




MySST User Manual
Return & Payment Module

Expansion Scope of MySST
(Public Users)

Version 1.0

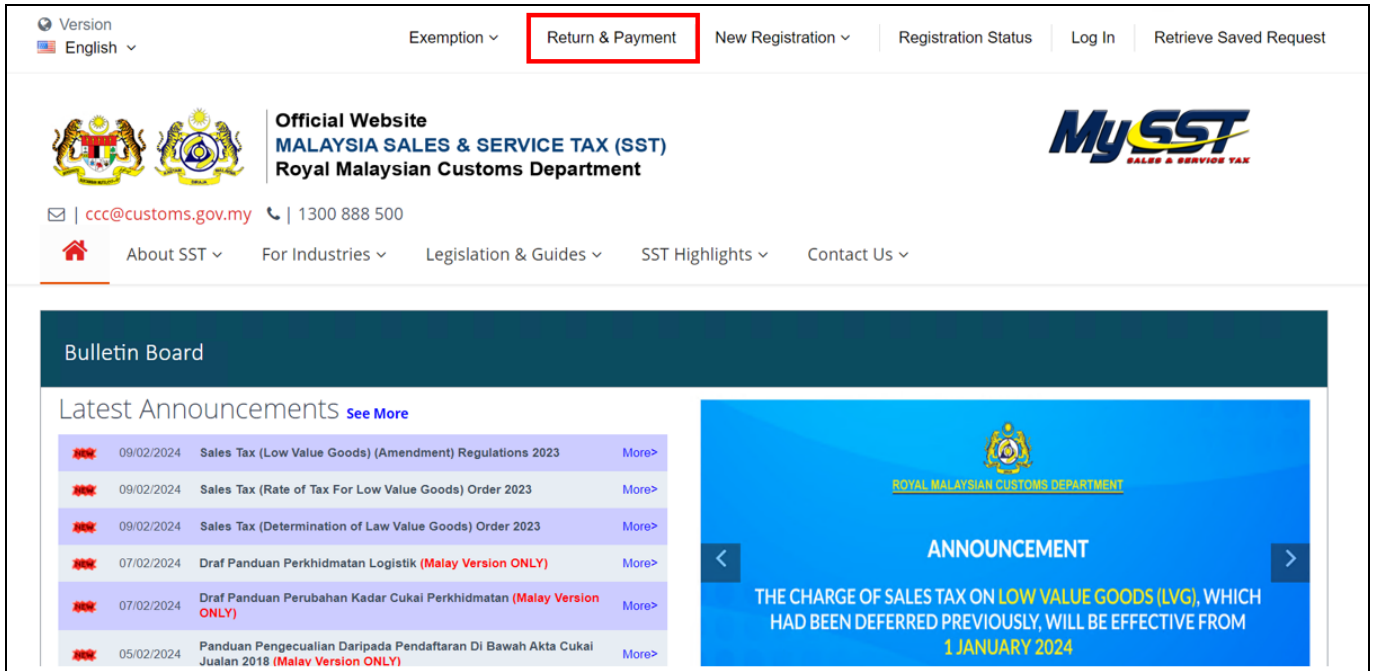
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1.0 Main page of MySST

1. Open web browser Google Chrome (latest version) and type the URL address <https://www.mysst.customs.gov.my> to access MySST system.
2. Click on Return & Payment menu. (Refer Figure 1)



The screenshot shows the MySST main page. At the top, there is a navigation bar with several menu items: 'Version', 'English', 'Exemption', 'Return & Payment' (highlighted with a red box), 'New Registration', 'Registration Status', 'Log In', and 'Retrieve Saved Request'. Below the navigation bar is the header section, which includes the Royal Malaysian Customs Department logo, the text 'Official Website MALAYSIA SALES & SERVICE TAX (SST) Royal Malaysian Customs Department', and the 'MySST SALES & SERVICE TAX' logo. There is also contact information: 'ccc@customs.gov.my' and '1300 888 500'. A secondary navigation bar includes 'About SST', 'For Industries', 'Legislation & Guides', 'SST Highlights', and 'Contact Us'. The main content area features a 'Bulletin Board' section with 'Latest Announcements' and a 'See More' link. A list of announcements is shown, including 'Sales Tax (Low Value Goods) (Amendment) Regulations 2023' and 'Sales Tax (Rate of Tax For Low Value Goods) Order 2023'. A prominent blue announcement banner is displayed on the right, stating: 'ANNOUNCEMENT THE CHARGE OF SALES TAX ON LOW VALUE GOODS (LVG), WHICH HAD BEEN DEFERRED PREVIOUSLY, WILL BE EFFECTIVE FROM 1 JANUARY 2024'.

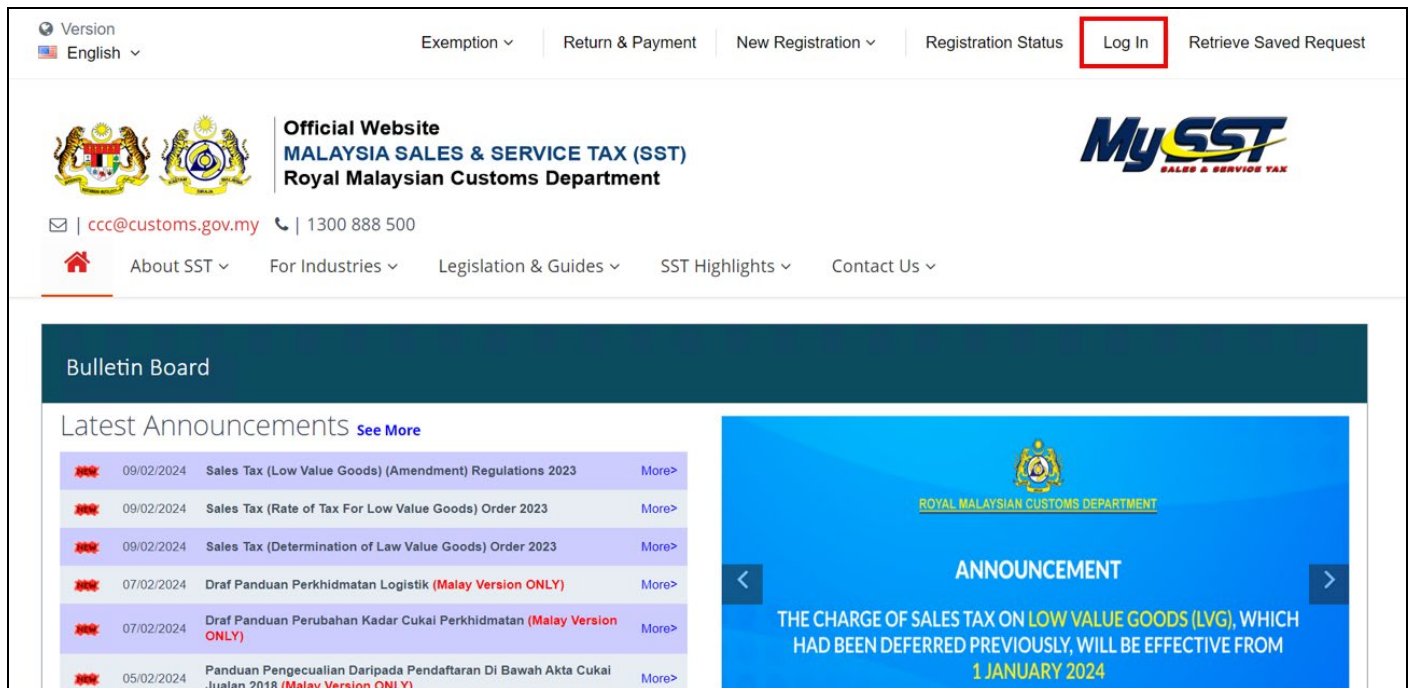
Figure 1 MySST main page

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2.0 Procedure to login Return & Payment

1. There are two options to login Return & Payment:
 - i. Main Page > Login page > Dashboard > Return & Payment menu > Login Return & Payment
 - ii. Main page > Return & Payment page > Login Return & Payment

2.1 Main Page > Login page > Dashboard > Return & Payment menu > Login Return & Payment



The screenshot shows the MySST main page. At the top, there is a navigation bar with a language dropdown set to 'English', and several menu items: 'Exemption', 'Return & Payment', 'New Registration', 'Registration Status', 'Log In' (highlighted with a red box), and 'Retrieve Saved Request'. Below the navigation bar, the page features the official website logo for 'MALAYSIA SALES & SERVICE TAX (SST) Royal Malaysian Customs Department' and the 'MySST SALES & SERVICE TAX' logo. Contact information includes an email address 'ccc@customs.gov.my' and a phone number '1300 888 500'. A secondary navigation menu includes 'About SST', 'For Industries', 'Legislation & Guides', 'SST Highlights', and 'Contact Us'. The main content area is titled 'Bulletin Board' and contains a 'Latest Announcements' section with a 'See More' link. The announcements list several items with dates and titles, each with a 'More>' link. A prominent blue announcement banner is also visible, stating: 'ANNOUNCEMENT THE CHARGE OF SALES TAX ON LOW VALUE GOODS (LVG), WHICH HAD BEEN DEFERRED PREVIOUSLY, WILL BE EFFECTIVE FROM 1 JANUARY 2024'.

