



MySST User Manual

Return & Payment Module

Partial Payment

(Public Users)

18 February 2025

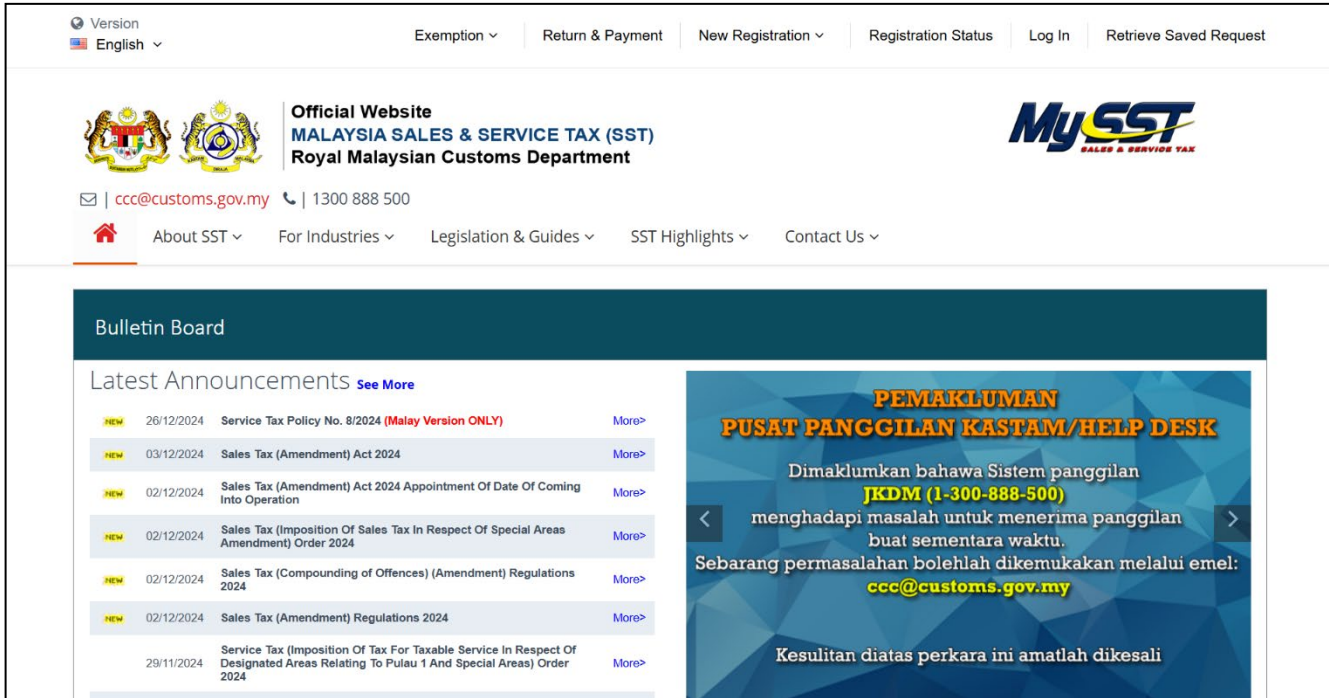
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1. Access MySST

- 1) Open web browser Google Chrome (latest version) and type MySST URL address <https://www.mysst.customs.gov.my> to access MySST system.



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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NEW	26/12/2024	Service Tax Policy No. 8/2024 (Malay Version ONLY)	More>
NEW	03/12/2024	Sales Tax (Amendment) Act 2024	More>
NEW	02/12/2024	Sales Tax (Amendment) Act 2024 Appointment Of Date Of Coming Into Operation	More>
NEW	02/12/2024	Sales Tax (Imposition Of Sales Tax In Respect Of Special Areas Amendment) Order 2024	More>
NEW	02/12/2024	Sales Tax (Compounding of Offences) (Amendment) Regulations 2024	More>
NEW	02/12/2024	Sales Tax (Amendment) Regulations 2024	More>
	29/11/2024	Service Tax (Imposition Of Tax For Taxable Service In Respect Of Designated Areas Relating To Pulau 1 And Special Areas) Order 2024	More>

PEMAKLUMAN
PUSAT PANGGILAN KASTAM/HELP DESK

Dimaklumkan bahawa Sistem panggilan JKDM (1-300-888-500) menghadapi masalah untuk menerima panggilan buat sementara waktu. Sebarang permasalahan bolehlah dikemukakan melalui emel: ccc@customs.gov.my

Kesulitan diatas perkara ini amatlah dikesali

Figure 1 MySST portal

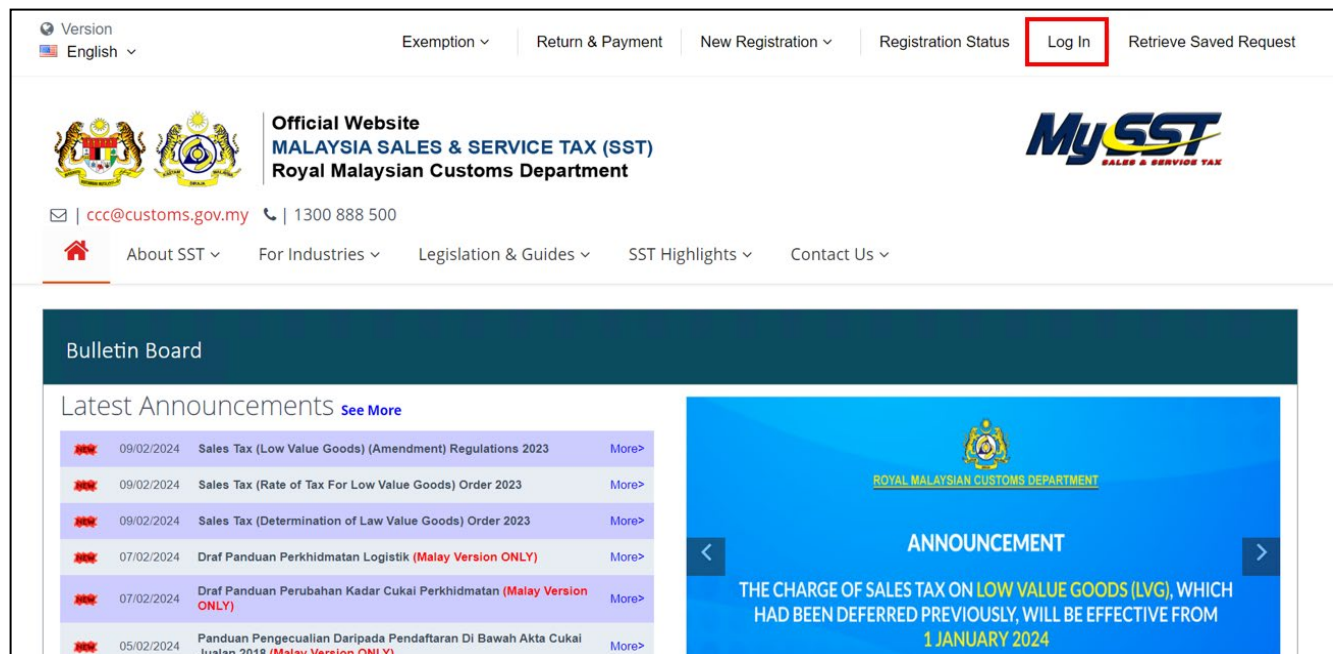
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2. Log in to Return & Payment system

1) There are two ways to log in to Return & Payment system:

- MySST Portal > MySST Login Page > Dashboard > Return & Payment Login Page
- MySST Portal > Return & Payment Login Page

2.1. MySST Portal > MySST Login Page > Dashboard > Return & Payment Login Page



The screenshot displays the MySST Portal homepage. At the top, there is a navigation bar with links: 'Version', 'English', 'Exemption', 'Return & Payment', 'New Registration', 'Registration Status', 'Log In' (highlighted with a red box), and 'Retrieve Saved Request'. Below the navigation bar, the header section features the Royal Malaysian Customs Department logo, the text 'Official Website MALAYSIA SALES & SERVICE TAX (SST) Royal Malaysian Customs Department', and the 'MySST' logo. A contact information bar shows an email address and a phone number. A secondary navigation bar includes links: '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 list of recent updates, each with a date, title, and a 'More>' link. To the right of the announcements is a large blue banner with the text 'ANNOUNCEMENT' and a detailed message about the charge of sales tax on low value goods (LVG) becoming effective from 1 January 2024.

Figure 2 MySST portal

- Click on **Log In** menu (Refer Figure 2)
- MySST login page will be displayed. (Refer Figure 3)

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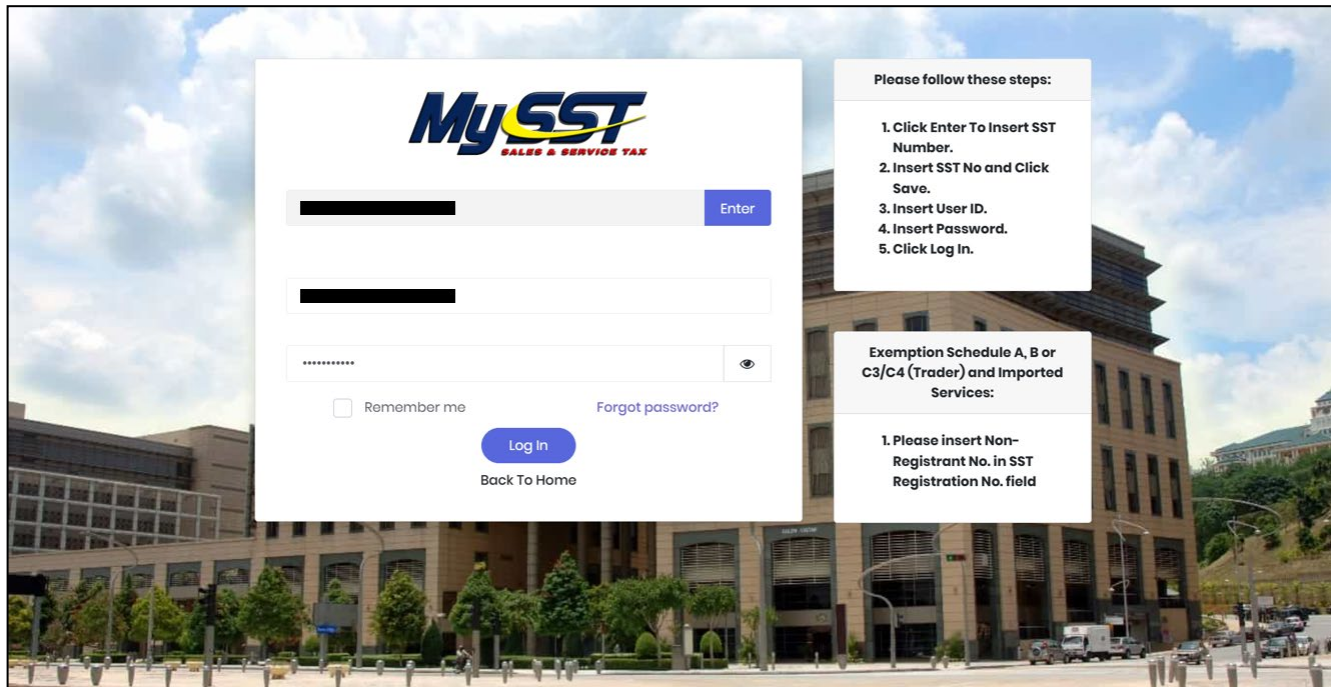


