

## JABATAN KASTAM DIRAJA MALAYSIA

# **USER MANUAL**

MALAYSIAN TOURISM TAX (MyTTx)

REFUND MODULE (PPPD)

VERSION 3.0

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#### 1 Refund Menu

= my	JABATAN KASTAM DIRA Royal Malaysian Custom	JA MALAYSIA S Department		English 😨 124-2023-10000001   MARIYAM JAMIELAH	0
Dashboard	Dashboard 🎓 - Dashboard	4			
Administrations					
👔 License Profile Maintenance 🗸	Company Summa	ry	🔊 Login		
🖻 Tax Return 🗸 🗸	License No.	124-2023-10000001	Name	MARIYAM JAMIELAH	
Bill of Demand (BOD Status)	Company Name	MJ REFUND MJ	Identity No.	970920125824	
🛱 Payment 🗸	BRN No./Identity Card No.	970920125824	Type of User	PUBLIC USER	
ৃ ্দি Refund → A	Station Name	TAWAU	Access Level	ADMINISTRATOR	
and the second s			Last Login	08/02/2023 09:52	
Subsidiary Ledger					
indox.	Tax Submission Re     Taxable Period Start 0     No data available     Otatal	Taxable Period End : Due Date	≎ First Rem	inder : Second Reminder :	
	2019 - 2023 © MyTTx				

Figure 1 Dashboard page

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



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() HELATILLA TRANSPORTER	Royal Malaysian Custom	IJA MALAYSIA Is Department		English 😨 124-2023-10000001   MARIYAM JAMIELAH
Dashboard	Dashboard 🛪 - Dashboar	d		
Administrations 🗸				
License Profile Maintenance V	Company Summe	ary	💼 Login	
] Tax Return 🗸	License No.	124-2023-10000001	Name	MARIYAM JAMIELAH
Bill of Demand (BOD Status)~	Company Name	MJ REFUND MJ	Identity No.	970920125824
Payment ~	BRN No./Identity Card	970920125824	Type of User	PUBLIC USER
Defined 0	No. Station Name	TAWAU	Access Level	ADMINISTRATOR
			Last Login	08/02/2023 09:52
Refund Status/History				
Subsidiary Ledger				
Inbox	Taxable Period Start 0	Taxable Period End 0 Due Date 0	First Remin	der 0 Second Reminder 0
Inbox	Taxable Period Start 0	Taxable Period End 0 Due Date 0	First Remin	der 0 Second Reminder 0
Inbox	Taxable Period Start 0 No data available	Taxable Period End 0 Due Date 0	First Remin	der : Second Reminder :
Inbox	Taxable Period Start 0	Taxable Period End 0 Due Date 0	First Remin	der : Second Reminder :
Inbox	Taxable Period Start : No data available	Taxable Period End : Due Date :	First Remin	Second Reminder :
Inbox	Taxable Period Start : No data available	Taxable Period End : Due Date :	First Remin	Second Reminder :
Intex	Taxable Period Start : No data available 0 total	Taxable Period End : Due Date :	First Remin	der : Second Reminder :
Inbox	Taxable Period Start : No data available 0 total	Taxable Period End : Due Date :	First Remin	Second Reminder :
Inbox	Taxable Period Start : No data available 0 total	Taxable Period End : Due Date :	First Remin	Second Reminder :

#### Figure 2 Refund sub menus

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

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#### 1.1 Refund Request

= my	Kata Kata Kata Kata Kata Kata Kata Kata	STAM DIRAJA MALAYSIA ion Customs Deportment						E	inglish 😰 124-2023-200	хороод ј маянула јамеелан 🛛 🖸
👿 Dashboard	Refund Request									
Administrations ~										
👔 License Profile Mointenance	Search	۵								٩
📄 Tax Return 🗸 🗸	Taxable Period	<b>C</b>		TTx-03 No.			Status			
Bill of Demand (BOD Status)		🛱 Select d	ote 🗄	TTx-03 No.			Please C	loose		
🗂 Payment 🗸	Refund Method			TTx-04 No			Submitted	Date		
W Beford 0	Please Choose			TTx-04 No					🗄 Select date	8
Refund Request									B Clear	C Q Search
Refund Status/History									0	
B Remission	Action	Status :	TTx-03 No. :	BOD No. :	TTx-04 No :	Taxable Period	Overpaid Balance	Refund Method :	Submitted Date :	Receipt No. :
🖺 Subsidiary Ledger	C 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
inbox 🔤	Action *	PENDING APPROVAL	124-31004-0/2302	-	124-2023- P100020-0	01/04/2019 - 30/04/2019	RM100,001.0D	OFFSET	08/02/2023	500366CT
	Action *	PENDING APPROVAL	124-31002-0/2302	-	124-2023- P100019-0	01/02/2019 - 28/02/2019	RM100,000.0D	OFFSET	08/02/2023	500365CT
	🏟 Action -	PENDING APPROVAL	124-31006-1/2301	-	124-2023- P100018-0	01/07/2022 - 31/07/2022	RM400.0D	OFFSET	02/02/2023	500018CT
	C 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	RM60,000.0D	-	-	500293CT
	C Action *	DRAFT	124-31024-0/2301	-	124-2023- P100012-0	01/02/2021 - 28/02/2021	RM149,900.0D	OFFSET		500292CT
	C Action •	No Application	124-31009-0/2301	-		01/09/2022 - 30/09/2022	RM600.00	-		500020CT
	O Action *	No Application	-	124-2023-0160003		01/05/2022 - 31/05/2022	RM500.00			500017OH
	C Action *	No Application	124-31001-0/2301			01/01/2022 - 31/01/2022	RM400.0D	-		500014CT
	11 total								14 <	1 2 → H

#### 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).



#### 1.1.1 View Refund Request

	ABATAN KASTAM DIRAJA MALAYSIA Rayal Malaysian Customs Department			English	124-2023-1000	2001   MARIYAM JAMIELAH
Dashboard	Refund Request					
Administrations ~						
📋 License Profile Maintenance 🗸	Search					٩
🗑 Tax Return 🗸 🗸	Taxable Period	TTx-03 No.		Status		
Bill of Demand (BOD Status)	Select date 📋 Select date	🗄 TTx-03 No.		Please Choos	se.	×
🛱 Revenant V	Refund Method	TTx-04 No		Submitted Date	2	
	Please Choose	∨ TTx-04 No			🗒 Sele	ct date 📋
<ul> <li>Refund</li> <li>Refund Request</li> </ul>					S Clear	Q Search
Refund Status/History						
a Remission	Action Status 0	TTx-03 No. 0	BOD No. 0	TTx-04 No 0	Taxable Period	Overpaid Balanc
Subsidiary Ledger	Action A PENDING APPROVAL	124-31006-0/2302		124-2023- P100021-0	01/06/2019 - 30/06/2019	RM100,002.00
🚡 Inbox	Action PENDING APPROVAL	124-31004-0/2302	-	124-2023- P100020-0	01/04/2019 - 30/04/2019	RM100.001.00
	Action      PENDING APPROVAL	124-31002-0/2302	-	124-2023- P100019-0	01/02/2019 - 28/02/2019	RM100,000.00
	Action      PENDING APPROVAL	124-31006-1/2301		124-2023- P100018-0	01/07/2022 - 31/07/2022	RM400.00
	Action - PENDING APPROVAL		124-2023-0160004	124-2023- P100011-0	01/11/2022 - 30/11/2022	RM490.00
	Action - No Application	124-31025-0/2301		-	01/04/2021 - 30/04/2021	RM60,000.00
	Action - DRAFT	124-31024-0/2301	-	124-2023- P100012-0	01/02/2021 - 28/02/2021	RM149,900.00
~	Action      No Application	124-31009-0/2301			01/09/2022 -	RM600.00

Figure 4 View button in Refund Request page

- 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).

<u> Cor</u>		Doc Ref: EITS/CMN	II/ENG/RSD/UM		1/	sion: 2.0
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		Doc ID: MYTTX_PPPI	D_REFUND_UM_v3.0		Pag	e No: 5
= mitty 🏙	JABATAN KASTAM DIRAJA MALAYSI Royal Malaysian Customs Departmer	a, it	En	glish 🔉 124-2023-1000000	I MARIYAM JAMIELAH	;
Dashboard Applic	ation for Tourism Tax	Refund				
Administrations     Refun	d Status PENDING /	APPROVAL	Refund ID -			
License Profile Maintenance - TTx04 Previo	No 124-2023- pus Offset No -	P100023-0	Submitted Date/Time 08/02/202	3 03:16:41 PM		
🗑 Tax Return V	A: Details of Application for Tou	ırism Tax Refund				
Bill of Demand (BOD Status)     TTX N     Payment	o. :	124-2023-10000001				
Refund ↔	of Business :	MJ REFUND MJ				
Remission PART	B: Details of Refund					
Subsidiary Ledger Refund	d Type* :	OVERPAID				
Refun	d Method* :	CREDIT ACCOUNT O OFFSET				
Paymo	ent Receipt No. : Taxable Period*	500018CT				
Sel	lect Status	TTx-03 No. BOD No.	Taxable Period A	ctual Amount Payab Paid	I Balance (RM)	-
0	PENDING PAYMENT	124-31003-0/2302 -	01/03/2019 - 31/03/2019	RM100,000.00 R	M100,000.00	
Claim	Details*					
For 124	rm No. ≎ Form Ty 4-31006-1/2301 Tax Retu	pe C Ταxable Period	Total Tax Paid (RM) C Ove	erpaid (RM) 0 Amou	nt Claimmable	
		31/07/2022		400		
			Amount Claimmable :	RM400.00		
			Offset / Carry Forward Balance (RM) : Total Amount Claimmable (RM) :	RM0.00		
				10400.00		
PART	C: Details of Bank					
Opera	tor's Bank Account Name*0:	MARIYAM JAMIELAH				
Bank (	Code*:	BIMBMYKL	Bank Code Description :	BANK ISLAM MALAYS	IA BERHAD	
Spick	Code :		Spick Code Description :		li.	
		BIMBMYKL0004010025		TAWAU	11.	
Applic	ation Letter*					
			Upload Supporting Document			
		1 TEST S will				
Remis	sion Approval Letter	1. FEBT 2.00				
			Upload Supporting Document			
Payme Amou	ent Receipt with the Overpaid nt*					
			Upload Supporting Document			
Front	page of Bank Statement*	1. TEST 4.pdf				
			Upload Supporting Document			
		1. TEST 3.pdf				
Duant	ss registration Document					
			Upload Supporting Document			
Other	Document					
			Upload Supporting Document			
_						
PART	D: Declaration	tated in the form are true and complete and gar	ee any notice to be served to me through electronic	etronic device		
Name	Of Authorized Person* :	MARIYAM JAMIELAH	ee any notice to be served to me through eit	caone device		
Identit	ry Card No. / Passport No.* :	IC - Identity Card No				
		990909099009				
	istorical amondments (Control of the	how all history including the error of the second				
List of h Bil	ISTORICAI AMENDMENTS (System will s	now all history including the one show above) eived Date Operator's Bank Accoun Ope	rator's Bank Account Name Ba	ink Code Bank Code	Descriț Spick C	
	124-2023-P100023-0 08/0	2/2023 1234567890 MAR		MBMYKL BANK ISLA	A BIMBM	
> 0	03:1	6:29 PM		MALAYSIA	040100	

Figure 5 Refund Application page 1

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- 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).

