



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

MALAYSIAN TOURISM TAX (MyTTx)

REFUND MODULE

OFFSET

(OPERATOR)

VERSION 2.0

Table Content

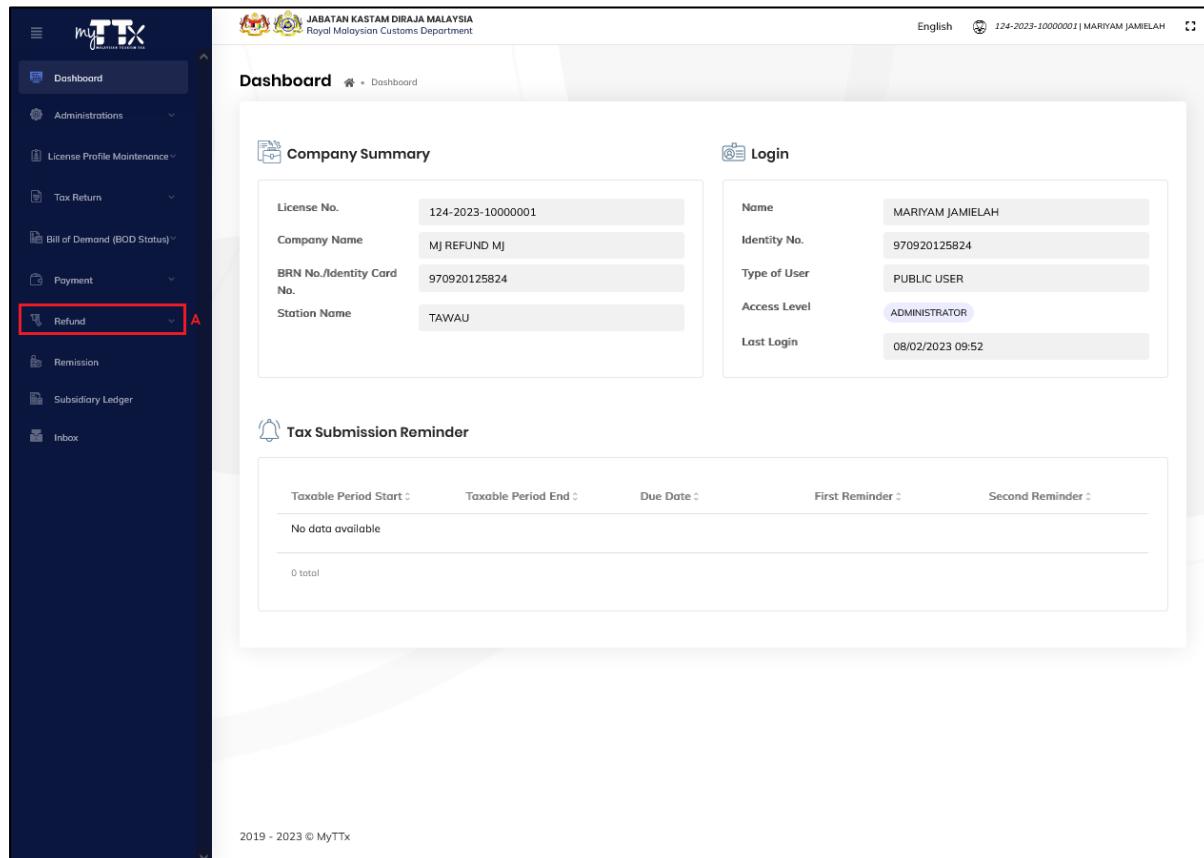
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1 Refund Menu



The screenshot shows the MyTTx dashboard interface. On the left, a dark sidebar contains various menu items: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund (which is highlighted with a red box and labeled 'A'), Remission, Subsidiary Ledger, and Inbox. The main content area is titled 'Dashboard' and includes sections for 'Company Summary' and 'Login'. The 'Company Summary' section displays details like License No. (124-2023-1000001), Company Name (MJ REFUND MJ), BRN No./Identity Card No. (970920125824), and Station Name (TAWAU). The 'Login' section shows the user's information: Name (MARIYAM JAMIELAH), Identity No. (970920125824), Type of User (PUBLIC USER), Access Level (ADMINISTRATOR), and Last Login (08/02/2023 09:52). Below these sections is a 'Tax Submission Reminder' section which indicates 'No data available'. At the bottom of the page, a footer note reads '2019 - 2023 © MyTTx'.

Figure 1 Dashboard page

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

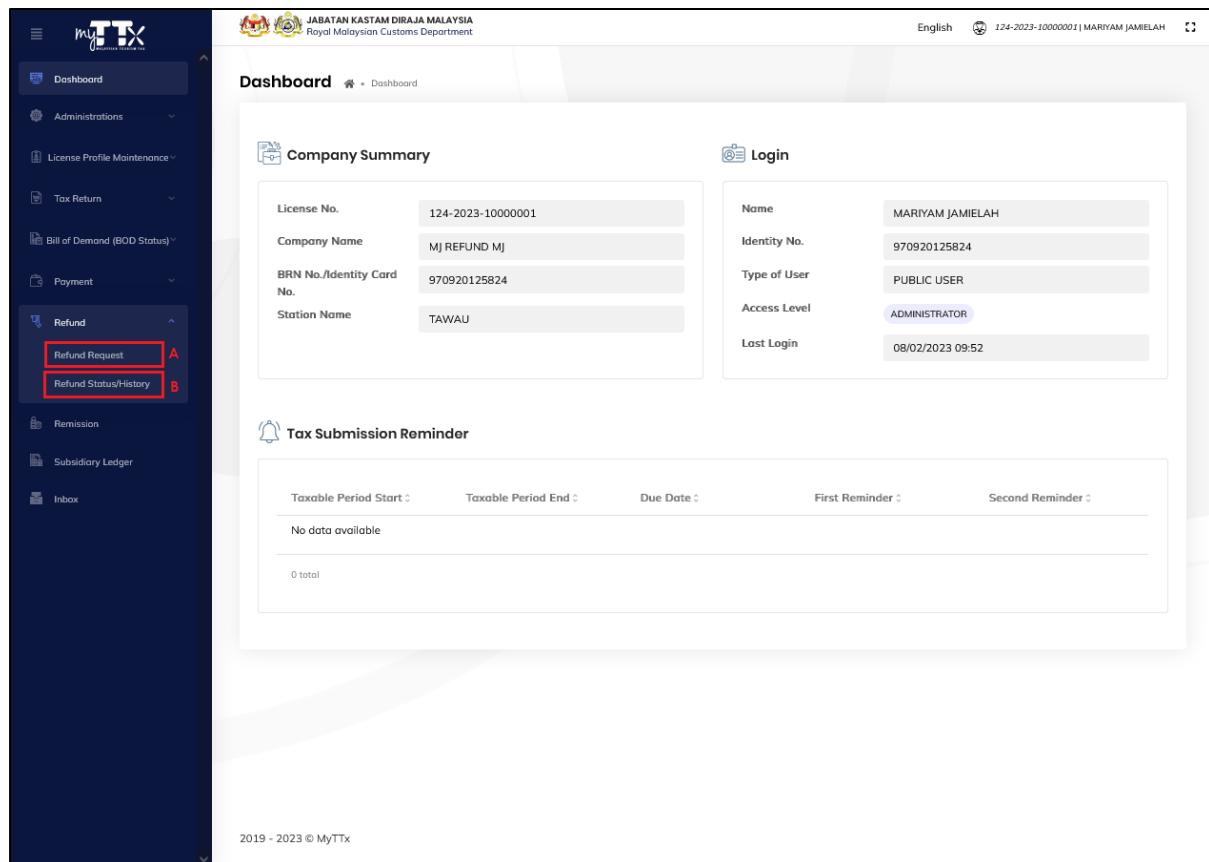
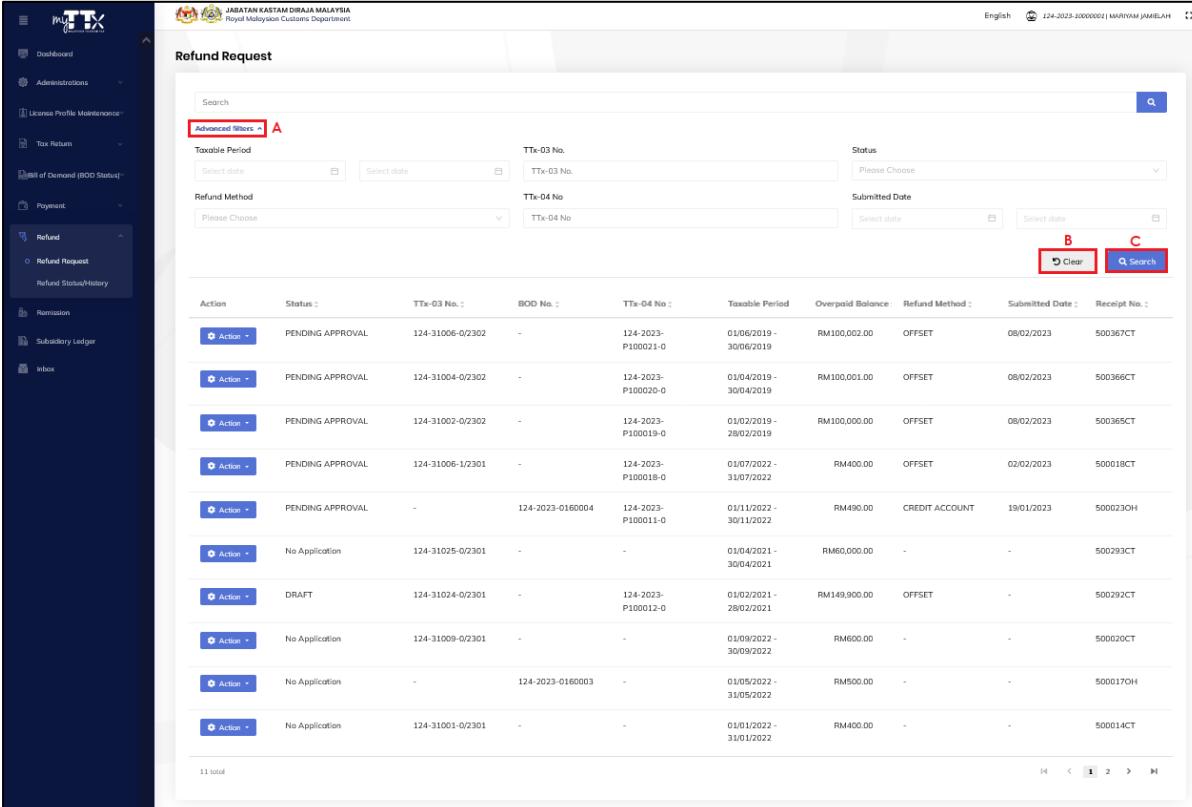


Figure 2 Refund sub menus

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

1.1 Refund Request



The screenshot shows the 'Refund Request' page of the system. On the left is a dark sidebar with various menu items. The main area has a header 'Refund Request' and contains a search bar and several filter options. Below these is a table listing refund requests. The table includes columns for Action, Status, TTx-03 No., BOD No., TTx-04 No., Taxable Period, Overpaid Balance, Refund Method, Submitted Date, and Receipt No. Each row in the table represents a specific refund application with its details.

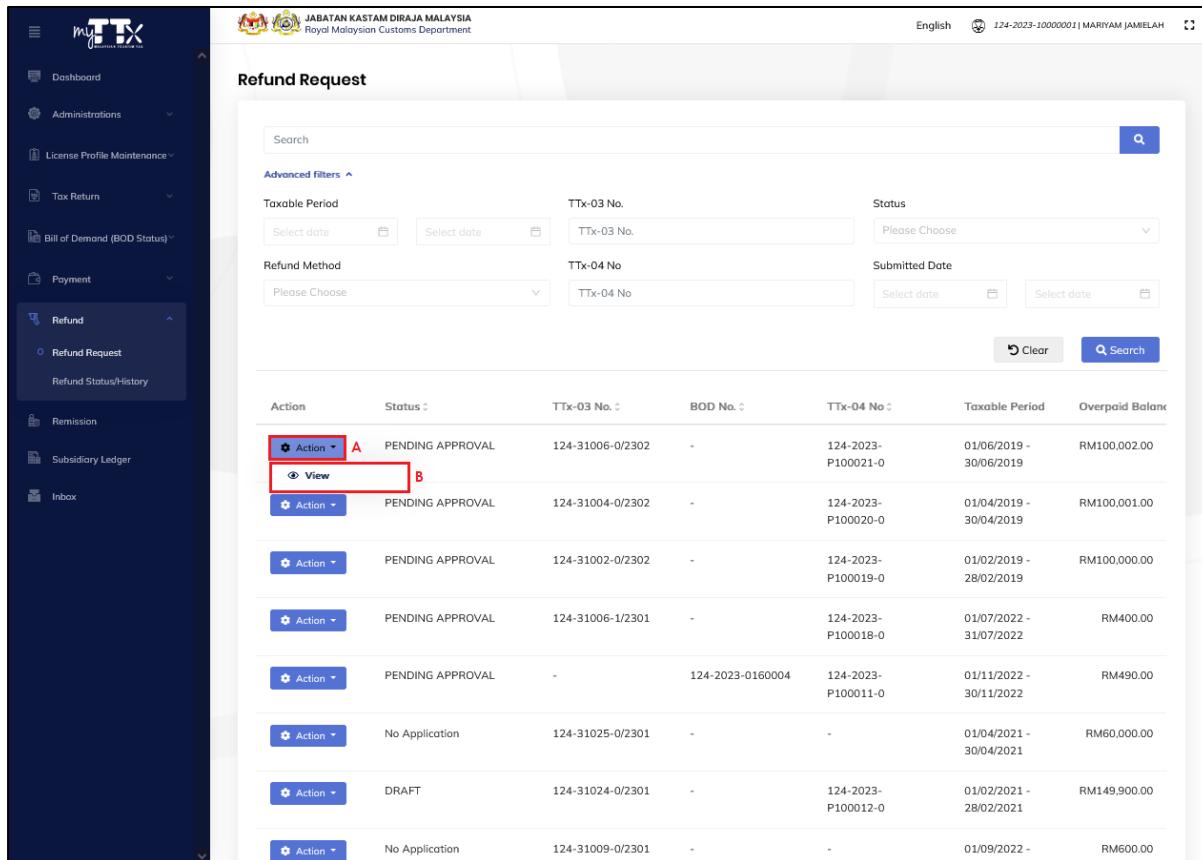
Action	Status :	TTx-03 No.:	BOD No.:	TTx-04 No.:	Taxable Period	Overpaid Balance	Refund Method :	Submitted Date :	Receipt No.:
Action	PENDING APPROVAL	124-31006-0/2302	-	124-2023-P100021-0	01/06/2019 - 30/06/2019	RM100,002.00	OFFSET	08/02/2023	500367CT
Action	PENDING APPROVAL	124-31004-0/2302	-	124-2023-P100020-0	01/04/2019 - 30/04/2019	RM100,001.00	OFFSET	08/02/2023	500366CT
Action	PENDING APPROVAL	124-31002-0/2302	-	124-2023-P100019-0	01/02/2019 - 28/02/2019	RM100,000.00	OFFSET	08/02/2023	500365CT
Action	PENDING APPROVAL	124-31006-1/2301	-	124-2023-P100018-0	01/07/2022 - 31/07/2022	RM400.00	OFFSET	02/02/2023	500018CT
Action	PENDING APPROVAL	-	124-2023-0160004	124-2023-P100011-0	01/11/2022 - 30/11/2022	RM490.00	CREDIT ACCOUNT	19/01/2023	500023OH
Action	No Application	124-31025-0/2301	-	-	01/04/2021 - 30/04/2021	RM60,000.00	-	-	500293CT
Action	DRAFT	124-31024-0/2301	-	124-2023-P100012-0	01/02/2021 - 28/02/2021	RM149,900.00	OFFSET	-	500292CT
Action	No Application	124-31009-0/2301	-	-	01/09/2022 - 30/09/2022	RM600.00	-	-	500020CT
Action	No Application	-	124-2023-0160003	-	01/05/2022 - 31/05/2022	RM500.00	-	-	500017OH
Action	No Application	124-31001-0/2301	-	-	01/01/2022 - 31/01/2022	RM400.00	-	-	500014CT

