

myBilling - Request Past Document: Frequently Asked Questions (FAQ)

No.	Category	Question	Answer
1	General	What is Request Past Document (RPD)?	RPD is a myBilling self-service function that lets you obtain copies of your billing documents issued in earlier periods (e.g. invoices, credit and debit notes). You request the documents you need, pay the fee, then download them once released.
2	General	Who can use it?	Registered Dagang Net customers, through the myBilling portal.
3	General	What documents can I request?	Past billing documents available for your account - such as commercial / tax invoices, sales credit or debit notes, and other document types listed in the system.
4	General	How far back can I request past documents?	You can request past documents that are available from 2018 onwards. Documents from periods before this are not available through this function.
5	General	Why is there a charge for my own past documents?	Requesting a copy of a past document is a chargeable service (document regeneration), so a fee applies per document, plus the prevailing SST.
6	General	Can I request documents for another account or company?	You can only request documents for the account(s) you have access to in myBilling. To switch, search for and select the account in the account panel.
7	Fee & Payment	How is the fee calculated?	A fixed fee RM10.80 per document, including 8% SST. The total (with tax) is shown in the Pricing Summary before you pay.
8	Fee & Payment	What payment methods are available?	Online (FPX / card via the payment gateway) or Manual (bank-in / fund transfer, with proof of payment uploaded) subject to DNT's approval.
9	Fee & Payment	Is online payment secure?	Yes. Online payment is processed through FPX, Malaysia's secure online payment gateway; you complete the payment via your own bank.
10	Fee & Payment	Can I get a refund after paying?	Payments for documents that have already been released are generally non-refundable.
11	Status & Approval	What happens after I pay - Online vs Manual?	Online: once payment is successful, the documents are released immediately for download. Manual: the request goes to 'Pending Approval' and is released only after DNT's approval.



12	Status & Approval	What do the request statuses mean I MyBilling?	1. Ready = Documents released and available to download. 2. Pending Approval = Manual payment awaiting DNT's verification. 3. Payment Rejected = the payment or request was unsuccessful or was rejected by DNT's (the reason is shown on the request). 4. Payment Failed = Unsuccessful payment from Bank 5. Waiver = Charges are waive 6. Next Bill = Charges will include in your next bill.
20	Support	I paid online but it shows 'Payment Failed'.	If the status is Payment Failed, the charge is not completed - please retry. If the amount was deducted but not reflected, contact the Careline with your payment reference number.
13	Status & Approval	How long does manual-payment approval take?	It is subject to DNT's verification of your proof of payment, and is completed within a maximum of 3 working days.
14	Status & Approval	What if my request is rejected?	Check the reason shown on the request, then raise a new request with the correct payment / proof. Contact the Careline if the reason is unclear.
15	Status & Approval	Will I be notified when my request is ready or rejected?	Yes. You will be notified by email at the address provided in your Requestor Details.
16	Documents & Download	Can I download a document without paying?	No. You are required to pay the applicable fee before you can view and download the requested documents.
17	Documents & Download	What format are the documents?	Softcopy downloads (PDF).
18	Documents & Download	Can I re-download a document I have already paid for?	Yes. Once the document status is displayed as "READY" and the "View Documents" button is available, you can view and download the document at any time.
19	Receipt & e-Invoice	Will I get a receipt, and is it valid for tax?	Yes. Every chargeable request produces a receipt that is compliant with LHDN MyInvois (e-Invoice) requirements. You can download it from the request in the listing.
21	Support	I can't download my document.	Ensure the request status is 'Ready'. If it is Ready but still will not download, contact the Careline.
22	Support	Who do I contact for help?	Dagang Net Careline — Tel: 1 300 133 133 Email: careline@dagangnet.com