



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

MALAYSIAN TOURISM TAX (MyTTx)

ADMINISTRATION MODULE
(OPERATOR)

VERSION 2.0

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1 Portal

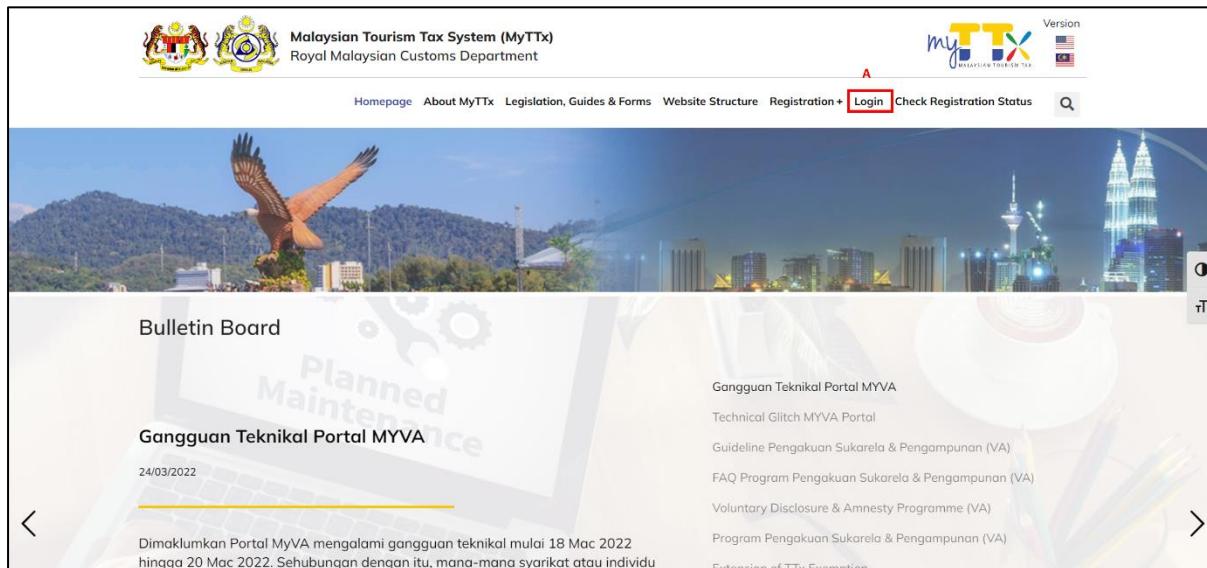
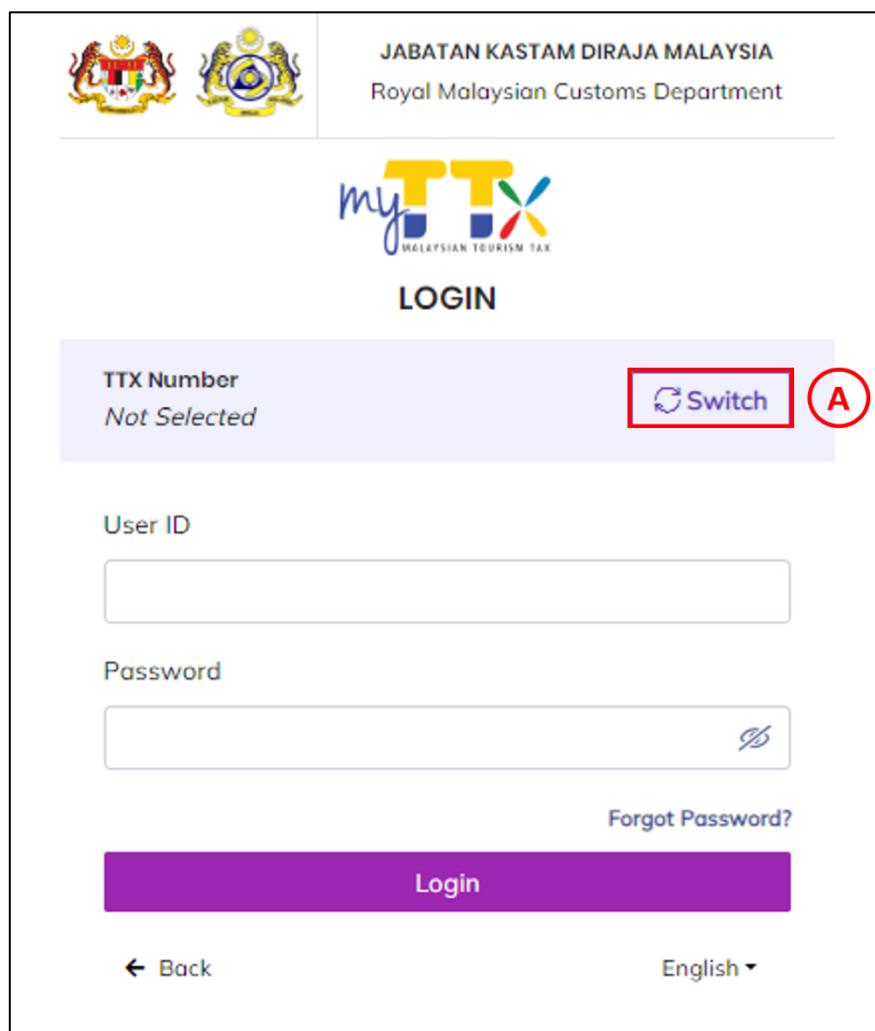


Figure 1 MyTTx Portal

1. Go to <https://www.mytx.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 to Dashboard



The screenshot shows the login page for the Royal Malaysian Customs Department (Jabatan Kastam Diraja Malaysia). At the top, there are two versions of the Malaysian coat of arms. To the right, the text "JABATAN KASTAM DIRAJA MALAYSIA" and "Royal Malaysian Customs Department" is displayed. Below this, the "myTTX" logo is shown, followed by a "LOGIN" button. A purple rectangular box covers the input fields for "TTX Number" and "User ID". Inside this box, the placeholder text "Not Selected" is visible above the "TTX Number" field. To the right of the "TTX Number" field is a red-bordered button labeled "Switch" with a circular arrow icon. A red circle with the letter "A" is drawn around this "Switch" button. Below the purple box, there is a "Password" field with a blue eye icon to its right. Further down, there is a "Forgot Password?" link and a large purple "Login" button. At the bottom left, there is a "Back" link with a left arrow icon. At the bottom right, there is a language selection dropdown set to "English".

Figure 2 Login Page

1. Click **Switch** button (A) (Refer Figure 2).
2. System will display pop up window license information (Refer Figure 3).

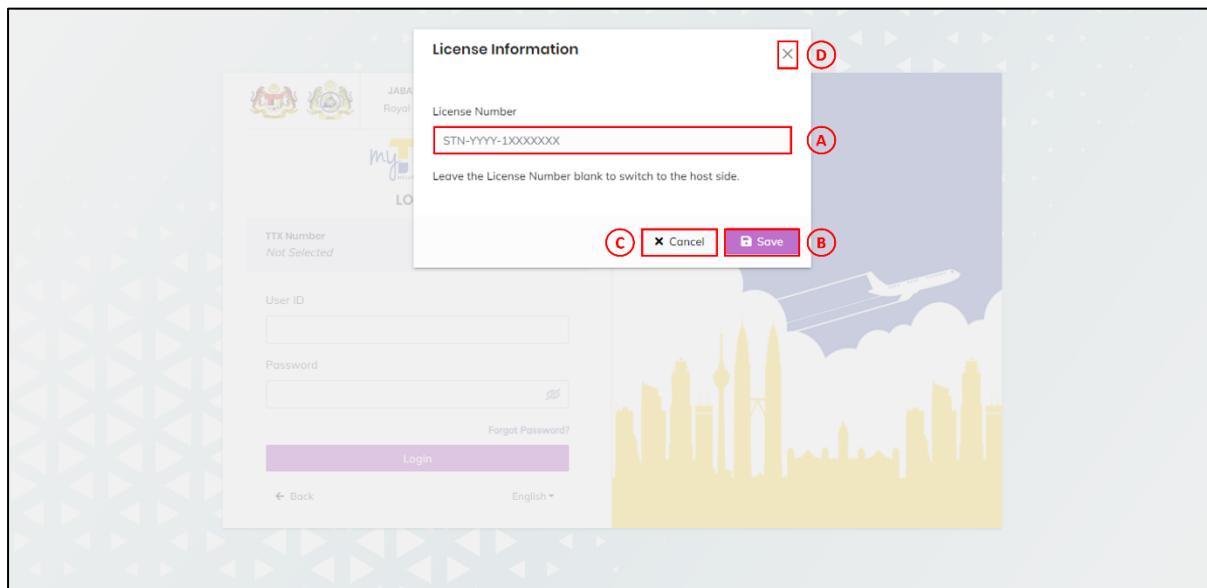


Figure 3 Pop Up Window License Information

3. Insert **License Number** (A) and click on **Save** button (B) (Refer Figure 3).
4. System will display login page with license information (Refer Figure 4).
5. Click **X Cancel** button or **X** button (Refer Figure 3).
6. System will back to login page (Refer Figure 2).

Figure 4 Login Details

7. Insert **User ID** (A) (Refer Figure 4).
8. Insert **Password** (B) (Refer Figure 4).
9. Click **Login** button (E) (Refer Figure 4).
10. System will display user Homepage (Refer Figure 9).
11. If user want to see the inserted password, click  (C) (Refer Figure 4).
12. If public user forgot their password, they can click **Forgot Password?** (D) (Refer Figure 4).
13. System will display forgot password page (Refer Figure 5).
14. If public user wants to go back to the portal page, they can click  **Back** (G) (Refer Figure 4).
15. System will display portal page (Refer Figure 1).
16. If public user wants to change language, they can click **English** (F) (Refer Figure 4).

17. System will display list of available languages.

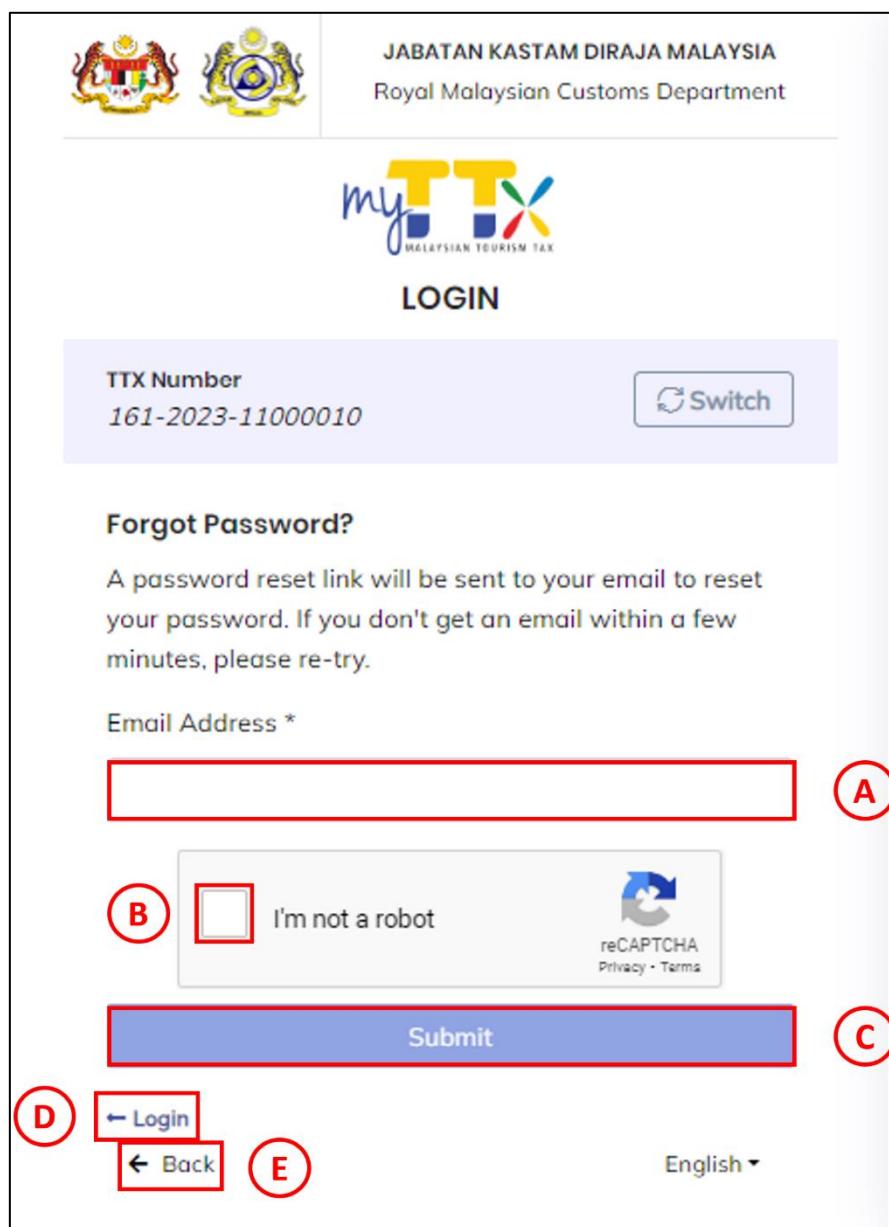


Figure 5 Forgot Password Page

18. Insert **Email Address** (A) (Refer Figure 5).
19. Click **Checkbox** for **I'm not a robot** (B) (Refer Figure 5).
20. Click **Submit** button (C) (Refer Figure 5).
21. System will display notice page after submit forgot password (Refer Figure 6).
22. If public user clicks **Login** button (D), system will display previous screen (Refer Figure 5).
23. If public user clicks ← **Back** button, system will display portal page (Refer Figure 5).

24. Forgot password link will be sent to public user email to reset their password (Refer Figure 7). If public user doesn't get an email within a few minutes, please re-try.

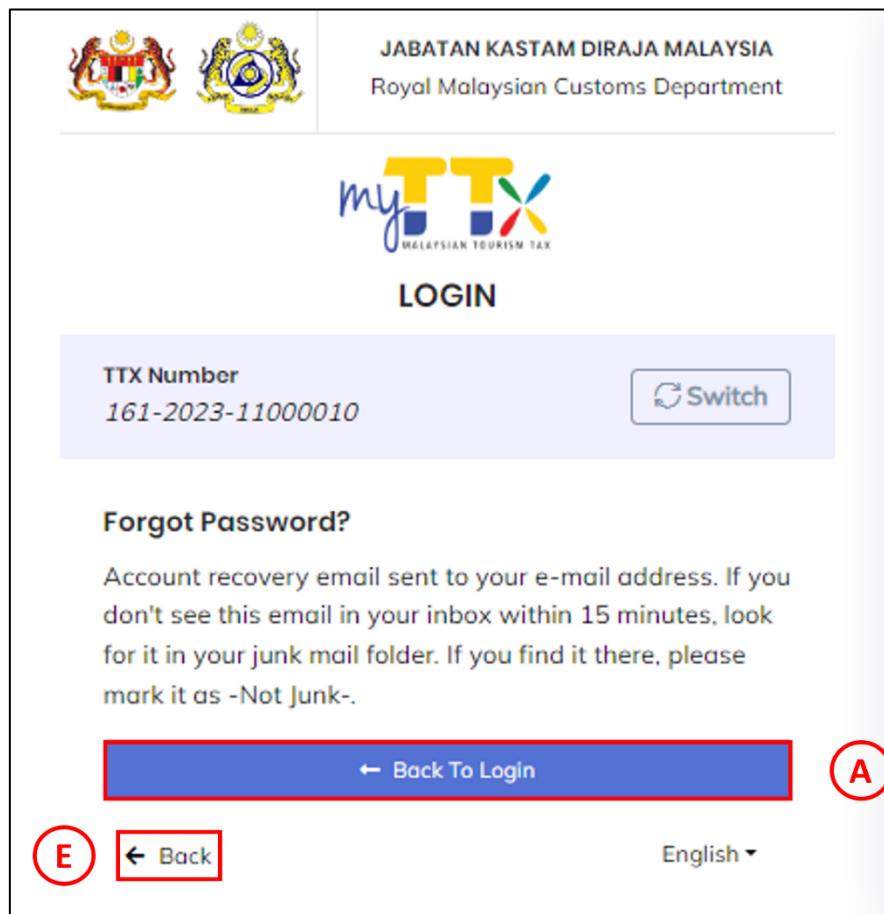


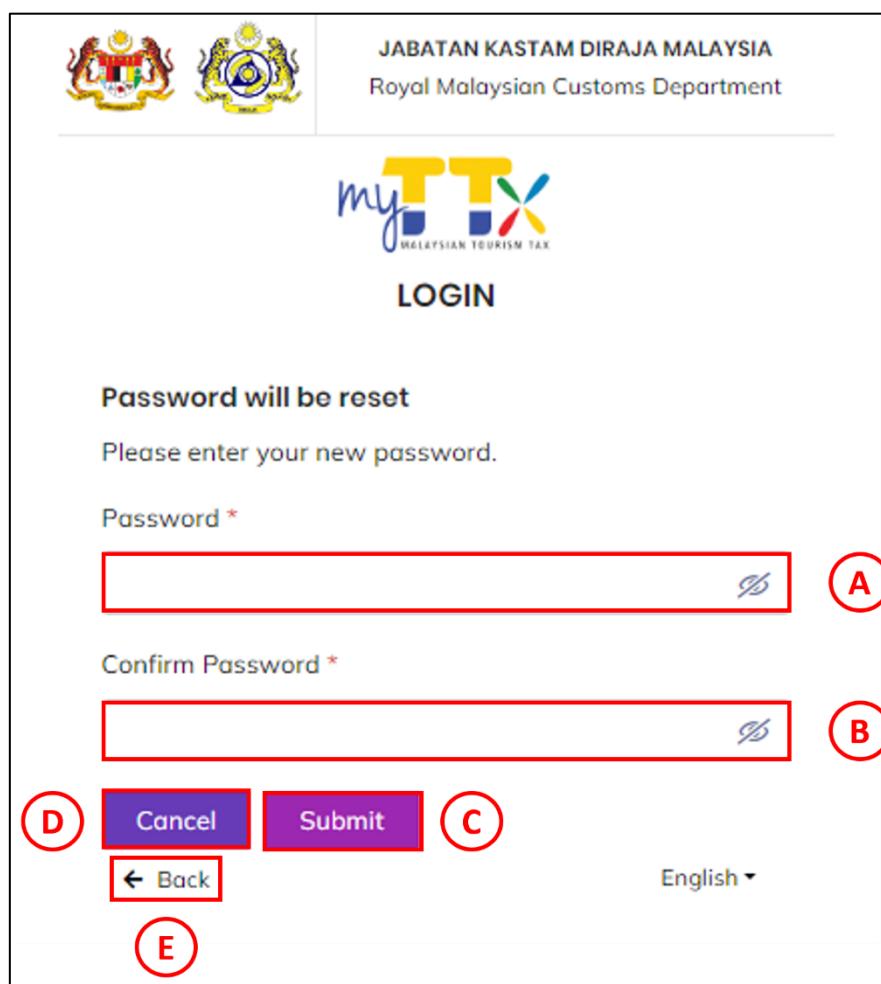
Figure 6 Forgot Password – Notice Email Notifications

1.2 Forgot Password



Figure 7 Forgot Password – Email Notification

1. Click **Reset Password** (A) or **URL** (B) to reset password (Refer Figure 7).
2. System will display reset password page (Refer Figure 8).



