JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

MALAYSIAN TOURISM TAX (MyTTx)

REFUND MODULE

OFFSET

(PPPD)

VERSION 2.0

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1 Refund Menu

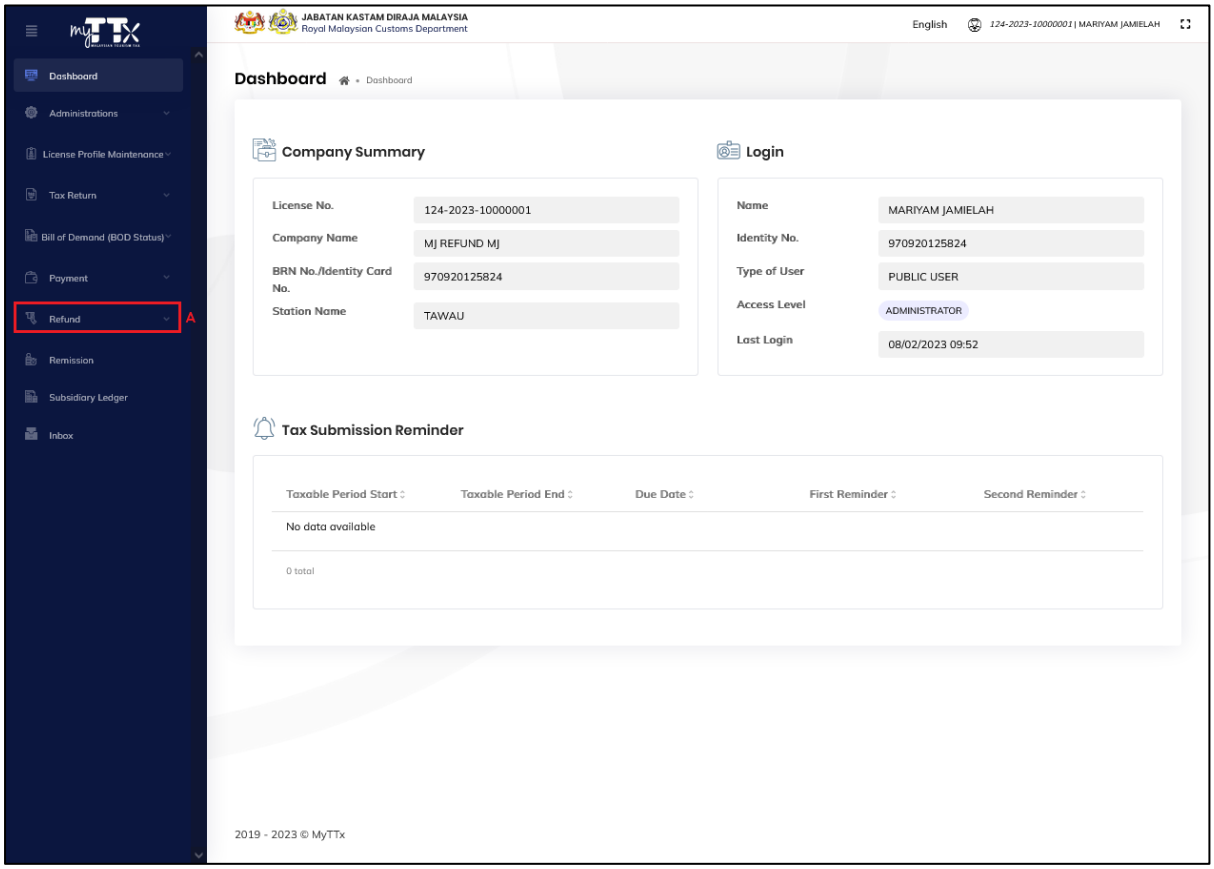


Figure 1 Dashboard page

1. Click on **Refund** menu (A) (Refer Figure 1).
2. List of sub menus for **Refund** menu displays (Refer Figure 2).

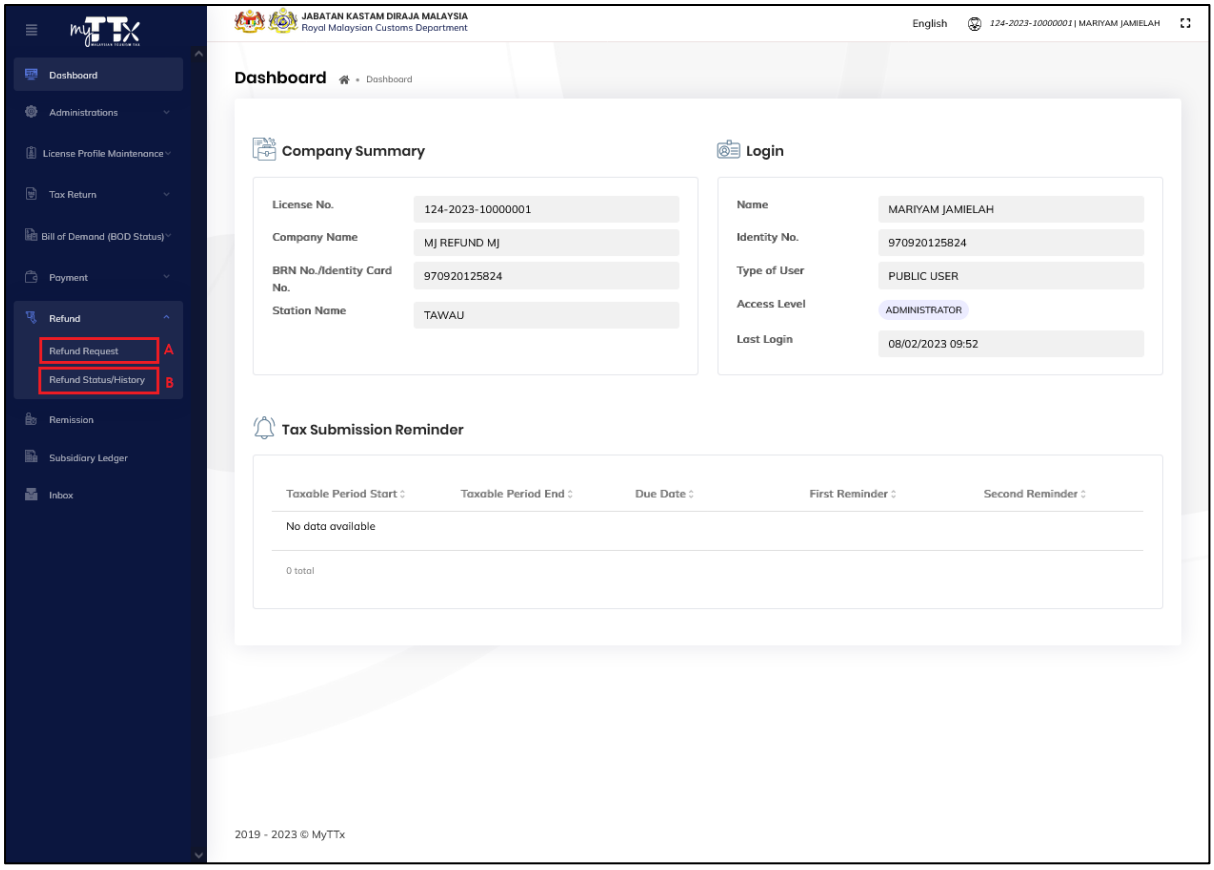


Figure 2 Refund sub menus

3. Click on **Refund Request** sub menu (A) to view list of taxable periods with overpaid balance (Refer Figure 2).
4. System will display Refund Request page (Refer Figure 3).
5. Click on **Refund Status/ History** sub menu (B) to view list of refund status/ history (Refer Figure 2).
6. System will display Refund Status/ History page (Refer Figure 3).

1.1 Refund Request

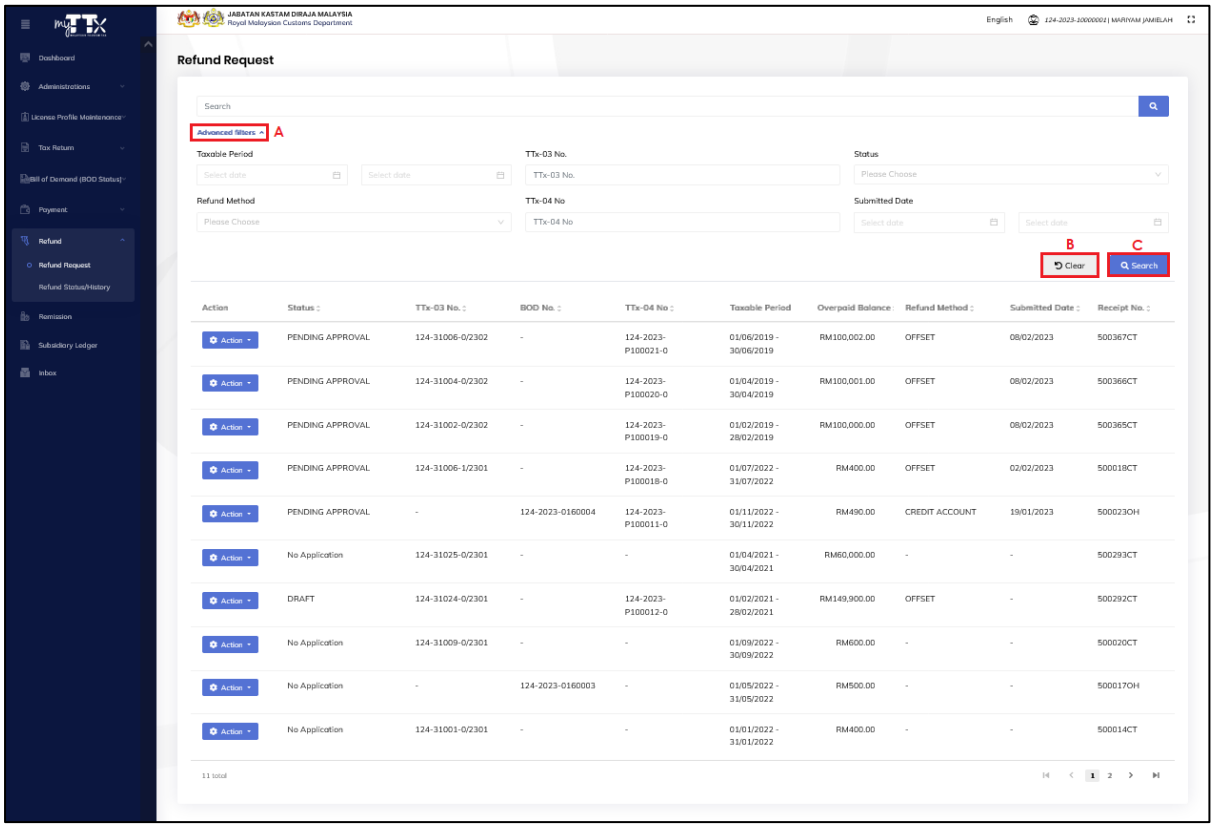


Figure 3 Refund Request page

1. In Refund Request, system will display Refund Request table list. It will display refund application with status No Application, Draft, Pending Approval and Query.
2. Click **Advanced Filters** button (A) to filter the table list by Taxable Period, TTx-03 No., Status, Refund Method, TTx-04 No. and Submitted Date (Refer Figure 3).
3. Click **Clear** button (B) to clear all fields (Refer Figure 3).
4. Click **Search** button (C) to search the table list (Refer Figure 3).

1.1.1 View Refund Request

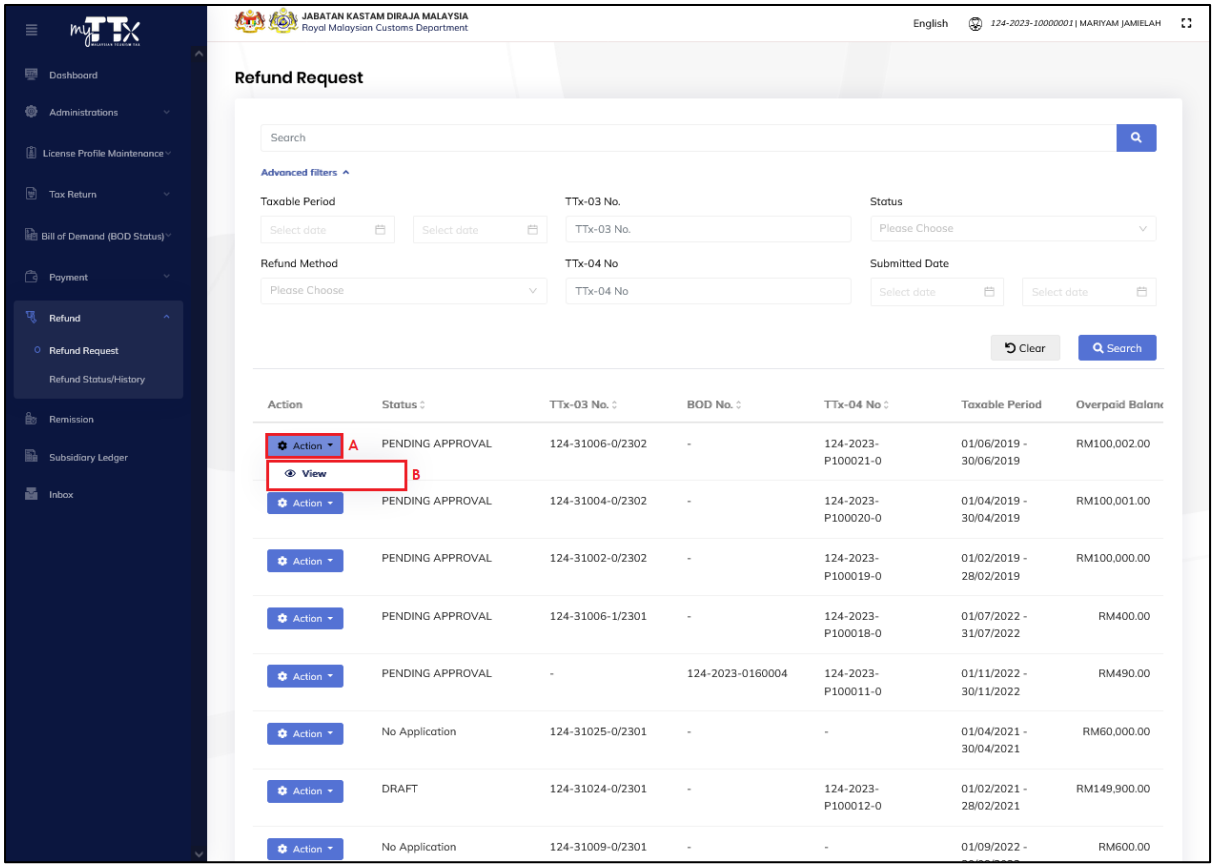


Figure 4 View button in Refund Request page

1. Click **Action** button (A) on refund application with status Draft, Pending Approval or Query (Refer Figure 4).
2. Click **View** button (B) to view the Refund Application (Refer Figure 4).
3. System will display the Refund Application page (Refer Figure 5).

