



# **JABATAN KASTAM DIRAJA MALAYSIA**

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## **USER MANUAL**

MALAYSIAN TOURISM TAX (MyTTx)

ADMINISTRATION MODULE  
(PPPD)

VERSION 2.0

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JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

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## 1 Portal

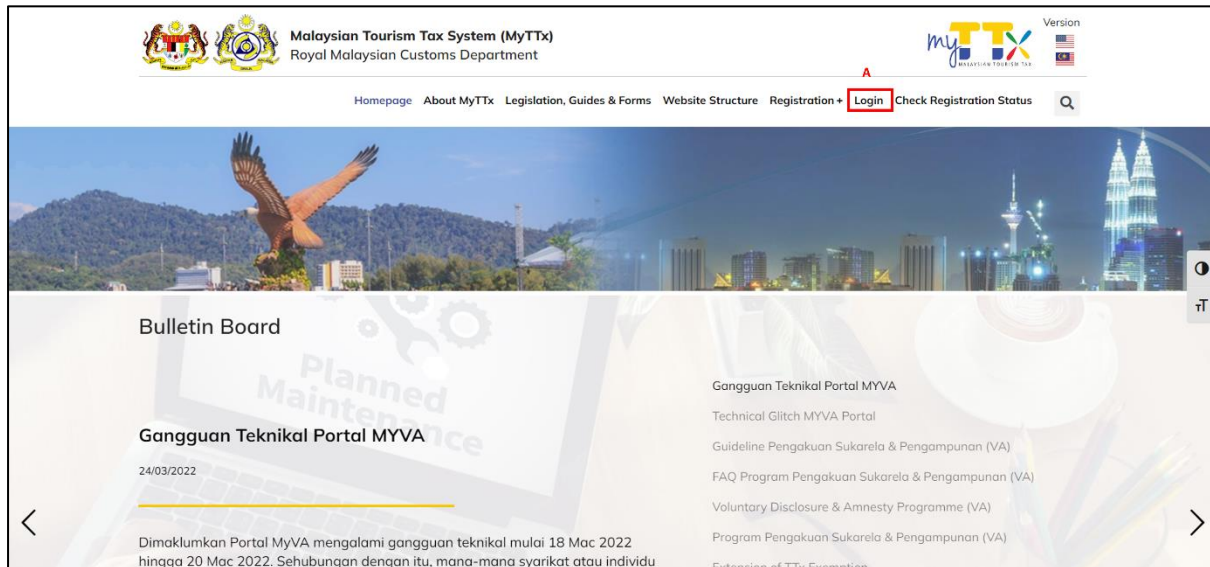

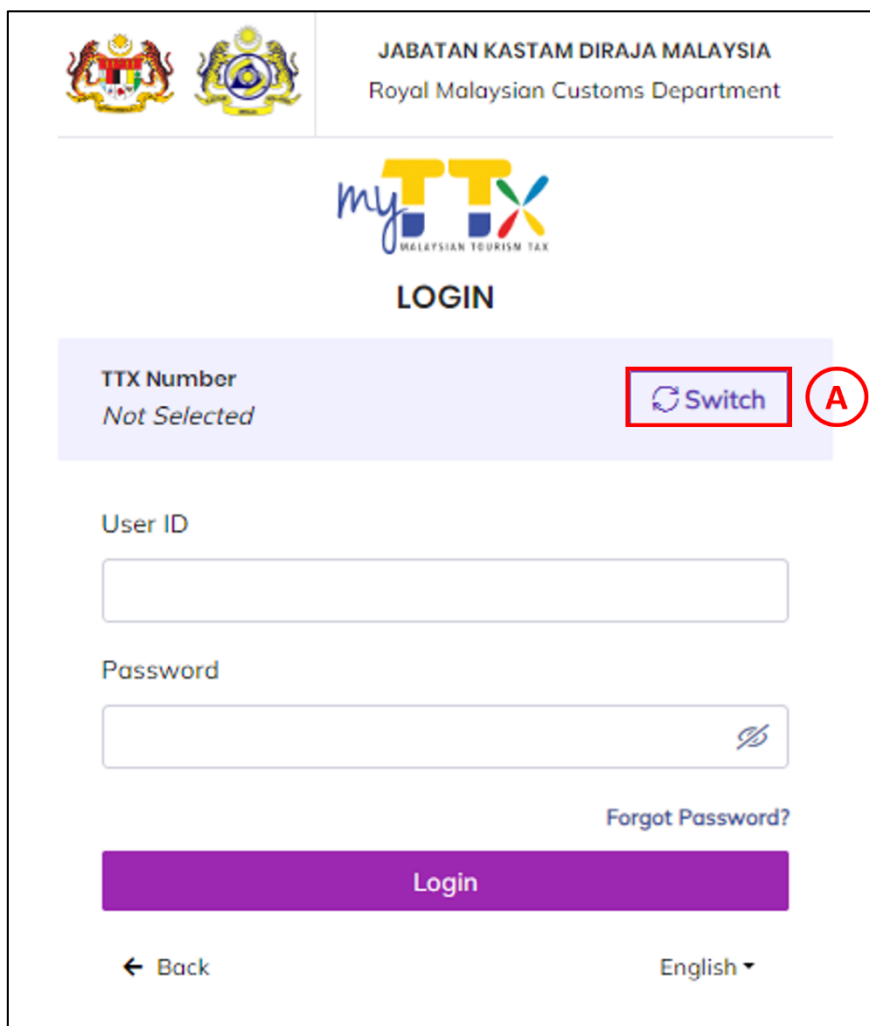




Figure 1 MyTTx Portal


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

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## 1.1 Login to Dashboard





**JABATAN KASTAM DIRAJA MALAYSIA**  
 Royal Malaysian Customs Department

  
**LOGIN**

TTX Number  
*Not Selected*
Switch **A**

User ID

Password

Forgot Password?

Login

[← Back](#)
[English ▾](#)

Figure 2 Login Page

1. Click **Switch** button (A) (Refer Figure 2).
2. System will display pop up window license information (Refer Figure 3).

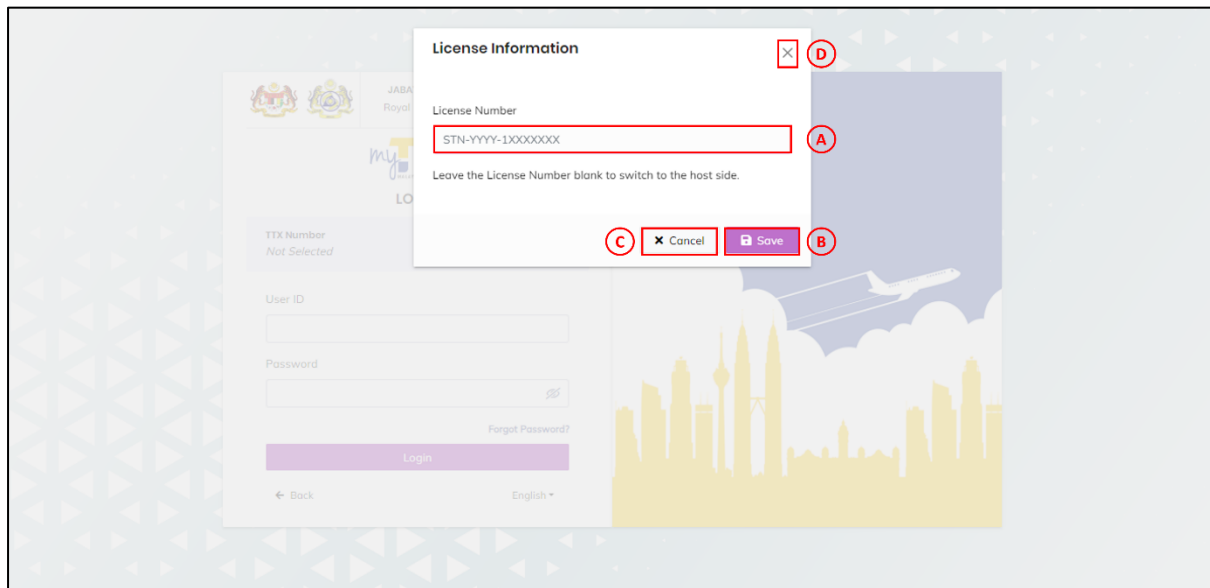



Figure 3 Pop Up Window License Information

3. Insert **License Number** (A) and click on **Save** button (B) (Refer Figure 3).
4. System will display login page with license information (Refer Figure 4).
5. Click **X Cancel** button or **X** button (Refer Figure 3).
6. System will back to login page (Refer Figure 2).

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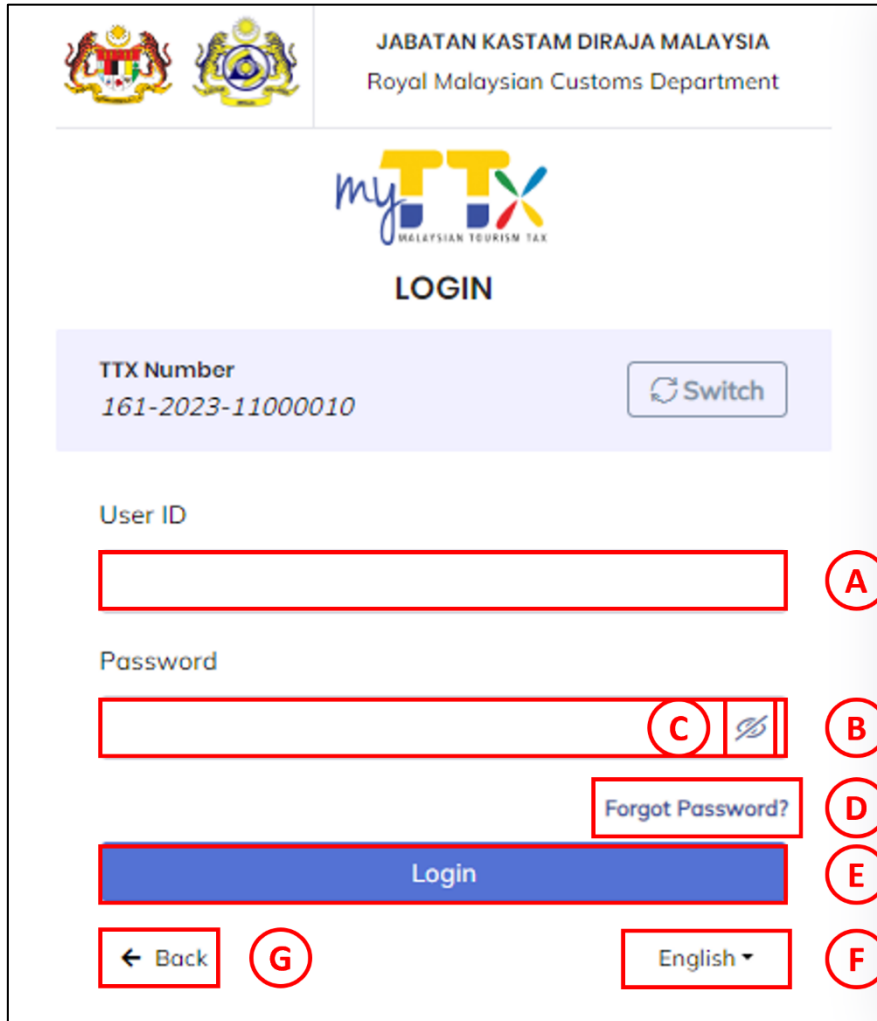



Figure 4 Login Details

7. Insert **User ID** (A) (Refer Figure 4).
8. Insert **Password** (B) (Refer Figure 4).
9. Click **Login** button (E) (Refer Figure 4).
10. System will display user Homepage (Refer Figure 9).
11. If user want to see the inserted password, click  (C) (Refer Figure 4).
12. If public user forgot their password, they can click **Forgot Password?** (D) (Refer Figure 4).
13. System will display forgot password page (Refer Figure 5).
14. If public user wants to go back to the portal page, they can click ← **Back** (G) (Refer Figure 4).
15. System will display portal page (Refer Figure 1).
16. If public user wants to change language, they can click **English** (F) (Refer Figure 4).