Figure 3 MySST login page

- 3) Public user can log in to MySST system by entering the login credentials as SST No, email and password. Then, click on **Log In** button. (Refer Figure 3)
- 4) Public dashboard will be displayed. (Refer Figure 4)

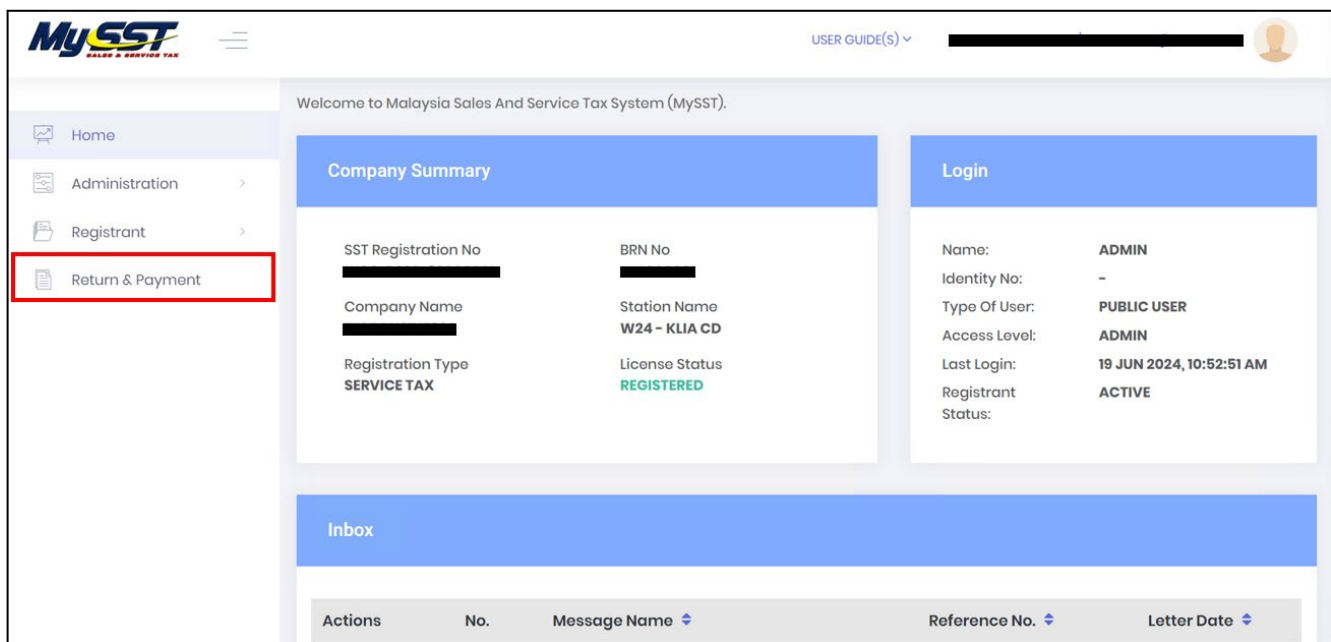
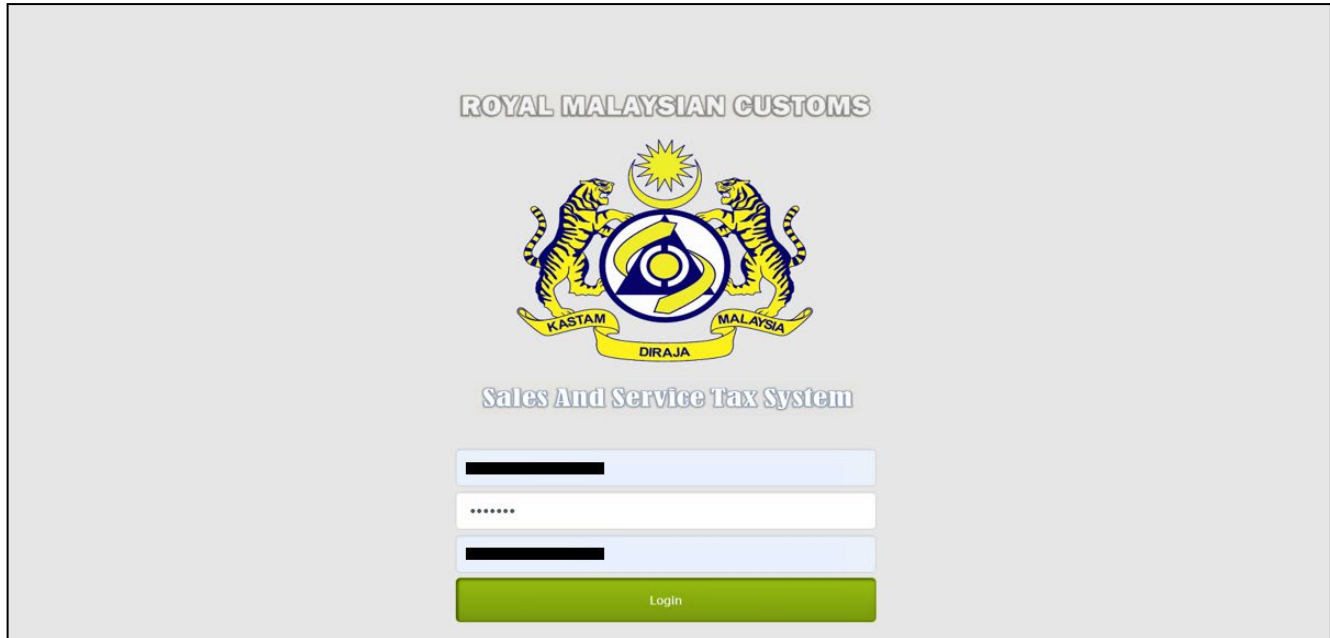


Figure 4 Public user dashboard

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- 5) Click on **Return and Payment** menu. (Refer Figure 4)
- 6) Return & Payment login page will be displayed. (Refer Figure 5)



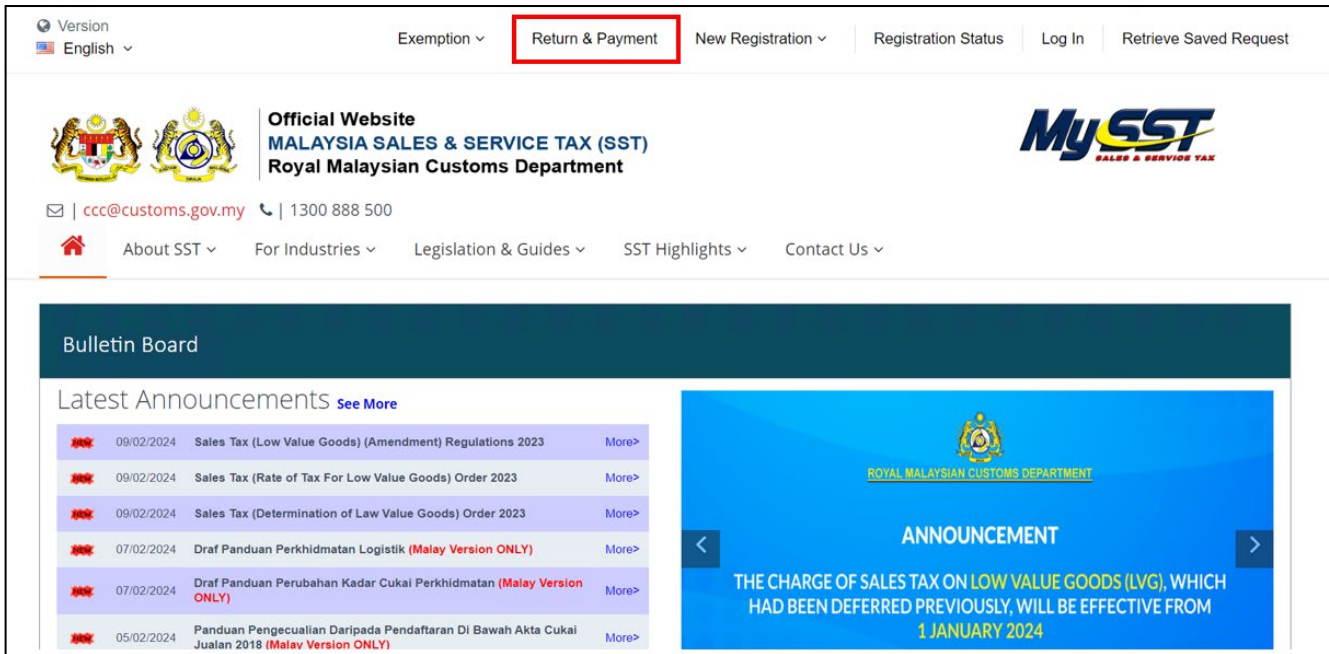
The screenshot shows the login page for the Sales And Service Tax System. At the top, it says "ROYAL MALAYSIAN CUSTOMS" in a stylized font. Below this is the official logo of the Royal Malaysian Customs, featuring two tigers flanking a central emblem with a sun and a crescent moon. Under the logo, it says "Sales And Service Tax System". The login form consists of three input fields: a username field (with a blacked-out example), a password field (with masked characters "*****"), and a second field (with a blacked-out example). At the bottom of the form is a green "Login" button.

