



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

MALAYSIAN TOURISM TAX (MyTTx)

REGISTRATION MODULE

Application Registration

by

Operator/PPPD

VERSION 1.0

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1. Login License Account

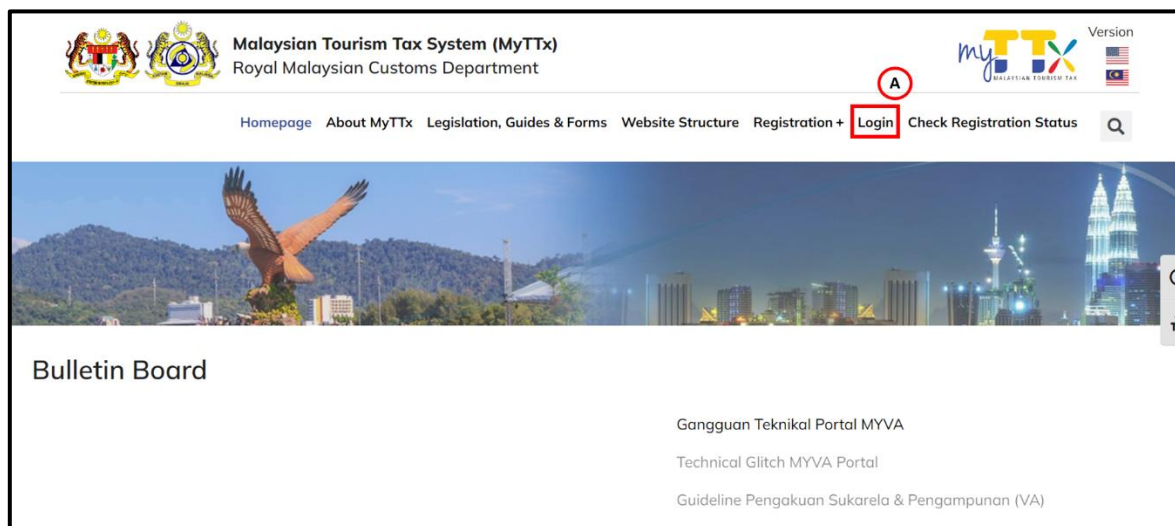


Figure 1 MyTTx portals

1. Go to <https://myttx.customs.gov.my/> and display MyTTx portal (Refer Figure 1).
2. Click **Login** (A) menu (Refer Figure 1).
3. System will display Login page (Refer Figure 2).

1.1 Operator / PPPD: Login Account after License Approve

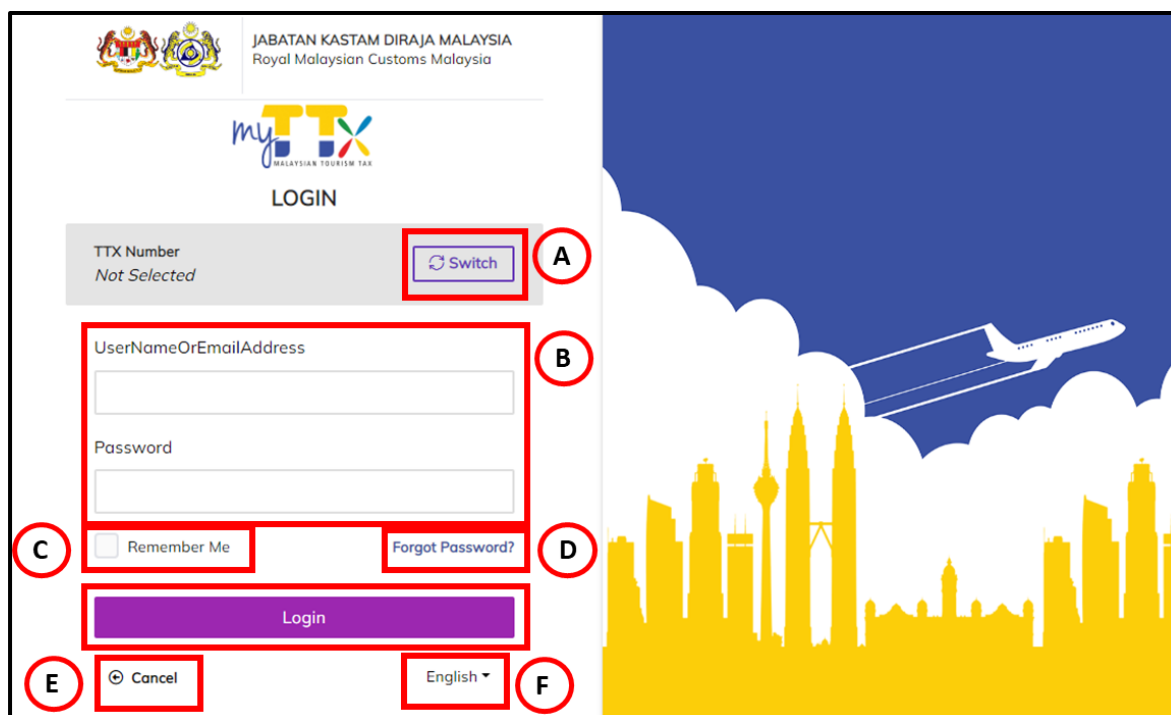
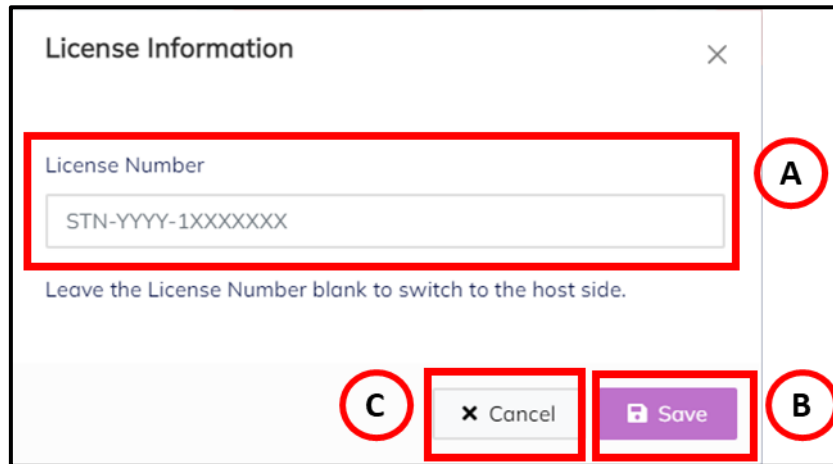


Figure 2 MyTTx login page

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1. Click **Switch** button (A) (Refer Figure 2).
2. System will display field to insert **License No.** (Refer Figure 3).



