



# MySST User Manual (Public Users)

Release 1

Version 1.0

Prepared by:

**edaran**

August/2018



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## Purpose of the Document

This document is prepared to guide SST registrant on how to use the Malaysian Sales and Service Tax System (MySST) at <https://www.mysst.customs.gov.my> .

This is a step-by-step procedure, for the purpose of giving guidelines to users.

## 1. Available Menu in the MySST System

Following are the available menu in the system:

No	Menu Level 1	Sub Menu (Level 2)	Sub Menu (Level 3)	Description/Remark
1	Main Page			First page you visited when you open <a href="https://www.mysst.customs.gov.my">https://www.mysst.customs.gov.my</a> .
2	Registration Status			To query your SST registration status
3	New Registration			To make a new registration
4	SST (login)	Dashboard		To view your basic taxpayer information



## Public Page of MySST System

### 1.0 Main Page of MySST

1. Open web browser Google Chrome (latest version), type the URL address <https://www.mysst.customs.gov.my> to access to MySST system. Visitor will be able to view the main page of MySST System. Refer figure 1.0.

The screenshot displays the official website of the Malaysia Sales & Service Tax (SST) system. At the top, there is a header with the department's name and a navigation bar. The main content area includes a bulletin board with recent announcements, a welcome note from the Director General, and a section for useful links. The footer provides contact details and visitor statistics.

**Header:** 1300 888 500, [ccc@customs.gov.my](mailto:ccc@customs.gov.my), New Registration, Registration Status, Log in, Retrieve Saved Request.

**Navigation:** About SST, For Industries, Legislation & Guides, SST Highlights, Contact Us.

**Bulletin Board:** Latest Announcements. See More. [ 23/08/2018 ] - Application for exemption under Schedule C, item 1 and 2. More > [ 22/08/2018 ] - LIST OF PROPOSED TAXABLE SERVICES. More > [ 20/08/2018 ] - Proposed Subsidiary Legislation and various Industry Guides now Available at Legislation and Industry Guides tabs. More > [ 20/08/2018 ] - PROGRAM HAND-HOLDING ANJURAN JKDM JOHOR (JOHOR BAHRU). More > [ 16/08/2018 ] - GETTING READY FOR SALES TAX EXEMPTION APPLICATION. More >

**Highlights:** 1. Fiscal policy continues to support growth. 2. Commitment towards fiscal consolidation. 3. Debt as a percentage of GDP on a downward trajectory. Read More.

**WELCOME NOTE:** This website is developed to enable the public to access information related to the Royal Malaysian Customs Department includes corporate information, organization and Customs related matters such as Sales and Service Tax (SST). DATO' SRI SUBROMANIAM THILASV, Director General Of Customs, Royal Malaysian Customs.

**Useful Links:** Royal Malaysian Customs Department, Ministry of Finance, Check with Taxpert, Retrieve Saved Request, System Guides.

**Footer:** Date and Time: Fri, 24 Aug 2018 02:57:40 p.m. Total Visitor: 0390034. Last Update: 24/08/2018 12:00AM. © Copyright Reserved | Malaysia Sales & Service Tax (SST). Best viewed in Google Chrome, latest version with 1280 x 800 screen resolution and above. Privacy Policy | Security Policy | Site Map. Contact Us: Jabatan Kastam Diraja Malaysia, Kompleks Kementerian Kewangan No 3, Persiaran Perdana, Precinct 2, 62596, Putrajaya. Hotline: 1300-888-500.

Figure 1.0 Main page





## 1.1 About MySST

1. About SST tab: This tab is explain about what is MySST. This tab consist two modules which are Understanding SST and Background. Refer figure 1.1.1.

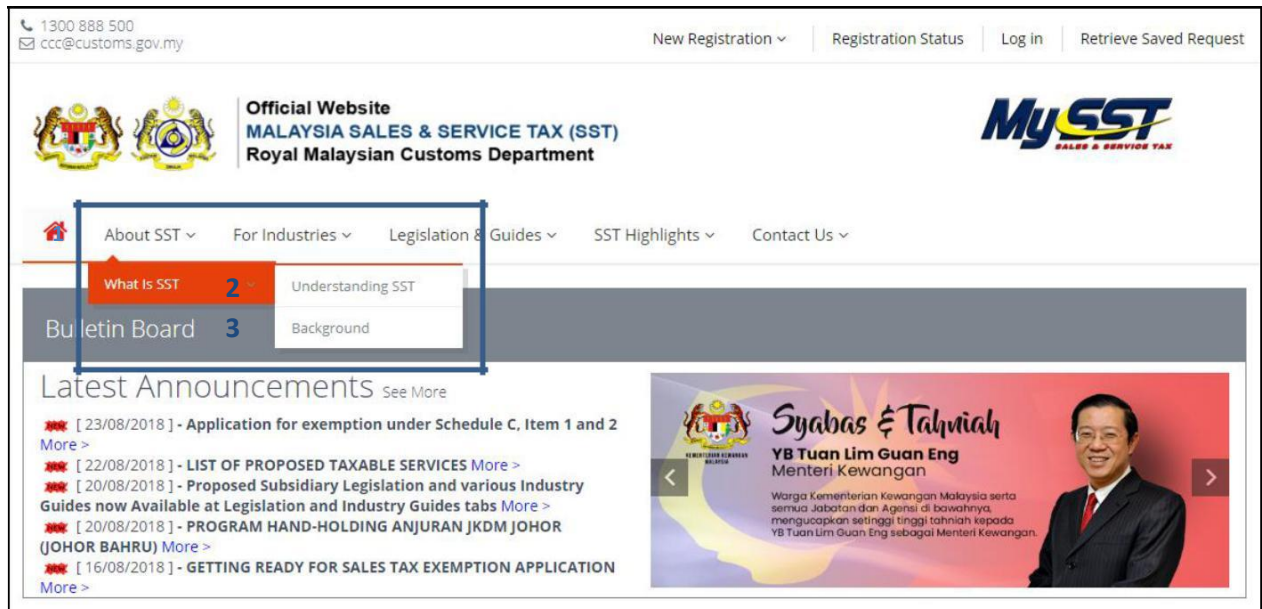

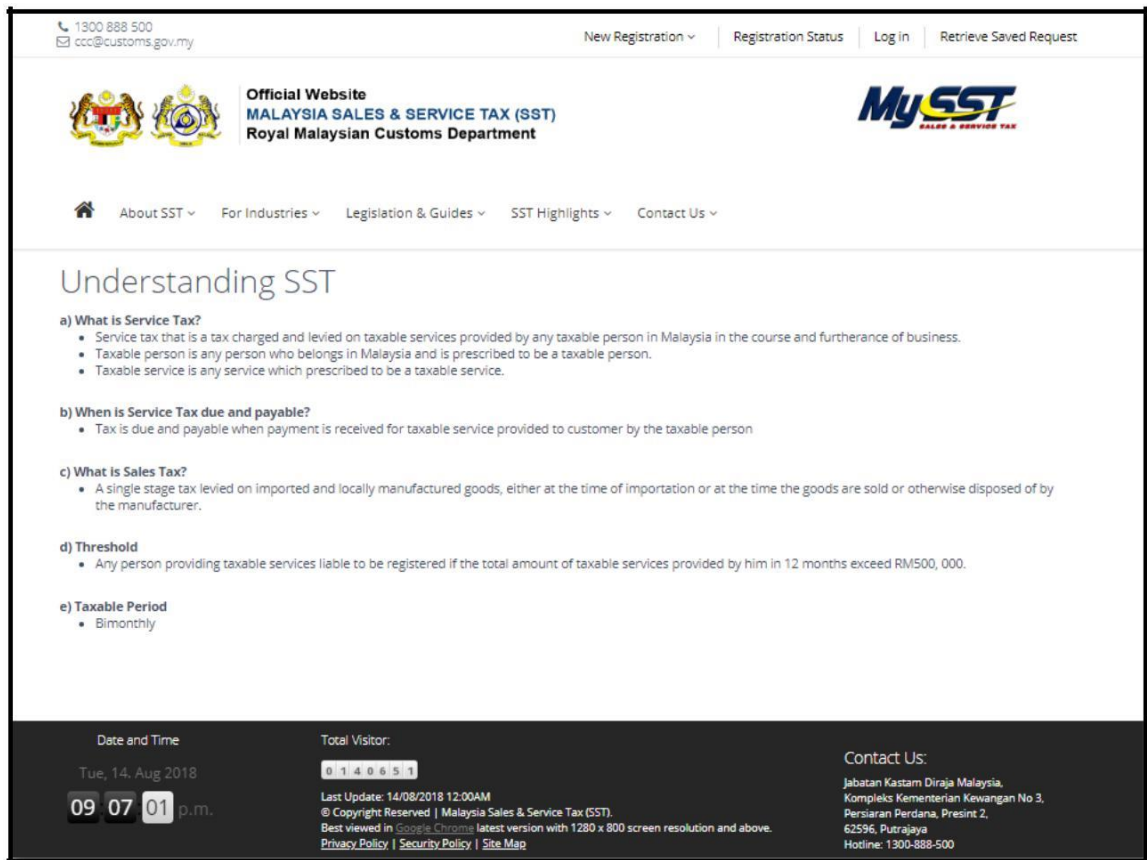


Figure 1.1.1 About MySST


 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref : EITS/CMMI/ENG/RSD/UM</b>	<b>Version : 1-0</b>
	<b>Doc ID :SST_REGISTRATION_UM_v1-0</b>	<b>Page No : 5</b>