The screenshot shows the 'Reset Password' page of the Royal Malaysian Customs Department (JKD) portal. At the top, there are two versions of the Malaysian coat of arms. To the right, the text 'JABATAN KASTAM DIRAJA MALAYSIA' and 'Royal Malaysian Customs Department' is displayed. Below this is the 'myTTX' logo for Malaysian Tourism Tax. The main heading 'LOGIN' is centered above a message 'Password will be reset'. Below this, a placeholder text 'Please enter your new password.' is shown. A red rectangular input field for the new password is labeled 'A'. Below it is another red rectangular input field for confirming the password, labeled 'B'. At the bottom left are two buttons: 'Cancel' (red) and 'Submit' (purple), labeled 'D' and 'C' respectively. To the right of these buttons is a language selection dropdown set to 'English'. At the very bottom left is a red button labeled 'E' with the text '← Back'.

Figure 8 Reset Password Page

3. Insert new **Password** (A) and **Confirm Password** (B) (Refer Figure 8).
4. Click **Submit** button (C) (Refer Figure 8).
5. System will save the new password and PPPD can login into the system using the new password.
6. If user click **Cancel** button (D), system will display **Login** page (Refer Figure 4).
7. If user want to go back to the portal page, they can click ← **Back** (E) (Refer Figure 8).
8. System will display portal page (Refer Figure 1).

2 Dashboard Menu

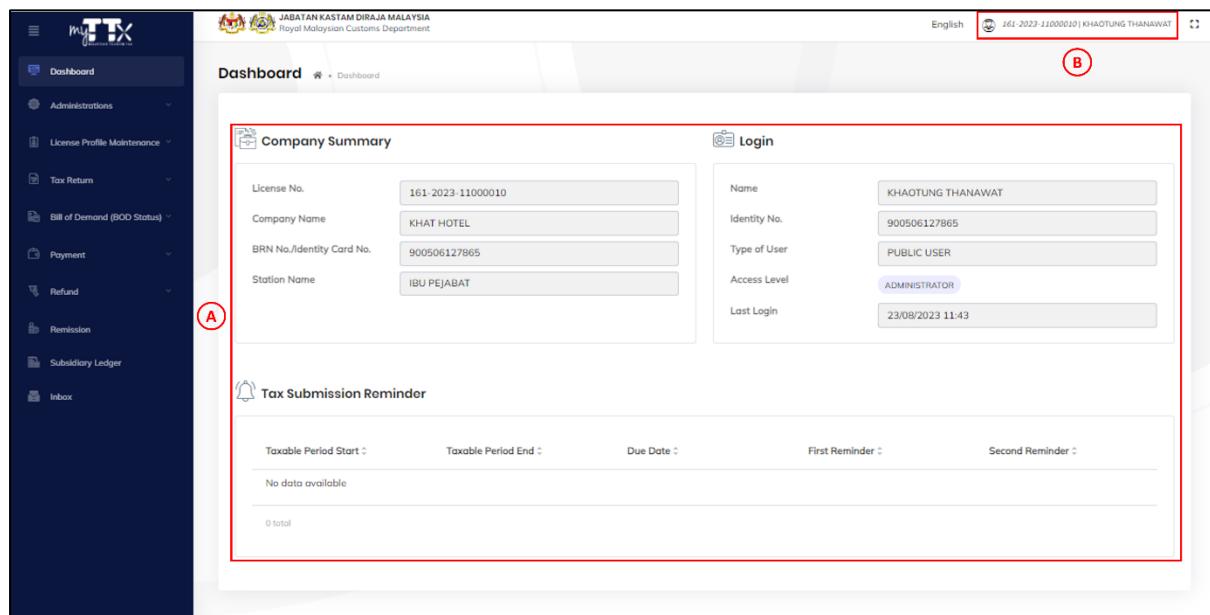


Figure 9 Dashboard

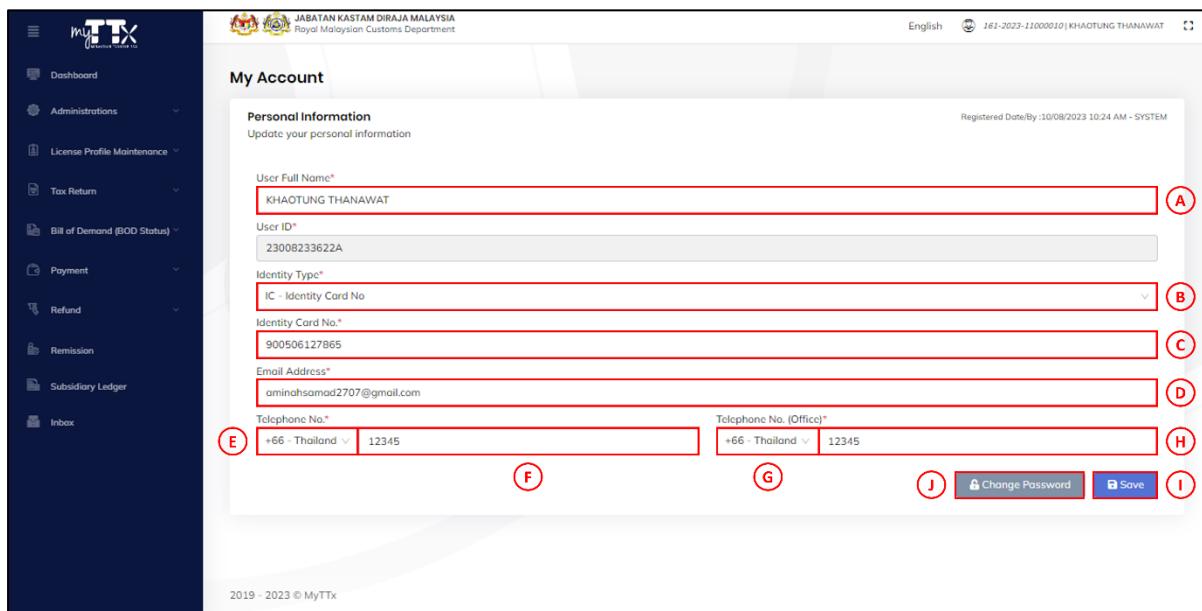
1. After login into MyTTx, system will display dashboard page (Refer Figure 9).
2. User can view **Company Summary**, **Login Details** and **Tax Submission Reminder** (A) at the dashboard page (Refer Figure 9).
3. Click **License Number/Name** (B) (Refer Figure 9).
4. System will display list of sub menu under license number/name (Refer Figure 10).



Figure 10 Dashboard – List of Sub Menu Under License Number/Name

5. If user want to update their details, click **My Account** (A) (Refer Figure 10).
6. System will display my account page (Refer Figure 11).
7. If user click **Log Out** (B), system will sign out the user from MyTTx and direct user to the login page (Refer Figure 2).

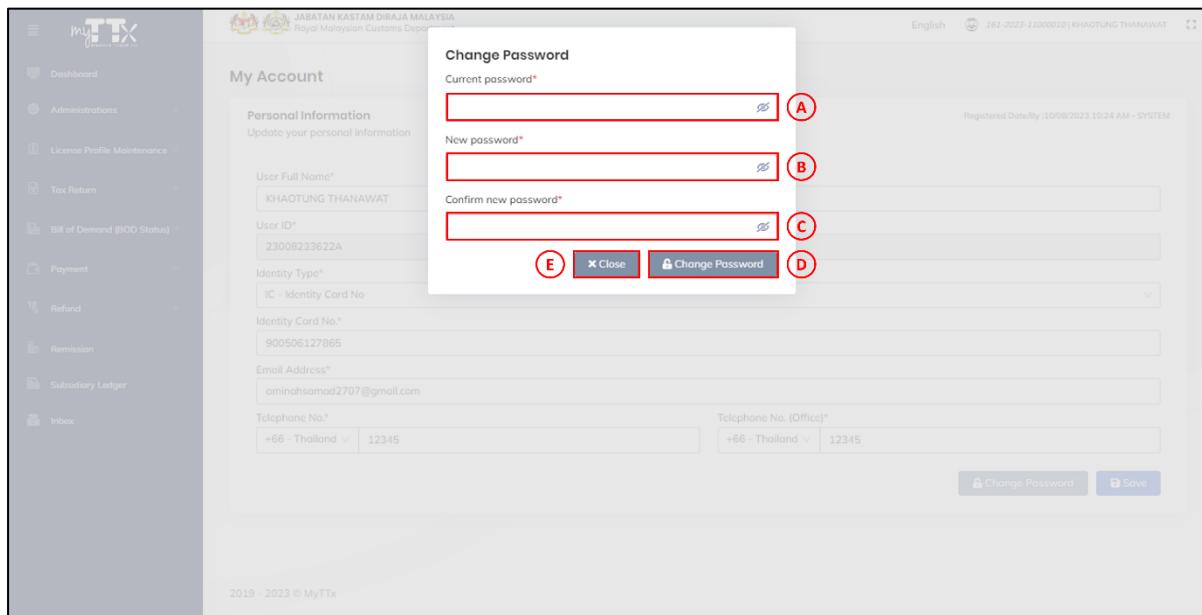
3 My Account



The screenshot shows the 'My Account' page of the MyTTx system. The left sidebar has a dark blue background 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 content area has a white background with a header bar showing the Royal Malaysian Customs Department logo and the text 'JABATAN KASTAM DIRAJA MALAYSIA'. Below this is a 'Personal Information' section with fields for User Full Name, User ID, Identity Type, Identity Card No., Email Address, Telephone No., and Telephone No. (Office). At the bottom right are 'Change Password' and 'Save' buttons. The entire page is framed by a light gray border.

Figure 11 My Account

1. Click **My Account** (A) (Refer Figure 10).
2. System will display my account page (Refer Figure 11).
3. When update personal information, user need to fill in the details for fields (Refer Figure 11):
 - a. Click **User Full Name** (A) and input user full name details
 - b. Click **Identity Type** (B) and choose identity type
 - c. Click **Identity Card No./Passport No.** (C) and input identity card no./passport no. details
 - d. Click **Email Address** (D) and input email address details
 - e. Click **Dial Code Telephone No.** (E) and choose dial code telephone no.
 - f. Click **Telephone No.** (F) and input telephone no. details
 - g. Click **Dial Code Telephone No. (Office)** (G) and choose dial code telephone no. (office)
 - h. Click **Telephone No. (Office)** (H) and input telephone no. (office)details
4. Click **Save** button (I) to update personal information (Refer Figure 11).
5. If user want to change password, click **Change Password** button (J) (Refer Figure 11).



The screenshot shows the 'My Account' section of the MyTTx application. A 'Change Password' dialog box is open in the center. The dialog box has three input fields: 'Current password*', 'New password*', and 'Confirm new password*'. Below these fields are two buttons: 'Close' (labeled E) and 'Change Password' (labeled D). At the bottom right of the dialog box is a large 'Save' button. The background shows other account details such as User Full Name (KHAOTUNG THANAWAT), User ID (23008233622A), Identity Type (IC - Identity Card No.), Identity Card No. (900506127865), Email Address (aminahsamad2707@gmail.com), and Telephone No. (+66 - Thailand 12345). The top right corner of the screen shows the date and time (10/08/2023 10:24 AM - SYSTEM).

Figure 12 My Account - Change Password

6. Insert **Current Password** (A) (Refer Figure 12).
7. Insert **New Password** (B) (Refer Figure 12).
8. Insert **Confirm New Password** (C) and click **Change Password** button (D) (Refer Figure 12).
9. System will display pop up window confirmation change password (Refer Figure 13).
10. If user clicks **Close** button (E), system will display my account page (Refer Figure 12).

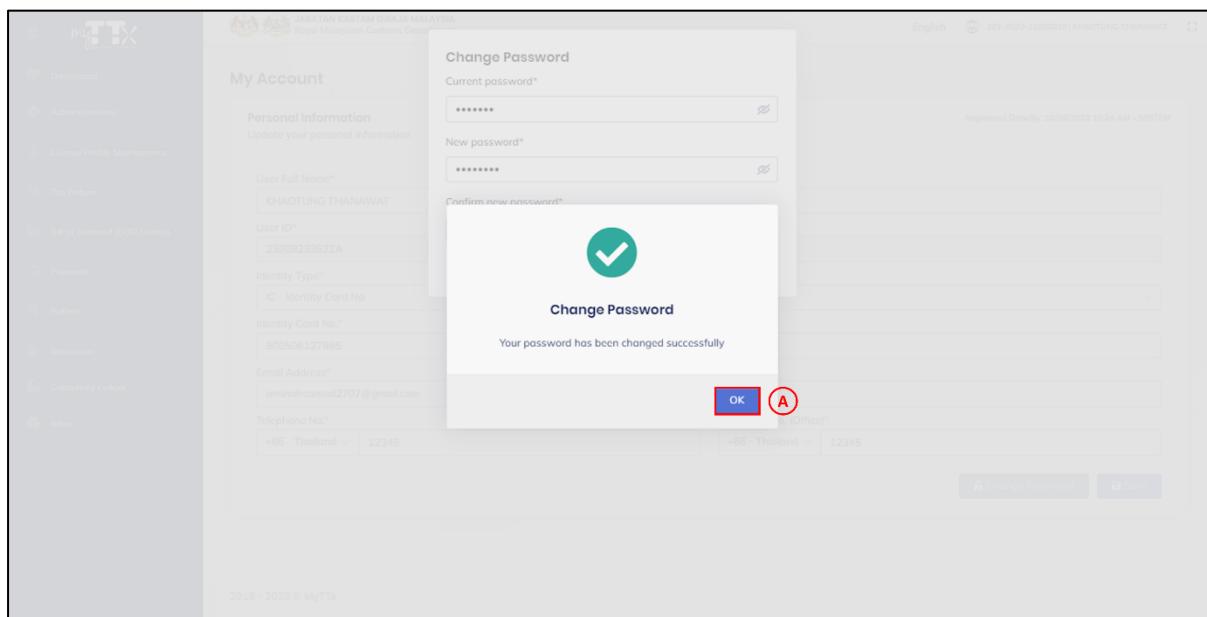


Figure 13 My Account – Pop Up Window Success Change Password

11. Click **OK** button (A) and system successfully save the new password (Refer Figure 13).

4 Administrations Menu

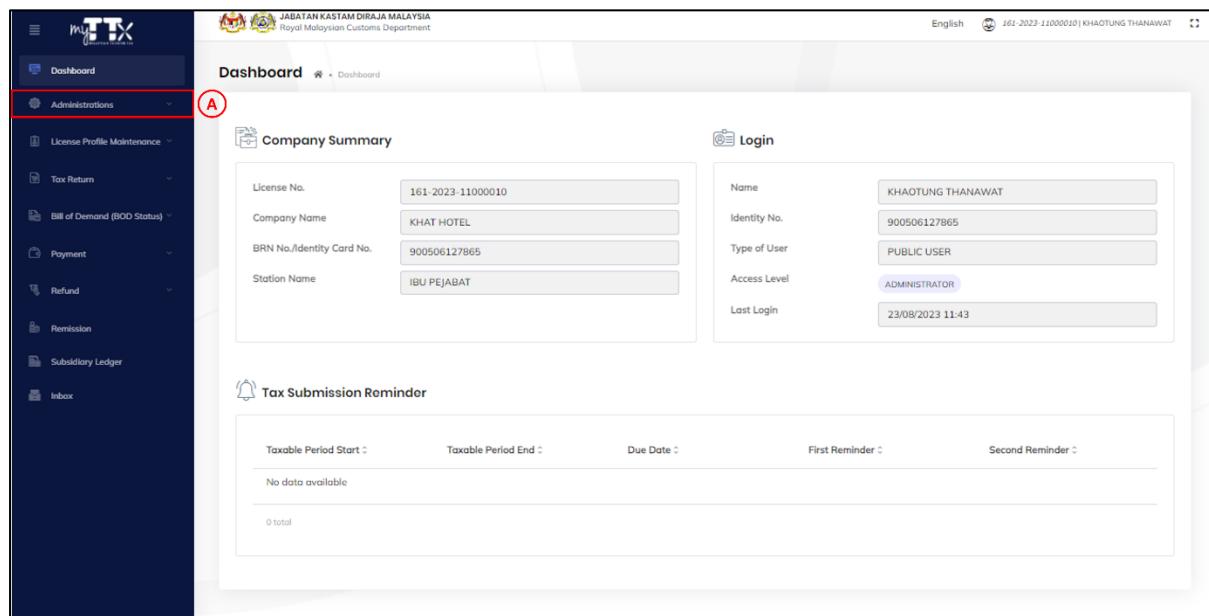
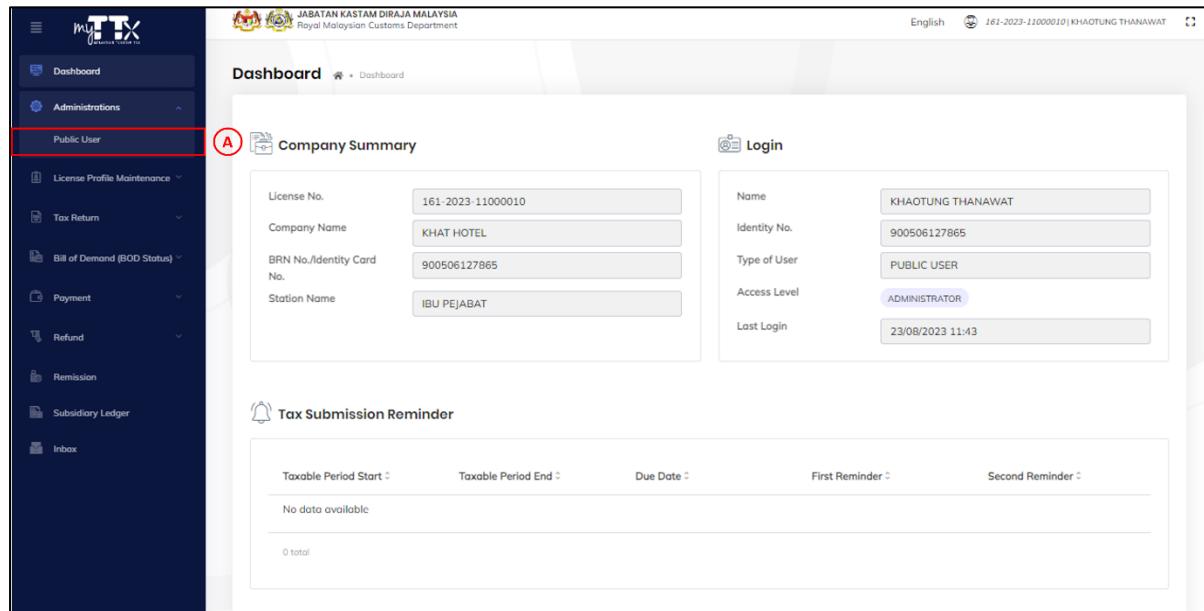


Figure 14 Administrations Menu

1. Click **Administrations** menu (A) (Refer Figure 14).
2. System will display list of sub menu user administration (Refer Figure 15).