11 total

Figure 3 Refund Request page

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

1.1.1 View Refund Request



Action	Status	TTx-03 No.	BOD No.	TTx-04 No	Taxable Period	Overpaid Balance
Action A	PENDING APPROVAL	124-31006-0/2302	-	124-2023-P100021-0	01/06/2019 - 30/06/2019	RM100,002.00
View B	PENDING APPROVAL	124-31004-0/2302	-	124-2023-P100020-0	01/04/2019 - 30/04/2019	RM100,001.00
Action	PENDING APPROVAL	124-31002-0/2302	-	124-2023-P100019-0	01/02/2019 - 28/02/2019	RM100,000.00
Action	PENDING APPROVAL	124-31006-1/2301	-	124-2023-P100018-0	01/07/2022 - 31/07/2022	RM400.00
Action	PENDING APPROVAL	-	124-2023-0160004	124-2023-P100011-0	01/11/2022 - 30/11/2022	RM490.00
Action	No Application	124-31025-0/2301	-	-	01/04/2021 - 30/04/2021	RM60,000.00
Action	DRAFT	124-31024-0/2301	-	124-2023-P100012-0	01/02/2021 - 28/02/2021	RM149,900.00
Action	No Application	124-31009-0/2301	-	-	01/09/2022 -	RM600.00

Figure 4 View button in Refund Request page

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



Application for Tourism Tax Refund

Refund Status	PENDING APPROVAL	Refund ID	-
TTx04 No	124-2023-P100023-0	Submitted Date/Time	08/02/2023 03:16:41 PM
Previous Offset No	-		

PART A: Details of Application for Tourism Tax Refund

TTX No.:	124-2023-10000001
Name of Business :	MJ REFUND MJ

PART B: Details of Refund

Refund Type*:	OVERPAID
Refund Method*:	<input type="radio"/> CREDIT ACCOUNT <input checked="" type="radio"/> OFFSET
Payment Receipt No.:	500018CT

Select Taxable Period*

Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payab	Paid Balance (RM)
<input type="radio"/>	PENDING PAYMENT	124-31003-0/2302	-	01/03/2019 - 31/03/2019	RM100,000.00	RM100,000.00

Claim Details*

Form No.:	Form Type:	Taxable Period	Total Tax Paid (RM):	Overpaid (RM):	Amount Claimable
124-31006-1/2301	Tax Return	01/07/2022 - 31/07/2022	RM600.00	RM400.00	400

Amount Claimable : RM400.00
Offset / Carry Forward Balance (RM) : RM0.00
Total Amount Claimable (RM) : RM400.00

PART C: Details of Bank

Operator's Bank Account No*:	1234567890		
Operator's Bank Account Name*:	MARIYAM JAMIELAH		
Bank Code*:	BIMBMYKL	Bank Code Description :	BANK ISLAM MALAYSIA BERHAD
Spick Code :	BIMBMYKL0004010025	Spick Code Description :	TAWAU

Application Letter*

Upload Supporting Document

1. TEST 5.pdf

Remission Approval Letter

Upload Supporting Document

Payment Receipt with the Overpaid Amount*

Upload Supporting Document

1. TEST 4.pdf

Front page of Bank Statement*

Upload Supporting Document

1. TEST 3.pdf

Business Registration Document

Upload Supporting Document

Other Document

Upload Supporting Document

PART D: Declaration

I hereby declare that the information stated in the form are true and complete and agree any notice to be served to me through electronic device

Name Of Authorized Person* : MARIYAM JAMIELAH

Identity Card No. / Passport No.*: IC - Identity Card No
990909090009

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

Bill	TTx-04 No	Received Date	Operator's Bank Accoun	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
>	124-2023-P100023-0	08/02/2023 03:16:29 PM	1234567890	MARIYAM JAMIELAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBM' 04010C
<							

1 total

A B

Figure 5 Refund Application page 1

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

1.1.2 Create Refund Application

Action	Status ^	TTx-03 No. :	BOD No. :	TTx-04 No. :	Taxable Period	Overpaid Balance
<button>Action</button>	DRAFT	124-31024-0/2301	-	124-2023-P100012-0	01/02/2021 - 28/02/2021	RM149,900.00
<button>Action</button> A <button>+ Create</button> B	No Application	124-31025-0/2301	-	-	01/04/2021 - 30/04/2021	RM60,000.00

Figure 6 Create button in Refund Request table list

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



Application for Tourism Tax Refund

Refund Status	No Application	Refund ID	-
TTx04 No	-	Submitted Date/Time	-
Previous Offset No	-		

PART A: Details of Application for Tourism Tax Refund

TTX No.:	124-2023-10000001
Name of Business :	MJ REFUND MJ

PART B: Details of Refund

Refund Type*:	Please Choose
Refund Method*:	<input checked="" type="radio"/> CREDIT ACCOUNT <input type="radio"/> OFFSET
Payment Receipt No.:	500366CT

Claim Details*

Form No.:	Form Type:	Taxable Period	Total Tax Paid (RM):	Overpaid (RM):	Amount Claimmable
124-31004-0/2302	Tax Return	01/04/2019 - 30/04/2019	RM0.00	RM100,001.00	RM 100001

Amount Claimmable : RM100,001.00
Offset / Carry Forward Balance (RM) : RM100,001.00
Total Amount Claimmable (RM) : RM100,001.00

PART C: Details of Bank

Operator's Bank Account No*:	Operator's Bank Account No		
Operator's Bank Account Name*:	Operator's Bank Account Name		
Bank Code*:	Bank Code <input type="button" value="Q"/>	Bank Code Description :	Description
Spick Code :	Spick Code <input type="button" value="Q"/>	Spick Code Description :	Description

Application Letter*

Remission Approval Letter

Payment Receipt with the Overpaid Amount*

Front page of Bank Statement*

Business Registration Document

Other Document

PART D: Declaration

I hereby declare that the information stated in the form are true and complete and agree any notice to be served to me through electronic device

Name Of Authorized Person* :

Identity Card No. / Passport No.* : Please Choose

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

Bill	TTx-04 No	Received Date	Operator's Bank Accoun	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
------	-----------	---------------	------------------------	------------------------------	-----------	-------------------	---------

No data available

0 total

A B

Figure 7 Create form for Refund Application

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

Note: Mandatory

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

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

Note: Mandatory.

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

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

Select Taxable Period*						
Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payat	Paid Balance (RM)
<input checked="" type="radio"/>	PENDING PAYMENT	124-31003-0/2302	-	01/03/2019 - 31/03/2019	RM100,000.00	RM100,000.00
<input type="radio"/>	PENDING PAYMENT	124-31005-0/2302	-	01/05/2019 - 31/05/2019	RM10,010.00	RM10,010.00
<input type="radio"/>	PENDING PAYMENT	124-31009-0/2302	-	01/09/2019 - 30/09/2019	RM199,900.00	RM199,900.00

Figure 8 Select Taxable Period table list

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

Note: Mandatory

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

Note: Mandatory.

Note: Amount Claimable cannot be more than Overpaid.

- Input bank account no. in **Operator's Bank Account No.** field.

Note: Mandatory.

- Input bank account name in **Operator's Bank Account Name** field.

Note: Mandatory.

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

PART C: Details of Bank

Operator's Bank Account No* :	Operator's Bank Account No
Operator's Bank Account Name* :	Operator's Bank Account Name
Bank Code* :	<input type="text" value="Bank Code"/> A Bank Code Description : <input type="text" value="Description"/>
Spick Code :	<input type="text" value="Spick Code"/> B Spick Code Description : <input type="text" value="Description"/>

Figure 9 Lookup table for Bank Code and Spick Code fields (Create form)

11. Click **Search** button (A) on the lookup table for **Bank Code** field (Refer Figure 9).
12. System will display list of Bank Code (Refer Figure 10).

Bank Code

Actions	Code :	Description :
B Select	ABNAMY2A	THE ROYAL BANK OF SCOTLAND PLC LABUAN BRANCH
Select	ABNAMYKL	THE ROYAL BANK OF SCOTLAND BERHAD (301932-A)
Select	AFBQMYKL	ASIAN FINANCE BANK BERHAD
Select	AGOEMYKL	BANK PERTANIAN MALAYSIA BERHAD-AGROBANK
Select	AIACMYKL	AIA BHD.

95 total 1 2 3 4 5 > <

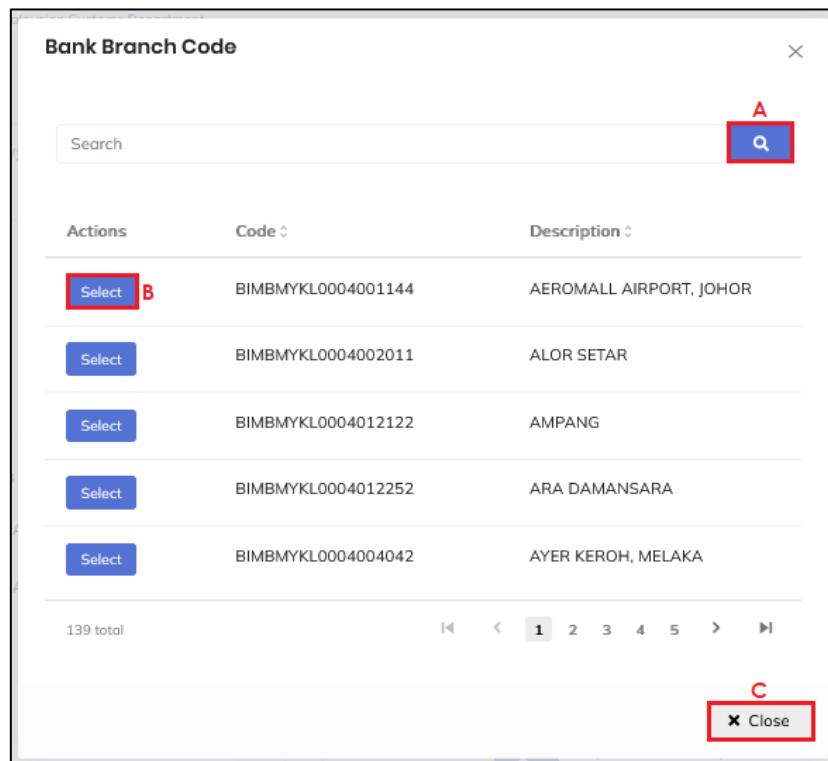
C

Figure 10 List of Bank Code (Create form)

13. Input bank code in **Search** field. Click on **Search** button (A) to search for available bank code (Refer Figure 10).
Note: Mandatory.
14. Click on **Select** button (B) to select a bank code (Refer Figure 10).
15. Click on **Close** button (C) to return to create refund application page (Refer Figure 10).

16. Click **Search** button (B) on the lookup table for **Spick Code** field (Refer Figure 9).

17. System will display list of Spick Code (Refer Figure 11).



Bank Branch Code		
<input type="text" value="Search"/> A		
Actions	Code	Description
Select B	BIMBMYKL0004001144	AEROMALL AIRPORT, JOHOR
Select	BIMBMYKL0004002011	ALOR SETAR
Select	BIMBMYKL0004012122	AMPANG
Select	BIMBMYKL0004012252	ARA DAMANSARA
Select	BIMBMYKL0004004042	AYER KEROH, MELAKA

139 total 1 2 3 4 5 >

C × Close

Figure 11 List of Spick Code (Create form)

18. Input spick code in **Search** field. Click on **Search** button (A) to search for available spick code (Refer Figure 11).

Note: Optional.

19. Click on **Select** button (B) to select a spick code (Refer Figure 11).

20. Click on **Close** button (C) to return to create refund application page (Refer Figure 11).

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

Note: Mandatory.

