

Frequently Asked Questions (FAQs) [Updated on 13 January 2025]

1. What is e-invoice?

An e-invoice is a digital representation of a transaction between a supplier (i.e. IWK) and a buyer (IWK customer), which requires verification from the Inland Revenue Board of Malaysia's (IRBM) before it is issued to customers.

The implementation of the e-Invoice initiative replaces printed bills with electronic invoices in PDF format such as sewerage bill, invoices, credit notes, debit notes and refund notes.

The e-Invoice, as outlined by IRBM, offers several benefits including enhanced business efficiency, reduced manual effort and human errors, streamlined tax filing, as well as digitalized tax and financial reporting. For more information about e-Invoice, please visit the IRBM website at www.hasil.gov.my/en/e-invoice.

2. What is the difference between e-Bill and e-Invoice?

While both e-Bill and e-Invoice are electronic billing methods, an e-Invoice is a specific type of electronic bill issued by IWK that undergoes validation through the government portal before being issued to customers. A QR code will be embedded in the sewerage bills or non-sewerage bills, providing a direct link to the validated e-invoice available in the IRBM's myInvois Portal.

3. Do I need e-invoice as a supporting document if I wish to claim for tax deduction or tax relief?

Yes, an e-invoice is required as proof to claim a tax deduction or tax relief.

4. Who needs to register for e-invoice?

All IWK customers can subscribe to receive e-Invoice, whether for sewerage services or non-sewerage services.

5. **Could you walk me through the steps to register for e-Invoice as a sewerage customer?**

Here's how you can register for e-Invoice via IWK's e-Invoice Registration portal:

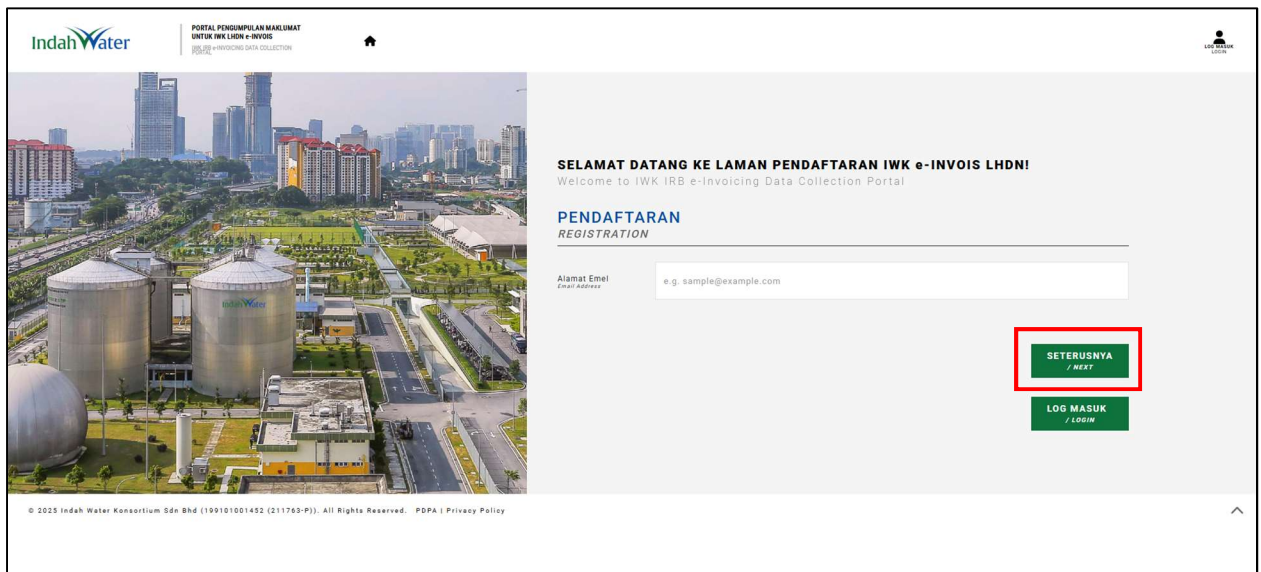
(a) Visit the IWK website at iwk.com.my. Click the icon "IRB e-Invoicing" at the bottom of the website and it will direct you to the IWK e-Invoice Registration Portal.

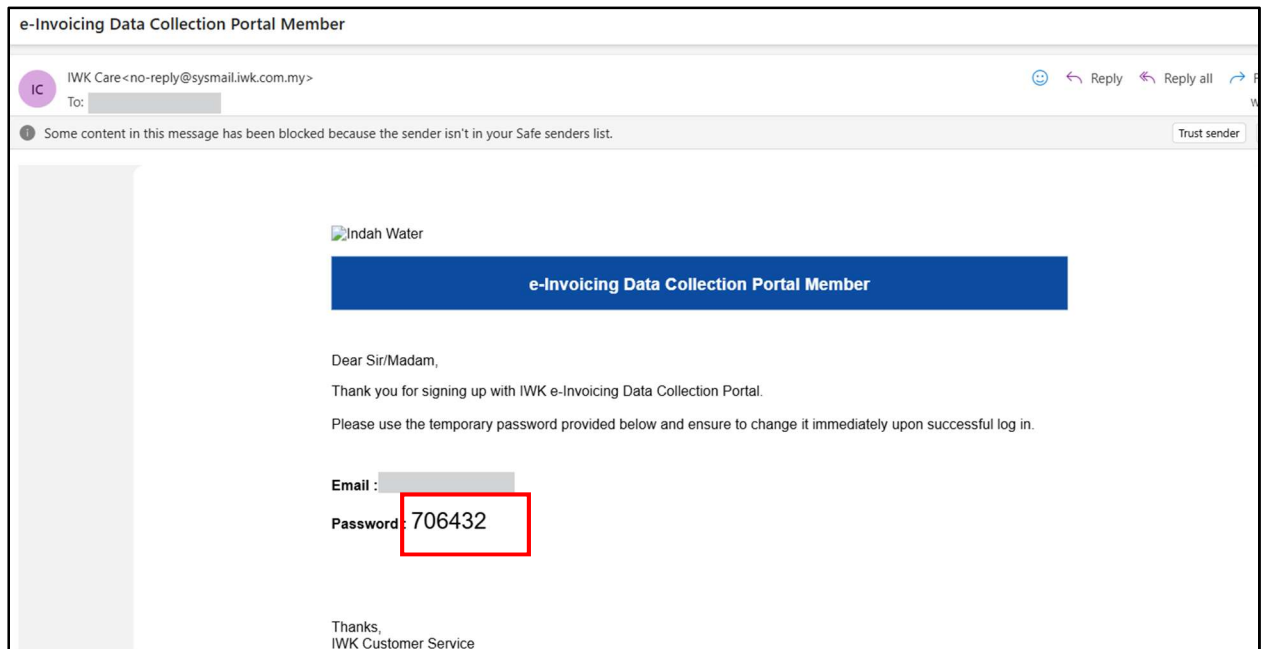
- Go to <https://www.iwk.com.my/>



(b) Register your email address in the "Registration" section. Enter your email address and click "Seterusnya" to proceed. The system will send a temporary password to the email address provided. Use this temporary password and your email address to login.