Figure 2 MySST main page

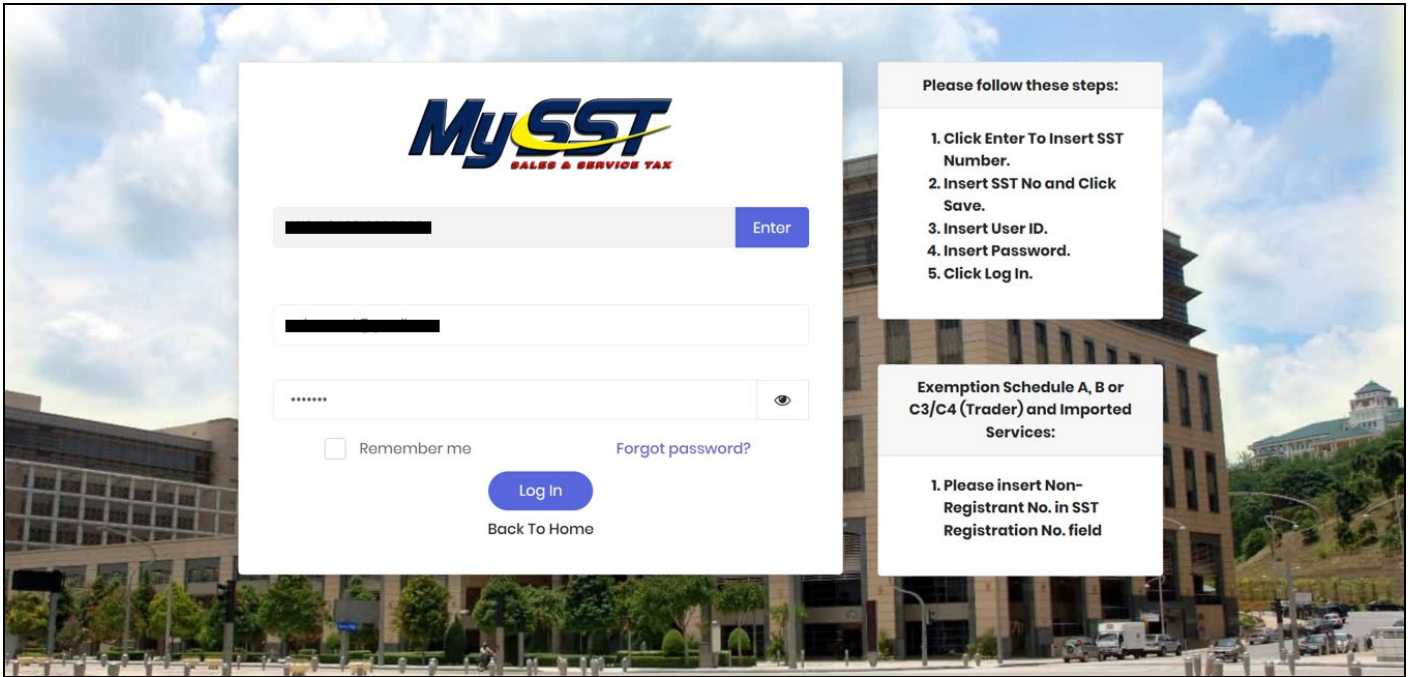


Figure 3 Login page

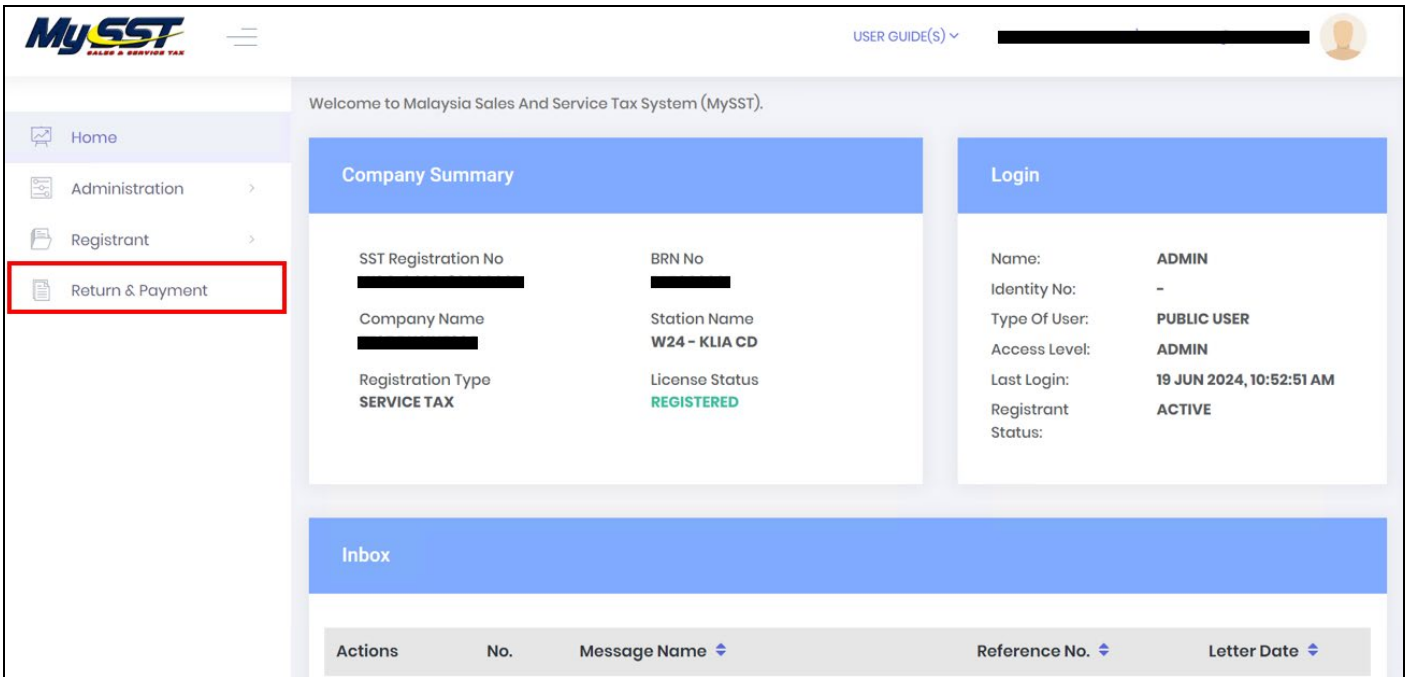



Figure 4 Public user dashboard

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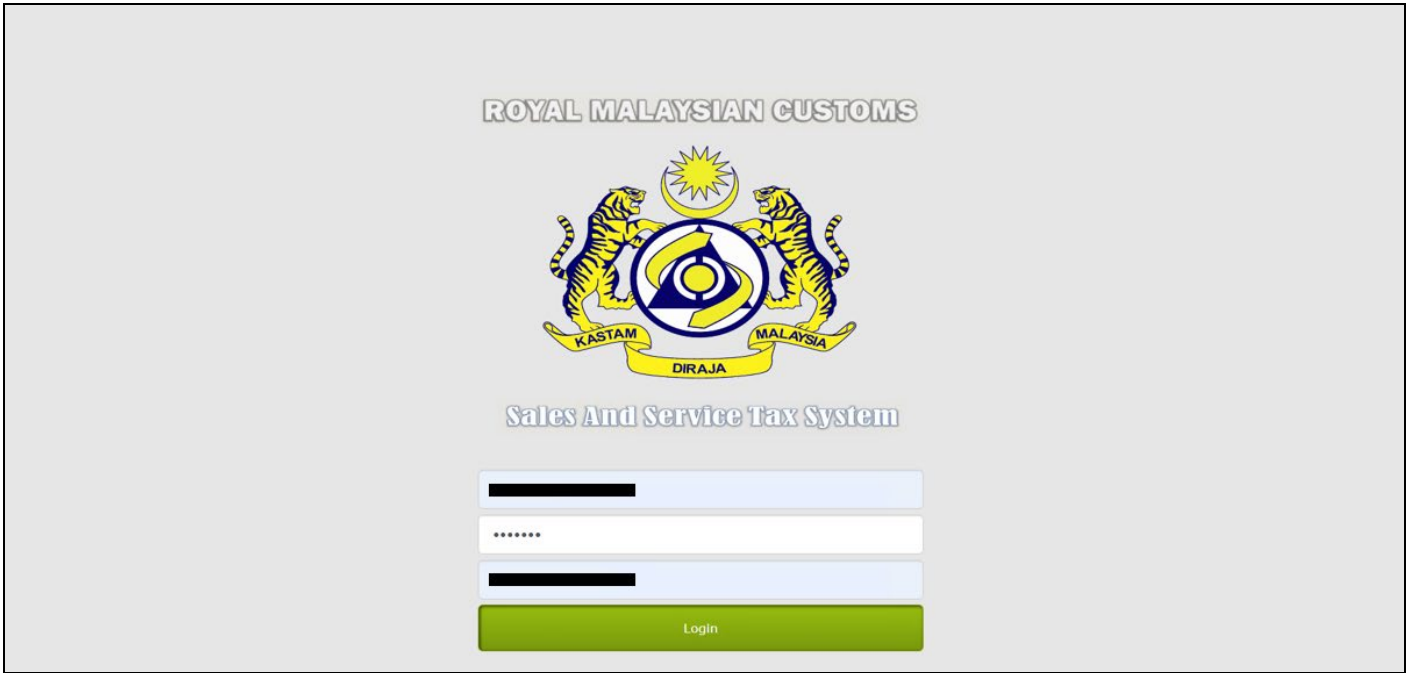

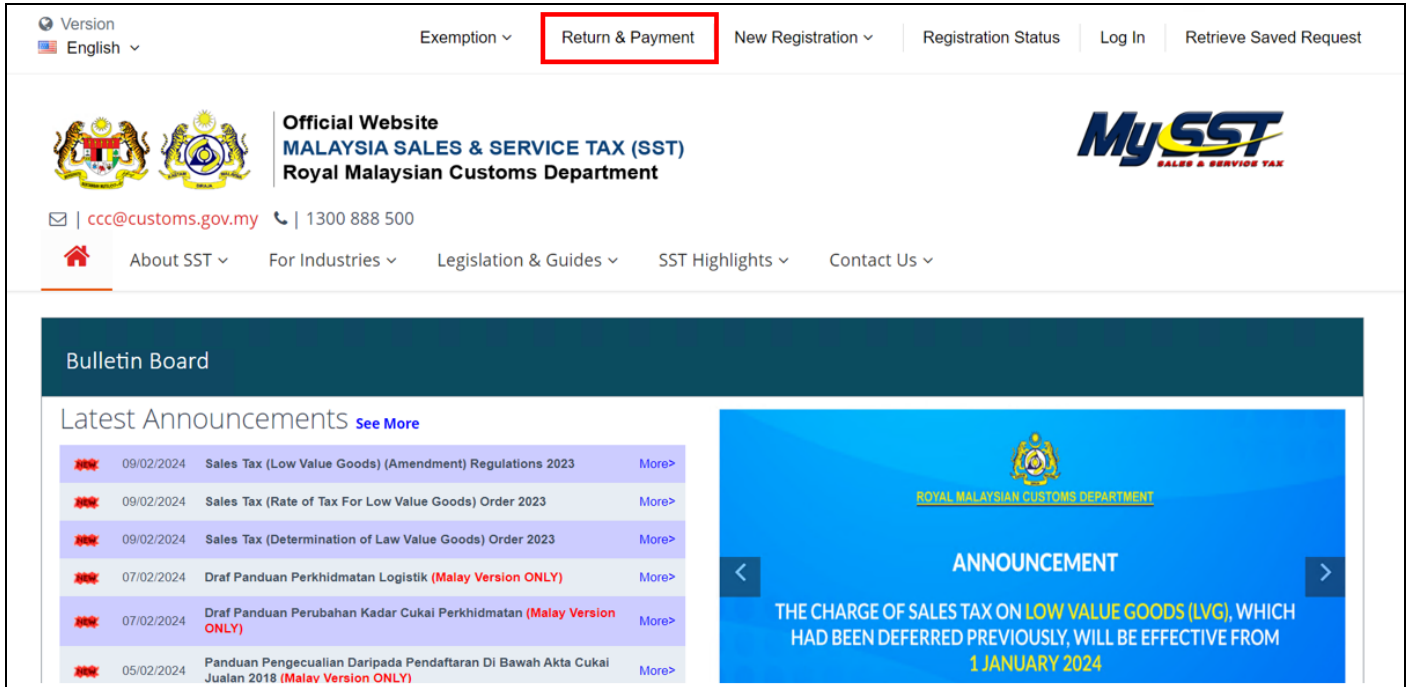


Figure 5 Return & Payment login page

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2.2 Main Page > Return & Payment page > Login Return & Payment



Version English Exemption **Return & Payment** New Registration Registration Status Log In Retrieve Saved Request

Official Website
MALAYSIA SALES & SERVICE TAX (SST)
Royal Malaysian Customs Department

ccc@customs.gov.my | 1300 888 500

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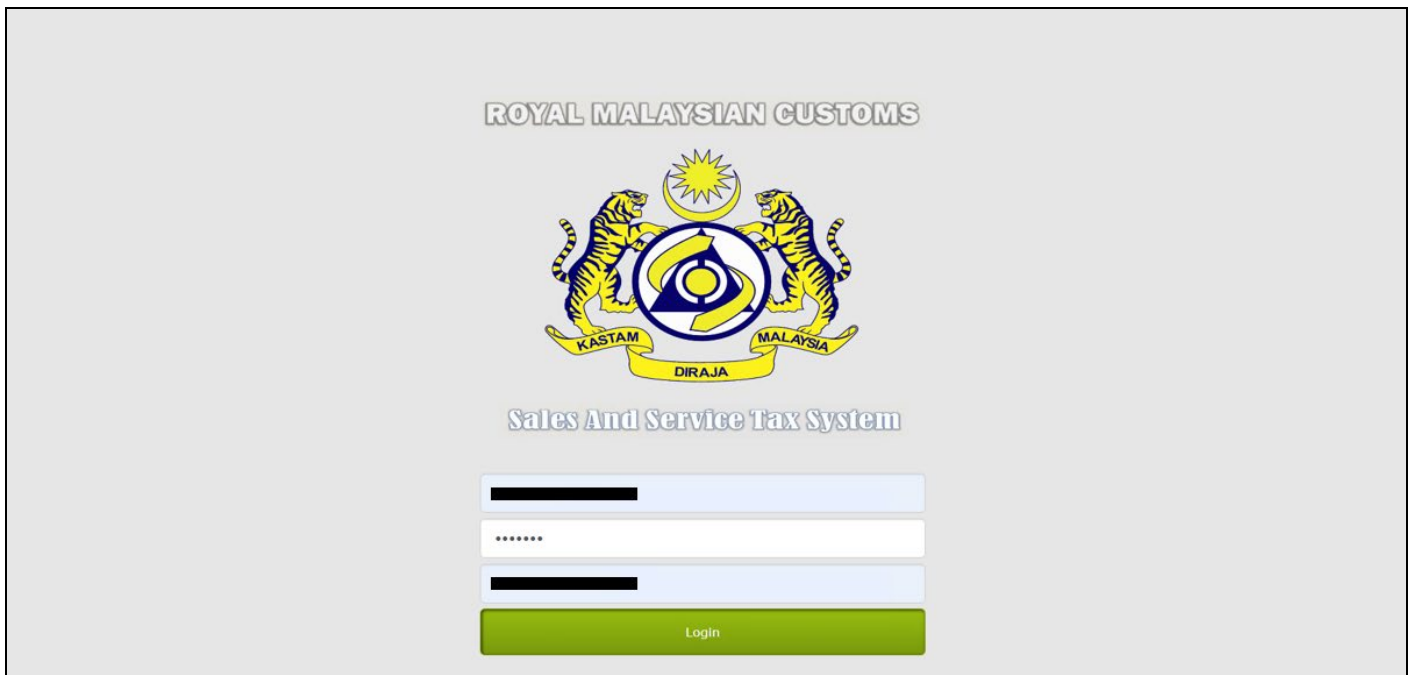
Bulletin Board