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#### 1.1.2 Create Refund Application

Action	Status ^	TTx-03 No. 0	BOD No. 0	TTx-04 No 0	Taxable Period	Overpaid Balanc
Action -	DRAFT	124-31024-0/2301		124-2023- P100012-0	01/02/2021 - 28/02/2021	RM149,900.00
Action - A	No Application	124-31025-0/2301		-	01/04/2021 - 30/04/2021	RM60,000.00
	A	121 21220 0/2201			04/00/2022	D1 (500.00

Figure 6 Create button in Refund Request table list

- 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).

LOY	Doc Ref: EITS/CI	MMI/ENG/RSD/UM	,	largion: 20
ATAN KASTAM DIRAJA MALAYSIA			v	
		PD_REFUND_UM_V3.0	r	age NO: 0
Boyal Malaysian Customs Department	k t		English 🛞 161-2023-11000113   MA	ARY JANE []
Dashboard     Application for Tourism Tax I	Refund			
Administrations     Refund Status     NO APPLIC	ATION	Refund ID -		
License Profile Maintenance - TTX04 No - Previous Offset No -		Submitted Date/Time -		
Tax Return PART A: Details of Application for Tou Bill of Demond (BOD Status)	rism Tax Refund			
TTX No. :	161-2023-11000113			
Name of Business :	ORANGE YOU HOTEL			
Refund Request. PART B: Details of Refund Refund Status/History				
Refund Type" :	Please Choose			~
Subskillary Ledger Refund Method* :				
Inbox Fuyinent Receipt No Currency* :	202425010110000001TX Please Choose			
Claim Details*				
Form No. 0 Form T	ype 🗧 Taxable Period	Total Tax Paid (RM) $\Diamond$ Overpaid	d (RM) 0 Amount Claimable (	(RM)
161-31001-0/2401 Tax Ret	urn 01/02/2023 - 28/02/2023	RM500.00 RM	305.00 RM 305	
		Amount Claimable (RM) :	RM30	5.00
		Bank-In Amount (RM) :	RM30	5.00
		Total Amount Claimable (RM) :	RM30	5.00
PART C: Details of Bank				
Bank Account Type* :	CURRENT SAVING			
Account No.* :	Digital Platform Service Provider's B	3ank Account No.		
Account Holder Name* : Bank Name* :	Account Holder Name			
Bank Address* :	Bank Address 1			
	Bank Address 2			
	Bank Address 3			
Country* : State* :	Please Choose			~
Postcode* :	Postal Code			
City* :	City			
Swift Code*:	Swift Code	Q Swift Code Description :	Description	
Application Letter*				
		Upload Supporting Document		
Remission Approval Letter				
		Upload Supporting Document		
Payment Receipt with the Oversold				
Amount*		Upload Supporting Document		
Front page of Bank Statement*		Upload Supporting Document		
Business Registration Document		Upload Supporting Document		
		samon		
Other Document				
		Upload Supporting Document		
PART D: Declaration				
I hereby declare that the information s	tated in the form are true and complete a	nd agree any notice to be served to me through ele	ctronic device	
Name Of Authorized Person* : Identity Card No. / Passoort No.* :	Name Of Authorized Person			
identity core to 7 Passport Ho	Fleuse Choose			· ·
List of historical amendments (System will si Bil TTx-04A No	now all history including the one show ab Received Digital Pl	atform Account Holder Name	Bank Name Ban	nk Addr
List of historical amendments (System will si Bil TTx-04A No	now all history including the one show ab Received Digital PI Date Service P Bank Acc	ove) atform Account Holder Name rovider's ount No.	Bank Name Ban	ık Addr

Figure 7 Create form for Refund Application

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4.	Select refund type from <b>Refu</b>	<b>nd Type</b> drop down (Refer Figure 7).		
	Note: Mandatory			
	Note: There are 5 Refund Typ	pe including Remission, Overpaid, Erroneous	ly Paid, BOD	

Debt and Others.
5. Select refund method from **Refund Method** radio button (Refer Figure 7). Note: Mandatory.

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

- Select currency from Currency dropdown (Refer Figure 7). Note: Mandatory.
- Select Taxable Period table list will be displayed if select Offset as Refund Method (Refer Figure 8).

Select Taxable	e Period*					
Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payab	Paid Balance (RM)
0	PENDING PAYMENT	124-31003-0/2302		01/03/2019 - 31/03/2019	RM100,000.00	RM100,000.00
$\bigcirc$	PENDING PAYMENT	124-31005-0/2302		01/05/2019 - 31/05/2019	RM10,010.00	RM10,010.00
$\bigcirc$	PENDING PAYMENT	124-31009-0/2302		01/09/2019 - 30/09/2019	RM199,900.00	RM199,900.00

Figure 8 Select Taxable Period table list

- Select one taxable period to be offset on the Select Taxable Period table list. Note: Mandatory
- Input amount claimable in Amount Claimable field (Refer Figure 7). Note: Mandatory.

Note: Amount Claimable cannot be more than Overpaid.

 Select bank account type from **Bank Account Type** radio button (Refer Figure 7). Note: Mandatory.

Note: There are 2 Bank Account Type including Current and Saving.

 Input bank account no. in Digital Platform Service Provider's Bank Account No. field (Refer Figure 7).

Note: Mandatory.

12. Input account holder name in **Account Holder Name** field (Refer Figure 7). Note: Mandatory.

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

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13. Input bank name in <b>Bank I</b>	Name field (Refer Figure 7).			
Note: Mandatory.				

Note: Mandatory.

- Select country from **Country** drop down (Refer Figure 7).
   Note: Mandatory.
- Input state in **State** field (Refer Figure 7).
   Note: Mandatory.
- 17. Input postcode in **Postcode** field (Refer Figure 7). Note: Mandatory.
- Input city in **City** field (Refer Figure 7).
   Note: Mandatory.
- Input swift code in Swift Code field (Refer Figure 7).
   Note: Mandatory.
- 20. Click on Upload Supporting Document field to upload Application Letter (Refer Figure 7).

Note: Mandatory.

21. System will display File Upload window (Refer Figure 9).



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👈 File Upload			×
← → ` ↑ ↓ > Th	is PC > Downloads ~	・ こ	ıds
Organize 🔻 New folde	er		
📙 Rujukan Format \land	Name	Date modified	Туре ^
🗸 💻 This PC	∨ Last week (11)		·
> 🧊 3D Objects	🙈 STAG TTX-03A 2ND REMINDER	3/2/2023 12:29 PM	Adobe Acro
> 📃 Desktop	👃 STAG TTX-03A 1ST REMINDER	3/2/2023 12:29 PM	Adobe Acro
> 🗄 Documents	SEND REMINDER TTX-03A	3/2/2023 12:05 PM	Adobe Acro
> 🕹 Downloads	SEND REMINDER TTX-03	3/2/2023 12:05 PM	Adobe Acro
> h Music	locument	3/2/2023 10:38 AM	Adobe Acro
Dictures	TTX-03 - SECOND REMINDER	2/2/2023 4:22 PM	Adobe Acro
> Pictures	TTX-03 - FIRST REMINDER	2/2/2023 4:22 PM	Adobe Acro
> Videos	TTX-03A - APPROVE AMEND	2/2/2023 2:43 PM	Adobe Acro
> 🏪 Local Disk (C:)	🔈 TTX-03A - REJECT AMEND	2/2/2023 2:43 PM	Adobe Acro
> 👝 Local Disk (D:)	TTX-03 - APPROVE AMEND	2/2/2023 2:37 PM	Adobe Acro
> 💣 Network 🗸 🗸	TTX-03 - REJECT AMEND	2/2/2023 2:36 PM	Adobe Acro ¥
File n	ame:	✓ All Supported Types	~
		A Open	Cancel B

Figure 9 File Upload Window (Create form)

- 22. Select the file and click **Open** button (A) to upload (Refer Figure 9).
- 23. Click on **Cancel** button (B) to return to create application page (Refer Figure 9).
- 24. Click on **Upload Supporting Document** field to upload **Remission Approval Letter** (Refer Figure 7).

Note: Optional.

25. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount** (Refer Figure 7).

Note: Mandatory.

26. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement** (Refer Figure 7).

Note: Mandatory.

27. Click on **Upload Supporting Document** field to upload **Business Registration Document** (Refer Figure 7).

Note: Optional.

28. Click on Upload Supporting Document field to upload Other Document (Refer Figure 7).

Note: Optional.



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- 29. Click on the **Declaration** checkbox (Refer Figure 7). Note: Mandatory.
- 30. Input name in Name of Authorized Person field (Refer Figure 7). Note: Mandatory.
- 31. Input identity card or passport no. in Identity Card No./ Passport No. field (Refer Figure 7).

Note: Mandatory.

- 32. Click on **Back** (A) button to return to the Refund Request page (Refer Figure 7).
- 33. Click on Save (B) button to save the refund application (Refer Figure 7).
- 34. System will display the confirmation message (Refer Figure 10).



Figure 10 Create confirmation message

- 35. Click on Cancel button (A) to cancel creating the application (Refer Figure 10).
- 36. Click on Yes button (B) to continue saving the application (Refer Figure 10).
- 37. System will display the success message (Refer Figure 11).