The figure shows a 'License Information' modal window. It has a title bar with a close button (X). Inside, there is a text input field labeled 'License Number' with a placeholder 'STN-YYYY-1XXXXXXX'. Below the field is a note: 'Leave the License Number blank to switch to the host side.' At the bottom, there are three buttons: 'Cancel' (labeled C), 'Save' (labeled B), and a 'Switch' button (labeled A) which is partially visible on the right edge.

Figure 3 License Information Popup

3. Input License No. in **License Number** field (A) (Refer Figure 3).
Note: Format License No (STN-YYYY-1XXXXXXX).
4. Click **Save** (B) button to save the License No. (Refer Figure 3).
5. Click Cancel (C) button to close the License Information modal (Refer Figure 8).
6. System will back to **Login Page** (Refer Figure 2).
7. Input username or email address and password in **UserNameOrEmailAddress and Password** (B) field to login (Refer Figure 2).
8. Tick checkbox for **Remember Me** (C) to allow system to remember username and password (Refer Figure 2).
9. Click **Forgot Password** (D) to input email for reset password (Refer Figure 2).
10. Click **Cancel** (E) button to back on MyTTx Portals (Refer Figure 2).
11. Click **English** (F) dropdown to change language to Bahasa Melayu (Refer Figure 2).

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2. Tourism Tax – License Profile Maintenance

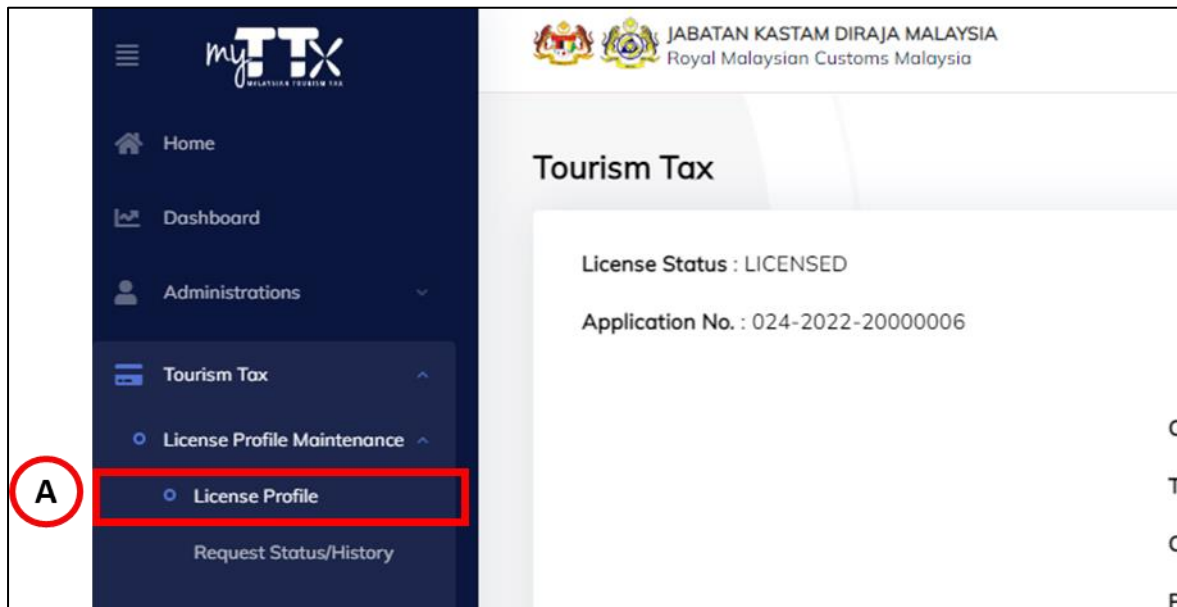


Figure 4 License Profile Menu (TTx-01)

1. Go to **Tourism Tax > License Profile Maintenance > License Profile** (A) to show License Profile Maintenance View (Refer Figure 4)

2.1 Operator – License Profile Maintenance View

Tourism Tax

License Status : LICENSED
Application No. :
TTx No. :

Control Station	: KULIM
Taxable Period	: Every 3 Month
Commence Date	: 01/10/2022
Previous Credit Balance	: 0.00

☐ Request Cancel License

Details Of Business

Type Of Business	: Association
GST Registration No.	: -
SST Registration No.	: -
Business Registration No./Identity Card No.	
MOTAC Registration No.	: -
Local Authority License No.	: -
Name of Business	
Trading Name	
Business Address	

A



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Correspondence Address*		B
Street Address 3		
09810	Q	SERDANG
SELANGOR		
Malaysia		
Telephone No.*	+60 - Malaysia	
Fax No.	+60 - Malaysia	
Contact Person*		
Details Of Accommodation Premises		
Accommodation Type*	HOTEL	C
Rating*	5 STAR / RM 10.00	
Number of Room*		D
Financial Year End*	December	E
Date Begin Operation*	01/01/2016	
Applicant Details		
Name of Applicant		F
Identity Card No. / Passport No.		
Nationality*	Malaysia	
Email Address		G
Telephone No.*	+60 - Malaysia	
Office Telephone No.*	+60 - Malaysia	
Supporting Document	DailyCJPCollectionTransactionReceiptReportR5_02022090120220901.pdf	H
Update		I

Figure 5 License Profile Maintenance View (TTx-01)

1. System will auto populate all data for applicant view their license Profile (Refer Figure 5).
2. For (A), (C), (E), (F) **section**; applicant only can view their data (Refer Figure 5).
3. For (B), (D), (G) **section**; applicant only can edit their data (Refer Figure 5).
4. Click **Supporting Document** (H) to view supporting document (Refer Figure 5).
5. Click **Update** (I) button to update the License Profile (Refer Figure 5).

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2.1.1 Operator – License Profile Maintenance – Cancel License



Figure 6 License Profile Maintenance [Request Cancel License] (TTx-01)

1. Click **Request Cancel License** (A) button to cancel application license (Refer Figure 6).
2. System will display to Request Cancel License popup (Refer Figure 7).



Figure 7 Request Cancel License (TTx-01)

3. Insert Supporting Details in **Supporting Details** (A) field (Refer Figure 7)
 Note:
 - a. Format Document: PDF, JPG, JPEG, PNG
 - b. Maximum: 2MB
 - c. Mandatory field
4. Input Remark in Remark (B) field (Refer Figure 7).
 Note: Mandatory field
5. Click **Cancel** (C) button to cancel the request (Refer Figure 7).
6. Click on **Submit** button (D) to submit the request (Refer Figure 7).
7. System will display Confirmation to cancel license (Refer Figure 8).

