

PETRONAS Shop e-invoice FAQ

1. What is an e-invoice?

An e-invoice is a file in the format specified by the Malaysia Inland Revenue Board (IRB) and contains all the relevant data fields as specified by IRBM. The IRBM formally announced the new electronic invoicing (E-invoicing) system. E-invoicing applies to all individuals and legal entities undertaking commercial activities in Malaysia.

2. Why is PETRONAS Shop implementing e-Invoicing?

E-invoicing ensures compliance with regulatory standards, enhances transaction transparency, and simplifies customer invoice management.

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

TIN is the income tax number currently recorded by the IRBM. For example, the file numbers of individual residents and non-residents are IG, and the company's file number is C. Learn more about TIN on the [IRB website](#).

4. How do I find my TIN?

To find your TIN, access the [MyTax Portal](#). Your TIN will be displayed right below your name.

5. Who will receive an e-invoice?

All PETRONAS Shop customers, including individual and business buyers, can request e-invoices after completing a purchase.

6. Where can I request my e-invoice?

After you complete a purchase at the PETRONAS Shop website, you can request an e-invoice using your order details. Provide all your tax information and submit it.

7. Why am I no longer allowed to request an e-invoice for my order?

There are 2 reasons why you might not be able to request an e-invoice:

- 1) Your order has been cancelled.
- 2) You have passed the time window to request an e-invoice. You can only request an e-invoice within 3 days from the end of the month in which you made your purchase.

8. When will I receive my e-invoice?

A notification email will be sent once your e-invoice is generated, within 24 hours of your e-invoice submission.

9. How do I download my e-invoice?

Log into your PETRONAS Shop account, navigate to the "My Orders" section, and select the "Download Invoice" option for the relevant purchase.

10. What if I don't receive my e-invoice after a purchase?

Please check your spam/junk folder.

11. Can I get a hard copy of the e-invoice?

You can print the e-invoice at your convenience from the downloaded PDF file.

12. What if the details in my e-invoice are incorrect? Can I modify my e-invoice details after the purchase?

Yes, you can cancel your submitted e-invoice from the Orders page within 72 hours and request e-invoice again with your new information. However, please note that the original request window still applies — e-invoice requests must be made within the same

calendar month of your purchase.

13. What information is included in the e-invoice?

The e-invoice includes order details, tax breakdown, shipping fees, and the total amount paid.

14. Can I add my company's tax information to the e-invoice?

Yes, you can select 'Business' and include your business details during e-invoice submission to ensure they appear on the invoice.

15. Can I request an e-invoice when I purchase vouchers?

No. Vouchers such as PETRONAS Shop online vouchers, Setel vouchers, and Cafe Mesra online vouchers are not eligible for e-invoicing.

16. Can I request multiple copies of the e-invoice?

You can download and share multiple copies from your account. Only one original invoice is issued per order.

17. Are e-invoices legally valid and can I use e-invoices for tax filing purposes?

Yes, e-invoices meet regulatory standards and are recognised as valid proof of purchase. For every PETRONAS Shop transaction, customers will receive an e-receipt, which is also legally valid.

18. How do I verify the authenticity of my e-invoice?

Use the reference number or QR code on the invoice for verification with local tax authorities.

19. What if I can't open my e-invoice file?

Ensure you have a PDF reader tool installed.

20. Can I request a re-issue of the e-invoice?

Yes, we can help re-issue your approved e-invoices in PDF format. However, please note that we're unable to re-issue e-invoices that were not requested, those that failed, or were cancelled. Contact support at mesralink@petronas.com with your order ID.

21. Will I still get an e-invoice if I pay with PETRONAS Shop vouchers?

Yes, the e-invoice will reflect the final order total after your PETRONAS Shop voucher discounts have been applied.

22. How long will my e-invoice be available for download?

E-invoices remain accessible in your signed-up account for up to 3 years.

23. Is there a charge for issuing e-invoices?

No, e-Invoices are provided free of charge for all purchases.

24. Why was my e-invoice request cancelled?

Requests not validated within 24 hours are automatically cancelled to maintain compliance. You may submit a new request if it is within the eligible window.

25. Can an e-invoice be issued for refunded or partially refunded orders?

Yes, if your order was partially refunded, you can still request an e-invoice. It will show the final amount after the refund. If your order was fully refunded, it's not eligible for an e-invoice.