



# **JABATAN KASTAM DIRAJA MALAYSIA**

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## **USER MANUAL**

MALAYSIAN TOURISM TAX (MyTTx)

REFUND MODULE  
(OPERATOR)

VERSION 3.0


## Table Content

1	Refund Menu .....	1
1.1	Refund Request.....	3
1.1.1	View Refund Request .....	4
1.1.2	Create Refund Application .....	7
1.1.3	Edit Refund Application .....	16
1.1.4	Delete Refund Application .....	24
1.1.5	Submit Refund Application.....	26
1.1.6	Print Application Form .....	28
1.1.7	Amend Details of Bank.....	31
1.2	Refund Status/ History.....	39
1.2.1	View Refund Status/ History .....	40
1.3	Inbox.....	43
1.3.1	View & Download Notification Letters .....	44
1.3.1.1	Query Letter .....	45
1.3.1.2	Approved Offsetting Letter .....	47
1.3.1.3	Approved Bank-In Letter .....	48
1.3.1.4	Rejected Application Letter.....	49

## List of Figures

Figure 1 Dashboard page .....	1
Figure 2 Refund sub menus.....	2
Figure 3 Refund Request page .....	3
Figure 4 View button in Refund Request page .....	4
Figure 5 Refund Application page 1 .....	5
Figure 6 Create button in Refund Request table list.....	7
Figure 7 Create form for Refund Application.....	8
Figure 8 Select Taxable Period table list.....	9
Figure 9 Lookup table for Bank Code and Spick Code fields (Create form) .....	10
Figure 10 List of Bank Code (Create form) .....	10
Figure 11 List of Spick Code (Create form) .....	11
Figure 12 File Upload Window (Create form) .....	12
Figure 13 Create confirmation message .....	13
Figure 14 Create success message .....	14
Figure 15 Refund Application with status Draft .....	14
Figure 16 Delete, Save and Submit buttons on Refund Application with status Draft .....	15
Figure 17 Edit button in Refund Request table list.....	16
Figure 18 Edit form for Refund Application .....	17
Figure 19 Lookup table for Bank Code and Spick Code fields (Edit form) .....	18
Figure 20 List of Bank Code (Edit form) .....	19
Figure 21 List of Spick Code (Edit form) .....	20
Figure 22 File Upload Window (Edit form) .....	21
Figure 23 Edit confirmation message .....	22
Figure 24 Edit success message .....	23
Figure 25 Delete button in Edit Refund Application page .....	24
Figure 26 Delete confirmation message .....	24
Figure 27 Delete success message .....	25
Figure 28 Submit button in Edit Refund Application page .....	26
Figure 29 Submit confirmation message .....	26
Figure 30 Submit success message .....	27
Figure 31 Refund Application with status Pending Approval (Submit form) .....	27
Figure 32 Print button on Refund Application with status Pending Approval .....	28
Figure 33 Print Refund Application page.....	28
Figure 34 TTx-04 Refund Application form page 1 .....	29
Figure 35 TTx-04 Refund Application form page 2 .....	30
Figure 36 Amend button on Refund Request table list .....	31
Figure 37 Amend form for Refund Application .....	32
Figure 38 Lookup table for Bank Code and Spick Code fields (Amend form) .....	33
Figure 39 List of Bank Code (Amend form) .....	34
Figure 40 List of Spick Code (Amend form) .....	35
Figure 41 File Upload Window (Amend form) .....	36
Figure 42 Amend confirmation message.....	37
Figure 43 Amend success message .....	37

Figure 44 Refund Application with status Pending Approval (Amend form) .....	38
Figure 45 List of historical amendments table list .....	38
Figure 46 Refund Status/ History page .....	39
Figure 47 View and Print buttons in Refund Status/ History .....	40
Figure 48 Refund Application page 2 .....	41
Figure 49 Inbox page .....	43
Figure 50 Open button in Inbox table list .....	44
Figure 51 Print notification letter page .....	44
Figure 52 Query Letter page 1 .....	45
Figure 53 Query Letter page 2 .....	46
Figure 54 Approved Offsetting Letter .....	47
Figure 55 Approved Bank-In Letter .....	48
Figure 56 Rejected Application Letter .....	49

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 1</b>

## 1 Refund Menu

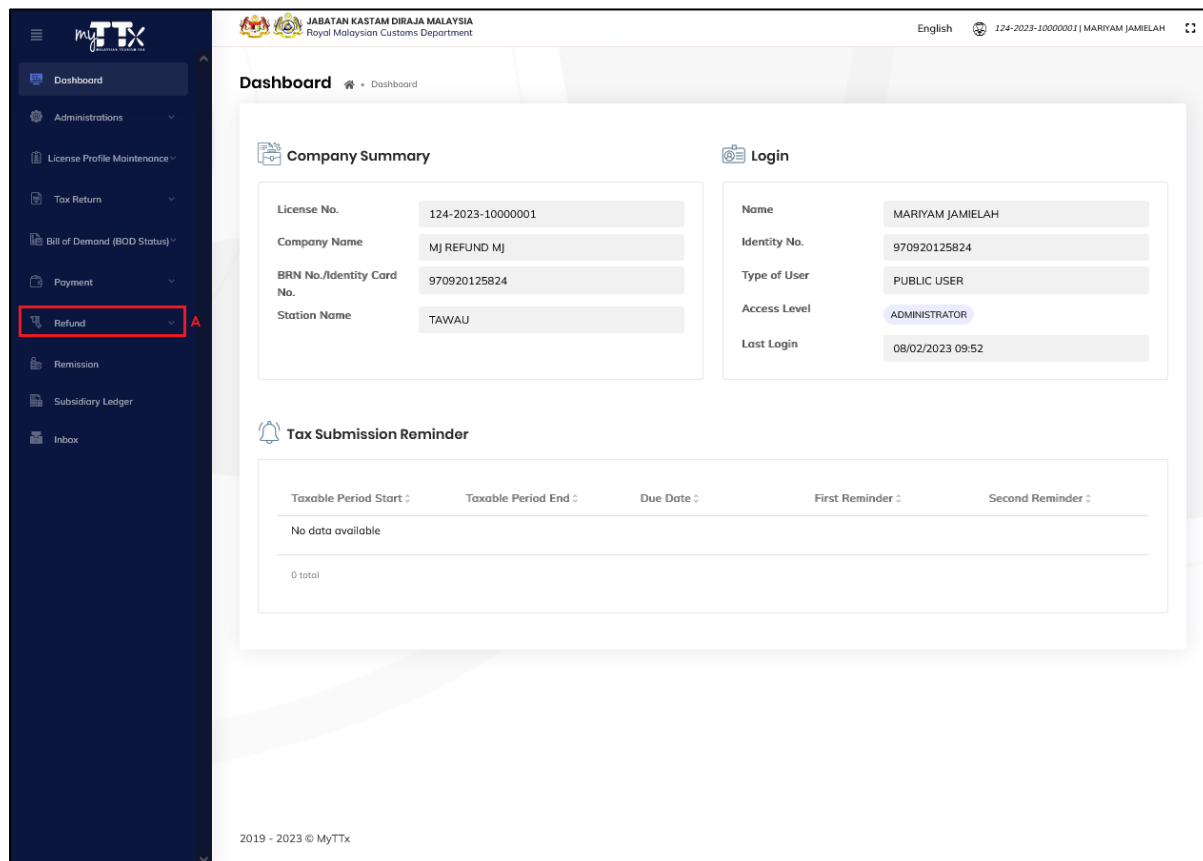



Figure 1 Dashboard page

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

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 2</b>

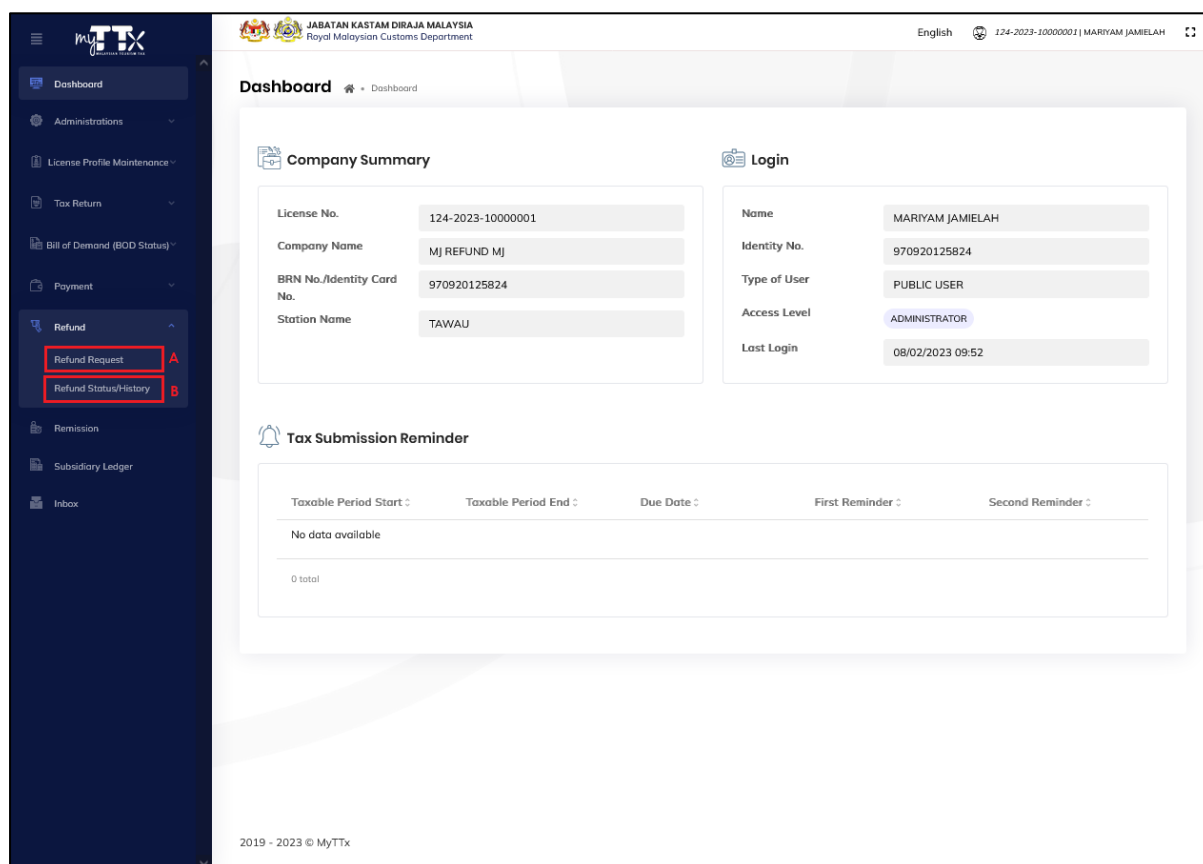


Figure 2 Refund sub menus

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



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 3

### 1.1 Refund Request

**Refund Request**

Search

**Advanced Filters** (A)

Taxable Period: [Select date] [Select date]

TTx-03 No.: [TTx-03 No.]

