AutoCount e-Invoicing Frequently Asked Questions (FAQ)

This FAQ may be updated from time to time based on the latest guidelines from LHDN. Please check the "Last Updated" date on the last page to see when it was last revised.

Q1. How to Choose an e-Invoicing Software That Suits Your Business?

When selecting an e-Invoicing software, consider these key factors to ensure it meets your business needs:

1) Compliance

Compliance with government regulations, especially LHDN e-Invoice requirements, is essential for businesses to maintain smooth operations and avoid potential penalties. A compliant e-Invoicing software ensures that invoices are generated and submitted according to statutory guidelines, reducing the risk of errors, rejections, or delays.

AutoCount brings over 29 years of experience as a software developer with a local R&D team, having developed solutions for GST, SST, and now e-Invoicing. Committed to continuous compliance with Malaysia's statutory requirements, AutoCount provides LHDN e-Invoice-compliant software that integrates directly with the LHDN MyInvois system, eliminating the need for middleware. This ensures timely, cost-efficient submissions while minimizing potential points of failure.

2) Cost-Effectiveness

Managing costs is a key consideration when selecting e-Invoicing software, especially for SMEs and growing businesses. A cost-effective solution should provide the necessary features to ensure compliance and efficiency while remaining affordable. Businesses should evaluate both initial setup costs and long-term expenses, including subscription fees, maintenance, and potential integration costs.

AutoCount provides both on-premises and cloud-based e-Invoice solutions designed to suit various business needs. With plans starting as low as RM17.50 per month, businesses can access a reliable and compliant e-Invoicing system at an affordable price. Additionally, startups and micro-businesses can take advantage of AutoCount Cloud Accounting's free e-Invoice solution, ensuring they meet compliance requirements without financial strain.

3) Complete Solution

A well-integrated e-Invoicing system is essential for streamlining operations and reducing manual workloads, especially for SMEs that often use multiple systems for accounting, inventory, and POS management. When these systems work together, businesses can enhance efficiency, reduce the likelihood of errors, and save time by eliminating redundant data entry.

AutoCount provides a complete solution by seamlessly integrating its e-Invoice system with the entire AutoCount ecosystem. This integration ensures smooth operations across accounting, inventory, and POS, enabling businesses to manage all their processes within a single platform. By minimizing the need for separate systems and manual data entry, AutoCount allows businesses to save time, reduce errors, and improve operational efficiency.

4) User-Friendly Features

For businesses without dedicated IT teams, ease of use is a critical factor when selecting e-Invoicing software. A user-friendly system should allow employees to efficiently navigate and manage tasks without requiring extensive technical knowledge. Simplifying complex processes ensures that businesses can focus on growth while avoiding costly mistakes and time-consuming training.

AutoCount makes e-Invoicing simple with features like approval functions, consolidated e-Invoice capabilities, and copy functions for self-billed invoices. These features help businesses save time, minimize human errors, and streamline the invoicing process, allowing them to focus on core operations without worrying about complicated systems.

5) LHDN e-Invoice Testing Compatibility

Access to a test environment is crucial for businesses to validate their e-Invoice submissions before going live. It allows businesses to ensure that everything works correctly and meets LHDN's requirements, reducing the risk of errors or rejections during actual submission.

AutoCount offers a built-in testing version in both AutoCount Accounting V2 and AutoCount Cloud Accounting, seamlessly connected to LHDN's MyInvois Testing Environment. This feature allows businesses to conduct thorough tests, ensuring their e-Invoices are compliant and ready for submission without any issues.

6) Support & Resources

Access to reliable guides, training materials, and customer support is essential for a smooth transition to e-Invoicing. With the right support, businesses can address challenges during implementation and ensure they use the software effectively.

AutoCount provides comprehensive resources to assist businesses, including written and video user guides, live chat, email ticketing, and phone support. These resources facilitate seamless e-Invoicing implementation, empowering businesses to confidently and efficiently leverage the software's features.

Q2. How to Register for the MyInvois Portal and Add AutoCount as an Intermediary?

Follow our step-by-step guides to register for the MyInvois Portal and add AutoCount as an intermediary.

Click **here** to refer to the written guide.

Q3. Do I need to register for the Myinvois Portal if my company is already using AutoCount?

Yes, you are still required to register on the MyInvois Portal, as certain settings need to be configured before linking AutoCount. We recommend registering early to familiarize yourself with the portal's functionalities.

Q4. Do I need to subscribe to a Digital Signature to submit e-Invoices?

