MYINVOIS PORTAL FREQUENTLY ASKED QUESTIONS (FAQs)

(UPDATED ON 9 MARCH 2026)

PART 1: GENERAL

1. What is MyInvois Portal?

The MyInvois Portal is an e-invoicing solution provided by HASiL at no charge. This platform is designed to facilitate the implementation of e-Invoice for all taxpayers especially for those who are not using a business ERP system to issue e-Invoice. Accessible via computers, laptops, and smartphones, the portal enables users to manage e-Invoice efficiently from anywhere, at any time.

MyInvois Portal provides key features as follows:

- **Profile Management** for User, Taxpayers, Representative, ERP System and Intermediary; and

- **Document Management** includes Submit, View, Reject, Cancel and Print Document.

Taxpayers can access the MyInvois Portal via the MyTax Portal, the gateway of HASiL e-Services.

2. What are the environments offered by HASiL for accessing MyInvois Portal?

To facilitate the use of MyInvois Portal, HASiL provides two (2) environments that can be accessed by taxpayers as follows:

i. Testing (Sandbox)

URL: https://preprod-mytax.hasil.gov.my/

Description: Allow taxpayers to try the functions provided in the portal before using the actual (production) environment. Information sent to the testing environment will not be stored in the HASiL database and will not be migrated to the production environment.

For more information, please refer to the Testing (Sandbox) User Guide: https://preprod.myinvois.hasil.gov.my/content/

ii. Actual (Production)

URL: https://mytax.hasil.gov.my/

Description: Enables taxpayers to submit e-Invoices with real information and use other related functions

For more information, please refer to the MyInvois Portal User Guide: https://myinvois.hasil.gov.my/content/

PART 2: PROFILE MANAGEMENT

3. What role should be applied to access the business/ company/ organization profile in the MyInvois Portal?

To access the MyInvois Portal under the name of business / company / organization, taxpayer needs to apply for the following roles on the MyTax Portal:

Role	Description
Business Owner	For **individual taxpayer** who is conducting **sole proprietorship** business only.
Company Director / Organization Administrator	• For **all categories of taxpayers except** individual who is conducting sole proprietorship business and estate administrators (such as Partnership, Company, Cooperative Society, etc.). • The previous Company Director / Organization Administrator must terminate their role before the new Company Director / Organization Administrator can submit the application.
Estate Administrator	For **Estate Administrator** who is managing the estate of deceased persons only.
Business Owner Representative	• Appointed by the Business Owner in their MyTax Portal. • Business Owner needs to ensure that business information and employer information are in order in the HASiL records before appointing a Business Owner Representative. • Business Owner can appoint and terminate the appointment of representatives at any time as needed.
Company Director / Organization Administrator Representative	• Appointed by the Company Director / Organization Administrator in their MyTax Portal. • Company Director / Organization Administrator can appoint and terminate the appointment of representatives at any time as needed.

Note: Taxpayer is required to apply for the role to access Production Environment or Testing Environment separately

4. How to login to MyInvois Portal as Business Owner or Company Director / Organisation Administrator or Estate Administrator?

If you are not assigned as a Business Owner / Company Director / Organisation Administrator / Estate Administrator, please follow the steps below to login to MyInvois Portal:

No.	Step	Description
1.	Log in to MyTax Portal	Taxpayer can log in using NRIC or Passport number. If the taxpayer does not have an existing account, a new MyTax

		Portal account needs to be activated before applying for the role of Business Owner or Company Director / Organization Administrator or Estate Administrator.
2.	Complete Role Application	Ensure that the role application as Business Owner or Company Director / Organization Administrator or Estate Administrator is approved and active. *Note: Ensure that the Business / Company / Organization information is up-to-date and updated in the HASiL records. Taxpayer must also apply for the role of accessing the Production Environment or Testing Environment separately.*
3.	Access MyInvois Portal	Once taxpayer has the role of Business Owner or Company Director / Organization Administrator or Estate Administrator, taxpayer can continue to access the MyInvois Portal.
4.	Switch Taxpayer	In the MyInvois Portal, navigate to the top right corner of the Home page, click on the profile icon, select the Switch Taxpayer menu, and choose the Business / Company / Organization profile according to the roles registered.
5.	View Taxpayer Profile	The Business Owner or Company Director / Organization Administrator or Estate Administrator will be able to view the business / company / organization profile. *Note: If the profile is being viewed for the first time, the Business Owner or Company Director / Organization Administrator or Estate Administrator will need to activate the relevant business / company / organization profile.*

