



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

MALAYSIAN TOURISM TAX (MyTTx)

REGISTRATION MODULE

Application Registration

by

PPPD


VERSION 2.0

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1. Login License Account

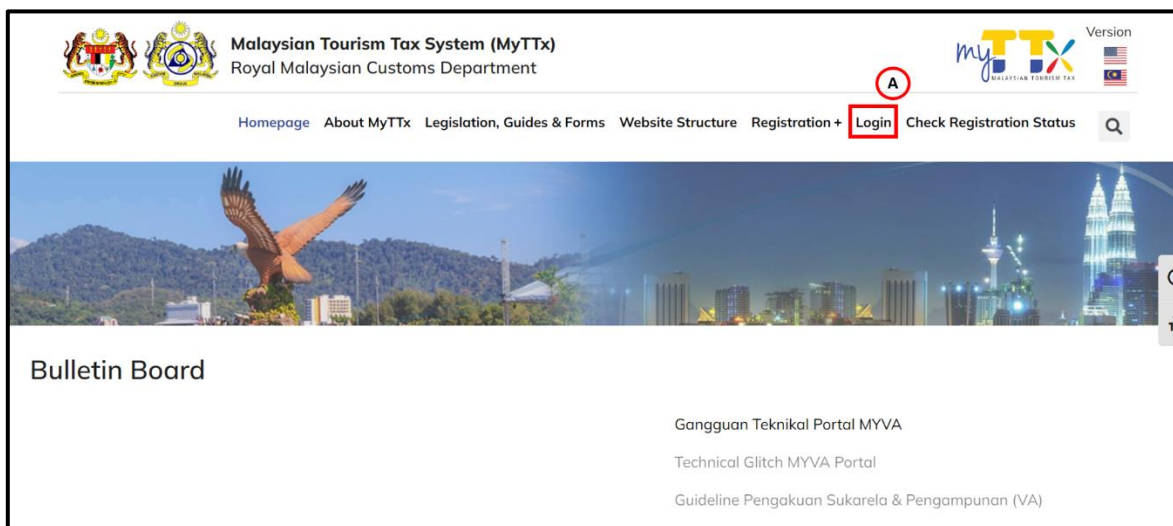


Figure 1 MyTTx portals

1. Go to <https://myttx.customs.gov.my/> and display MyTTx portal (Refer Figure 1).
2. Click **Login** (A) menu (Refer Figure 1).
3. System will display Login page (Refer Figure 2).