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Figure 11 Create success message

- 38. Click on **OK** button (A) (Refer Figure 11).
- 39. Refund application is successfully created. System update status to Draft (Refer Figure 12).

≡	my <b>t T</b> X	1	Kata Katan Kastan Kastan Kastan Royal Malaysian Cu	DIRAJA MALAYSIA stoms Department				English	24-2023-10000001   MARIYAM JAMIELAH	0
	Dashboard	^	Application for Tou	ırism Tax Re	fund					
	Administrations V		Refund Status	DRAFT		Refund ID	-			
	License Profile Maintenance 🗸		TTx04 No Previous Offset No	124-2023-P10	00012-0	Submitted Date/Time	-			
	Tax Return 🗸 🗸									
	Bill of Demand (BOD Status) ~		PART A: Details of Appli	cation for Touris	m Tax Refund					
	Payment 🗸 🗸		TTX No. :		124-2023-10000001					
	Refund ^		Name of Business :		MJ REFUND MJ					

Figure 12 Refund Application with status Draft

40. In status Draft, **Delete** (A), **Save** (B) and **Submit** (C) buttons will be displayed (Refer Figure 13).

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Ē	Doc Ref: EITS/CMMI/ENG/RSD/UM Doc ID: MYTTX_PPPD_REFUND_UM_v3.0		

> 124-2023-P100012-0 0	20/01/2023 12:36:34 PM	1234567890	MJ REFUND MJ	MBBEMYKL	MALAYAN BANKING BERHAD (MAYBANK)	MBBEM 002710
<						>
1 total						
				Α	В	С
			1	← Back 前 Delete	🖬 Save	🗸 Submit

Figure 13 Delete, Save and Submit buttons on Refund Application with status Draft

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#### 1.1.3 Edit Refund Application

Action	Status ^	TTx-03 No. 0	BOD No. 0	TTx-04 No 0	Taxable Period	Overpaid Balanc
Action - A	DRAFT	124-31024-0/2301		124-2023- P100012-0	01/02/2021 - 28/02/2021	RM149,900.00
🌣 Action 👻	No Application	124-31025-0/2301	-	-	01/04/2021 - 30/04/2021	RM60,000.00

Figure 14 Edit button in Refund Request table list

- 1. Click on **Actions** button (A) on refund application with status Draft (Refer Figure 14).
- 2. Click on **Edit** button (B) to edit the refund application (Refer Figure 14).
- 3. System will display edit form for Refund Application (Refer Figure 15).

	<u>)</u>	Doc Ref: EITS/0	CMMI/ENG/RSD/UM		Varatar 0.0
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		Doc ID: MYTTX_I	PPPD_REFUND_UM_v3.0		Page No: 16
	JABATAN KASTAM DIRAJA MALAYS	A	STAGING	English (2) 161-2023-110001	13   MARY JANE
Dashboard	Application for Tourism Tax	Refund		- 0	
Administrations ~	Refund Status DRAFT	Koruna	Refund ID -		
📋 License Profile Maintenance 🗸	TTx04 No 161-2024 Previous Offset No -	-P110001-0	Submitted Date/Time -		
🗑 Tax Return 🗸	PART A: Details of Application for To	urism Tax Refund			_
Bill of Demand (BOD Status)∨	TTX No. :	161-2023-11000113			
🤻 Refund 🔨	Name of Business :	ORANGE YOU HOTEL			
Refund Request	PART B: Details of Refund				
Remission	Refund Type* :	OVERPAID			× -
Subsidiary Ledger	Refund Method* :	CREDIT ACCOUNT OFFS	SET		
🚰 Inbox	Poyment Receipt No. :	202425010110000001TX			
	Claim Details*	MYR / RINGGI			
	Form No. 0 Form	Type $\hat{\}$ Taxable Period	Total Tax Paid (RM) 0 Overpaid	(RM) 0 Amount Claime	able (RM)
Ļ	161-31001-0/2401 Tax Re	turn 01/02/2023 - 28/02/2023	RM500.00 RM	805.00 RM 305	
			Amount Claimable (RM) :	F	RM305.00
			Bank-In Amount (RM) :	F	RM305.00
			Total Amount Claimable (RM) :	F	RM305.00
	PART C: Details of Bank				
	Bank Account Type* :	CURRENT SAVING			
	Account No.* :	00764129890			
	Account Holder Name* : Bank Name* :	ORANGE YOU HOTEL	D		
	Bank Address* :	BANK ADDRESS 1			
		BANK ADDRESS 2			
	Country* :	BANK ADDRESS 3			
	State* :	PUTRAJAYA			
	Postcode* :	62150			
	City*:	PRESINT 2	Suife Calls Description :		
	Switt Code":	BIMBMYKL	Q Swift Code Description :	Description	<i>h</i> .
	Application Letter*				
			Upload Supporting Document		
	Remission Approval Letter	1. TEST 1.pdf			
			Upload Supporting Document		
	Payment Receipt with the Overpaid				
	Amount*		Upload Supporting Document		
		1. TEST 2.pdf			
	Front page of Bank Statement*		Uplagd Sunnarting Document		
	Business Registration Document	1. TEST 3.pdf			
			Upload Supporting Document		
	Other Document				
			Upload Supporting Document		
	DADT 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 elec	tronic device	
	Name Of Authorized Person* :	AISYA HUMAIRA			
	Identity Card No. / Passport No.* :	IC - Identity Card No			× _
		990920126672			
	List of historical amendments (System will :	show all history including the one show	above)		
	Bil TTx-04A No	Received Digital Date Service	Platform Account Holder Name e Provider's	Bank Name	Bank Addr
	<b>&gt;</b> 0 161-2024-P110		Account No.	BANK ISLAM MALAYSIA	BANK ADDF
	101-2024-1110	/01-0 - 00/641	25050 OTARGE FOOTIOTEL		
				BERHAD	BANK ADDF BANK ADDF

Figure 15 Edit form for Refund Application



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- Select refund type from Refund Type drop down (Refer Figure 15). 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 15). Note: Mandatory.

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

- 6. Select currency from **Currency** dropdown (Refer Figure 15). Note: Mandatory.
- Input amount claimable in Amount Claimable field (Refer Figure 15). Note: Mandatory.

Note: Amount Claimable cannot be more than Overpaid.

 Select bank account type from Bank Account Type radio button (Refer Figure 15). Note: Mandatory.

Note: There are 2 Bank Account Type including Current and Saving.

 Input bank account no. in Digital Platform Service Provider's Bank Account No. field (Refer Figure 15).

Note: Mandatory.

10. Input account holder name in Account Holder Name field (Refer Figure 15).

Note: Mandatory.

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

- Input bank name in **Bank Name** field (Refer Figure 15).
   Note: Mandatory.
- 12. Input bank address in **Bank Address** field (Refer Figure 15). Note: Mandatory.
- Select country from **Country** drop down (Refer Figure 15).
   Note: Mandatory.
- Input state in State field (Refer Figure 15).
   Note: Mandatory.
- 15. Input postcode in **Postcode** field (Refer Figure 15). Note: Mandatory.



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- Input city in **City** field (Refer Figure 15).
   Note: Mandatory.
- 17. Input swift code in Swift Code field (Refer Figure 15).

Note: Mandatory.

18. Click on **Upload Supporting Document** field to upload **Application Letter** (Refer Figure 15).

Note: Mandatory.

19. System will display File Upload window (Refer Figure 16).

🍅 File Upload						×
$\leftrightarrow$ $\rightarrow$ $\land$ $\land$	$\leftrightarrow$ $\rightarrow$ $\checkmark$ $\bigstar$ $\checkmark$ This PC $\rightarrow$ Downloads $\checkmark$					ads
Organize 🔻 New fo	Organize 🔻 New folder					- 🔳 🕐
📙 Rujukan Format	^	Name			Date modified	Туре ^
🗸 💻 This PC		✓ Last week (1)	1)			
> 🧊 3D Objects		🔊 STAG TTX-0	A 2ND REMINDER		3/2/2023 12:29 PM	Adobe Acro
> 📃 Desktop		剧 STAG TTX-03	3A 1ST REMINDER		3/2/2023 12:29 PM	Adobe Acro
> 🔮 Documents	÷.	🔊 SEND REMIN	NDER TTX-03A		3/2/2023 12:05 PM	Adobe Acro
> 🕹 Downloads		🖲 SEND REMIN	NDER TTX-03		3/2/2023 12:05 PM	Adobe Acro
> h Music		locument			3/2/2023 10:38 AM	Adobe Acro
> E Pictures		🔊 TTX-03 - SEC	COND REMINDER		2/2/2023 4:22 PM	Adobe Acro
Videos		🔊 TTX-03 - FIR	ST REMINDER		2/2/2023 4:22 PM	Adobe Acro
Videos		🛃 TTX-03A - A	PPROVE AMEND		2/2/2023 2:43 PM	Adobe Acro
> 🏪 Local Disk (C:)		📕 TTX-03A - R	EJECT AMEND		2/2/2023 2:43 PM	Adobe Acro
> 👝 Local Disk (D:)		🔒 TTX-03 - AP	PROVE AMEND		2/2/2023 2:37 PM	Adobe Acro
Naturali		🔒 TTX-03 - REJ	ECT AMEND		2/2/2023 2:36 PM	Adobe Acro 💙
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Fil	e na	me:			<ul> <li>All Supported Types</li> </ul>	~
					A Open	Cancel B

Figure 16 File Upload Window (Edit form)

- 20. Select the file and click **Open** button (A) to upload (Refer Figure 16).
- 21. Click on Cancel button (B) to return to create application page (Refer Figure 16).
- 22. Click on **Upload Supporting Document** field to upload **Remission Approval Letter** (Refer Figure 15).

Note: Optional.

23. Click on Upload Supporting Document field to upload Payment Receipt with the Overpaid Amount (Refer Figure 15).

Note: Mandatory.



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24. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement** (Refer Figure 15).

Note: Mandatory.

25. Click on **Upload Supporting Document** field to upload **Business Registration Document** (Refer Figure 15).

Note: Optional.

26. Click on **Upload Supporting Document** field to upload **Other Document** (Refer Figure 15).

Note: Optional.

