



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

MALAYSIAN TOURISM TAX (MyTTx)

REGISTRATION MODULE

Application Registration (TTx-01A)

by

Applicant


VERSION 2.0

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1 Applicant: Portal

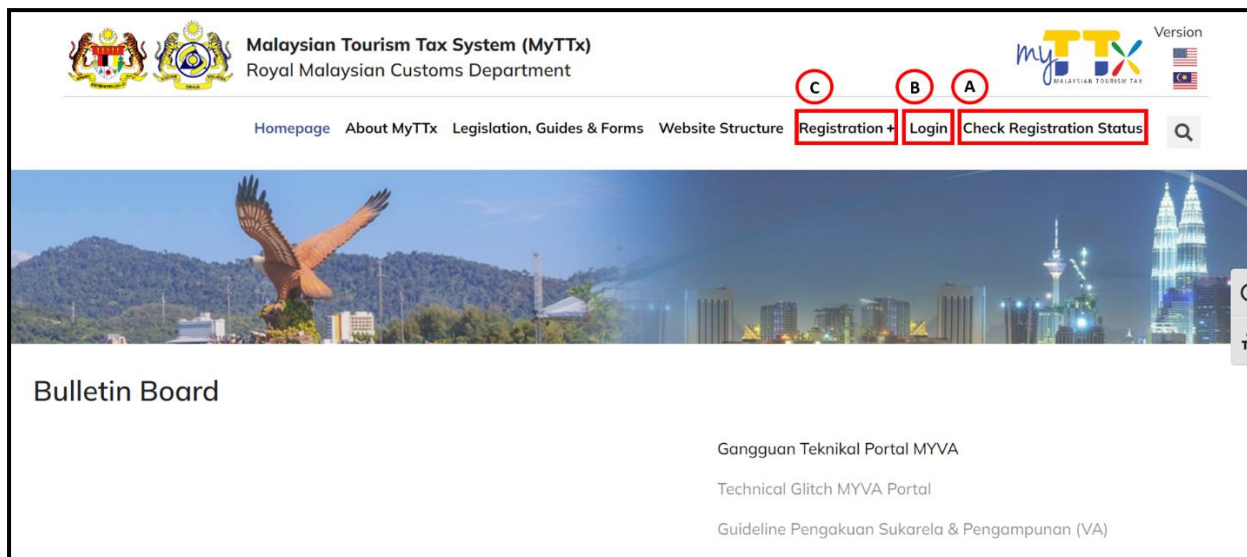

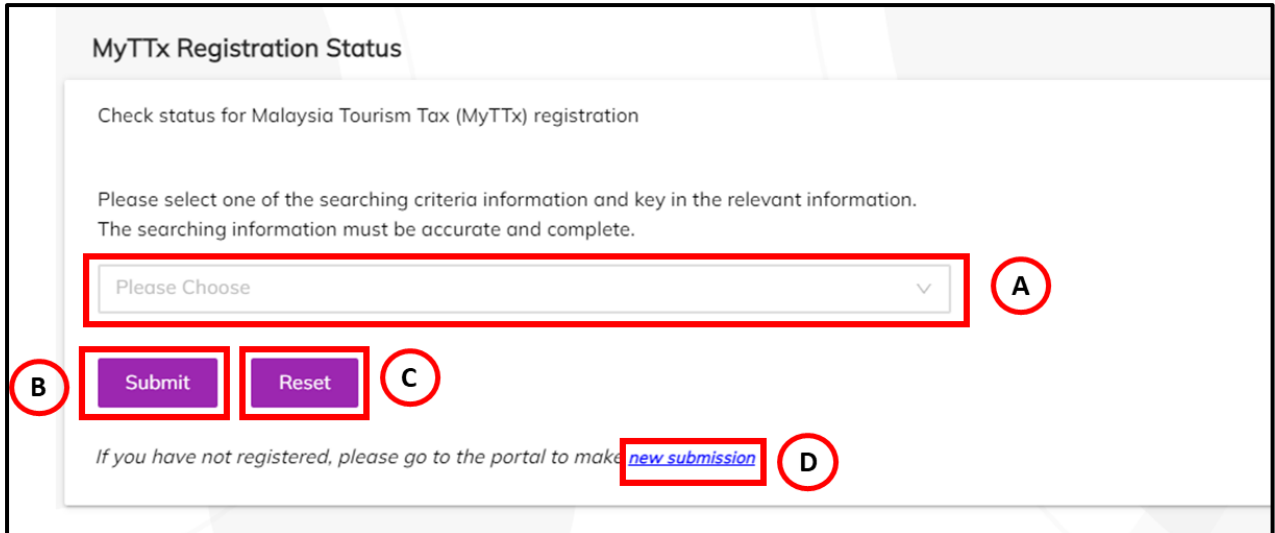


Figure 1 MyTTx portals

1. Go to <https://myttx.customs.gov.my/> and display MyTTx portal (Refer Figure 1).
2. Click **Check Registration Status** menu (A) (Refer Figure 1).
3. System will display **Check Registration Status** page (Refer Figure 2).
4. Click **Registration +** menu (B) (Refer Figure 1).
5. System will display **Registration** dropdown (Refer Figure 6).
6. Click **Login** menu (C) (Refer Figure 1).
7. System will display **Login** page (Refer Figure 7).

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1.1 Applicant: Check Registration Status



MyTTx Registration Status

Check status for Malaysia Tourism Tax (MyTTx) registration

Please select one of the searching criteria information and key in the relevant information.
The searching information must be accurate and complete.

