



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

MALAYSIAN TOURISM TAX (MyTTx)

REMISSION
(OPERATOR)

VERSION 2.0

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1 Portal

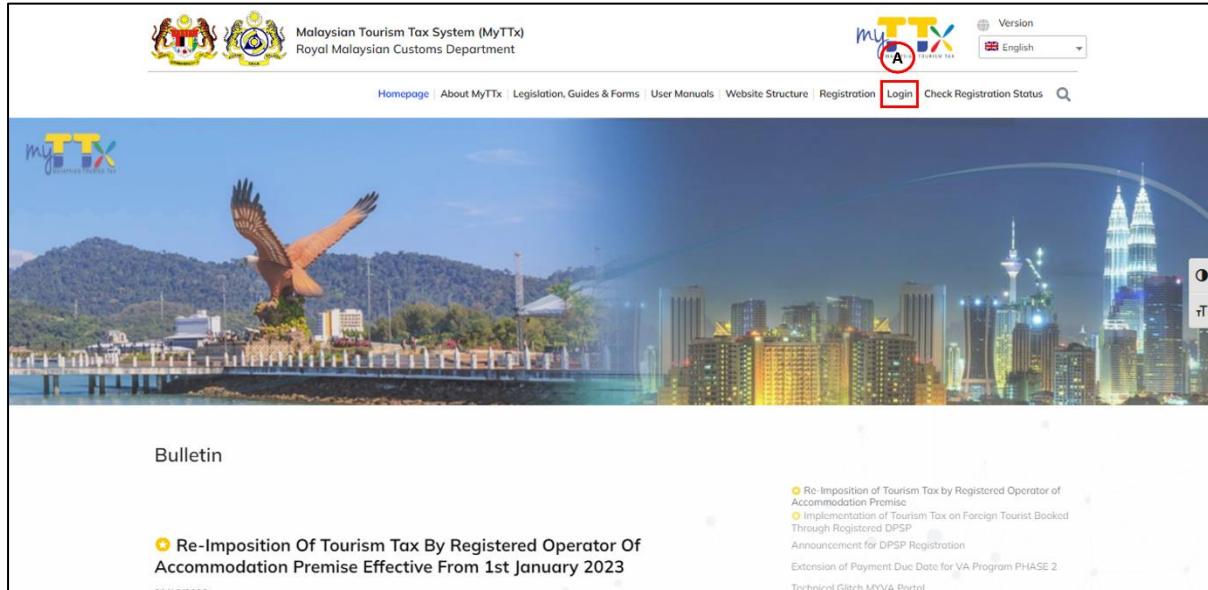


Figure 1 MyTTx portals

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

1.1 Login Page

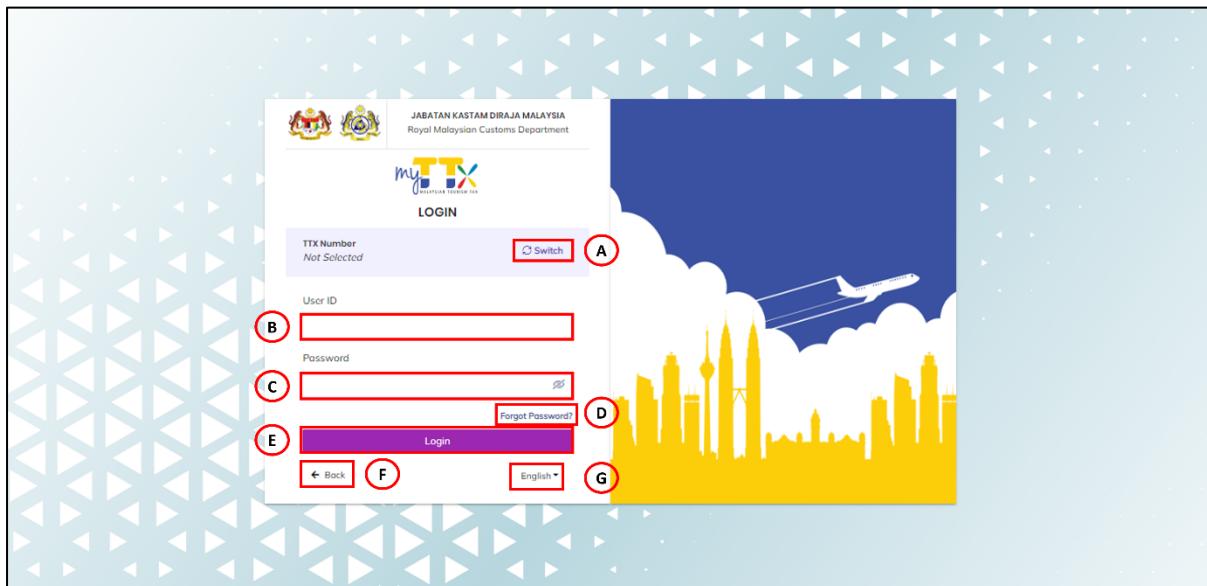


Figure 2 MyTTx Login Page

1. Click **Switch** button (A) (Refer Figure 2).
2. System will display field to insert **License Number** (Refer Figure 3).

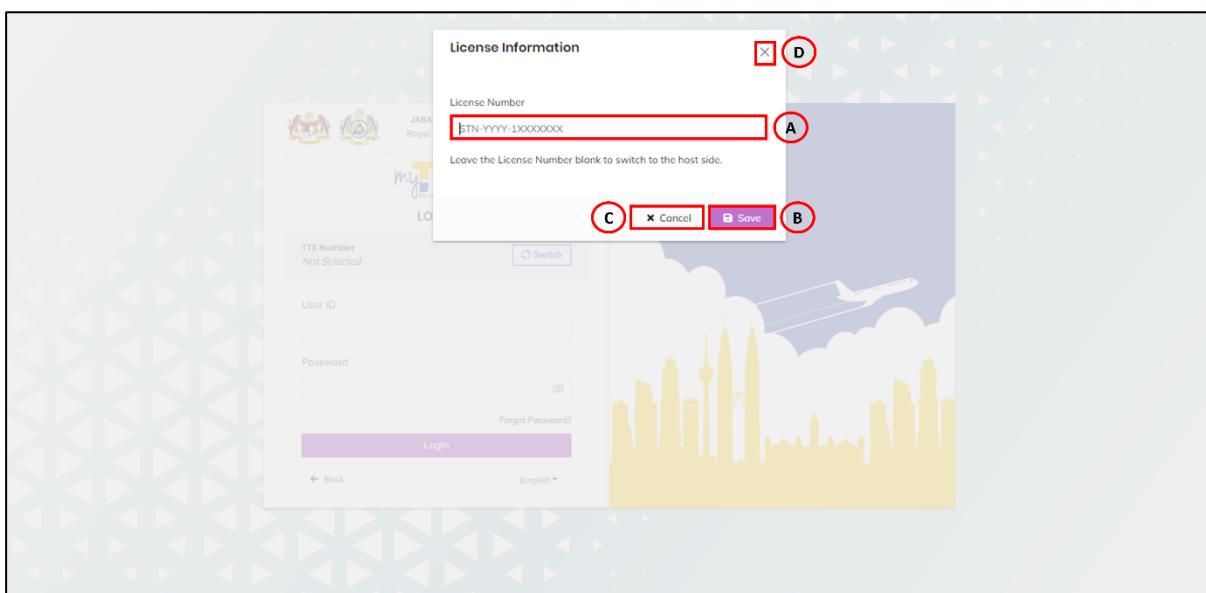


Figure 3 License Information Popup

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).



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5. Click **Cancel** (C) button or **(X)** (D) button to close the License Information modal (Refer Figure 3).
6. System will back to **Login** page (Refer Figure 2).
7. Input user ID in **User ID** (B) field to login (Refer Figure 2).
8. Input password in **Password** (C) field to login (Refer Figure 2).
9. Click on **Login** (E) button to login into MyTTx system (Refer Figure 2).
10. Click **Forgot Password** (D) to input email for reset password (Refer Figure 2).
11. Click **Back** (F) button to back on MyTTx Portals (Refer Figure 2).
12. Click **English** (G) dropdown to change language to Bahasa Melayu (Refer Figure 2).



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2 Remission Menu

The screenshot shows the MyTTX application interface. On the left, a dark sidebar contains various menu items: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, **Remission** (which is highlighted with a red box and circled A), Subsidiary Ledger, and Inbox. The main content area is titled 'Dashboard' and includes sections for 'Company Summary' (with details like License No., Company Name, BRN No./Identity Card No., and Station Name) and 'Login' (with fields for Name, Identity No., Type of User, Access Level, and Last Login). Below these, there's a 'Tax Submission Reminder' section with a table for Taxable Period Start, End, Due Date, First Reminder, and Second Reminder.

Figure 4 Remission Menu

1. Click on **Remission** menu (A) (Refer Figure 4).
2. System will display **Remission** page (Refer Figure 5).

The screenshot shows the 'Remission' page. The left sidebar has the same menu structure as Figure 4. The main area is titled 'Remission' and features a search bar with a 'Search' button (circled B) and an 'Advanced filters' dropdown (circled C). A red box highlights the 'Search' field (A). Below the search area is a table listing remission entries. Each entry includes columns for Actions (with a blue 'Actions' button circled E), Status, Remission Category, Remission Type, Remission Number, Applicant Name, and Request Date. The entries show various statuses like APPROVED, QUERY, REJECTED, and NOT APPROVED, along with their respective details.

Figure 5 Remission Page

3. Click on **Keyword** (A) field to input any related keyword (Refer Figure 5).
4. Click on **Search** (B) button to search the keyword (Refer Figure 5).

The screenshot shows the MyTTx interface for the Royal Malaysian Customs Department. The left sidebar contains navigation links for Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission (which is selected and highlighted in blue), Subsidiary Ledger, and Inbox. The main content area is titled 'Remission' and shows a search bar with the keyword '041-0223-R100002'. Below the search bar is a table with the following data:

Actions	Status	Remission Category	Remission Type	Remission Number	Applicant Name	Request
<button>Actions</button>	APPROVED	ONLINE REMISSION	PENALTY	041-0223-R100002	MR BLACKY	02/02/2

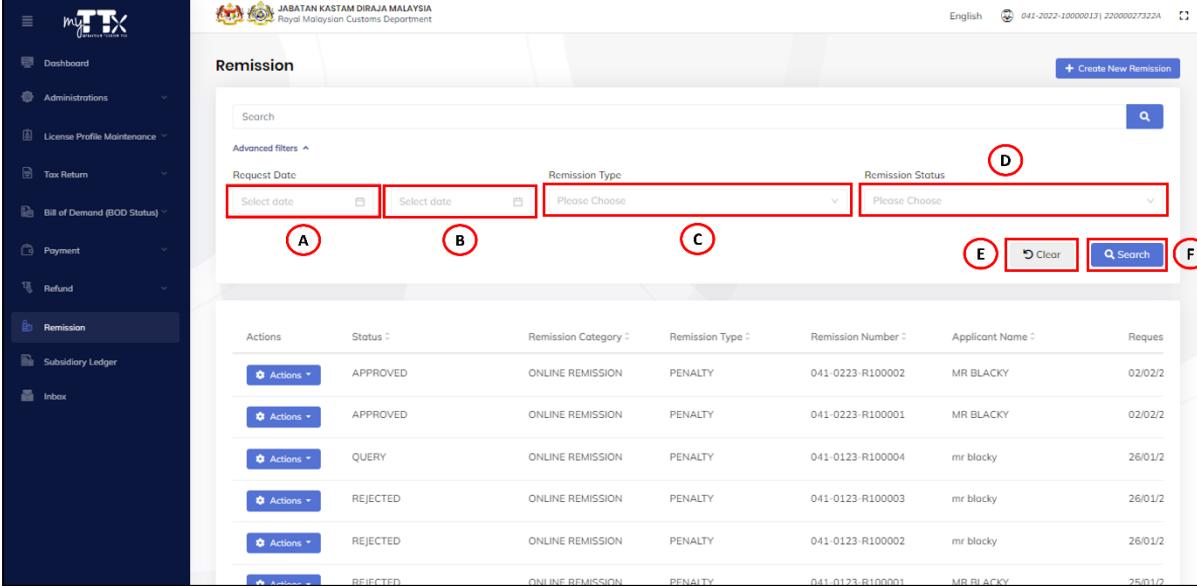
At the bottom of the table, it says '1 total'.