27. Click on the **Declaration** checkbox (Refer Figure 15).

Note: Mandatory.

- 28. Input name in **Name of Authorized Person** field (Refer Figure 15). Note: Mandatory.
- 29. Input identity card or passport no. in **Identity Card No./ Passport No.** field (Refer Figure 15).

Note: Mandatory.

- 30. Click on **Back** button (A) to return to Refund Request page (Refer Figure 15).
- 31. Click on **Save** button (B) to update the refund application (Refer Figure 15).
- 32. System will display the confirmation message (Refer Figure 17).



Figure 17 Edit confirmation message

- 33. Click on **Cancel** button (A) to cancel updating the refund application (Refer Figure 17).
- 34. Click on **Yes** button (B) to continue updating the refund application (Refer Figure 17).
- 35. System will display the success message (Refer Figure 18).

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Figure 18 Edit success message

- 36. Click on **OK** button (A) (Refer Figure 18).
- 37. Refund application is successfully updated.



#### 1.1.4 Delete Refund Application

- 1. Click on Actions button (A) on refund application with status Draft (Refer Figure 14).
- 2. Click on Edit button (B) to delete the refund application (Refer Figure 14).
- 3. System will display edit form for Refund Application (Refer Figure 15).

ist 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		
<b>&gt;</b> 0	124-2023-P100022-0	08/02/2023 01:29:05 PM	1234567890	MARIYAM JAMIELAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBM' 040100		
1 toto	al						>		
				← Back	A iii Delete	B Save	🗸 Submit		

Figure 19 Delete button in Edit Refund Application page

- 4. Click on **Delete** button (A) (Refer Figure 19).
- 5. System will display confirmation message (Refer Figure 20).



Figure 20 Delete confirmation message

- 6. Click on **Cancel** button (A) to cancel deleting the application (Refer Figure 20).
- 7. Click on Yes button (B) to continue deleting the application (Refer Figure 20).
- 8. System will display success message (Refer Figure 21).

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Figure 21 Delete success message

- 9. Click on **OK** button (A) (Refer Figure 21).
- 10. Draft refund application is successfully deleted. A new refund application can be made.



#### 1.1.5 Submit Refund Application

- 1. Click on Actions button (A) on refund application with status Draft (Refer Figure 14).
- 2. Click on **Edit** button (B) to submit the refund application (Refer Figure 14).
- 3. System will display edit form for Refund Application (Refer Figure 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			
<b>&gt;</b> 0	124-2023-P100012-0	20/01/2023 12:36:34 PM	1234567890	MJ REFUND MJ	MBBEMYKL	MALAYAN BANKING BERHAD (MAYBANK)	MBBEN 002710			
< 1 to	otal						>			
				← Bac	k 📋 Delete	Save	A ✓ Submit			

Figure 22 Submit button in Edit Refund Application page

- 4. Click on **Submit** button (A) (Refer Figure 22).
- 5. System will display confirmation message (Refer Figure 23).



Figure 23 Submit confirmation message

- 6. Click on **Cancel** button (A) to cancel submitting the refund application (Refer Figure 23).
- 7. Click on **Yes** button (B) to continue submitting the refund application (Refer Figure 23).
- 8. System will display success message (Refer Figure 24).

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Figure 24 Submit success message

- 9. Click on OK button (A) (Refer Figure 24).
- 10. Refund application is successfully submitted. Status will be updated to Pending Approval (Refer Figure 25).

Application for Tourism Tax Refund									
Refund Status     PENDING AF       TTx04 No     124-2023-P       Previous Offset No     -	PROVAL 100023-0	Refund ID Submitted Date/Time	- 08/02/2023 03:16:41 PM						
PART A: Details of Application for Tour	ism Tax Refund								
TTX No. :	124-2023-10000001								
Name of Business :	MJ REFUND MJ								

Figure 25 Refund Application with status Pending Approval (Submit form)

11. In status Pending Approval, **Print** button (A) will be displayed (Refer Figure 26). Refund Application form can be printed after it has been submitted.

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#### 1.1.6 Print Application Form

List of historical amendments (System will show all history including the one show above)										
	Bil	TTx-04 No	Received Date	Operator's Bank Accoun	Operator's Bank Account Name	Bank Code	Bank Code Descriț	Spick C		
	<b>&gt;</b> 0	124-2023-P100023-0	08/02/2023 03:16:29 PM	1234567890	MARIYAM JAMIELAH	BIMBMYKL	BANK ISLAM MALAYSIA BERHAD	BIMBM <sup>°</sup> 040100		
	1 toto	al						>		
							← Back	A Print		

Figure 26 Print button on Refund Application with status Pending Approval

- 1. Click on **Print** button (A) (Refer Figure 26).
- 2. System will display print refund application page (Refer Figure 27).

	The Antonia	(\$2) 124-2023-10000001   MARI	YAM JAMIELAH
= my <u>s sx</u>	Export in PDF Format	×	
🗐 Dashboard			
Administrations ~		۹	
$\left  \widehat{\underline{\mathbb{I}}} \right $ License Profile Maintenance $\vee$			
Tax Return	ROYAL MALAYSIAN CUSTOMS DEPAR PEMBAYARAN BALIK CUKAI PELANCONI TOURISM TAX REFUND	]	
Poyment Refund Refund Remission Subsidiary Ledger	<ul> <li>Nota Penting (Important Notes)</li> <li>1) Sila iskan borang ini dengan menaip menggunakan HURUF BESAR (Please type in using BLOCK LET</li> <li>2) Sila rujuk Panduan Mengis Borang Cukai Pelancongan (Please refer to guide to fill up tourism tax formi 3) Ruangan yang bertanda (*) adalah wajib diisi (Columm with (*) is a mandatory field)</li> <li>4) Sila tandakan (X) dalam petak yang berkenaan (Please tick (X) accordingly)</li> <li>5) Satu permohonan adalah layak untuk satu jenis tuntutan pembayaran balik sahaja. (An application is el type of refund only)</li> <li>6) Sila sertakan jadual kiraan tuntutan dan dokumen berkaitan jika perlu. (Please attach worksheet or relev document, if required)</li> <li>7) Sila hubungi Pusat Panggilan Kastam ditalian 1.300-88-8500 / 03-78067200 atau emel ccc@customs.gu</li> </ul>		
	for further enquiry)	<b>B</b> wnload	
	> 124-2023-P100023-0 08/02/2023 1234567890 MARIYAM JAMIELAH BIMBMYKL 0 03:16:29 PM		
			🖨 Print
	2019 - 2023 © MyTTx		

Figure 27 Print Refund Application page

3. Click on **Cancel** button (A) to return to the submitted refund application page (Refer Figure 27).

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- 4. Click on **Download** button (B) to continue print the refund application form (Refer Figure 27).
- 5. PDF file of the refund application will be downloaded (Refer Figure 28 & Figure 29).

(O)	JABATAN K ROYAL MALAY PEMBAYARAN TOU	ASTAM DIRAJA MALAYSIA SIAN CUSTOMS DEPARTME BALIK CUKAI PELANCONG RISM TAX REFUND	NT No. Huj. 11x-04: AN	124-2023-1*100023-0
Nota Penting ( <i>Importan</i> 1) Sila isikan borang ini 2) Sila rujuk Panduan N 3) Ruangan yang bertar 4) Sila tandakan (X) dal 5) Satu permohonan ad type of refund only) 6) Sila sertakan jadual k document, if required) 7) Sila hubungi Pusat P pertanyaan lanjut ( <i>Plea</i> : for further enquiry)	t Notes) dengan menaip menggu lengisi Borang Cukai Pel nda (*) adalah wajib diisi iam petak yang berkenaa ialah layak untuk satu jen kiraan tuntutan dan dokur anggilan Kastam ditalian se contact Customs Call	nakan HURUF BESAR (Pla ancongan (Please refer to g (Column with (*) is a mande n (Please tick (X) according is tuntutan pembayaran bal nen berkaitan jika perlu. (P 1-300-88-8500 / 03-78087 Center at 1-300-88-8500 / 0	ease type in using BLO wide to fill up tourism ta tory field) W ik sahaja. (An applicatio iease attach worksheet 100 atau emel ccc@cus 3-78067200 or email co	CK LETTERS) x form) on is eligible for one or relevant toms.gov.my untuk cc@customs.gov.my
	BAHAGI PART	AN A: BUTIRAN PENGEN A: DETAILS OF OPERATO	DALI DR	
1) No. TTX* (TTX No	o.*)	124-2023-10000001		
2) Nama Perniagaar	n* (Name of Business*)	MJ REFUND MJ		
	BAHAGIAN		N BALIK	
	PAR	T B: DETAILS OF REFUN	)	
(Remission)	(Overpaid)	paid)	(Bad debt) ( Sila Nya (Please	otners) takan : specify)
<ol> <li>Methods Tostat</li> </ol>	ent (Claim Datailat)			
<ol> <li>Maklumat Tuntuta Sila gunakan muk (Please use page</li> </ol>	an* (Claim Details*) ta surat sebelah, jika n overleaf if space insu	uangan tidak mencukupi <i>fficient)</i>		
<ol> <li>Maklumat Tuntuta Sila gunakan muk (Please use page No Rujukan T (TTx-03 Referent)</li> </ol>	an* (Claim Details*) (a surat sebelah, jika n ; overleaf if space insu: Tx-03 Jue No.)	uangan tidak mencukupi fficient) ukai Telah Dibayar (RM) (Total Tax Paid)	Amaun Cukai Yang (Tax Amount C	Dituntut (RM) Jaimable)
<ol> <li>Maklumat Tuntuta Sila gunakan muk (Please use page No Rujukan T (TTx-03 Referer 124-31008-1/</li> </ol>	an* (Claim Details*) ka surat sebelah, jika n e overleaf if space insui Tx-03 loe No.) 2301	uangan tidak mencukupi fficient) ukai Telah Dibayar (RM) (Total Tax Paid) 400.00	Amaun Cukai Yang (Tax Amount C 400.0	Dituntut (RM) laimable)

