



JABATAN KASTAM DIRAJA MALAYSIA

USER MANUAL

MALAYSIAN TOURISM TAX (MyTTx)

REFUND MODULE
(PPPD)

VERSION 3.0


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1 Refund Menu

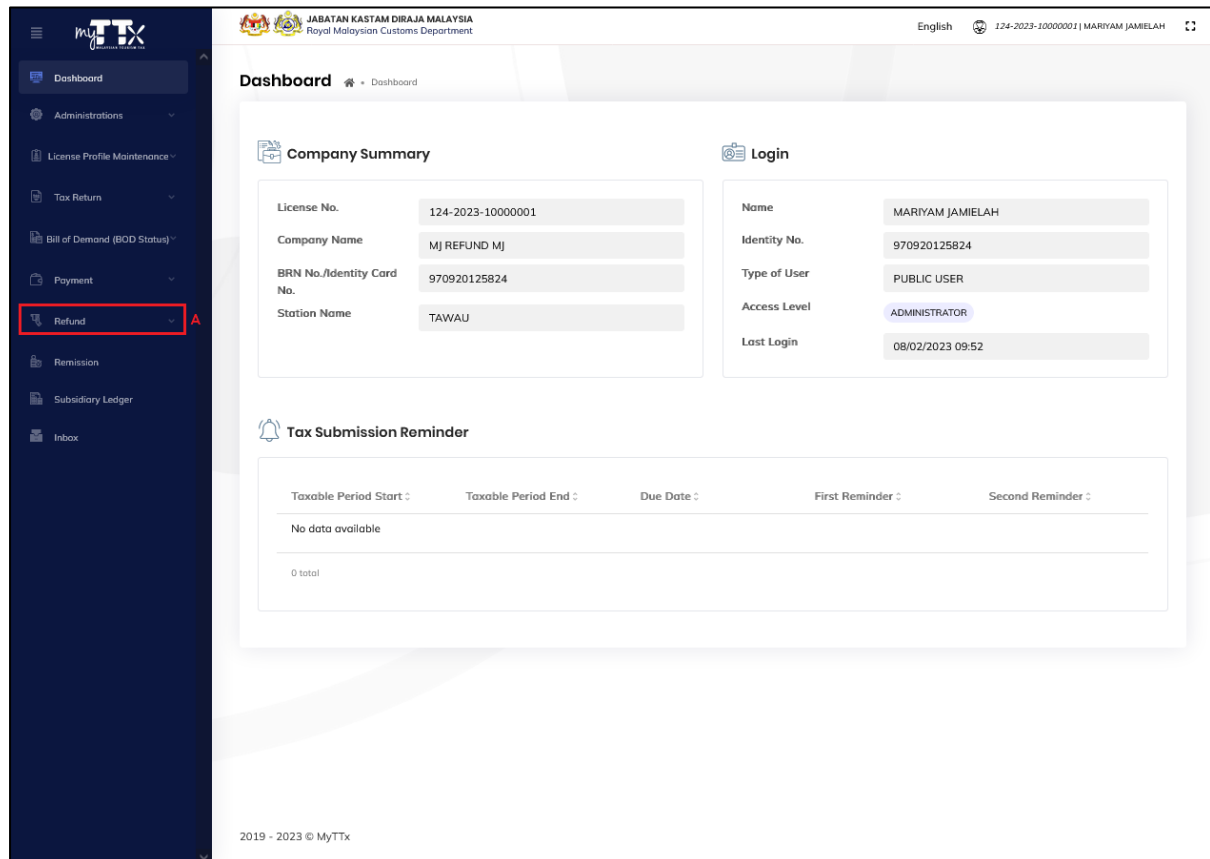

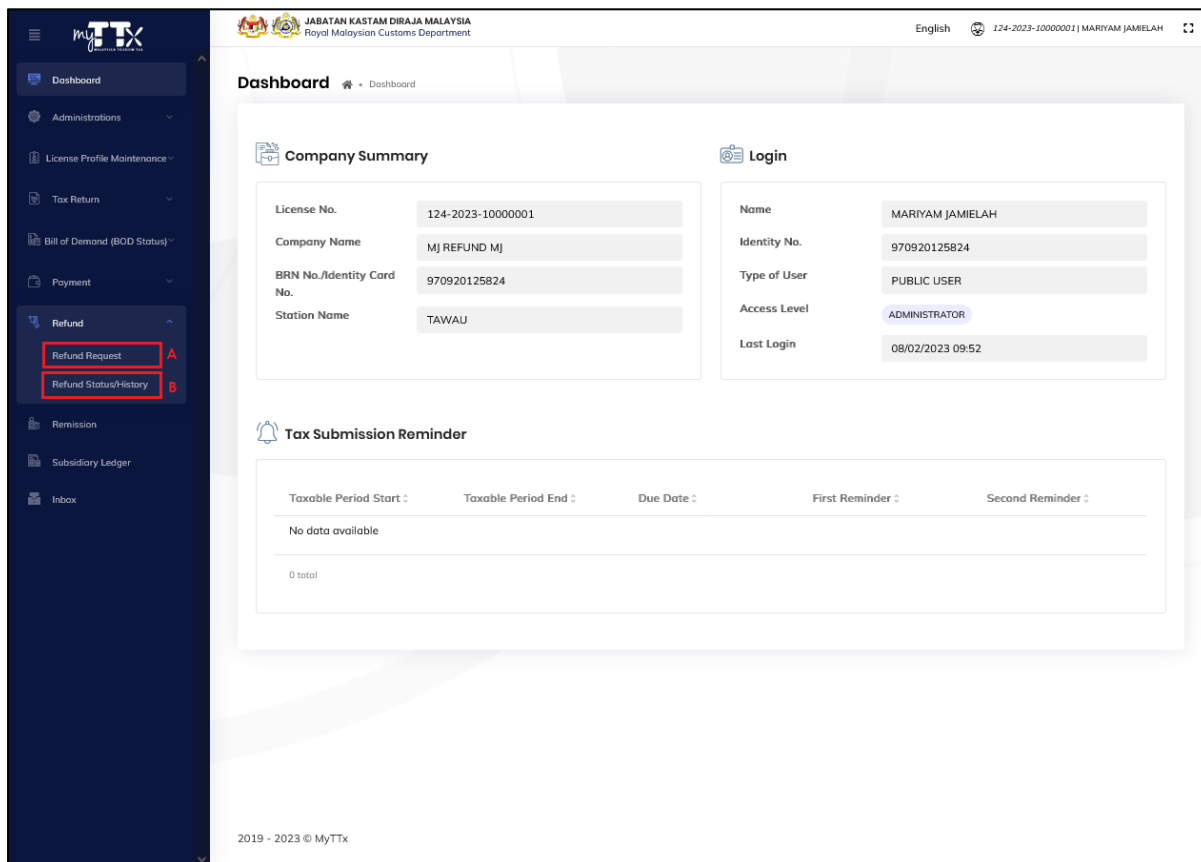


Figure 1 Dashboard page

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

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The screenshot shows the MyTTX dashboard for the Royal Malaysian Customs Department. The left sidebar contains a menu with the following items: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, Subsidiary Ledger, and Inbox. The 'Refund' menu item is expanded, showing two sub-menus: 'Refund Request' (labeled A) and 'Refund Status/History' (labeled B). The main content area displays the 'Company Summary' and 'Login' sections. The 'Company Summary' section shows the following details: License No. 124-2023-10000001, Company Name MJ REFUND MJ, BRN No./Identity Card No. 970920125824, and Station Name TAWAU. The 'Login' section shows the user's Name as MARIYAM JAMIELAH, Identity No. 970920125824, Type of User as PUBLIC USER, Access Level as ADMINISTRATOR, and Last Login as 08/02/2023 09:52. Below these sections is a 'Tax Submission Reminder' table with columns for Taxable Period Start, Taxable Period End, Due Date, First Reminder, and Second Reminder. The table currently shows 'No data available' and '0 total'.