17. System will display list of available languages.

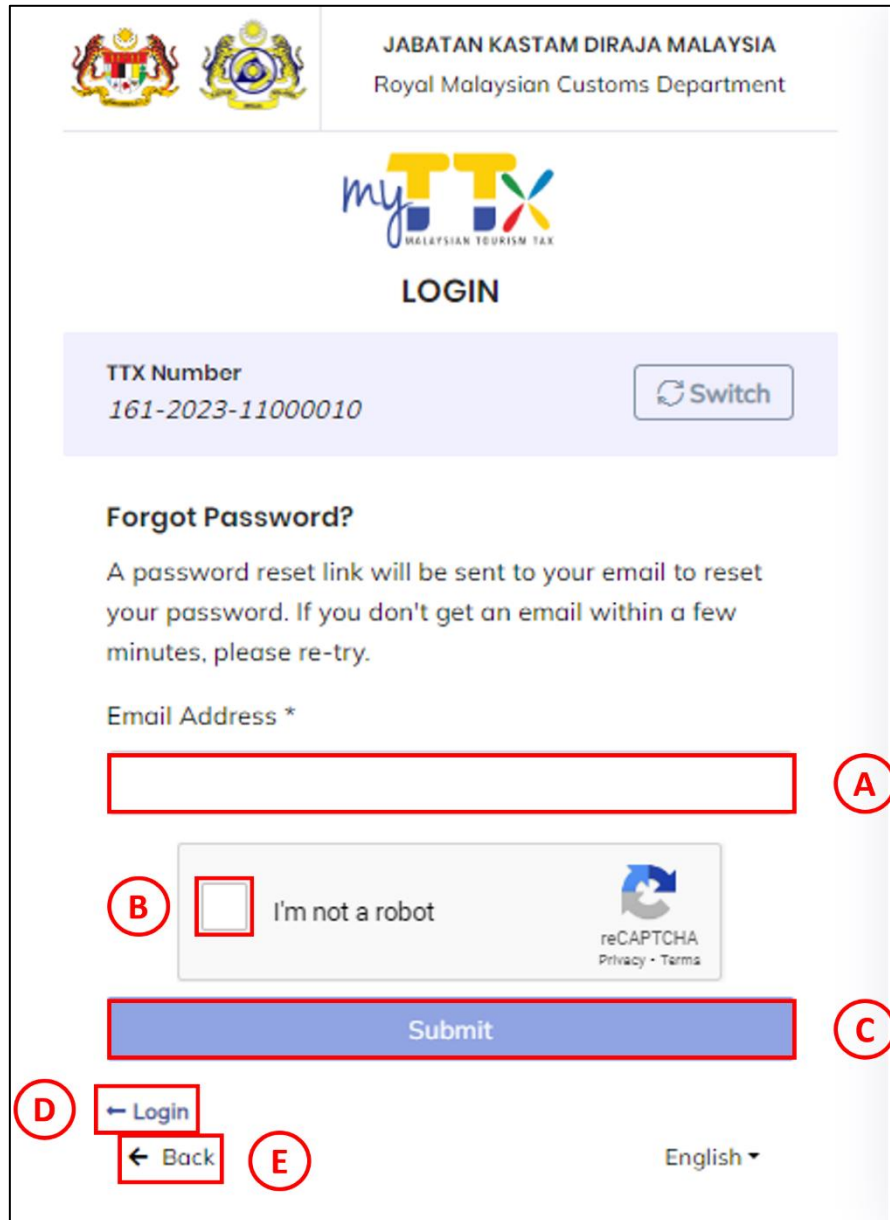

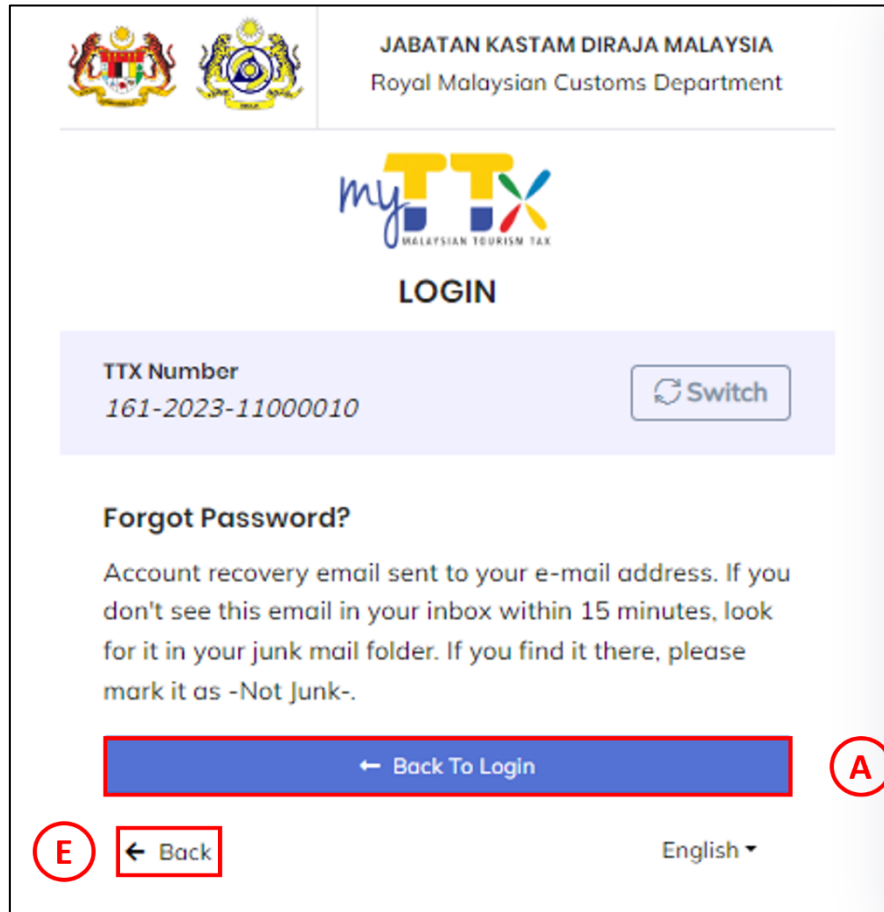


Figure 5 Forgot Password Page

18. Insert **Email Address** (A) (Refer Figure 5).
19. Click **Checkbox** for **I'm not a robot** (B) (Refer Figure 5).
20. Click **Submit** button (C) (Refer Figure 5).
21. System will display notice page after submit forgot password (Refer Figure 6).
22. If public user clicks **Login** button (D), system will display previous screen (Refer Figure 5).
23. If public user clicks ← **Back** button, system will display portal page (Refer Figure 5).

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24. Forgot password link will be sent to public user email to reset their password (Refer Figure 7). If public user doesn't get an email within a few minutes, please re-try.



**JABATAN KASTAM DIRAJA MALAYSIA**  
Royal Malaysian Customs Department

**myTTX**  
MALAYSIAN TOURISM TAX

**LOGIN**

TTX Number  
161-2023-11000010

Switch

**Forgot Password?**

Account recovery email sent to your e-mail address. If you don't see this email in your inbox within 15 minutes, look for it in your junk mail folder. If you find it there, please mark it as -Not Junk-.

← Back To Login

← Back

English ▾

Figure 6 Forgot Password – Notice Email Notifications



## 1.2 Forgot Password



Figure 7 Forgot Password PPPD – Email Notification

1. Click **Reset Password** (A) or **URL** (B) to reset password (Refer Figure 7).
2. System will display reset password page (Refer Figure 8).

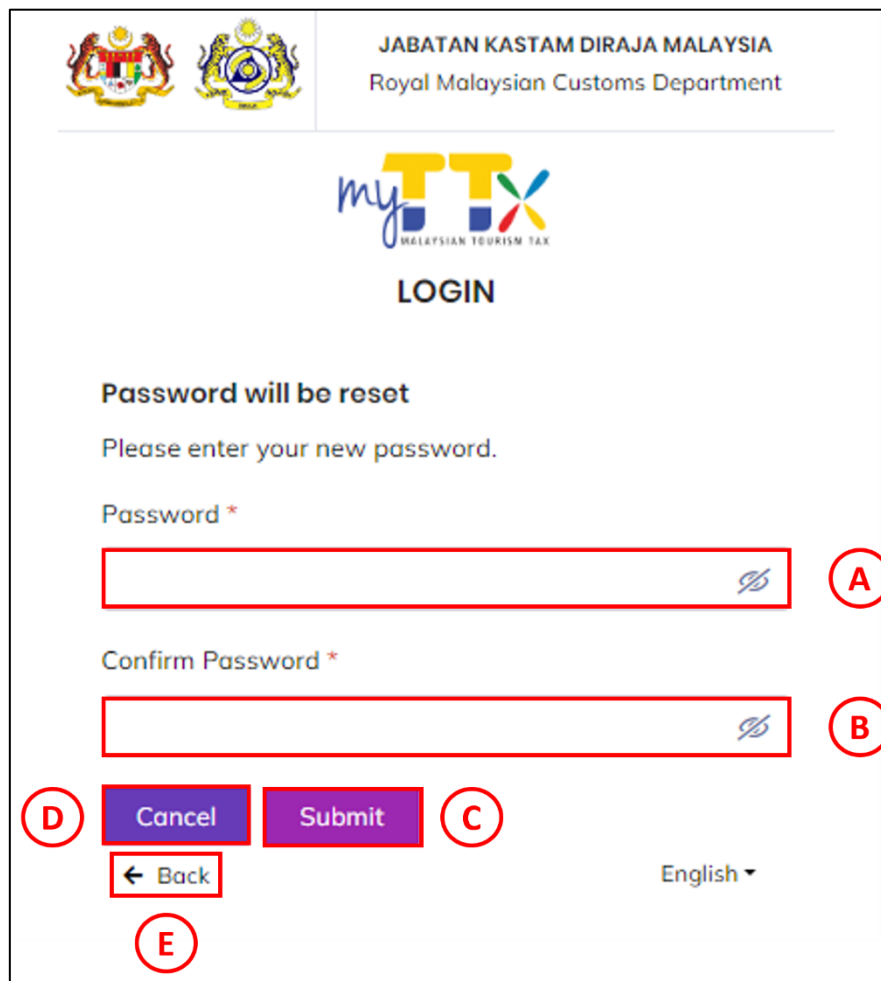


Figure 8 Reset Password Page

3. Insert new **Password** (A) and **Confirm Password** (B) (Refer Figure 8).
4. Click **Submit** button (C) (Refer Figure 8).
5. System will save the new password and user can login into the system using the new password.
6. If user click **Cancel** button (D), system will display **Login** page (Refer Figure 4).
7. If user want to go back to the portal page, they can click ← **Back** (E) (Refer Figure 8).
8. System will display portal page (Refer Figure 1).

## 2 Dashboard Menu

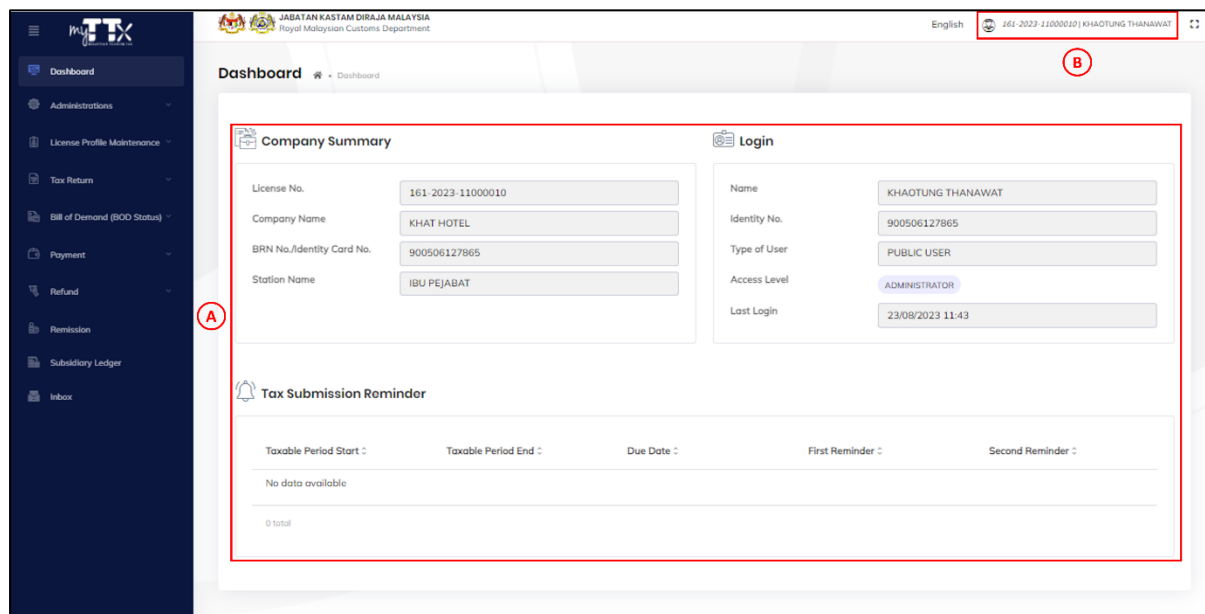


Figure 9 Dashboard

1. After login into MyTTx, system will display dashboard page (Refer Figure 9).
2. User can view **Company Summary**, **Login Details** and **Tax Submission Reminder** (A) at the dashboard page (Refer Figure 9).
3. Click **License Number/Name** (B) (Refer Figure 9).
4. System will display list of sub menu under license number/name (Refer Figure 10).



Figure 10 Dashboard – List of Sub Menu Under License Number/Name

5. If user want to update their details, click **My Account** (A) (Refer Figure 10).
6. System will display my account page (Refer Figure 11).
7. If user click **Log Out** (B), system will sign out the user from MyTTx and direct user to the login page (Refer Figure 2).

### 3 My Account

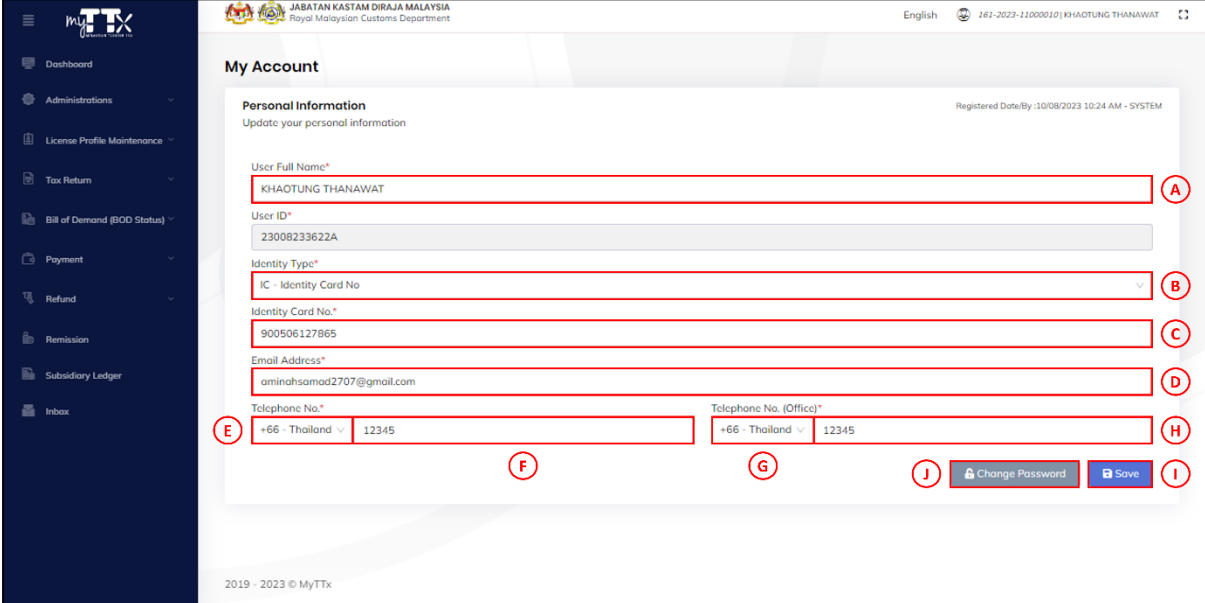


Figure 11 My Account

1. Click **My Account** (A) (Refer Figure 10).
2. System will display my account page (Refer Figure 11).
3. When update personal information, user need to fill in the details for fields (Refer Figure 11):
  - a. Click **User Full Name** (A) and input user full name details
  - b. Click **Identity Type** (B) and choose identity type
  - c. Click **Identity Card No./Passport No.** (C) and input identity card no./passport no. details
  - d. Click **Email Address** (D) and input email address details
  - e. Click **Dial Code Telephone No.** (E) and choose dial code telephone no.
  - f. Click **Telephone No.** (F) and input telephone no. details
  - g. Click **Dial Code Telephone No. (Office)** (G) and choose dial code telephone no. (office)
  - h. Click **Telephone No. (Office)** (H) and input telephone no. (office) details
4. Click **Save** button (I) to update personal information (Refer Figure 11).
5. If user want to change password, click **Change Password** button (J) (Refer Figure 11).