Figure 5 Return & Payment login page

- 7) Public user can log in to Return & Payment system by entering the login credentials as password. Then, click on **Log In** button. (Refer Figure 5)

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2.2. MySST Portal > Return & Payment Login Page



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

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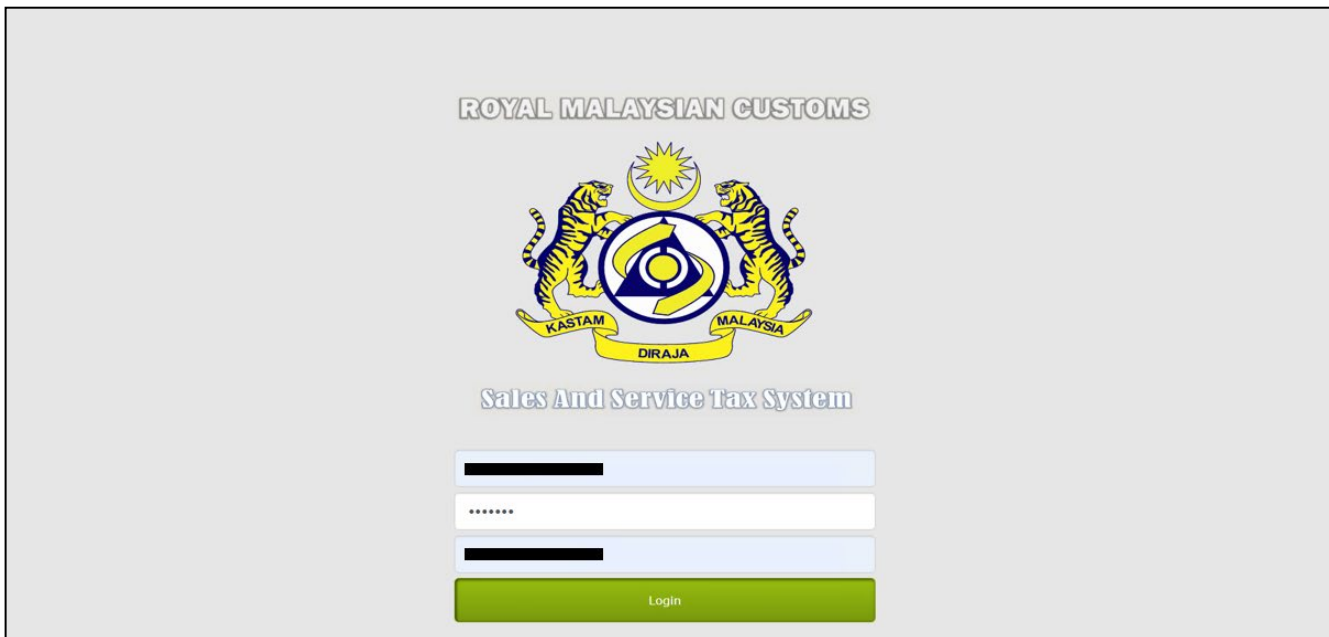
09/02/2024	Sales Tax (Low Value Goods) (Amendment) Regulations 2023	More>
09/02/2024	Sales Tax (Rate of Tax For Low Value Goods) Order 2023	More>
09/02/2024	Sales Tax (Determination of Low Value Goods) Order 2023	More>
07/02/2024	Draf Panduan Perkhidmatan Logistik (Malay Version ONLY)	More>
07/02/2024	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 Portal

- 1) Click on **Return & Payment** button.
- 2) Return & Payment login page will be displayed. (Refer Figure 7)



ROYAL MALAYSIAN CUSTOMS

Sales And Service Tax System

Login

Figure 7 Return & Payment login page

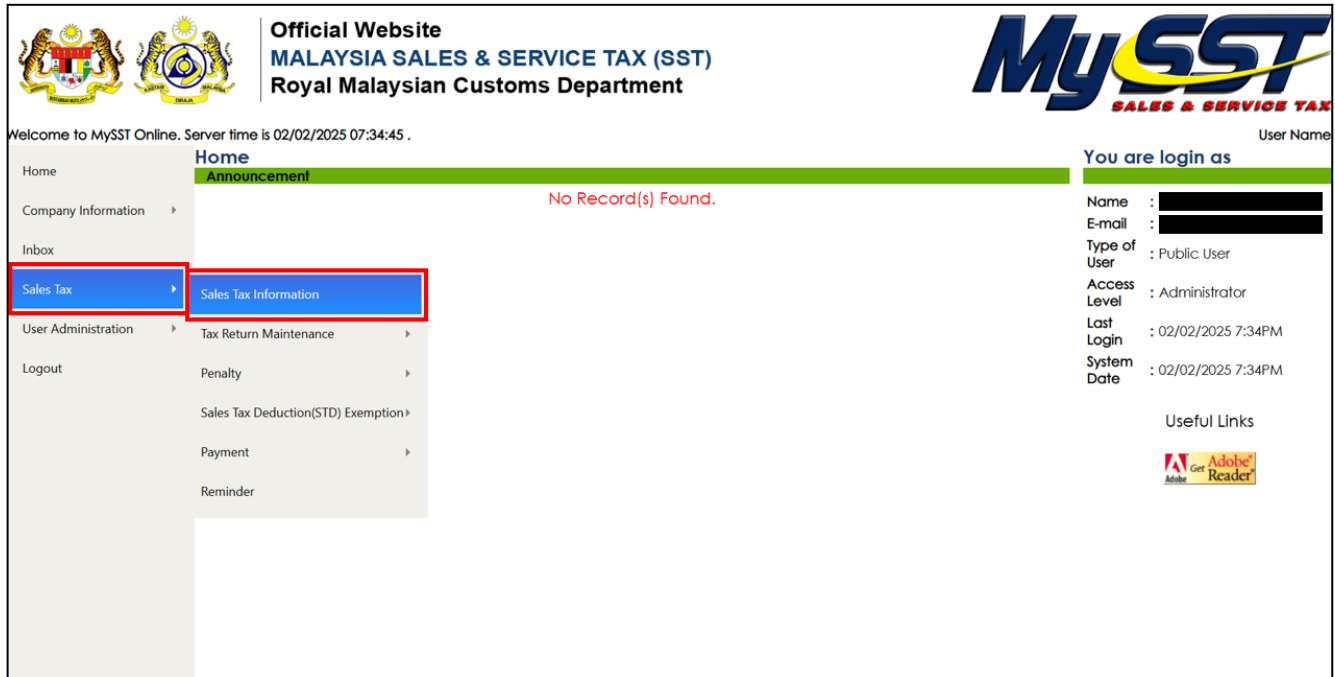
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- 3) Public user can log in to CJP by entering the login credentials as SST No, email and password. Then, click on **Log In** button. (Refer Figure 7)

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3. Sales Tax

3.1. Submit Sales Tax return



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

Welcome to MySST Online. Server time is 02/02/2025 07:34:45 .

Home
Company Information
Inbox
Sales Tax
User Administration
Logout

Home
Announcement
No Record(s) Found.
Sales Tax Information
Tax Return Maintenance
Penalty
Sales Tax Deduction(STD) Exemption
Payment
Reminder

MySST
SALES & SERVICE TAX

User Name
You are login as
Name :
E-mail :
Type of User : Public User
Access Level : Administrator
Last Login : 02/02/2025 7:34PM
System Date : 02/02/2025 7:34PM
Useful Links
Adobe Reader

Figure 8 Public user dashboard

- 1) Click on **Sales Tax** menu > **Sales Tax Information** sub-menu. (Refer Figure 8)
- 2) Sales Tax Licence Information page will be displayed. (Refer Figure 9)

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Sales Tax

Sales Tax Licence Information

SST SMK No.
Company Name
BRN
Date Registered
Date Approved
Effective Date
Premise Address
Tel No.
Exemption Schedule C (Yes/No)
SST Status : Active
SST Cancel Date
Credit Deduction Date

Control Station Name
SST Registration No.

Approved By :

Company Address
Tel No.

Manufacturing Date :
Financial Year End : 31/12
Total STD Balance (RM) : 0.00

Available Tax Schedule Year : 2024 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
☐	1	01/01/2024 to 29/02/2024	01/04/2024					Paid		
☐	2	01/03/2024 to 30/04/2024	31/05/2024					Paid		
☐	3	01/05/2024 to 30/06/2024	31/07/2024					Paid		
☒	4	01/07/2024 to 31/08/2024	30/09/2024							
☐	5	01/09/2024 to 31/10/2024	02/12/2024							
☐	6	01/11/2024 to 31/12/2024	31/01/2025							

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View Detail

Figure 9 Sales Tax Licence Information page

- Click on radio button of selected taxable period. Then, click on **View Detail** button. (Refer Figure 9)
- Sales Tax Return page will be displayed. (Refer Figure 10)

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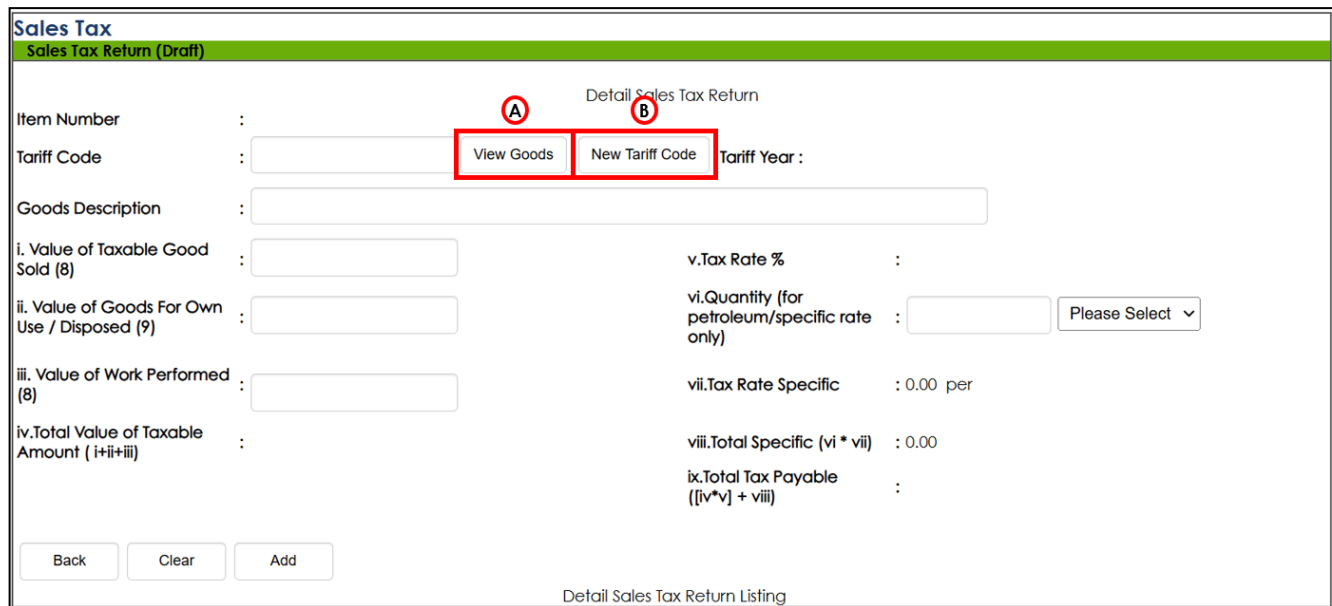
Sales Tax