No, if you are using AutoCount products for e-Invoice submission, you do not need to subscribe to a Digital Signature separately. Simply add AutoCount as your intermediary, and our Digital Signature will be used for e-Invoice submissions.

Q5. Do businesses need to submit an e-Invoice within the same day the transaction is made?

There is no specific requirement for the timing of e-Invoice issuance, except in specific cases such as consolidated e-Invoices, self-billed e-Invoices for the importation of goods/services, and e-Invoices for foreign income.

For consolidated e-Invoice, suppliers are required to issue the consolidated e-Invoice within seven (7) calendar days after the month end.

For self-billed e-Invoice (importation of goods) , Malaysian purchasers are required to issue self-billed e-Invoice by the end of the month following the month of customs clearance is obtained.

For self-billed e-Invoice (importation of services), Malaysian purchasers are required to issue the self-billed e-Invoice by the end of the month following the month upon (1) payment made by the Malaysian purchaser; or (2) receipt of invoice from foreign supplier, whichever is earlier. The determination of the aforementioned (1) and (2) is in accordance with the prevailing rules applicable for imported taxable service.

For e-Invoice for foreign income, the suppliers (i.e., income recipients) are required to issue the e-Invoice by the end of the month following the month of receipt of the said foreign income.

Where any specific legislation is applicable, you may proceed to follow as per the said legislation.

Q6. How should backdated invoices be handled in e-Invoice submissions?

Backdated invoices that have not been submitted for LHDN validation can still be processed. You can use AutoCount's "Issue Date" function to ensure the correct submission date is recorded.

Click **here** to watch the guide.

Q7. How should businesses with multiple branches submit consolidated e-Invoices?

According to LHDN's e-Invoice guidelines, businesses with multiple branches must issue separate consolidated e-Invoices for transactions at each branch. For example, if a business has branches in Selangor and Perak, it must generate two separate consolidated e-Invoices—one for Selangor and another for Perak. With AutoCount, you can easily generate consolidated e-Invoices by branch.

Click **here** to watch the video guide.

Q8. Is it required to obtain the customer's MSIC code when issuing an e-Invoice?

No, the MSIC code is only required for suppliers. When dealing with customers, you do not need to obtain their MSIC code. In AutoCount, you can simply enter 00000 - NA for the customer's MSIC code.

Q9. Is it mandatory to display a Digital Signature on the e-Invoice?

No, it is not required to display a digital signature on your invoice format. The only mandatory field that must be shown is the QR code validated by LHDN. Other fields can be included based on the preferences of the buyer and seller.

Q10. Do I need to share my Invoice exactly as the sample provided by LHDN, which includes TIN number, BRN number, etc, with my customer?

No, you are allowed to adopt any format for the visual representation of the e-Invoice, as per your current practice. However, the QR code (validated link) must be included in your invoice. Currently, it is not mandatory to display private information such as TIN or BRN. You can continue using your existing invoice design with the addition of the QR code for sharing with customers.

Q11. Can I cancel the validated e-Invoice in AutoCount after 72 hours?

No, you can only cancel a validated e-Invoice within 72 hours. After this period, if you need to make adjustments to the original e-Invoice, you will have to issue a Debit Note or Credit Note instead.

Q12. Can I reuse the invoice number of a validated e-Invoice that has been cancelled in AutoCount?

No, once an e-Invoice has been validated and later cancelled, the same invoice number cannot be reused in AutoCount. When creating a new invoice, the system will automatically generate a new invoice number.

Q13. How to enter the validated e-Invoice UUID in an AutoCount Credit Note?

If you use AutoCount's transfer function to transfer an Invoice into a Credit Note, the UUID will be captured automatically—no manual entry is required. If you do not use the transfer function, you can enter the Invoice number in the "Our Invoice No." field.

Q14. Do I need to upgrade my AutoCount for e-Invoicing?

If you are using AutoCount On-Premises, you will need to update or upgrade to AutoCount Accounting 2.2 to access e-Invoicing features. Please contact your sales representative for more details.

For AutoCount Cloud Accounting, updates are managed automatically, allowing you to use e-Invoicing without any manual updates or upgrades.

In both versions, you will need to enable the e-Invoicing function to begin using it.

Q15. When should I update or upgrade my AutoCount to the e-Invoicing version?

We recommend updating or upgrading your system as soon as possible by contacting your sales representative. Doing so will not trigger e-Invoicing immediately, as the function can be enabled or disabled as needed. Upgrading early helps avoid last-minute congestion and allows you to familiarize yourself with the latest version of AutoCount Accounting.