Figure 12 My Account - Change Password

6. Insert **Current Password** (A) (Refer Figure 12).
7. Insert **New Password** (B) (Refer Figure 12).
8. Insert **Confirm New Password** (C) and click **Change Password** button (D) (Refer Figure 12).
9. System will display pop up window confirmation change password (Refer Figure 13).
10. If user clicks **Close** button (E), system will display my account page (Refer Figure 12).

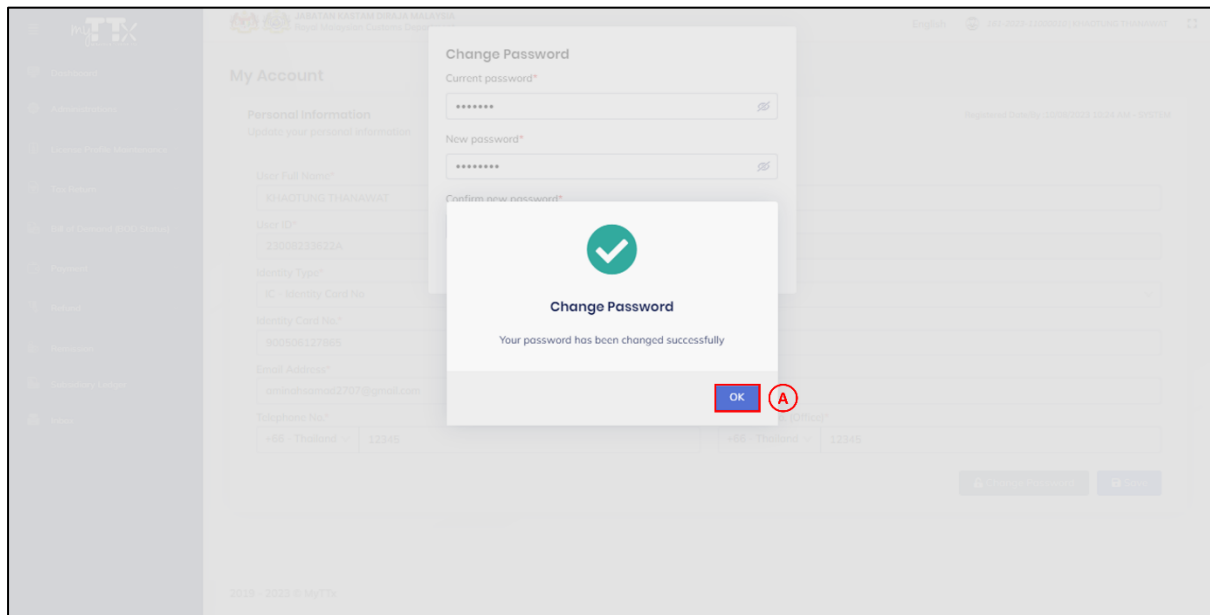


Figure 13 My Account – Pop Up Window Success Change Password

11. Click **OK** button (A) and system successfully save the new password (Refer Figure 13).





## 4 Administrations Menu

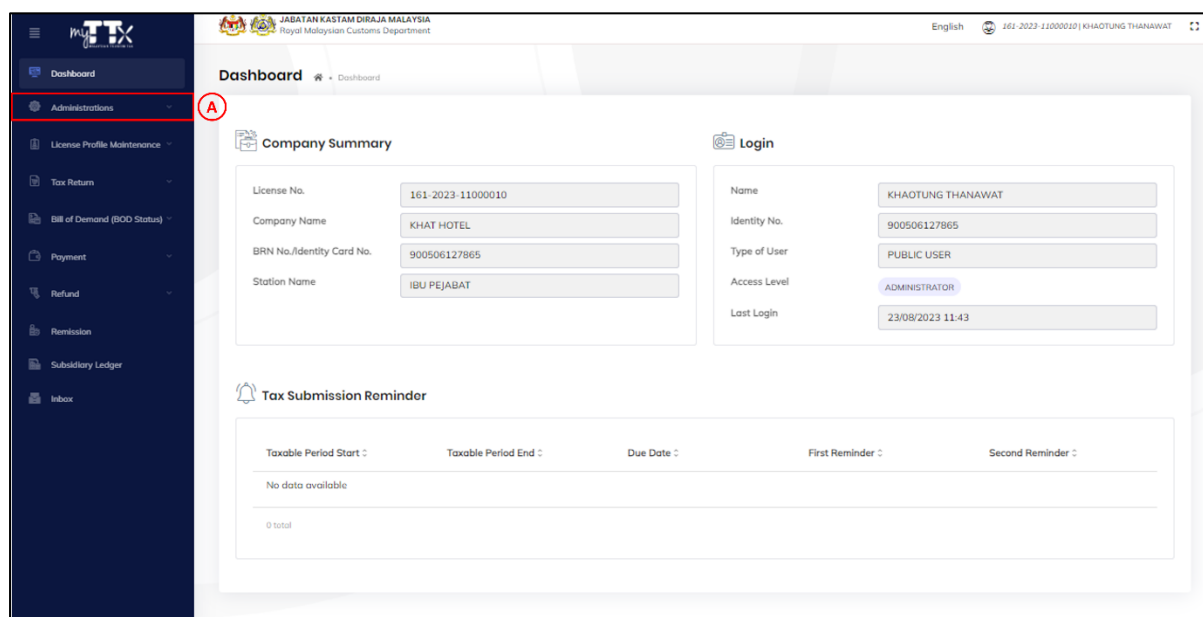


Figure 14 Administrations Menu

1. Click **Administrations** menu (A) (Refer Figure 14).
2. System will display list of sub menu user administration (Refer Figure 15).



## 4.1 Public User Menu

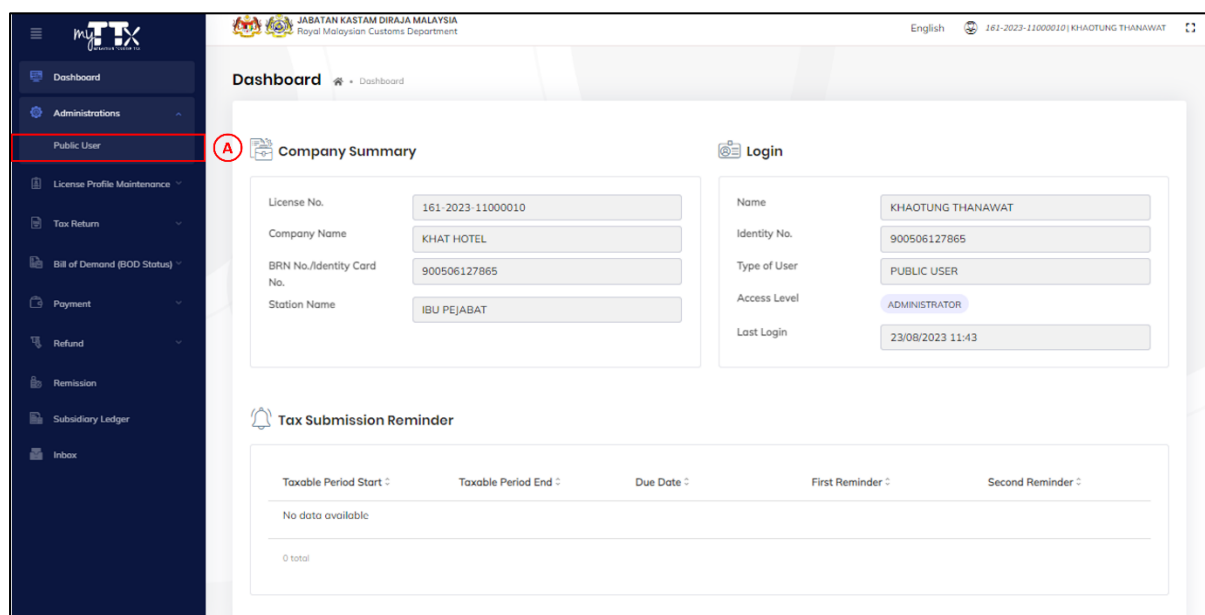


Figure 15 Administrations – Public User Sub Menu

1. Click **Public User** (A) menu (Refer Figure 15).
2. System will display public user page (Refer Figure 16).

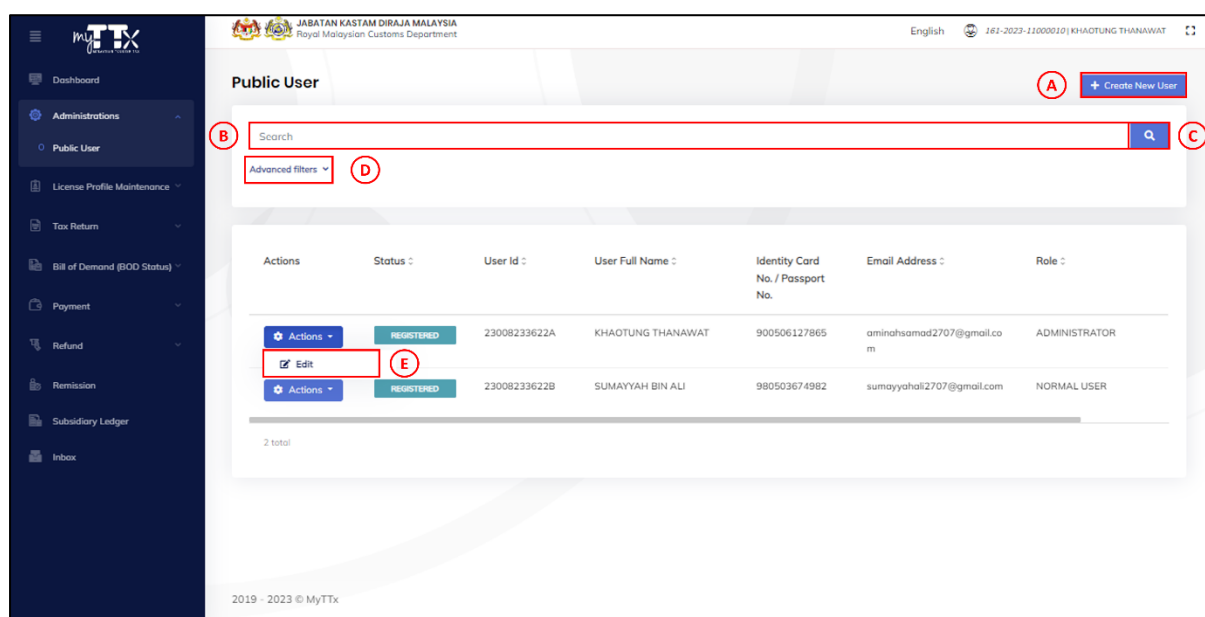


Figure 16 Public User Page

3. Click **+ Create New User** button (A) (Refer Figure 16).



4. System will display create new public user page (Refer Figure 19).
5. Click **Search** field and input keywords to search user (B) (Refer Figure 16).
6. Click **Search** button (C) to search the user based on the inputted keywords (Refer Figure 16).
7. System will display list of users based on the inputted keywords (A) (Refer Figure 17).
8. Click **Advanced Filters** (D) (Refer Figure 16).
9. System will display list of advanced filters for public user (Refer Figure 18).
10. Click **Edit** (E) to edit public user details (Refer Figure 16).
11. System will display edit public user page (Refer Figure 24).

The screenshot displays the 'Public User' management interface. On the left is a dark sidebar with navigation links: Dashboard, Administrations, Public User, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main content area has a header with the department name and a 'Create New User' button. Below the header is a search bar and an 'Advanced filters' section with dropdowns for Status (Please Choose), Role (NORMAL USER), Email Address, User Id, and User Full Name. A 'Clear' button and a 'Search' button are at the bottom right of the filters. The search results are shown in a table with columns: Actions, Status, User Id, User Full Name, Identity Card No. / Passport No., Email Address, and Role. One user is listed: SUMAYYAH BIN ALI, with a status of REGISTERED and a role of NORMAL USER. A red box highlights the table, and a red circle with the letter 'A' is next to it.

Actions	Status	User Id	User Full Name	Identity Card No. / Passport No.	Email Address	Role
<a href="#">Actions</a>	REGISTERED	230082336228	SUMAYYAH BIN ALI	980503674982	sumayyahali2707@gmail.com	NORMAL USER

Figure 17 Public User – Search Result



### 4.1.1 Advanced Filter

Actions	Status	User Id	User Full Name	Identity Card No. / Passport No.	Email Address	Role
<a href="#">Actions</a>	REGISTERED	23008233622A	KHAOTUNG THANAWAT	900506127865	aminahsamad2707@gmail.com	ADMINISTRATOR
<a href="#">Actions</a>	REGISTERED	23008233622B	SUMAYYAH BIN ALI	980503674982	sumayyahali2707@gmail.com	NORMAL USER

2 total

Figure 18 Public User - Advanced Filter

1. Click **Advanced Filters** (D) (Refer Figure 16).
2. System will display list of advance filters for public user (Refer Figure 18).
3. In Public User page, user can view public user details by searching using advanced filters (Refer Figure 18):
  - a. Click **Status** (A) and choose status from the dropdown list
  - b. Click **Email Address** (B) and input email address details
  - c. Click **User Full Name** (C) and input user full name details
  - d. Click **Role** (D) and choose role from the dropdown list
  - e. Click **User ID** (E) and input user id details
4. Click **Search** button (F) to filter PPPD based on selected filter (Refer Figure 18).
5. Click **Clear** button (G) to clear all data inside the fields (Refer Figure 18).



## 4.1.2 Create New Public User

Figure 19 Create New Public User Page

1. Click **+ Create New User** button (A) (Refer Figure 16).
2. System will display create new public user page (Refer Figure 19).
3. When create new public user, user need to fill in the details for fields (Refer Figure 19):
  - a. Click **User Full Name** (A) and input user full name details
  - b. Click **Role** (B) and choose role from the dropdown list
  - c. Click **Identity Type** (C) and choose identity role form the dropdown list. System will display identity card no./passport no. field (Refer Figure 20)
  - d. Click **Nationality** (D) and choose nationality form the dropdown list
  - e. Click **Email Address** (E) and input email address details
  - f. Click **Dial Code Telephone No.** (F) and choose dial code telephone no. from the dropdown list
  - g. Click **Telephone No.** (G) and input telephone no. details
  - h. Click **Dial Code Telephone No. (Office)** (H) and choose dial code telephone no. (office) from the dropdown list
  - i. Click **Telephone No. (Office)** (H) and input telephone no. (office) details



Figure 20 Create New Public User – Identity Card No./Passport No. Field

4. Click **Identity Card No.** (A) and input identity card no. details (Refer Figure 20).
5. Click **Register** button (J) to register new PPPD (Refer Figure 19).
6. System will display pop up window public user registration (Refer Figure 21).
7. Click **Clear** button (K) to clear all data inside the fields (Refer Figure 19).