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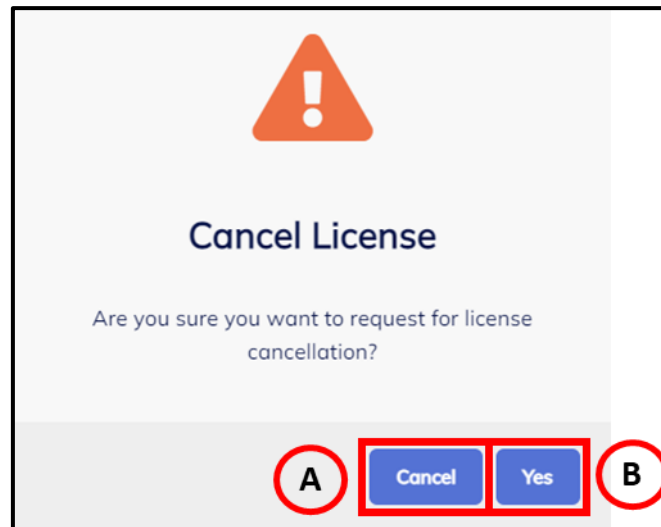


Figure 8 Confirmation Request Cancel License (TTx-01)

8. Click **Cancel** (A) button to cancel confirmation cancel license (Refer Figure 8).
9. System will back to request cancel license page (Refer Figure 7).
10. Click **Yes** (B) button to submit request for license cancellation (Refer Figure 8).
11. System will display successful request to cancel license (Refer Figure 9)

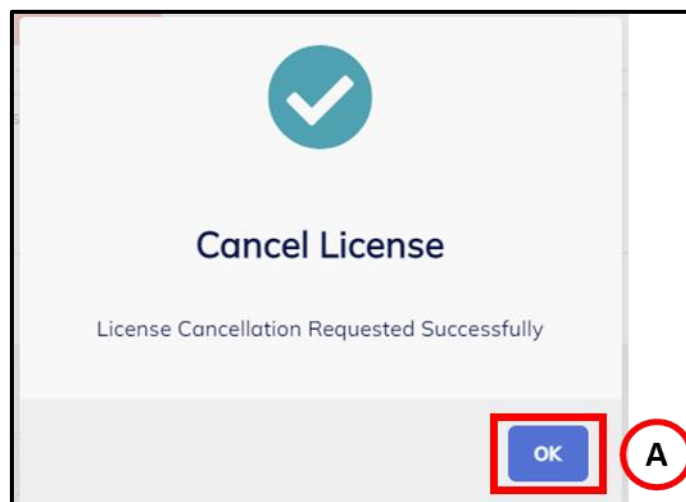


Figure 9 Successfully Request Cancel License (TTx-01)

12. Click **OK** (A) button (Refer Figure 8).
13. System will directly go to License Profile Maintenance (Refer Figure 8).
Note: Status will change to Pending Approval Request Cancel

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2.1.2 Operator – License Profile Maintenance – Withdraw Cancel License



License Status : LICENSED

Application No. : [REDACTED]

Control Station : IBU PEJABAT

Taxable Period : Every 3 Month

Commence Date : 01/10/2022

Previous Credit Balance : 0.00

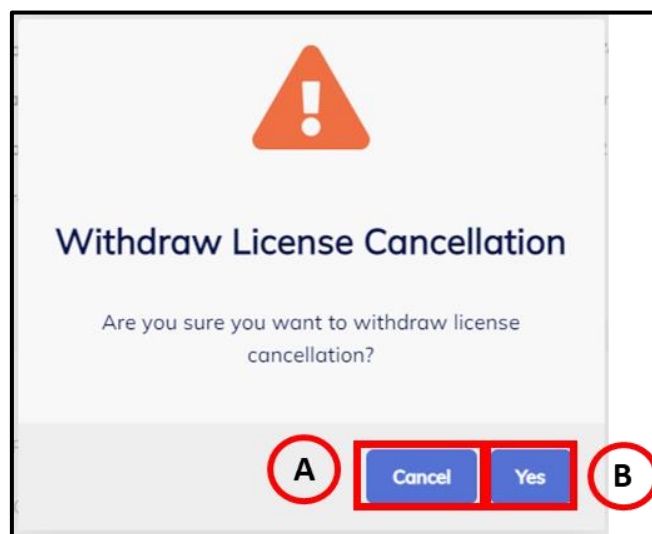
Request Cancel License Status : PENDING APPROVAL REQUEST CANCEL (A)

TTx No. : [REDACTED]

Withdraw Cancel License (B)

Figure 10 License Profile Maintenance [Withdraw Cancel License] (TTx-01)

1. Applicant can withdraw cancel license during **Request Cancel License Status** (A) is Pending Approval Request Cancel (Refer Figure 10).
2. Click **Withdraw Cancel License** (B) button to withdraw application license (Refer Figure 10).
3. System will display Confirmation to withdraw cancel license (Refer Figure 11).



Withdraw License Cancellation

Are you sure you want to withdraw license cancellation?

(A) Cancel (B) Yes

Figure 11 Confirmation Withdraw Cancel License (TTx-01)

4. Click **Cancel** (A) button to cancel confirmation withdraw cancellation license (Refer Figure 11).
5. System will back to License Profile Maintenance page (Refer Figure 10).
6. Click **Yes** (B) button to submit withdraw license cancellation (Refer Figure 11).
7. System will display successful withdraw cancel license (Refer Figure 12).

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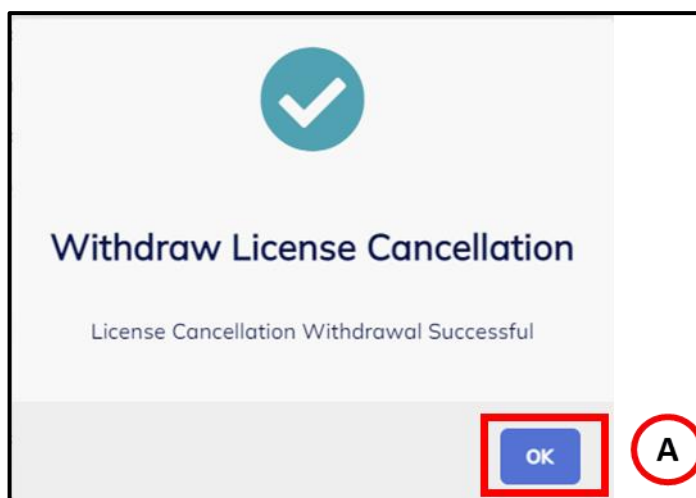


Figure 12 Successfully Request Cancel License (TTx-01)

8. Click **OK** (A) button (Refer Figure 8).
9. System will directly go to License Profile Maintenance (Refer Figure 8).
Note: Status will change to Withdraw



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2.2 PPPD – License Profile Maintenance View

Tourism Tax

License Status : LICENSED

Application No. :

TTx No. :

Control Station : IBU PEJABAT

Taxable Period : Every 3 Month

Commence Date : 01/10/2022

Previous Credit Balance : 0.00

☐ Request Cancel License

Details Of Business

Business Registration No./Identity Card No. :