5. What are the types of representatives in MyInvois Portal?

There are three types of representatives in MyInvois Portal:

i. User (**Business Owner or Company Director / Organization Administrator or Estate Administrator and Business Owner Representative or Company Director / Organization Administrator Representative**) – The Business Owner Representative or Company Director / Organization Administrator Representative must be appointed by the Business Owner / Company Director / Organization Administrator in the MyTax Portal.

ii. ERP – ERP system used by the taxpayer.

iii. Intermediaries – Service provider companies that is representing a taxpayer.

6. How to manage user representative's permission?

User representative's permission can be managed by accessing the **Edit Permission** settings from the **User Representatives** section in View Taxpayer Profile page. Business Owner or Company Director / Organization Administrator can grant permissions to the User

Representatives to perform specific tasks such as submitting, cancelling and rejecting documents and managing user representatives, ERP or intermediaries.

7. What actions can user representatives perform in the MyInvois Portal?

User representatives in the MyInvois Portal can be granted the following permissions by the Business Owner or Company Director / Organization Administrator:

i.   Document - View (Always enabled)
ii.   Document – Submit
iii. Document – Cancel
iv.   Document – Reject
v.   Taxpayer – Edit Profile Information
vi.   Taxpayer – Manage Person Representatives
vii. Taxpayer – Manage ERPs
viii. Taxpayer – Manage Intermediaries
ix.   Taxpayer – Edit Visual Templates
x.   Notifications – View
xi.   Intermediary – View Companies Summary Data

Note: *Business Owner or Company Director / Organization Administrator must grant permissions to the user representatives before they can carry out these tasks*

8. How to register an ERP system and what is the maximum number of ERP systems that can be registered?

Taxpayer can Register ERP in Representatives section in View Taxpayer Profile page. There is **no restriction on the number** of ERP systems that can be registered in the portal.

9. How to regenerate ERP's System Client ID and Client Secret?

Taxpayer can navigate to **ERP** tab under **Representatives** section in View Taxpayer Profile page to regenerate Client ID and Client Secret.

10. Why does the Intermediary status on my Taxpayer Profile appear as "Blocked"?

"Blocked" status will be displayed for inactive Intermediary. To activate the Intermediary status, the Business Owner or Company Director / Organization Administrator or Estate Administrator or Business Owner Representative / Company Director / Organization Administrator Representative must update the Taxpayer Profile by toggling the "Register as Intermediary" button.

11. Can an individual taxpayer register as an Intermediary in the MyInvois Portal?

No, registration as an Intermediary on the MyInvois Portal is restricted to businesses / companies / organizations which are authorized by taxpayers. Individual taxpayers under the individual's name are not eligible for this role.

12. Can an Intermediary profile be removed from MyInvois Portal?

Once registered in MyInvois, the Intermediary profile cannot be deleted. If it becomes necessary to restrict an intermediary's access or activities, you can modify their status within the Taxpayer Profile section. To do this, navigate to 'Edit Intermediary' and adjust the 'Representation To' date to the desired expiration date. This will deactivate the Intermediary's privileges to conduct any further actions or submissions on behalf of your company. All historical records will be preserved for reference purposes.

13. What happens to the current appointed user representatives if the current Business Owner or Company Director / Organisation Administrator has been removed or terminated in the MyTax Portal?

If the current Business Owner or Company Director / Organization Administrator has been removed or terminated in the MyTax Portal, all Business Owner Representatives or Company Director / Organization Administrator Representative must be reappointed by the new Business Owner or Company Director / Organization Administrator through the MyTax Portal. Once the reappointment is complete, the MyInvois Portal will reflect the User Representative appointments under the relevant representative profile, allowing them to carry on with their duties without interruption.