Figure 21 Create New Public User - Pop Up Window Registration Public User



8. Click **Yes** button (A) (Refer Figure 21).
9. System will display pop up window success public user registration (Refer Figure 22).
10. Click **Cancel** button (B) to cancel the public user registration (Refer Figure 21).

The screenshot displays the 'Public User' registration page in the TTX system. A modal window titled 'Public Registration' is centered on the screen, indicating 'Public user successfully created'. The background form contains the following details:

- User ID\*:** User ID
- Status:** Status
- User Full Name\*:** SALOMA BIN KASSIM
- Identity Type\*:** IC - Identity Card No
- Nationality\*:** Malaysia
- Name of Business:** KHAT HOTEL
- Trading Name:** THE ECLIPSE SDN BHD
- Telephone No.\*:** +60 - Malaysia 12345
- Telephone No. (Office)\*:** +60 - Malaysia 12345

At the bottom of the form, there are 'Clear' and 'Register' buttons. The pop-up window has an 'OK' button (labeled A) and a 'Cancel' button (labeled B).

Figure 22 Create New Public User - Pop Up Window Successfully Registration Public User

11. Click **OK** button (A) (Refer Figure 22).
12. System will go back to public user page and send email notification with details for the new registered public user (Refer Figure 23).



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Royal Malaysian Customs Department  
Malaysian Tourism Tax System (MyTTx)

### Create Public User

Salam sejahtera dari MyTTx

Kepada Tuan/Puan,

Akaun anda telah dibuat. Butiran seperti di bawah:

Untuk sebarang pertanyaan atau komen, sila hubungi kami.

Salam,  
MyTTx Administrator  
MyTTx

Greetings from MyTTx

Dear Sir/Madam,

Your account has been created. The details as below:

Please feel free to contact us with any questions or comments.

Regards,  
MyTTx Administrator  
MyTTx

#### Butiran Pengguna User Details

No TTx TTx No	: 161-2023-11000010
Nama Perdagangan Trade Name	: THE ECLIPSE SDN BHD
Nama Penuh Pengguna User Fullname	: SALOMA BIN KASSIM
Jenis Pengguna User Type	: Public User
Tahap Pengguna User Level	: ADMINISTRATOR
ID Log Masuk Pegawai User Login Id	: 23008233622C
Kata Kunci Log Masuk Pegawai User Login Password	: 815AzyX
E-mel Berdaftar Registered Email	: kasaloma2707@gmail.com
Tarikh Cipta Date Created	: 23/08/2023

Royal Malaysian Customs Department.  
© Copyright Reserved | Malaysia Tourism Tax System (MyTTx)

Figure 23 Create New Public User – Email Notification





### 4.1.3 Edit Public User

**Public User**

**Edit Public User**

Registered Date/By 23/08/2023 12:01 PM - KHAOTUNG THANAWAT  
License No: 161-2023-11000010

Update/Suspend/Cancelled Date/By 23/08/2023 12:01 PM - KHAOTUNG THANAWAT  
Last Login Date -

User ID\* 23008233622C Status REGISTERED

User Full Name\* SALOMA BIN KASSIM Role\* ADMINISTRATOR

Identity Type\* IC - Identity Card No Identity Card No.\* 870605897972

Nationality\* Malaysia Email Address\* kasoloma2707@gmail.com

Name of Business KHAT HOTEL

Trading Name THE ECLIPSE SDN BHD

Telephone No.\* +60 - Malaysia 12345 Telephone No. (Office)\* +60 - Malaysia 12345

Buttons: Cancel ID, Suspend, Reset Password, Back, Update

Figure 24 Edit Public User Page

1. Click **Edit** under Action button (A) (Refer Figure 16).
2. System will display edit public user page (Refer Figure 24).
3. When edit public user details, user need to fill in the details for fields (Refer Figure 24):
  - a. Click **User Full Name** (A) and input user full name details
  - b. Click **Role** (B) and choose role from the dropdown list
  - c. Click **Identity Type** (C) and choose identity role form the dropdown list
  - d. Click **Identity Card No./Passport No.** (D) and input identity card no./passport no. details
  - e. Click **Nationality** (E) and choose nationality form the dropdown list
  - f. Click **Email Address** (F) and input email address details
  - g. Click **Dial Code Telephone No.** (G) and choose dial code telephone no. from the dropdown list
  - h. Click **Telephone No.** (H) and input telephone no. details
  - i. Click **Dial Code Telephone No. (Office)** (I) and choose dial code telephone no. (office) from the dropdown list
  - j. Click **Telephone No. (Office)** (J) and input telephone no. (office) details



4. Click **Register** button (K) to register new user (Refer Figure 24).
5. System will display pop up window update public user (Refer Figure 25).
6. Click ← **Back** button (L) to back to public user page (Refer Figure 24).

The screenshot displays the TTX system interface. On the left is a sidebar with navigation options: Dashboard, Administrations, Public User, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The main area shows the 'Public User' profile for 'KHAOTUNG'. A pop-up window titled 'Update Public User' is centered, asking for confirmation to update the public user information. The pop-up has a yellow warning icon and two buttons: 'Cancel' (labeled B) and 'Yes' (labeled A). The background profile page includes fields for User ID (23008237722A), User Full Name (KHAOTUNG), Identity Type (IC - Identity Card No), Nationality (Malaysia), Name of Business (KHAT HOTEL), Trading Name (FULL CYCLE OPERATOR), and Telephone No. (+60 - Malaysia 12345). The status is 'REGISTERED'. The bottom of the page shows the copyright notice '2019 - 2023 © MyTTX'.

Figure 25 Edit Public User - Pop Up Window Update Public User

7. Click **Yes** button (A) (Refer Figure 25).
8. System will display pop up window success public user registration (Refer Figure 26).
9. Click **Cancel** button (B) to cancel the public user registration (Refer Figure 25).



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The screenshot shows the TTX (Trade Tax) system interface for the Jabatan Kastam Diraja Malaysia. The main form is titled 'Edit Public User' and contains the following fields:

- User ID\*: 23008237722A
- User Full Name\*: KHAOTUNG
- Identity Type\*: IC - Identity Card No
- Nationality\*: Malaysia
- Name of Business: KHAT HOTEL
- Trading Name: FULL CYCLE OPERATOR
- Telephone No\*: +60 - Malaysia 12345
- Telephone No, (Office)\*: +60 - Malaysia 12345

A pop-up window titled 'Update Public User' is displayed in the center, indicating 'Public user successfully updated'. The 'OK' button is highlighted with a red circle and labeled 'A'.

Figure 26 Edit Public User - Pop Up Window Successfully Update Public User

10. Click **OK** button (A) (Refer Figure 26).



#### 4.1.4 Cancel User ID

**Public User**

**Edit Public User**

Registered Date/By 23/08/2023 12:01 PM - KHAOTUNG THANAWAT  
License No: 161-2023-11000010  
Update/Suspend/Cancelled Date/By 23/08/2023 12:01 PM - KHAOTUNG THANAWAT  
Last Login Date -

User ID\* 23008233622C Status REGISTERED  
User Full Name\* SALOMA BIN KASSIM Role\* ADMINISTRATOR  
Identity Type\* IC - Identity Card No Identity Card No.\* 870605897972  
Nationality\* Malaysia Email Address\* kasaloma2707@gmail.com  
Name of Business KHAT HOTEL  
Trading Name THE ECLIPSE SDN BHD  
Telephone No.\* +60 - Malaysia 12345 Telephone No. (Office)\* +60 - Malaysia 12345

**A** Cancel ID Suspend Reset Password

Back Update

2019 - 2023 © MyTTX

Figure 27 Edit Public User – Cancel ID Button

1. Click **Cancel ID** button (A) (Refer Figure 27).
2. System will display pop up window cancel ID (Refer Figure 28).

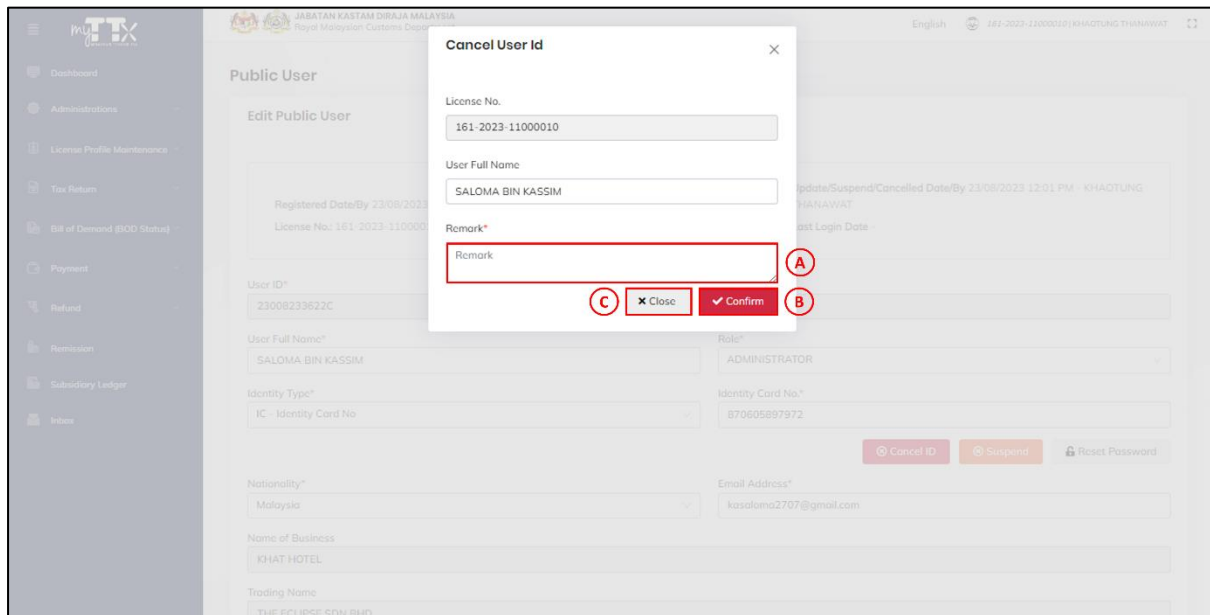


Figure 28 Cancel User ID - Pop Up Window Cancel User ID

3. Insert **Remark** (A) and click **Confirm** button (B) (Refer Figure 28).
4. System will display pop up window confirmation cancel user ID (Refer Figure 29).
5. Click **Close** button (C) (Refer Figure 28).
6. System will display edit public user page (Refer Figure 24).

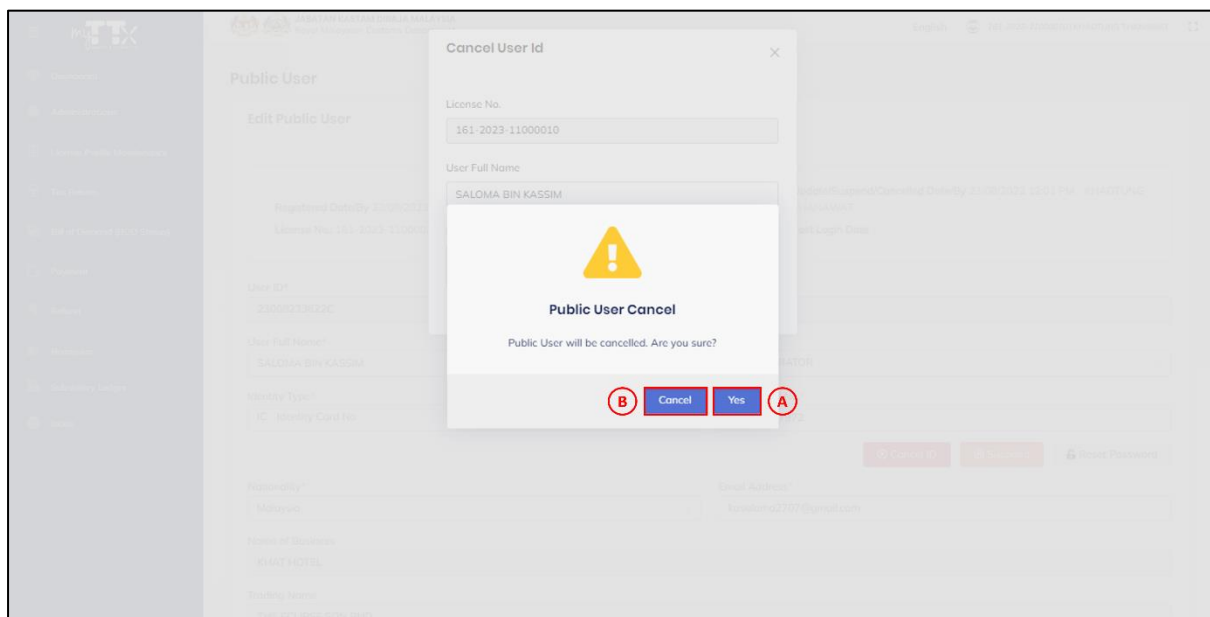


Figure 29 Cancel User ID - Pop Up Window Confirmation Cancel User ID



7. Click **Yes** button (A) to cancel user ID (Refer Figure 29).
8. System will display pop up window success cancel public user ID (Refer Figure 30).
9. Click **Cancel** button (B) to cancel the process (Refer Figure 29).
10. System will display pop up window cancel user id (Refer Figure 28).