Latest Announcements [See More](#)

- 09/02/2024 Sales Tax (Low Value Goods) (Amendment) Regulations 2023 [More>](#)
- 09/02/2024 Sales Tax (Rate of Tax For Low Value Goods) Order 2023 [More>](#)
- 09/02/2024 Sales Tax (Determination of Law Value Goods) Order 2023 [More>](#)
- 07/02/2024 Draf Panduan Perkhidmatan Logistik (Malay Version ONLY) [More>](#)
- 07/02/2024 Draf Panduan Perubahan Kadar Cukai Perkhidmatan (Malay Version ONLY) [More>](#)
- 05/02/2024 Panduan Pengecualian Daripada Pendaftaran Di Bawah Akta Cukai Jualan 2018 (Malay Version ONLY) [More>](#)

ANNOUNCEMENT
 THE CHARGE OF SALES TAX ON LOW VALUE GOODS (LVG), WHICH HAD BEEN DEFERRED PREVIOUSLY, WILL BE EFFECTIVE FROM 1 JANUARY 2024

Figure 6 MySST main page




ROYAL MALAYSIAN CUSTOMS

Sales And Service Tax System

Login

Figure 7 Return & Payment login page

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3.0 Sales tax

3.1 Declare sales tax return

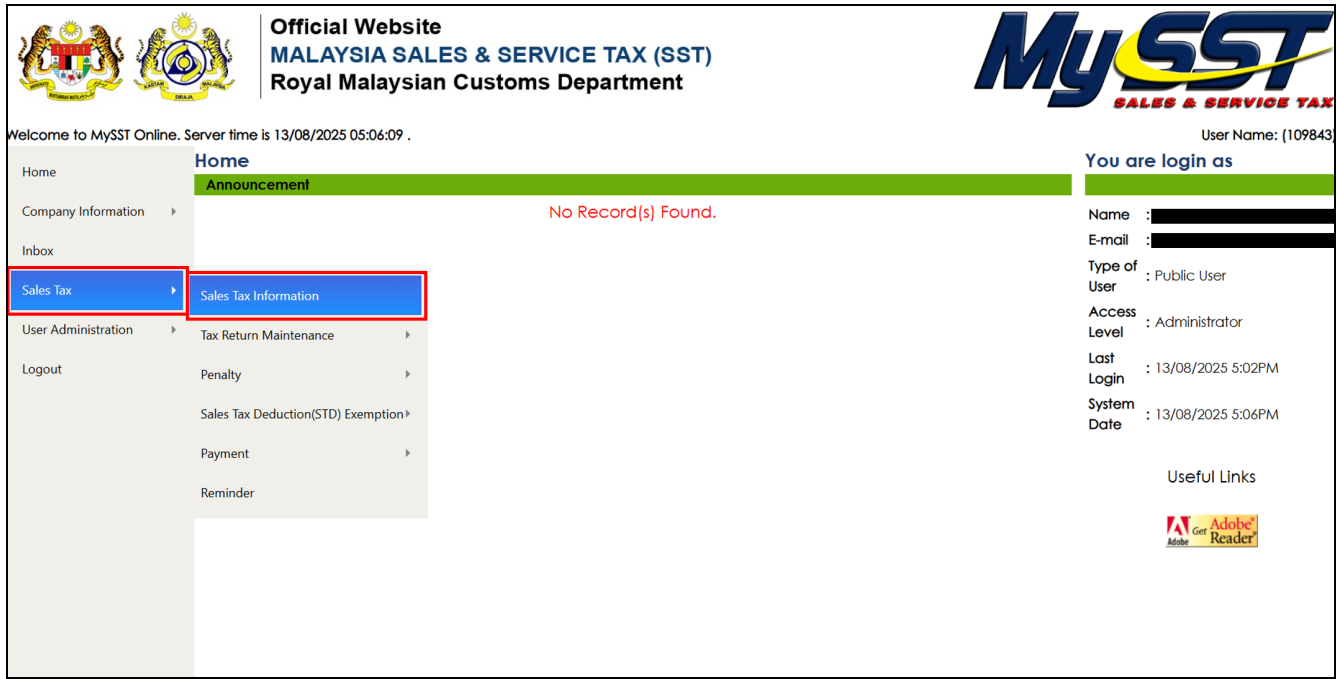


Figure 8 Dashboard

1. Click on **Sales Tax** menu. (Refer Figure 8)
2. System will display Sales Tax list sub-menu. (Refer Figure 8)
3. Click on **Sales Tax Information** sub-menu. (Refer Figure 8)
4. System will display Sales Tax Licence Information page. (Refer Figure 9)



JABATAN KASTAM DIRAJA MALAYSIA

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Sales Tax

Sales Tax Licence Information

SST SMK No. :	[Redacted]	Control Station Name :	[Redacted]
Company Name :	[Redacted]	SST Registration No. :	[Redacted]
BRN :	[Redacted]		
Date Registered :	[Redacted]	Approved By :	
Date Approved :	[Redacted]		
Effective Date :	[Redacted]	Company Address :	[Redacted]
Premise Address :	[Redacted]	Tel No. :	[Redacted]
Tel No. :	[Redacted]	Manufacturing Date :	[Redacted]
Exemption Schedule C (Yes/No) :		Financial Year End :	[Redacted]
SST Status : Active		Total STD Balance (RM) :	0.00
SST Cancel Date :			
Credit Deduction Date : Yes			

Available Tax Schedule Year: 2025 Backward Forward

1 - 6 in 6 are displayed

Select	No	TAXABLE PERIOD	DUE DATE	RECEIVED DATE	RECEIPT AMT	RECEIPT NO	SST-02 No	STATUS	STD NO	STD STATUS
<input checked="" type="radio"/>	1	01/01/2025 to 28/02/2025	31/03/2025							
<input type="radio"/>	2	01/03/2025 to 30/04/2025	31/05/2025							
<input type="radio"/>	3	01/05/2025 to 30/06/2025	31/07/2025							
<input type="radio"/>	4	01/07/2025 to 31/08/2025	30/09/2025							
<input type="radio"/>	5	01/09/2025 to 31/10/2025	01/12/2025							
<input type="radio"/>	6	01/11/2025 to 31/12/2025	02/02/2026							

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View Detail

Figure 9 Sales Tax License Information page

5. Tick on radio button of selected taxable period. (Refer Figure 9)
6. Then, click on **View Detail** button. (Refer Figure 9)
7. System will display Sales Tax Return page. (Refer Figure 10)



Sales Tax

Sales Tax Return

SST Name :	<input type="text"/>	SST-02 No. :	This field will be automatic generated
SST SMK No. :	<input type="text"/>	SST Reg. No. :	<input type="text"/>
Taxable Period :	From 01/01/2025 To 28/02/2025	Control Station Name :	<input type="text"/>
Declared By Name :	<input type="text"/>	Due Date :	31/03/2025
Declared By New IC/Passport No. :	<input type="text"/> (Eg:New IC: 74021988888)		
	<input checked="" type="radio"/> New IC <input type="radio"/> Passport No.		
	(Nb: Please enter a valid ID for declaration)		
Export / Special Area / Designated Area (18a) :	<input type="text"/>	Last Date Submitted (Return) :	
Schedule A (Class Of Person) (18b1) :	<input type="text"/>	Date Declare (Received) :	
Schedule B (Manufacturer of specific non taxable goods) (18b2) :	<input type="text"/>	Form Status :	Draft
Total Value of Sales Exempted (18e) :	<input type="text"/> (Under Subsection 35(3) and / or Section 61A Sales Tax Act 2018)	Receipt No. :	
Total Taxable Sales :	0.00	Receipt Date :	
Total Value of Tax Payable :	0.00	Receipt Amount :	0.00
Tax Deduction From Credit Note (13a) *Potongan Cukai Melalui Nota Kredit. have Credit Note) :	<input type="text"/> (Nb: Leave it blank if you DO NOT have Credit Note)	Balance :	0.00
Sales Tax Deduction (13b) :	0.00	BOD Ref No./ Status :	
Total Tax Value of Bad Debt Relief (13d) :	<input type="text"/>	BOD Date :	
Previous STD Balance :	0.00	BOD Receipt No./ Date :	
Adjust under STD(13A) :	0.00	BOD Total Received/ Total :	0.00/0.00
Total Tax Payable Before Penalty :	0.00	BOD Tax Received/ Total :	0.00/0.00
Penalty Rate :	40.00%	BOD Penalty Received/ Total :	0.00/0.00
Penalty Amount :	0.00	Supplement SST-02 No. :	
Total Tax Payable Inclusive Penalty :		Total Detail :	0
SST-02 Registered By IC :	141059		
Registered Name :			
<u>Schedule C (Raw Materials / Packaging/ Components).</u>		<u>Part E (Purchase Under The Schedule C, Sales Tax).</u>	
Item 1 and 2 (18b3i) :	<input type="text"/>	Item 1 and 2 (19) :	<input type="text"/>
Item 3 and 4 (18b3ii) :	<input type="text"/>	Item 3 and 4 (20) :	<input type="text"/>
Item 5 (18b3iii) :	<input type="text"/>	Item 5 (21) :	<input type="text"/>

Detail Sales Tax Return

Add Goods

Back Clear

Figure 10 Add goods

8. Input name in the **Declared By Name** field. (Refer Figure 10)
9. Input IC No./ Passport No. in the **Declared By New IC/ Passport No.** (Refer Figure 10)
10. Click on **Add Goods** button to add goods. (Refer Figure 10)
11. System will display Sales Tax Return (Draft) page. (Refer Figure 11)

Sales Tax
Sales Tax Return (Draft)

Detail Sales Tax Return

Item Number :

Tariff Code : View Goods New Tariff Code Tariff Year : 2022

Goods Description :

i. Value of Taxable Good Sold (8) : v. Tax Rate % :

ii. Value of Goods For Own Use / Disposed (9) : vi. Quantity (for petroleum/specific rate only) : Please Select

iii. Value of Work Performed (8) : vii. Tax Rate Specific : 0 per

iv. Total Value of Taxable Amount (i+ii+iii) : viii. Total Specific (vi * vii) : 0.00

ix. Total Tax Payable ([iv*v] + viii) :

Add

Detail Sales Tax Return Listing

Figure 11 Sales Tax Return (Draft) page

12. Click on **View Goods** button (A) to choose frequently used tariff code. (Refer Figure 11)
13. System will display Frequently Used Tariff page. (Refer Figure 12)
14. Click on **New Tariff Code** button (B) to choose search for tariff code. (Refer Figure 11)
15. System will display Search For Tariff Code page. (Refer Figure 13)



3.1.1 Select tariff code from View Goods button (A)

Search For Tariff Code

Frequently Used Tariff

Taxable Period : From 01/01/2025 To 28/02/2025

Tariff Code Product Description

Fill in the above information and click Search

No	Tariff Code	Description	Tax Type	Tax Rate	Tariff Year	Delete
1	0302.14.0000	SALMON	A (Ad-volerum)	5.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022	<input type="radio"/>

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Note: To delete frequency used tariff code, please select the radio button and press the [Delete] button. Follow by pressing OK to confirm.