14. What are the image specifications when uploading a new company logo in the Taxpayer Profile page?

Please ensure your logo file is a PNG format with transparency support, dimensions of 400x400 pixels and a file size between 10 and 250 KB. Errors will appear if the image does not meet these requirements.

The company logo uploaded in the Taxpayer Profile page will not be included in customized visual templates. If the taxpayer hasn't customized the visual template, the logo from the profile page will be used. However, if the taxpayer has customized it, the logo will be sourced from the custom visual template for printing.

PART 3: DOCUMENT MANAGEMENT

15. Is a digital certificate required if e-Invoices submission is made through MyInvois Portal?

No, the digital signing process will be managed by the MyInvois Portal. Taxpayers do not need to provide their own digital certificate when using MyInvois Portal.

16. Can a single Credit Note/ Debit Note/ Refund Note include multiple Original e-Invoice Reference Number?

Yes, taxpayer can include multiple Original e-Invoice Reference Number (i.e. UUID) in a single Credit Note/ Debit Note/ Refund Note.

17.	How to input multiple customs reference numbers during the submission process?

Taxpayers will need to separate each document reference number with a comma.

Example: B18B12345670, B18B12345671, B18B12345672

18.	What are the limitations when viewing recent documents in MyInvois Portal?

Document Menu has two (2) document search function accesses to enable taxpayers to retrieve validated documents based on a specified date and time period filter.

Function	Description
Search Recent Documents	Taxpayer can search for documents by date and time range to view documents submitted or received within the desired date range. Each search is limited to a 10-days window within the last 31 days.
Search All Documents	Taxpayer can search for documents by using the available filter fields to narrow down your document search. Each search is limited to a 31-days window within the past 2 years.

19.	What is the date period for filtering when using the "Search All Documents" function?

The "Search All Documents" date range cannot exceed the maximum allowed search window of 31 days and must be within the past 2 years.

20.	How many documents can be exported from the Documents menu?

A total of 100 documents can be exported from the Documents menu.

21.	Why is the 'Print' button unavailable for some e-Invoices on MyInvois Portal?

The 'Print' function is only available for e-Invoices submitted via the MyInvois Portal, allowing taxpayers to view and print a PDF version of the e-Invoices.

The 'Print' function is not available for e-Invoices submitted through an ERP system (API). Taxpayers can obtain the PDF version of these e-Invoices directly from the Suppliers, in accordance with the Suppliers' established procedures.

PART 4: DRAFT MANAGEMENT

22.	What is Batch Upload and does MyInvois Portal provide this function?

The batch upload feature allows taxpayers to upload multiple e-Invoices at once by submitting a pre-defined Microsoft Excel spreadsheet to the portal, which contains the necessary invoice information. Once submitted, it will be processed and validated by LHDNM.

23.	How do I use the Batch Upload function and where can I find the Excel template?

The Excel template is available for download on the batch upload pop up. Once downloaded, fill in the Excel template based on the user guidelines and upload the completed excel template into the portal to proceed with document validation and processing. Please refer to the user guidelines for further instruction.

24.	Can the Excel template for Batch Upload be renamed before uploading it to the MyInvois Portal?

Yes, the Excel file for batch upload can be renamed according to your organization's needs.

25.	Is there any limitation to the Excel files that will be uploaded?

The maximum number of documents in the Excel file should not exceed 100 documents per file and total size should not exceed 25 MB.

26.	How many draft documents can a Business Owner or Company Director / Organisation Administrator or Estate Administrator or User Representative upload simultaneously via the "Batch Upload" function?

The Business Owner or Company Director / Organization Administrator or Estate Administrator or Business Owner Representatives or Company Director / Organization Administrator Representative can upload up to 100 draft documents at once using the pre-defined Microsoft Excel spreadsheet through the "Batch Upload" function. The system is designed to accommodate a maximum of 1,000 draft documents per taxpayer at any given time.