Figure 6 List of Remission Applications Based on Keyword

5. System will display list of remission applications based on keywords (Refer Figure 6).

2.1 Advanced Filter Remission

- Click on **Advanced Filter** (C) to search remission application using specific filter (Refer Figure 5).



The screenshot shows the 'Remission' section of the system. On the left is a dark sidebar with various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission (which is highlighted in blue), Subsidiary Ledger, and Inbox. The main area has a header 'JABATAN KASTAM DIRAJA MALAYSIA Royal Malaysian Customs Department' and a sub-header 'Remission'. It includes a 'Search' bar, 'Advanced filters' button, and a 'Create New Remission' button. Below these are four input fields: 'Request Date' (with 'Select date' and calendar icons), 'Remission Type' (with dropdown 'Please Choose'), 'Remission Status' (with dropdown 'Please Choose'), and a 'Clear' button. To the right of these are 'Actions', 'Status', 'Remission Category', 'Remission Type', 'Remission Number', 'Applicant Name', and 'Request Date' columns for a list of six remission entries. The 'Actions' column contains blue 'Actions' buttons. The 'Status' column shows APPROVED, APPROVED, QUERY, REJECTED, REJECTED, and REJECTED. The 'Remission Category' column shows ONLINE REMISSION. The 'Remission Type' column shows PENALTY. The 'Remission Number' column shows 041-0223-R100002, 041-0223-R100001, 041-0123-R100004, 041-0123-R100003, 041-0123-R100002, and 041-0123-R100001. The 'Applicant Name' column shows MR BLACKY, MR BLACKY, mr blocky, mr blocky, mr blocky, and MR BLACKY. The 'Request Date' column shows 02/02/2, 02/02/2, 26/01/2, 26/01/2, 26/01/2, and 26/01/2.

Figure 7 List of Advanced Filter

- System will display list of advanced filters for remission page (Refer Figure 7).
- Click on **Start Request Date** (A) and choose the start date (Refer Figure 7).
- Click on **End Request Date** (B) and choose the end date (Refer Figure 7).
- Click on **Remission Type** (C) and select the remission type from the drop-down list (Refer Figure 7).
- Click on **Remission Status** (D) and select the remission status from the drop-down list (Refer Figure 7).
- Click **Search** button (E) to filter remission application on selected filter (Refer Figure 7).
- Click **Clear** button (F) to clear all data inside the fields (Refer Figure 7).



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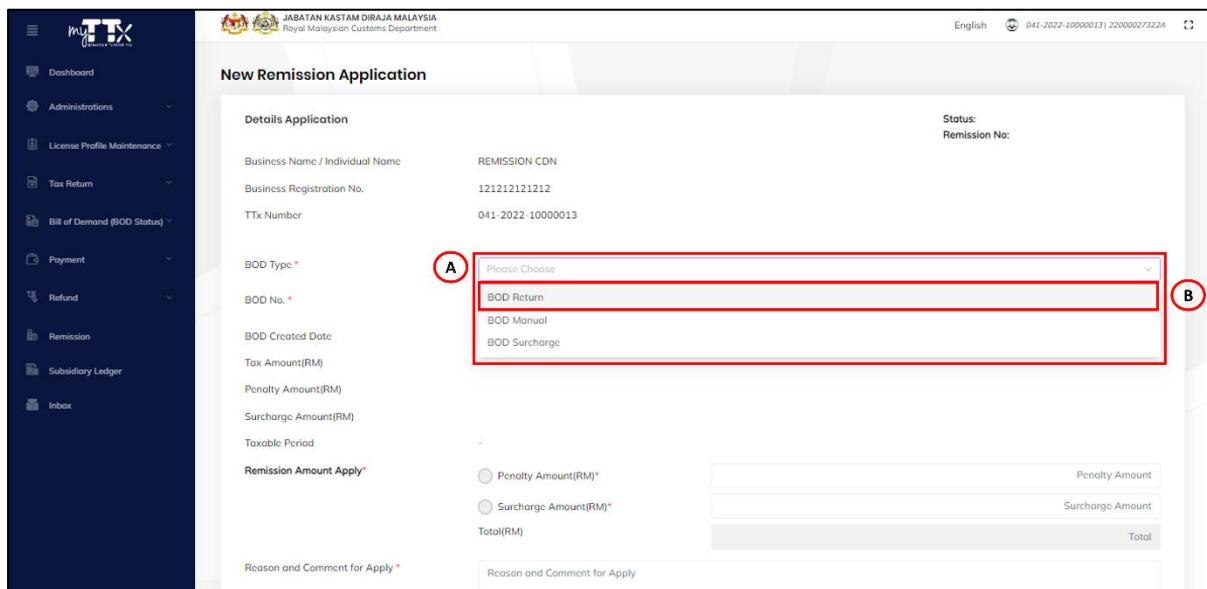
2.2 Create New Remission

1. Click on **Create New Remission** button (D) to create new remission application (Refer Figure 5).

The screenshot shows the 'New Remission Application' form. On the left is a sidebar with various menu items: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main form has sections for 'Details Application' (Business Name: REMISSION CDN, Registration No: 121212121212, TTx Number: 041-2022-10000013), 'BOD Type' (dropdown labeled 'Please Choose'), 'Remission Amount Apply' (radio buttons for 'Penalty Amount(RM)*' and 'Surcharge Amount(RM)*', with 'Penalty Amount(RM)*' selected), and 'Reason and Comment for Apply' (text area). The top right corner shows the date (04/2022-10000013), time (220000027322A), language (English), and session ID (041-2022-10000013|220000027322A).

Figure 8 New Remission Application Page

2. System will display new remission application page (Refer Figure 8).
3. Click on **BOD Type** (A) (Refer Figure 8).
4. System will display list of BOD type (A) (Refer Figure 9).



New Remission Application

Details Application

Status: Remission No:

Business Name / Individual Name: REMISSION CDN
 Business Registration No.: 121212121212
 TTx Number: 041-2022-10000013

BOD Type *: (circled with A)

BOD No. *: (circled with B)

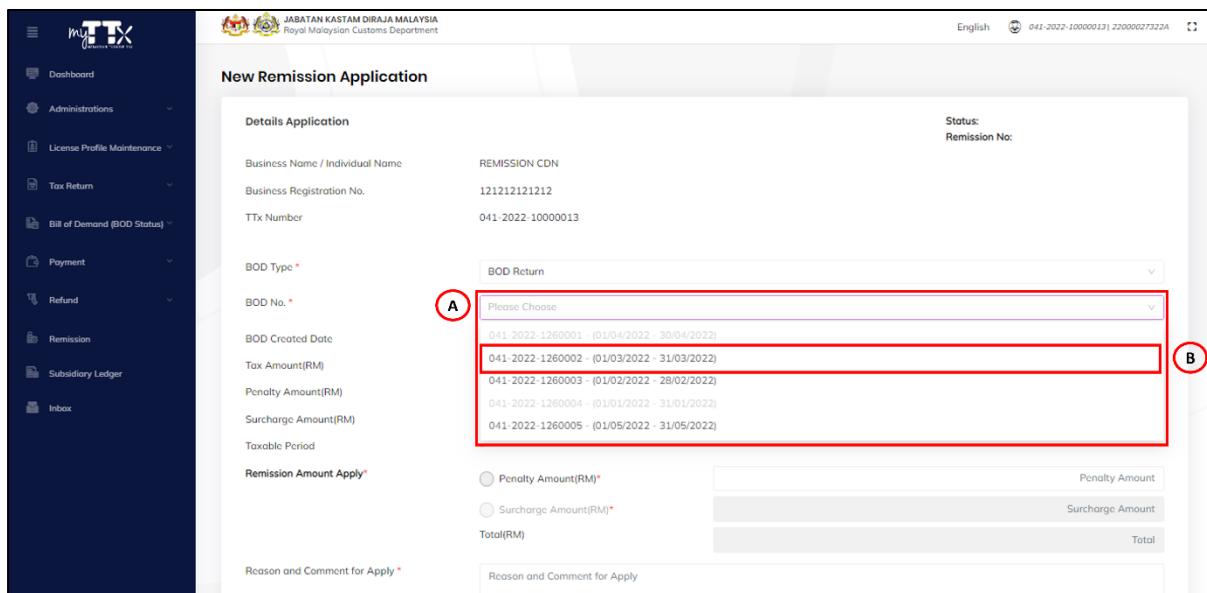
BOD Created Date: Tax Amount(RM):
 Penalty Amount(RM):
 Surcharge Amount(RM):
 Taxable Period:

Remission Amount Apply:

Reason and Comment for Apply *

Figure 9 List of BOD Type

5. Choose BOD Return as BOD Type (B) (Refer Figure 9).
6. System will display list of BOD Number (A) based on the selected BOD type (Refer Figure 10).