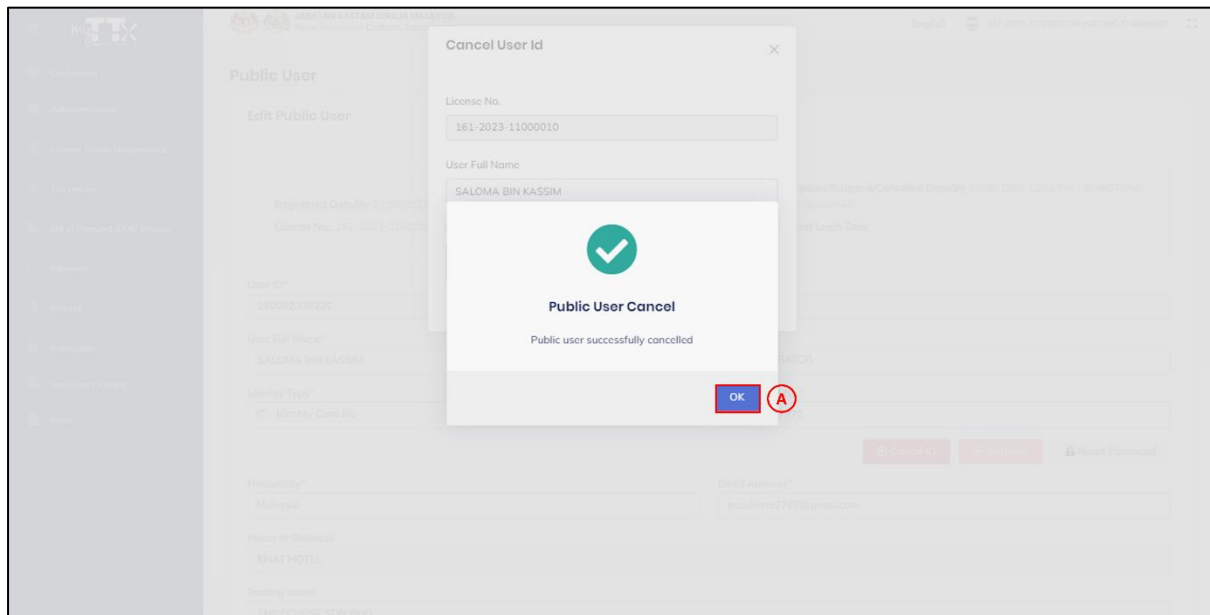


Figure 30 Cancel User ID - Pop Up Window Success Cancel User ID

11. Click **OK** button (A) (Refer Figure 30).
12. System will display edit public user page (Refer Figure 24).
13. Cancelled public user will receive email contain remark related to cancel user ID (Refer Figure 31).



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

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### Royal Malaysian Customs Department

Malaysian Tourism Tax System (MyTTx)

## MyTTx - Cancel Public User

Greetings from MyTTx,

Identity Card No.: 23008233622C

Date Created: 23/08/2023

Registered Email: [kasaloma2707@gmail.com](mailto:kasaloma2707@gmail.com)

Remark: Cancelled

Dear Sir/Madam,

Please be inform this account has been cancelled.

Regards,  
MyTTx Administrator  
MyTTx

Royal Malaysian Customs Department.  
© Copyright Reserved | Malaysia Tourism Tax System (MyTTx).

Figure 31 Cancel User ID - Email Notification



### 4.1.5 Reactivate User ID

The screenshot shows the 'Edit Public User' interface. On the left is a dark blue 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 content area is titled 'Public User' and 'Edit Public User'. It contains a summary box at the top with 'Registered Date/By' and 'License No.', and 'Update/Suspend/Cancelled Date/By' and 'Last Login Date'. Below this are form fields for 'User ID\*' (Z3008233622C), 'Status' (CANCELLED), 'User Full Name\*' (SALOMA BIN KASSIM), 'Role\*' (ADMINISTRATOR), 'Identity Type\*' (IC - Identity Card No), 'Identity Card No.\*' (870605897972), 'Nationality\*' (Malaysia), 'Email Address\*' (kasaloma2707@gmail.com), 'Name of Business' (KHAT HOTEL), 'Trading Name' (THE ECLIPSE SDN BHD), and 'Telephone No.\*' (+60 - Malaysia 12345). A red 'Reactivate' button with a circular arrow icon is located on the right side of the form, next to a red circle containing the letter 'A'. A 'Back' button is at the bottom right. The footer shows '2019 - 2023 © MyTTx'.

Figure 32 Edit Public User – Reactivate Button

1. Click **Reactivate** button (A) (Refer Figure 32).
2. System will display pop up window reactivate ID (Refer Figure 33).





Figure 33 Reactivate User ID - Pop Up Window Reactivate User ID

3. Insert **Remark** (A) and click **Confirm** button (B) (Refer Figure 33).
4. System will display pop up window confirmation reactivate user ID (Refer Figure 34).
5. Click **Close** button (C) (Refer Figure 33).
6. System will display edit public user page (Refer Figure 24).

Figure 34 Reactivate User ID - Pop Up Window Confirmation Reactivate User ID



7. Click **Yes** button (A) to reactivate user ID (Refer Figure 34).
8. System will display pop up window success reactivate public user ID (Refer Figure 35).
9. Click **Cancel** button (B) to cancel the process (Refer Figure 34).
10. System will display pop up window reactivate user id (Refer Figure 33).

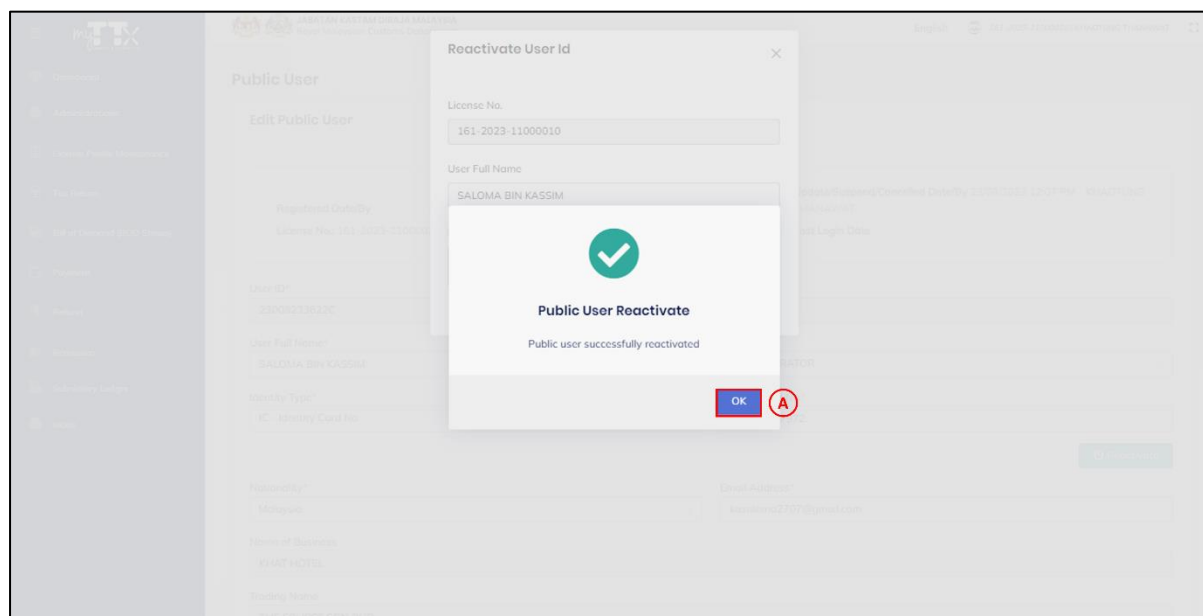



Figure 35 Reactivate User ID - Pop Up Window Success Reactivate User ID

11. Click **OK** button (A) (Refer Figure 35).
12. System will display edit public user page (Refer Figure 24).
13. Reactivated public user will receive email contain remark related to reactivate user ID (Refer Figure 36).

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**Royal Malaysian Customs Department**  
 Malaysian Tourism Tax System (MyTTx)

## MyTTx - Reactivate Public User

Greetings from MyTTx,

Identity Card No.: 23008233622C  
 Date Created: 23/08/2023  
 Registered Email: [kasaloma2707@gmail.com](mailto:kasaloma2707@gmail.com)

Remark: Reactivated

Dear Sir/Madam,

Please be inform this account has been reactivated.

Regards,  
 MyTTx Administrator  
 MyTTx

Royal Malaysian Customs Department.

© Copyright Reserved | Malaysia Tourism Tax System (MyTTx).

Figure 36 Reactivate User ID - Email Notification



#### 4.1.6 Suspend User ID

The screenshot shows the 'Edit Public User' interface. On the left is a dark blue 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 content area is titled 'Public User' and 'Edit Public User'. It contains a summary box with registration details, followed by form fields for User ID, Status, User Full Name, Role, Identity Type, Identity Card No., Nationality, Email Address, Name of Business, Trading Name, and Telephone No. At the bottom right of the form, there are three buttons: 'Cancel ID' (red), 'Suspend' (orange, highlighted with a red circle and 'A'), and 'Reset Password' (grey). Below the form are 'Back' and 'Update' buttons. The footer indicates '2019 - 2023 © MyTTX'.

Figure 37 Edit Public User – Suspend Button

1. Click **Suspend** button (A) (Refer Figure 37).
2. System will display pop up window suspend ID (Refer Figure 38).

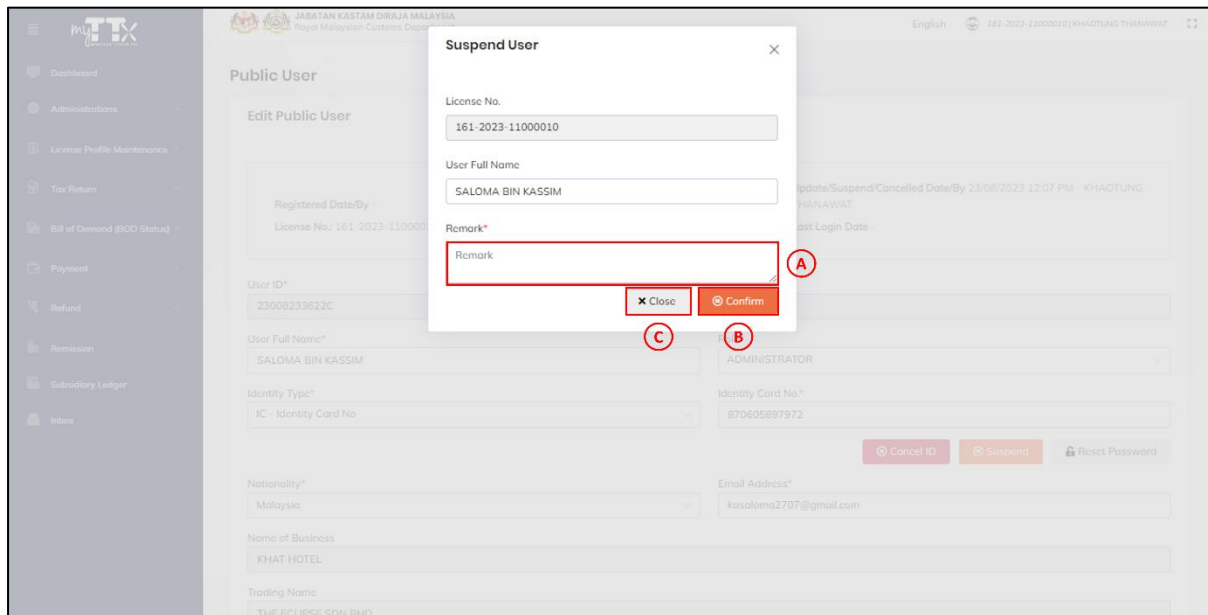


Figure 38 Suspend User ID - Pop Up Window Suspend User ID

3. Insert **Remark** (A) and click **Confirm** button (B) (Refer Figure 38).
4. System will display pop up window confirmation suspend user ID (Refer Figure 39).
5. Click **Close** button (C) (Refer Figure 38).
6. System will display edit public user page (Refer Figure 24).

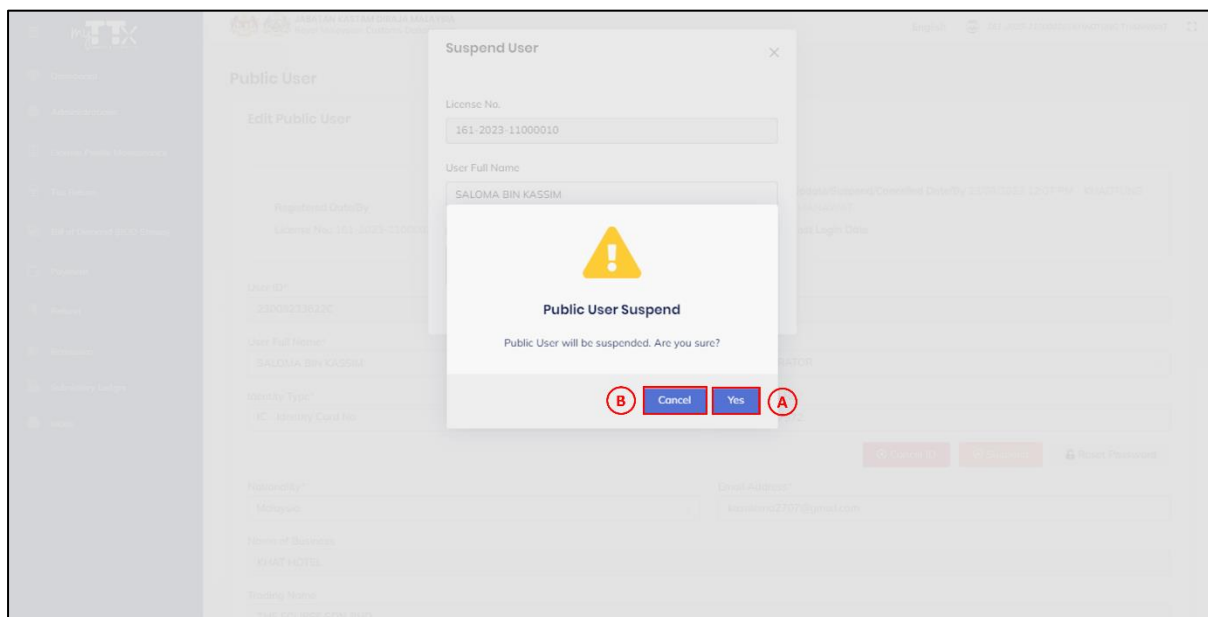


Figure 39 Suspend User ID - Pop Up Window Confirmation Suspend User ID



7. Click **Yes** button (A) to suspend user ID (Refer Figure 39).
8. System will display pop up window success suspend public user ID (Refer Figure 40).
9. Click **Cancel** button (B) to cancel the process (Refer Figure 39).
10. System will display pop up window suspend user (Refer Figure 38).