Status: [Please Choose]

Refund Method: [Please Choose]

TTx-04 No.: [TTx-04 No.]

Submitted Date: [Select date] [Select date]

**Clear** (B) **Search** (C)

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

11 total

Figure 3 Refund Request page

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



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 4

### 1.1.1 View Refund Request

The screenshot shows the 'Refund Request' page in the MYTTX system. The page has a sidebar with navigation options: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The 'Refund' section is expanded, showing 'Refund Request' and 'Refund Status/History'. The main content area is titled 'Refund Request' and contains a search bar, advanced filters, and a table of refund requests. The 'Action' column has a dropdown menu with 'Action' (A) and 'View' (B) options. The 'View' button is highlighted with a red box.

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

Figure 4 View button in Refund Request page

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





JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 5

Dashboard

Administrations

License Profile Maintenance

Tax Return

Bill of Demand (BOD Status)

Payment

Refund

Remission

Subsidiary Ledger

Inbox

JABATAN KASTAM DIRAJA MALAYSIA

Royal Malaysian Customs Department

English

124-2023-10000001 | MARIYAM JAMIELAH

Application for Tourism Tax Refund

Refund Status

PENDING APPROVAL

Refund ID

-

TTx04 No

124-2023-P100023-0

Submitted Date/Time

08/02/2023 03:16:41 PM

Previous Offset No

-

PART A: Details of Application for Tourism Tax Refund

TTX No. :

124-2023-10000001

Name of Business :

MJ REFUND MJ

PART B: Details of Refund

Refund Type\* :

OVERPAID

Refund Method\* :

CREDIT ACCOUNT

OFFSET

Payment Receipt No. :

500018CT

Select Taxable Period\*

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

Claim Details\*

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

Amount Claimable :

RM400.00

Offset / Carry Forward Balance (RM) :

RM0.00

Total Amount Claimable (RM) :

RM400.00

PART C: Details of Bank

Operator's Bank Account No\* :

1234567890

Operator's Bank Account Name\*

MARIYAM JAMIELAH

Bank Code\*

BIMBMYKL

Bank Code Description :

BANK ISLAM MALAYSIA BERHAD

Spick Code :

BIMBMYKL0004010025

Spick Code Description :

TAWAU

Application Letter\*

Upload Supporting Document

1. TEST 5.pdf

Remission Approval Letter

Upload Supporting Document

Payment Receipt with the Overpaid Amount\*

Upload Supporting Document

1. TEST 4.pdf

Front page of Bank Statement\*

Upload Supporting Document

1. TEST 3.pdf

Business Registration Document

Upload Supporting Document

Other Document

Upload Supporting Document

PART D: Declaration

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

Name Of Authorized Person\* :

MARIYAM JAMIELAH

Identity Card No. / Passport No.\* :

IC - Identity Card No

990909099009

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

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

<

1 total

>

A Back

B Print



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 6

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



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 7

### 1.1.2 Create Refund Application




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

Figure 6 Create button in Refund Request table list

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



Dashboard

Administrations

License Profile Maintenance

Tax Return

Bill of Demand (BOD Status)

Payment

Refund

Remission

Subsidiary Ledger

Inbox

JABATAN KASTAM DIRAJA MALAYSIA

Royal Malaysian Customs Department

English

124-2023-10000001 | MARIYAM JAMIELAH

Application for Tourism Tax Refund

Refund Status

No Application

Refund ID

-

TTx04 No

-

Submitted Date/Time

-

Previous Offset No

-

PART A: Details of Application for Tourism Tax Refund

TTX No. :

124-2023-10000001

Name of Business :

MJ REFUND MJ

PART B: Details of Refund

Refund Type\* :

Please Choose

Refund Method\* :

CREDIT ACCOUNT

OFFSET

Payment Receipt No. :

500366CT

Claim Details\*

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

Amount Claimable :

RM100,001.00

Offset / Carry Forward Balance (RM) :

RM100,001.00

Total Amount Claimable (RM) :

RM100,001.00

PART C: Details of Bank

Operator's Bank Account No\* :

Operator's Bank Account No

Operator's Bank Account Name\*

Operator's Bank Account Name

Bank Code\*

Bank Code

Bank Code Description :

Description

Spick Code :

Spick Code

Spick Code Description :

Description

Application Letter\*

Upload Supporting Document

Remission Approval Letter

Upload Supporting Document

Payment Receipt with the Overpaid Amount\*

Upload Supporting Document

Front page of Bank Statement\*

Upload Supporting Document

Business Registration Document

Upload Supporting Document

Other Document

Upload Supporting Document

PART D: Declaration

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

Name Of Authorized Person\* :

Name Of Authorized Person

Identity Card No. / Passport No.\* :

Please Choose

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

Bill	TTX-04 No	Received Date	Operator's Bank Account	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
No data available							
0 total							

A

B

Back

Save

Figure 7 Create form for Refund Application



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 9

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

*Note: Mandatory*

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

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

*Note: Mandatory.*

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

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

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

Figure 8 Select Taxable Period table list

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

*Note: Mandatory*

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

*Note: Mandatory.*

*Note: Amount Claimable cannot be more than Overpaid.*

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

*Note: Mandatory.*


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


*Note: Mandatory.*

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

**PART C: Details of Bank**

Operator's Bank Account No\* :

Operator's Bank Account Name\*  :

Bank Code\* :   **A** Bank Code Description :



Spick Code :   **B** Spick Code Description :






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

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

Bank Code

×

 **A**

Actions	Code	Description
 <b>B</b>	ABNAMY2A	THE ROYAL BANK OF SCOTLAND PLC LABUAN BRANCH
	ABNAMYKL	THE ROYAL BANK OF SCOTLAND BERHAD (301932-A)
	AFBQMYKL	ASIAN FINANCE BANK BERHAD
	AGOBMYKL	BANK PERTANIAN MALAYSIA BERHAD-AGROBANK
	AIACMYKL	AIA BHD.

95 total

< 1 2 3 4 5 >



 **C** Close

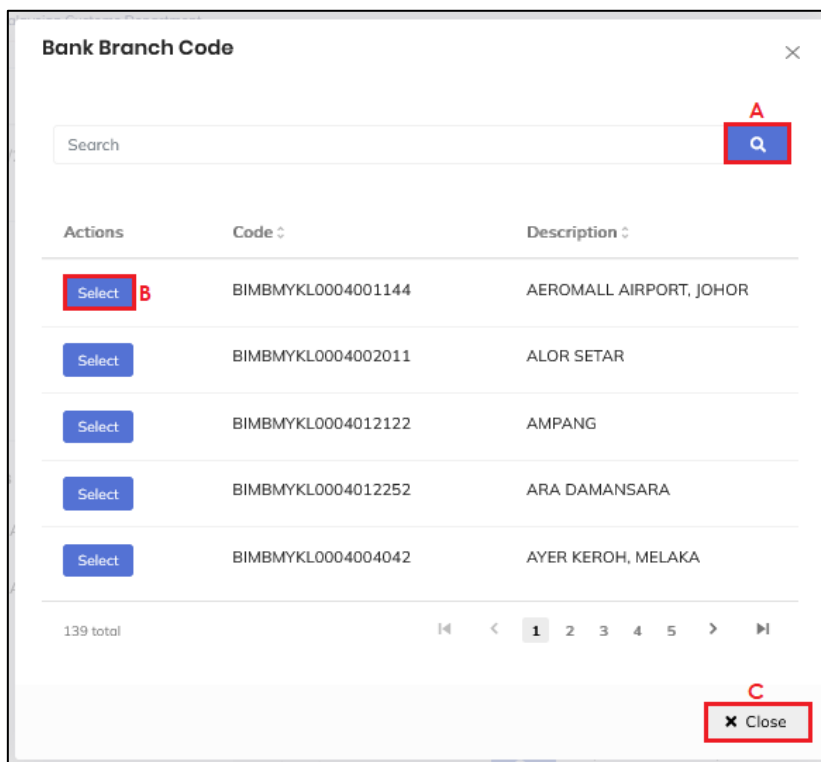
Figure 10 List of Bank Code (Create form)

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

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 11</b>

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

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



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

Figure 11 List of Spick Code (Create form)

