



**JABATAN KASTAM DIRAJA MALAYSIA**

# **USER MANUAL**

MALAYSIAN TOURISM TAX (MyTTx)

INSTALMENT MODULE  
(PPPD)

VERSION 1.1


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## 1. Instalment menu

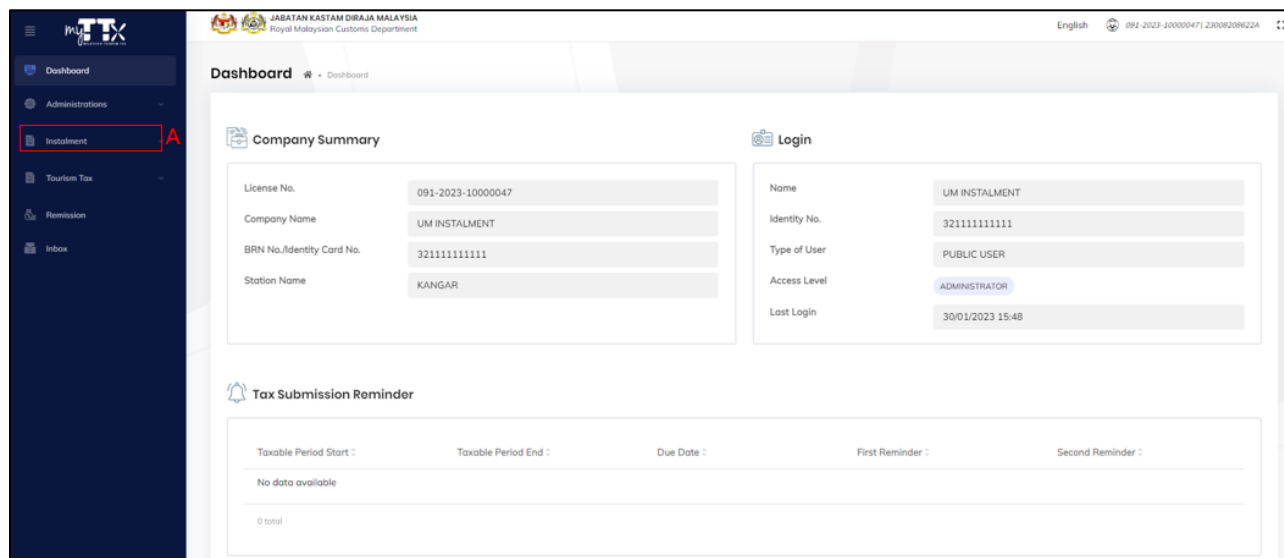


Figure 1 Home page

1. Click on **Instalment** menu (Refer Figure 1).

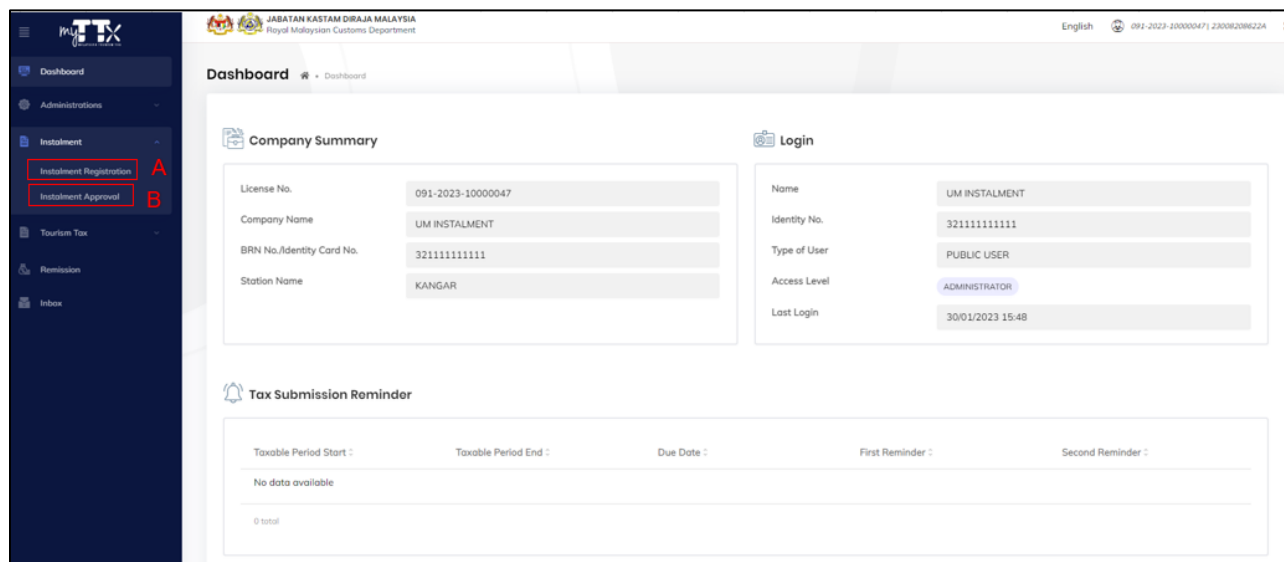



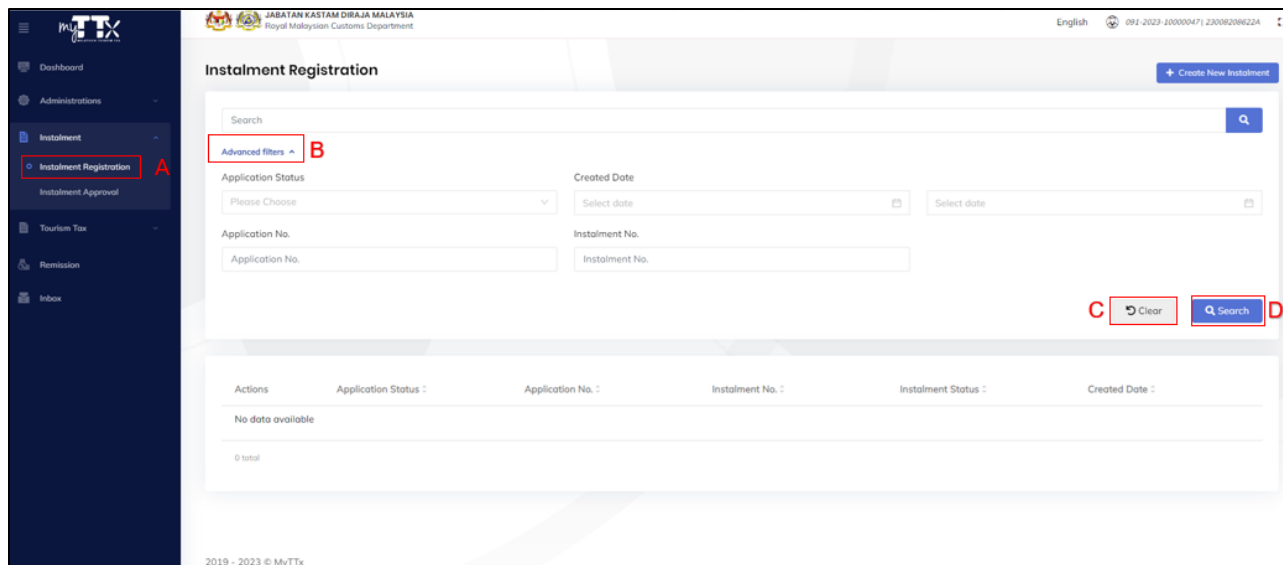
Figure 2 Instalment sub-menu

2. System will display the list of **Instalment** sub-menu (Refer Figure 1Figure 2).
3. Click on **Instalment Registration** sub-menu (Refer Figure 1Figure 2).
4. System will display the **Instalment Registration** page (Refer Figure 3).
5. Click on **Instalment Approval** sub-menu (Refer Figure 1Figure 2).

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6. System will display the **Instalment Approval** page.

## 1.1 Instalment Registration




The screenshot displays the 'Instalment Registration' interface. On the left sidebar, the 'Instalment Registration' menu item is highlighted with a red box and labeled 'A'. The main content area features a search bar at the top right. Below it, an 'Advanced filters' button is highlighted with a red box and labeled 'B'. The filter section includes:
 

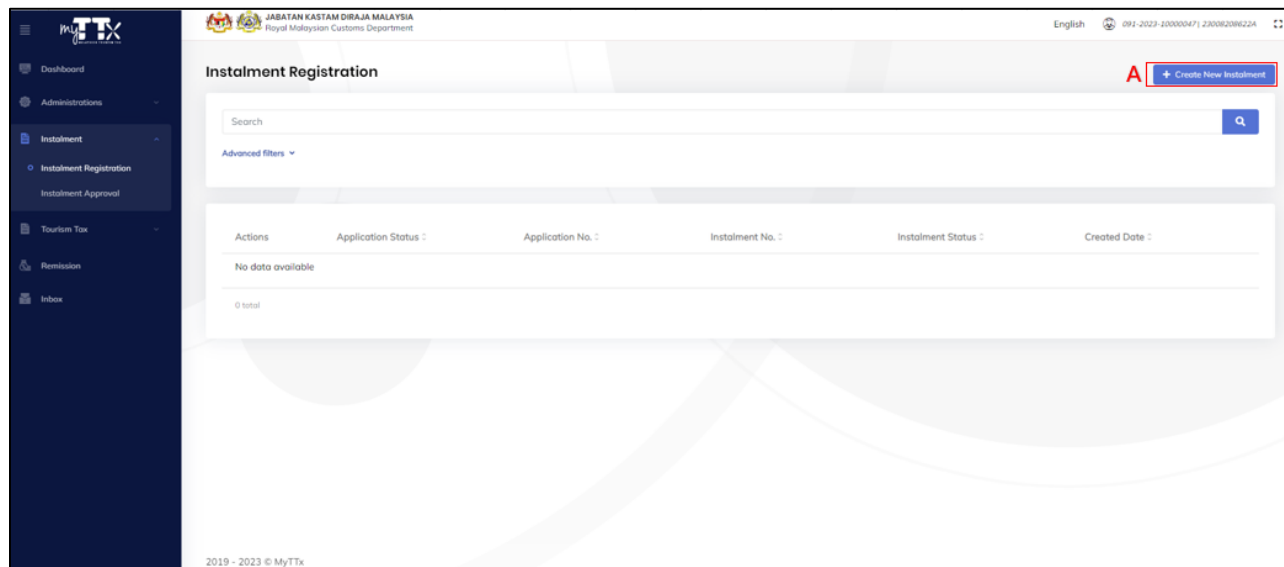
- Application Status:** A dropdown menu with 'Please Choose' selected.
- Application No.:** A text input field with 'Application No.' as a placeholder.
- Instalment No.:** A text input field with 'Instalment No.' as a placeholder.
- Created Date:** Two date selection fields, each with 'Select date' as a placeholder.

 At the bottom right of the filter section, there is a 'Clear' button (labeled 'C') and a 'Search' button (labeled 'D'). Below the filters is a table with columns: Actions, Application Status, Application No., Instalment No., Instalment Status, and Created Date. The table currently shows 'No data available' and '0 total' rows.

Figure 3 Instalment Registration Page


1. Click on **Instalment Registration** sub-menu (A) (Refer Figure 3).
2. Click on **Advanced filters** button (B) to filter the table list by (Refer Figure 3).
  - a. Application Status
  - b. Application No
  - c. Created Date
  - d. Instalment Date
3. Click **Clear** button (C) to clear all filter fields (Refer Figure 3).
4. Click **Search** button (D) to filter the table list (Refer Figure 3).

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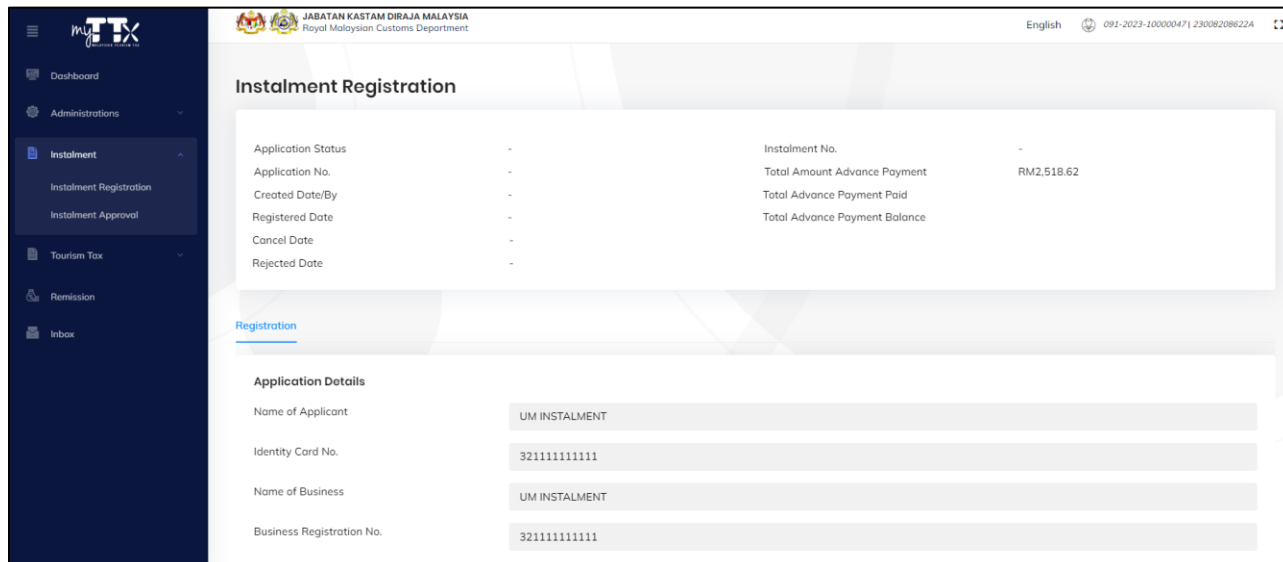


*Figure 4 Create New Instalment*

5. Click on **Create New Instalment** button (A) to apply for new instalment (Refer Figure 4).
6. System will display the **Instalment Registration** page (Refer Figure 5).

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### 1.1.1 Create New Instalment



**Instalment Registration**

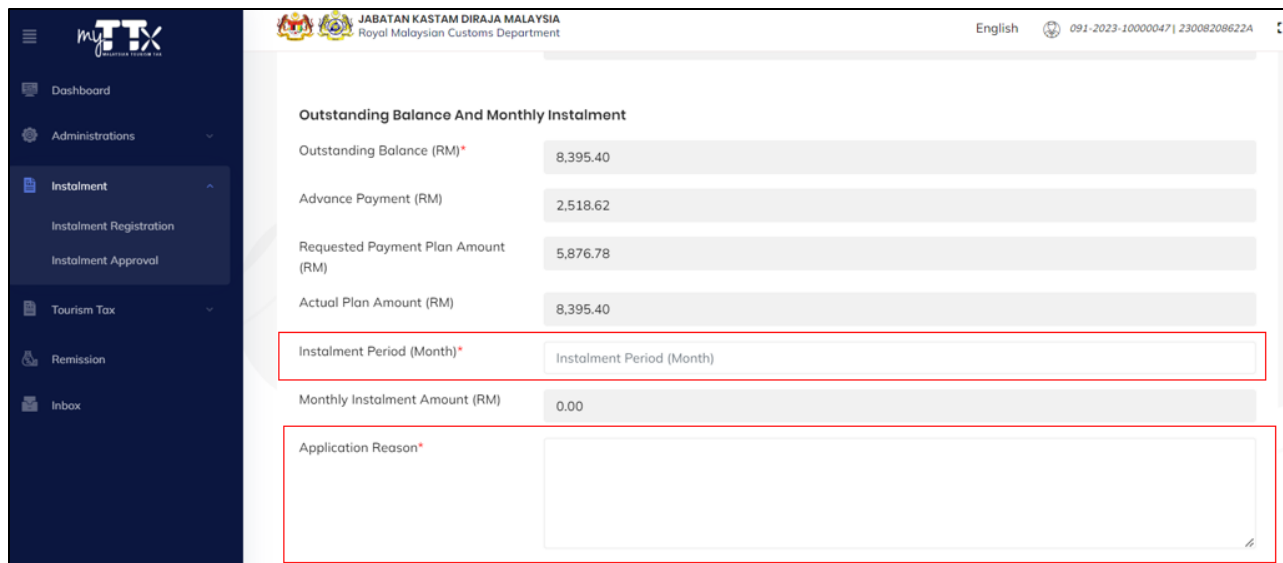
Application Status	-	Instalment No.	-
Application No.	-	Total Amount Advance Payment	RM2,518.62
Created Date/By	-	Total Advance Payment Paid	
Registered Date	-	Total Advance Payment Balance	
Cancel Date	-		
Rejected Date	-		

**Registration**

**Application Details**

Name of Applicant	UM INSTALMENT
Identity Card No.	321111111111
Name of Business	UM INSTALMENT
Business Registration No.	321111111111

Figure 5 Application Details section




**Outstanding Balance And Monthly Instalment**

Outstanding Balance (RM)*	8,395.40
Advance Payment (RM)	2,518.62
Requested Payment Plan Amount (RM)	5,876.78
Actual Plan Amount (RM)	8,395.40
Instalment Period (Month)*	Instalment Period (Month)
Monthly Instalment Amount (RM)	0.00
Application Reason*	

Figure 6 Outstanding Balance and Monthly Instalment section

1. Input Instalment Period in the **Instalment Period (Month)** field (Refer Figure 6).
2. Input Application Reason in the **Application Reason** field (Refer Figure 6).




