



# **JABATAN KASTAM DIRAJA MALAYSIA**

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## **USER MANUAL**

MALAYSIAN TOURISM TAX (MyTTx)

PAYMENT MODULE

FPX Payment

by

Operator

VERSION 2.0


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## 1 Payment sub-menu

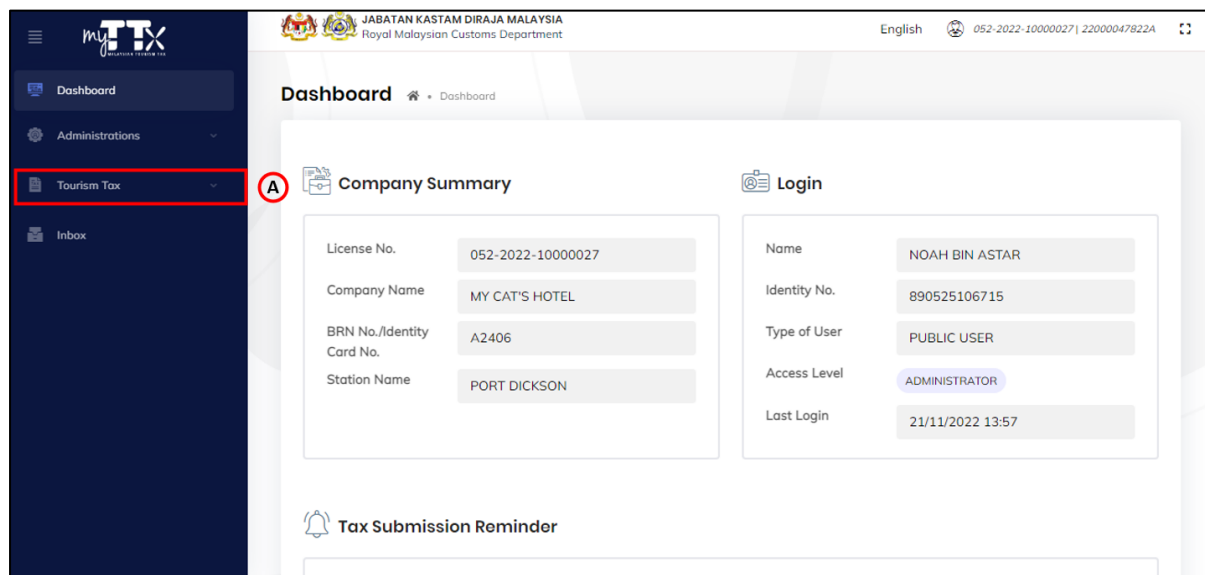


Figure 1 Tourism Tax menu

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

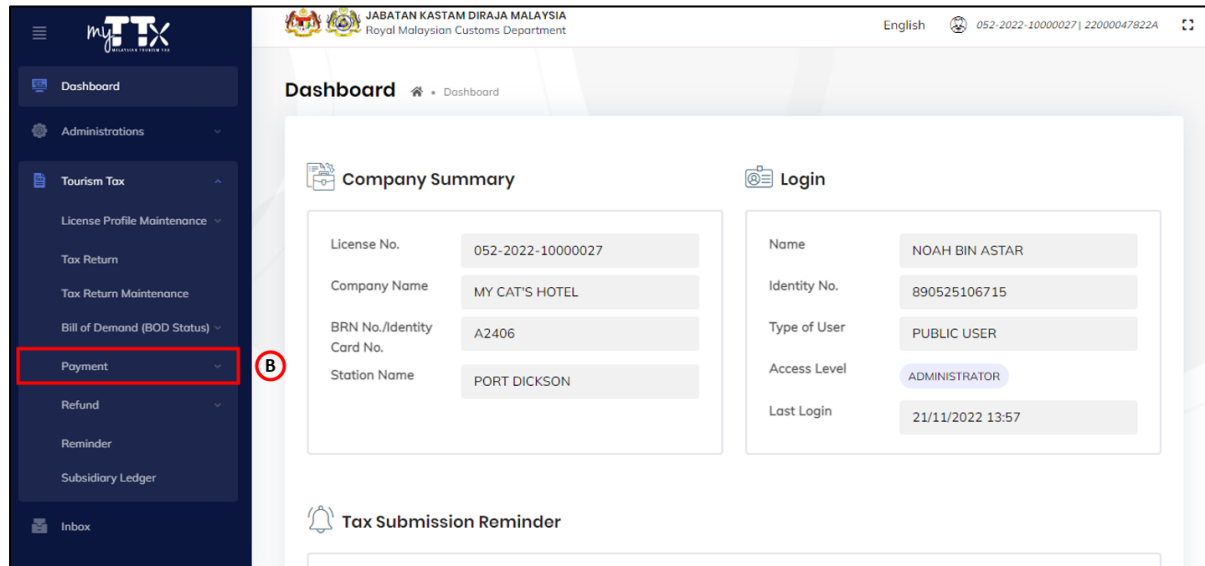



Figure 2 Tourism Tax sub-menu

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

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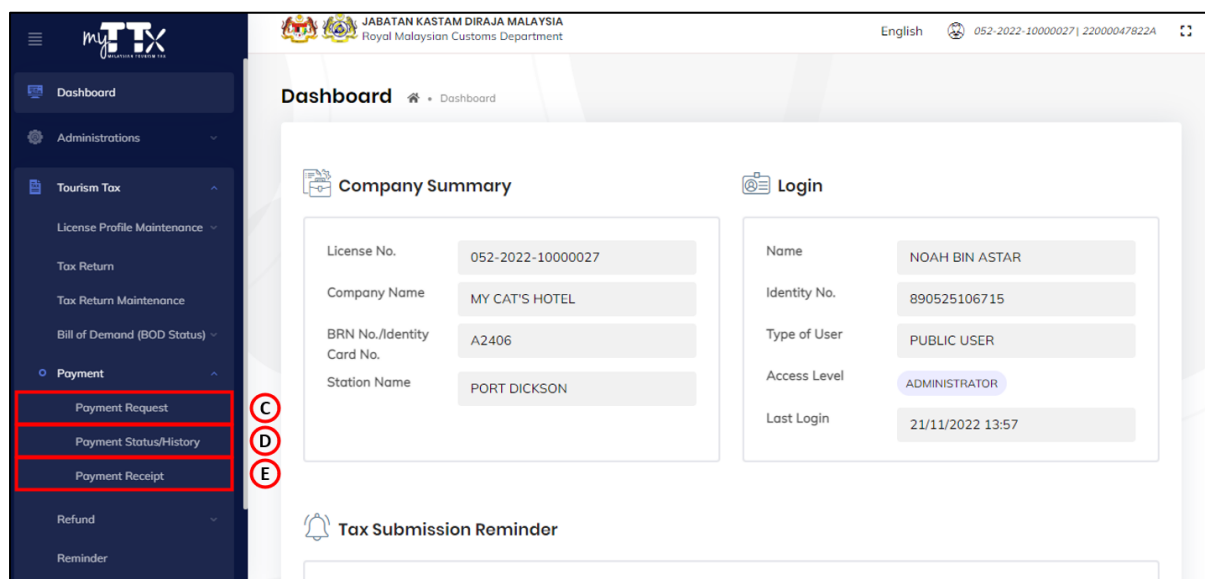
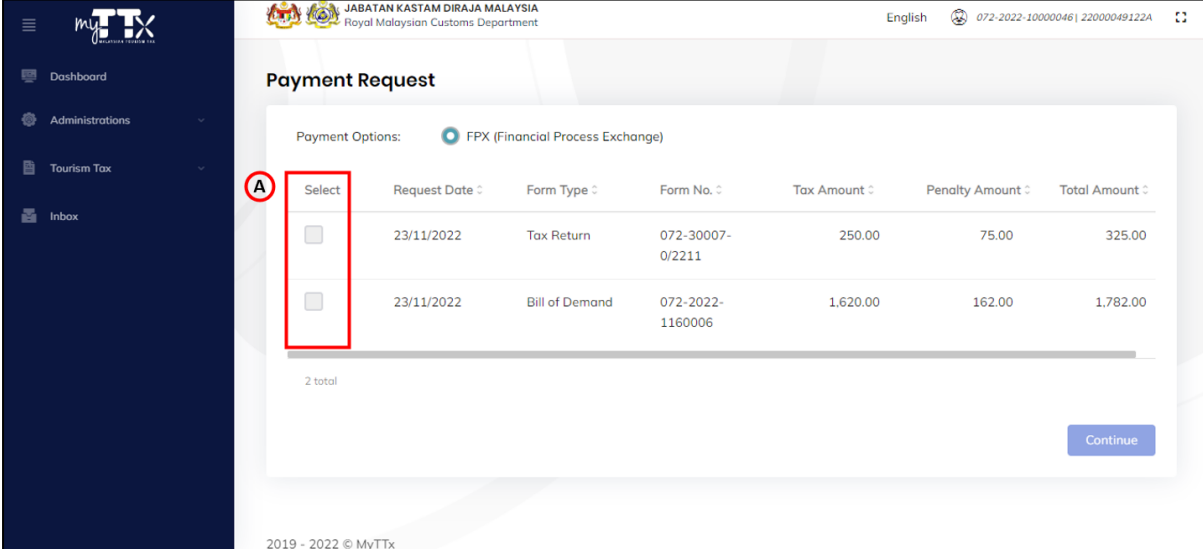


Figure 3 Payment sub-menu

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

## 1.1 Payment Request



**Payment Request**

Payment Options: ☒ FPX (Financial Process Exchange)

Select	Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
<input type="checkbox"/>	23/11/2022	Tax Return	072-30007-0/2211	250.00	75.00	325.00
<input type="checkbox"/>	23/11/2022	Bill of Demand	072-2022-1160006	1,620.00	162.00	1,782.00

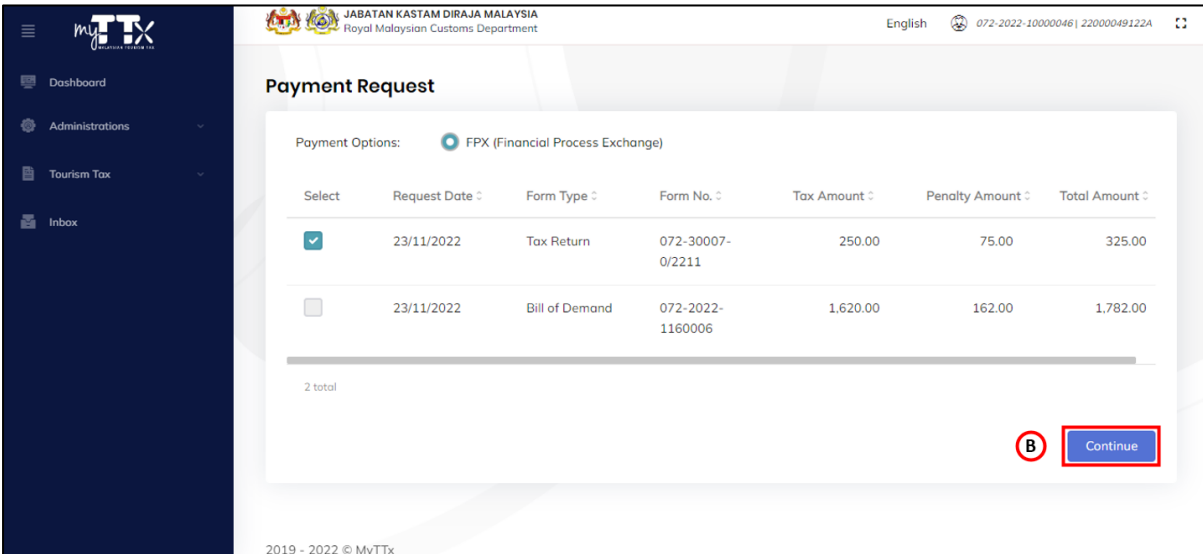
2 total

[Continue](#)