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).



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1.1 Refund Request

The screenshot displays the 'Refund Request' interface. At the top, there's a search bar and an 'Advanced Filters' button (A). Below the filters, there are input fields for 'Taxable Period', 'TTx-03 No.', 'Status', 'Refund Method', 'TTx-04 No.', and 'Submitted Date'. There are 'Clear' (B) and 'Search' (C) buttons. The main area contains a table with the following data:

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

At the bottom, it shows '11 total' records and pagination controls.

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

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 (selected), Remission, and Subsidiary Ledger. The main content area is titled 'Refund Request' and includes a search bar and advanced filters. The filters include Taxable Period, TTx-03 No., Status, Refund Method, TTx-04 No., and Submitted Date. Below the filters is a table of refund requests. The table has columns: Action, Status, TTx-03 No., BOD No., TTx-04 No., Taxable Period, and Overpaid Balance. The first row is highlighted, and the 'Action' dropdown menu is open, showing '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
Action (A)	PENDING APPROVAL	124-31006-0/2302	-	124-2023-P100021-0	01/06/2019 - 30/06/2019	RM100,002.00
View (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).



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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



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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. ☺	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 ▾ A	No Application	124-31025-0/2301	-	-	01/04/2021 - 30/04/2021	RM60,000.00
 Create 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).



TTX

ROYAL MALAYSIAN CUSTOMS DEPARTMENT

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

English161-2023-11000113 | MARY JANE

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. :

161-2023-11000113

Name of Business :

ORANGE YOU HOTEL

PART B: Details of Refund

Refund Type* :

Please Choose

Refund Method* :

CREDIT ACCOUNT

OFFSET

Payment Receipt No. :

202425010110000001TX

Currency* :

Please Choose

Claim Details*

Form No. ⌵	Form Type ⌵	Taxable Period	Total Tax Paid (RM) ⌵	Overpaid (RM) ⌵	Amount Claimable (RM)
161-31001-0/2401	Tax Return	01/02/2023 - 28/02/2023	RM500.00	RM305.00	RM305

Amount Claimable (RM) :

RM305.00

Bank-In Amount (RM) :

RM305.00

Total Amount Claimable (RM) :

RM305.00

PART C: Details of Bank

Bank Account Type* :

CURRENT

SAVING

Digital Platform Service Provider's Bank Account No.* :

Digital Platform Service Provider's Bank Account No.

Account Holder Name* :

Account Holder Name

Bank Name* :

Bank Name

Bank Address* :

Bank Address 1

Bank Address 2

Bank Address 3

Country* :

Please Choose

State* :

State

Postcode* :

Postal Code

City* :

City

Swift Code* :

Swift Code

Swift 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-04A No	Received Date	Digital Platform Service Provider's Bank Account No.	Account Holder Name	Bank Name	Bank Addr
No data available						
0 total						

Back

Save

Figure 7 Create form for Refund Application



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4. Select refund type from **Refund Type** drop down (Refer Figure 7).
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 7).
Note: Mandatory.
Note: There are 2 Refund Method including Credit Account and Offset.
6. Select currency from **Currency** dropdown (Refer Figure 7).
Note: Mandatory.
7. **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 Payat	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

8. Select one taxable period to be offset on the Select Taxable Period table list.
Note: Mandatory
9. Input amount claimable in **Amount Claimable** field (Refer Figure 7).
Note: Mandatory.
Note: Amount Claimable cannot be more than Overpaid.
10. 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.
11. 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 **Bank Name** field (Refer Figure 7).

Note: Mandatory.

14. Input bank address in **Bank Address** field (Refer Figure 7).

Note: Mandatory.

15. Select country from **Country** drop down (Refer Figure 7).

Note: Mandatory.

16. Input state in **State** field (Refer Figure 7).

Note: Mandatory.

17. Input postcode in **Postcode** field (Refer Figure 7).

Note: Mandatory.

18. Input city in **City** field (Refer Figure 7).

Note: Mandatory.

19. 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).

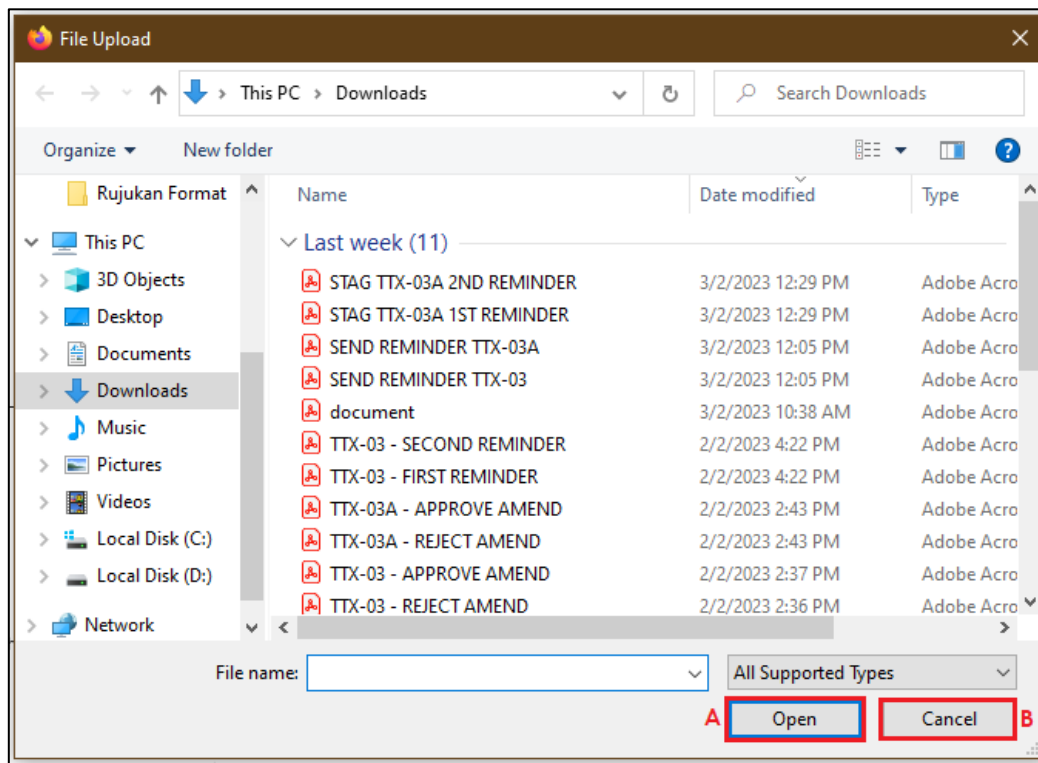



Figure 9 File Upload Window (Create form)

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).