22. System will display File Upload window (Refer Figure 12).

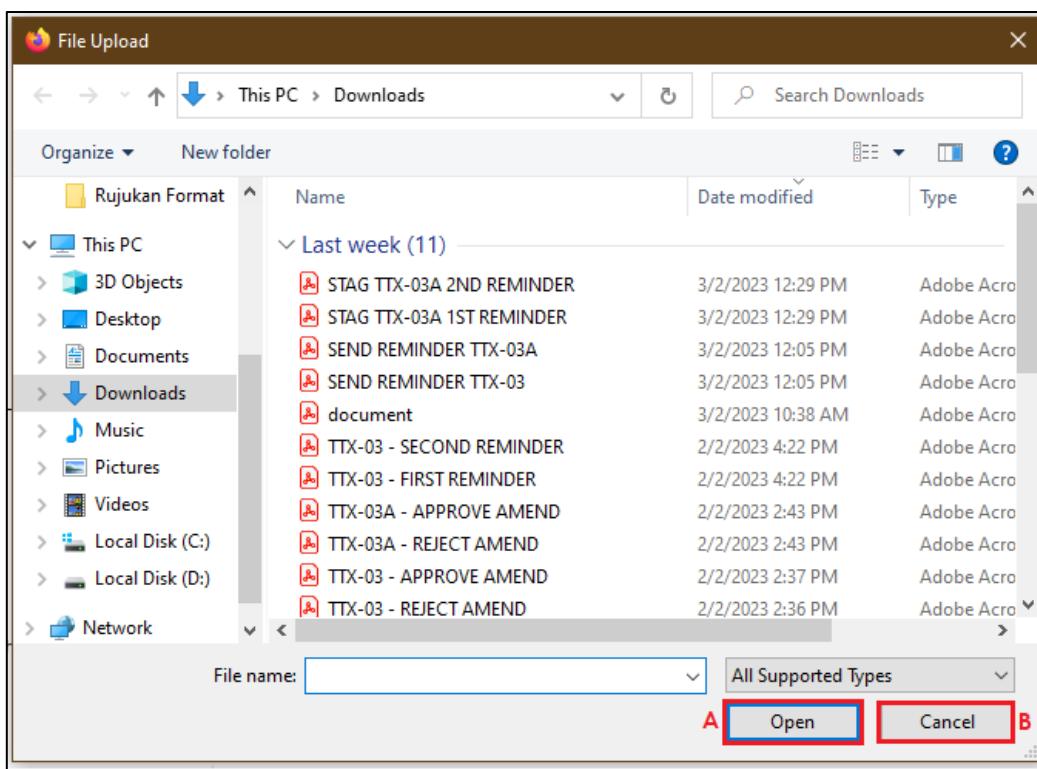


Figure 12 File Upload Window (Create form)

23. Select the file and click **Open** button (A) to upload (Refer Figure 12).
24. Click on **Cancel** button (B) to return to create application page (Refer Figure 12).
25. Click on **Upload Supporting Document** field to upload **Remission Approval Letter**.
Note: Optional.
26. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount**.
Note: Mandatory.
27. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement**.
Note: Mandatory.
28. Click on **Upload Supporting Document** field to upload **Business Registration Document**.
Note: Optional.
29. Click on **Upload Supporting Document** field to upload **Other Document**.
Note: Optional.
30. Click on the **Declaration** checkbox.
Note: Mandatory.

31. Input name in **Name of Authorized Person** field.
Note: Mandatory.
32. Input identity card or passport no. in **Identity Card No./ Passport No.** field.
Note: Mandatory.
33. Click on **Back** (A) button to return to the Refund Request page (Refer Figure 7).
34. Click on **Save** (B) button to save the refund application (Refer Figure 7).
35. System will display the confirmation message (Refer Figure 13).

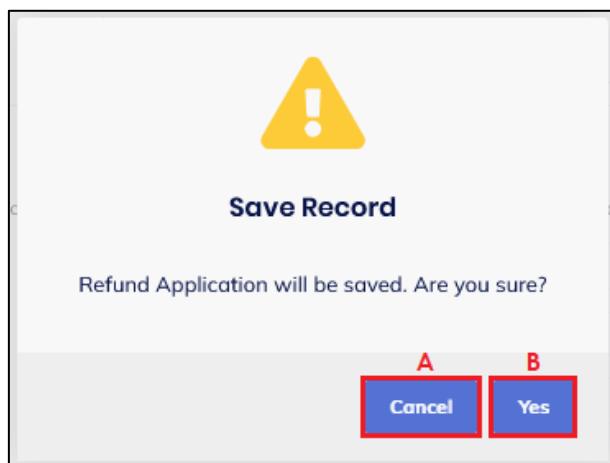


Figure 13 Create confirmation message

36. Click on **Cancel** button (A) to cancel creating the application (Refer Figure 13).
37. Click on **Yes** button (B) to continue saving the application (Refer Figure 13).
38. System will display the success message (Refer Figure 14).

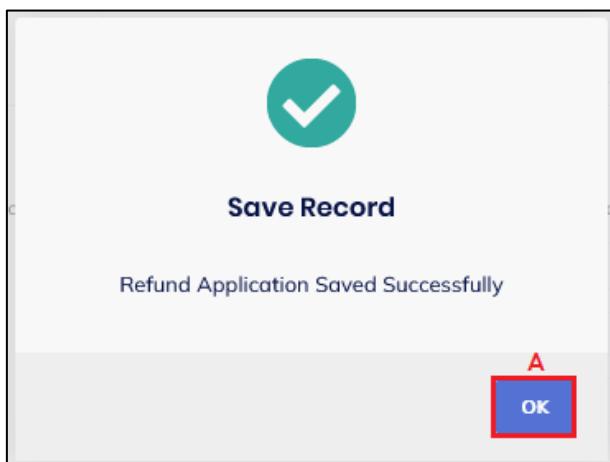
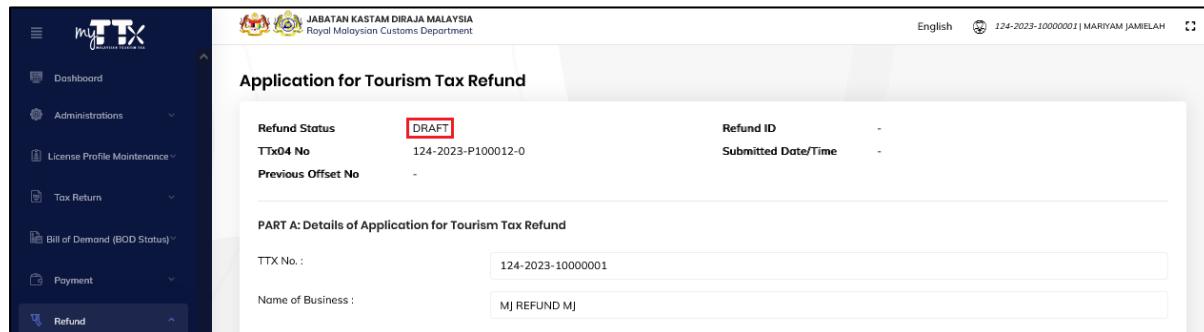


Figure 14 Create success message

39. Click on **OK** button (A) (Refer Figure 14).

40. Refund application is successfully created. System update status to Draft (Refer Figure 15).



The screenshot shows the 'Application for Tourism Tax Refund' page. On the left is a sidebar with menu items: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, and Refund. The main area has a header 'JABATAN KASTAM DIRAJA MALAYSIA Royal Malaysian Customs Department'. It displays the following information:

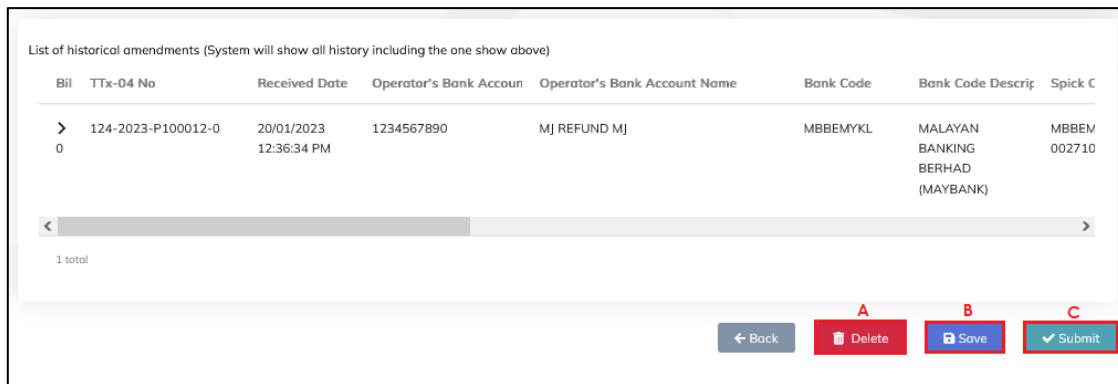
Refund Status	DRAFT	Refund ID	-
TTx04 No	124-2023-P100012-0	Submitted Date/Time	-
Previous Offset No	-		

PART A: Details of Application for Tourism Tax Refund

TTX No.:	124-2023-1000001
Name of Business :	MJ REFUND MJ

Figure 15 Refund Application with status Draft

41. In status Draft, **Delete** (A), **Save** (B) and **Submit** (C) buttons will be displayed (Refer Figure 16).



The screenshot shows a table of historical amendments:

Bil	TTx-04 No	Received Date	Operator's Bank Accoun	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
0	124-2023-P100012-0	20/01/2023 12:36:34 PM	1234567890	MJ REFUND MJ	MBBEMYKL	MALAYAN BANKING BERHAD (MAYBANK)	MBBEM 002710

Below the table, there is a message: '1 total'.

At the bottom right, there are three buttons labeled A, B, and C:

- A**: Delete (Red button with trash icon)
- B**: Save (Blue button with save icon)
- C**: Submit (Blue button with checkmark icon)

Figure 16 Delete, Save and Submit buttons on Refund Application with status Draft

1.1.3 Edit Refund Application

Action	Status	TTx-03 No.	BOD No.	TTx-04 No	Taxable Period	Overpaid Balance
<input type="button" value="Action"/> A	DRAFT	124-31024-0/2301	-	124-2023-P100012-0	01/02/2021 - 28/02/2021	RM149,900.00
<input checked="" type="button" value="Edit"/> B	No Application	124-31025-0/2301	-	-	01/04/2021 - 30/04/2021	RM60,000.00

Figure 17 Edit button in Refund Request table list

1. Click on **Actions** button (A) on refund application with status Draft (Refer Figure 17).
2. Click on **Edit** button (B) to edit the refund application (Refer Figure 17).
3. System will display edit form for Refund Application (Refer Figure 18).

Application for Tourism Tax Refund

Refund Status	DRAFT	Refund ID	-
TTx04 No	124-2023-P100025-0	Submitted Date/Time	-
Previous Offset No			

PART A: Details of Application for Tourism Tax Refund

TTX No.:	124-2023-1000001
Name of Business:	MJ REFUND MJ

PART B: Details of Refund

Refund Type*:	OVERPAID
Refund Method*:	<input checked="" type="radio"/> CREDIT ACCOUNT <input type="radio"/> OFFSET
Payment Receipt No.:	500017OH

Claim Details*

Form No.:	Form Type:	Taxable Period	Total Tax Paid (RM):	Overpaid (RM):	Amount Claimable
124-2023-016003	Bill of Demand	01/05/2022 - 31/05/2022	RM630.00	RM500.00	RM 500

Amount Claimable :	RM500.00
Offset / Carry Forward Balance (RM) :	RM500.00
Total Amount Claimable (RM) :	RM500.00

PART C: Details of Bank

Operator's Bank Account No*:	1234567890		
Operator's Bank Account Name*:	MJ REFUND SDN BHD		
Bank Code*:	BIMBMYKL	Bank Code Description:	BANK ISLAM MALAYSIA BERHAD
Spick Code:	BIMBMYKL0004010025	Spick Code Description:	TAWAU

Application Letter*

Upload Supporting Document

1. TEST 1.pdf

Remission Approval Letter

Upload Supporting Document

Payment Receipt with the Overpaid Amount*

Upload supporting Document

1. TEST 2.pdf

Front page of Bank Statement*

Upload Supporting Document

1. TEST 3.pdf

Business Registration Document

Upload Supporting Document

Other Document

Upload Supporting Document

PART D: Declaration

I hereby declare that the information stated in the form are true and complete and agree any notice to be served to me through electronic device

Name Of Authorized Person* : MARIYAM JAMILAH

Identity Card No. / Passport No.* : IC - Identity Card No
990909090909

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

Bill	TTx-04 No	Received Date	Operator's Bank Accou	Operator's Bank Account Name	Bank Code	Bank Code Descri	Spick C
> 0	124-2023-P100025-0	08/02/2023 04:18:09 PM	1234567890	MJ REFUND SDN BHD	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBM* 04010C

A Back B Delete C Save D Submit

Figure 18 Edit form for Refund Application

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

Note: Mandatory

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

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

Note: Mandatory.

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

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

Note: Mandatory.

Note: Amount Claimable cannot be more than Overpaid.

- Input bank account no. in **Operator's Bank Account No.** field.

Note: Mandatory.

- Input bank account name in **Operator's Bank Account Name** field.

Note: Mandatory.

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

PART C: Details of Bank

Operator's Bank Account No* :	<input type="text" value="Operator's Bank Account No"/>
Operator's Bank Account Name* :	<input type="text" value="Operator's Bank Account Name"/>
Bank Code* :	<input type="text" value="Bank Code"/>  A <input type="text" value="Bank Code Description :"/> <input type="text" value="Spick Code"/>  B <input type="text" value="Spick Code Description :"/>
Spick Code :	<input type="text" value="Description"/>
	<input type="text" value="Description"/>

Figure 19 Lookup table for Bank Code and Spick Code fields (Edit form)

- Click **Search** button (A) on the lookup table for **Bank Code** field (Refer Figure 19).
- System will display list of Bank Code (Refer Figure 20).