1.1 Operator / PPPD: Login Account after License Approve

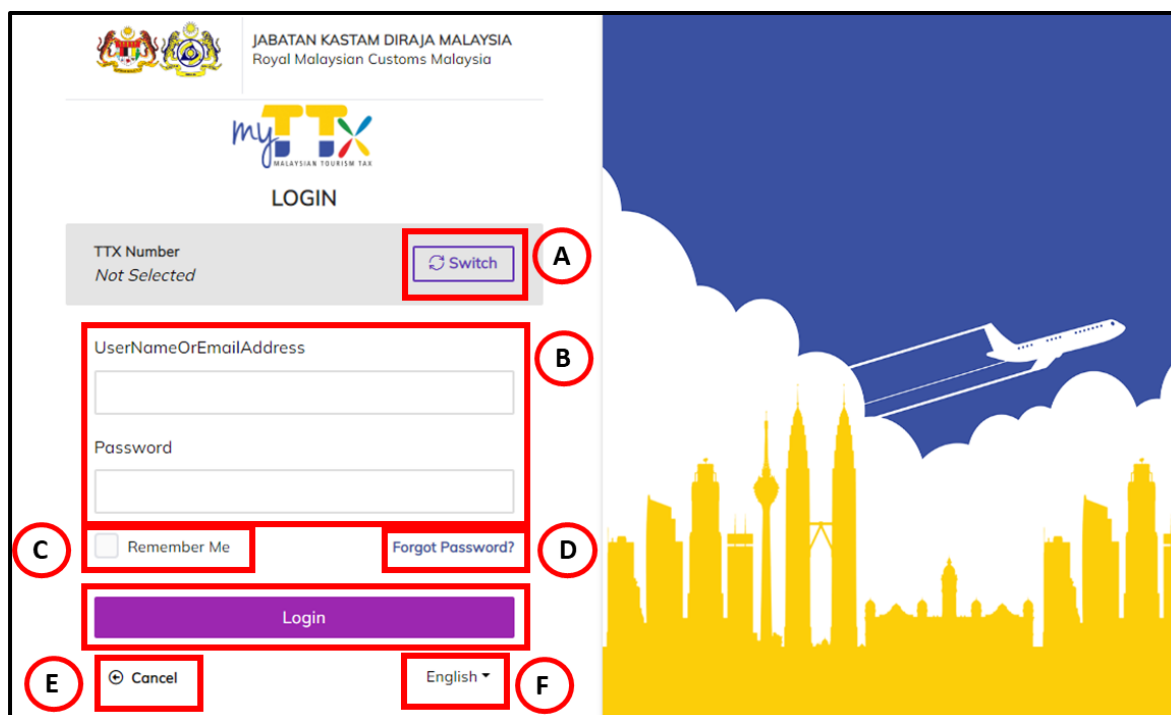

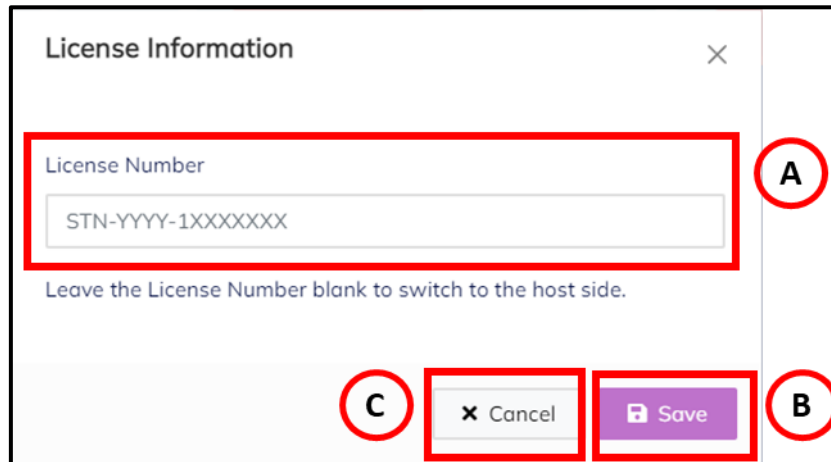


Figure 2 MyTTx login page

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1. Click **Switch** button (A) (Refer Figure 2).
2. System will display field to insert **License No.** (Refer Figure 3).



The figure shows a 'License Information' modal window. It has a title bar with a close button (X). Inside, there is a text input field labeled 'License Number' with a placeholder 'STN-YYYY-1XXXXXXX'. Below the field is a note: 'Leave the License Number blank to switch to the host side.' At the bottom, there are three buttons: 'Cancel' (labeled C), 'Save' (labeled B), and a 'Switch' button (labeled A) which is partially visible on the right edge.

Figure 3 License Information Popup

3. Input License No. in **License Number** field (A) (Refer Figure 3).
Note: Format License No (STN-YYYY-1XXXXXXX).
4. Click **Save** (B) button to save the License No. (Refer Figure 3).
5. Click Cancel (C) button to close the License Information modal (Refer Figure 8).
6. System will back to **Login Page** (Refer Figure 2).
7. Input username or email address and password in **UserNameOrEmailAddress and Password** (B) field to login (Refer Figure 2).
8. Tick checkbox for **Remember Me** (C) to allow system to remember username and password (Refer Figure 2).
9. Click **Forgot Password** (D) to input email for reset password (Refer Figure 2).
10. Click **Cancel** (E) button to back on MyTTx Portals (Refer Figure 2).
11. Click **English** (F) dropdown to change language to Bahasa Melayu (Refer Figure 2).