Sales Tax Return			
SST Name	[Redacted]		
SST SMK No.	[Redacted]		
Taxable Period	: From 01/07/2024 To 31/08/2024		
Declared By Name	: [Input Field]		
	☒ New IC ☐ Passport No.		
Declared By New IC/Passport No	: [Input Field] (Eg: New IC: 74021988888)		
	(Nb: Please enter a valid ID for declaration)		
Export / Special Area / Designated Area (18a)	: [Input Field]		
Schedule A (Class Of Person) (18b1)	: [Input Field]		
Schedule B (Manufacturer of specific non taxable goods) (18b2)	: [Input Field]		
Total Value of Sales Exempted (18d)	: [Input Field] (Under Subsection 35(3) and / or Section 61A Sales Tax Act 2018)		
Total Taxable Sales	:	0.00	
Total Value of Tax Payable	:	0.00	
Tax Deduction From Credit Note (13a) *Potongan Cukai Melalui Nota Kredit.	:	[Input Field] (Nb: Leave it blank if you DO NOT have Credit Note)	
Sales Tax Deduction (13b)	:	0.00	
Previous STD Balance	:	0.00	
Adjust under STD(13A)	:	0.00	
Total Tax Payable Before Penalty	:	0.00	
Penalty Rate	:	40.00%	
Penalty Amount	:	0.00	
Total Tax Payable Inclusive Penalty	:		
SST-02 Registered By IC	[Redacted]		
Registered Name	[Redacted]		
SST-02 No.	:	This field will be automatic generated	
SST Reg. No	:	[Redacted]	
Control Station Name	:	W10 Kuala Lumpur	
Due Date	:	30/09/2024	
Last Date Submitted (Return)	:		
Date Declare (Received)	:		
Form Status	:	Draft	
Receipt No	:		
Receipt Date	:		
Receipt Amount	:	0.00	
Balance	:	0.00	
BOD Ref No./ Status	:		
BOD Date	:		
BOD Receipt No./ Date	:		
BOD Total Receipted/ Total	:	0.00/0.00	
BOD Tax Receipted/ Total	:	0.00/0.00	
BOD Penalty Receipted/ Total	:	0.00/0.00	
Supplement SST-02 No	:		
Total Detail	:	0	
Schedule C (Raw Materials / Packaging/ Components) Item 1 and 2 (18b3i) : [Input Field] Item 3 and 4 (18b3ii) : [Input Field] Item 5 (18b3iii) : [Input Field] Part E (Purchase Under The Schedule C, Sales Tax) Item 1 and 2 (19) : [Input Field] Item 3 and 4 (20) : [Input Field] Item 5 (21) : [Input Field]			
Detail Sales Tax Return			
Add Goods			
Back Clear			

Figure 10 Sales Tax Return page

- 5) Input details in mandatory fields such as (Refer Figure 10)
 - a) Declared By Name; and
 - b) Declared By New IC/ Passport No
- 6) Input details in optional fields if necessary. (Refer Figure 10)
- 7) Click on **Add Goods** button to add new goods. (Refer Figure 10)

8) Sales Tax Return (Draft) page will be displayed. (Refer Figure 11)



Sales Tax
Sales Tax Return (Draft)

Detail Sales Tax Return

Item Number :

Tariff Code : **View Goods** **New Tariff Code** Tariff Year :

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 : 0.00 per

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

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

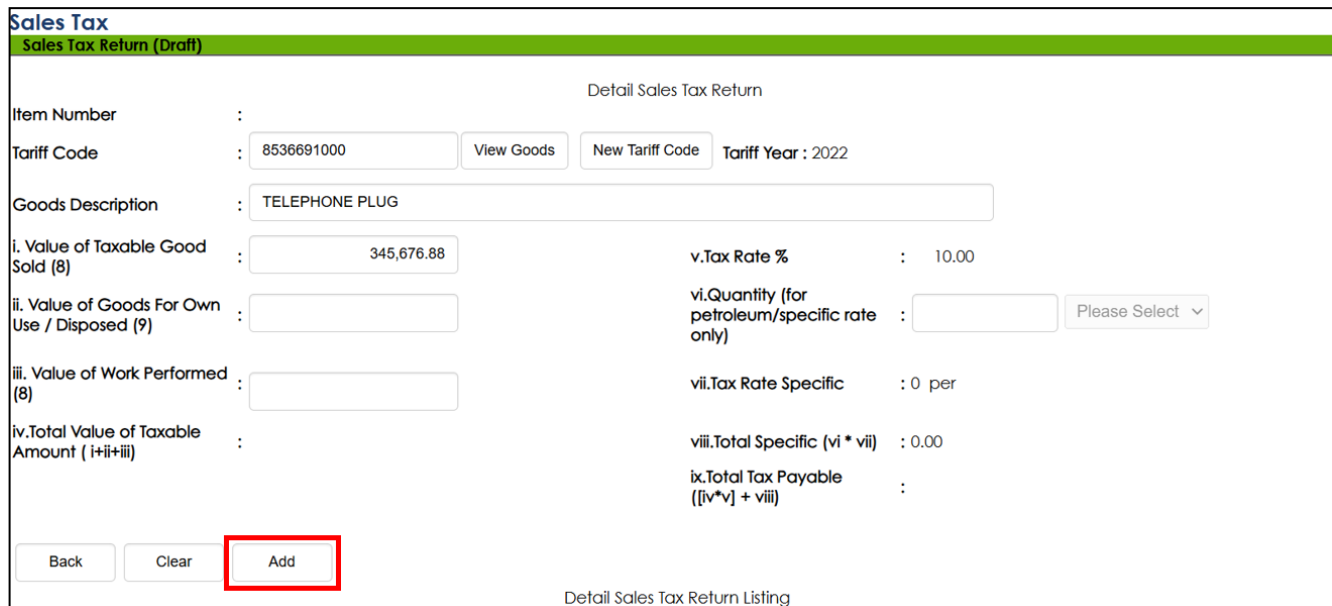
Back Clear Add

Detail Sales Tax Return Listing

Figure 11 Sales Tax Return (Draft) page - Add goods

9) Click on **View Goods** button (A) to add registered item. (Refer Figure 11)

10) Click on **New Tariff Code** button (B) to add new item. (Refer Figure 11)



Sales Tax
Sales Tax Return (Draft)

Detail Sales Tax Return

Item Number :

Tariff Code : 8536691000 **View Goods** **New Tariff Code** Tariff Year : 2022

Goods Description : TELEPHONE PLUG

i. Value of Taxable Good Sold (8) : 345,676.88 v. Tax Rate % : 10.00

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) :

Back Clear **Add**

Detail Sales Tax Return Listing

Figure 12 Sales Tax Return (Draft) page - After adding a tariff code

11) Input details in optional fields if necessary. (Refer Figure 12)

12) Click on **Add** button to add goods. (Refer Figure 12)

13) Success message “Process completed successfully GM10N RECORD CREATED” will be displayed. (Refer Figure 13)

Sales Tax
Sales Tax Return (Draft)
Process completed successfully GM10N RECORD CREATED.

Detail Sales Tax Return
Item Number :
Tariff Code : 8536691000 View Goods New Tariff Code Tariff Year : 2022
Goods Description : TELEPHONE PLUG
i. Value of Taxable Good Sold (8) : 345,676.88
ii. Value of Goods For Own Use / Disposed (9) : 0
iii. Value of Work Performed (8) : 0
iv. Total Value of Taxable Amount (i+ii+iii) : 345,676.88
v. Tax Rate % : 10.00
vi. Quantity (for petroleum/specific rate only) : Please Select
vii. Tax Rate Specific : 0.0000000 per
viii. Total Specific (vi * vii) : 0.00
ix. Total Tax Payable ([iv*v] + viii) : 34,567.69

Back Clear Update **New Item** **Next**

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	8536.69.1000	TELEPHONE PLUG	345,676.88	0.00	0.00	345,676.88	10.00%		34,567.69	2022

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Total Taxable Sales : 345,676.88
Total Tax Amount : 34,567.69

Figure 13 Sales Tax Return (Draft) page - After adding a goods

14) Click on **New Item** button (A) to add other items. (Refer Figure 13)

15) Click on **Next** button (B) to proceed. (Refer Figure 13)

16) Sales Tax Return page will be displayed. (Refer Figure 14)

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Penalty Rate :	40.00%	BOD Tax Receipted/ Total :	0.00/0.00
Penalty Amount :	13,827.08	BOD Penalty Receipted/ Total :	0.00/0.00
Total Tax Payable Inclusive :	48,394.77	Supplement SST-02 No :	
SST-02 Registered By IC :		Total Detail :	1
Registered Name :			

Schedule C (Raw Materials / Packaging/ Components).

Item 1 and 2 (18b3i) :

Item 3 and 4 (18b3ii) :

Item 5 (18b3iii) :

Part E (Purchase Under The Schedule C, Sales Tax).

Item 1 and 2 (19) :

Item 3 and 4 (20) :

Item 5 (21) :

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
☒	1	001	8536.69.1000	TELEPHONE PLUG	345,676.88	0.00	0.00	345,676.88	10.00%		34,567.69	2022

Page Of 1

Back Clear **Save**

Figure 14 Sales Tax Return page - After clicking on Next button

17) Click on **Save** button to save the return record. (Refer Figure 14)

18) Confirmation message to save the return record will be displayed. (Refer Figure 15)

Are you sure you want to save?

OK

Cancel

Figure 15 Confirmation message to save the return record

19) Click on **OK** button to proceed. (Refer Figure 15)

20) Success message "GM11N RECORD UPDATED" will be displayed.

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Penalty Rate :	40.00%	BOD Tax Receipted/ Total :	0.00/0.00
Penalty Amount :	13,827.08	BOD Penalty Receipted/ Total :	0.00/0.00
Total Tax Payable Inclusive :	48,394.77	Supplement SST-02 No :	
Penalty :		Total Detail :	1
SST-02 Registered By IC :			
Registered Name :			

Schedule C (Raw Materials / Packaging/ Components).

Item 1 and 2 (18b3i) :

Item 3 and 4 (18b3ii) :

Item 5 (18b3iii) :

Part E (Purchase Under The Schedule C, Sales Tax).

Item 1 and 2 (19) :

Item 3 and 4 (20) :

Item 5 (21) :

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
☒	1	001	8536.69.1000	TELEPHONE PLUG	345,676.88	0.00	0.00	345,676.88	10.00%		34,567.69	2022

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Back Clear Save **Submit**

Figure 16 Sales Tax Return page - After saving the return record

21) Click on **Submit** button to submit the return record. (Refer Figure 16)

22) Confirmation message to submit the return will be displayed. (Refer Figure 17)

Are you sure you want to submit?

OK

Cancel

Figure 17 Confirmation message to submit the return

23) Click on **OK** button to proceed. (Refer Figure 17)

24) Success message "GM82N Process completed." will be displayed.

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3.2. Access Payment Request Page

3.2.1. From Sales Tax (Submitted) page

Sales Tax

Sales Tax Return (Submitted)

SST Name

SST SMK No.

Taxable Period

Declared By Name

Declared By New IC/Passport No

Export / Special Area / Designated Area (18a)

Schedule A (Class Of Person) (18b1)

Schedule B (Manufacturer of specific non taxable goods) (18b2)

Total Value of Sales Exempted (18d)

Total Taxable Sales

Total Value of Tax Payable

Tax Deduction From Credit Note (13a) *Potongan Cukai Melalui Nota Kredit.

