



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

MALAYSIAN TOURISM TAX (MyTTx)

PAYMENT MODULE

FPX Payment

by

PPPD

VERSION 2.0

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1 Payment sub-menu

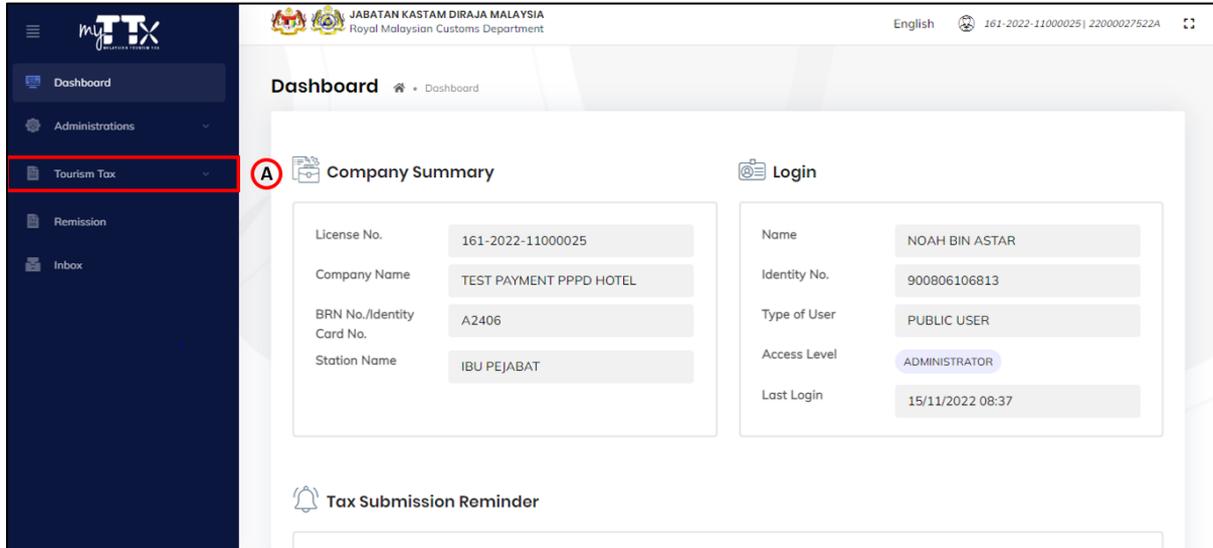


Figure 1 Tourism Tax menu

1. Click on **Tourism Tax** menu (A) (Refer Figure 1).

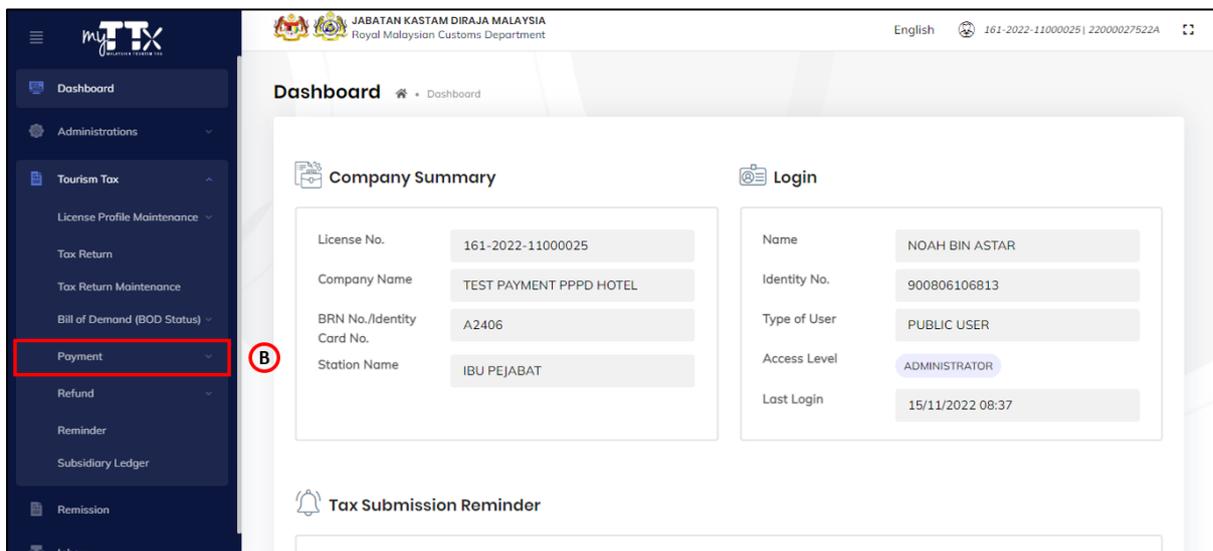


Figure 2 Tourism Tax sub-menu

2. Click on **Payment** sub-menu (B) (Refer Figure 2).
3. System will list out the sub-menu for **Payment** (Refer Figure 3).

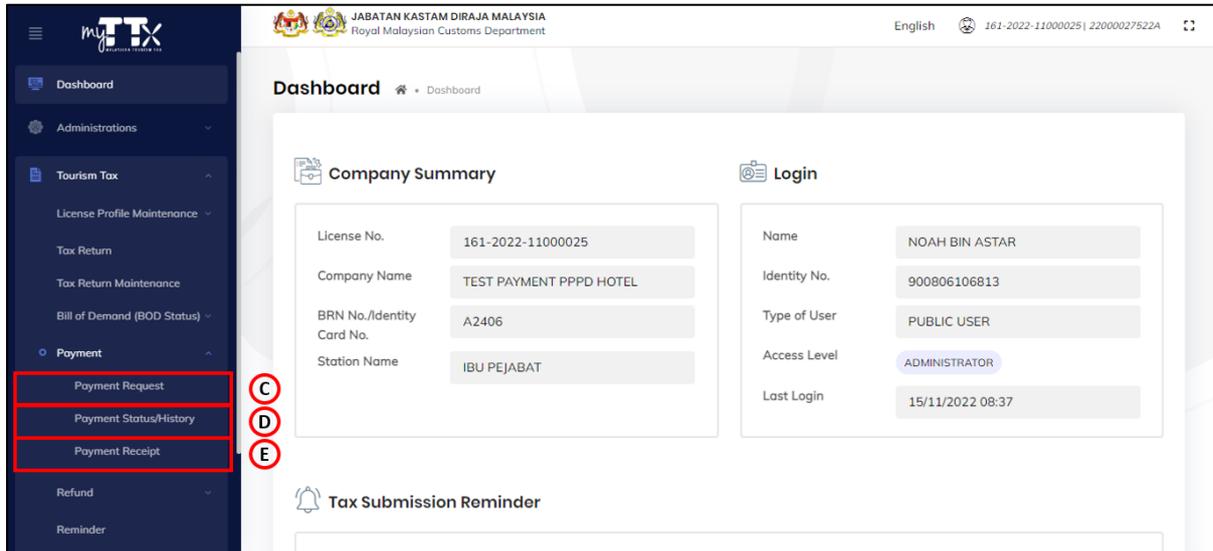


Figure 3 Payment sub-menu

4. Click on **Payment Request** sub-menu (C) (Refer Figure 3).
5. System will display the **Payment Request** page (Refer Figure 4).
6. Click on **Payment Status/History** sub-menu (D) (Refer Figure 3).
7. System will display the **Payment Status/History** page (Refer Figure 22).
8. Click on **Payment Receipt** sub-menu (E) (Refer Figure 3).
9. System will display the **Payment Receipt** page (Refer Figure 37).



1.1 Payment Request

Select	Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
<input type="checkbox"/>	30/11/2022	Tax Return	161-30036-0/2211	150.00	45.00	195.00
<input type="checkbox"/>	16/11/2022	Bill of Demand	161-2022-1160033	230.00	69.00	299.00
<input type="checkbox"/>	07/11/2022	Bill of Demand	161-2022-1160024	669.00	201.00	870.00

Figure 4 Payment Request page

1. Choose the **Payment Options** (A) (Refer the Figure 4).
2. Select the checkbox of **Payment Request to-be pay** (B) (Refer Figure 4).

Select	Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
<input checked="" type="checkbox"/>	30/11/2022	Tax Return	161-30036-0/2211	150.00	45.00	195.00
<input type="checkbox"/>	16/11/2022	Bill of Demand	161-2022-1160033	230.00	69.00	299.00
<input type="checkbox"/>	07/11/2022	Bill of Demand	161-2022-1160024	669.00	201.00	870.00

Figure 5 Select Payment Request to-be pay

3. Click on **Continue** button (C) to continue the payment process (Refer Figure 5).
4. System will display the **Confirm Payment Request** page (Refer Figure 6).



Confirm Payment Request

Important Notes

1. Browser F5 or Refresh button has been disabled on this page. If you do not see or accidentally close the online payment pop-up screen after the press confirmation button, please Cancel the transaction at the Payment Status/ History page and redo the transaction again.
2. For Corporate Account (B2B)
 - a. need to inform your authorizer to approve your payment
 - b. minimum limit is RM2.00 per transaction
 - c. maximum amount is limited up to RM10,000,000.00 per transaction.
3. For Individual Account (B2C)
 - d. minimum limit is RM1.00 per transaction
 - e. maximum amount is limited up to RM30,000.00 per transaction.
4. If the Total Amount exceeded the maximum limit, please pay by cheque at Customs payment counter.
5. If you have made your payment Successfully through online banking and the status has not been reflected in our system as Success, please do not cancel your transaction and retry again to avoid double pay. Please wait for 30 minutes for the system to update. If there is no update after 30 minutes, kindly contact Customs Call Centre.