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*Figure 7 Supporting Document for individual section*


- Upload **Identity Card/ Passport** in the Identity Card/ Passport field (Refer Figure 7).  
Note: Mandatory
- Upload **Bank Statement** in the Bank Statement (3 Months Latest) field (Refer Figure 7).  
Note: Mandatory
- Upload **LHDN Statement** in the LHDN Statement field (Refer Figure 7).  
Note: Mandatory
- Upload **Letter of Authority from Board of Member** in the Letter of Authority from Board of Member field (Refer Figure 7).  
Note: Optional

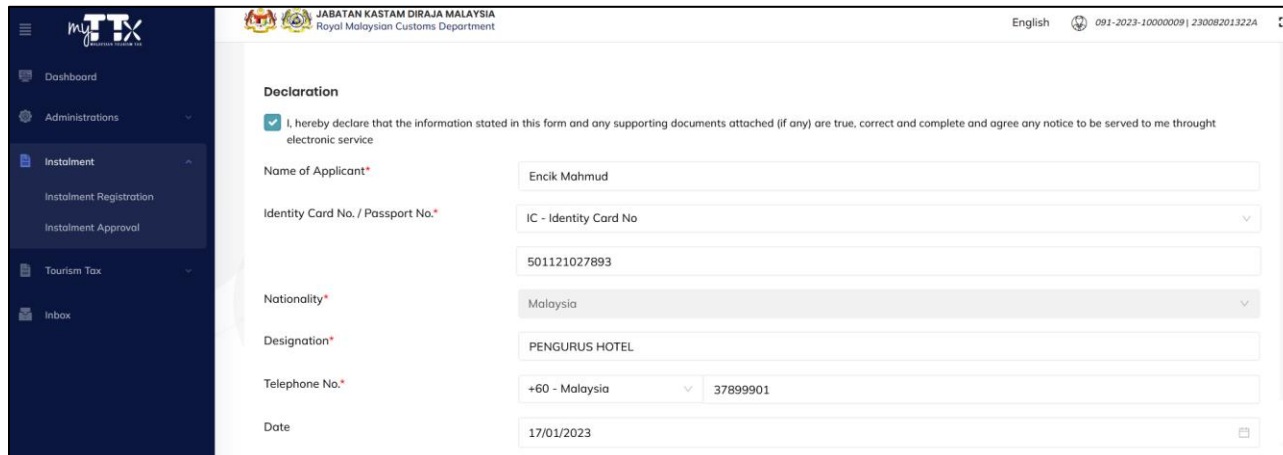
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*Figure 8 Supporting Document for company section*

7. Upload **Official Application Letter** in the Official Application Letter field (Refer Figure 8).  
Note: Mandatory
8. Upload **Form 49** in the Form 49 field (Refer Figure 8).  
Note: Mandatory
9. Upload **Bank statement** in the Bank Statement (3 Months Latest) (Refer Figure 8).  
Note: Mandatory
10. Upload **Audited Financial Statement** in the Audited Financial Statement field (Refer Figure 8).  
Note: Mandatory
11. Upload **Letter of Authority from Board of Member** in the Letter of Authority from Board of Member field (Refer Figure 8).  
Note: Optional

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**Declaration**

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

Name of Applicant\*

Identity Card No. / Passport No.\*

Nationality\*

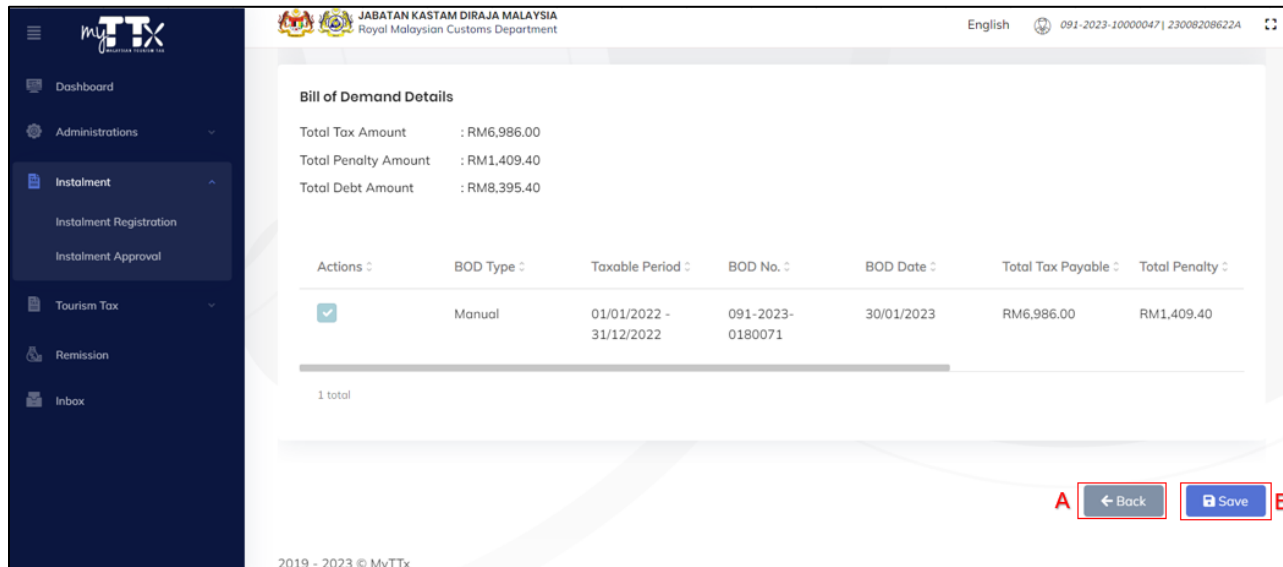
Designation\*

Telephone No.\*

Date

Figure 9 Declaration section

12. Tick on the **Declaration** checkbox (Refer Figure 9).
13. System will display the hidden fields upon check on the Declaration checkbox (Refer Figure 9).
14. Input Name of Applicant in the **Name of Applicant** field (Refer Figure 9).
15. Choose and input **Identity Card No.** or **Passport No.** in the **Identity Card No./ Passport No.** field (Refer Figure 9).
16. Choose Nationality from the **Nationality** dropdown field (Refer Figure 9).
17. Input Designation in the **Designation** field (Refer Figure 9).
18. Input Telephone No. in the **Telephone No** field (Refer Figure 9).



**Bill of Demand Details**

Total Tax Amount : RM6,986.00  
Total Penalty Amount : RM1,409.40  
Total Debt Amount : RM8,395.40

Actions	BOD Type	Taxable Period	BOD No.	BOD Date	Total Tax Payable	Total Penalty
<input checked="" type="checkbox"/>	Manual	01/01/2022 - 31/12/2022	091-2023-0180071	30/01/2023	RM6,986.00	RM1,409.40

1 total

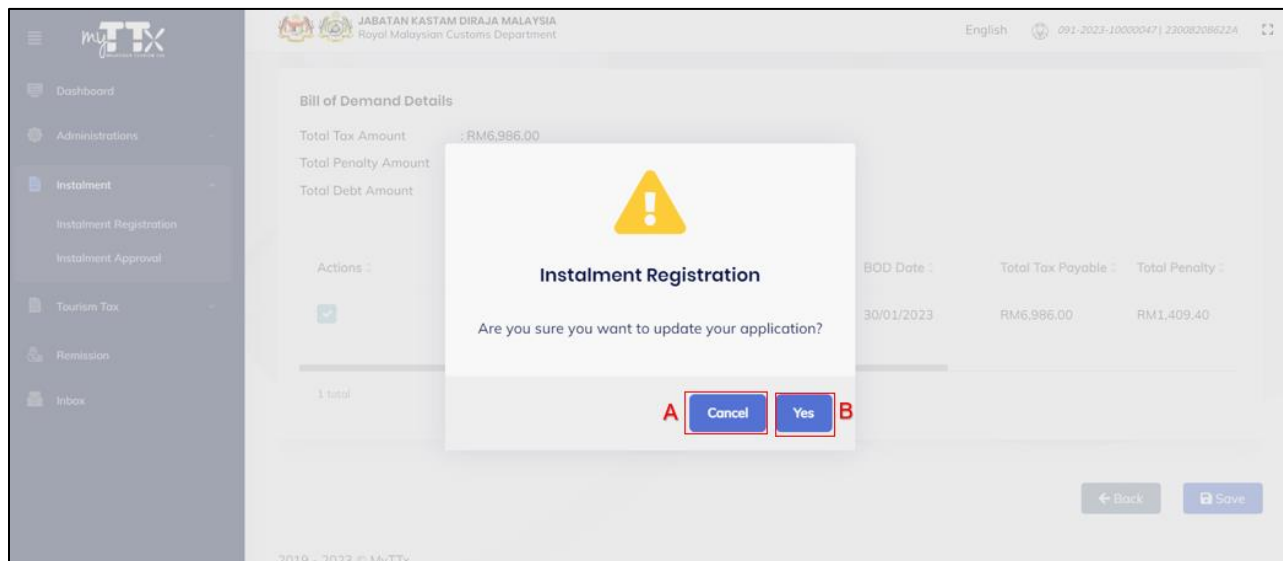
A   B

2019 - 2023 © MyTTx

Figure 10 Bill of Demand Details

19. Click **Back** button (A) to return back to the previous page (Refer Figure 10).

20. Click **Save** button (B) to save the application (Refer Figure 10).



**Instalment Registration**

Are you sure you want to update your application?

A   B


2019 - 2023 © MyTTx

Figure 11 Confirmation message to update application

21. System will display the confirmation message (Refer Figure 11)

22. Click on **Cancel** button (A) to cancel save the record. (Refer Figure 11)

23. Click on **Yes** button (B) to save the record (Refer Figure 11)

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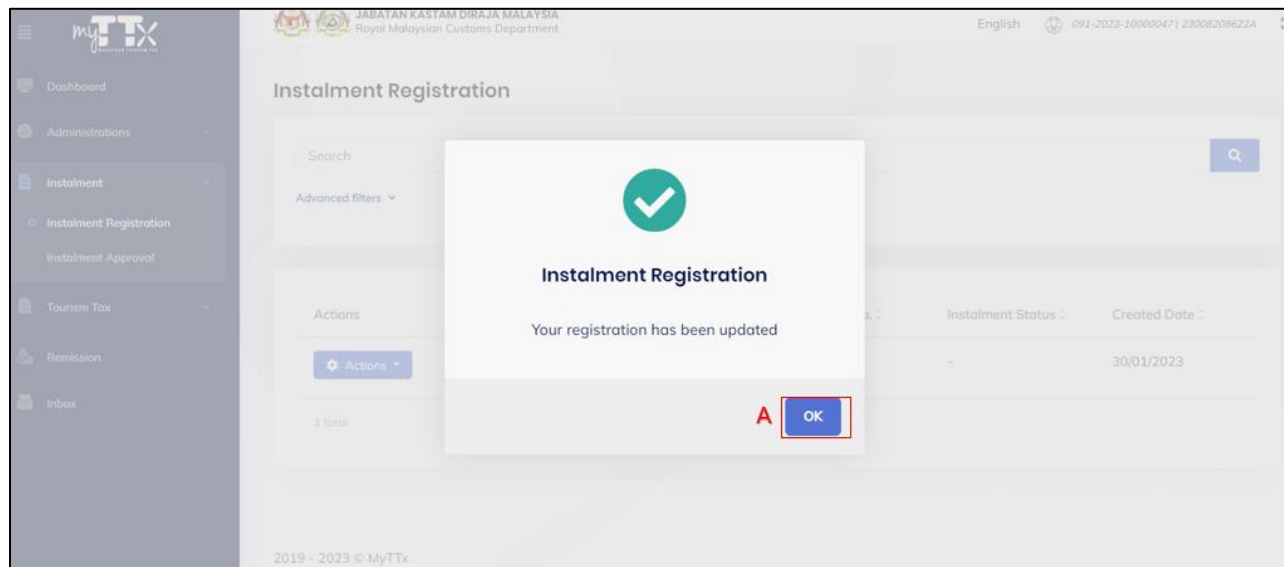


Figure 12 Success message for updated application

24. System will display the success message (Refer Figure 12).
25. Click on **Ok** button (Refer Figure 12).
26. System will update the status as *DRAFT* (Refer Figure 13).

## 1.1.2 Submit Application

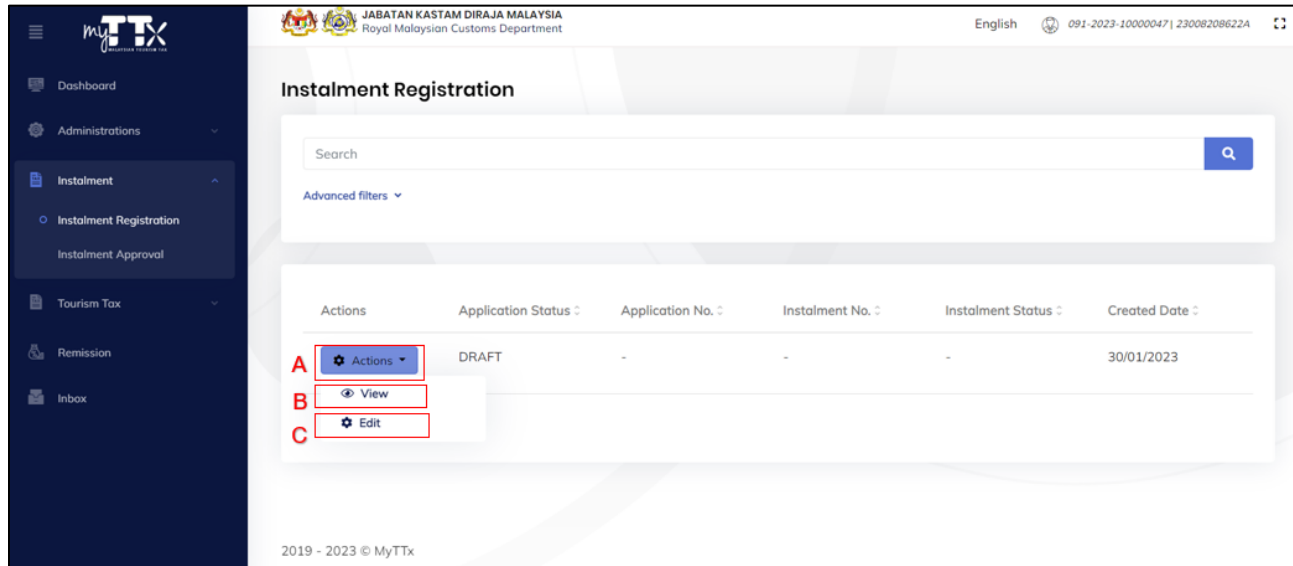


Figure 13 Actions button with DRAFT status

1. Click on **Action** button (A) on application with **DRAFT** status (Refer Figure 13).
2. Click on **View** button (B) to view the application (Refer Figure 13).
3. Click **Edit** button (C) to submit the application (Refer Figure 13).

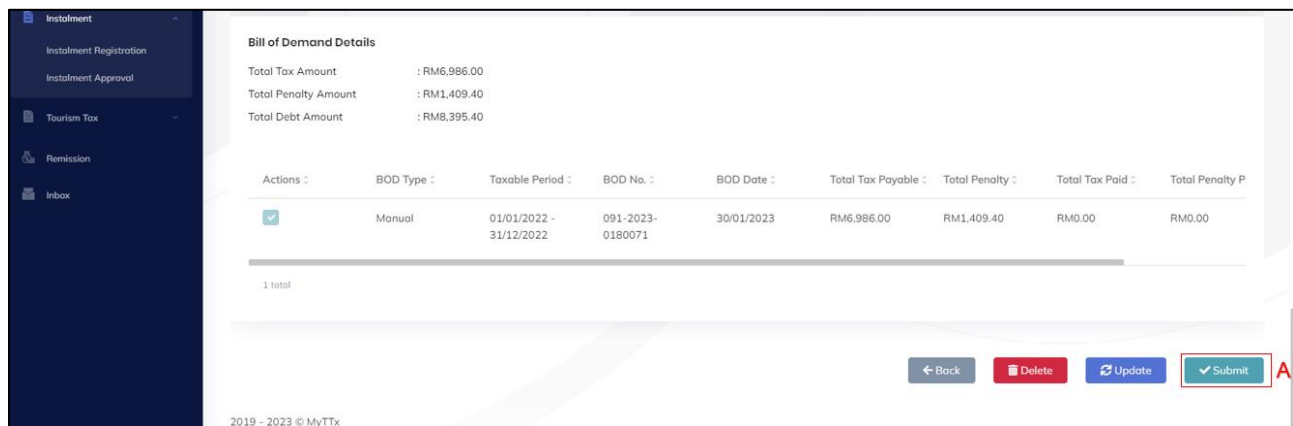



Figure 14 Submit the application

4. Click on **Submit** button (A) to submit the application (Refer Figure 14).
5. System will display the confirmation message (Refer Figure 15).