Figure 28 TTx-04A Refund Application form page 1



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Saya dengan ini mengaku bahawa maklumat dinyatakan dalam borang ini adalah benar, betul dan lengkap (, hereby deolare that the information stated in the form are true, correct and complete)         30) Nama Orang Diberi Kuasa* (Name of Authorized Person')       MARIYAM JAMIELAH         7) Nombor Kad PengenalaniPasport* (Identity Card Number/Passport No.')       990909090909         30) Nombor Kad PengenalaniPasport* (Identity Card Number/Passport No.')       990909090909         31) Nombor Kad Pengendali*       1234507890         (Operator's Bank Account No.')       BANK ISLAM MALAYSIA         9) Nama Bank* (Bank Name*)       BANK ISLAM MALAYSIA         9) Nama Bank* (Bank Name*)       BANK ISLAM MALAYSIA         9) Oj Tarikh* (Date*)       08/02/2023       1/) Tandatangan*         9) Nama Tuntutan* (Claim Details*)       [Signature*)         1       124-31008-1/2301       400.00         UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY)         Tarikh Cop Pos* (Received Date*)         Nombor Resit*       500018CT         (Received Date*)       50018CT			BAHAGIAN C: PERAKUAN PART C: DECLARATION	
Nama Orang Diberi Kuasa* (Name of Authorized Person') MARIYAM JAMIELAH Nombor Kad Pengenalan/Pasport* (Identity Card Number/Passport No.*) 9000000000 Nombor Akaun Bank Pengendali* (Operator's Bank Account No.*) BANK ISLAM MALAYSIA BANK ISLAM MALAYSIA BERHAD Nama Bank* (Bank Name*) BANK ISLAM MALAYSIA BERHAD Nama Bank* (Bank Name*) BANK ISLAM MALAYSIA BERHAD Nama Bank* (Claim Details*) <u>BIL No Rujukan TTx-03 Jumlah Cukai Telah Dibayar (RM) (Tax Amount Claimable) (Total Tax Paid) (Total Tax Paid) (Tax Amount Claimable) (Tax Amount Claimable) 1 124-31006-1/2301 400.00 400.00 UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY) Tarikh Diterima* 08/02/2023 Tarikh Cop Pos* (Postmark Date*) Nombor Resit* 500018CT (Receipt Number*)</u>	Saya deng (I, hereby de	an ini mengaku bahawa mał eclare that the information state	clumat dinyatakan dalam borang ini d in the form are true, correct and comp	adalah benar, betul dan lengkap plete)
1) Nombor Kad Pengenalan/Pasport* (Identity Card Number/Passport No.*)       9090909009         2) Nombor Akaun Bank Pengendali*       1234567890         20) Nama Bank* (Bank Name*)       BANK ISLAM MALAYSIA         20) Tarikh* (Date*)       08/02/2023       11) Tandatangan*         20) Tarikh* (Date*)       08/02/2023       11) Tandatangan*         21) Makumat Tuntutan* (Claim Details*)       23         21) Makumat Tuntutan* (Claim Details*)       23         22) Makumat Tuntutan* (Claim Details*)       23         23) Mark Bank* (Bank Name*)       33         24) Makumat Tuntutan* (Claim Details*)       24         25) Makumat Tuntutan* (Claim Details*)       24         26) Makumat Tuntutan* (Claim Details*)       24         27) Makumat Tuntutan* (Claim Details*)       30         28) Makumat Tuntutan* (Claim Details*)       24         29) Makumat Tuntutan* (Claim Details*)       24         20) Tarikh Claim T17×03 Reference No       1         21) 124-31008-1/2301       400.00       400.00         20) Tarikh Claim T17×03 (Total Tax Paid)       (Total Tax Paid)         21) 124-31008-1/2301       Tarikh Cop Pos*         22) 70018CT       (Postmark Date*)         Nombor Resit*       500018CT         23) 70018CT       7	6) Nama (	Orang Diberi Kuasa* (Name o	of Authorized Person*)	MARIYAM JAMIELAH
3) Nombor Akaun Bank Pengendali* (Operator's Bank Account No.*) BANK ISLAM MALAYSIA BERHAD 3) Nama Bank* (Bank Name*) 10) Tarikh* (Date*) 08/02/2023 1/) Tandatangan* (Signature*) 4) Maklumat Tuntutan* (Claim Details*) 1 1 1 1 1 1 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 2 3 1 1 1 2 4 3 1 1 1 2 4 3 1 1 1 2 4 3 1 1 1 2 4 3 1 1 2 4 3 1 1 2 4 3 1 1 2 4 3 1 1 2 4 3 1 1 2 4 3 1 1 2 4 3 1 1 2 4 3 1 1 2 4 3 1 1 2 4 3 1 1 2 4 3 1 4 0 1 1 2 4 3 1 4 0 1 1 2 4 3 4 3 4 3 4 4 4 4 0 1 4 4 4 0 1 4 4 4 0 1 4 4 0 1 4 4 0 1 4 <td>7) Nombo</td> <td>or Kad Pengenalan/Pasport*</td> <td>(Identity Card Number/Passport No.*)</td> <td>990909099009</td>	7) Nombo	or Kad Pengenalan/Pasport*	(Identity Card Number/Passport No.*)	990909099009
() Deraid's baik Account No.*)       BANK ISLAM MALAYSIA BERHAD         (a) Nama Bank* (Bank Name*)       BANK ISLAM MALAYSIA BERHAD         (a) Tarikh* (Date*)       08/02/2023       11) Tandatangan* (Signature*)         (J) Tarikh* (Date*)       08/02/2023       11) Tandatangan* (Signature*)         (Maklumat Tuntutan* (Claim Details*)       (Total Tax Paid)       Amoun Cukal Yang Dituntut (RM) (Total Tax Paid)         (No.)       (TTX-03 Reference No.)       Jumlah Cukal Telah Dibayar (RM) Amaun Cukal Yang Dituntut (RM) (Total Tax Paid)         1       124-31008-1/2301       400.00       400.00         UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY)         Tarikh Diterima*       08/02/2023       Tarikh Cop Pos* (Postmark Date*)         Nombor Resit*       500018CT       (Postmark Date*)         Nombor Resit*       500018CT	8) Nombo	or Akaun Bank Pengendali*		1234567890
10) Tarikh* (Date*) 08/02/2023 1/1) Tandatangan* (Signature*) Maklumat Tuntutan* (Claim Details*) <u>III No Rujukan TTx-03 Jumlah Cukai Telah Dibayar (RM) Amaun Cukai Yang Dituntut (RM)</u> (Total Tax Paid) (Tax Amount Claimable) <u>1 124-31008-1/2301 400.00 400.00</u> UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY) Tarikh Diterima* 08/02/2023 Tarikh Cop Pos* (Received Date*) (Postmark Date*) Nombor Resit* 500018CT (Receipt Number*)	(Opera 9) Nama i	Bank* (Bank Name*)		BANK ISLAM MALAYSIA BERHAD
Maklumat Tuntutan* (Claim Details*)          Bit.       No Rujukan TTx-03       Jumlah Cukai Telah Dibayar (RM)       Amaun Cukai Yang Dituntut (RM)         1       124-31008-1/2301       400.00       400.00         UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY)         Tarikh Diterima*       08/02/2023       Tarikh Cop Pos*         (Received Date*)       08/02/2023       Tarikh Cop Pos*         Nombor Resit*       500018CT         (Receipt Number*)       500018CT	10) Tarikh'	* (Date*) 08/02/2023	11) Tandatangan* (Signature*)	
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* (Received Date*)         08/02/2023 (Postmark Date*)           Nombor Resit*         500018CT (Receipt Number*)         500018CT	Maklumat 1	Tuntutan* (Claim Details*)		
1     124-31006-1/2301     400.00     400.00       UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY)       Tarikh Diterima*     08/02/2023     Tarikh Cop Pos* (Postmark Date*)       Nombor Resit*     500018CT       (Receipt Number*)     500018CT	Bil. (No.)	No Rujukan TTx-03 (TTx-03 Reference No.)	Jumlah Cukai Telah Dibayar (RM) <i>(Total Tax Paid)</i>	Amaun Cukai Yang Dituntut (RM) (Tax Amount Claimable)
UNTUK KEGUNAAN PEJABAT (FOR OFFICE USE ONLY) Tarikh Diterima* 08/02/2023 Tarikh Cop Pos* (Received Date*) Nombor Resit* 500018CT (Receipt Number*)	1	124-31006-1/2301	400.00	400.00
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Nombor Resit* 500018CT (Receipt Number*)	Tarikh D (Received	iterima* 08/02/2023 d Date*)	Tarikh Cop Pos* (Postmark Date*)	
	Nombor (Receipt	Resit" 500018C1 ! Number*)		

#### Figure 29 TTx-04A Refund Application form page 2



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#### 1.1.7 Amend Details of Bank

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

form.
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Act	ion	Status 0	TTx-03 No. 0	BOD No. 0	TTx-04 No 0	Taxable Period	Overpaid Balanc
•	E Action → A	QUERY	124-31006-1/2301	-	124-2023- P100023-0	01/07/2022 - 31/07/2022	RM400.00
4	Action 👻	No Application	124-31003-0/2301	-		01/03/2022 - 31/03/2022	RM30,000.00

Figure 30 Amend button on Refund Request table list

- 2. Public user will receive Query Letter after Officer has queried the refund application (Refer Figure 43 & Figure 44).
- 3. Click on Actions button (A) on refund application with status Query (Refer Figure 30).
- 4. Click on Amend button (B) to amend the refund application (Refer Figure 30).
- 5. System will display amend form for refund application (Refer Figure 31).

