.

4. What do I need to do to make sure I'm up to date with the e-Invoice implementation?

We will need all stakeholders to provide some key information for smoother processes in the future. Read our Registration Guidelines for a step-by-step breakdown on what information you need to fill up via our dedicated Microsoft Forms.

(ii) Applicability of e-Invoice Implementation

5. Is the e-Invoice implementation relevant for transactions out of Malaysia?

Yes, the issuance of e-Invoice also applies for international transactions made of Malaysia.

6. Are all industries included in the e-Invoice implementation? Are there any exemptions?

No industries are currently exempted from the e-Invoice implementation – therefore, this requirement affects all industries.

(iii) Security, Compliance and Deadline

7. How will e-Invoice affect payment timelines?

HRD Corp is committed to maintaining its established payment timelines, even with the transition to e-Invoice. Stakeholders can expect timely payment as per the usual schedule.

8. Is e-Invoice secure?

HRD Corp ensures that all e-Invoice transactions are secure and adheres to data protection regulations – your data is safe with us.

9. What happens if stakeholders choose to not register and update their details for the e-Invoice system?

Failure to register for e-Invoice by the designated timeline may lead to disruptions in administration. Having your e-Invoice details registered is essential to ensure tax compliance and maintain seamless business operations with HRD Corp.

PART 2: SUPPORT

(i) Further Assistance

1. Where can I find more information about the e-Invoice implementation?

For more information, please visit our website to read the official materials available at hrdcorp.gov.my

2. What should I do if I encounter any issues with e-Invoice?

Should you encounter any issues, please reach out to our Customer Support team by calling 1800 88 4800 or emailing support@hrdcorp.gov.my for assistance.