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Figure 4 Payment Request page

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



**Payment Request**

Payment Options: ☒ FPX (Financial Process Exchange)

Select	Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
<input checked="" type="checkbox"/>	23/11/2022	Tax Return	072-30007-0/2211	250.00	75.00	325.00
<input type="checkbox"/>	23/11/2022	Bill of Demand	072-2022-1160006	1,620.00	162.00	1,782.00

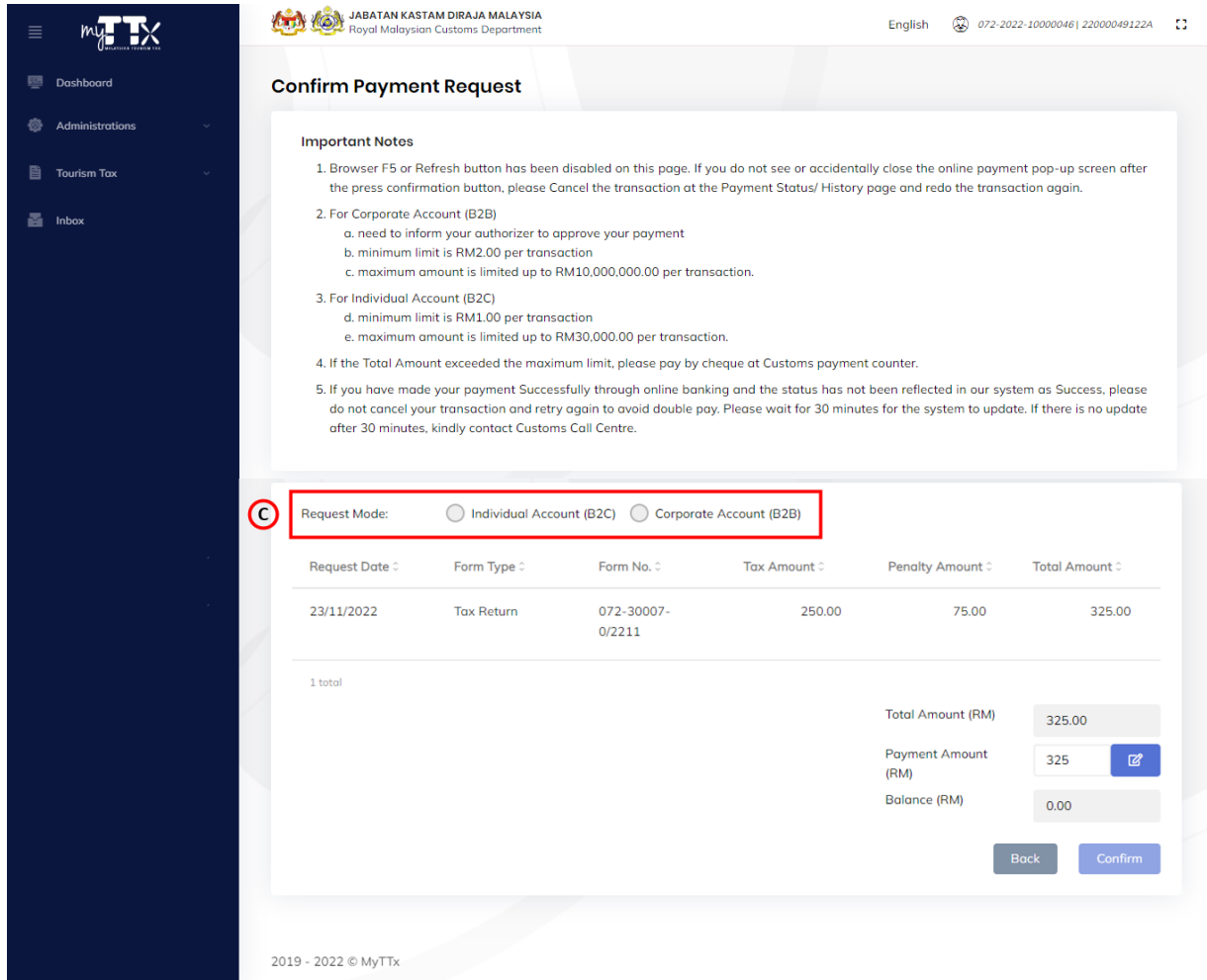
2 total

[Continue](#)

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Figure 5 Select Payment Request to-be pay

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



**Confirm Payment Request**

**Important Notes**

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

**Request Mode:** ☒ Individual Account (B2C) ☐ Corporate Account (B2B)

Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
23/11/2022	Tax Return	072-30007-0/2211	250.00	75.00	325.00

1 total

Total Amount (RM) 325.00

Payment Amount (RM) 325

Balance (RM) 0.00

Back Confirm

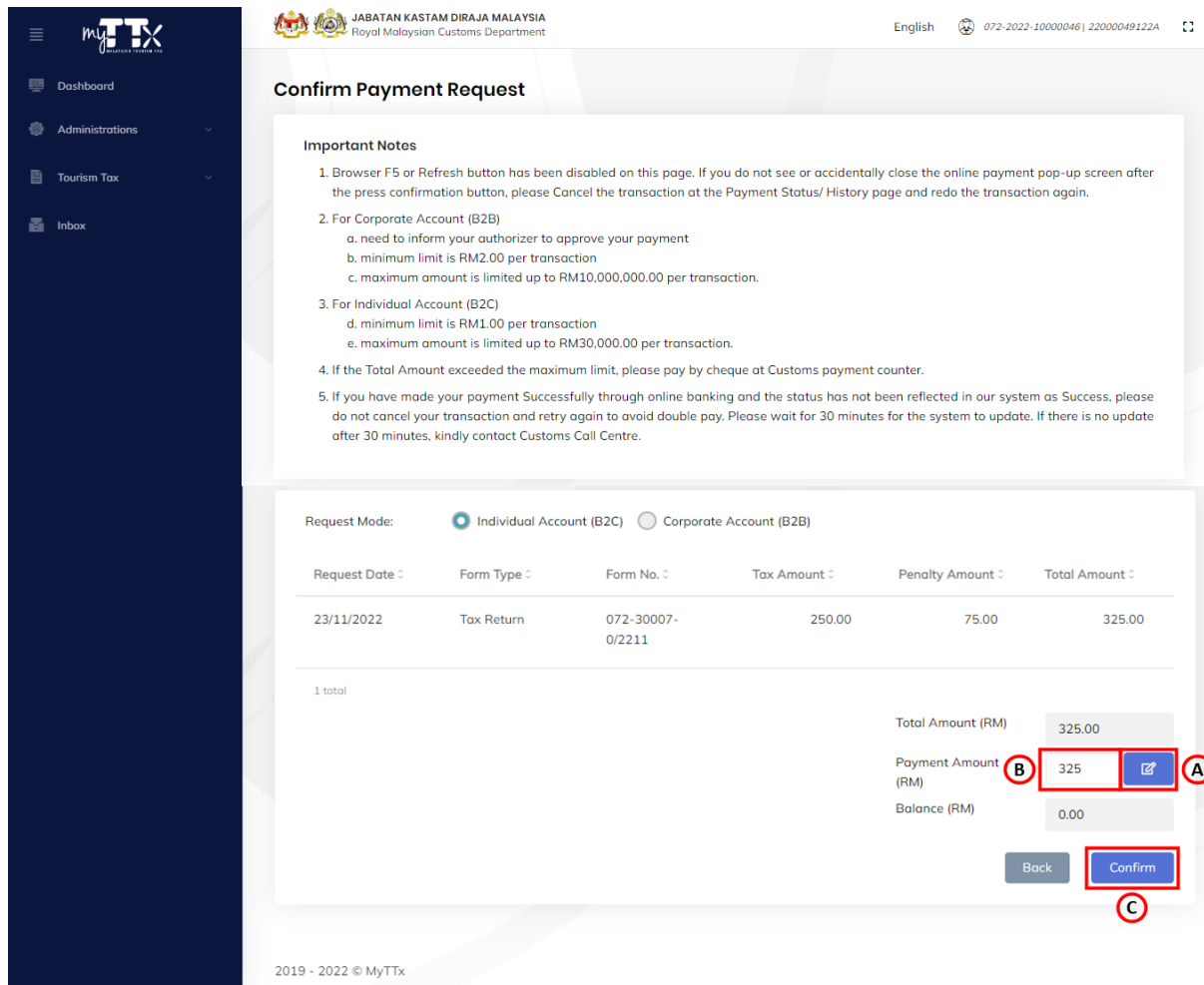
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Figure 6 Confirm Payment Request page

4. Choose the **Request Mode** (C) (Refer Figure 6).



### 1.1.1 Request Mode: Individual Account (B2C)



**Confirm Payment Request**

**Important Notes**



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

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

Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
23/11/2022	Tax Return	072-30007-0/2211	250.00	75.00	325.00

1 total

Total Amount (RM) 325.00


Payment Amount (RM)   

Balance (RM)

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Figure 7 Request Mode - Individual Account (B2C)

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

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Bank fee RM 0.50 will be imposed to tax payer

Are you sure want to proceed?

D

Figure 8 Payment Confirmation Message

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


**Jabatan Kastam Diraja Malaysia**  
 Royal Malaysian Customs Department Payment Page


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**Payment Confirmation**

Transaction Date: 23/11/2022  
 Order No.: 20221123900010  
 Payment Channel: B2C  
 Item Summary: A12345  
 Total Amount: RM 325.00  
 Bank:\* -Select Bank- E  
 Customer Email:

By clicking on the "Pay via FPX" button , you agree to FPX's [Terms & Conditions](#).