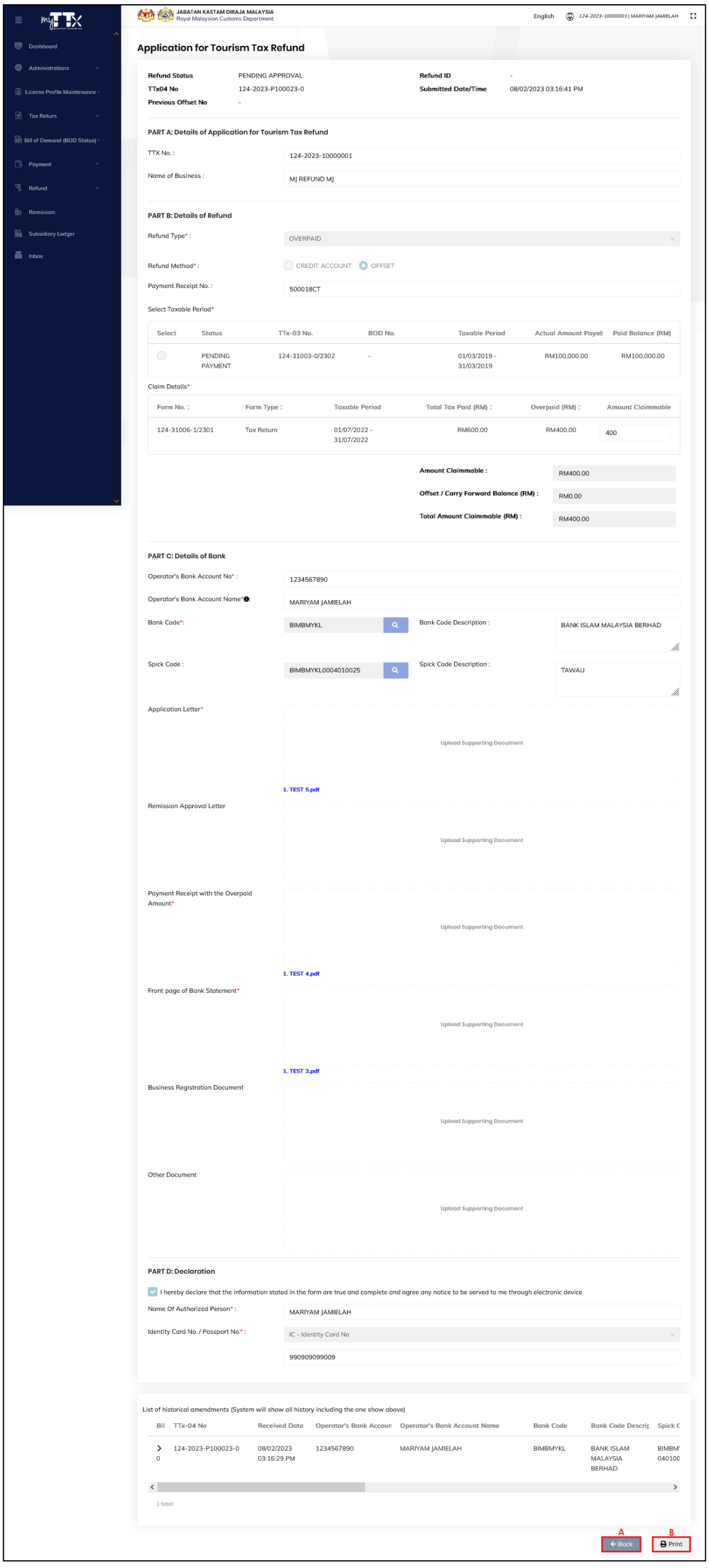


Figure 5 Refund Application page 1

4. Click on **Back** button (A) to return to the Refund Request page (Refer Figure 5).
5. Click on **Print** button (B) to print the refund application form (Refer Figure 5).

1.1.2 Create Refund Application

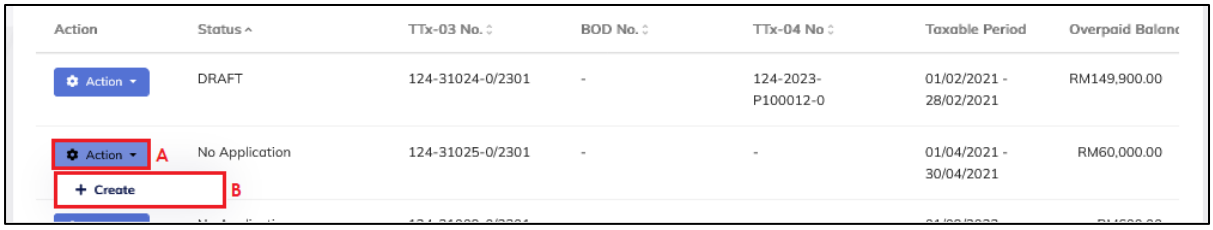


Figure 6 Create button in Refund Request table list

1. Click on **Actions** button (A) on refund application with status No Application (Refer Figure 6).
2. Click on **Create** button (B) to create a refund application (Refer Figure 6).
3. System will display create form for Refund Application (Refer Figure 7).

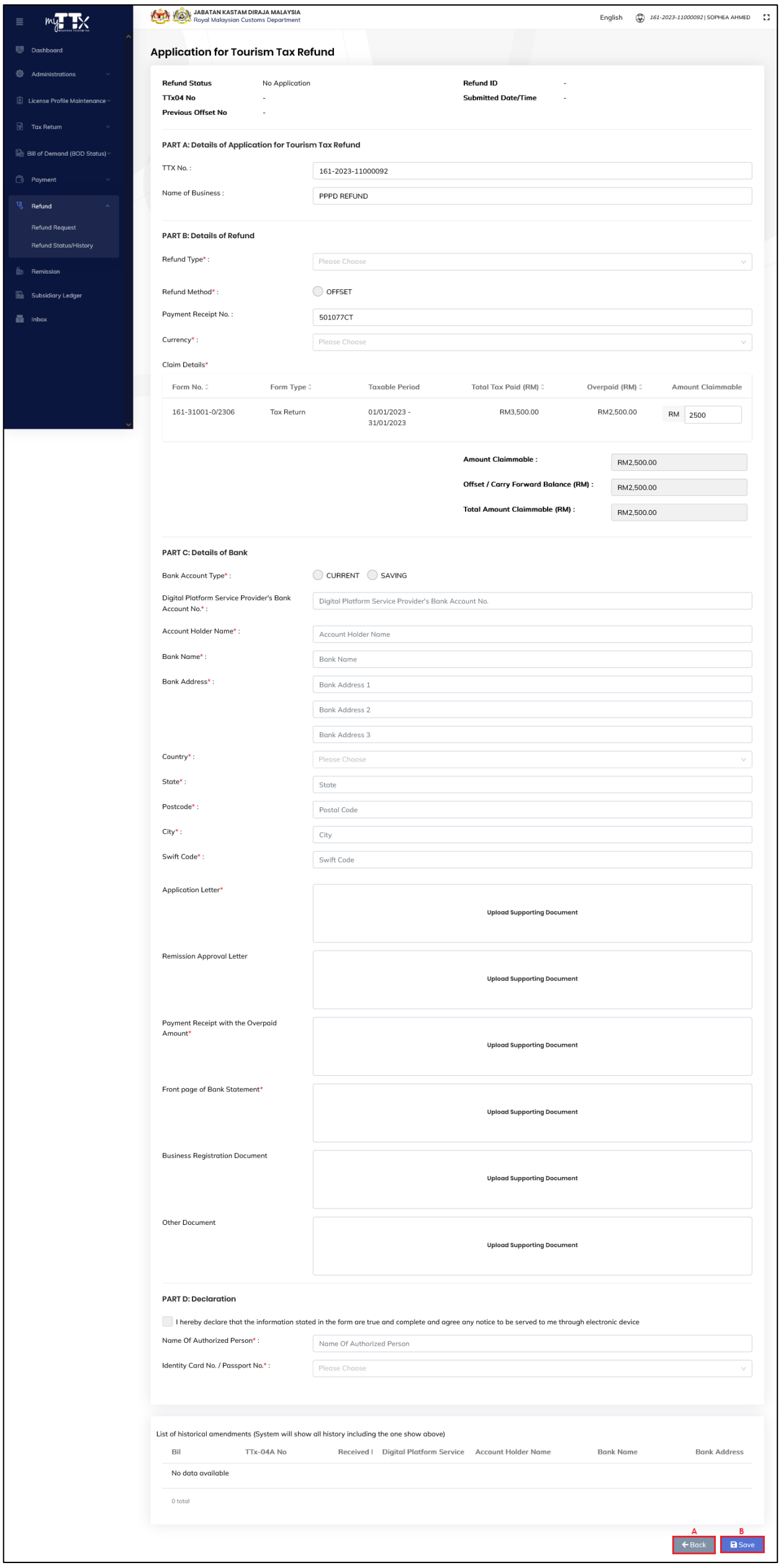


Figure 7 Create form for Refund Application

4. Select refund type from **Refund Type** drop down.

   Note: Mandatory

   Note: There are 5 Refund Type including Remission, Overpaid, Erroneously Paid, BOD Debt and Others.

5. Select refund method from **Refund Method** radio button.

   Note: Mandatory.

   Note: There are 2 Refund Method including Credit Account and Offset.

6. Select currency from **Currency** dropdown.

   Note: Mandatory.

7. **Select Taxable Period** table list will be displayed if select Offset as Refund Method (Refer Figure 8).

Select Taxable Period*

Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payab	Paid Balance (RM)
◉	PENDING PAYMENT	124-31003-0/2302	-	01/03/2019 - 31/03/2019	RM100,000.00	RM100,000.00
○	PENDING PAYMENT	124-31005-0/2302	-	01/05/2019 - 31/05/2019	RM10,010.00	RM10,010.00
○	PENDING PAYMENT	124-31009-0/2302	-	01/09/2019 - 30/09/2019	RM199,900.00	RM199,900.00

Figure 8 Select Taxable Period table list

8. Select one taxable period to be offset on the Select Taxable Period table list.

   Note: Mandatory

9. Input amount claimable in **Amount Claimable** field.

   Note: Mandatory.

   Note: Amount Claimable cannot be more than Overpaid.

10. Select bank account type from **Bank Account Type** radio button.

    Note: Mandatory.

    Note: There are 2 Bank Account Type including Current and Saving.

11. Input bank account no. in **Digital Platform Service Provider's Bank Account No.** field.

    Note: Mandatory.

12. Input account holder name in **Account Holder Name** field.

    Note: Mandatory.

    Note: This field should match the Account Holder Name on the Front Page of the Bank Draft.

13. Input bank name in **Bank Name** field.

    Note: Mandatory.
14. Input bank address in **Bank Address** field.

    Note: Mandatory.
15. Select country from **Country** drop down.

    Note: Mandatory.
16. Input state in **State** field.

    Note: Mandatory.
17. Input postcode in **Postcode** field.

    Note: Mandatory.
18. Input city in **City** field.

    Note: Mandatory.
19. Input swift code in **Swift Code** field.

    Note: Mandatory.
20. Click on **Upload Supporting Document** field to upload **Application Letter**.

    Note: Mandatory.
21. System will display File Upload window (Refer Figure 9).