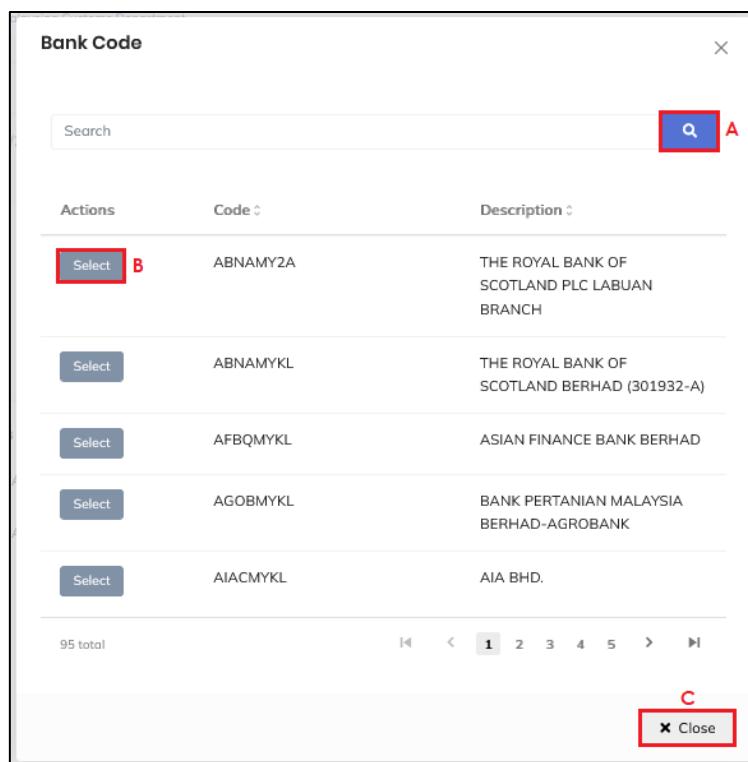


Figure 20 List of Bank Code (Edit form)

11. Input bank code in **Search** field. Click on **Search** button (A) to search for available bank code (Refer Figure 20).
Note: Mandatory.
12. Click on **Select** button (B) to select a bank code (Refer Figure 20).
13. Click on **Close** button (C) to return to create refund application page (Refer Figure 20).
14. Click **Search** button (B) on the lookup table for **Spick Code** field (Refer Figure 19).
15. System will display list of Spick Code (Refer Figure 21).

Bank Branch Code

Actions	Code	Description
Select B	BIMBMYKL0004001144	AEROMALL AIRPORT, JOHOR
Select	BIMBMYKL0004002011	ALOR SETAR
Select	BIMBMYKL0004012122	AMPANG
Select	BIMBMYKL0004012252	ARA DAMANSARA
Select	BIMBMYKL0004004042	AYER KEROH, MELAKA

139 total

A 

C 

Figure 21 List of Spick Code (Edit form)

16. Input spick code in **Search** field. Click on **Search** button (A) to search for available spick code (Refer Figure 21).
Note: Optional.
17. Click on **Select** button (B) to select a spick code (Refer Figure 21).
18. Click on **Close** button (C) to return to create refund application page (Refer Figure 21).
19. Click on **Upload Supporting Document** field to upload **Application Letter**.
Note: Mandatory.
20. System will display File Upload window (Refer Figure 22).

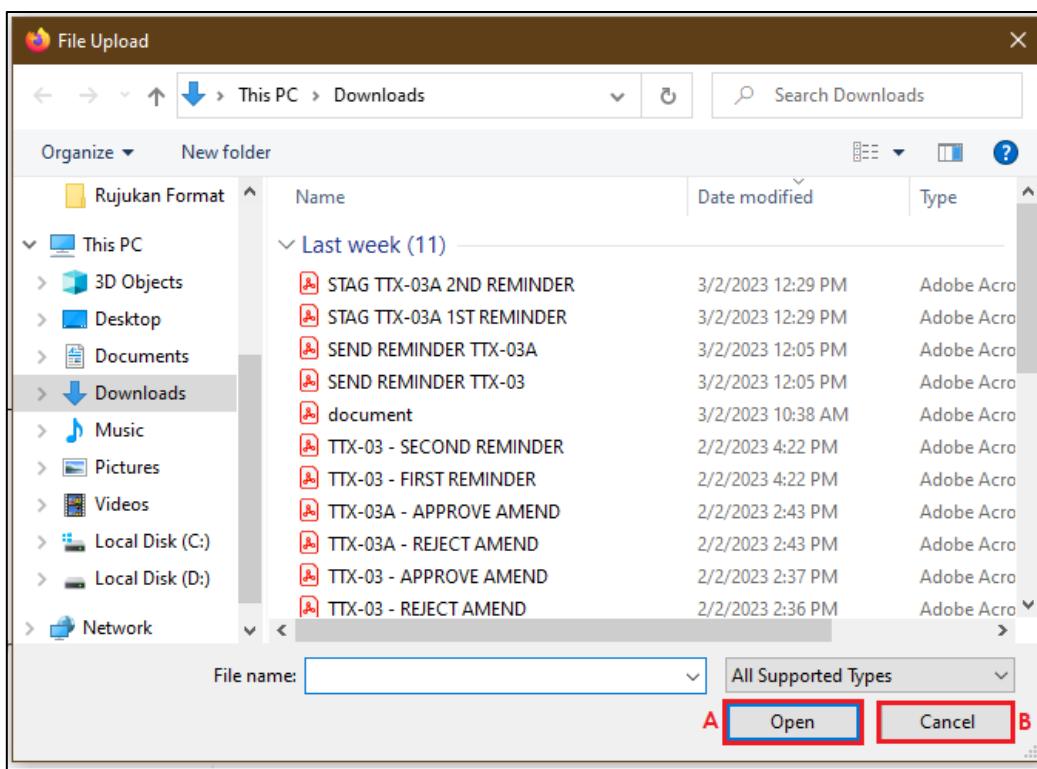


Figure 22 File Upload Window (Edit form)

21. Select the file and click **Open** button (A) to upload (Refer Figure 22).
22. Click on **Cancel** button (B) to return to create application page (Refer Figure 22).
23. Click on **Upload Supporting Document** field to upload **Remission Approval Letter**.
Note: Optional.
24. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount**.
Note: Mandatory.
25. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement**.
Note: Mandatory.
26. Click on **Upload Supporting Document** field to upload **Business Registration Document**.
Note: Optional.
27. Click on **Upload Supporting Document** field to upload **Other Document**.
Note: Optional.
28. Click on the **Declaration** checkbox.
Note: Mandatory.

29. Input name in **Name of Authorized Person** field.

Note: Mandatory.

30. Input identity card or passport no. in **Identity Card No./ Passport No.** field.

Note: Mandatory.

31. Click on **Back** button (A) to return to Refund Request page (Refer Figure 18).

32. Click on **Save** button (B) to update the refund application (Refer Figure 18).

33. System will display the confirmation message (Refer Figure 23).

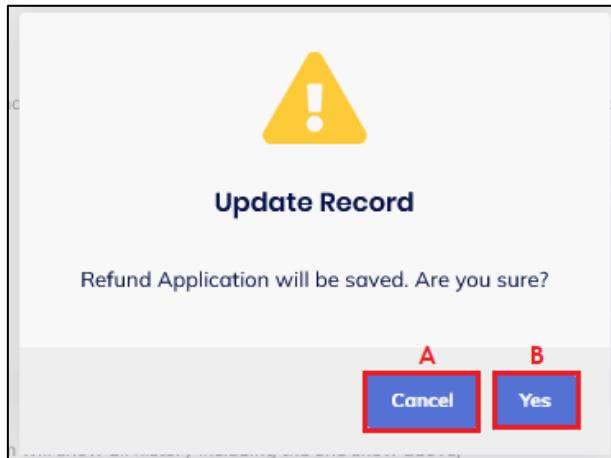


Figure 23 Edit confirmation message

34. Click on **Cancel** button (A) to cancel updating the refund application (Refer Figure 23).

35. Click on **Yes** button (B) to continue updating the refund application (Refer Figure 23).

36. System will display the success message (Refer Figure 24).

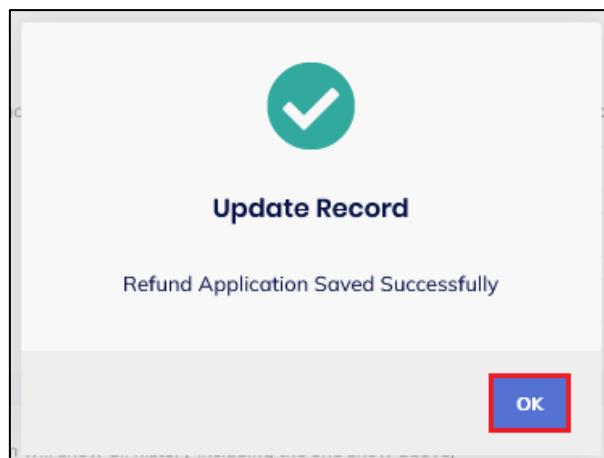
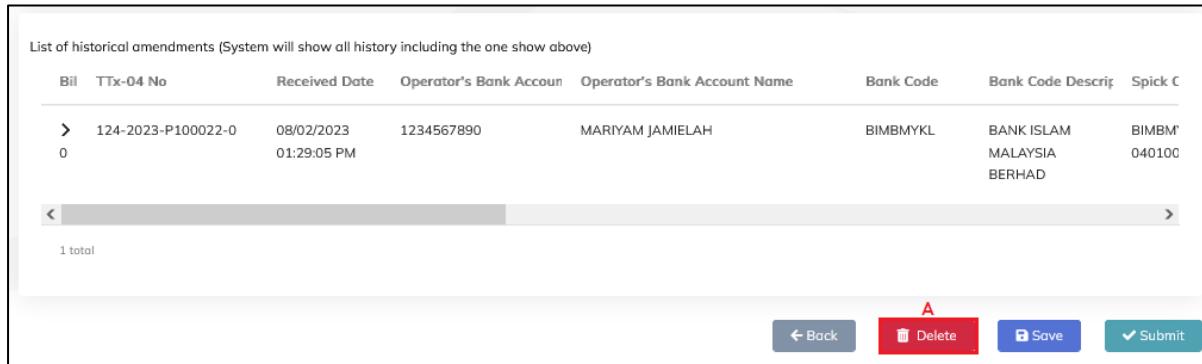


Figure 24 Edit success message

37. Click on **OK** button (A) (Refer Figure 24).
38. Refund application is successfully updated.

1.1.4 Delete Refund Application

1. Click on **Actions** button (A) on refund application with status Draft (Refer Figure 17).
2. Click on **Edit** button (B) to delete the refund application (Refer Figure 17).
3. System will display edit form for Refund Application (Refer Figure 18).



List of historical amendments (System will show all history including the one show above)						
Bil	TTx-04 No	Received Date	Operator's Bank Accou	Operator's Bank Account Name	Bank Code	Bank Code Descrip
> 0	124-2023-P100022-0	08/02/2023 01:29:05 PM	1234567890	MARIYAM JAMIELAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD 04010C

< >

1 total

Back Delete Save Submit

Figure 25 Delete button in Edit Refund Application page

4. Click on **Delete** button (A) (Refer Figure 25).
5. System will display confirmation message (Refer Figure 26).

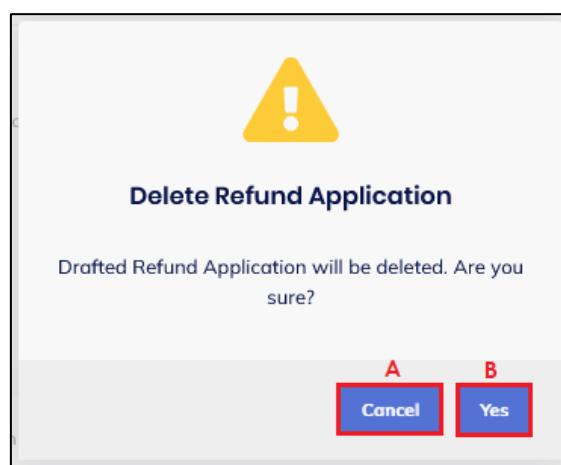


Figure 26 Delete confirmation message

6. Click on **Cancel** button (A) to cancel deleting the application (Refer Figure 26).
7. Click on **Yes** button (B) to continue deleting the application (Refer Figure 26).
8. System will display success message (Refer Figure 27).

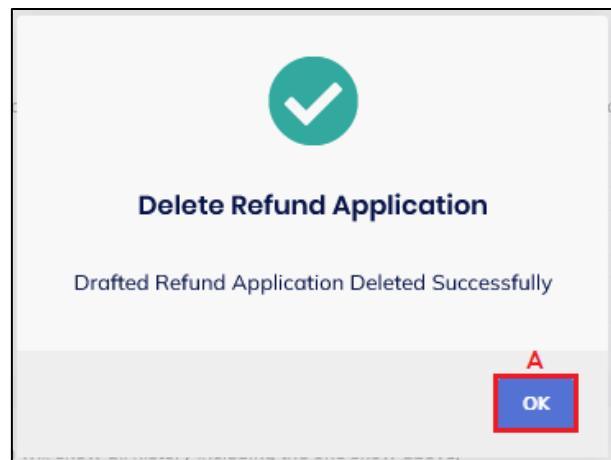
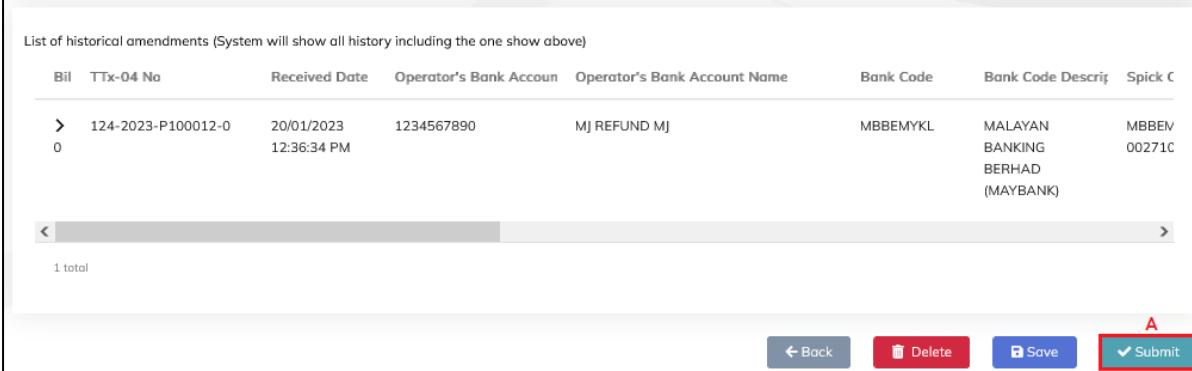


Figure 27 Delete success message

9. Click on **OK** button (A) (Refer Figure 27).
10. Draft refund application is successfully deleted. A new refund application can be made.

1.1.5 Submit Refund Application

1. Click on **Actions** button (A) on refund application with status Draft (Refer Figure 17).
2. Click on **Edit** button (B) to submit the refund application (Refer Figure 17).
3. System will display edit form for Refund Application (Refer Figure 18).