F




\*If popup blocker is active, please disable and press refresh

List of Patricipating bank that offering FPX as per link below:  
<http://www.myclear.org.my/business-fpx/banks-tpa.html>

Figure 9 Payment Gateway

7. Choose the **Bank** from the Bank dropdown list (E) (Refer Figure 9).
- Note: Mandatory field

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



**FPX Transaction Status**

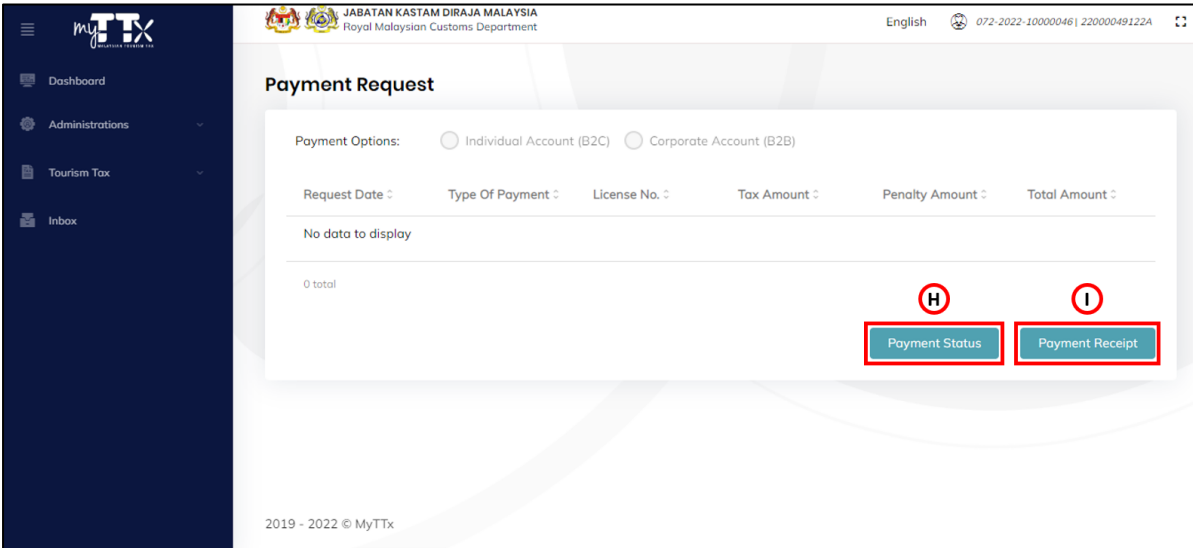
**Successful Transaction**

Seller Order No : 20221123900010  
Order Amount : RM325.00  
FPX Transaction ID : 2211231109000097  
Buyer Bank Name : SBI BANK A  
Buyer Name : N@m3()/PYN .-&B'UYER  
Transaction Date : 23/11/2022 11:09:00 AM

G  
Continue Print

Figure 10 FPX Transaction Status page

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



**Payment Request**

Payment Options: ☐ Individual Account (B2C) ☐ Corporate Account (B2B)

Request Date : Type Of Payment : License No. : Tax Amount : Penalty Amount : Total Amount :


No data to display

0 total

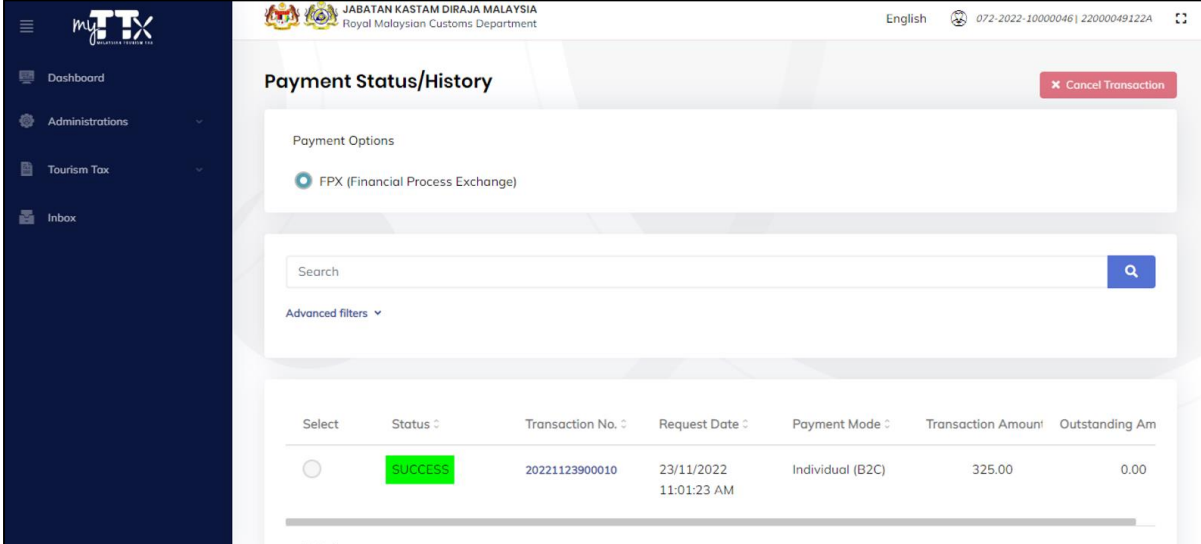
H I  
Payment Status Payment Receipt

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Figure 11 Payment Request (After payment)

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



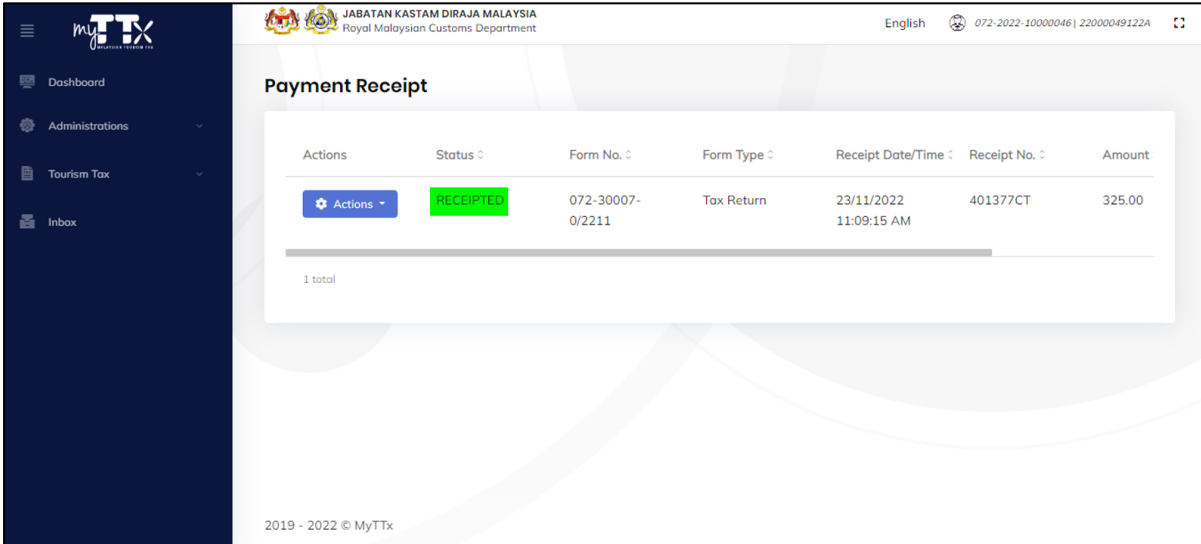
The screenshot shows the 'Payment Status/History' page. On the left is a dark blue sidebar with the 'myTTX' logo and navigation links: Dashboard, Administrations, Tourism Tax, and Inbox. The main content area has a header with the Jabatan Kastam Diraja Malaysia logo and name, language settings (English), and a user ID. Below the header, there's a 'Payment Options' section with a radio button for 'FPX (Financial Process Exchange)'. A search bar and 'Advanced filters' are present. The main table lists transaction details:

Select	Status	Transaction No.	Request Date	Payment Mode	Transaction Amount	Outstanding Am
<input type="radio"/>	SUCCESS	20221123900010	23/11/2022 11:01:23 AM	Individual (B2C)	325.00	0.00

At the bottom, it indicates '1 total'.

Figure 12 Payment Status/History page

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



The screenshot shows the 'Payment Receipt' page. It features the same sidebar as Figure 12. The main content area has a header with the same information. Below the header, there's a table listing receipt details:

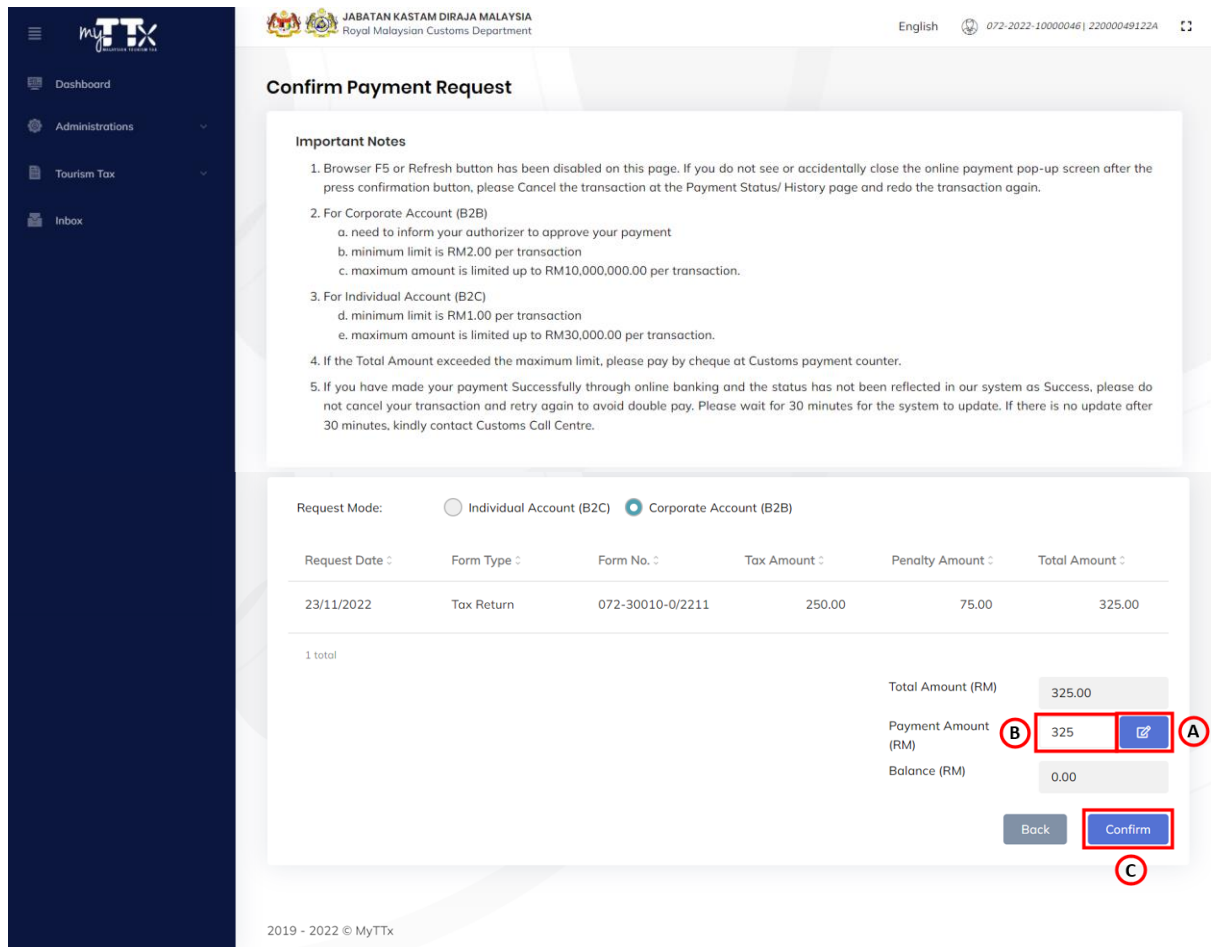
Actions	Status	Form No.	Form Type	Receipt Date/Time	Receipt No.	Amount
<input type="button" value="Actions"/>	RECEIPTED	072-30007-0/2211	Tax Return	23/11/2022 11:09:15 AM	401377CT	325.00

At the bottom, it indicates '1 total'.