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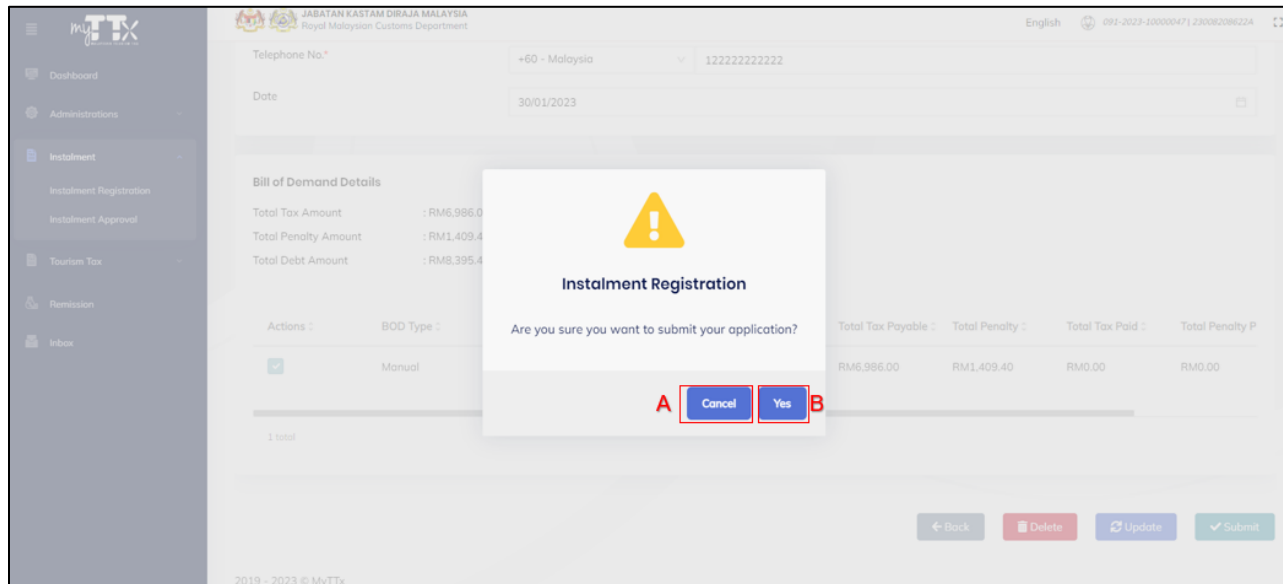


Figure 15 Confirmation message to submit application

- Click on **Cancel** button (A) to cancel submit the application (Refer Figure 15).
- Click on **Yes** button (B) to submit the application (Refer Figure 15).

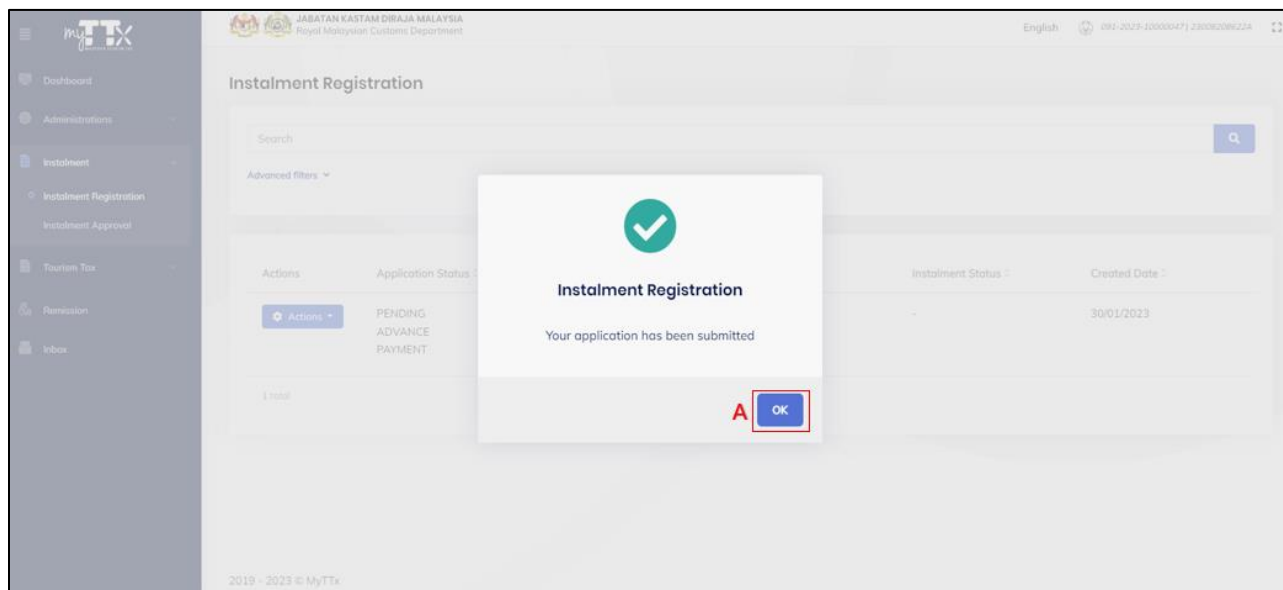



Figure 16 Success message for submitted application

- Click **Ok** button (A) (Refer Figure 16).
- System will update the status as *PENDING ADVANCE PAYMENT*.

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10. The public user will receive the *Surat Pemberitahuan Pembayaran Pendahuluan* upon the status updated (Refer Figure 17).

	<b>JABATAN KASTAM DIRAJA MALAYSIA</b> <b>PUSAT PEMROSESAN KASTAM</b> ARAS 1, BLOK A, KOMPLEKS KASTAM WPKL, JALAN SS 6/3, KELANA JAYA 47301 PETALING JAYA SELANGOR	
Telefon : 1-300-888-500 Laman Web : <a href="http://www.myttx.customs.gov.my">www.myttx.customs.gov.my</a> Emel : <a href="mailto:ccc@customs.gov.my">ccc@customs.gov.my</a>		

---

TEST 1	Rujukan Kami : 091-012023-ADP0035
TEST 1	Tarikh : 30/01/2023
TEST 1	No. TTx : 091-2023-10000044
TEST 1	Stesen : KANGAR
TEST 1	

01000 KANGAR PERLIS,  
MALAYSIA

Tuan/Puan,

**PEMBERITAHUAN PEMBAYARAN PENDAHULUAN UNTUK PERMOHONAN ANSURAN /  
PENJADUALAN SEMULA DI BAWAH SEKSYEN 26 AKTA CUKAI PELANCONGAN 2017**

Perkara di atas adalah dirujuk.

2. Dimaklumkan permohonan ansuran tuan memerlukan pembayaran pendahuluan sebanyak **30%** dari baki tunggakan. Sila jelaskan bayaran pendahuluan sebanyak **RM5,538.00** dalam masa 14 hari dari tarikh surat ini dikeluarkan. Kelewatan pembayaran pendahuluan akan menyebabkan permohonan ansuran tuan tidak dipertimbangkan.

3. Bayaran pendahuluan tidak akan dipulangkan sekiranya permohonan tidak diluluskan dan dikira sebahagian daripada penyelesaian amaun tunggakan.

4. Sila hubungi talian telefon atau alamat emel seperti yang tertera di atas untuk keterangan lanjut.

Sekian, terima kasih.

**"BERKHIDMAT UNTUK NEGARA"**

Saya yang menjalankan amanah,

**Ketua Pengarah Kastam  
Jabatan Kastam Diraja Malaysia**

*Cetakan komputer ini tidak memerlukan tandatangan*

Figure 17 Surat Pemberitahuan Pembayaran Pendahuluan



### 1.1.3 Delete Application

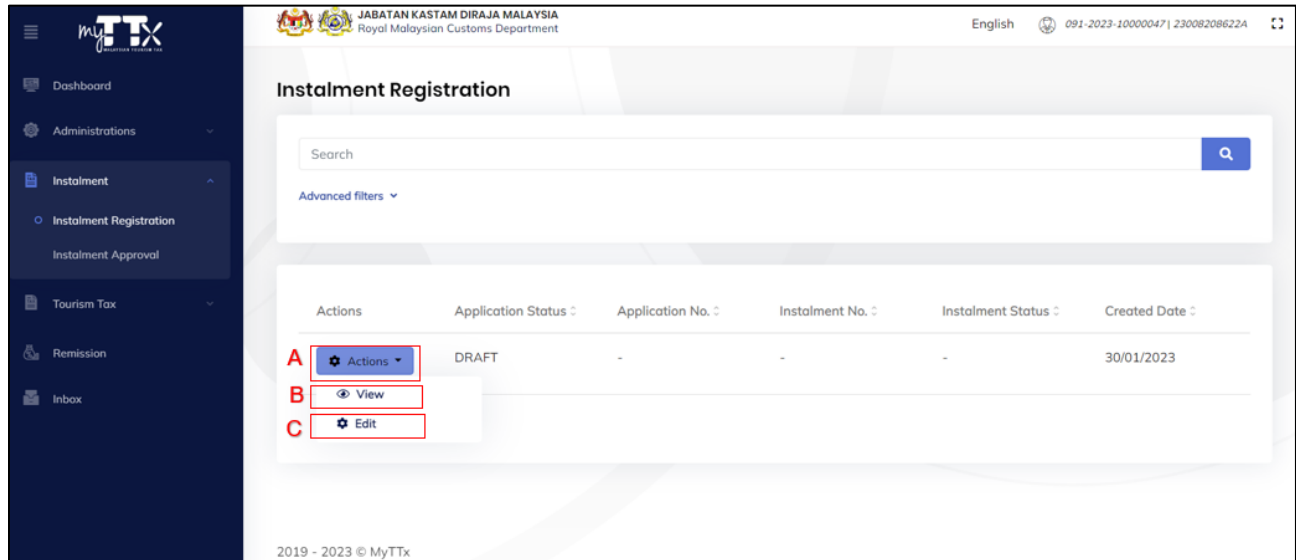


Figure 18 Actions button with DRAFT status

1. Click on **Action** button (A) on application with *DRAFT* status (Refer Figure 18).
2. Click on **View** button (B) to view the application (Refer Figure 18).
3. Click **Edit** button (C) to submit the application (Refer Figure 18).

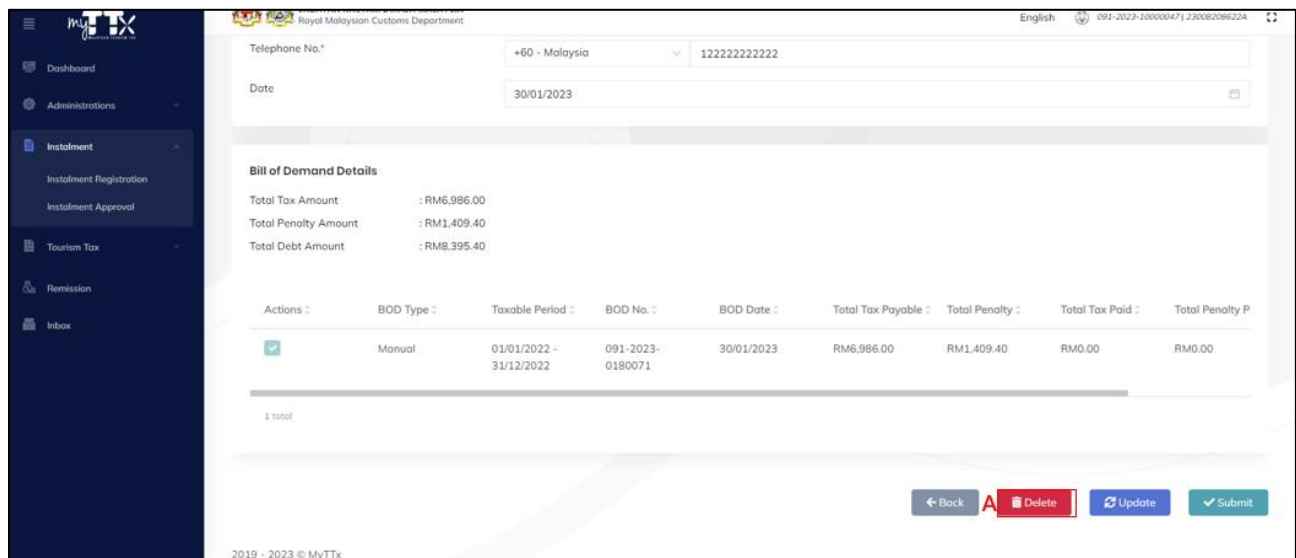


Figure 19 Delete the application

4. Click on **Delete** button (A) (Refer Figure 19).

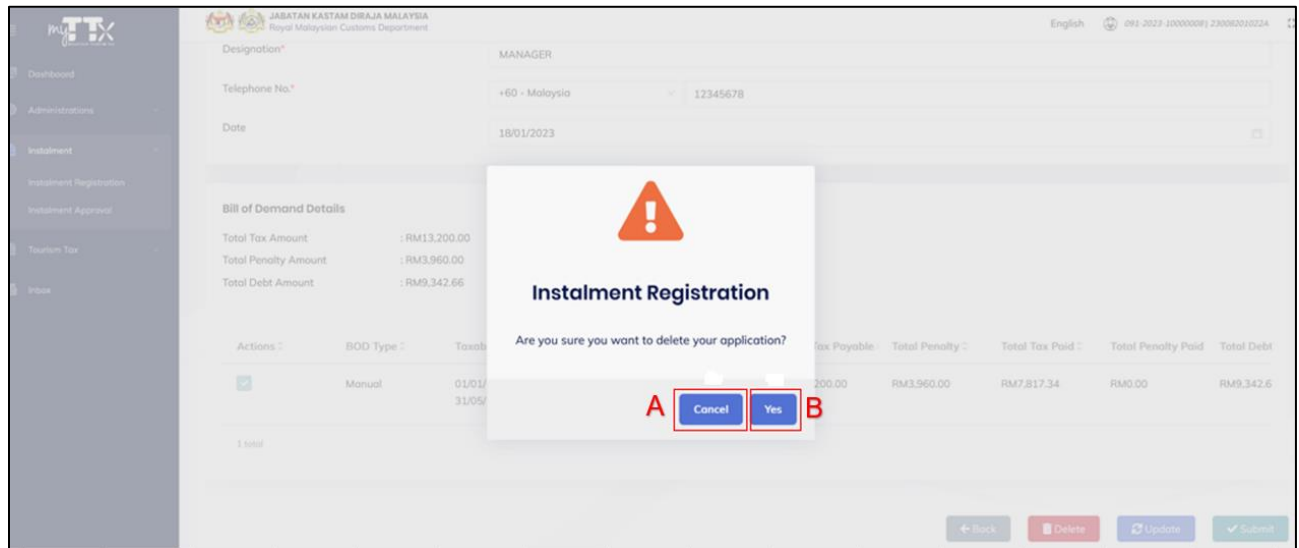


Figure 20 Confirmation message to delete application

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

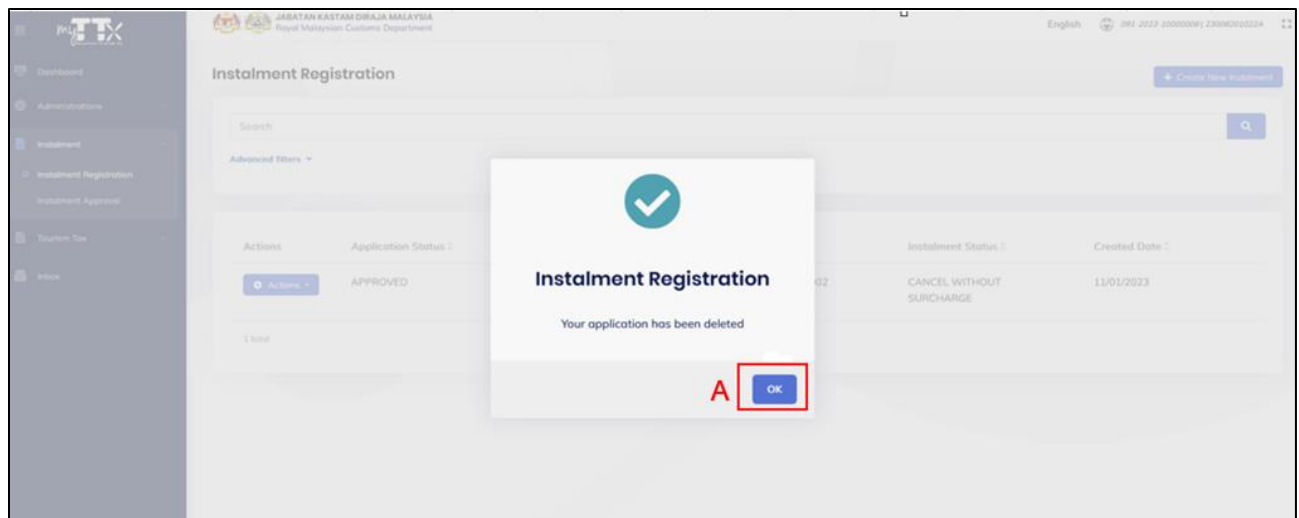



Figure 21 Success message for deleted application

9. Click on **Ok** button (A) (Refer Figure 21).
10. System will delete the application.

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### 1.1.4 Update Application

