

## **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](http://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?**

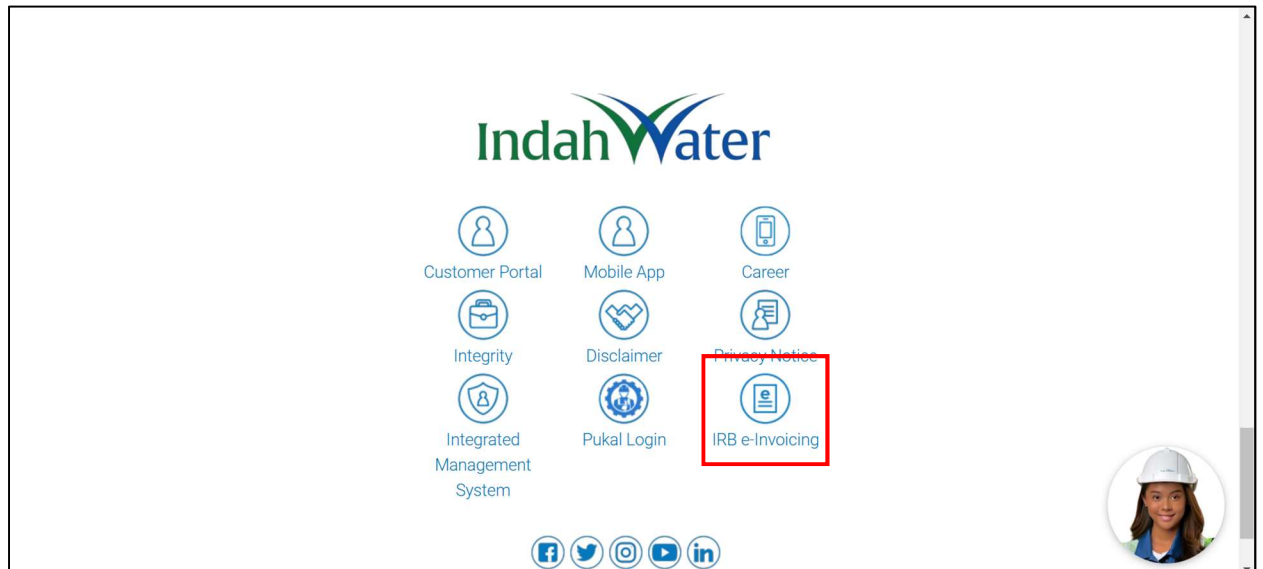
All IWK customers can subscribe to receive e-Invoice, whether for sewerage services or non-sewerage services.

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:

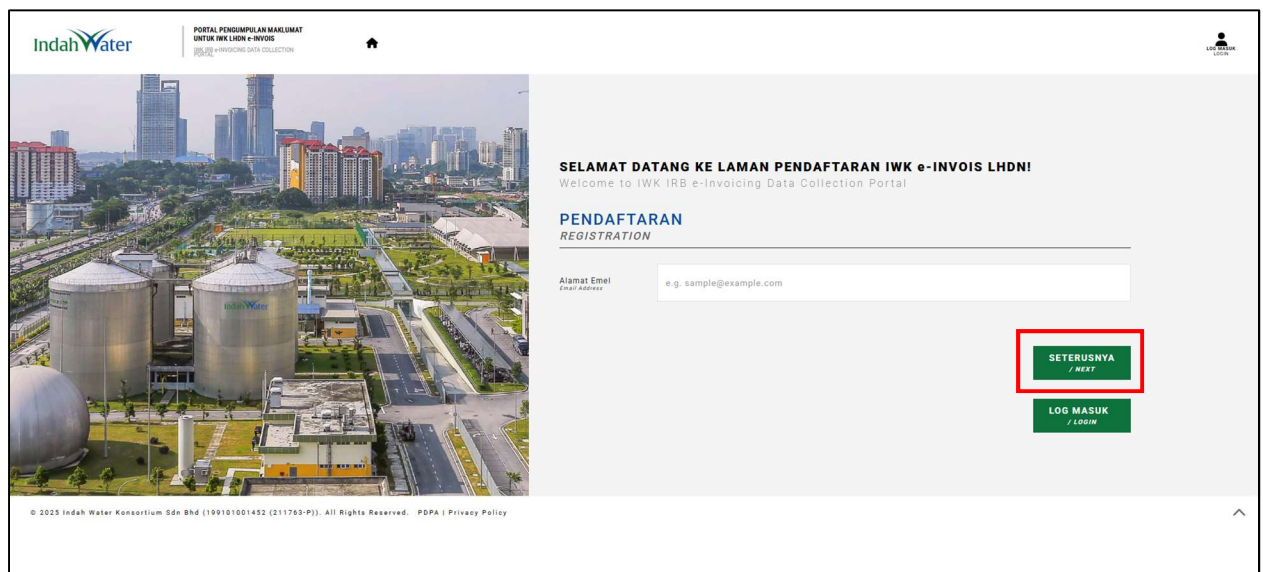
(a) Visit the IWK website at [iwk.com.my](http://iwk.com.my). Click the icon "IRB e-Invoicing" at the bottom of the website and it will direct you to the IWK e-Invoice Registration Portal.