Figure 13 Payment Receipt

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

### 1.1.2 Request Mode: Corporate Account (B2B)



**Confirm Payment Request**

**Important Notes**

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

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

Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
23/11/2022	Tax Return	072-30010-0/2211	250.00	75.00	325.00

1 total

Total Amount (RM) 325.00

Payment Amount (RM) **B** 325 **A**


Balance (RM) 0.00

Back Confirm **C**

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Figure 14 Request Mode - Corporate Account (B2B)

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

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Bank fee RM 1.00 will be imposed to tax payer


Are you sure want to proceed?

(D)


Cancel
OK

Figure 15 Payment Confirmation Message

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



**Jabatan Kastam Diraja Malaysia**  
Royal Malaysian Customs Department Payment Page




Payment Confirmation

Transaction Date: 23/11/2022  
Order No.: 20221123900048  
Payment Channel: B2B  
Item Summary: A12345  
Total Amount: RM 325.00  
Bank:\* (E)  
Customer Email:

(F)

Pay via FPX
Back




*\*If popup blocker is active, please disable and press refresh*

List of Patricipating bank that offering FPX as per link below:  
<http://www.myclear.org.my/business-fpx/banks-tpa.html>

Figure 16 Payment Gateway

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

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



**FPX Transaction Status**

**Authorization Pending (B2B)**

Seller Order No : 20221123900048  
Order Amount : RM325.00  
FPX Transaction ID : 2211232248220558  
Buyer Bank Name : SBI BANK A  
Buyer Name : N@m3()/PYN.-&B'UYER  
Transaction Date : 23/11/2022 10:48:22 PM

G  
Continue Print

*Figure 17 FPX Transaction Status page*

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



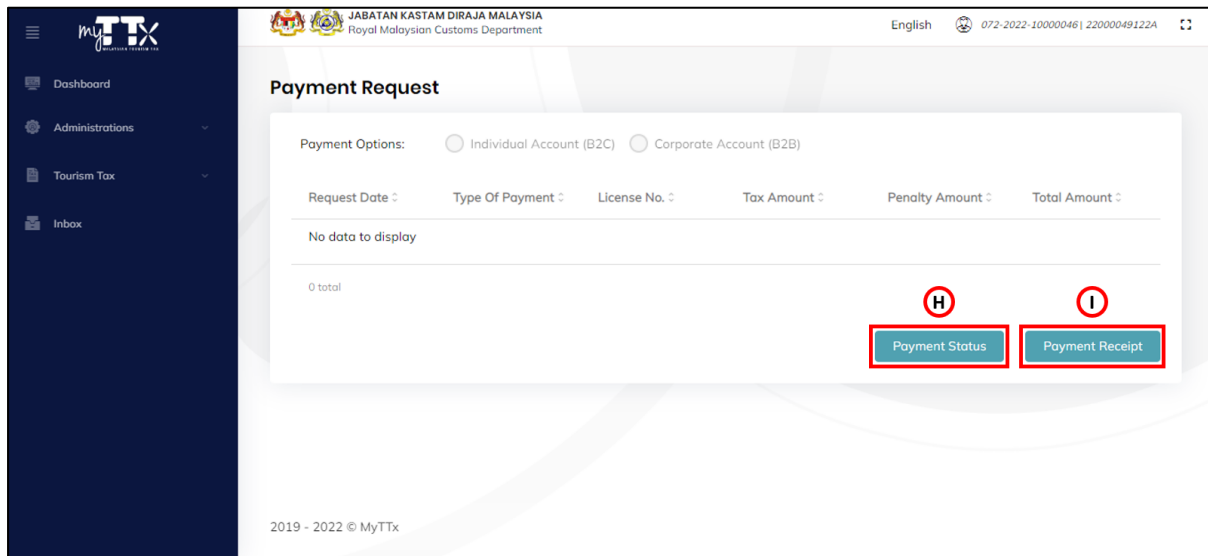


Figure 18 Payment Request (After payment)

14. Click on **Payment Status** button (H) to view the transaction status (Refer Figure 18).
15. System will display the **Payment Status/ History** page (Figure 19).

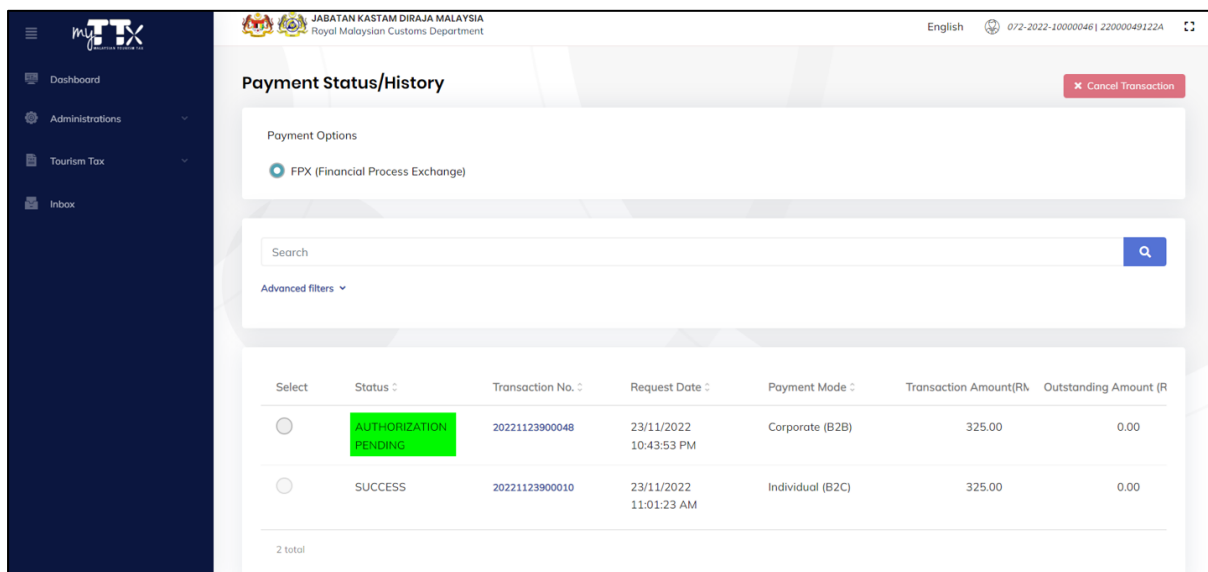


Figure 19 Payment Status/History page (Authorization Pending)

16. System will update the payment status to Success (Refer Figure 19).
17. Once the payment is approved by the Authorizer in the Bank website, system will update the payment status to Success (Refer Figure 20).





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**Payment Status/History**

Payment Options

- FPX (Financial Process Exchange)

Search

Advanced filters

Select	Status	Transaction No.	Request Date	Payment Mode	Transaction Amount (RM)	Outstanding Amount (RM)
<input type="radio"/>	SUCCESS	20221123900048	23/11/2022 10:43:53 PM	Corporate (B2B)	325.00	0.00
<input type="radio"/>	SUCCESS	20221123900010	23/11/2022 11:01:23 AM	Individual (B2C)	325.00	0.00

2 total

Figure 20 Payment Status/History page (Success)

**Payment Receipt**

Actions	Status	Form No.	Form Type	Receipt Date/Time	Receipt No.	Amount	Print Count
<a href="#">Actions</a>	RECEIPTED	072-30010-0/2211	Tax Return	23/11/2022 11:05:57 PM	401416CT	325.00	0
<a href="#">Actions</a>	RECEIPTED	072-30009-0/2211	Tax Return	23/11/2022 01:20:57 PM	500588CT	1,015.00	0
<a href="#">Actions</a>	RECEIPTED	072-30008-0/2211	Tax Return	23/11/2022 01:20:57 PM	500587CT	390.00	0
<a href="#">Actions</a>	RECEIPTED	072-30007-0/2211	Tax Return	23/11/2022 11:09:15 AM	401377CT	325.00	0

4 total

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Figure 21 Payment Receipt

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

## 1.2 Payment Status/History

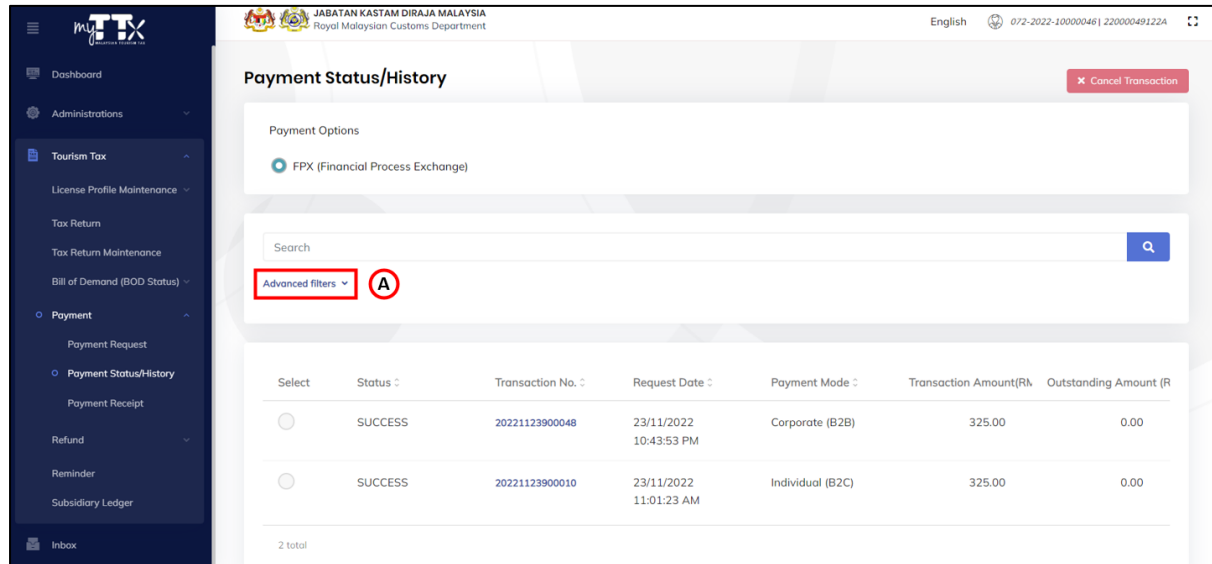


Figure 22 Payment Status/History page

1. Click on **Advanced Filter** (A) to filter the Payment Status/History table list (Refer Figure 22).
2. System will display the filter fields (Refer Figure 23).

