

FREQUENTLY ASKED QUESTIONS (FAQs)

1. Q : How to be registered?

A : Taxable person who provides prescribed taxable services and having turnover more than RM500,000 is required to apply for registration via online by submitting SST-01 form to MySST system - <https://mysst.customs.gov.my/>

2. Q : How to submit return and make payment?

A : A registered person needs to submit service tax return SST-02 and make payment via electronically (MySST) or by post to the SST Processing Centre in Kelana Jaya. The payment methods are either by cheque or bank draft. For more information refer to the Return and Payment Guide.

3. Q : Does a registered person need to issue an invoice?

A : Every transaction by a registered person must be issued with an invoice. However, the registered person can apply to use other documents to replace the invoice but subject to approval by the Director General. For more information, please refer the General Guide.

4. Q : Post office offers insurance coverage for normal parcel delivery. Is this insurance subject to service tax?

A : No, it is not subject to service tax.

5. Q : Are fees/charges for local courier services such as Pos Laju and Pos Express subject to service tax?

A : These fees/charges are subject to service tax at 6% if the services are performed within Malaysia but if the service is within the DA, no tax chargeable.

6. Q : Are fees/charges for registered mail subject to service tax?

A : No, it is not subject to service tax as it is not a courier service.

7. Q : A registered courier company in Perak has a branch in Langkawi (DA) and providing courier services within Langkawi. Is the service charged subject to service tax?

A : No, the branch in Langkawi (DA) which provide courier service within Langkawi is not subject to service tax provided that:

- (i) The services are performed directly in connection with the goods;
- (ii) The services are performed in DA and benefit the person in DA;
and
- (iii) The invoice is issued by the branch in DA.

8. Q : A registered courier company in Kuala Lumpur without any branch in Langkawi, providing courier services within Langkawi. Is the service subject to service tax?

A : Yes, courier service within Langkawi (DA) is subject to service tax in accordance with Section 49, STA 2018 because the principal of business is in Kuala Lumpur.

9. Q : Courier service provider who holds licence A or B under Section 10, PSA 2012, the company makes partly international services and domestic services. How to calculate the threshold?

A : The courier service provider needs to calculate the threshold based on the total sales on domestic services only and exclude the international services. For more information refer to the *Registration Guide*.