- Confirm your email address.





- (c) Select type of services
- Choose your type of services; sewerage services and non-sewerage services.
 - Click "Sewerage Services Customer" for sewerage bills.
 - Click "Other Customer (Non-Sewerage Customer) for other than sewerage bills (ie; hazop fees, training fees, rental of space, rental of telco tower and etc.)
- (d) Select Account Type
- Are you registering to receive the e-Invoice for your company or for individual?
 - If registering for your Company, select the "Commercial" option. You will need to provide your business details, such as BRN, TIN, SST, contact number and etc.
 - If registering for individual, select the "Individual" option. You will need to provide your personal details such as NRIC, TIN, contact number and etc.
- (e) Enter the Sewerage Account Number (SAN)
- Fill in the SAN number and verify

IndahWater

PORTAL PENGUMPULAN MAKLUMAT UNTUK BIL LIJAN e-INVOIS

PENDAFTARAN

REKOD PENDAFTARAN e-INVOIS

(c) PELANGGAN PERKHIDMATAN PEMBETUNGAN

PELANGGAN SELAIN PERKHIDMATAN PEMBETUNGAN

(d) Individu Komersial

NOMOR AKAUN PEMBETUNGAN

NOMOR AKAUN PEMBETUNGAN YANG TELAH DITAMBAHKAN

DAFTAR NOMBOR AKAUN PEMBETUNGAN YANG BARU

(e) NOMBOR AKAUN PEMBETUNGAN SEMAK / VERIFY

- (f) Verify the property/mailling name and property/mailling address based on the latest bill.
- If the information is correct, please click “Add” to proceed.
 - If the information is incorrect, please click the link to update your record.

DAFTAR NOMBOR AKAUN PEMBETUNGAN YANG BARU

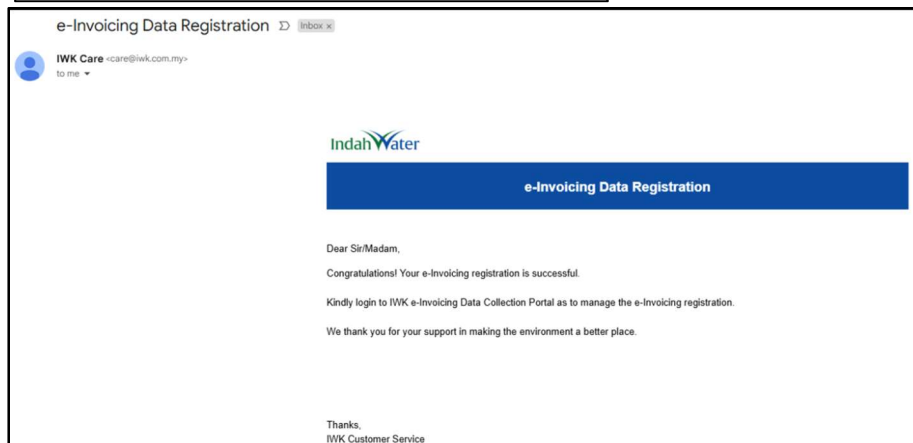
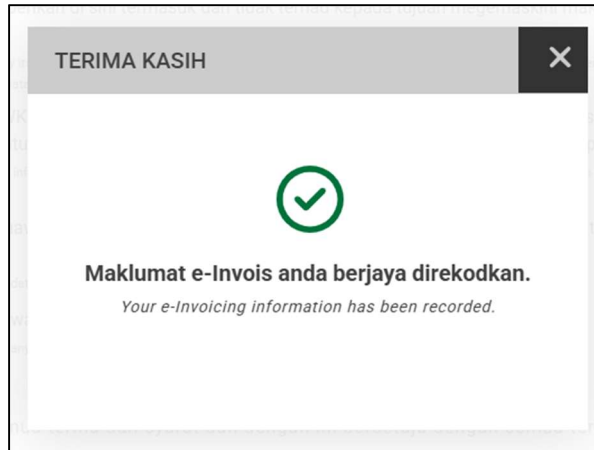
NOMBOR AKAUN PEMBETUNGAN

NOMBOR AKAUN PEMBETUNGAN	Nama Harta / Surat Menyurat	Alamat Harta / Surat Menyurat

Maklumat yang dipaparkan adalah berdasarkan bil terakhir anda.
 Untuk pendaftaran e-Invois, sila pastikan nama anda seperti yang dipaparkan di atas.
 Jika nama yang dipaparkan adalah tidak tepat, sila klik [sini](#) untuk kemaskini rekod anda.

TAMBAH / ADD

- (g) Enter e-Invoice information
- Fill in required details.
- (h) Consent to Terms and Conditions
- Agree to the e-Invoice Terms and Condition.
- (i) Submit Registration
- Submit your information for your e-Invoice registration.
- (j) Receive Notification
- A notification will appear on your screen at the end of the registration process confirming that your data has been successfully registered in our database. An email notification will also be sent to the registered email address.



6. What information and documents are required for registration?

In compliance with the regulations set by IRBM, customers who plan to receive e-Invoice are required to provide the following information:

(a) Individual

- Name (Full name as per identification document/passport)
- Tax Identification Number (TIN)
- MyKad / MyTentera / Passport Number/ MyPR / MyKAS identification number
- Residential Address
- Contact Number
- E-mail Address
- SST Registration Number (if applicable)

(b) Commercial

- Registered Business Name
- Tax Identification Number
- Business Registration Number
- Business Address
- Contact Number
- Email Address
- SST Registration Number

7. **What should I do if the IWK account is not registered under my name? For example, if it is still registered under a previous owner, a late family member or I am renting, how do I provide the required information?**

If the IWK account is not under your name, you may apply to change the registered account name to your name through the e-Submission process before proceeding with your e-Invoice registration submission. For more details, please visit <https://customerportal.iwk.com.my/e-submission>.

The screenshot displays the 'e-Submission' page on the IWK Customer Portal. At the top, there is a navigation bar with 'PAY BILL', 'E-SUBMISSION', 'FAQ', and 'ENQUIRY' options. The main content area features a progress indicator with three steps: Step 1 (Register Details), Step 2, and Step 3. The 'Step 1: Register Details' form contains the following fields: 'Name*' (your Full Name), 'Role*' (- Ownership -), 'Email Address*' (Your Email Address), 'Contact Number*' (01234567890/CountryCode12345678), 'Type of e-Submission*' (- Select -), and 'Sewerage Account No. (SAN)*' (e.g. 1234567). A 'LOCATE YOUR SAN ID' button is located below the SAN field. On the right side, a 'HI THERE!' section offers options to 'Change of Mailing Name/Address' and 'Change Ownership'. A note states: 'Confirmation of change will be emailed to you approximately in 3 to 5 working days'. A small profile picture of a woman is shown in the bottom right corner.