2. Understanding SST page will explain Sales tax and Service Tax. Refer figure 1.1.2.



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SALES & SERVICE TAX

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## Understanding SST

**a) What is Service Tax?**

- Service tax that is a tax charged and levied on taxable services provided by any taxable person in Malaysia in the course and furtherance of business.
- Taxable person is any person who belongs in Malaysia and is prescribed to be a taxable person.
- Taxable service is any service which prescribed to be a taxable service.

**b) When is Service Tax due and payable?**

- Tax is due and payable when payment is received for taxable service provided to customer by the taxable person.

**c) What is Sales Tax?**

- A single stage tax levied on imported and locally manufactured goods, either at the time of importation or at the time the goods are sold or otherwise disposed of by the manufacturer.

**d) Threshold**

- Any person providing taxable services liable to be registered if the total amount of taxable services provided by him in 12 months exceed RM500, 000.

**e) Taxable Period**

- Bimonthly

**Date and Time**  
Tue, 14, Aug 2018  
09 07 01 p.m.

**Total Visitor:**  
0140651

Last Update: 14/08/2018 12:00AM  
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Best viewed in [Google Chrome](#) latest version with 1280 x 800 screen resolution and above.  
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**Contact Us:**  
Jabatan Kastam Diraja Malaysia,  
Kompleks Kementerian Kewangan No 3,  
Persiaran Perdana, Presint 2,  
62596, Putrajaya  
Hotline: 1300-888-500



Figure 1.1.2 Understanding SST





3. Background Page will explain background history about how Sales tax and Service tax created. Refer Figure 1.1.3.

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## Background

### a) SALES TAX

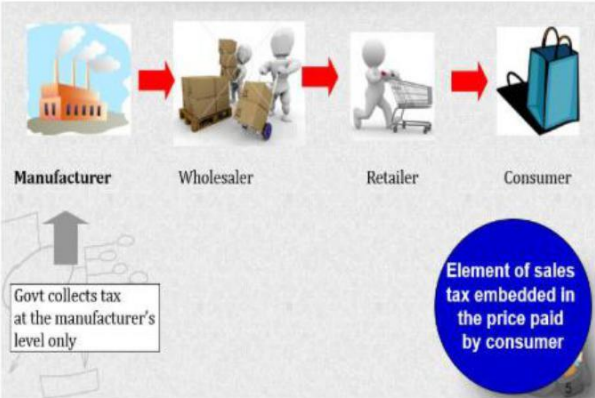
Sales tax is a tax charged and levied:-

- on taxable goods manufactured in Malaysia by a taxable person and sold, used or disposed by him;
- on taxable goods imported into Malaysia.

Sales tax is not charged on:-

- goods listed under Proposed Sales Tax (Goods Exempted From Sales Tax) Order;
- Certain manufacturing activities are exempted by Minister of Finance through Proposed Sales Tax (Exemption from Registration) Order.

How Sales Tax Works?



**Manufacturer** → **Wholesaler** → **Retailer** → **Consumer**

Govt collects tax at the manufacturer's level only

Element of sales tax embedded in the price paid by consumer

### Taxable Person

Taxable person is a person who manufactures taxable goods and is:-

- liable to be registered
  - Reached sales threshold
    - Manufacturer -- RM 500,000.00
    - Sub-contractor -- RM 500,000.00
- registered under Sales Tax Legislation
  - Mandatorily registered

Figure 1.1.3 Background.



## 1.2 For Industries

1. For Industries tab: this tab will provide Industries Information. This tab consist 7 modules. Refer figure 1.2.1

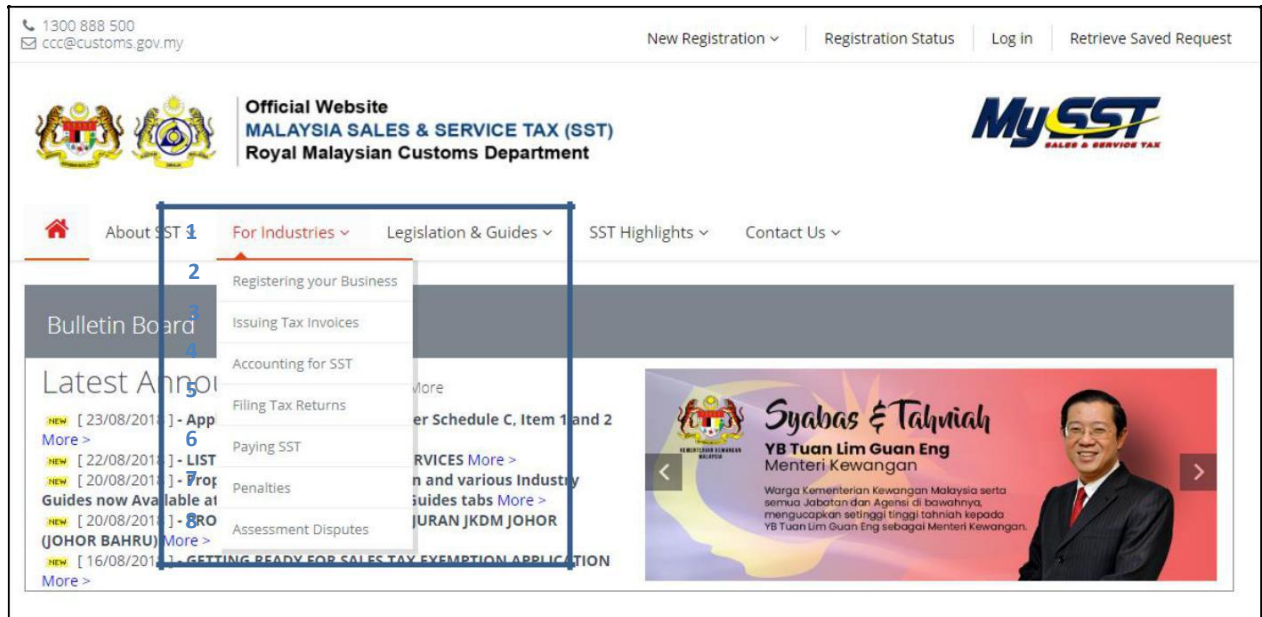



Figure 1.2.1 For Industries




2. Registering your Business Page will explain about Sales tax and Service tax. Refer Figure 1.2.2.

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## Registering your Business

**a) SALES TAX**

- Taxable goods manufacturers are required / liable to be registered when;
  - SALES VALUE OF TAXABLE GOODS has exceeded RM500,000 for 12 months period;
- Manufacturers who carry out sub-contract work on taxable goods where the VALUE of work performed exceeds RM500,000 for 12 months period.
  - Taxable goods belong to:
    - Registered manufacturer, non-registered manufacturer and manufacturer in special area (FIZ and LMW).

Note: Registered Person will be known as Registered Manufacturers

**Voluntary registration**

- Taxable goods – below threshold.
- Persons who are exempted from registration


**Determination of Turnover**

- Manufacturers should calculate the sales value of taxable goods for a period of 12 months using the following methods:
  - **Historical Method;**
    - The total value of taxable goods in that month and the 11 months immediately preceding the month;
  - **Future Method;**
    - The total value of taxable goods in that month and the 11 months immediately succeeding the month.