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

*Note: Optional.*

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

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

21. Click on **Upload Supporting Document** field to upload **Application Letter** (Refer Figure 7).

*Note: Mandatory.*

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

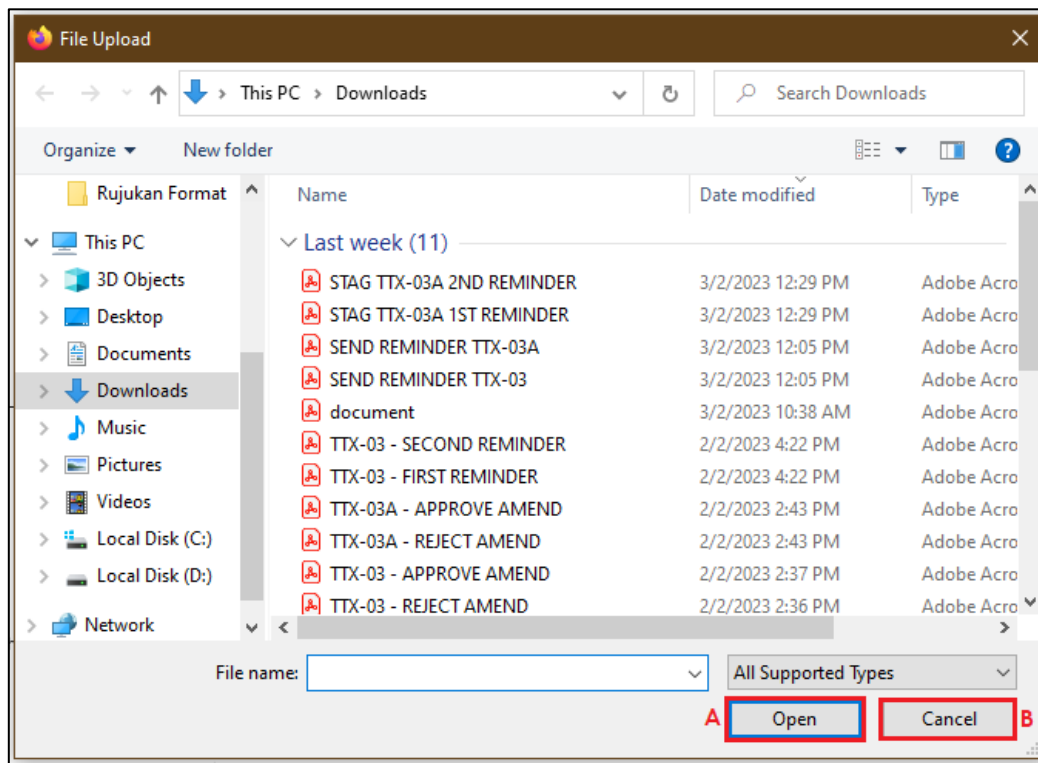



Figure 12 File Upload Window (Create form)

23. Select the file and click **Open** button (A) to upload (Refer Figure 12).
24. Click on **Cancel** button (B) to return to create application page (Refer Figure 12).
25. Click on **Upload Supporting Document** field to upload **Remission Approval Letter** (Refer Figure 7).  
*Note: Optional.*
26. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount** (Refer Figure 7).  
*Note: Mandatory.*
27. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement** (Refer Figure 7).  
*Note: Mandatory.*
28. Click on **Upload Supporting Document** field to upload **Business Registration Document** (Refer Figure 7).  
*Note: Optional.*
29. Click on **Upload Supporting Document** field to upload **Other Document** (Refer Figure 7).  
*Note: Optional.*



 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 13</b>

30. Click on the **Declaration** checkbox.

*Note: Mandatory.*

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

*Note: Mandatory.*

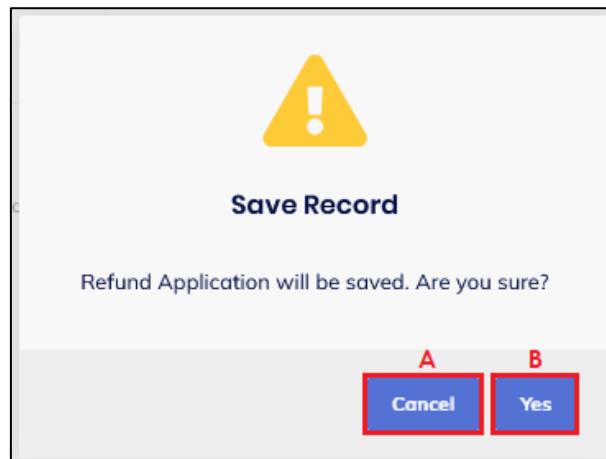
32. Input identity card or passport no. in **Identity Card No./ Passport No.** field.

*Note: Mandatory.*

33. Click on **Back** (A) button to return to the Refund Request page (Refer Figure 7).

34. Click on **Save** (B) button to save the refund application (Refer Figure 7).

35. System will display the confirmation message (Refer Figure 13).




*Figure 13 Create confirmation message*

36. Click on **Cancel** button (A) to cancel creating the application (Refer Figure 13).

37. Click on **Yes** button (B) to continue saving the application (Refer Figure 13).

38. System will display the success message (Refer Figure 14).

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 14</b>

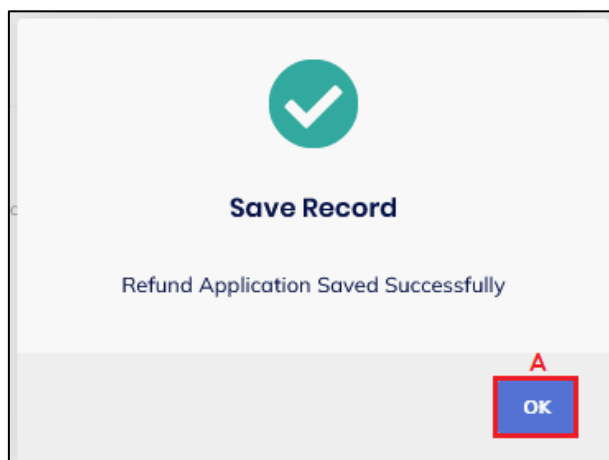


Figure 14 Create success message

39. Click on **OK** button (A) (Refer Figure 14).
40. Refund application is successfully created. System update status to Draft (Refer Figure 15).

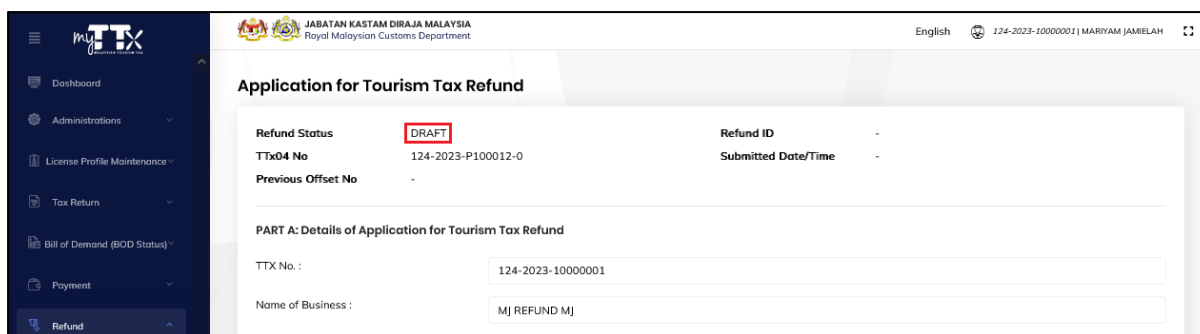


Figure 15 Refund Application with status Draft

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



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 15

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

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

<  >

1 total

← Back <sup>A</sup> Delete <sup>B</sup> Save <sup>C</sup> Submit

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



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 16

### 1.1.3 Edit Refund Application




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

Figure 17 Edit button in Refund Request table list

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



Dashboard

Administrations

License Profile Maintenance

Tax Return

Bill of Demand (BOD Status)

Payment

Refund

Remission

Subsidiary Ledger

Inbox

JABATAN KASTAM DIRAJA MALAYSIA

Royal Malaysian Customs Department

English

124-2023-10000001 | MARIYAM JAMIELAH

Application for Tourism Tax Refund

Refund Status

DRAFT

Refund ID

-

TTx04 No

124-2023-P100025-0

Submitted Date/Time

-

Previous Offset No

-

PART A: Details of Application for Tourism Tax Refund

TTX No. :

124-2023-10000001

Name of Business :

MJ REFUND MJ

PART B: Details of Refund

Refund Type\* :

OVERPAID

Refund Method\* :

CREDIT ACCOUNT

OFFSET

Payment Receipt No. :

5000170H

Claim Details\*

Form No. :	Form Type :	Taxable Period	Total Tax Paid (RM) :	Overpaid (RM) :	Amount Claimable
124-2023-0160003	Bill of Demand	01/05/2022 - 31/05/2022	RM630.00	RM500.00	RM 500

Amount Claimable :

RM500.00

Offset / Carry Forward Balance (RM) :

RM500.00

Total Amount Claimable (RM) :

RM500.00

PART C: Details of Bank

Operator's Bank Account No\* :

1234567890

Operator's Bank Account Name\*

MJ REFUND SDN BHD

Bank Code\* :

BIMBMYKL

Bank Code Description :

BANK ISLAM MALAYSIA BERHAD

Spick Code :

BIMBMYKL0004010025

Spick Code Description :

TAWAU

Application Letter\*

Upload Supporting Document

1. TEST 1.pdf

Remission Approval Letter

Upload Supporting Document

Payment Receipt with the Overpaid Amount\*

Upload Supporting Document

1. TEST 2.pdf

Front page of Bank Statement\*

Upload Supporting Document

1. TEST 3.pdf

Business Registration Document

Upload Supporting Document

Other Document

Upload Supporting Document

PART D: Declaration

☒

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

Name Of Authorized Person\* :

MARIYAM JAMIELAH

Identity Card No. / Passport No.\* :

IC - Identity Card No

990909099009

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

Bill	TTx-04 No	Received Date	Operator's Bank Account	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
> 0	124-2023-P100025-0	08/02/2023 04:18:09 PM	1234567890	MJ REFUND SDN BHD	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBM 040100