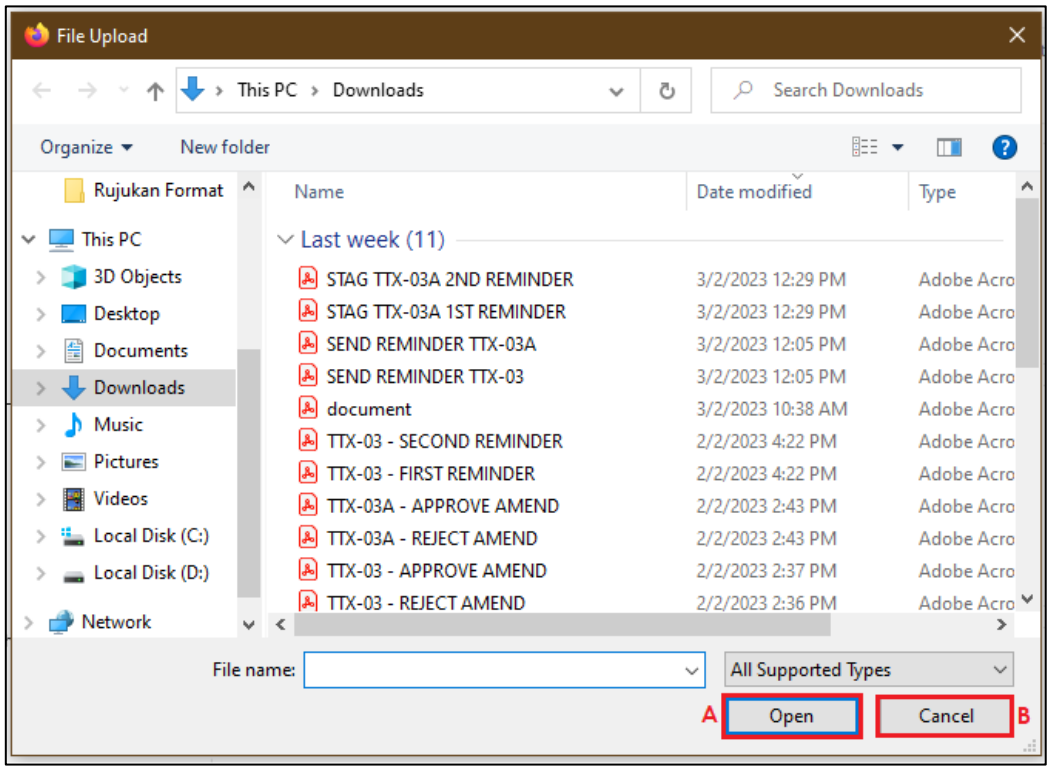


Figure 9 File Upload Window (Create form)

22. Select the file and click **Open** button (A) to upload (Refer Figure 9).
23. Click on **Cancel** button (B) to return to create application page (Refer Figure 9).
24. Click on **Upload Supporting Document** field to upload **Remission Approval Letter**.
    Note: Optional.
25. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount**.
    Note: Mandatory.
26. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement**.
    Note: Mandatory.
27. Click on **Upload Supporting Document** field to upload **Business Registration Document**.
    Note: Optional.
28. Click on **Upload Supporting Document** field to upload **Other Document**.
    Note: Optional.
29. Click on the **Declaration** checkbox.
    Note: Mandatory.
30. Input name in **Name of Authorized Person** field.
    Note: Mandatory.
31. Input identity card or passport no. in **Identity Card No./ Passport No.** field.
    Note: Mandatory.
32. Click on **Back** (A) button to return to the Refund Request page (Refer Figure 7).
33. Click on **Save** (B) button to save the refund application (Refer Figure 7).
34. System will display the confirmation message (Refer Figure 10).

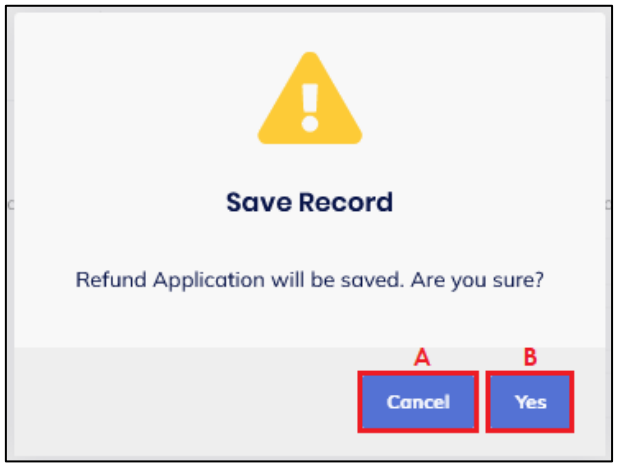


Figure 10 Create confirmation message

35. Click on **Cancel** button (A) to cancel creating the application (Refer Figure 10).
36. Click on **Yes** button (B) to continue saving the application (Refer Figure 10).
37. System will display the success message (Refer Figure 11).

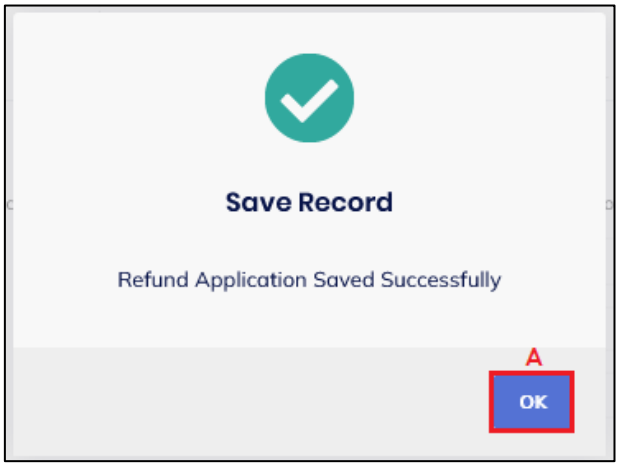


Figure 11 Create success message

38. Click on **OK** button (A) (Refer Figure 11).
39. Refund application is successfully created. System update status to Draft (Refer Figure 12).

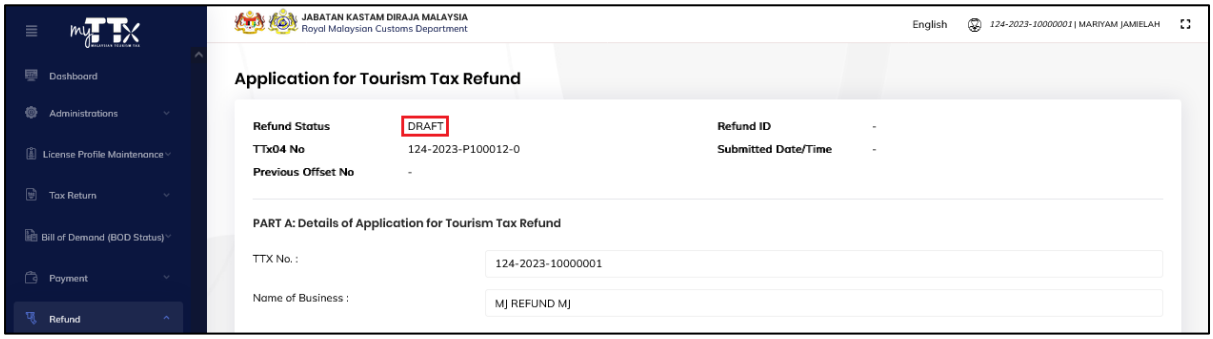


Figure 12 Refund Application with status Draft

40. In status Draft, **Delete** (A), **Save** (B) and **Submit** (C) buttons will be displayed (Refer Figure 13).

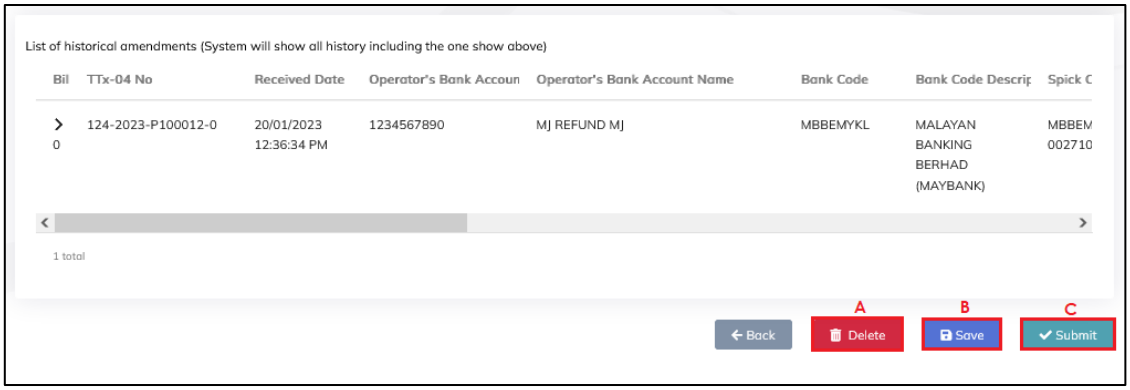


Figure 13 Delete, Save and Submit buttons on Refund Application with status Draft

1.1.3 Edit Refund Application

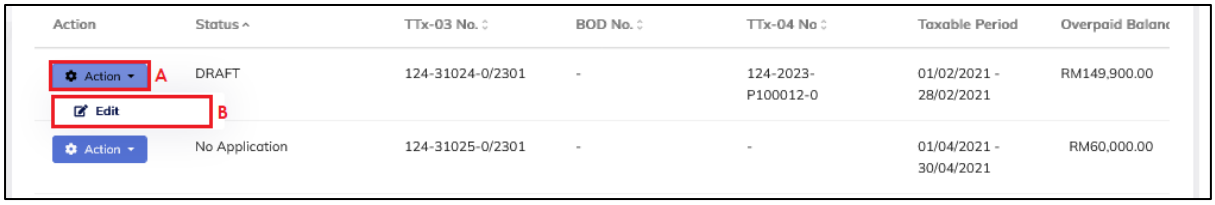


Figure 14 Edit button in Refund Request table list

1. Click on **Actions** button (A) on refund application with status Draft (Refer Figure 14).
2. Click on **Edit** button (B) to edit the refund application (Refer Figure 14).
3. System will display edit form for Refund Application (Refer Figure 15).

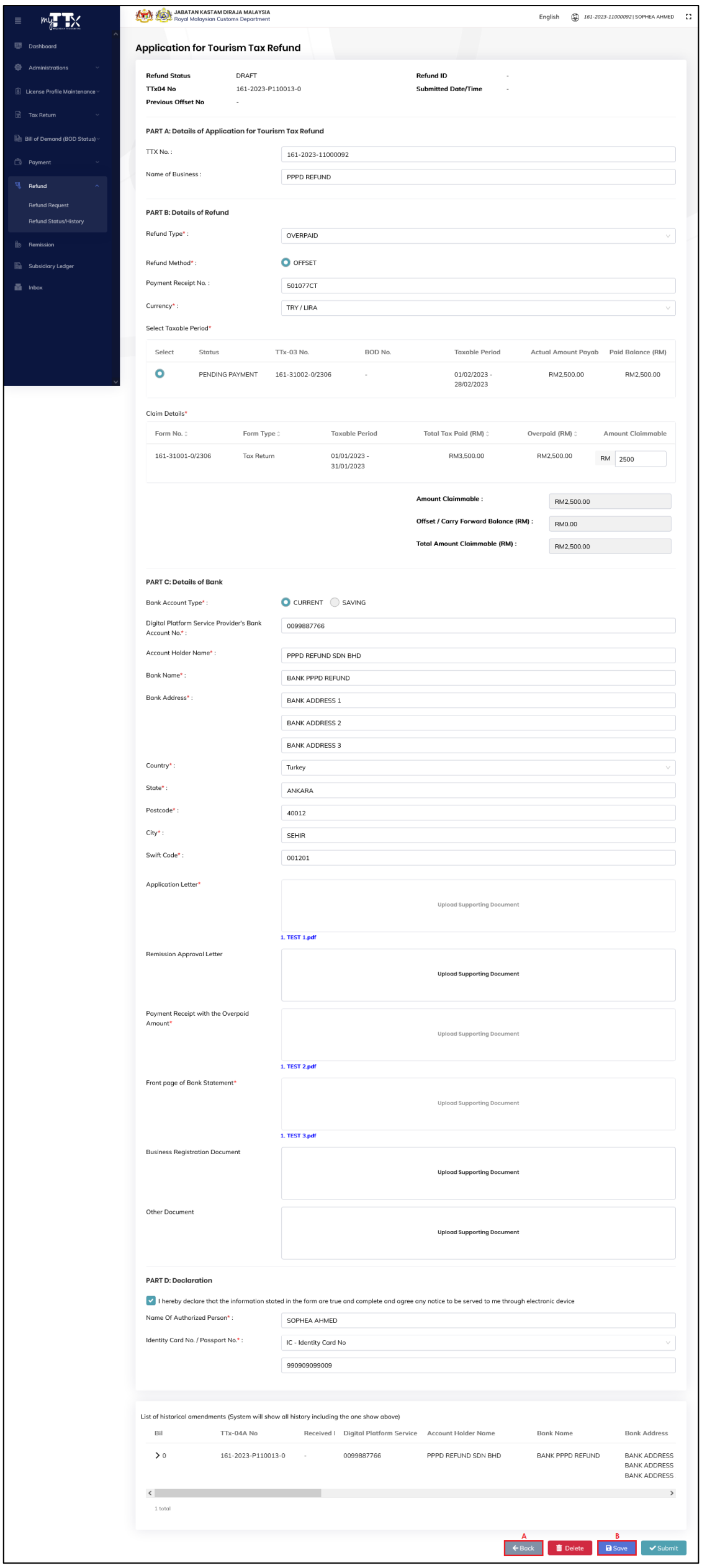


Figure 15 Edit form for Refund Application

4. Select refund type from **Refund Type** drop down.
   Note: Mandatory
   Note: There are 5 Refund Type including Remission, Overpaid, Erroneously Paid, BOD Debt and Others.
5. Select refund method from **Refund Method** radio button.
   Note: Mandatory.
   Note: There are 2 Refund Method including Credit Account and Offset.
6. Select currency from **Currency** dropdown.
   Note: Mandatory.
7. Input amount claimable in **Amount Claimable** field.
   Note: Mandatory.
   Note: Amount Claimable cannot be more than Overpaid.
8. Select bank account type from **Bank Account Type** radio button.
   Note: Mandatory.
   Note: There are 2 Bank Account Type including Current and Saving.
9. Input bank account no. in **Digital Platform Service Provider's Bank Account No.** field.
   Note: Mandatory.
10. Input account holder name in **Account Holder Name** field.
    Note: Mandatory.
    Note: This field should match the Account Holder Name on the Front Page of the Bank Draft.
11. Input bank name in **Bank Name** field.
    Note: Mandatory.
12. Input bank address in **Bank Address** field.
    Note: Mandatory.
13. Select country from **Country** drop down.
    Note: Mandatory.
14. Input state in **State** field.
    Note: Mandatory.
15. Input postcode in **Postcode** field.
    Note: Mandatory.
16. Input city in **City** field.
    Note: Mandatory.

17. Input swift code in **Swift Code** field.

    Note: Mandatory.

18. Click on **Upload Supporting Document** field to upload **Application Letter**.

    Note: Mandatory.