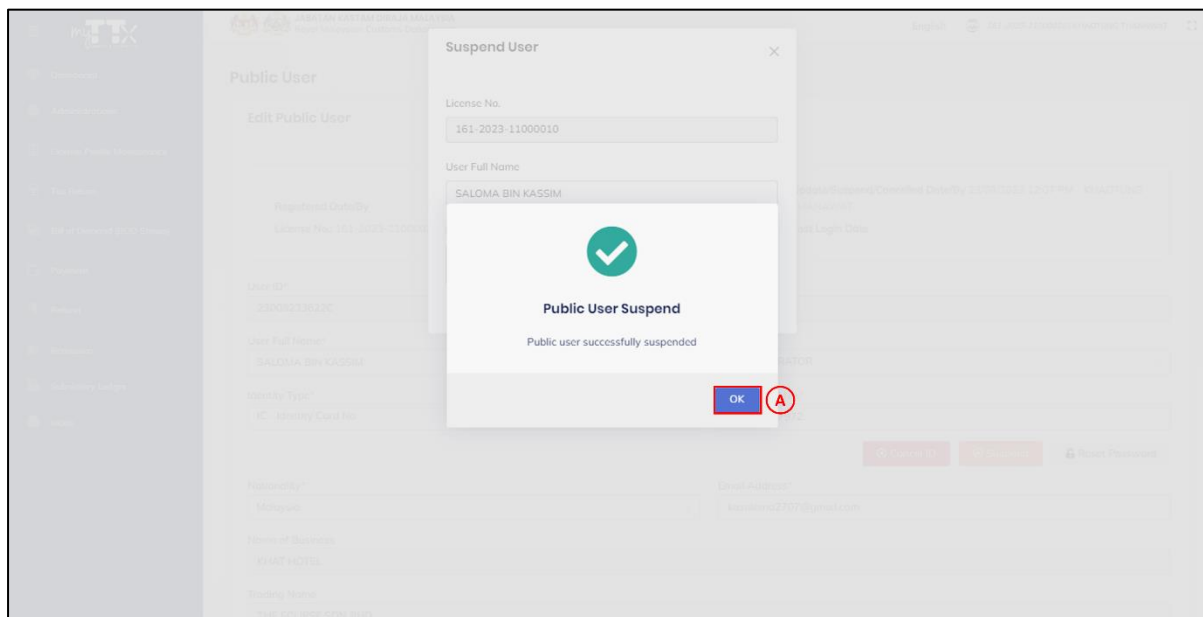


Figure 40 Suspend User ID - Pop Up Window Success Suspend User ID

11. Click **OK** button (A) (Refer Figure 40).
12. System will display edit public user page (Refer Figure 24).
13. Suspended public user will receive email contain remark related to suspend user ID (Refer Figure 41).



JABATAN KASTAM DIRAJA MALAYSIA

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### Royal Malaysian Customs Department

Malaysian Tourism Tax System (MyTTx)

## MyTTx - Suspend Public User

Greetings from MyTTx,

Identity Card No.: 23008233622C

Date Created: 23/08/2023

Registered Email: [kasaloma2707@gmail.com](mailto:kasaloma2707@gmail.com)

Remark: Suspended

Dear Sir/Madam,

Please be inform this account has been suspended.

Regards,  
MyTTx Administrator  
MyTTx

Royal Malaysian Customs Department.  
© Copyright Reserved | Malaysia Tourism Tax System (MyTTx).

Figure 41 Suspend User ID - Email Notification



### 4.1.7 Unsuspend User ID

**Public User**

**Edit Public User**

Registered Date/By :  
License No.: 161-2023-11000010

Update/Suspend/Cancelled Date/By 23/08/2023 12:07 PM - KHAOTUNG THANAWAT  
Last Login Date :

User ID\*  
23008233622C

Status  
SUSPENDED

User Full Name\*  
SALOMA BIN KASSIM

Role\*  
ADMINISTRATOR

Identity Type\*  
IC - Identity Card No

Identity Card No.\*  
870605897972

Nationality\*  
Malaysia

Email Address\*  
kasoloma2707@gmail.com

Name of Business  
KHAT HOTEL

Trading Name  
THE ECLIPSE SDN BHD

Telephone No.\*  
+60 - Malaysia 12345

Telephone No. (Office)\*  
+60 - Malaysia 12345

**(A) Unsuspend** Reset Password

← Back Update

2019 - 2023 © MyTTx

Figure 42 Edit Public User – Unsuspend Button

1. Click **Unsuspend** button (A) (Refer Figure 42).
2. System will display pop up window unsuspend ID (Refer Figure 43).



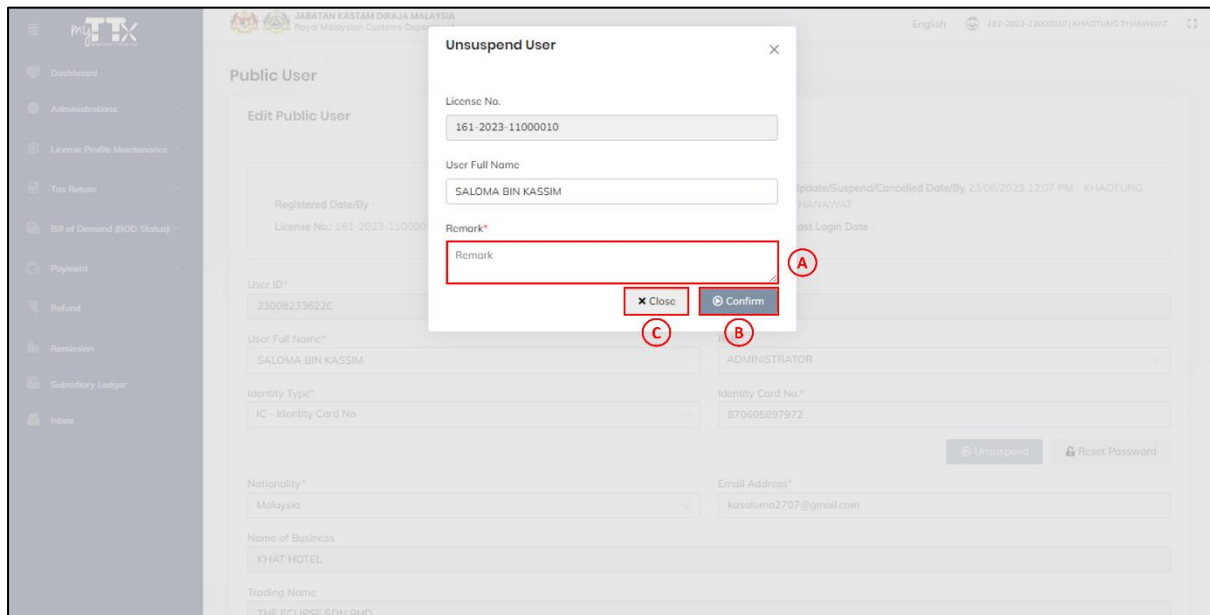


Figure 43 Unsuspend User ID - Pop Up Window Unsuspend User ID

3. Insert **Remark** (A) and click **Confirm** button (B) (Refer Figure 43).
4. System will display pop up window confirmation unsuspend user ID (Refer Figure 44).
5. Click **Close** button (C) (Refer Figure 43).
6. System will display edit public user page (Refer Figure 24).

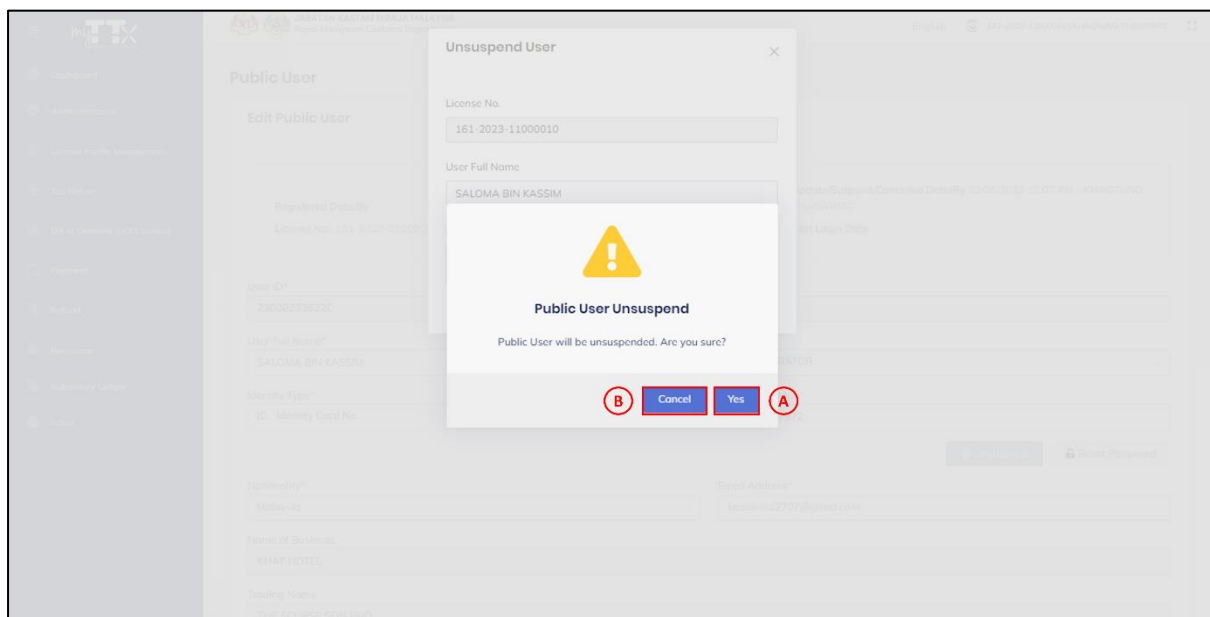


Figure 44 Unsuspend User ID - Pop Up Window Confirmation Unsuspend User ID



7. Click **Yes** button (A) to unsuspend user ID (Refer Figure 44).
8. System will display pop up window success unsuspend public user ID (Refer Figure 45).
9. Click **Cancel** button (B) to cancel the process (Refer Figure 44).
10. System will display pop up window unsuspend user (Refer Figure 42).

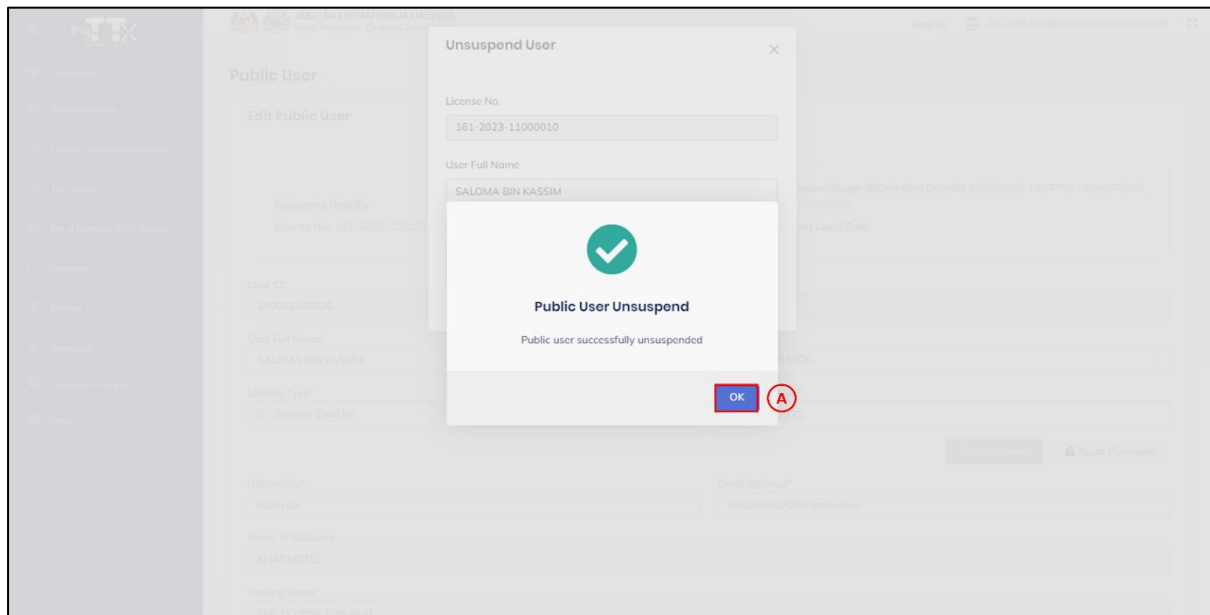


Figure 45 Unsuspend User ID - Pop Up Window Success Unsuspend User ID

11. Click **OK** button (A) (Refer Figure 45).
12. System will display edit public user page (Refer Figure 24).
13. Unsuspended public user will receive email contain remark related to unsuspend user ID (Refer Figure 46).



JABATAN KASTAM DIRAJA MALAYSIA

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**Royal Malaysian Customs Department**

Malaysian Tourism Tax System (MyTTx)

### MyTTx - Unsuspend Public User

Greetings from MyTTx,

Identity Card No.: 23008233622C

Date Created: 23/08/2023

Registered Email: [kasaloma2707@gmail.com](mailto:kasaloma2707@gmail.com)

Remark: Unsuspended

Dear Sir/Madam,

Please be inform this account has been unsuspended.

Regards,  
MyTTx Administrator  
MyTTx

Royal Malaysian Customs Department.  
© Copyright Reserved | Malaysia Tourism Tax System (MyTTx).

Figure 46 Unsuspend User ID - Email Notification



## 4.1.8 Reset Password

The screenshot shows the 'Edit Public User' interface. At the top, it says 'Public User' and 'Edit Public User'. Below this, there's a summary box with 'Registered Date/By 23/08/2023 12:01 PM - KHAOTUNG THANAWAT', 'License No: 161-2023-11000010', 'Update/Suspend/Cancelled Date/By 23/08/2023 12:01 PM - KHAOTUNG THANAWAT', and 'Last Login Date'. The main form fields include: 'User ID\*' (23008233622C), 'Status' (REGISTERED), 'User Full Name\*' (SALOMA BIN KASSIM), 'Role\*' (ADMINISTRATOR), 'Identity Type\*' (IC - Identity Card No), 'Identity Card No\*' (870605897972), 'Nationality\*' (Malaysia), 'Email Address\*' (kasaloma2707@gmail.com), 'Name of Business' (KHAT HOTEL), 'Trading Name' (THE ECLIPSE SDN BHD), 'Telephone No.\*' (+60 - Malaysia 12345), and 'Telephone No. (Office)\*' (+60 - Malaysia 12345). At the bottom right, there are buttons for 'Cancel ID', 'Suspend', 'Reset Password' (highlighted with a red box and 'A'), 'Back', and 'Update'.

Figure 47 Edit Public User – Reset Password Button

1. Click **Reset Password** button (A) (Refer Figure 47).
2. System will display pop up window reset password (Refer Figure 48).