Request Mode: Individual Account (B2C) Corporate Account (B2B)

Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
30/11/2022	Tax Return	161-30036-0/2211	150.00	45.00	195.00

1 total

Total Amount (RM) 195.00
Payment Amount (RM) 195
Balance (RM) 0.00

Back Confirm

Figure 6 Confirm Payment Request page

5. Choose the **Request Mode** (D) (Refer Figure 6).



1.1.1 Request Mode: Individual Account (B2C)

Confirm Payment Request

Important Notes

1. Browser F5 or Refresh button has been disabled on this page. If you do not see or accidentally close the online payment pop-up screen after the press confirmation button, please Cancel the transaction at the Payment Status/ History page and redo the transaction again.
2. For Corporate Account (B2B)
 - a. need to inform your authorizer to approve your payment
 - b. minimum limit is RM2.00 per transaction
 - c. maximum amount is limited up to RM10,000,000.00 per transaction.
3. For Individual Account (B2C)
 - d. minimum limit is RM1.00 per transaction
 - e. maximum amount is limited up to RM30,000.00 per transaction.
4. If the Total Amount exceeded the maximum limit, please pay by cheque at Customs payment counter.
5. If you have made your payment Successfully through online banking and the status has not been reflected in our system as Success, please do not cancel your transaction and retry again to avoid double pay. Please wait for 30 minutes for the system to update. If there is no update after 30 minutes, kindly contact Customs Call Centre.

Request Mode: Individual Account (B2C) Corporate Account (B2B)

Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
30/11/2022	Tax Return	161-30036-0/2211	150.00	45.00	195.00

1 total

Total Amount (RM) 195.00

Payment Amount (RM)

Balance (RM) 0.00

Figure 7 Request Mode - Individual Account (B2C)

1. Click on **Edit** button (A) to make a partial payment (Refer Figure 7).
2. Edit the **Payment Amount to-be pay** in the Payment Amount (RM) field (B) (Refer Figure 7).
3. Click on **Confirm** button (C) to confirm with the payment (Refer Figure 7).
4. System will display the **Payment Confirmation Message** (Refer Figure 8).

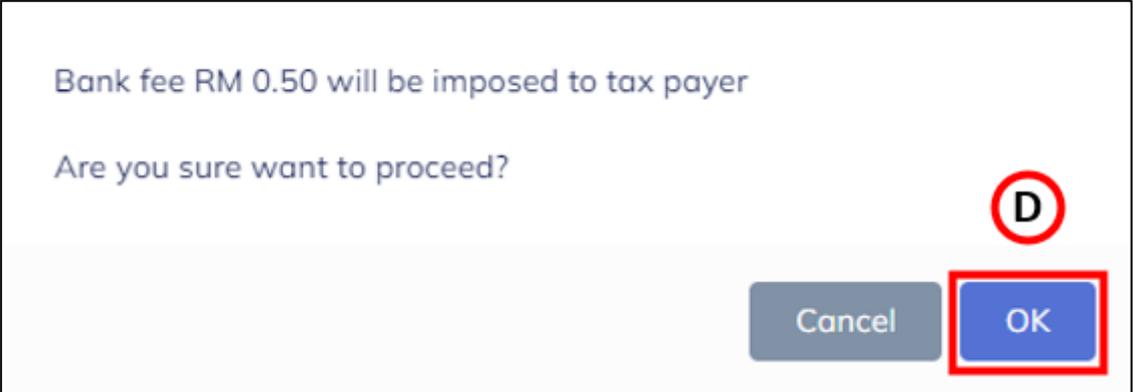


Figure 8 Payment Confirmation Message

5. Click on **Ok** button (D) if confirm with the bank fee imposed (Refer Figure 8).
6. System will display the **Payment Gateway** page (Refer Figure 9).

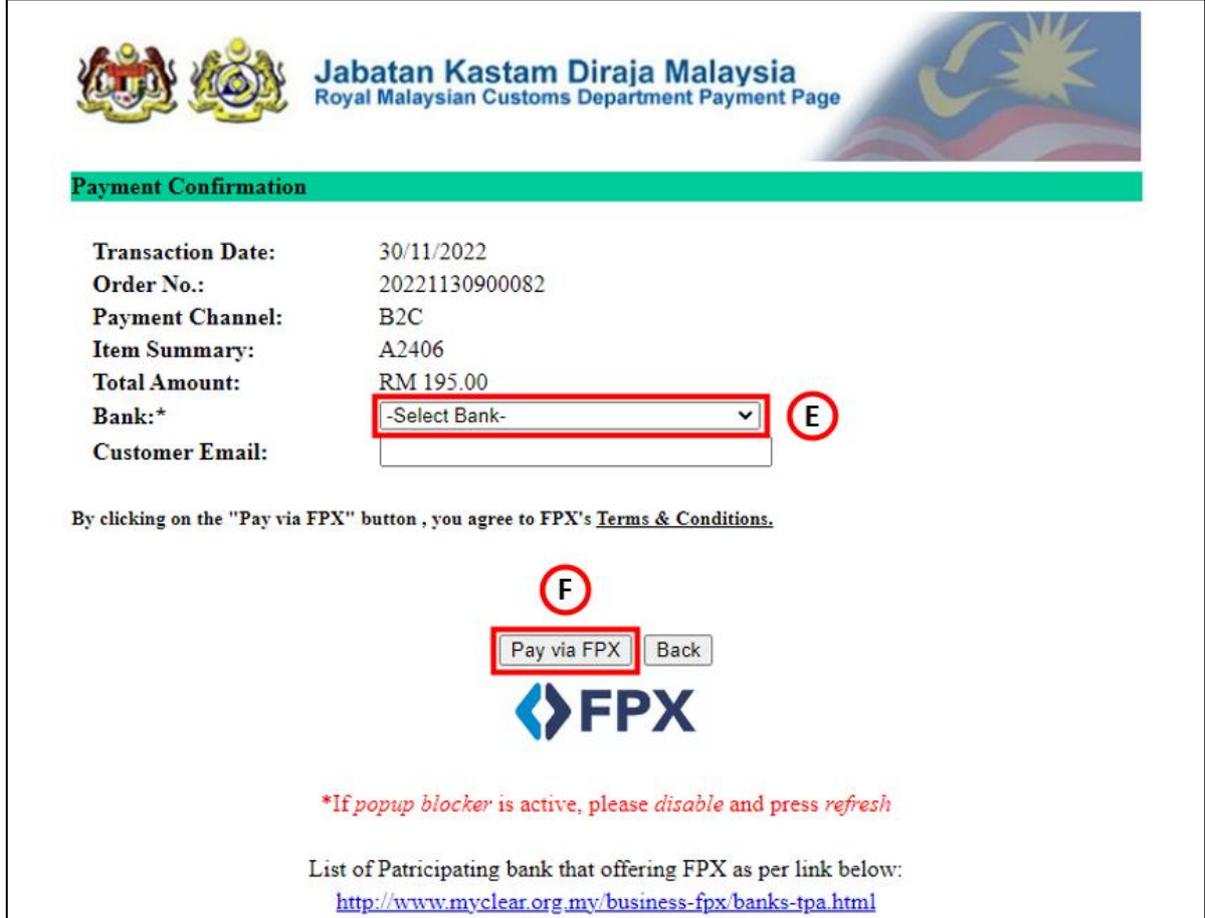


Figure 9 Payment Gateway

7. Choose the **Bank** from the Bank dropdown list (E) (Refer Figure 9).
Note: Mandatory field
8. Click on **Pay via FPX** button (F) (Refer Figure 9).

- 9. System will display the chosen Bank page.
- 10. Taxpayer can proceed the payment in the Bank website.



Figure 10 FPX Transaction Status page

- 11. Once the payment is success in the Bank website, system will display the **FPX Transaction Status** page with *Successful Transaction* status (Refer Figure 10).
- 12. Click on **Continue** button (G) (Refer Figure 10).
- 13. System will display the **Payment Request** page (Refer Figure 11).

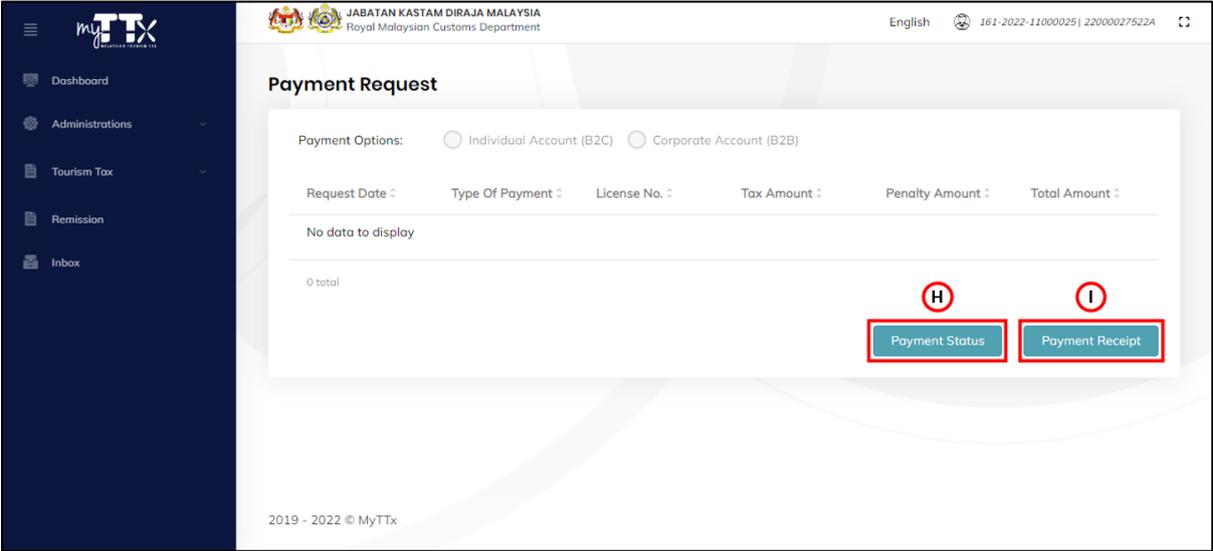


Figure 11 Payment Request (After payment)

- 14. Click on **Payment Status** button (H) to view the transaction status (Refer Figure 11).



- 15. System will display the **Payment Status/ History** page (Figure 12).
- 16. Click on **Payment Receipt** button (I) to view the payment receipt (Refer Figure 11).
- 17. System will display the **Payment Receipt** page (Figure 13).