19. System will display File Upload window (Refer Figure 16).

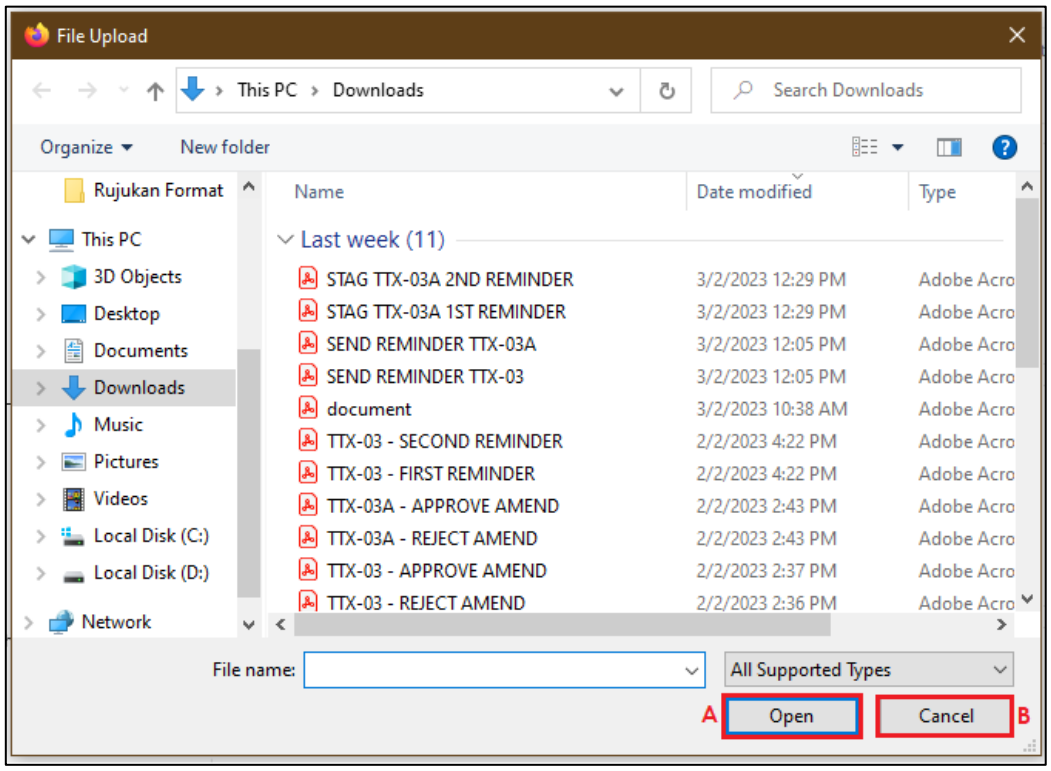


Figure 16 File Upload Window (Edit form)

20. Select the file and click **Open** button (A) to upload (Refer Figure 16).
21. Click on **Cancel** button (B) to return to create application page (Refer Figure 16).
22. Click on **Upload Supporting Document** field to upload **Remission Approval Letter**.

    Note: Optional.

23. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount**.

    Note: Mandatory.

24. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement**.

    Note: Mandatory.

25. Click on **Upload Supporting Document** field to upload **Business Registration Document**.

    Note: Optional.

26. Click on **Upload Supporting Document** field to upload **Other Document**.

    Note: Optional.
27. Click on the **Declaration** checkbox.

    Note: Mandatory.
28. Input name in **Name of Authorized Person** field.

    Note: Mandatory.
29. Input identity card or passport no. in **Identity Card No./ Passport No.** field.

    Note: Mandatory.
30. Click on **Back** button (A) to return to Refund Request page (Refer Figure 15).
31. Click on **Save** button (B) to update the refund application (Refer Figure 15).
32. System will display the confirmation message (Refer Figure 17).

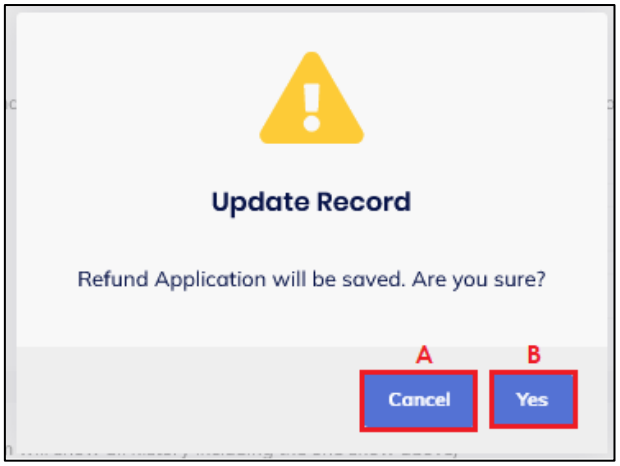


Figure 17 Edit confirmation message

33. Click on **Cancel** button (A) to cancel updating the refund application (Refer Figure 17).
34. Click on **Yes** button (B) to continue updating the refund application (Refer Figure 17).
35. System will display the success message (Refer Figure 18).

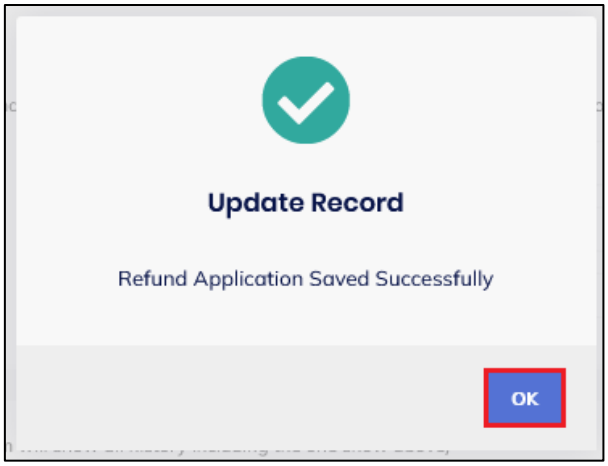


Figure 18 Edit success message

36. Click on **OK** button (A) (Refer Figure 18).
37. Refund application is successfully updated.

1.1.4 Delete Refund Application

1. Click on **Actions** button (A) on refund application with status Draft (Refer Figure 14).
2. Click on **Edit** button (B) to delete the refund application (Refer Figure 14).
3. System will display edit form for Refund Application (Refer Figure 15).

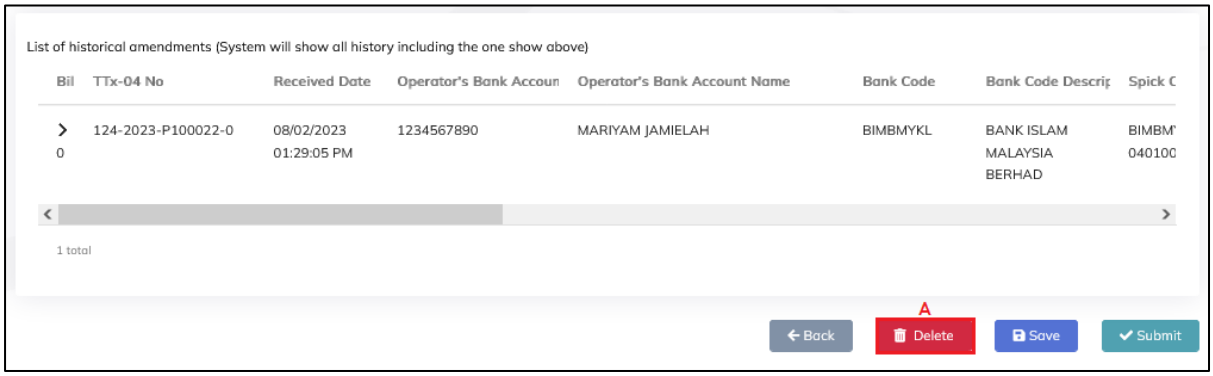


Figure 19 Delete button in Edit Refund Application page

4. Click on **Delete** button (A) (Refer Figure 19).
5. System will display confirmation message (Refer Figure 20).

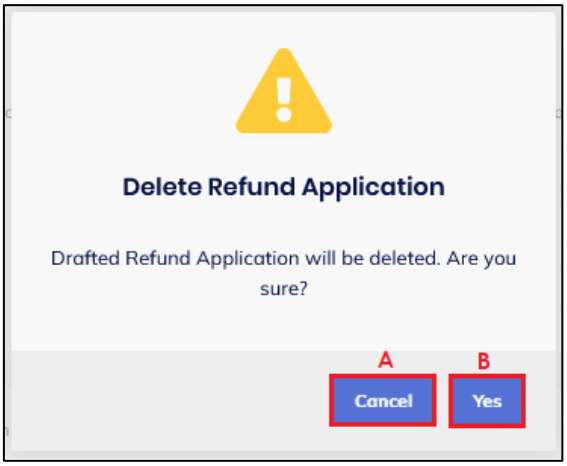


Figure 20 Delete confirmation message

6. Click on **Cancel** button (A) to cancel deleting the application (Refer Figure 20).
7. Click on **Yes** button (B) to continue deleting the application (Refer Figure 20).
8. System will display success message (Refer Figure 21).

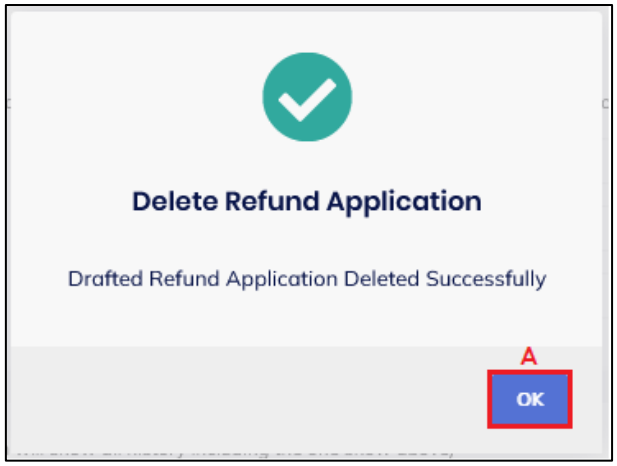


Figure 21 Delete success message

9. Click on **OK** button (A) (Refer Figure 21).
10. Draft refund application is successfully deleted. A new refund application can be made.

1.1.5 Submit Refund Application

1. Click on **Actions** button (A) on refund application with status Draft (Refer Figure 14).
2. Click on **Edit** button (B) to submit the refund application (Refer Figure 14).
3. System will display edit form for Refund Application (Refer Figure 15).

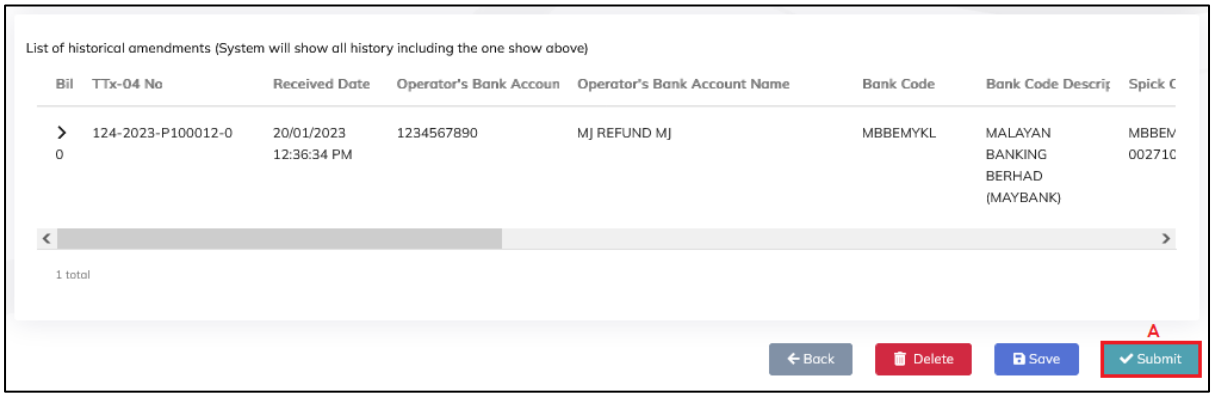


Figure 22 Submit button in Edit Refund Application page

4. Click on **Submit** button (A) (Refer Figure 22).
5. System will display confirmation message (Refer Figure 23).

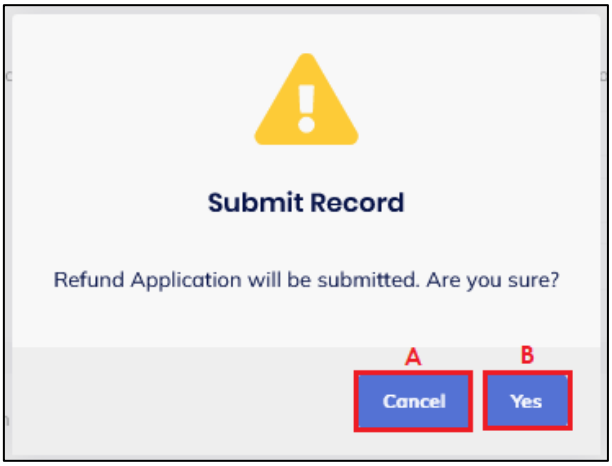


Figure 23 Submit confirmation message

6. Click on **Cancel** button (A) to cancel submitting the refund application (Refer Figure 23).
7. Click on **Yes** button (B) to continue submitting the refund application (Refer Figure 23).
8. System will display success message (Refer Figure 24).

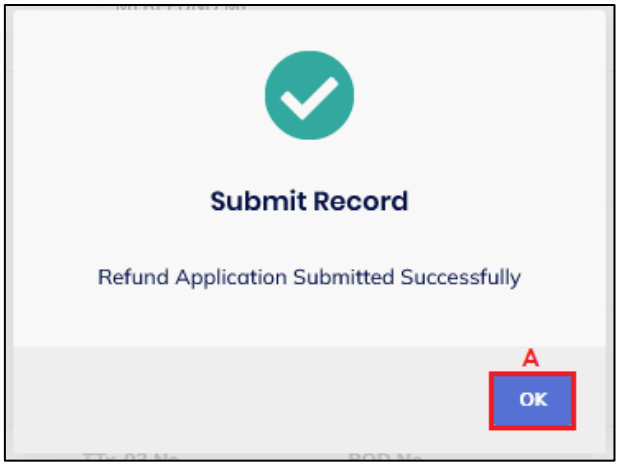


Figure 24 Submit success message

9. Click on OK button (A) (Refer Figure 24).
10. Refund application is successfully submitted. Status will be updated to Pending Approval (Refer Figure 25).