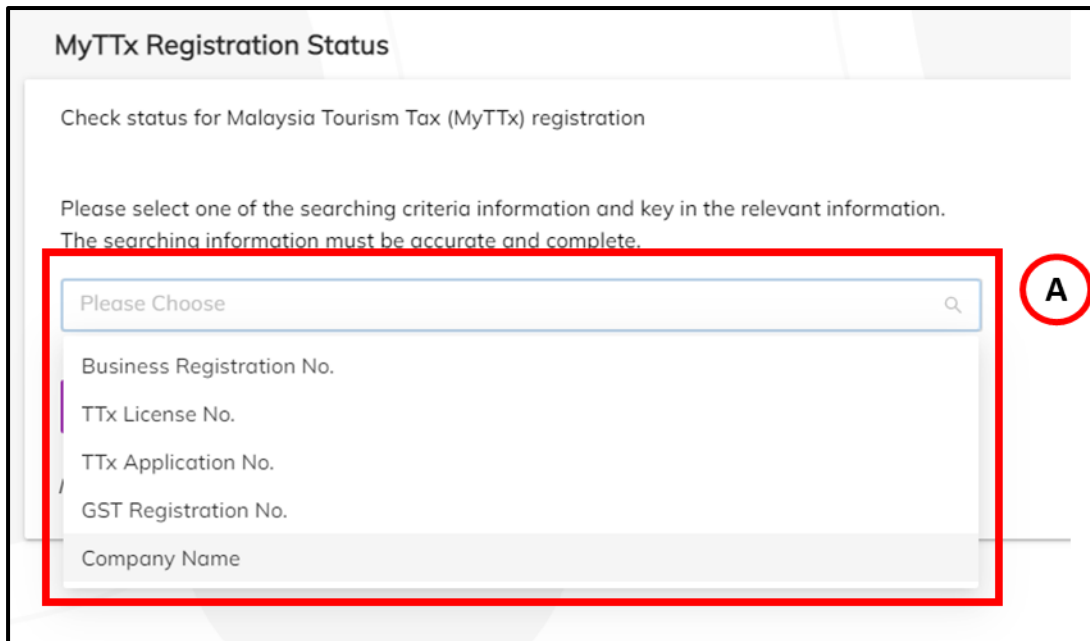
Please Choose A

B **Submit** C **Reset**

If you have not registered, please go to the portal to make D [new submission](#)

Figure 2 MyTTx Registration Status Page

1. Choose **Dropdown** field (A) (Refer Figure 2).
2. System will display **Searching Criteria Information** dropdown (Refer Figure 3).



MyTTx Registration Status

Check status for Malaysia Tourism Tax (MyTTx) registration

Please select one of the searching criteria information and key in the relevant information.
The searching information must be accurate and complete.

Please Choose A

- Business Registration No.
- TTx License No.
- TTx Application No.
- GST Registration No.
- Company Name

Figure 3 Dropdown Criteria Information



3. Click on **Dropdown** field (A) to choose criteria Information to checking Registration Status (Refer Figure 3).
4. System will display **Criteria Field** (A) to insert value for checking Registration Status (Refer Figure 4).

MyTTx Registration Status

Check status for Malaysia Tourism Tax (MyTTx) registration

Please select one of the searching criteria information and key in the relevant information.
The searching information must be accurate and complete.

Business Registration No.

Business Registration No. **A**

If you have not registered, please go to the portal to make [new submission](#)

Figure 4 Criteria Field for Checking Registration Status

5. Input details in **Criteria field** based on dropdown chosen (Refer Figure 4):
 - a. **Business Registration No.** (Business Registration No.)
 - b. **Ttx License No.** (TTx License No)
Note: Format (STN-YYYY-1XXXXXXX)
 - c. **Ttx Application No.** (TTx Application No.)
Note: Format (STN-YYYY-2XXXXXXX)
 - d. **GST Registration No.** (GST Registration No.)
 - e. **Company Name** (Company Name)
6. Click on **Submit** button (B) to checking registration status based on criteria chosen (Refer Figure 2).



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MyTTx Registration Status

Check status for Malaysia Tourism Tax (MyTTx) registration

Please select one of the searching criteria information and key in the relevant information. The searching information must be accurate and complete.

Company Name

Company Name

If you have not registered, please go to the portal to make [new submission](#)

Application No. :	Business Name :	Trading Name :	Effective Date :	Registration Status :	License Status :	ServiceTypeCode :	Type of Business :	Busir
	EQIY HOTEL	EQIY HOTEL	01/10/2022	APPROVED	ACTIVE	-	Association	8410

1 total

Figure 5 MyTTx Registration Status List

- System will display MyTTx Registration Status List (Refer Figure 5).
- Click on **Reset** button (C) to clear field (Refer Figure 2).
- Click on **New Submission** (D) to display MyTTx Portals (Refer Figure 2).
- System will display MyTTx Portals page (Refer Figure 1).