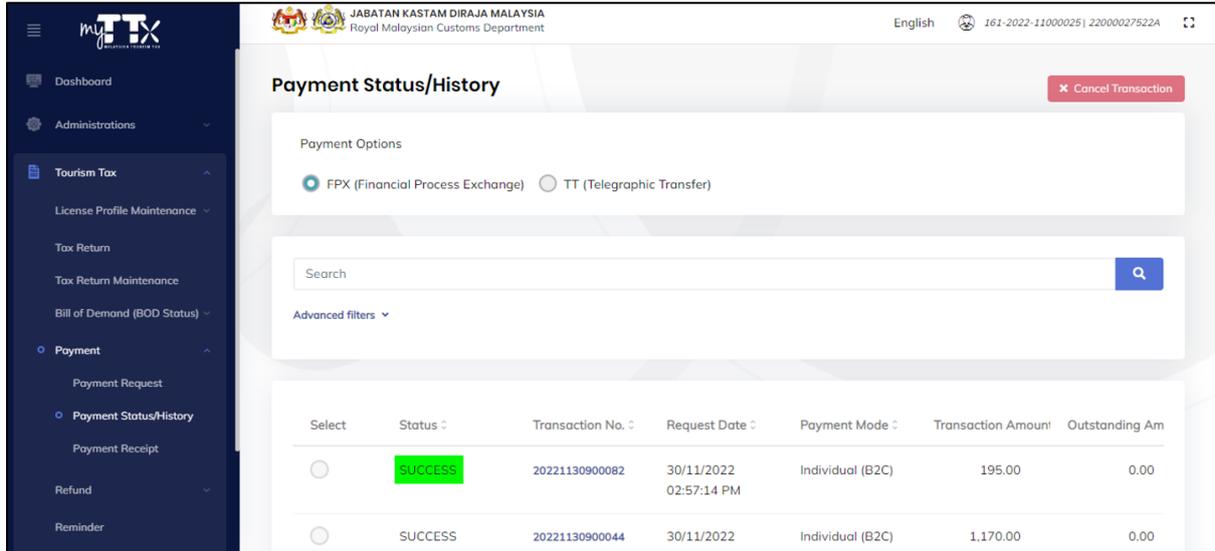


Figure 12 Payment Status/History page

- 18. System will update the payment status to Success (Refer Figure 12).

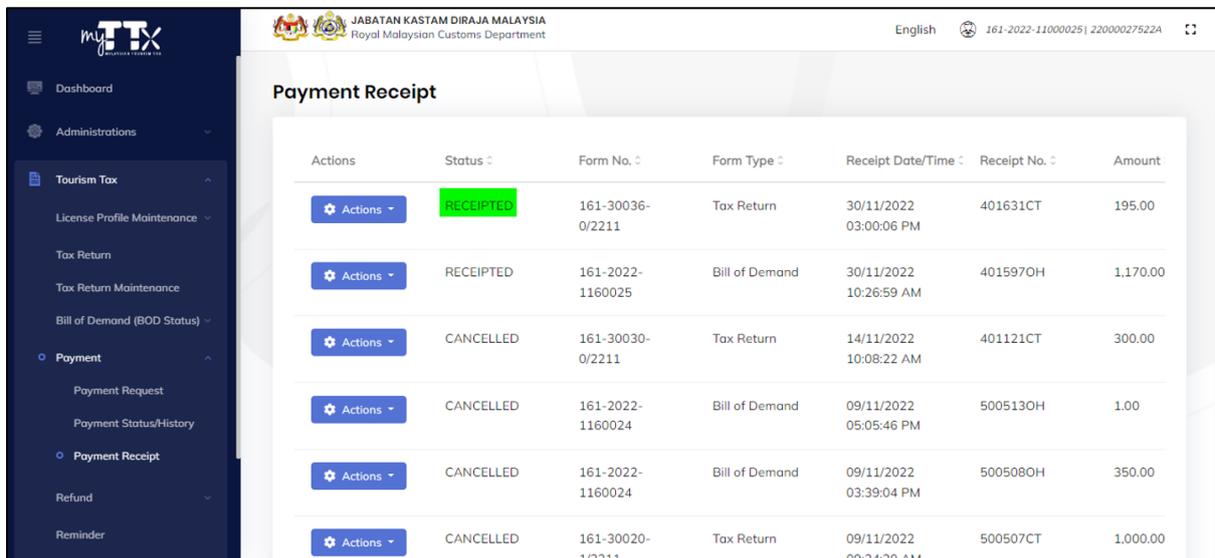


Figure 13 Payment Receipt

- 19. System will generate the payment receipt (Refer Figure 13).



1.1.2 Request Mode: Corporate Account (B2B)

Confirm Payment Request

Important Notes

1. Browser F5 or Refresh button has been disabled on this page. If you do not see or accidentally close the online payment pop-up screen after the press confirmation button, please Cancel the transaction at the Payment Status/ History page and redo the transaction again.
2. For Corporate Account (B2B)
 - a. need to inform your authorizer to approve your payment
 - b. minimum limit is RM2.00 per transaction
 - c. maximum amount is limited up to RM10,000,000.00 per transaction.
3. For Individual Account (B2C)
 - d. minimum limit is RM1.00 per transaction
 - e. maximum amount is limited up to RM30,000.00 per transaction.
4. If the Total Amount exceeded the maximum limit, please pay by cheque at Customs payment counter.
5. If you have made your payment Successfully through online banking and the status has not been reflected in our system as Success, please do not cancel your transaction and retry again to avoid double pay. Please wait for 30 minutes for the system to update. If there is no update after 30 minutes, kindly contact Customs Call Centre.

Request Mode: Individual Account (B2C) Corporate Account (B2B)

Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
16/11/2022	Bill of Demand	161-2022-1160033	230.00	69.00	299.00

1 total

Total Amount (RM) 299.00

Payment Amount (RM) 299

Balance (RM) 0.00

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Figure 14 Request Mode - Corporate Account (B2B)

1. Click on **Edit** button (A) to make a partial payment (Refer Figure 14).
2. Edit the **Payment Amount to-be pay** in the Payment Amount (RM) field (B) (Refer Figure 14).
3. Click on **Confirm** button (C) to confirm with the payment (Refer Figure 14).
4. System will display the **Payment Confirmation Message** (Refer Figure 15).

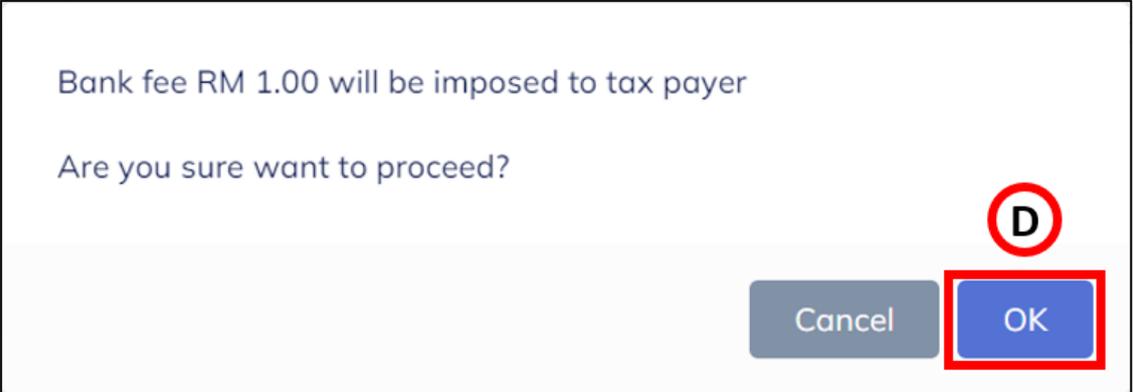


Figure 15 Payment Confirmation Message

5. Click on **Ok** button (D) if confirm with the bank fee imposed (Refer Figure 15).
6. System will display the **Payment Gateway** page (Refer Figure 16).