**Exemption from Registration**

- Manufacturer of non-taxable goods\*.
- Manufacturer below threshold
- Sub-contractor manufacturer below threshold
- Manufacturing activities that have been exempted from registration. E.g.:
  - Tailoring
  - Installation incorporation of goods into building
  - Jeweler, optician


Figure 1.2.2 Registering your Business


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	Doc ID :SST_REGISTRATION_UM_v1-0	Page No : 9

3. Issuing Tax Invoices Page will explain how to issuing tax invoices for both tax. Refer Figure 1.2.3.

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## Issuing Tax Invoices

**a) SALES TAX**

**Issuance of Invoices:-**

- Mandatory for registered manufacturer who sells taxable goods
- Hard copy or electronically
- Containing prescribed particulars
- Bahasa Malaya or English

**Credit Notes and Debit Notes:-**

- Registered manufacturer is allowed to issue
- Shall make an adjustment in his return
- Shall contain the prescribed particulars


---

**b) SERVICE TAX**

**Issuance of Invoices:-**

- By Registered person who provides any taxable services


Figure 1.2.3 Issuing Tax Invoices


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	Doc ID :SST_REGISTRATION_UM_v1-0	Page No : 10

4. Accounting for SST Page will explain about calculation for both tax. Refer Figure 1.2.4.

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## Accounting for SST

**a) SALES TAX**

**Accounting Basis:-**

- Accrual basis

**Sales Tax required to be accounted:-**

- At the time when the goods are sold, disposed or first used

---

**b) SERVICE TAX**

**Accounting Basis:-**

- Payment basis

**Service Tax required to be accounted:-**

- At the time when the payments is received

Figure 1.2.4 Accounting for SST







5. Filling tax Returns Page will explain about filling tax returns for both tax. Refer Figure 1.2.5.

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## Filing Tax Returns

**a) SALES & SERVICE TAX**

- SST Filing Returns must be submitted to the Cukai Dalam Negeri (CDN) office not later than the last day of the following month after the end of the taxable period. Taxable period is a regular interval period where a taxable person is liable to account and pay to the government his SST liability. The standard taxable period is on Bi-monthly basis (every 2 months)

- Taxable Period**
  - Bi-monthly Basis (every 2 months)
  - Specific Basis

Filing Frequency	Taxable Period
First Taxable Period - Bimonthly	Sept - Oct 2018
Subsequent Taxable Period	Nov-Dec, Jan-Feb, Mar-Apr, May-Jun, Jul-Aug, Sep-Oct, ....
Specific Basis	Subject to an approval from the Director General

Figure 1.2.5 Filling tax Returns








6. Paying SST Page will explain about method of paying SST for both tax. Refer Figure 1.2.6.

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## Paying SST

**a) SALES & SERVICE TAX**

- Payment shall be remitted to the Government together with the SST returns not later than the last day of the following month after the end of taxable period. Online payments through:
  - Internet facilities (FPX)
  - Cheque post it to Customs Processing Centre
- Payment via cheque/bank draft/money order must be made payable to 'Ketua Pengarah Kastam Malaysia' and mail to:  
**Ketua Pengarah Kastam Malaysia**  
Jabatan Kastam Diraja Malaysia  
Pusat Pemprosesan Kastam  
Kompleks Kastam Kelana Jaya  
No.22 Jalan SS6/3 Kelana Jaya  
47301 Petaling Jaya Selangor



Figure 1.2.6 Paying SST


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7. Penalties Page will explain about penalties for both tax toward users. Refer Figure 1.2.7.

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## Penalties

**a) SALES & SERVICE TAX**

- Penalties may be imposed if the following offences are committed:
  - Any deficiency on the net tax payable
  - No SST return is made
  - A SST return is submitted without payment or a lesser payment
  - Failure to register


**Late Payment Penalty;**

**10%** - of the amount not paid after the last date of the first 30 days period.

**15%** - of the amount not paid after the last date of the second 30 days period.

**15%** - of the amount not paid after the last date of the third 30 days period.


Figure 1.2.7 Penalties


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8. Assessment Disputes Page will explain about the assessment for both tax. Refer Figure 1.2.8.

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## Assessment Disputes

**a) SALES & SERVICE TAX**

- Review and Appeals
  - Any person who is aggrieved by the decision of the officer of SST may apply for a review and revision to the DG within 30 days from the date of notification. Alternatively, such person shall make an appeal to the Tribunal within 30 days from the date of the decision.
  - The appeal case can be represented by the taxpayer himself or by any person whom he may appoint. The hearing shall be conducted in a private proceeding unless both parties agree to an open court.

Figure 1.2.8 Assessment Disputes



## 1.3 Legislation & Guides

1. Legislation & Guides Tab: this tab will provide some information about legislation and guides. It contains 6 modules. Refer figure 1.3.1

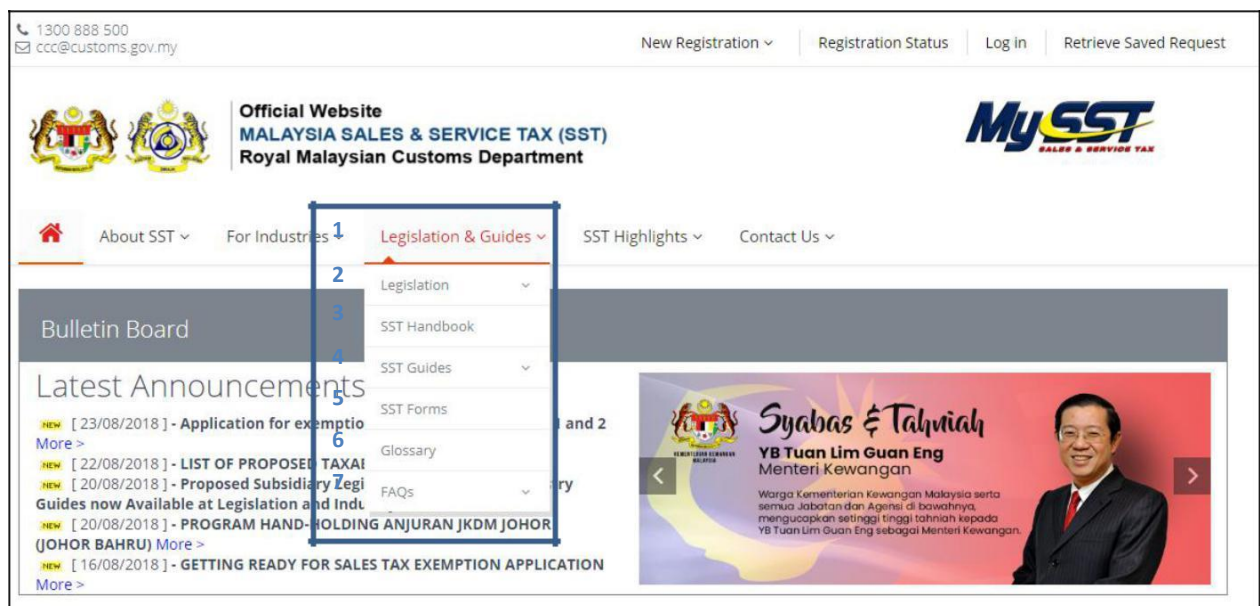


Figure 1.3.1 System Guides

2. Legislation module contains a few submodule which are SST Act, SST Regulations and SST Orders. Refer to figure 1.3.2



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## User Manual

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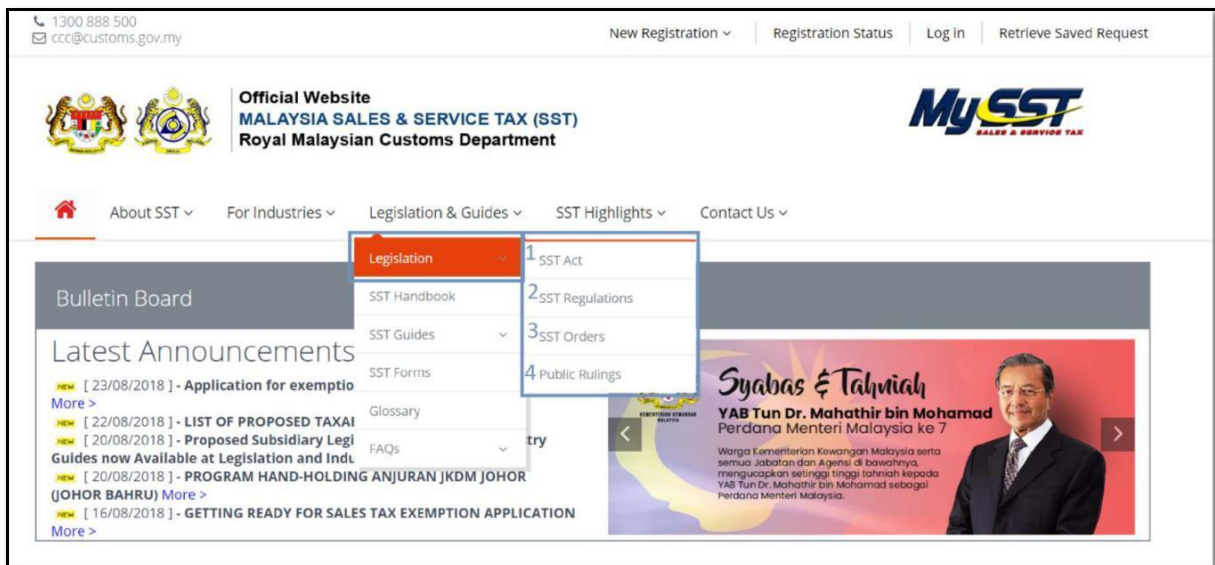