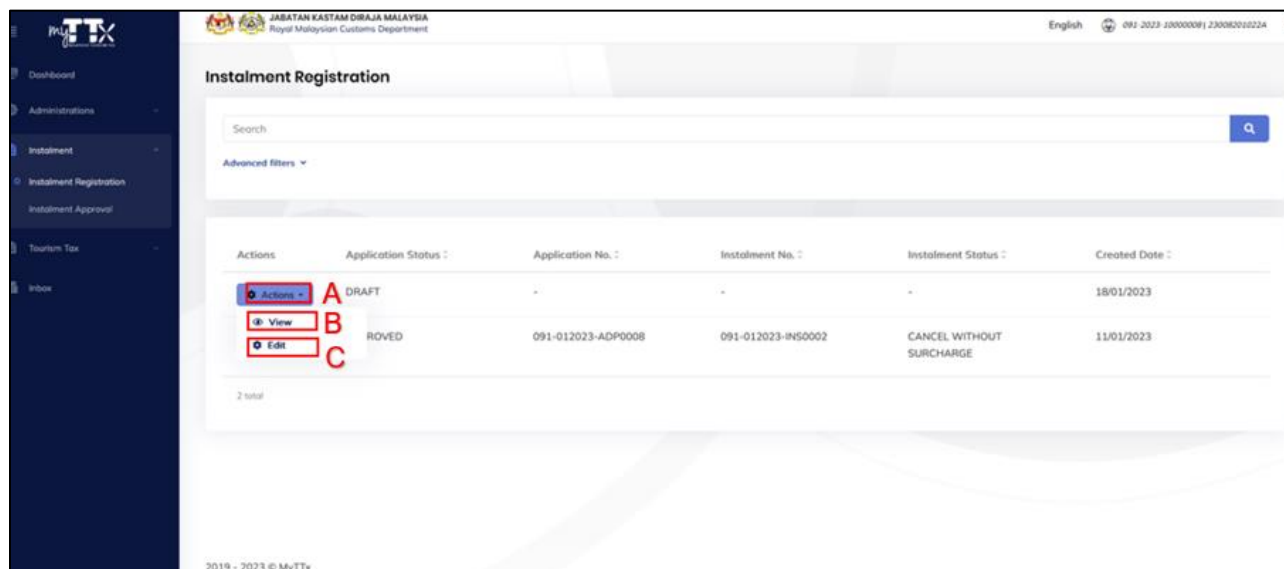
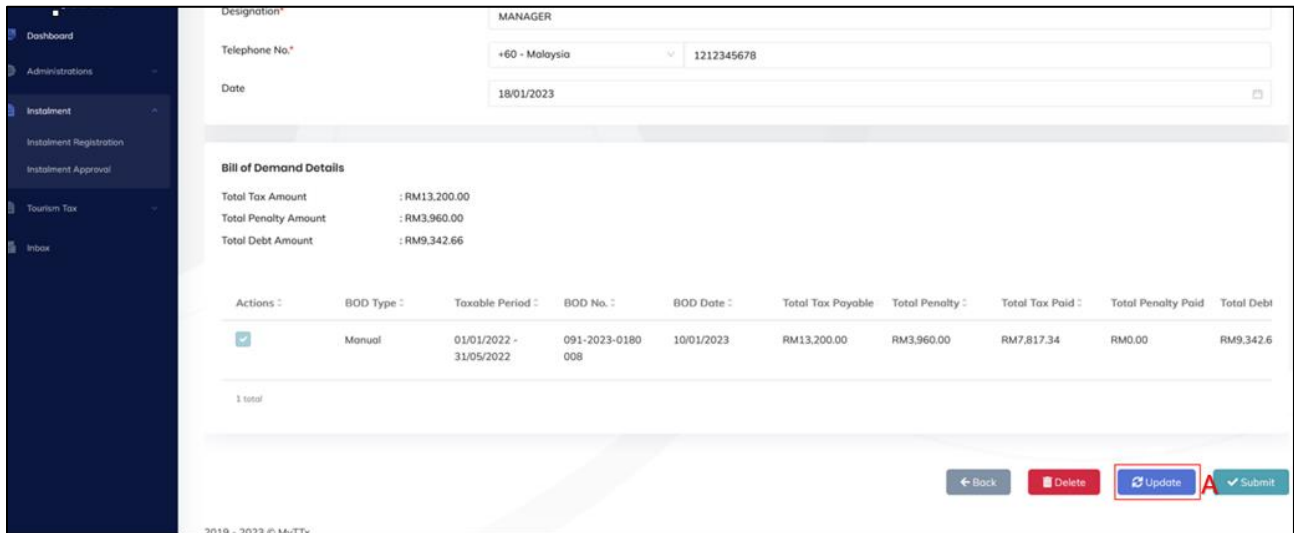


Figure 22 Actions button with DRAFT status

1. Click on **Action** button (A) on application with **DRAFT** status (Refer Figure 22).
2. Click on **View** button (B) to view the application (Refer Figure 22).
3. Click **Edit** button (C) to submit the application (Refer Figure 22).



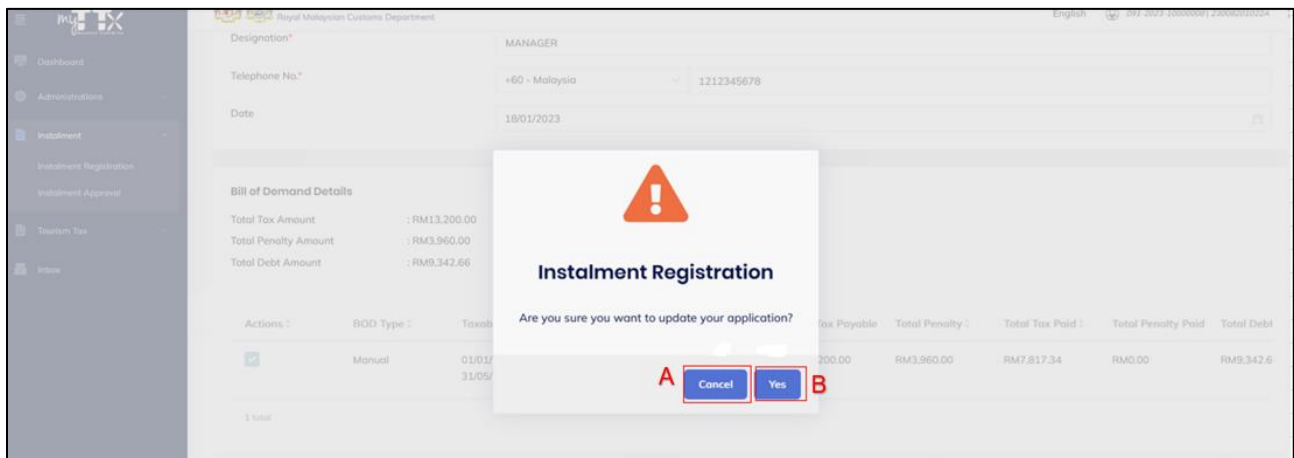
The screenshot shows the 'Instalment' section of the MYTTX application. The left sidebar contains navigation links: Dashboard, Administrations, Instalment, Instalment Registration, Instalment Approval, Tourism Tax, and Inbox. The main content area displays the 'Bill of Demand Details' for a user with Designation 'MANAGER', Telephone No. '+60 - Malaysia 1212345678', and Date '18/01/2023'. The bill details include:

Actions	BOD Type	Taxable Period	BOD No.	BOD Date	Total Tax Payable	Total Penalty	Total Tax Paid	Total Penalty Paid	Total Debt
<input checked="" type="checkbox"/>	Manual	01/01/2022 - 31/05/2022	091-2023-0180 008	10/01/2023	RM13,200.00	RM3,960.00	RM7,817.34	RM0.00	RM9,342.66

At the bottom right, there are four buttons: Back, Delete, Update (highlighted with a red box and labeled 'A'), and Submit.

Figure 23 Update the application


- Click on **Update** button (A) to update the application (Refer Figure 24).



The screenshot shows the same MYTTX application interface as Figure 23, but with a confirmation dialog box overlaid in the center. The dialog box has a red warning icon and the title 'Instalment Registration'. The text inside the dialog box asks: 'Are you sure you want to update your application?'. At the bottom of the dialog box, there are two buttons: 'Cancel' (labeled 'A') and 'Yes' (labeled 'B').

Figure 24 Confirmation message to update application

- Click on **Cancel** button (A) to cancel update the application (Refer Figure 24).
- Click on **Yes** button (B) to proceed update the application (Refer Figure 24).
- System will display the success message (Refer Figure 25).

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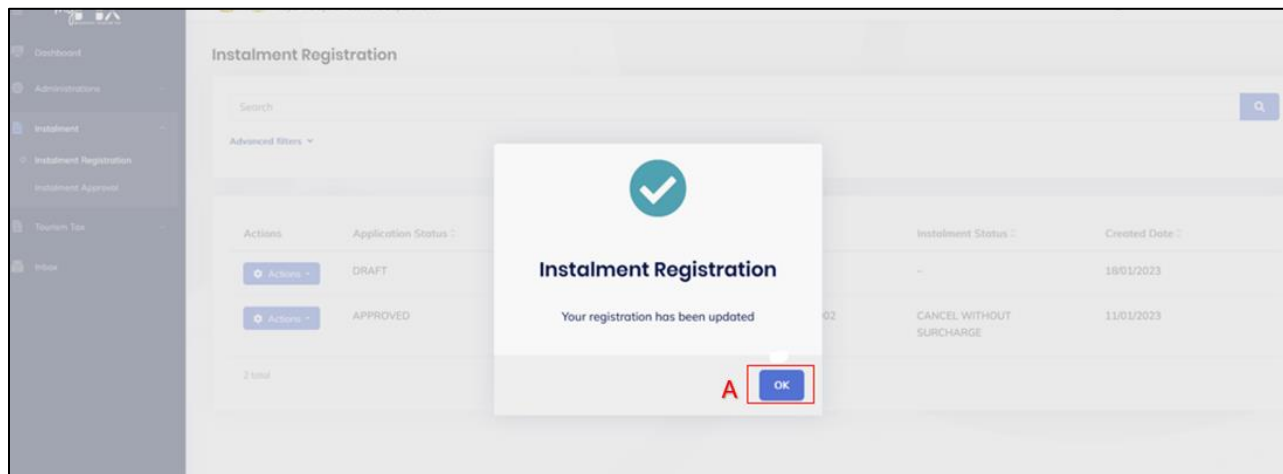



Figure 25 Success message for updated application

6. Click on **OK** button (A) (Refer Figure 25).
7. System will update the record.

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## 1.2 Pay Advance Payment

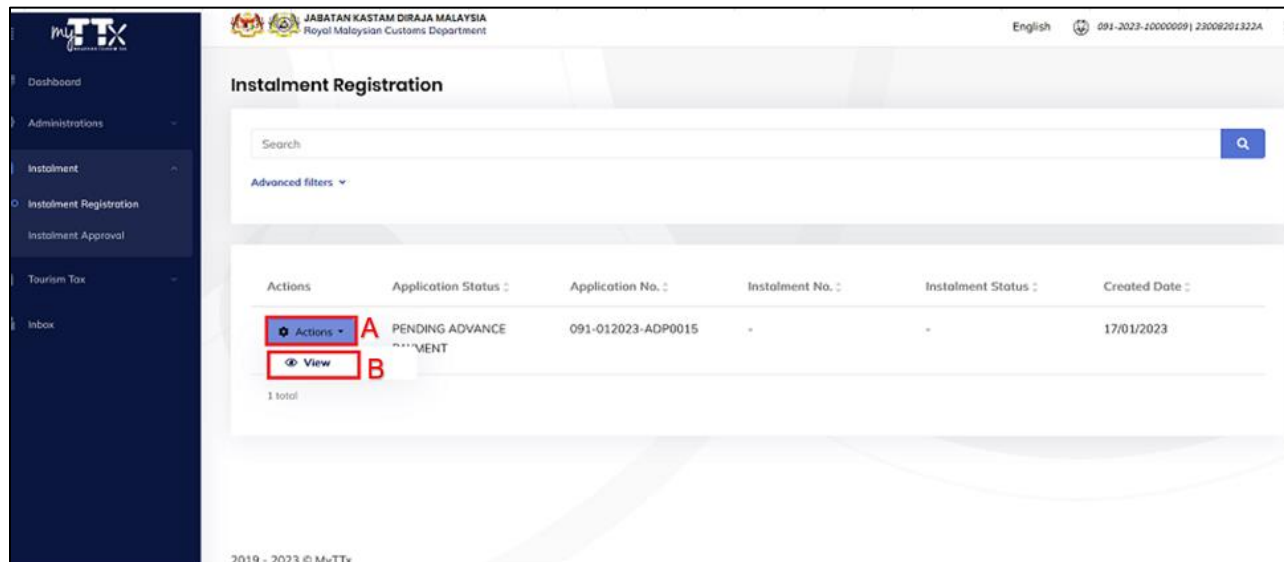



Figure 26 Actions button with PENDING ADVANCE PAYMENT status

1. Click on **Action** button (A) with *PENDING ADVANCE PAYMENT* status (Refer Figure 26).
2. Click on **View** button (B) to view the application (Refer Figure 26).
3. System will display the **Instalment Registration** page with *PENDING ADVANCE PAYMENT* status.

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## 1.2.1 Advance Payment by Cheque

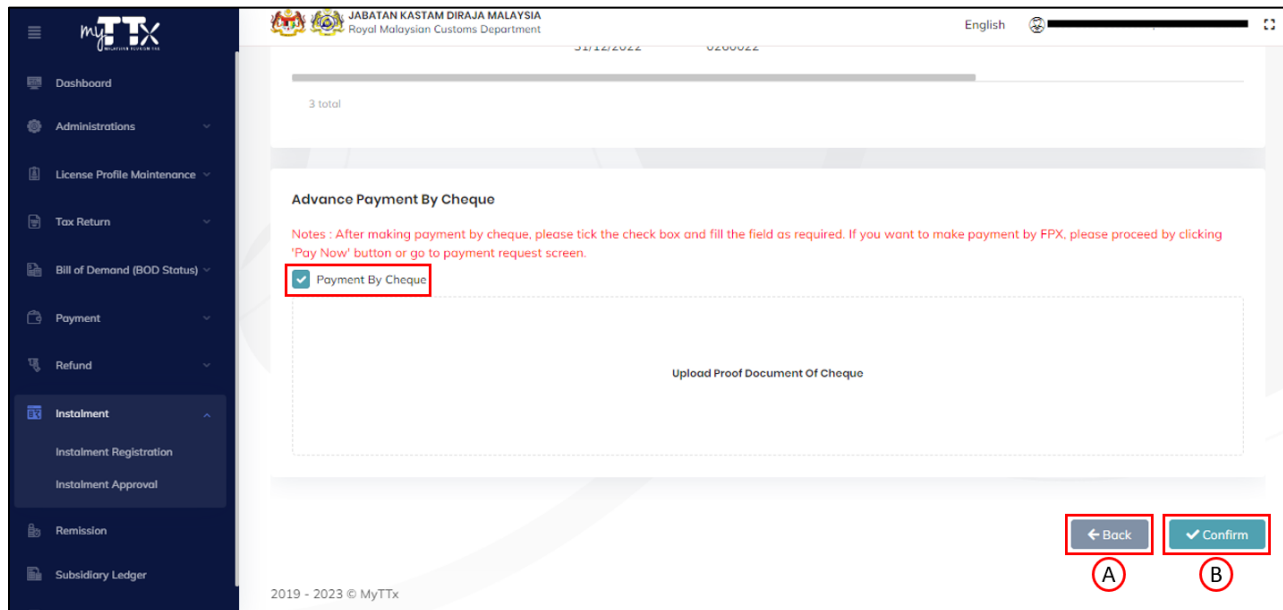



Figure 27 Advance Payment by Cheque

1. Tick on the **Payment By Cheque** checkbox (Refer Figure 27).
2. System will display the hidden **Upload Proof Document Of Cheque** field (Refer Figure 27).
3. Upload the proof cheque in the **Upload Proof Document Of Cheque** field (Refer Figure 27).
4. Click on **Back** button (A) to return back to the previous page (Refer Figure 27).
5. Click on **Confirm** button (B) to submit the payment (Refer Figure 27).
6. System will display the confirmation message (Refer Figure 28).

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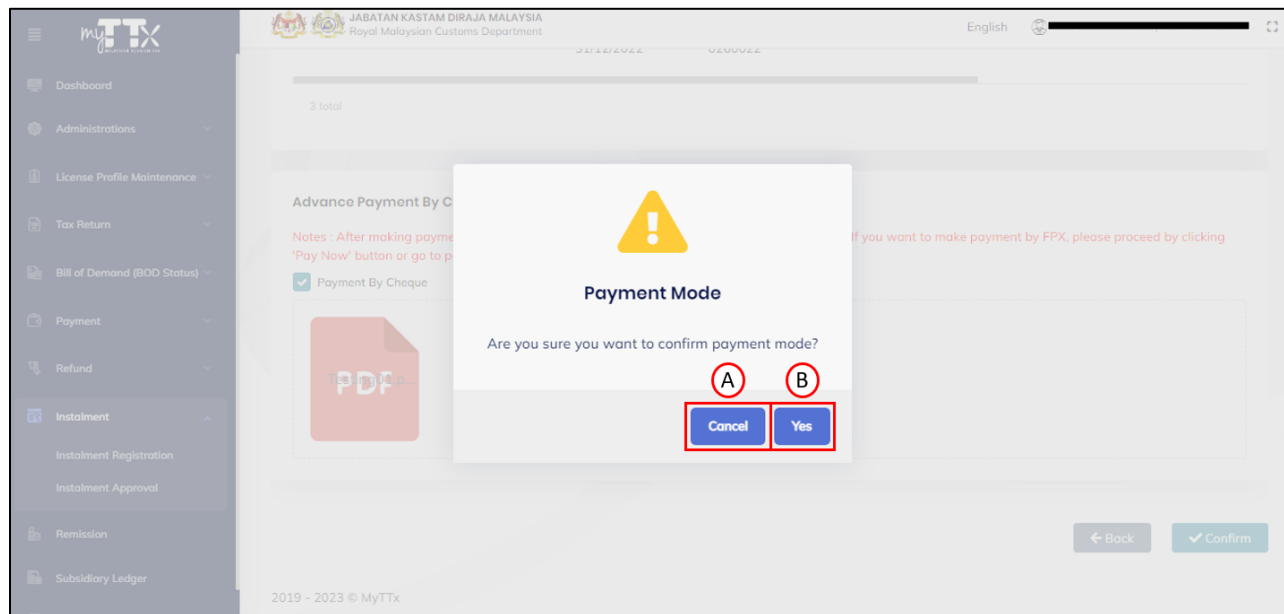


Figure 28 Confirmation message to submit payment

- Click on **Cancel** button (A) to cancel submit the payment (Refer Figure 28).
- Click on **Yes** button (B) to submit the payment (Refer Figure 28).