1 total

A

Back

Delete

B

Save

Submit



4. Select refund type from **Refund Type** drop down (Refer Figure 18).

*Note: Mandatory*

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

5. Select refund method from **Refund Method** radio button (Refer Figure 18).

*Note: Mandatory.*

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

6. Input amount claimable in **Amount Claimable** field (Refer Figure 18).

*Note: Mandatory.*

*Note: Amount Claimable cannot be more than Overpaid.*

7. Input bank account no. in **Operator's Bank Account No.** field (Refer Figure 18).

*Note: Mandatory.*

8. Input bank account name in **Operator's Bank Account Name** field (Refer Figure 18).


*Note: Mandatory.*

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

**PART C: Details of Bank**

Operator's Bank Account No\*:

Operator's Bank Account Name\*:

Bank Code\*:   **A** Bank Code Description :


Spick Code :   **B** Spick Code Description :

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

9. Click **Search** button (A) on the lookup table for **Bank Code** field (Refer Figure 19).

10. System will display list of Bank Code (Refer Figure 20).



Bank Code

Search

Actions Code Description

Select	ABNAMY2A	THE ROYAL BANK OF SCOTLAND PLC LABUAN BRANCH
Select	ABNAMYKL	THE ROYAL BANK OF SCOTLAND BERHAD (301932-A)
Select	AFBQMYKL	ASIAN FINANCE BANK BERHAD
Select	AGOBMYKL	BANK PERTANIAN MALAYSIA BERHAD-AGROBANK
Select	AIACMYKL	AIA BHD.

95 total

1 2 3 4 5

Close

Figure 20 List of Bank Code (Edit form)

11. Input bank code in **Search** field. Click on **Search** button (A) to search for available bank code (Refer Figure 20).

*Note: Mandatory.*

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



Figure 21 List of Spick Code (Edit form)

16. Input spick code in **Search** field. Click on **Search** button (A) to search for available spick code (Refer Figure 21).

*Note: Optional.*

17. Click on **Select** button (B) to select a spick code (Refer Figure 21).

18. Click on **Close** button (C) to return to create refund application page (Refer Figure 21).

19. Click on **Upload Supporting Document** field to upload **Application Letter** (Refer Figure 18).

*Note: Mandatory.*

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



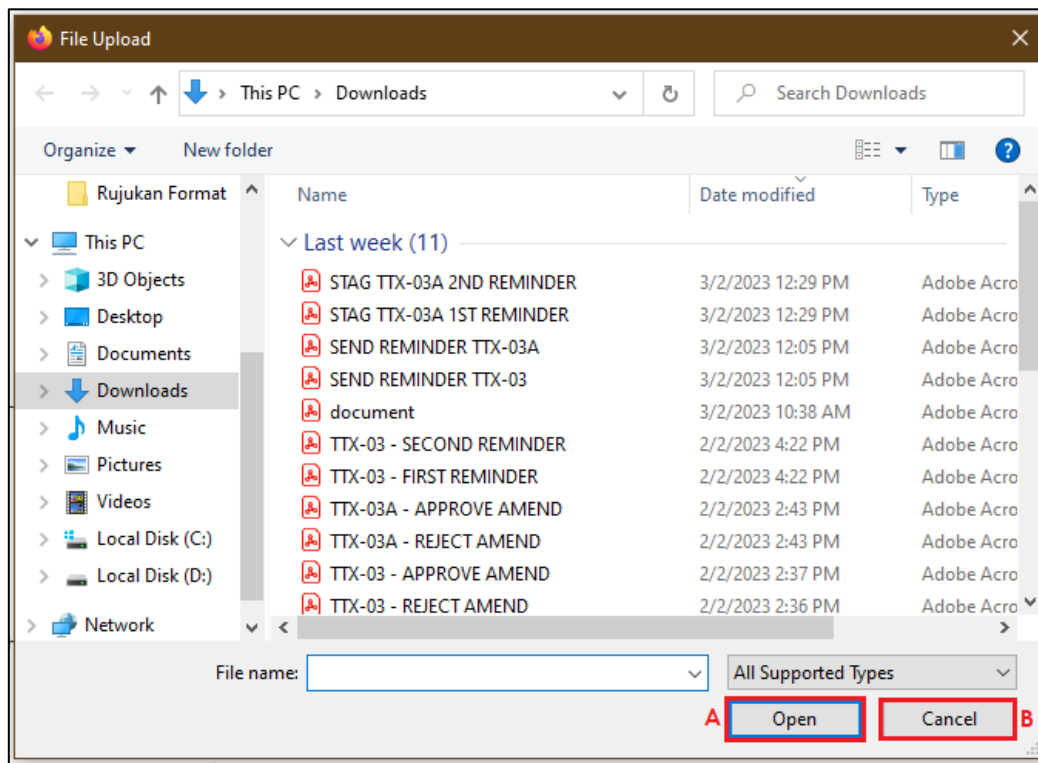



Figure 22 File Upload Window (Edit form)

21. Select the file and click **Open** button (A) to upload (Refer Figure 22).
22. Click on **Cancel** button (B) to return to create application page (Refer Figure 22).
23. Click on **Upload Supporting Document** field to upload **Remission Approval Letter** (Refer Figure 18).  
*Note: Optional.*
24. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount** (Refer Figure 18).  
*Note: Mandatory.*
25. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement** (Refer Figure 18).  
*Note: Mandatory.*
26. Click on **Upload Supporting Document** field to upload **Business Registration Document** (Refer Figure 18).  
*Note: Optional.*
27. Click on **Upload Supporting Document** field to upload **Other Document** (Refer Figure 18).  
*Note: Optional.*

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 22</b>

28. Click on the **Declaration** checkbox.

*Note: Mandatory.*

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

*Note: Mandatory.*

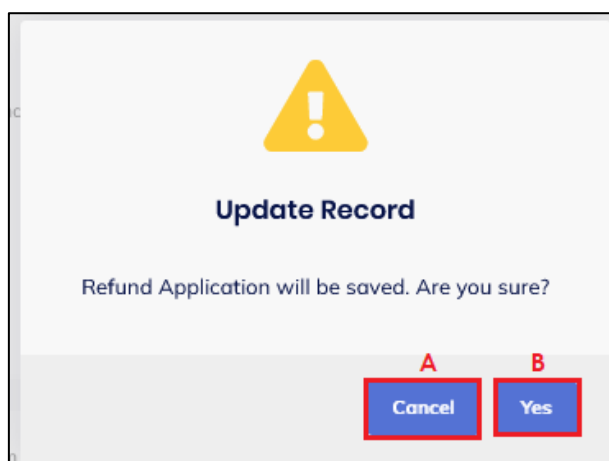
30. Input identity card or passport no. in **Identity Card No./ Passport No.** field.

*Note: Mandatory.*

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

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

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




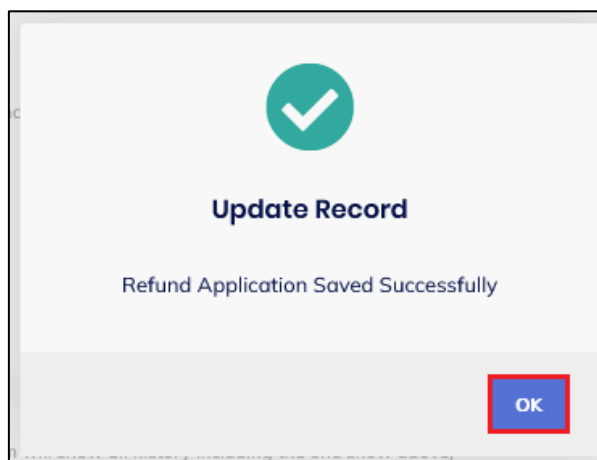
*Figure 23 Edit confirmation message*

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

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


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

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 23</b>



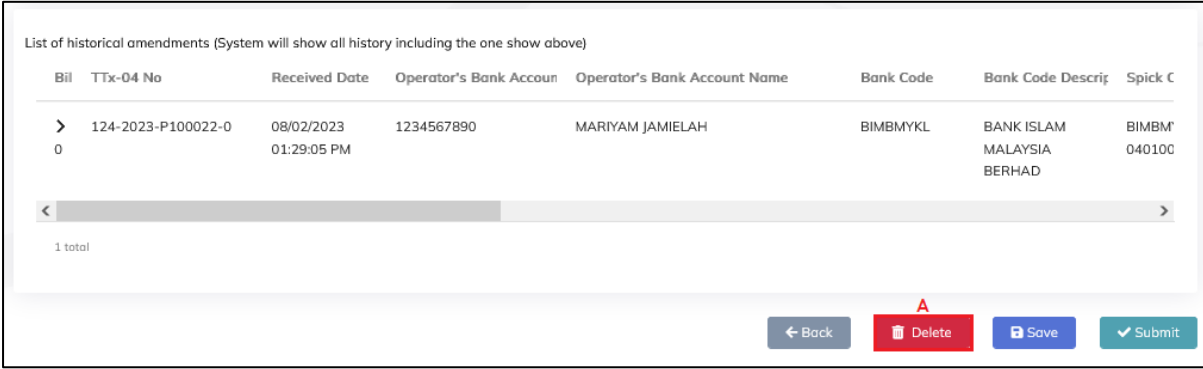
*Figure 24 Edit success message*

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

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 24</b>

### 1.1.4 Delete Refund Application

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



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

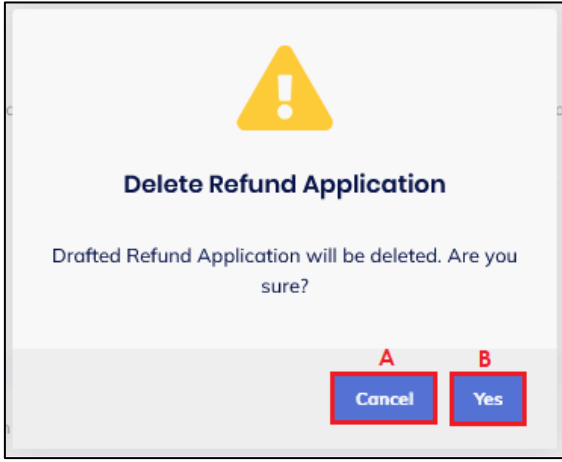
Bill	TTlx-04 No	Received Date	Operator's Bank Account	Operator's Bank Account Name	Bank Code	Bank Code Descrip	Spick C
> 0	124-2023-P100022-0	08/02/2023 01:29:05 PM	1234567890	MARIYAM JAMIELAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBM 040100