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2. Tourism Tax – License Profile Maintenance

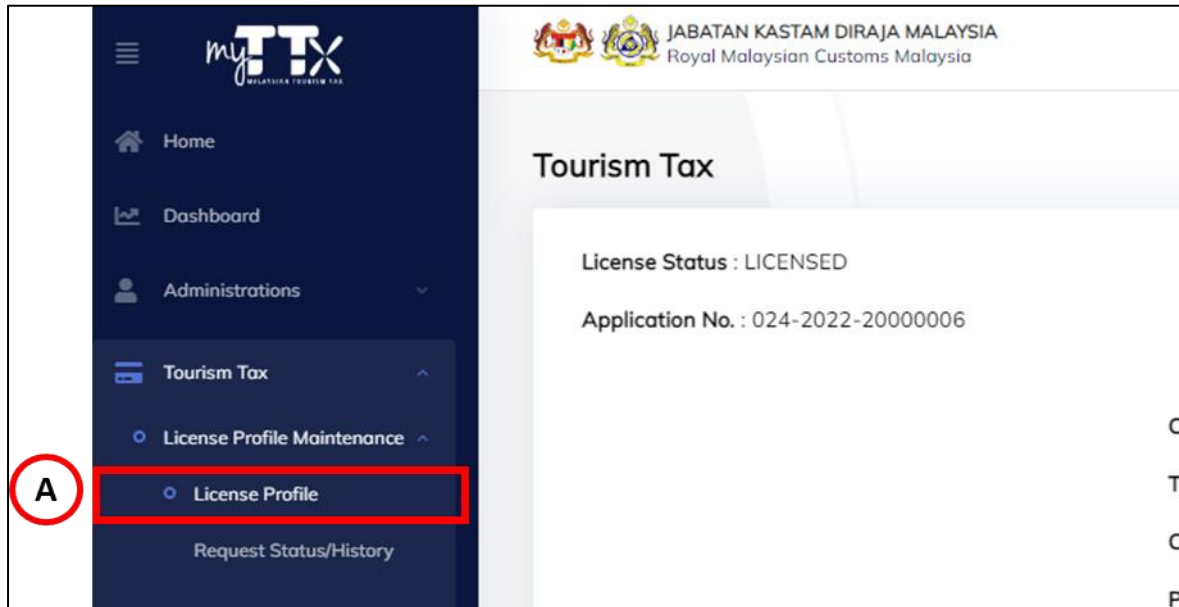


Figure 4 License Profile Menu (TTx-01A)

1. Go to **Tourism Tax > License Profile Maintenance > License Profile** (A) to show License Profile Maintenance View (Refer Figure 4)

2.1 PPPD – License Profile Maintenance View

Tourism Tax

License Status : LICENSED

Application No. :

TTx No. :

Control Station : IBU PEJABAT

Taxable Period : Every 3 Month

Commence Date : 01/10/2022

Previous Credit Balance : 0.00

Request Cancel License

Details Of Business

Business Registration No./Identity Card No. :

Name of Business :

Trading Name :

Business Address :

43650 BANDAR BARU BANGI

SELANGOR

MALAYSIA

A

Correspondence Address*

Street Address 3

43650 BANDAR BARU BANGI

SELANGOR

Malaysia

Telephone No.* +358 - Aland Islands

Fax No. +358 - Aland Islands

Contact Person*

Website Address

Business Email Address

B

Details Of Accommodation Premises

Financial Year End* January

Date Begin Operation* 01/01/2016

C

Applicant Details

Name of Applicant :

Identity Card No. / Passport No. :

Nationality* Malaysia

Email Address

Telephone No.* +244 - Angola

Office Telephone No.* +376 - Andorra

Supporting Document Report10LedgeInformationTTX040_2022080120220901.pdf

D

E


F

G

Update

Figure 5 License Profile Maintenance View (TTx-01A)

1. System will auto populate all data for applicant view their license Profile (Refer Figure 5).
2. For (A), (C), (D) **section**; applicant only can view their data (Refer Figure 5).
3. For (B), (E) **section**; applicant only can edit their data (Refer Figure 5).
4. Click **Supporting Document** (F) to view supporting document (Refer Figure 5).
5. Click **Update** (G) button to update the License Profile (Refer Figure 5).

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2.1.1 PPPD – License Profile Maintenance – Cancel License




Figure 6 License Profile Maintenance [Request Cancel License] (TTx-01A)

1. Click **Request Cancel License** (A) button to cancel application license (Refer Figure 6).
2. System will display to Request Cancel License popup (Refer Figure 7).