New Remission Application

Details Application

Status: Remission No:

Business Name / Individual Name: REMISSION CDN
 Business Registration No.: 121212121212
 TTx Number: 041-2022-10000013

BOD Type *:

BOD No. *: (circled with A)

BOD Created Date: Tax Amount(RM):
 Penalty Amount(RM):
 Surcharge Amount(RM):
 Taxable Period:

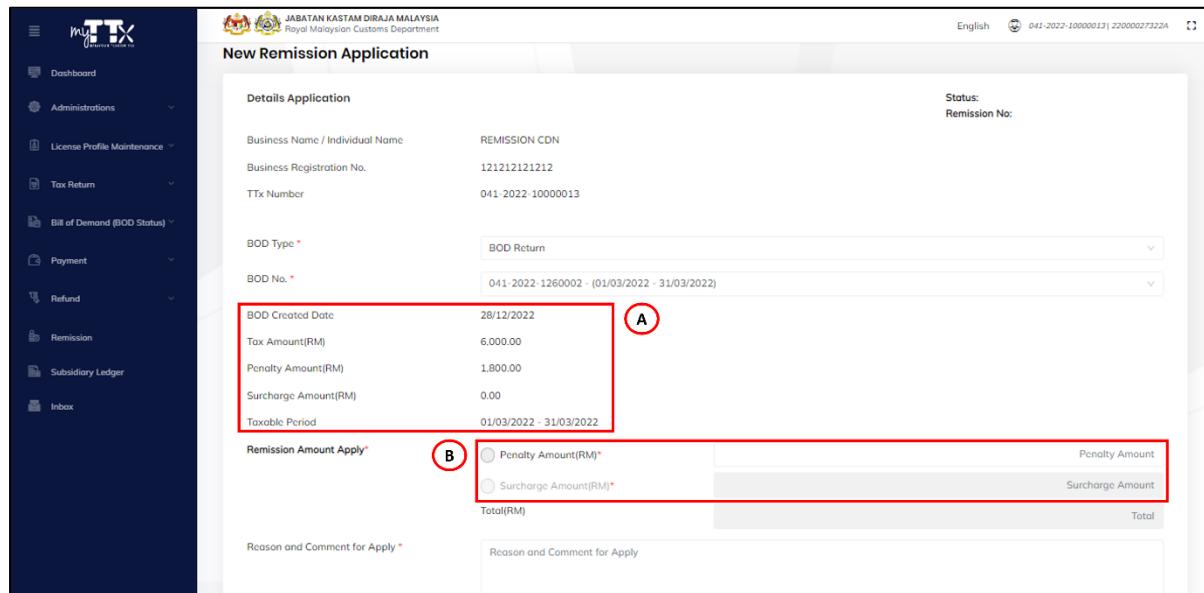
Remission Amount Apply:

Reason and Comment for Apply *

Figure 10 List of BOD Number

9. Choose BOD Number (B) (Refer Figure 10).

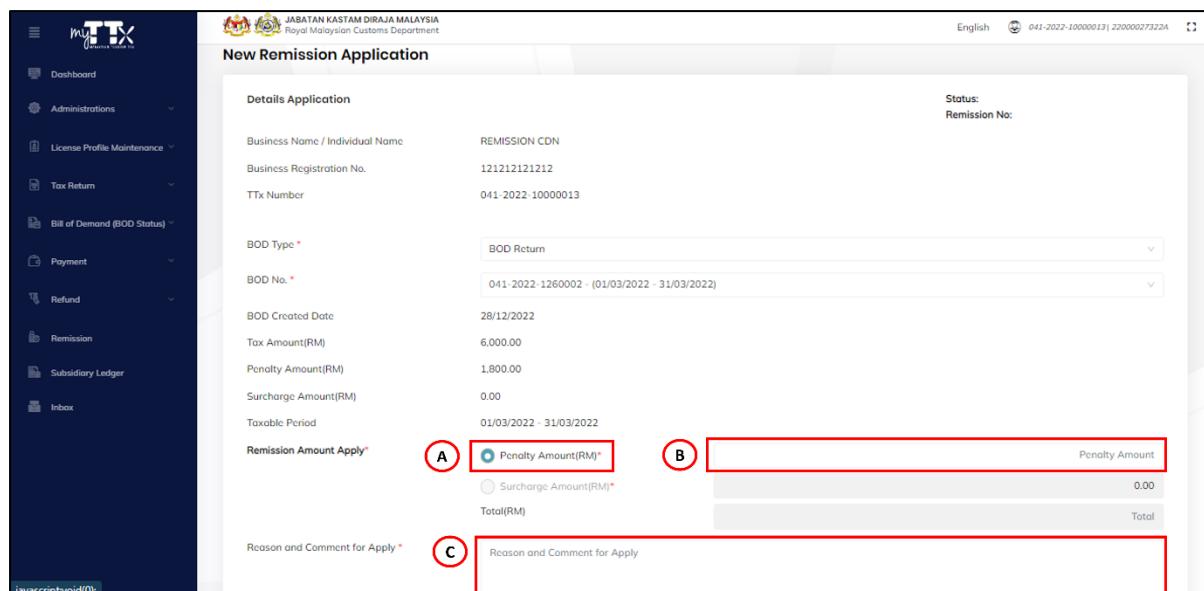
 JABATAN KASTAM DIRAJA MALAYSIA	<h2>User Manual</h2> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Doc Ref: EITS/CMMI/ENG/RSD/UM</td><td style="padding: 5px;">Version: 2.0</td></tr> <tr> <td style="padding: 5px;">Doc ID: MYTTX_OPERATOR_REMISSION_UM_v2.0</td><td style="padding: 5px;">Page No: 9</td></tr> </table>		Doc Ref: EITS/CMMI/ENG/RSD/UM	Version: 2.0	Doc ID: MYTTX_OPERATOR_REMISSION_UM_v2.0	Page No: 9
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The screenshot shows the 'New Remission Application' interface. On the left is a dark sidebar with various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main area has a header with the Royal Malaysian Customs Department logo and language selection (English). It displays a table of data for a selected BOD number (BOD Type: BOD Return). The table includes fields for BOD Created Date (28/12/2022), Tax Amount(RM) (6,000.00), Penalty Amount(RM) (1,800.00), Surcharge Amount(RM) (0.00), and Taxable Period (01/03/2022 - 31/03/2022). Below this, there's a section for 'Remission Amount Apply' with radio buttons for 'Penalty Amount(RM)*' and 'Surcharge Amount(RM)*'. The 'Penalty Amount(RM)*' field is highlighted with a red box and labeled 'B'. At the bottom, there's a large text area for 'Reason and Comment for Apply' which is also highlighted with a red box and labeled 'C'.

Figure 11 List of Data Based on Selected BOD Number

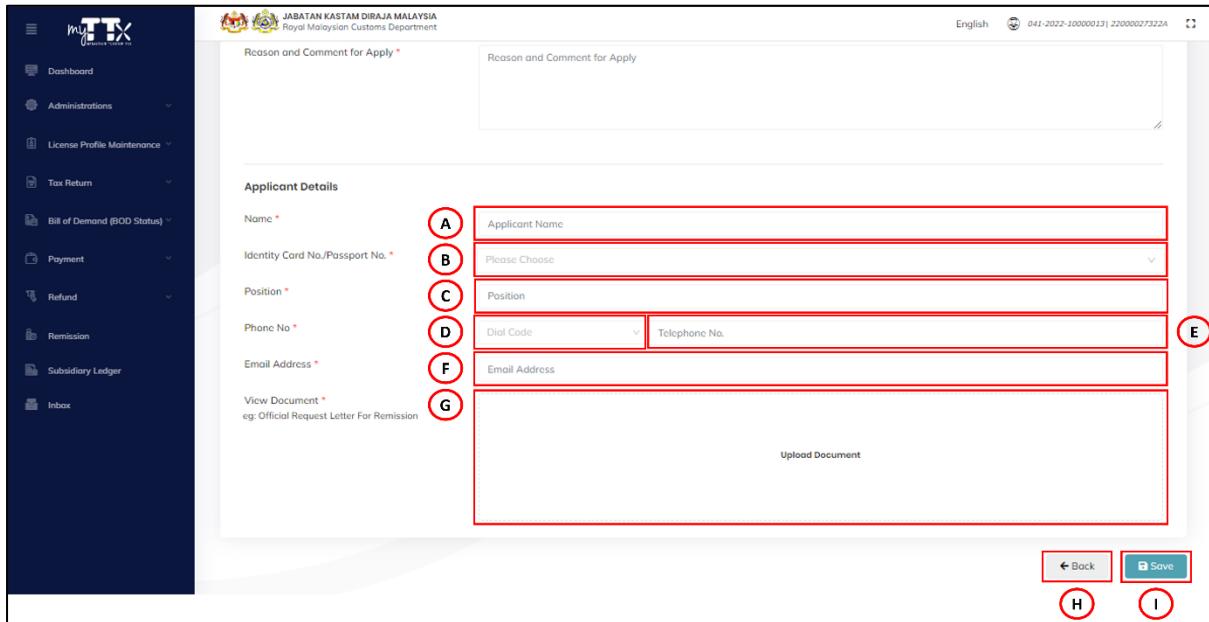
10. System will display list of data related to BOD number such as **BOD Created Date, Tax Amount(RM), Penalty Amount(RM), Surcharge Amount(RM)** and **Taxable Period** (A) (Refer Figure 11).
11. System will automatically disable other type of remission amount apply based on selected BOD type (B) (Refer Figure 11).



The screenshot shows the 'New Remission Application' interface. The left sidebar and header are identical to Figure 11. The main area displays the same table of data for a selected BOD number (BOD Type: BOD Return). In the 'Remission Amount Apply' section, both 'Penalty Amount(RM)*' and 'Surcharge Amount(RM)*' radio buttons are highlighted with red boxes and labeled 'A' and 'B' respectively. The 'Reason and Comment for Apply' text area at the bottom is also highlighted with a red box and labeled 'C'.

Figure 12 Remission Amount Apply

12. Click on **Penalty Amount** (A) radio button and input penalty amount at **Penalty Amount** (B) field (Refer Figure 12).
13. Input reason and comment to apply remission application at **Reason and Comment for Apply** (C) field (Refer Figure 12).



The screenshot shows the 'Reason and Comment for Apply' section with a large text area (C) and the 'Applicant Details' section with various input fields. Fields are labeled A through I:

- A**: Applicant Name (Text input field)
- B**: Identity Card No./Passport No. (Dropdown menu showing 'Please Choose')
- C**: Position (Text input field)
- D**: Phone No. (Text input field)
- E**: Telephone No. (Text input field)
- F**: Email Address (Text input field)
- G**: View Document (Text input field with placeholder 'eg: Official Request Letter For Remission')
- H**: Back button
- I**: Save button

Figure 13 Applicant Details

14. Input applicant name at **Name** (A) field (Refer Figure 13).
15. Click on **Identity Card No./Passport No.** (B) (Refer Figure 13).

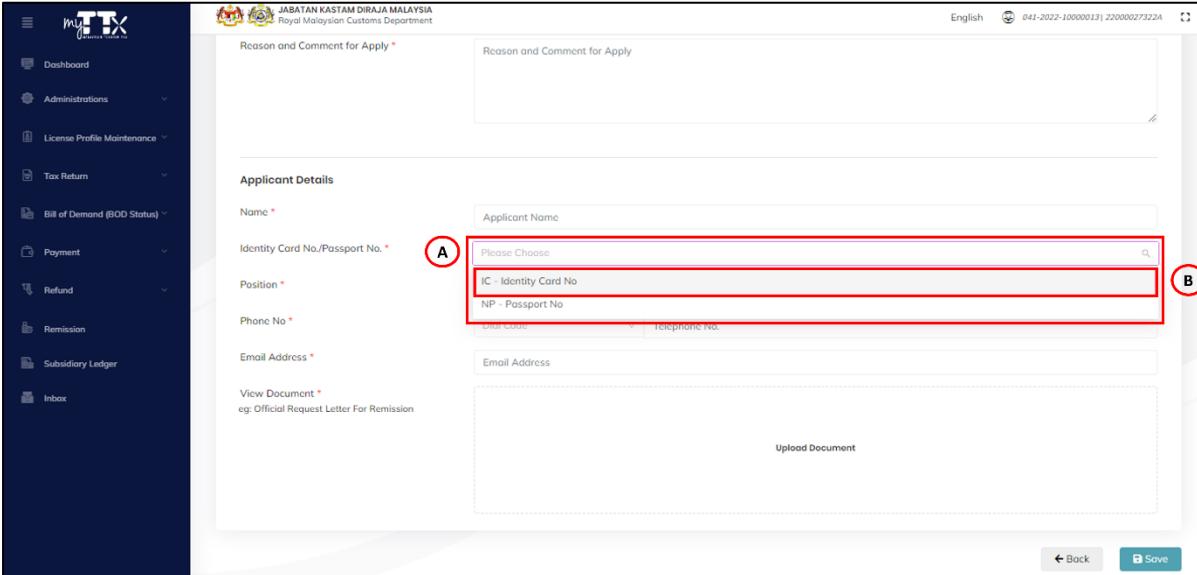


Figure 14 Identity Type

16. System will display list of identity type (A) (Refer Figure 14).
17. Choose **IC – Identity Card No** (B) (Refer Figure 14).