Figure 1.3.2 Legislations

3. Legislation: SST Act submodule will provide information about Bill (Draft) that related Sales Tax and Service Tax 2018 (SST). Refer to figure 1.3.3

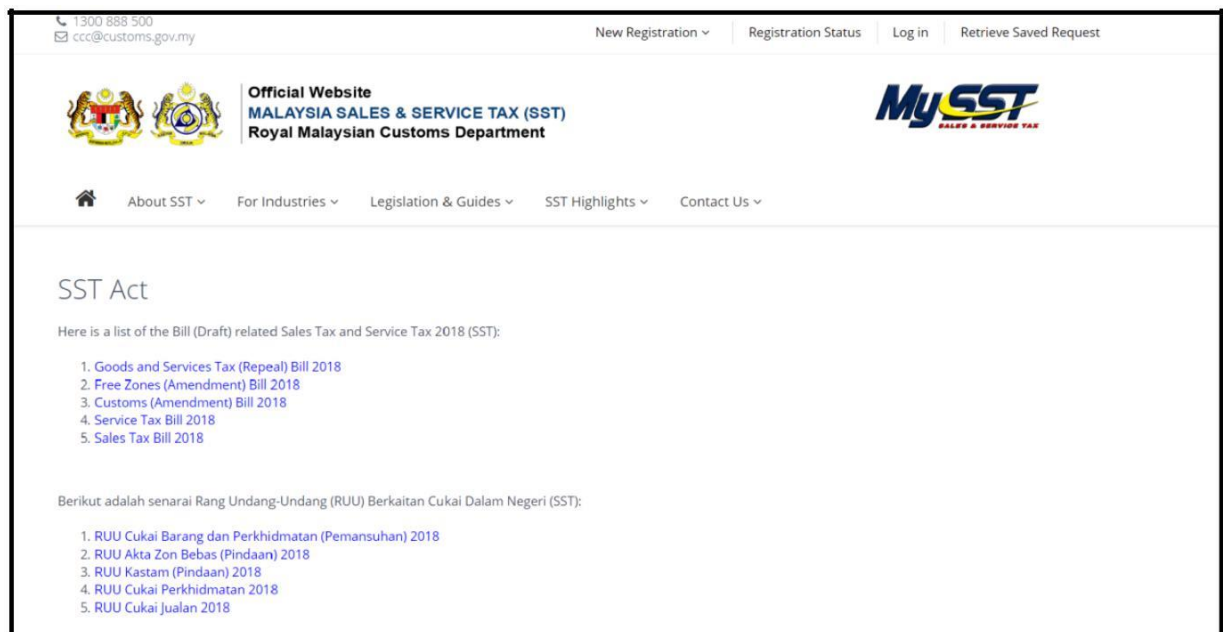


Figure 1.3.3 Legislation (SST Act)

4. Legislation: SST Regulations submodule will provide information about regulations that will apply to users for the both tax which are for Sales Tax and Service Tax. Refer to figure 1.3.4

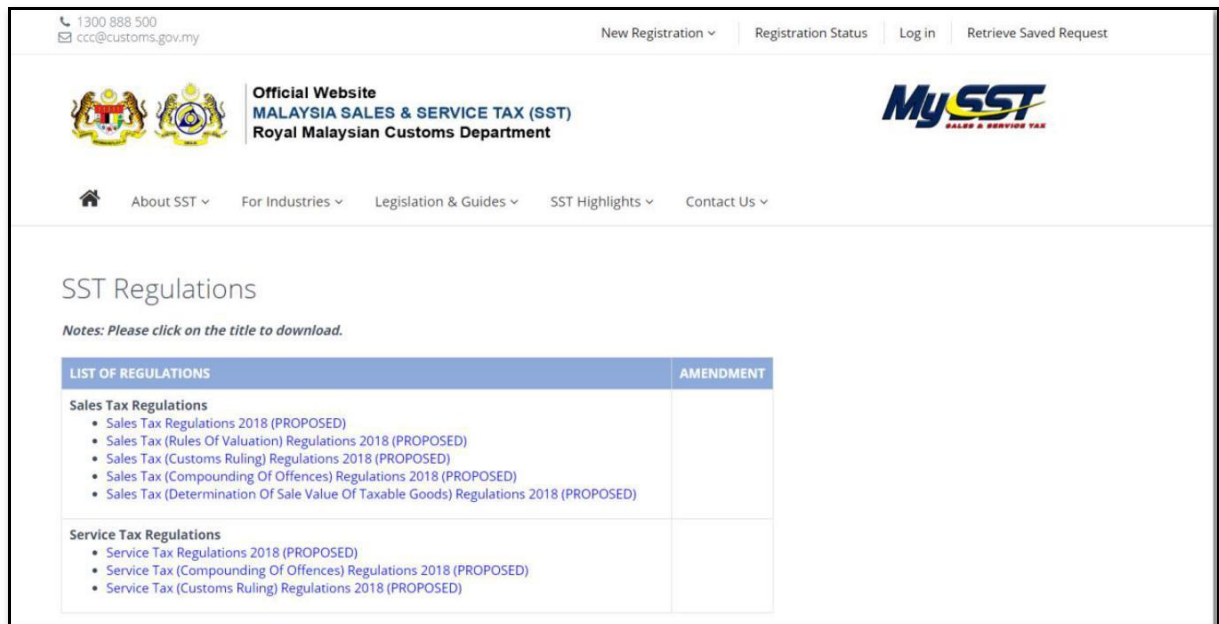


Figure 1.3.3 Legislation (SST Regulations)

5. Legislation: SST Orders submodule will provide information about orders that will apply to user for Sales Tax and Service Tax. Refer to figure 1.3.4

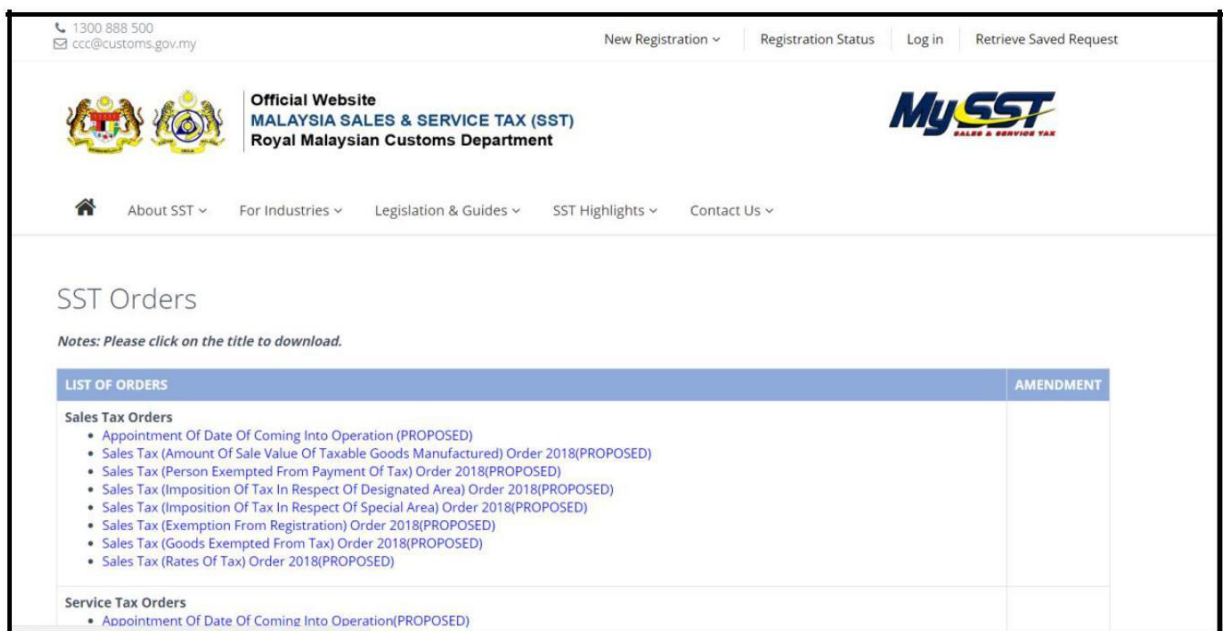


Figure 1.3.4 Legislation (SST Orders)