To select the Tariff Code, please click the hyperlink under the Tariff Code column above.

Figure 12 Frequently Used Tariff page

Note: The Tax Rate column will display the old and new tax rates along with their effective dates.

1. Click on chosen tariff code hyperlink. (Refer Figure 12)
2. System will display chosen tariff code in the Tariff Code field. (Refer Figure 15)

3.1.2 Select tariff code from New Tariff Code button (B)

Search For Tariff Code

Taxable Period : From 01/01/2025 To 28/02/2025
 Tariff Year : 2022

Tariff Code HSCODE Description

Fill in the above information and click Search

Note: To select the Tariff Code, please click the hyperlink under the Tariff Code column above.

Figure 13 Search For Tariff Code page

1. Click on **Search** button. (Refer Figure 13)
2. System will display Search For Tariff Code (list of tariff code) page. (Refer Figure 14)

Search For Tariff Code

Taxable Period : From 01/01/2025 To 28/02/2025
 Tariff Year : 2022

Tariff Code HSCODE Description

Fill in the above information and click Search

No	Tariff Code	Description	Tax Type	Tax Rate	Tariff Year
1	0101.21.0000	-- Pure-bred breeding animals	A (Ad-volerum)	5.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022
2	0101.29.0000	-- Other	A (Ad-volerum)	5.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022
3	0101.30.1000	-- Pure-bred breeding animals	A (Ad-volerum)	5.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022
4	0101.30.9000	-- Other	A (Ad-volerum)	5.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022
5	0101.90.0000	Other	A (Ad-volerum)	5.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022
6	0102.21.0000	-- Pure-bred breeding animals	A (Ad-volerum)	0.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022
7	0102.29.1100	--- Oxen	A (Ad-volerum)	0.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022
8	0102.29.1900	--- Other	A (Ad-volerum)	0.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022
9	0102.29.9000	--- Other	A (Ad-volerum)	0.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022
10	0102.31.0000	-- Pure-bred breeding animals	A (Ad-volerum)	0.00% (Eff:01/07/2025) 0.00% (Until:30/06/2025)	2022

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Figure 14 Search For Tariff Code (list of tariff code) page

Note: The Tax Rate column will display the old and new tax rates along with their effective dates.

3. Click on chosen tariff code hyperlink. (Refer Figure 14)
4. System will display chosen tariff code in the Tariff Code field. (Refer Figure 15)



Sales Tax

Sales Tax Return (Draft)

Detail Sales Tax Return

Item Number	:		
Tariff Code	:	<input type="text" value="9002202000"/>	<input type="button" value="View Goods"/> <input type="button" value="New Tariff Code"/> <input type="text" value="Tariff Year : 2022"/>
Goods Description	:	<input type="text"/>	
i. Value of Taxable Good Sold (8)	:	<input type="text"/>	v. Tax Rate % : <input checked="" type="radio"/> 10.00 <input type="radio"/> 0.00 <input type="radio"/> 5.00 <input type="radio"/> 10.00 <input type="text" value="[Eff:01/07/2025]"/> <input type="text" value="[Until:30/06/2025]"/>
ii. Value of Goods For Own Use / Disposed (9)	:	<input type="text"/>	vi. Quantity (for petroleum/specific rate only) : <input type="text"/> <input type="button" value="Please Select"/>
iii. Value of Work Performed (8)	:	<input type="text"/>	vii. Tax Rate Specific : 0 per
iv. Total Value of Taxable Amount (i+ii+iii)	:		viii. Total Specific (vi * vii) : 0.00
			ix. Total Tax Payable : <input type="text"/>
		<input type="button" value="Back"/> <input type="button" value="Clear"/> <input checked="" type="button" value="Add"/>	

Figure 15 Sales Tax Return (Draft) page with chosen tariff code

5. Input description in the **Goods Description** field. (Refer Figure 15)
6. Input amount in **Value of Taxable Good Sold (8)** field. (Refer Figure 15)
7. Input amount in **Value of Goods For Own Use/ Disposed (9)** field. (Refer Figure 15)
8. Input amount in **Value of Work Performed (8)** field. (Refer Figure 15)
9. Click on radio button of chosen tax rate. (Refer Figure 15)
Note: Only applicable if the tariff code has more than one tax rate.
10. Click on **Add** button to create a record. (Refer Figure 15)



Sales Tax

Sales Tax Return (Draft)

GM10N RECORD CREATED.

Detail Sales Tax Return

Item Number : _____

Tariff Code : Tariff Year : 2022

Goods Description :

i. Value of Taxable Good Sold (8) : v. Tax Rate % : 10.00 [Eff:01/07/2025]
 0.00 5.00 10.00 [Until:30/06/2025]

ii. Value of Goods For Own Use / Disposed (9) : vi. Quantity (for petroleum/specific rate only) :

iii. Value of Work Performed (8) : vii. Tax Rate Specific : 0.0000000 per

iv. Total Value of Taxable Amount (i+ii+iii) : 486,973.02 viii. Total Specific (vi * vii) : 0.00

ix. Total Tax Payable ([iv*v] + viii) : 48,697.30

(C) (B) (A)

Detail Sales Tax Return Listing

1 - 1 in 1 are displayed

No	Item No.	Tariff Code	Quantity/ Good Description	Value of Taxable Goods Sold (8)	Value of Goods Own Use / Disposed (9)	Value of Work Performed (8)	Total Amount	Tax Rate %	Tax Rate Specific / Total	Total Tax Payable	Tariff Year
1	001	9002.20.2000	CAMERAS	486,973.02	0.00	0.00	486,973.02	10.00%		48,697.30	2022

Total Taxable Sales : 486,973.02
Total Tax Amount : 48,697.30

Figure 16 Sales Tax Return (Draft) page after created the record

- System will display a success message for successfully created record. (Refer Figure 16)
- Click on **Next** button (A) to return back to Sales Tax Return page. (Refer Figure 16)
- System will return back to Sales Tax Return page. (Refer Figure 17)
- Click on **New Item** button (B) to create a new record. (Refer Figure 16)
- Click on **Update** button (C) to save the update on details. (Refer Figure 16)

3.2 Submit sales tax return

Detail Sales Tax Return

Add Goods Edit Delete

1 - 1 in 1 are displayed

Select	No	Item No.	Tariff Code	Quantity/ Good Description	Good Sold Amt	Own Use Amt	Work Performed	Total Amt	Tax Rate %	Tax Rate Specific / Total	Total Tax Payable	Tariff Year
<input checked="" type="radio"/>	1	001	9002.20.2000	CAMERAS	486,973.02	0.00	0.00	486,973.02	10.00%		48,697.30	2022

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Back Clear Save

Figure 17 Return back to Sales Tax Return page

1. Click on **Save** button to save the record. (Refer Figure 17)
2. System will display confirmation message to save the record. (Refer Figure 18)

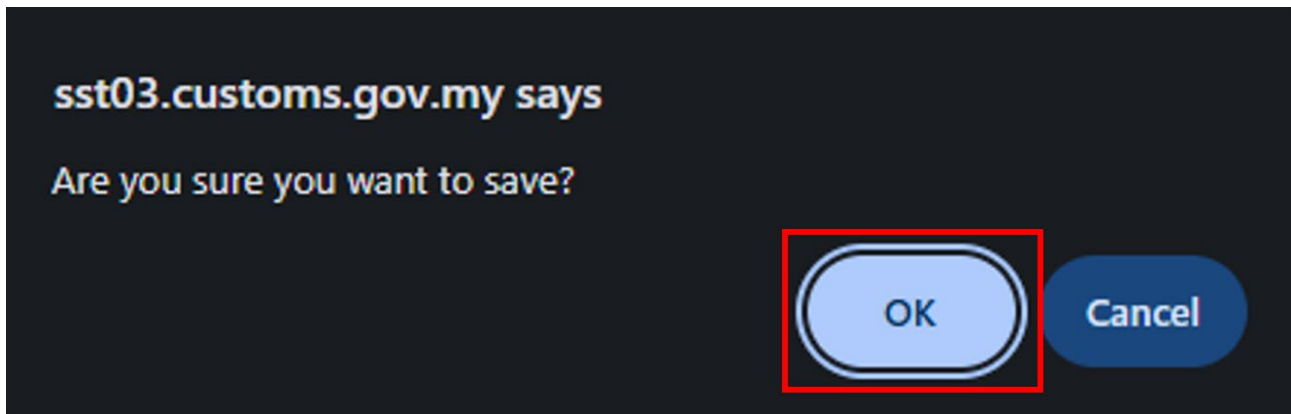


Figure 18 Confirmation message to save record

3. Click on **OK** button to proceed with save the record. (Refer Figure 18)
4. System will display success message for successfully updating record.

Detail Sales Tax Return

Add Goods Edit Delete

1 - 1 in 1 are displayed


Select	No	Item No.	Tariff Code	Quantity/ Good Description	Good Sold Amt	Own Use Amt	Work Performed	Total Amt	Tax Rate %	Tax Rate Specific / Total	Total Tax Payable	Tariff Year
<input checked="" type="radio"/>	1	001	9002.20.2000	CAMERAS	486,973.02	0.00	0.00	486,973.02	10.00%		48,697.30	2022

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Back Clear Save Submit

Figure 19 Sales Tax Return page after updating the record

5. Click on **Submit** button to submit the record. (Refer Figure 19)

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6. System will display confirmation message to submit the record. (Refer Figure 20)

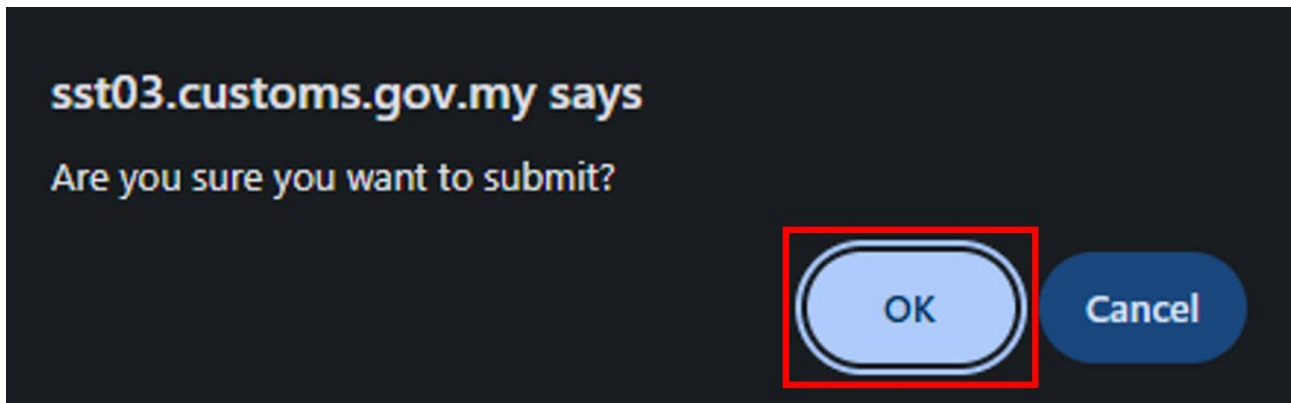


Figure 20 Confirmation message to submit record

7. Click on **OK** button to proceed with submit the record. (Refer Figure 20)
8. System will display success message for successfully submitting record.