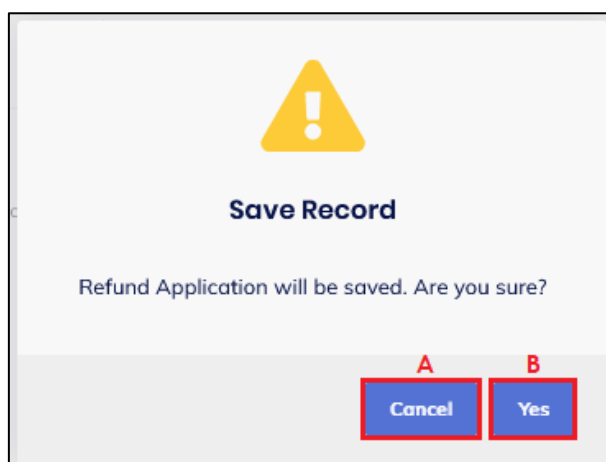



Figure 10 Create confirmation message

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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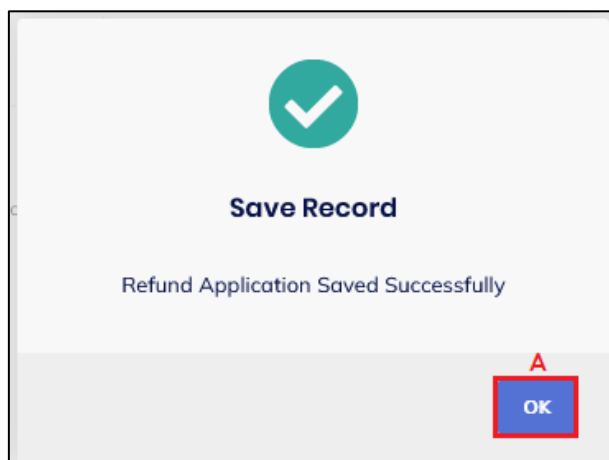


Figure 11 Create success message

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

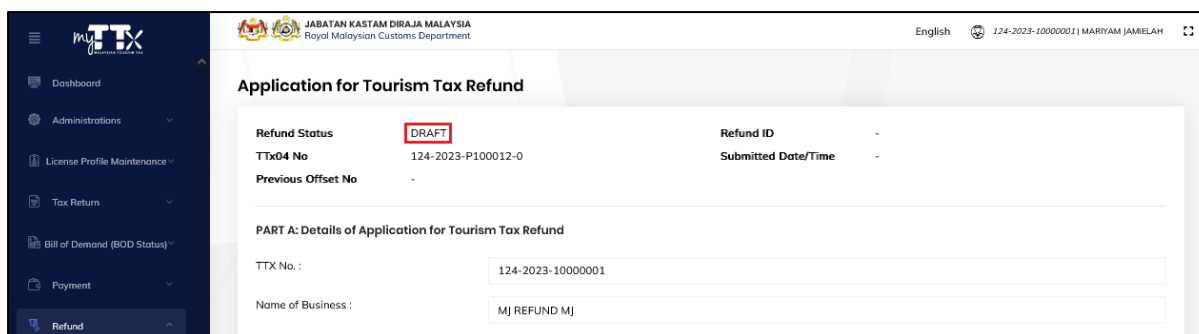


Figure 12 Refund Application with status Draft

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



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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 ^A Delete ^B Save ^C 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. ☺	BOD No. ☺	TTx-04 No. ☺	Taxable Period	Overpaid Balance
 Action ▾ A	DRAFT	124-31024-0/2301	-	124-2023-P100012-0	01/02/2021 - 28/02/2021	RM149,900.00
 Edit B						
 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).



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

STAGING

English

161-2023-11000113 | MARY JANE

Application for Tourism Tax Refund

Refund Status

DRAFT

Refund ID

-

TTx04 No

161-2024-P110001-0

Submitted Date/Time

-

Previous Offset No

-

PART A: Details of Application for Tourism Tax Refund

TTX No. :

161-2023-11000113

Name of Business :

ORANGE YOU HOTEL

PART B: Details of Refund

Refund Type* :

OVERPAID

Refund Method* :

CREDIT ACCOUNT

OFFSET

Payment Receipt No. :

202425010110000001TX

Currency* :

MYR / RINGGIT

Claim Details*

Form No. :	Form Type :	Taxable Period	Total Tax Paid (RM) :	Overpaid (RM) :	Amount Claimable (RM)
161-31001-0/2401	Tax Return	01/02/2023 - 28/02/2023	RM500.00	RM305.00	RM 305

Amount Claimable (RM) :

RM305.00

Bank-In Amount (RM) :

RM305.00

Total Amount Claimable (RM) :

RM305.00

PART C: Details of Bank

Bank Account Type* :

CURRENT

SAVING

Digital Platform Service Provider's Bank Account No.* :

00764129890

Account Holder Name* :

ORANGE YOU HOTEL

Bank Name* :

BANK ISLAM MALAYSIA BERHAD

Bank Address* :

BANK ADDRESS 1

BANK ADDRESS 2

BANK ADDRESS 3

Country* :

Malaysia

State* :

PUTRAJAYA

Postcode* :

62150

City* :

PRESINT 2

Swift Code* :

BIMBMYKL

Swift Code Description :

Description

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* :

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 Date	Digital Platform Service Provider's Bank Account No.	Account Holder Name	Bank Name	Bank Addr
> 0	161-2024-P110001-0	-	00764129890	ORANGE YOU HOTEL	BANK ISLAM MALAYSIA BERHAD	BANK ADDF BANK ADDF BANK ADDF

< 1 total >

A

Back

B

Delete


Save

Submit

Figure 15 Edit form for Refund Application



4. 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.
7. Input amount claimable in **Amount Claimable** field (Refer Figure 15).
Note: Mandatory.
Note: Amount Claimable cannot be more than Overpaid.
8. 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.
9. 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.
11. 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.
13. Select country from **Country** drop down (Refer Figure 15).
Note: Mandatory.
14. 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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16. 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).