6. SST Guides module contains a few submodule which are General Guide, Industry Guides, Specific Guides and System Guides. Refer to figure 1.3.5



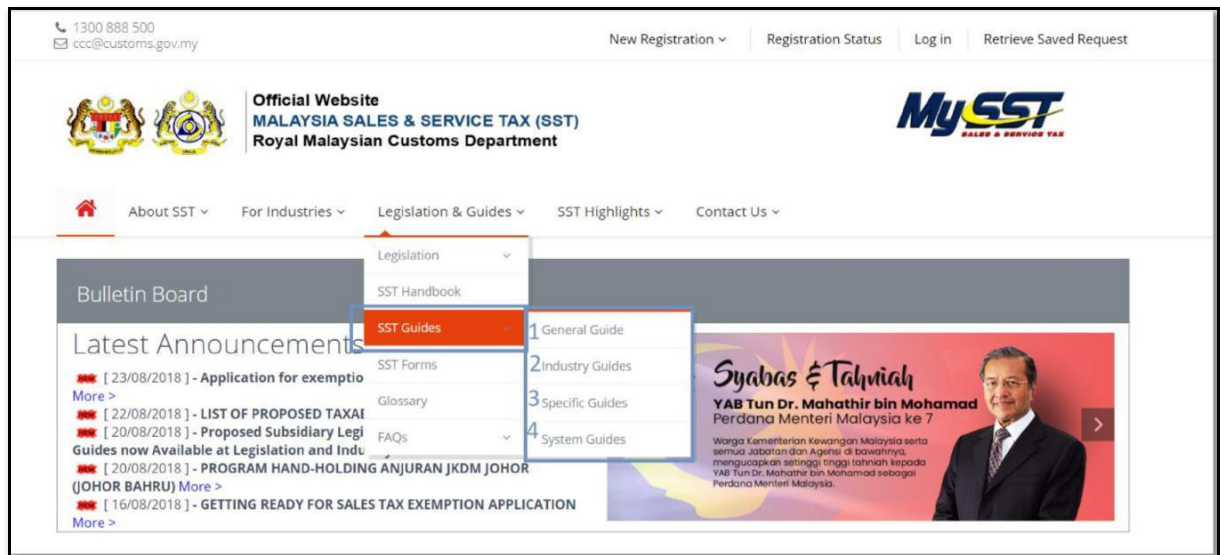


Figure 1.3.5 SST Guides

7. SST Guides: Industry Guides submodule will provide a few information about Sales Tax Industry Guides and Service Tax Industry Guides. Refer to figure 1.3.6

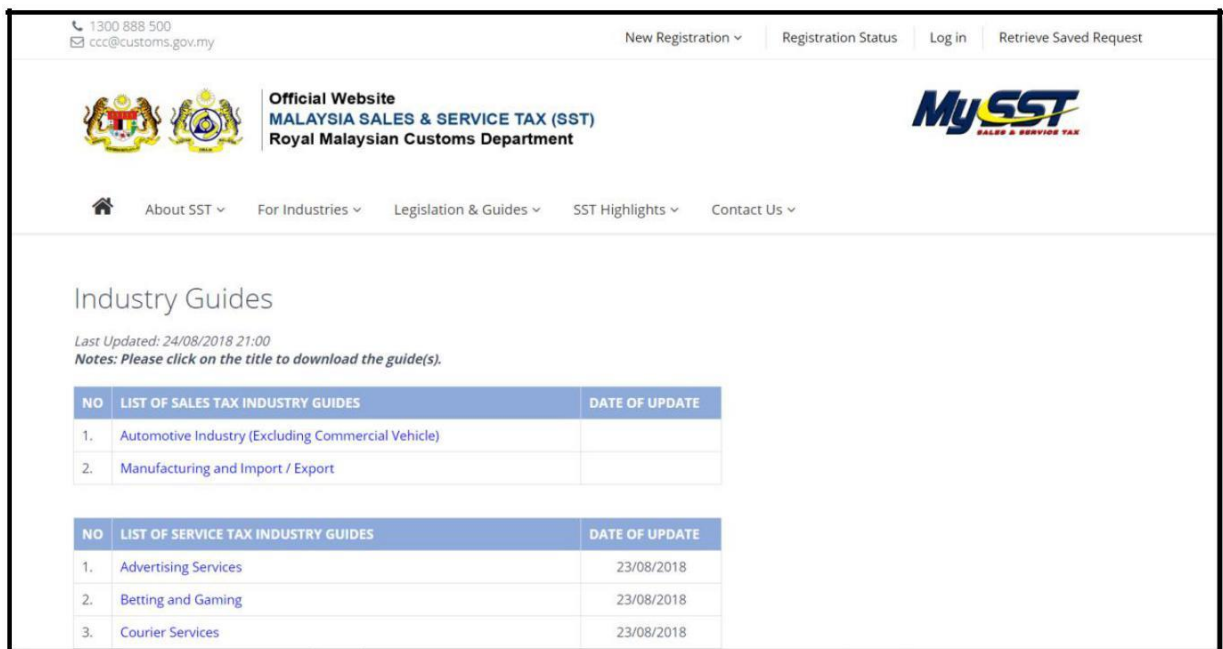


Figure 1.3.6 SST Guides (Industry Guides)

8. SST Guides: Specific Guides submodule provide information about Sales and Service Tax Specific Guides. It only have transitional rules. Refer to figure 1.3.7

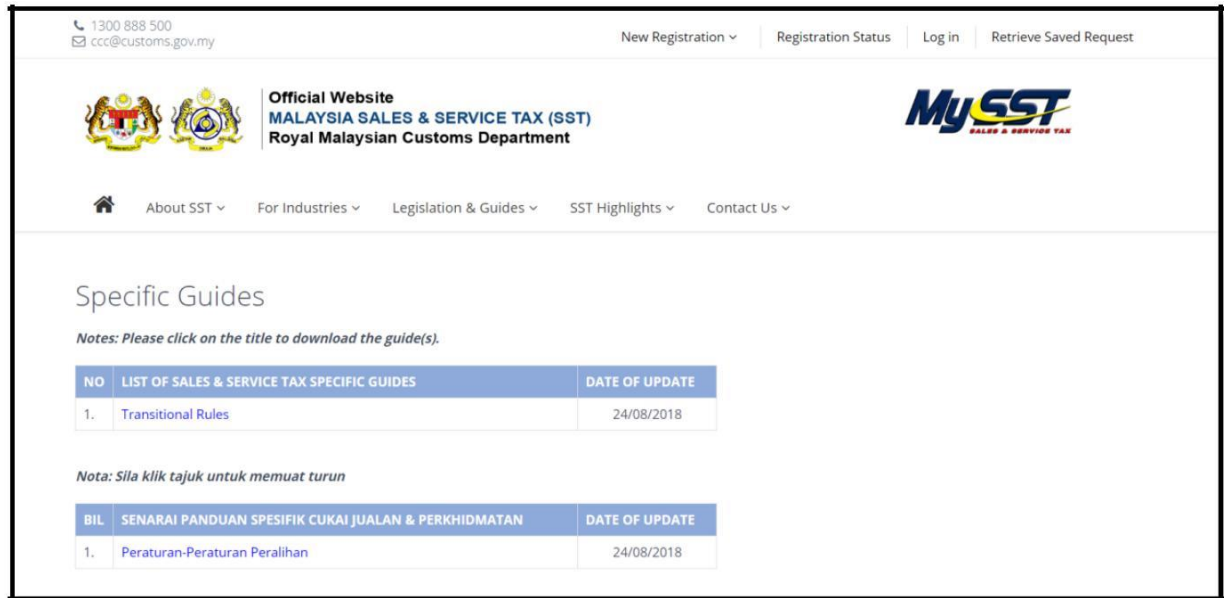


Figure 1.3.7 SST Guides (Specific Guides)