3.3 Make payment

1. User can access Payment Request page from:
 - i. Sales Tax Return (Submitted) page
 - ii. Dashboard

3.3.1 Sales Tax Return (Submitted) page

Note:

- Once the sales tax return has been successfully submitted, the user will see the Sales Tax Return (Submitted) page.
- If the Form Status is already BOD Issued, the Pay Now button will not be available on the Sales Tax Return page, even if the public user has not yet paid for the return. Therefore, public users need to access the Payment Request page from the dashboard.

Select	No	Item No.	Tariff Code	Quantity/ Good Description	Good Sold Amt	Own Use Amt	Work Performed	Total Amt	Tax Rate %	Tax Rate Specific / Total	Total Tax Payable	Tariff Year
<input checked="" type="radio"/>	1	001	9002.20.2000	CAMERAS	486,973.02	0.00	0.00	486,973.02	10.00%		48,697.30	2022

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Back Print SST-02 Pay Now Reset to Draft

Figure 21 Sales Tax Return (Submitted) page

1. Click on **Pay Now** button to make payment on submitted return. (Refer Figure 21)
2. System will display Payment Request page. (Refer Figure 23)

3.3.2 Dashboard

Note: If the Form Status is already BOD Issued, the Pay Now button will not be available on the Sales Tax Return page, even if the public user has not yet paid for the return. Therefore, public users need to access the Payment Request page from the dashboard.

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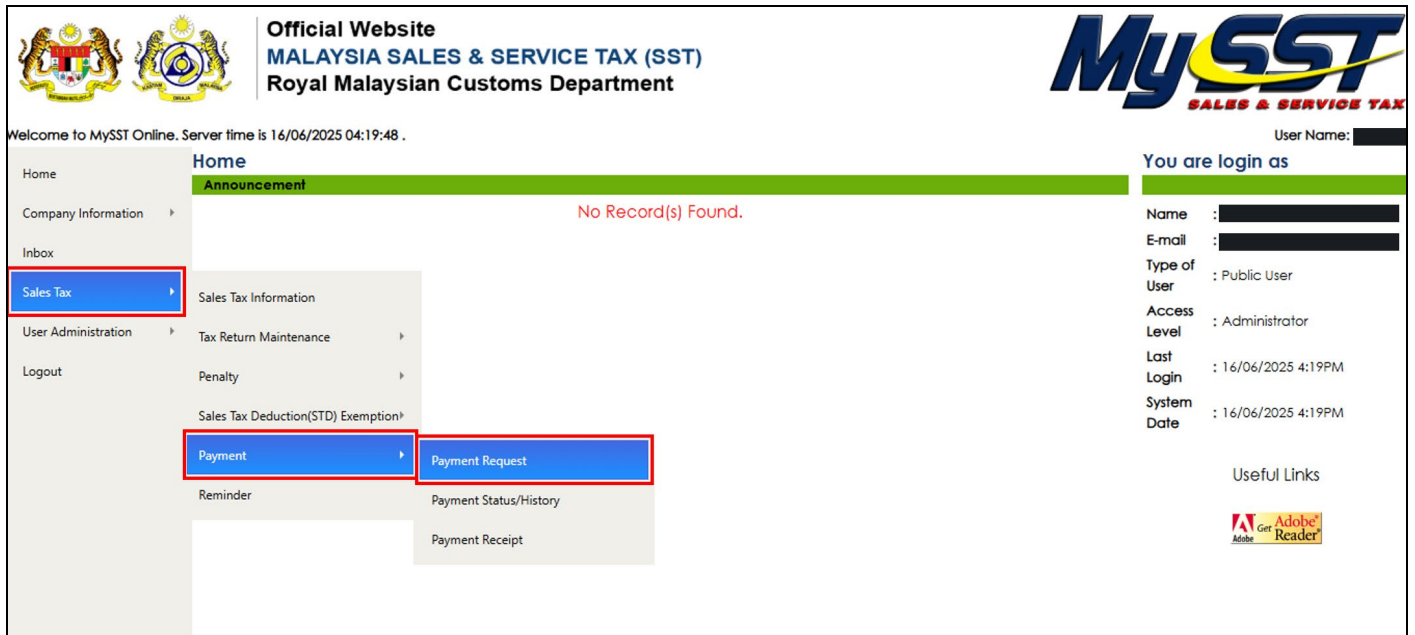


Figure 22 Dashboard

1. Click on **Sales Tax** menu. (Refer Figure 22)
2. System will display list of Sales Tax sub-menu. (Refer Figure 22)
3. Click on **Payment** sub-menu. (Refer Figure 22)
4. System will display list of Payment. (Refer Figure 22)
5. Click on **Payment Request** sub-menu. (Refer Figure 22)
6. System will display Payment Request page. (Refer Figure 23)

3.3.3 Payment Request page

Payment

Payment Request

Select/Unselect All

Payment Option	No	Request Date	Type of Payment	Registration No	Tax (RM)	Penalty (RM)	Total Amount (RM)
<input checked="" type="checkbox"/>	1	13/08/2025	SST-02(Sales Tax)	XXXXXXXXXX	48,697.30	19,478.92	68,176.22

Attention:

1. You can only select 100 payment requests at a time to make the online payment transaction. If you have more than 100 payment requests in your list, the earliest 100 payment requests will appear on top and once it is paid, the subsequent batch of payment requests (another 100) will appear.

2. Click Toggle All to check all the payment requests that you would like to made payment.

You can Pay with




Figure 23 Payment Request page

1. Tick on checkbox of selected payment option. (Refer Figure 23)
 - Note:** If the Payment Request page is accessed from Sales Tax Return (Submitted) page, payment option will be automatically selected.
2. Click on **Continue** button. (Refer Figure 23)
3. System will display Confirm Payment Request page. (Refer Figure 24)

Payment

Confirm Payment Request


No	Request Date	Type	Registration No	Tax (RM)	Penalty (RM)	Total (RM)	Tax Paid (RM)	Penalty Paid (RM)	Total Paid (RM)
1	13/08/2025	SST-02(Sales Tax)	XXXXXXXXXX	48,697.30	19,478.92	68,176.22	48,697.30	19,478.92	68,176.22

Request Mode Individual Account (B2C) Corporate Account (B2B)

Total (RM) 68,176.22 Total Paid (RM)

Figure 24 Confirm Payment Request page

4. Click on radio button of request mode. Choose either (Refer Figure 24)
 - i. Individual Account (B2C); or
 - ii. Corporate Account (B2B).
5. Click on **Confirm** button to make a payment. (Refer Figure 24)
6. System will display confirmation message to make a payment. (Refer Figure 25)

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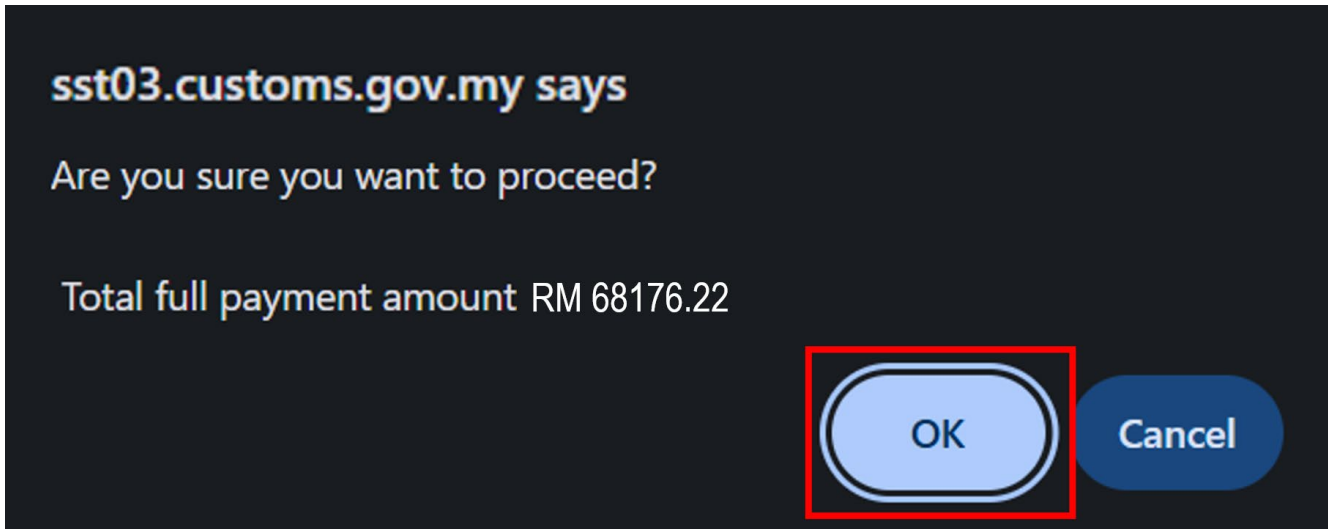


Figure 25 Confirmation message to proceed with payment

7. Click on **OK** button to proceed with a payment (Refer Figure 25)
8. System will display Payment Confirmation page. (Refer Figure 26)