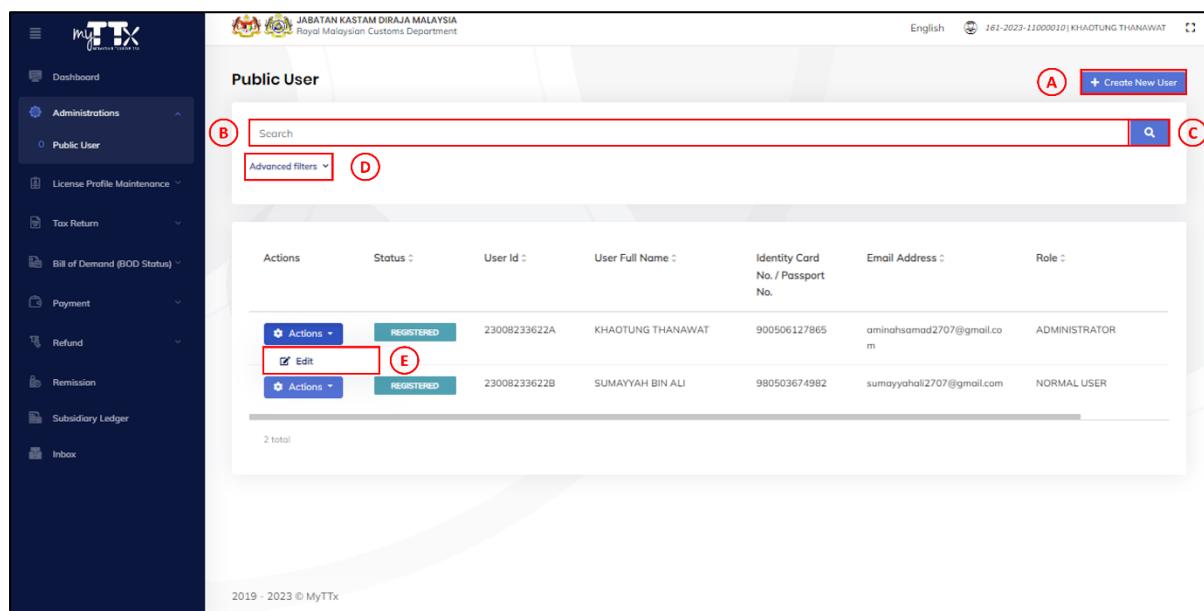
4.1 Public User Menu



The screenshot shows the MyTTX application interface. On the left, a dark sidebar menu lists various administrative functions. The 'Public User' option under the 'Administrations' section is highlighted with a red box and circled with a red 'A'. The main content area is titled 'Dashboard' and contains two main sections: 'Company Summary' and 'Login'. The 'Company Summary' section displays details like License No., Company Name, BRN No./Identity Card No., and Station Name. The 'Login' section shows user information such as Name, Identity No., Type of User, Access Level, and Last Login. Below these sections is a 'Tax Submission Reminder' panel which indicates 'No data available'.

Figure 15 Administrations – Public User Sub Menu

1. Click **Public User** (A) menu (Refer Figure 15).
2. System will display public user page (Refer Figure 16).

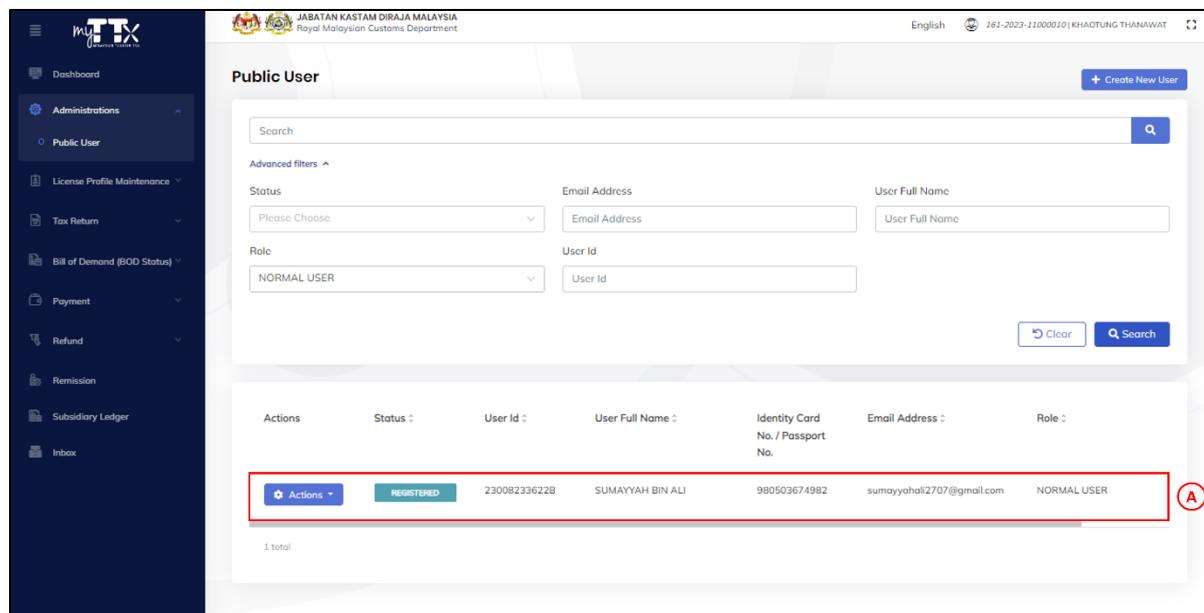


The screenshot shows the 'Public User' page. The left sidebar has 'Public User' selected. The main area is titled 'Public User' and contains a table of users. The table columns include Actions, Status, User Id, User Full Name, Identity Card No./Passport No., Email Address, and Role. Two users are listed: KHAOTUNG THANAWAT (Status: REGISTERED) and SUMAYYAH BIN ALI (Status: REGISTERED). Each user row has an 'Actions' dropdown with an 'Edit' option highlighted with a red box and circled with a red 'E'. At the top right of the table area, there is a blue button labeled '+ Create New User' circled with a red 'A'. There are also search and advanced filter buttons at the top of the table area.

Figure 16 Public User Page

3. Click **+ Create New User** button (A) (Refer Figure 16).

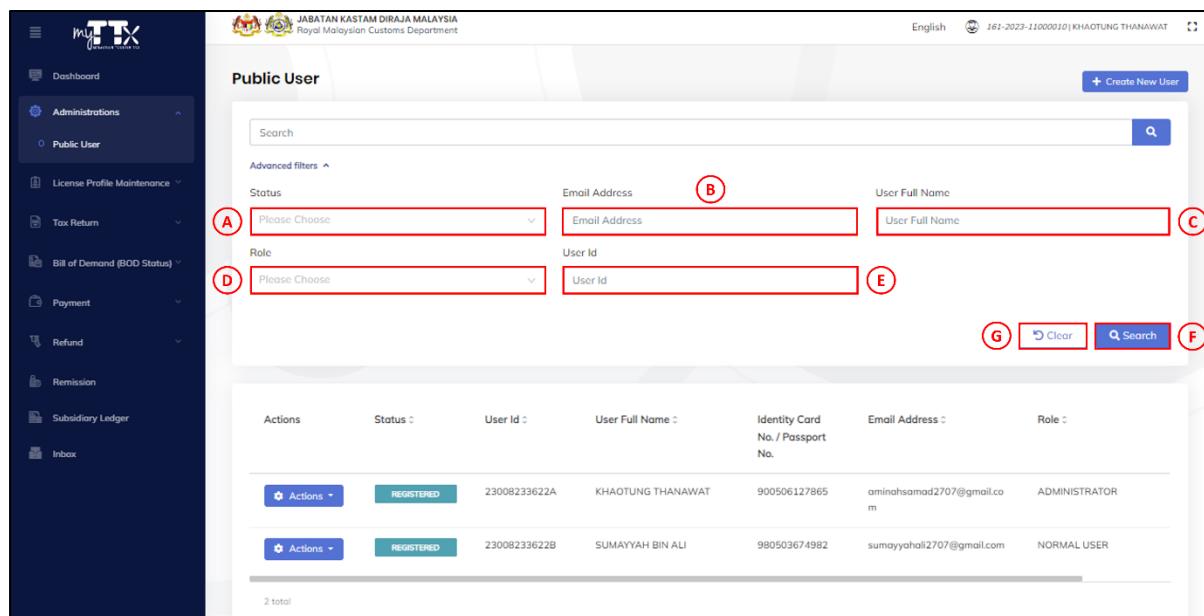
4. System will display create new public user page (Refer Figure 19).
5. Click **Search** field and input keywords to search user (B) (Refer Figure 16).
6. Click **Search** button (C) to search the user based on the inputted keywords (Refer Figure 16).
7. System will display list of users based on the inputted keywords (A) (Refer Figure 17).
8. Click **Advanced Filters** (D) (Refer Figure 16).
9. System will display list of advanced filters for public user (Refer Figure 18).
10. Click **Edit** (E) to edit public user details (Refer Figure 16).
11. System will display edit public user page (Refer Figure 24).



Actions	Status :	User Id :	User Full Name :	Identity Card No. / Passport No.	Email Address :	Role :
Actions	REGISTERED	230082336228	SUMAYYAH BIN ALI	980503674982	sumayyahali2707@gmail.com	NORMAL USER

Figure 17 Public User – Search Result

4.1.1 Advanced Filter

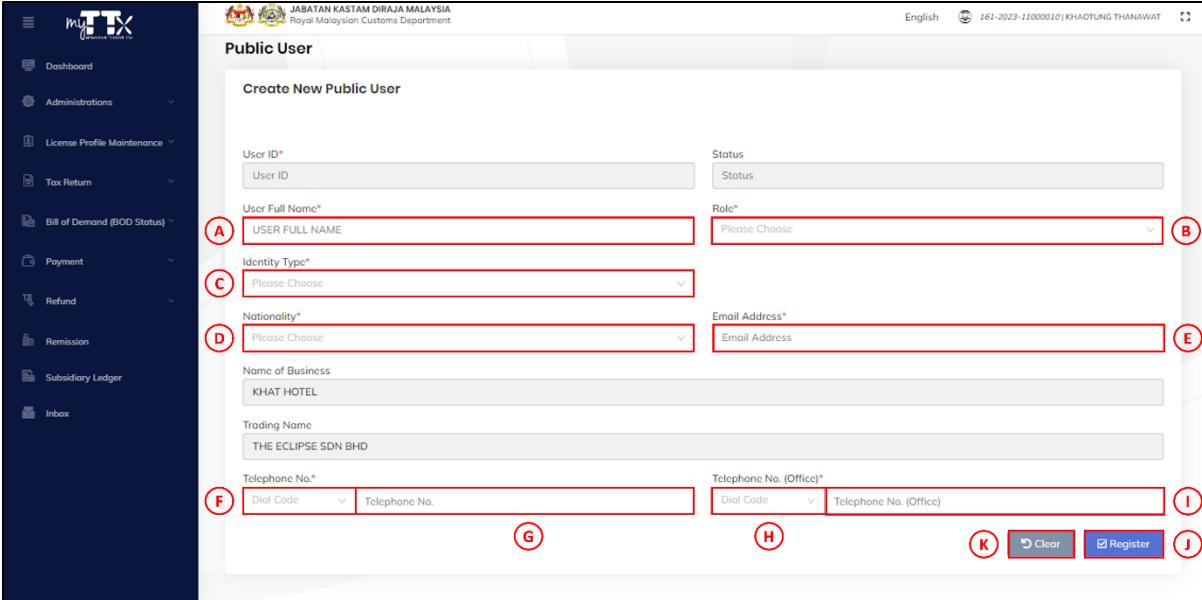


Actions	Status :	User Id :	User Full Name :	Identity Card No. / Passport No.	Email Address :	Role :
<button>Actions</button>	REGISTERED	23008233622A	KHAOTUNG THANAWAT	900506127865	aminahsamad2707@gmail.com	ADMINISTRATOR
<button>Actions</button>	REGISTERED	23008233622B	SUMAYYAH BIN ALI	980503674982	sumayyahali2707@gmail.com	NORMAL USER

Figure 18 Public User - Advanced Filter

1. Click **Advanced Filters** (D) (Refer Figure 16).
2. System will display list of advance filters for public user (Refer Figure 18).
3. In Public User page, user can view public user details by searching using advanced filters (Refer Figure 18):
 - a. Click **Status** (A) and choose status from the dropdown list
 - b. Click **Email Address** (B) and input email address details
 - c. Click **User Full Name** (C) and input user full name details
 - d. Click **Role** (D) and choose role from the dropdown list
 - e. Click **User ID** (E) and input user id details
4. Click **Search** button (F) to filter user based on selected filter (Refer Figure 18).
5. Click **Clear** button (G) to clear all data inside the fields (Refer Figure 18).

4.1.2 Create New Public User



The screenshot shows the 'Create New Public User' form. The left sidebar has a dark blue background 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 light gray background with the title 'Create New Public User'. It contains the following fields:

- User ID* (User ID)
- Status (Status)
- User Full Name* (A) (User FULL NAME)
- Role* (B) (Please Choose)
- Identity Type* (C) (Please Choose)
- Nationality* (D) (Please Choose)
- Email Address* (E) (Email Address)
- Name of Business (K-HAT HOTEL)
- Trading Name (THE ECLIPSE SDN BHD)
- Telephone No.* (F) (Dial Code: [dropdown], Telephone No.: [input])
- Telephone No. (Office)* (H) (Dial Code: [dropdown], Telephone No. (Office): [input])
- Buttons: Clear (G), Register (I), and Register (J)

Figure 19 Create New Public User Page

1. Click + **Create New User** button (A) (Refer Figure 16).
2. System will display create new public user page (Refer Figure 19).
3. When create new public user, user need to fill in the details for fields (Refer Figure 19):
 - a. Click **User Full Name** (A) and input user full name details
 - b. Click **Role** (B) and choose role from the dropdown list
 - c. Click **Identity Type** (C) and choose identity role form the dropdown list. System will display identity card no./passport no. field (Refer Figure 20)
 - d. Click **Nationality** (D) and choose nationality form the dropdown list
 - e. Click **Email Address** (E) and input email address details
 - f. Click **Dial Code Telephone No.** (F) and choose dial code telephone no. from the dropdown list
 - g. Click **Telephone No.** (G) and input telephone no. details
 - h. Click **Dial Code Telephone No. (Office)** (H) and choose dial code telephone no. (office) from the dropdown list
 - i. Click **Telephone No. (Office)** (H) and input telephone no. (office) details

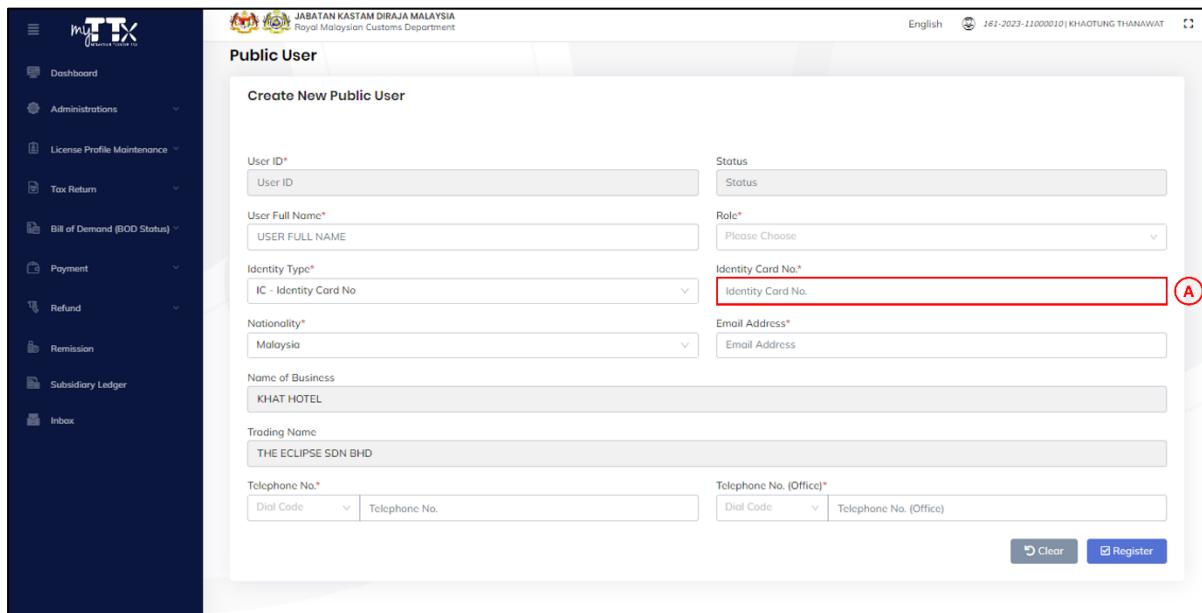


Figure 20 Create New Public User – Identity Card No./Passport No. Field

4. Click **Identity Card No.** (A) and input identity card no. details (Refer Figure 20).
5. Click **Register** button (J) to register new user (Refer Figure 19).
6. System will display pop up window public user registration (Refer Figure 21).
7. Click **Clear** button (K) to clear all data inside the fields (Refer Figure 19).

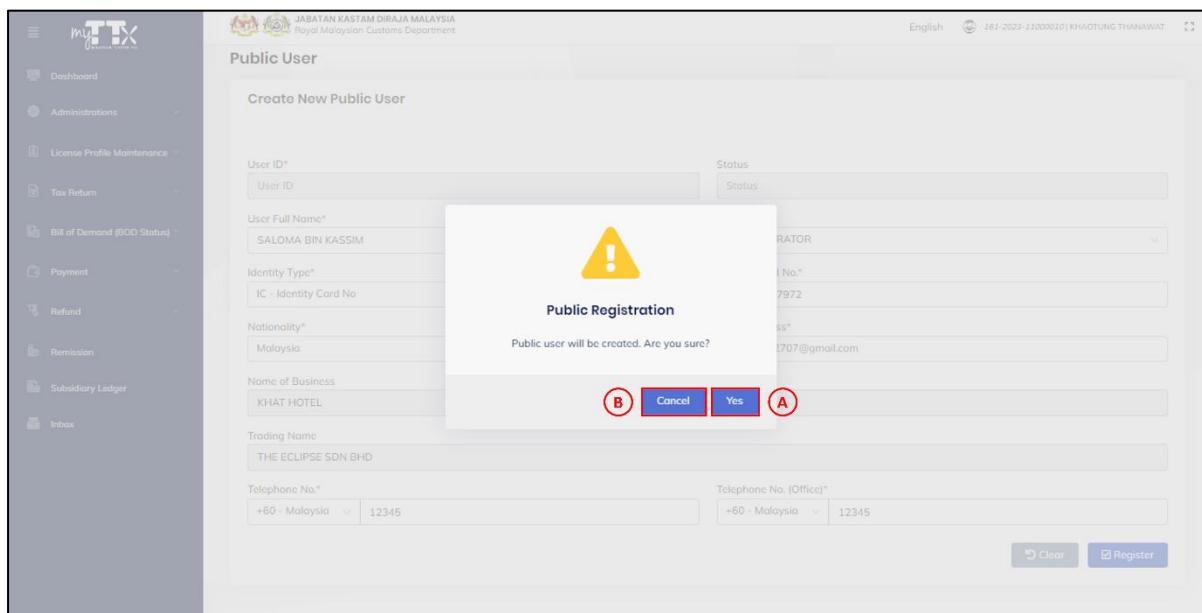


Figure 21 Create New Public User - Pop Up Window Registration Public User

8. Click **Yes** button (A) (Refer Figure 21).
9. System will display pop up window success public user registration (Refer Figure 22).
10. Click **Cancel** button (B) to cancel the public user registration (Refer Figure 21).