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1.2 Applicant: Registration

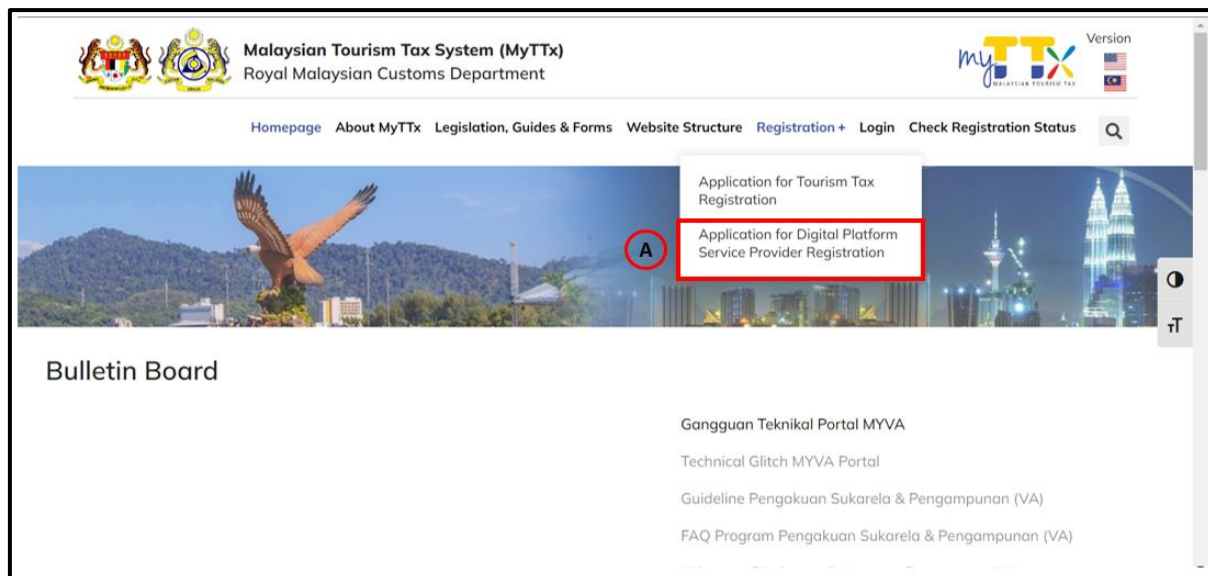



Figure 6 Type of Registration

1. Click menu **Application for Digital Platform Service Provider Registration (TTx-01A)** (A) (Refer Figure 6).
2. System will display **TTx-01A Registration Form** (Refer Figure 9).

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1.3 Applicant: Login Page



Figure 7 MyTTx Login Page

1. Click **Switch** button (A) (Refer Figure 7).
2. System will display field to insert **License No.** (Refer Figure 8).

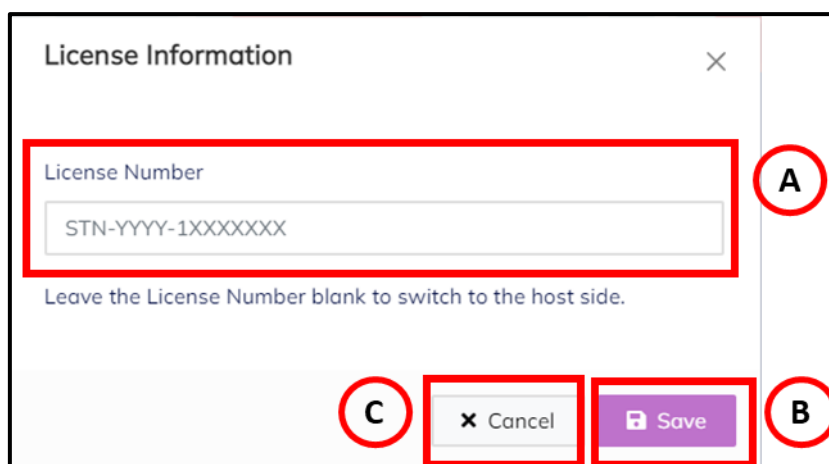


Figure 8 License Information Popup



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



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2 Applicant: Registration

2.1 Applicant: Application for Digital Platform Service Provider Registration (TTx-01A)

1. Application for Digital Platform Service Provider Registration (PPPD) (TTx-01A) has three part that need to complete for process registration; that is:
 - a. Part A: Details of Business (Refer Figure 9 and 10);
 - b. Part B: Details of Platform Digital Service Provider (Refer Figure 10);
 - c. Part C: Declaration of Applicant (Refer Figure 11).

Application For Digital Platform Service Provider Registration(PPPD)

Important Notes

If you have registered please check the status of the application [here](#) **A**

1. Please type in using BLOCK LETTERS.
2. Please refer to Tourism Tax Forms Guide.
3. Please refer to the attachment to fill in the item(s) that requires code.
4. Column with (*) is a mandatory field.
5. Please contact Customs Call Center at 1-300-888-500 / 03-78067200 or email ccc@customs.gov.my for further enquires.
6. Abbreviation
SST - Sales And Services Tax
GST - Goods and Services Tax
PBT - Local Authority
MOTAC - Ministry of Tourism and Culture

Part A: Details of Business

Business Registration No.* **B**

Name of Business*

Trading Name*

☐ Click if the name is same to Name of Business **C**

Business Address* **D**
(Please key-in premise address if different with business address)

Street Address 1

Street Address 2

Street Address 3

Select Country

Postal Code

City

State

Figure 9 Registration TTx-01A (1)

2. Click Link **Here** (A) for check status Application or License (Refer Figure 9)
3. System will display **MyTTx Registration Status Page** (Refer Figure 2).
4. Input Business Registration No. in **Business Registration No.** (B) field (Refer Figure 9).
Note: Mandatory field
5. Input Name of Business in **Name of Business** (B) field (Refer Figure 9).
Note: Mandatory field
6. Input Trading Name in **Trading Name** (B) field (Refer Figure 9).
Note: Mandatory field
7. If **Trading Name same as Name of Business**, can **tick checkbox** (C) (Refer Figure 9).
8. System will auto input Trading Name same as Business Name.
9. Input **Business Address** (D) in (Refer Figure 9) include:
 - a. Input Street Address 1