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

Bil	TTx-04 No	Received Date	Operator's Bank Accoun	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
> 0	124-2023-P100012-0	20/01/2023 12:36:34 PM	1234567890	MJ REFUND MJ	MBBEMYKL	MALAYAN BANKING BERHAD (MAYBANK)	MBBEM 00271C

< >

1 total

← Back Delete Save **Submit** A

Figure 28 Submit button in Edit Refund Application page

4. Click on **Submit** button (A) (Refer Figure 28).
5. System will display confirmation message (Refer Figure 29).

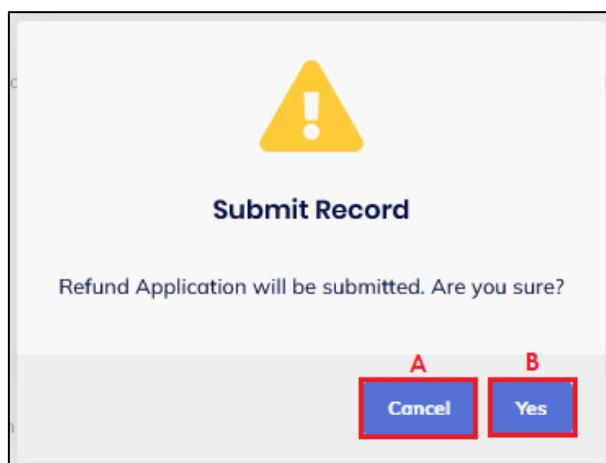


Figure 29 Submit confirmation message

6. Click on **Cancel** button (A) to cancel submitting the refund application (Refer Figure 29).
7. Click on **Yes** button (B) to continue submitting the refund application (Refer Figure 29).
8. System will display success message (Refer Figure 30).

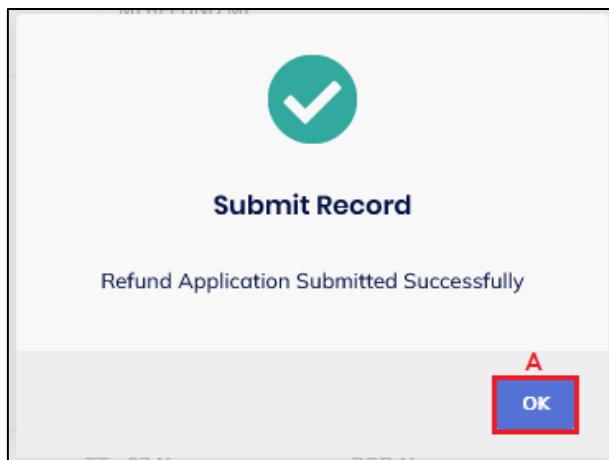
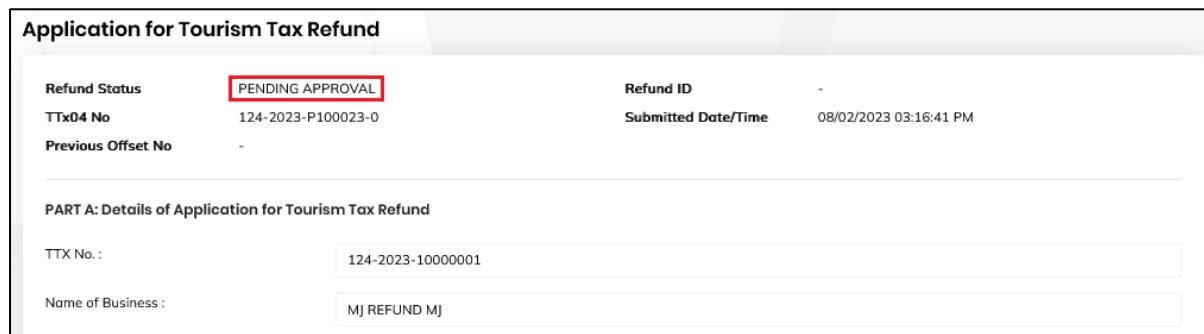


Figure 30 Submit success message

9. Click on OK button (A) (Refer Figure 30).
10. Refund application is successfully submitted. Status will be updated to Pending Approval (Refer Figure 31).



A screenshot of the "Application for Tourism Tax Refund" form. At the top left, the title "Application for Tourism Tax Refund" is visible. The "Refund Status" field is highlighted with a red border and contains the text "PENDING APPROVAL". Other fields shown include "TTx04 No" (124-2023-P100023-0), "Previous Offset No" (empty), "Refund ID" (empty), and "Submitted Date/Time" (08/02/2023 03:16:41 PM). Below this, a section titled "PART A: Details of Application for Tourism Tax Refund" contains fields for "TTX No." (124-2023-10000001) and "Name of Business" (MJ REFUND MJ). A "Print" button is located at the bottom right of the form.

Figure 31 Refund Application with status Pending Approval (Submit form)

11. In status Pending Approval, **Print** button (A) will be displayed (Refer Figure 32). Refund Application form can be printed after it has been submitted.

1.1.6 Print Application Form

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

Bil	TTx-04 No	Received Date	Operator's Bank Accoun	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
> 0	124-2023-P100023-0	08/02/2023 03:16:29 PM	1234567890	MARIYAM JAMILAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBM ⁰ 040100

< [] >

1 total

[Back](#) A [Print](#)

Figure 32 Print button on Refund Application with status Pending Approval

- Click on **Print** button (A) (Refer Figure 32).
- System will display print refund application page (Refer Figure 33).

myTTx JABATAN KASTAM DIRAJA MALAYSIA

Export in PDF Format

JABATAN KASTAM DIRAJA MALAYSI
ROYAL MALAYSIAN CUSTOMS DEPAR
PEM BAYARAN BALIK CUKAI PELANCONG
TOURISM TAX REFUND

No. Ruj. TTx-04: 124-2023-P100023-0

Nota Penting (Important Notes)

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

A [Cancel](#) B [Download](#)

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

Bil	TTx-04 No	Received Date	Operator's Bank Accoun	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
> 0	124-2023-P100023-0	08/02/2023 03:16:29 PM	1234567890	MARIYAM JAMILAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBM ⁰ 040100

< [] >

1 total

[Back](#) B [Print](#)

Figure 33 Print Refund Application page

- Click on **Cancel** button (A) to return to the submitted refund application page (Refer Figure 33).

4. Click on **Download** button (B) to continue print the refund application form (Refer Figure 33).
5. PDF file of the refund application will be downloaded (Refer Figure 34 & Figure 35).

	JABATAN KASTAM DIRAJA MALAYSIA ROYAL MALAYSIAN CUSTOMS DEPARTMENT PEMBAYARAN BALIK CUKAI PELANCONGAN TOURISM TAX REFUND	TTx-04						
		No. Huj. TTx-04: 124-2023-1*180023-0						
<p>Nota Penting (Important Notes)</p> <p>1) Sila isikan borang ini dengan menaip menggunakan HURUF BESAR (Please type in using BLOCK LETTERS) 2) Sila rujui Panduan Mengisi Borang Cukai Pelancongan (Please refer to guide to fill up tourism tax form) 3) Ruangan yang bertanda (*) adalah wajib diisi (Column with (*) is a mandatory field) 4) Sila tandakan (X) dalam petak yang berkenaan (Please tick (X) accordingly) 5) Satu permohonan adalah layak untuk satu jenis tuntutan pembayaran balik sahaja. (An application is eligible for one type of refund only) 6) Sila sertakan jadual kiraan tuntutan dan dokumen berkaitan jika perlu. (Please attach worksheet or relevant document, if required) 7) Sila hubungi Pusat Panggilan Kastam ditanian 1-300-88-8500 / 03-78067200 atau emel cco@customs.gov.my untuk pertanyaan lanjut (Please contact Customs Call Center at 1-300-88-8500 / 03-78067200 or email cco@customs.gov.my for further enquiry)</p>								
BAHAGIAN A: BUTIRAN PENGENDALI PART A: DETAILS OF OPERATOR								
1) No. TTx* (TTx No.*): 124-2023-1000001 2) Nama Perniagaan* (Name of Business*): MJ REFUND MJ								
BAHAGIAN B: BUTIRAN PEMBAYARAN BALIK PART B: DETAILS OF REFUND								
3) Jenis Pembayaran Balik* (Refund Type*): <div style="display: flex; justify-content: space-around; align-items: center;"> <input type="checkbox"/> Permitian (Remission) / <input type="checkbox"/> Terlebih bayar (Overpaid) <input type="checkbox"/> Tersilap bayar (Erroneously paid) <input type="checkbox"/> Hutang laluk (Bad debt) <input type="checkbox"/> Lain-Lain (Others) <div style="margin-left: 20px;"> Sila Nyatakan (Please specify): </div> </div>								
4) Maklumat Tuntutan* (Claim Details*): Sila gunakan muka surat sebelah, jika ruangan tidak mencukupi (Please use page overleaf if space insufficient)								
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>No Rujukan TTx-03 (TTx-03 Reference No.)</th> <th>Jumlah Cukai Telah Dibayar (RM) (Total Tax Paid)</th> <th>Amaun Cukai Yang Dituntut (RM) (Tax Amount Claimable)</th> </tr> </thead> <tbody> <tr> <td>124-31006-1/2301</td> <td>400.00</td> <td>400.00</td> </tr> </tbody> </table>			No Rujukan TTx-03 (TTx-03 Reference No.)	Jumlah Cukai Telah Dibayar (RM) (Total Tax Paid)	Amaun Cukai Yang Dituntut (RM) (Tax Amount Claimable)	124-31006-1/2301	400.00	400.00
No Rujukan TTx-03 (TTx-03 Reference No.)	Jumlah Cukai Telah Dibayar (RM) (Total Tax Paid)	Amaun Cukai Yang Dituntut (RM) (Tax Amount Claimable)						
124-31006-1/2301	400.00	400.00						
5) Jumlah Amaun Cukai Yang Dituntut* (Total Tax Amount Claimable*): RM400.00								

Figure 34 TTx-04 Refund Application form page 1

BAHAGIAN C: PERAKUAN
PART C: DECLARATION

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

- | | |
|--|----------------------------------|
| 6) Nama Orang Diberi Kuasa* (Name of Authorized Person*) | MARIYAM JAMIELAH |
| 7) Nombor Kad Pengenalan/Pasport* (Identity Card Number/Passport No.*) | 990909099009 |
| 8) Nombor Akaun Bank Pengendali*
(Operator's Bank Account No.*) | 1234567890 |
| 9) Nama Bank* (Bank Name*) | BANK ISLAM MALAYSIA
BERHAD |
| 10) Tarikh* (Date*) 08/02/2023 | 11) Tandatangan*
(Signature*) |

Maklumat Tuntutan* (Claim Details*)

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

UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY)

Tarikh Diterima* 08/02/2023 Tarikh Cop Pos*
(Received Date*) (Postmark Date*)

Nombor Resit* 500018CT
(Receipt Number*)

Figure 35 TTx-04 Refund Application form page 2

1.1.7 Amend Details of Bank

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

Action	Status	TTx-03 No.	BOD No.	TTx-04 No.	Taxable Period	Overpaid Balance
<input type="button" value="Action"/> A	QUERY	124-31006-1/2301	-	124-2023-P100023-0	01/07/2022 - 31/07/2022	RM400.00
<input type="button" value="Amend"/> B						
<input type="button" value="Action"/>	No Application	124-31003-0/2301	-	-	01/03/2022 - 31/03/2022	RM30,000.00

Figure 36 Amend button on Refund Request table list

2. Public user will receive Query Letter after Officer has queried the refund application (Refer Figure 52 & Figure 53).
3. Click on Actions button (A) on refund application with status Query (Refer Figure 36).
4. Click on Amend button (B) to amend the refund application (Refer Figure 36).
5. System will display amend form for refund application (Refer Figure 37).



Application for Tourism Tax Refund

Refund Status	QUERY	Refund ID	-																
TTx4 No	124-2023-P100023-0	Submitted Date/Time	08/02/2023 03:16:41 PM																
Previous Offset No	-																		
PART A: Details of Application for Tourism Tax Refund																			
TTX No.:	124-2023-10000001																		
Name of Business :	MJ REFUND MJ																		
PART B: Details of Refund																			
Refund Type*:	OVERPAID																		
Refund Method*:	<input type="radio"/> CREDIT ACCOUNT <input checked="" type="radio"/> OFFSET																		
Payment Receipt No.:	500018CT																		
Select Taxable Period*	<table border="1"> <tr> <th>Select</th> <th>Status</th> <th>TTx-03 No.</th> <th>BOD No.</th> <th>Taxable Period</th> <th>Actual Amount Payable</th> <th>Paid Balance (RM)</th> </tr> <tr> <td><input type="radio"/></td> <td>PENDING PAYMENT</td> <td>124-31003-0/2302</td> <td>-</td> <td>01/03/2019 - 31/03/2019</td> <td>RM100,000.00</td> <td>RM100,000.00</td> </tr> </table>			Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payable	Paid Balance (RM)	<input type="radio"/>	PENDING PAYMENT	124-31003-0/2302	-	01/03/2019 - 31/03/2019	RM100,000.00	RM100,000.00		
Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payable	Paid Balance (RM)													
<input type="radio"/>	PENDING PAYMENT	124-31003-0/2302	-	01/03/2019 - 31/03/2019	RM100,000.00	RM100,000.00													
Claim Details*	<table border="1"> <tr> <th>Form No.:</th> <th>Form Type:</th> <th>Taxable Period</th> <th>Total Tax Paid (RM):</th> <th>Overpaid (RM):</th> <th>Amount Claimable</th> </tr> <tr> <td>124-31006-1/2301</td> <td>Tax Return</td> <td>01/07/2022 - 31/07/2022</td> <td>RM600.00</td> <td>RM400.00</td> <td>400</td> </tr> </table>			Form No.:	Form Type:	Taxable Period	Total Tax Paid (RM):	Overpaid (RM):	Amount Claimable	124-31006-1/2301	Tax Return	01/07/2022 - 31/07/2022	RM600.00	RM400.00	400				
Form No.:	Form Type:	Taxable Period	Total Tax Paid (RM):	Overpaid (RM):	Amount Claimable														
124-31006-1/2301	Tax Return	01/07/2022 - 31/07/2022	RM600.00	RM400.00	400														
Amount Claimable :	RM400.00																		
Offset / Carry Forward Balance (RM) :	RM0.00																		
Total Amount Claimable (RM) :	RM400.00																		
PART C: Details of Bank																			
Operator's Bank Account No*:	1234567890																		
Operator's Bank Account Name*:	MARIYAM JAMILAH																		
Bank Code*:	BIMBMYKL	<input type="button" value="Search"/>	Bank Code Description: BANK ISLAM MALAYSIA BERHAD																
Spick Code :	BIMBMYKL0004010025	<input type="button" value="Search"/>	Spick Code Description: TAWAU																
Application Letter*:	<input type="button" value="Upload Supporting Document"/> <small>1. TEST 5.pdf</small>																		
Remission Approval Letter	<input type="button" value="Upload Supporting Document"/>																		
Payment Receipt with the Overpaid Amount*	<input type="button" value="Upload Supporting Document"/>																		
Front page of Bank Statement*	<input type="button" value="Upload Supporting Document"/>																		
Business Registration Document	<input type="button" value="Upload Supporting Document"/>																		
Other Document	<input type="button" value="Upload Supporting Document"/>																		
PART D: Declaration																			
<input checked="" type="checkbox"/> I hereby declare that the information stated in the form are true and complete and agree any notice to be served to me through electronic device																			
Name Of Authorized Person*:	MARIYAM JAMILAH																		
Identity Card No. / Passport No.:	IC - Identity Card No																		
990909099009																			
Officer Remark	<small>YOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE REFUND APPLICATION.</small> <small>DOCUMENTS NEEDED:</small> <ul style="list-style-type: none"> 1. SIGNED REMISSION APPROVAL LETTER 																		
List of historical amendments (System will show all history including the one show above)																			
<table border="1"> <thead> <tr> <th>Bil</th> <th>TTx-04 No</th> <th>Received Date</th> <th>Operator's Bank Accou</th> <th>Operator's Bank Account Name</th> <th>Bank Code</th> <th>Bank Code Descrip</th> <th>Spick C</th> </tr> </thead> <tbody> <tr> <td>> 0</td> <td>124-2023-P100023-0</td> <td>08/02/2023 03:16:29 PM</td> <td>1234567890</td> <td>MARIYAM JAMILAH</td> <td>BIMBMYKL</td> <td>BANK ISLAM MALAYSIA BERHAD</td> <td>BIMBMYKL04010025</td> </tr> </tbody> </table>				Bil	TTx-04 No	Received Date	Operator's Bank Accou	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C	> 0	124-2023-P100023-0	08/02/2023 03:16:29 PM	1234567890	MARIYAM JAMILAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBMYKL04010025
Bil	TTx-04 No	Received Date	Operator's Bank Accou	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C												
> 0	124-2023-P100023-0	08/02/2023 03:16:29 PM	1234567890	MARIYAM JAMILAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBMYKL04010025												
<small>1 total</small>																			
<input type="button" value="A Back"/> <input type="button" value="B Submit"/>																			