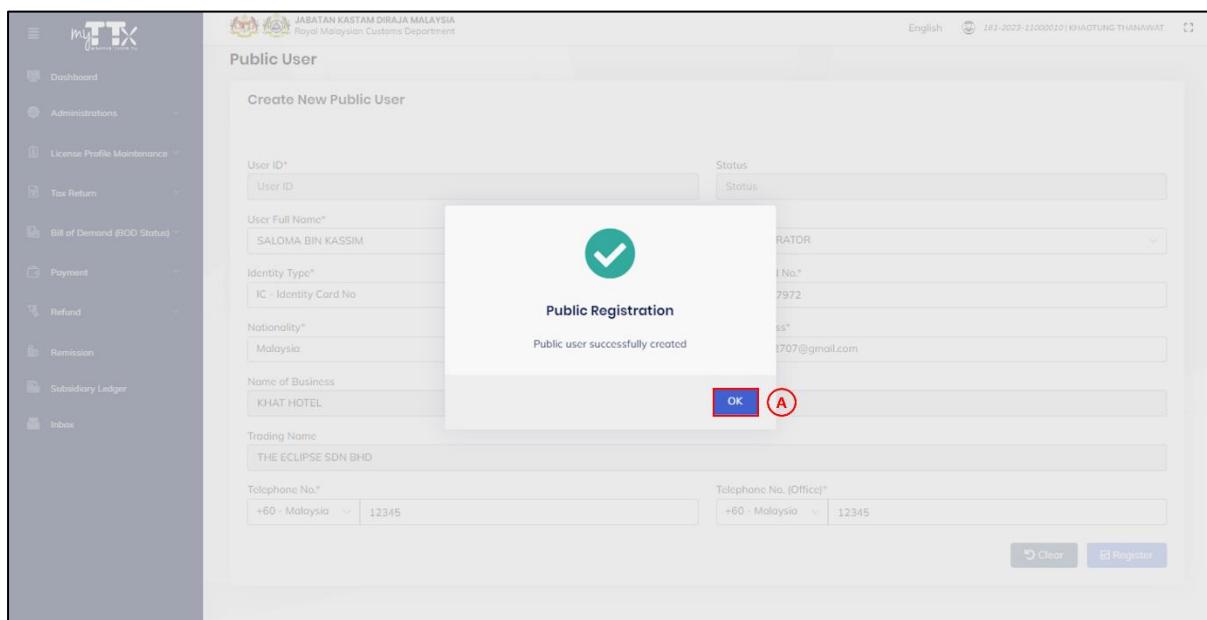


Figure 22 Create New Public User - Pop Up Window Successfully Registration Public User

11. Click **OK** button (A) (Refer Figure 22).
12. System will go back to public user page and send email notification with details for the new registered public user (Refer Figure 23).



 Royal Malaysian Customs Department
Malaysian Tourism Tax System (MyTTx)

Create Public User

Salam sejahtera dari MyTTx

Kepada Tuan/Puan,

Akaun anda telah dibuat. Butiran seperti di bawah:

Untuk sebarang pertanyaan atau komen, sila hubungi kami.

Salam,
MyTTx Administrator
MyTTx

Greetings from MyTTx

Dear Sir/Madam,

Your account has been created. The details as below:

Please feel free to contact us with any questions or comments.

Regards,
MyTTx Administrator
MyTTx

Butiran Pengguna
User Details

No TTx	: 161-2023-11000010
TTx No	
Nama Perdagangan Trade Name	: THE ECLIPSE SDN BHD
Nama Penuh Pengguna User Fullname	: SALOMA BIN KASSIM
Jenis Pengguna User Type	: Public User
Tahap Pengguna User Level	: ADMINISTRATOR
ID Log Masuk Pegawai User Login Id	: 23008233622C
Kata Kunci Log Masuk Pegawai User Login Password	: 815AzlyX
E-mel Berdaftar Registered Email	: kasaloma2707@gmail.com
Tarikh Cipta Date Created	: 23/08/2023

Royal Malaysian Customs Department.
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Figure 23 Create New Public User – Email Notification

4.1.3 Edit Public User

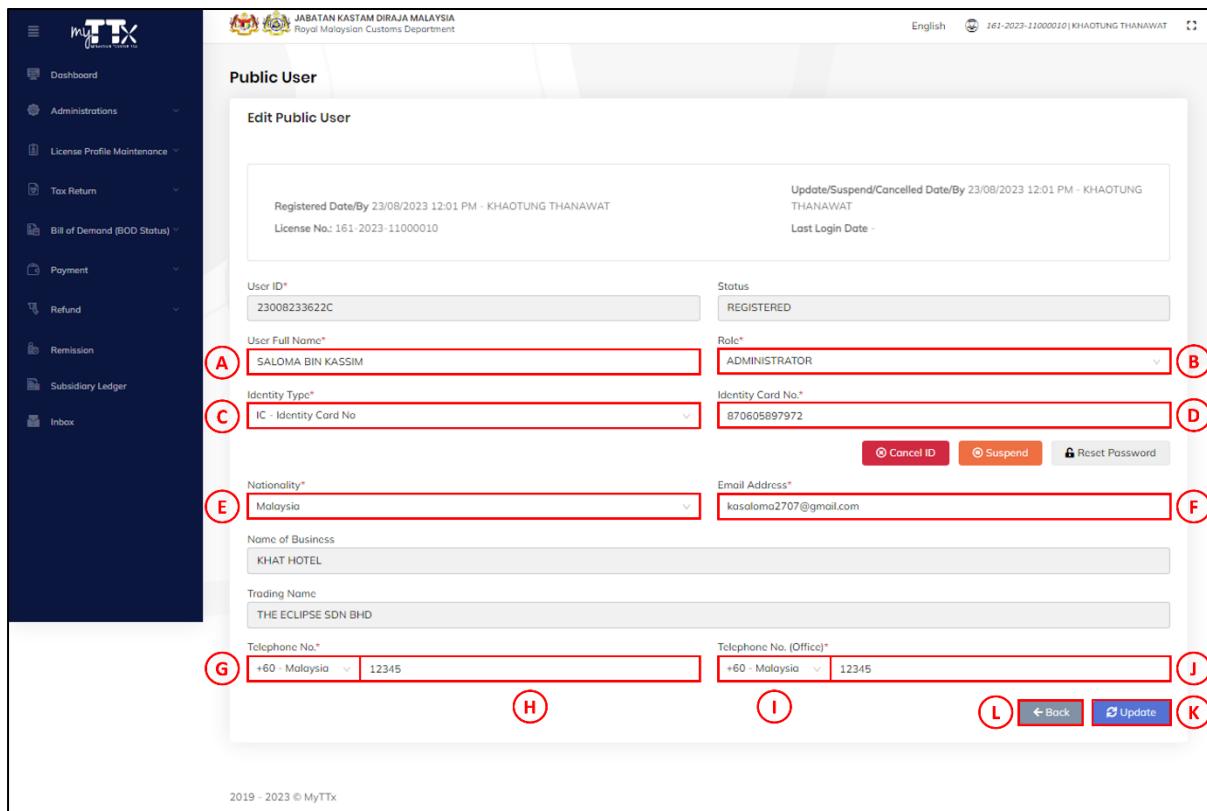


Figure 24 Edit Public User Page

1. Click **Edit** under Action button (A) (Refer Figure 16).
2. System will display edit public user page (Refer Figure 24).
3. When edit public user details, user need to fill in the details for fields (Refer Figure 24):
 - a. Click **User Full Name** (A) and input user full name details
 - b. Click **Role** (B) and choose role from the dropdown list
 - c. Click **Identity Type** (C) and choose identity role form the dropdown list
 - d. Click **Identity Card No./Passport No.** (D) and input identity card no./passport no. details
 - e. Click **Nationality** (E) and choose nationality form the dropdown list
 - f. Click **Email Address** (F) and input email address details
 - g. Click **Dial Code Telephone No.** (G) and choose dial code telephone no. from the dropdown list
 - h. Click **Telephone No.** (H) and input telephone no. details
 - i. Click **Dial Code Telephone No. (Office)** (I) and choose dial code telephone no. (office) from the dropdown list
 - j. Click **Telephone No. (Office)** (J) and input telephone no. (office) details

4. Click **Register** button (K) to register new user (Refer Figure 24).
5. System will display pop up window update public user (Refer Figure 25).
6. Click ← **Back** button (L) to back to public user page (Refer Figure 24).

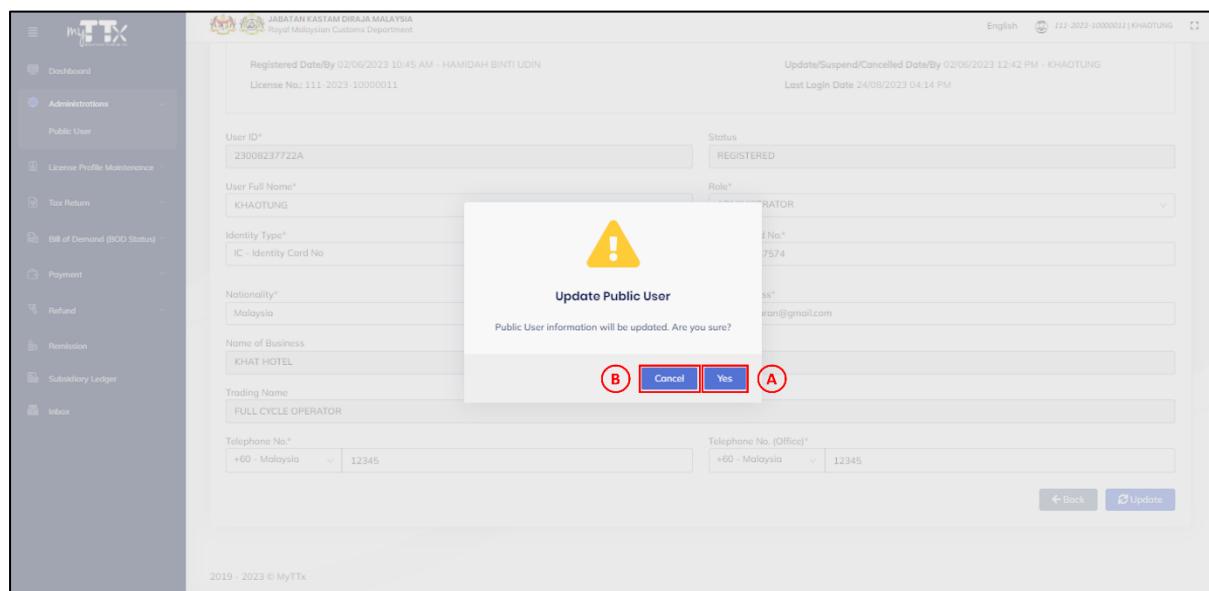


Figure 25 Edit Public User - Pop Up Window Update Public User

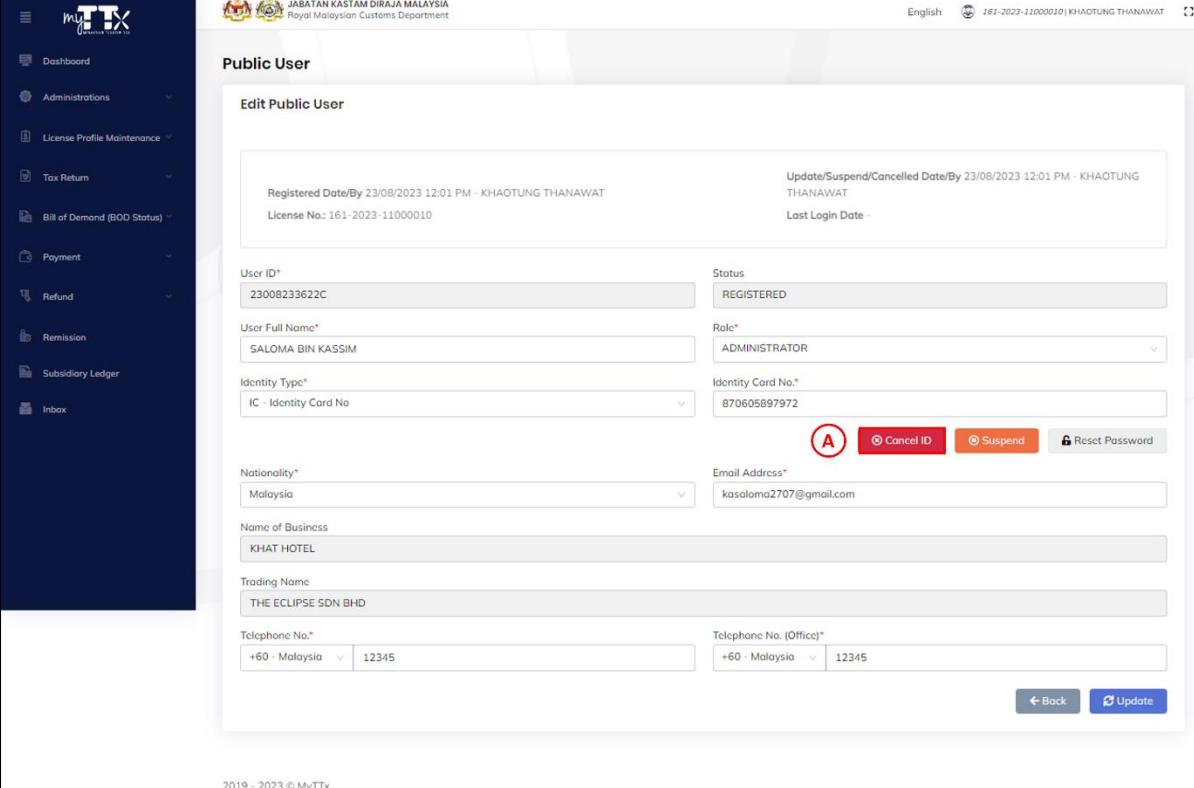
7. Click **Yes** button (A) (Refer Figure 25).
8. System will display pop up window success public user registration (Refer Figure 26).
9. Click **Cancel** button (B) to cancel the public user registration (Refer Figure 25).

The screenshot shows the MyTTx application interface for updating a public user. On the left is a sidebar with various menu items like Dashboard, Administrations, Public User, etc. The main area shows a user profile for 'HAMIDAH BINTI UDIN' with license number '111-2023-10000011'. A central modal window titled 'Update Public User' displays a green checkmark icon and the message 'Public user successfully updated'. The 'OK' button is highlighted with a red circle labeled 'A'. The background shows other fields such as User ID, Status, Role, Identity Type, Nationality, Name of Business, Trading Name, and Telephone numbers.

Figure 26 Edit Public User - Pop Up Window Successfully Update Public User

10. Click **OK** button (A) (Refer Figure 26).

4.1.4 Cancel User ID



The screenshot shows the 'Edit Public User' form in the MyTTx application. 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 form displays the following fields:

- Registered Date/By:** 23/08/2023 12:01 PM - KHAOTUNG THANAWAT
- License No.:** 161-2023-11000010
- Status:** REGISTERED
- User ID***: 23008233622C
- User Full Name***: SALOMA BIN KASSIM
- Role***: ADMINISTRATOR
- Identity Type***: IC - Identity Card No.
- Identity Card No.***: 870605897972
- Nationality***: Malaysia
- Email Address***: kasoloma2707@gmail.com
- Name of Business**: KHAT HOTEL
- Trading Name**: THE ECLIPSE SDN BHD
- Telephone No.***: +60 - Malaysia 12345
- Telephone No. (Office)***: +60 - Malaysia 12345

At the bottom right of the form, there are four buttons: **(A) Cancel ID**, **Suspend**, **Reset Password**, and **Update**. A red circle labeled 'A' is drawn around the 'Cancel ID' button.

Figure 27 Edit Public User – Cancel ID Button

1. Click **Cancel ID** button (A) (Refer Figure 27).
2. System will display pop up window cancel ID (Refer Figure 28).

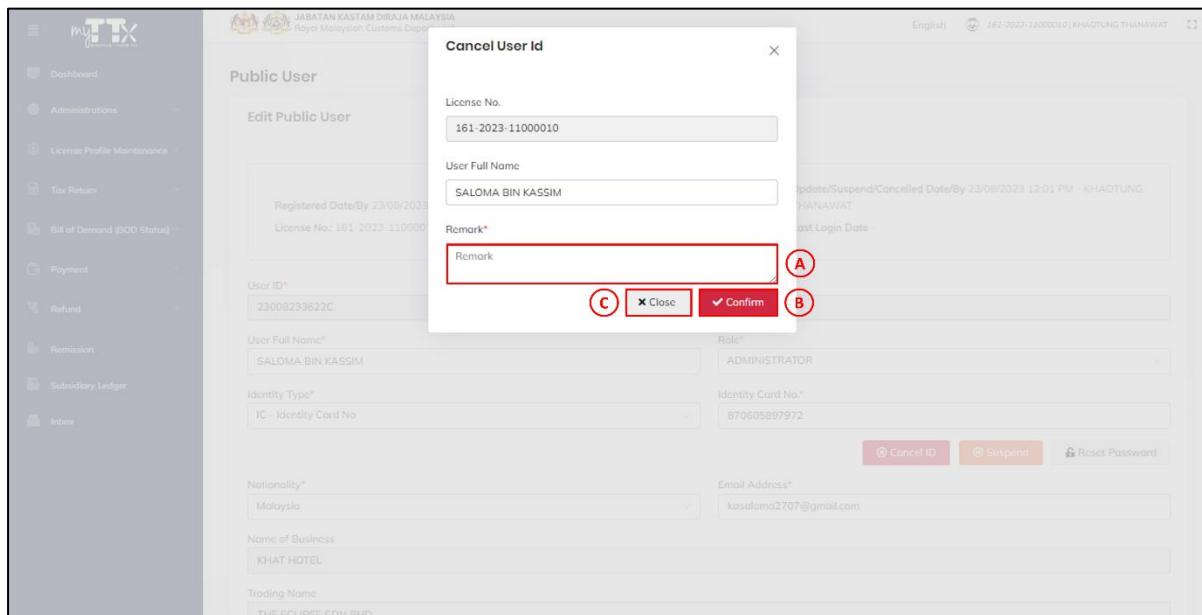


Figure 28 Cancel User ID - Pop Up Window Cancel User ID

3. Insert **Remark** (A) and click **Confirm** button (B) (Refer Figure 28).
4. System will display pop up window confirmation cancel user ID (Refer Figure 29).
5. Click **Close** button (C) (Refer Figure 28).
6. System will display edit public user page (Refer Figure 24).

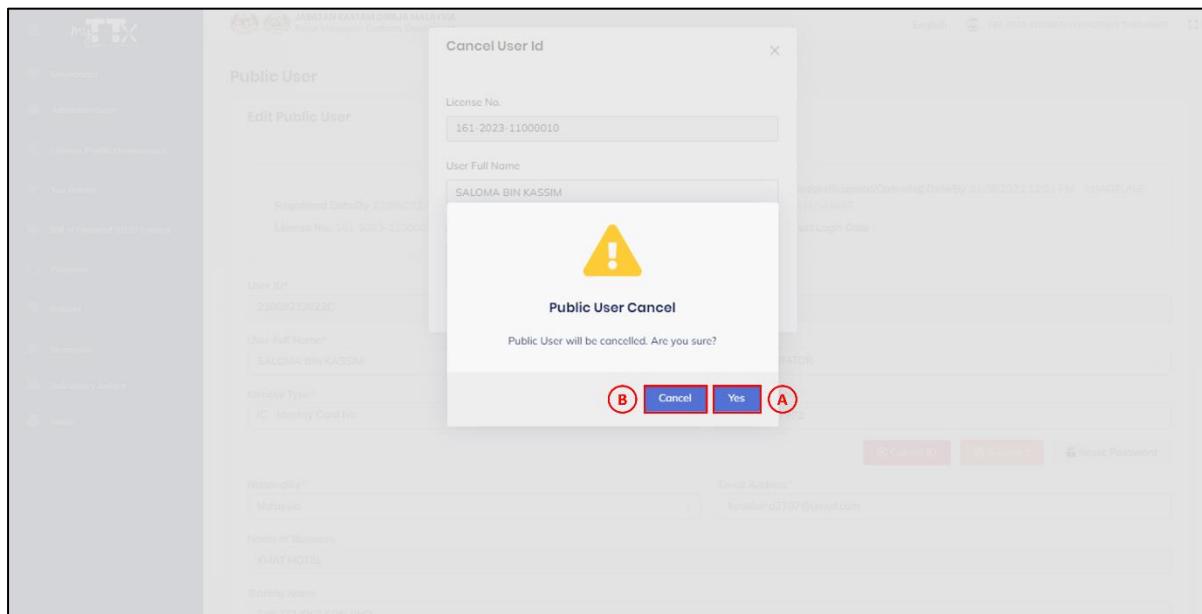


Figure 29 Cancel User ID - Pop Up Window Confirmation Cancel User ID

7. Click **Yes** button (A) to cancel user ID (Refer Figure 29).
8. System will display pop up window success cancel public user ID (Refer Figure 30).
9. Click **Cancel** button (B) to cancel the process (Refer Figure 29).
10. System will display pop up window cancel user id (Refer Figure 28).