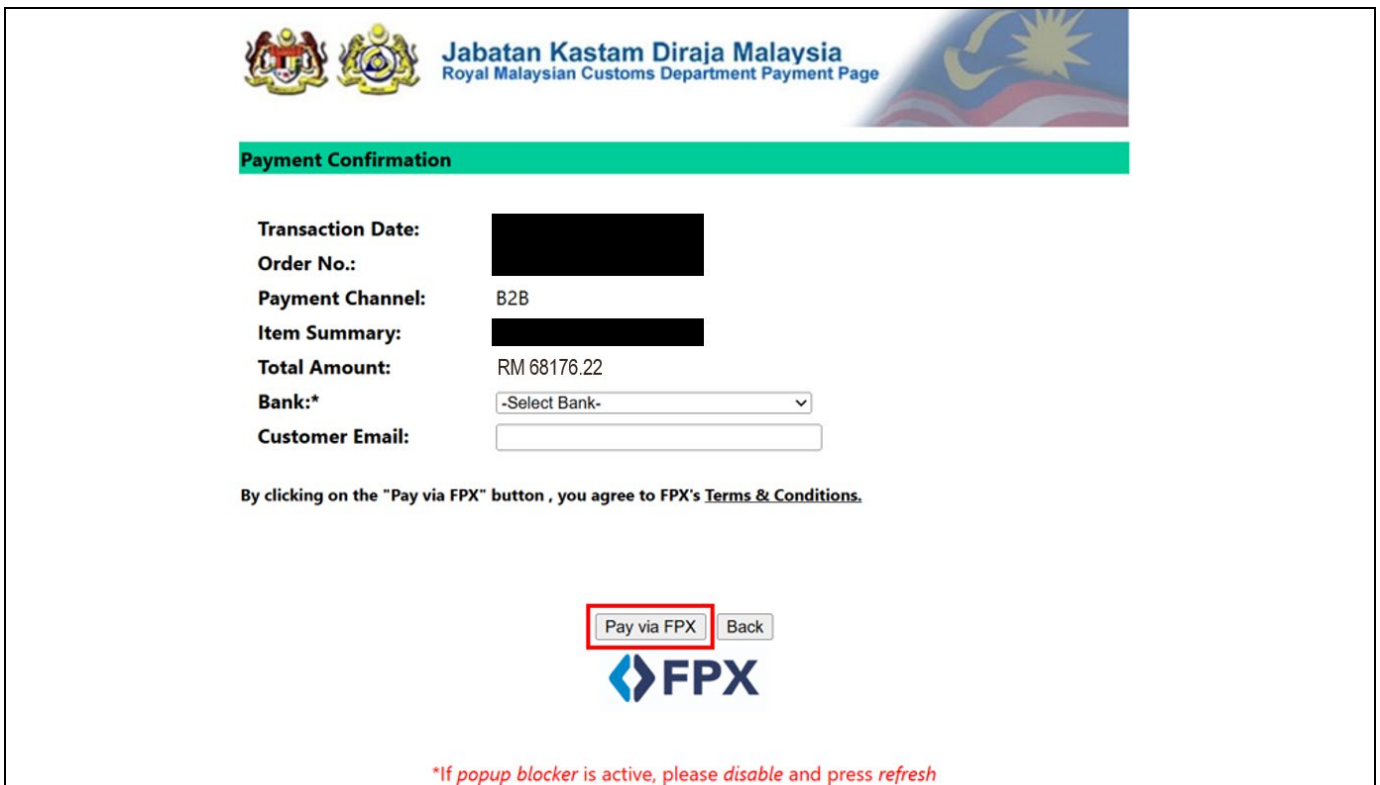


Figure 26 Payment Confirmation page



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USER MANUAL


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Version : 1.0

Doc ID : MYSST_UM_EXPANSION SCOPE_v1.0

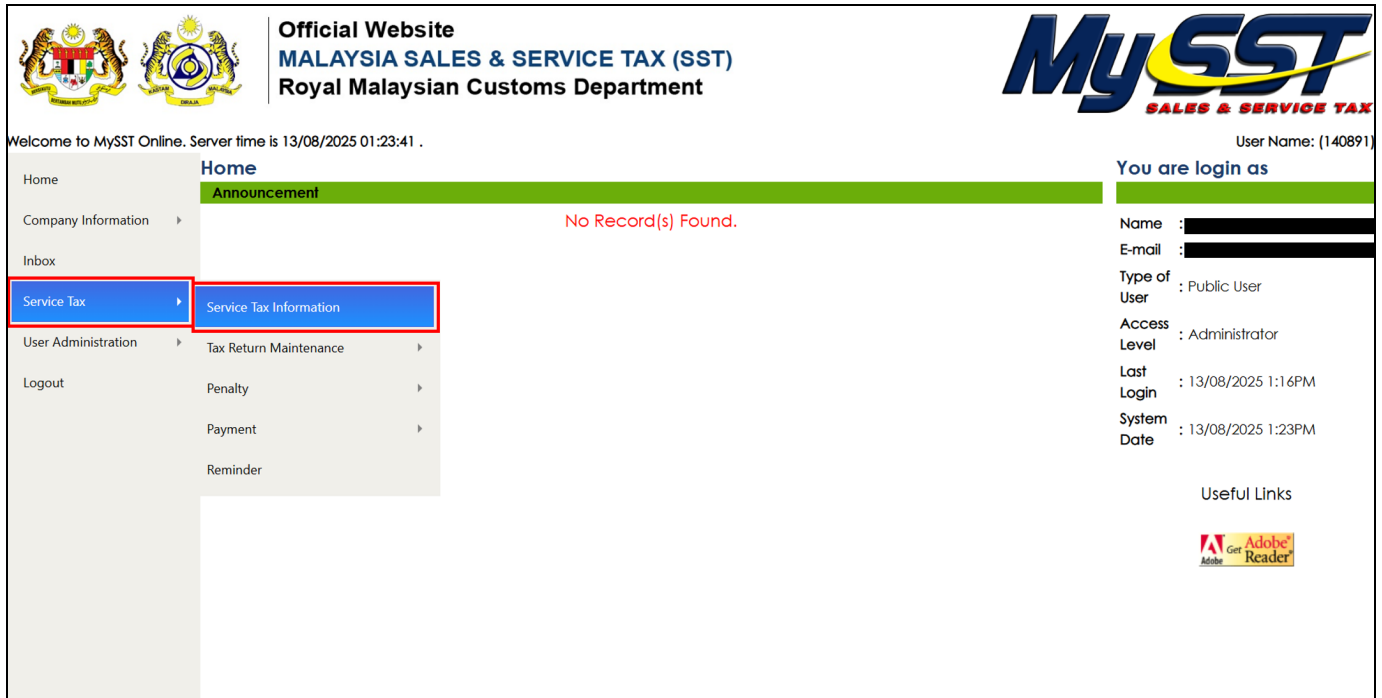
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9. Select **Bank** from the Bank dropdown field. (Refer Figure 26)
10. Input email from the **Customer Email** field. (Refer Figure 26)
11. Click on **Pay Via FPX** button. (Refer Figure 26)
12. System will display selected bank page and user can proceed make a payment.

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4.0 Service tax

4.1 Declare service tax return



Welcome to MySST Online. Server time is 13/08/2025 01:23:41 .

Home

Company Information ▶

Inbox

Service Tax ▶ **Service Tax Information**

User Administration ▶ Tax Return Maintenance ▶

Logout

Penalty ▶

Payment ▶

Reminder

Announcement

No Record(s) Found.

User Name: (140891)

You are login as

Name : ██████████

E-mail : ██████████

Type of User : Public User

Access Level : Administrator

Last Login : 13/08/2025 1:16PM

System Date : 13/08/2025 1:23PM

Useful Links




Figure 27 Dashboard

1. Click on **Service Tax** menu. (Refer Figure 27)
2. System will display Service Tax list sub-menu. (Refer Figure 27)
3. Click on **Service Tax Information** sub-menu. (Refer Figure 27)
4. System will display Service Tax Licence Information page. (Refer Figure 28)



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USER MANUAL

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Service Tax

Service Tax Licence Information

SST SMK No. : ██████████ Control Station Name : ██████████
 Business Name : ██████████ SST Reg No. : ██████████
 BRN : ██████████
 Registered Date : ██████████
 Approval Date : ██████████ Approved By : ██████████
 Effective Date : ██████████
 Correspondence Address : ██████████ Business Address : ██████████
 Tel No. : ██████████
 Trade Name : ██████████
 Services : ██████████ Business Start Date : ██████████
 SST Status : Active Business End Date : ██████████
 SST Cancel Date : ██████████ Financial Year End : ██████████

Available Tax Schedule Year:

1 - 6 in 6 are displayed

Select	No	TAXABLE PERIOD	DUE DATE	RECEIVED DATE	RECEIPT AMT	RECEIPT NO	SST-02 No	STATUS
<input type="radio"/>	1	01/01/2025 to 28/02/2025	31/03/2025	21/05/2025			██████████	Submitted
<input checked="" type="radio"/>	2	01/03/2025 to 30/04/2025	02/06/2025				██████████	Draft
<input type="radio"/>	3	01/05/2025 to 30/06/2025	31/07/2025					
<input type="radio"/>	4	01/07/2025 to 31/08/2025	30/09/2025					
<input type="radio"/>	5	01/09/2025 to 31/10/2025	01/12/2025					
<input type="radio"/>	6	01/11/2025 to 31/12/2025	02/02/2026					

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Figure 28 Service Tax License Information page

5. Tick on radio button of selected taxable period. (Refer Figure 28)
6. Then, click on **View Detail** button. (Refer Figure 28)
7. System will display Service Tax Return page. (Refer Figure 29)

Service Tax

Service Tax Return

SST Name	<input type="text"/>	SST-02 No.	: This field will be automatic generated
SST SMK No.	<input type="text"/>	SST Reg No.	<input type="text"/>
Taxable Period	: From 01/05/2025 To 30/06/2025	Control Station Name	<input type="text"/>
Declared By Name	<input type="text"/>	Due Date	: 31/07/2025
Declared By New IC/Passport No	<input type="text"/> (Eg:74021988888) <small>(Nb: Please enter a valid ID for declaration)</small>	Last Date Submitted (Return) :	
Total Taxable Services Value	: 0.00	Date Declare (Received) :	
Total Value of Tax Computed	: 0.00	Form Status	: Draft
Total Value of Tax Collected /Payable (12)	: 0.00	Receipt No	:
Total Tax Deduction from Credit Note (13a)	: 0.00	Receipt Date	:
Total Service Tax Deduction (13c)	: 0.00 (Subject to Approval)	Receipt Amount	: 0.00
Total Tax Value of Bad Debt Relief (13d)	: 0.00	Penalty Receipt Amount	: 0.00
Total Provision of Registered person to Registered person (18c1)	: 0.00	BOD Ref No/ Status	:
Total Group Relief (18c2)	: 0.00	BOD Date	:
Total Other Exemption (18c3)	: 0.00	BOD Receipt No. / Date	:
Total Value of Non-Taxable Services (18d)	<input type="text"/>	BOD Total Received/ Total	: 0.00/0.00
Total Tax Payable Before Penalty Imposed(14)	: 0.00 Penalty Rate(%) : 0.00	BOD Tax Received/ Total	: 0.00/0.00
Total Penalty Amount(15)	: 0.00	BOD Penalty Received/ Total	: 0.00/0.00
Total Tax Payable Inclusive Penalty(16)	: 0.00	Supplement SST-02 No	:
SST-02 Registered By ID	:		
Registered Name	:		
Total Detail	: 0		

Detail Service Tax Return

1 - 1 in 1 are displayed

Select	No	Service Type	Service Tax Rate	Value of Taxable Services	Values of Free Services	No of Card	Computed Tax Amt	Tax Deduction/ Credit Note	Total Tax Before Penalty	Penalty Rate(%) /Amt	Collected Tax	Tot Amt Payable
<input checked="" type="radio"/>	1	650 - PENGINAPAN [6.00%/8.00%]*						/	0.00			0.00

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Figure 29 Declare service type

8. Input name in the **Declared By Name** field. (Refer Figure 29)
9. Input IC No./ Passport No. in the **Declared By New IC/ Passport No.** (Refer Figure 29)
10. Select the service type radio button (if the service type available in table more than one). (Refer Figure 29)
11. Click on **Add** button to declare the service type. (Refer Figure 29)
12. System will display Service Tax Return (Draft) page. (Refer Figure 30)



4.1.1 Declare 6.00% service tax rate

Service Tax	
Service Tax Return (Draft)	
Detail Service Tax Return	
Service Type :	650 PENGINAPAN
i. Value of Taxable Service (10) :	0.00
ii. Values of Free Services (9) :	0.00
iii. Total Taxable Value (i + ii) :	0.00
iv. Tax Amount Computed (iii * ix) :	0.00
v. Tax Amount Collected <i>(Leave it blank or 0 if want to be calculated automatically. Must be greater or equal than iv)</i> :	0.00
vi. Tax Deduction from Credit Note (13a) <i>Patongan Cukai Melalui Nota Kredit</i> :	0.00
vii. Service Tax Deduction** (13c) <i>Kemudahan Patongan Cukai Perkhidmatan</i> :	0.00
viii. Total Tax Payable Before Penalty Imposed (v - vi - vii) :	0.00
ix. Tax Rate % :	<input checked="" type="radio"/> 6.00 <input type="radio"/> 8.00
x. Penalty Rate % :	10.00
xi. Total Penalty (viii * x) :	0.00
xii. Tax Amount Payable (viii + xi) :	0.00
xiii. Tax Value of Bad Debt Relief (13d) :	0.00
xiv. Value of Provision of Registered Person to Registered Person (18c1) :	0.00
xv. Value of Group Relief (18c2) :	0.00
xvi. Value of Other Exemption (18c3) *** :	0.00
<input type="button" value="Back"/> <input type="button" value="Clear"/> <input checked="" type="button" value="Confirm"/>	

Figure 30 Declare service with 6.00% tax rate

1. Input amount in **Value of Taxable Service (10)** field. (Refer Figure 30)
2. Input amount in **Value of Free Services (9)** field (if applicable). (Refer Figure 30)
3. Input amount in **Tax Amount Collected** field (if applicable). (Refer Figure 30)
4. Input amount in **Tax Deduction from Credit Note (13a)** field (if applicable). (Refer Figure 30)
5. Input amount in **Service Tax Deduction (13c)** field (if applicable). (Refer Figure 30)
6. Select the **6.00%** tax rate radio button. (Refer Figure 30)
7. Input amount in **Tax Value of Bad Debt Relief (13d)** field (if applicable). (Refer Figure 30)
8. Input amount in **Value of Provision of Registered Person to Registered Person (18c1)** field (if applicable). (Refer Figure 30)
9. Input amount in **Value of Group Relief (18c2)** field (if applicable). (Refer Figure 30)
10. Input amount in **Value of Other Exemption (18c3)** field (if applicable). (Refer Figure 30)
11. Click on **Confirm** button. (Refer Figure 30)
12. System will create service type with 6.00% tax rate. (Refer Figure 31)



Service Tax

Service Tax Return (Draft)

GM10N RECORD CREATED.