8. **If I am a tenant, can I request for e-Invoice for my sewerage bills?**
Yes, either the owner of the property or the tenant can request for e-invoice.
9. **How should I update my role for account which has been registered for e-Invoice previously?**
- Please log in to the e-Invoicing portal at <https://invoicing.iwk.com.my>.
 - Navigate to the "e-Invoicing Registration History" section.
 - Click on edit button.
 - Select your appropriate type of ownership (Owner or Tenant) and save your changes

10. **How can I register for e-Invoice?**

You may visit to IWK e-Invoicing Data Collection Portal at <https://invoicing.iwk.com.my/>. Please note that the processing of e-invoice documents will only commence once all required details are provided, and all necessary documents are fully submitted. Incomplete submissions will result in delays.

11. **What is a Business Registration Number (BRN)?**

A Business Registration Number (BRN) contains unique numbers used to identify a registered company; printed on the certificate of incorporation (Form 9) with 12-digit characters.

12. **What is a Sales and Service Tax Number (SST)?**

A Sales and Service Tax Number (SST) is a unique identification number assigned to a company or individual that is registered with the Royal Malaysian Customs Department (RMCD).

13. What is a Tax Identification Number (TIN)?

A Tax Identification Number (TIN), also known as an Income Tax Number, is a unique identification number that is assigned to individuals and business entities that are registered taxpayers with the Inland Revenue Board of Malaysia (IRBM).

14. How can I obtain my Tax Identification Number (TIN) for e-invoice registration?

Tax Identification Number (TIN) can be obtained through:

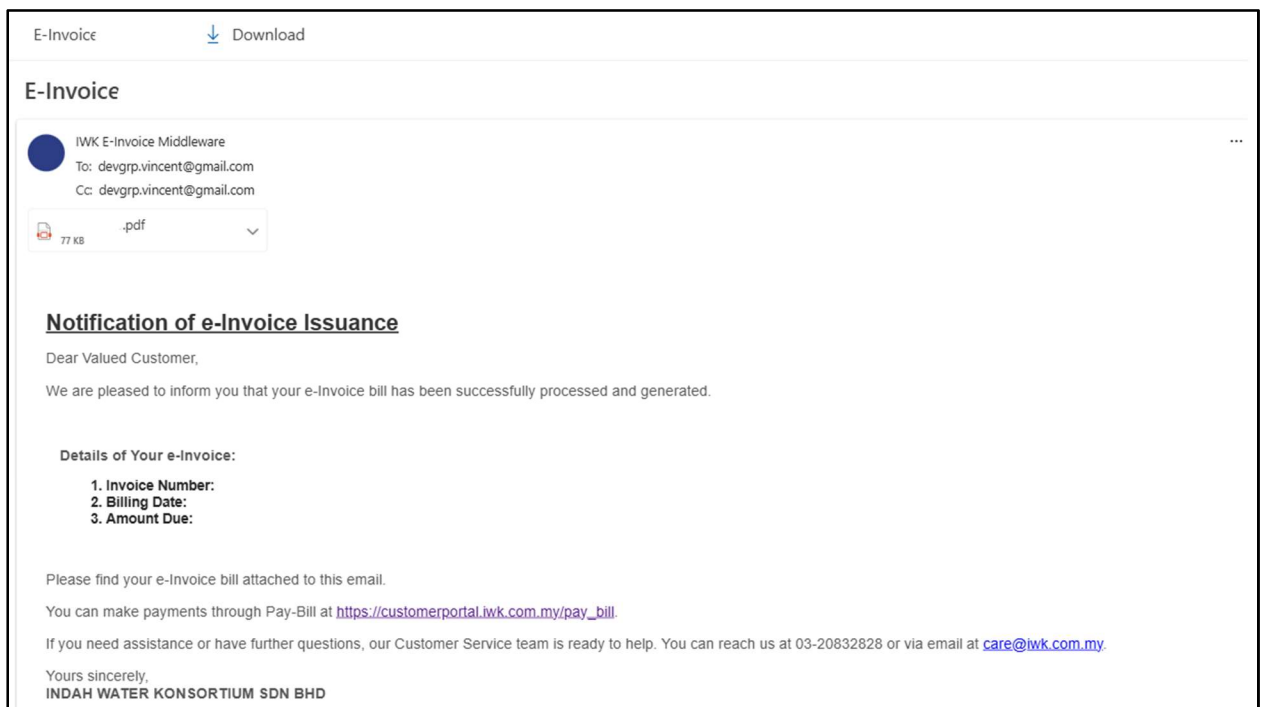
- (a) MyTax Portal at mytax.hasil.gov.my
- (b) HASiL Care Line at 03-8911 1000
- (c) HASiL Live chat
- (d) Visit the nearest HASiL branch

15. Who can be contacted regarding any questions about e-invoice requests?

For any queries, please contact our customer service center hotline at 03-20832828 or email us at care@iwk.com.my.

16. How will I receive the validated e-invoice?

An email notification will be sent to the registered email address provided during the e-Invoice registration process. The e-Invoice, with a QR code embedded in the sewerage bills/non sewerage invoices will be attached to the email. Please check your email inbox. If unavailable, please check the spam/junk folder.



Notis Pemakluman e-Invoice Berjaya

Pelanggan yang Dihormati,

Adalah dimaklumkan bahawa pendaftaran anda untuk e-invoice telah berjaya diproses dan dijana.

Butiran e-Invois Anda:

1. Nombor Invois
2. Tarikh Bil:
3. Jumlah Perlu Dibayar:

Bil e-Invois anda dilampirkan bersama e-mel ini.

Untuk pembayaran, sila lawati https://customerportal.iwk.com.my/pay_bill.

Yang benar,
INDAH WATER KONSORTIUM SDN BHD

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17. When can customers expect to receive the e-Invoice for sewerage bills?

IWK will start issuing individual validated e-Invoice for sewerage bills from 1 February 2025 onwards. The e-Invoice sewerage bills will be issued after the e-Invoice registration is successful.

18. If I register for e-Invoice in March 2025, can I request the previous months' e-Invoices like January 2025 and February 2025?

No, you will not be able to receive e-Invoice for months prior to your registration date. e-Invoice will only be available from the month following your successful registration.

19. Can I update my email address after registration for e-Invoice?

Yes, you can update your email address by logging into the e-Invoice portal and updating your registration details.

20. Can I cancel or unsubscribe from e-Invoice registration?

Yes, if you no longer wish to receive e-Invoices, you can unsubscribe by contacting customer care. Please note that this may affect your billing process and tax-related submissions.