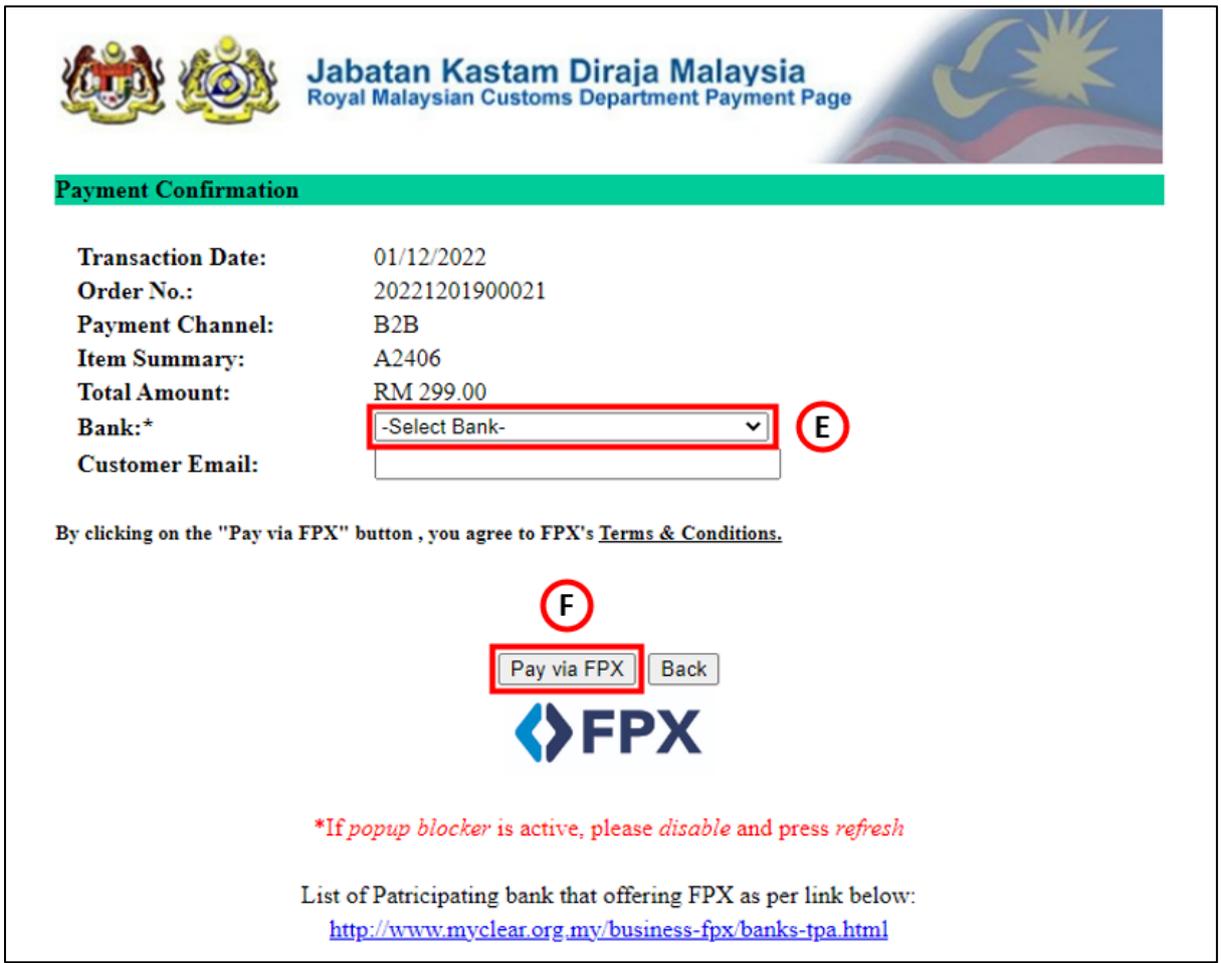


Figure 16 Payment Gateway

7. Choose the **Bank** from the Bank dropdown list (E) (Refer Figure 16).
Note: Mandatory field

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8. Click on **Pay via FPX** button (F) (Refer Figure 16).
9. System will display the chosen Bank page.
10. Taxpayer can proceed the payment in the Bank website.



Figure 17 FPX Transaction Status page

11. Once the payment is success in the Bank website, system will display the **FPX Transaction Status** page with *Authorization Pending (B2B)* status (Refer Figure 17).
12. Click on **Continue** button (G) (Refer Figure 17).
13. System will display the **Payment Request** page (Refer Figure 18).

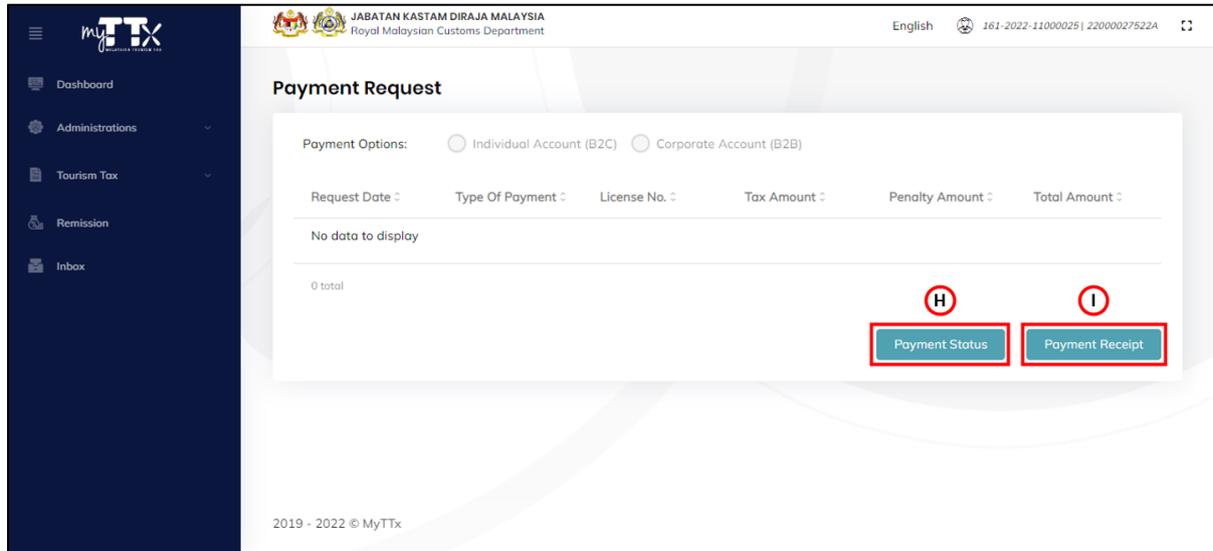


Figure 18 Payment Request (After payment)

14. Click on **Payment Status** button (H) to view the transaction status (Refer Figure 18).

15. System will display the **Payment Status/ History** page (Figure 19).

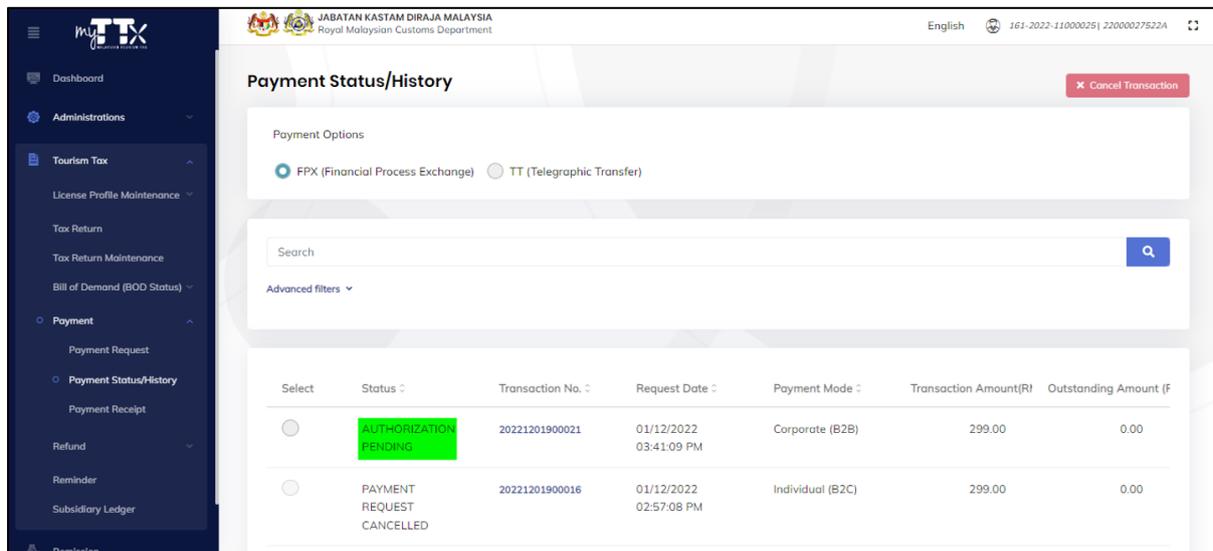


Figure 19 Payment Status/History page (Authorization Pending)

16. System will update the payment status to Success (Refer Figure 19).

17. Once the payment is approved by the Authorizer in the Bank website, system will update the payment status to Success (Refer Figure 20).



Select	Status	Transaction No.	Request Date	Payment Mode	Transaction Amount	Outstanding Am
<input type="radio"/>	SUCCESS	20221201900021	01/12/2022 03:41:09 PM	Corporate (B2B)	299.00	0.00
<input type="radio"/>	PAYMENT	20221201900016	01/12/2022	Individual (B2C)	299.00	0.00

Figure 20 Payment Status/History page (Success)

Actions	Status	Form No.	Form Type	Receipt Date/Time	Receipt No.	Amount
<input type="button" value="Actions"/>	RECEIPTED	161-2022-1160033	Bill of Demand	01/12/2022 03:56:55 PM	4016700H	299.00
<input type="button" value="Actions"/>	RECEIPTED	161-30036-0/2211	Tax Return	30/11/2022 03:00:06 PM	401631CT	195.00
<input type="button" value="Actions"/>	RECEIPTED	161-2022-1160025	Bill of Demand	30/11/2022 10:26:59 AM	4015970H	1,170.00
<input type="button" value="Actions"/>	CANCELLED	161-30030-0/2211	Tax Return	14/11/2022 10:08:22 AM	401121CT	300.00
<input type="button" value="Actions"/>	CANCELLED	161-2022-1160024	Bill of Demand	09/11/2022 05:05:46 PM	5005130H	1.00
<input type="button" value="Actions"/>	CANCELLED	161-2022-1160024	Bill of Demand	09/11/2022 03:39:04 PM	5005080H	350.00

Figure 21 Payment Receipt

18. System will generate the payment receipt (Refer Figure 21).



1.2 Payment Status/History

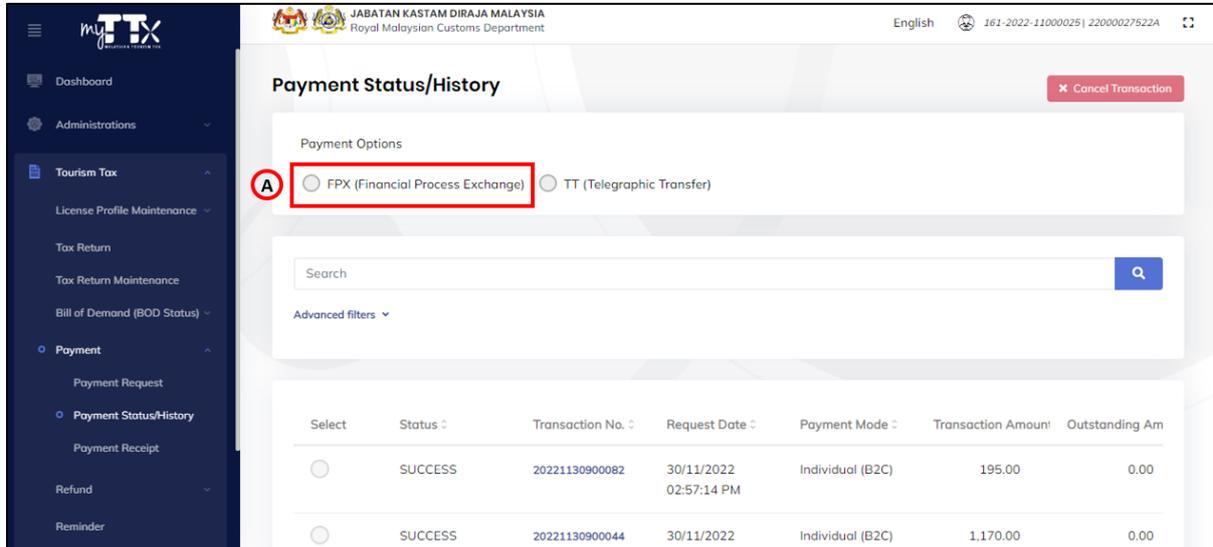


Figure 22 Choose the Payment Options

1. Click on **FPX (Financial Process Exchange)** radio button (A) (Refer Figure 22).
2. System will display the Payment Status/History page for **FPX (Financial Process Exchange)** Payment Options (Refer Figure 23).