1 total

← Back **Delete** A Save Submit

Figure 25 Delete button in Edit Refund Application page

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




**Delete Refund Application**

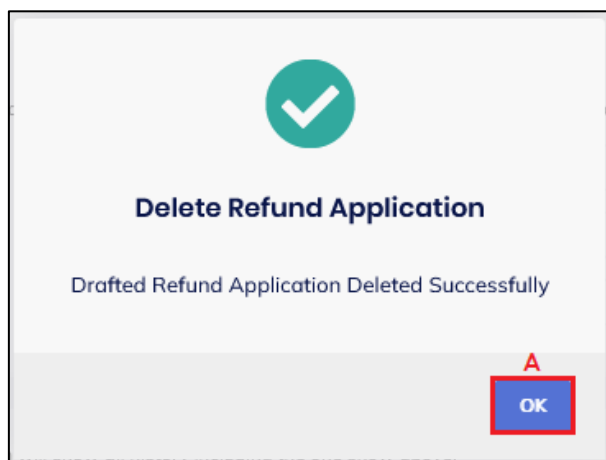
Drafted Refund Application will be deleted. Are you sure?

**A** **B**  
Cancel Yes

Figure 26 Delete confirmation message


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

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 25</b>



*Figure 27 Delete success message*

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

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 26</b>

### 1.1.5 Submit Refund Application

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

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

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

1 total

← Back
Delete
Save
**A**  
Submit

Figure 28 Submit button in Edit Refund Application page

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

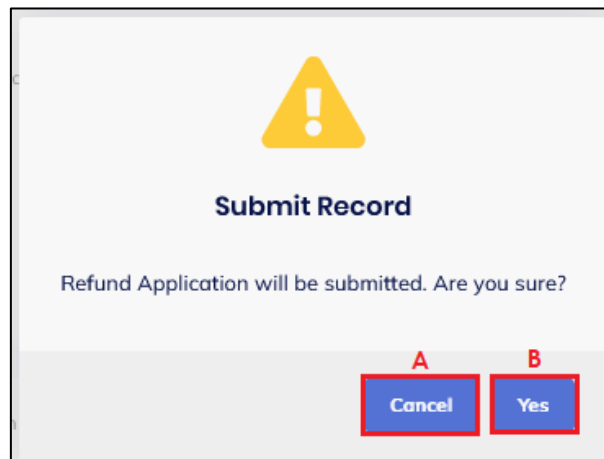



Figure 29 Submit confirmation message

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

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 27</b>

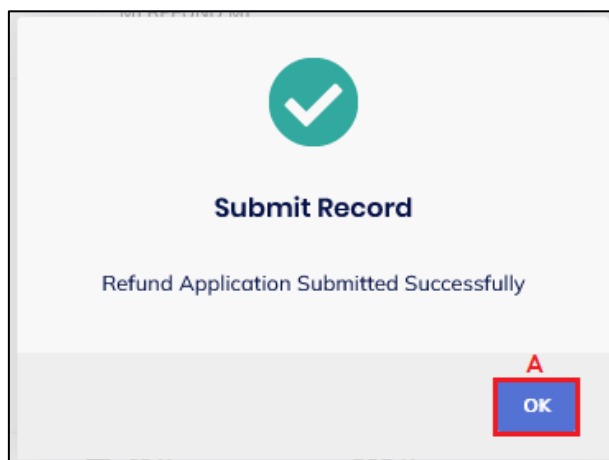



Figure 30 Submit success message

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

Application for Tourism Tax Refund			
Refund Status	<b>PENDING APPROVAL</b>	Refund ID	-
TTx04 No	124-2023-P100023-0	Submitted Date/Time	08/02/2023 03:16:41 PM
Previous Offset No	-		
PART A: Details of Application for Tourism Tax Refund			
TTX No. :	124-2023-10000001		
Name of Business :	MJ REFUND MJ		

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

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

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 28</b>

### 1.1.6 Print Application Form

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

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


1 total

← Back
Print <sup>A</sup>

Figure 32 Print button on Refund Application with status Pending Approval

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

**Export in PDF Format**



**JABATAN KASTAM DIRAJA MALAYSIA  
ROYAL MALAYSIAN CUSTOMS DEPAR  
PEMBAYARAN BALIK CUKAI PELANCONG  
TOURISM TAX REFUND**

TTX-04

No. Ruj. TT x 04: 124-2023-P100023-0

**Nota Penting (Important Notes)**

1) Sila isikan borang ini dengan menaip menggunakan **HURUF BESAR** (Please type in using **BLOCK LETTERS**)

2) Sila rujuk Panduan Mengisi Borang Cukai Pelancongan (Please refer to guide to fill up tourism tax form)

3) Ruangan yang bertanda (\*) adalah wajib diisi (Column with (\*) is a mandatory field)

4) Sila tandakan (X) dalam petak yang berkenaan (Please tick (X) accordingly)

5) Satu permohonan adalah layak untuk satu jenistuntutan pembayaran balik sahaja. (An application is eligible for one type of refund only)

6) Sila sertakan jadual kiraan tuntutan dan dokumen berkaitan jika perlu. (Please attach worksheet or relevant document, if required)

7) Sila hubungi Pusat Panggilan Kastam ditalian 1-300-88-8500 / 03-78067200 atau emel ccc@customs.gov.my untuk pertanyaan lanjut (Please contact Customs Call Center at 1-300-88-8500 / 03-78067200 or email ccc@customs.gov.my for further enquiry)

Cancel <sup>A</sup>
Download <sup>B</sup>

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

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

1 total


← Back
Print

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Figure 33 Print Refund Application page

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



 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 3.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND_UM_v3.0</b>	<b>Page No: 29</b>

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



**JABATAN KASTAM DIRAJA MALAYSIA**  
**ROYAL MALAYSIAN CUSTOMS DEPARTMENT**  
**PEMBAYARAN BALIK CUKAI PELANCONGAN**  
**TOURISM TAX REFUND**

TTX-04

No. Huj. TTX-04: 124-2023-1\*100023-0

**Nota Penting (Important Notes)**

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

**BAHAGIAN A: BUTIRAN PENGENDALI**  
**PART A: DETAILS OF OPERATOR**

1) No. TTX\* (TTX No. \*) 124-2023-10000001

2) Nama Perniagaan\* (Name of Business\*) MJ REFUND MJ

**BAHAGIAN B: BUTIRAN PEMBAYARAN BALIK**  
**PART B: DETAILS OF REFUND**

3) Jenis Pembayaran Balik\* (Refund Type\*)

☐ Peremitan (Remission)

☒ Terlebih bayar (Overpaid)

☐ Tersilap bayar (Erroneously paid)

☐ Hutang lapuk (Bad debt)

☐ Lain-Lain (Others)

Sila Nyatakan : (Please specify)

4) Maklumat Tuntutan\* (Claim Details\*)

Sila gunakan muka surat sebelah, jika ruangan tidak mencukupi (Please use page overleaf if space insufficient)

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

5) Jumlah Amaun Cukai Yang Dituntut\* (Total Tax Amount Claimable\*) RM400.00

Figure 34 TTx-04 Refund Application form page 1



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 30

### BAHAGIAN C: PERAKUAN PART C: DECLARATION

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

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

#### Maklumat Tuntutan\* (Claim Details\*)

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

### UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY)

Tarikh Diterima\* 08/02/2023  
(Received Date\*)

Tarikh Cop Pos\*  
(Postmark Date\*)

Nombor Resit\* 500018CT  
(Receipt Number\*)

Figure 35 TTx-04 Refund Application form page 2



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 31

### 1.1.7 Amend Details of Bank

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






Action	Status	TTx-03 No.	BOD No.	TTx-04 No.	Taxable Period	Overpaid Balance
 Action 	QUERY	124-31006-1/2301	-	124-2023-P100023-0	01/07/2022 - 31/07/2022	RM400.00
 Amend 						
 Action	No Application	124-31003-0/2301	-	-	01/03/2022 - 31/03/2022	RM30,000.00

Figure 36 Amend button on Refund Request table list

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



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 32

Dashboard

Administrations

License Profile Maintenance

Tax Return

Bill of Demand (BOD Status)

Payment

Refund

Remission

Subsidiary Ledger

Inbox

JABATAN KASTAM DIRAJA MALAYSIA

Royal Malaysian Customs Department

English

124-2023-10000001 | MARIYAM JAMELAH

Application for Tourism Tax Refund

Refund Status: QUERY

Refund ID: -

TTx04 No: 124-2023-P100023-0

Submitted Date/Time: 08/02/2023 03:16:41 PM

Previous Offset No: -

PART A: Details of Application for Tourism Tax Refund

TTX No.: 124-2023-10000001

Name of Business: MJ REFUND MJ

PART B: Details of Refund

Refund Type\*: OVERPAID

Refund Method\*: CREDIT ACCOUNT OFFSET

Payment Receipt No.: 500018CT

Select Taxable Period\*

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

Claim Details\*

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

Amount Claimable : RM400.00

Offset / Carry Forward Balance (RM) : RM0.00

Total Amount Claimable (RM) : RM400.00

PART C: Details of Bank

Operator's Bank Account No\*: 1234567890

Operator's Bank Account Name\*: MARIYAM JAMELAH

Bank Code\*: BIMBMYKL Bank Code Description : BANK ISLAM MALAYSIA BERHAD

Spick Code : BIMBMYKL0004010025 Spick Code Description : TAWAU

Application Letter\*

1. TEST 5.pdf

Remission Approval Letter

Upload Supporting Document

Payment Receipt with the Overpaid Amount\*

Upload Supporting Document

1. TEST 4.pdf

Front page of Bank Statement\*

Upload Supporting Document

1. TEST 3.pdf

Business Registration Document

Upload Supporting Document

Other Document

Upload Supporting Document

PART D: Declaration

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

Name Of Authorized Person\*: MARIYAM JAMELAH

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

Officer Remark

YOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE REFUND APPLICATION.