				User	wanu		
		Doc Ref: El	TS/CMMI/EI	NG/RSD/UN	Λ		Ver
	A WALATSIA	Doc ID: MYT	TX_PPPD_R	EFUND_UM	_v3.0		Pa
= my = X	Royal Malaysian Customs Depar	AYSIA tment			English 🥃	161-2023-11000092   SOPHEA AHMED	0
Dashboard Artministrations	Application for Tourism To	ax Refund					
License Profile Maintenance	Refund Status QUER TTx04 No 161-20 Previous Offset No -	f 023-P110013-0	Refund Submitt	ID - ted Date/Time 06/0	6/2023 10:52:25 AM		
Bill of Demand (BOD Status)	PART A: Details of Application for	Tourism Tax Refund					
🕒 Payment 🗸	TTX No. :	161-2023-11000092					
🧏 Refund 🗠	Name of Business :	PPPD REFUND					
Refund Request Refund Status/History	PART B: Details of Refund						
B Remission	Refund Type* :	OVERPAID					
🗈 Subsidiary Ledger	Refund Method* :	O OFFSET					
inbox 🔤	Payment Receipt No. :	501077CT					
	Select Taxable Period*	TRY / LIRA					
	Select Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount	Payab Paid Balance (RM)	
v	PENDING PAYMENT	T 161-31002-0/2306		01/02/2023 - 28/02/2023	RM2,500.0	0 RM2,500.00	
	Claim Details*						
	Form No. 0 Form	n Type 🗧 🔰 Taxable	e Period Total	l Tax Paid (RM) 0	Overpaid (RM) 🗘	Amount Claimmable	
	161-31001-0/2306 Tax	Return 01/01/20 31/01/20	023 - 023	RM3,500.00	RM2,500.00	2500	
			Amoun	t Claimmable :	0140 50		
			Offset /	Carry Forward Balance (F	RM2,50	,00	
			Total A	mount Claimmable (RM) :	RM2,50	0.00	
	PART C: Details of Bank Bank Account Type* :	O CURRENT SAV	/ING				
	Digital Platform Service Provider's Ba	nk 0099887766					
	Account Holder Name* :	PPPD REFUND SDN BH	۹D				
	Bank Name* :	BANK PPPD REFUND					
	Bank Address* :	BANK ADDRESS 1					
		BANK ADDRESS 2					
		BANK ADDRESS 3					
	Country* :	Turkey					
	State* :	ANKARA					
	Postcode* :	40012					
	Swift Code* :	SEHIR					
	Application Letter*	001201					
	Application Letter-			Upload Supporting Document			
	Remission Approval Letter	1. TEST 1.pdf					
				Upload Supporting Document			
	Payment Receipt with the Overpaid Amount <sup>e</sup>		l	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	ion stated in the form are true and	complete and agree any noti	ice to be served to me throug	gh electronic device		
	Name Of Authorized Person* :	SOPHEA AHMED					
	Identity Card No. / Passport No.* :	IC - Identity Card No					

999999999999         Officer Remark         YOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE APPLICATION.         DOCUMENTS NEEDED:         1. SIGNED REMISSION APPROVAL LETTER    List of historical amendments (System will show all history including the one show above)          Bil       TTx-04A No       Received I       Digital Platform Service       Account Holder Name       Bank Name       Bank Address         >0       161-2023-P110013-0       -       0099887766       PPD REFUND SDN BHD       BANK PPD REFUND       BANK ADDREss	Officer Remark       9909099009         VOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE APPLICATION.         DOCUMENTS NEEDED:         1. SIGNED REMISSION APPROVAL LETTER         Bill       TTx-04A No         Received I       Digital Platform Service         Account Holder Name       Bank Name         BANK ADDRESS         BANK ADDRESS         Intel	Identity Cara No. / Passport No." :	IC - Identity Card	No			
Officer Remork       YOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE APPLICATION.         DOCUMENTS NEEDED: 1. SIGNED REMISSION APPROVAL LETTER         List of historical amendments (System will show all history including the one show above)         Bil       TTx-04A No       Received I       Digital Platform Service       Account Holder Name       Bank Name       Bank Address         > 0       161-2023-P110013-0       -       0099887766       PPPD REFUND SDN BHD       BANK PPPD REFUND       BANK ADDRESS                   I total	Officer Remork       YOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE APPLICATION.         DOCUMENTS NEEDED:       1. SIGNED REMISSION APPROVAL LETTER         List of historical amendments (System will show all history including the one show above)       Image: Complete Please Count Holder Name         Bill       TTx-04A No       Received I       Digital Platform Service       Account Holder Name       Bank Name       Bank Address         > 0       161-2023-P110013-0       -       0099887766       PPPD REFUND SDN BHD       BANK APPRES BANK ADDRESS         Intel       Intel       -       0099887766       PPPD REFUND SDN BHD       BANK PPPD REFUND		990909099009				
List of Nistorical amendments (System will show all Nistory Including the one show above) Bill TTx-04A No Received I Digital Platform Service Account Holder Name Bank Name Bank Address > 0 161-2023-P110013-0 - 0099887766 PPPD REFUND SDN BHD BANK PPD REFUND BANK ADDRES BANK ADDRES I tutal	List of historical amendments (System will show all history including the one show above) Bil TTx-04A No Received I Digital Platform Service Account Holder Name Bank Name Bank Address O 161-2023-P110013-0 - 0099887766 PPPD REFUND SDN BHD BANK PPPD REFUND BANK ADDRESS BANK ADDRESS C I total	Officer Remark	YOUR DOCUMEN DOCUMENTS NEI 1. SIGNED REMIS	ITS ARE NOT COMPLETE. PLI EDED: ISION APPROVAL LETTER	SASE COMPLETE YOUR DOCUMENTS	TO PROCEED WITH THE AP	PLICATION.
List of historical amendments (System will show all history including the one show above)           Bill         TIx-04A No         Received I         Digital Platform Service         Account Holder Name         Bank Name         Bank Address           >0         161-2023-P110013-0         -         0099887766         PPPD REFUND SDN BHD         BANK PPPD REFUND         BANK ADDREs             -         0099887766         PPPD REFUND SDN BHD         BANK PPD REFUND         BANK ADDREs             -         0099887766         PPD REFUND SDN BHD         BANK PPD REFUND         BANK ADDREs             -         -         0099887766         PPD REFUND SDN BHD         BANK PPD REFUND         BANK ADDREs             -	List of historical amendments (System will show all history including the one show above)           Bil         Tix-O4A No         Received I         Digital Pletform Service         Account Holder Name         Bank Name         Bank Address           > 0         161-2023-P110013-0         -         0099887766         PPPD REFUND SDN BHD         BANK ADDRESS         BANK ADDRESS						
Bil         TTx-04A No         Received I         Digital Platform Service         Account Holder Name         Bank Name         Bank Address           > 0         161-2023-P110013-0         -         0099887766         PPPD REFUND 5DN BHD         BANK PPPD REFUND         BANK ADDRES            -         161-2023-P110013-0         -         0099887766         PPPD REFUND 5DN BHD         BANK PPPD REFUND         BANK ADDRES            -         101-2023-P110013-0         -         0099887766         PPPD REFUND 5DN BHD         BANK PPPD REFUND         BANK ADDRES	Bil     TTx-04A No     Received I     Digital Platform Service     Account Holder Nome     Bank Name     Bank Address       > 0     161-2023-P110013-0     -     0099887766     PPPD REFUND SDN BHD     BANK PPPD REFUND     BANK ADDRESS        .     .     .     .     .     .     .       .     .     .     .     .     .     .     .       .     .     .     .     .     .     .     .       .     .     .     .     .     .     .     .	List of historical amendments (Syste	em will show all history including	g the one show above)			
•         161-2023-P110013-0         •         0099887766         PPPD REFUND SDN BHD         BANK PPPD REFUND         BANK ADDRES           *	> 0         161-2023-P110013-0         -         0099887766         PPPD REFUND SDN BHD         BANK PPPD REFUND         BANK ADDRESS	Bil TTx-04/	IA No Received I	Digital Platform Service	Account Holder Name	Bank Name	Bank Address
< 1 total	itotol A	> 0 161-202	23-P110013-0 -	0099887766	PPPD REFUND SDN BHD	BANK PPPD REFUND	BANK ADDRESS BANK ADDRESS BANK ADDRESS
1 total	1 total	<					>
	AB	1 total					

Figure 31 Amend form for Refund Application

	User Manual	
	Doc Ref: EITS/CMMI/ENG/RSD/UM	Version: 3.0
JABATAN KASTAM DIRAJA MALAYSIA	Doc ID: MYTTX_PPPD_REFUND_UM_v3.0	Page No: 30
6. Input amount claimable in	Amount Claimable field (Refer Figure 31).	
Note: Mandatory.		
Note: Amount Claimable c	annot be more than Overpaid.	
7. Select bank account type	from Bank Account Type radio button (Refer	Figure 31).
Note: Mandatory.		
Note: There are 2 Bank Acc	count Type including Current and Saving.	
8. Input bank account no. in I	Digital Platform Service Provider's Bank Acco	unt No. field
(Refer Figure 31).		
Note: Mandatory.		
9. Input account holder name	e in Account Holder Name field (Refer Figure	31).
Note: Mandatory.		
Note: This field should matc	h the Account Holder Name on the Front Pa	ge of the
Bank Draft.		
10. Input bank name in <b>Bank N</b>	lame field (Refer Figure 31).	
Note: Mandatory.		
11. Input bank address in <b>Bank</b>	Address field (Refer Figure 31).	
Note: Mandatory.		
12. Select country from Countr	<b>y</b> drop down (Refer Figure 31).	
Note: Mandatory.		
13. Input state in <b>State</b> field (Re	efer Figure 31).	
Note: Mandatory.		
14. Input postcode in <b>Postcode</b>	e field (Refer Figure 31).	
Note: Mandatory.		
15. Input city in <b>City</b> field (Refe	r Figure 31).	
Note: Mandatory.		
16. Input swift code in <b>Swift Co</b>	<b>de</b> field (Refer Figure 31).	
Note: Mandatory.		
17. Click on Upload Supporting	Document field to upload Application Letter	(Refer Figure
31).		
Note: Mandatory.		
18. System will display File Uplo	ad window (Refer Figure 32).	