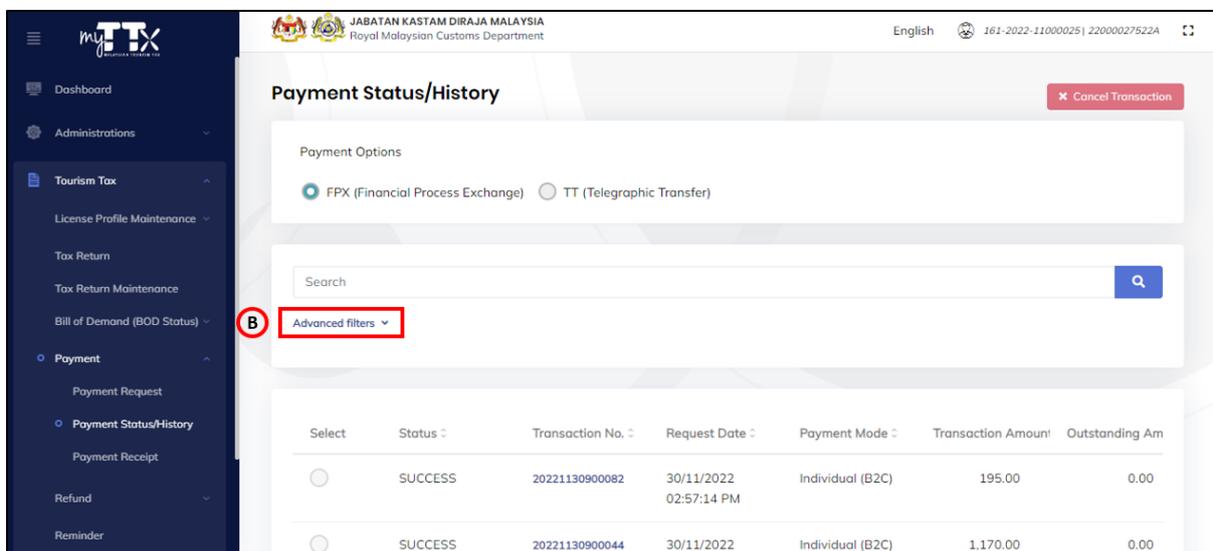


Figure 23 Payment Status/History - FPX (Financial Process Exchange) page

3. Click on **Advanced Filter** (B) to filter the Payment Status/History table list (Refer Figure 23).
4. System will display the filter fields (Refer Figure 24).

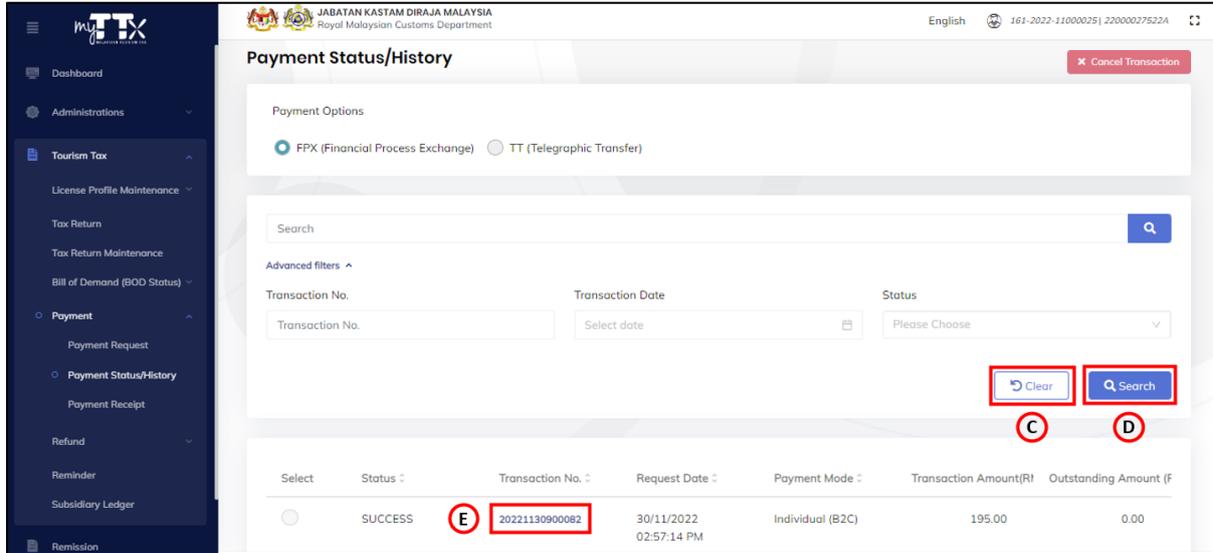


Figure 24 Filter table list for Payment Status/History

5. Filter the Payment Status/History table list by
 - a. Transaction No.
 - b. Transaction Date
 - c. Status
6. Click on **Clear** button (C) to clear all the filter fields (Refer Figure 24).
7. Click on **Search** button (D) to filter the Payment Status/History table list (Refer Figure 24).
8. Click on **Transaction No** hyperlink (E) to view the Payment Status/History details (Refer Figure 24).

1.2.1 View the Payment Status/History Details



Figure 25 Payment Status/History Details

1. Click on **Close** button (A) to return back Payment Status/History page (Refer Figure 25).



1.2.2 Cancel the transaction

1.2.2.1 Send To Online Payment Status

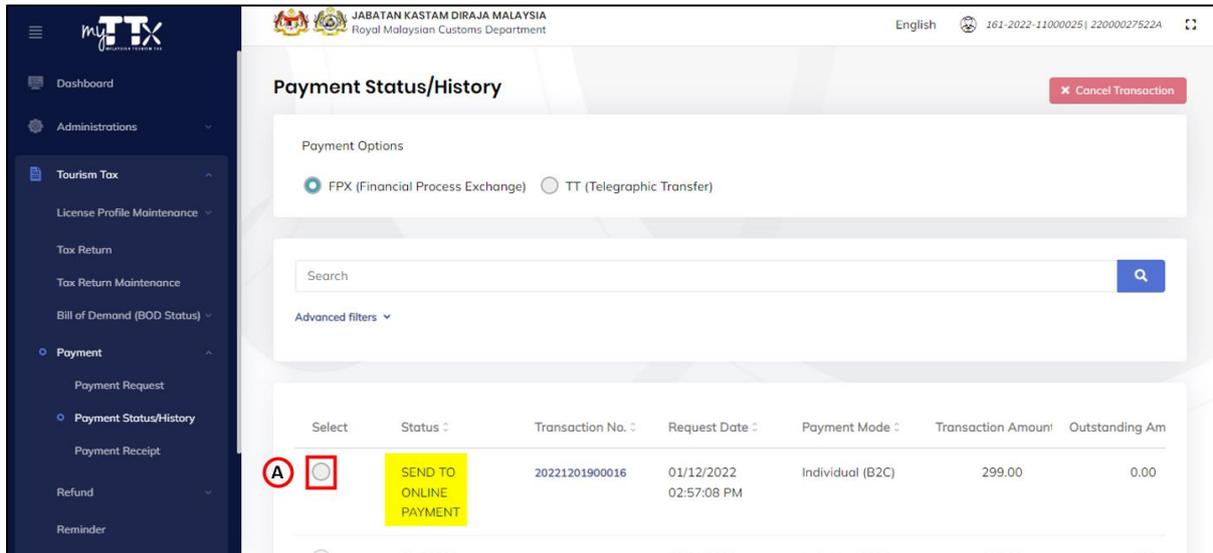


Figure 26 Cancel transaction (Send to Online Payment)

1. Click on radio button for the transaction with *Send to Online Payment* status (A) (Refer Figure 26).
2. System will enable the **Cancel Transaction** button (B) (Refer Figure 27).

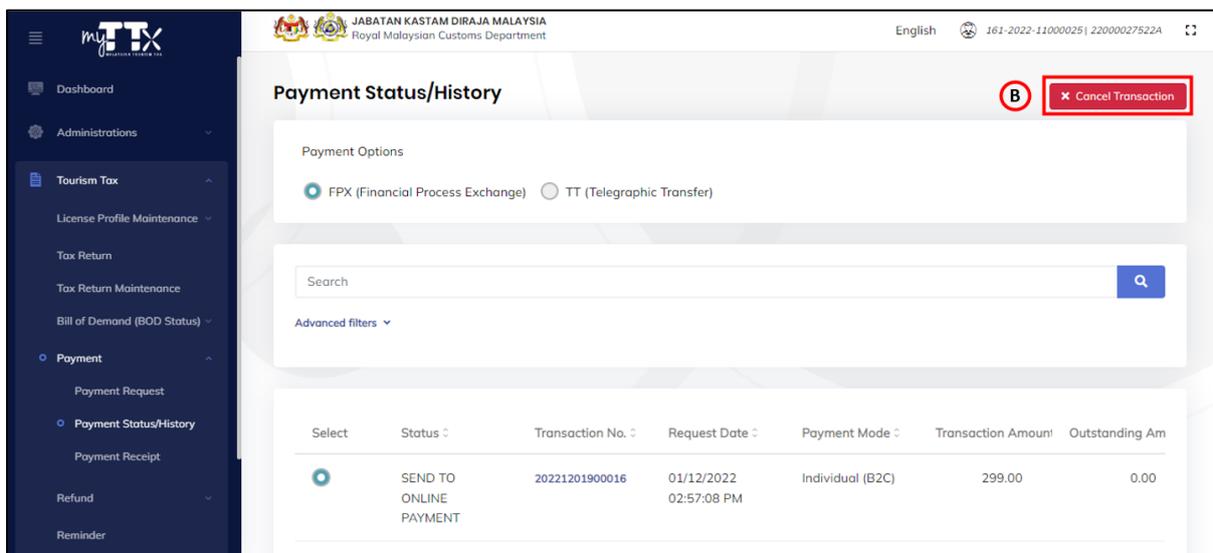


Figure 27 Click on cancel transaction (Send to Online Payment)

3. Click on **Cancel Transaction** button (B) to cancel the transaction with *Send to Online Payment* status (Refer Figure 27).
4. System will display the **Cancel Transaction** window (Refer Figure 28).