DOCUMENTS NEEDED:

1. SIGNED REMISSION APPROVAL LETTER

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

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

1 total

Back Submit

Figure 37 Amend form for Refund Application



6. Input amount claimable in **Amount Claimable** field (Refer Figure 37).

*Note: Mandatory.*

*Note: Amount Claimable cannot be more than Overpaid.*

7. Input bank account no. in **Operator's Bank Account No.** field (Refer Figure 37).

*Note: Mandatory.*


8. Input bank account name in **Operator's Bank Account Name** field (Refer Figure 37).


*Note: Mandatory.*

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

**PART C: Details of Bank**

Operator's Bank Account No\* :

Operator's Bank Account Name\*  :

Bank Code\* :   **A** Bank Code Description :


Spick Code :   **B** Spick Code Description :

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

9. Click **Search** button (A) on the lookup table for **Bank Code** field (Refer Figure 38).
10. System will display list of Bank Code (Refer Figure 39).



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

Figure 39 List of Bank Code (Amend form)

11. Input bank code in **Search** field. Click on **Search** button (A) to search for available bank code (Refer Figure 39).

*Note: Mandatory.*

12. Click on **Select** button (B) to select a bank code (Refer Figure 39).

13. Click on **Close** button (C) to return to create refund application page (Refer Figure 39).

14. Click **Search** button (B) on the lookup table for **Spick Code** field (Refer Figure 38).

15. System will display list of Spick Code (Refer Figure 40).



The screenshot shows a window titled "Bank Branch Code" with a search bar at the top right containing a magnifying glass icon (labeled A). Below the search bar is a table with three columns: "Actions", "Code", and "Description". The first row of the table has a "Select" button (labeled B) in the "Actions" column, followed by the code "BIMBMYKL0004001144" and the description "AEROMALL AIRPORT, JOHOR". Other rows include "ALOR SETAR", "AMPANG", "ARA DAMANSARA", and "AYER KEROH, MELAKA", each with a "Select" button. At the bottom left of the table, it says "139 total". At the bottom right, there is a "Close" button with a red 'X' icon (labeled C). The table has a pagination bar at the bottom with numbers 1 through 5, where 1 is highlighted.

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

Figure 40 List of Spick Code (Amend form)

16. Input spick code in **Search** field. Click on **Search** button (A) to search for available spick code (Refer Figure 40).

*Note: Optional.*

17. Click on **Select** button (B) to select a spick code (Refer Figure 40).

18. Click on **Close** button (C) to return to create refund application page (Refer Figure 40).

19. Click on **Upload Supporting Document** field to upload **Application Letter** (Refer Figure 37).

*Note: Mandatory.*

20. System will display File Upload window (Refer Figure 41).

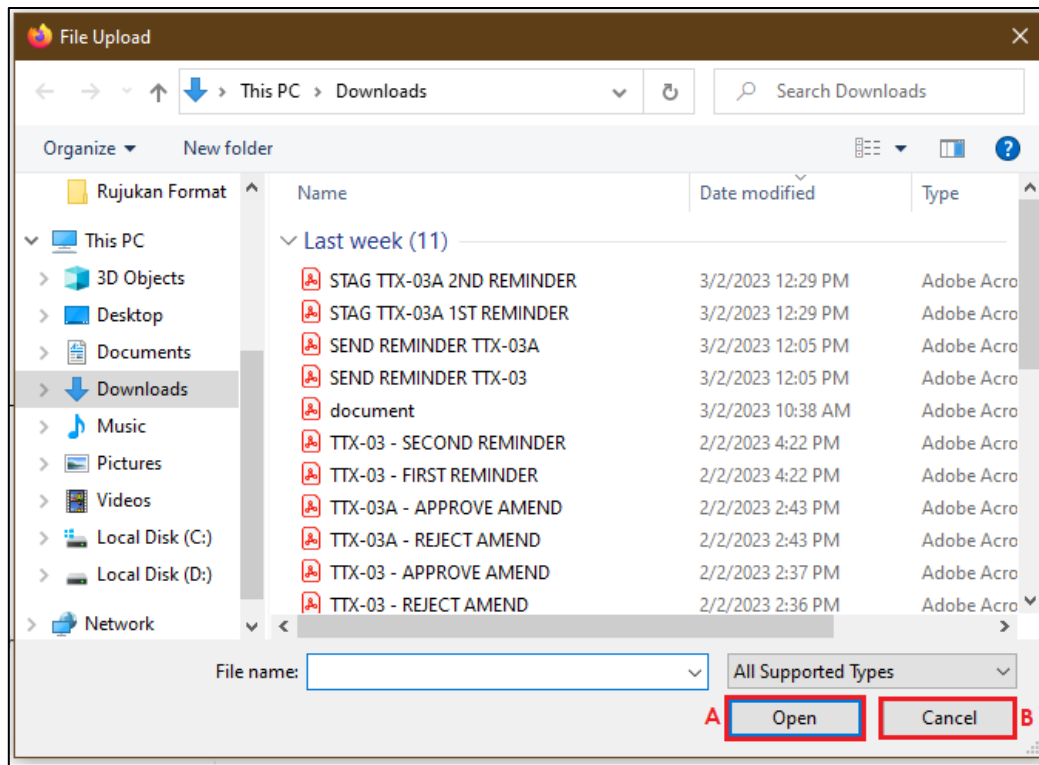



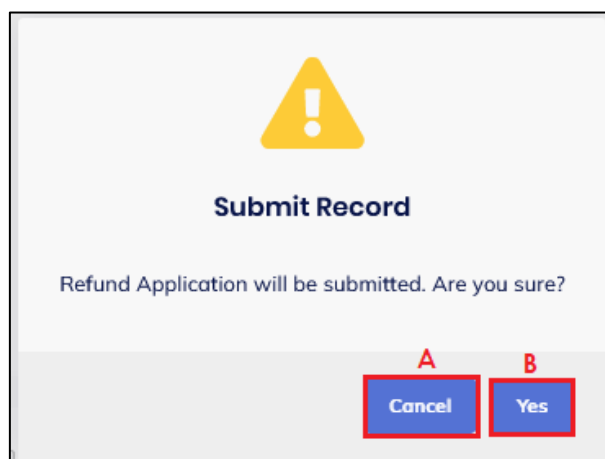
Figure 41 File Upload Window (Amend form)

21. Select the file and click **Open** button (A) to upload (Refer Figure 41).
22. Click on **Cancel** button (B) to return to create application page (Refer Figure 41).
23. Click on **Upload Supporting Document** field to upload **Remission Approval Letter** (Refer Figure 37).  
*Note: Optional.*
24. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount** (Refer Figure 37).  
*Note: Mandatory.*
25. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement** (Refer Figure 37).  
*Note: Mandatory.*
26. Click on **Upload Supporting Document** field to upload **Business Registration Document** (Refer Figure 37).  
*Note: Optional.*
27. Click on **Upload Supporting Document** field to upload **Other Document** (Refer Figure 37).  
*Note: Optional.*



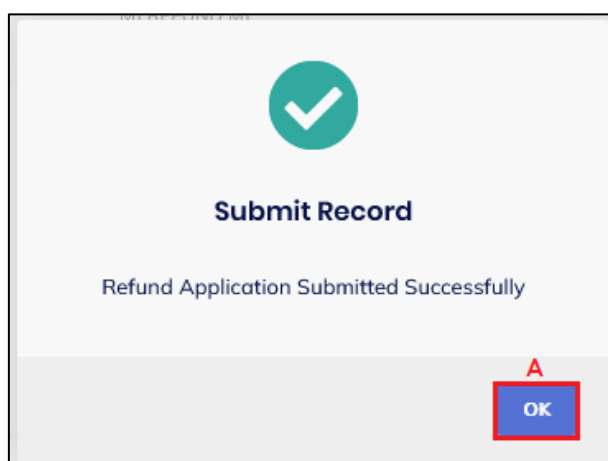
 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	Doc Ref: EITS/CMMI/ENG/RSD/UM	Version: 1.0
	Doc ID: MYTTX_OPERATOR_REFUND-OFFSET_UM_v1.0	Page No: 37

28. Click on **Back** button (A) to return to the Refund Request page (Refer Figure 37).
29. Click on **Submit** button (B) to submit amendments (Refer Figure 37).
30. System will display confirmation message (Refer Figure 42).



*Figure 42 Amend confirmation message*

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



*Figure 43 Amend success message*

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



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 1.0

Doc ID: MYTTX\_OPERATOR\_REFUND-OFFSET\_UM\_v1.0

Page No: 38

### Application for Tourism Tax Refund

Refund Status **PENDING APPROVAL**

Refund ID -

TTx04 No 124-2023-P100023-1

Submitted Date/Time 08/02/2023 05:23:13 PM

Previous Offset No -

#### PART A: Details of Application for Tourism Tax Refund

TTX No. : 124-2023-10000001

Name of Business : MJ REFUND MJ

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

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

Bill	TTx-04 No	Received Date	Operator's Bank Account	Operator's Bank Account Name	Bank Code	Bank Code Descrip	S
0	124-2023-P100023-0	08/02/2023 03:16:29 PM	1234567890	MARIYAM JAMIELAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	B 0.
> 1	124-2023-P100023-1	08/02/2023 05:23:13 PM	1234567890	MARIYAM JAMIELAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	B 0.