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- b. Input Street Address 2
- c. Input Street Address 3
- d. Select Country in Country (C) dropdown
- e. Input City
- f. Input State

Note: Mandatory field

The screenshot shows the 'Correspondence Address' section of the TTX-01A registration form. It includes fields for Street Address 1, 2, and 3, a Country dropdown, Postal Code, City, State, Telephone No., Fax No., Contact Person, Website Address, and Business Email Address. A checkbox labeled 'Click if the address same as Business Address' is highlighted with a red box and labeled 'A'. The entire form section is outlined with a red border and labeled 'B'. Below this is 'Part B: Details of Platform Digital Service Provider' with fields for Financial Year End and Date Begin Operation In Malaysia, labeled 'C'. At the bottom is 'Part C: Declaration of Applicant' with a declaration checkbox, labeled 'D'.

Figure 10 Registration TTx-01A (2)

10. Input **Correspondence Address** (B) in (Refer Figure 10) include:

- a. Input Street Address 1
- b. Input Street Address 2
- c. Input Street Address 3
- d. Select Country in Country dropdown
- e. Input City
- f. Input State

Note: Mandatory field

11. If **Correspondence Address same as Business Address**, can **tick checkbox** (A) (Refer Figure 10).

12. System will auto input on Correspondence Address same as Business Address.

13. Input Telephone No. in **Telephone No.** (B) field (Refer Figure 10).

Note: Input dial code in Dial Code dropdown for TTx-01A form and it is mandatory field

14. Input Fax No. in **Fax No.** (B) field (Refer Figure 10).

Note: Input dial code in Dial Code dropdown for TTx-01A form and it is mandatory field



15. Input Contact Person in **Contact Person** (B) field (Refer Figure 10).
Note: Mandatory field
16. Input Website Address in **Website Address** (B) field (Refer Figure 10).
Note: Mandatory field
17. Input Business Email Address in **Business Email Address** (B) field (Refer Figure 10).
Note: Validation to input correct email address and mandatory field
18. Select month in **Financial Year End** (C) (Refer Figure 10).
Note: Dropdown list and mandatory field
19. Select date in **Date Begin Operation** (C) (Refer Figure 10).
Note: Calendar and mandatory field
20. Applicant need to **tick checkbox** (D) to make declaration of applicant (Refer Figure 10).
21. System will display field for declaration before submit registration form (TTx-01A) (Refer Figure 11).

Part C: Declaration of Applicant

☒ I, hereby declare that the information stated in this form and any supporting documents attached (if any) are true, correct and complete and agree any notice to be served to me through electronic service*

Supporting Document*

Upload Supporting Document
[PDF, JPG, JPEG, PNG]

Date : 01/09/2022

Name of Applicant*

Identity Card No. / Passport No.*

Nationality*

Telephone No.*

Office Telephone No.*

Email Address*

Back Clear Register

Figure 11 Registration TTx-01A (3)

22. Insert Supporting Details in **Supporting Details** (A) field (Refer Figure 11)
Note:
 - a. Format Document: PDF, JPG, JPEG, PNG
 - b. Maximum: 2MB
 - c. Mandatory field
23. **Date** (B) field will auto populate based on current date (Refer Figure 11).
24. Input Name of Applicant in Name of Applicant (C) field (Refer Figure 11).
Note: Mandatory field
25. Choose and input **Identity Card No. / Passport No.** (C) (Refer Figure 11):



Identity Card No. / Passport No.*	IC - Identity Card No	A
	Identity Card No.	B
Nationality*	Malaysia	C

Figure 12 Identity Card No. Dropdown

- a. Choose **Identity Card No.** (A) – Need to insert **Identity Card No.** (B) field and **Nationality** (C) field will auto populate as Malaysia (Refer Figure 12)

Identity Card No. / Passport No.*	NP - Passport No	A
	Passport No.	B
Nationality*	Please Choose	C

Figure 13 Passport No. Dropdown

- b. Choose **Passport No.** (A) – Need to insert **Passport No** (B) field and choose Nationality in **Nationality** (C) dropdown (Refer Figure 13)

Note: Mandatory field

26. Input Telephone No. in **Telephone No.** (C) field (Refer Figure 11).
Note: Input dial code in Dial Code dropdown for TTx-01A form and it is mandatory field
27. Input Office Telephone No. in **Office Telephone No.** (C) field (Refer Figure 11).
Note: Input dial code in Dial Code dropdown for TTx-01A form and it is mandatory field
28. Input Email Address in Email Address (C) field (Refer Figure 11).
Note: Validation to input correct email address and mandatory field
29. Click **Back** (D) button to back on MyTTx Portals (Refer Figure 1).
30. Click on **Clear** button (E) to clear all field (Refer Figure 11).
31. Click on **Register** button (F) to view all details inserted by applicant on TTX-01A form before submit the application (Refer Figure 14).



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Application For Digital Platform Service Provider Registration(PPPD)

1. Please type in using BLOCK LETTERS.
2. Please refer to Tourism Tax Forms Guide.
3. Please refer to the attachment to fill in the item(s) that requires code.
4. Column with (*) is a mandatory field.
5. Please contact Customs Call Center at 1-300-888-500 / 03-78067200 or email ccc@customs.gov.my for further enquires.