Figure 7 Request Cancel License (TTx-01A)

3. Insert Supporting Details in **Supporting Details** (A) field (Refer Figure 7).
Note:
 - a. Format Document: PDF, JPG, JPEG, PNG
 - b. Maximum: 2MB
 - c. Mandatory field
4. Input Remark in Remark (B) field (Refer Figure 7).
Note: Mandatory field
5. Click **Cancel** (C) button to cancel the request (Refer Figure 7).
6. Click on **Submit** button (D) to submit the request (Refer Figure 7).
7. System will display Confirmation to cancel license (Refer Figure 8).

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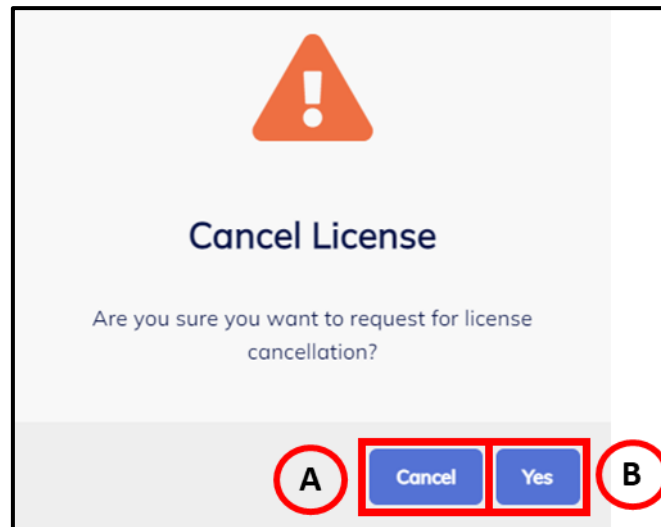


Figure 8 Confirmation Request Cancel License (TTx-01A)

8. Click **Cancel** (A) button to cancel confirmation cancel license (Refer Figure 8).
9. System will back to request cancel license page (Refer Figure 7).
10. Click **Yes** (B) button to submit request for license cancellation (Refer Figure 8).
11. System will display successful request to cancel license (Refer Figure 9).

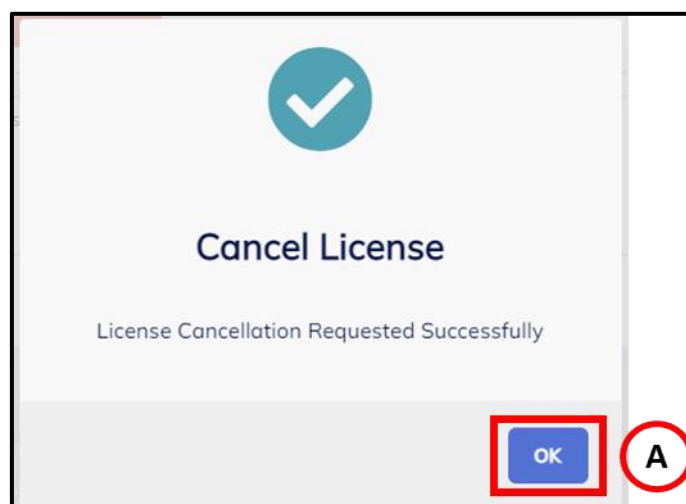



Figure 9 Successfully Request Cancel License (TTx-01A)

12. Click **OK** (A) button (Refer Figure 9).
13. System will directly go to License Profile Maintenance (Refer Figure 6).
Note: Status will change to Pending Approval Request Cancel

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2.1.2 PPPD – License Profile Maintenance – Withdraw Cancel License



License Status : LICENSED
Application No. : 161-2022-22000067

Control Station : IBU PEJABAT
Taxable Period : Every 3 Month
Commence Date : 01/10/2022
Previous Credit Balance : 0.00