27.	How should I proceed if I encounter an error during the Batch Upload process?

If an error is encountered during batch uploading, the system will generate an **Upload Result** indicating the documents that failed validation. These specified errors will need to be addressed and the new Excel file with corrected documents will need to be re-uploaded.

28.	How to avoid invalid or corrupt Excel file issue during a batch upload?

To prevent any invalid or corrupt Excel file upload error during a batch upload, delete any formatted (colored) empty rows. You can do this by selecting the empty row and choosing the Delete option, which will eliminate the entire empty row.

29.	Why do the "Received" or "Issued" date and time differ between the MyInvois portal and API/Batch Upload submissions?

API and Batch Upload submissions adhere to the UTC time zone (8 hours behind Malaysia's local time). In contrast, the MyInvois portal operates on Malaysia Standard Time (UTC+8). As a result, there may be discrepancies in the displayed date and time between the portal and submissions made via API or Batch Upload.

30. What are the mandatory fields for Batch Upload submissions using the Excel spreadsheet?

Please be informed that for batch upload submissions using the Excel spreadsheet, there are four mandatory worksheets namely Documents, DocumentLineItems, LineItemsTaxes, and DocumentTotalTax.

In the Documents worksheet, the column TotalNetAmount is an optional field; however, it is highly recommended to fill in this field to ensure that the amount is displayed in the MyInvois Portal after the Excel spreadsheet is uploaded. This will also help prevent issues where the document is displayed as "Document Not Available" in the MyInvois Portal.

31. How can I check the status of my Batch Upload after submission?

System will show a pop up with status on the documents that has passed or fail the validation. Accepted documents will be added to drafts and rejected documents needs to corrected and re-upload.

32. Can draft documents submitted via Batch Upload be edited before submission?

Yes, the documents can be edited before submission. However, to prevent errors during batch upload, taxpayers should double-check the accuracy of information in the Excel template before uploading.

33. Why is the "Copy as Draft" button not visible for certain documents in the list of submitted documents?

The "Copy as Draft" feature allows taxpayers to reuse details from previous documents, helping to expedite the document drafting process. "Copy as Draft" feature becomes available only for documents that have been submitted via the MyInvois Portal or the Mobile Application. If a document was submitted through a different mechanism, this option will not be displayed.

PART 5: VISUAL TEMPLATE MANAGEMENT

34. Can I customise a visual template for document printing in the MyInvois Portal?

Yes, taxpayers have the ability to customise document visual templates by navigating to **Visual Templates** section in the portal. Taxpayers can customise a visual template for each document type including Invoice, Credit Note, Debit Note, Refund Note, Self-Billed Invoice, Self-Billed Credit Note, Self-Billed Debit Note and Self-Billed Refund Note.

35. What information can be included in the visual templates customisation?

Taxpayers can customize each section of the template with an information listed below:

- **Logo:** Upload a PNG image with transparency, dimensions of 400x400 pixels and a file size between 10 and 250 KB, and select its placement.
- **Header:** Add rich text (formatted with styles e.g Italic, Bold) in the editor, set the alignment, repeatability and vertical size (height) of the header.
- **Footer:** Upload an image or add rich text in the editor, set the alignment and repeatability.
- **Supplier Details:** Enable the options to include ID Number, Email, MSIC Code, Business Activity Description, Address and Contact Number in the template.
- **Buyer Details:** Enable the options to include ID Number, Email, Address and Contact Number in the template.
- **Additional Details:** Enable the options to include Billing Information, Payment Information, Shipping Information and Import/Export Information in the template.

PART 6: NOTIFICATION MANAGEMENT

| 36. | How to configure MyInvois Portal settings to receive email notifications for document status changes (Received, Validated, Cancelled, Rejected)? |

Email notifications will be sent to email addresses configured in Taxpayer Profile. Taxpayer can edit and manage email addresses for notifications on Manage Taxpayer Profile page if required.

Taxpayer may enter email address as follows:

- One receiver: receiver1@example.com.my
- More than one receiver: receiver1@example.com.my;receiver2@example.com.my;receiver3@example.com.my
- The entry should not exceed the field size limit of 250 characters including space.

