



Implementation of e-Invoicing for Burger King Customers

Frequently Asked Questions (FAQs)

1. What is e-Invoice?

An e-Invoice is a digital version of a transaction document between a supplier and a buyer. It replaces traditional paper or electronic invoices, credit notes, and debit notes. It includes essential information like supplier and buyer details, item descriptions, quantities, prices, taxes, and the total amount.

2. Why is Malaysia implementing e-Invoice?

The e-Invoice provides a seamless experience for taxpayers, improves business efficiency, and increases tax compliance. Benefits include:

- Reducing manual efforts and errors.
- Facilitating efficient tax filling
- Optimizing operation efficiency
- Digitalizing tax and financial reporting

3. How will e-Invoice affect my purchase process?

The purchase process remains the same. You will receive the e-Invoice upon request.

4. Are Burger King's cash and meal vouchers eligible to receive e-invoice?

No, voucher transactions are not eligible for e-Invoice implementation. Please refer to these voucher examples.





5. When can I apply for the e-Invoice?

Starting from August 1, 2024, the e-Invoice application will be available for self-service for every purchase at Burger King branches (Dine-In, Takeaway, Drive-Thru). For purchases made through Burger King's Food Delivery partners (GrabFood, foodpanda, ShopeeFood), the availability of the e-Invoice is subject to the respective application.

6. How do I request for e-Invoice?

After you make a purchase at Burger King, you will find a QR code and secure online portal URL on your receipt. [refer image]

To request the e-Invoice, follow these steps:

- a) **Find the QR code or secure online portal URL printed on your receipt.**
- b) **i. Scan the QR Code:** Use your smartphone or another device to scan the QR code. This will direct you to the specified website (see image).
ii. Visit the Online Portal URL: If you prefer, you can manually enter the secure online portal URL provided on your receipt or search (http://103.133.133.100/EInvoice_BKMY/) into your browser.
- c) **Make Your Submission:** Once you're on the secure online portal URL, fill up the details and submit your request for an e-Invoice. Make sure to complete all the details to ensure a successful request submission.





7. How will I receive my e-Invoice?

You will receive your e-Invoice via the email address you provided on the secure online portal URL. Please ensure that the email address you submitted is correct and check your inbox (including the spam or junk folder) for the e-Invoice.

7. How long will it take to receive my e-Invoice?

You will receive your e-Invoice within 72 hours.

8. What should I do if there is an error on my e-Invoice?

Kindly reach out to our customer service team. Here are the steps to contact us:

Email: Send us an email at (customercare@burgerking.com.my). Please include your contact details and a brief description of your inquiry.

Social Media: You can also reach us through Direct Message (DM) on Facebook or Instagram:

Facebook: <https://www.facebook.com/bkmalaysia/>

Instagram: https://www.instagram.com/burgerking_malaysia/

9. Can I request an e-Invoice for past transactions?

Yes, you can request an e-Invoice for past transactions within the same month by scanning the QR code on the traditional invoice. Transactions from previous months are not eligible for e-Invoices. However, it is advisable to request for the e-Invoice on the same day of the transaction to avoid any issues.

Eg: For example, if you made a purchase on July 10th and still have the traditional invoice, you can scan the QR code on it to request an e-Invoice for that transaction any time before July 31st. However, if the purchase was made in June, it is no longer eligible for an e-Invoice.

10. Are there any privacy concerns with e-Invoicing?

E-Invoice systems are designed with security as a top priority. Your information is protected and utilized only for transaction and tax reporting purposes. For any specific concerns, please follow the steps outlined in point seven (7) to contact our customer service team.

11. Can I store e-Invoices for future reference?

Yes, you can save e-Invoices digitally on your devices or print them for future reference.



We hope this FAQ helps you understand the e-Invoice. If you have any questions, please contact our customer service team:

Email: customercare@burgerking.com.my

Social Media: You can also send us a Direct Message (DM) on:

Facebook: <https://www.facebook.com/bkmalaysia/>

Instagram: https://www.instagram.com/burgerking_malaysia/