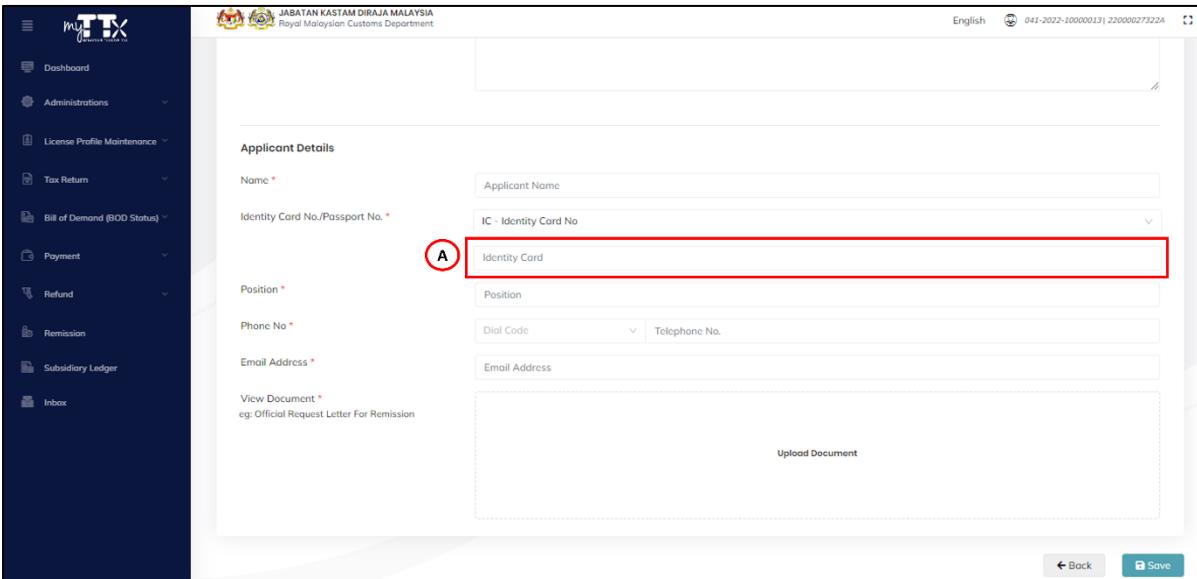
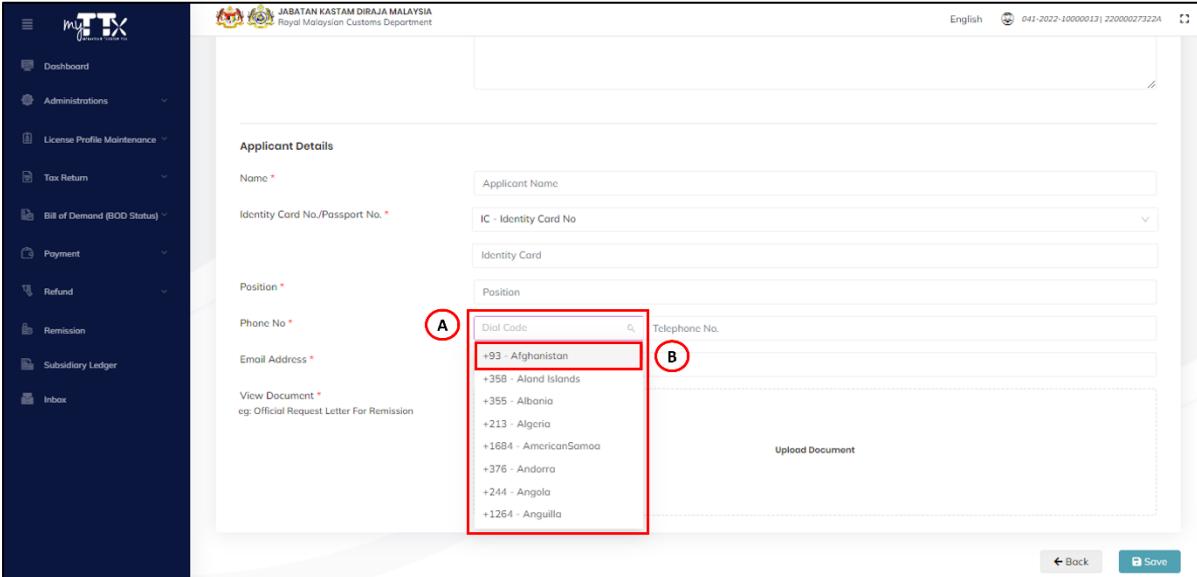


Figure 15 Identity Card Field

18. Input the identity card number at **Identity Card** (A) field (Refer Figure 15).
19. Input position at **Position** (C) field (Refer Figure 13).
20. Click on **Identity Card No./Passport No.** (B) (Refer Figure 13).



The screenshot shows the 'Remission' section of the MyTTX application. On the left is a dark sidebar with various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main area has a header 'JABATAN KASTAM DIRAJA MALAYSIA' and 'Royal Malaysia Customs Department'. It shows 'Applicant Details' with fields for Name*, Identity Card No./Passport No., Position*, Phone No., Email Address*, and a 'View Document' section with a note about an official request letter. A large dropdown menu for 'Dial Code' is open, listing country codes and names. A red box labeled 'A' highlights the dropdown, and a red circle labeled 'B' highlights the 'IC - Identity Card No' dropdown. Buttons at the bottom include 'Back', 'Save' (highlighted with a red box), and 'Upload Document'.

Figure 16 List of Dial Code

21. System will display list of dial code (A) (Refer Figure 16).
22. Choose **IC - Identity Card No** (B) (Refer Figure 16).
23. Input telephone number at **Phone No** (E) field (Refer Figure 13).
24. Input email address at **Email Address** (F) field (Refer Figure 13).
25. Click on **Upload Document** (G) to upload documents (Refer Figure 13).
26. Click on **Back** (H) button to back to remission page (Refer Figure 13).
27. Click on **Save** (I) button (Refer Figure 13).
28. System will display pop up window save remission application as draft (Refer Figure 17).

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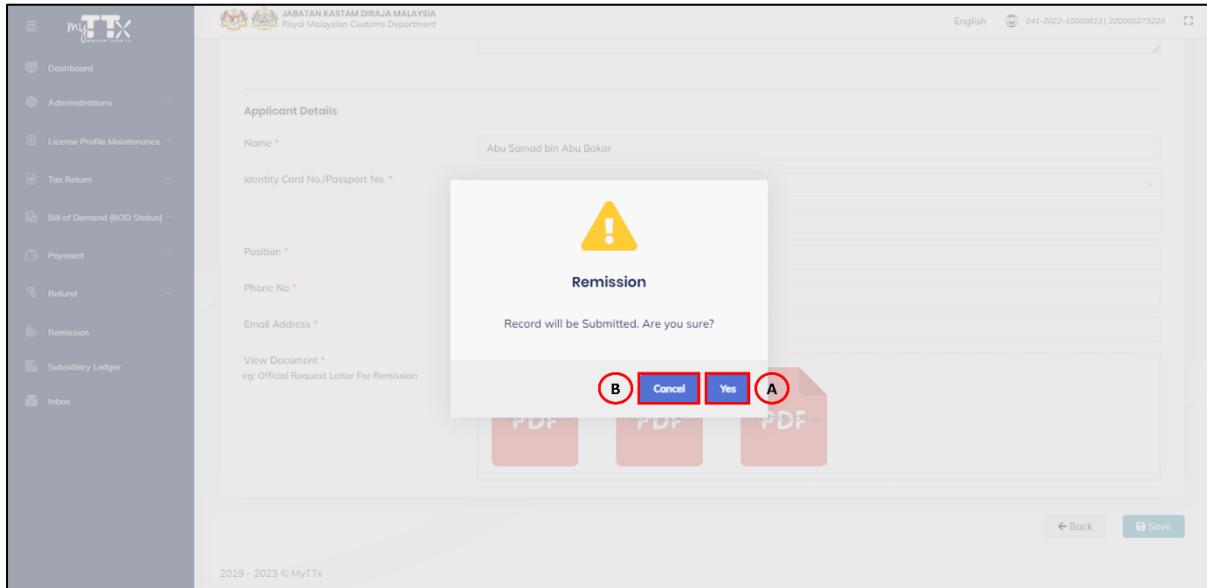


Figure 17 Pop Up Window Save Remission Application as Draft

29. Click **Yes** button (A) (Refer Figure 17).
30. System will display pop up window success save remission application as draft (Refer Figure 18).
31. Click **Cancel** button (B) to cancel save remission application as draft (Refer Figure 17).
32. System will display new remission application page (Refer Figure 8).

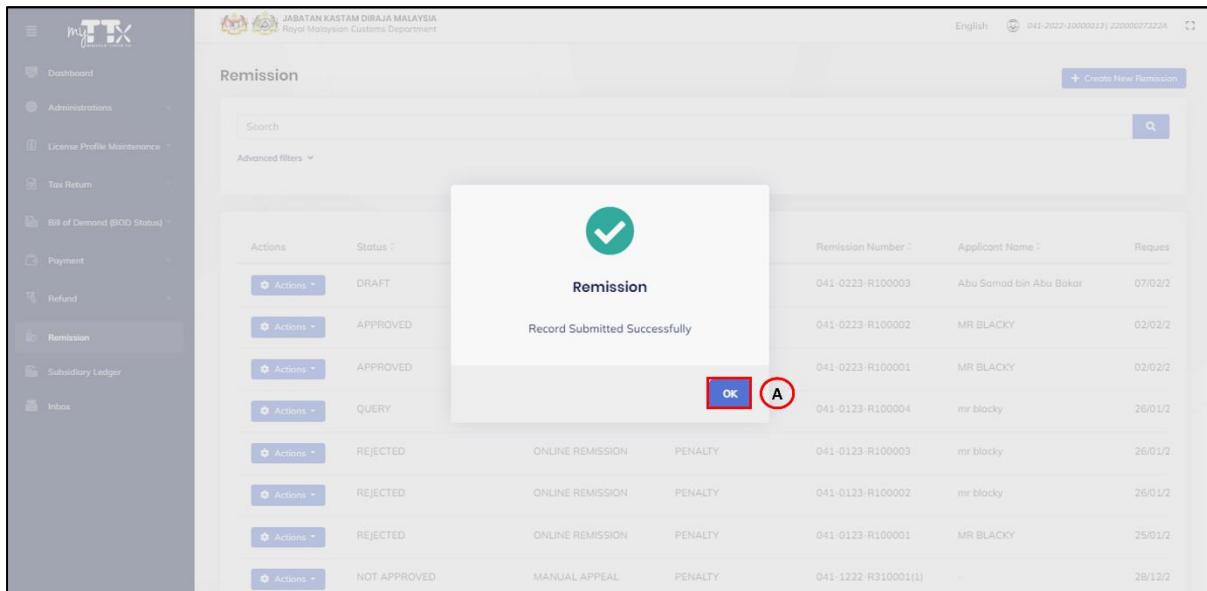


Figure 18 Pop Up Window Success Save Remission Application as Draft



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33. Click **OK** button (A) (Refer Figure 18).
34. System will display remission page (Refer Figure 5).