Name of Business :

Trading Name :

Business Address :

43650 BANDAR BARU BANGI
SELANGOR
MALAYSIA

Correspondence Address*

Street Address 3 :

43650 BANDAR BARU BANGI

SELANGOR

Malaysia

Telephone No.* : +358 - Aland Islands

Fax No. : +358 - Aland Islands

Contact Person* :

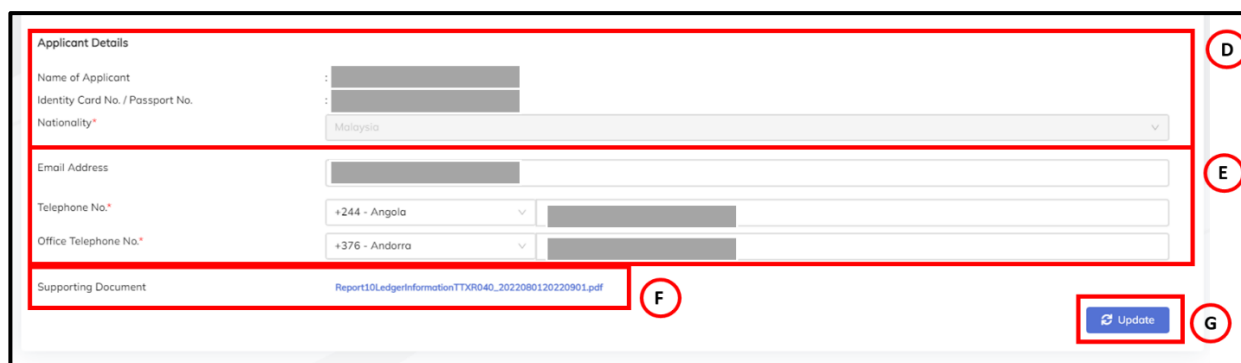
Website Address :

Business Email Address :

Details Of Accommodation Premises

Financial Year End* : January

Date Begin Operation* : 01/01/2016



The screenshot displays the 'License Profile Maintenance View (TTx-01)'. It features a form with the following sections:

- Applicant Details:** Includes fields for Name of Applicant, Identity Card No. / Passport No., and Nationality* (set to Malaysia).
- Email Address:** A text input field.
- Telephone No.*:** A field with a dropdown menu showing '+244 - Angola' and a text input field.
- Office Telephone No.*:** A field with a dropdown menu showing '+376 - Andorra' and a text input field.
- Supporting Document:** A section showing a document link: 'Report110LedgeInformationTTX040_2022080120220901.pdf'.
- Update Button:** A blue button with a refresh icon and the text 'Update'.

Red circles labeled D, E, F, and G are placed on the right side of the form, corresponding to the sections: D (Applicant Details), E (Email Address), F (Supporting Document), and G (Update Button).

Figure 13 License Profile Maintenance View (TTx-01)

1. System will auto populate all data for applicant view their license Profile (Refer Figure 13).
2. For (A), (C), (D) **section**; applicant only can view their data (Refer Figure 13).
3. For (B), (E) **section**; applicant only can edit their data (Refer Figure 13).
4. Click **Supporting Document** (F) to view supporting document (Refer Figure 13).
5. Click **Update** (G) button to update the License Profile (Refer Figure 13).

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2.2.1 PPPD – License Profile Maintenance – Cancel License



Figure 14 License Profile Maintenance [Request Cancel License] (TTx-01A)

1. Click **Request Cancel License** (A) button to cancel application license (Refer Figure 14).
2. System will display to Request Cancel License popup (Refer Figure 15).



Figure 15 Request Cancel License (TTx-01A)

3. Insert Supporting Details in **Supporting Details** (A) field (Refer Figure 15).
Note:
 - d. Format Document: PDF, JPG, JPEG, PNG
 - e. Maximum: 2MB
 - f. Mandatory field
4. Input Remark in Remark (B) field (Refer Figure 15).
Note: Mandatory field
5. Click **Cancel** (C) button to cancel the request (Refer Figure 15).
6. Click on **Submit** button (D) to submit the request (Refer Figure 15).
7. System will display Confirmation to cancel license (Refer Figure 16).

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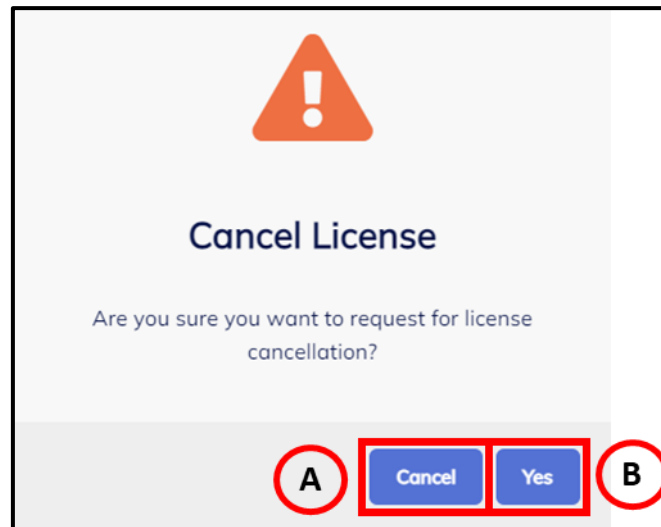


Figure 16 Confirmation Request Cancel License (TTx-01A)

8. Click **Cancel** (A) button to cancel confirmation cancel license (Refer Figure 16).
9. System will back to request cancel license page (Refer Figure 15).
10. Click **Yes** (B) button to submit request for license cancellation (Refer Figure 16).
11. System will display successful request to cancel license (Refer Figure 17).

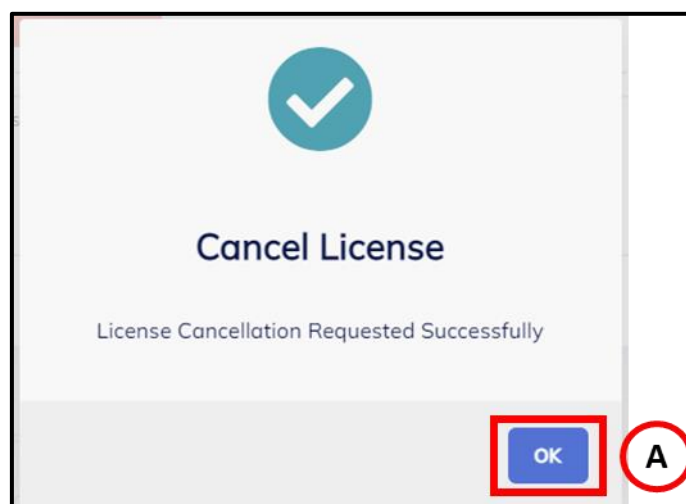


Figure 17 Successfully Request Cancel License (TTx-01A)