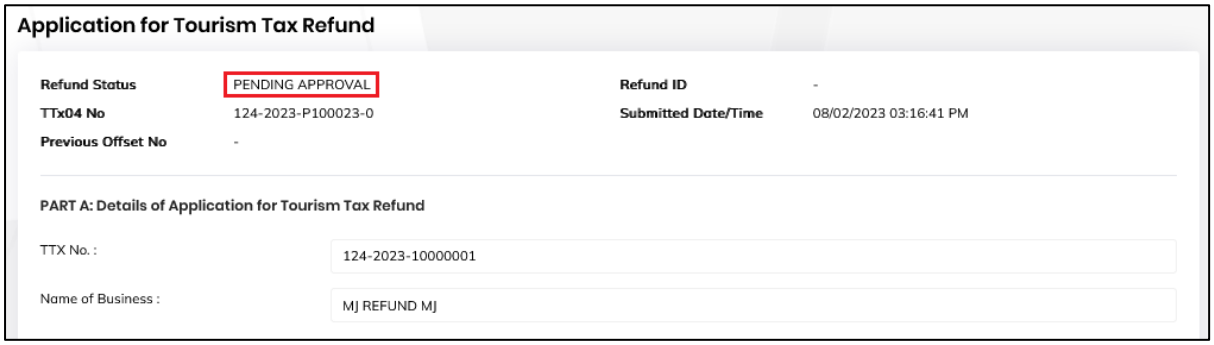


Figure 25 Refund Application with status Pending Approval (Submit form)

11. In status Pending Approval, **Print** button (A) will be displayed (Refer Figure 26). Refund Application form can be printed after it has been submitted.

1.1.6 Print Application Form

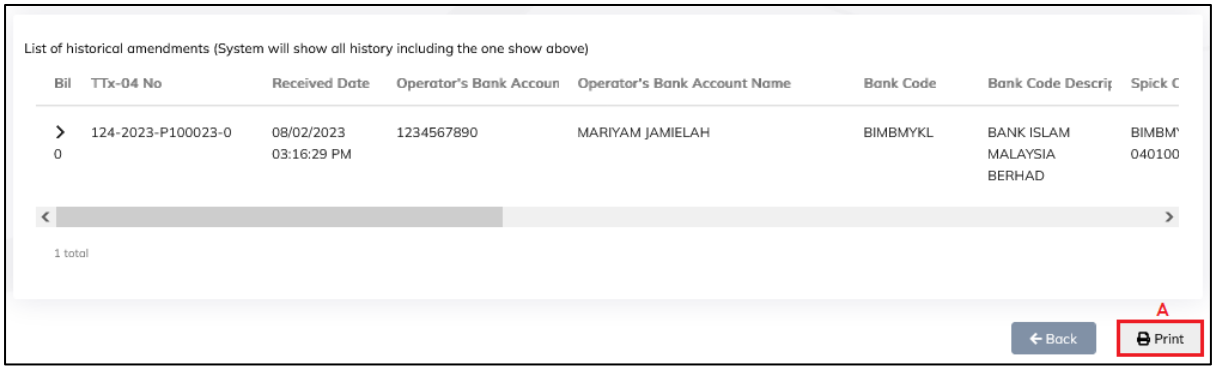


Figure 26 Print button on Refund Application with status Pending Approval

1. Click on **Print** button (A) (Refer Figure 26).
2. System will display print refund application page (Refer Figure 27).

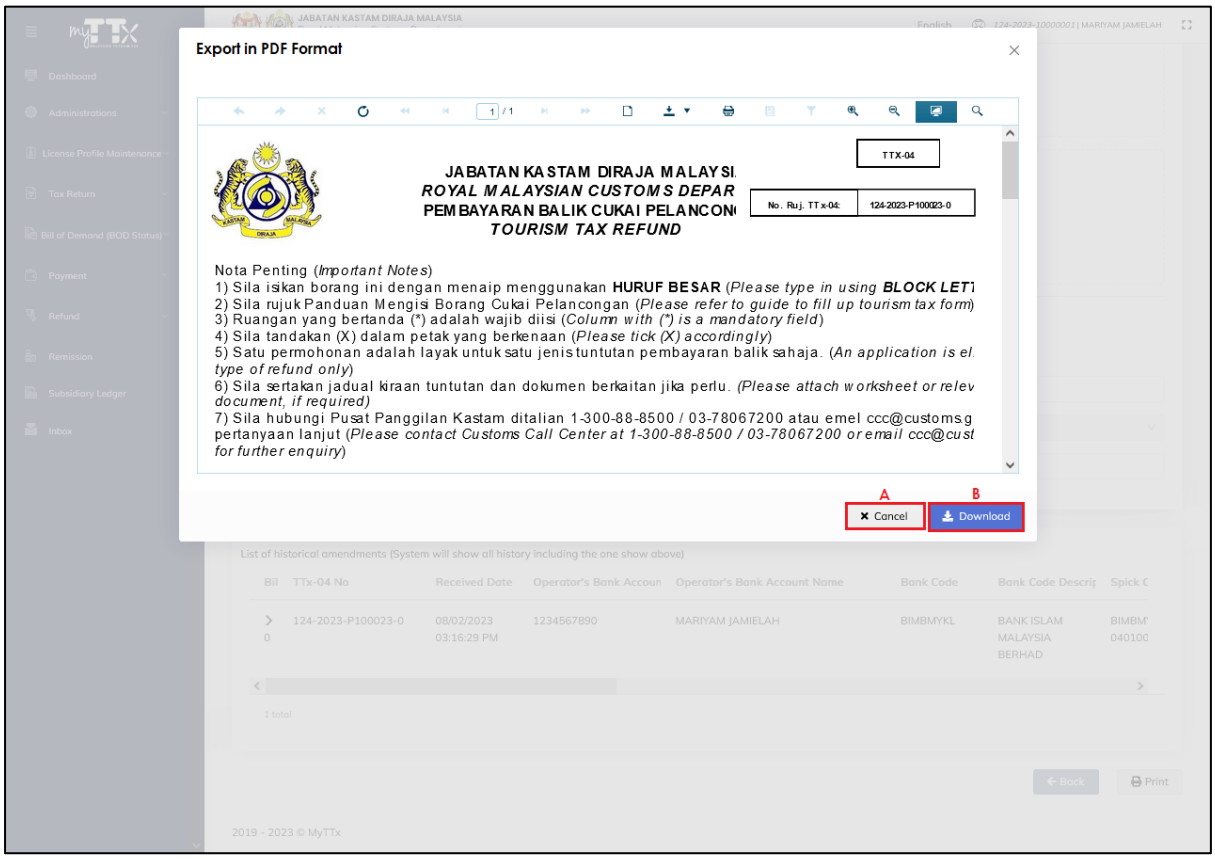
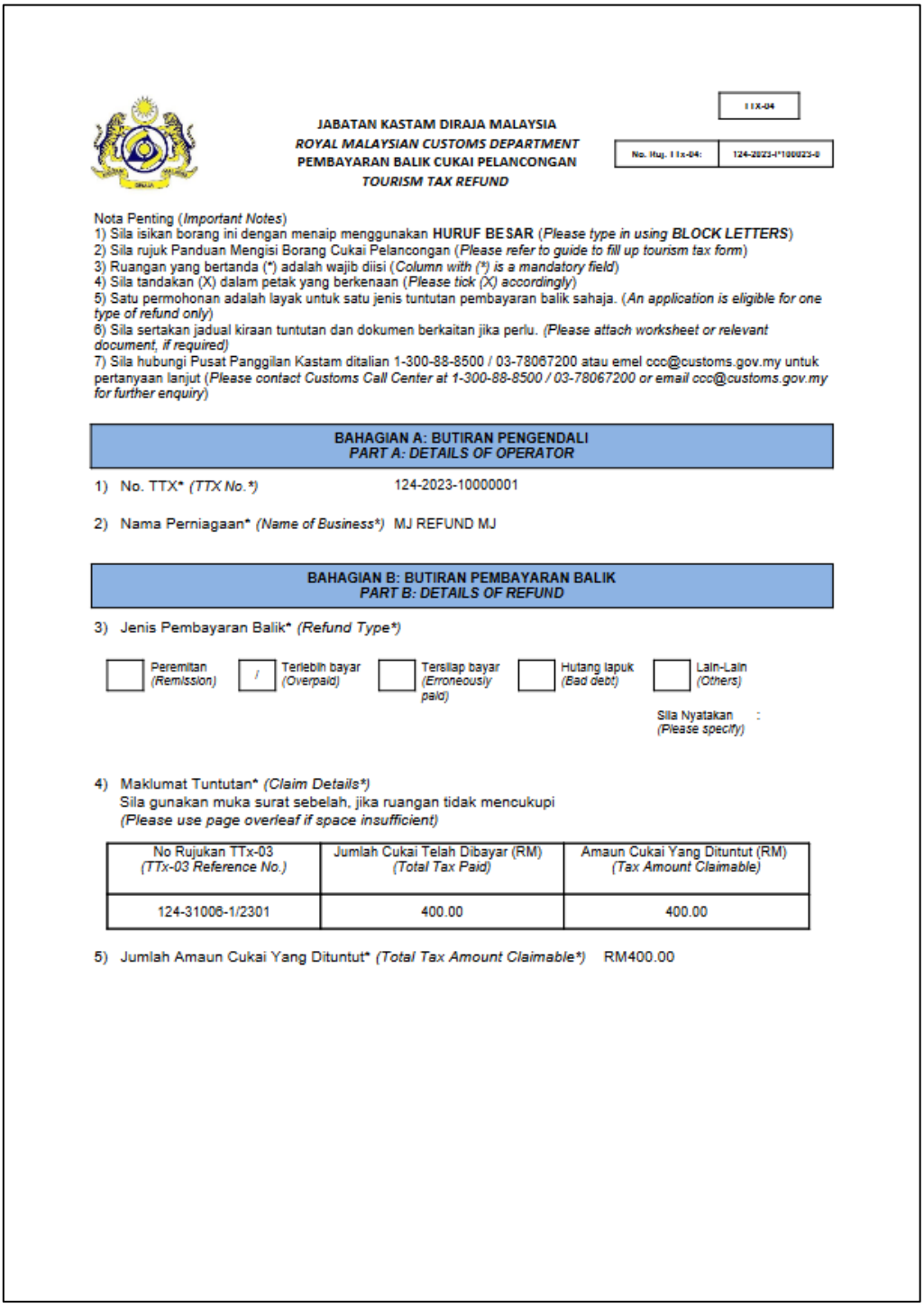


Figure 27 Print Refund Application page

3. Click on **Cancel** button (A) to return to the submitted refund application page (Refer Figure 27).

4. Click on **Download** button (B) to continue print the refund application form (Refer Figure 27).
5. PDF file of the refund application will be downloaded (Refer Figure 28 & Figure 29).



TTX-04

JABATAN KASTAM DIRAJA MALAYSIA
ROYAL MALAYSIAN CUSTOMS DEPARTMENT
PEMBAYARAN BALIK CUKAI PELANCONGAN
TOURISM TAX REFUND

No. Rujukan TTx-04:	124-2023-1*100023-0

Nota Penting (*Important Notes*)
1) Sila isikan borang ini dengan menaip menggunakan **HURUF BESAR** (*Please type in using **BLOCK LETTERS***)
2) Sila rujuk Panduan Mengisi Borang Cukai Pelancongan (*Please refer to guide to fill up tourism tax form*)
3) Ruangan yang bertanda (*) adalah wajib diisi (*Column with (*) is a mandatory field*)
4) Sila tandakan (X) dalam petak yang berkenaan (*Please tick (X) accordingly*)
5) Satu permohonan adalah layak untuk satu jenis tuntutan pembayaran balik sahaja. (*An application is eligible for one type of refund only*)
6) Sila sertakan jadual kiraan tuntutan dan dokumen berkaitan jika perlu. (*Please attach worksheet or relevant document, if required*)
7) Sila hubungi Pusat Panggilan Kastam ditalian 1-300-88-8500 / 03-78067200 atau emel ccc@customs.gov.my untuk pertanyaan lanjut (*Please contact Customs Call Center at 1-300-88-8500 / 03-78067200 or email ccc@customs.gov.my for further enquiry*)

BAHAGIAN A: BUTIRAN PENGENDALI
PART A: DETAILS OF OPERATOR

1) No. TTX* (*TTX No.*) 124-2023-10000001

2) Nama Perniagaan* (*Name of Business*) MJ REFUND MJ

BAHAGIAN B: BUTIRAN PEMBAYARAN BALIK
PART B: DETAILS OF REFUND

3) Jenis Pembayaran Balik* (*Refund Type*)

[ ] Peremitan (*Remission*) [/] Terlebih bayar (*Overpaid*) [ ] Tersilap bayar (*Erroneously paid*) [ ] Hutang lapuk (*Bad debt*) [ ] Lain-Lain (*Others*)

Sila Nyatakan : (*Please specify*)

4) Maklumat Tuntutan* (*Claim Details*)
Sila gunakan muka surat sebelah, jika ruangan tidak mencukupi
(*Please use page overleaf if space insufficient*)

No Rujukan TTx-03 (*TTx-03 Reference No.*)	Jumlah Cukai Telah Dibayar (RM) (*Total Tax Paid*)	Amaun Cukai Yang Dituntut (RM) (*Tax Amount Claimable*)
124-31006-1/2301	400.00	400.00