6. Abbreviation

SST - Sales And Services Tax

GST - Goods and Services Tax

PBT - Local Authority

MOTAC - Ministry of Tourism and Culture

Part A: Details of Business

Business Registration No.*

Name of Business*

Trading Name*

☒ Click if the name is same to Name of Business

Business Address*

SELANGOR, Malaysia

A

Correspondence Address*

☒ Click if the address same as Business Address

SELANGOR, Malaysia

Telephone No.*

Fax No.*

Contact Person*

Website Address

Business Email Address

Part B: Details of Accommodation Premises

Financial Year End*

Date Begin Operation In Malaysia*

B



Part C: Declaration of Applicant

☒ I hereby declare that the information stated in this form and any supporting documents attached (if any) are true, correct and complete and agree any notice to be served to me through electronic service

Supporting Document*

Date : 02/09/2022

Name of Applicant* : [Redacted]

Identity Card No.* : IC - Identity Card No [Redacted]

Nationality* : Malaysia

Telephone No.* : [Redacted]

Office Telephone No.* : [Redacted]

Email Address* : [Redacted]

Back Confirm

D E

Figure 14 View Application TTx-01A before Confirm to Submit

32. Before applicant click submit button, applicant can **View Application** (A)(B)(C) (Refer Figure 14).
33. Click **Back** (D) button to edit application (Refer Figure 14)
34. System will display to applicant registration form to edit application (Refer Figure 9).
35. Click **Confirm** (E) button to Submit Application TTx-01 (Refer Figure 14).
36. System will display successful message (Refer Figure 15).

Note: Verification link will send automatically to email address that applicant inserted after submit the application

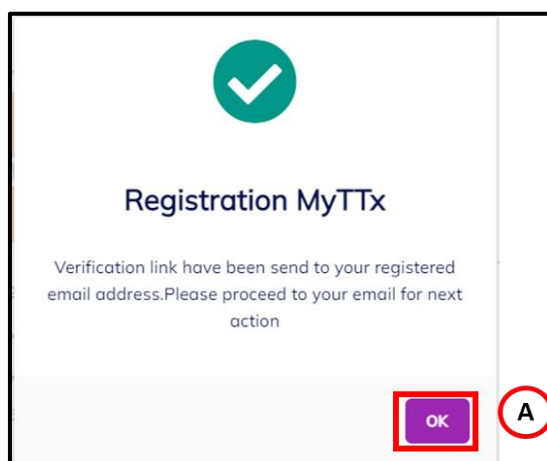


Figure 15 Successful Registration MyTTx Message

1. Click **OK** (A) button (Refer Figure 15).
2. System will directly go to portals (Refer Figure 1)



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3 Applicant: Email Verification

1. After submit Application Form (TTx-01/TTx-01A); applicant must take action to check email for verification.

3.1 Applicant: Application for Digital Platform Service Provider (TTx-01A) – Email Verification



Figure 16 Email template for verification by applicant (TTx-01A)

1. Click **link** (A) on email, to verify the Application (Refer Figure 16).
2. System will open verify page (Refer Figure 17).

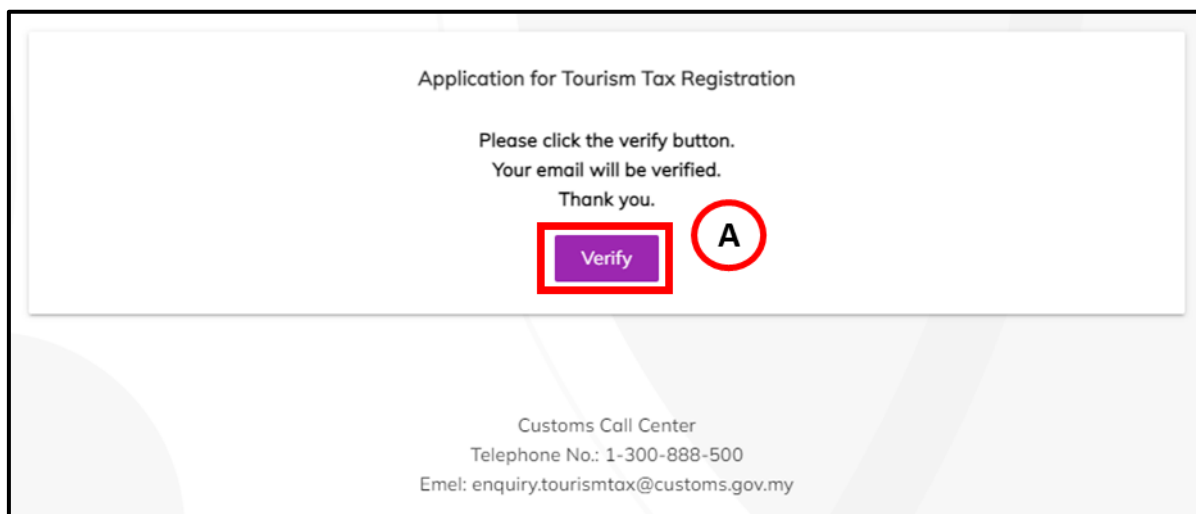


Figure 17 Email template for verification by applicant (TTx-01A)

3. Click **Verify** (A) button to verify the application (Refer Figure 17).
4. System will show successfully verified page (Refer Figure 18)