12. Click **OK** (A) button (Refer Figure 17).
13. System will directly go to License Profile Maintenance (Refer Figure 14).
 Note: Status will change to Pending Approval Request Cancel

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2.2.2 PPPD – License Profile Maintenance – Withdraw Cancel License



License Status : LICENSED
Application No. : 161-2022-22000067

Request Cancel License Status : PENDING APPROVAL REQUEST CANCEL (A)

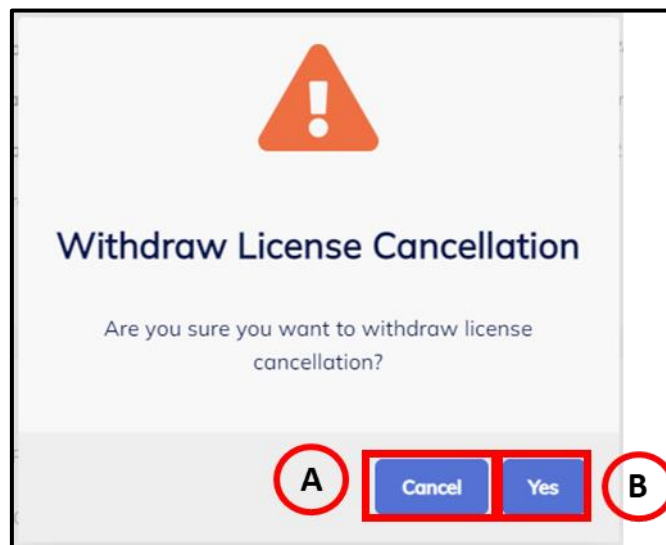
TTx No. [REDACTED]

Control Station : IBU PEJABAT
Taxable Period : Every 3 Month
Commence Date : 01/10/2022
Previous Credit Balance : 0.00

Withdraw Cancel License (B)

Figure 18 License Profile Maintenance [Withdraw Cancel License] (TTx-01A)

1. Applicant can withdraw cancel license during **Request Cancel License Status** (A) is Pending Approval Request Cancel (Refer Figure 18).
2. Click **Withdraw Cancel License** (B) button to withdraw application license (Refer Figure 18).
3. System will display Confirmation to withdraw cancel license (Refer Figure 19).



Withdraw License Cancellation

Are you sure you want to withdraw license cancellation?

(A) Cancel Yes (B)

Figure 19 Confirmation Withdraw Cancel License (TTx-01A)

4. Click **Cancel** (A) button to cancel confirmation withdraw cancellation license (Refer Figure 19).
5. System will back to License Profile Maintenance page (Refer Figure 18).
6. Click **Yes** (B) button to submit withdraw license cancellation (Refer Figure 19).
7. System will display successful withdraw cancel license (Refer Figure 20).

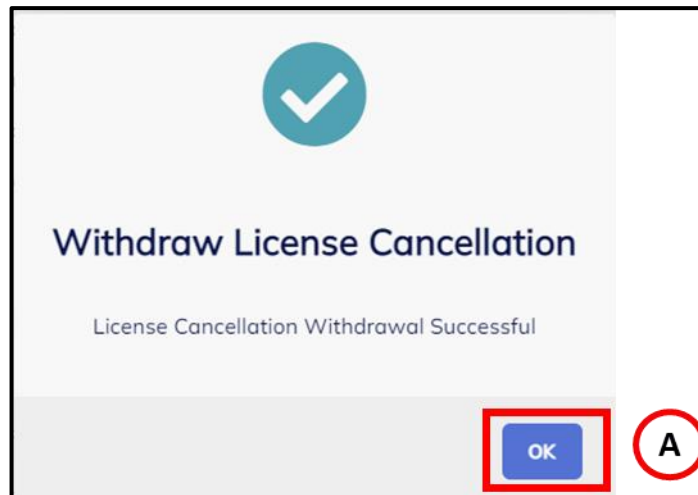


Figure 20 Successfully Request Cancel License (TTx-01A)

8. Click **OK** (A) button (Refer Figure 20).
9. System will directly go to License Profile Maintenance (Refer Figure 18).
Note: Status will change to Withdraw

3. Tourism Tax – License Profile Maintenance – Request Status/History

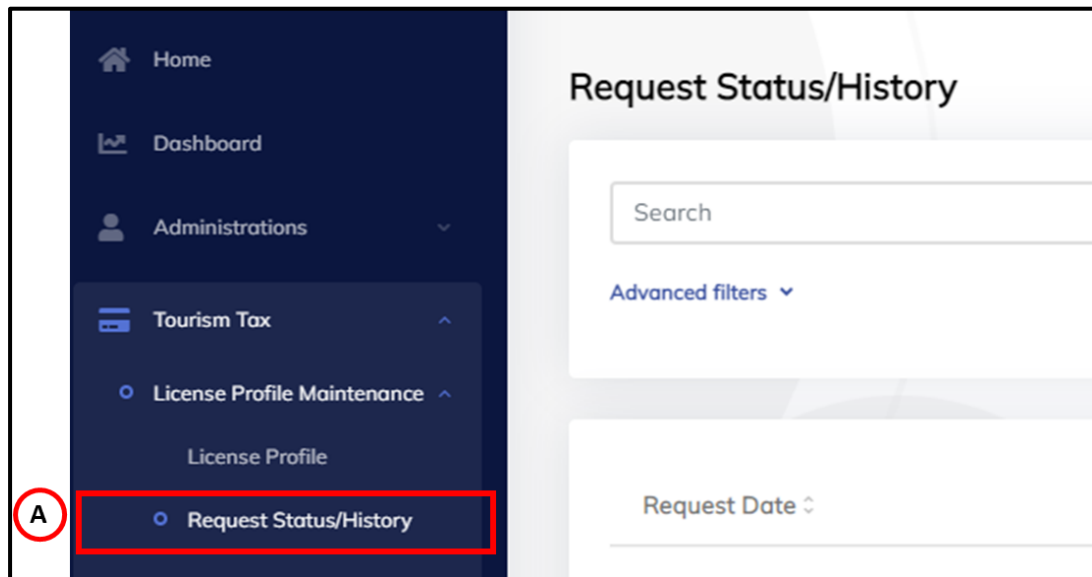


Figure 21 Request Status/History Menu (TTx-01A)

1. Go to **Tourism Tax > License Profile Maintenance > Request Status/History** (A) to show Request Status/History page (Refer Figure 21).