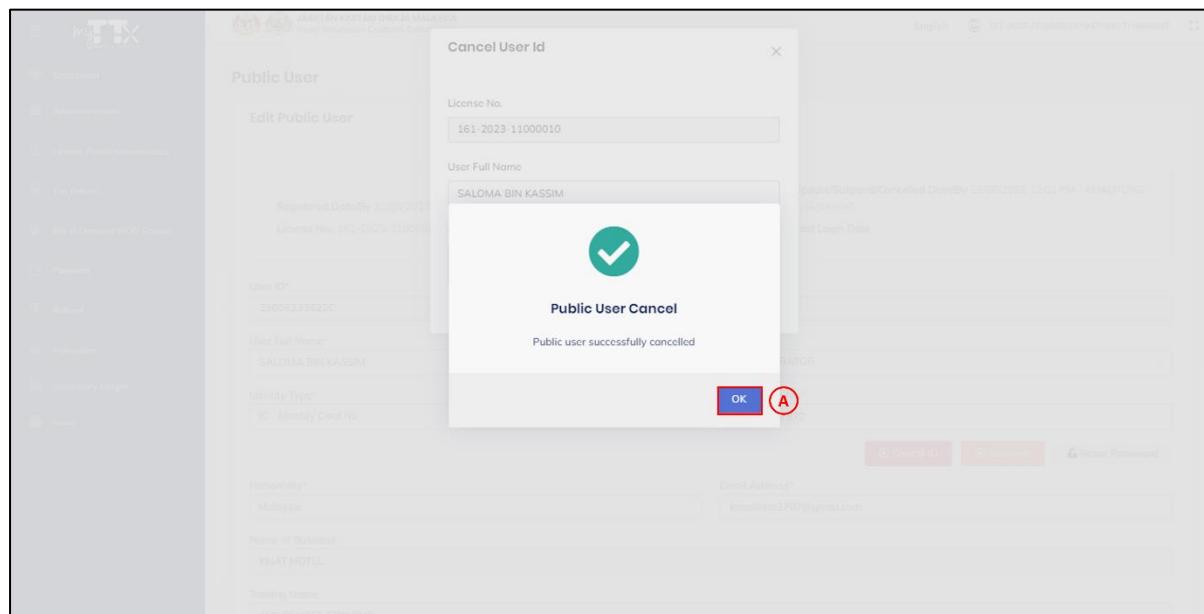


Figure 30 Cancel User ID - Pop Up Window Success Cancel User ID

11. Click **OK** button (A) (Refer Figure 30).
12. System will display edit public user page (Refer Figure 24).
13. Cancelled public user will receive email contain remark related to cancel user ID (Refer Figure 31).

**Royal Malaysian Customs Department**

Malaysian Tourism Tax System (MyTTx)

MyTTx - Cancel Public User

Greetings from MyTTx,

Identity Card No.: 23008233622C

Date Created: 23/08/2023

Registered Email: kasaloma2707@gmail.com

Remark: Cancelled

Dear Sir/Madam,

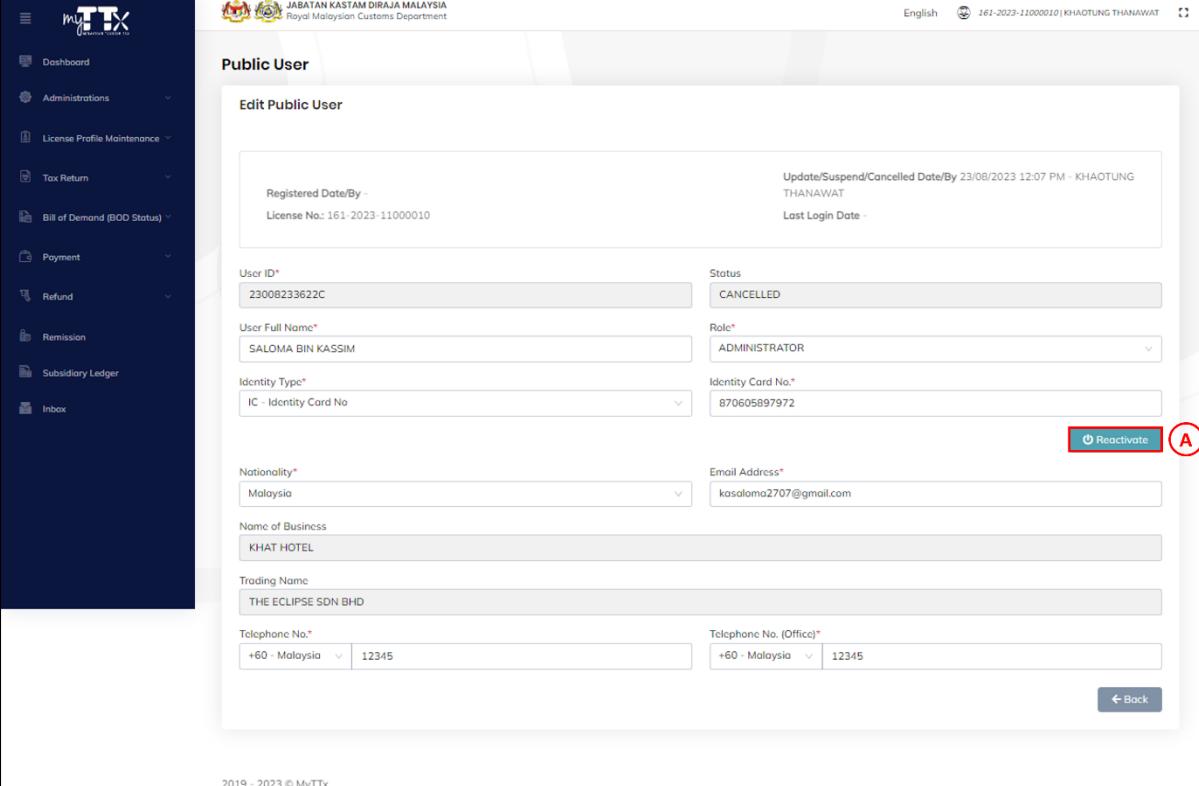
Please be inform this account has been cancelled.

Regards,
MyTTx Administrator
MyTTx

Royal Malaysian Customs Department.
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Figure 31 Cancel User ID - Email Notification

4.1.5 Reactivate User ID



The screenshot shows the 'Edit Public User' form. The user ID '23008233622C' is highlighted. The 'Status' field shows 'CANCELLED'. The 'Role*' field is set to 'ADMINISTRATOR'. The 'Identity Card No.' field contains '870605897972'. The 'Reactivate' button is circled in red and labeled 'A'. Other fields include 'Notability*', 'Name of Business', 'Trading Name', and two 'Telephone No.' fields.

Figure 32 Edit Public User – Reactivate Button

1. Click **Reactivate** button (A) (Refer Figure 32).
2. System will display pop up window reactivate ID (Refer Figure 33).

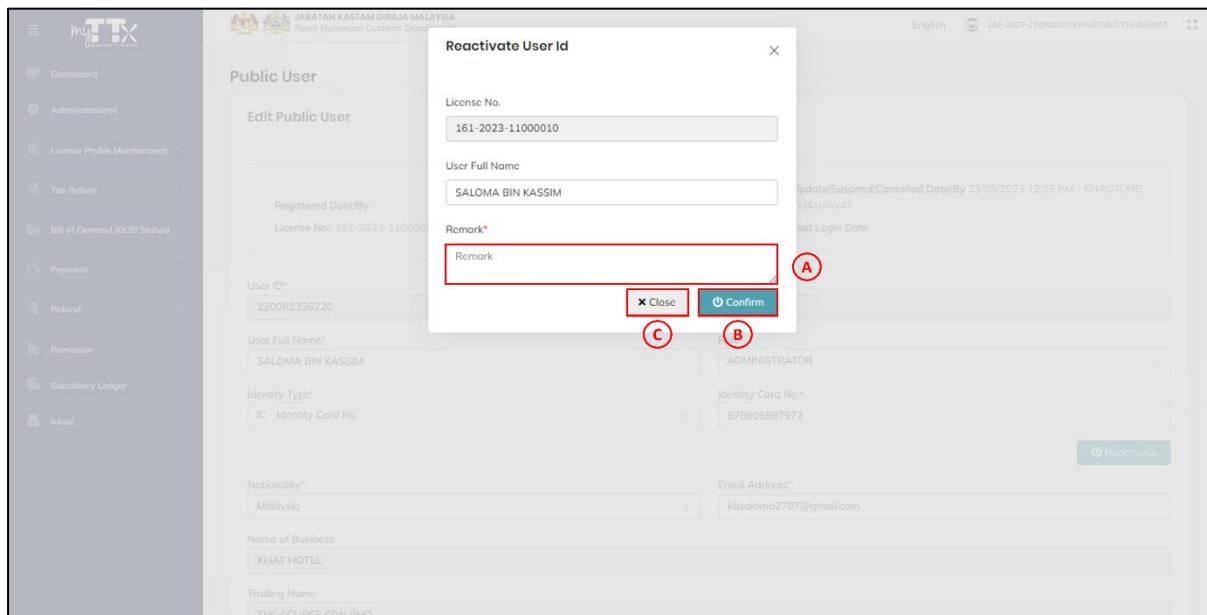


Figure 33 Reactivate User ID - Pop Up Window Reactivate User ID

3. Insert **Remark** (A) and click **Confirm** button (B) (Refer Figure 33).
4. System will display pop up window confirmation reactivate user ID (Refer Figure 34).
5. Click **Close** button (C) (Refer Figure 33).
6. System will display edit public user page (Refer Figure 24).

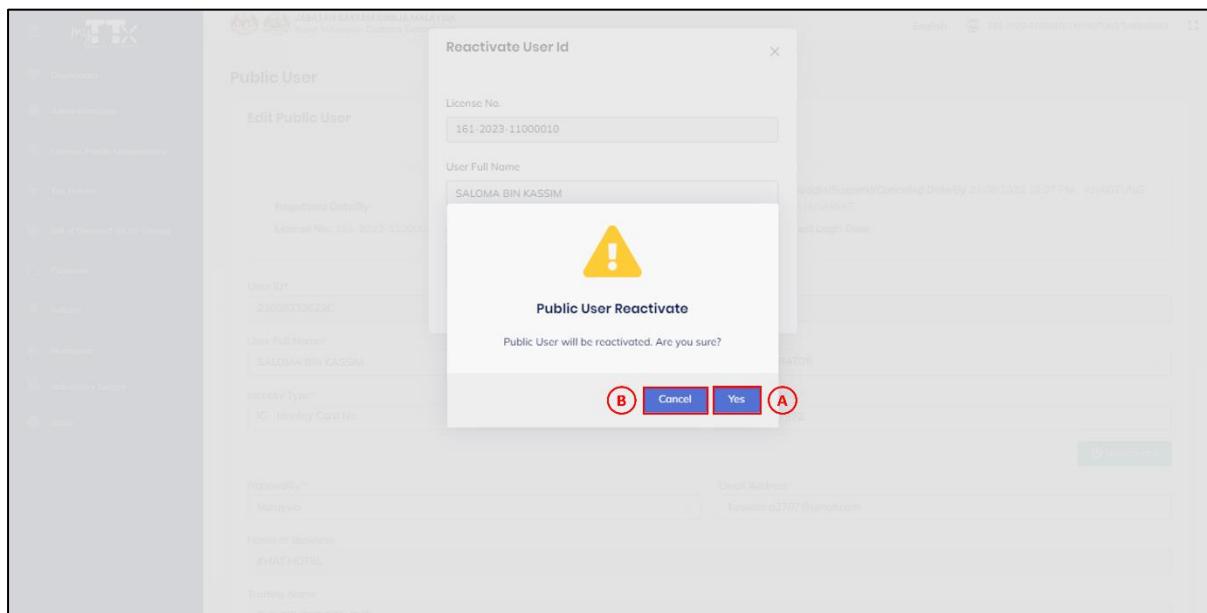


Figure 34 Reactivate User ID - Pop Up Window Confirmation Reactivate User ID

7. Click **Yes** button (A) to reactivate user ID (Refer Figure 34).
8. System will display pop up window success reactivate public user ID (Refer Figure 35).
9. Click **Cancel** button (B) to cancel the process (Refer Figure 34).
10. System will display pop up window reactivate user id (Refer Figure 33).

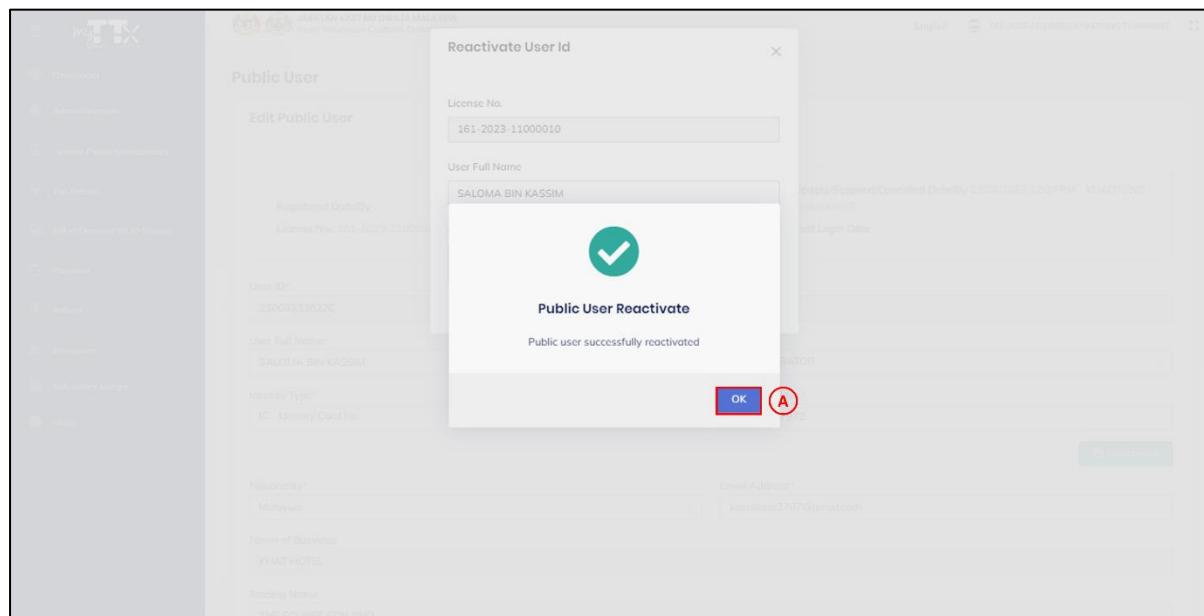


Figure 35 Reactivate User ID - Pop Up Window Success Reactivate User ID

11. Click **OK** button (A) (Refer Figure 35).
12. System will display edit public user page (Refer Figure 24).
13. Reactivated public user will receive email contain remark related to reactivate user ID (Refer Figure 36).



Royal Malaysian Customs Department
Malaysian Tourism Tax System (MyTTx)

MyTTx - Reactivate Public User

Greetings from MyTTx,

Identity Card No.: 23008233622C

Date Created: 23/08/2023

Registered Email: kasaloma2707@gmail.com

Remark: Reactivated

Dear Sir/Madam,

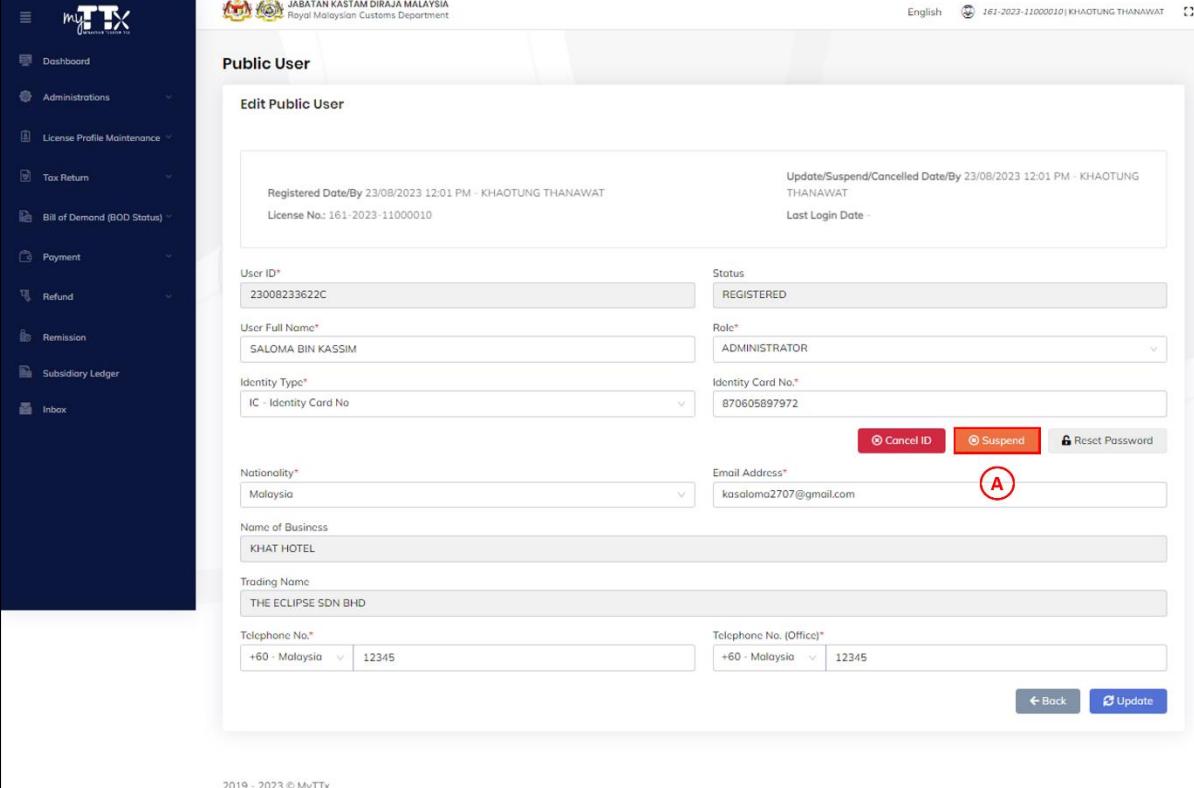
Please be inform this account has been reactivated.

Regards,
MyTTx Administrator
MyTTx

Royal Malaysian Customs Department.
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Figure 36 Reactivate User ID - Email Notification

4.1.6 Suspend User ID



The screenshot shows the 'Edit Public User' interface. At the top, it displays the registered date (23/08/2023 12:01 PM), licensee (KHAOTUNG THANAWAT), and license number (161-2023-11000010). Below this, there are several input fields: User ID (23008233622C), Status (REGISTERED), User Full Name (SALOMA BIN KASSIM), Role (ADMINISTRATOR), Identity Type (IC - Identity Card No.), Identity Card No. (870605897972), Nationality (Malaysia), Email Address (kasoloma2707@gmail.com), Name of Business (KHAT HOTEL), Trading Name (THE ECLIPSE SDN BHD), Telephone No. (+60 - Malaysia 12345), and Telephone No. (Office) (+60 - Malaysia 12345). At the bottom right, there are three buttons: 'Cancel ID', 'Suspend' (circled with a red 'A'), and 'Reset Password'.