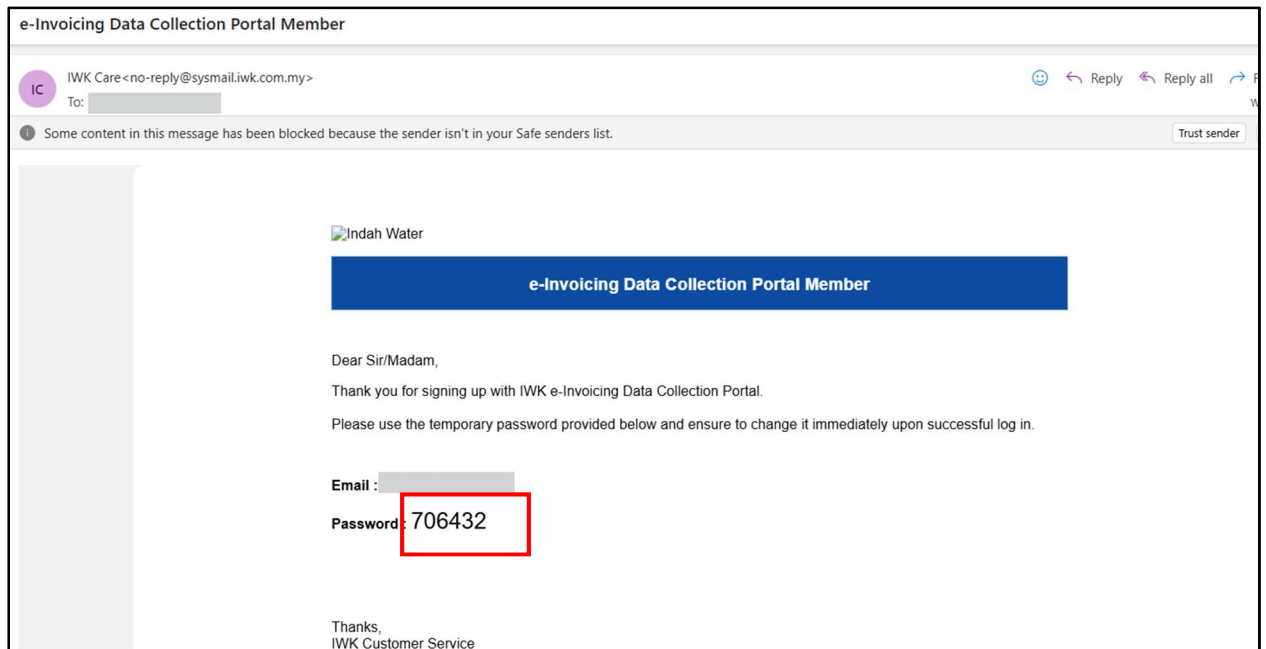
- Go to <https://www.iwk.com.my/>



(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

Indah Water

PORTAL PENGUMPULAN MAKLUMAT  
UNTUK INK LIAH e-INVVOIS  
DATA COLLECTION FOR E-INVVOIS

PENDAFTARAN  
Registration

REKOD PENDAFTARAN e-INVVOIS  
e-Invoicing Registration History

(c) PELANGGAN PERKHIDMATAN PEMBETUNGAN  
SEWERAGE SERVICES CUSTOMER

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

(d) ☒ Individu Individual ☐ Komersil 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) 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  
REGISTER NEW SEWERAGE ACCOUNT NUMBER

NOMBOR AKAUN PEMBETUNGAN  
SEWERAGE ACCOUNT NUMBER

SEMAK / VERIFY

NOMBOR AKAUN PEMBETUNGAN SEWERAGE ACCOUNT NUMBER	Nama Harta / Surat Menyurat Property/Building Name	Alamat Harta / Surat Menyurat Property/Building 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-Invoicing registration, please ensure the name matches as displayed above.