3.1 Operator – Inquiry Request Status/History

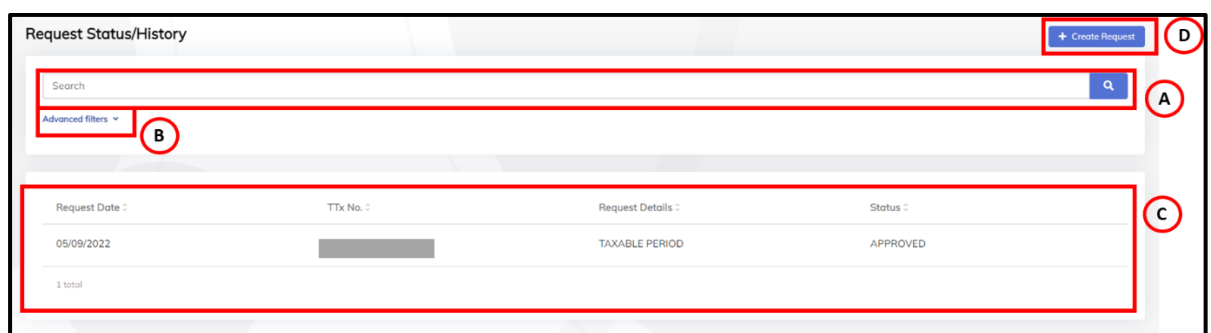


Figure 22 Request Status/History Page

2. Input data and click on **Search** (A) icon to search for request status/history data (Refer Figure 22).
3. Click on **Advanced filter** (B) (Refer Figure 22).
4. System will display Request Status and Receipt Date field (Refer Figure 23).
5. All data will show on table (C) (Refer Figure 22).
6. Click **Create Request** (D) to create request (Refer Figure 22)

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7. System will display Create New Request page (Refer Figure 24)

Figure 23 Advance Filter

8. **Request Status** (A) dropdown will show list of request status (Refer Figure 23).
9. **Receipt Date** (B) date range will show on advance filter (Refer Figure 23).
10. Click on **Clear** (A) button (Refer Figure 23).
11. System will clear all fields.
12. Click on **Search** (B) button (Refer Figure 23).
13. System will display result based on data input.

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3.2 Operator – Create New Request

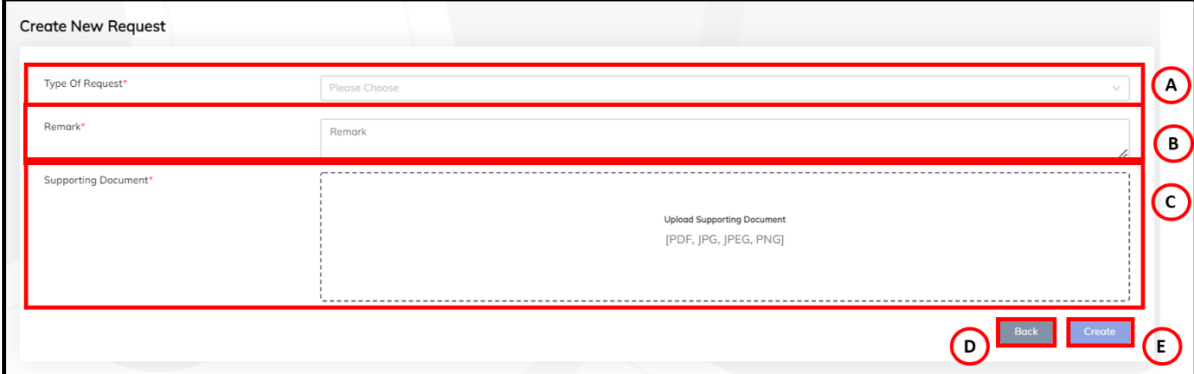


Figure 24 Create New Request Page

1. Choose **Type of Request** (A)dropdown (Refer Figure 24).
Note: Mandatory field

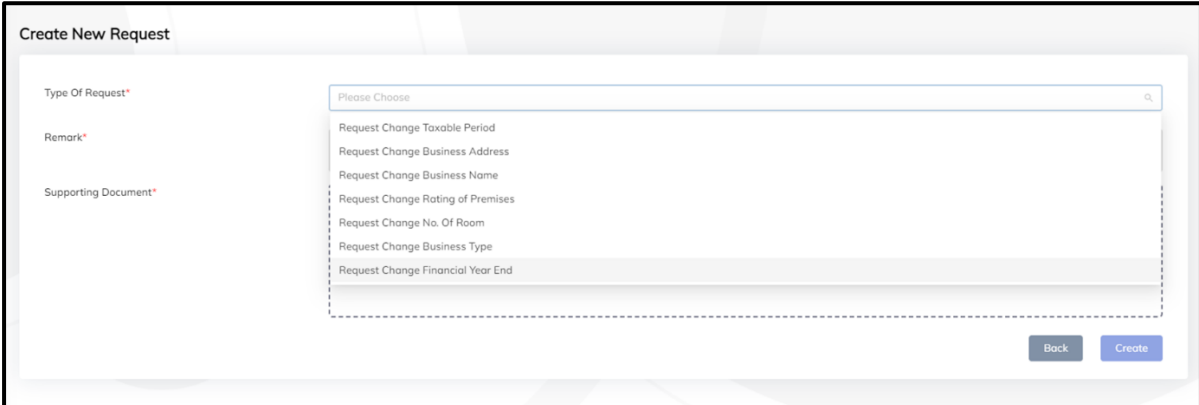


Figure 25 List Type of Request

2. System will show list of requests that operator can request (Refer Figure 25).
3. Input Remarks in Remarks (C) field (Refer Figure 24).
Note: Mandatory field
4. Insert Supporting Details in **Supporting Details** (C) field (Refer Figure 24)
Note:
 - g. Format Document: PDF, JPG, JPEG, PNG
 - h. Maximum: 2MB
 - i. Mandatory field
5. Click **Back** (D) button to back on Request Status/History Page (Refer Figure 24).
6. System will display Request Status/History Page (Refer Figure 22).
7. Click **Create** (E) button to Submit New Request (Refer Figure 24).
8. System will display successful message (Refer Figure 26).