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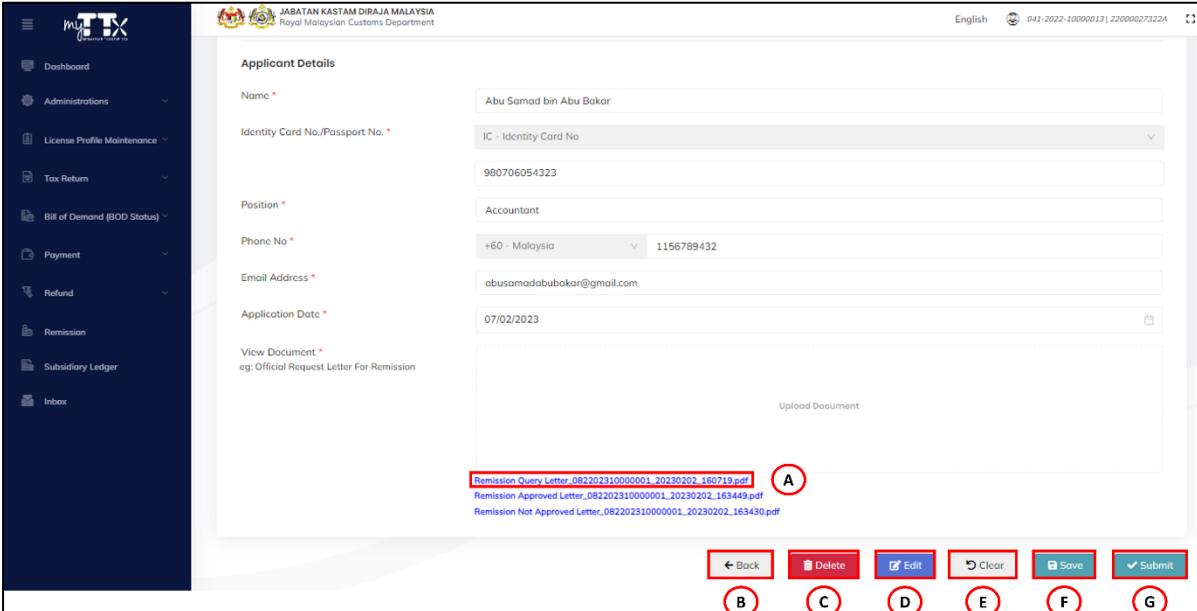
2.3 Edit Draft Remission Application

1. Click on **Action (E)** button (Refer Figure 5).
2. System will display **Edit (A)** action button for status “**DRAFT**” (Refer Figure 19).

Actions	Status	Remission Category	Remission Type	Remission Number	Applicant Name	Requs
<button>Action</button> Edit (A) <button>Action</button>	DRAFT	ONLINE REMISSION	PENALTY	041-0223-R100003	Abu Samad bin Abu Bakar	07/02/2
<button>Action</button> Edit <button>Action</button>	APPROVED	ONLINE REMISSION	PENALTY	041-0223-R100002	MR BLACKY	02/02/2
<button>Action</button> Edit <button>Action</button>	QUERY	ONLINE REMISSION	PENALTY	041-0123-R100004	mr blacky	26/01/2
<button>Action</button> Edit <button>Action</button>	REJECTED	ONLINE REMISSION	PENALTY	041-0123-R100003	mr blacky	26/01/2
<button>Action</button> Edit <button>Action</button>	REJECTED	ONLINE REMISSION	PENALTY	041-0123-R100002	mr blacky	26/01/2
<button>Action</button> Edit <button>Action</button>	REJECTED	ONLINE REMISSION	PENALTY	041-0123-R100001	MR BLACKY	25/01/2
<button>Action</button> Edit <button>Action</button>	NOT APPROVED	MANUAL APPEAL	PENALTY	041-1222-R310001(I)	-	28/12/2

Figure 19 Action Button for Status DRAFT

3. Click on **Edit (A)** action button (Refer Figure 19).

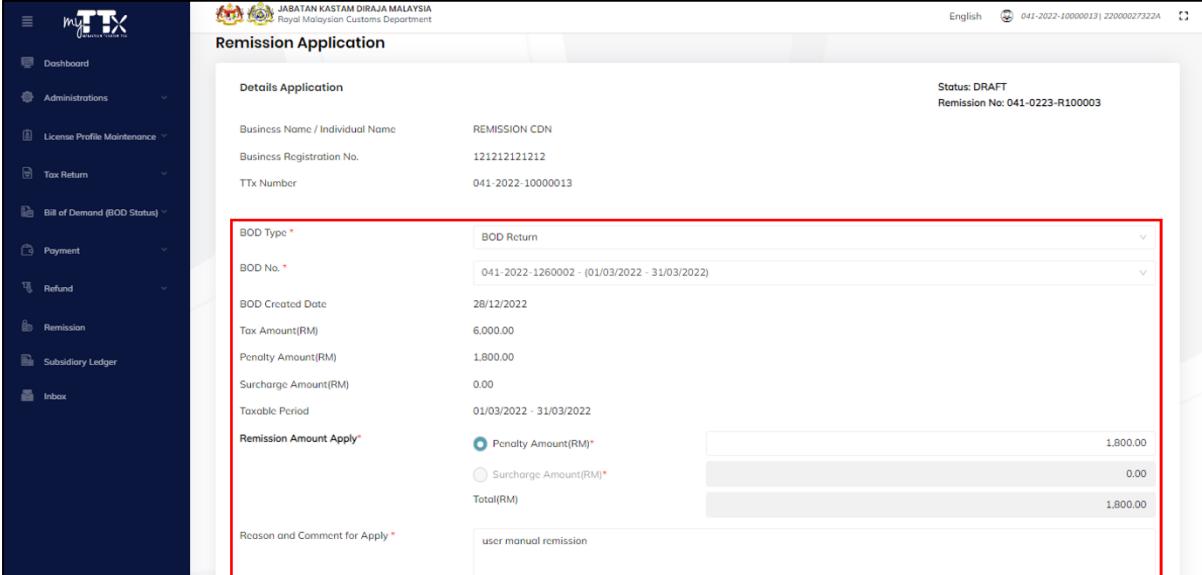


The screenshot shows the MyTTX application interface for editing a remission application. On the left is a dark sidebar with various menu items. The main area is titled "JABATAN KASTAM DIRAJA MALAYSIA" and "Royal Malaysian Customs Department". It displays "Applicant Details" for "Abu Somad bin Abu Bakar" with fields for Name, Identity Card No./Passport No., Position (Accountant), Phone No. (+60 - Malaysia 1156789432), Email Address (abusamadabubakar@gmail.com), and Application Date (07/02/2023). Below these fields is a "View Document" section with a placeholder "e.g: Official Request Letter For Remission". A red box highlights the "Remission Query Letter_082202310000001_20230202_160719.pdf" link, which is circled with a red circle labeled "A". At the bottom are several buttons: "Back" (B), "Delete" (C), "Edit" (D), "Clear" (E), "Save" (F), and "Submit" (G), all enclosed in red circles.

Figure 20 Edit Remission Application Page

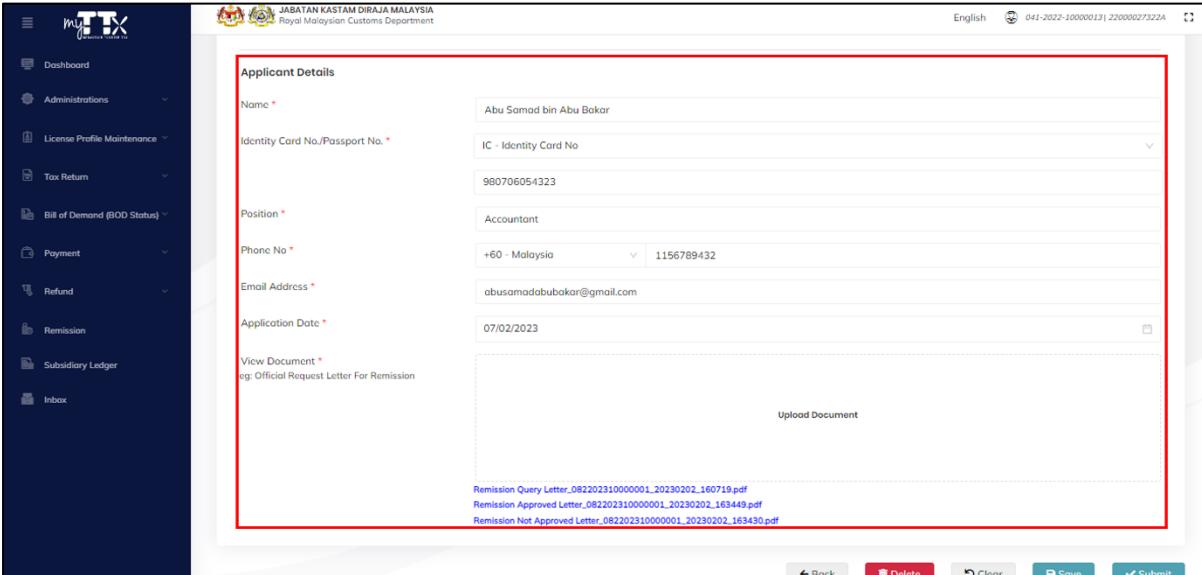
4. System will display edit remission application page (Refer Figure 20).
5. Click on **Document Name** (A) to view the document (Refer Figure 20).
6. Click on **Back** (B) button to back to remission page (Refer Figure 20).
7. Click on **Edit** (D) button (Refer Figure 20).
8. System will enable field for Details Application (Refer Figure 21) and Applicant Details (Refer Figure 22).