Transaction No. :	Type Of Payment :	Form No. :	Actual Amount(RM) :	Paid Amount :
20221201900016	Bill of Demand	161-2022-1160033	299.00	0.00

1 total

Close Confirm

Figure 28 Cancel Transaction window

5. Click on **Confirm** button (C) to proceed with cancel the transaction (Refer Figure 28).
6. System will display the confirmation message (Refer Figure 29).

Cancel Transaction

Are you sure you want to cancel the request?

Cancel Yes

Figure 29 Confirmation message to Cancel Transaction

7. Click on **Yes** button (D) (Refer Figure 29).
8. System will display the success message (Refer Figure 30).

Cancel Transaction

Cancel Transaction Successfully

OK

Figure 30 Success message for Cancel Transaction



9. Click on **Ok** button (E) (Refer Figure 30).

10. System will display the **Payment Status/History** page (Refer Figure 31).

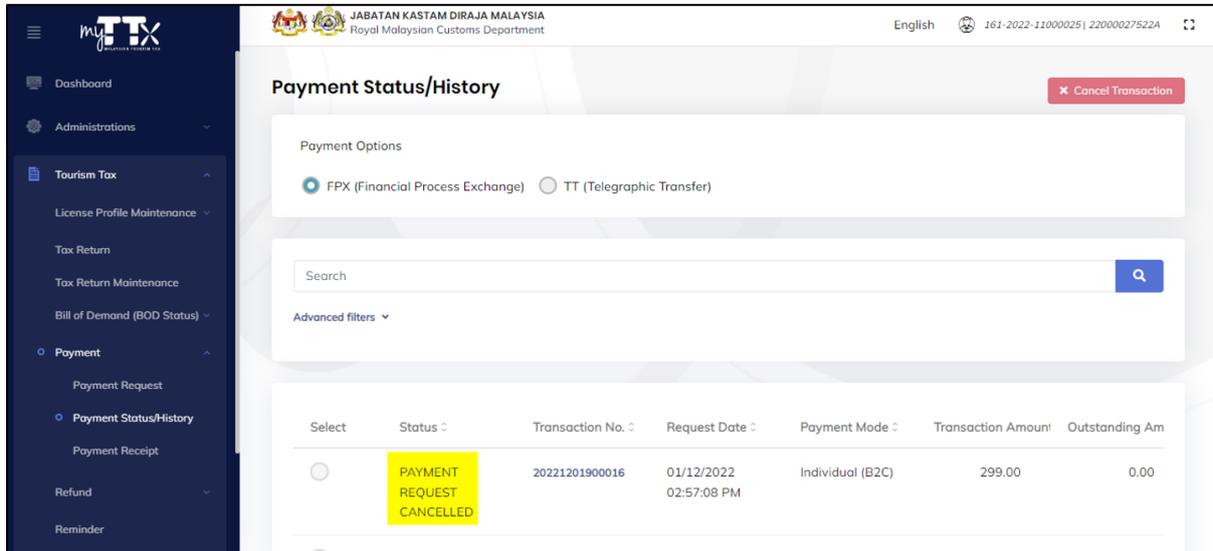


Figure 31 Payment Status/History (After cancel transaction)

11. System will update the payment status to *Payment Request Cancelled* (Refer Figure 31).



1.2.2.2 Authorization Pending Status

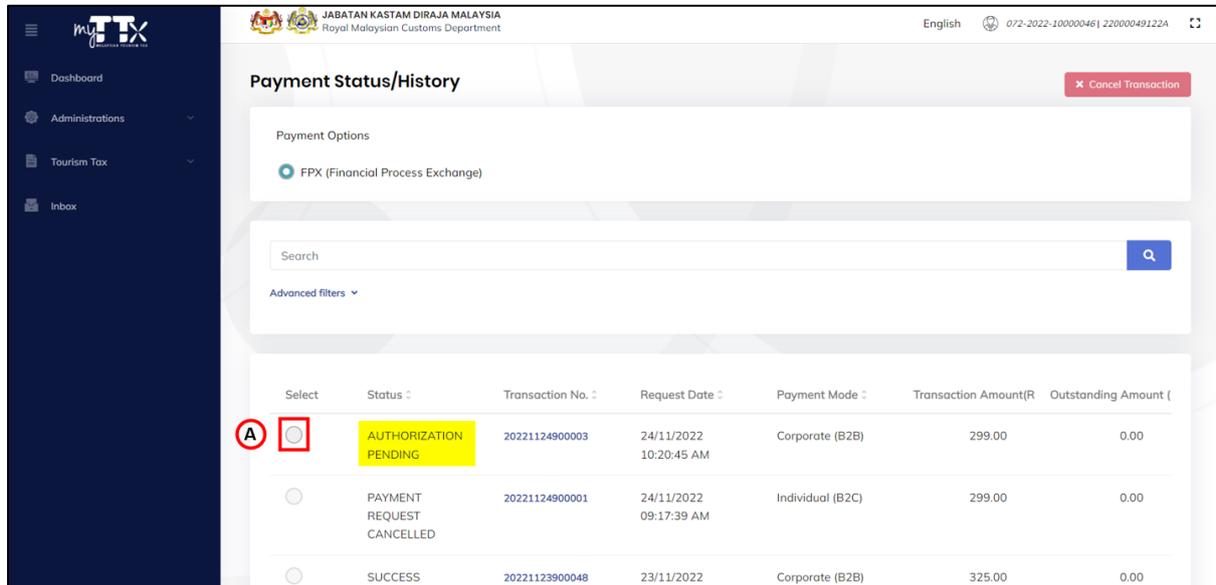


Figure 32 Cancel transaction (Authorization Pending)

1. Click on radio button for the transaction with *Authorization Pending* status (A) (Refer Figure 31).
2. System will enable the **Cancel Transaction** button (B) (Refer Figure 32).

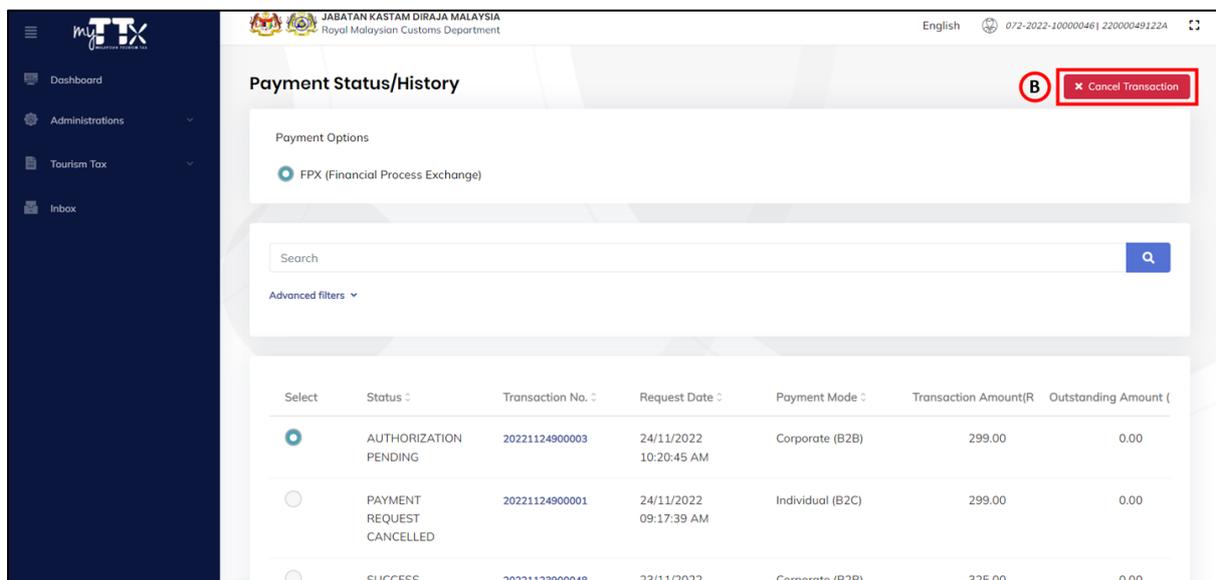


Figure 33 Click on cancel transaction (Authorization Pending)

3. Click on **Cancel Transaction** button (B) to cancel the transaction with *Authorization Pending* status (Refer Figure 32).
4. System will display the **Cancel Transaction** window (Refer Figure 33).



Figure 34 Cancel Transaction window

5. Click on **Confirm** button (C) to proceed with cancel the transaction (Refer Figure 33).
6. System will display the confirmation message (Refer Figure 34).