21. Will I still receive paper bills or e-bills if I register for e-Invoice?


Yes, you will still receive paper bills or e-bills even after registering for e-Invoice.

22. What should I do if my e-Invoice has been rejected by IRB based on the email notification received?

(a) Email notification will be sent to the registered email address detailing the reason for rejection.

Invalid E-Invoice [Download](#)

Invalid E-Invoice

 IWK E-Invoice Middleware
 To: devgrp.vincent@gmail.com
 Cc: devgrp.vincent@gmail.com

Notification of Unsuccessful e-Invoice Registration

Dear Valued Customer,

We regret to inform you that your e-Invoice submission to the **Lembaga Hasil Dalam Negeri (LHDN)** has been rejected due to the following reason(s):

Rejection due to: [Step05-Invalid Taxpayer Profile Validator, TIN and identity type combination is invalid. (Path:document.Invoice.AccountingCustomerParty.Party.PartyIdentification.ID)]

Please log in to the e-Invoice portal at <https://einvoiceing.iwk.com.my/> to review and correct any discrepancies in your submission.

Once corrected, you can resubmit your e-Invoice details through the portal.

For further clarification regarding the rejection, we advise you to directly contact LHDN for more details.

Yours sincerely,
INDAH WATER KONSORTIUM SDN BHD

Notis Makluman Pendaftaran e-Invois Tidak Berjaya

Pelanggan yang Dihormati,

Adalah dimaklumkan bahawa penyerahan e-Invois anda kepada **Lembaga Hasil Dalam Negeri (LHDN)** telah ditolak di atas sebab berikut:

Penolakan disebabkan oleh: [Step05-Invalid Taxpayer Profile Validator, TIN and identity type combination is invalid. (Path:document.Invoice.AccountingCustomerParty.Party.PartyIdentification.ID)]

Sila log masuk ke portal e-Invois di <https://einvoiceing.iwk.com.my/> bagi menyemak dan membetulkan sebarang kesilapan dalam pendaftaran anda.

Untuk penjelasan lanjut, sila hubungi pihak LHDN.

Yang benar,
INDAH WATER KONSORTIUM SDN BHD

Please consider the environment before printing this e-mail
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- (b) Click the link provided in the email or login into the e-Invoice portal at <https://einvoiceing.iwk.com.my/>.
- (c) Navigate to the “e-Invoicing Registration History” section at the top of your screen.
- (d) Click the edit button to update your personal information / business information as per rejection reason provided.
- (e) Notification will appear on your screen confirming that the information has been successfully updated.

PEGAWAI YANG BERKUASA UNTUK e-INVVOIS
 AUTHORISED PERSON FOR e-INVVOICING

Nama* Jawatan kerja*
Name Job Title

Telefon* Emel*
Mobile Email

e-Invois anda telah dikemaskini.

23. Will I receive the e-Invoice for the sewerage bill issued in July 2025 after updating my information on the IWK portal?

Yes, you will receive the e-Invoice for July 2025 provided that;

- (a) the updated information in IWK portal is accurate and matched IRB's records.
- (b) the information has been updated before the end of July 2025.

If the information is updated in the subsequent month (August 2025 or later), you may not be able to receive the e-Invoice for the previous month.

Soalan Lazim (FAQs)

1. Apakah itu e-invoice?

E-Invois ialah transaksi elektronik antara pembekal (contohnya, IWK) dan pembeli (pelanggan IWK), yang memerlukan pengesahan daripada Lembaga Hasil Dalam Negeri Malaysia (LHDNM) sebelum dikeluarkan kepada pelanggan.

Pelaksanaan inisiatif e-Invois bertujuan untuk menggantikan bil bercetak dengan invois elektronik dalam format PDF seperti bil pembedungan, invois, nota kredit, nota debit, dan nota bayaran balik.

E-Invois, seperti yang digariskan oleh LHDNM, menawarkan pelbagai manfaat termasuk meningkatkan kecekapan perniagaan, mengurangkan usaha manual dan ralat manusia, mempermudah pemfailan cukai, serta pendigitalan pelaporan cukai dan kewangan. Untuk maklumat lanjut mengenai e-Invois, sila layari laman web LHDNM di www.hasil.gov.my/en/e-invoice.

2. Apakah perbezaan antara e-Bil and e-Invois?

Walaupun kedua-duanya merupakan kaedah pengebilan elektronik, e-Invois ialah jenis bil elektronik khusus yang dikeluarkan oleh IWK dan melalui proses pengesahan menerusi portal kerajaan sebelum dihantar kepada pelanggan. Kod QR akan dimasukkan dalam bil pembedungan atau bil bukan pembedungan, yang menyediakan pautan terus kepada e-Invois yang telah disahkan di Portal myInvois LHDNM.

3. Adakah saya memerlukan e-Invois sebagai dokumen sokongan jika ingin menuntut potongan cukai atau pelepasan cukai?

Ya, e-Invois diperlukan sebagai bukti untuk menuntut potongan cukai atau pelepasan cukai.

4. Siapa yang perlu mendaftar untuk e-Invois?

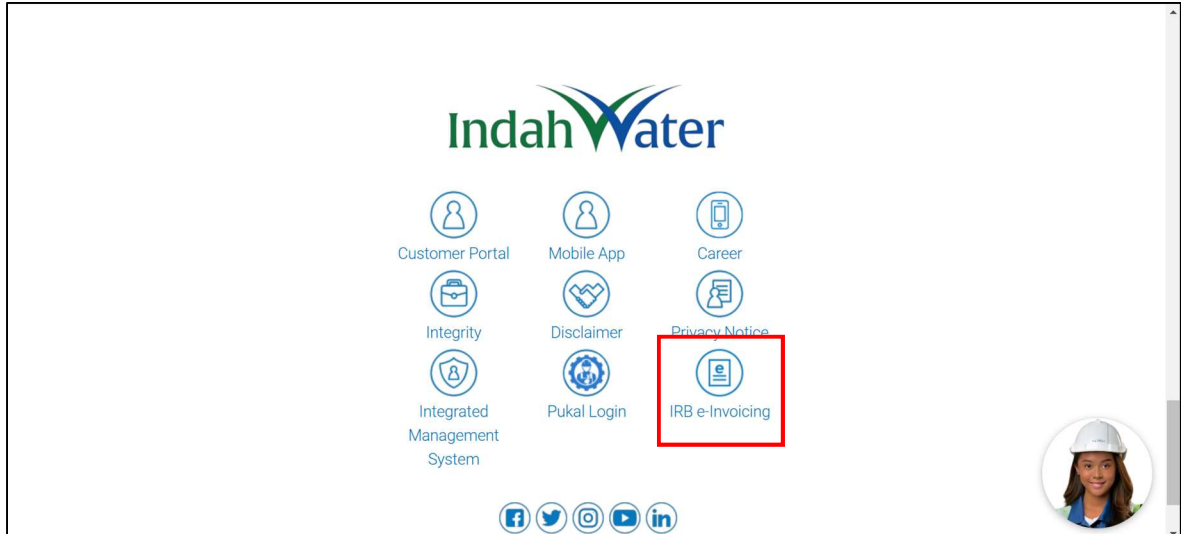
Semua pelanggan IWK boleh mendaftar untuk menerima e-Invois, sama ada berkaitan dengan perkhidmatan pembedungan atau perkhidmatan bukan pembedungan.