9. SST Guides: System Guides submodule will provide a few information about how to deal with system when user have a few problem to use this system. Refer to figure 1.3.8

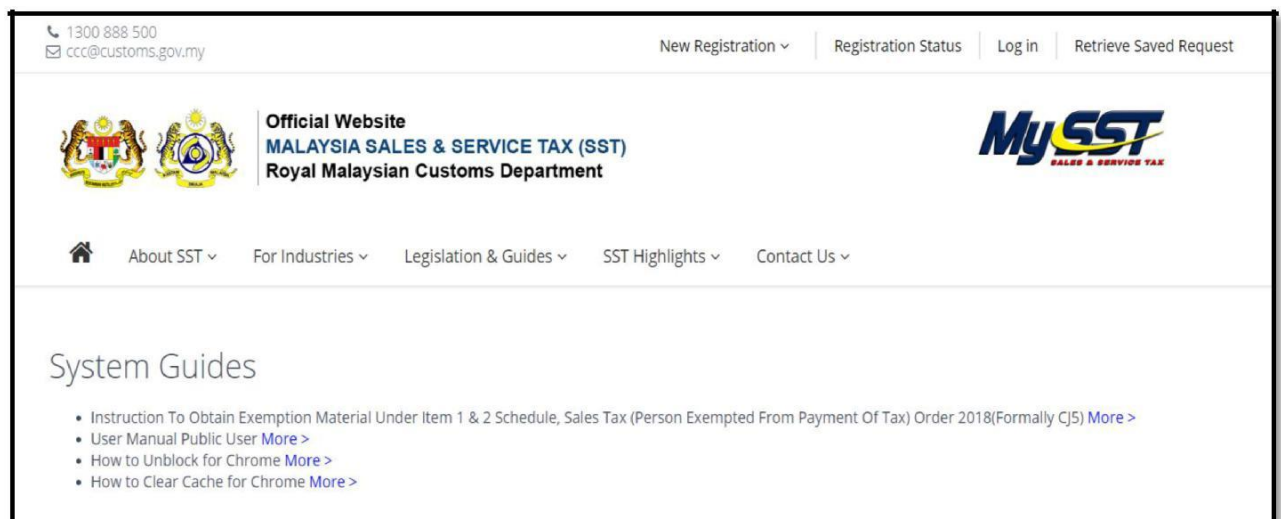


Figure 1.3.8 SST Guides (System Guides)





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10. SST Forms module will explain more details about every form that related with Sales Tax Exemption Application. Refer to figure 1.3.9

The screenshot shows the MySST website interface. At the top, there is a header with contact information (1300 888 500, ccc@customs.gov.my) and navigation links (New Registration, Registration Status, Log in, Retrieve Saved Request). Below the header, the official website logo for Malaysia Sales & Service Tax (SST) is displayed, along with the Royal Malaysian Customs Department logo. A navigation menu includes links for About SST, For Industries, Legislation & Guides, SST Highlights, and Contact Us. The main content area is titled "SST Forms" and includes a sub-header "Last Updated: 21/08/2018 13:00". A table lists the forms available for download:


No.	Form Description	Download
1.	<b>SALES TAX EXEMPTION APPLICATION</b> Item 1, Schedule C: Any registered manufacturer to import/purchase raw materials, components, and packaging materials excluding petroleum exempted from the payment of sales tax (formerly CJ5). <b>Information of Local Purchase:</b> 1. Raw materials 2. Components 3. Packaging materials 4. Manufacturing Aids	Lampiran C 1(i) Lampiran C 1(ii) Lampiran C 1(iii) Lampiran C 1(iv)

Figure 1.3.9 SST Form

11. FAQs module have 2 submodule which are General and Business. Refer to figure 1.3.10

The screenshot shows the MySST website interface with the "Legislation & Guides" menu item selected. A dropdown menu is visible, showing options for Legislation, SST Handbook, SST Guides, SST Forms, Glossary, and FAQs. The FAQs option is highlighted, and a sub-menu is displayed with two options: "1. General" and "2. Business". The main content area features a "Bulletin Board" section with "Latest Announcements" and a banner for "Syabas & Tahniah" to YAB Tun Dr. Mahathir bin Mohamad.

Figure 1.3.10 FAQs

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12. FAQs: General submodule will provide information about general info about SST for Sales Tax and Service Tax. Refer to 1.3.11

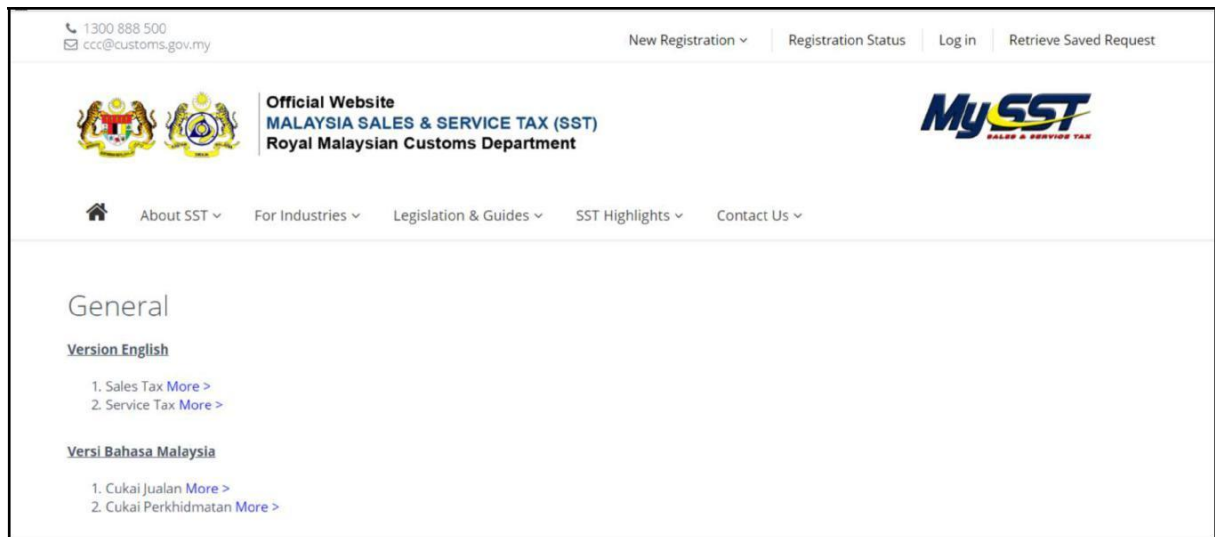


Figure 1.3.11 FAQs (General)

## 1.4 SST Highlights

1. SST Highlights Tab: this tab will provide some information about SST's latest information. It contains 3 modules. Refer figure 1.4.1