Figure 37 Edit Public User – Suspend Button

1. Click **Suspend** button (A) (Refer Figure 37).
2. System will display pop up window suspend ID (Refer Figure 38).

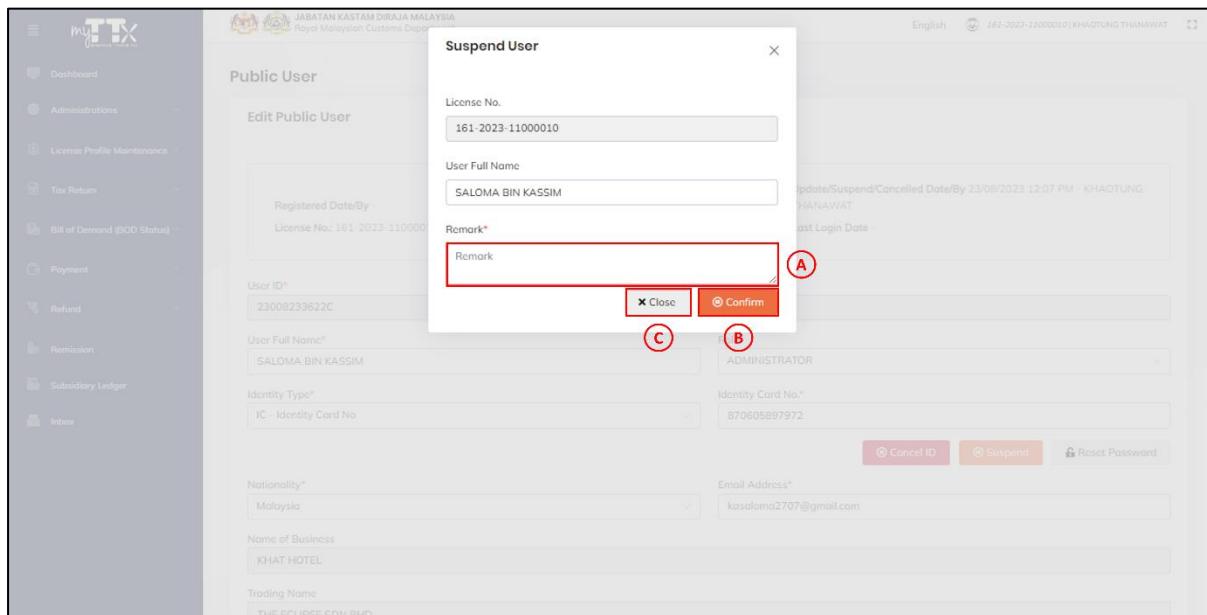


Figure 38 Suspend User ID - Pop Up Window Suspend User ID

3. Insert **Remark** (A) and click **Confirm** button (B) (Refer Figure 38).
4. System will display pop up window confirmation suspend user ID (Refer Figure 39).
5. Click **Close** button (C) (Refer Figure 38).
6. System will display edit public user page (Refer Figure 24).

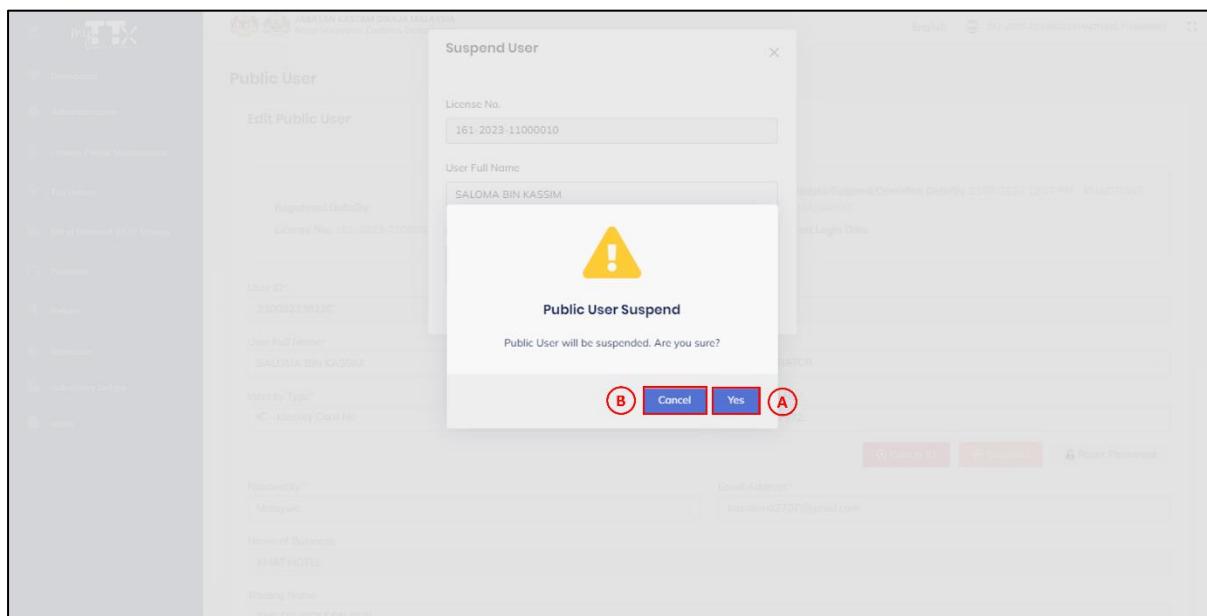


Figure 39 Suspend User ID - Pop Up Window Confirmation Suspend User ID

7. Click **Yes** button (A) to suspend user ID (Refer Figure 39).
8. System will display pop up window success suspend public user ID (Refer Figure 40).
9. Click **Cancel** button (B) to cancel the process (Refer Figure 39).
10. System will display pop up window suspend user (Refer Figure 38).

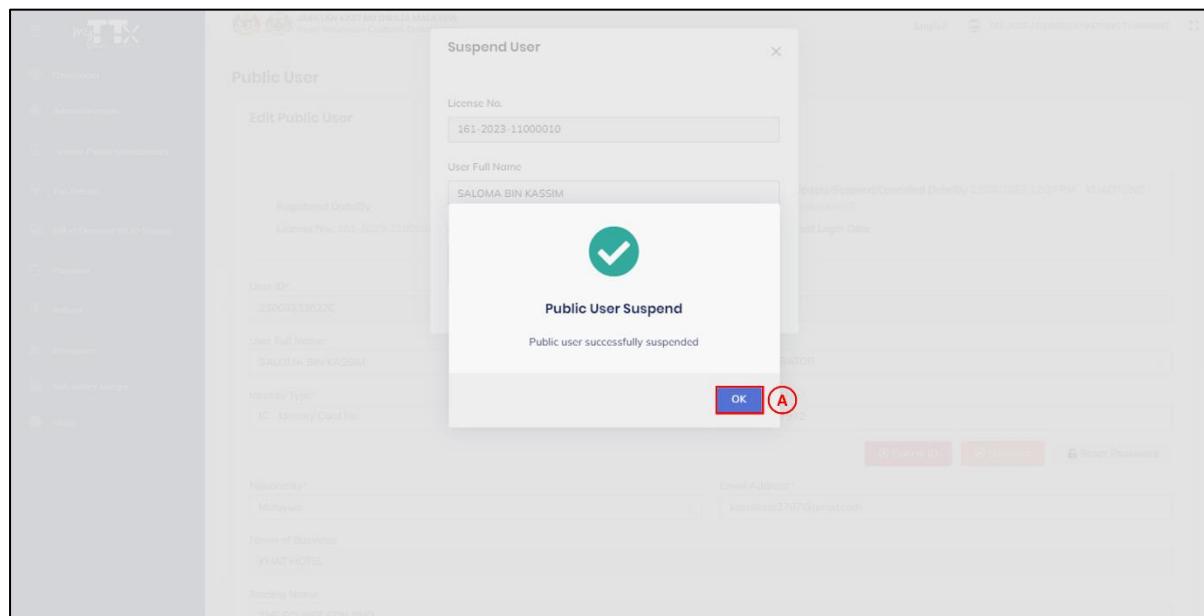


Figure 40 Suspend User ID - Pop Up Window Success Suspend User ID

11. Click **OK** button (A) (Refer Figure 40).
12. System will display edit public user page (Refer Figure 24).
13. Suspended public user will receive email contain remark related to suspend user ID (Refer Figure 41).

**Royal Malaysian Customs Department**

Malaysian Tourism Tax System (MyTTx)

MyTTx - Suspend Public User

Greetings from MyTTx,

Identity Card No.: 23008233622C

Date Created: 23/08/2023

Registered Email: kasaloma2707@gmail.com

Remark: Suspended

Dear Sir/Madam,

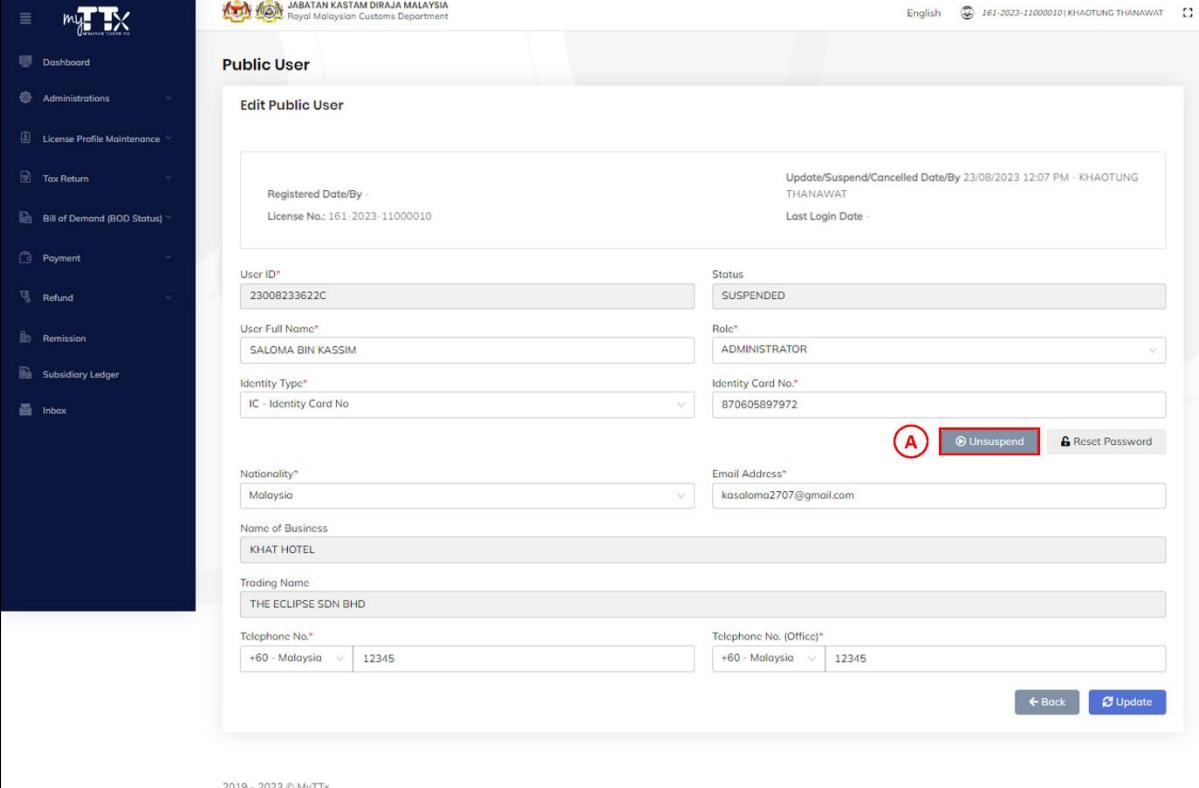
Please be inform this account has been suspended.

Regards,
MyTTx Administrator
MyTTx

Royal Malaysian Customs Department.
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Figure 41 Suspend User ID - Email Notification

4.1.7 Unsuspend User ID



The screenshot shows the 'Edit Public User' interface. Key fields visible include:

- User ID***: 23008233622C
- Status**: SUSPENDED (highlighted with a red circle labeled 'A')
- User Full Name***: SALOMA BIN KASSIM
- Role***: ADMINISTRATOR
- Identity Type***: IC - Identity Card No.
- Identity Card No.***: 870605897972
- Nationality***: Malaysia
- Email Address***: kasaloma2707@gmail.com
- Name of Business**: KHAT HOTEL
- Trading Name**: THE ECLIPSE SDN BHD
- Telephone No.***: +60 - Malaysia 12345
- Telephone No. (Office)***: +60 - Malaysia 12345

Buttons at the bottom right include: Back, Update, and Reset Password.

Figure 42 Edit Public User – Unsuspend Button

1. Click **Unsuspend** button (A) (Refer Figure 42).
2. System will display pop up window unsuspend ID (Refer Figure 43).

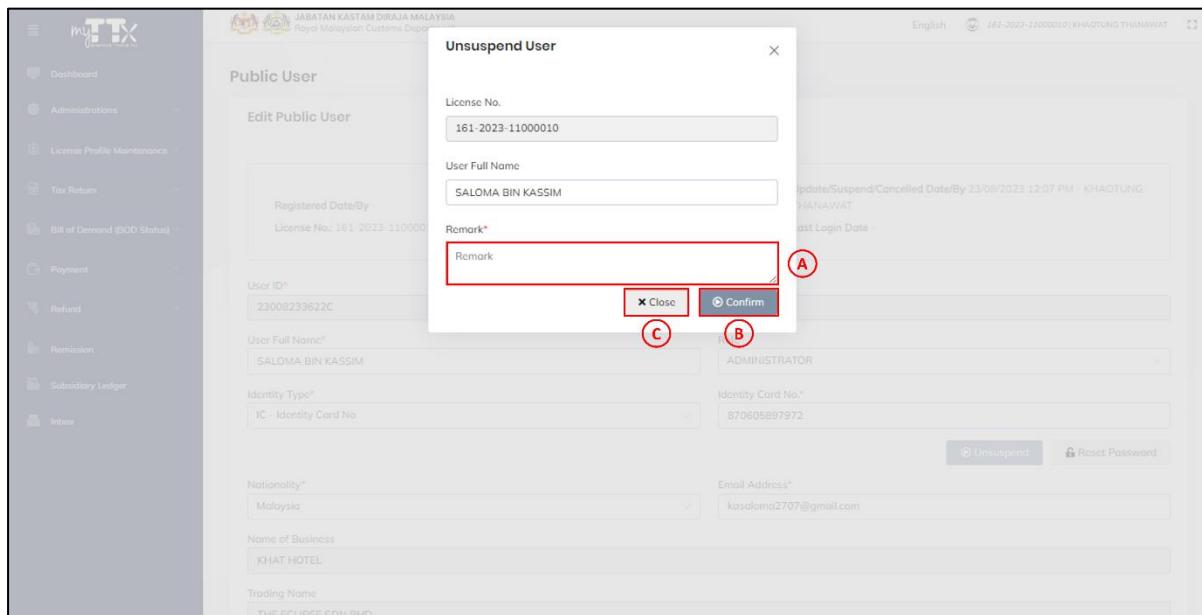


Figure 43 Unsuspend User ID - Pop Up Window Unsuspend User ID

3. Insert **Remark** (A) and click **Confirm** button (B) (Refer Figure 43).
4. System will display pop up window confirmation unsuspend user ID (Refer Figure 44).
5. Click **Close** button (C) (Refer Figure 43).
6. System will display edit public user page (Refer Figure 24).

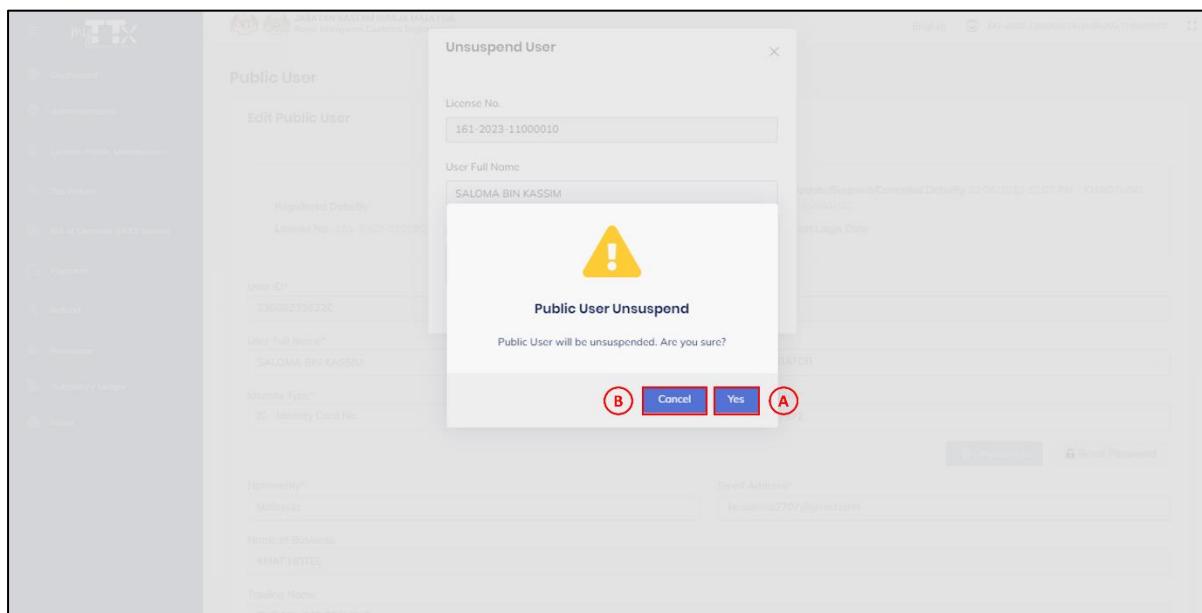


Figure 44 Unsuspend User ID - Pop Up Window Confirmation Unsuspend User ID

7. Click **Yes** button (A) to unsuspend user ID (Refer Figure 44).
8. System will display pop up window success unsuspend public user ID (Refer Figure 45).
9. Click **Cancel** button (B) to cancel the process (Refer Figure 44).
10. System will display pop up window unsuspend user (Refer Figure 42).