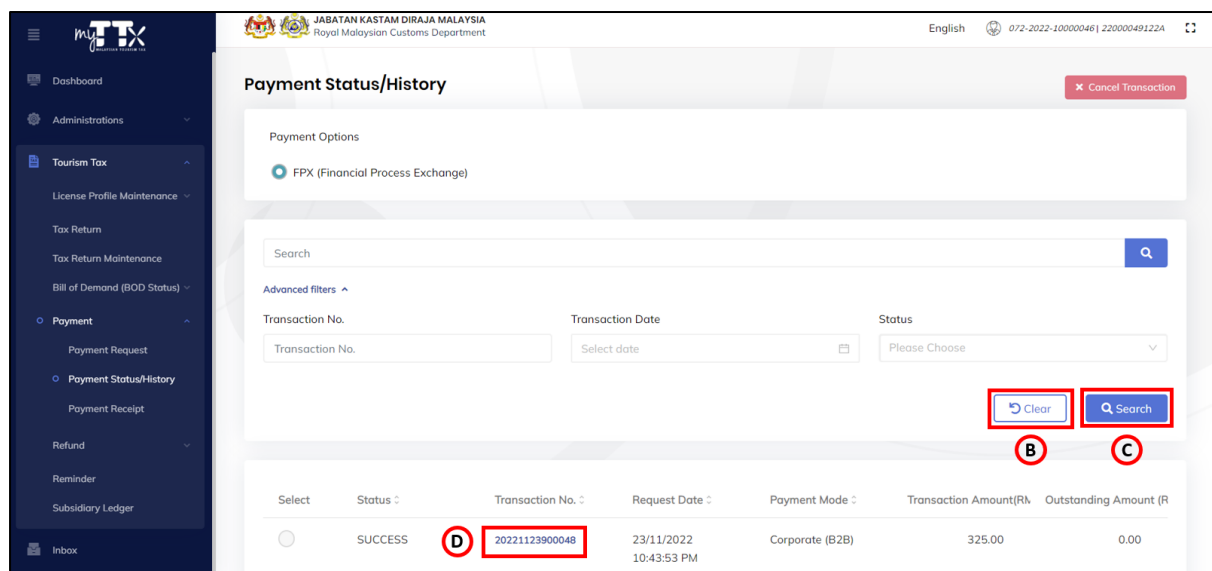


Figure 23 Filter table list for Payment Status/History

3. Filter the Payment Status/History table list by
  - a. Transaction No.
  - b. Transaction Date
  - c. Status



4. Click on **Clear** button (B) to clear all the filter fields (Refer Figure 23).
5. Click on **Search** button (C) to filter the Payment Status/History table list (Refer Figure 23).
6. Click on **Transaction No** hyperlink (D) to view the Payment Status/History details (Refer Figure 23).

### 1.2.1 View the Payment Status/History Details

Payment Status/History Details					✕	
Transaction No. ◯	Type Of Payment ◯	Form No. ◯	Actual Amount(RM) ◯	Paid Amount ◯		
20221123900048	Tax Return	072-30010-0/2211	325.00	325.00		
1 total						
					(A) <span>Close</span>	

Figure 24 Payment Status/History Details

1. Click on **Close** button (A) to return back Payment Status/History page (Refer Figure 24).



## 1.2.2 Cancel the transaction

### 1.2.2.1 Send To Online Payment Status

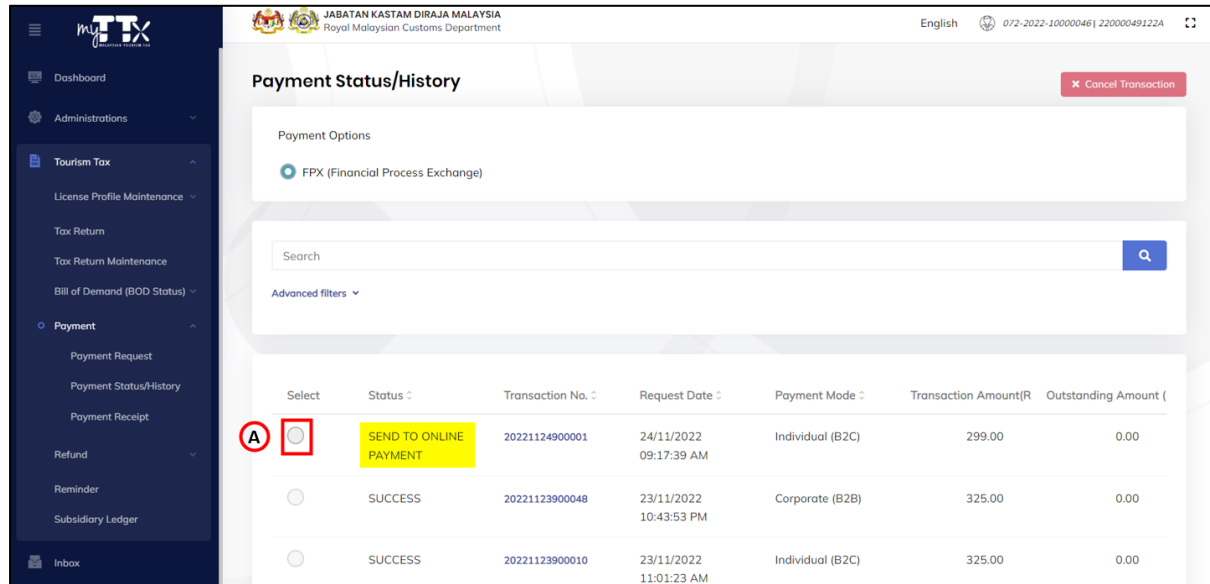


Figure 25 Cancel transaction (Send to Online Payment)

1. Click on radio button for the transaction with *Send to Online Payment* status (A) (Refer Figure 25).
2. System will enable the **Cancel Transaction** button (B) (Refer Figure 26).

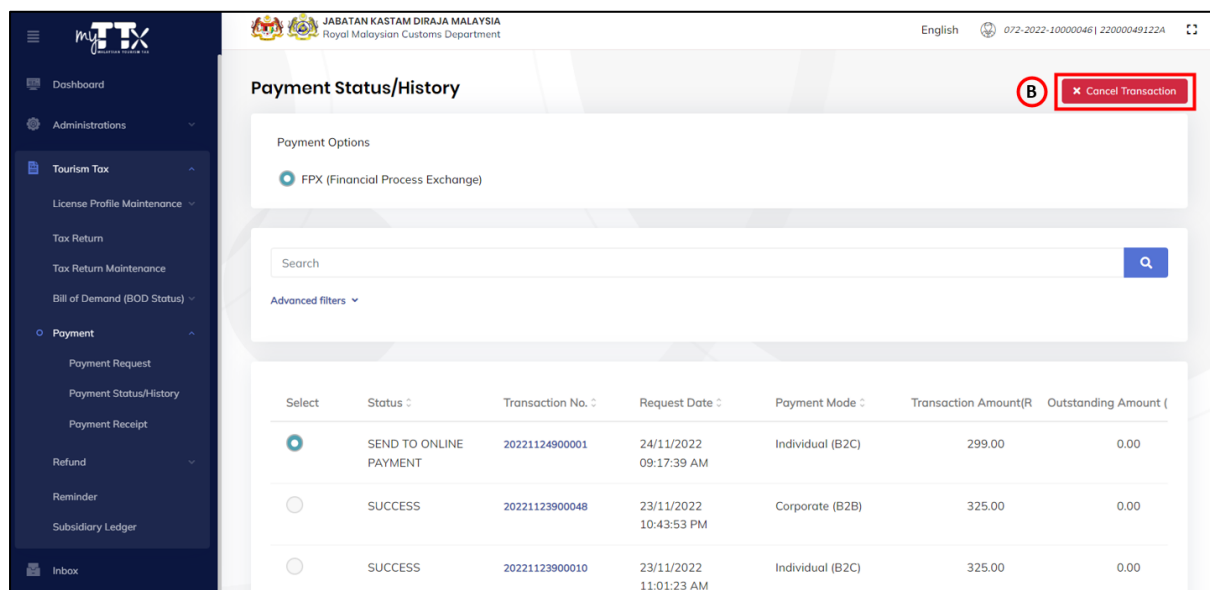


Figure 26 Click on cancel transaction (Send to Online Payment)

- Click on **Cancel Transaction** button (B) to cancel the transaction with *Send to Online Payment* status (Refer Figure 26).
- System will display the **Cancel Transaction** window (Refer Figure 27).

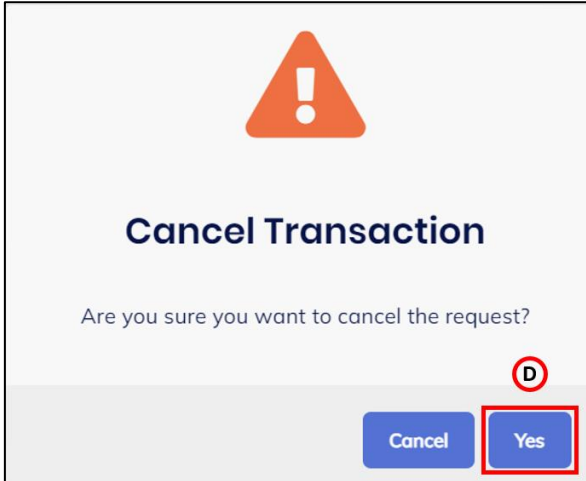


Transaction No. ⌵	Type Of Payment ⌵	Form No. ⌵	Actual Amount(RM) ⌵	Paid Amount ⌵
20221124900001	Tax Return	072-30011-0/2211	299.00	0.00

1 total

Figure 27 Cancel Transaction window

- Click on **Confirm** button (C) to proceed with cancel the transaction (Refer Figure 27).
- System will display the confirmation message (Refer Figure 28).




  
**Cancel Transaction**  
 Are you sure you want to cancel the request?

Figure 28 Confirmation message to Cancel Transaction

- Click on **Yes** button (D) (Refer Figure 28).
- System will display the success message (Refer Figure 29).

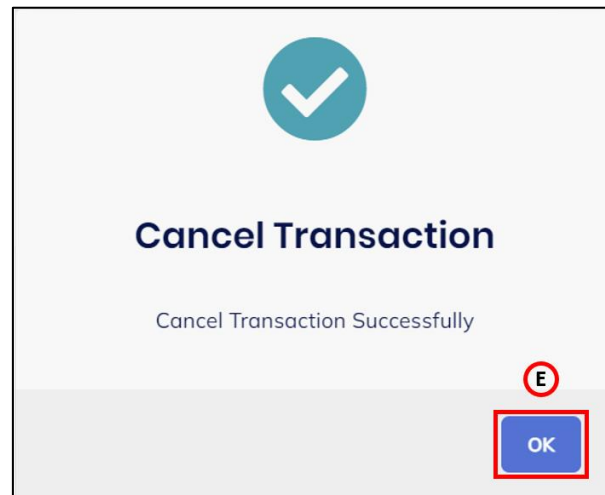


Figure 29 Success message for Cancel Transaction

9. Click on **Ok** button (E) (Refer Figure 29).
10. System will display the **Payment Status/History** page (Refer Figure 30).