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The screenshot shows the 'Remission Application' page. On the left is a dark sidebar with various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main area has a header 'JABATAN KASTAM DIRAJA MALAYSIA Royal Malaysia Customs Department'. Below it is a sub-header 'Remission Application'. The 'Details Application' section contains several input fields. A red box highlights the 'BOD Type *' dropdown set to 'BOD Return', the 'BOD No. *' dropdown showing '041-2022-1260002 - (01/03/2022 - 31/03/2022)', and the 'BOD Created Date' field showing '28/12/2022'. Other visible fields include Business Name / Individual Name (REMISSION CDN), Business Registration No. (1212121212), TTx Number (041-2022-10000013), Tax Amount(RM) (6,000.00), Penalty Amount(RM) (1,800.00), Surcharge Amount(RM) (0.00), Taxable Period (01/03/2022 - 31/03/2022), and a 'Remission Amount Apply' section with radio buttons for 'Penalty Amount(RM)*' (1,800.00), 'Surcharge Amount(RM)*' (0.00), and 'Total(RM)' (1,800.00). A 'Reason and Comment for Apply *' text area contains 'user manual remission'.

Figure 21 Enable Fields for Details Application



The screenshot shows the 'Remission Application' page. The sidebar and header are identical to Figure 21. The 'Applicant Details' section is highlighted with a red box. It contains fields for Name (Abu Somod bin Abu Bakar), Identity Card No./Passport No. (IC - Identity Card No. 980706054323), Position (Accountant), Phone No. (+60 - Malaysia 1156789432), Email Address (abusamadabubakar@gmail.com), and Application Date (07/02/2023). Below these fields is a 'View Document' section with a note 'e.g: Official Request Letter For Remission' and a 'Upload Document' button. At the bottom, there are several buttons: Back, Delete, Clear, Save, and Submit.

Figure 22 Enable Fields for Applicant Details



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2.3.1 Clear Remission Application

1. Click on **Clear** (E) button (Refer Figure 20).
2. System cleared all the field for Details Application (Refer Figure 23) and Applicant Details (Refer Figure 24).

The screenshot shows the 'Remission Application' form. On the left is a sidebar with navigation links like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main area has a header 'JABATAN KASTAM DIRAJA MALAYSIA Royal Malaysian Customs Department'. Below it is a sub-header 'Remission Application'. The 'Details Application' section contains fields for Business Name / Individual Name (REMISSION CDN), Business Registration No. (121212121212), TTx Number (041-2022-10000013), and a status indicator 'Status: DRAFT Remission No: 041-0223-R100003'. A red box highlights the 'BOD Type', 'BOD No.', and 'BOD Created Date' fields, which are currently set to 'Please Choose'. Other visible fields include Tax Amount(RM), Penalty Amount(RM), Surcharge Amount(RM), Taxable Period, Remission Amount Apply (radio buttons for Penalty Amount(RM) and Surcharge Amount(RM)), and a Total(RM) field showing 0.00. There is also a 'Reason and Comment for Apply' text area.

Figure 23 Clear Fields for Details Application

The screenshot shows the 'Remission Application' form with a red box highlighting the 'Applicant Details' section. This section includes fields for Name, Identity Card No./Passport No., Position, Phone No., Email Address, and Application Date (set to 07/02/2023). Below these fields is a 'View Document' section with a note 'eg: Official Request Letter For Remission' and a 'Upload Document' button. At the bottom of the page are buttons for Back, Delete, Clear, Save, and Submit.

Figure 24 Clear Fields for Applicant Details



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2.3.2 Save Remission Application

1. Click on **Save (F)** button (Refer Figure 20).

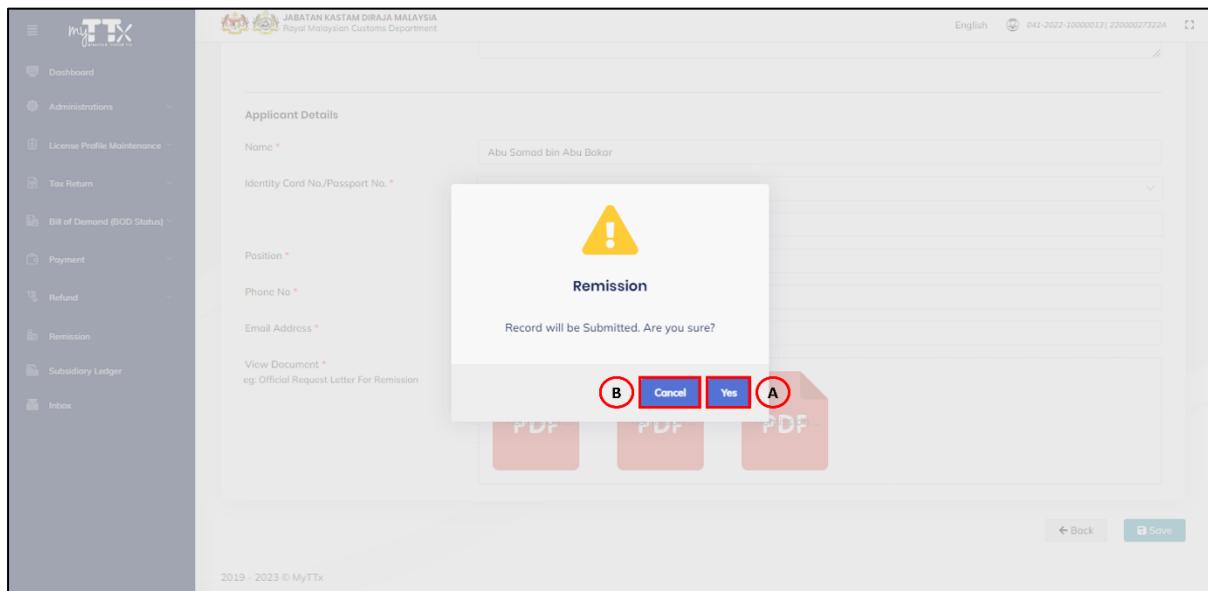


Figure 25 Pop Up Window Save Remission Application as Draft

2. System will display pop up window save remission application as draft (Refer Figure 25).
3. Click **Yes** button (A) (Refer Figure 25).
4. System will display pop up window success save remission application as draft (Refer Figure 26).
5. Click **Cancel** button (B) to cancel update operator information (Refer Figure 25).
6. System will display new remission application page (Refer Figure 8).



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The screenshot shows the 'Remission' section of the system. On the left is a sidebar with various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission (which is selected and highlighted in grey), Subsidiary Ledger, and Inbox. The main area has a header 'Remission' and a sub-header 'Search'. Below that is a table with columns: Actions, Status, Remission Number, Applicant Name, and Request. A modal window titled 'Remission' is centered over the table, displaying a green checkmark icon and the message 'Record Submitted Successfully'. At the bottom of the modal are two buttons: 'OK' (highlighted with a red box) and 'A' (highlighted with a red circle). The table below the modal contains several rows of data.

Actions	Status	Remission Number	Applicant Name	Request
[Actions]	DRAFT	041-0223-R100003	Abu Samad bin Abu Bakar	07/02/2
[Actions]	APPROVED	041-0223-R100002	MR BLACKY	02/02/2
[Actions]	APPROVED	041-0223-R100001	MR BLACKY	02/02/2
[Actions]	QUERY	041-0123-R100004	mr blocky	26/01/2
[Actions]	REJECTED	041-0123-R100003	mr blocky	26/01/2
[Actions]	REJECTED	041-0123-R100002	mr blocky	26/01/2
[Actions]	REJECTED	041-0123-R100001	MR BLACKY	25/01/2
[Actions]	NOT APPROVED	041-1222-R310001(1)	-	28/12/2

Figure 26 Pop Up Window Success Save Remission Application as Draft

7. Click **OK** button (A) (Refer Figure 26).
8. System will display remission page (Refer Figure 5).



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2.3.3 Submit Remission Application

1. Click on **Submit** (G) button (Refer Figure 20).

The screenshot shows the MyTTx application interface for Remission. On the left is a sidebar with various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main panel shows a form for a remission application. Fields include Name (Abu Samad bin Abu Bakar), IC/Passport No. (980706054323), Position (Accountant), Phone No., Email Address, Application Date, and View Document (with examples: Official Request Letter For Remission). A central modal window has a yellow exclamation mark icon and the title 'Remission'. It contains the message 'Record will be Submitted. Are you sure?' with two buttons: 'Cancel' (circled B) and 'Yes' (circled A). Below the modal are download links for Remission Query Letter, Approved Letter, and Not Approved Letter. At the bottom are standard application buttons: Back, Delete, Edit, Clear, Save, and Submit.

Figure 27 Pop Up Window Submit Draft Remission Application

2. System will display pop up window submit draft remission application (Refer Figure 27).
3. Click **Yes** button (A) (Refer Figure 27).
4. System will display pop up window success submit draft remission application (Refer Figure 28).
5. Click **Cancel** button (B) to cancel submit draft remission application (Refer Figure 27).
6. System will display edit remission application page (Refer Figure 8).



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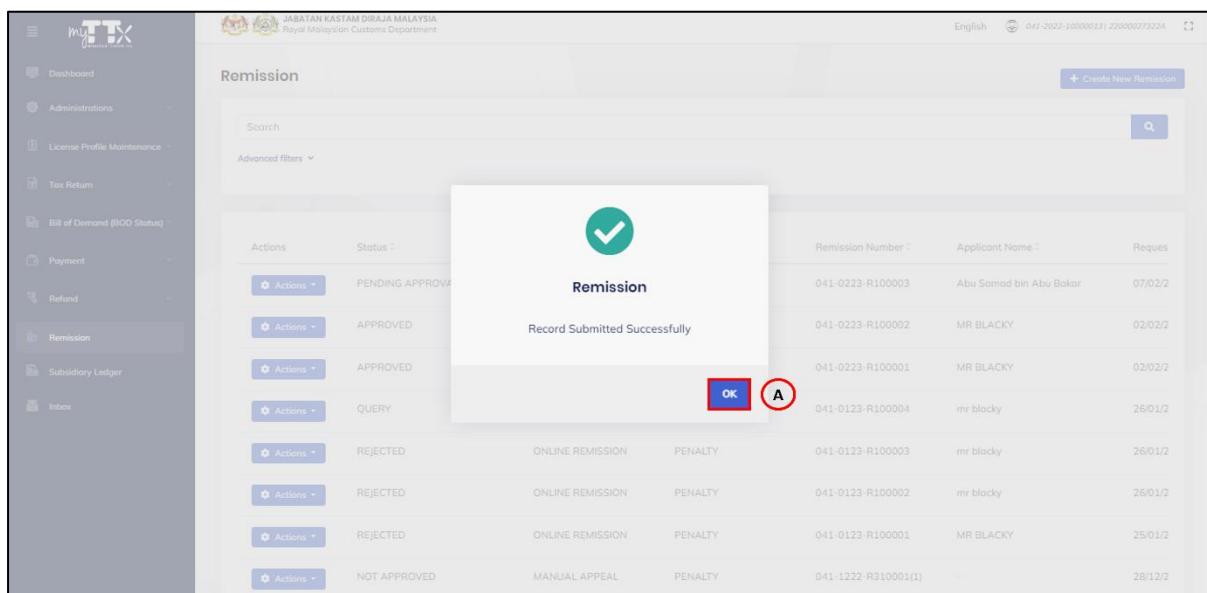


Figure 28 Pop Up Window Success Submit Draft Remission Application

7. Click **OK** button (A) (Refer Figure 28).
8. System will display remission page (Refer Figure 5).



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2.3.4 Delete Remission Application

1. Click on **Delete** (C) button (Refer Figure 20).

The screenshot shows the MyTTx application interface for managing remission applications. On the left, there's a sidebar with various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main area displays a form for a remission application. The form fields include Name (Abu Bakar), Identity Card No./Passport No. (980706054321), Position (Accountant), Phone No., Email Address, Application Date, and View Document (e.g. Official Request Letter For Remission). Below the form, there's a list of uploaded documents: Remission Query Letter, Remission Approved Letter, and Remission Not Approved Letter. At the bottom right of the main area, there are buttons for Back, Delete, Edit, Clear, Save, and Submit. A prominent pop-up window is centered over the form, containing a yellow exclamation mark icon, the word 'Remission', and the text 'Remission will be deleted. Are you sure?'. Two buttons are present in the pop-up: 'Cancel' (labeled B) and 'Yes' (labeled A). The 'Yes' button is circled in red.