Figure 37 Amend form for Refund Application

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

Note: Mandatory.

Note: Amount Claimable cannot be more than Overpaid.

7. Input bank account no. in **Operator's Bank Account No.** field.

Note: Mandatory.

8. Input bank account name in **Operator's Bank Account Name** field.

Note: Mandatory.

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

PART C: Details of Bank

Operator's Bank Account No* :	Operator's Bank Account No	
Operator's Bank Account Name* :	Operator's Bank Account Name	
Bank Code* :	Bank Code	 A Bank Code Description :
Spick Code :	Spick Code	 B Spick Code Description :

Figure 38 Lookup table for Bank Code and Spick Code fields (Amend form)

9. Click **Search** button (A) on the lookup table for **Bank Code** field (Refer Figure 38).

10. System will display list of Bank Code (Refer Figure 39).

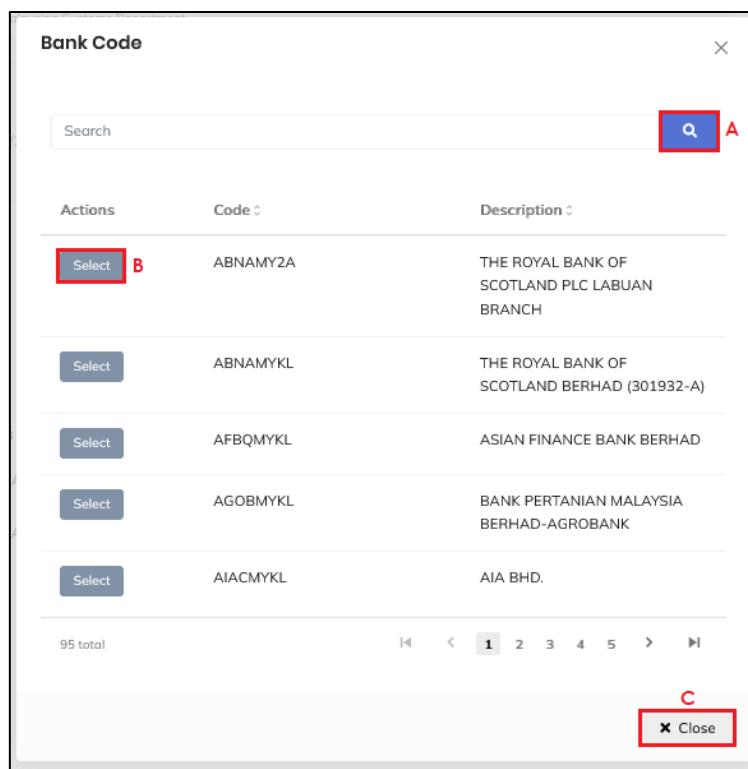


Figure 39 List of Bank Code (Amend form)

11. Input bank code in **Search** field. Click on **Search** button (A) to search for available bank code (Refer Figure 39).
Note: Mandatory.
12. Click on **Select** button (B) to select a bank code (Refer Figure 39).
13. Click on **Close** button (C) to return to create refund application page (Refer Figure 39).
14. Click **Search** button (B) on the lookup table for **Spick Code** field (Refer Figure 38).
15. System will display list of Spick Code (Refer Figure 40).

Bank Branch Code

Actions	Code	Description
Select B	BIMBMYKL0004001144	AEROMALL AIRPORT, JOHOR
Select	BIMBMYKL0004002011	ALOR SETAR
Select	BIMBMYKL0004012122	AMPANG
Select	BIMBMYKL0004012252	ARA DAMANSARA
Select	BIMBMYKL0004004042	AYER KEROH, MELAKA

139 total

A 

C 

Figure 40 List of Spick Code (Amend form)

16. Input spick code in **Search** field. Click on **Search** button (A) to search for available spick code (Refer Figure 40).
Note: Optional.
17. Click on **Select** button (B) to select a spick code (Refer Figure 40).
18. Click on **Close** button (C) to return to create refund application page (Refer Figure 40).
19. Click on **Upload Supporting Document** field to upload **Application Letter**.
Note: Mandatory.
20. System will display File Upload window (Refer Figure 41).

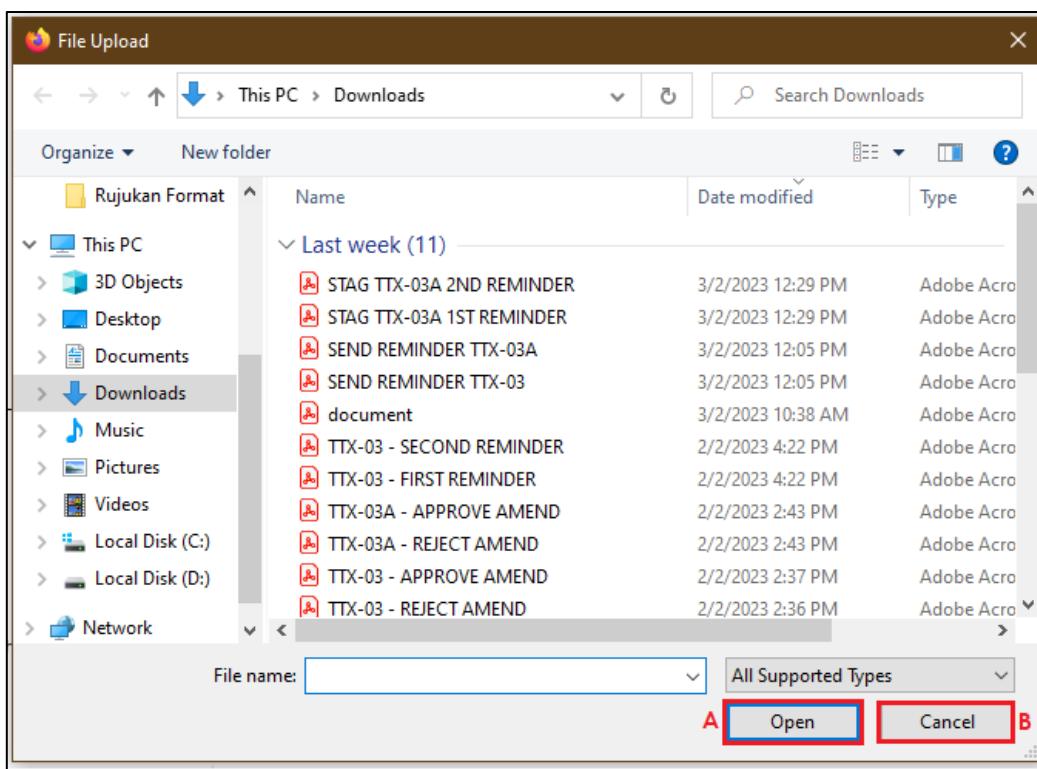


Figure 41 File Upload Window (Amend form)

21. Select the file and click **Open** button (A) to upload (Refer Figure 41).
22. Click on **Cancel** button (B) to return to create application page (Refer Figure 41).
23. Click on **Upload Supporting Document** field to upload **Remission Approval Letter**.
Note: Optional.
24. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount**.
Note: Mandatory.
25. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement**.
Note: Mandatory.
26. Click on **Upload Supporting Document** field to upload **Business Registration Document**.
Note: Optional.
27. Click on **Upload Supporting Document** field to upload **Other Document**.
Note: Optional.
28. Click on **Back** button (A) to return to the Refund Request page (Refer Figure 37).
29. Click on **Submit** button (B) to submit amendments (Refer Figure 37).
30. System will display confirmation message (Refer Figure 42).

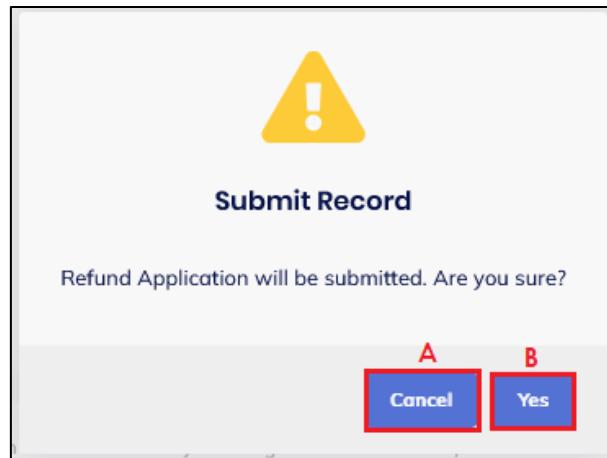


Figure 42 Amend confirmation message

31. Click on **Cancel** button (A) to return to amend refund application form (Refer Figure 42).
32. Click on **Yes** button (B) to continue submit amendments (Refer Figure 42).
33. System will display success message (Refer Figure 43).

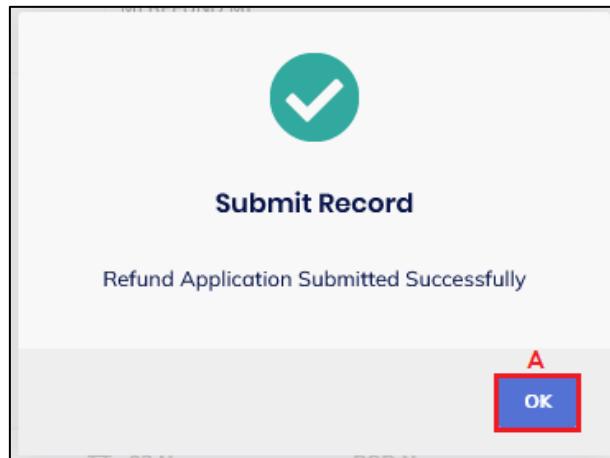


Figure 43 Amend success message

34. Click on OK button (A) (Refer Figure 43).
35. Amendments is successfully submitted. Status will be updated to Pending Approval (Refer Figure 44).