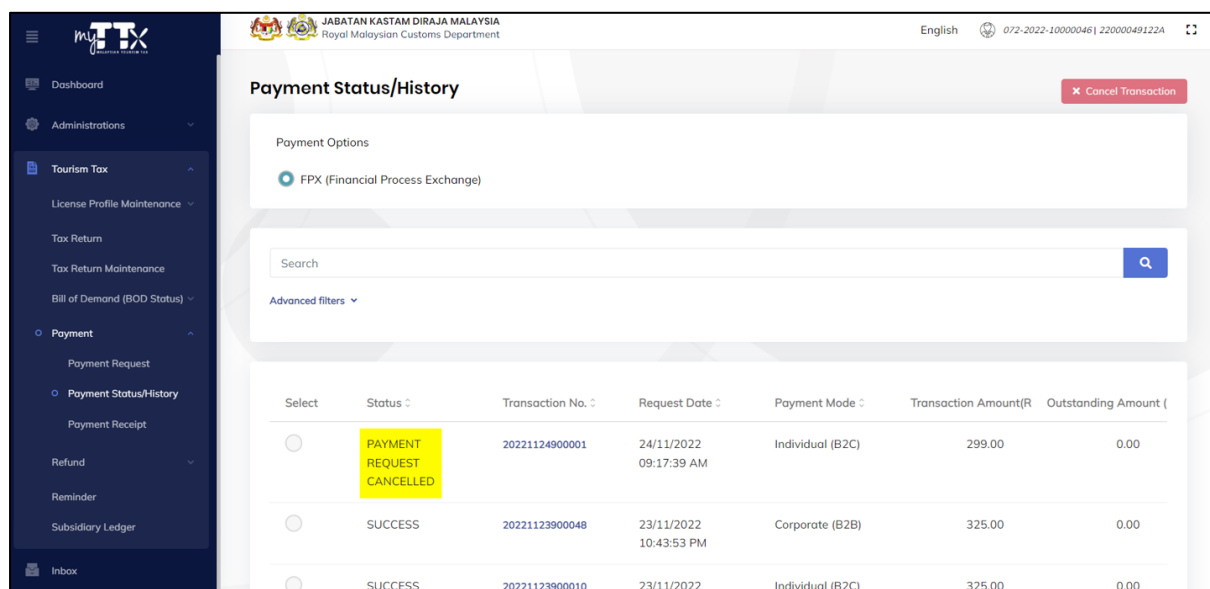


Figure 30 Payment Status/History (After cancel transaction)

11. System will update the payment status to *Payment Request Cancelled* (Refer Figure 30).

### 1.2.2.2 Authorization Pending Status

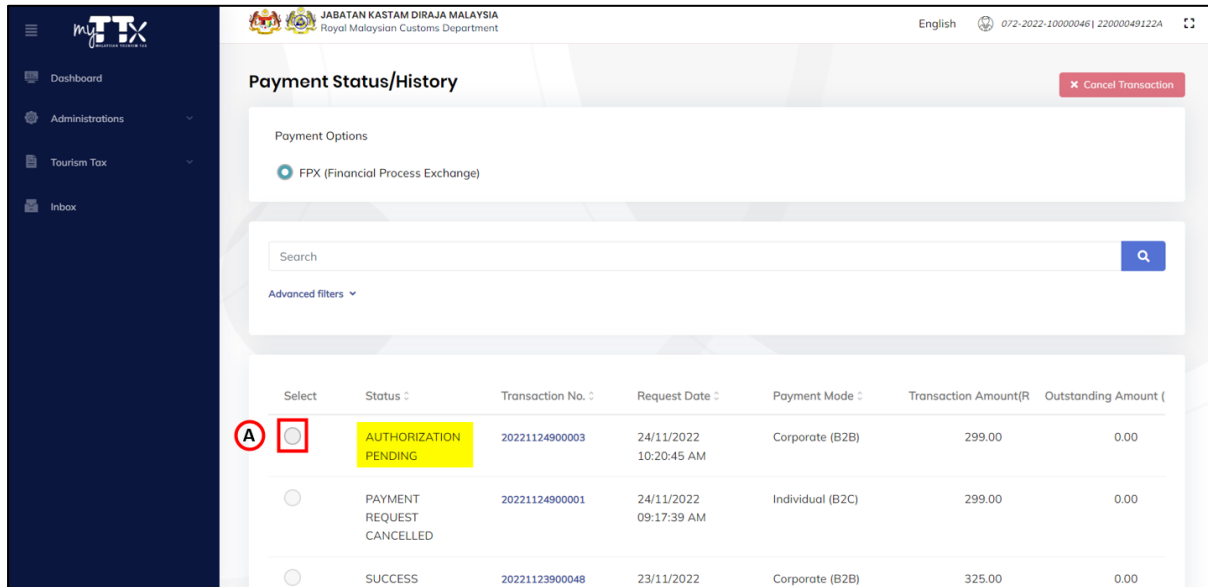


Figure 31 Cancel transaction (Authorization Pending)

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

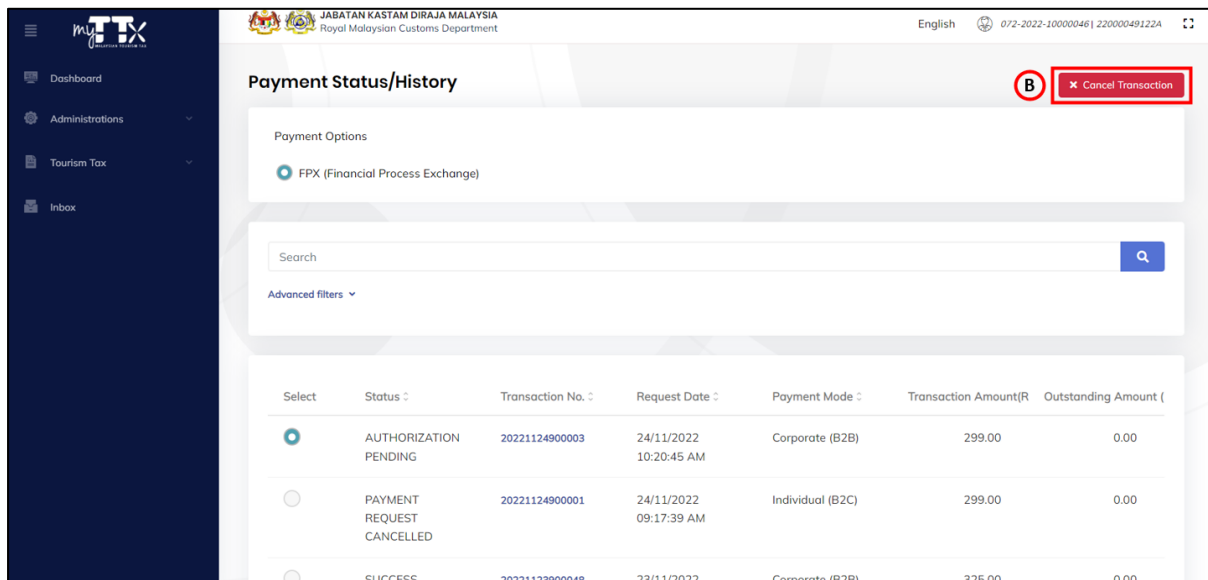


Figure 32 Click on cancel transaction (Authorization Pending)

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



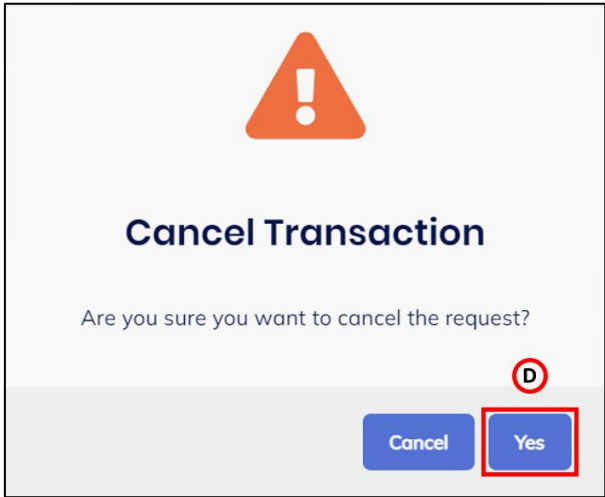
The screenshot shows a 'Cancel Transaction' window with a table of transaction details. The 'Confirm' button is circled in red and labeled with a red 'C'.

Transaction No. ☺	Type Of Payment ☺	Form No. ☺	Actual Amount(RM) ☺	Paid Amount ☺
20221124900003	Tax Return	072-30011-0/2211	299.00	0.00
1 total				

Buttons: Close, Confirm (C)

Figure 33 Cancel Transaction window

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



The screenshot shows a confirmation dialog with a warning icon. The 'Yes' button is circled in red and labeled with a red 'D'.

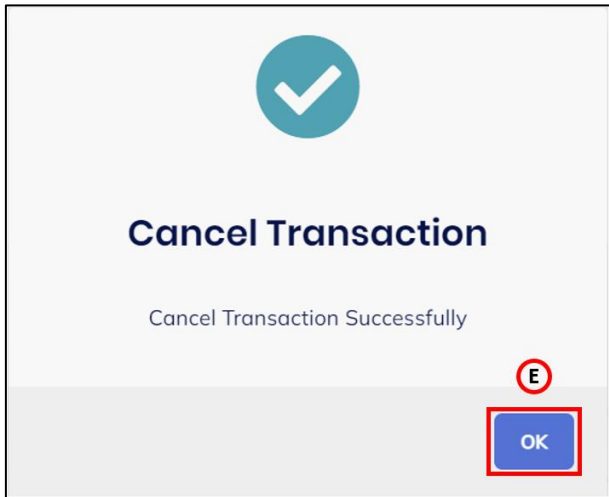
**Cancel Transaction**

Are you sure you want to cancel the request?

Buttons: Cancel, Yes (D)

Figure 34 Confirmation message to Cancel Transaction

- Click on **Yes** button (D) (Refer Figure 34).
- System will display the success message (Refer Figure 35).



The screenshot shows a success dialog with a checkmark icon. The 'OK' button is circled in red and labeled with a red 'E'.