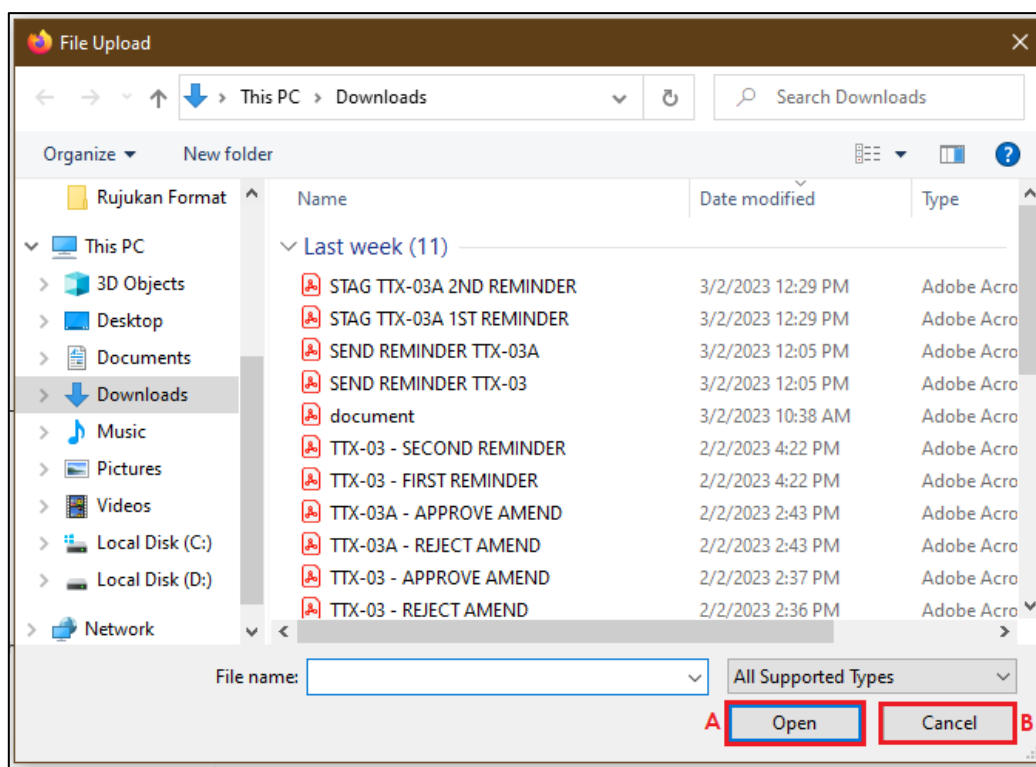


Figure 16 File Upload Window (Edit form)

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).

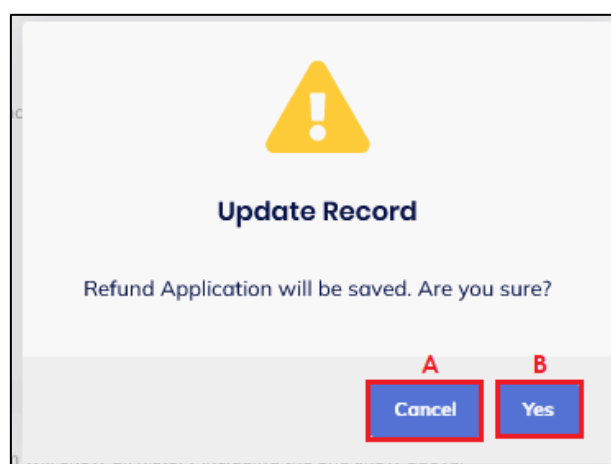



Figure 17 Edit confirmation message

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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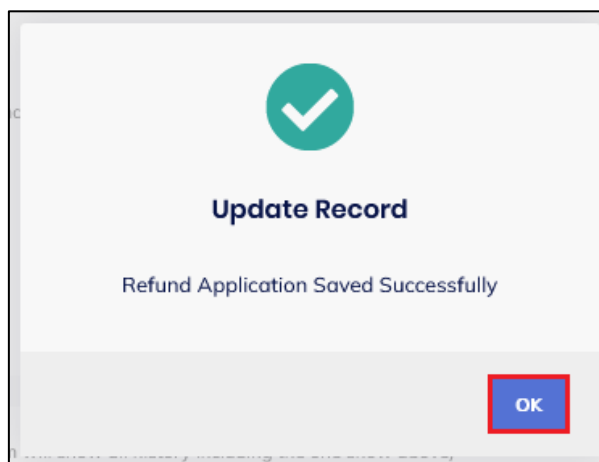



Figure 18 Edit success message

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

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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).

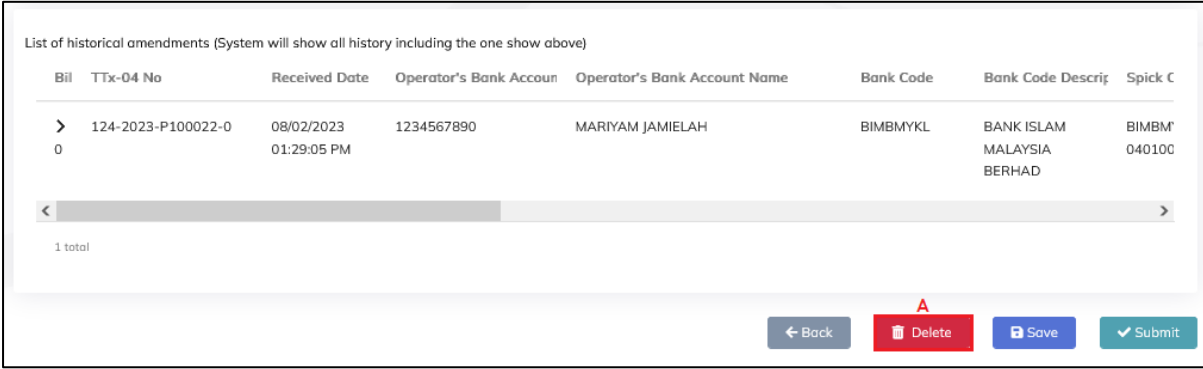


Figure 19 Delete button in Edit Refund Application page

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

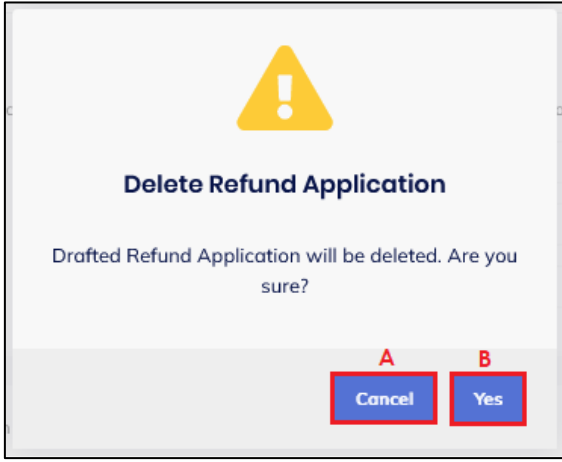



Figure 20 Delete confirmation message

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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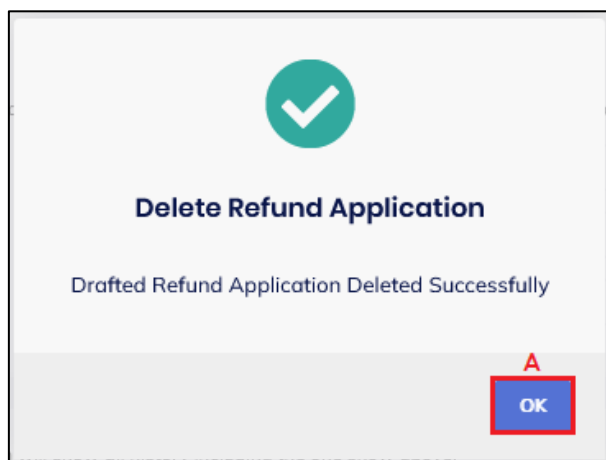



Figure 21 Delete success message

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

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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 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 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).