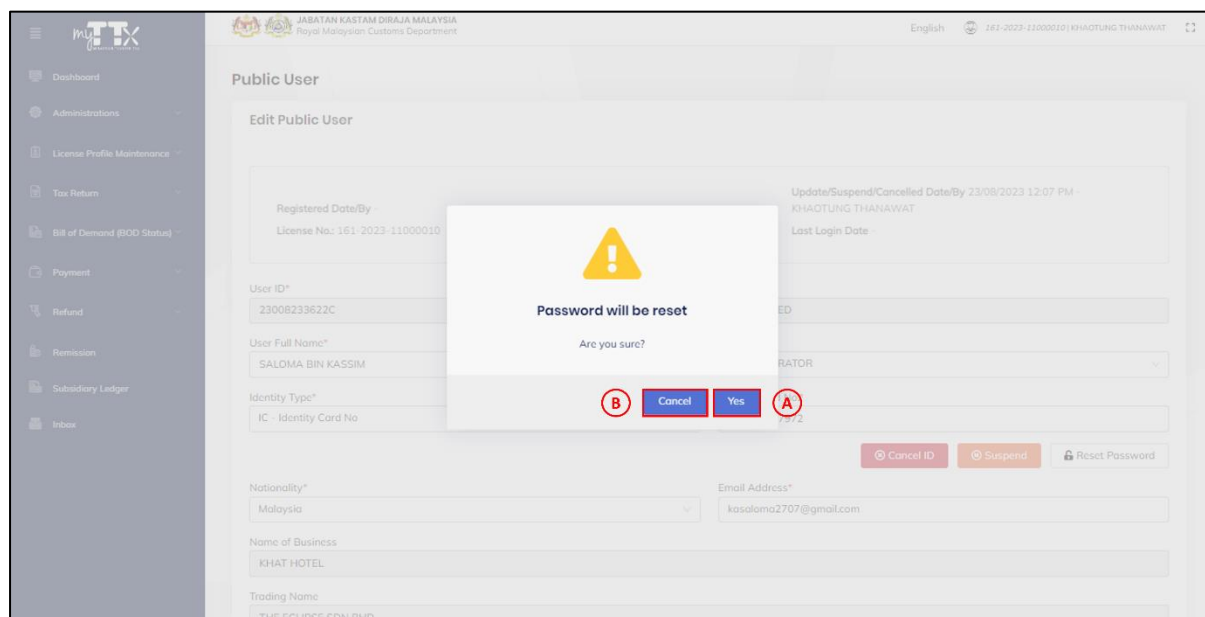


Figure 48 Reset Password - Pop Up Window Confirm Reset Password Public User

3. Click **Yes** button (A) to reset password public user (Refer Figure 48).
4. System will display pop up window success reset password public user (Refer Figure 49).
5. Click **Cancel** button (B) to cancel the process (Refer Figure 48).
6. System will display edit public user page (Refer Figure 24).

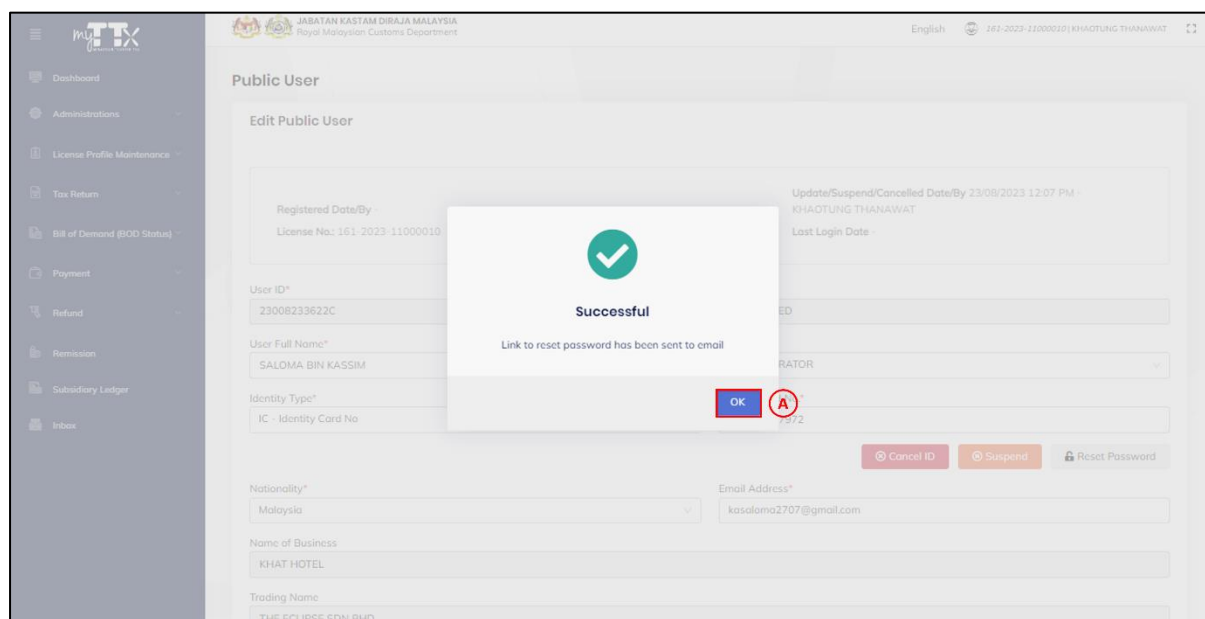


Figure 49 Reset Password - Pop Up Window Success Reset Password Public User



7. Click **Yes** button (A) to reset password for public user (Refer Figure 49).
8. Password reset link will be sent to public user email to reset their password. If public user doesn't get an email within a few minutes, please re-try (Refer Figure 50).

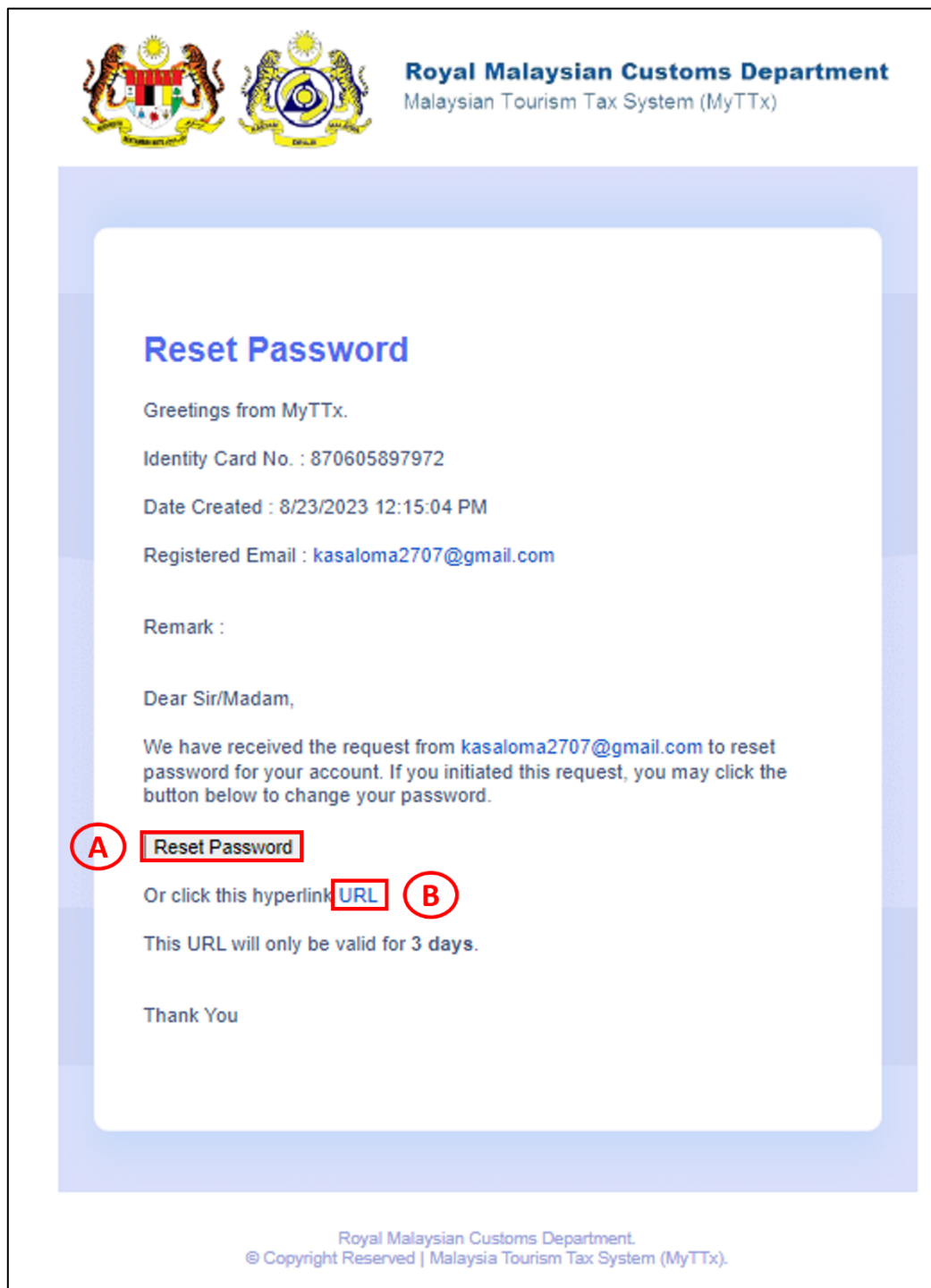


Figure 50 Reset Password JKDM User – Email Notification



9. Click **Reset Password** (A) and **URL Hyperlink** (B) to reset password (Refer Figure 50).
10. System will display **Reset Password** page (Refer Figure 8).
11. Follow steps from **1.2 Forgot Password** to change to new password.



## 5 Subsidiary Ledger Menu

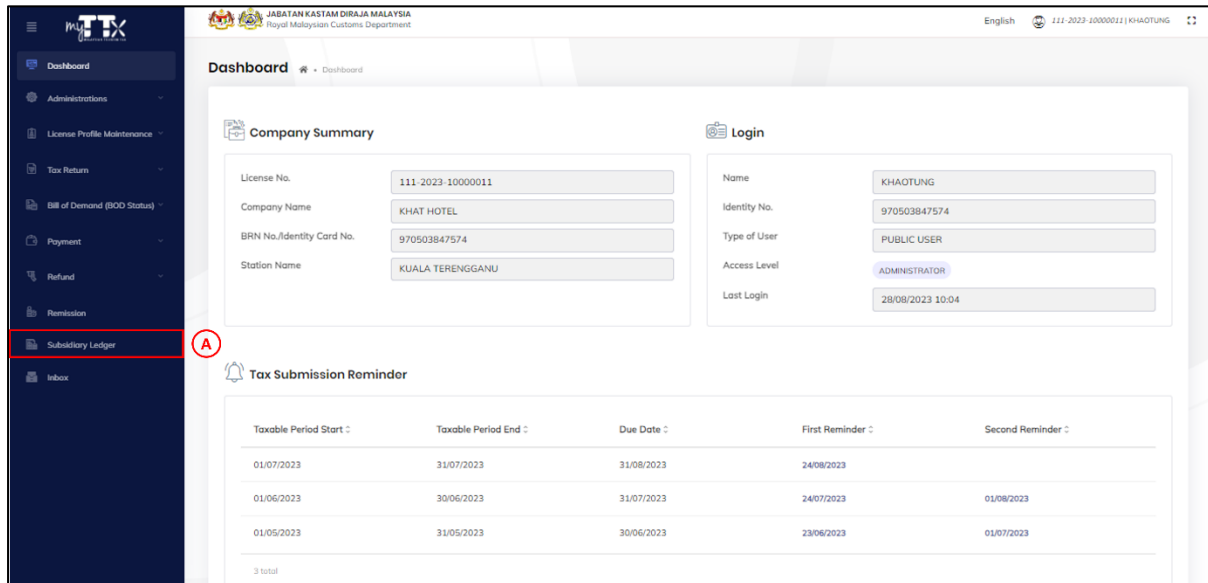


Figure 51 Subsidiary Ledger Menu

1. Click **Subsidiary Ledger** menu (A) (Refer Figure 51).
2. System will display subsidiary ledger page (Refer Figure 52).

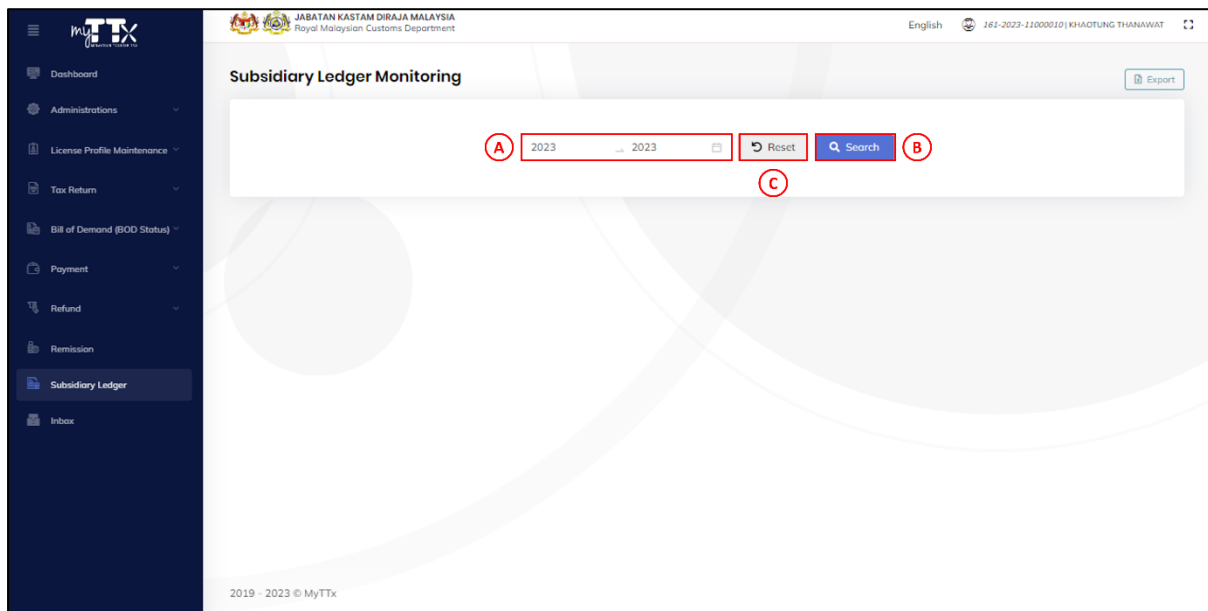


Figure 52 Subsidiary Ledger Page

3. Click **Year** (A) to filter the ledger based on starting year and ending year (Refer Figure 52).





- Click **Submit** button (B) (Refer Figure 52).
- System will display list of subsidiary ledgers (A) based on the taxable period and selected range year (Refer Figure 53).
- Click **Reset** button (C) to clear all data inside the fields (Refer Figure 52).