**Cancel Transaction**

Cancel Transaction Successfully

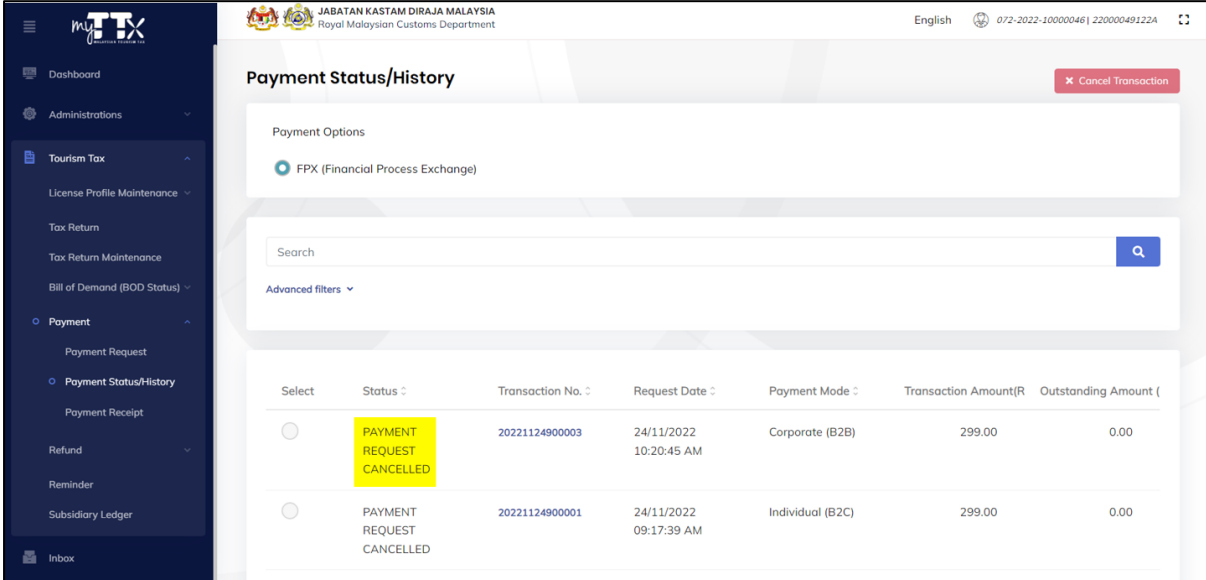
Buttons: OK (E)

Figure 35 Success message for Cancel Transaction



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9. Click on **Ok** button (E) (Refer Figure 35).
10. System will display the **Payment Status/History** page (Refer Figure 36).



The screenshot displays the 'Payment Status/History' page. On the left is a dark blue sidebar with a menu including Dashboard, Administrations, Tourism Tax, License Profile Maintenance, Tax Return, Tax Return Maintenance, Bill of Demand (BOD Status), Payment, Payment Request, Payment Status/History (selected), Payment Receipt, Refund, Reminder, Subsidiary Ledger, and Inbox. The main content area has a header with the Jabatan Kastam Diraja Malaysia logo and name, and a 'Cancel Transaction' button. Below the header is a 'Payment Options' section with 'FPX (Financial Process Exchange)' selected. A search bar and 'Advanced filters' are present. The main table lists payment transactions with columns: Select, Status, Transaction No., Request Date, Payment Mode, Transaction Amount(R), and Outstanding Amount. Two transactions are shown, both with a status of 'PAYMENT REQUEST CANCELLED' highlighted in yellow.

Select	Status	Transaction No.	Request Date	Payment Mode	Transaction Amount(R)	Outstanding Amount (
<input type="radio"/>	PAYMENT REQUEST CANCELLED	20221124900003	24/11/2022 10:20:45 AM	Corporate (B2B)	299.00	0.00
<input type="radio"/>	PAYMENT REQUEST CANCELLED	20221124900001	24/11/2022 09:17:39 AM	Individual (B2C)	299.00	0.00

Figure 36 Payment Status/History (After cancel transaction)

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



### 1.3 Payment Receipt

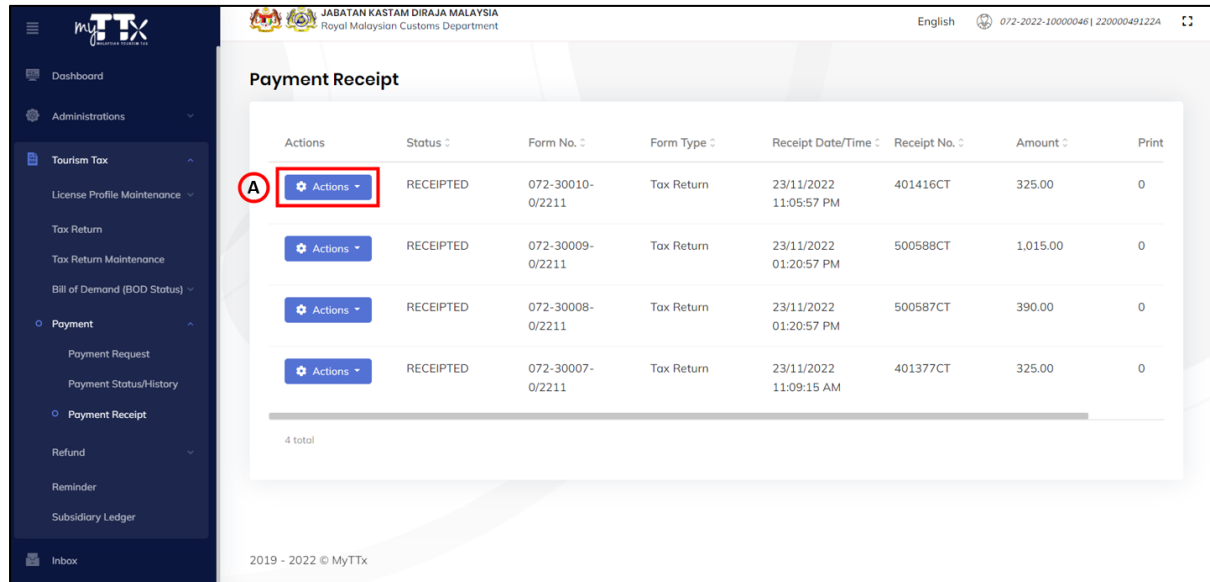


Figure 37 Payment Receipt page

1. Click on **Actions** button (A) (Refer Figure 37).
2. System will display items in **Actions** dropdown button (Refer Figure 38).

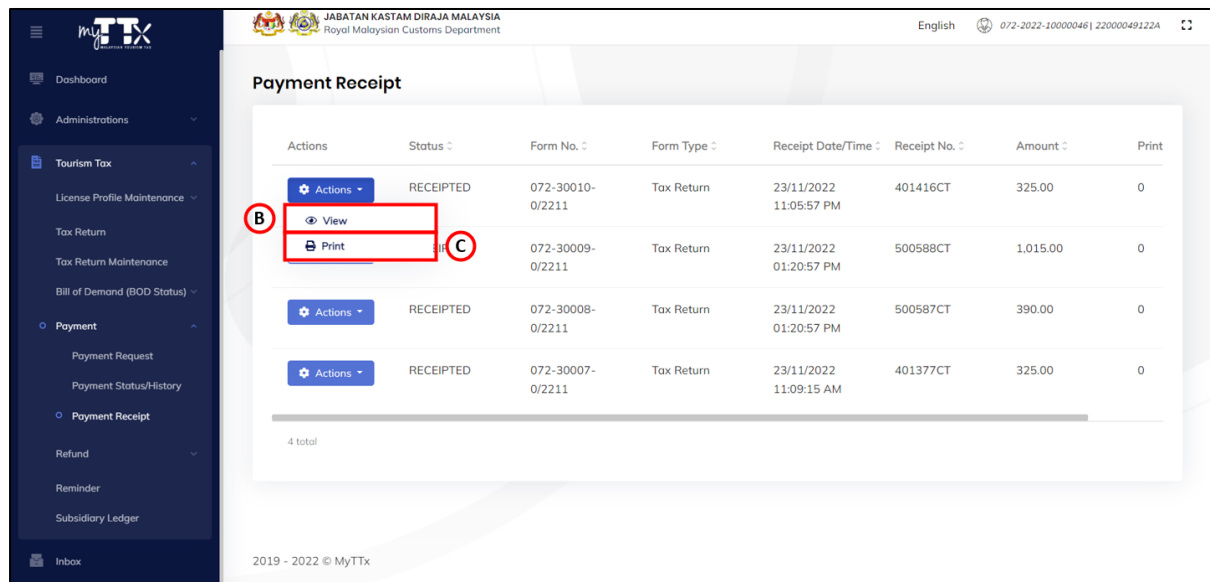


Figure 38 Items in Actions dropdown button

3. Click on **View** button (B) to view the preview payment receipt (Refer Figure 38).
4. System will display the preview payment receipt window (Refer Figure 39).
5. Click on **Print** button (C) to print the payment receipt (Refer Figure 38).
6. System will display the print payment receipt window (Refer Figure 40).


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Figure 39 Preview window

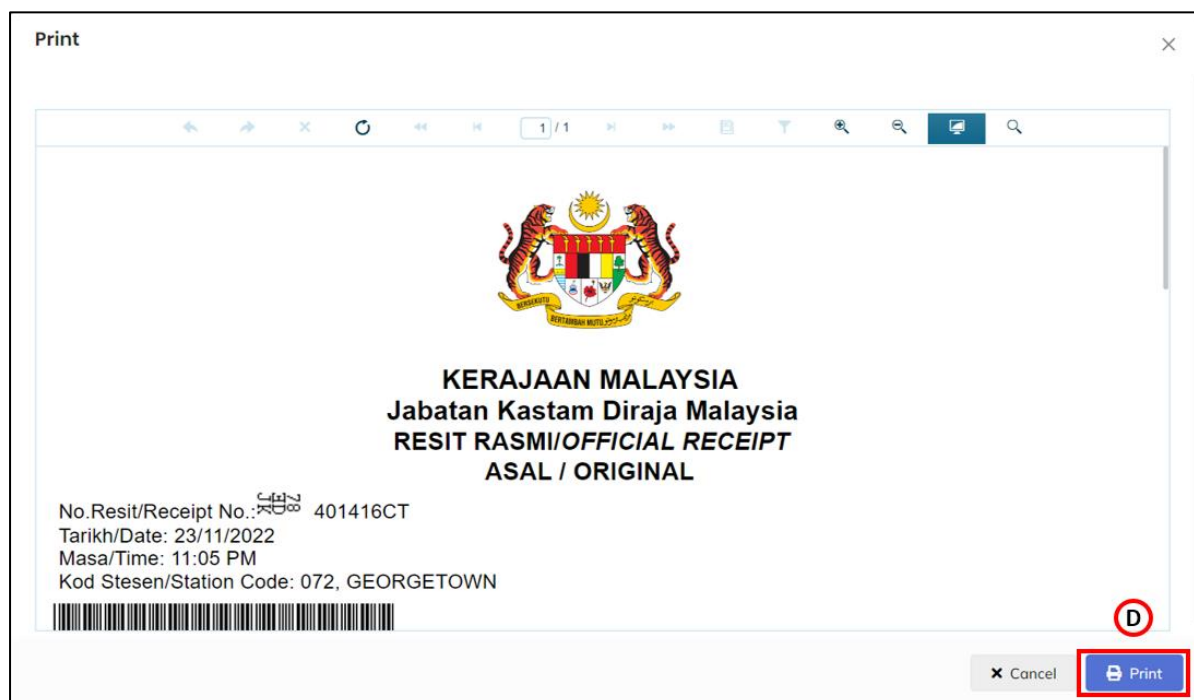


Figure 40 Print window

- Click on **Print** button (D) to print the payment receipt (Refer Figure 40).
- Payment receipt is ready to print.
- System will update the print count (Refer Figure 41).

Note: Maximum of Print Count is 3.