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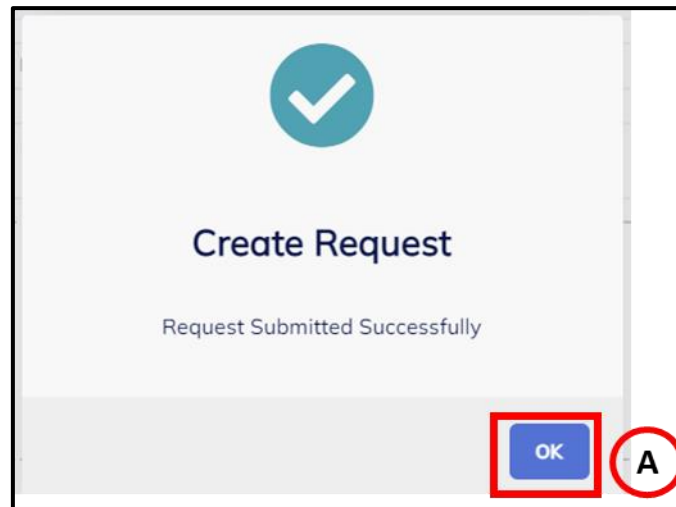


Figure 26 Successfully Create Request

9. Click **OK** (A) button (Refer Figure 25).
10. System will directly go to List Request (Refer Figure 1)

3.3 PPPD – Inquiry Request Status/History

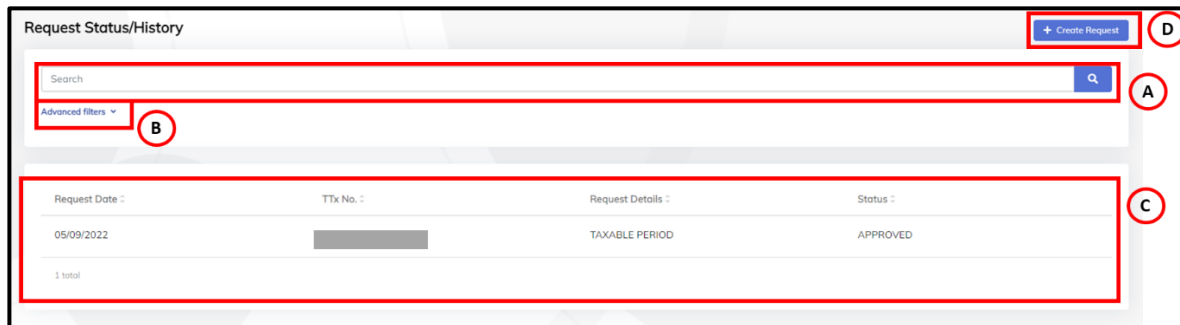


Figure 27 Request Status/History Page

1. Input data and click on **Search** (A) icon to search for request status/history data (Refer Figure 27).
2. Click on **Advanced filter** (B) (Refer Figure 27).
3. System will display Request Status and Receipt Date field (Refer Figure 28).
4. All data will show on table (C) (Refer Figure 27).
5. Click **Create Request** (D) to create request (Refer Figure 27)
6. System will display Create New Request page (Refer Figure 29)

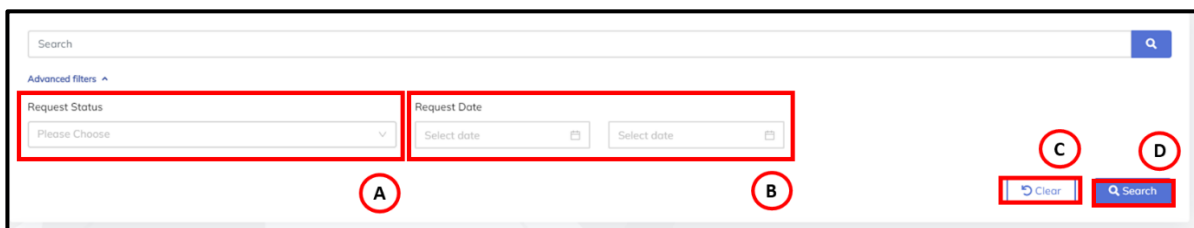


Figure 28 Advance Filter

7. **Request Status** (A) dropdown will show list of request status (Refer Figure 28).
8. **Receipt Date** (B) date range will show on advance filter (Refer Figure 28).
9. Click on **Clear** (A) button (Refer Figure 28).
10. System will clear all fields.
11. Click on **Search** (B) button (Refer Figure 28).
12. System will display result based on data input.

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3.4 PPPD – Create New Request

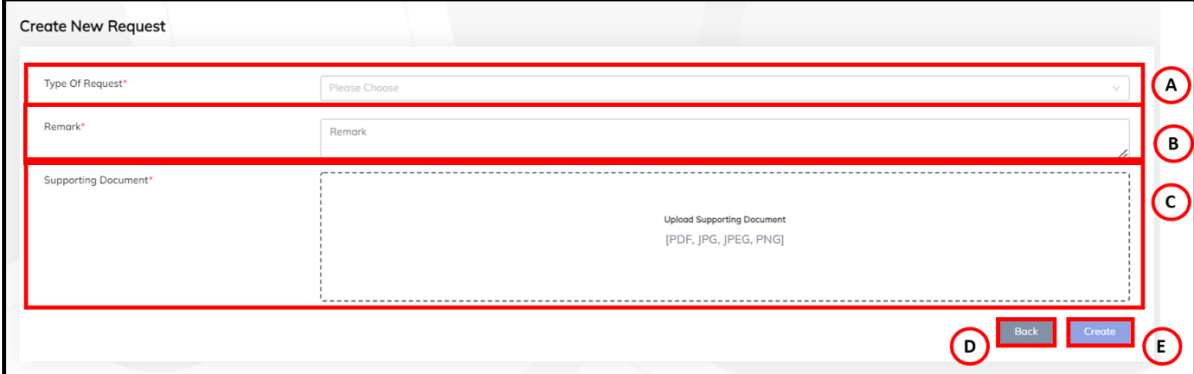


Figure 29 Create New Request Page

11. Choose **Type of Request** (A)dropdown (Refer Figure 29).
Note: Mandatory field

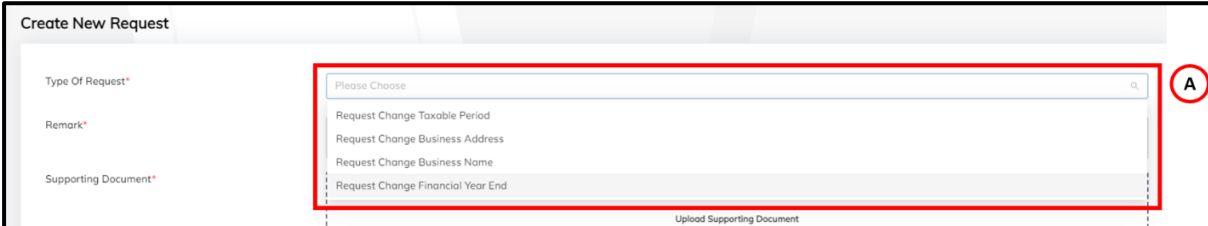


Figure 30 List Type of Request

12. System will show list of requests that operator can request (Refer Figure 30).
13. Input Remarks in Remarks (C) field (Refer Figure 29).
Note: Mandatory field
14. Insert Supporting Details in **Supporting Details** (C) field (Refer Figure 29)
Note:
 - j. *Format Document: PDF, JPG, JPEG, PNG*
 - k. *Maximum: 2MB*
 - l. *Mandatory field*
15. Click **Back** (D) button to back on Request Status/History Page (Refer Figure 29).
16. System will display Request Status/History Page (Refer Figure 27).
17. Click **Create** (E) button to Submit New Request (Refer Figure 29).
18. System will display successful message (Refer Figure 31).