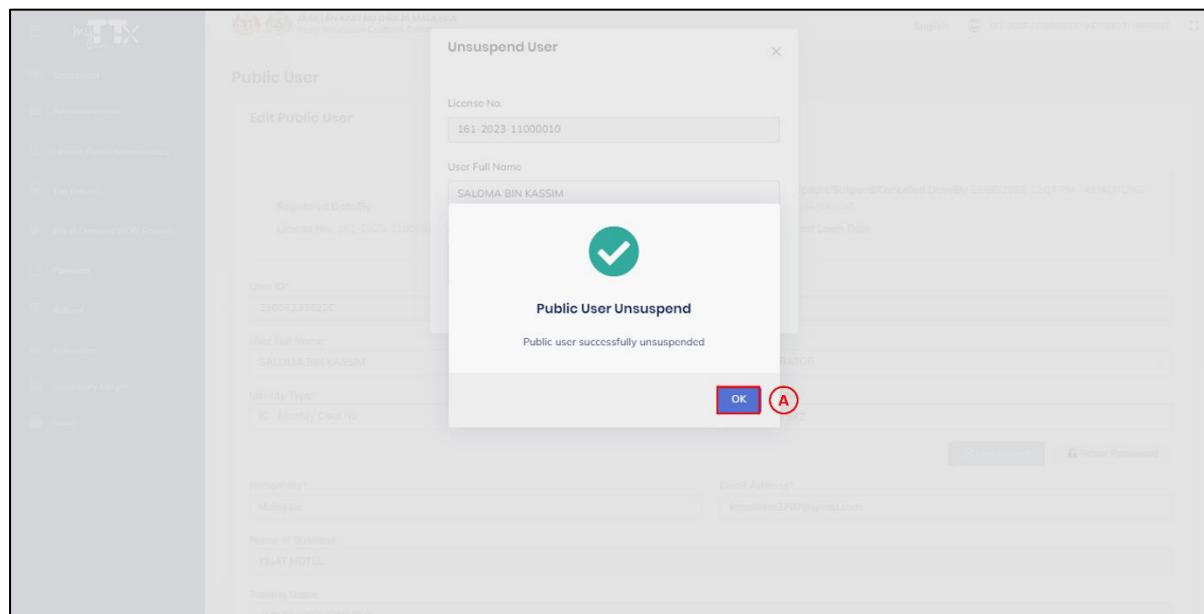


Figure 45 Unsuspend User ID - Pop Up Window Success Unsuspend User ID

11. Click **OK** button (A) (Refer Figure 45).
12. System will display edit public user page (Refer Figure 24).
13. Unsuspended public user will receive email contain remark related to unsuspend user ID (Refer Figure 46).

**Royal Malaysian Customs Department**

Malaysian Tourism Tax System (MyTTx)

MyTTx - Unsuspend Public User

Greetings from MyTTx,

Identity Card No.: 23008233622C

Date Created: 23/08/2023

Registered Email: kasaloma2707@gmail.com

Remark: Unsuspended

Dear Sir/Madam,

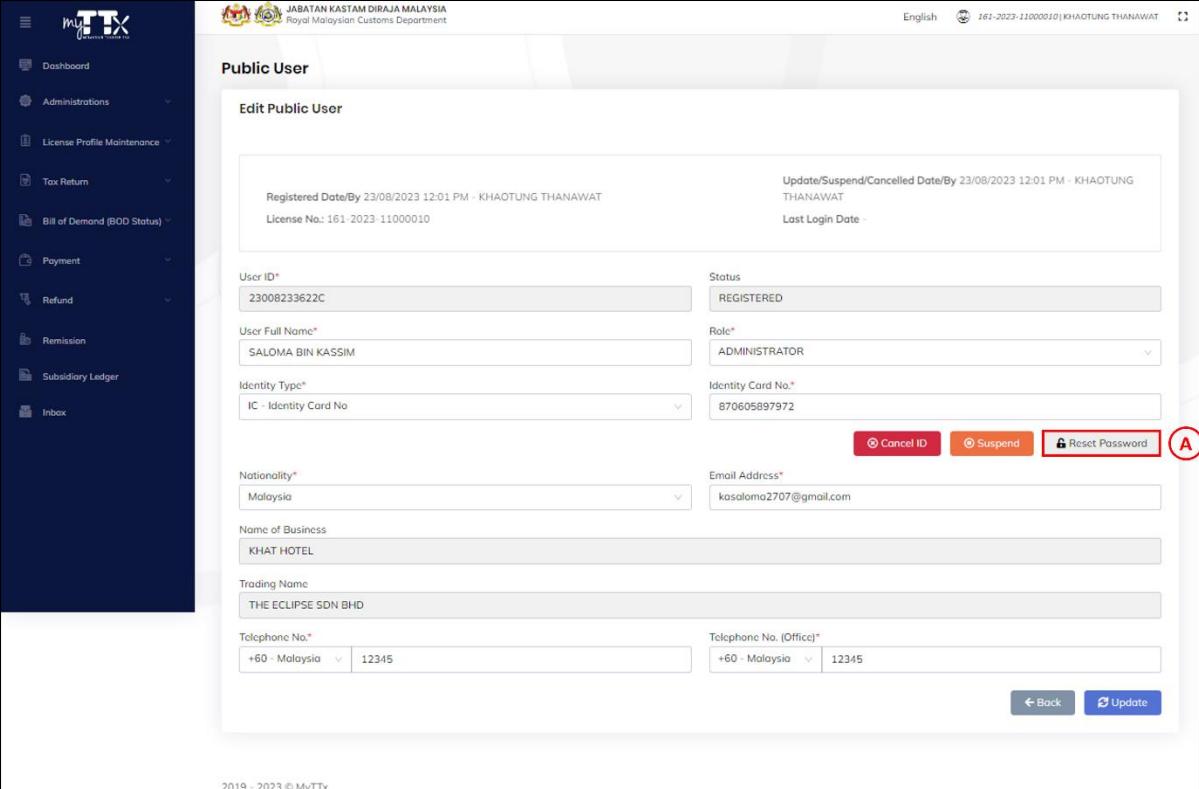
Please be inform this account has been unsuspended.

Regards,
MyTTx Administrator
MyTTx

Royal Malaysian Customs Department.
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Figure 46 Unsuspend User ID - Email Notification

4.1.8 Reset Password



The screenshot shows the 'Edit Public User' 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 'JABATAN KASTAM DIRAJA MALAYSIA Royal Malaysian Customs Department' and a language selection 'English'. Below the header, it says 'Public User' and 'Edit Public User'. It displays user details: Registered Date/By 23/08/2023 12:01 PM - KHAOTUNG THANAWAT, License No: 161-2023-11000010, and Lost Login Date -. There are fields for User ID (23008233622C), Status (REGISTERED), Role (ADMINISTRATOR), Identity Type (IC - Identity Card No), and Identity Card No (870605897972). Other fields include Notability (Malaysia), Name of Business (KHAT HOTEL), Trading Name (THE ECLIPSE SDN BHD), Telephone No. (+60 - Malaysia 12345), and Telephone No. (Office) (+60 - Malaysia 12345). At the bottom are buttons for Cancel ID, Suspend, Reset Password (circled with 'A'), Back, and Update.

Figure 47 Edit Public User – Reset Password Button

1. Click **Reset Password** button (A) (Refer Figure 47).
2. System will display pop up window reset password (Refer Figure 48).

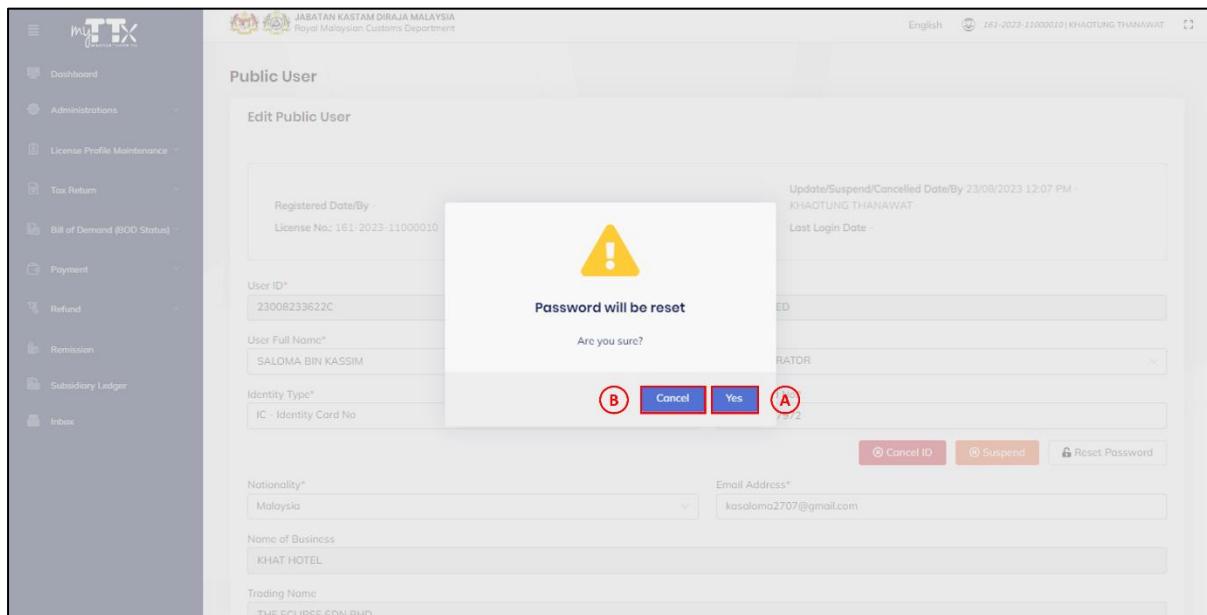


Figure 48 Reset Password - Pop Up Window Confirm Reset Password Public User

3. Click **Yes** button (A) to reset password public user (Refer Figure 48).
4. System will display pop up window success reset password public user (Refer Figure 49).
5. Click **Cancel** button (B) to cancel the process (Refer Figure 48).
6. System will display edit public user page (Refer Figure 24).

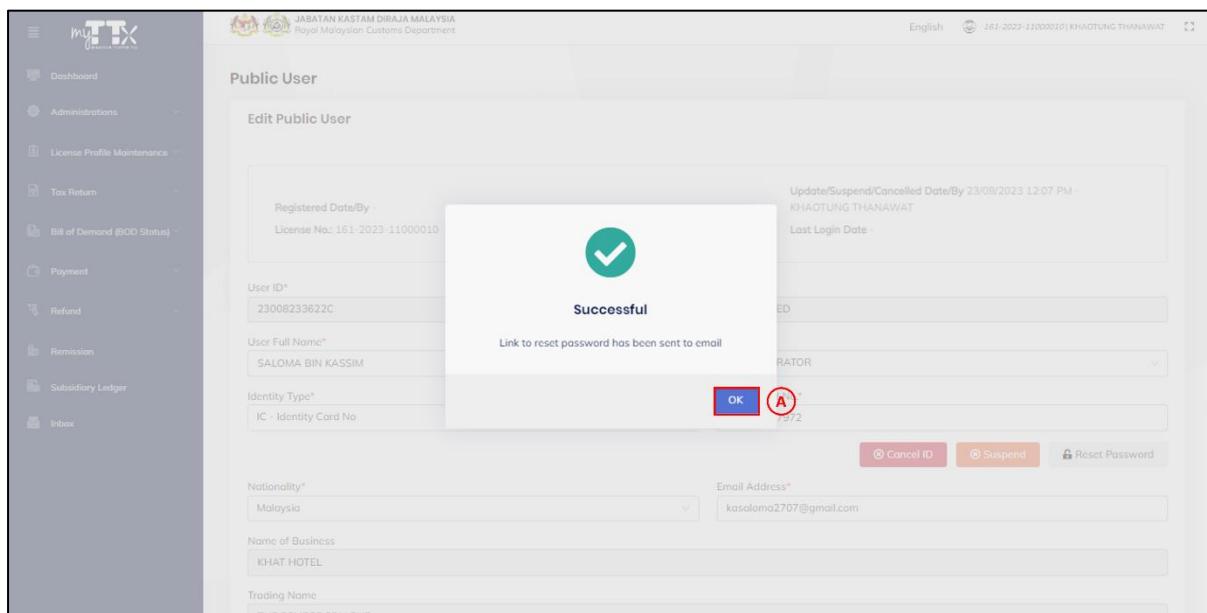


Figure 49 Reset Password - Pop Up Window Success Reset Password Public User



7. Click **Yes** button (A) to reset password for public user (Refer Figure 49).
8. Password reset link will be sent to public user email to reset their password. If public user doesn't get an email within a few minutes, please re-try (Refer Figure 50).

 Royal Malaysian Customs Department
Malaysian Tourism Tax System (MyTTx)

Reset Password

Greetings from MyTTx.

Identity Card No. : 870605897972

Date Created : 8/23/2023 12:15:04 PM

Registered Email : kasaloma2707@gmail.com

Remark :

Dear Sir/Madam,

We have received the request from kasaloma2707@gmail.com to reset password for your account. If you initiated this request, you may click the button below to change your password.

A [Reset Password](#)

Or click this hyperlink **URL** **B**

This URL will only be valid for 3 days.

Thank You

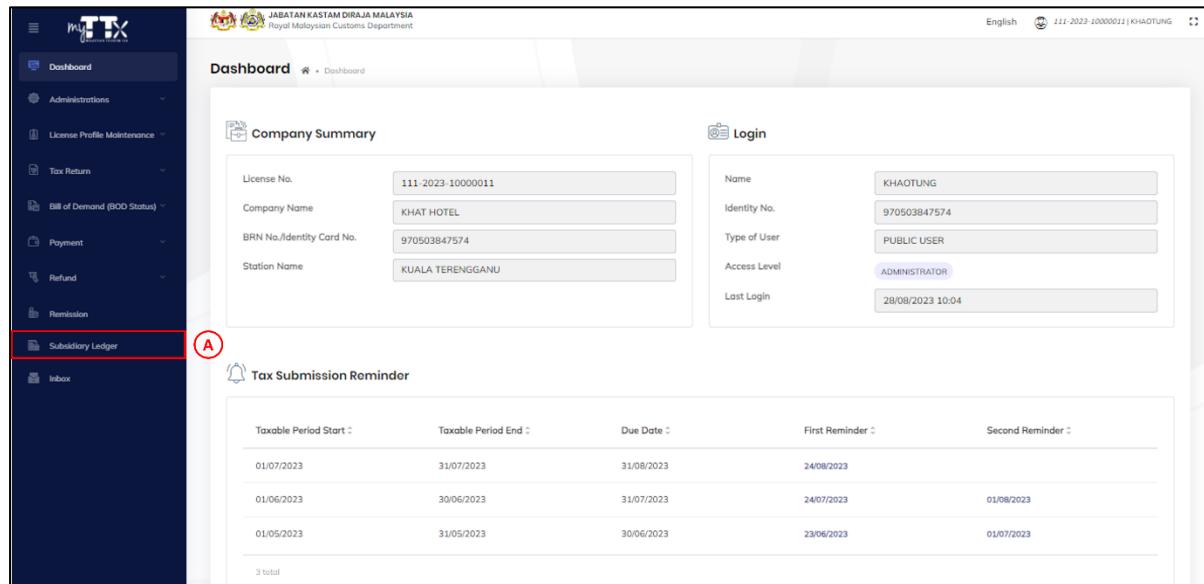
Royal Malaysian Customs Department.
© Copyright Reserved | Malaysia Tourism Tax System (MyTTx).

Figure 50 Reset Password JKDM User – Email Notification



9. Click **Reset Password** (A) and **URL Hyperlink** (B) to reset password (Refer Figure 50).
10. System will display **Reset Password** page (Refer Figure 8).
11. Follow steps from **1.2 Forgot Password** to change to new password.

5 Subsidiary Ledger Menu

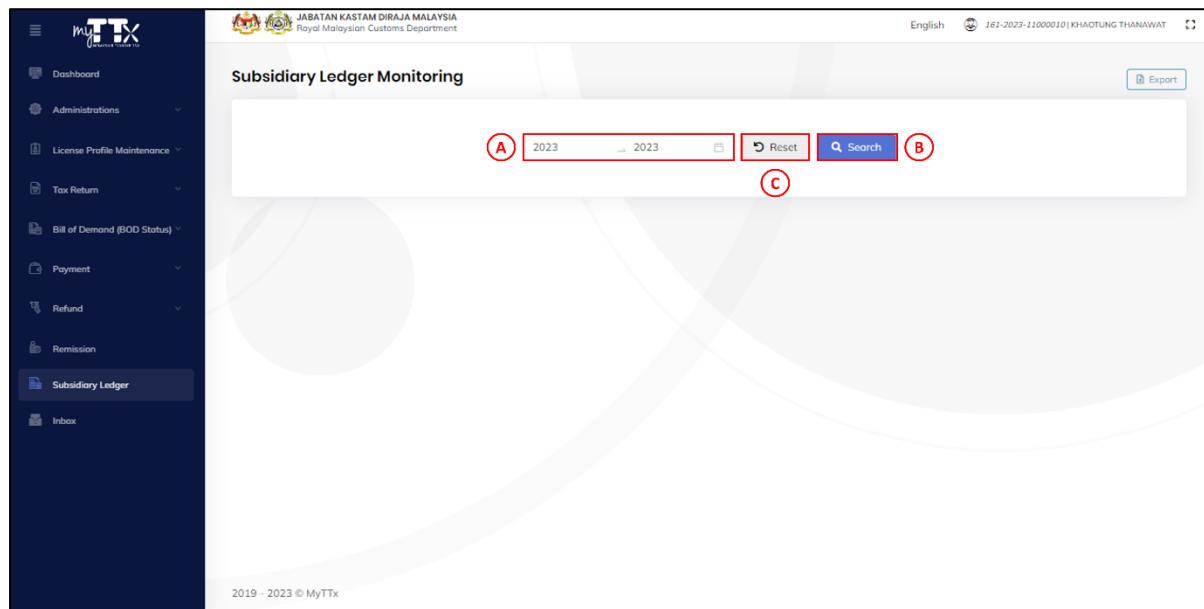


The screenshot shows the MyTTx dashboard for the Royal Malaysian Customs Department. The left sidebar contains a navigation menu with various options like Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, and Subsidiary Ledger. The 'Subsidiary Ledger' option is highlighted with a red circle labeled 'A'. The main content area is titled 'Dashboard' and shows 'Company Summary' and 'Login' sections. Below these are 'Tax Submission Reminder' and 'Taxable Period Start' tables.

Taxable Period Start	Taxable Period End	Due Date	First Reminder	Second Reminder
01/07/2023	31/07/2023	31/08/2023	24/08/2023	
01/06/2023	30/06/2023	31/07/2023	24/07/2023	01/08/2023
01/05/2023	31/05/2023	30/06/2023	23/06/2023	01/07/2023

Figure 51 Subsidiary Ledger Menu

1. Click **Subsidiary Ledger** menu (A) (Refer Figure 51).
2. System will display subsidiary ledger page (Refer Figure 52).