5. Bagaimanakah cara mendaftar untuk e-Invois bagi pelanggan pembetulan?

Berikut adalah langkah-langkah untuk mendaftar e-Invois melalui Portal Pendaftaran e-Invois IWK:

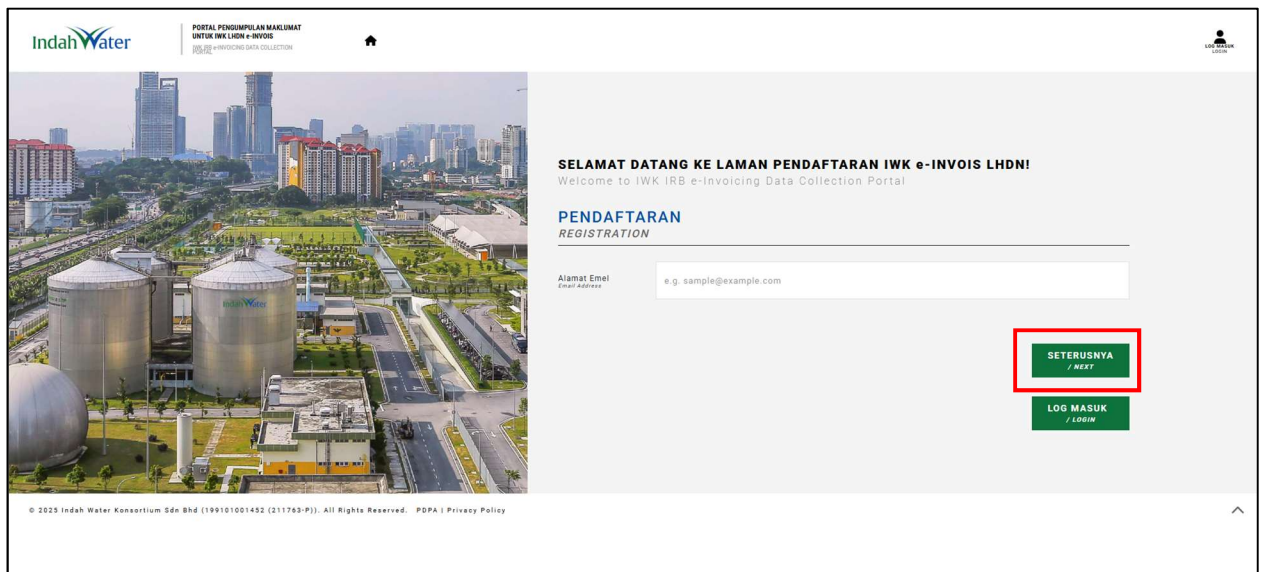
- a) Layari laman web IWK di [iwk.com.my](https://www.iwk.com.my/). Klik ikon "IRB e-Invoicing" di bahagian bawah laman web dan anda akan dibawa ke Portal Pendaftaran e-Invois IWK.

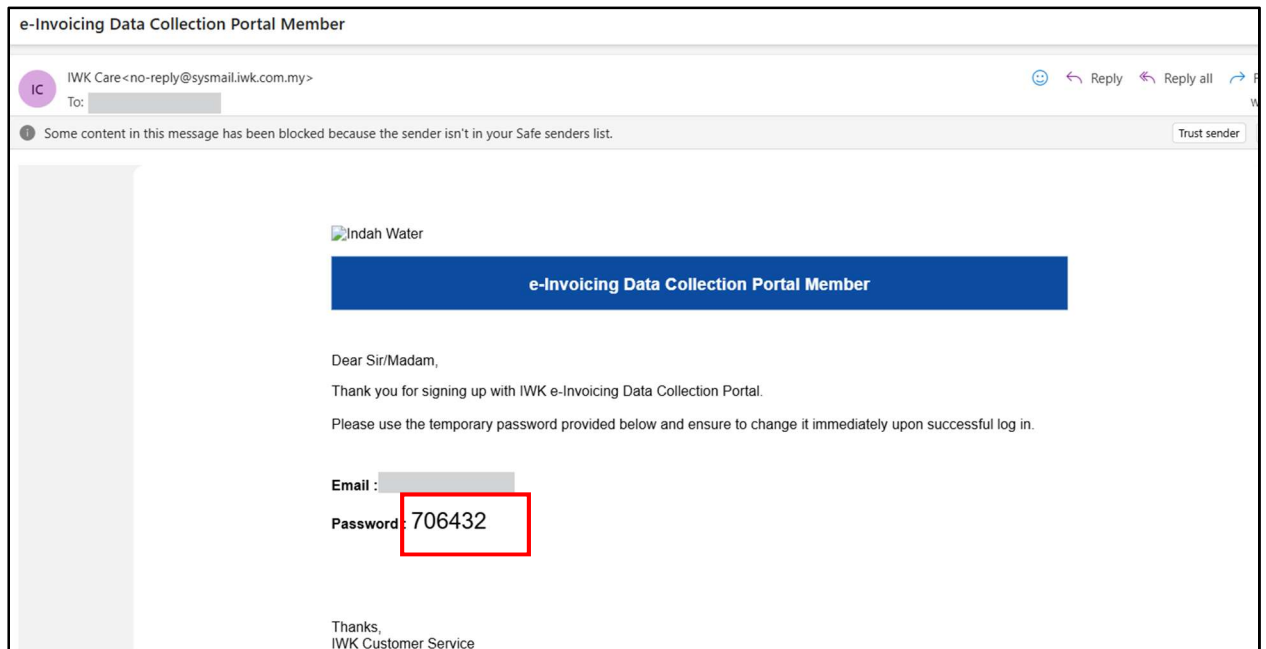
<https://www.iwk.com.my/>



- b) Daftarkan alamat e-mel anda di bahagian "Pendaftaran". Masukkan alamat e-mel anda dan klik "Seterusnya". Sistem akan menghantar kata laluan sementara ke alamat e-mel yang didaftarkan. Gunakan kata laluan sementara ini bersama alamat e-mel anda untuk log masuk.

- Sahkan alamat e-mel anda.