Figure 29 Pop Up Window Delete Draft Remission Application

2. System will display pop up window delete draft remission application (Refer Figure 29).
3. Click **Yes** button (A) (Refer Figure 29).
4. System will display pop up window success delete draft remission application (Refer Figure 30).
5. Click **Cancel** button (B) to cancel delete draft remission application (Refer Figure 29).
6. System will display edit remission application page (Refer Figure 8).



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The screenshot shows the 'Remission' section of the system. On the left is a sidebar with various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission (which is selected and highlighted in blue), Subsidiary Ledger, and Inbox. The main area has a header 'Remission' and a sub-header 'Search'. Below that is a table of remission applications with columns for Remission Number, Applicant Name, and Request Date. A modal dialog box is overlaid on the page, containing a green checkmark icon, the word 'Remission', and the message 'Record Submitted Successfully'. At the bottom right of the modal is a blue 'OK' button, which is circled in red and labeled with a capital letter 'A'.

Remission Number	Applicant Name	Request Date
041-0223-R100003	Abu Samad bin Abu Bakar	07/02/2
041-0223-R100002	MR BLACKY	02/02/2
041-0223-R100001	MR BLACKY	02/02/2
041-0123-R100004	mr blocky	26/01/2
041-0123-R100003	mr blocky	26/01/2
041-0123-R100002	mr blocky	26/01/2
041-0123-R100001	MR BLACKY	25/01/2
041-1222-R310001(1)	-	28/12/2

Figure 30 Pop Up Window Success Delete Draft Remission Application

7. Click **OK** button (A) (Refer Figure 30).
8. System will display remission page (Refer Figure 5).



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2.4 Edit Query Remission Application

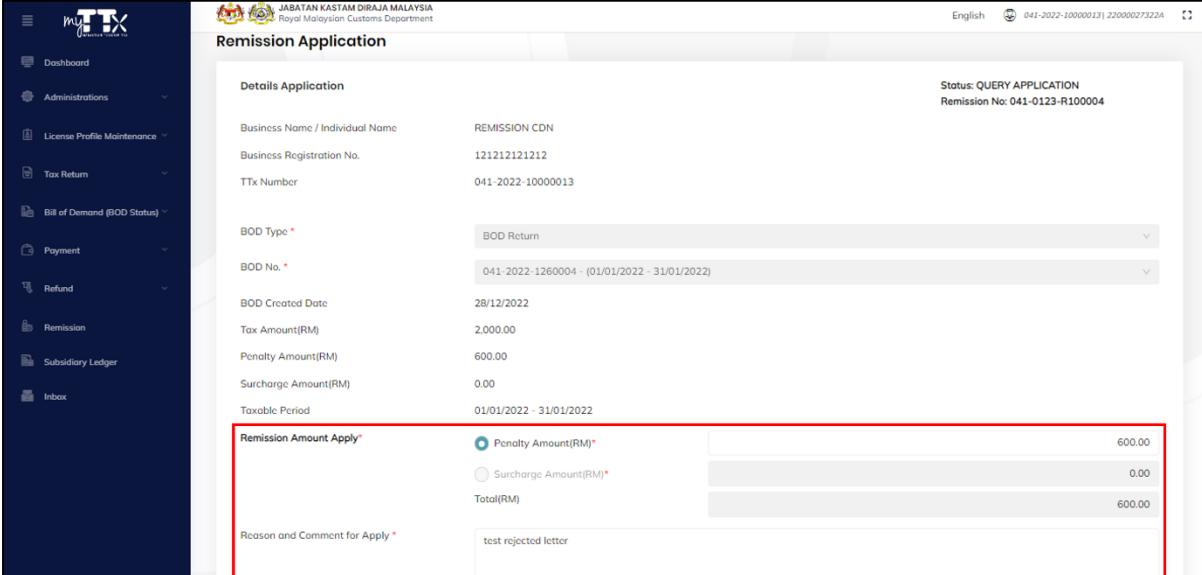
1. Click on **Action (E)** button (Refer Figure 5).
2. System will display **Edit (A)** action button for status “**QUERY**” (Refer Figure 31).

Actions	Status	Remission Category	Remission Type	Remission Number	Applicant Name	Request
<button>Actions</button>	PENDING APPROVAL	ONLINE REMISSION	PENALTY	041-0223-R100003	Abu Samad bin Abu Bakar	07/02/2
<button>Actions</button>	APPROVED	ONLINE REMISSION	PENALTY	041-0223-R100002	MR BLACKY	02/02/2
<button>Actions</button>	APPROVED	ONLINE REMISSION	PENALTY	041-0223-R100001	MR BLACKY	02/02/2
<button>Actions</button>	QUERY	ONLINE REMISSION	PENALTY	041-0123-R100004	mr blacky	26/01/2
<button>Edit</button> (highlighted with a red box and circled 'A')	QUERY	ONLINE REMISSION	PENALTY	041-0123-R100003	mr blacky	26/01/2
<button>Actions</button>	REJECTED	ONLINE REMISSION	PENALTY	041-0123-R100002	mr blacky	26/01/2
<button>Actions</button>	REJECTED	ONLINE REMISSION	PENALTY	041-0123-R100001	MR BLACKY	25/01/2
<button>Actions</button>	NOT APPROVED	MANUAL APPEAL	PENALTY	041-1222-R310001(I)	-	28/12/2
<button>Actions</button>	APPEAL	ONLINE REMISSION	PENALTY	041-1222-R310002(I)	-	28/12/2

Figure 31 Action Button for Status QUERY

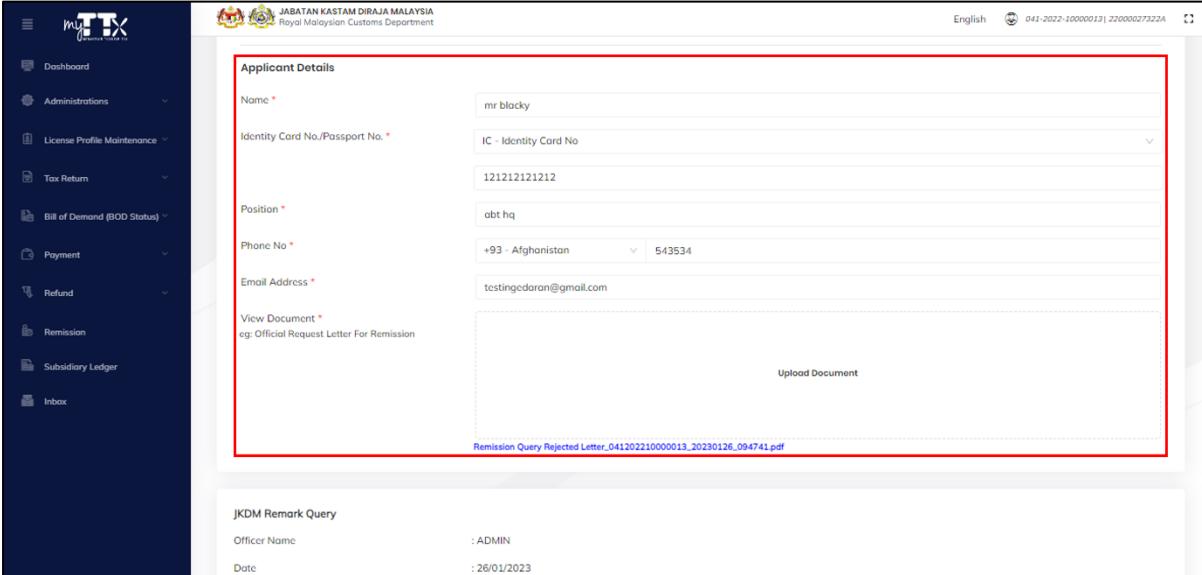
3. System will display edit query remission application page (Refer Figure 31).
4. System enable field for Details Application (Refer Figure 32) and Applicant Details (Refer Figure 33).

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The screenshot shows the 'Remission Application' page. On the left is a dark sidebar with various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main area has a header with the Royal Malaysian Customs Department logo and the text 'Remission Application'. It displays details such as Business Name / Individual Name (REMISSION CDN), Business Registration No. (1212121212), TTx Number (041-2022-10000013), and a status message 'Status: QUERY APPLICATION Remision No: 041-0123-R100004'. Below these are fields for BOD Type (BOD Return), BOD No. (041-2022-1260004 - (01/01/2022 - 31/01/2022)), BOD Created Date (28/12/2022), Tax Amount(RM) (2,000.00), Penalty Amount(RM) (600.00), Surcharge Amount(RM) (0.00), and Taxable Period (01/01/2022 - 31/01/2022). A section titled 'Remission Amount Apply' contains three radio buttons: 'Penalty Amount(RM)*' (selected, value 600.00), 'Surcharge Amount(RM)*' (0.00), and 'Total(RM)' (600.00). A text area for 'Reason and Comment for Apply*' contains the text 'test rejected letter'. A red box highlights the 'Remission Amount Apply' section.