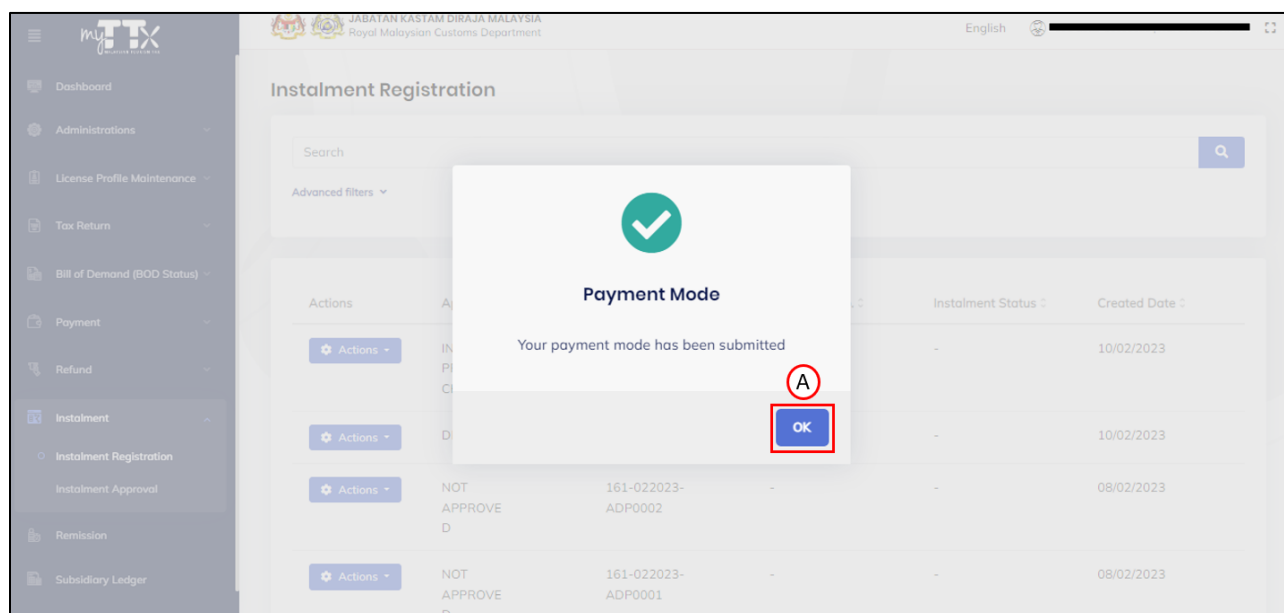
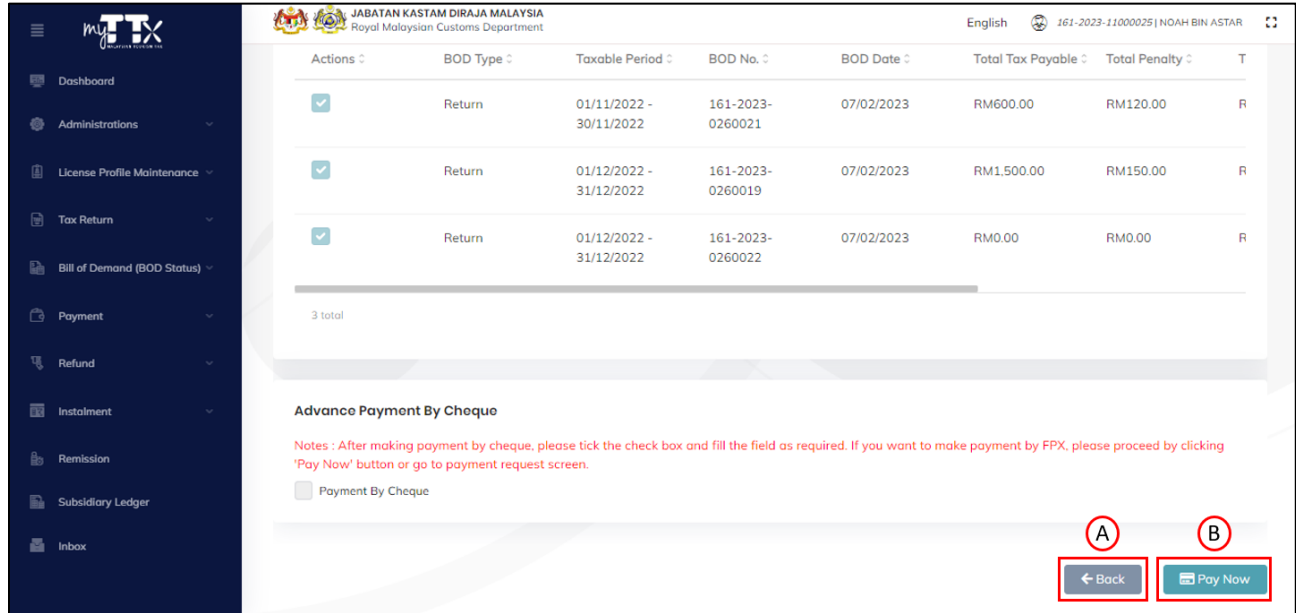


Figure 29 Success message for submitted payment

- Click on **Ok** button (A) (Refer Figure 29).
- System will update the status as **IN-PROCESS CHEQUE**.



## 1.2.2 Advance Payment via Online



Actions	BOD Type	Taxable Period	BOD No.	BOD Date	Total Tax Payable	Total Penalty	T
<input checked="" type="checkbox"/>	Return	01/11/2022 - 30/11/2022	161-2023-0260021	07/02/2023	RM600.00	RM120.00	R
<input checked="" type="checkbox"/>	Return	01/12/2022 - 31/12/2022	161-2023-0260019	07/02/2023	RM1,500.00	RM150.00	R
<input checked="" type="checkbox"/>	Return	01/12/2022 - 31/12/2022	161-2023-0260022	07/02/2023	RM0.00	RM0.00	R

3 total

**Advance Payment By Cheque**

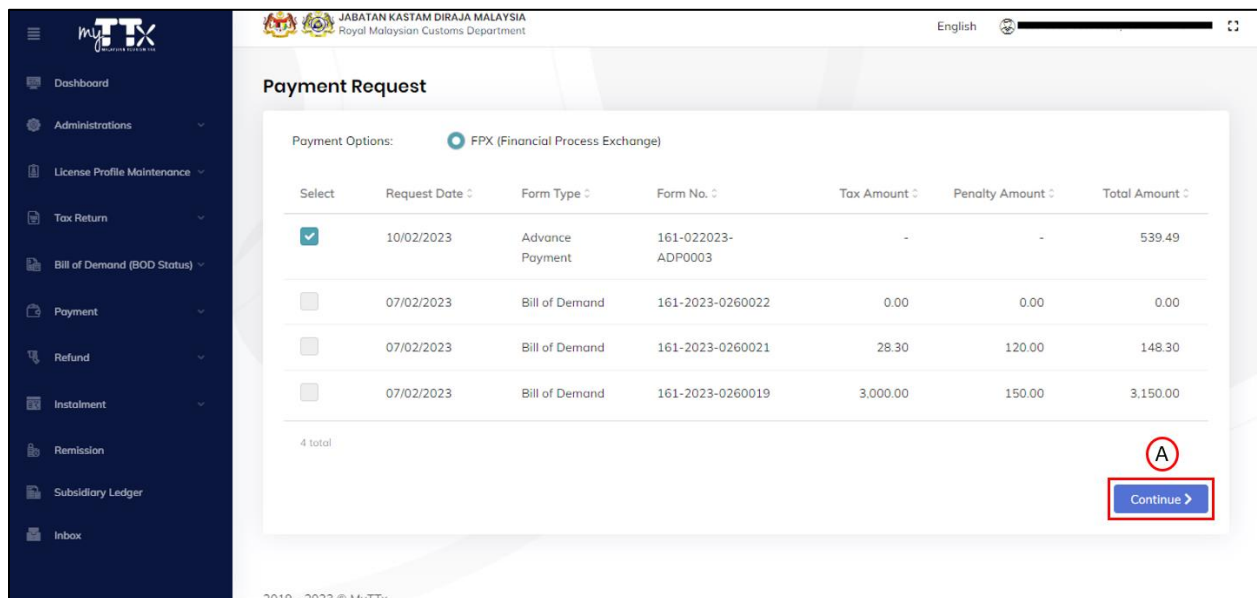
Notes : After making payment by cheque, please tick the check box and fill the field as required. If you want to make payment by FPX, please proceed by clicking 'Pay Now' button or go to payment request screen.

☐ Payment By Cheque

← Back (A)
 Pay Now (B)

Figure 30 Advance Payment via Online

1. Click on **Back** button (A) to return back to the previous page (Refer Figure 30).
2. Click on **Pay Now** button (B) to proceed the payment (Refer Figure 30).
3. System will display the **Payment Request** page (Refer Figure 31).



**Payment Request**

Payment Options: ☒ FPX (Financial Process Exchange)

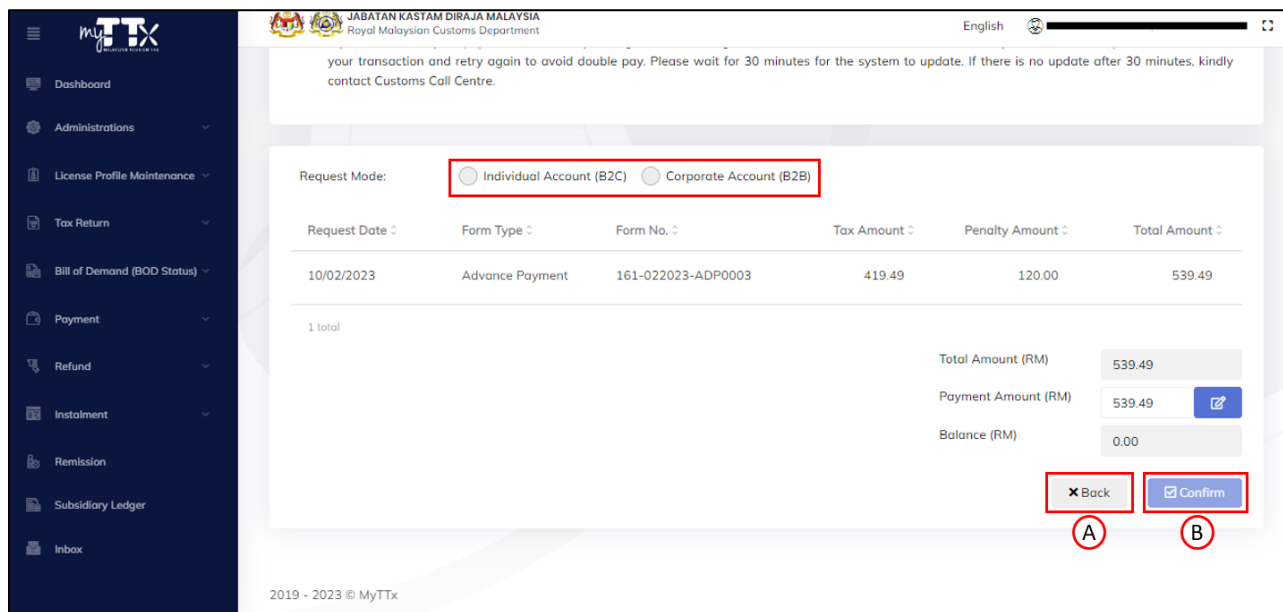
Select	Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
<input checked="" type="checkbox"/>	10/02/2023	Advance Payment	161-022023-ADP0003	-	-	539.49
<input type="checkbox"/>	07/02/2023	Bill of Demand	161-2023-0260022	0.00	0.00	0.00
<input type="checkbox"/>	07/02/2023	Bill of Demand	161-2023-0260021	28.30	120.00	148.30
<input type="checkbox"/>	07/02/2023	Bill of Demand	161-2023-0260019	3,000.00	150.00	3,150.00

4 total

Continue > (A)

Figure 31 Payment Request page

4. Tick on the **Advance Payment**'s checkbox (Refer Figure 31).
5. Click on **Continue** button (A) to continue the payment (Refer Figure 31).
6. System will display the **Confirm Payment Request** page (Refer Figure 32).



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
10/02/2023	Advance Payment	161-022023-ADP0003	419.49	120.00	539.49


1 total

Total Amount (RM) 539.49  
Payment Amount (RM) 539.49  
Balance (RM) 0.00

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Figure 32 Confirm Payment Request page

6. Select the Request Mode either **Individual Account B2C** or **Corporate Account B2B** (Refer Figure 32).
7. Click on **Back** button (A) return back to the previous page (Refer Figure 32).
8. Click **Confirm** button (B) to confirm the payment (Refer Figure 32).
9. Proceed until the end of payment process.
10. System will update the instalment application status as *PENDING APPROVAL*.
11. The public user will receive the *Surat Penerimaan Permohonan Ansuran* upon the status updated (Refer Figure 17).

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	Telefon : 1-300-888-500 Laman Web : <a href="http://www.myttx.customs.gov.my">www.myttx.customs.gov.my</a> Emel : <a href="mailto:ccc@customs.gov.my">ccc@customs.gov.my</a>	

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USER MANUAL INSTALMENT USER MANUAL INSTALMENT NO 1 JALAN MAHLIGAI LORONG IMPIAN 1 PERSIARAN IMPIAN 1 01000 KANGAR PERLIS, MALAYSIA	Rujukan Kami : 091-012023-ADP0015 Tarikh : 17/01/2023 No. TTx : 091-2023-10000009 Stesen : KANGAR
--	--

Tuan/Puan,

**PENERIMAAN PERMOHONAN BAYARAN TUNGGAKAN CUKAI DAN PENALTI SECARA ANSURAN/PENJADUALAN SEMULA DI BAWAH SEKSYEN 26 AKTA CUKAI PELANCONGAN 2017**

Perkara di atas dirujuk.

2. Sukacita dimaklumkan bahawa permohonan syarikat tuan untuk membayar tunggakan cukai dan penalti secara ansuran telah diterima dan sedang diproses. Sila hubungi pihak Kastam untuk sebarang semakan mengenai permohonan dengan menggunakan nombor rujukan surat.

Sekian, terima kasih.


**"BERKHIDMAT UNTUK NEGARA"**

Saya yang menjalankan amanah,

**Ketua Pengarah Kastam**  
**Jabatan Kastam Diraja Malaysia**

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Figure 33 Surat Penerimaan Permohonan Ansuran

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
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## 2. Operator Response Query

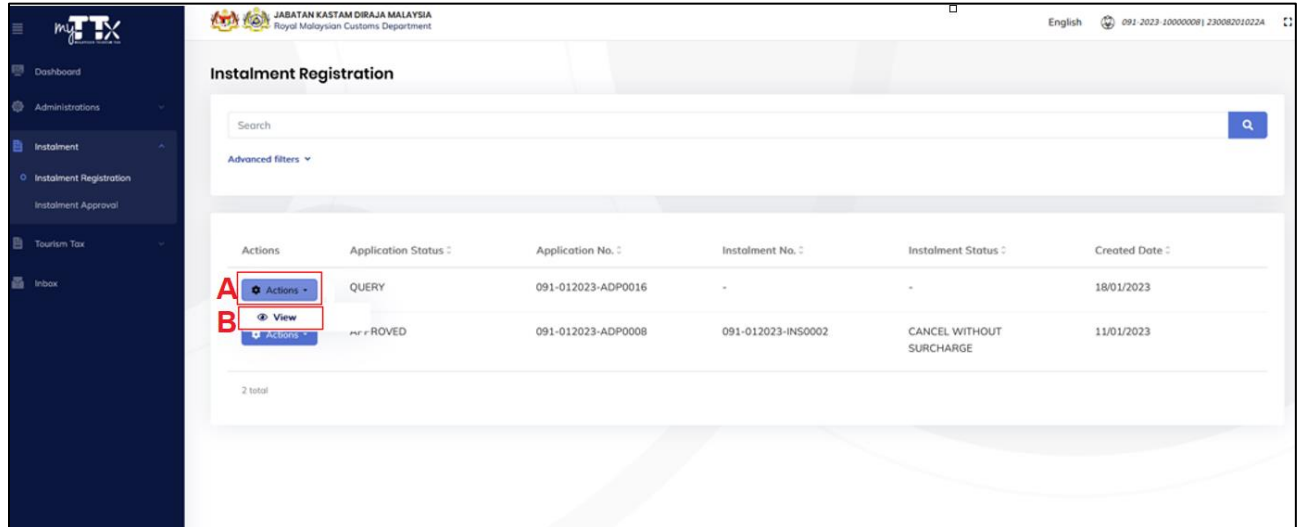


Figure 34 Actions button with QUERY status

1. Click on **Action** button (A) on application with QUERY status (Refer Figure 34).
2. Click on **View** button (B) to view the application (Refer Figure 34).
3. System will display the **Instalment Registration** page with QUERY status (Refer Figure 35).