The email address in User Profile page and Supplier's & Buyer's section during document submission process will not be used for email notifications.

| 37. | Why taxpayers are not getting email notifications from MyInvois? |

If you're not receiving email notifications, there could be a few reasons:

- Make sure that the email address and notification settings are correctly configured in Taxpayer Profile page on the MyInvois Portal.
- Email provider may be filtering or blocking the emails. To resolve this, consider the following steps:
    - o Ensure that emails from @myinvois.hasil.gov.my and @hasil.gov.my are whitelisted.
    - o Check the spam or junk folder to see if the emails have been mistakenly flagged.
    - o Reach out to your email provider for help with whitelisting this domain.

PART 7: TECHNICAL SUPPORT AND ERROR HANDLING

38.	What actions should I take if I receive a "You have been blocked" error on MyInvois Portal?

If you see a "You have been blocked" error, please take note of the error details, including the URL, your IP address, and the time the error occurred. This information will help the MyInvois Helpdesk investigate and resolve the access issue.

Report the error by submitting the details through the feedback form at https://feedback.myinvois.hasil.gov.my

39.	What actions should I take to resolve the "Taxpayer not found" error when adding an intermediary on the MyInvois Portal?

To resolve the "Taxpayer not found" error when adding an intermediary on the MyInvois Portal, please take the following steps:

- Confirm that the intermediary's name is entered exactly as it is registered in the taxpayer's profile on the MyInvois Portal.
- Double-check the Tax Identification Number (TIN), Business Registration Number (BRN), and Company Name for accuracy.
- Ensure that the details are consistent in both the Production and Pre-Production environments. Note that in the Pre-Production environment, the company name should be formatted as "EXXX_XXXXDN BHD."
- Make sure that the intermediary company has been correctly registered as an intermediary on the MyInvois Portal.

40.	Why am I receiving the error message "LHDN STATUS=FAILED : (ERR206) NRIC/ARMY mismatch or not exist in HITS" when submitting my e-Invoice?

This error occurs because the Buyer's Taxpayer Identification Number (TIN) is not in LHDNM's records or the information entered does not match with the existing LHDNM records.

Recommended action:

- Ensure the NRIC or Army Number entered is accurate.
- Confirm with the buyer that their details have been fully registered or updated in LHDNM record.
- Sellers may also submit the full name along with the Identity Card number and/or TIN of the involved buyers to the email myinvois@hasil.gov.my for further review by LHDNM.

41.	Why am I encountering the error "ERR205 where general TIN provided, NA is not allowed" during my e-Invoice submission?

This error occurs when the General TIN "EI00000000010" and ID Type "NA" are provided as the Buyer's information for individual e-Invoice submissions. This particular TIN and ID combination is only permissible for consolidated e-Invoice submissions.

For individual e-Invoice submissions, Suppliers must provide a valid ID Type (i.e. NRIC/Passport/BRN/Army No) as provided by the Buyer.

For consolidated e-Invoice submissions, Supplier must provide the General TIN "EI00000000010", along with the Buyer's details (e.g. General Public and "NA") and ensure that "004 – Consolidated e-Invoice" is selected as the classification code when filling up the Line-Item details.

42.   Why am I getting an error that says "ArrayItem Not Valid: #/Invoice[0]" when submitting a document?

This error message indicates that the first invoice in your batch upload contains invalid or incorrectly structured data.

The system uses a zero-based index to identify invoice positions, for example:

- **Invoice [0]** refers to the very first invoice in the list.
- **Invoice [1]** refers to the second invoice
- **Invoice [2]** to the third and so on

If the issue is with another invoice, the error message will reflect its position in the batch.

The validation process stops at the first error found. You may need to resolve issues one by one as they are identified with each resubmission.

Possible cause of this error message:

- **Missing required fields**,
- **Inaccurate data formats** (such as dates, tax codes or amounts); or
- **E-Invoice data structure** that does not comply with e-Invoice specifications.

Recommended action:

Review the invoice carefully to identify any formatting errors or missing data before re-uploading the Excel template for batch upload submission.