



## FREQUENTLY ASKED QUESTIONS (FAQs) FOR MYINVOIS E-POS (UPDATED ON 9 JANUARY 2026)

### PART 1: GENERAL

#### 1. What is MyInvois e-POS

MyInvois e-POS is a digital Point-of-Sale (POS) platform specifically provided for Micro, Small and Medium Enterprises (MSMEs). MyInvois e-POS can be accessed for free to improve business operational efficiency and fulfil the requirements for e-Invoice implementation.

#### 2. Who is eligible to use MyInvois e-POS?

All types of businesses, including sole proprietorships, partnerships, companies, cooperatives and other types of businesses are eligible to use MyInvois e-POS if they meet the following conditions:

- i. The owner or director must be a Malaysian citizen;
- ii. The business operates in Malaysia; and
- iii. [Annual turnover or revenue of up to RM5 million.](#)

#### 3. What business activities are suitable for using MyInvois e-POS?

MyInvois e-POS is suitable for businesses involved in the sale of goods or services and that require inventory management such as retail goods, food and beverages, clothing, beauty products, electrical and electronic items, vehicle repairs and others.

However, the business activities suitable for using MyInvois e-POS are not limited to these examples.

#### 4. Are tax agents, service providers or intermediaries eligible to use MyInvois e-POS?

No, they are not eligible. MyInvois e-POS is only allowed for businesses that conduct transactions directly with customers on business premises.

#### 5. Can businesses that already have or use an existing commercial POS System be able to use MyInvois e-POS?

Businesses are eligible to use MyInvois e-POS if they comply with the eligibility conditions stated in Question 2.

**6. What are the benefits to businesses of using MyInvois e-POS?**

MyInvois e-POS is designed by integrating key business operations functions such as point-of-sale, inventory management, financial reporting and support for e-Invoice implementation. MyInvois e-POS aims to digitize businesses and facilitate tax compliance through systematic business record keeping. In addition, MyInvois e-POS can reduce reliance on manual processes, thereby minimizing errors, saving time and optimizing business operating costs.

**PART 2: SCOPE AND FUNCTIONS**

**7. What are the requirements or devices needed to use MyInvois e-POS?**

To use MyInvois e-POS, businesses must provide minimum requirements, namely an internet connection and electronic devices such as a desktop computer, laptop, tablet or smartphone equipped with the latest operating system.

**8. Will businesses be charged a fee to use MyInvois e-POS?**

MyInvois e-POS is provided free of charge to eligible businesses. However, any costs related to the minimum requirements to operate MyInvois e-POS are the responsibility of the business.

**9. Does MyInvois e-POS require the use of additional support devices?**

Businesses may use additional support devices as an option for business operations, such as printers to print receipts and barcode scanners to scan products for sale.

**10. Does MyInvois e-POS have a receipt issuance function?**

MyInvois e-POS offers a feature for issuing receipts or e-Invoices to record the sale of goods or services provided. These receipts or e-Invoices can be generated in a printed format for physical delivery to customers or sent electronically via e-mail.

**11. Can MyInvois e-POS generate daily or monthly sales reports?**

MyInvois e-POS provides a sales report generation feature that allows businesses to download reports for any chosen period such as daily, weekly, monthly or yearly, according to their needs. These reports can be used for sales performance analysis, stock management and recording the business's financial information.

**12. Can businesses use a combination of e-Invoice submission methods through the MyInvois Portal and MyInvois e-POS?**

Businesses can choose to issue e-Invoices using any of the available submission methods, either through the MyInvois Portal or MyInvois e-POS, depending on the suitability of the transaction. It is the responsibility of the business to ensure that no duplicate e-Invoices are submitted to HASiL for validation.

**13. What should businesses do to ensure optimal use of MyInvois e-POS?**

Businesses are advised to regularly clear their browser cache to ensure optimal performance and smooth operation of MyInvois e-POS (refer to Appendix 1 of this FAQ for instructions on clearing the browser cache). Additionally, businesses are recommended to use the latest version of a browser that meets the required specifications to achieve the best display.

**14. Does MyInvois e-POS integrate with payment gateways (such as credit cards, debit cards, internet banking and others)?**

MyInvois e-POS is designed to record sales transactions without integration with any payment gateway. However, businesses can record the payment details for each sales transaction according to the payment method received.

**15. Can a Taxpayer QR Code be used through MyInvois e-POS?**

MyInvois e-POS supports the use of Taxpayer QR Code generated from the MyInvois Portal to facilitate and expedite the sharing of customer information with the seller. This QR code allows customer details, such as the Tax Identification Number (TIN) and other relevant information to be automatically captured using a scanning device, reducing the risk of manual entry errors and improving the efficiency of information processing for e-Invoice issuance.

**16. Is there a limit on the number of daily transactions that can be processed in MyInvois e-POS?**

Businesses can use MyInvois e-POS to conduct sales transactions at any time, without limitations, according to their business needs. MyInvois e-POS operates continuously (24 hours), allowing for more flexible operations.