Sales Tax Deduction (13b)

Previous STD Balance

Adjust under STD(13A)

Total Tax Payable Before Penalty

Penalty Rate

Penalty Amount

Total Tax Payable Inclusive Penalty

SST-02 Registered By IC

Registered Name

SST-02 No.

SST Reg. No

Control Station Name

Due Date

Last Date Submitted (Return)

Date Declare (Received)

Form Status

Receipt No

Receipt Date

Receipt Amount

Balance

BOD Ref No./ Status

BOD Date

BOD Receipt No./ Date

BOD Total Receipted/ Total

BOD Tax Receipted/ Total

BOD Penalty Receipted/ Total

Supplement SST-02 No

Total Detail

Schedule C (Raw Materials / Packaging/ Components)

Item 1 and 2 (18b3i)

Item 3 and 4 (18b3ii)

Item 5 (18b3iii)

Part E (Purchase Under The Schedule C, Sales Tax)

Item 1 and 2 (19)

Item 3 and 4 (20)

Item 5 (21)

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
☒	1	001	8536.69.1000	TELEPHONE PLUG	345,676.88	0.00	0.00	345,676.88	10.00%		34,567.69	2022

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Back

Print SST-02

Pay Now

Reset to Draft

Figure 18 Sales Tax Return (Submitted) page

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- 1) Click on **Pay Now** button to make payment. (Refer Figure 18)
- 2) Payment Request page will be displayed. (Refer Figure 20)

3.2.2. Dashboard

Note: If the Form Status is already **BOD Issued**, the Pay Now button would not be available on the Sales Tax Return page, even if the public user does not make full payment on the return. Therefore, public users need to access Payment Requests from the dashboard.

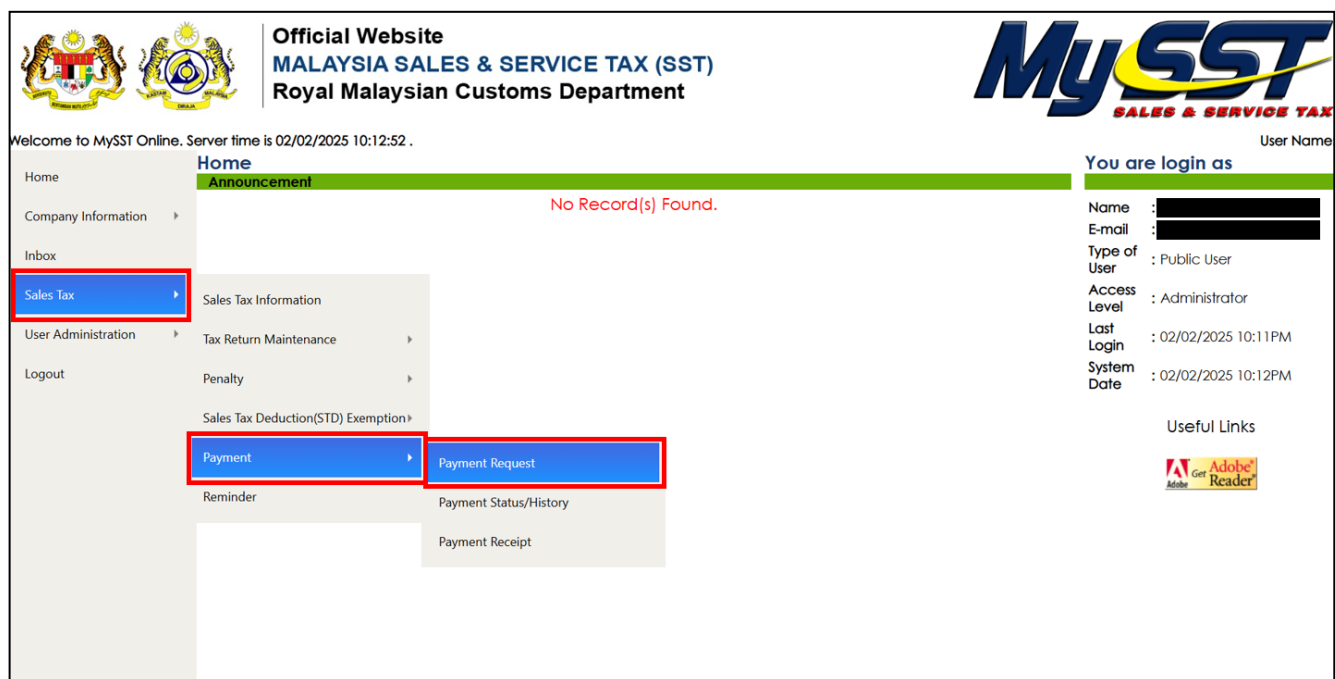


Figure 19 Public user dashboard

- 1) Alternatively, public users can access Payment Request page by clicking on **Sales Tax** menu > **Payment** sub-menu > **Payment Request** sub-menu. (Refer Figure 19)
- 2) Payment Request page will be displayed. (Refer Figure 20)

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3.3. Make partial payment

Payment
Payment Request

☐ Select/Unselect All

Payment Option	No	Request Date	Type of Payment	Registration No	Tax (RM)	Penalty (RM)	Total Amount (RM)
☐	1	02/02/2025	SST-02(Sales Tax)	W10-500040/2502	34,567.69	13,827.08	48,394.77

Continue

Attention:

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

You can Pay with



Figure 20 Payment Request page

- 1) Tick on checkbox of selected payment option. Then, click on **Continue** button. (Refer Figure 20)

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

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	02/02/2025	SST-02(Sales Tax)	W10-500040/2502	34,567.69	13,827.08	48,394.77	34,567.69	13,827.08	48,394.77

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

Total (RM) 48,394.77 **Total Paid (RM)**

Edit Paid Amount

Back **Confirm**

Figure 21 Confirm Payment Request page

- 2) Click on radio button of selected request mode. Choose either (Refer Figure 21)
 - a) Individual Account (B2C); or
 - b) Corporate Account (B2B)
- 3) Click on **Edit Paid Amount** button to edit Total Paid (RM) field. (Refer Figure 21)

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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	02/02/2025	SST-02(Sales Tax)	W10-500040/2502	34,567.69	13,827.08	48,394.77	34,567.69	13,827.08	48,394.77

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

Total (RM) 48,394.77 Total Paid (RM)

Figure 22 Confirm Payment Request page - Edit amount in Total Paid (RM) field

- 4) Total Paid (RM) field will be editable. (Refer Figure 22)
- 5) Edit total paid amount in the **Total Paid (RM)** field. (Refer Figure 22)
- 6) Click on **Save** button to save the edited total paid amount. (Refer Figure 22)
- 7) Success message “Partial Payment update successfully. Please make full payment before due date to avoid penalty. Press Confirm button to make payment” will be displayed. (Refer Figure 23)

Payment

Confirm Payment Request

Partial payment update successfully. Please make full payment before due date to avoid penalty. Press Confirm button to make payment.

No	Request Date	Type	Registration No	Tax (RM)	Penalty (RM)	Total (RM)	Tax Paid (RM)	Penalty Paid (RM)	Total Paid (RM)
1	02/02/2025	SST-02(Sales Tax)	W10-500040/2502	34,567.69	13,827.08	48,394.77	28,394.77	0.00	28,394.77

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

Total (RM) 48,394.77 Total Paid (RM)

Figure 23 Confirm Payment Request page - Successfully update amount in Total Paid (RM) field

- 8) Click on **Confirm** button to proceed the payment. (Refer Figure 23)
- 9) Confirmation message to make a partial payment will be displayed. (Refer Figure 25)

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Note: Error message “FYI: You cannot pay more than allowed amount RM<Total>” will be displayed if edited Total Paid is more than Total. (Refer Figure 24)

Payment

Confirm Payment Request

FYI: You cannot pay more than the allowed amount RM48,394.77

No	Request Date	Type	Registration No	Tax (RM)	Penalty (RM)	Total (RM)	Tax Paid (RM)	Penalty Paid (RM)	Total Paid (RM)
1	02/02/2025	SST-02(Sales Tax)	W10-500040/2502	34,567.69	13,827.08	48,394.77	34,567.69	13,827.08	48,394.77