2 total

Figure 45 List of historical amendments table list

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



## 1.2 Refund Status/ History

Refund Status History

Search

Advanced Filters **A**

Refund ID: Refund ID TTx-03 No.: TTx-03 No. Status: Please Choose

Refund Method: Please Choose TTx-04 No.: TTx-04 No. Submitted Date: Select date

**B** Clear **C** Search

Action	Status	Refund Method	Taxable Period	TTx-04 No.	TTx-03 No.	BOD No.	Submitted Date	Refund ID	Total Tax Amount
Action	OFFSETTING	OFFSET	01/03/2022 - 31/03/2022	124-2023-P100004-0	124-31003-0/2301	-	03/01/2023	R00000041	90,000.00
Action	REJECTED	OFFSET	01/07/2022 - 31/07/2022	124-2023-P100010-0	124-31006-0/2301	-	19/01/2023	-	400.00
Action	REJECTED	OFFSET	01/07/2022 - 31/07/2022	124-2023-P100018-0	124-31006-0/2301	-	31/01/2023	-	400.00
Action	REJECTED	CREDIT ACCOUNT	01/11/2022 - 30/11/2022	124-2023-P100011-0	124-31011-0/2301	-	19/01/2023	-	490.00
Action	REJECTED	OFFSET	01/02/2019 - 28/02/2019	124-2023-P100019-0	124-31002-0/2302	-	08/02/2023	-	100,000.00
Action	REJECTED	OFFSET	01/04/2019 - 30/04/2019	124-2023-P100020-0	124-31004-0/2302	-	08/02/2023	-	100,001.00

6 total

Figure 46 Refund Status/ History page

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



## 1.2.1 View Refund Status/ History

Refund Status History

Search

Advanced filters

Refund ID: Refund ID

TTX-03 No.: TTX-03 No.

Status: Please Choose

Refund Method: Please Choose

TTX-04 No.: TTX-04 No.

Submitted Date: Select date

Clear Search

Action	Status	Refund Method	Taxable Period	TTX-04 No.	TTX-03 No.	BOD No.	Submitted Date	Refund ID	Total
<b>Action</b> A	OFFSETTING	OFFSET	01/03/2022 - 31/03/2022	124-2023-P100004-0	124-31003-0/230 1	-	03/01/2023	R0000004 1	
<b>View</b> B									
<b>Print</b> C	OFFSET	OFFSET	01/07/2022 - 31/07/2022	124-2023-P100010-0	124-31006-0/230 1	-	19/01/2023	-	
<b>Action</b>	REJECTED	OFFSET	01/07/2022 - 31/07/2022	124-2023-P100018-0	124-31006-0/230 1	-	31/01/2023	-	
<b>Action</b>	REJECTED	CREDIT ACCOUNT	01/11/2022 - 30/11/2022	124-2023-P100011-0	124-31011-0/230 1	-	19/01/2023	-	
<b>Action</b>	REJECTED	OFFSET	01/02/2019 - 28/02/2019	124-2023-P100019-0	124-31002-0/230 2	-	08/02/2023	-	
<b>Action</b>	REJECTED	OFFSET	01/04/2019 - 30/04/2019	124-2023-P100020-0	124-31004-0/230 2	-	08/02/2023	-	

6 total

Figure 47 View and Print buttons in Refund Status/ History

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



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 1.0

Doc ID: MYTTX\_OPERATOR\_REFUND-OFFSET\_UM\_v1.0

Page No: 41

TTX

Dashboard

Administrations

License Profile Maintenance

Tax Return

Bill of Demand (BOD Status)

Payment

Refund

Refund Request

Refund Status/History

Remission

Subsidiary Ledger

Inbox

JABATAN KASTAM DIRAJA MALAYSIA  
Royal Malaysian Customs Department

English 124-2023-1000001 | MARIYAM JAMIELAH

### Application for Tourism Tax Refund

Refund Status  
TTx04 No  
Previous Offset No

OFFSETTING  
124-2023-P100026-0  
-

Refund ID  
Submitted Date/Time

R00000048  
09/02/2023 10:04:41 AM

#### PART A: Details of Application for Tourism Tax Refund

TTX No.: 124-2023-1000001

Name of Business: MJ REFUND MJ

#### PART B: Details of Refund

Refund Type\*: OVERPAID

Refund Method\*: ☐ CREDIT ACCOUNT ☒ OFFSET

Payment Receipt No.: 500020CT

Select Taxable Period\*

Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payat	Paid Balance (RM)
<input checked="" type="radio"/>	BOD ISSUED	124-31007-0/2301	-	01/06/2022 - 30/06/2022	RM400.00	RM400.00

Claim Details\*

Form No.:	Form Type:	Taxable Period	Total Tax Paid (RM):	Overpaid (RM):	Amount Claimable
124-31009-0/2301	Tax Return	01/09/2022 - 30/09/2022	RM0.00	RM600.00	\$20

Amount Claimable: RM520.00

Offset / Carry Forward Balance (RM): RM0.00

Total Amount Claimable (RM): RM600.00

#### PART C: Details of Bank

Operator's Bank Account No\*: 1234567890

Operator's Bank Account Name\*: MJ REFUND SDN BHD

Bank Code\*: BIMBMYKL  Bank Code Description: BANK ISLAM MALAYSIA BERHAD

Spick Code: BIMBMYKL0004010025  Spick Code Description: TAWAU

Supporting Document\*  
1. TEST 1.pdf  
2. TEST 2.pdf  
3. TEST 3.pdf

#### PART D: Declaration

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

Name Of Authorized Person\*: MARIYAM JAMIELAH

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

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

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

< 1 total

A

Back

Figure 48 Refund Application page 2



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 3.0

Doc ID: MYTTX\_OPERATOR\_REFUND\_UM\_v3.0

Page No: 42

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



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 1.0

Doc ID: MYTTX\_OPERATOR\_REFUND-OFFSET\_UM\_v1.0

Page No: 43


### 1.3 Inbox

The screenshot displays the MYTTX Inbox interface. On the left is a dark sidebar with navigation options: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, and Subsidiary Ledger. The 'Inbox' option is selected. The main content area is titled 'Inbox' and features a search bar (B) and an 'Advanced filters' button (A). Below the search bar are two date selection fields for 'Email Sent Date'. At the bottom right of the filter section are 'Clear' (D) and 'Inquiry' (C) buttons. The inbox table lists five notifications with columns for 'Email Date', 'Main Subject', and 'Email'. All emails are from 'khattab.testing1@gmail.com'.

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

Figure 49 Inbox page

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

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 1.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND-OFFSET_UM_v1.0</b>	<b>Page No: 44</b>