5) Jumlah Amaun Cukai Yang Dituntut* (*Total Tax Amount Claimable*) RM400.00

Figure 28 TTx-04A Refund Application form page 1

BAHAGIAN C: PERAKUAN
PART C: DECLARATION

Saya dengan ini mengaku bahawa maklumat dinyatakan dalam borang ini adalah benar, betul dan lengkap.
(*I, hereby declare that the information stated in the form are true, correct and complete*)

6) Nama Orang Diberi Kuasa* *(Name of Authorized Person*)* MARIYAM JAMIELAH

7) Nombor Kad Pengenalan/Pasport* *(Identity Card Number/Passport No.*)* 990909099009

8) Nombor Akaun Bank Pengendali* *(Operator's Bank Account No.*)* 1234567890

9) Nama Bank* *(Bank Name*)* BANK ISLAM MALAYSIA BERHAD

10) Tarikh* *(Date*)* 08/02/2023

11) Tandatangan (Signature*)*

Maklumat Tuntutan* *(Claim Details*)*

Bil. *(No.)*	No Rujukan TTx-03 *(TTx-03 Reference No.)*	Jumlah Cukai Telah Dibayar (RM) *(Total Tax Paid)*	Amaun Cukai Yang Dituntut (RM) *(Tax Amount Claimable)*
1	124-31006-1/2301	400.00	400.00

UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY)

Tarikh Diterima* *(Received Date*)* 08/02/2023

Tarikh Cop Pos* *(Postmark Date*)*

Nombor Resit* *(Receipt Number*)* 500018CT

Figure 29 TTx-04A Refund Application form page 2

1.1.7 Amend Details of Bank

1. In status Query, Public User is allowed to amend Details of Bank on refund application form.

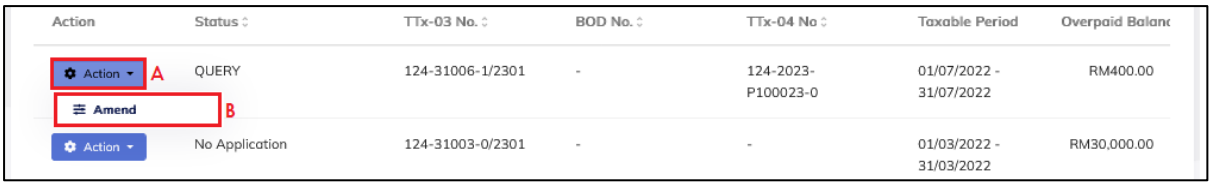


Figure 30 Amend button on Refund Request table list

2. Public user will receive Query Letter after Officer has queried the refund application (Refer Figure 43 & Figure 44).
3. Click on Actions button (A) on refund application with status Query (Refer Figure 30).
4. Click on Amend button (B) to amend the refund application (Refer Figure 30).
5. System will display amend form for refund application (Refer Figure 31).

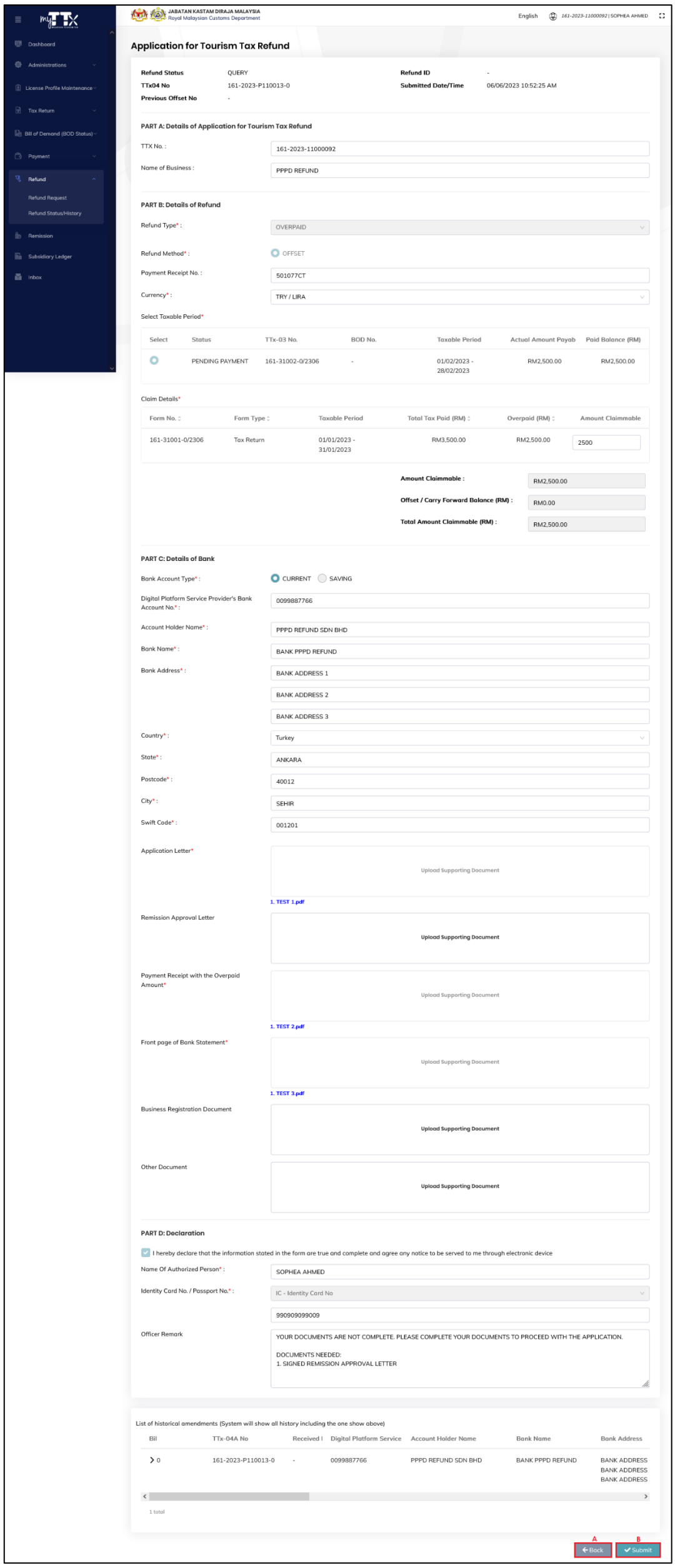


Figure 31 Amend form for Refund Application

6. Input amount claimable in **Amount Claimable** field.

   Note: Mandatory.

   Note: Amount Claimable cannot be more than Overpaid.
7. Select bank account type from **Bank Account Type** radio button.

   Note: Mandatory.

   Note: There are 2 Bank Account Type including Current and Saving.
8. Input bank account no. in **Digital Platform Service Provider's Bank Account No.** field.

   Note: Mandatory.
9. Input account holder name in **Account Holder Name** field.

   Note: Mandatory.

   Note: This field should match the Account Holder Name on the Front Page of the Bank Draft.
10. Input bank name in **Bank Name** field.

    Note: Mandatory.
11. Input bank address in **Bank Address** field.

    Note: Mandatory.
12. Select country from **Country** drop down.

    Note: Mandatory.
13. Input state in **State** field.

    Note: Mandatory.
14. Input postcode in **Postcode** field.

    Note: Mandatory.
15. Input city in **City** field.

    Note: Mandatory.
16. Input swift code in **Swift Code** field.

    Note: Mandatory.
17. Click on **Upload Supporting Document** field to upload **Application Letter**.

    Note: Mandatory.
18. System will display File Upload window (Refer Figure 32).

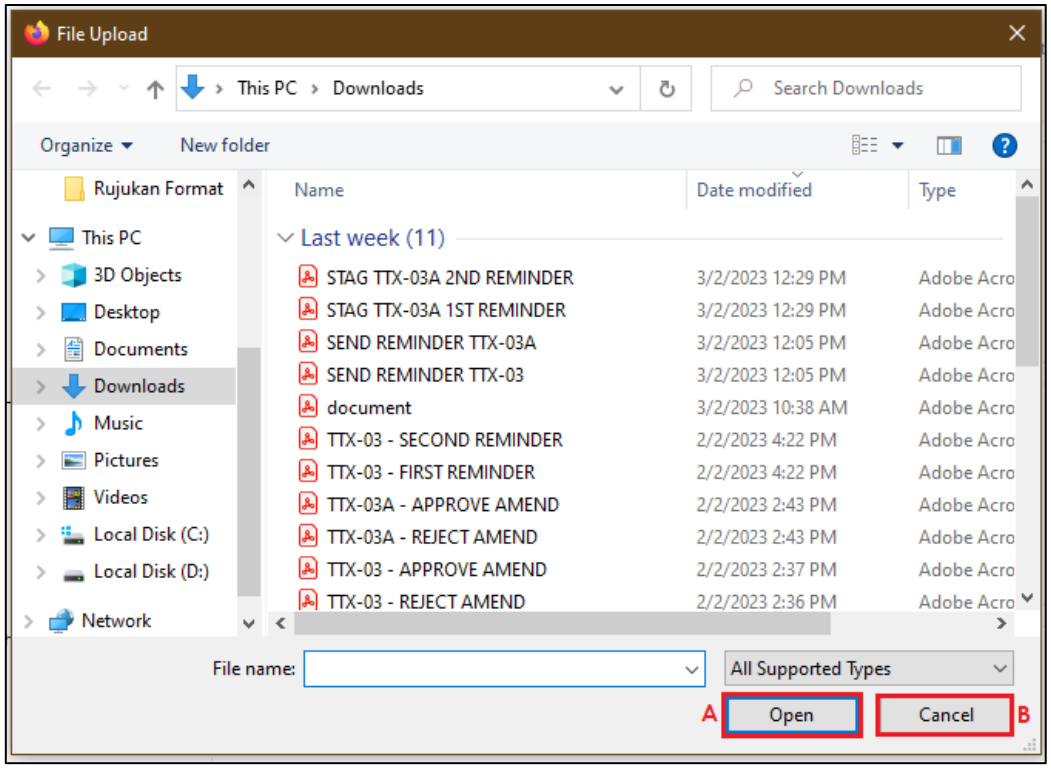


Figure 32 File Upload Window (Amend form)

19. Select the file and click **Open** button (A) to upload (Refer Figure 32).
20. Click on **Cancel** button (B) to return to create application page (Refer Figure 32).
21. Click on **Upload Supporting Document** field to upload **Remission Approval Letter**.

    Note: Optional.
22. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount**.

    Note: Mandatory.
23. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement**.

    Note: Mandatory.
24. Click on **Upload Supporting Document** field to upload **Business Registration Document**.

    Note: Optional.
25. Click on **Upload Supporting Document** field to upload **Other Document**.

    Note: Optional.
26. Click on **Back** button (A) to return to the Refund Request page (Refer Figure 31).
27. Click on **Submit** button (B) to submit amendments (Refer Figure 31).
28. System will display confirmation message (Refer Figure 33).

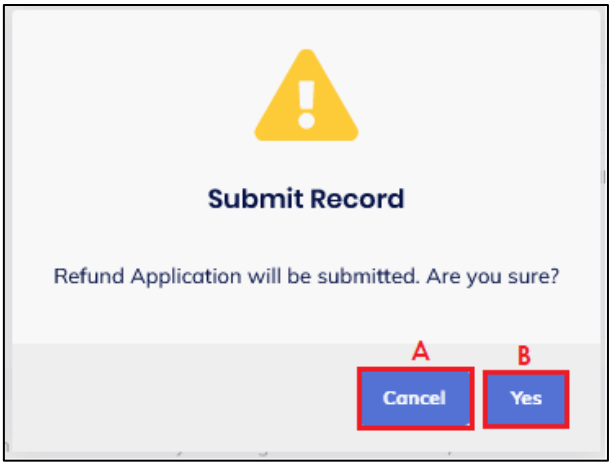


Figure 33 Amend confirmation message

29. Click on **Cancel** button (A) to return to amend refund application form (Refer Figure 33).
30. Click on **Yes** button (B) to continue submit amendments (Refer Figure 33).
31. System will display success message (Refer Figure 34).

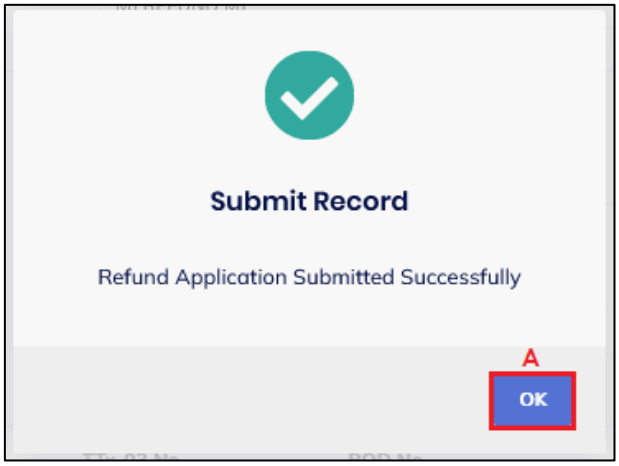


Figure 34 Amend success message

32. Click on OK button (A) (Refer Figure 34).
33. Amendments is successfully submitted. Status will be updated to Pending Approval (Refer Figure 35).

