

## **SSM e-INFO – Implementation of e-Invoice**

The Inland Revenue Board of Malaysia (“**IRBM**”) has introduced the mandatory implementation and adoption of the e-Invoice system. Following this directive, Raffcomm Technologies Sdn. Bhd. (“**RAFFTECH**”), will implement e-Invoice in compliance with Malaysian law, effective **1 January 2025**.

These terms and conditions shall be read together with our general Terms and Conditions, available at our official site at <https://www.ssm-einfo.my/>

By continuing to use the Services after the Effective Date, the User acknowledges and agrees to be bound by these updated Terms and Conditions.

### **What is an e-Invoice?**

An e-Invoice is a system that facilitates the real-time validation and storage of transaction data across Business-to-Business (B2B), Business-to-Consumer (B2C) and Business-to-Government (B2G) sectors. It is a digital representation of a transaction between a supplier and a buyer, containing all relevant information as required by the IRBM.

All e-Invoices issued by RAFFTECH will be submitted for validation to the Inland Revenue Board of Malaysia (IRBM) through the MyInvois system. Only validated e-Invoices shall be considered final and legally enforceable.

### **How to Request an e-Invoice from RAFFTECH?**

RAFFTECH will issue an e-Invoice only upon the User’s request, made within **three (3) days** from the date of purchase. The e-Invoice will be issued in PDF formats and will be sent directly to the email linked to your SSM e-Info account. Request made after the three (3) day period will not be eligible for e-Invoice issuance.

It is the responsibility of the User to ensure that their registered information, including the email address linked to the SSM e-Info account, is accurate and up-to-date. RAFFTECH shall not be liable for any non-receipt of e-Invoices due to incorrect or outdated user information.

RAFFTECH shall consolidate monthly purchase statements and submit them to the IRBM on or before (insert date/number) of the following month.

### **Amendment or Cancellation of e-Invoice**

In the event an issued e-Invoice contains errors, the User must promptly notify RAFFTECH. Amendments or cancellations of e-Invoices shall be made in accordance with IRBM’s prescribed procedures, which may include the issuance of a Credit Note or Debit Note.

### **Refund Policy**

Users may request a refund within three (3) days after the date of purchase. RAFFTECH reserves the right to investigate the purchase, and if the issue cannot be rectified, a refund will be issued.

RAFFTECH will produce a refund note indicating the refunded amount, which will be submitted to IRBM by end of the month. Any refund note for the transactions that occur by end of the month will be accumulated and sent to IRBM by the next month. Please note that RAFFTECH will only submit the refund note to the IRBM and will not issue an e-Invoice to the User.

### **Data Retention**

RAFFTECH shall retain all validated e-Invoices and related transactional data in compliance with statutory requirements, for a minimum period of seven (7) years from the date of issuance.

In instances where an e-Invoice is not generated, RAFFTECH shall maintain all underlying transaction records and related documentation for a period of seven (7) years from the date of the transaction, as required under the Income Tax Act 1967 and any other applicable laws.

### **Contact Information and Support**

For inquiries, complaints, or technical support, Users may contact RAFFTECH through the following channels:

- Email: [callcenter@ssm-einfo.my](mailto:callcenter@ssm-einfo.my)
- Hotline: 1-300-30-4636
- Business Hours: Monday – Friday, [Operating Hours] (excluding public holidays)