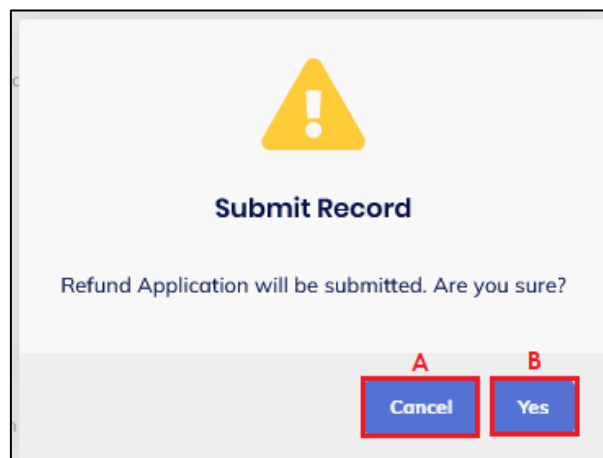



Figure 23 Submit confirmation message

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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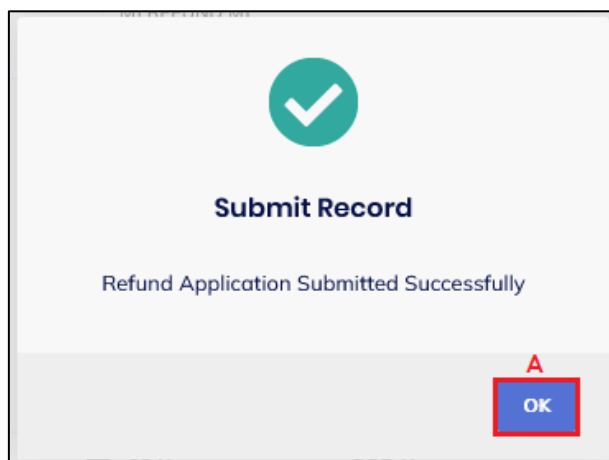



Figure 24 Submit success message

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 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		

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 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 ^A

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).

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 ^A
Download ^B

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

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).



JABATAN KASTAM DIRAJA MALAYSIA

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

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 untuk pertanyaan lanjut (Please contact Customs Call Center at 1-300-88-8500 / 03-78067200 or email 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 28 TTx-04A Refund Application form page 1



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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* (Received Date*) 08/02/2023

Tarikh Cop Pos* (Postmark Date*)

Nombor Resit* (Receipt Number*) 500018CT

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.






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 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).



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Dashboard

Administrations

License Profile Maintenance

Tax Return

Bill of Demand (BOD Status)

Payment

Refund

Refund Request

Refund Status/History

Ramission

Subsidiary Ledger

Inbox

JABATAN KASTAM DIRAJA MALAYSIA

Royal Malaysian Customs Department

English

161-2023-1100092 | SOPHEA AHMED

Application for Tourism Tax Refund

Refund Status: QUERY

Refund ID: -

TTx04 No: 161-2023-P110013-0

Submitted Date/Time: 06/06/2023 10:52:25 AM

Previous Offset No: -

PART A: Details of Application for Tourism Tax Refund

TTX No.: 161-2023-11000092

Name of Business: PPPD REFUND

PART B: Details of Refund

Refund Type*: OVERPAID

Refund Method*: OFFSET

Payment Receipt No.: 501077CT

Currency*: TRY / LIRA

Select Taxable Period*

Select	Status	TTx-03 No.	BOD No.	Taxable Period	Actual Amount Payab	Paid Balance (RM)
<input checked="" type="radio"/>	PENDING PAYMENT	161-31002-0/2306	-	01/02/2023 - 28/02/2023	RM2,500.00	RM2,500.00

Claim Details*

Form No. :	Form Type :	Taxable Period	Total Tax Paid (RM) :	Overpaid (RM) :	Amount Claimable
161-31001-0/2306	Tax Return	01/01/2023 - 31/01/2023	RM3,500.00	RM2,500.00	2500

Amount Claimable :

RM2,500.00

Offset / Carry Forward Balance (RM) :

RM0.00

Total Amount Claimable (RM) :

RM2,500.00

PART C: Details of Bank

Bank Account Type*: CURRENT SAVING

Digital Platform Service Provider's Bank Account No*: 0099887766

Account Holder Name*: PPPD REFUND SDN BHD

Bank Name*: BANK PPPD REFUND

Bank Address*: BANK ADDRESS 1
BANK ADDRESS 2
BANK ADDRESS 3

Country*: Turkey

State*: ANKARA

Postcode*: 40012

City*: SEHIR

Swift Code*: 001201

Application Letter*

1. TEST 1.pdf

Remission Approval Letter

1. TEST 2.pdf

Payment Receipt with the Overpaid Amount*

1. TEST 3.pdf

Front page of Bank Statement*

1. TEST 3.pdf

Business Registration Document

Other 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*: SOPHEA AHMED

Identity Card No. / Passport No.*: IC - Identity Card No
99090909009

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)

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 PPPD REFUND	BANK ADDRESS BANK ADDRESS BANK ADDRESS

< 1 total

A Back

B Submit

Figure 31 Amend form for Refund Application



6. Input amount claimable in **Amount Claimable** field (Refer Figure 31).
Note: Mandatory.
Note: Amount Claimable cannot 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 Account Type including Current and Saving.
8. Input bank account no. in **Digital Platform Service Provider's Bank Account No.** field (Refer Figure 31).
Note: Mandatory.
9. Input account holder name in **Account Holder Name** field (Refer Figure 31).
Note: Mandatory.
Note: This field should match the Account Holder Name on the Front Page of the Bank Draft.
10. Input bank name in **Bank Name** field (Refer Figure 31).
Note: Mandatory.
11. Input bank address in **Bank Address** field (Refer Figure 31).
Note: Mandatory.
12. Select country from **Country** drop down (Refer Figure 31).
Note: Mandatory.
13. Input state in **State** field (Refer Figure 31).
Note: Mandatory.
14. Input postcode in **Postcode** field (Refer Figure 31).
Note: Mandatory.
15. Input city in **City** field (Refer Figure 31).
Note: Mandatory.
16. Input swift code in **Swift Code** 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 Upload window (Refer Figure 32).