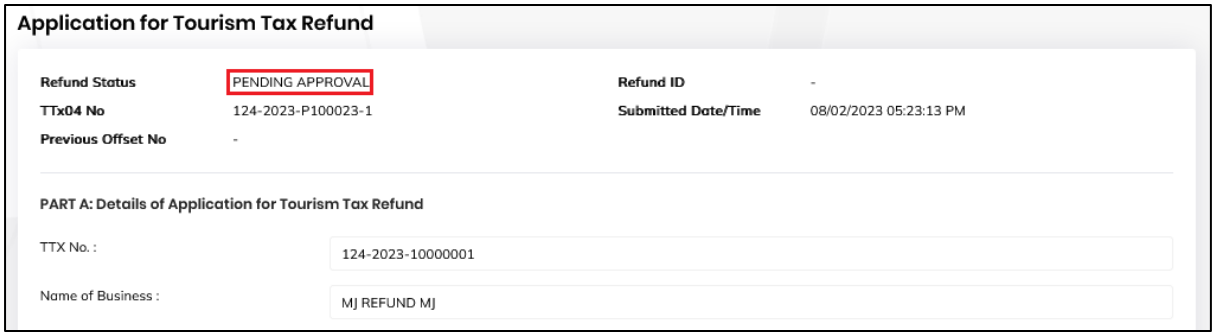
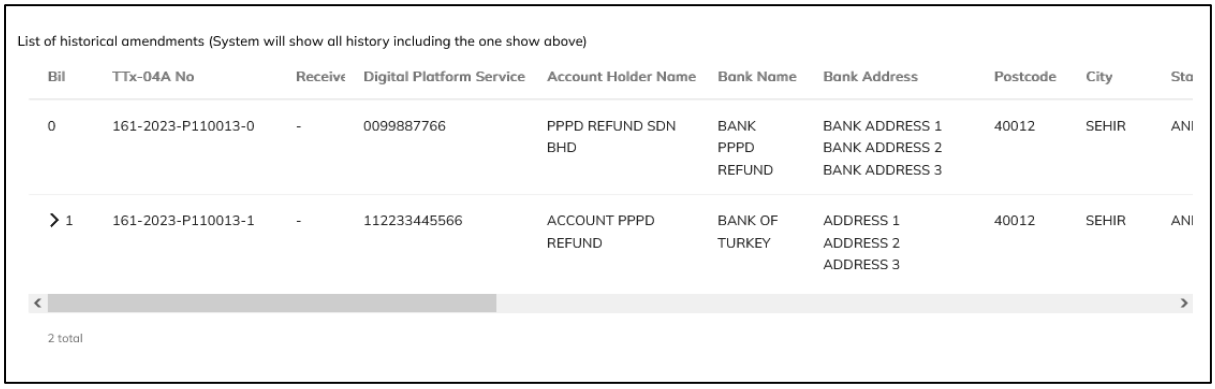


Figure 35 Refund Application with status Pending Approval (Amend form)



List of historical amendments (System will show all history including the one show above)

Bil	TTx-04A No	Receive	Digital Platform Service	Account Holder Name	Bank Name	Bank Address	Postcode	City	Sta
0	161-2023-P110013-0	-	0099887766	PPPD REFUND SDN BHD	BANK PPPD REFUND	BANK ADDRESS 1 BANK ADDRESS 2 BANK ADDRESS 3	40012	SEHIR	ANI
1	161-2023-P110013-1	-	112233445566	ACCOUNT PPPD REFUND	BANK OF TURKEY	ADDRESS 1 ADDRESS 2 ADDRESS 3	40012	SEHIR	ANI

2 total

Figure 36 List of historical amendments table list

34. The history of amendments will be displayed in List of historical amendments table list (Refer Figure 36).

1.2 Refund Status/ History

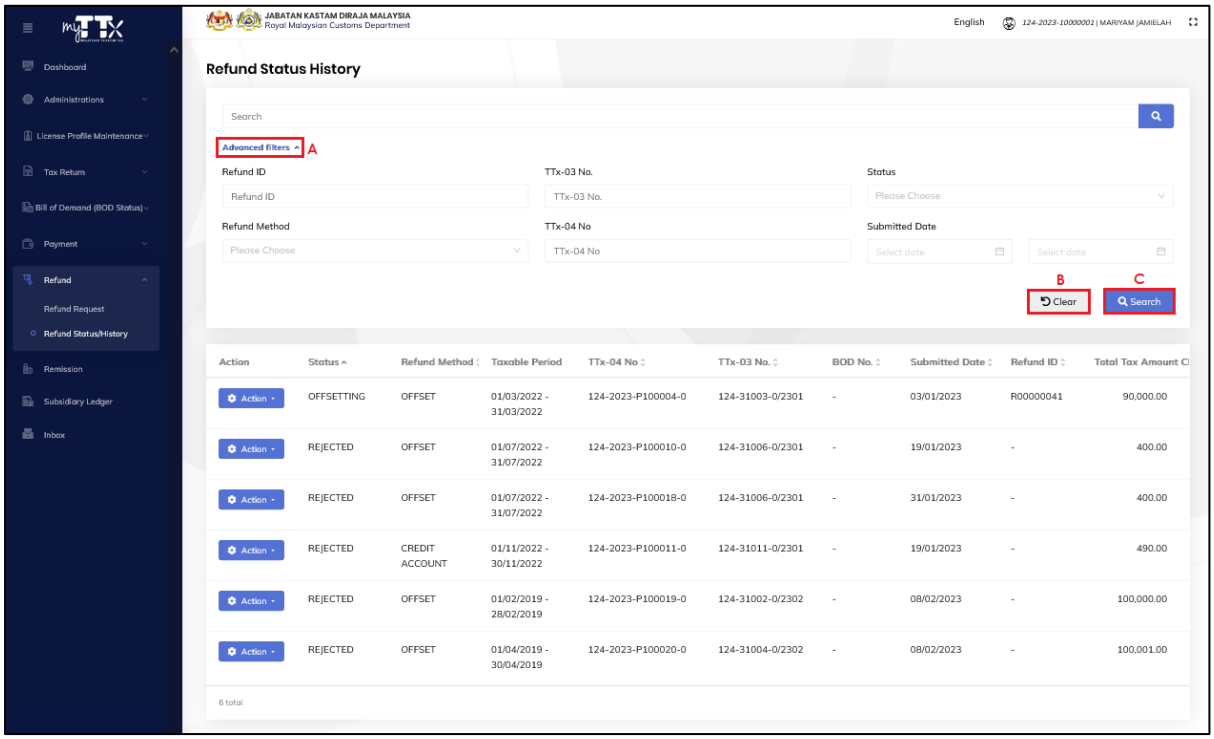


Figure 37 Refund Status/ History page

1. In Refund Status/ History, system will display Refund Status/ History table list. It will display refund application with status Rejected, Approved, Offsetting, Issued To Bank, Query From iGFMAS and Rejected By Bank.
2. Click **Advanced Filters** button (A) to filter the table list by Refund ID, TTx-03 No., Status, Refund Method, TTx-04 No. and Submitted Date (Refer Figure 37).
3. Click **Clear** button (B) to clear all fields (Refer Figure 37).
4. Click **Search** button (C) to search the table list (Refer Figure 37).

1.2.1 View Refund Status/ History

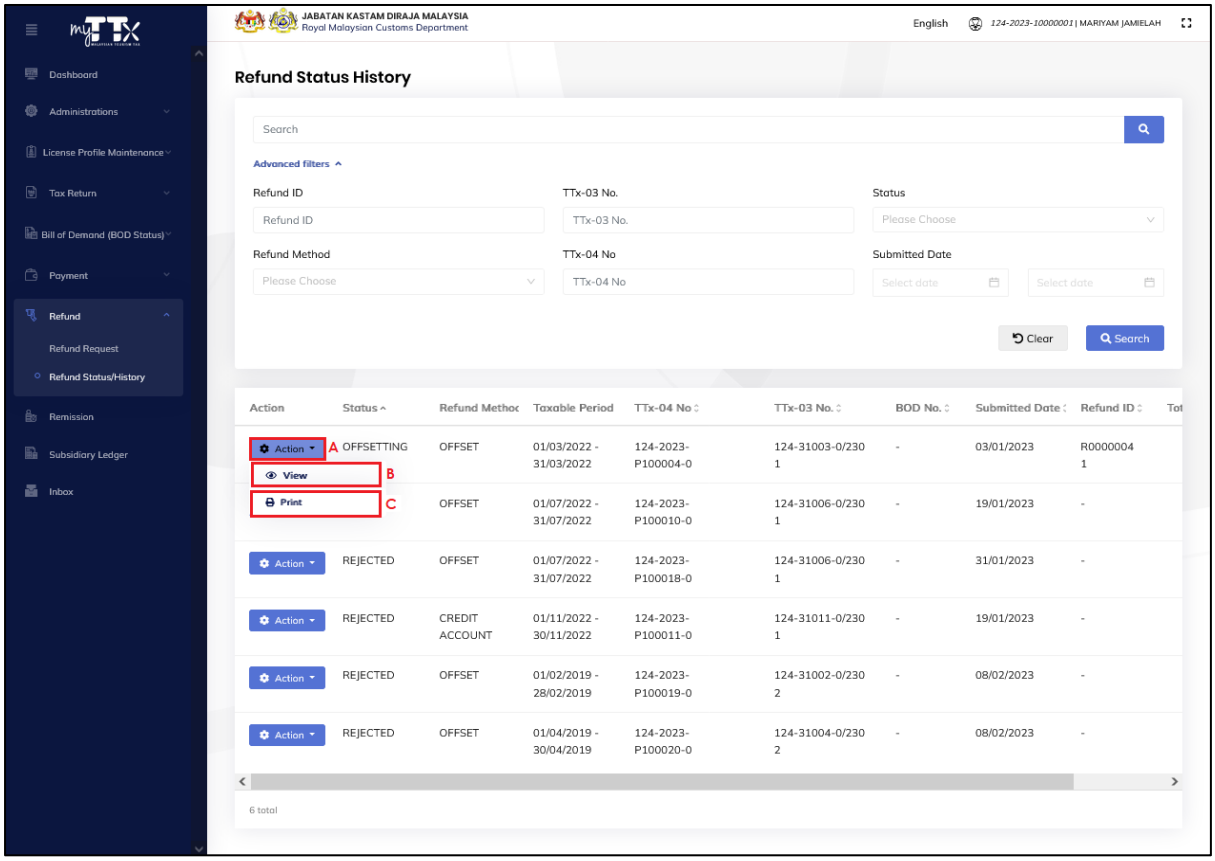


Figure 38 View and Print buttons in Refund Status/ History

1. Click on **Action** button (A) on refund application with status Rejected, Approved, Offsetting, Issued To Bank, Query From iGFMAS and Rejected By Bank (Refer Figure 38).
2. Click on **View** button (B) to view the Refund Application (Refer Figure 38).
3. System will display the Refund Application page (Refer Figure 39).

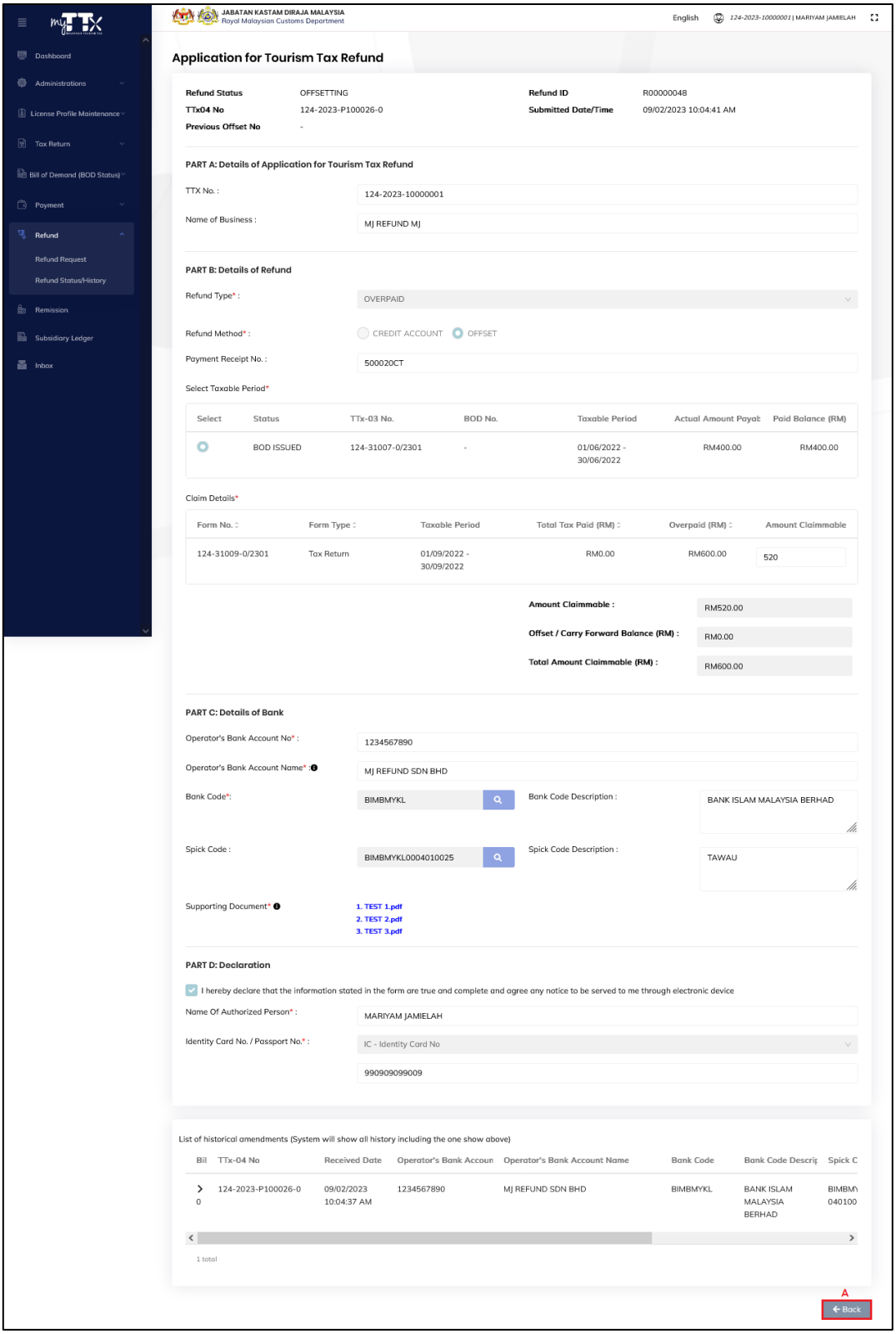


Figure 39 Refund Application page 2

4. Click on **Back** button (A) to return to the Refund Request page (Refer Figure 39).
5. Click on **Print** button (C) to print the application form (Refer Figure 38).
6. System will display print refund application page (Refer Figure 27).
7. Click on **Cancel** button (A) to return to the submitted refund application page (Refer Figure 27).
8. Click on **Download** button (B) to continue print the refund application form (Refer Figure 27).
9. PDF file of the refund application will be downloaded (Refer Figure 28 & Figure 29).