### 1.3.1 View & Download Notification Letters

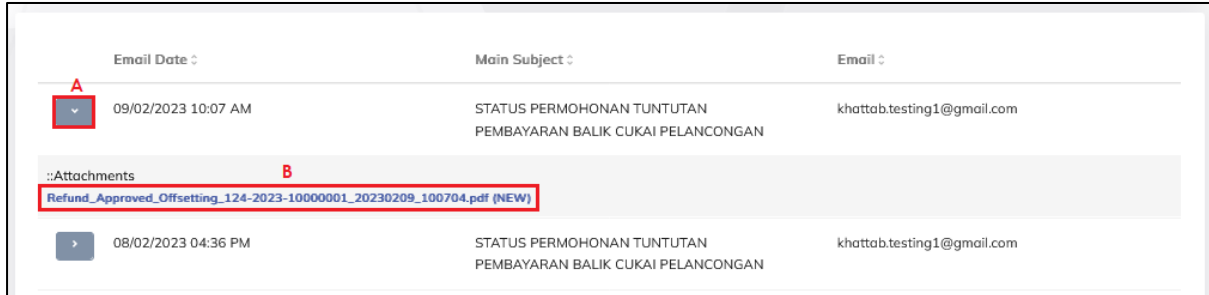


Figure 50 Open button in Inbox table list

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

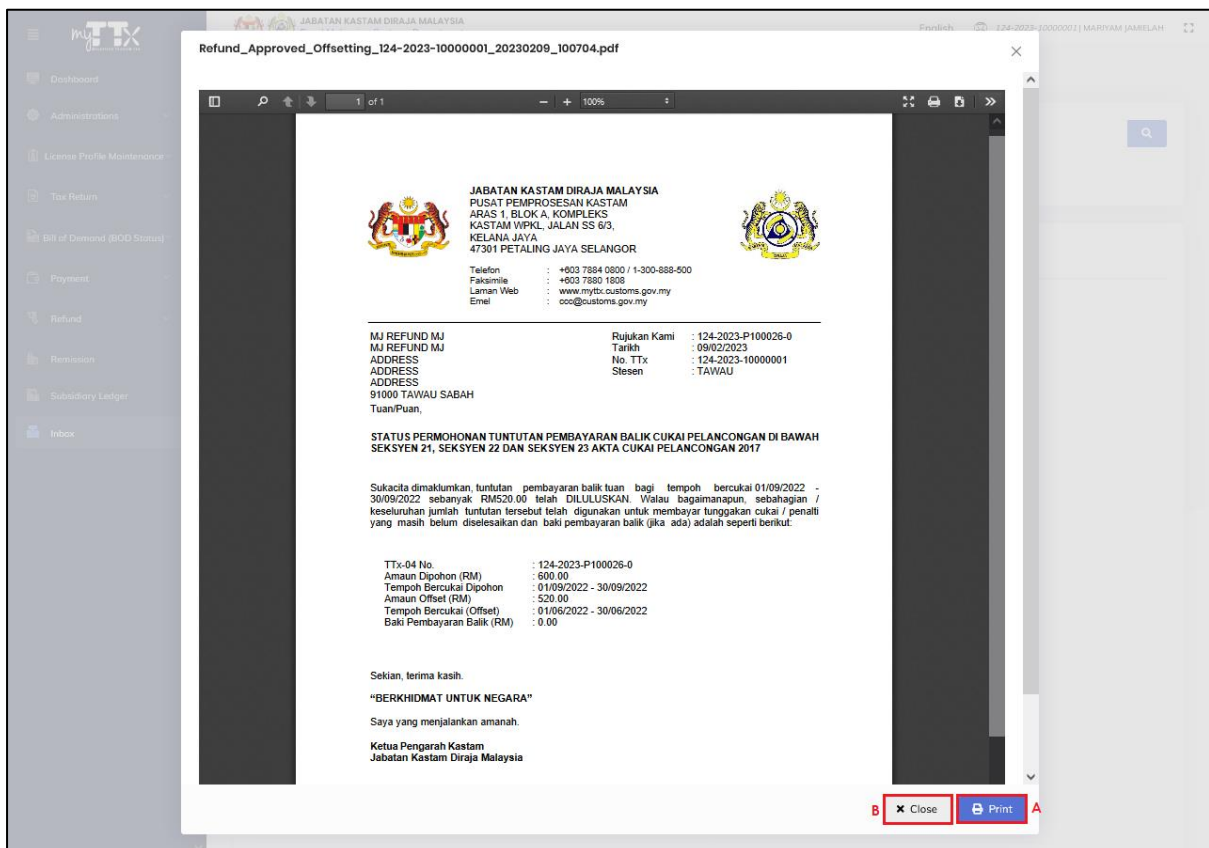



Figure 51 Print notification letter page



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



 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 1.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND-OFFSET_UM_v1.0</b>	<b>Page No: 45</b>

### 1.3.1.1 Query Letter

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

	<b>JABATAN KASTAM DIRAJA MALAYSIA</b> PUSAT PEMROSESAN KASTAM 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	
---	--	---

---

MJ REFUND MJ	Rujukan Kami : 124-2023-P100023-0
MJ REFUND MJ	Tarikh : 08/02/2023
ADDRESS	No. TTx : 124-2023-10000001
ADDRESS	Stesen : TAWAU
ADDRESS	
91000 TAWAU SABAH	
Tuan/Puan,	

**STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN DI BAWAH SEKSYEN 21, SEKSYEN 22 DAN SEKSYEN 23 AKTA CUKAI PELANCONGAN 2017**

Perkara di atas adalah dirujuk.

Dimaklumkan bahawa permohonan tuntutan pembayaran balik tuan seperti dibawah telah DIKUIRI. Sila kemukakan maklumat/dokumen tambahan seperti berikut:

Tempoh Bercukai	: 01/07/2022 - 31/07/2022
Amaun (RM)	: 400.00
TTx-04 No.	: 124-2023-P100023-0

YOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE REFUND APPLICATION.

DOCUMENTS NEEDED:

1. SIGNED REMISSION APPROVAL LETTER

THANK YOU.

Figure 52 Query Letter page 1



**JABATAN KASTAM DIRAJA MALAYSIA**

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 1.0

Doc ID: MYTTX\_OPERATOR\_REFUND-OFFSET\_UM\_v1.0

Page No: 46

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

Sila hubungi ADMIN di alamat emel [stag.tb2021@gmail.com](mailto:stag.tb2021@gmail.com) atau di talian 10-4521212156 untuk sebarang pertanyaan dan keterangan lanjut.

Sekian, terima kasih.

**"BERKHIDMAT UNTUK NEGARA"**

Saya yang menjalankan amanah.

**Ketua Pengarah Kastam  
Jabatan Kastam Diraja Malaysia**

*Dokumen ini adalah cetakan komputer dan tidak memerlukan tandatangan*

Figure 53 Query Letter page 2



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref: EITS/CMMI/ENG/RSD/UM

Version: 1.0

Doc ID: MYTTX\_OPERATOR\_REFUND-OFFSET\_UM\_v1.0

Page No: 47

### 1.3.1.2 Approved Offsetting Letter

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




	<b>JABATAN KASTAM DIRAJA MALAYSIA</b> PUSAT PEMROSESAN KASTAM 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		
<hr/>		
MJ REFUND MJ MJ REFUND MJ ADDRESS ADDRESS ADDRESS 91000 TAWAU SABAH Tuan/Puan,	Rujukan Kami : 124-2023-P100026-0 Tarikh : 09/02/2023 No. TTx : 124-2023-10000001 Stesen : TAWAU	
<b>STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN DI BAWAH SEKSYEN 21, SEKSYEN 22 DAN SEKSYEN 23 AKTA CUKAI PELANCONGAN 2017</b>		
Sukacita dimaklumkan, tuntutan pembayaran balik tuan bagi tempoh bercukai 01/09/2022 - 30/09/2022 sebanyak RM520.00 telah DILULUSKAN. Walau bagaimanapun, sebahagian / keseluruhan jumlah tuntutan tersebut telah digunakan untuk membayar tunggakan cukai / penalti yang masih belum diselesaikan dan baki pembayaran balik (jika ada) adalah seperti berikut:		
TTx-04 No. : 124-2023-P100026-0 Amaun Dipohon (RM) : 600.00 Tempoh Bercukai Dipohon : 01/09/2022 - 30/09/2022 Amaun Offset (RM) : 520.00 Tempoh Bercukai (Offset) : 01/08/2022 - 30/08/2022 Baki Pembayaran Balik (RM) : 0.00		
Sekian, terima kasih.		
<b>"BERKHIDMAT UNTUK NEGARA"</b>		
Saya yang menjalankan amanah.		
Ketua Pengarah Kastam Jabatan Kastam Diraja Malaysia		
Dokumen ini adalah cetakan komputer dan tidak memerlukan tandatangan		

Figure 54 Approved Offsetting Letter

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	Doc Ref: EITS/CMMI/ENG/RSD/UM	Version: 1.0
	Doc ID: MYTTX_OPERATOR_REFUND-OFFSET_UM_v1.0	Page No: 48

### 1.3.1.3 Approved Bank-In Letter

- Public user will receive Approved Bank-In Letter after Officer has approved the bank-in refund application (Refer Figure 55).

	<b>JABATAN KASTAM DIRAJA MALAYSIA</b> 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 : <a href="http://www.myttx.customs.gov.my">www.myttx.customs.gov.my</a> E-mel : <a href="mailto:ccc@customs.gov.my">ccc@customs.gov.my</a>	
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BLUE EYE HOTEL BLUE WORLD SDN BHD JALAN LAUT SELATAN LORONG 1/5 50000 KUALA LUMPUR KUALA LUMPUR	Rujukan Kami : 141-2023-P100053-0 Tarikh : 05/11/2023 No. TTx : 141-2023-10000028 Stesen : KUALA LUMPUR
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Tuan/Puan,

**STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN DI BAWAH SEKSYEN 21, SEKSYEN 22 DAN SEKSYEN 23 AKTA CUKAI PELANCONGAN 2017**

Perkara di atas adalah dirujuk.

2. Sukacita dimaklumkan bahawa bayaran melalui *Electronic Fund Transfer (EFT)* ke dalam akaun tuan telah dihantar ke bank untuk diproses.

3. Maklumat bayaran adalah seperti berikut:

Refund No.	: 141-2023-P100053-0
Amaun Bayaran	: RM440.00
Tempoh Bercukai	: 01/04/2023 - 30/04/2023
Nama Bank	: HONG LEONG BANK BERHAD
No. Akaun Bank	: 08041274182
Tarikh Hantar Ke Bank	: 05/11/2023
Perihal Bayaran	: PEMBAYARAN BALIK LEBIHAN CUKAI PELANCONGAN

Sekian, terima kasih.


**“BERKHIDMAT UNTUK NEGARA”**

Saya yang menjalankan amanah.

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



*Dokumen ini adalah cetakan komputer dan tidak memerlukan tandatangan*

Figure 55 Approved Bank-In Letter

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref: EITS/CMMI/ENG/RSD/UM</b>	<b>Version: 1.0</b>
	<b>Doc ID: MYTTX_OPERATOR_REFUND-OFFSET_UM_v1.0</b>	<b>Page No: 49</b>

#### 1.3.1.4 Rejected Application Letter

- Public user will receive Rejected Application Letter after Officer has rejected the refund application (Refer Figure 56).

	<b>JABATAN KASTAM DIRAJA MALAYSIA</b> PUSAT PEMROSESAN KASTAM 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 : <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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MJ REFUND MJ	Rujukan Kami : 124-2023-P100018-0
MJ REFUND MJ	Tarikh : 08/02/2023
ADDRESS	No. TTx : 124-2023-10000001
ADDRESS	Stesen : TAWAU
91000 TAWAU SABAH	

Tuan/Puan,

**STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN DI BAWAH SEKSYEN 21, SEKSYEN 22 DAN SEKSYEN 23 AKTA CUKAI PELANCONGAN 2017 BAGI TEMPOH BERCUKAI 01/07/2022 - 31/07/2022**

Perkara di atas adalah dirujuk.

Dimaklumkan permohonan tuntutan pembayaran balik tuan **DITOLAK** kerana:

- REJECT THIS APPLICATION

Sila hubungi REFUND AO 1 CDN di alamat emel [ao1cdn2022@gmail.com](mailto:ao1cdn2022@gmail.com) atau di talian 130-03123456789 untuk sebarang pertanyaan dan keterangan lanjut.

Sekian, terima kasih.

**"BERKHIDMAT UNTUK NEGARA"**

Saya yang menjalankan amanah.

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

*Dokumen ini adalah cetakan komputer dan tidak memerlukan tandatangan*

Figure 56 Rejected Application Letter