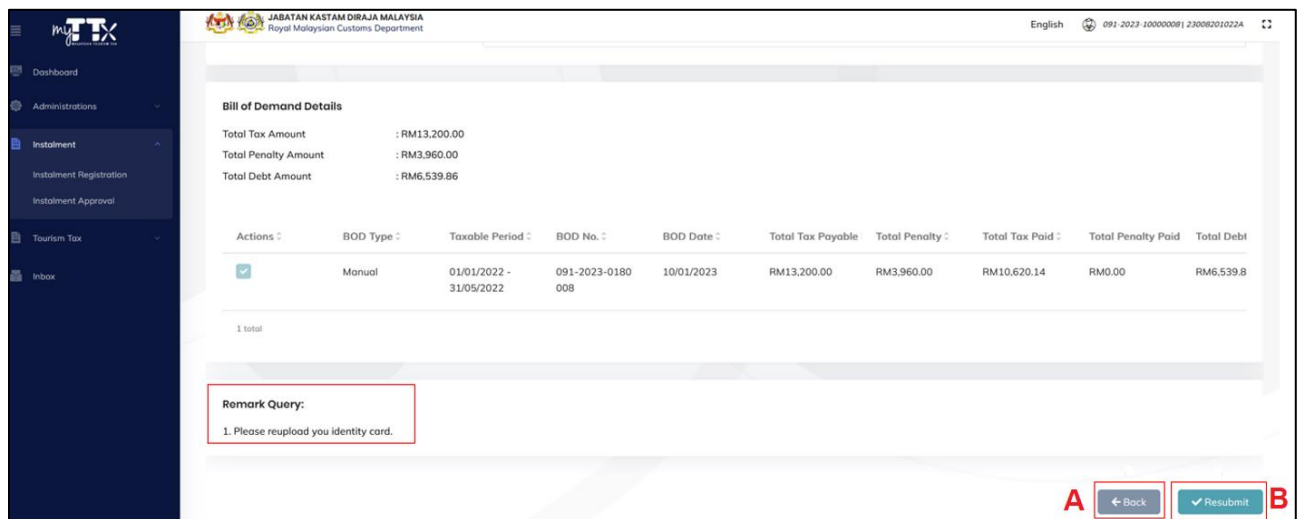



Figure 35 Remark Query

4. Click on **Back** button (A) to return back to the previous page (Refer Figure 35).
5. Click on **Resubmit** button (B) to resubmit the application (Refer Figure 35).

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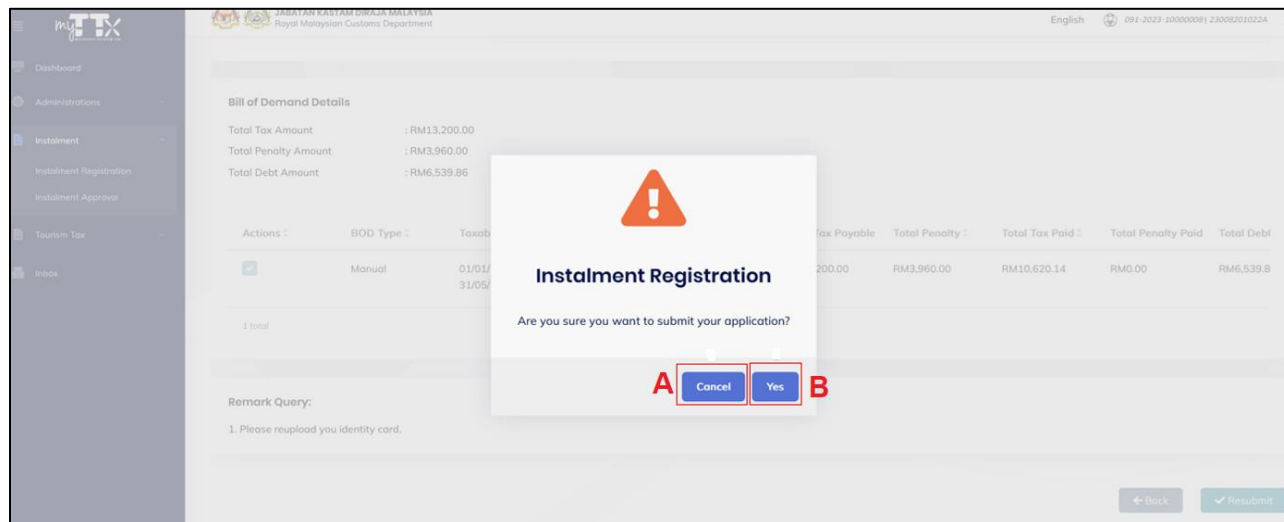


Figure 36 Confirmation message to submit application

6. System will display confirmation message (Refer Figure 36).
7. Click on **Cancel** button (A) to cancel resubmit the application (Refer Figure 36).
8. Click on **Yes** button (B) to proceed submit the application (Refer Figure 36).
9. System will display the success message (Refer Figure 37).

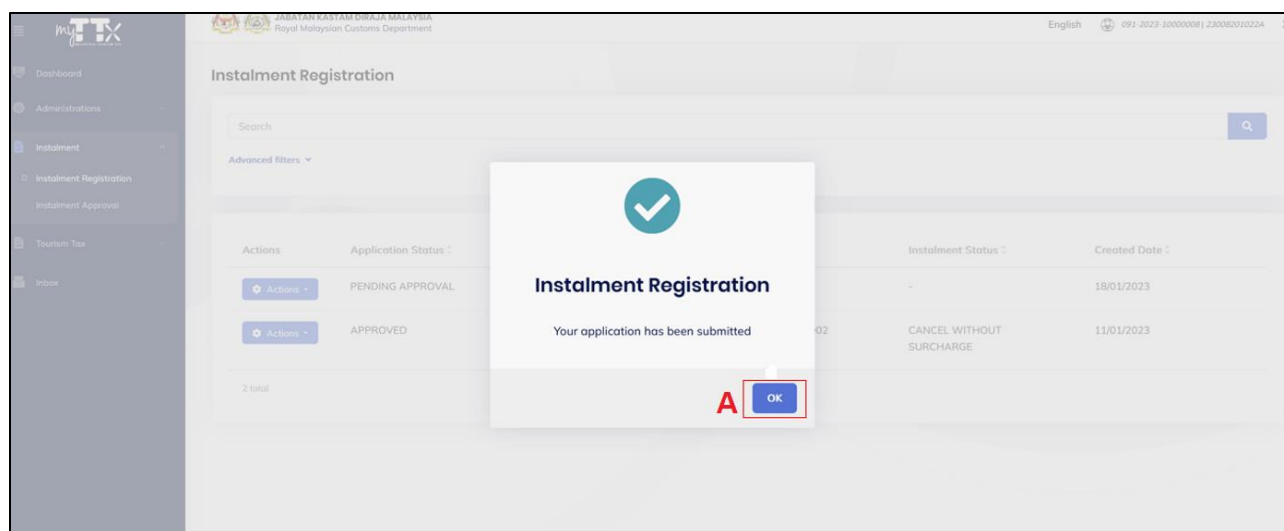


Figure 37 Success message for submitted application

10. Click on **Ok** button (A) to proceed (Refer Figure 37).
11. System will update the status as PENDING APPROVAL.

### 3. Operator Response Offer

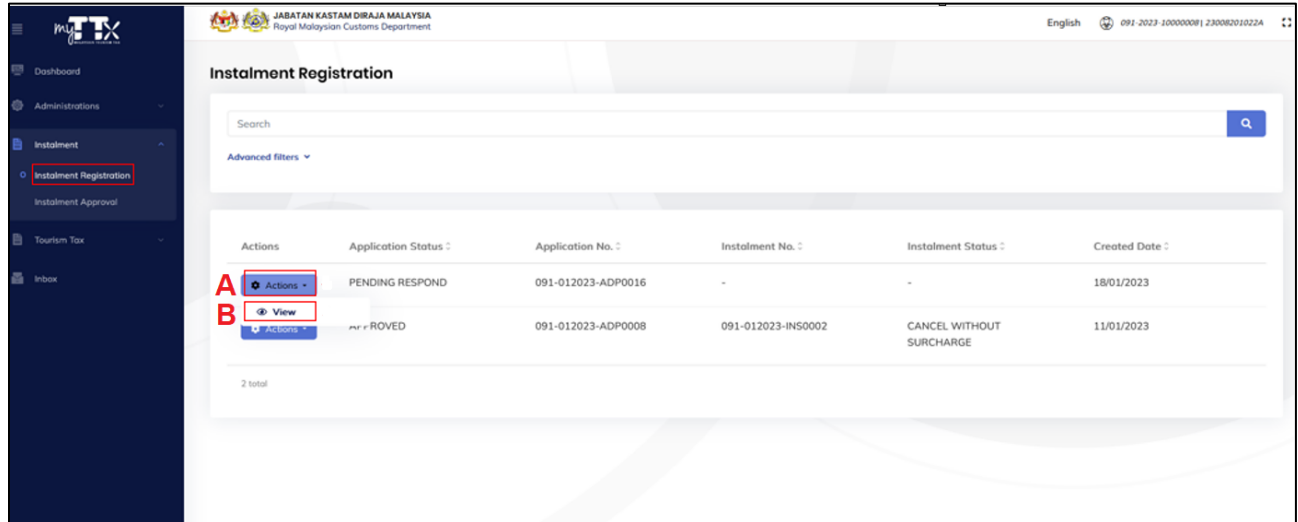


Figure 38 Actions button with PENDING RESPOND status

1. Click on **Action** button (A) on application with *PENDING RESPOND* status (Refer Figure 38).
2. Click on **View** button (B) to view the application (Refer Figure 38).
3. System will display the **Instalment Registration** page with *RESPONSE OFFER* status (Refer Figure 39).

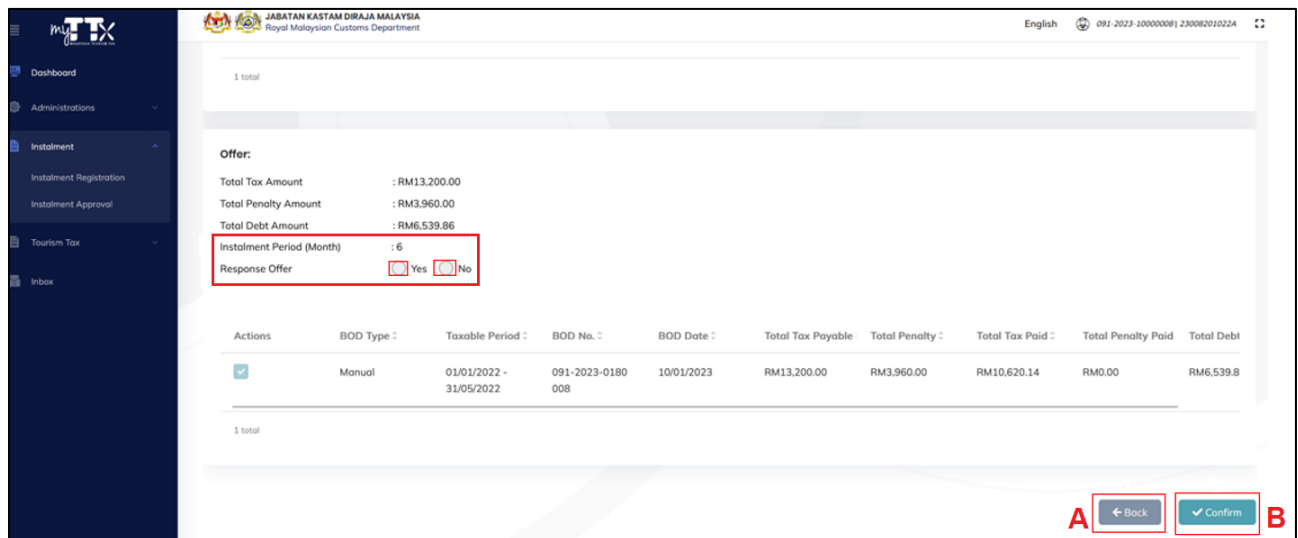



Figure 39 Response Offer

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4. Click on **Response Offer** radio button either Yes or No (Refer Figure 39).
5. Click on **Back** button (A) return back to the previous page (Refer Figure 39).
6. Click on **Confirm** button (B) to confirm with the response offer (Refer Figure 39).

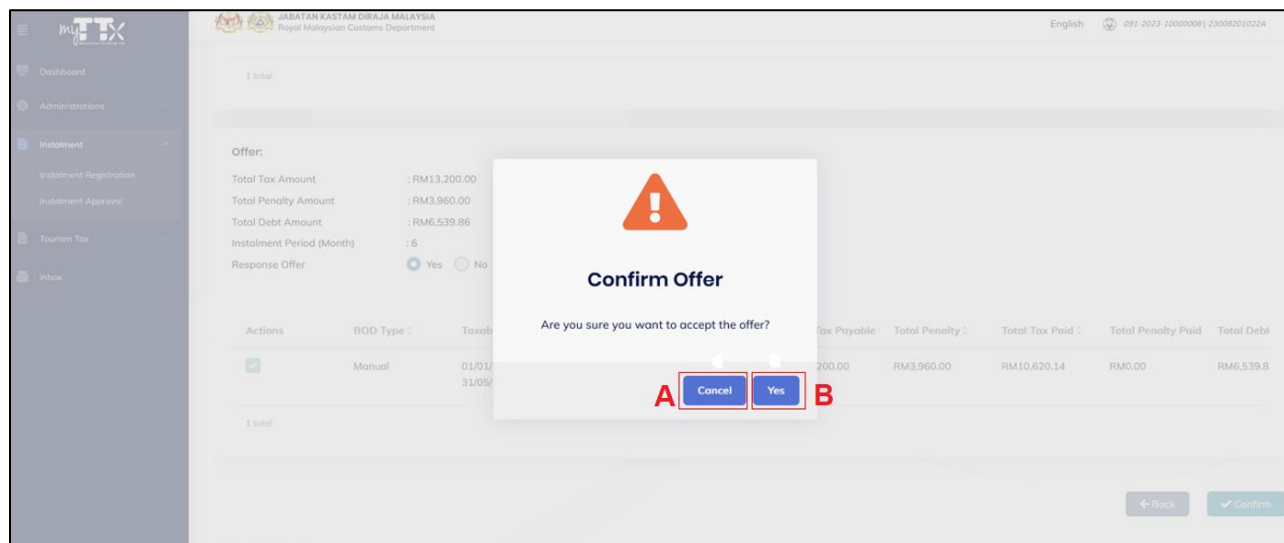



Figure 40 Confirmation message to accept the offer

7. System will display confirmation message (Refer Figure 40).
8. Click on **Cancel** button (A) to cancel accept the offer (Refer Figure 40).
9. Click on **Yes** button (B) to proceed accept the offer (Refer Figure 40).
10. System will display the success message.
11. System will update the status as **APPROVED**.
12. The public user will receive the *Surat Penawaran Ansurans* upon the status updated (Refer Figure 41).
13. If the public user rejects the offer;
  - a. System will update the status as **REJECTED**.
  - b. The public user will receive the *Surat Penolakan Ansurans* upon the status updated (Refer Figure 42).



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USER MANUAL INSTALMENT USER MANUAL INSTALMENT NO 1 JALAN MAHLIGAI LORONG IMPIAN 1 PERSIARAN IMPIAN 1 01000 KANGAR PERLIS, MALAYSIA	Rujukan Kami : 091-012023-ADP0015 Tarikh : 20/01/2023 No. TTx : 091-2023-10000009 Stesen : KANGAR
--	--

Tuan/Puan,

**PENAWARAN PEMBAYARAN TUNGGAKAN CUKAI DAN PENALTI SECARA ANSURAN /  
PENJADUALAN SEMULA DI BAWAH SEKSYEN 26 AKTA CUKAI PELANCONGAN 2017**

Perkara di atas adalah dirujuk.

2. Sukacitanya dimaklumkan bahawa tuan ditawarkan pembayaran secara ansuran dan tertakluk kepada syarat-syarat berikut:

3. Tuan ditawarkan membayar tunggakan tersebut dalam tempoh 10 bulan untuk menjelaskan jumlah cukai sebanyak RM12,967.72 dan penalti RM5,699.60 Amaun yang diluluskan untuk ansuran adalah RM18,667.32 dan jadual bayaran ansuran yang diluluskan adalah sebagaimana di Lampiran 1.

4. Jika tuan bersetuju dengan penawaran yang telah diberikan, sila lengkapkan permohonan tuan dengan menekan butang Terima dalam masa 14 hari dari tarikh surat ini dikeluarkan. Sila hubungi talian telefon atau alamat emel seperti yang tertera di atas untuk keterangan lanjut.

Sekian, terima kasih.

**"BERKHIDMAT UNTUK NEGARA"**


Saya yang menjalankan amanah

**Ketua Pengarah Kastam  
Jabatan Kastam Diraja Malaysia**

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Figure 41 Surat Penawaran Ansuran



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**JABATAN KASTAM DIRAJA MALAYSIA**  
PUSAT PEMROSESAN KASTAM  
ARAS 1, BLOK A, KOMPLEKS  
KASTAM WPKL, JALAN SS 6/3,  
KELANA JAYA  
47301 PETALING JAYA SELANGOR



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Emel : [enquiry.tourismtax@customs.gov.my](mailto:enquiry.tourismtax@customs.gov.my)

TESTING HOTEL 1234  
TESTING HOTEL 1234  
JALAN JALAN 34 JALAN DEPAN  
JALAN BELAKANG 324 05050  
ALOR SETAR KEDAH

Rujukan Kami : 021-122022-ADP0011  
Tarikh : 20/12/2022  
No. TTx : 021-2022-10000048  
Stesen : ALOR SETAR

Tuan,

**STATUS PERMOHONAN BAYARAN TUNGGAKAN CUKAI DAN PENALTI SECARA ANSURAN /  
PENJADUALAN SEMULA DI BAWAH SEKSYEN 26 AKTA CUKAI PELANCONGAN 2017.**

Perkara di atas dirujuk dan surat permohonan ansuran tuan 021-122022-ADP0011 bertarikh 19/12/2022 adalah berkaitan.

Dimaklumkan permohonan pembayaran secara ansuran tuan adalah DITOLAK. Sehubungan dengan itu, tuan diarahkan menjelaskan kesemua tunggakan berjumlah RM101,737.09 dalam tempoh 14 hari dari tarikh surat ini.

Kegagalan tuan membayar tuntutan ini dalam tempoh empat belas (14) hari dari tarikh bil ini, tindakan undang-undang akan diambil terhadap tuan tanpa sebarang notis lanjut.

Sekian, terima kasih.