1.3 Inbox

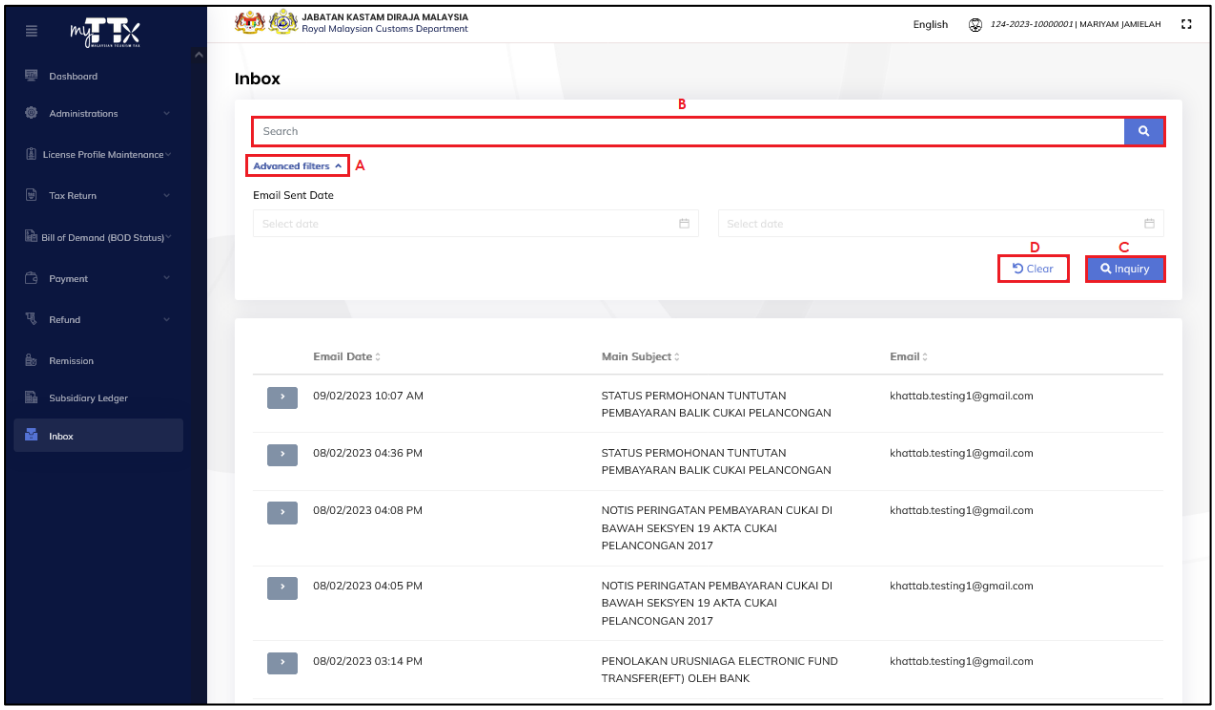


Figure 40 Inbox page

1. In Inbox, system will display all notification letters received by public user (Refer Figure 40).
2. Click **Advanced Filters** button (A) to filter the table list by Email Sent Date (Refer Figure 40).
3. Input keywords in **Search** field (B) (Refer Figure 40) and press Enter. System will display available data.
4. Click **Inquiry** button (C) to search the table list by filter (Refer Figure 40).
5. Click **Clear** button (D) to clear all filter fields (Refer Figure 40).

1.3.1 View & Download Notification Letters

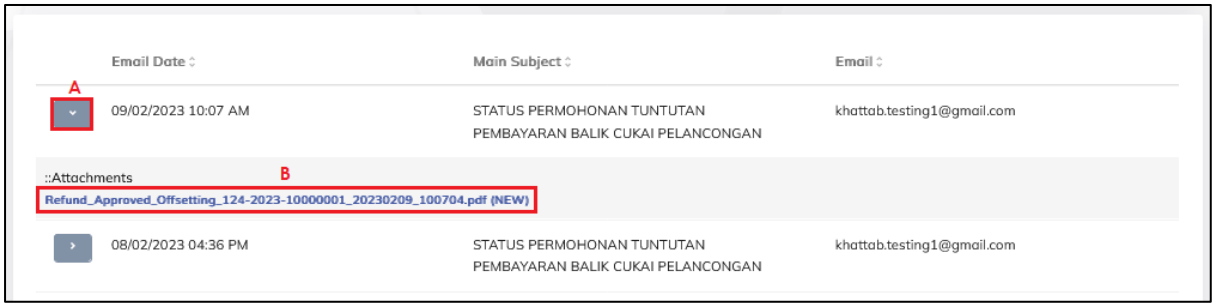


Figure 41 Open button in Inbox table list

1. Click **Open** button (A) (Refer Figure 41).
2. System will display attachment(s) available (Refer Figure 41).
3. Click on the **Link Attachment** (B) (Refer Figure 41).
4. System will display print notification letter page (Refer Figure 41).

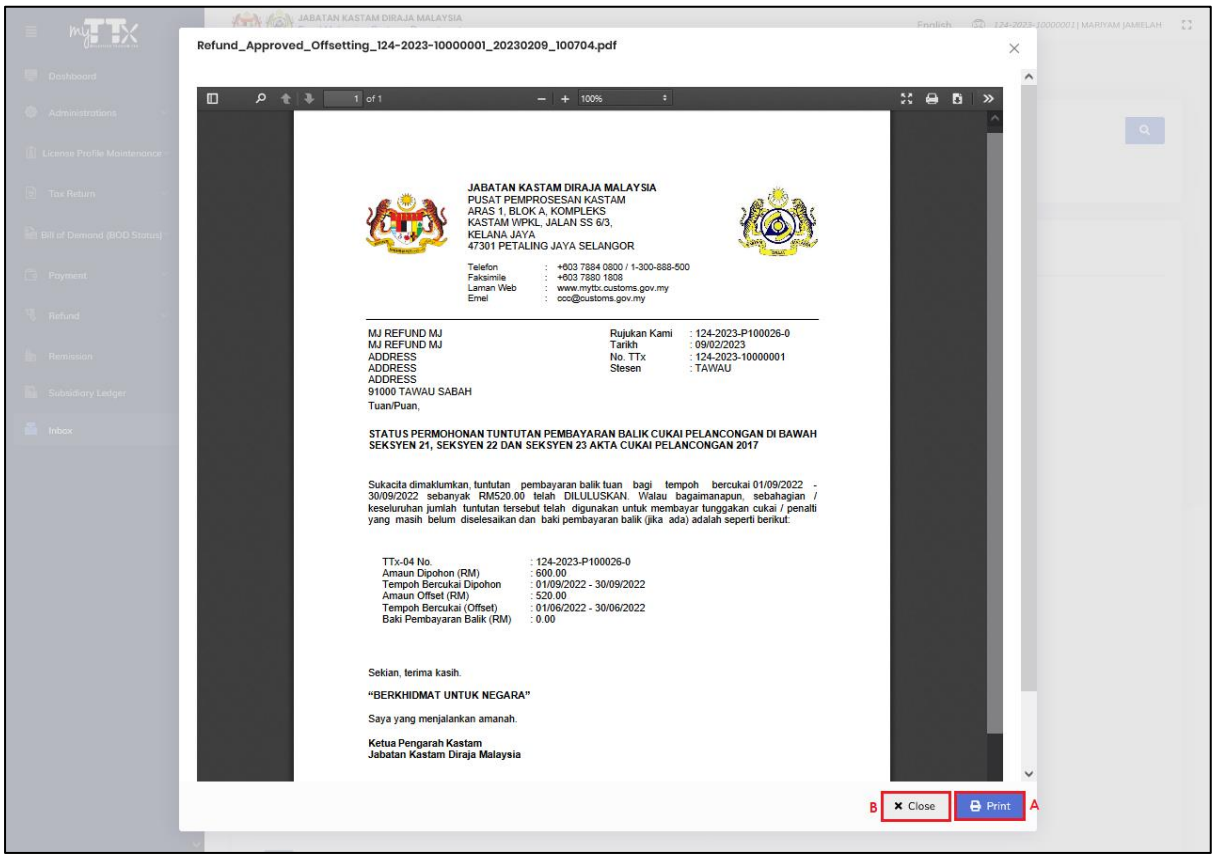


Figure 42 Print notification letter page

5. Click on **Print** button (A) to continue print the notification letter (Refer Figure 42).
6. PDF file of the notification letter will be downloaded.

1.3.1.1 Query Letter

1. Public user will receive Query Letter after Officer has queried the refund application (Refer Figure 43 & Figure 44).

ROYAL MALAYSIAN CUSTOMS DEPARTMENT
CUSTOMS PROCESSING CENTRE
LEVEL 1, BLOCK A, WPKL CUSTOMS
COMPLEX, JALAN SS6/3, KELANA JAYA
47301 PETALING JAYA SELANGOR

Telephone : 1-300-888-500
Website : www.myttx.customs.gov.my
E-mail : ccc@customs.gov.my

PPPD REFUND
PPPD REFUND
ADDRESS 1
ADDRESS 2
ADDRESS 3
40012 SEHIR ANKARA
TURKEY

Our Reference. : 161-2023-P110013-0
Date : 06/06/2023
TTx No. : 161-2023-11000092
Station : IBU PEJABAT

Sir/Madam,

REFUND STATUS UNDER SECTION 21, SECTION 22 AND SECTION 23 OF TOURISM TAX ACT 2017

Referring to the above matter.

2. Kindly be informed that your application for refund under Tourism Tax Act 2017 as below have been **QUERIED**. Please submit additional information/document(s) as follows:

Taxable Period : 01/01/2023 - 31/01/2023
Amount : RM2,500.00
TTx-04A No. : 161-2023-P110013-0

YOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE APPLICATION.

DOCUMENTS NEEDED:
1. SIGNED REMISSION APPROVAL LETTER

Figure 43 Query Letter page 1

3. You are required to submit all document within **14 days** from the date of this letter. Failure to submit will cause your claim to be rejected and the decision is final.

4. You may visit the official website of www.myttx.customs.gov.my or contact our officer via email stag.ttx2022@gmail.com or by phone 130-03123456789 for further information.

Thank you.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah.

Director General of Customs
Royal Malaysian Customs Department

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Figure 44 Query Letter page 2

1.3.1.2 Approved Offsetting Letter

1. Public user will receive Approved Offsetting Letter after Officer has approved the offset refund application (Refer Figure 45).

ROYAL MALAYSIAN CUSTOMS DEPARTMENT
CUSTOMS PROCESSING CENTRE
LEVEL 1, BLOCK A, WPKL CUSTOMS COMPLEX, JALAN SS6/3, KELANA JAYA
47301 PETALING JAYA SELANGOR

Telephone : 1-300-888-500
Website : www.myttx.customs.gov.my
E-mail : ccc@customs.gov.my

MJ SDN BHD
TEST SURAT PPPD 2
BANK ADDRESS 1
BANK ADDRESS 2
BANK ADDRESS 3
41005 SEHIR ANKARA
Turkey

Our Reference. : 161-2023-P110018-0
Date : 21/02/2023
TTx No. : 161-2023-11000024
Station : IBU PEJABAT

Sir/Madam,

REFUND STATUS UNDERSECTION 21, SECTION 22 AND SECTION 23 OF TOURISM TAX ACT 2017

Referring to the above matter.

2. Kindly be informed that your refund application for taxable period of 01/04/2022 - 30/04/2022 amounting to RM500.00 has been **APPROVED**. However, a part/total refund claim has been used to pay your outstanding tax/penalty and the remaining payment (if any) is as follows:

TTx-04A No.	: 161-2023-P110018-0
Requested Amount	: RM500.00
Taxable Period	: 01/04/2022 - 30/04/2022
(Requested)	: RM500.00
Offsetting Amount	: 01/01/2023 - 31/01/2023
Taxable Period (Offset)	: RM0.00
Refund Balance	

Thank you.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah.

Director General of Customs
Royal Malaysian Customs Department

Figure 45 Approved Offsetting Letter page 1

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Figure 46 Approved Offsetting Letter page 2

1.3.1.3 Rejected Application Letter

1. Public user will receive Rejected Application Letter after Officer has rejected the refund application (Refer Figure 47).

ROYAL MALAYSIAN CUSTOMS DEPARTMENT
CUSTOMS PROCESSING CENTRE
LEVEL 1, BLOCK A, WPKL CUSTOMS
COMPLEX, JALAN SS6/3, KELANA JAYA
47301 PETALING JAYA SELANGOR

Telephone : 1-300-888-500
Website : www.myttx.customs.gov.my
E-mail : ccc@customs.gov.my

56677889908
MJ CO. SDN BHD
ADDRESS 1
ADDRESS 2
ADDRESS 3
40012 ANKARA SEHIR Turkey

Reference No. : 161-2023-P110004-0
Date : 15/02/2023
TTx No. : 161-2023-11000029
Station : IBU PEJABAT

Sir / Madam,

REFUND STATUS UNDER SECTION 21, SECTION 22 AND SECTION 23 OF TOURISM TAX ACT 2017

Referring to the above matter.

2. Kindly be informed that your application for refund under Tourism Tax Act 2017 as below have been REJECTED due to:

- REJECT THIS APPLICATION

3. You may visit the official website of www.myttx.customs.gov.my or contact our officer via email ao1cdn2022@gmail.com or by phone 130-03123456789 for further information.

Thank you.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah.

Director General of Customs
Royal Malaysian Customs Department

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Figure 47 Rejected Application Letter