Detail Service Tax Return

Service Type	:	<input type="text" value="650"/>	PENGINAPAN		
i. Value of Taxable Service (10)	:	<input type="text" value="78,744.62"/>		ix. Tax Rate %	: 6.00
ii. Values of Free Services (9)	:	<input type="text" value="0.00"/>		x. Penalty Rate %	: 10.00
iii. Total Taxable Value (i + ii)	:	78,744.62		xi. Total Penalty (viii * x)	: 472.47
iv. Tax Amount Computed (iii * ix)	:	4,724.68		xii. Tax Amount Payable (viii + xi)	: 5,197.15
v. Tax Amount Collected <i>(Leave it blank or 0 if want to be calculated automatically. Must be greater or equal than iv)</i>	:	<input type="text" value="4,724.68"/>		xiii. Tax Value of Bad Debt Relief (13d)	: <input type="text" value="0.00"/>
vi. Tax Deduction from Credit Note (13a) <i>Potongan Cukai Melalui Nota Kredit</i>	:	<input type="text" value="0.00"/>		xiv. Value of Provision of Registered Person to Registered Person (18c1)	: <input type="text" value="0.00"/>
vii. Service Tax Deduction** (13c) <i>Kemudahan Potongan Cukai Perkhidmatan</i>	:	<input type="text" value="0.00"/>		xv. Value of Group Relief (18c2)	: <input type="text" value="0.00"/>
viii. Total Tax Payable Before Penalty Imposed (v - vi - vii)	:	4,724.68		xvi. Value of Other Exemption (18c3) ***	: <input type="text" value="0.00"/>

Figure 31 Service Tax Return (Draft) after created record

- 13. To declare **same service type with different tax rate**, click on **Back** button. (Refer Figure 31)
- 14. System will return back to Service Tax Return page. (Refer Figure 32)

4.1.2 Declare 8.00% service tax rate

Select	No	Service Type	Service Tax Rate	Value of Taxable Services	Values of Free Services	No of Card	Computed Tax Amt	Tax Deduction/ Credit Note	Total Tax Before Penalty	Penalty Rate(%) /Amt	Collected Tax	Tot Amt Payable
<input checked="" type="radio"/>	1	650 - PENGINAPAN [6.00%/8.00%]*	6.00%	78,744.62	0.00		4,724.68	0.00 / 0.00	4,724.68	10.00/ 472.47	4,724.68	5,197.15

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Figure 32 Declare same service type with different tax rate

1. Select the service type radio button for which the user has just declared a 6.00% service tax rate. (Refer Figure 32)
2. Click on **Add** button to declare the service type with different tax rate. (Refer Figure 32)
3. System will display Service Tax Return (Draft) page. (Refer Figure 33)

Service Tax	
Service Tax Return (Draft)	
Detail Service Tax Return	
Service Type :	<input type="text" value="650"/> PENGINAPAN
i. Value of Taxable Service (10) :	<input type="text" value="0.00"/>
ii. Values of Free Services (9) :	<input type="text" value="0.00"/>
iii. Total Taxable Value (i + ii) :	0.00
iv. Tax Amount Computed (iii * ix) :	0.00
v. Tax Amount Collected <i>(Leave it blank or 0 if want to be calculated automatically. Must be greater or equal than iv)</i> :	<input type="text" value="0.00"/>
vi. Tax Deduction from Credit Note (13a) <i>Potongan Cukai Melalui Nota Kredit</i> :	<input type="text" value="0.00"/>
vii. Service Tax Deduction** (13c) <i>Kemudahan Potongan Cukai Perkhidmatan</i> :	<input type="text" value="0.00"/>
viii. Total Tax Payable Before Penalty Imposed (v - vi - vii) :	0.00
ix. Tax Rate % :	<input checked="" type="radio"/> 8.00
x. Penalty Rate % :	10.00
xi. Total Penalty (viii * x) :	0.00
xii. Tax Amount Payable (viii + xi) :	0.00
xiii. Tax Value of Bad Debt Relief (13d) :	<input type="text" value="0.00"/>
xiv. Value of Provision of Registered Person to Registered Person (18c1) :	<input type="text" value="0.00"/>
xv. Value of Group Relief (18c2) :	<input type="text" value="0.00"/>
xvi. Value of Other Exemption (18c3) *** :	<input type="text" value="0.00"/>
<input type="button" value="Back"/> <input type="button" value="Clear"/> <input checked="" type="button" value="Confirm"/>	

Figure 33 Declare service with 8.00% tax rate

1. Input amount in **Value of Taxable Service (10)** field. (Refer Figure 33)
2. Input amount in **Value of Free Services (9)** field (if applicable). (Refer Figure 33)
3. Input amount in **Tax Amount Collected** field (if applicable). (Refer Figure 33)
4. Input amount in **Tax Deduction from Credit Note (13a)** field (if applicable). (Refer Figure 33)
5. Input amount in **Service Tax Deduction (13c)** field (if applicable). (Refer Figure 33)
6. Select the **8.00%** tax rate radio button. (Refer Figure 33)



7. Input amount in **Tax Value of Bad Debt Relief (13d)** field (if applicable). (Refer Figure 33)
8. Input amount in **Value of Provision of Registered Person to Registered Person (18c1)** field (if applicable). (Refer Figure 33)
9. Input amount in **Value of Group Relief (18c2)** field (if applicable). (Refer Figure 33)
10. Input amount in **Value of Other Exemption (18c3)** field (if applicable). (Refer Figure 33)
11. Click on **Confirm** button. (Refer Figure 33)
12. System will create service type with 8.00% tax rate. (Refer Figure 34)

Service Tax

Service Tax Return (Draft)

GM10N RECORD CREATED.

Detail Service Tax Return

Service Type	: <input type="text" value="650"/>	PENGINAPAN	
i. Value of Taxable Service (10)	: <input type="text" value="87,656.64"/>	ix. Tax Rate %	: 8.00
ii. Values of Free Services (9)	: <input type="text" value="0.00"/>	x. Penalty Rate %	: 10.00
iii. Total Taxable Value (i + ii)	: 87,656.64	xi. Total Penalty (viii * x)	: 701.25
iv. Tax Amount Computed (iii * ix)	: 7,012.53	xii. Tax Amount Payable (viii + xi)	: 7,713.78
v. Tax Amount Collected <i>(Leave it blank or 0 if want to be calculated automatically. Must be greater or equal than iv)</i>	: <input type="text" value="7,012.53"/>	xiii. Tax Value of Bad Debt Relief (13d)	: <input type="text" value="0.00"/>
vi. Tax Deduction from Credit Note (13a) <i>Potongan Cukai Melalui Nota Kredit</i>	: <input type="text" value="0.00"/>	xiv. Value of Provision of Registered Person to Registered Person (18c1)	: <input type="text" value="0.00"/>
vii. Service Tax Deduction** (13c) <i>Kemudahan Potongan Cukai Perkhidmatan</i>	: <input type="text" value="0.00"/>	xv. Value of Group Relief (18c2)	: <input type="text" value="0.00"/>
viii. Total Tax Payable Before Penalty Imposed (v - vi - vii)	: 7,012.53	xvi. Value of Other Exemption (18c3) ***	: <input type="text" value="0.00"/>

Figure 34 Service Tax Return (Draft) after created record

13. System will return back to Service Tax Return page. (Refer Figure 35)

4.2 Submit service tax return

Detail Service Tax Return

1 - 2 in 2 are displayed

Select	No	Service Type	Service Tax Rate	Value of Taxable Services	Values of Free Services	No of Card	Computed Tax Amt	Tax Deduction/ Credit Note	Total Tax Before Penalty	Penalty Rate(%) /Amt	Collected Tax	Tot Amt Payable
<input checked="" type="radio"/>	1	650 - PENGINAPAN [6.00%/8.00%]*	6.00%	78,744.62	0.00		4,724.68	0.00 / 0.00	4,724.68	10.00/ 472.47	4,724.68	5,197.15
<input type="radio"/>	2	650 - PENGINAPAN [6.00%/8.00%]*	8.00%	87,656.64	0.00		7,012.53	0.00 / 0.00	7,012.53	10.00/ 701.25	7,012.53	7,713.78

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Figure 35 Return back to Service Tax Return page

1. Click on **Save** button to save the record. (Refer Figure 35)
2. System will display confirmation message to save the record. (Refer Figure 36)

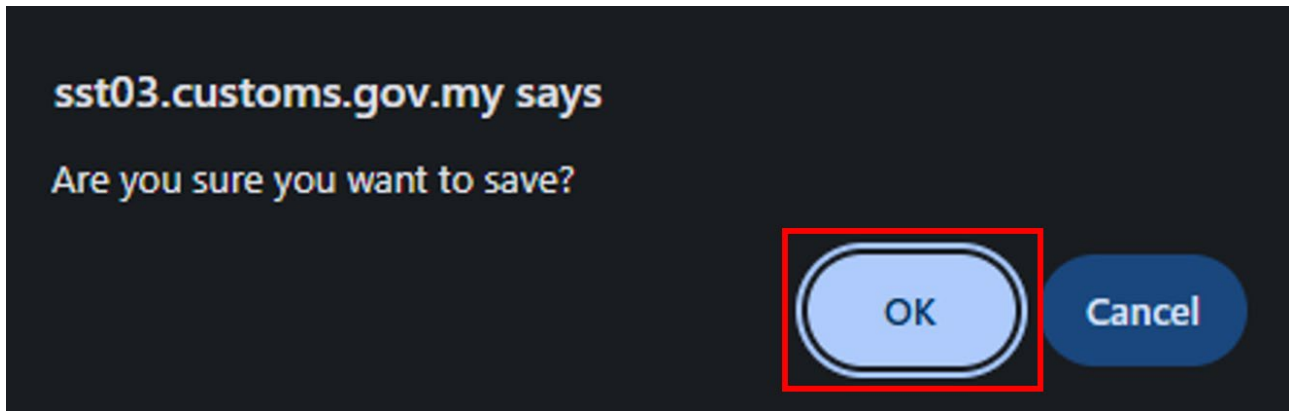


Figure 36 Confirmation message to save the return record

3. Click on **OK** button to proceed with save the return record. (Refer Figure 36)
4. System will display success message for successfully updating record.