## **PART 3: REGISTRATION**

### **17. Do businesses need to register to use MyInvois e-POS?**

Yes, only businesses that meet the specified eligibility criteria (refer to Question 2 of this FAQ) can access MyInvois e-POS. If eligible, businesses may submit a registration application to HASiL to use MyInvois e-POS.

### **18. How can businesses register to use MyInvois e-POS?**

Businesses can submit a registration application to use MyInvois e-POS at the service counters of the nearest main HASiL office (excluding HASiL Satellite Offices and UTC HASiL). Before access is granted, HASiL will provide advisory services and user support, including explanations of the functions available in MyInvois e-POS.

### **19. What documents or information are required to register as a MyInvois e-POS user?**

Businesses are required to submit the following basic information for verification and registration:

- i. Name of the business owner or company;
- ii. Identification card number;
- iii. Tax Identification Number (TIN);
- iv. E-mail address; and
- v. A copy of the business registration certificate (if available).

### **20. How long does it take to approve access registration for MyInvois e-POS?**

Registration applications will be processed and access will be granted within three (3) working days after all required documents and information have been submitted.

### **21. How will businesses be notified that access registration for MyInvois e-POS has been approved?**

Businesses will be notified via e-mail once their registration for MyInvois e-POS has been approved and access has been granted. They can use the provided login information to access MyInvois e-POS. If the e-mail is not received, businesses are advised to check their spam or junk mail folders or contact HASiL through the official communication channels provided.

**22. Are businesses with only a business registration number allowed to register for MyInvois e-POS?**

Access to MyInvois e-POS is allowed for all types of businesses that meet the eligibility criteria and is not limited to businesses with only a business registration number. However, business owners without a business registration number must have their own Tax Identification Number (TIN) and update their profile in the MyTax Portal before using MyInvois e-POS.

**23. What should be done after registration is approved?**

After registration is approved, businesses can access MyInvois e-POS and complete the registration process, ensuring that all details are accurate before conducting any sales transactions.

**24. Can business information be updated in MyInvois e-POS after the registration process is completed?**

General business information (such as address, phone number, e-mail, etc.) can be updated through the business profile menu in MyInvois e-POS after registration is completed. However, any updates to specific information, such as changes to the business name or registration number, can only be made by HASiL. Businesses are advised to ensure that their information in both HASiL records and MyInvois e-POS is kept up to date.

**25. How to check for the Tax Identification Number?**

The Tax Identification Number (TIN) can be searched through the MyTax Portal by selecting the 'TIN Search' menu. To simplify the implementation of e-Invoices, this search function is also available on the MyInvois Portal, allowing businesses to access TIN information more conveniently.

**26. If an owner or director has more than one type of business, can the same e-mail be used to register for MyInvois e-POS for all those businesses?**

No, a single e-mail can only be used to register one type of business. Owners or directors with more than one type of business (for example, a sole proprietorship and a company, or a company and a partnership) must use a separate e-mail address for each business when registering and using MyInvois e-POS. If an owner or director wishes to use MyInvois e-POS for another business, they must register with a different e-mail address for each business type.

Additionally, an owner with more than one sole proprietorship can only register MyInvois e-POS for one sole proprietorship.

27. A business has registered and activated MyInvois e-POS. How can the account be cancelled or closed if the business has ceased operations or been dissolved?

If the business has ceased operations or been dissolved, it must submit a request to cancel or close the MyInvois e-POS account to HASiL through the official communication channels provided.

28. Will access to MyInvois e-POS be restricted if a business's annual turnover or revenue exceeds RM5 million?

If a business's annual turnover or revenue exceeds RM5 million for a particular accounting period or financial year, the business will no longer be eligible to use the MyInvois e-POS provided free of charge by HASiL. The business will need to prepare for a transition to a commercial POS system available in the market.

HASiL will inform the respective business accordingly and provide sufficient time to facilitate the transition from MyInvois e-POS to a commercial POS system. Any costs incurred during the transition will be borne by the business.

Changes in annual turnover or revenue in subsequent years will not affect the eligibility status once it has been determined.

29. Does a registered MyInvois e-POS account need to be renewed annually?

Registration for MyInvois e-POS only needs to be completed once. However, the 'Client ID' and 'Client Secret' generated during registration have a specific validity period and must be renewed before their expiry date. The 'Client ID' and 'Client Secret' are confidential identification codes used for user token authentication in system integration. Businesses will be notified via their registered e-mail prior to the expiry date to allow for timely renewal and updating of this information without disrupting the submission of e-Invoices to HASiL.

30. What should be done if the 'Client ID' and 'Client Secret' have expired?

Businesses are required to regenerate a new 'Client ID' and 'Client Secret' through the MyInvois Portal and update this information in the business profile menu within MyInvois e-POS.