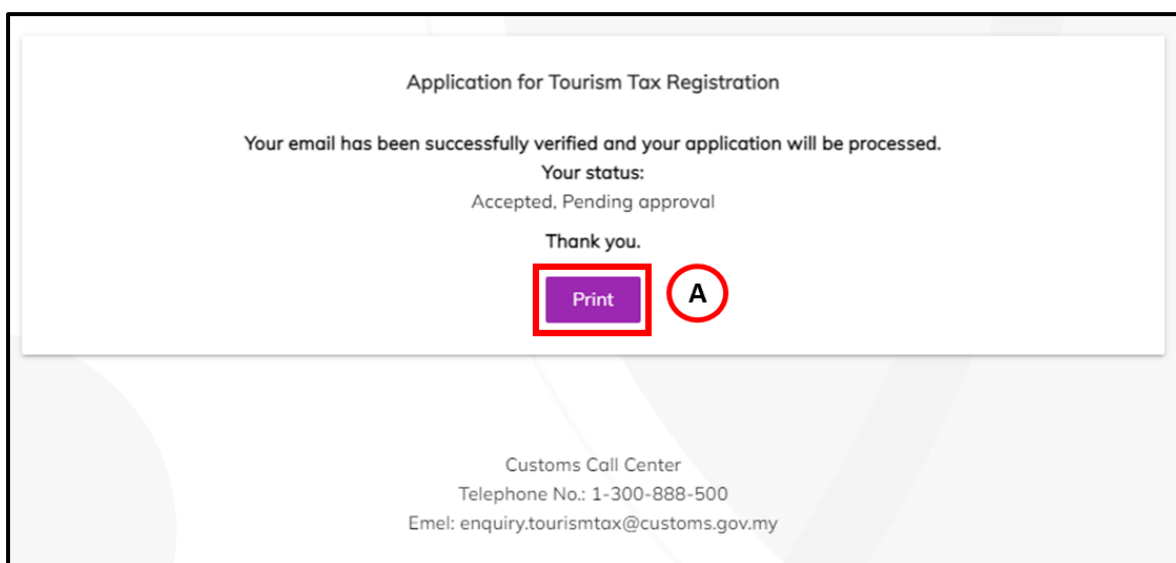


Figure 18 Successfully verified page

5. Click **Print** (A) button to view and print application form (Refer Figure 18).
6. System will show application registration form (TTx-01A) (Refer Figure 19)



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The screenshot displays the 'Application for Digital Platform Service Provider Registration' form. It is divided into three main sections: Part A (Details of Business), Part B (Details of Accommodation Premises), and Part C (Declaration of Applicant). Annotations A through E highlight specific features: A points to the 'Print' button at the top right; B points to the 'TTX-01A' application type dropdown; C points to the 'Application No.' field; D points to the 'Received Date/Time' field; and E points to the 'Part C: Declaration of Applicant' section. The form includes fields for business details, accommodation premises, and applicant information, all with red borders and labels.

Figure 19 View and print application registration form (TTx-01A)

7. Click **Print** (A) button to print the application registration form (Refer Figure 18).
8. System will show Print option to print the application registration form.
9. Application registration form will show **Type of Application** (B) (Refer Figure 19).
10. Application registration form will show **Application No.** (C) (Refer Figure 19).
11. Application registration form will show **Received Date / Time** (D) (Refer Figure 19).
12. Application registration form will show **All Details Applicant** (E) inserted (Refer Figure 19).



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4 Applicant: Query from JKDM Email

1. If officer from Jabatan Kastam Diraja Malaysia (JKDM) make query to applicant application, applicant will get email and need action from applicant to re-submit application.

4.1 Applicant: Application for Digital Platform Service Provider (TTx-01A) – Query from JKDM Email



Figure 20 Query email for applicant (TTx-01A)

1. Click **link** (A) on email, to checking query from officer and re-submit the application (Refer Figure 20).
2. System will open application registration form page (Refer Figure 21).



Application Registration

Application Status: Pending Query **A** Application No.: 161-2022-22000067 **B**

Details Of Business

Business Registration No. BRN001

Name of Business* HOT STUFF HOTEL

Trading Name* HOT STUFF HOTEL

☐ Click if the name is same to Name of Business

Business Address*

NO 12, JALAN TUNGKU IBRAHIM 5

BANDAR BARU BANGI

Street Address 3

Malaysia

43650 **Q** BANDAR BARU BANGI

SELANGOR

Correspondence Address*

NO 12, JALAN TUNGKU IBRAHIM 5

☐ Click if the address same as Business Address

BANDAR BARU BANGI

Street Address 3

Malaysia

43650 **Q** BANDAR BARU BANGI

SELANGOR

Telephone No.* +358 - Aland Islands 123432123

Fax No. +358 - Aland Islands 23432323

Contact Person* CASABELANCA

Website Address CASABELANCA.COM

Business Email Address* casabelanca1234@gmail.com

Details Of Accommodation Premises

Financial Year End* January

Date Begin Operation In Malaysia* 01/01/2016

Applicant Details

Name of Applicant*

Identity Card No. / Passport No.* IC - Identity Card No

Nationality* Malaysia

Telephone No.* +244 - Angola

Office Telephone No.* +376 - Andorra

Email Address*

Additional Details

Remark*

Supporting Document*

Upload Supporting Document
[PDF, JPG, JPEG, PNG]

Submit

F

Figure 21 Application Registration During Query (TTx-01A)



3. **Application Status** (A) will show pending query (Refer Figure 21).
4. **Application No.** (B) will show number application for the applicant (Refer Figure 21).
5. Applicant can edit details on application registration form (C) (Refer Figure 21).
6. Input Remarks in Remarks (D) field (Refer Figure 21).
Note: Mandatory field
7. Insert Supporting Details in **Supporting Details** (E) field (Refer Figure 21)
Note:
 - d. *Format Document: PDF, JPG, JPEG, PNG*
 - e. *Maximum: 2MB*
 - f. *Mandatory field*
8. Click **Submit** (F) button to resubmit the application (Refer Figure 21).
9. System will display confirmation re-submit application (Refer Figure 22).