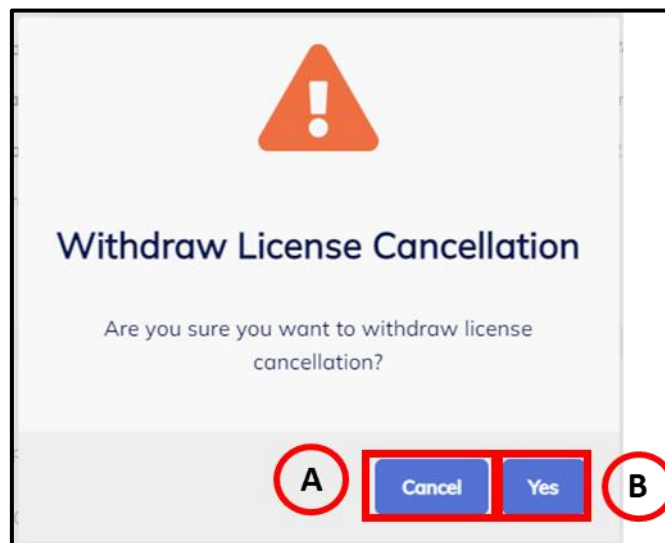
Request Cancel License Status : PENDING APPROVAL REQUEST CANCEL (A)

TTx No. [REDACTED]

Withdraw Cancel License (B)

Figure 10 License Profile Maintenance [Withdraw Cancel License] (TTx-01A)

1. Applicant can withdraw cancel license during **Request Cancel License Status** (A) is Pending Approval Request Cancel (Refer Figure 10).
2. Click **Withdraw Cancel License** (B) button to withdraw application license (Refer Figure 10).
3. System will display Confirmation to withdraw cancel license (Refer Figure 11).




Withdraw License Cancellation

Are you sure you want to withdraw license cancellation?

Cancel (A) Yes (B)

Figure 11 Confirmation Withdraw Cancel License (TTx-01A)

4. Click **Cancel** (A) button to cancel confirmation withdraw cancellation license (Refer Figure 11).
5. System will back to License Profile Maintenance page (Refer Figure 10).
6. Click **Yes** (B) button to submit withdraw license cancellation (Refer Figure 11).
7. System will display successful withdraw cancel license (Refer Figure 12).

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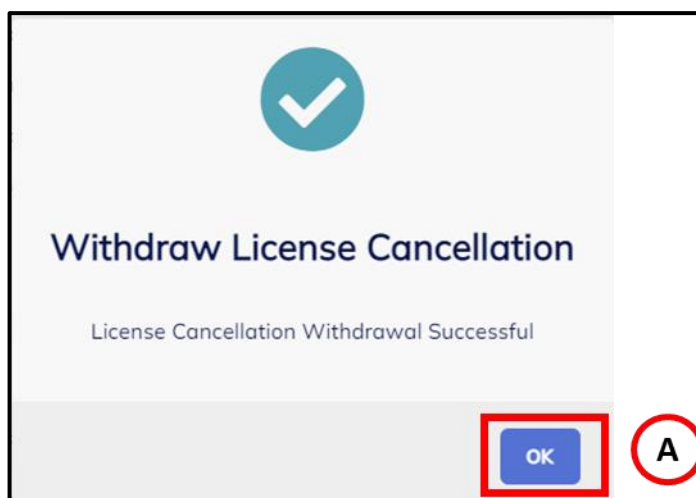


Figure 12 Successfully Request Cancel License (TTx-01A)

8. Click **OK** (A) button (Refer Figure 12).
9. System will directly go to License Profile Maintenance (Refer Figure 6).
Note: Status will change to Withdraw