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

Total (RM) 48,394.77 **Total Paid (RM)**

Figure 24 Confirm Payment Request page - Edited Total Paid is more than Total

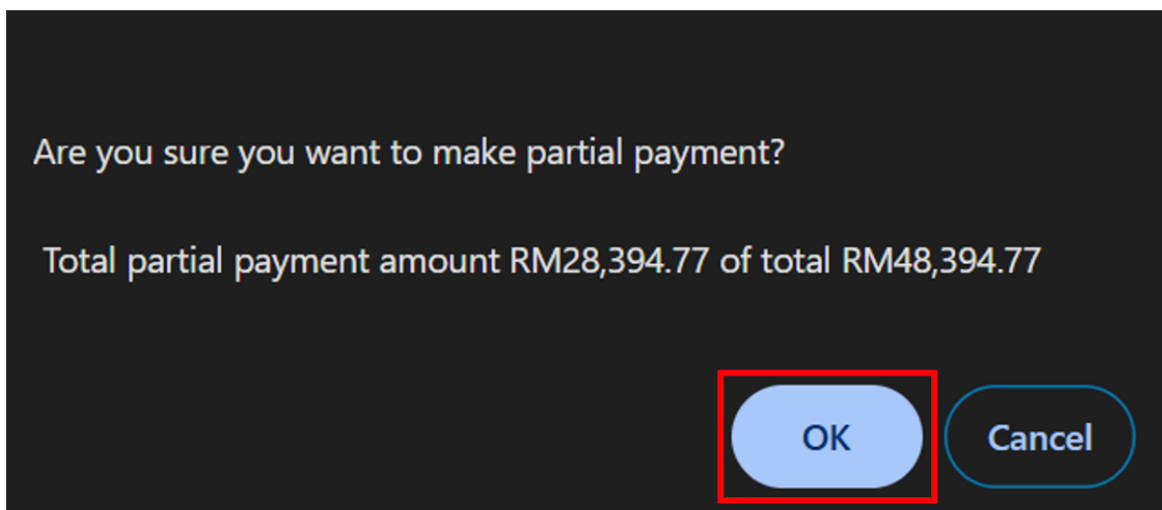
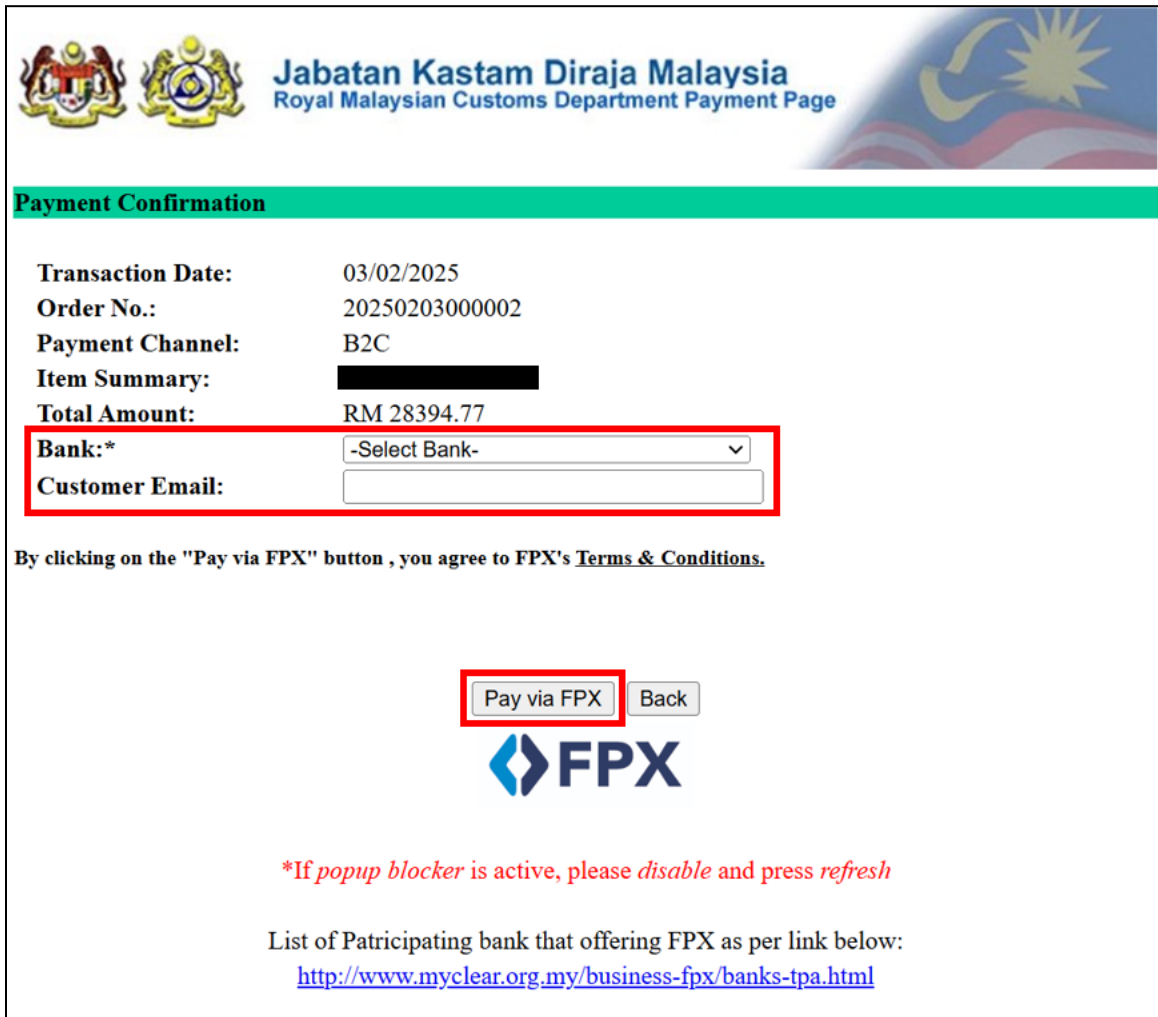


Figure 25 Confirmation message to make partial payment

10) Click on **OK** button to proceed. (Refer Figure 25)

11) Payment Gateway page will be displayed. (Refer Figure 26)

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Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

Payment Confirmation

Transaction Date: 03/02/2025
Order No.: 20250203000002
Payment Channel: B2C
Item Summary: [REDACTED]
Total Amount: RM 28394.77

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*

List of Patricipating bank that offering FPX as per link below:
<http://www.myclear.org.my/business-fpx/banks-tpa.html>

Figure 26 Payment Gateway page

- 12) Select the selected bank from **Bank** dropdown field. (Refer Figure 26)
- 13) Input email in **Customer Email** field. (Refer Figure 26)
- 14) Click on **Pay via FPX** button to proceed with the payment. (Refer Figure 26)
- 15) FPX Transaction Status page will be displayed upon completing the payment on the selected bank page. (Refer Figure 27)




Jabatan Kastam Diraja Malaysia
 Royal Malaysian Customs Department Payment Page



FPX Transaction Status

Successful Transaction
 Seller Order No : 20250203000002
 Order Amount : RM28394.77
 FPX Transaction ID : 2502031001430807
 Buyer Bank Name : XXXXXXXXXX
 Buyer Name : XXXXXXXXXX
 Transaction Date : 3/2/2025 10:01:44 AM

Continue
Print

Figure 27 FPX Transaction Status page - Successful Transaction

16) Click on **Continue** button to proceed. (Refer Figure 27)

17) Success message "GM82N Process completed." will be displayed. (Refer Figure 28)

Payment

Confirm Payment Request

GM82N Process completed.

No	Request Date	Type	Registration No	Tax (RM)	Penalty (RM)	Total (RM)	Tax Paid (RM)	Penalty Paid (RM)	Total Paid (RM)
1	02/02/2025	SST-02(Sales Tax)	W10-500040/2502	34,567.69	13,827.08	48,394.77	28,394.77	0.00	28,394.77

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

Total (RM) 48,394.77

Total Paid (RM) 28,394.77

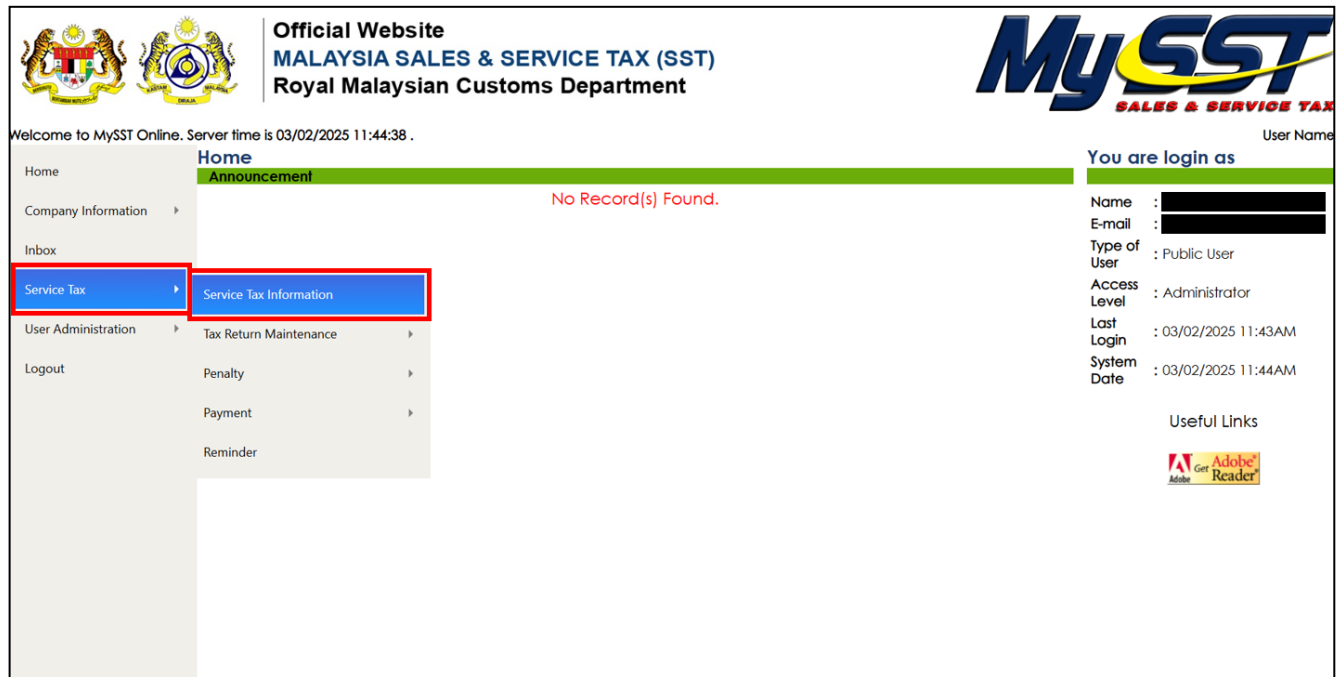
Payment Status
Payment Receipt

Figure 28 Confirm Payment Request page - After completing the payment

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4. Service Tax

4.1. Submit Service Tax return



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

Welcome to MySST Online. Server time is 03/02/2025 11:44:38.

Home
Announcement
No Record(s) Found.

Service Tax > **Service Tax Information**

User Administration > Tax Return Maintenance >
Logout > Penalty >
Payment >
Reminder

You are login as
User Name
Name :
E-mail :
Type of User : Public User
Access Level : Administrator
Last Login : 03/02/2025 11:43AM
System Date : 03/02/2025 11:44AM

Useful Links
Adobe Reader

Figure 29 Public user dashboard

- 1) Click on **Service Tax** menu > **Service Tax Information** sub-menu. (Refer Figure 29)
- 2) Service Tax Licence Information page will be displayed. (Refer Figure 9)

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Service Tax

Service Tax Licence Information

SST SMK No.
Business Name
BRN
Registered Date : 24/02/2020
Approval Date : 24/02/2020
Effective Date : 01/03/2020
Correspondence Address
Tel No.
Trade Name
Services :
SST Status : Active
SST Cancel Date :

Control Station Name : A10 Ipoh
SST Registration No. : A10-2002-32000001

Approved By :
Business Address

Business Start Date : 02/12/2019
Business End Date :
Financial Year End : 31/12

Available Tax Schedule Year : 2024 Backward Forward

1 - 6 in 6 are displayed

Select	No	TAXABLE PERIOD	DUE DATE	RECEIVED DATE	RECEIPT AMT	RECEIPT NO	SST-02 No	STATUS
☒	1	01/01/2024 to 29/02/2024	01/04/2024					
☐	2	01/03/2024 to 30/04/2024	31/05/2024					
☐	3	01/05/2024 to 30/06/2024	31/07/2024					
☐	4	01/07/2024 to 31/08/2024	30/09/2024					
☐	5	01/09/2024 to 31/10/2024	02/12/2024					
☐	6	01/11/2024 to 31/12/2024	31/01/2025					

Page 1 Of 1

View Detail

Figure 30 Service Tax Licence Information page

- Click on radio button of selected taxable period. Then, click on **View Detail** button. (Refer Figure 30)
- Service Tax Return page will be displayed. (Refer Figure 31)



Service Tax

Service Tax Return

SST Name

SST SMK No.

Taxable Period

Declared By Name

Declared By New IC/Passport No

Total Taxable Services Value

Total Value of Tax Computed

Total Value of Tax Collected /Payable (12)

Total Tax Deduction from Credit Note (13a)

Total Service Tax Deduction (13c)

Total Tax Payable Before Penalty Imposed(14)

Total Penalty Amount(15)

Total Tax Payable Inclusive Penalty(16)

SST-02 Registered By ID

Registered Name

Total Detail

:From 01/01/2024 To 29/02/2024

: 0.00

: 0.00

: 0.00

: 0.00

: 0.00

: 0.00

: 0.00

: 0.00

: 0.00

: 0.00

: 0

SST-02 No.