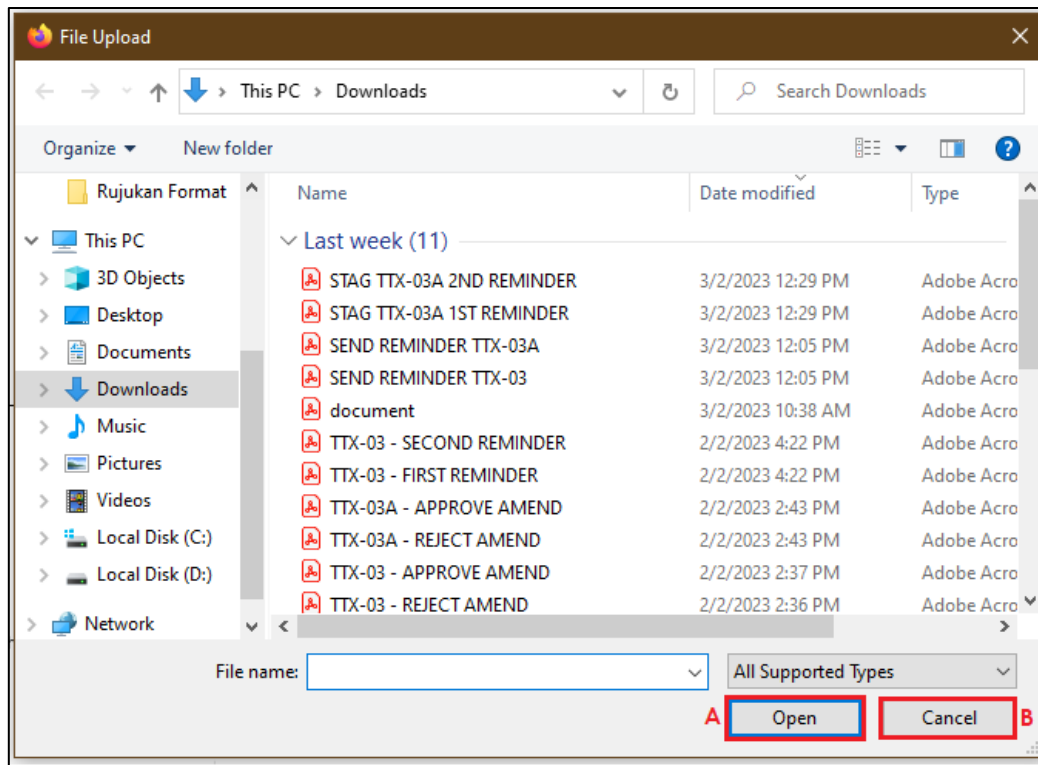



Figure 32 File Upload Window (Amend form)

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).

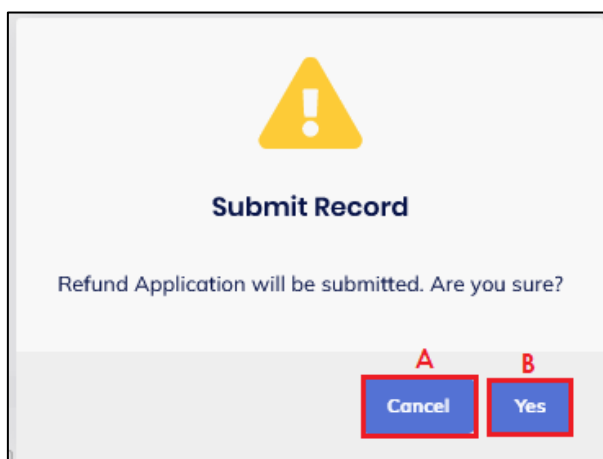


Figure 33 Amend confirmation message

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).

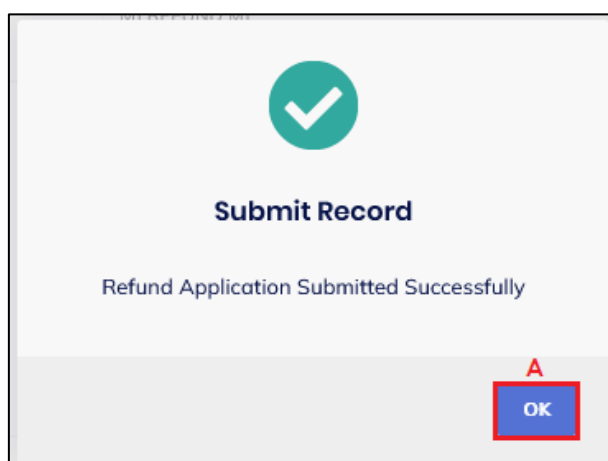


Figure 34 Amend success message

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

Application for Tourism Tax Refund

Refund Status
TTx04 No
Previous Offset No

PENDING APPROVAL
124-2023-P100023-1
-

Refund ID
Submitted Date/Time

-
08/02/2023 05:23:13 PM

PART A: Details of Application for Tourism Tax Refund

TTX No. :

124-2023-10000001

Name of Business :

MJ REFUND MJ

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

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

<

>

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).



1.2 Refund Status/ History

The screenshot displays the 'Refund Status History' page. On the left is a dark blue sidebar with navigation links: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund (with sub-links for Refund Request and Refund Status/History), Remission, and Subsidiary Ledger. The main content area has a header with the system logo, name, and user information. Below the header is a search bar and an 'Advanced Filters' button (labeled A). The filters include fields for Refund ID, TTx-03 No., Status, Refund Method, TTx-04 No., and Submitted Date. At the bottom of the filter section are 'Clear' (labeled B) and 'Search' (labeled C) buttons. The main part of the page is a table with columns: Action, Status, Refund Method, Taxable Period, TTx-04 No., TTx-03 No., BOD No., Submitted Date, Refund ID, and Total Tax Amount. The table contains six rows of data, all with a status of 'REJECTED'. Each row has an 'Action' button. At the bottom of the table, it says '6 total'.

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

Figure 37 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 iGFMS 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

The screenshot displays the 'Refund Status History' page in the TTX system. The page includes a search bar, advanced filters, and a table of refund applications. The table has the following columns: Action, Status, Refund Method, Taxable Period, TTX-04 No., TTX-03 No., BOD No., Submitted Date, and Refund ID. The first row is highlighted, and the 'Action' button is expanded to show 'View' and 'Print' options. Red boxes and letters A, B, and C are used to label these elements.

Action	Status	Refund Method	Taxable Period	TTX-04 No.	TTX-03 No.	BOD No.	Submitted Date	Refund ID
Action A	OFFSETTING	OFFSET	01/03/2022 - 31/03/2022	124-2023-P100004-0	124-31003-0/230 1	-	03/01/2023	R0000004 1
View B								
Print C	OFFSET	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	-

Figure 38 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 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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Application for Tourism Tax Refund

Refund Status: APPROVED Refund ID: -
TTX No: 161-2023-P110027-1 Submitted Date/Time: 06/11/2023 10:52:45 AM
Previous Offset No: -

PART A: Details of Application for Tourism Tax Refund

TTX No.: 161-2023-11000110
Name of Business: GREEN GRASS HOTEL

PART B: Details of Refund

Refund Type*: OVERPAID
Refund Method*: CREDIT ACCOUNT OFFSET
Payment Receipt No.: 20232510110000483TX
Currency*: Please Choose

Claim Details

Form No.:	Form Type:	Taxable Period	Total Tax Paid (RM)	Overpaid (RM)	Amount Claimable (RM)
161-31011-012311	Tax Return	01/09/2023 - 30/09/2023	RM880.00	RM40.00	RM1,120.00

Amount Claimable (RM): RM1,120.00
Bank-In Amount (RM): RM0.00
Total Amount Claimable (RM): RM1,120.00

PART C: Details of Bank

Bank Account Type*: CURRENT SAVINGS
Digital Platform Service Provider's Bank Account No.: 12008481994129
Account Holder Name*: GREEN GRASS HOTEL
Bank Name*: BANK ISLAM MALAYSIA BERHAD
Bank Address*: ADDRESS 1, ADDRESS 2, ADDRESS 3
Country*: Malaysia
State*: PUTRAJAYA
Postcode*: 62150
City*: PRESENT 2
Swift Code*: BISMYYKL BISMYYKL
Swift Code Description: BISMYYKL