3. Tourism Tax – License Profile Maintenance – Request Status/History

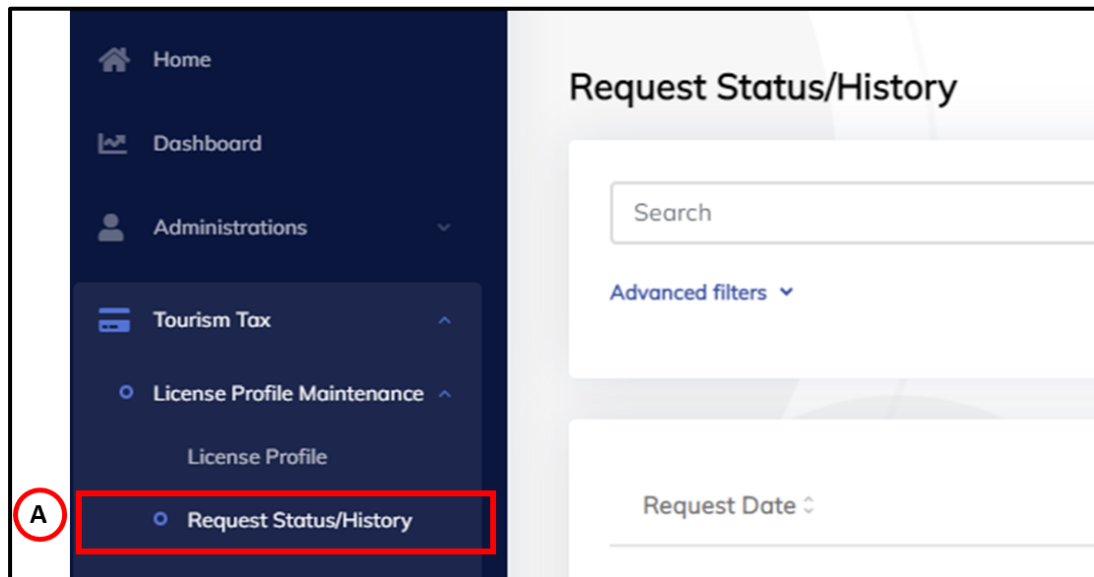


Figure 13 Request Status/History Menu (TTx-01A)

1. Go to **Tourism Tax > License Profile Maintenance > Request Status/History** (A) to show Request Status/History page (Refer Figure 13).

3.1 PPPD – Inquiry Request Status/History

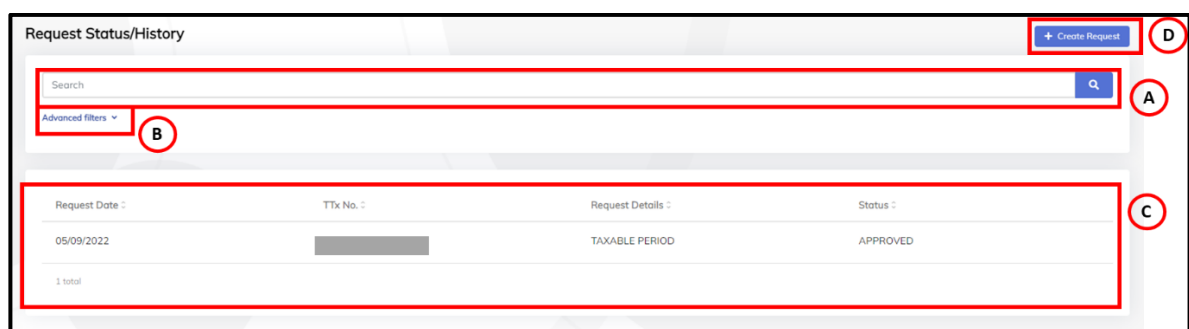



Figure 14 Request Status/History Page

1. Input data and click on **Search** (A) icon to search for request status/history data (Refer Figure 14).
2. Click on **Advanced filter** (B) (Refer Figure 14).
3. System will display Request Status and Receipt Date field (Refer Figure 15).
4. All data will show on table (C) (Refer Figure 14).
5. Click **Create Request** (D) to create request (Refer Figure 14)

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6. System will display Create New Request page (Refer Figure 16)

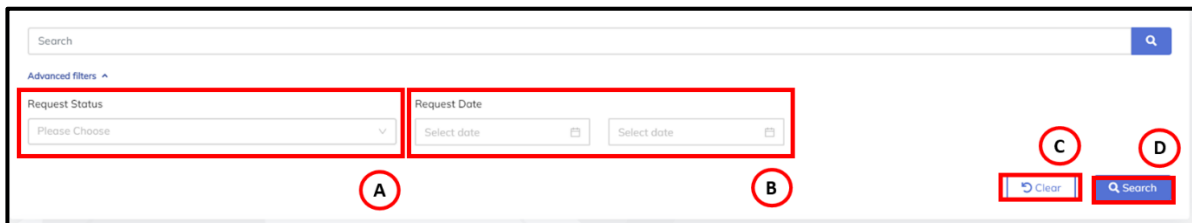


Figure 15 Advance Filter

7. **Request Status** (A) dropdown will show list of request status (Refer Figure 16).
8. **Receipt Date** (B) date range will show on advance filter (Refer Figure 16).
9. Click on **Clear** (A) button (Refer Figure 16).
10. System will clear all fields.
11. Click on **Search** (B) button (Refer Figure 16).
12. System will display result based on data input.