- c) Pilih jenis perkhidmatan
- Pilih jenis perkhidmatan anda: perkhidmatan pemetungan atau perkhidmatan bukan pemetungan.
 - Klik "Sewerage Services Customer" untuk bil pemetungan.
 - Klik "Other Customer (Non-Sewerage Customer)" untuk bil selain pemetungan (contohnya, yuran hazop, yuran latihan, sewa ruang, sewa menara telekomunikasi, dan lain-lain).
- d) Pilih Jenis Akaun
- Adakah anda mendaftar untuk menerima e-Invois bagi syarikat atau individu?
 - Jika mendaftar bagi pihak syarikat, pilih pilihan "Komersial". Anda perlu mengisi butiran perniagaan seperti BRN, TIN, SST, nombor telefon, dan lain-lain.
 - Jika mendaftar sebagai individu, pilih pilihan "Individu". Anda perlu mengisi butiran peribadi seperti NRIC, TIN, nombor telefon, dan lain-lain.
- e) Masukkan Nombor Akaun Pemetungan (SAN)
- Isi nombor SAN dan lakukan pengesahan.

(c) PELANGGAN PERKHIDMATAN PEMBETUNGAN
SEWERAGE SERVICES CUSTOMER

PELANGGAN SELAIN PERKHIDMATAN PEMBETUNGAN
OTHER CUSTOMER (NON-SEWERAGE CUSTOMER)

(d) Individu Individual Komersial Commercial

NOMBOR AKAUN PEMBETUNGAN
SEWERAGE ACCOUNT NUMBER

NOMBOR AKAUN PEMBETUNGAN YANG TELAH DITAMBAHKAN
CONFIRMED SEWERAGE ACCOUNT NUMBER

DAFTAR NOMBOR AKAUN PEMBETUNGAN YANG BARU
REGISTER NEW SEWERAGE ACCOUNT NUMBER

(e) NOMBOR AKAUN PEMBETUNGAN
SEWERAGE ACCOUNT NUMBER

SEMAK / VERIFY

- f) Semak nama dan alamat hartanah/alamat surat-menyurat berdasarkan bil terkini.
- Sekiranya maklumat tersebut adalah betul, sila klik "Add" untuk meneruskan.
 - Sekiranya maklumat tersebut tidak betul, sila klik pautan untuk kemaskini rekod anda.

DAFTAR NOMBOR AKAUN PEMBETUNGAN YANG BARU
REGISTER NEW SEWERAGE ACCOUNT NUMBER

NOMBOR AKAUN PEMBETUNGAN
SEWERAGE ACCOUNT NUMBER

SEMAK / VERIFY

NOMBOR AKAUN PEMBETUNGAN SEWERAGE ACCOUNT NUMBER	Nama Harta / Surat Menyurat PROPERTY/STREET NUMBER	Alamat Harta / Surat Menyurat PROPERTY/STREET ADDRESS

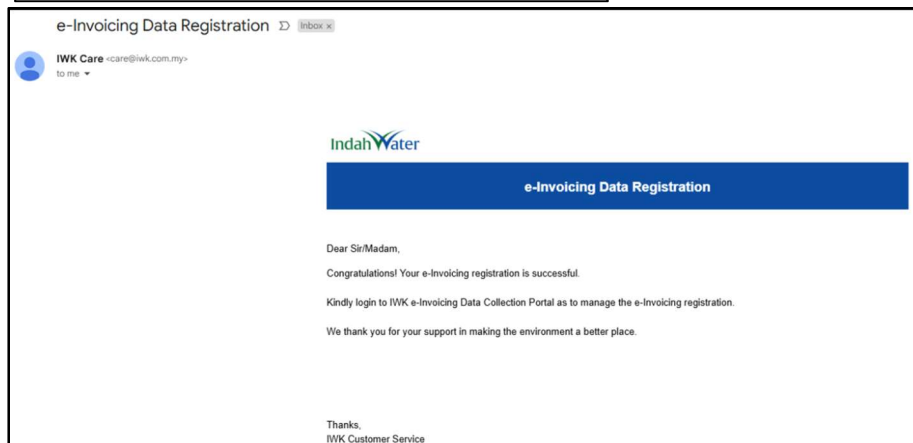
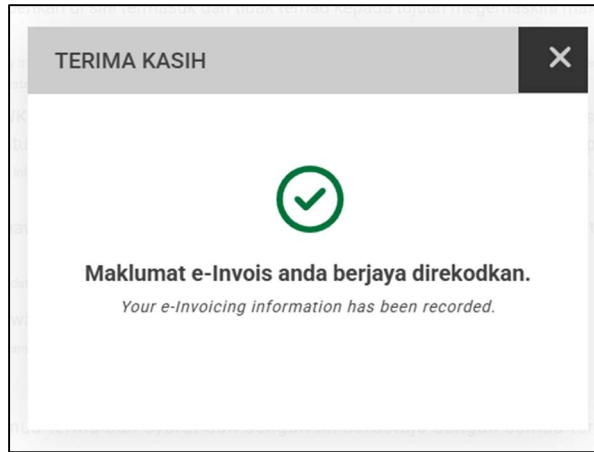
Maklumat yang dipaparkan adalah berdasarkan bil terakhir anda.
The information displayed is based on your last bill.

Untuk pendaftaran e-Invois, sila pastikan nama anda seperti yang dipaparkan di atas.
For e-Invois registration, please ensure the name matches the displayed name.

Jika nama yang dipaparkan adalah tidak tepat, sila klik [sini](#) untuk kemaskini rekod anda.
If the name displayed is incorrect, please click [here](#) to update your record.

TAMBAH / ADD

- g) Masukkan maklumat e-Invois
- Isi butiran yang diperlukan.
- h) Persetujuan terhadap Terma dan Syarat
- Bersetuju dengan Terma dan Syarat e-Invois.
- i) Hantar Pendaftaran
- Hantar maklumat anda untuk pendaftaran e-Invois.
- j) Terima Notifikasi
- Notifikasi akan dipaparkan di skrin pada akhir proses pendaftaran untuk mengesahkan bahawa data anda telah berjaya didaftarkan dalam pangkalan data kami. Notifikasi e-mel juga akan dihantar ke alamat e-mel yang telah didaftarkan.



6. Apakah maklumat dan dokumen yang diperlukan untuk pendaftaran?

Selaras dengan peraturan yang ditetapkan oleh LHDNM, pelanggan yang ingin menerima e-Invois perlu menyediakan maklumat berikut:

a) Individu

- Nama (Nama penuh seperti dalam dokumen pengenalan/pasport)
- Nombor Pengenalan Cukai (TIN)
- Nombor MyKad / MyTentera / Pasport / MyPR / MyKAS
- Alamat Kediaman
- Nombor Telefon
- Alamat E-mel
- Nombor Pendaftaran SST (jika berkenaan)

b) Komersial

- Nama Perniagaan Berdaftar
- Nombor Pengenalan Cukai (TIN)
- Nombor Pendaftaran Perniagaan (BRN)
- Alamat Perniagaan
- Nombor Telefon
- Alamat E-mel

- Nombor Pendaftaran SST

7. Apakah yang perlu saya lakukan jika akaun IWK tidak didaftarkan atas nama saya? Sebagai contoh, jika akaun masih berdaftar atas nama pemilik terdahulu, ahli keluarga yang telah meninggal dunia, atau jika saya adalah penyewa, bagaimana saya boleh memberikan maklumat yang diperlukan?