Subsidiary Ledger Monitoring

2023 ... 2023 [Reset] [Search]

Business Name : KHAT HOTEL  
Trading Name : THE ECLIPSE SDN BHD  
TTx No. : 161-2023-11000010  
Address : NO 10, MOON STREET @  
: THE SUN ECLIPSE RESIDENTIAL  
: 91800 BANGKOK  
: BANGKOK  
: THAILAND  
Balance : RM3,900.00

Taxable Period	Effective Date	Posted Date	Transaction Type	Reference No.	Debit	Credit	Balance
01/01/2023 - 31/01/2023							
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Tax Payable	161-30003-0/2308	RM2,000.00		RM2,000.00
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30003-0/2308	RM200.00		RM2,200.00
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30003-0/2308	RM200.00		RM2,400.00
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30003-0/2308	RM200.00		RM2,600.00
Total Balance							RM2,600.00
01/02/2023 - 28/02/2023							
01/02/2023 - 28/02/2023	23/08/2023	23/08/2023	Tax Payable	161-30004-0/2308	RM1,000.00		RM1,000.00
01/02/2023 - 28/02/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30004-0/2308	RM100.00		RM1,100.00

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Figure 53 Subsidiary Ledger – List of Subsidiary Ledger

- Click **Export** button (B) to export the list of ledgers into Excel format (Refer Figure 53).
- System will display pop up window export list of ledgers (Refer Figure 54).



Print

SUBSIDIARY LEDGER

PRINTED ON : 08/23/2023 12:36:10

PAGE 1 / 1

TTX No: 161-2023-1100010  
Business Name: KHEAT HOTEL  
Trading Name: THE ECLIPSE SON BHD  
Address: NO 10, MOON STREET @ THE SUN ECLIPSE RESIDENTIAL, 91800 BANGKOK BANGKOK  
Balance: RM

Taxable Period	Effective Date	Posted Date	Transaction Type	Reference Transaction No.	Debit	Credit	Balance
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Tax Payable	161-30003-02308	2,000.00		2,000.00
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30003-02308	200.00		2,200.00
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30003-02308	200.00		2,400.00
01/01/2023 - 31/01/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30003-02308	200.00		2,600.00
01/02/2023 - 28/02/2023	23/08/2023	23/08/2023	Tax Payable	161-30004-02308	1,000.00		1,600.00
01/02/2023 - 28/02/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30004-02308	100.00		1,700.00
01/02/2023 - 28/02/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30004-02308	100.00		1,800.00
01/02/2023 - 28/02/2023	23/08/2023	23/08/2023	Late Pay Penalty	161-30004-02308	100.00		1,900.00
							1,900.00

01/01/2023 - 31/01/2023 23/08/2023 23/08/2023 Tax Payable 161-30003-02308 RM2,000.00 RM2,000.00

01/01/2023 161-30003

Buttons: (B) Cancel (A) Download (C) X

Figure 54 Subsidiary Ledger – Pop Up Window Export Ledger

- Click **Download** button (B) to export ledger transaction based on range year in excel format (Refer Figure 54).
- Click **X Cancel** button (B) or **X** button (C) to back to subsidiary ledger monitoring page (Refer Figure 54).



## 6 Inbox Menu

**Company Summary**

License No. 111-2023-10000011  
Company Name KHAT HOTEL  
BRN No./Identity Card No. 970503847574  
Station Name KUALA TERENGGANU

**Login**

Name KHAOTUNG  
Identity No. 970503847574  
Type of User PUBLIC USER  
Access Level ADMINISTRATOR  
Last Login 28/08/2023 10:04

**Tax Submission Reminder**

Taxable Period Start	Taxable Period End	Due Date	First Reminder	Second Reminder
01/07/2023	31/07/2023	31/08/2023	24/08/2023	
01/06/2023	30/06/2023	31/07/2023	24/07/2023	01/08/2023
01/05/2023	31/05/2023	30/06/2023	23/06/2023	01/07/2023

3 total

Figure 55 Inbox Menu

1. Click **Inbox** menu (A) (Refer Figure 55).
2. System will display inbox page (Refer Figure 56).

**Inbox**

Search (A) [Search Button (B)]

Advanced filters (C)

Email Date	Main Subject	Email
12/07/2023 08:40 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
12/07/2023 08:40 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
12/07/2023 08:40 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
12/07/2023 08:39 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
11/07/2023 11:32 AM	NOTIS PERINGATAN PEMBAYARAN CUKAI DI BAWAH SEKSYEN 19 AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
10/07/2023 04:46 PM	NOTIS PERINGATAN PEMBAYARAN CUKAI DI BAWAH SEKSYEN 19 AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
10/07/2023 03:38 PM	STATUS PERMOHONAN REMISI DI BAWAH SEKSYEN 21 AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com

Figure 56 Inbox Page

3. Click **Search** field and input keywords to search sent email (A) (Refer Figure 56).
4. Click **Search** button (B) to search the sent email based on the inputted keywords (Refer Figure 56).



5. System will display list of sent emails based on the inputted keywords (Refer Figure 58).
6. Click **Advanced Filters** (C) (Refer Figure 56).
7. System will display list of advance filters for email sent (Refer Figure 57).

The screenshot shows the 'Inbox' page of the TTX system. On the left is a dark blue sidebar with navigation links: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, and Subsidiary Ledger. The main area is titled 'Inbox' and contains a search bar and an 'Advanced filters' section. Under 'Advanced filters', there is a table with two columns: 'Email Sent Date' and 'Select date'. The 'Email Sent Date' column has a red box around it with a circled 'A' next to it. Below the table, there are three buttons: 'Clear' (labeled 'C'), 'Inquiry' (labeled 'B'), and a search icon. Below the buttons is a table of sent emails with columns: 'Email Date', 'Main Subject', and 'Email'. The table contains five rows of email data.

Email Date	Main Subject	Email
12/07/2023 08:40 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
12/07/2023 08:40 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
12/07/2023 08:40 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
12/07/2023 08:39 AM	BIL TUNTUTAN CUKAI DAN PENALTI DI BAWAH AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com
11/07/2023 11:32 AM	NOTIS PERINGATAN PEMBAYARAN CUKAI DI BAWAH SEKSYEN 19 AKTA CUKAI PELANCONGAN 2017	testingedaran@gmail.com

Figure 57 Inbox – List of Advanced Filters

8. Click **Email Sent Date** (A) to select the starting date and ending date (Refer Figure 57).
9. Click **Inquiry** button (B) to search the sent email based on the inputted keywords (Refer Figure 57).
10. System will display list of sent emails based on the inputted keywords (Refer Figure 58).
11. Click **Clear** button (C) to clear the data inside the filter field (Refer Figure 57).

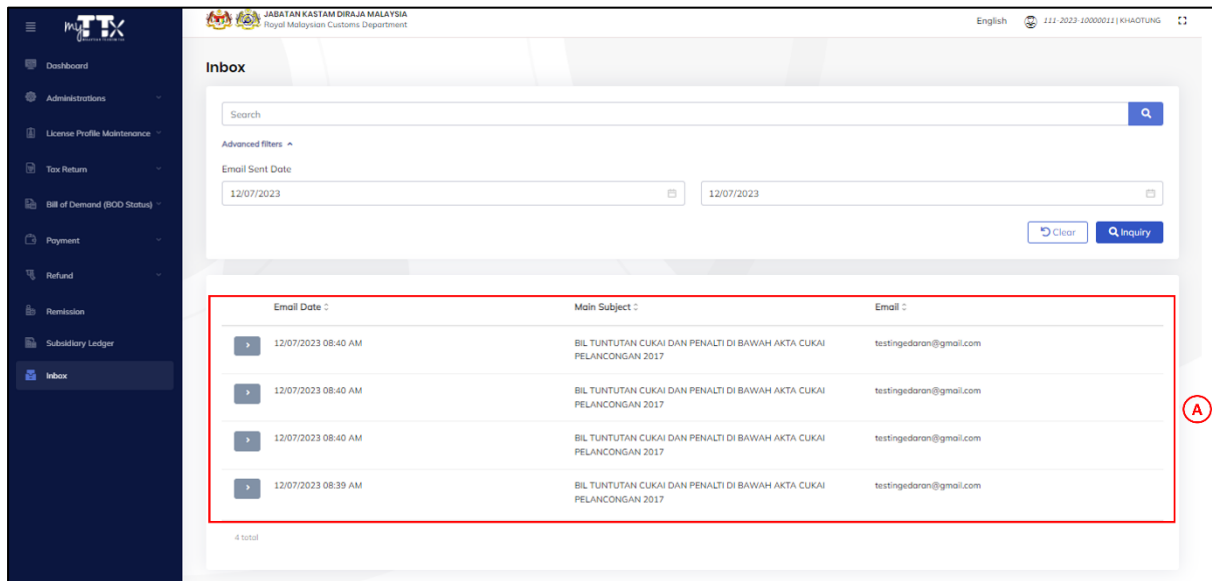


Figure 58 Inbox – List of Emails Based on Filters

12. Click > button (A) to view list of attachment based on the selected email (Refer Figure 56).
13. System will display list of attachments (Refer Figure 59).

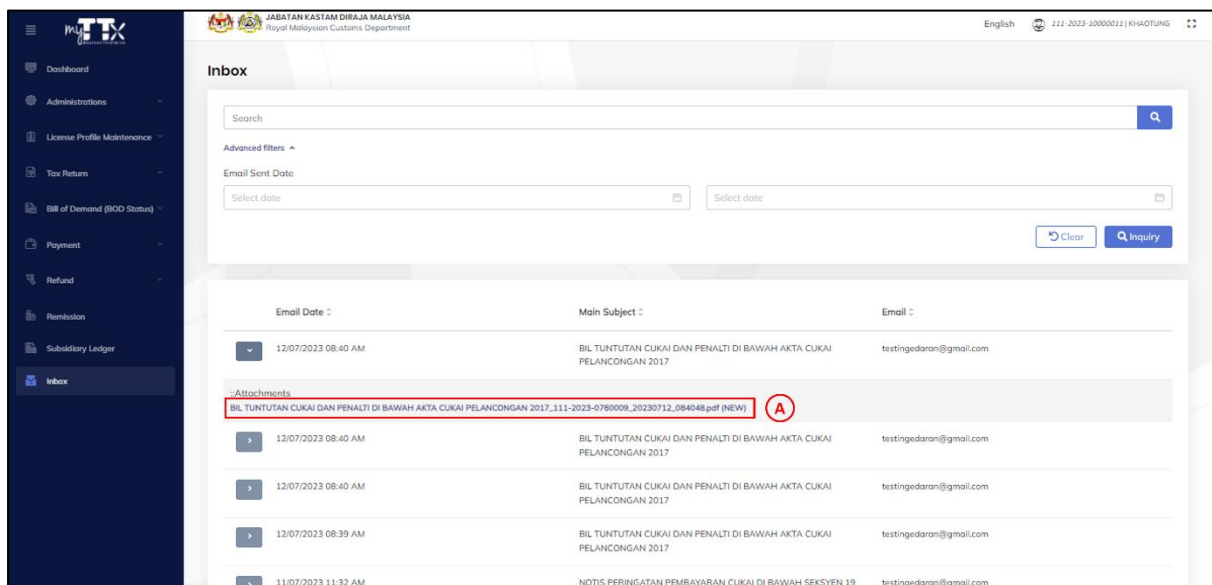


Figure 59 Inbox – List of Emails with Attachments

14. Click **Attachment Name** (A) to view details of attachment (Refer Figure 59).
15. System will display pop up window based on the selected attachment (Refer Figure 60).

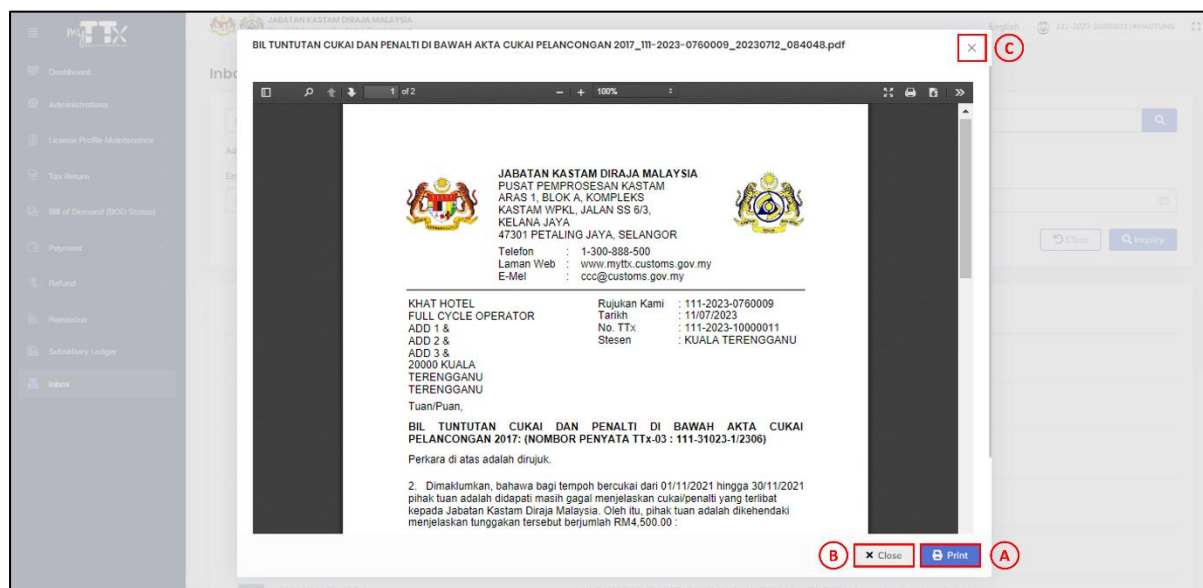


Figure 60 Inbox – Pop Up Window Based on Selected Attachment

16. Click **Print** button (A) to export the selected attachment in PDF format (Refer Figure 60).
17. Click **X Cancel** button (B) or **X** button (C) to back to inbox monitoring page (Refer Figure 60).