3.2 PPPD – Create New Request

Figure 16 Create New Request Page

1. Choose **Type of Request** (A)dropdown (Refer Figure 16).
Note: Mandatory field

Figure 17 List Type of Request

2. System will show list of requests that operator can request (Refer Figure 17).
3. Input Remarks in Remarks (C) field (Refer Figure 16).
Note: Mandatory field
4. Insert Supporting Details in **Supporting Details** (C) field (Refer Figure 16)
Note:
 - d. Format Document: PDF, JPG, JPEG, PNG
 - e. Maximum: 2MB
 - f. Mandatory field
5. Click **Back** (D) button to back on Request Status/History Page (Refer Figure 16).
6. System will display Request Status/History Page (Refer Figure 14).
7. Click **Create** (E) button to Submit New Request (Refer Figure 16).
8. System will display successful message (Refer Figure 18).



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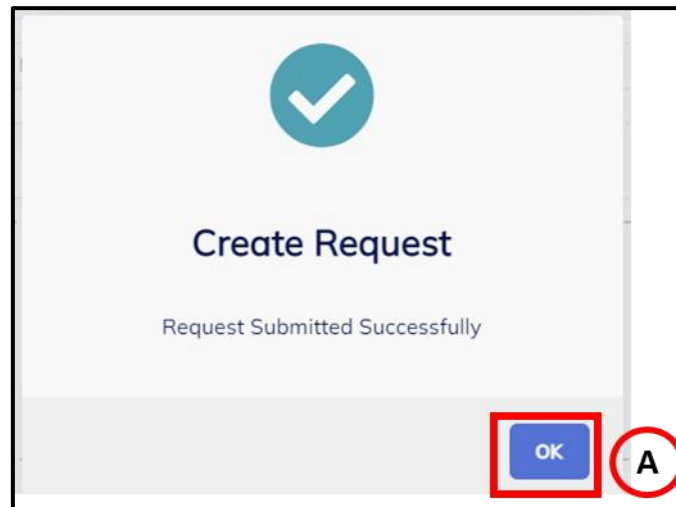



Figure 18 Successfully Create Request

9. Click **OK** (A) button (Refer Figure 18).
10. System will directly go to List Request (Refer Figure 1).

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4. Tourism Tax – Approval for Request Change Details – Email

1. After officer Jabatan Kastam Diraja Malaysia (JKDM) approved applicant request to change details, applicant will get email of approval change details.

4.1 Email – Application for Change of Digital Platform Service Provider (DPSP) Details (TTx-01A)



Figure 19 Approval Request Change Email (TTx-01A)



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		JABATAN KASTAM DIRAJA MALAYSIA PUSAT PEMROSESAN CUKAI PERLANCONGAN ARAS 1, BLOK A, KOMPLEKS KASTAM WPKL, JALAN SS 6/3, KELANA JAYA 47301 PETALING JAYA, SELANGOR Telefon : +603 7884 0800 / 1-300-888-500 Faksimile : +603 7880 1808 Laman Web : www.myttx.customs.gov.my Emel : ccc@customs.gov.my			
A	<input type="text"/>	B	<input type="text"/>	Ruj Kami	: <input type="text"/>
	<input type="text"/>		<input type="text"/>	Tarikh	: 05/09/2022
C	<input type="text"/>		<input type="text"/>	No. TTx	: <input type="text"/>
			<input type="text"/>	Stesen	: IBU PEJABAT
<p>Sir / Madam,</p> <p>APPLICATION OF CHANGES ON PARTICULARS OF DIGITAL PLATFORM SERVICE PROVIDER</p> <p>2. Please be informed that your application for changes on particulars of Digital Platform Service Provider is APPROVED as follows:</p> <ul style="list-style-type: none">• Taxable Period : Every 1 month <p>3. This changes is in accordance with Regulation 4, Tourism Tax (Digital Platform Service Provider) Regulations 2021.</p> <p>Thank you.</p> <p>"BERKHIDMAT UNTUK NEGARA"</p> <p>Director General of Customs Royal Malaysian Customs Department</p>					

Figure 20 Approval Request Change Letter (TTx-01A))

2. Data (A) show company name (Refer Figure 20).
3. Data (B) show trading name (Refer Figure 20).
4. Data (C) show business address (Refer Figure 20).