🍅 File Upload					×
< → × ↑ ↓ >	Thi	s PC > Downloads	ٽ ~	🔎 Search Downloa	ıds
Organize 🔻 New fo	olde	r		EE -	. 🔳 🚯
📙 Rujukan Format	^	Name		Date modified	Туре
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> 🧊 3D Objects		🔊 STAG TTX-03A 2ND REMINDER		3/2/2023 12:29 PM	Adobe Acro
> 📃 Desktop		🔊 STAG TTX-03A 1ST REMINDER		3/2/2023 12:29 PM	Adobe Acro
> 🔮 Documents		🔊 SEND REMINDER TTX-03A		3/2/2023 12:05 PM	Adobe Acro
> 🕹 Downloads		🔊 SEND REMINDER TTX-03		3/2/2023 12:05 PM	Adobe Acro
Music		🔈 document		3/2/2023 10:38 AM	Adobe Acro
Distance		🔊 TTX-03 - SECOND REMINDER		2/2/2023 4:22 PM	Adobe Acro
> E Pictures		🔊 TTX-03 - FIRST REMINDER		2/2/2023 4:22 PM	Adobe Acro
> 📑 Videos		🔊 TTX-03A - APPROVE AMEND		2/2/2023 2:43 PM	Adobe Acro
> 🏪 Local Disk (C:)		🔈 TTX-03A - REJECT AMEND		2/2/2023 2:43 PM	Adobe Acro
> 👝 Local Disk (D:)		🔈 TTX-03 - APPROVE AMEND		2/2/2023 2:37 PM	Adobe Acro
Notwork		A TTX-03 - REJECT AMEND		2/2/2023 2:36 PM	Adobe Acro 💙
	~				>
File	e na	me:		<ul> <li>All Supported Types</li> </ul>	~
				A Open	Cancel B

Figure 32 File Upload Window (Amend form)

- 19. Select the file and click **Open** button (A) to upload (Refer Figure 32).
- 20. Click on Cancel button (B) to return to create application page (Refer Figure 32).
- 21. Click on **Upload Supporting Document** field to upload **Remission Approval Letter** (Refer Figure 31).

Note: Optional.

22. Click on **Upload Supporting Document** field to upload **Payment Receipt with the Overpaid Amount** (Refer Figure 31).

Note: Mandatory.

23. Click on **Upload Supporting Document** field to upload **Front page of Bank Statement** (Refer Figure 31).

Note: Mandatory.

24. Click on **Upload Supporting Document** field to upload **Business Registration Document** (Refer Figure 31).

Note: Optional.

25. Click on **Upload Supporting Document** field to upload **Other Document** (Refer Figure 31).

Note: Optional.

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- 26. Click on **Back** button (A) to return to the Refund Request page (Refer Figure 31).
- 27. Click on Submit button (B) to submit amendments (Refer Figure 31).
- 28. System will display confirmation message (Refer Figure 33).



Figure 33 Amend confirmation message

- 29. Click on **Cancel** button (A) to return to amend refund application form (Refer Figure 33).
- 30. Click on Yes button (B) to continue submit amendments (Refer Figure 33).
- 31. System will display success message (Refer Figure 34).



Figure 34 Amend success message

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

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JABATAN KASTAM DIRAJA MALAYSIA

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oplication for To	urism 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 App	lication for Tourism Tax Refund			
TTX No. :	124-2023-10000001			
Name of Business :	MI DEELIND MI			

#### Figure 35 Refund Application with status Pending Approval (Amend form)

List	List of historical amendments (System will show all history including the one show above)									
	Bil	TTx-04A No	Receive	Digital Platform Service	Account Holder Name	Bank Name	Bank Address	Postcode	City	Sta
	0	161-2023-P110013-0	-	0099887766	PPPD REFUND SDN BHD	BANK PPPD REFUND	BANK ADDRESS 1 BANK ADDRESS 2 BANK ADDRESS 3	40012	SEHIR	ANI
	> 1	161-2023-P110013-1	-	112233445566	ACCOUNT PPPD REFUND	BANK OF TURKEY	ADDRESS 1 ADDRESS 2 ADDRESS 3	40012	SEHIR	ANI
4	(									>
	2 total									

Figure 36 List of historical amendments table list

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

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#### 1.2 Refund Status/ History

= my	K 🏟 K IABATA Royal M	AN KASTAM DIRAJA MAL Ialaysian Customs Depar	AYSIA tment							English	3 124-2023-100000	02   MARIYAM JAMIELAH
Dashboard	Refund Statu	us History										
Administrations ~	Search											0
👔 License Profile Maintenance~	Advanced filters											
🗑 Tax Return 🗸	Refund ID				TTx-03	No.			Status			
Bill of Demand (BOD Status)∨	Refund ID				TTx-0	03 No.			Please Choo	se		× _
🛱 Payment 🗸	Refund Method Please Choose				TTx-04	No D4 No			Submitted Dat	e	🗄 Select date	<b>—</b>
Refund ^											В	с
Refund Request	/										'S Clear	Q Search
<ul> <li>Refund Status/History</li> </ul>	Action	Status	Refund Method :	Taxable F	Period	TTx-04 No :	TTx-03 No 1	BOD N	a∴ Subr	mitted Date :	Refund ID :	Total Tax Amount C
Remission	Action -	OFFSETTING	OFFSET	01/03/202	2 -	124-2023-P100004-0	124-31003-0/2301		03/0	1/2023	R0000041	90.000.00
Subsidiary Ledger	ACOUT -			31/03/202	2							
	Action -	REJECTED	OFFSET	01/07/202 31/07/202	2 - 2	124-2023-P100010-0	124-31006-0/2301	-	19/0	1/2023	-	400.00
	Action -	REJECTED	OFFSET	01/07/202 31/07/202	2 - 2	124-2023-P100018-0	124-31006-0/2301	-	31/0	1/2023	-	400.00
	Action -	REJECTED	CREDIT	01/11/202 30/11/202	2 - 2	124-2023-P100011-0	124-31011-0/2301	-	19/0	1/2023		490.00
	Action -	REJECTED	OFFSET	01/02/201 28/02/201	9 - 9	124-2023-P100019-0	124-31002-0/2302		08/0	2/2023	-	100,000.00
	🌣 Action -	REJECTED	OFFSET	01/04/201 30/04/201	9 - 9	124-2023-P100020-0	124-31004-0/2302	-	08/0	2/2023	-	100,001.00
	6 total											

Figure 37 Refund Status/ History page

- 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 iGFMAS 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 37).
- 3. Click **Clear** button (B) to clear all fields (Refer Figure 37).
- 4. Click **Search** button (C) to search the table list (Refer Figure 37).



#### 1.2.1 View Refund Status/ History

my IX	Royal Malaysian Customs De	IALAYSIA partment				English	3 124-2023-1000000	I   MARIYAM JAMIELAH	0
Dashboard	Refund Status History								
Ø Administrations	Search							Q	
📓 License Profile Maintenance 🗸	Advanced filters								
🗑 Tax Return 🗸 🗸	Refund ID		TTx-03 No.			Status			
💼 Bill of Demand (BOD Status) 🗠	Refund ID		TTx-03 No			Please Choose		$\sim$	
☐ Payment ✓	Refund Method		TTx-04 No			Submitted Date			
	Please Choose		TTx-04 No				🗎 Select	date 🗄	
Refund Request							S Clear	<b>Q</b> Search	
<ul> <li>Refund Status/History</li> </ul>									
B Remission	Action Status ^	Refund Methoc	Taxable Period	TTx-04 No 0	TTx-03 No. 0	BOD No. 0	Submitted Date (	Refund ID 0	Tot
Subsidiary Ledger	Action      A OFFSETTING     View     B	OFFSET	01/03/2022 - 31/03/2022	124-2023- P100004-0	124-31003-0/230 1	-	03/01/2023	R0000004 1	
inbox 🕈	⊕ Print C	OFFSET	01/07/2022 - 31/07/2022	124-2023- P100010-0	124-31006-0/230 1		19/01/2023	-	
	Action      REJECTED	OFFSET	01/07/2022 - 31/07/2022	124-2023- P100018-0	124-31006-0/230 1		31/01/2023	-	
	Action - REJECTED	CREDIT ACCOUNT	01/11/2022 - 30/11/2022	124-2023- P100011-0	124-31011-0/230 1	-	19/01/2023	-	
	Action - REJECTED	OFFSET	01/02/2019 - 28/02/2019	124-2023- P100019-0	124-31002-0/230 2	-	08/02/2023	-	
	Action - REJECTED	OFFSET	01/04/2019 - 30/04/2019	124-2023- P100020-0	124-31004-0/230 2	-	08/02/2023	-	
	<								>
	6 total								

#### Figure 38 View and Print buttons in Refund Status/ History

- 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 38).
- 2. Click on **View** button (B) to view the Refund Application (Refer Figure 38).
- 3. System will display the Refund Application page (Refer Figure 39).