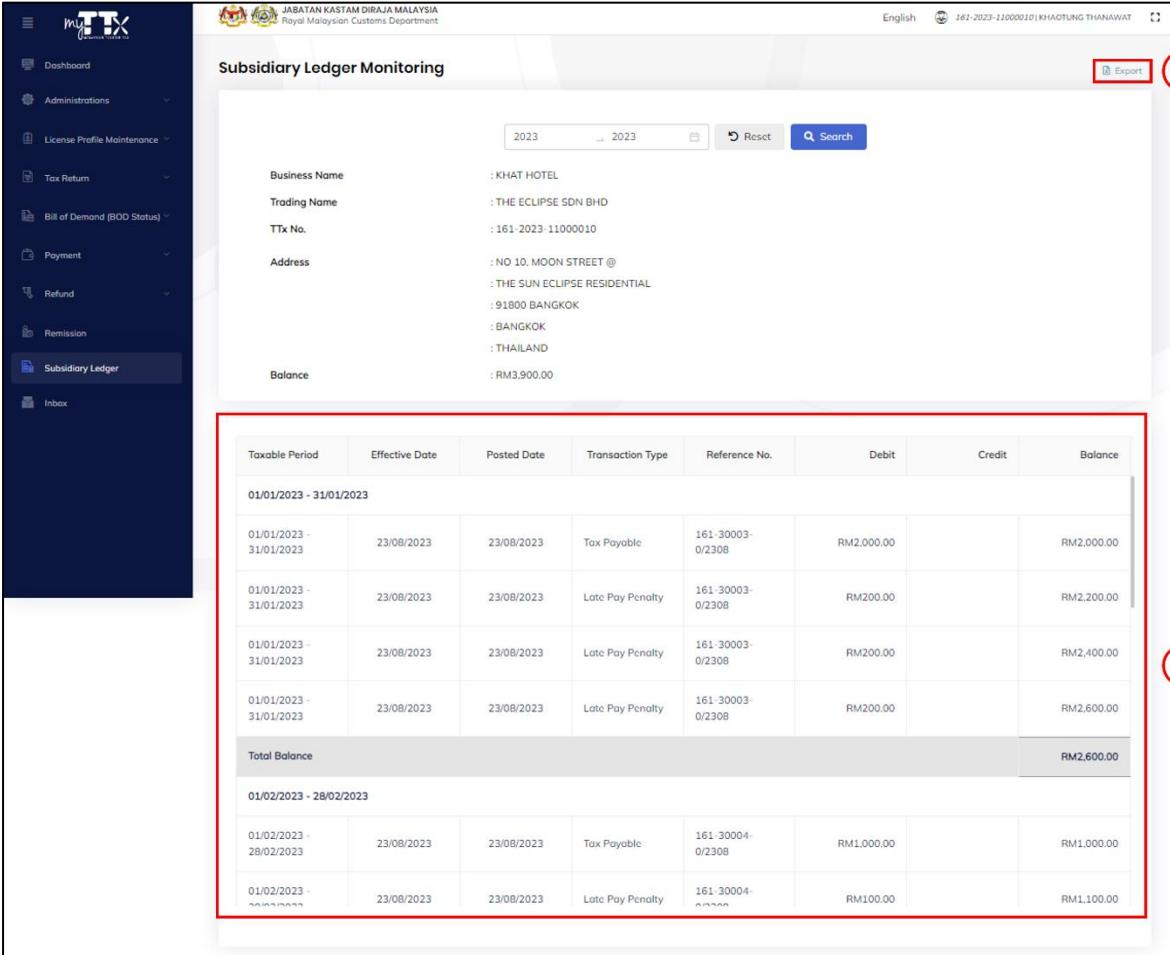


The screenshot shows the 'Subsidiary Ledger Monitoring' page. The left sidebar is identical to Figure 51. The main content area has a title 'Subsidiary Ledger Monitoring' and includes a date range selector with 'Year' dropdowns (labeled 'A'), a 'Reset' button (labeled 'B'), and a 'Search' button (labeled 'C').

Figure 52 Subsidiary Ledger Page

3. Click **Year** (A) to filter the ledger based on starting year and ending year (Refer Figure 52).

4. Click **Submit** button (B) (Refer Figure 52).
5. System will display list of subsidiary ledgers (A) based on the taxable period and selected range year (Refer Figure 53).
6. Click **Reset** button (C) to clear all data inside the fields (Refer Figure 52).



Subsidiary Ledger Monitoring

Taxable Period	Effective Date	Posted Date	Transaction Type	Reference No.	Debit	Credit	Balance
01/01/2023 - 31/01/2023							
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Tax Payable	161-30003-0/2308	RM2,000.00		RM2,000.00
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30003-0/2308	RM200.00		RM2,200.00
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30003-0/2308	RM200.00		RM2,400.00
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30003-0/2308	RM200.00		RM2,600.00
Total Balance							RM2,600.00
01/02/2023 - 28/02/2023							
01/02/2023 - 28/02/2023	23/08/2023	23/08/2023	Tax Payable	161-30004-0/2308	RM1,000.00		RM1,000.00
01/02/2023 - 28/02/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30004-0/2308	RM100.00		RM1,100.00

2019 - 2023 © MyTTx

Figure 53 Subsidiary Ledger – List of Subsidiary Ledger

7. Click **Export** button (B) to export the list of ledgers into Excel format (Refer Figure 53).
8. System will display pop up window export list of ledgers (Refer Figure 54).

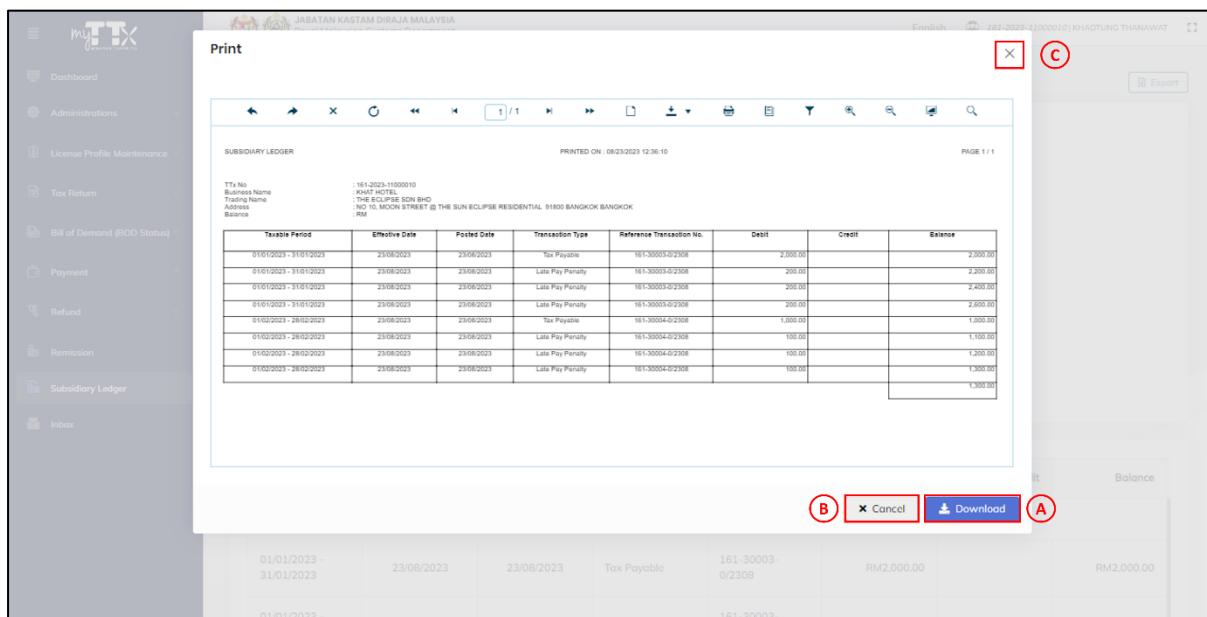


Figure 54 Subsidiary Ledger – Pop Up Window Export Ledger

9. Click **Download** button (B) to export ledger transaction based on range year in excel format (Refer Figure 54).
10. Click **X Cancel** button (B) or **X** button (C) to back to subsidiary ledger monitoring page (Refer Figure 54).

6 Inbox Menu

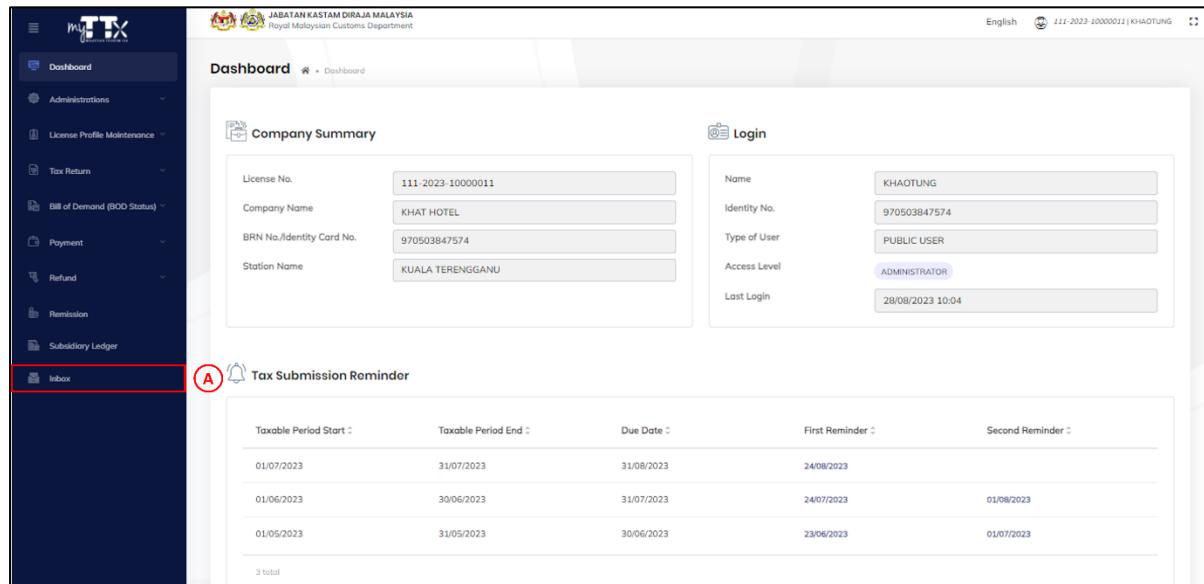


Figure 55 Inbox Menu

1. Click **Inbox** menu (A) (Refer Figure 55).
2. System will display inbox page (Refer Figure 56).

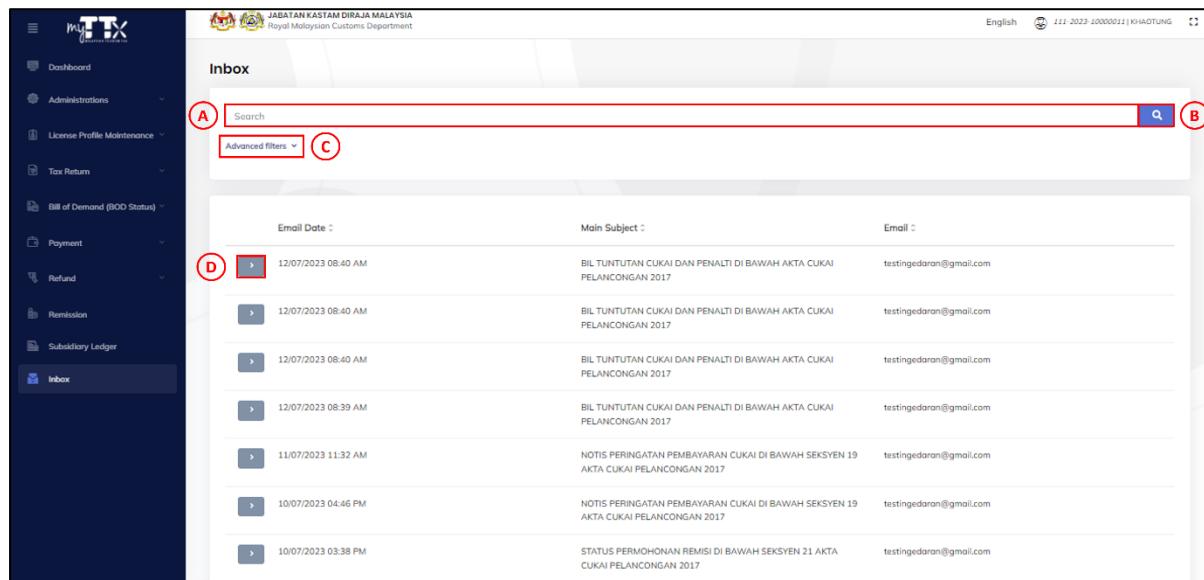
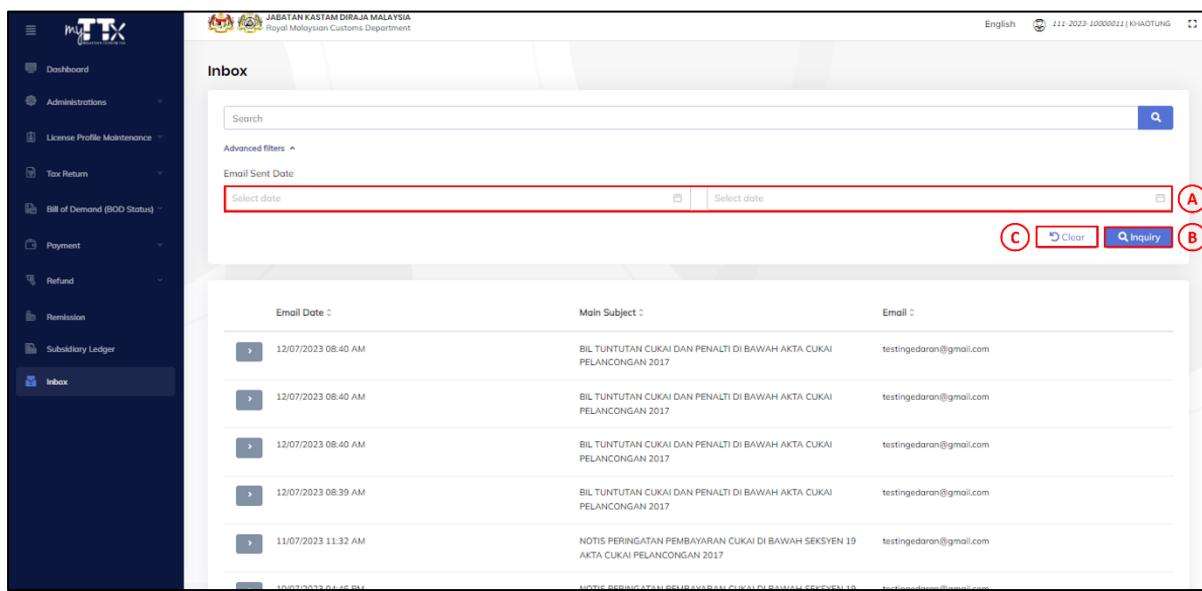


Figure 56 Inbox Page

3. Click **Search** field and input keywords to search sent email (A) (Refer Figure 56).
4. Click **Search** button (B) to search the sent email based on the inputted keywords (Refer Figure 56).

5. System will display list of sent emails based on the inputted keywords (Refer Figure 58).
6. Click **Advanced Filters** (C) (Refer Figure 56).
7. System will display list of advance filters for email sent (Refer Figure 57).



Email Date	Main Subject	Email
12/07/2023 08:40 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
12/07/2023 08:40 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
12/07/2023 08:40 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
12/07/2023 08:39 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
11/07/2023 11:32 AM	NOTIS PERINGATAN PEMBAYARAN CUKAI DI BAWAH SEKSYEN 19 AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
10/07/2023 04:45 PM	NOTE PERHIMPANAN PERHIMPANAN CUKAI DI RANTAU PERCHIMPAN	testingedaran@gmail.com

Figure 57 Inbox – List of Advanced Filters

8. Click **Email Sent Date** (A) to select the starting date and ending date (Refer Figure 57).
9. Click **Inquiry** button (B) to search the sent email based on the inputted keywords (Refer Figure 57).
10. System will display list of sent emails based on the inputted keywords (Refer Figure 58).
11. Click **Clear** button (C) to clear the data inside the filter field (Refer Figure 57).

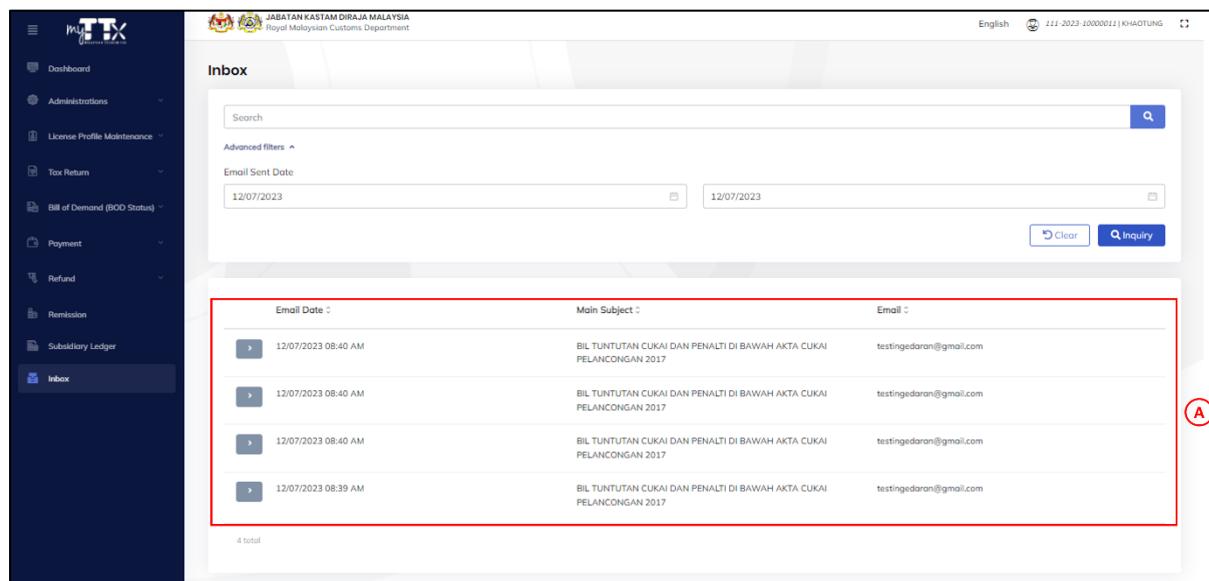


Figure 58 Inbox – List of Emails Based on Filters

12. Click > button (A) to view list of attachment based on the selected email (Refer Figure 56).
13. System will display list of attachments (Refer Figure 59).

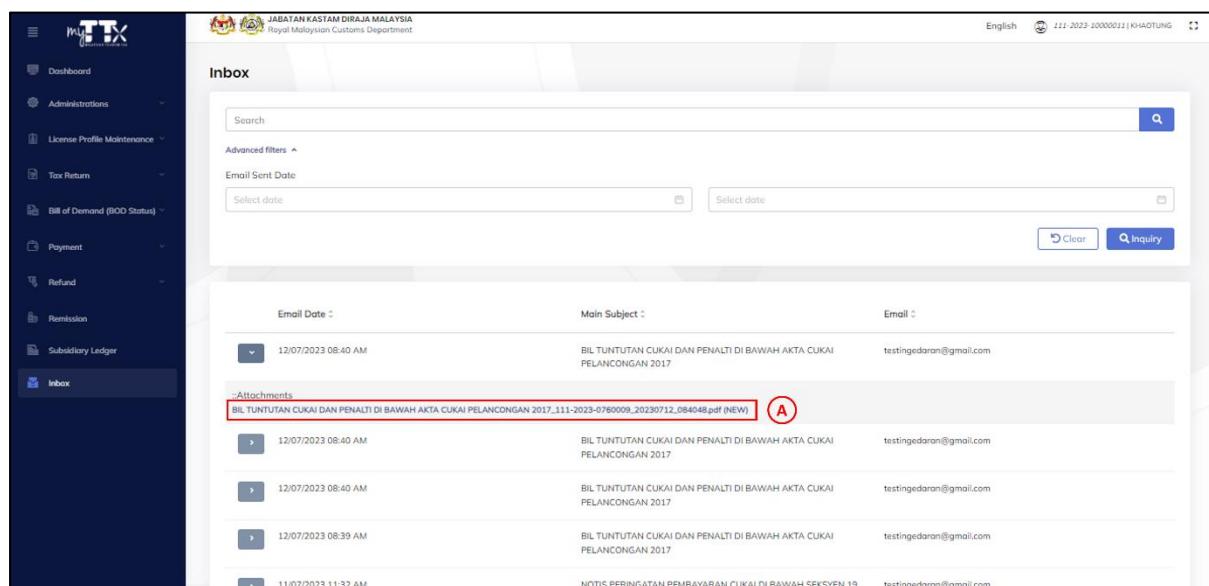


Figure 59 Inbox – List of Emails with Attachments

14. Click **Attachment Name** (A) to view details of attachment (Refer Figure 59).
15. System will display pop up window based on the selected attachment (Refer Figure 60).



Figure 60 Inbox – Pop Up Window Based on Selected Attachment

16. Click **Print** button (A) to export the selected attachment in PDF format (Refer Figure 60).
17. Click **X Cancel** button (B) or **X** button (C) to back to inbox monitoring page (Refer Figure 60).