Application for Tourism Tax Refund

Refund Status	PENDING APPROVAL	Refund ID	-
TTx04 No	124-2023-P100023-1	Submitted Date/Time	08/02/2023 05:23:13 PM
Previous Offset No	-		

PART A: Details of Application for Tourism Tax Refund

TTX No. :	124-2023-10000001
Name of Business :	MJ REFUND MJ

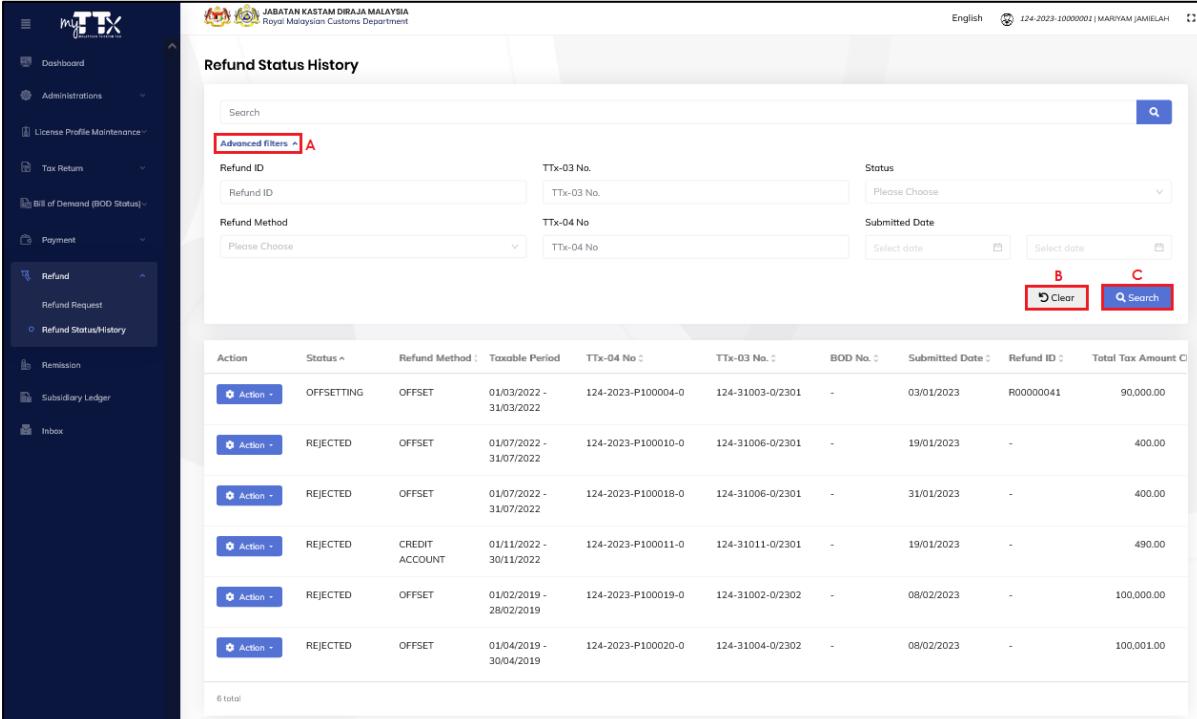
Figure 44 Refund Application with status Pending Approval (Amend form)

List of historical amendments (System will show all history including the one show above)							
Bil	TTx-04 No	Received Date	Operator's Bank Account	Operator's Bank Account Name	Bank Code	Bank Code Description	S
0	124-2023-P100023-0	08/02/2023 03:16:29 PM	1234567890	MARIYAM JAMILAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	B- 0-
> 1	124-2023-P100023-1	08/02/2023 05:23:13 PM	1234567890	MARIYAM JAMILAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	B- 0-
< [] >							
2 total							

Figure 45 List of historical amendments table list

36. The history of amendments will be displayed in List of historical amendments table list (Refer Figure 45).

1.2 Refund Status/ History

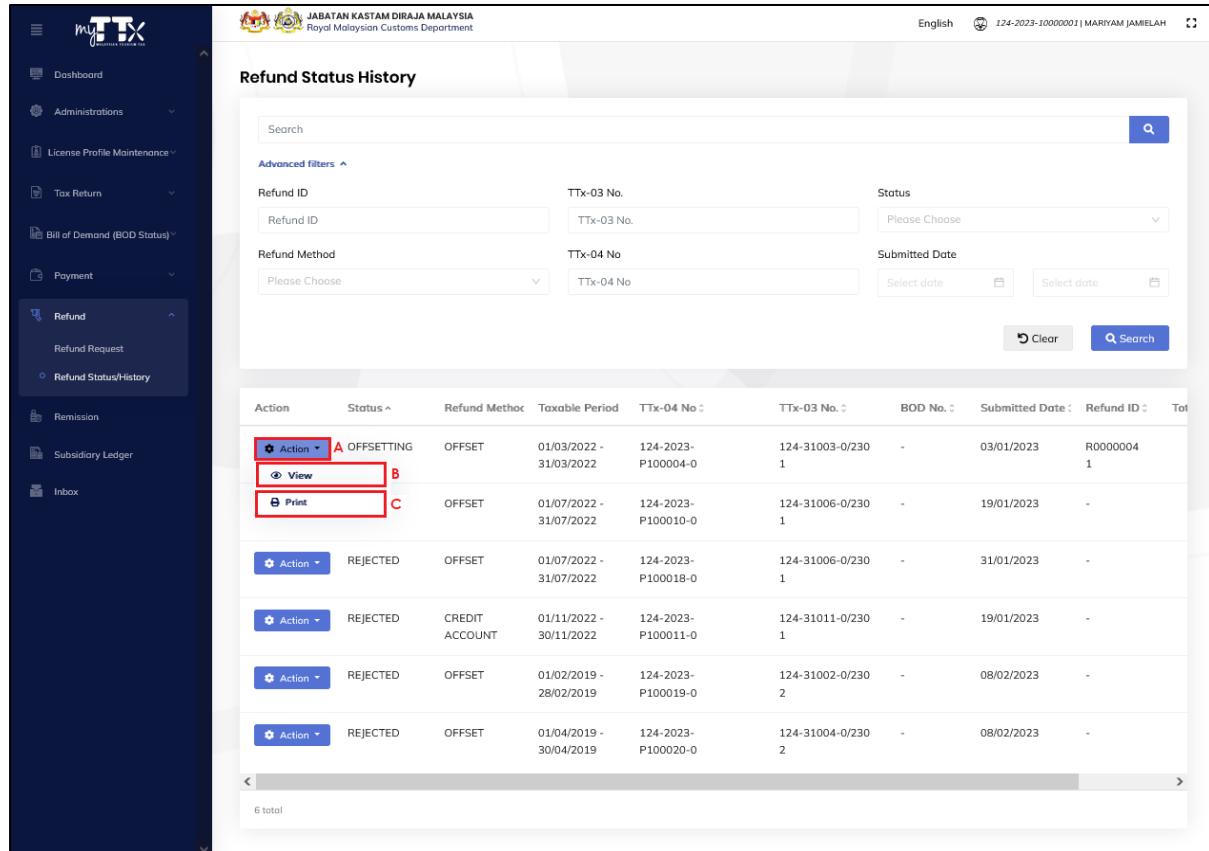


Action	Status	Refund Method	Taxable Period	TTx-04 No.	TTx-03 No.	BOD No.	Submitted Date	Refund ID	Total Tax Amount
Action	OFFSETTING	OFFSET	01/03/2022 - 31/03/2022	124-2023-P100004-0	124-31003-0/2301	-	03/01/2023	R00000041	90.000.00
Action	REJECTED	OFFSET	01/07/2022 - 31/07/2022	124-2023-P100010-0	124-31006-0/2301	-	19/01/2023	-	400.00
Action	REJECTED	OFFSET	01/07/2022 - 31/07/2022	124-2023-P100018-0	124-31006-0/2301	-	31/01/2023	-	400.00
Action	REJECTED	CREDIT ACCOUNT	01/11/2022 - 30/11/2022	124-2023-P100011-0	124-31001-0/2301	-	19/01/2023	-	490.00
Action	REJECTED	OFFSET	01/02/2019 - 28/02/2019	124-2023-P100019-0	124-31002-0/2302	-	08/02/2023	-	100.000.00
Action	REJECTED	OFFSET	01/04/2019 - 30/04/2019	124-2023-P100020-0	124-31004-0/2302	-	08/02/2023	-	100.001.00

Figure 46 Refund Status/ History page

1. In Refund Status/ History, system will display Refund Status/ History table list. It will display refund application with status Rejected, Approved, Offsetting, Issued to Bank, Query From 1GFMAS and Rejected By Bank.
2. Click **Advanced Filters** button (A) to filter the table list by Refund ID, TTx-03 No., Status, Refund Method, TTx-04 No. and Submitted Date (Refer Figure 46).
3. Click **Clear** button (B) to clear all fields (Refer Figure 46).
4. Click **Search** button (C) to search the table list (Refer Figure 46).

1.2.1 View Refund Status/ History

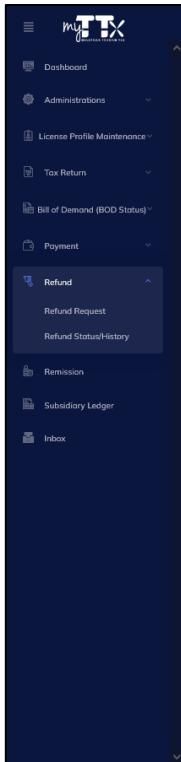


Action	Status	Refund Method	Taxable Period	TTx-04 No	TTx-03 No	BOD No	Submitted Date	Refund ID	Total
	A OFFSETTING	OFFSET	01/03/2022 - 31/03/2022	124-2023-P100004-0	124-31003-0/2301	-	03/01/2023	R00000041	
	B								
	C	OFFSET	01/07/2022 - 31/07/2022	124-2023-P100010-0	124-31006-0/2301	-	19/01/2023		
	REJECTED	OFFSET	01/07/2022 - 31/07/2022	124-2023-P100018-0	124-31006-0/2301	-	31/01/2023		
	REJECTED	CREDIT ACCOUNT	01/11/2022 - 30/11/2022	124-2023-P100011-0	124-31011-0/2301	-	19/01/2023		
	REJECTED	OFFSET	01/02/2019 - 28/02/2019	124-2023-P100019-0	124-31002-0/2302	-	08/02/2023		
	REJECTED	OFFSET	01/04/2019 - 30/04/2019	124-2023-P100020-0	124-31004-0/2302	-	08/02/2023		

6 total

Figure 47 View and Print buttons in Refund Status/ History

1. Click on **Action** button (A) on refund application with status Rejected, Approved, Offsetting, Issued To Bank, Query From iGFMAS and Rejected By Bank (Refer Figure 47).
2. Click on **View** button (B) to view the Refund Application (Refer Figure 47).
3. System will display the Refund Application page (Refer Figure 48).



JABATAN KASTAM DIRAJA MALAYSIA
Royal Malaysian Customs Department

English | 124-2023-10000001 | MARIYAM JAMILAH

Application for Tourism Tax Refund

PART A: Details of Application for Tourism Tax Refund

Refund Status	OFFSETTING	Refund ID	R00000048
TTx04 No	124-2023-P100026-0	Submitted Date/Time	09/02/2023 10:04:41 AM
Previous Offset No	-		

PART B: Details of Refund

Refund Type*	OVERPAID																
Refund Method*	<input checked="" type="radio"/> CREDIT ACCOUNT <input type="radio"/> OFFSET																
Payment Receipt No.:	500020CT																
Select Taxable Period*	<table border="1"> <tr> <th>Select</th> <th>Status</th> <th>TTx-03 No.</th> <th>BOD No.</th> <th>Taxable Period</th> <th>Actual Amount Payable</th> <th>Paid Balance (RM)</th> </tr> <tr> <td><input checked="" type="radio"/></td> <td>BOD ISSUED</td> <td>124-31007-0/2301</td> <td>-</td> <td>01/06/2022 - 30/06/2022</td> <td>RM400.00</td> <td>RM400.00</td> </tr> </table>			Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payable	Paid Balance (RM)	<input checked="" type="radio"/>	BOD ISSUED	124-31007-0/2301	-	01/06/2022 - 30/06/2022	RM400.00	RM400.00
Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payable	Paid Balance (RM)											
<input checked="" type="radio"/>	BOD ISSUED	124-31007-0/2301	-	01/06/2022 - 30/06/2022	RM400.00	RM400.00											

Claim Details*

Form No.:	Form Type:	Taxable Period	Total Tax Paid (RM):	Overpaid (RM):	Amount Claimable
124-31009-0/2301	Tax Return	01/09/2022 - 30/09/2022	RM0.00	RM600.00	520

Amount Claimable : RM520.00
Offset / Carry Forward Balance (RM) : RM0.00
Total Amount Claimable (RM) : RM600.00

PART C: Details of Bank

Operator's Bank Account No*:	1234567890			
Operator's Bank Account Name*:	MJ REFUND SDN BHD			
Bank Code*:	BIMBMYKL	<input type="button" value="Search"/>	Bank Code Description :	BANK ISLAM MALAYSIA BERHAD
Spick Code :	BIMBMYKL0004010025	<input type="button" value="Search"/>	Spick Code Description :	TAWAU

Supporting Document* :

[1. TEST 1.pdf](#)
[2. TEST 2.pdf](#)
[3. TEST 3.pdf](#)

PART D: Declaration

I hereby declare that the information stated in the form are true and complete and agree any notice to be served to me through electronic device

Name Of Authorized Person* : MARIYAM JAMILAH

Identity Card No. / Passport No.* : IC - Identity Card No
990909099009

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

Bill	TTx-04 No	Received Date	Operator's Bank Accoun	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
>	124-2023-P100026-0	09/02/2023 10:04:37 AM	1234567890	MJ REFUND SDN BHD	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBM 040100
0							

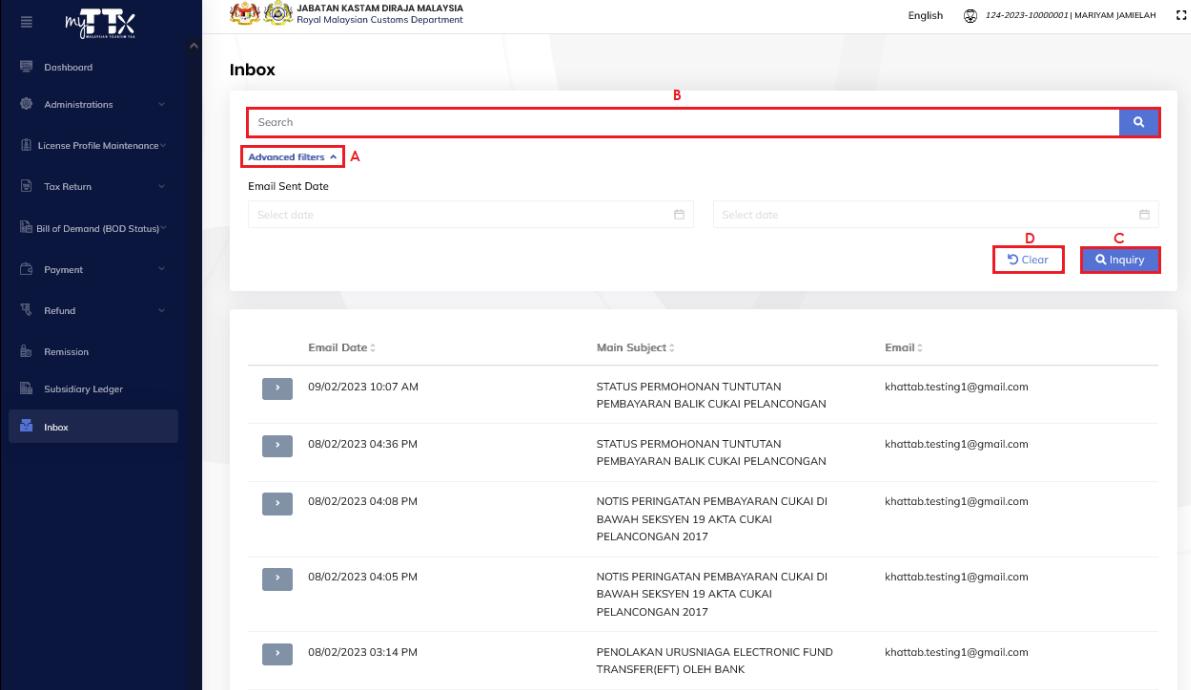
< 1 total >

A ← Back

Figure 48 Refund Application page 2

4. Click on **Back** button (A) to return to the Refund Request page (Refer Figure 48).
5. Click on **Print** button (C) to print the application form (Refer Figure 47).
6. System will display print refund application page (Refer Figure 33).
7. Click on **Cancel** button (A) to return to the submitted refund application page (Refer Figure 33).
8. Click on **Download** button (B) to continue print the refund application form (Refer Figure 33).
9. PDF file of the refund application will be downloaded (Refer Figure 34 & Figure 35).