31. What are the consequences of continuing to use an expired 'Client ID' and 'Client Secret'?

If a business continues to use an expired 'Client ID' and 'Client Secret', it can still access MyInvois e-POS to conduct sales transactions. However, e-Invoice submissions to HASiL will not be possible until the business regenerates a new 'Client ID' and 'Client Secret' and updates the information in MyInvois e-POS.

## PART 4: SECURITY

### 32. Can business owners assign roles and access limits for each of their employees?

MyInvois e-POS provides a user management feature that allows business owners to assign roles and set access limits for each employee, such as Supervisor, POS Cashier, Accountant or Auditor. Business owners can appoint employees and determine the appropriate roles and access levels based on operational needs and individual responsibilities.

### 33. Does MyInvois e-POS have an audit log feature for user activities?

MyInvois e-POS includes an audit log feature that records all user activities. This log enables detailed monitoring of every action, ensuring transparency and strengthening the business's internal security controls.

### 34. What measures does HASiL take to protect and ensure the security and confidentiality of business and customer information?

HASiL adheres to high data security standards in managing taxpayer information. HASiL will ensure that the data are always secured by complying with *Dasar Keselamatan ICT LHDNM* and *Surat Pekeliling Am: Garis Panduan Pengurusan Keselamatan Maklumat Melalui Pengkomputeran Awan (Cloud Computing) Dalam Perkhidmatan Awam*. To protect e-Invoice from unauthorised access, modification, loss, or disclosure, HASiL will comply to industry standards and implement appropriate cybersecurity measures including encryption, authentication, access controls, firewalls and other relevant protection mechanisms.

### 35. Can sales transactions be conducted if the internet connection is disrupted or unavailable?

MyInvois e-POS features an offline mode that allows transactions to continue as usual even without an internet connection. However, businesses must first log in to MyInvois e-POS and activate the POS counter. Once the internet connection is restored, all offline transactions will be automatically synchronized with MyInvois e-POS.

### 36. Will HASiL notify businesses if any maintenance activity is carried out on MyInvois e-POS?

HASiL will notify businesses whenever maintenance activities affecting MyInvois e-POS are scheduled. Notifications will be issued through the MyInvois e-POS Microsite, which serves as the official information channel.

## PART 5: HASiL ASSISTANCE AND SUPPORT

37. Does HASiL provide on-site individual support to offer technical assistance directly at business premises?

If technical assistance is required, businesses can visit the nearest main HASiL office (excluding HASiL Satellite Offices and UTC HASiL) to receive support from officers on duty. HASiL does not provide on-site support directly at business premises. Businesses may also attend free briefing sessions on using MyInvois e-POS, which are organized by HASiL and announced periodically on the MyInvois e-POS Microsite.

38. Who should businesses contact if they encounter any issues or have questions related to MyInvois e-POS?

Businesses can contact HASiL through the following official channels for inquiries and assistance:

- MyInvois e-POS Helpdesk at **03-8680 3767 (EPOS)**, operating from 9:00 am to 6:00 pm, Monday to Friday (excluding public holidays);
- MyInvois e-POS Live Chat; or
- MyInvois e-POS Customer Feedback Form via the link, <https://www.hasil.gov.my/en/myinvoisepos/contact-us/myinvois-e-pos-customer-feedback-form/>

39. Are there any references or user manuals provided by HASiL?

Businesses can refer to the MyInvois e-POS User Guide provided by HASiL. This guide can be accessed via MyInvois e-POS or through the MyInvois e-POS Microsite at <https://www.hasil.gov.my/en/myinvoisepos/>

## PROCEDURE TO CLEAR CACHE ACCORDING TO BROWSER TYPE

### GOOGLE CHROME

1. Open Chrome.
  2. Click the **three dots** at the top right corner.
  3. Select **Settings** › **Privacy and security**.
  4. Click **Delete browsing data**.
  5. Tick the box for **Cached images and files**.
  6. Choose the time range (e.g. **All time**).
  7. Click **Delete data**.
- 

### MOZILLA FIREFOX

1. Open Firefox.
  2. Click the **menu** ≡ at the top right corner.
  3. Select **Settings**.
  4. Go to **Privacy & Security**.
  5. Under **Cookies and Site Data**, click **Clear Data**.
  6. Tick the box for **Cached Web Content**.
  7. Click **Clear**.
- 

### MICROSOFT EDGE

1. Open Edge.
  2. Click the **three dots** at the top right corner.
  3. Select **Settings** › **Privacy, search, and services**.
  4. Under **Clear browsing data**, click **Choose what to clear**.
  5. Tick the box for **Cached images and files**.
  6. Click **Clear now**.
- 

### SAFARI (MAC)

1. Open Safari.
2. Click **Safari** in the top menu bar.
3. Select **Preferences** › **Advanced**.
4. Enable **Show Develop menu in menu bar**.
5. In the menu bar, click **Develop**.
6. Select **Empty Caches**.