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) Enter e-Invoice information

- Fill in required details.

(h) Consent to Terms and Conditions

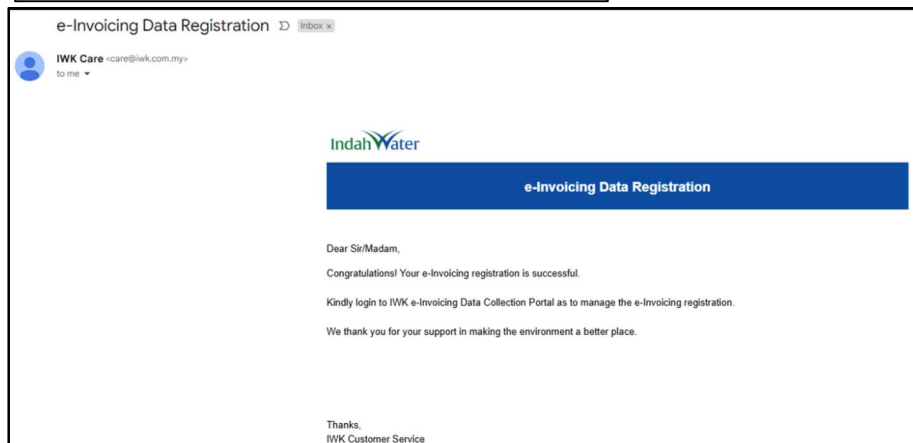
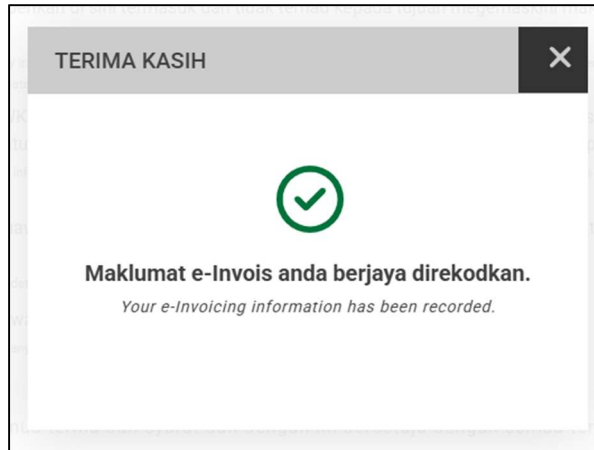
- Agree to the e-Invoice Terms and Condition.

(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 of the IWK Customer Portal. At the top, the 'IndahWater' logo is on the left, and navigation links for 'PAY BILL', 'E-SUBMISSION', 'FAQ', and 'ENQUIRY' are in the center. User options for 'REGISTER', 'MEMBER LOGIN', and 'FOCAL LOGIN' are on the right. The main heading is 'e-Submission'. A progress bar shows three steps: STEP 1 (active), STEP 2, and STEP 3. Below the progress bar, the 'Step 1: Register Details' form is visible. It includes fields for 'Name\*' (with placeholder 'your Full Name'), 'Email Address\*' (with placeholder 'Your Email Address'), 'Role\*' (a dropdown menu currently showing '- Ownership -'), 'Contact Number\*' (with placeholder '01234567890/CountryCode12345678'), 'Type of e-Submission\*' (a dropdown menu currently showing '- Select -'), and 'Sewerage Account No. (SAN)\*' (with placeholder 'e.g. 1234567'). A 'LOCATE YOUR SAN' button is at the bottom of the form. To the right of the form, a 'HI THERE!' section contains links for 'Change of Mailing Name/Address' and 'Change Ownership', both with dropdown arrows. Below these links, a note states: 'Confirmation of change will be emailed to you approximately in 3 to 5 working days'. A small note at the bottom of this section says '\* denotes required fields'. A circular profile picture of a woman wearing a hard hat is 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?**  
(a) Please log in to the e-Invoice portal at <https://einvoiceing.iwk.com.my>.  
(b) Navigate to the "e-Invoicing Registration History" section.  
(c) Click on edit button.  
(d) 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://einvoiceing.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:

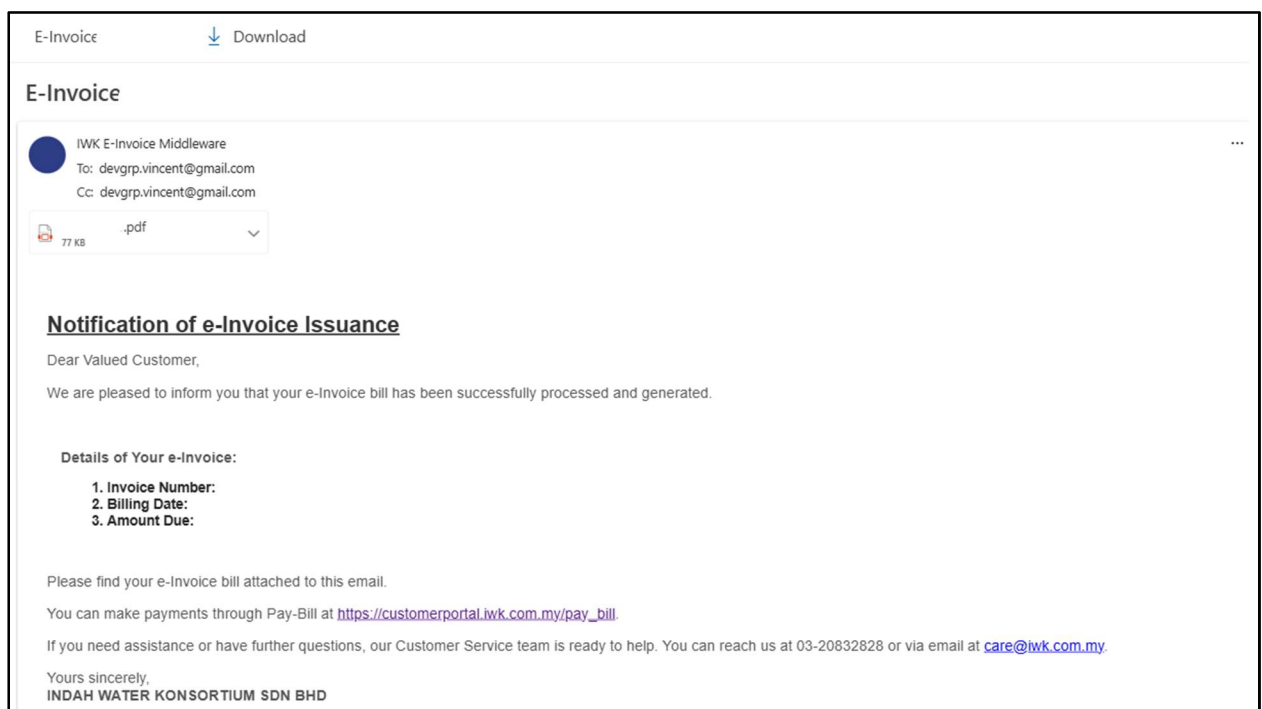
- (a) MyTax Portal at [mytax.hasil.gov.my](http://mytax.hasil.gov.my)
- (b) HASiL Care Line at 03-8911 1000
- (c) HASiL Live chat
- (d) Visit the nearest HASiL branch

**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](mailto: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](https://customerportal.iwk.com.my/pay_bill).

Yang benar,  
INDAH WATER KONSORTIUM SDN BHD

Please consider the environment before printing this e-mail

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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://einvoicing.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**

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

### PEGAWAI YANG BERKUASA UNTUK e-INVOIS

#### AUTHORISED PERSON FOR e-INVOICING

Nama\*  
Name

Jawatan kerja\*  
Job Title

Telefon\*  
Mobile

Emel\*  
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.