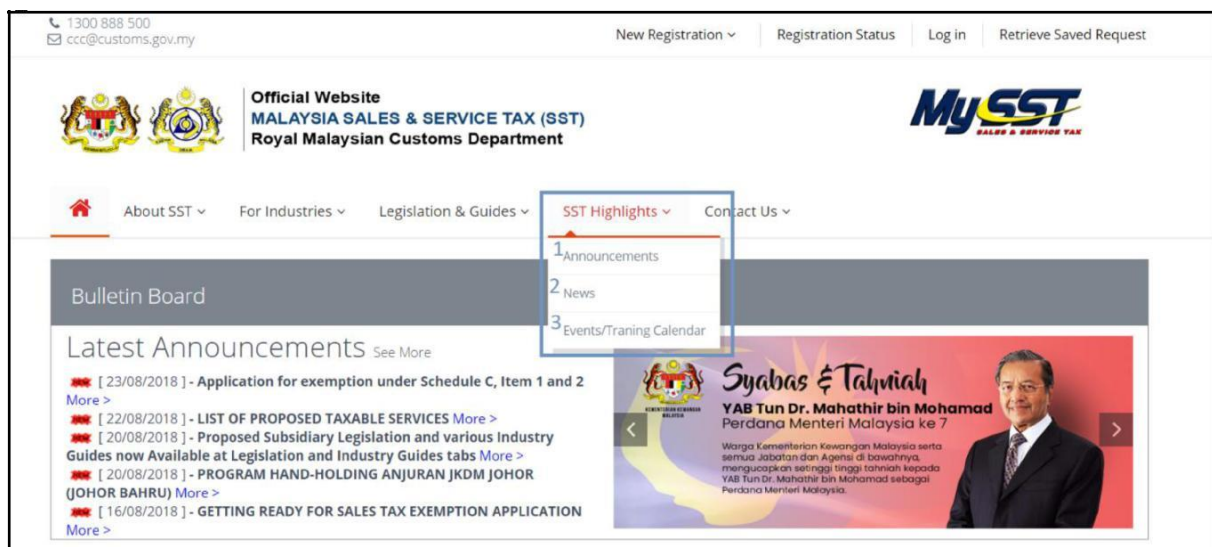


Figure 1.4.1 SST Highlights

2. Announcements module will listed about all the latest announcements about SST. Refer to figure 1.4.2

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### Announcements


-  [ 23/08/2018 ] - [Application for exemption under Schedule C, Item 1 and 2](#) [More >](#)
-  [ 22/08/2018 ] - [LIST OF PROPOSED TAXABLE SERVICES](#) [More >](#)
-  [ 20/08/2018 ] - [Proposed Subsidiary Legislation and various Industry Guides now Available at Legislation and Industry Guides tabs](#)[More >](#)
-  [ 20/08/2018 ] - [GUIDE ON PROPOSED SALES TAX RATES FOR VARIOUS GOODS](#) [More >](#)
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-  [ 20/08/2018 ] - [Sales and Service Tax Orders](#) [More >](#)
-  [ 16/08/2018 ] - [GETTING READY FOR SALES TAX EXEMPTION APPLICATION](#) [More >](#)
-  [ 19/07/2018 ] - [Service Tax FAQ](#) [More >](#)

Figure 1.4.2 Announcements



## 1.5 Contact Us

1. Contact Us Tab: this tab will provide a few way on how user can contact JKDM. It is contains 4 modules. Refer figure 1.5.1

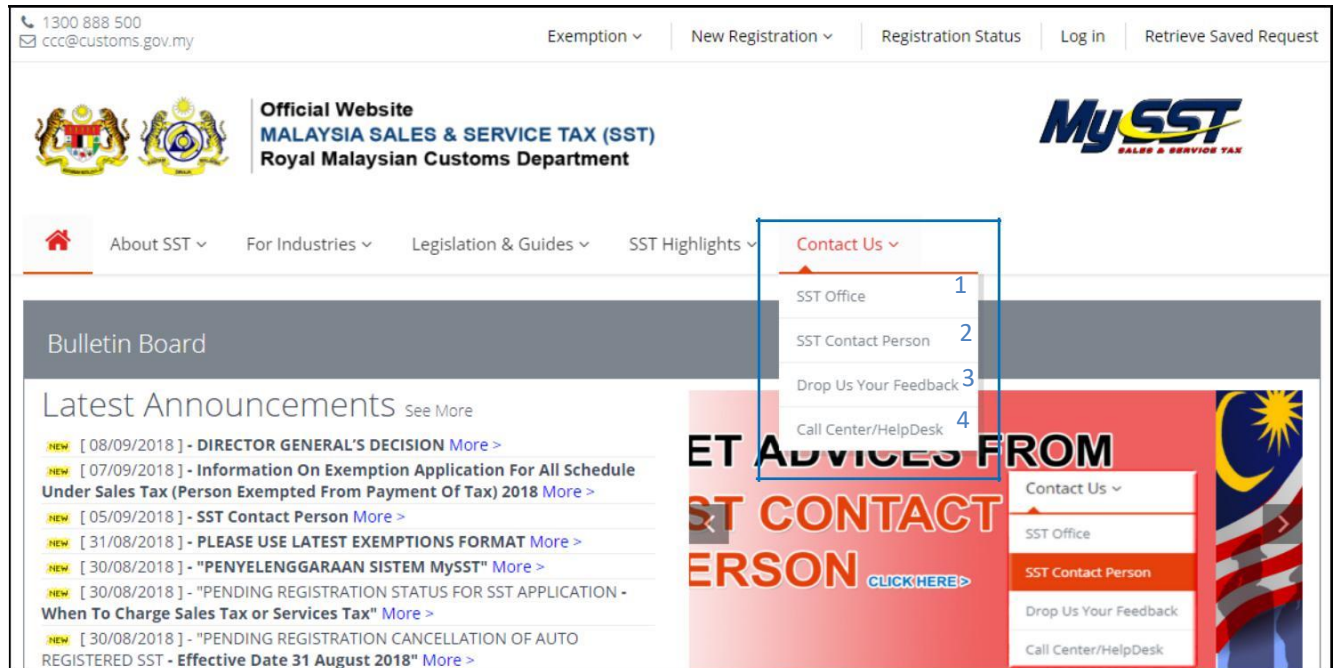


Figure 1.5.1 Contact Us

2. SST Office module will listed all location the SST Office in Malaysia that provided with telephone no. , fax no. and State. Refer to figure 1.5.2

The screenshot shows the MySST website interface. At the top, there is a navigation bar with links for New Registration, Registration Status, Log in, and Retrieve Saved Request. Below this, the official website logo for Malaysia Sales & Service Tax (SST) is displayed. The main navigation menu includes links for About SST, For Industries, Legislation & Guides, SST Highlights, and Contact Us. The Contact Us dropdown menu is highlighted, showing four options: SST Office (1), SST Contact Person (2), Drop Us Your Feedback (3), and Call Center/HelpDesk (4). The background of the website features a bulletin board with latest announcements and a large banner for SST contact information.

No.	SST Offices	Telephone No.	Fax No.	State
1	Jabatan Kastam Diraja Malaysia, Jalan Dua Pejabat Kerajaan, 86000, Kluang	607-7722757	607-7739352	Johor
2	Jabatan Kastam Diraja Malaysia, Jalan Jeragan, 83000, Batu Pahat	607-4355444	607-4327480	Johor
3	Jabatan Kastam Diraja Malaysia, Jalan Maharani, Peti Surat No 1, 84007, Muar	606-9513787	606-9515373	Johor
4	Jabatan Kastam Diraja Malaysia, Lapangan Terbang Sultan Ismail, 81250, Senai	607-5996566	607-5991880	Johor
5	Jabatan Kastam Diraja Malaysia, Menara Kastam Johor, Larkin, Susur 5, Jalan Tun Razak, 80350, Johor Bahru	607-2202014	607-2275866	Johor


Figure 1.5.2 SST Office





3. Call Center/Helpdesk module is explain about a few information for user who need to call customs center/helpdesk for help. Refer to figure 1.5.3

1300 888 500  
ccc@customs.gov.my

Exemption ▾ New Registration ▾ Registration Status Log in Retrieve Saved Request

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



 About SST ▾ For Industries ▾ Legislation & Guides ▾ SST Highlights ▾ Contact Us ▾

## Call Center/HelpDesk

**CUSTOMS CALL CENTER**  
For further enquiries, please contact Customs Call Center

Monday - Sunday (8:30 hrs - 24:00 hrs)  
Public holiday WPKL/SEL (Closed)


- **1-300-888-500 (general enquiries)**

**SST HELP DESK**  
Monday-Friday (for states weekend falling on Saturday/Sunday) (8.30 am - 5.30 pm)  
Sunday-Thursday (for states weekend falling on Friday/Saturday) (8.30 am - 5.30 pm)

SST HELP DESK TELEPHONE NUMBERS (HQ/ RMCD STATION)		
STATE	HQ/STATION	TEL NUMBER
PUTRAJAYA	HEADQUARTERS	03 8323 7499
		03 8323 7522
KELANTAN	KOTA BARU	09 741 1223
		09 741 1225

Figure 1.5.3 Call Center/HelpDesk



 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	Doc Ref : EITS/CMMI/ENG/RSD/UM	Version : 1-0
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## 1.6 How to check your Registration Status

1. Registration Status Tab: This tab will bring visitors to Registration Status Page, for visitors to check their registration status. Refer Figure 1.6.1 and Figure 1.6.2.