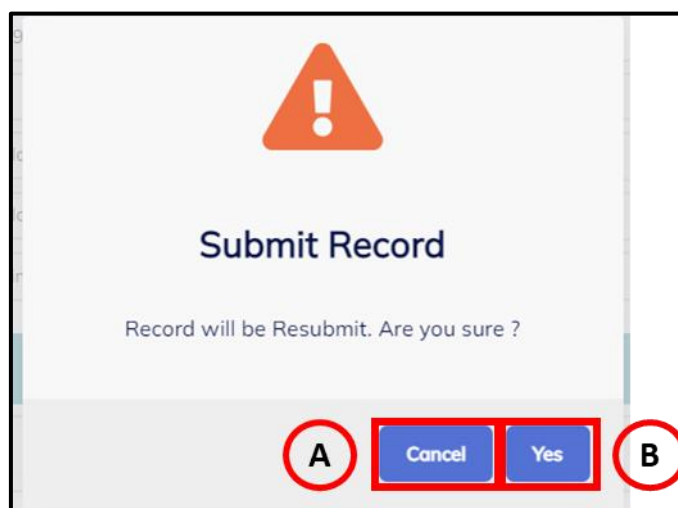


Figure 22 Confirmation Re-submit Application (TTx-01)

10. Click **Cancel** (A) button to cancel re-submit application (Refer Figure 22).
11. System will back to Application Registration page (Refer Figure 21).
12. Click **Yes** (B) button to resubmit application (Refer Figure 22).
13. System will display successful resubmit application (Refer Figure 23).



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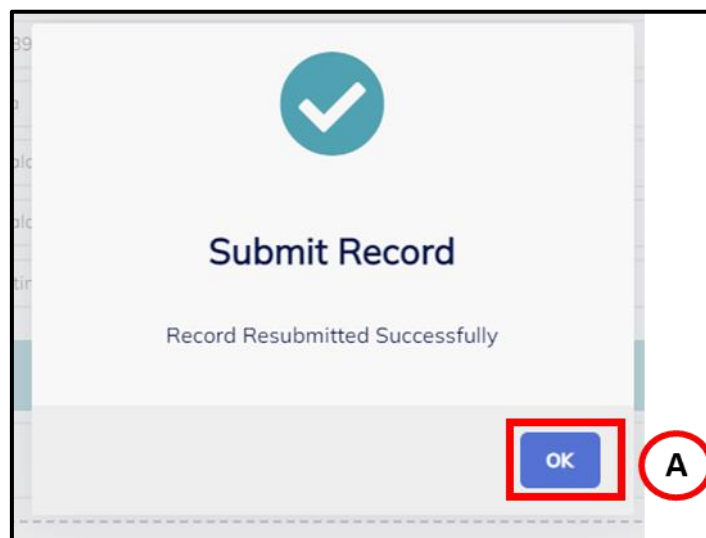


Figure 23 Successfully Create Request

14. Click **OK** (A) button (Refer Figure 23).
15. System will directly go to MyTTx Portals (Refer Figure 1).



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5 Applicant: Application Approval Email

1. After office approve the application, applicant will get email with login information and approval letter or certificate.

5.1 Applicant: Application for Digital Platform Service Provider (TTx-01A) – Application Approval Email

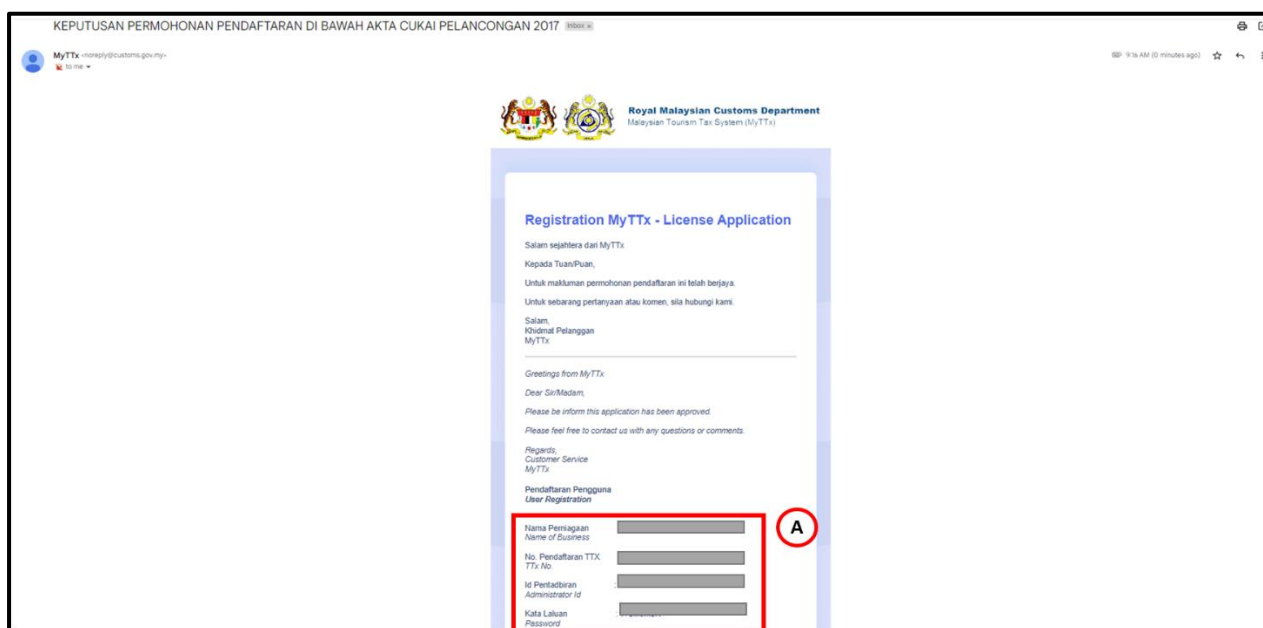


Figure 24 Approval Email for Applicant (TTx-01A)