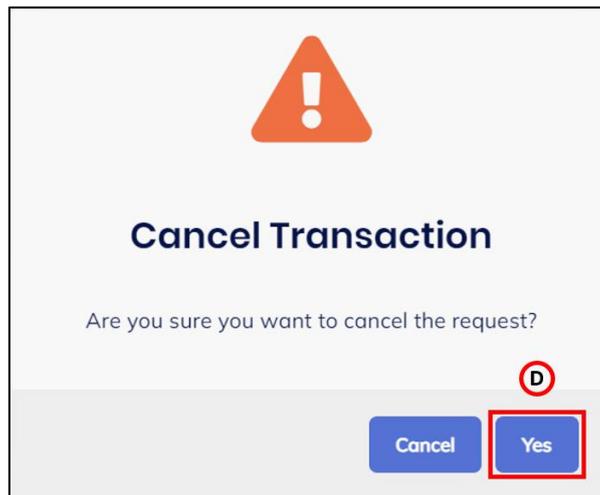


Figure 35 Confirmation message to Cancel Transaction

7. Click on **Yes** button (D) (Refer Figure 34).
8. System will display the success message (Refer Figure 36).

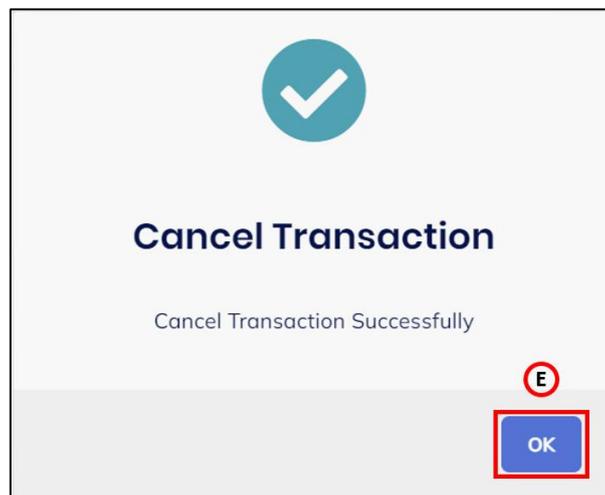


Figure 36 Success message for Cancel Transaction



9. Click on **Ok** button (E) (Refer Figure 36).

10. System will display the **Payment Status/History** page (Refer Figure 37).

The screenshot shows the 'Payment Status/History' page in the myTTX system. The page header includes the logo of Jabatan Kastam Diraja Malaysia and the text 'JABATAN KASTAM DIRAJA MALAYSIA Royal Malaysian Customs Department'. The page title is 'Payment Status/History'. There is a 'Cancel Transaction' button in the top right corner. Below the title, there are 'Payment Options' and a search bar. The main content is a table with the following data:

Select	Status	Transaction No.	Request Date	Payment Mode	Transaction Amount(R)	Outstanding Amount (
<input type="radio"/>	PAYMENT REQUEST CANCELLED	2022112490003	24/11/2022 10:20:45 AM	Corporate (B2B)	299.00	0.00
<input type="radio"/>	PAYMENT REQUEST CANCELLED	2022112490001	24/11/2022 09:17:39 AM	Individual (B2C)	299.00	0.00

Figure 37 Payment Status/History (After cancel transaction)

11. System will update the payment status to *Payment Request Cancelled* (Refer Figure 36).



1.3 Payment Receipt

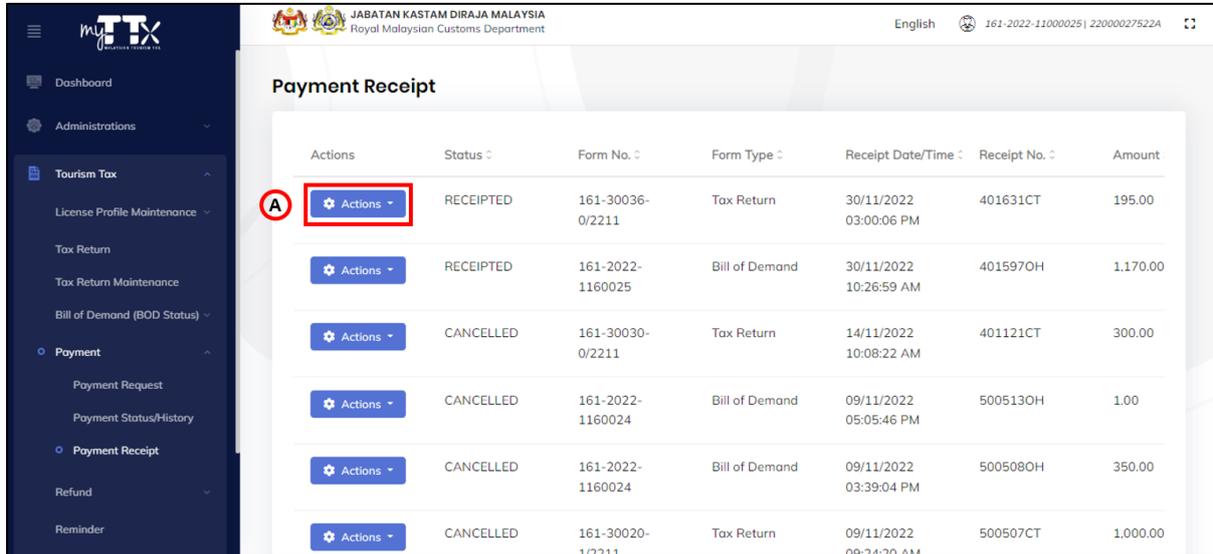


Figure 38 Payment Receipt page

1. Click on **Actions** button (A) (Refer Figure 38).
2. System will display items in **Actions** dropdown button (Refer Figure 39).

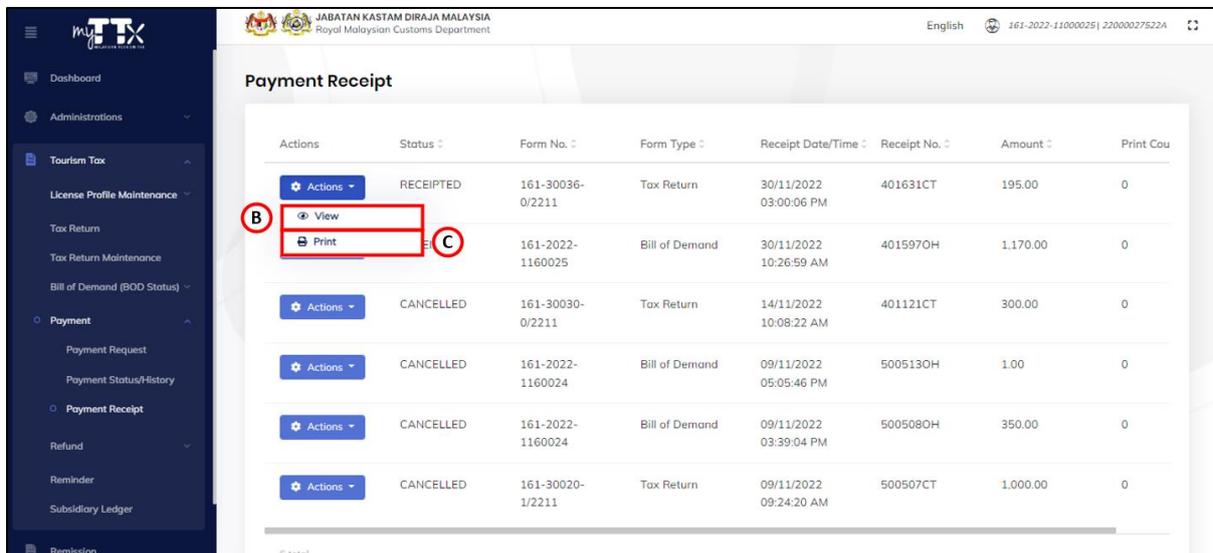


Figure 39 Items in Actions dropdown button

3. Click on **View** button (B) to view the preview payment receipt (Refer Figure 39).
4. System will display the preview payment receipt window (Refer Figure 40).
5. Click on **Print** button (C) to print the payment receipt (Refer Figure 39).
6. System will display the print payment receipt window (Refer Figure 41).



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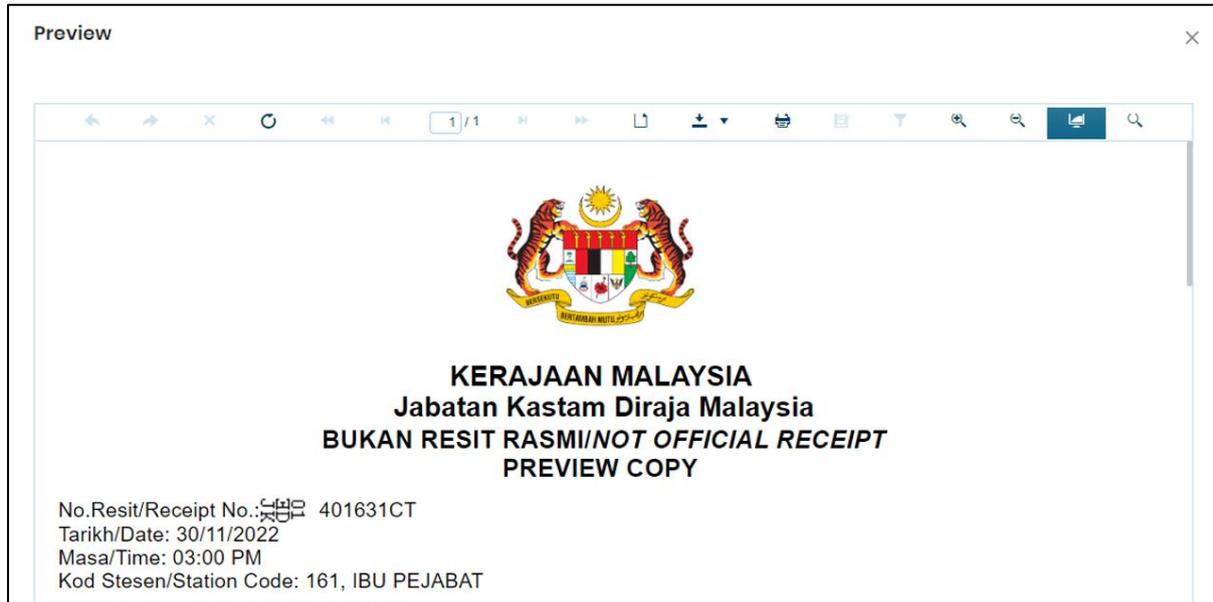


Figure 40 Preview window



Figure 41 Print window

7. Click on **Print** button (D) to print the payment receipt (Refer Figure 41).
8. Payment receipt is ready to print.
9. System will update the print count (Refer Figure 42).

Note: Maximum of Print Count is 3.