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Refund Status TTx04 No	APPROVED 161-2023-P110	027-1		Refund ID Submitted Date/Time	06/11/2023 10:32:45 AM	
Previous Offset No	-					
TTX No. :	ation for Tourish	161-2022-1100011	0			
Name of Business :		GREEN GRASS HOT	EL			
PART B: Details of Refund	1					
Refund Type" :		OVERPAID				
Refund Method* :		CREDIT ACCOUN	T 🔘 OFPSET			
Payment Receipt No. :		20232501011000046	атх			
Currency*:						
Form No. 0	Form Type 0	Τακ	ble Period	Total Tax Paid (RM) 0	Overpaid (RM) C Am	ount Claimable
						(RM)
161-31011-0/2311	Tax Return	01/0	3/2023 - 30/05/2023	RM880.00	RM0.00	RM1,120.00
				Amount Claimable (RM) :	RM1.120.00	
				Bank-In Amount (RM) :	RMD.00	
				Total Amount Claimable (RP	4): RM1.120.00	
PADT O: Dotate of D						
Bank Account Type* :		CURRENT	AVING .			
Digital Platform Service Prov	vider's Bank	12008481994129				
Account No.* :						
Account Holder Norse* :		GREEN GRASS HO	EL			
Book Address*:		BANK ISLAM MALA	YSIA BERHAD			
warm Address*1		ADDRESS 1				
		ADDRESS 2				
Country*:		ADDRESS 3				
Stote":		PLITRALAVA				
Pestcode* :		62150				
City*:		PRESINT 2				
Swift Code*:		PRESIT 2	0	Swift Code Description :	DIMENSIO	
		DIMONTRE.			Contraction of the	
Application Letter*						
				Upload Supporting Doc	ument	
		L TEST 1.pdf				
Remission Approval Letter						
				Upload Supporting Dec	ument	
Perment Receipt with the O	veragid					
Amount*				Upload Supporting Dec	ament	
Front page of Bank Stateme	int"	L TEST 2.pdf				
the second se				Upload Supporting Doc	iment	
Rusiana Davidentia Dav	ment	L TEST 3.pdf				
Philipping to Philipping and Philipping				Upload Supporting Deer	iment	
Business Registration Data						
Business negation of our						
Other Document						
Disness negositutor Dicur				Upload Supporting Doc	ament	
Bisines negation occur				Uptood Supporting Dec	uma nit	
DEsires registration occur Office Document				Upbed Supporting Dec	annant	
Chirr Discussed	e information state	d in the form are true	and complete and agr	Uplaced Supporting Dec	umant through electronic device	
Denris regarded Decement Decement PART D: Declaration C I hareby declare that the Nome Of Authorized Person	e information state	d in the form are true HUMAIRA SOLDH	and complete and ogr	Uptions Reporting Doo	umans through electronic device	
PART D: Declaration PART D: Declaration PART D: Declaration elsevel declare that the Nome Of Authorized Person Identity Card No. / Parsport	e information state * : No.* :	d in the form are true HUMAIRA SOLDH IC - Identity Card Ni	and complete and ogr	Upsteed Europarting Doc	unsere	
DEnr Dacument DET Discussent PART D: Declaration Charter Discussent Declaration Charter Discussent bit the Nome Of Authorized Person Meterity Cord No. / Perspect	e information state * : No.* :	d in the form are true HUMAIRA SOLDH IC - Identity Cord Ni 970920125666	and complete and ogr	typixed Supporting Dec	unvers	
PART D: Declaration PART D: Declaration None Of Authorized Person None Of Authorized Person None Of Authorized Person None Of Authorized Person	e information state * : No.* :	d in the form are true HUMAIRA SOLDH IC - Identity Card Ni 970920125666	and complete and agr	spinest huppening door	uners	
Chrise Discussed  Chrise Discussed  PART D: Declaration  PART D: Declaration  Advertige declare that the Nome of Authorized Research  Mentity Card No. / Pessport:  List of Noterical comments	s information states *: No.*:	d in the form are true HUMAIRA SOLD I IC - Identity Card Ni 970920125666 all history including th	and complete and agr	Equiteral Exponenting Dec	unaret	
Cherr Discense  PART D: Declaration  PART D: Declaration  PART D: Declaration  Advantage d	s information state *: No.*: System will show To 04A No	d in the form are true HUMARA SOLD 1 IC - Identity Card IN 970920125666 all Hassey induding th Received Date	e one show above) Digital Mattern Sancia Product	Spatient Reporting Dec	nnant Itorough electronic device me Bork Name	Honk Ad
Cherr Discensed  PART D: Declaration  PART D: Declaration  PART D: Declaration  Advantage declaration  Later Nature (Cord No. / Peasport  Later Nature (Cord No. / Peasport  Later Nature (Cord No. / Peasport)  Later Nature (Cord No. / Peasport)	s information state * : Na* : Bystem will show Tar DAA No	d in the form one true HUMARA SOLD I IC - Identity Card N 97092012566 etil Nissay Induding 0 Received Date	e ans show ebowy Digital Matter Sarvice Product Desit Matter	Spatient Responsing Dece en ony nation to be served to me on Account Heador Ne Ke.	neurost Ithrough electronic device ener Kone, Nonec	Book As
Example for the first sequences of the sequences of	s information state r : Na* : System will show to 64A No 11-2023-P110027-1	d in the form one true HUMARA SOLD I IC - Identity Card N 970920125666 etit Nasary Including 0 Received Date	e are show elawed Digital Matter Sarvez Produ Dan Account 120094319412	Equival traporting box es any retba to be served to re- ex- ry Account Holder In 66. OREN GRASS-FOT	resett	Ronk As AP3A ADDRES Appres

Figure 39 Refund Application page 2

JABATAN KASTAM DIRAJA MALAYSIA	User Manual				
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- 4. Click on **Back** button (A) to return to the Refund Request page (Refer Figure 39).
- 5. Click on **Print** button (C) to print the application form (Refer Figure 38).
- 6. System will display print refund application page (Refer Figure 27).
- Click on Cancel button (A) to return to the submitted refund application page (Refer Figure 27).
- 8. Click on **Download** button (B) to continue print the refund application form (Refer Figure 27).
- 9. PDF file of the refund application will be downloaded (Refer Figure 28 & Figure 29).

	User Manual				
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#### 1.3 Inbox

	Kata Kata Kata Diraja Malaysia Royal Malaysian Customs Department		English 😨 124-2023-10000001  MARIYAM JAMIELAH 🔀
Dashboard	Inbox		
Ø Administrations ~	Search	В	٩
🖺 License Profile Maintenance 🗸	Advanced filters A		
🖶 Tax Return 🗸	Email Sent Date	en la	
Bill of Demand (BOD Status)			
🛱 Payment 🗸			Clear Q Inquiry
𝕂 Refund ✓			
aremission	Email Date 0	Main Subject 0	Email 0
Subsidiary Ledger	> 09/02/2023 10:07 AM	STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN	khattab.testing1@gmail.com
Marka Mar	> 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 40 Inbox page

- In Inbox, system will display all notification letters received by public user (Refer Figure 40).
- 2. Click **Advanced Filters** button (A) to filter the table list by Email Sent Date (Refer Figure 40).
- 3. Input keywords in **Search** field (B) (Refer Figure 40) and press Enter. System will display available data.
- 4. Click Inquiry button (C) to search the table list by filter (Refer Figure 40).
- 5. Click **Clear** button (D) to clear all filter fields (Refer Figure 40).

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#### 1.3.1 View & Download Notification Letters

Email Date 🗘	Main Subject 0	Email 0						
A • 09/02/2023 10:07 AM	STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAI	khattab.testing1@gmail.com N						
::Attachments Refund_Approved_Offsetting_124-2	::Attachments B Refund_Approved_Offsetting_124-2023-1000001_20230209_100704.pdf (NEW)							
> 08/02/2023 04:36 PM	STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAT	khattab.testing1@gmail.com N						

Figure 41 Open button in Inbox table list

- 1. Click **Open** button (A) (Refer Figure 41).
- 2. System will display attachment(s) available (Refer Figure 41).
- 3. Click on the Link Attachment (B) (Refer Figure 41).
- 4. System will display print notification letter page (Refer Figure 41).

	A JABATAN KASTAM DIRAJA MALAYSIA	English 🛱 124-2023-10000001  MARIYAM JAMELAH 🚺
	Refund_Approved_Offsetting_124-2023-10000001_20230209_100704.pdf	×
Deshboord		^
Administrations	□	
👔 License Profile Maintendace		
Tax Return	JABATAN KASTAM DIRALA MALAYSIA PUSAT PEMPROSESAN KASTAM ARAS 1, BLOK A, KOMPLEKS	
Bill of Demond (BOD Status)	KELANA JAYA 47301 PETALING JAYA SELANGOR	
Poyment	Teleforn : +003 7894 (080 / 1-300-688-500 Faksimi : +003 7803 1808 Laman Web : www.myticx.ustoma.gov.my Emel : coc@guantoma.gov.my	
🖑 Refund	MJ REFUND MJ Rujukan Kami : 124-2023-P100026-0	
E Remission	M J REFUND MJ Tarikh : 09/02/02/3 ADDRESS No. TTX : 124-2023. ADDRESS Stesen : TAWAU ADDRESS Stesen : TAWAU	
Subsidiary Ledger	ADUCES 91001 TAWAU SABAH Tuan/Puan,	
inbox	STATUS PERMOHONAN TUNTUTAN PEMBAYARAN BALIK CUKAI PELANCONGAN DI BAWAH SEKSYEN 21, SEKSYEN 22 DAN SEKSYEN 23 AKTA CUKAI PELANCONGAN 2017	
	Sukacita dimaklumkan, tuntulan pembayaran balik tuan bagi tempoh bercukai 01/09/2022 - 30/09/2022 sebarayak RM520.00 telah DILULUSKAN. Walau bagaimangun, sebahagian / keseturuhan jurniah tuntutan tersebut telah digunakan untuk membayar tunggakan cukai / penatii 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 Ercukal Dipohon         : 01.09/2022 - 30/09/2022           Amaun Offset (RM)         : 520.00           Tempoh Ercukal (Offset)         : 01.06/2022 - 30/06/2022           Baki Pembayaran Baik (RM)         : 00.00	
	Sekian, terima kasih.	
	"BERKHIDMAT UNTUK NEGARA"	
	Saya yang menjalankan amanah.	
	ketua rengaran kasuani Jabatan Kastam Diraja Malaysia	
		B X Close B Print A



- 5. Click on **Print** button (A) to continue print the notification letter (Refer Figure 42).
- 6. PDF file of the notification letter will be downloaded.



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#### 1.3.1.1 Query Letter

1. Public user will receive Query Letter after Officer has queried the refund application (Refer Figure 43 & Figure 44).



Figure 43 Query Letter page 1



Same Sundar	Doc Ref: EITS/CMMI/ENG/RSD/UM
IADATANI MACTANA DIDATA NAALAVCIA	
JADATAN KASTAWI DIKAJA WALATSIA	

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3. You are required to submit all document within <b>14 days</b> from the date of this letter. Failure to submit will cause your claim to be rejected and the decision is final.
<ol> <li>You may visit the official website of <u>www.myttx.customs.gov.my</u> or contact our officer via email stag.ttx2022@gmail.com or by phone 130-03123456789 for further information.</li> </ol>
Thank you.
"BERKHIDMAT UNTUK NEGARA"
Saya yang menjalankan amanah.
Director General of Customs Royal Malaysian Customs Department
This is an electonically generated desumant No signature required
This is an electonically generated document. No signature required

Figure 44 Query Letter page 2



#### 1.3.1.2 Approved Offsetting Letter

1. Public user will receive Approved Offsetting Letter after Officer has approved the offset refund application (Refer Figure 45).



Figure 45 Approved Offsetting Letter page 1



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Figure 46 Approved Offsetting Letter page 2



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JABATAN KASTAWI DIRAJA MALAYSIA	Doc ID: MYTTX_PPPD_REFUND_UM_v3.0	Page No: 44

#### 1.3.1.3 Approved Bank-In Letter

1. Public user will receive Approved Bank-In Letter after Officer has approved the bankin refund application (Refer Figure 47).



Figure 47 Approved Bank-In Letter page



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#### 1.3.1.4 Rejected Application Letter

1. Public user will receive Rejected Application Letter after Officer has rejected the refund application (Refer Figure 48).



Figure 48 Rejected Application Letter page