SST Reg No.

Control Station Name

Due Date

Last Date Submitted (Return)

Date Declare (Received)

Form Status

Receipt No

Receipt Date

Receipt Amount

Penalty Receipt Amount

BOD Ref No/ Status

BOD Date

BOD Receipt No. / Date

BOD Total Received/ Total

BOD Tax Received/ Total

BOD Penalty Received/ Total

Supplement SST-02 No

:This field will be automatic generated

:A10 Ipoh

: 01/04/2024

:

:

:Draft

:

:

:

:

:

:

:

:

:

:

:

:

:

(Nb: Please enter a valid ID for declaration)

(Subject to Approval)

Penalty Rate(%) : 0.00

Detail Service Tax Return

New Service Type

Remove Service Type

Back

Clear

Figure 31 Service Tax Return page

- 5) Input details in mandatory fields such as (Refer Figure 31)
 - a) Declared By Name; and
 - b) Declared By New IC/ Passport No
 - 6) Click on **New Service Type** button to add new service type. (Refer Figure 31)
- Note:** Proceed to step 7 if the service type is already available.

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Declared By New IC/Passport No :
 (Eg:74021988888)
 (Nb: Please enter a valid ID for declaration)

Total Taxable Services Value : 0.00
 Total Value of Tax Computed : 0.00
 Total Value of Tax Collected /Payable (12) : 0.00
 Total Tax Deduction from Credit Note (13a) : 0.00
 Total Service Tax Deduction (13c) : 0.00 (Subject to Approval)
 Total Tax Payable Before Penalty Imposed(14) : 0.00
 Total Penalty Amount(15) : 0.00
 Total Tax Payable Inclusive Penalty(16) : 0.00
 SST-02 Registered By ID :
 Registered Name :
 Total Detail : 0

Last Date Submitted (Return) :
 Date Declare (Received) :
 Form Status : **Draft**

Receipt No :
 Receipt Date :
 Receipt Amount : 0.00
 Penalty Receipt Amount : 0.00
 BOD Ref No/ Status :
 BOD Date :
 BOD Receipt No. / Date :
 BOD Total Receipted/ Total : 0.00/0.00
 BOD Tax Receipted/ Total : 0.00/0.00
 BOD Penalty Receipted/ Total : 0.00/0.00
 Supplement SST-02 No :

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
☒	1	651 - MAKANAN DAN MINUMAN [6.00%/8.00%]*						/	0.00			0.00

Figure 32 Service Tax Return page - After adding service type

- 7) After adding the service type, click on radio button of the selected service type. Next, click on **Add** button. (Refer Figure 32)
- 8) Service Tax Return (Draft) page will be displayed.

Service Tax
 Service Tax Return (Draft)

Detail Service Tax Return

Service Type : 651 MAKANAN DAN MINUMAN

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 (Leave it blank or 0 if want to be calculated automatically. Must be greater or equal than iv) : 0.00

vi. Tax Deduction from Credit Note (13a) Potongan Cukai Melalui Nota Kredit : 0.00

vii. Service Tax Deduction** (13c) Kemudahan Potongan Cukai Perkhidmatan : 0.00

viii. Total Tax Payable Before Penalty Imposed (v - vi - vii) : 0.00

ix. Tax Rate % : ☒ 6.00 ☐ 8.00

x. Penalty Rate % : 40.00

xi. Total Penalty (viii * x) : 0.00

xii. Tax Amount Payable (viii + xi) : 0.00

xiii. Total Value of Exempted Taxable Services (18c) : 0.00

Figure 33 Service Tax Return (Draft) page

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9) Input details in the fields. (Refer Figure 33)

18) Click on radio button of selected tax rate. Choose either (Refer Figure 33)

a) 6.00%; or

b) 8.00%

10) Click on **Confirm** button to proceed. (Refer Figure 33)

11) Success message "GM10N RECORD CREATED." will be displayed. (Refer Figure 34)

Service Tax

Service Tax Return (Draft)

GM10N RECORD CREATED.

Detail Service Tax Return

Service Type : 651 MAKANAN DAN MINUMAN

i. Value of Taxable Service (10) : 184,979.28

ix. Tax Rate % : 6.00

ii. Values of Free Services (9) : 0.00

x. Penalty Rate % : 40.00

iii. Total Taxable Value (i + ii) : 184,979.28

xi. Total Penalty (viii * x) : 4,439.50

iv. Tax Amount Computed (iii * ix) : 11,098.76

xii. Tax Amount Payable (viii + xi) : 15,538.26

v. Tax Amount Collected *(Leave it blank or 0 if want to be calculated automatically. Must be greater or equal than iv)* : 11,098.76

vi. Tax Deduction from Credit Note (13a) *Potongan Cukai Melalui Nota Kredit* : 0.00

vii. Service Tax Deduction** (13c) *Kemudahan Potongan Cukai Perkhidmatan* : 0.00

xiii. Total Value of Exempted Taxable Services (18c) : 0.00

viii. Total Tax Payable Before Penalty Imposed (v - vi - vii) : 11,098.76

Back

Clear

Confirm

Next

Figure 34 Service Tax Return (Draft) page - After creating a service type record

12) Click on **Next** button to proceed. (Refer Figure 34)

13) Service Tax Return page will be displayed. (Refer Figure 35)



Declared By New IC/Passport No		: 00010101012 (Eg:74021988888)	Last Date Submitted (Return)	: 03/02/2025
(Nb: Please enter a valid ID for declaration)				
Total Taxable Services Value	:	184,979.28	Date Declare (Received)	:
Total Value of Tax Computed	:	11,098.76	Form Status	: Draft
Total Value of Tax Collected /Payable (12)	:	11,098.76		
Total Tax Deduction from Credit Note (13a)	:	0.00		
Total Service Tax Deduction (13c)	:	0.00 (Subject to Approval)	Receipt No	:
Total Tax Payable Before Penalty Imposed(14)	:	11,098.76	Receipt Date	:
Total Penalty Amount(15)	:	4,439.50	Receipt Amount	:
Total Tax Payable Inclusive Penalty(16)	:	15,538.26	Penalty Receipt Amount	:
SST-02 Registered By ID	:		BOD Ref No/ Status	:
Registered Name	:		BOD Date	:
Total Detail	:	1	BOD Receipt No. / Date	:
			BOD Total Received/ Total	:
			BOD Tax Received/ Total	:
			BOD Penalty Received/ Total	:
			Supplement SST-02 No	:

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
☒	1	651 - MAKANAN DAN MINUMAN [6.00%/8.00%]*	6.00%	184,979.28	0.00		11,098.76	0.00 / 0.00	11,098.76	40.00/ 4,439.50	11,098.76	15,538.26

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Back
Clear
Save
Submit

Figure 37 Service Tax Return (Draft) page - After saving the return record

- 18) Click on **Submit** button to submit the return record. (Refer Figure 37)
- 19) Confirmation message to submit the return will be displayed. (Refer Figure 38)

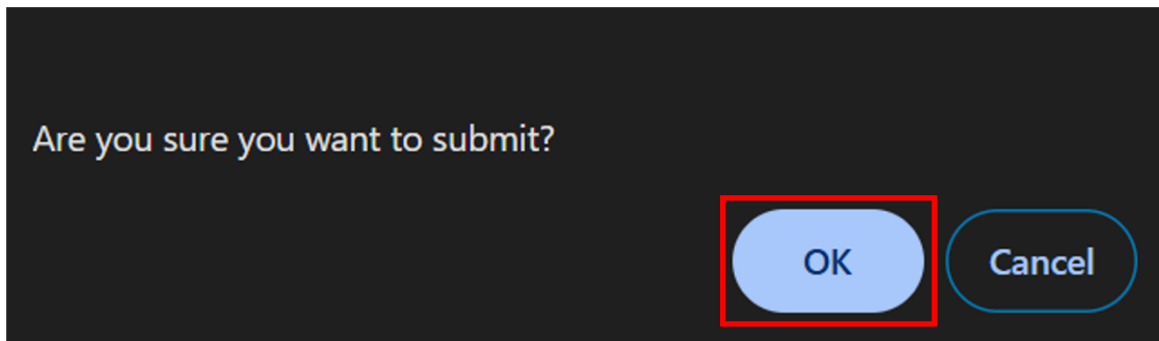


Figure 38 Confirmation message to submit the return

- 20) Click on **OK** button to proceed. (Refer Figure 38)
- 21) Success message “GM82N Process completed.” will be displayed.

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4.2. Access Payment Request Page

4.2.1. From Service Tax (Submitted) page

Service Tax
Service Tax Return (Submitted)

SST Name : [REDACTED]
SST SMK No. : [REDACTED]
Taxable Period : From 01/01/2024 To 29/02/2024
Declared By Name : [REDACTED]
Declared By New IC/Passport No : [REDACTED] (Eg:74021988888)
Total Taxable Services Value : 184,979.28
Total Value of Tax Computed : 11,098.76
Total Value of Tax Collected /Payable (12) : 11,098.76
Total Tax Deduction from Credit Note (13a) : 0.00
Total Service Tax Deduction (13c) : 0.00 (Subject to Approval)
Total Tax Payable Before Penalty Imposed(14) : 11,098.76 Penalty Rate(%) : 40.00
Total Penalty Amount(15) : 4,439.50
Total Tax Payable Inclusive Penalty(16) : 15,538.26
SST-02 Registered By ID :
Registered Name :
Total Detail : 1

SST-02 No. : A10-500010/2502
SST Reg No. : [REDACTED]
Control Station Name : A10 Ipoh
Due Date : 01/04/2024
Last Date Submitted (Return) : 04/02/2025
Date Declare (Received) : 04/02/2025
Form Status : Submitted
Receipt No :
Receipt Date :
Receipt Amount : 0.00
Penalty Receipt Amount : 0.00
BOD Ref No/ Status :
BOD Date :
BOD Receipt No. / Date :
BOD Total Receipted/ Total : 0.00/0.00
BOD Tax Receipted/ Total : 0.00/0.00
BOD Penalty Receipted/ Total : 0.00/0.00
Supplement SST-02 No :

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
☒	1	651 - MAKANAN DAN MINUMAN [6.00%/8.00%]*	6.00%	184,979.28	0.00		11,098.76	0.00 / 0.00	11,098.76	40.00/ 4,439.50	11,098.76	15,538.26

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Back

Print SST-02

Pay Now

Reset to Draft

Figure 39 Service Tax Return (Submitted) page

- 1) Click on **Pay Now** button to make payment. (Refer Figure 39)
- 2) Payment Request page will be displayed. (Refer Figure 20)

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4.2.2.From Dashboard

Note: If the Form Status is already **BOD Issued**, the Pay Now button would not be available on the Service Tax Return page, even if the public user does not make full payment on the return. Therefore, public users need to access Payment Requests from the dashboard.