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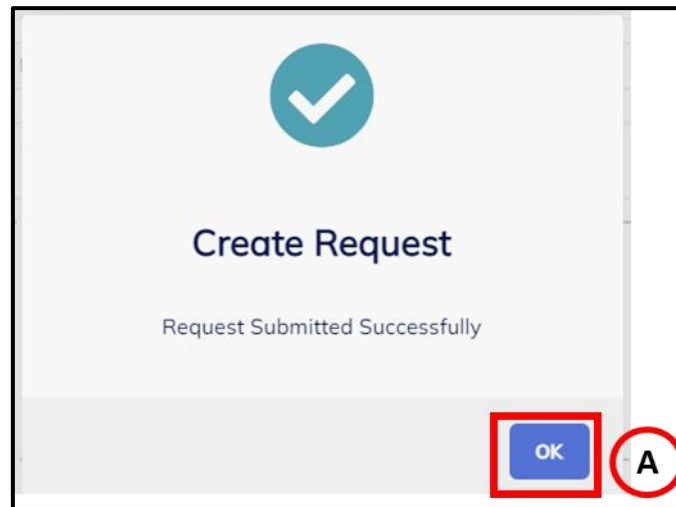


Figure 31 Successfully Create Request

19. Click **OK** (A) button (Refer Figure 31).
20. System will directly go to List Request (Refer Figure 1).

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4. Tourism Tax – Approval for Request Change Details – Email

1. After officer Jabatan Kastam Diraja Malaysia (JKDM) approved applicant request to change details, applicant will get email of approval change details.

4.1 Email – Application for Change of Operator Details (TTx-01)



Figure 32 Approval Request Change Email (TTx-01)

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	JABATAN KASTAM DIRAJA MALAYSIA PUSAT PEMROSESAN CUKAI PERLANCONGAN ARAS 1, BLOK A, KOMPLEKS KASTAM WPKL, JALAN SS 6/3, KELANA JAYA 47301 PETALING JAYA, SELANGOR Telefon : +603 7884 0800 / 1-300-888-500 Faksimile : +603 7880 1808 Laman Web : www.myttx.customs.gov.my Emel : ccc@customs.gov.my	
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A B C	Ruj Kami : Tarikh : 05/09/2022 No. TTx : Stesen : KULIM
--	--

Tuan,

**PERMOHONAN PINDAAN MAKLUMAT PENDAFTARAN/ PERUBAHAN BUTIR-BUTIR
PENGENDALI CUKAI PERLANCONGAN**

2. Dimaklumkan bahawa permohonan pindaan maklumat pendaftaran / perubahan butir-butir pengendali adalah **DILULUSKAN** seperti berikut:

- Tempoh Bercukai : Setiap 1 bulan

3. Pindaan ini adalah selaras dengan Peraturan 5, Peraturan-Peraturan Cukai Pelancongan 2017.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

**Ketua Pengarah Kastam Jabatan
Kastam Diraja Malaysia**

Figure 33 Approval Request Change Letter (TTx-01)

2. Data (A) show company name (Refer Figure 32)
3. Data (B) show trading name (Refer Figure 32)
4. Data (C) show business address (Refer Figure 32)

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4.2 Email – Application for Change of Digital Platform Service Provider (DPSP) Details (TTx-01A)

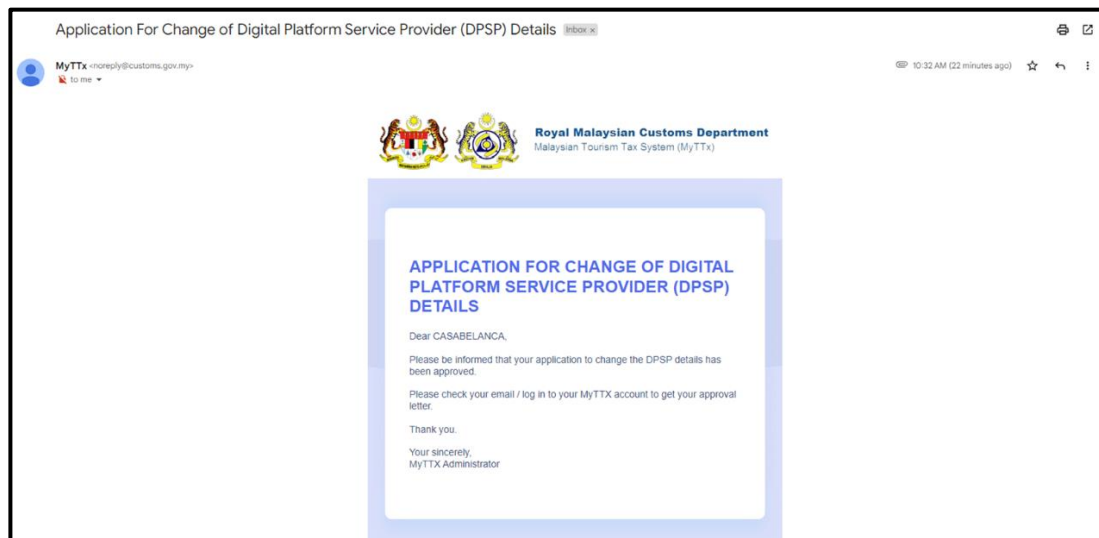


Figure 34 Approval Request Change Email (TTx-01A)

 JABATAN KASTAM DIRAJA MALAYSIA PUSAT PEMPROSESAN CUKAI PERLANCONGAN ARAS 1, BLOK A, KOMPLEKS KASTAM WPKL, JALAN SS 6/3, KELANA JAYA 47301 PETALING JAYA, SELANGOR Telefon : +603 7884 0800 / 1-300-888-500 Faksimile : +603 7880 1808 Laman Web : www.myttx.customs.gov.my Email : ccc@customs.gov.my		
A		B
C		
Ruj Kami : Tarikh : 05/09/2022 No. TTx : Stesen : IBU PEJABAT		
Sir / Madam, APPLICATION OF CHANGES ON PARTICULARS OF DIGITAL PLATFORM SERVICE PROVIDER 2. Please be informed that your application for changes on particulars of Digital Platform Service Provider is APPROVED as follows: • Taxable Period : Every 1 month 3. This changes is in accordance with Regulation 4, Tourism Tax (Digital Platform Service Provider) Regulations 2021. Thank you. "BERKHIDMAT UNTUK NEGARA" Director General of Customs Royal Malaysian Customs Department		

Figure 35 Approval Request Change Letter (TTx-01A))

5. Data (A) show company name (Refer Figure 35).
6. Data (B) show trading name (Refer Figure 35).
7. Data (C) show business address (Refer Figure 35).