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The screenshot displays the 'Payment Receipt' section of the MyTTX system. The interface includes a sidebar menu on the left with options like Dashboard, Administrations, Tourism Tax, License Profile Maintenance, Tax Return, Tax Return Maintenance, Bill of Demand (BOD Status), Payment, Payment Request, Payment Status/History, Payment Receipt, Refund, Reminder, and Remission. The main content area shows a table with the following data:

Actions	Status	Form No.	Form Type	Receipt Date/Time	Receipt No.	Amount	Print Cou
Actions	RECEIPTED	161-30036-0/2211	Tax Return	30/11/2022 03:00:06 PM	401631CT	195.00	1
Actions	RECEIPTED	161-2022-1160025	Bill of Demand	30/11/2022 10:26:59 AM	401597OH	1,170.00	0
Actions	CANCELLED	161-30030-0/2211	Tax Return	14/11/2022 10:08:22 AM	401121CT	300.00	0
Actions	CANCELLED	161-2022-1160024	Bill of Demand	09/11/2022 05:05:46 PM	500513OH	1.00	0
Actions	CANCELLED	161-2022-1160024	Bill of Demand	09/11/2022 03:39:04 PM	500508OH	350.00	0
Actions	CANCELLED	161-30020-1/2211	Tax Return	09/11/2022 09:24:20 AM	500507CT	1,000.00	0

Figure 42 Print count update after print payment receipt



2 Subsidiary Ledger sub-menu

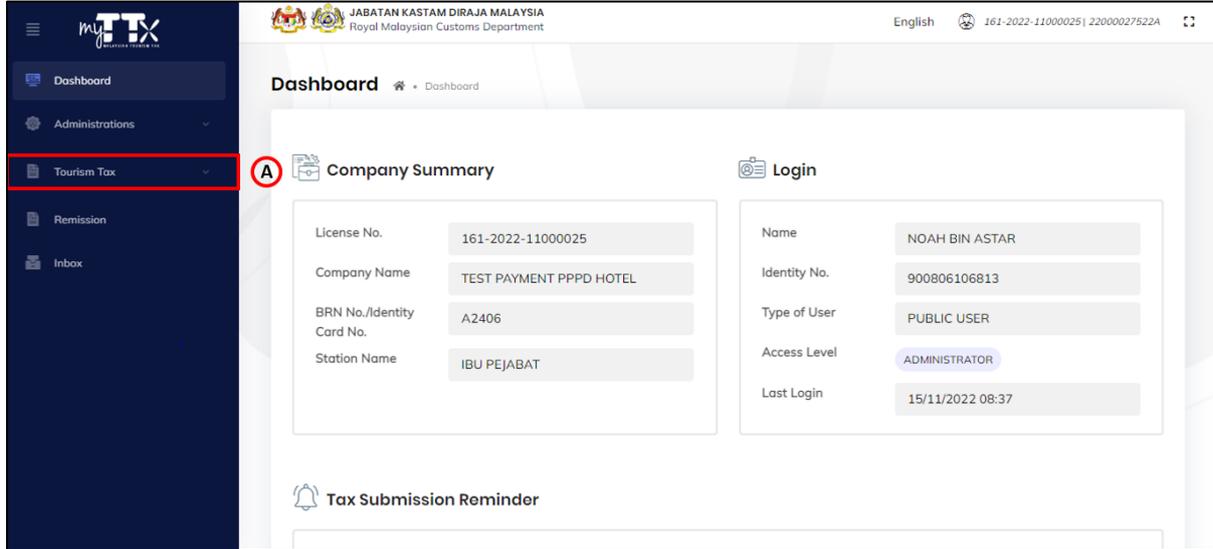


Figure 43 Tourism Tax menu

1. Click on **Tourism Tax** menu (A) (Refer Figure 43).

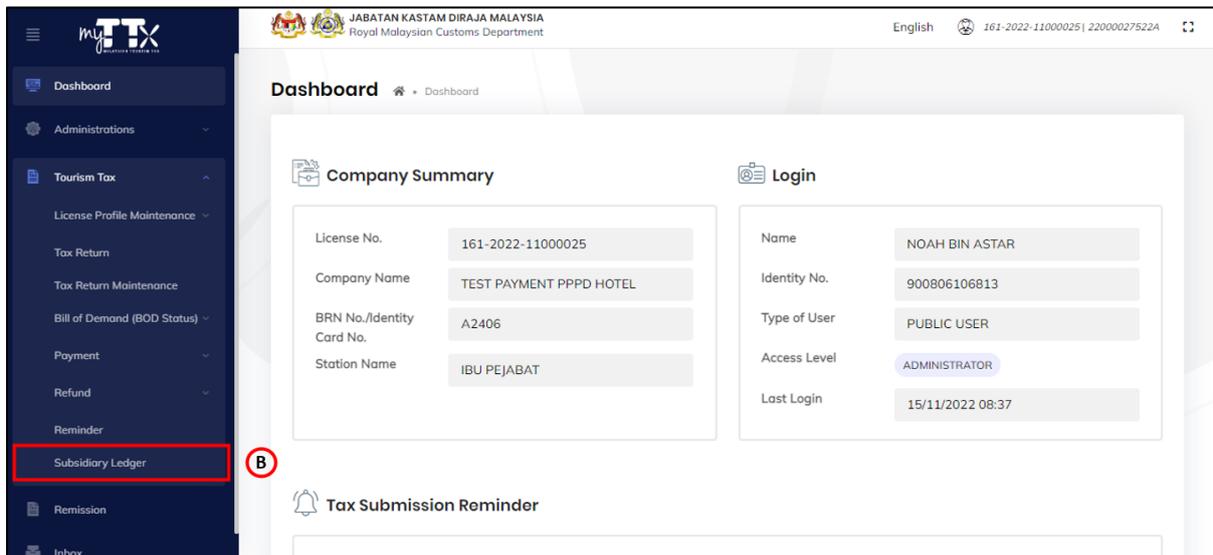


Figure 44 Tourism Tax sub-menu

2. Click on **Subsidiary Ledger** sub-menu (B) (Refer Figure 44).
3. System will display the **Subsidiary Ledger Monitoring** page (Refer Figure 45).

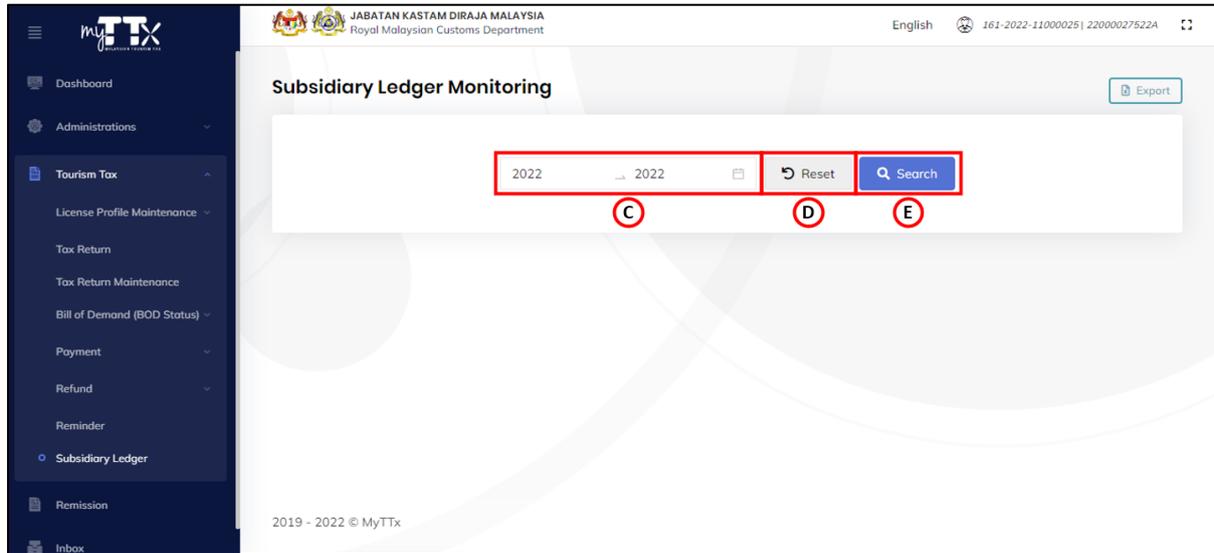


Figure 45 Payment sub-menu

4. Click on **Year** field (C) (Refer Figure 45).
5. System will display the **Year picker** (Refer Figure 46).
6. Click on **Search** button (E) to view the ledger by selected year (Refer Figure 45).
7. System will display the ledger by selected year.
8. Click on **Reset** button (D) to reset the ledger filter (Refer Figure 45).

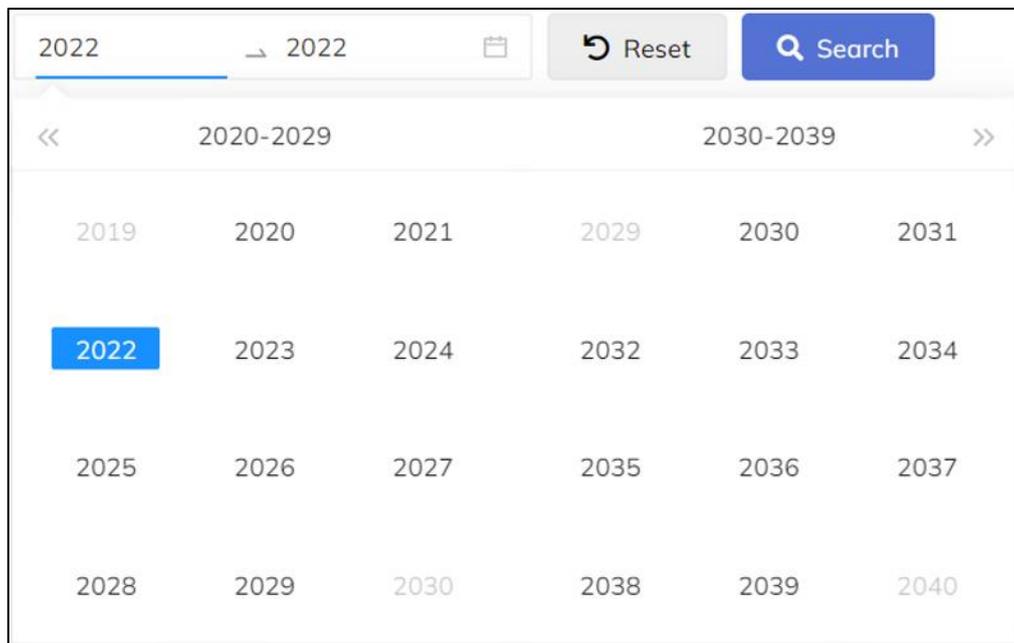


Figure 46 Year picker