2. Label (A) will show login details for applicant login to MyTTx (Refer Figure 24).



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		ROYAL MALAYSIAN CUSTOMS DEPARTMENT PUSAT PEMROSESAN KASTAM ARAS 1, BLOK A, KOMPLEKS KASTAM WPKL JALAN SS 6/3, KELANA JAYA 47301 PETALING JAYA, SELANGOR																																						
Telefon : 03-78067200 / 1-300-888-500		Faksimile : 03-78067599		Laman Web : www.myttx.customs.gov.my																																				
E-Mel : enquiry.tourismtax@customs.gov.my																																								
<hr/>																																								
A			B	Our Reference :																																				
				Date :	05/09/2022																																			
C	BANDAR BARU BANGI 43650 BANDAR BARU BANGI SELANGOR			Registration No. :																																				
<p>Sir / Madam,</p> <p>APPROVAL OF REGISTRATION UNDER SECTION 20c TOURISM TAX ACT 2017 AS DIGITAL PLATFORM SERVICE PROVIDER</p> <p>Please be informed that you have been registered under Tourism Tax Act 2917 and details of your account as digital platform service provider shall be as follows:</p>																																								
<table border="0"><tr><td>Application Date</td><td>:</td><td>05/09/2022</td><td rowspan="10">D</td></tr><tr><td>Registration Effective Date</td><td>:</td><td>01/10/2022</td></tr><tr><td>Accounting Basis</td><td>:</td><td>Payment Basis</td></tr><tr><td>Taxable Period</td><td>:</td><td>Quarterly</td></tr><tr><td>First Taxable Period</td><td>:</td><td>01/10/2022 hingga 31/10/2022</td></tr><tr><td>Last date for Return Submission and Payment</td><td>:</td><td>30/11/2022</td></tr><tr><td>Second Taxable Period</td><td>:</td><td>01/11/2022 hingga 31/01/2023</td></tr><tr><td>Last date for Return Submission and Payment</td><td>:</td><td>28/02/2023</td></tr><tr><td>Subsequent Taxable Period</td><td>:</td><td>Every Quarterly</td></tr><tr><td>Last date for Return Submission and Payment Taxable</td><td>:</td><td>Last day of the month following the end of period</td></tr><tr><td>Controlling Station and Address</td><td>:</td><td colspan="2">IBU PEJABAT BAHAGIAN GST MENARA TULUS LEVEL 4 BLOCK A MENARA TULUS PRECINT 3 PUTRAJAYA 43650 SELANGOR</td></tr></table>						Application Date	:	05/09/2022	D	Registration Effective Date	:	01/10/2022	Accounting Basis	:	Payment Basis	Taxable Period	:	Quarterly	First Taxable Period	:	01/10/2022 hingga 31/10/2022	Last date for Return Submission and Payment	:	30/11/2022	Second Taxable Period	:	01/11/2022 hingga 31/01/2023	Last date for Return Submission and Payment	:	28/02/2023	Subsequent Taxable Period	:	Every Quarterly	Last date for Return Submission and Payment Taxable	:	Last day of the month following the end of period	Controlling Station and Address	:	IBU PEJABAT BAHAGIAN GST MENARA TULUS LEVEL 4 BLOCK A MENARA TULUS PRECINT 3 PUTRAJAYA 43650 SELANGOR	
Application Date	:	05/09/2022	D																																					
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Controlling Station and Address	:	IBU PEJABAT BAHAGIAN GST MENARA TULUS LEVEL 4 BLOCK A MENARA TULUS PRECINT 3 PUTRAJAYA 43650 SELANGOR																																						

Figure 25 Approval Letter for Applicant (TTx-01A)

3. Data (A) show company name (Refer Figure 25).
4. Data (B) show trading name (Refer Figure 25).
5. Data (C) show business address (Refer Figure 25).
6. Label (D) will show login applicant details (Refer Figure 25).



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No. Sijil :
Certificate No.


JABATAN KASTAM DIRAJA MALAYSIA
ROYAL MALAYSIAN CUSTOMS DEPARTMENT

User Registration

Nama Perdagangan :
Trading Name

Nama Perniagaan :
Name of Business

ID Pentadbir :
Administrator ID

Kata laluan :
Password

A

Figure 26 Login Details for Applicant (TTx-01A)

7. Data (A) show login details for applicant (Refer Figure 26).



6 Applicant: Application Rejected Email

1. After office rejected the application, applicant will get email.
2. Applicant can resubmit their application but must before 14 days after rejected date.

6.1 Applicant: Application for Digital Platform Service Provider (TTx-01A) – Application Rejected Email



Figure 27 Rejected Email for Applicant (TTx-01A)

1. Click link (A) to resubmit the application (Refer Figure 27).
Note: Can refer query resubmit process (Refer Page 21)
2. Applicant can resubmit their application after rejected from officer.
3. After 14 days; the link will block so applicant need to submit new registration.