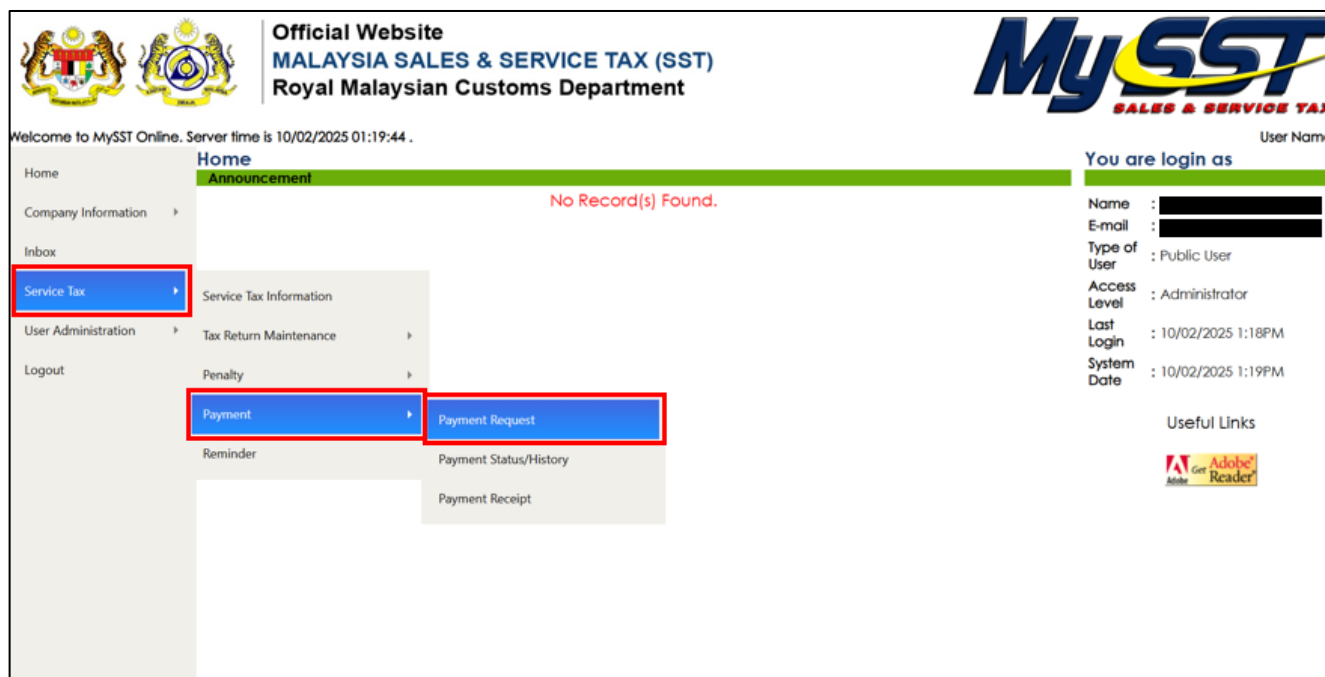


Figure 40 Public user dashboard

- 1) Alternatively, public users can access Payment Request page by clicking on **Service Tax** menu > **Payment** sub-menu > **Payment Request** sub-menu. (Refer Figure 40)
- 2) Payment Request page will be displayed. (Refer Figure 41)

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4.3. Make partial payment

Payment

Payment Request

☐ Select/Unselect All

Payment Option	No	Request Date	Type of Payment	Registration No	Tax (RM)	Penalty (RM)	Total Amount (RM)
☐	1	04/02/2025	SST-02(Service Tax)	A10-500010/2502	11,098.76	4,439.50	15,538.26

Continue

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

- 1) Tick on checkbox of selected payment option. Then, click on **Continue** button. (Refer Figure 41)

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

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	04/02/2025	SST-02(Service Tax)	A10-500010/2502	11,098.76	4,439.50	15,538.26	11,098.76	4,439.50	15,538.26

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

Total (RM) 15,538.26 **Total Paid (RM)**

Edit Paid Amount

Back **Confirm**

Figure 42 Confirm Payment Request page

- 2) Click on radio button of selected request mode. Choose either (Refer Figure 42)
 - a) Individual Account (B2C); or
 - b) Corporate Account (B2B)
- 3) Click on **Edit Paid Amount** button to edit Total Paid (RM) field. (Refer Figure 42)

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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	04/02/2025	SST-02(Service Tax)	A10-500010/2502	11,098.76	4,439.50	15,538.26	10,000.00	0.00	10,000.00

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

Total (RM) 15,538.26 Total Paid (RM)

Save

Back

Figure 43 Confirm Payment Request page - Edit amount in Total Paid (RM) field

- 4) Total Paid (RM) field will be editable. (Refer Figure 43)
- 5) Edit total paid amount in the **Total Paid (RM)** field. (Refer Figure 43)
- 6) Click on **Save** button to save the edited total paid amount. (Refer Figure 43)
- 7) Success message "Partial Payment update successfully. Please make full payment before due date to avoid penalty. Press Confirm button to make payment" will be displayed. (Refer Figure 43)

Payment

Confirm Payment Request

Partial payment update successfully. Please make full payment before due date to avoid penalty. Press Confirm button to make payment.

No	Request Date	Type	Registration No	Tax (RM)	Penalty (RM)	Total (RM)	Tax Paid (RM)	Penalty Paid (RM)	Total Paid (RM)
1	04/02/2025	SST-02(Service Tax)	A10-500010/2502	11,098.76	4,439.50	15,538.26	10,000.00	0.00	10,000.00

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

Total (RM) 15,538.26 Total Paid (RM)

Confirm **Edit Paid Amount**

Back

Figure 44 Confirm Payment Request page - Successfully update amount in Total Paid (RM) field

- 8) Click on **Confirm** button to proceed the payment. (Refer Figure 44)
- 9) Confirmation message to make a partial payment will be displayed. (Refer Figure 46)

Note: Error message “FYI: You cannot pay more than allowed amount RM<Total>” will be displayed if edited Total Paid is more than Total. (Refer Figure 45)

Payment

Confirm Payment Request

FYI: You cannot pay more than the allowed amount RM15,538.26

No	Request Date	Type	Registration No	Tax (RM)	Penalty (RM)	Total (RM)	Tax Paid (RM)	Penalty Paid (RM)	Total Paid (RM)
1	04/02/2025	SST-02(Service Tax)	A10-500010/2502	11,098.76	4,439.50	15,538.26	11,098.76	4,439.50	15,538.26

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

Total (RM) 15,538.26 Total Paid (RM) 115,538.26

Back Save

Figure 45 Confirm Payment Request page - Edited Total Paid is more than Total

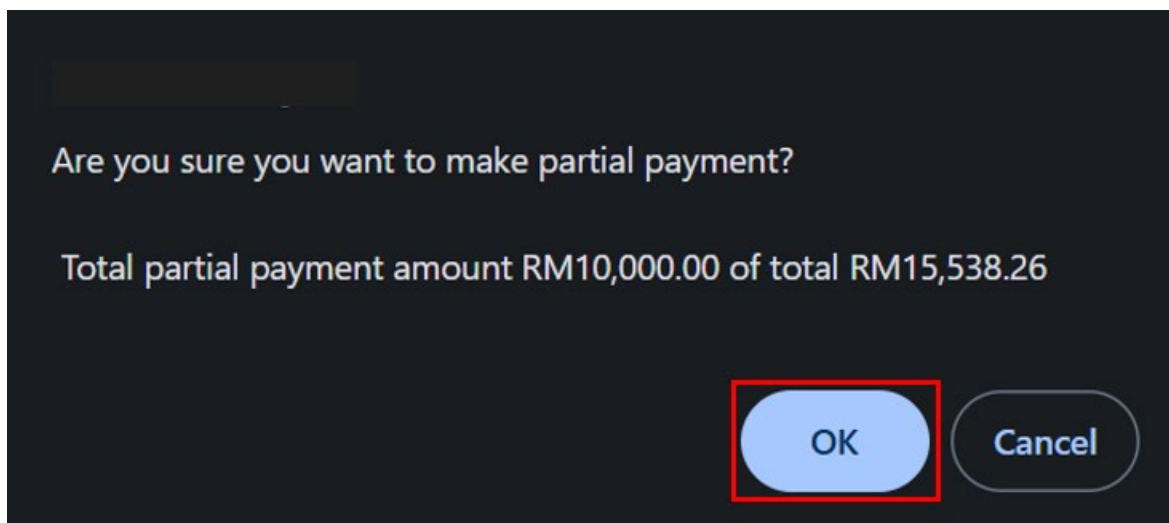


Figure 46 Confirmation message to make partial payment

10) Click on **OK** button to proceed. (Refer Figure 46)

11) Payment Gateway page will be displayed. (Refer Figure 47)

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Payment Confirmation

Transaction Date: 10/02/2025
Order No.: 20250210000007
Payment Channel: B2C
Item Summary: [REDACTED]
Total Amount: RM 10000.00
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*

List of Participating bank that offering FPX as per link below:
<http://www.myclear.org.my/business-fpx/banks-tpa.html>

Figure 47 Payment Gateway page

- 12) Select the selected bank from **Bank** dropdown field. (Refer Figure 47)
- 13) Input email in **Customer Email** field. (Refer Figure 47)
- 14) Click on **Pay via FPX** button to proceed with the payment. (Refer Figure 47)
- 15) FPX Transaction Status page will be displayed upon completing the payment on the selected bank page. (Refer Figure 48)




Jabatan Kastam Diraja Malaysia
 Royal Malaysian Customs Department Payment Page



FPX Transaction Status

Successful Transaction
 Seller Order No : 20250210000007
 Order Amount : RM10000.00
 FPX Transaction ID : 2502101352480917
 Buyer Bank Name : XXXXXXXXXX
 Buyer Name : XXXXXXXXXX
 Transaction Date : 10/2/2025 1:52:48 PM

Continue

Print

Figure 48 FPX Transaction Status page - Successful Transaction

16) Click on **Continue** button to proceed. (Refer Figure 48)

17) Success message "GM82N Process completed." will be displayed. (Refer Figure 49)

Payment

Confirm Payment Request

GM82N Process completed.

No	Request Date	Type	Registration No	Tax (RM)	Penalty (RM)	Total (RM)	Tax Paid (RM)	Penalty Paid (RM)	Total Paid (RM)
1	04/02/2025	SST-02(Service Tax)	A10-500010/2502	11,098.76	4,439.50	15,538.26	10,000.00	0.00	10,000.00

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

Total (RM) 15,538.26

Total Paid (RM) 10,000.00

Payment Status

Payment Receipt

Figure 49 Confirm Payment Request page - After completing the payment