**“BERKHIDMAT UNTUK NEGARA”**

**Ketua Pengarah Kastam**  
**Jabatan Kastam Diraja Malaysia**

*Cetakan komputer ini tidak memerlukan tandatangan*

Figure 42 Surat Penolakan Ansurs

## 4. Schedule Instalment

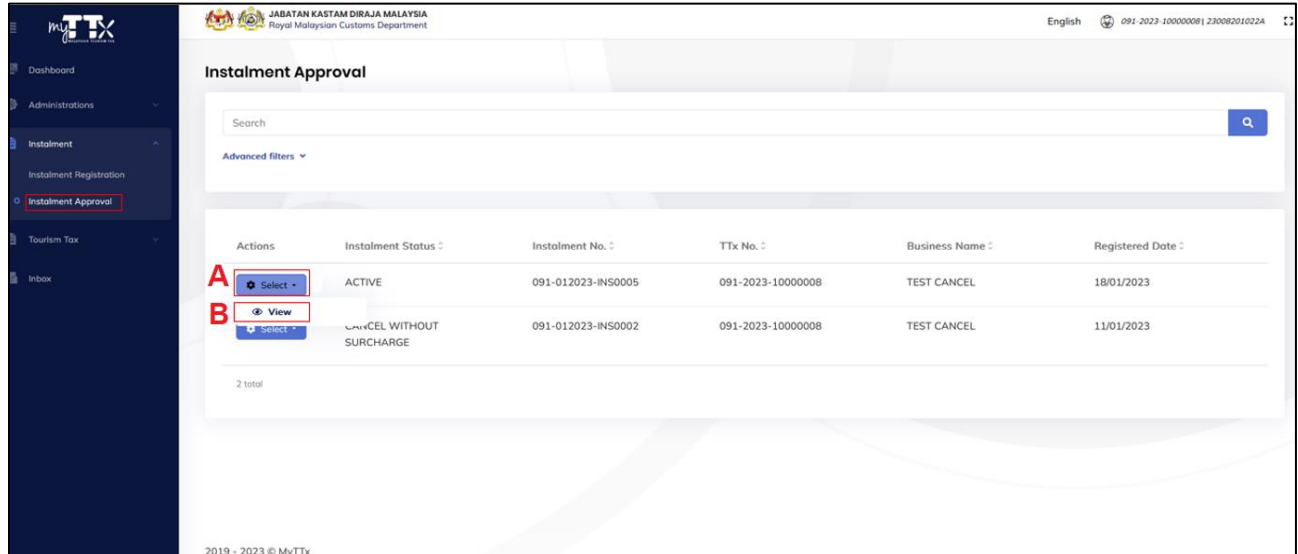


Figure 43 Actions button with ACTIVE status

1. Click on **Action** button (A) on application with **ACTIVE** status (Refer Figure 43).
2. Click on **View** button (B) to view the application (Refer Figure 43).
3. System will display the **Instalment Approval** page with **ACTIVE** status (Refer Figure 44).

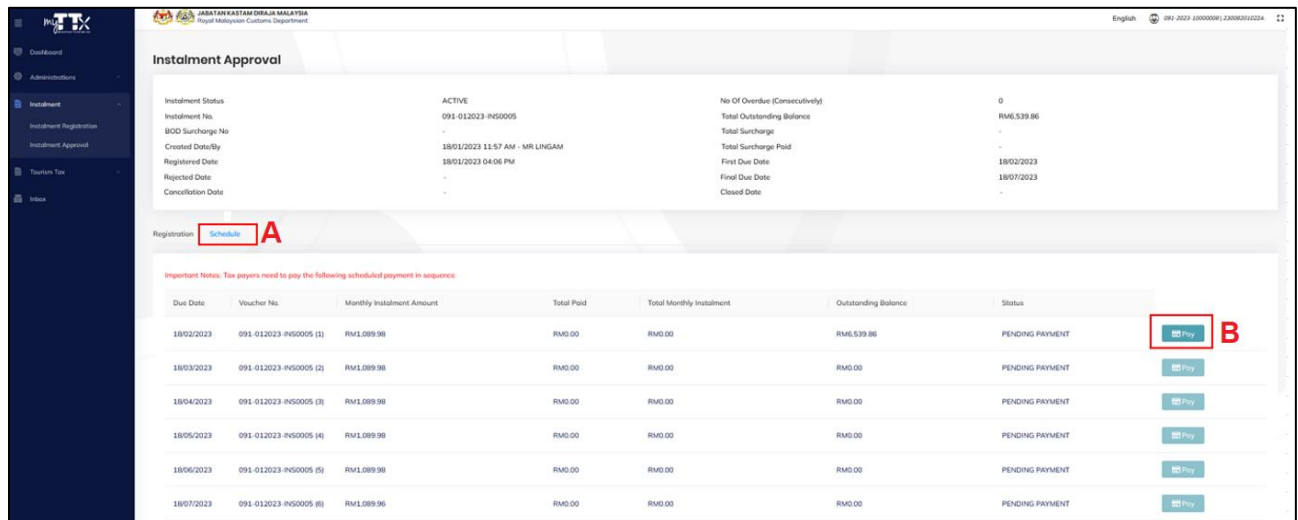
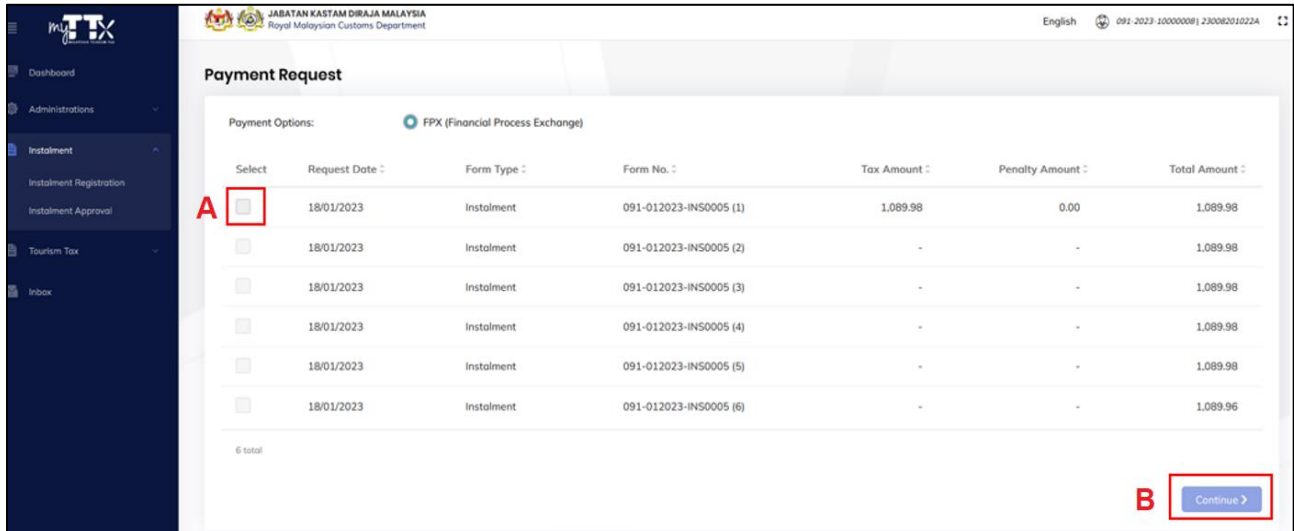


Figure 44 Schedule Instalment

4. Click on **Schedule** tab (A) to view the schedule for instalment (Refer Figure 44).
5. Click on **Pay** button (B) to pay the instalment (Refer Figure 44).
6. System will display the **Payment Request** page (Refer Figure 45).



**Payment Request**

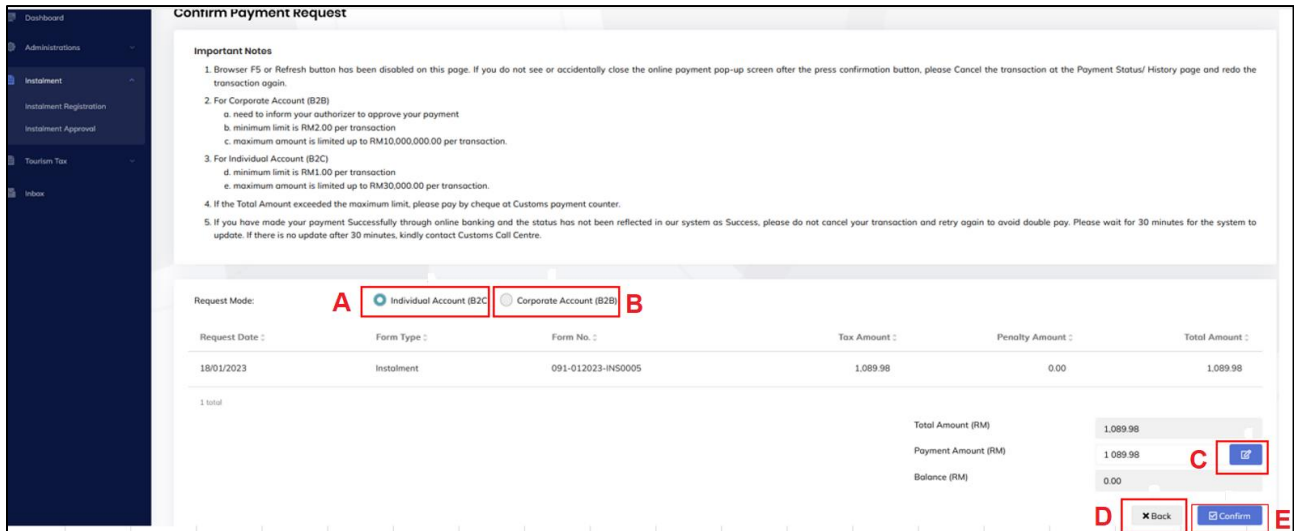
Payment Options: ☒ FPX (Financial Process Exchange)

Select	Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
<input type="checkbox"/>	18/01/2023	Instalment	091-012023-INS0005 (1)	1,089.98	0.00	1,089.98
<input type="checkbox"/>	18/01/2023	Instalment	091-012023-INS0005 (2)	-	-	1,089.98
<input type="checkbox"/>	18/01/2023	Instalment	091-012023-INS0005 (3)	-	-	1,089.98
<input type="checkbox"/>	18/01/2023	Instalment	091-012023-INS0005 (4)	-	-	1,089.98
<input type="checkbox"/>	18/01/2023	Instalment	091-012023-INS0005 (5)	-	-	1,089.98
<input type="checkbox"/>	18/01/2023	Instalment	091-012023-INS0005 (6)	-	-	1,089.98
6 total						

**B** [Continue](#)

Figure 45 Payment Request page

3. Tick on the Advance Payment's checkbox (Refer Figure 45).
4. Click on **Continue** button (A) to continue the payment (Refer Figure 45).
5. System will display the **Confirm Payment Request** page (Refer Figure 46).



**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:** **A** ☒ Individual Account (B2C) ☐ Corporate Account (B2B) **B**

Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
18/01/2023	Instalment	091-012023-INS0005	1,089.98	0.00	1,089.98
1 total					

Total Amount (RM) 1,089.98  
 Payment Amount (RM) 1,089.98 **C** [Edit](#)  
 Balance (RM) 0.00  
**D** [Back](#) [Confirm](#) **E**

Figure 46 Confirm Payment Request page

6. Select the Request Mode either **Individual Account B2C** radio button (A) or **Corporate Account B2B** radio button (B) (Refer Figure 46).
7. Click on **Edit** button (C) to edit the payment amount (Refer Figure 46).
8. Click on **Back** button (D) return back to the previous page (Refer Figure 46).



JABATAN KASTAM DIRAJA MALAYSIA

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9. Click **Confirm** button (E) to confirm the payment (Refer Figure 46).
10. Proceed until the end of payment process.
11. System will update the payment status as *SUCCESS*.

## 5. Cancel Instalment

### 5.1 Cancel with Surcharge

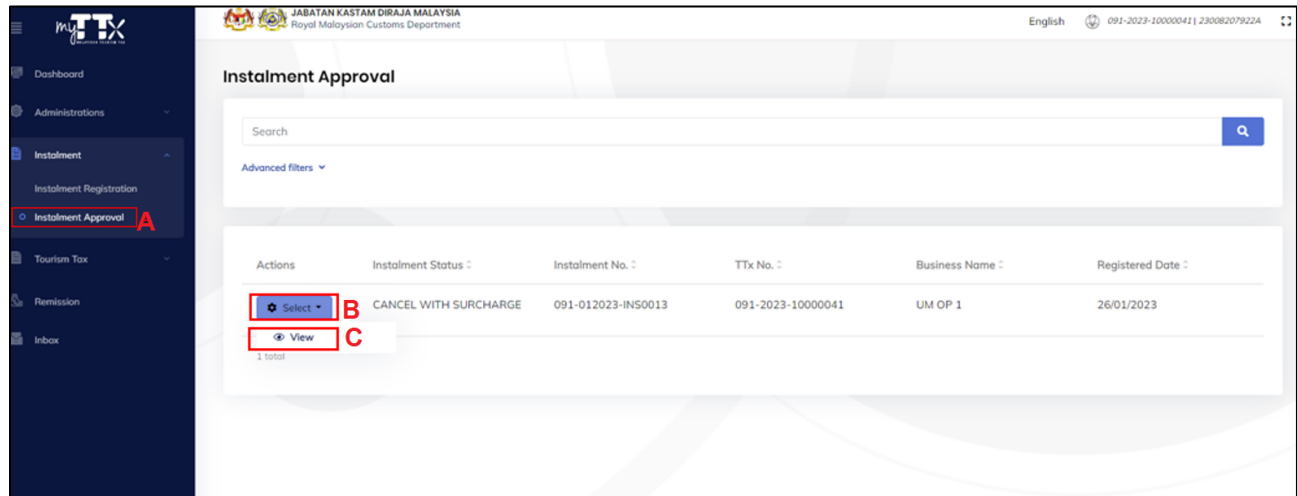


Figure 47 Select button with CANCEL WITH SURCHARGE status

1. Click on **Select** button (A) on application with **CANCEL WITH SURCHARGE** status (Refer Figure 47).
2. Click on **View** button (B) to view the application (Refer Figure 47).
3. System will display the **Instalment Registration** page with **CANCEL WITH SURCHARGE** status (Refer Figure 47).

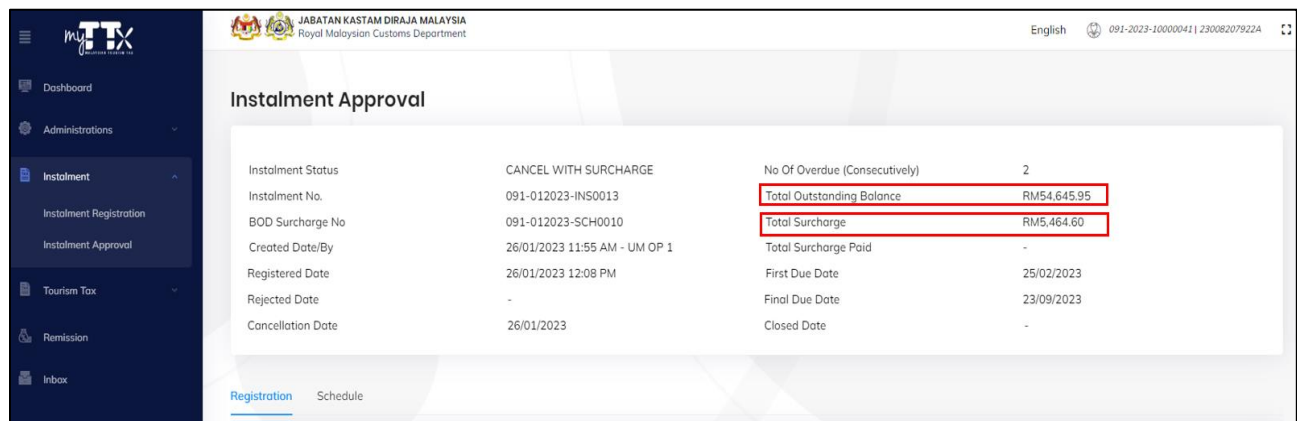

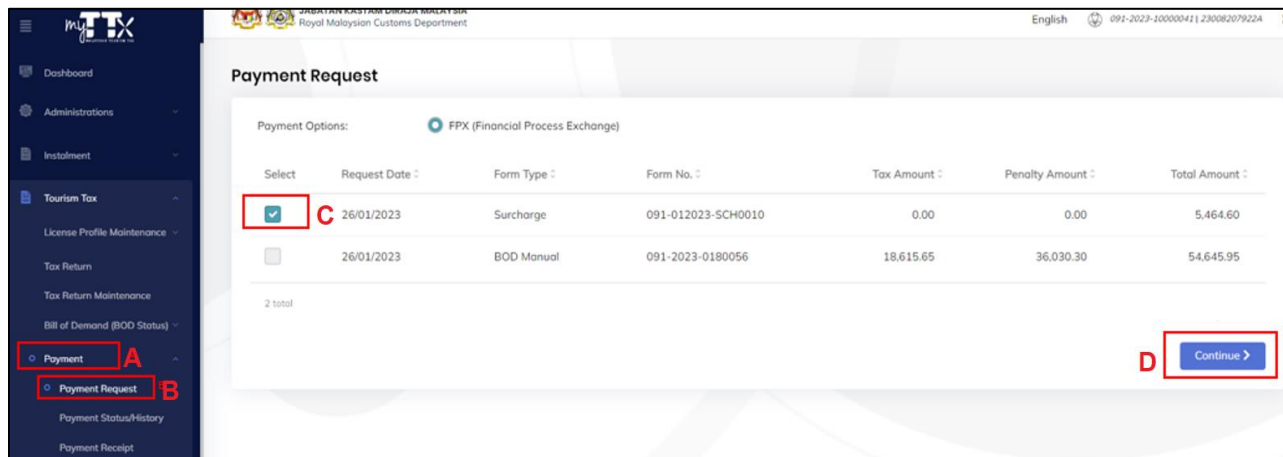


Figure 48 Cancel the instalment with total surcharge

7. System will display the **Total Outstanding balance** (A) (Refer Figure 48).
8. **Total Surcharge** (B) will calculate based on 10% of **Total Outstanding Balance** (Refer Figure 48).