Detail Service Tax Return

1 - 2 in 2 are displayed

Select	No	Service Type	Service Tax Rate	Value of Taxable Services	Values of Free Services	No of Card	Computed Tax Amt	Tax Deduction/ Credit Note	Total Tax Before Penalty	Penalty Rate(%) /Amt	Collected Tax	Tot Amt Payable
<input checked="" type="radio"/>	1	650 - PENGINAPAN [6.00%/8.00%]*	6.00%	78,744.62	0.00		4,724.68	0.00 / 0.00	4,724.68	10.00/ 472.47	4,724.68	5,197.15
<input type="radio"/>	2	650 - PENGINAPAN [6.00%/8.00%]*	8.00%	87,656.64	0.00		7,012.53	0.00 / 0.00	7,012.53	10.00/ 701.25	7,012.53	7,713.78

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Figure 37 Service Tax Return page after updating the record

5. Click on **Submit** button to submit the return record. (Refer Figure 37)
6. System will display confirmation message to submit the record. (Refer Figure 38)

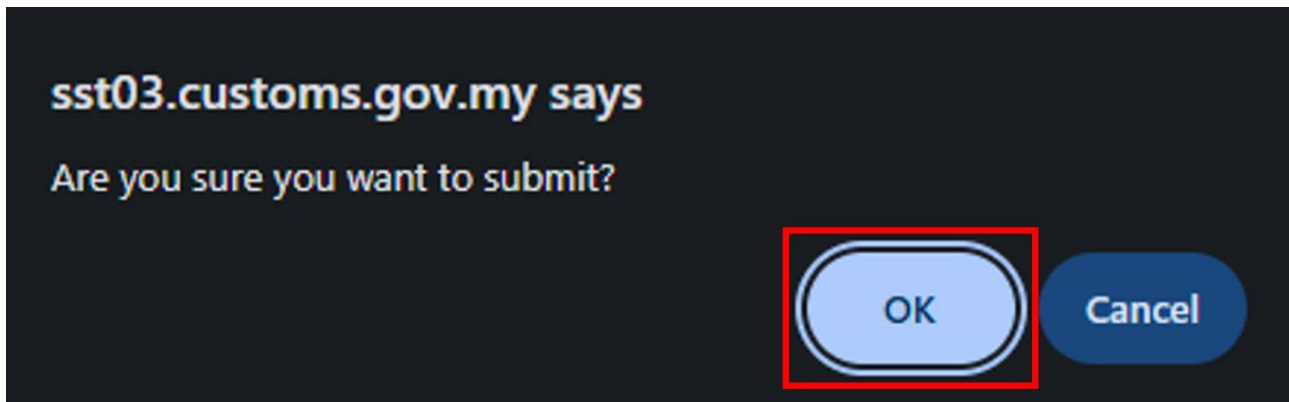


Figure 38 Confirmation message to submit the return record

7. Click on **OK** button to proceed with submit the record. (Refer Figure 38)
8. System will display success message for successfully submitting record.

4.3 Make payment

1. User can access Payment Request page from:
 - i. Service Tax Return (Submitted) page
 - ii. Dashboard

4.3.1 Service Tax Return (Submitted) page

Note:

- Once the service tax return has been successfully submitted, the user will see the Service Tax Return (Submitted) page.
- If the Form Status is already BOD Issued, the Pay Now button will not be available on the Service Tax Return page, even if the public user has not yet paid for the return. Therefore, public users need to access the Payment Request page from the dashboard.


Detail Service Tax Return												
Select	No	Service Type	Service Tax Rate	Value of Taxable Services	Values of Free Services	No of Card	Computed Tax Amt	Tax Deduction/ Credit Note	Total Tax Before Penalty	Penalty Rate(%)/ Amt	Collected Tax	Tot Amt Payable
<input checked="" type="radio"/>	1	650 - PENGINAPAN [6.00%/8.00%]*	6.00%	78,744.62	0.00		4,724.68	0.00 / 0.00	4,724.68	10.00/472.47	4,724.68	5,197.15
<input type="radio"/>	2	650 - PENGINAPAN [6.00%/8.00%]*	8.00%	87,656.64	0.00		7,012.53	0.00 / 0.00	7,012.53	10.00/701.25	7,012.53	7,713.78

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Back
Print SST-02
Pay Now
Reset to Draft

Figure 39 Service Tax Return (Submitted) page

3. Click on **Pay Now** button to make payment on submitted return. (Refer Figure 39)
4. System will display Payment Request page. (Refer Figure 41)

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4.3.2 Dashboard

Note: If the Form Status is already BOD Issued, the Pay Now button will not be available on the Service Tax Return page, even if the public user has not yet paid for the return. Therefore, public users need to access the Payment Request page from the dashboard.

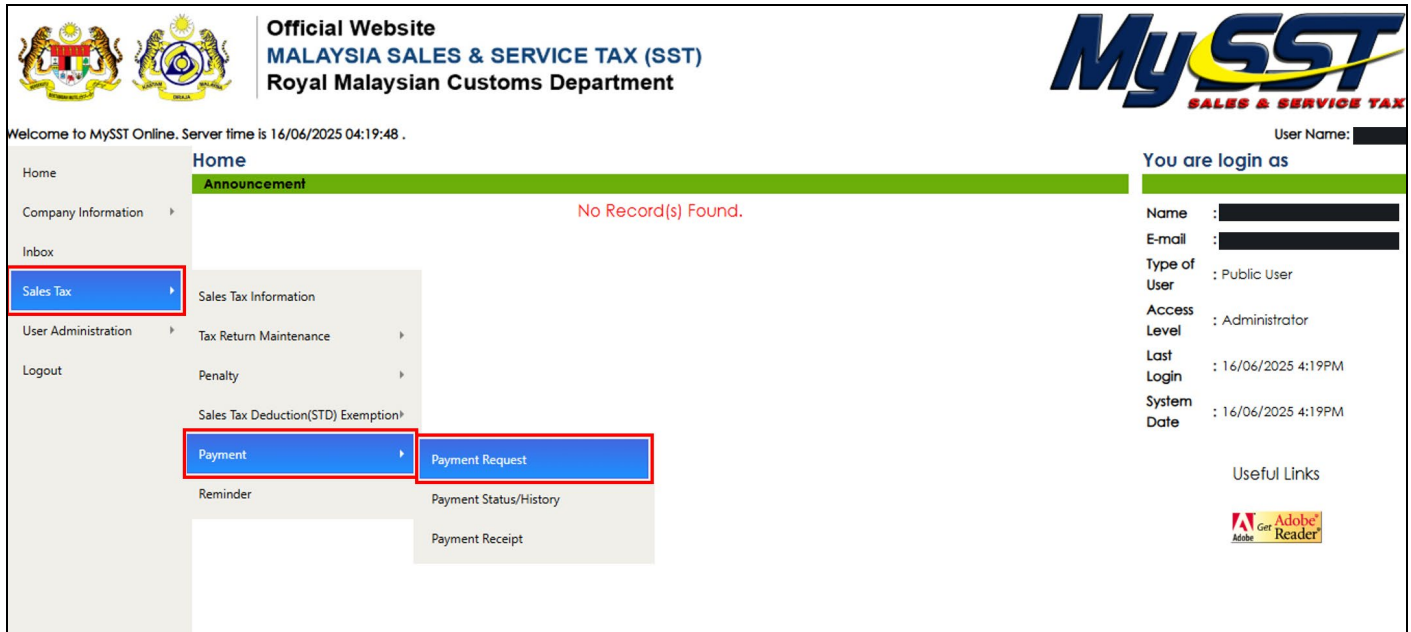


Figure 40 Dashboard

7. Click on **Service Tax** menu. (Refer Figure 40)
8. System will display list of Service Tax sub-menu. (Refer Figure 40)
9. Click on **Payment** sub-menu. (Refer Figure 40)
10. System will display list of Payment. (Refer Figure 40)
11. Click on **Payment Request** sub-menu. (Refer Figure 40)
12. System will display Payment Request page. (Refer Figure 23)

4.3.3 Payment Request page

Payment

Payment Request

Select/Unselect All

Payment Option	No	Request Date	Type of Payment	Registration No	Tax (RM)	Penalty (RM)	Total Amount (RM)
<input checked="" type="checkbox"/>	1	13/08/2025	SST-02(Service Tax)	██████████	11,737.21	1,173.72	12,910.93
<input type="checkbox"/>	2	21/05/2025	SST-02(Service Tax)	██████████	31,415.88	7,853.97	39,269.85

Attention:

1. You can only select 100 payment requests at a time to make the online payment transaction. If you have more than 100 payment requests in your list, the earliest 100 payment requests will appear on top and once it is paid, the subsequent batch of payment requests (another 100) will appear.

2. Click Toggle All to check all the payment requests that you would like to made payment.

You can Pay with




Figure 41 Payment Request page

13. Tick on checkbox of selected payment option. (Refer Figure 41)

Note: If the Payment Request page is accessed from Service Tax Return (Submitted) page, payment option will be automatically selected.

14. Click on **Continue** button. (Refer Figure 41)

15. System will display Confirm Payment Request page. (Refer Figure 42)

Payment

Confirm Payment Request

No	Request Date	Type	Registration No	Tax (RM)	Penalty (RM)	Total (RM)	Tax Paid (RM)	Penalty Paid (RM)	Total Paid (RM)
1	13/08/2025	SST-02(Service Tax)	██████████	11,737.21	1,173.72	12,910.93	11,737.21	1,173.72	12,910.93


Request Mode Individual Account (B2C) Corporate Account (B2B)

Total (RM) 12,910.93 **Total Paid (RM)**

Figure 42 Confirm Payment Request page

16. Click on radio button of request mode. Choose either (Refer Figure 42)

- i. Individual Account (B2C); or
- ii. Corporate Account (B2B).

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17. Click on **Confirm** button to make a payment. (Refer Figure 42)
18. System will display confirmation message to make a payment. (Refer Figure 43)

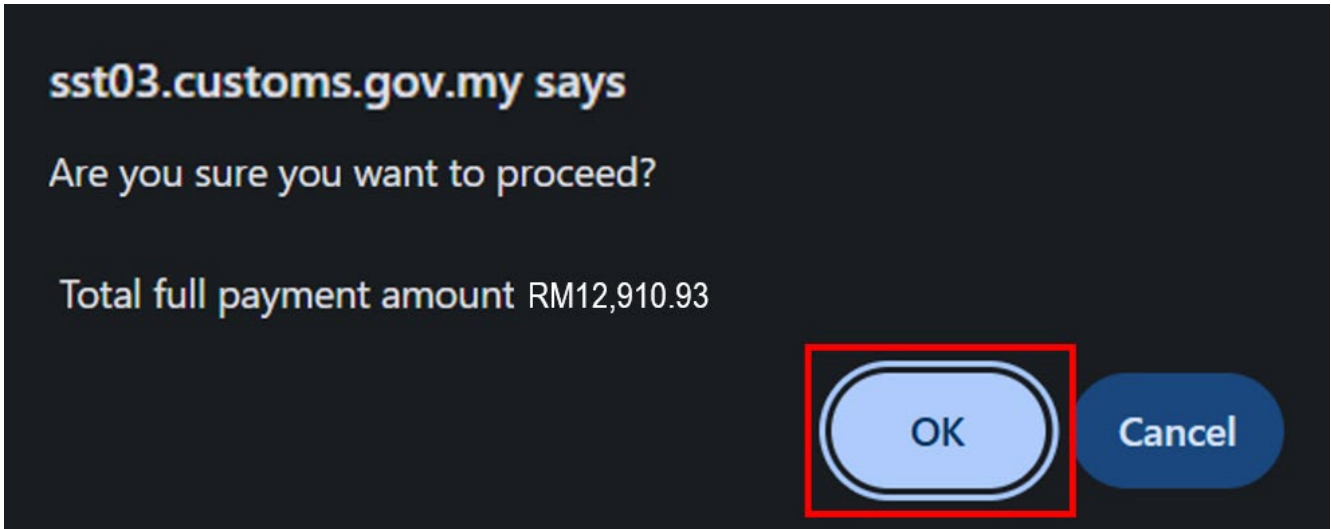





Figure 43 Confirmation message to proceed with payment

19. Click on **OK** button to proceed with a payment (Refer Figure 43)
20. System will display Payment Confirmation page. (Refer Figure 44)

 JABATAN KASTAM DIRAJA MALAYSIA	USER MANUAL	
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Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

Payment Confirmation

Transaction Date:

Order No.:

Payment Channel: B2B


Item Summary:

Total Amount: RM12,910.93

Bank:*

Customer Email:

By clicking on the "Pay via FPX" button , you agree to FPX's [Terms & Conditions](#).



*If popup blocker is active, please disable and press refresh

Figure 44 Payment Confirmation page

21. Select **Bank** from the Bank dropdown field. (Refer Figure 44)
22. Input email from the **Customer Email** field. (Refer Figure 44)
23. Click on **Pay Via FPX** button. (Refer Figure 44)
24. System will display selected bank page and user can proceed make a payment.