Application Letter*: Upload Supporting Document
1 TEST 1.pdf

Remission Approval Letter: Upload Supporting Document
1 TEST 2.pdf

Payment Receipt with the Overpaid Amount*: Upload Supporting Document
1 TEST 3.pdf

Front page of Bank Statement*: Upload Supporting Document
1 TEST 4.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*: HUNABIA SOLDI
Identity Card No. / Passport No.*: IC - Identity Card No. 970920125066

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

Ref	Tax ID No.	Received Date	Digital Platform Service Provider's Bank Account No.	Account Holder Name	Bank Name	Bank Addr
1	161-2023-P110027-1	-	12008481994129	GREEN GRASS HOTEL	BANK ISLAM MALAYSIA BERHAD	ADDRESS 1, ADDRESS 2, ADDRESS 3

1 total

Back

Figure 39 Refund Application page 2



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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).
7. 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).



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1.3 Inbox

The screenshot displays the 'Inbox' page of the MYTTX system. The left sidebar contains navigation links: Dashboard, Administrations, License Profile Maintenance, Tax Return, Bill of Demand (BOD Status), Payment, Refund, Remission, and Subsidiary Ledger. The main content area is titled 'Inbox' and features a search bar (B) and an 'Advanced filters' button (A). Below the search bar, there are two date selection fields for 'Email Sent Date'. At the bottom right of the filter section, there are 'Clear' (D) and 'Inquiry' (C) buttons. The main table lists notification letters with columns for 'Email Date', 'Main Subject', and 'Email'. The table contains five entries, all 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 40 Inbox page

1. 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

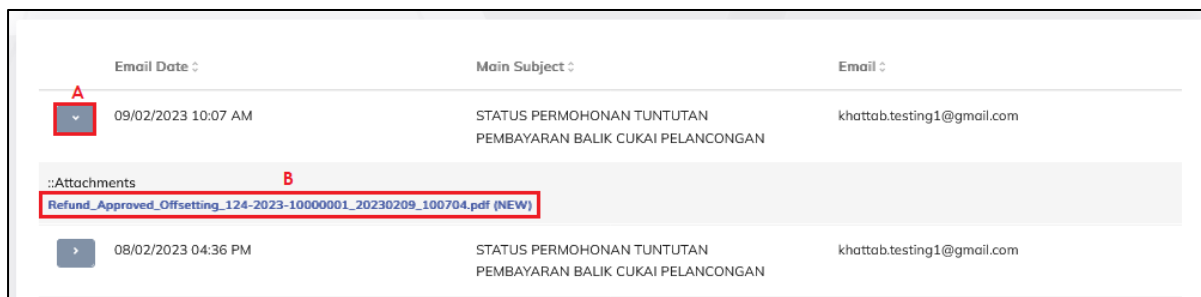


Figure 41 Open button in Inbox table list

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).