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**Payment Request**

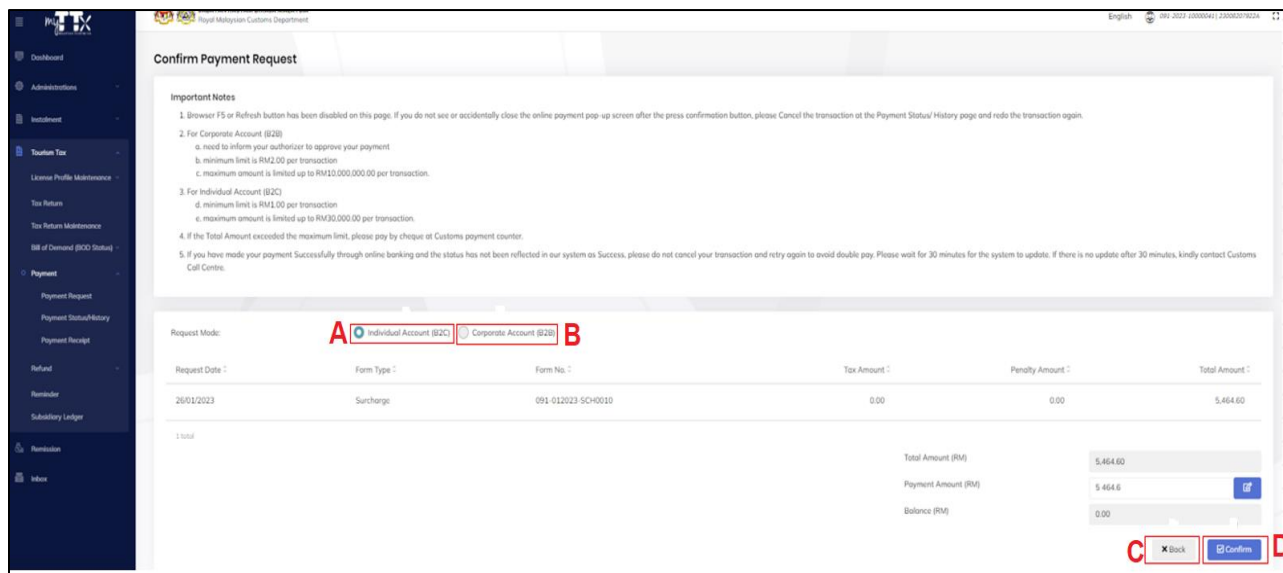
Payment Options: ☒ FFX (Financial Process Exchange)

Select	Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
<input checked="" type="checkbox"/> C	26/01/2023	Surcharge	091-012023-SCH0010	0.00	0.00	5,464.60
<input type="checkbox"/>	26/01/2023	BOD Manual	091-2023-0180056	18,615.65	36,030.30	54,645.95
2 total						

**D** [Continue >](#)

Figure 49 Payment Request page

- Click on **Payment** menu (A) (Refer Figure 49).
- Click on **Payment Request** sub-menu (B) (Refer Figure 49).
- Tick on the **Surcharge**'s checkbox (Refer Figure 49).
- Click on **Continue** button (D) to continue the payment (Refer Figure 49).
- System will display the Confirm Payment Request page (Refer Figure 50).



**Confirm Payment Request**

**Important Notes**

- 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.
- For Corporate Account (B2B)
  - need to inform your authorizer to approve your payment.
  - minimum limit is RM2.00 per transaction.
  - maximum amount is limited up to RM10,000,000.00 per transaction.
- For Individual Account (B2C)
  - minimum limit is RM1.00 per transaction.
  - maximum amount is limited up to RM30,000.00 per transaction.
- If the Total Amount exceeded the maximum limit, please pay by cheque at Customs payment counter.
- 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: ☒ A Individual Account (B2C) ☐ B Corporate Account (B2B)

Request Date	Form Type	Form No.	Tax Amount	Penalty Amount	Total Amount
26/01/2023	Surcharge	091-012023-SCH0010	0.00	0.00	5,464.60
1 total					

Total Amount (RM) 5,464.60  
Payment Amount (RM) 5,464.6  
Balance (RM) 0.00

**C** [Back](#) **D** [Confirm](#)

Figure 50 Confirm Payment Request

- Select the Request Mode either **Individual Account B2C** radio button (A) or **Corporate Account B2B** radio button (B) (Refer Figure 50).
- Click on **Back** button (C) return back to the previous page (Refer Figure 50).



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16. Click **Confirm** button (B) to confirm the payment (Refer Figure 50).
17. Proceed until the end of payment process.
18. System will update the instalment application status as *PENDING APPROVAL*.
19. The public user will receive the *Surat Pembatalan Surat Kelulusan Ansuran* (Refer Figure 51) and *Surat Bil Tuntutan Surcaj* (Refer Figure 52) upon the status updated.





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### JABATAN KASTAM DIRAJA MALAYSIA

PUSAT PEMROSESAN KASTAM  
ARAS 1, BLOK A, KOMPLEKS  
KASTAM WPKL, JALAN SS 6/3,  
KELANA JAYA  
47301 PETALING JAYA SELANGOR

Telefon : 1-300-888-500  
Laman Web : [www.myttx.customs.gov.my](http://www.myttx.customs.gov.my)  
Emel : [ccc@customs.gov.my](mailto:ccc@customs.gov.my)



UM OP 1  
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01000 KANGAR PERLIS,  
MALAYSIA

Rujukan Kami : 091-012023-INS0013  
Tarikh : 26/01/2023  
No. TTx : 091-2023-10000041  
Stesen : KANGAR

Tuan/Puan,

#### **PEMBATALAN KELULUSAN PEMBAYARAN ANSURAN BULANAN / PENJADUALAN SEMULA BERHUBUNG DENGAN TUNTUTAN KEKURANGAN BAYARAN**

Perkara di atas dirujuk.

2. Seperti mana yang tuan sedia maklum, syarikat tuan telah diluluskan kemudahan membayar tunggakan hutang secara ansuran dalam tempoh 8 bulan bermula 25/02/2023 sehingga 23/09/2023 berjumlah RM109,291.91

3. Semakan jadual ansuran didapati syarikat tuan telah gagal membuat pembayaran mengikut jadual yang ditetapkan. Dengan ini kelulusan pembayaran ansuran yang diberikan kepada tuan yang bernombor rujukan 091-012023-INS0013 bertarikh 26/01/2023 ditarik balik dan dibatalkan.

4. Tuan dikehendaki menjelaskan kesemua baki tunggakan yang tersebut dengan sekaligus, ditambah dengan 10% daripada baki tersebut sebagai SURCAJ TAMBAHAN. Ini adalah selaras dengan peruntukan Seksyen 26(3) Akta Cukai Pelancongan 2017 berbunyi seperti berikut:

- Seksyen 26(3) Akta Cukai Pelancongan 2017

5. Jika berlaku kemungkiran dalam pembayaran mana-mana satu ansuran pada tarikh genap masanya bagi pembayaran baki amaun yang genap masa dan kena dibayar, keseluruhan amaun yang tertunggak itu hendaklah menjadi genap masa dan kena dibayar pada tarikh itu dan hendaklah, tanpa apa-apa notis selanjutnya disampaikan kepada orang yang bertanggungjawab untuk membayar amaun yang genap masa dan kena dibayar itu, menjadi tertakluk kepada suatu surcaj yang bersamaan dengan sepuluh peratus daripada baki itu dan surcaj itu hendaklah boleh didapatkan seolah-olah surcaj itu kena dibayar di bawah Akta ini

6. Tuan dikehendaki menjelaskan baki tuntutan tersebut (seperti di bawah ini) dalam tempoh tidak lewat dari 14 hari dari tarikh surat ini.





JABATAN KASTAM DIRAJA MALAYSIA

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Butiran Tuntutan	Jumlah Tuntutan (RM)
Amaun yang diluluskan ansuran	109,291.91
Baki	54,645.95
Surcaj 10%	5,464.60
Jumlah yang perlu dibayar	60,110.55

7. Sekiranya tuan gagal berbuat demikian, tindakan undang-undang akan diambil terhadap tuan.

Sekian, terima kasih.

**"BERKHIDMAT UNTUK NEGARA"**

Saya yang menjalankan amanah,

**Ketua Pengarah Kastam  
Jabatan Kastam Diraja Malaysia**

*Cetakan komputer ini tidak memerlukan tandatangan*

Figure 51 Pembatalan Surat Kelulusan Ansuran



JABATAN KASTAM DIRAJA MALAYSIA

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**JABATAN KASTAM DIRAJA MALAYSIA**  
PUSAT PEMROSESAN KASTAM  
ARAS 1, BLOK A, KOMPLEKS  
KASTAM WPKL, JALAN SS 6/3,  
KELANA JAYA  
47301 PETALING JAYA SELANGOR

Telefon : 1-300-888-500  
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UM OP 1  
UM OP 1  
UM OP 1  
UM OP 1  
UM OP 1  
01000 KANGAR PERLIS,  
MALAYSIA

Tuan/Puan,

Rujukan Kami : 091-012023-SCH0010  
Tarikh : 26/01/2023  
No. TTx : 091-2023-10000041  
Stesen : KANGAR

### **BIL TUNTUTAN SURCAJ DI BAWAH AKTA CUKAI PELANCONGAN 2017**

Perkara di atas dirujuk.

2. Dimaklumkan bahawa tuan telah gagal membuat pembayaran ansuran mengikut jadual yang ditetapkan merujuk kepada surat bernombor rujukan 091-012023-INS0013 bertarikh 26/01/2023.

3. Dengan ini, tuan adalah dituntut untuk membayar surcay berjumlah RM5,464.60.

• Tuntutan surcay di bawah Seksyen 26(3) Akta Cukai Pelancongan 2017 adalah sebanyak RM5,464.60.

4. Sehubungan itu, tuan dikehendaki menjelaskan kesemua baki tunggakan termasuk surcay dengan sekaligus.

5. Bayaran hendaklah dibuat secara online melalui Portal MyTTx atau cek/bank deraf di atas nama KETUA PENGARAH KASTAM berserta baucar bayaran dan diposkan ke alamat seperti di atas.

6. Jika bayaran masih tidak diterima selepas 14 hari dari tarikh bil tuntutan ini dikeluarkan, maka tindakan penguatkuasaan ke atas tunggakan boleh diambil terhadap tuan tanpa sebarang notis lanjut.

7. Sila abaikan bil tuntutan ini sekiranya pembayaran telah dibuat. Sekiranya terdapat sebarang pertanyaan pihak tuan boleh berhubung terus dengan pegawai di Stesen Kastam seperti dinyatakan di atas.

Sekian, terima kasih.

**"BERKHIDMAT UNTUK NEGARA"**

Saya yang menjalankan amanah,

**Ketua Pengarah Kastam**  
**Jabatan Kastam Diraja Malaysia**

*Cetakan komputer ini tidak memerlukan tandatangan*

Figure 52 Surat Bil Tuntutan Surcay

## 5.2 Cancel without Surcharge

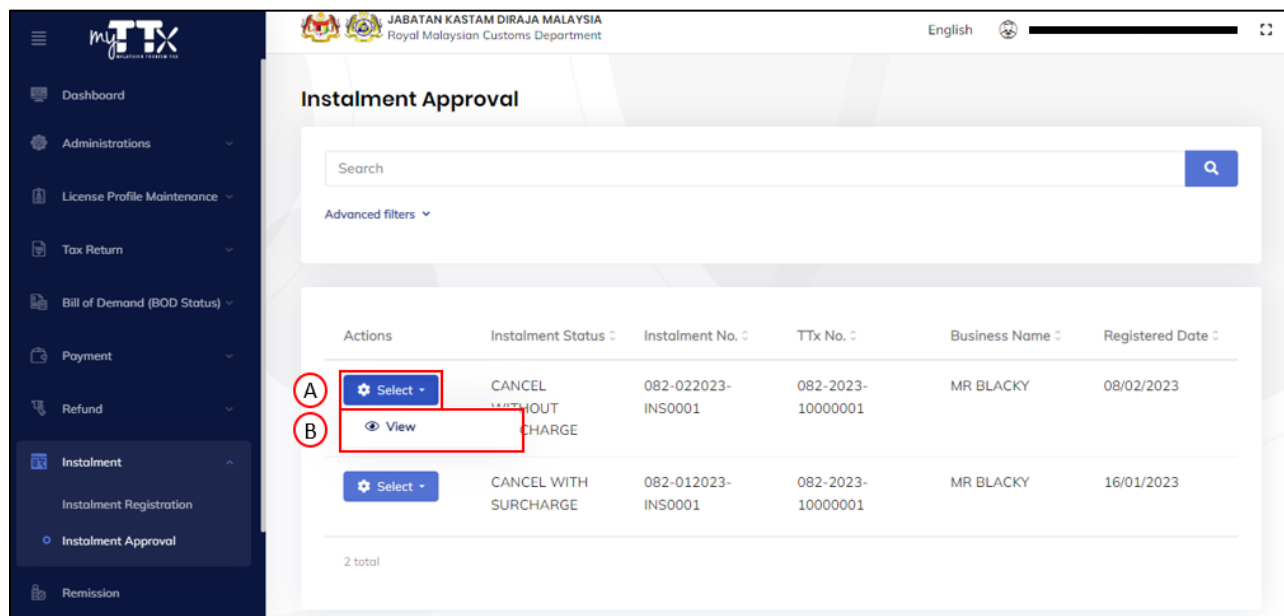
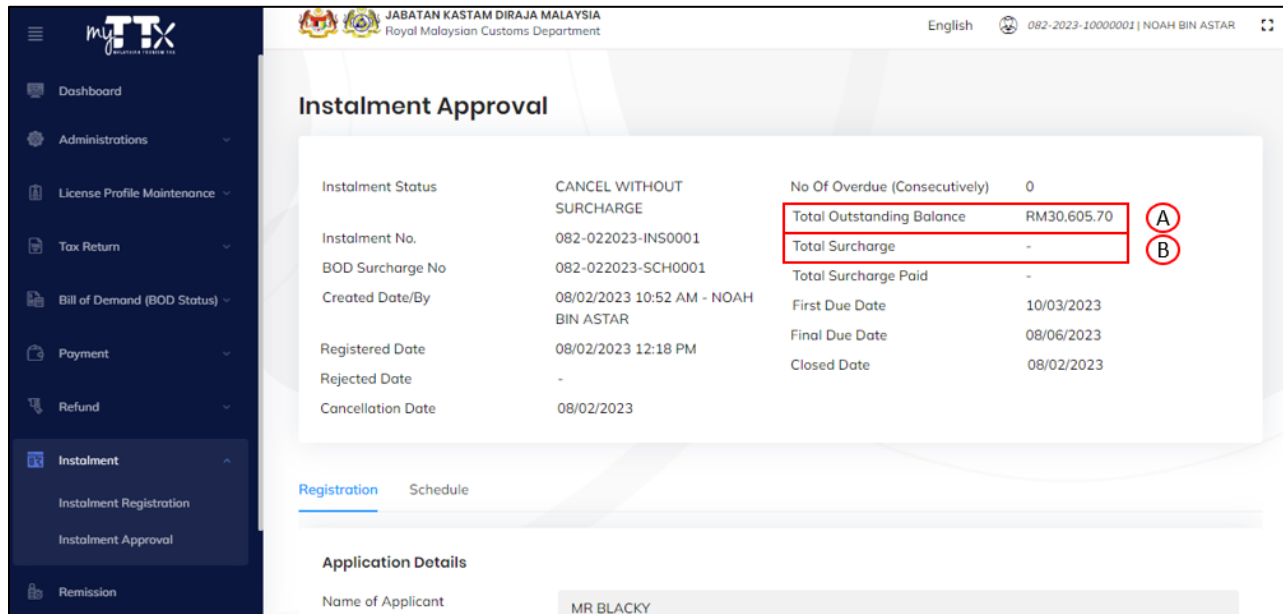


Figure 53 Select button with CANCEL WITHOUT SURCHARGE status

1. Click on **Select** button (A) on application with CANCEL WITHOUT SURCHARGE status (Refer Figure 53).
2. Click on **View** button (B) to view the application (Refer Figure 53).
3. System will display the **Instalment Registration** page with CANCEL WITHOUT SURCHARGE status (Refer Figure 54).



Instalment Status		No Of Overdue (Consecutively)	
Instalment Status	CANCEL WITHOUT SURCHARGE	No Of Overdue (Consecutively)	0
Instalment No.	082-022023-INS0001	Total Outstanding Balance	RM30,605.70 (A)
BOD Surcharge No	082-022023-SCH0001	Total Surcharge	- (B)
Created Date/By	08/02/2023 10:52 AM - NOAH BIN ASTAR	Total Surcharge Paid	-
Registered Date	08/02/2023 12:18 PM	First Due Date	10/03/2023
Rejected Date	-	Final Due Date	08/06/2023
Cancellation Date	08/02/2023	Closed Date	08/02/2023

**Application Details**

Name of Applicant: MR BLACKY

Figure 54 Cancel the instalment without total surcharge

- System will display the **Total Outstanding balance** (A) (Refer Figure 54).
- Total Surcharge** (B) is not applicable because the instalment is cancelled without surcharge (Refer Figure 54).