Jika akaun IWK tidak didaftarkan atas nama anda, anda perlu memohon untuk menukar nama pemilik akaun terlebih dahulu melalui proses e-Submission sebelum meneruskan pendaftaran e-Invois.

Untuk maklumat lanjut, sila layari <https://customerportal.iwk.com.my/e-submission>

8. Jika saya adalah penyewa, bolehkah saya memohon e-Invois untuk bil pembetulan saya?

Ya, sama ada pemilik hartanah atau penyewa boleh memohon e-Invois.

9. Bagaimana saya boleh mengemas kini peranan saya untuk akaun yang telah didaftarkan bagi e-Invois sebelum ini?

- Log masuk ke portal e-Invoice di <https://invoicing.iwk.com.my>.
- Pergi ke bahagian "Sejarah Pendaftaran e-Invois".
- Klik butang Edit.
- Pilih jenis pemilikan yang sesuai (Pemilik atau Penyewa) dan simpan perubahan anda.

10. Bagaimana saya boleh mendaftar untuk e-Invois?

Anda boleh melayari Portal Pengumpulan Data e-Invoicing IWK di <https://invoicing.iwk.com.my/>. Sila ambil maklum bahawa pemprosesan dokumen e-Invois hanya akan bermula selepas semua butiran yang diperlukan telah dihantar sepenuhnya. Penghantaran yang tidak lengkap akan menyebabkan kelewatan.

11. Apakah Nombor Pendaftaran Perniagaan (BRN)?

Nombor Pendaftaran Perniagaan (BRN) ialah nombor unik yang digunakan untuk mengenal pasti syarikat berdaftar dan dicetak pada sijil pemerbadanan (Borang 9) dengan 12 aksara digit.

12. Apakah Nombor Cukai Jualan dan Perkhidmatan (SST)?

Nombor Cukai Jualan dan Perkhidmatan (SST) ialah nombor pengenalan unik yang diberikan kepada syarikat atau individu yang berdaftar dengan Jabatan Kastam Diraja Malaysia (JKDM).

13. Apakah Nombor Pengenalan Cukai (TIN)?

Nombor Pengenalan Cukai (TIN), juga dikenali sebagai Nombor Cukai Pendapatan, ialah nombor pengenalan unik yang diberikan kepada individu dan entiti perniagaan yang berdaftar sebagai pembayar cukai dengan Lembaga Hasil Dalam Negeri Malaysia (LHDNM).

14. Bagaimana saya boleh mendapatkan Nombor Pengenalan Cukai (TIN) untuk pendaftaran e-Invois?

Nombor Pengenalan Cukai (TIN) boleh diperoleh melalui:

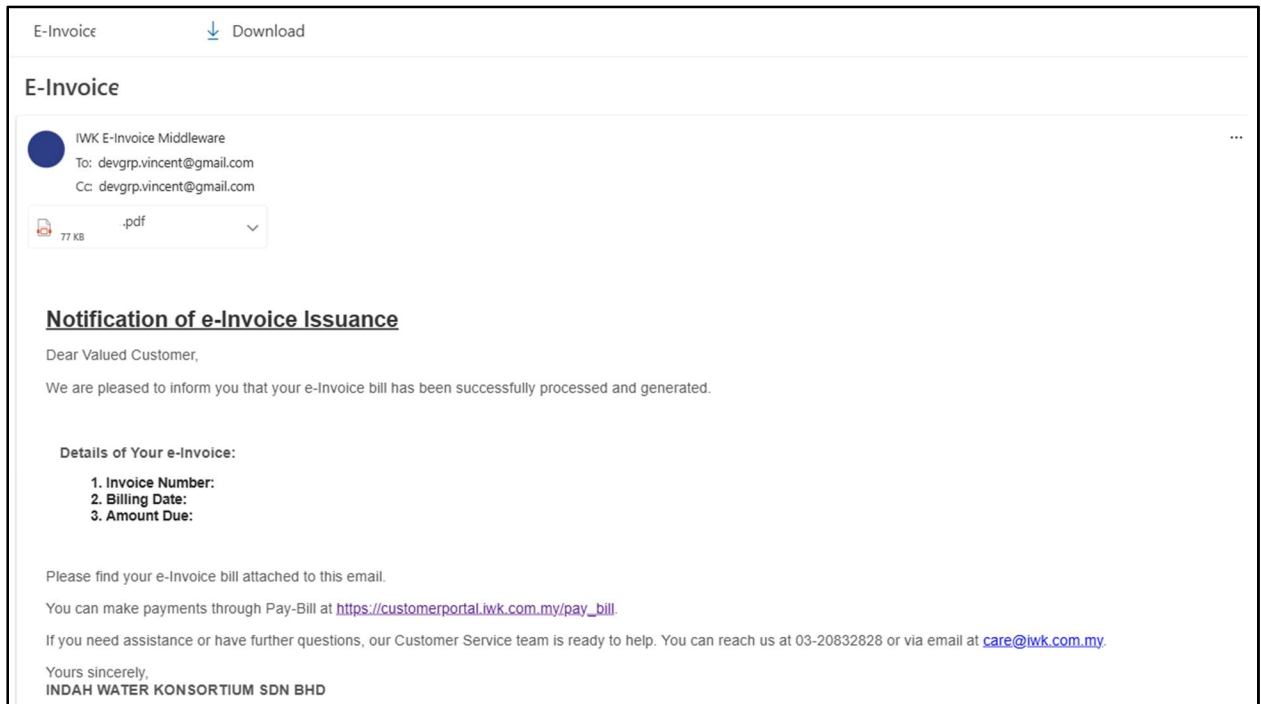
- a) Portal MyTax di <https://mytax.hasil.gov.my>
- b) Talian HASiL Care Line di 03-8911 1000
- c) HASiL Live Chat
- d) Mengunjungi cawangan HASiL terdekat

15. Siapakah yang boleh dihubungi untuk sebarang pertanyaan mengenai permohonan e-Invois?

Sebarang pertanyaan, sila hubungi Pusat Khidmat Pelanggan di talian 03-20832828 atau emel kepada care@iwk.com.my

16. Bagaimanakah saya akan menerima e-Invois yang telah disahkan?

Notifikasi e-mel akan dihantar ke alamat e-mel berdaftar yang diberikan semasa proses pendaftaran e-Invois. e-Invois yang mengandungi kod QR dalam bil pementukan atau invois bukan pementukan akan dilampirkan dalam e-mel tersebut. Sila semak peti masuk e-mel anda. Jika tidak tersedia, sila semak folder spam/junk.