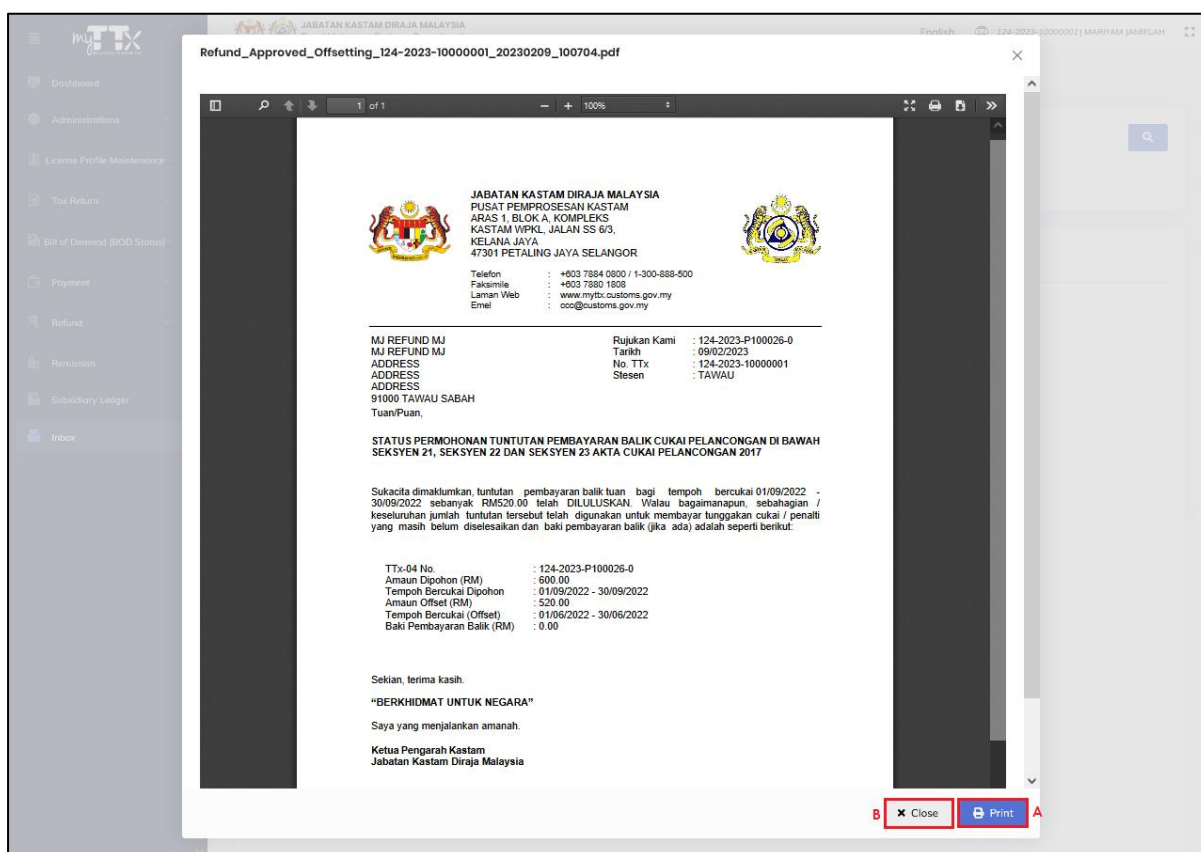



Figure 42 Print notification letter page

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

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



	ROYAL MALAYSIAN CUSTOMS DEPARTMENT CUSTOMS PROCESSING CENTRE LEVEL 1, BLOCK A, WPKL CUSTOMS COMPLEX, JALAN SS6/3, KELANA JAYA 47301 PETALING JAYA SELANGOR							
Telephone : 1-300-888-500 Website : www.mytx.customs.gov.my E-mail : ccc@customs.gov.my								
<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"> PPPD REFUND PPPD REFUND ADDRESS 1 ADDRESS 2 ADDRESS 3 40012 SEHIR ANKARA TURKEY </td> <td style="width: 50%;"> Our Reference. : 161-2023-P110013-0 Date : 06/06/2023 TTx No. : 161-2023-11000092 Station : IBU PEJABAT </td> </tr> </table>			PPPD REFUND PPPD REFUND ADDRESS 1 ADDRESS 2 ADDRESS 3 40012 SEHIR ANKARA TURKEY	Our Reference. : 161-2023-P110013-0 Date : 06/06/2023 TTx No. : 161-2023-11000092 Station : IBU PEJABAT				
PPPD REFUND PPPD REFUND ADDRESS 1 ADDRESS 2 ADDRESS 3 40012 SEHIR ANKARA TURKEY	Our Reference. : 161-2023-P110013-0 Date : 06/06/2023 TTx No. : 161-2023-11000092 Station : IBU PEJABAT							
Sir/Madam,								
REFUND STATUS UNDER SECTION 21, SECTION 22 AND SECTION 23 OF TOURISM TAX ACT 2017								
Referring to the above matter.								
2. Kindly be informed that your application for refund under Tourism Tax Act 2017 as below have been QUERIED . Please submit additional information/document(s) as follows:								
<table border="0"> <tr> <td>Taxable Period</td> <td>: 01/01/2023 - 31/01/2023</td> </tr> <tr> <td>Amount</td> <td>: RM2,500.00</td> </tr> <tr> <td>TTx-04A No.</td> <td>: 161-2023-P110013-0</td> </tr> </table>			Taxable Period	: 01/01/2023 - 31/01/2023	Amount	: RM2,500.00	TTx-04A No.	: 161-2023-P110013-0
Taxable Period	: 01/01/2023 - 31/01/2023							
Amount	: RM2,500.00							
TTx-04A No.	: 161-2023-P110013-0							
YOUR DOCUMENTS ARE NOT COMPLETE. PLEASE COMPLETE YOUR DOCUMENTS TO PROCEED WITH THE APPLICATION. DOCUMENTS NEEDED: 1. SIGNED REMISSION APPROVAL LETTER								

Figure 43 Query Letter page 1



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3. You are required to submit all document within **14 days** from the date of this letter. Failure to submit will cause your claim to be rejected and the decision is final.

4. You may visit the official website of www.myttx.customs.gov.my or contact our officer via email stag.ttx2022@gmail.com or by phone 130-03123456789 for further information.

Thank you.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah.

Director General of Customs
Royal Malaysian Customs Department

This is an electronically generated document. No signature required

Figure 44 Query Letter page 2



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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).



	ROYAL MALAYSIAN CUSTOMS DEPARTMENT CUSTOMS PROCESSING CENTRE LEVEL 1, BLOCK A, WPKL CUSTOMS COMPLEX, JALAN SS6/3, KELANA JAYA 47301 PETALING JAYA SELANGOR	
Telephone : 1-300-888-500 Website : www.myttx.customs.gov.my E-mail : ccc@customs.gov.my		
<hr/>		
MJ SDN BHD TEST SURAT PPPD 2 BANK ADDRESS 1 BANK ADDRESS 2 BANK ADDRESS 3 41005 SEHIR ANKARA Turkey	Our Reference. : 161-2023-P110018-0 Date : 21/02/2023 TTx No. : 161-2023-11000024 Station : IBU PEJABAT	
Sir/Madam,		
REFUND STATUS UNDERSECTION 21, SECTION 22 AND SECTION 23 OF TOURISM TAX ACT 2017		
Referring to the above matter.		
2. Kindly be informed that your refund application for taxable period of 01/04/2022 - 30/04/2022 amounting to RM500.00 has been APPROVED . However, a part/total refund claim has been used to pay your outstanding tax/penalty and the remaining payment (if any) is as follows:		
TTx-04A No.	: 161-2023-P110018-0	
Requested Amount	: RM500.00	
Taxable Period (Requested)	: 01/04/2022 - 30/04/2022 : RM500.00	
Offsetting Amount	: 01/01/2023 - 31/01/2023	
Taxable Period (Offset)	: RM0.00	
Refund Balance		
Thank you.		
"BERKHIDMAT UNTUK NEGARA"		
Saya yang menjalankan amanah.		
Director General of Customs Royal Malaysian Customs Department		

Figure 45 Approved Offsetting Letter page 1



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Figure 46 Approved Offsetting Letter page 2

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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 47).

	ROYAL MALAYSIAN CUSTOMS DEPARTMENT CUSTOMS PROCESSING CENTRE LEVEL 1, BLOCK A, WPKL CUSTOMS COMPLEX, JALAN SS6/3, KELANA JAYA 47301 PETALING JAYA SELANGOR Telephone : 1-300-888-500 Website : www.myttx.customs.gov.my E-mail : ccc@customs.gov.my	
-----------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------

GREEN GRASS HOTEL GREEN WORLD SDN BHD JALAN RAHIM SELAMAT LORONG 7/2 50000 KUALA LUMPUR KUALA LUMPUR	Our Reference. : 161-2023-P110028-0 Date : 05/11/2023 TTx No. : 161-2023-11000110 Station : IBU PEJABAT
---------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------

Sir/Madam,

**REFUND STATUS UNDER SECTION 21, SECTION 22 AND SECTION 23 OF
TOURISM TAX ACT 2017**

Referring to the above matter.

2. Kindly be informed that your application for refund under Tourism Tax Act 2017 as below have been **APPROVED**:

Refund No.	: 161-2023-P110028-0
Payment Amount	: RM149,100.00
Taxable Period	: 01/10/2023 - 31/10/2023
Bank Name	:

Bank Account No.	: 08041274182
Transaction Date	: 05/11/2023
Remark	: PEMBAYARAN BALIK LEBIHAN CUKAI PELANCONGAN

Thank you.


“BERKHIDMAT UNTUK NEGARA”

Saya yang menjalankan amanah.

**Director General of Customs
Royal Malaysian Customs Department**



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Figure 47 Approved Bank-In Letter page

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1.3.1.4 Rejected Application Letter

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

	ROYAL MALAYSIAN CUSTOMS DEPARTMENT CUSTOMS PROCESSING CENTRE LEVEL 1, BLOCK A, WPKL CUSTOMS COMPLEX, JALAN SS6/3, KELANA JAYA 47301 PETALING JAYA SELANGOR	
Telephone : 1-300-888-500 Website : www.mytx.customs.gov.my E-mail : ccc@customs.gov.my		

56677889908 MJ CO. SDN BHD ADDRESS 1 ADDRESS 2 ADDRESS 3 40012 ANKARA SEHIR Turkey Sir / Madam,	Reference No. : 161-2023-P110004-0 Date : 15/02/2023 TTx No. : 161-2023-11000029 Station : IBU PEJABAT
-------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------

REFUND STATUS UNDER SECTION 21, SECTION 22 AND SECTION 23 OF TOURISM TAX ACT 2017

Referring to the above matter.

2. Kindly be informed that your application for refund under Tourism Tax Act 2017 as below have been REJECTED due to:

- REJECT THIS APPLICATION

3. You may visit the official website of www.mytx.customs.gov.my or contact our officer via email ao1cdn2022@gmail.com or by phone 130-03123456789 for further information.

Thank you.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah.

Director General of Customs
Royal Malaysian Customs Department

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Figure 48 Rejected Application Letter page