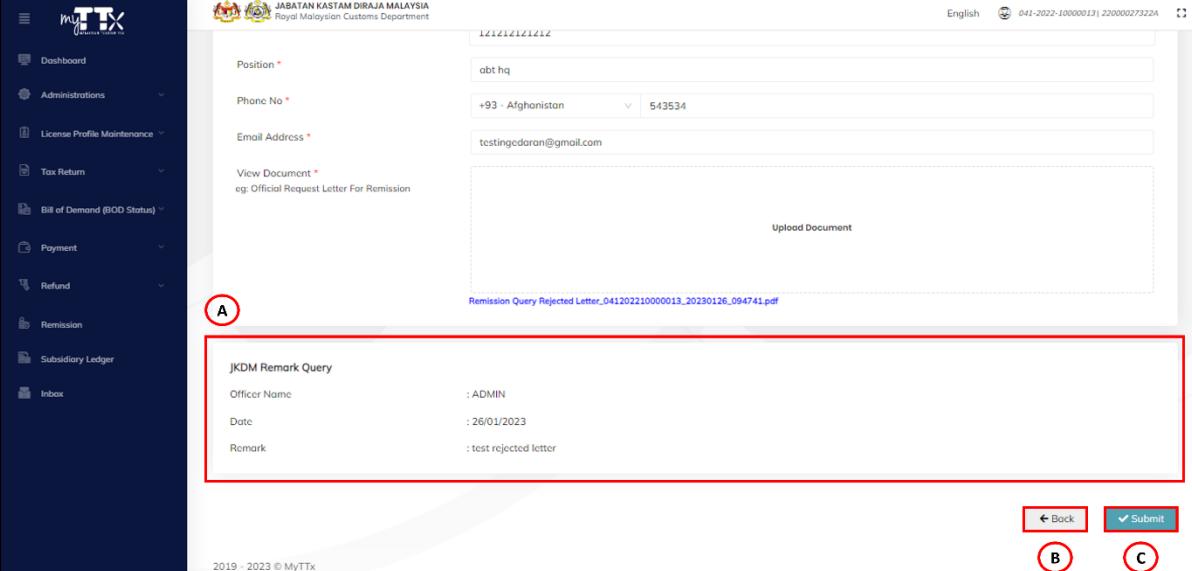
Figure 32 Enable Field for Details Application During Query



The screenshot shows the 'Applicant Details' page. The sidebar is identical to Figure 32. The main area has a header with the Royal Malaysian Customs Department logo and the text 'Applicant Details'. It includes fields for Name (mr blacky), Identity Card No./Passport No. (IC - Identity Card No. 121212121212), Position (obt hq), Phone No. (+93 - Afghanistan 543534), Email Address (testingedoran@gmail.com), and a 'View Document' section with a note 'eg: Official Request Letter For Remission'. A red box highlights the 'Applicant Details' section. Below it is a 'JKDM Remark Query' section with Officer Name (:ADMIN) and Date (26/01/2023).

Figure 33 Enable Field for Applicant Details During Query

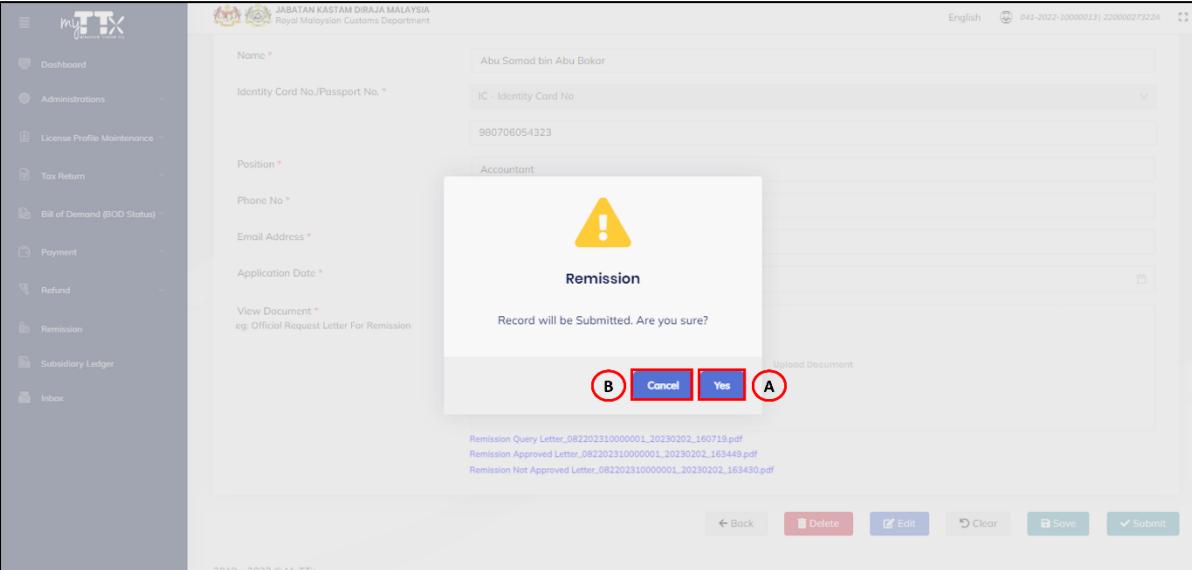
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The screenshot shows the MyTTx interface with a sidebar on the left containing various menu items like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main content area displays a form for a JKDM Remark Query. The form includes fields for Position (obt hq), Phone No (+93 - Afghanistan 543534), Email Address (testingcedaran@gmail.com), and a View Document field (Official Request Letter For Remission). Below this is a 'Upload Document' section with a file listed: 'Remission Query Rejected Letter_041202210000013_20230126_094741.pdf'. At the bottom of the form is a 'JKDM Remark Query' section with fields for Officer Name (ADMIN), Date (26/01/2023), and Remark (test rejected letter). Two buttons at the bottom right are circled: 'Back' (B) and 'Submit' (C).

Figure 34 JKDM Remark Query

5. System display the JKDM Remark Query Detail (A) to view the remark from the JKDM officer (Refer Figure 34).
6. Click on **Back** (B) button (Refer Figure 34).
7. Click on **Submit** (C) button (Refer Figure 34).



The screenshot shows a pop-up window titled 'Remission' with a warning icon and the message 'Record will be Submitted. Are you sure?'. Two buttons at the bottom of the window are circled: 'Cancel' (B) and 'Yes' (A). The background shows the MyTTx interface with a sidebar and a main form for remission application. The main form includes fields for Name (Abu Samad bin Abu Bakar), Identity Card No./Passport No., Position (Accountant), Phone No., Email Address, Application Date, and a View Document field (Official Request Letter For Remission). There is also an 'Upload Document' section with files listed: 'Remission Query Letter_08220231000001_20230202_160719.pdf', 'Remission Approved Letter_08220231000001_20230202_163449.pdf', and 'Remission Not Approved Letter_08220231000001_20230202_163450.pdf'. At the bottom of the main form are buttons for Back, Delete, Edit, Clear, Save, and Submit.

Figure 35 Pop Up Window Submit Query Remission Application

8. System will display pop up window submit query remission application (Refer Figure 35).
9. Click **Yes** button (A) (Refer Figure 35).

10. System will display pop up window success submit query remission application (Refer Figure 36).
11. Click **Cancel** button (B) to cancel submit query remission application (Refer Figure 35).
12. System will display edit remission application page (Refer Figure 8).

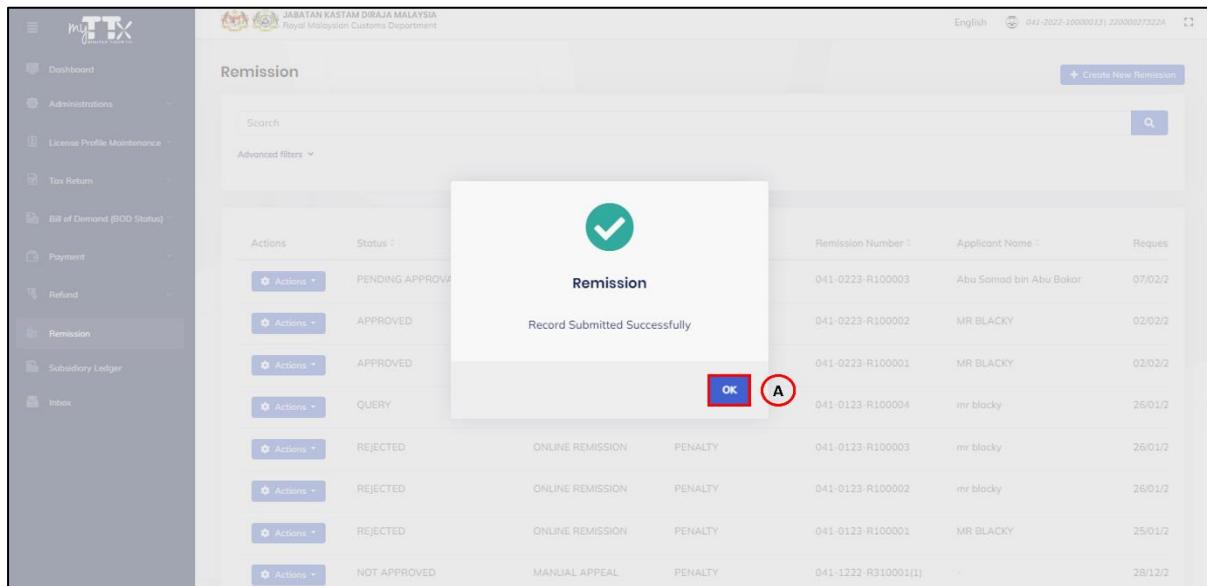


Figure 36 Pop Up Window Success Submit Query Remission Application

13. Click **OK** button (A) (Refer Figure 36).
14. System will display remission page (Refer Figure 5).



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2.5 View Remission Application

1. Click on **Action (E)** button (Refer Figure 5).
2. System will display **View (A)** action button for status “**PENDING APPROVAL**”, “**REJECTED**”, “**APPROVED**”, “**NOT APPROVED**” and “**APPEAL**” (Refer Figure 37).

Actions	Status	Remission Category	Remission Type	Remission Number	Applicant Name	Request	
<button>Actions</button>	DRAFT	ONLINE REMISSION	PENALTY	041-0223-R100003	Abu Samad bin Abu Bakar	07/02/2	
<button>Actions</button>	APPROVED	ONLINE REMISSION	PENALTY	041-0223-R100002	MR BLACKY	02/02/2	
<button>Actions</button>	View (A) <button>Actions</button>	APPROVED	ONLINE REMISSION	PENALTY	041-0223-R100001	MR BLACKY	02/02/2
<button>Actions</button>	QUERY	ONLINE REMISSION	PENALTY	041-0123-R100004	mr blacky	26/01/2	
<button>Actions</button>	REJECTED	ONLINE REMISSION	PENALTY	041-0123-R100003	mr blacky	26/01/2	
<button>Actions</button>	REJECTED	ONLINE REMISSION	PENALTY	041-0123-R100002	mr blacky	26/01/2	
<button>Actions</button>	REJECTED	ONLINE REMISSION	PENALTY	041-0123-R100001	MR BLACKY	25/01/2	
<button>Actions</button>	NOT APPROVED	MANUAL APPEAL	PENALTY	041-1222-R310001(1)	-	28/12/2	

Figure 37 Action Button for Status APPROVED

3. Click on **View (A)** action button (Refer Figure 37).



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The screenshot shows the 'Remission Application' page of the MyTTX system. The left sidebar contains navigation links for Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main content area displays the following details:

Details Application		Status: APPROVED Remission No: 041-0223-R100002
Business Name / Individual Name	REMISSION CDN	
Business Registration No.	121212121212	
TTx Number	041-2022-10000013	
BOD Type *	BOD Manual	
BOD No. *	041-2023-0280001 - (01/04/2017 - 30/06/2017)	
BOD Created Date	02/02/2023	
Tax Amount(RM)	24,000.00	
Penalty Amount(RM)	4,800.00	
Surcharge Amount(RM)	0.00	
Taxable Period	01/04/2017 - 30/06/2017	
Remission Amount Apply*	<input checked="" type="radio"/> Penalty Amount(RM)* 4,800.00 <input type="radio"/> Surcharge Amount(RM)* 0.00 Total(RM) 4,800.00	
Reason and Comment for Apply *	test bod manual scenario	

Figure 38 View Remission Application Page

4. System will display view remission application page (Refer Figure 38).