Notis Pemakluman e-Invoice Berjaya

Pelanggan yang Dihormati,

Adalah dimaklumkan bahawa pendaftaran anda untuk e-invoice telah berjaya diproses dan dijana.

Butiran e-Invois Anda:

1. Nombor Invois
2. Tarikh Bil:
3. Jumlah Perlu Dibayar:

Bil e-Invois anda dilampirkan bersama e-mel ini.

Untuk pembayaran, sila lawati https://customerportal.iwk.com.my/pay_bill.

Yang benar,
INDAH WATER KONSORTIUM SDN BHD

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17. Bilakah pelanggan boleh menjangkakan penerimaan e-Invois bagi bil pembedungan?

IWK akan mula mengeluarkan e-Invois individu yang telah disahkan untuk bil pembedungan bermula 1 Februari 2025. e-Invois bil pembedungan akan dikeluarkan selepas pendaftaran e-Invois berjaya.

18. Jika saya mendaftar untuk e-Invois pada Mac 2025, bolehkah saya meminta e-Invois bagi bulan sebelumnya seperti Januari 2025 dan Februari 2025?

Tidak, anda tidak boleh menerima e-Invois bagi bulan sebelum tarikh pendaftaran anda. e-Invois hanya akan tersedia bermula bulan berikutnya selepas pendaftaran anda berjaya.

19. Bolehkah saya mengemas kini alamat e-mel saya selepas pendaftaran e-Invois?

Ya, anda boleh mengemas kini alamat e-mel dengan log masuk ke portal e-Invois dan mengemas kini butiran pendaftaran anda.

20. Bolehkah saya membatalkan atau berhenti melanggan pendaftaran e-Invois?

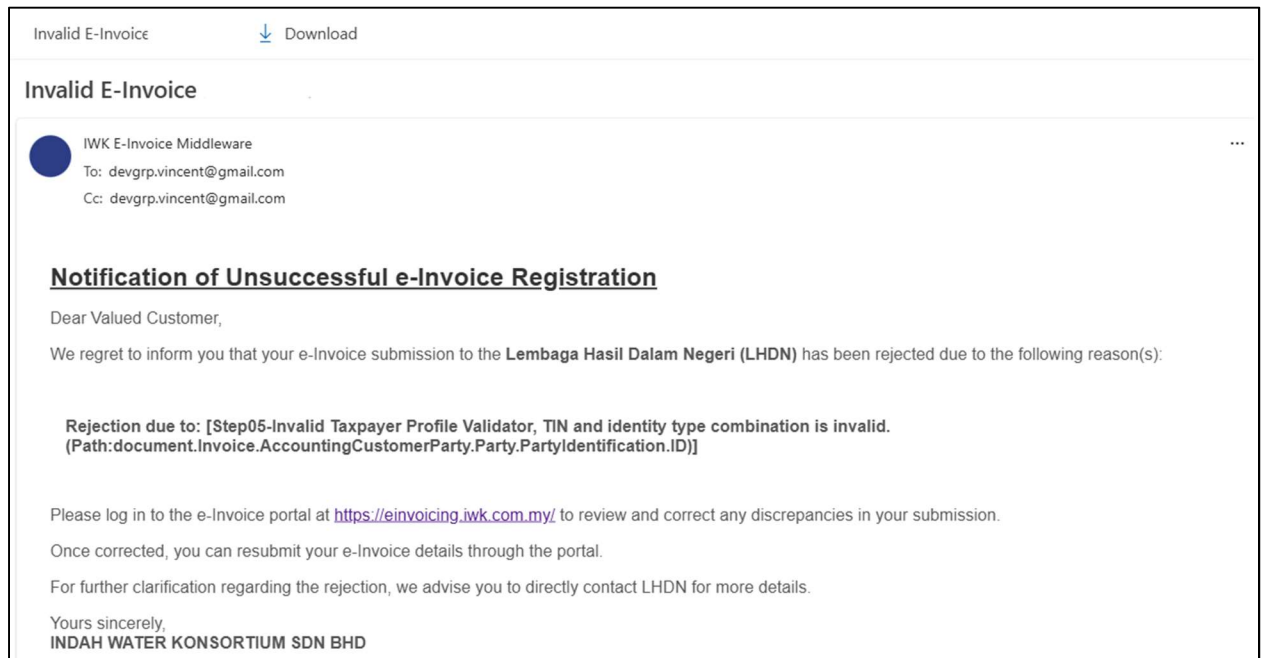
Ya, jika anda tidak lagi ingin menerima e-Invois, anda boleh berhenti melanggan dengan menghubungi khidmat pelanggan. Sila maklum bahawa pembatalan ini mungkin akan memberi kesan kepada proses pengebilan anda serta penghantaran dokumen berkaitan cukai.

21. Adakah saya masih akan menerima bil bercetak atau e-Bill jika saya mendaftar untuk e-Invois?

Ya, anda masih akan menerima bil bercetak atau e-Bill walaupun selepas mendaftar untuk e-Invois.

22. Apakah yang perlu saya lakukan jika e-Invois saya ditolak oleh LHDN berdasarkan notifikasi e-mel yang diterima?

a) Notifikasi e-mel akan dihantar ke alamat e-mel berdaftar dengan butiran mengenai sebab penolakan.



b) Klik pautan yang diberikan dalam e-mel atau log masuk ke portal e-Invois di

<https://einvoiceing.iwk.com.my/>.

c) Seterusnya, ke bahagian "Transaksi Pendaftaran e-Invois" di bahagian atas skrin anda

d) Klik butang edit untuk mengemas kini maklumat peribadi/perniagaan anda berdasarkan sebab penolakan yang dinyatakan.

e) Pastikan semua maklumat dikemas kini dengan betul sebelum menghantar semula untuk pengesahan

The screenshot shows the "PEGAWAI YANG BERKUASA UNTUK e-INVOS" (AUTHORISED PERSON FOR e-INVOS) form. The form has four input fields: "Nama" (Name), "Jawatan kerja" (Job Title), "Telefon" (Mobile), and "Emel" (Email). Below the form, there is a green confirmation message: "e-Invois anda telah dikemaskini." (Your e-Invois has been updated).

23. Adakah saya akan menerima e-Invois bagi bil pembetulan yang dikeluarkan pada Julai 2025 selepas mengemas kini maklumat saya di portal IWK?

Ya, anda akan menerima e-Invois bagi Julai 2025 dengan syarat:

(a) Maklumat yang dikemas kini di portal IWK adalah tepat dan sepadan dengan rekod LHDN.

(b) Maklumat telah dikemas kini sebelum akhir Julai 2025.

Sekiranya maklumat dikemas kini pada bulan berikutnya (Ogos 2025 atau lebih lewat), anda mungkin tidak dapat menerima e-Invois bagi bulan sebelumnya.