1.3 Inbox



The screenshot shows the JKDM system's inbox interface. On the left is a dark sidebar with navigation links: 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 with the JKDM logo, "Royal Malaysian Customs Department", language selection (English), and session info (124-2023-10000001 | MARIYAM JAMILAH). Below the header is a search bar (B) and an "Advanced Filters" button (A). Underneath are two date pickers for "Email Sent Date". To the right of the filters are two buttons: "Clear" (D) and "Inquiry" (C). The main content area displays a table of received emails:

Email Date	Main Subject	Email
09/02/2023 10:07 AM	STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN	khattab.testing1@gmail.com
08/02/2023 04:36 PM	STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN	khattab.testing1@gmail.com
08/02/2023 04:08 PM	NOTIS PERINGATAN PEMBAYARAN CUKAI DI BAWAH SEKSYEN 19 AKTA CUKAI PELANCONGAN 2017	khattab.testing1@gmail.com
08/02/2023 04:05 PM	NOTIS PERINGATAN PEMBAYARAN CUKAI DI BAWAH SEKSYEN 19 AKTA CUKAI PELANCONGAN 2017	khattab.testing1@gmail.com
08/02/2023 03:14 PM	PENOLAKAN URUSNIAGA ELECTRONIC FUND TRANSFER(EFT) OLEH BANK	khattab.testing1@gmail.com

Figure 49 Inbox page

1. In Inbox, system will display all notification letters received by public user (Refer Figure 49).
2. Click **Advanced Filters** button (A) to filter the table list by Email Sent Date (Refer Figure 49).
3. Input keywords in **Search** field (B) (Refer Figure 49) and press Enter. System will display available data.
4. Click **Inquiry** button (C) to search the table list by filter (Refer Figure 49).
5. Click **Clear** button (D) to clear all filter fields (Refer Figure 49).

1.3.1 View & Download Notification Letters

Email Date	Main Subject	Email
A 09/02/2023 10:07 AM	STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN	khattab.testing1@gmail.com
::Attachments		
B Refund_Approved_Offsetting_124-2023-1000001_20230209_100704.pdf (NEW)	08/02/2023 04:36 PM	STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN

Figure 50 Open button in Inbox table list

1. Click **Open** button (A) (Refer Figure 50).
2. System will display attachment(s) available (Refer Figure 50).
3. Click on the **Link Attachment** (B) (Refer Figure 50).
4. System will display print notification letter page (Refer Figure 50).

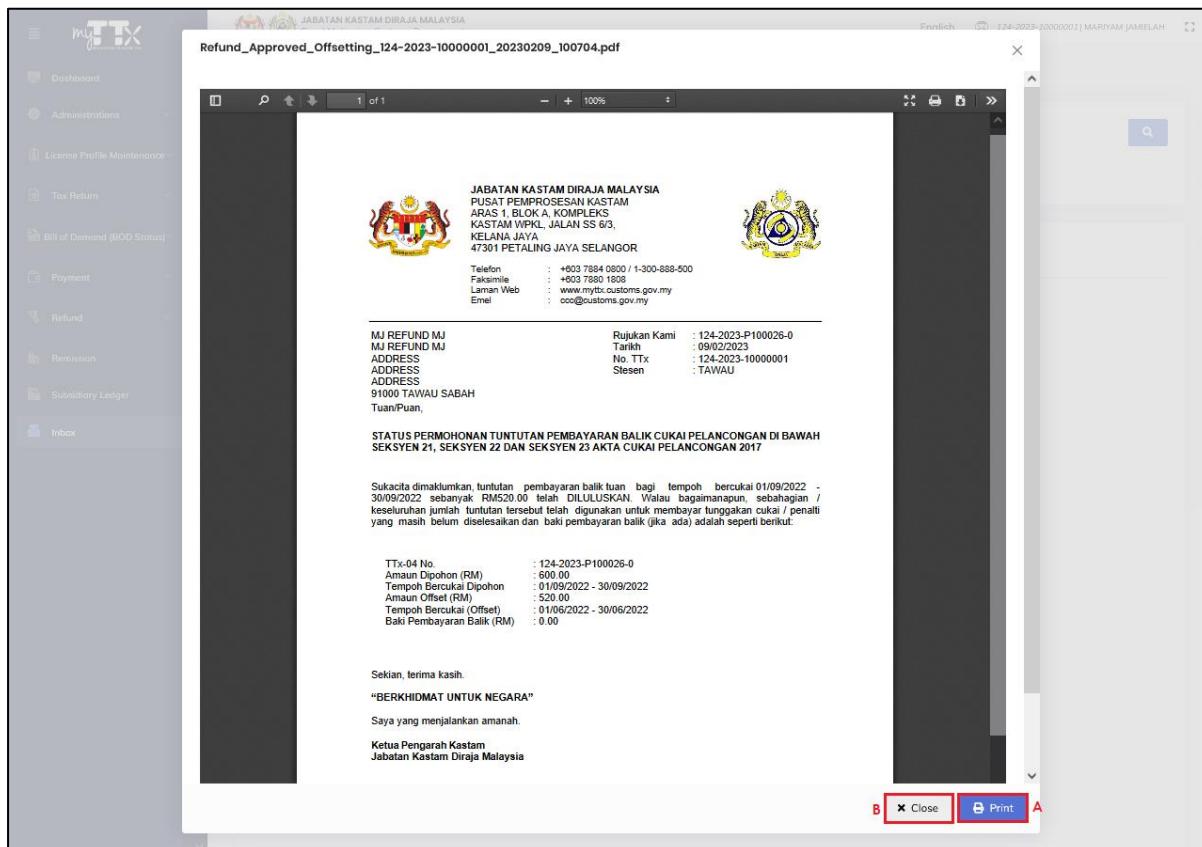


Figure 51 Print notification letter page

5. Click on **Print** button (A) to continue print the notification letter (Refer Figure 51).
6. PDF file of the notification letter will be downloaded.

1.3.1.1 Query Letter

1. Public user will receive Query Letter after Officer has queried the refund application
(Refer Figure 52 & Figure 53).

	JABATAN KASTAM DIRAJA MALAYSIA PUSAT PEMPROSESAN KASTAM ARAS 1, BLOK A, KOMPLEKS KASTAM WPKL, JALAN SS 6/3, KELANA JAYA 47301 PETALING JAYA SELANGOR	
<p>Telefon : +603 7884 0800 / 1-300-888-500 Faksimile : +603 7880 1808 Laman Web : www.myttx.customs.gov.my Emel : coc@customs.gov.my</p>		
MJ REFUND MJ MJ REFUND MJ ADDRESS ADDRESS ADDRESS 91000 TAWAU SABAH Tuan/Puan,	Rujukan Kami : 124-2023-P100023-0 Tarikh : 08/02/2023 No. TTx : 124-2023-1000001 Stesen : TAWAU	
<p>STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN DI BAWAH SEKSYEN 21, SEKSYEN 22 DAN SEKSYEN 23 AKTA CUKAI PELANCONGAN 2017</p>		
<p>Perkara di atas adalah dirujuk.</p>		
<p>Dimaklumkan bahawa permohonan tuntutan pembayaran balik tuan seperti dibawah telah DIKUIRI. Sila kemukakan maklumat/dokumen tambahan seperti berikut:</p>		
Tempoh Berukai : 01/07/2022 - 31/07/2022 Amaun (RM) : 400.00 TTx-04 No. : 124-2023-P100023-0		
<p>YOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE REFUND APPLICATION.</p>		
<p>DOCUMENTS NEEDED: 1. SIGNED REMISSION APPROVAL LETTER</p>		
<p>THANK YOU.</p>		

Figure 52 Query Letter page 1

Sehubungan dengan itu, tuan dikehendaki untuk mengemukakan maklumat / dokumen yang berkaitan dalam tempoh 14 hari daripada tarikh surat ini. Kegagalan pihak tuan dalam mengemukakan maklumat / dokumen tambahan tersebut akan menyebabkan tuntutan pihak tuan ditolak dan keputusan adalah muktamad.

Sila hubungi ADMIN di alamat emel stag.ttx2021@gmail.com atau di talian 10-4521212156 untuk sebarang pertanyaan dan keterangan lanjut.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah.

Ketua Pengarah Kastam
Jabatan Kastam Diraja Malaysia

Dokumen ini adalah cetakan komputer dan tidak memerlukan tandatangan

Figure 53 Query Letter page 2

1.3.1.2 Approved Offsetting Letter

1. Public user will receive Approved Offsetting Letter after Officer has approved the offset refund application (Refer Figure 54).

 <p style="text-align: center;">JABATAN KASTAM DIRAJA MALAYSIA PUSAT PEMPROSESAN KASTAM ARAS 1, BLOK A, KOMPLEKS KASTAM WPKL, JALAN SS 6/3, KELANA JAYA 47301 PETALING JAYA SELANGOR</p>	 <p style="text-align: center;">Rujukan Kami : 124-2023-P100026-0 Tarikh : 09/02/2023 No. TTx : 124-2023-1000001 Stesen : TAWAU</p>												
<p>MJ REFUND MJ Rujukan Kami : 124-2023-P100026-0 MJ REFUND MJ Tarikh : 09/02/2023 ADDRESS No. TTx : 124-2023-1000001 ADDRESS Stesen : TAWAU ADDRESS 91000 TAWAU SABAH Tuan/Puan,</p> <p style="text-align: center;">STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN DI BAWAH SEKSYEN 21, SEKSYEN 22 DAN SEKSYEN 23 AKTA CUKAI PELANCONGAN 2017</p> <p>Sukacita dimaklumkan, tuntutan pembayaran balik tuan bagi tempoh bercukai 01/09/2022 - 30/09/2022 sebanyak RM520.00 telah DILULUSKAN. Walau bagaimanapun, sebahagian / keseluruhan jumlah tuntutan tersebut telah digunakan untuk membayar tunggakan cukai / penalti yang masih belum diselesaikan dan baki pembayaran balik (jika ada) adalah seperti berikut:</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">TTx-04 No.</td> <td style="width: 70%;">: 124-2023-P100026-0</td> </tr> <tr> <td>Amaun Dipohon (RM)</td> <td>: 600.00</td> </tr> <tr> <td>Tempoh Bercukai Dipohon</td> <td>: 01/09/2022 - 30/09/2022</td> </tr> <tr> <td>Amaun Offset (RM)</td> <td>: 520.00</td> </tr> <tr> <td>Tempoh Bercukai (Offset)</td> <td>: 01/06/2022 - 30/06/2022</td> </tr> <tr> <td>Baki Pembayaran Balik (RM)</td> <td>: 0.00</td> </tr> </table> <p>Sekian, terima kasih. "BERKHIDMAT UNTUK NEGARA" Saya yang menjalankan amanah. Ketua Pengarah Kastam Jabatan Kastam Diraja Malaysia</p> <p style="text-align: center;"><i>Dokumen ini adalah cetakan komputer dan tidak memerlukan tandatangan</i></p>		TTx-04 No.	: 124-2023-P100026-0	Amaun Dipohon (RM)	: 600.00	Tempoh Bercukai Dipohon	: 01/09/2022 - 30/09/2022	Amaun Offset (RM)	: 520.00	Tempoh Bercukai (Offset)	: 01/06/2022 - 30/06/2022	Baki Pembayaran Balik (RM)	: 0.00
TTx-04 No.	: 124-2023-P100026-0												
Amaun Dipohon (RM)	: 600.00												
Tempoh Bercukai Dipohon	: 01/09/2022 - 30/09/2022												
Amaun Offset (RM)	: 520.00												
Tempoh Bercukai (Offset)	: 01/06/2022 - 30/06/2022												
Baki Pembayaran Balik (RM)	: 0.00												

Figure 54 Approved Offsetting Letter

1.3.1.3 Rejected Application Letter

1. Public user will receive Rejected Application Letter after Officer has rejected the refund application (Refer Figure 55).

	JABATAN KASTAM DIRAJA MALAYSIA PUSAT PEMPROSESAN KASTAM ARAS 1, BLOK A, KOMPLEKS KASTAM WPKL, JALAN SS 6/3, KELANA JAYA 47301 PETALING JAYA SELANGOR	
<p>Telefon : +603 7884 0800 / 1-300-888-500 Faksimile : +603 7880 1808 Laman Web : www.myttx.customs.gov.my Emel : coc@customs.gov.my</p>		
MJ REFUND MJ	Rujukan Kami : 124-2023-P100018-0	
MJ REFUND MJ	Tarikh : 08/02/2023	
ADDRESS	No. TTx : 124-2023-10000001	
ADDRESS	Stesen : TAWAU	
ADDRESS		
91000 TAWAU SABAH		
Tuan/Puan,		
<p>STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN DI BAWAH SEKSYEN 21, SEKSYEN 22 DAN SEKSYEN 23 AKTA CUKAI PELANCONGAN 2017 BAGI TEMPOH BERCUKAI 01/07/2022 - 31/07/2022</p>		
<p>Perkara di atas adalah dirujuk.</p>		
<p>Dimaklumkan permohonan tuntutan pembayaran balik tuan DITOLAK kerana:</p>		
<p>• REJECT THIS APPLICATION</p>		
<p>Sila hubungi REFUND AO 1 CDN di alamat emel ao1cdn2022@gmail.com atau di talian 130-03123456789 untuk sebarang pertanyaan dan keterangan lanjut.</p>		
<p>Sekian, terima kasih. "BERKHIDMAT UNTUK NEGARA" Saya yang manjalankan amanah. Ketua Pengarah Kastam Jabatan Kastam Diraja Malaysia</p>		
<p><i>Dokumen ini adalah cetakan komputer dan tidak memerlukan tandatangan</i></p>		

Figure 55 Rejected Application Letter