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The screenshot displays the 'Payment Receipt' section of the MyTTX system. The interface includes a sidebar menu on the left with options like Dashboard, Administrations, Tourism Tax, License Profile Maintenance, Tax Return, Tax Return Maintenance, Bill of Demand (BOD Status), Payment, Payment Request, Payment Status/History, Payment Receipt, Refund, Reminder, Subsidiary Ledger, and Inbox. The main content area shows a table of payment receipts with columns for Actions, Status, Form No., Form Type, Receipt Date/Time, Receipt No., Amount, and Print. The first row shows a receipt with a print count of 1, highlighted in yellow. The other three rows show a print count of 0. A total of 4 receipts is indicated at the bottom of the table.

Actions	Status	Form No.	Form Type	Receipt Date/Time	Receipt No.	Amount	Print
<a href="#">Actions</a>	RECEIPTED	072-30010-0/2211	Tax Return	23/11/2022 11:05:57 PM	401416CT	325.00	1
<a href="#">Actions</a>	RECEIPTED	072-30009-0/2211	Tax Return	23/11/2022 01:20:57 PM	500588CT	1,015.00	0
<a href="#">Actions</a>	RECEIPTED	072-30008-0/2211	Tax Return	23/11/2022 01:20:57 PM	500587CT	390.00	0
<a href="#">Actions</a>	RECEIPTED	072-30007-0/2211	Tax Return	23/11/2022 11:09:15 AM	401377CT	325.00	0

4 total

2019 - 2022 © MyTTx

Figure 41 Print count update after print payment receipt

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## 2 Subsidiary Ledger sub-menu

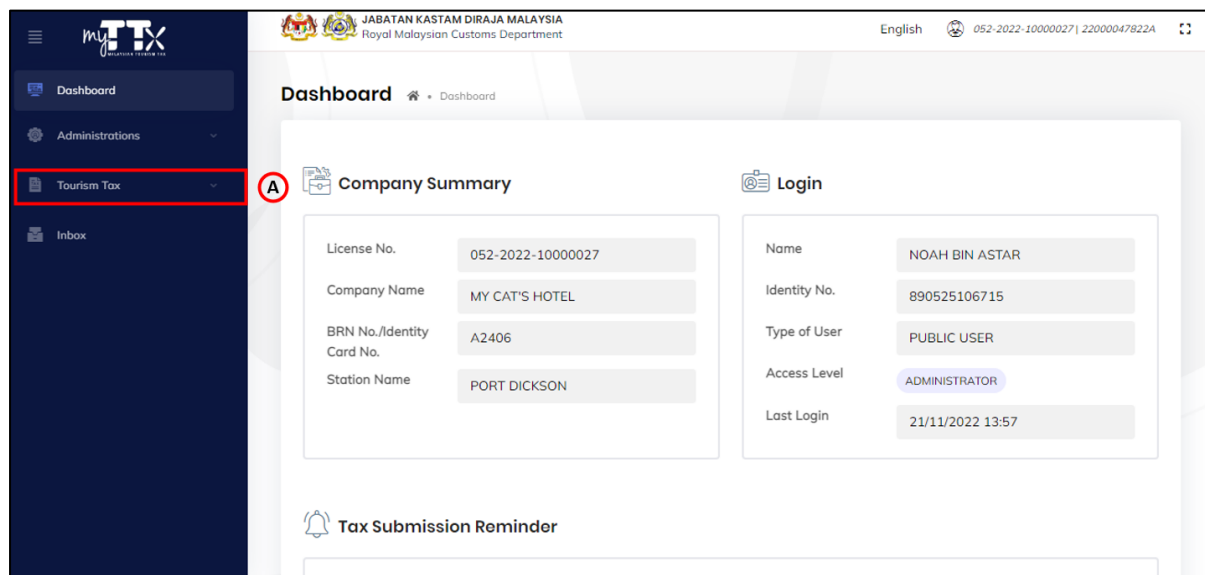


Figure 42 Tourism Tax menu

1. Click on **Tourism Tax** menu (A) (Refer Figure 42).

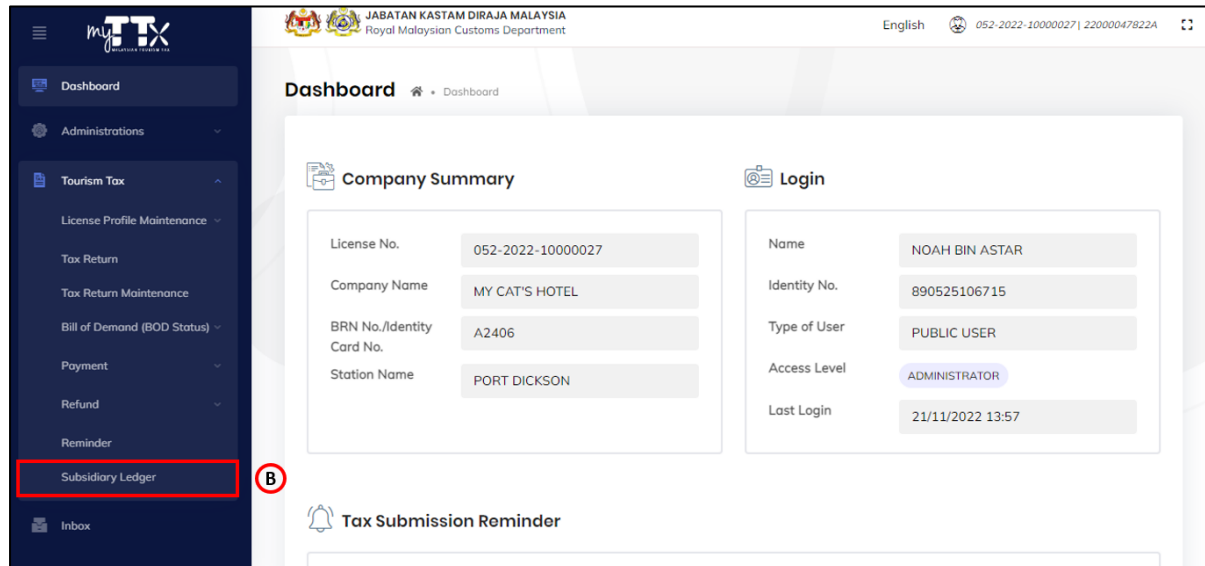


Figure 43 Tourism Tax sub-menu

2. Click on **Subsidiary Ledger** sub-menu (B) (Refer Figure 42).
3. System will display the **Subsidiary Ledger Monitoring** page (Refer Figure 43).

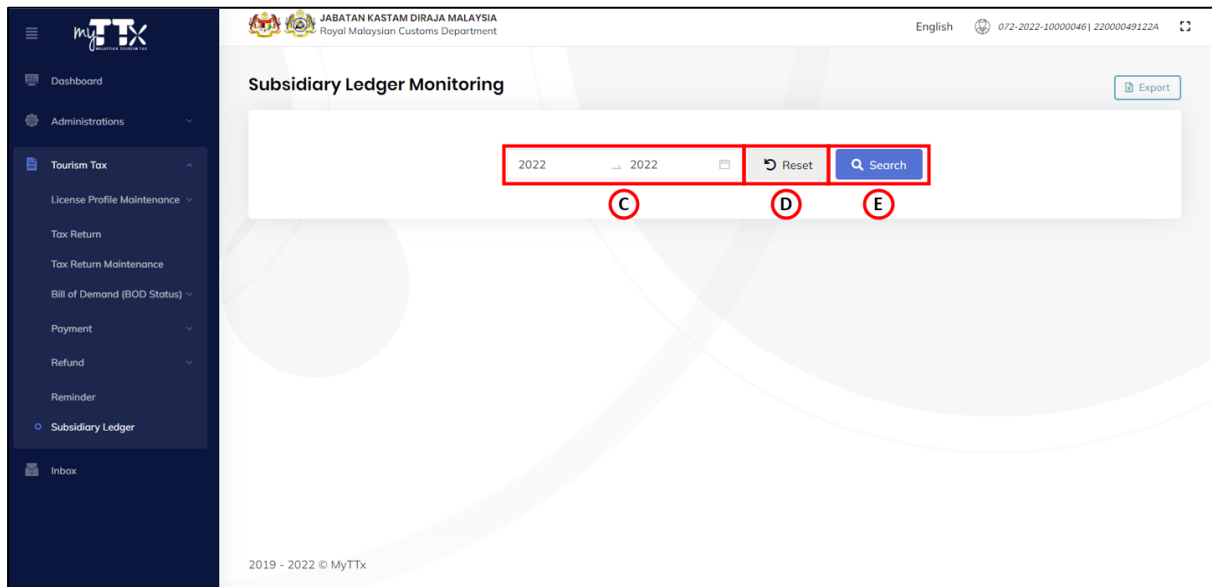


Figure 44 Payment sub-menu

- Click on **Year** field (C) (Refer Figure 44).
- System will display the **Year picker** (Refer Figure 45).
- Click on **Search** button (E) to view the ledger by selected year (Refer Figure 44).
- System will display the ledger by selected year.
- Click on **Reset** button (D) to reset the ledger filter (Refer Figure 44).

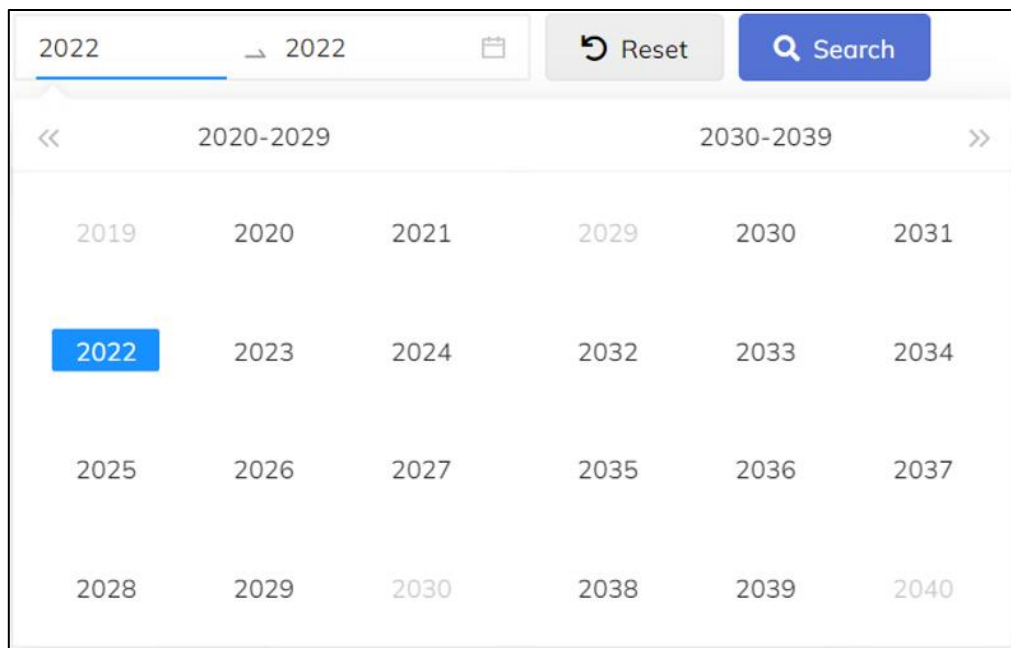


Figure 45 Year picker