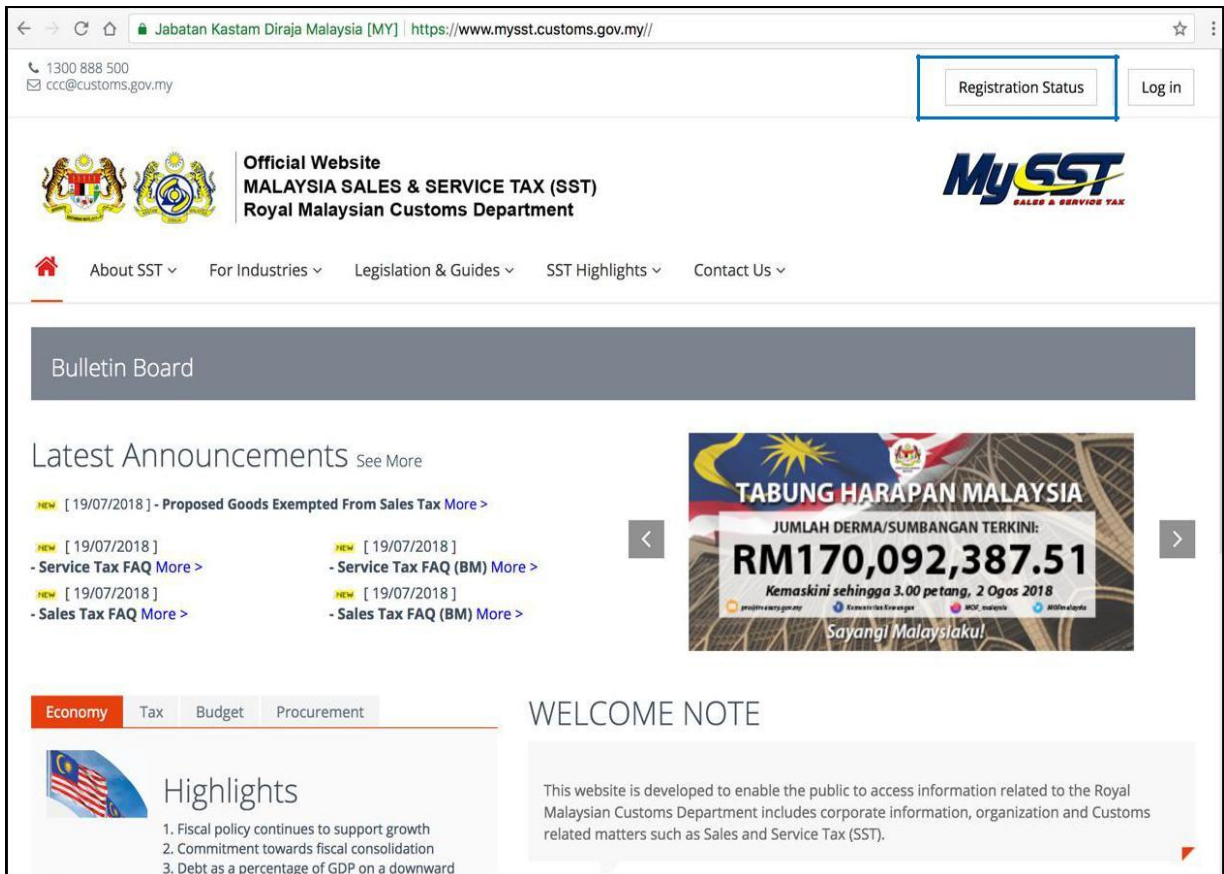






Figure 1.6.1 Registration Status tab

 <p><b>JABATAN KASTAM DIRAJA MALAYSIA</b></p>	<b>User Manual</b>	
	Doc Ref : EITS/CMMI/ENG/RSD/UM	Version : 1-0
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**Official Website**  
**MALAYSIA SALES & SERVICE TAX (SST)**  
**Royal Malaysian Customs Department**

 **HOME**

# STATUS PENDAFTARAN

## REGISTRATION STATUS

**Kemudahan ini disediakan untuk menyemak pendaftaran Cukai Jualan dan Cukai Perkhidmatan bagi orang berdaftar GST.**  
*This Facilities was prepared to check Sales Tax and and Service Tax status for existing GST registrant*

**Sila pilih salah satu pilihan daripada senarai di bawah:-**  
*Please Select one of the Choices:-*

--Please Select --

▼

Submit

Reset

Figure 1.6.2 Registration Status page

1. Choose one of the dropdown selection which are:
  1. GST Number
  2. Business Registration Number (BRN)
  3. Name of Registered Business
2. Enter Selection
 

Example:

  - i. Visitor select GST Numbers from the selection choices.
  - ii. Visitor insert GST number.
  - iii.

3. Click Submit button to check registration status.
4. If the visitor already registered in MySST , a pop up 'SST REGISTRATION STATUS' message will appear, check email for further details. Refer figure 1.6.3.

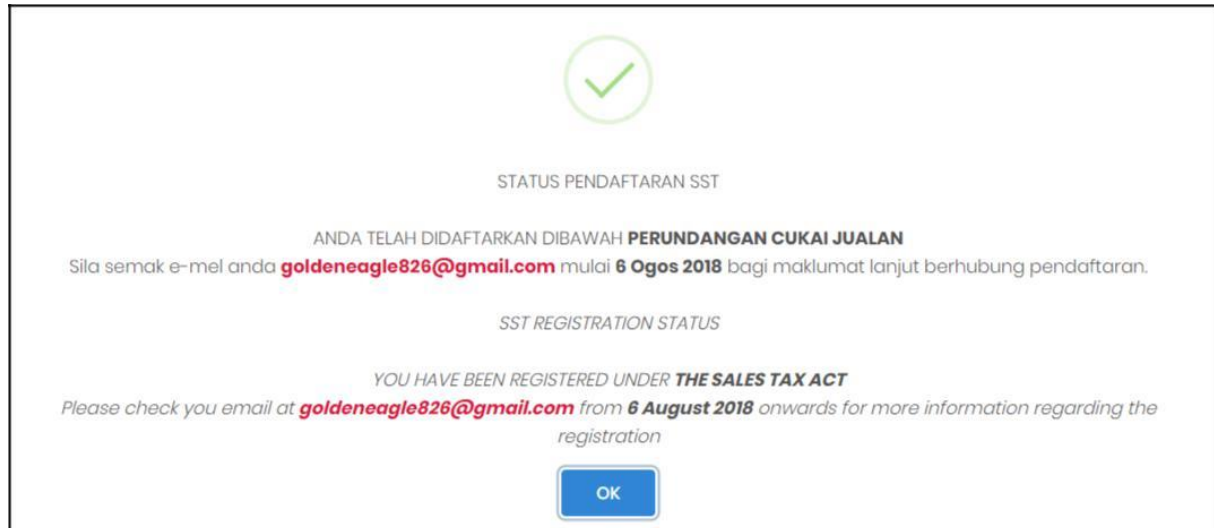


Figure 1.6.3 Registration Status.

5. If the visitor is not registered in MySST system, a pop up 'No Record Found' message will appear. Refer Figure 1.6.4.





Harap Maaf

Tiada rekod ditemui

*We are sorry*

*No Record Found*



Figure 1.6.4 Record not Found



## 2. Procedure to Apply a New Registration

a) For new registrant, visitor need to fill up all the required information.

1. New Registration Tab: This tab will bring visitors to New Registration Page, for visitors to register their application.
2. Under New Registration tab, visitor can apply for :
  - Sales Tax Registration
  - Service Tax Registration

The screenshot displays the official website of the Malaysia Sales & Service Tax (SST) under the Royal Malaysian Customs Department. The header includes contact information (1300 888 500, ccc@customs.gov.my) and navigation links (New Registration, Registration Status, Log in, Retrieve Saved Request). The main content area features a 'Bulletin Board' with 'Latest Announcements' and a 'WELCOME NOTE' section. The 'Latest Announcements' section lists several updates, including a list of proposed taxable services and FAQs for service and sales tax. The 'WELCOME NOTE' section states that the website is developed to enable the public to access information related to the Royal Malaysian Customs Department, including corporate information, organization, and Customs related matters such as Sales and Service Tax (SST).

Figure 2.1: Main Page



JABATAN KASTAM DIRAJA MALAYSIA

## User Manual

Doc Ref : EITS/CMMI/ENG/RSD/UM

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Page No : 30

1300 888 500  
ccc@customs.gov.my

New Registration ▾  
Sales Tax  
Service Tax

Registration Status Log in Retrieve Saved Request

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

**MySST**  
SALES & SERVICE TAX

2

About SST ▾ For Industries ▾ Legislation & Guides ▾ SST Highlights ▾ Contact Us ▾

Bulletin Board

Latest Announcements [See More](#)

- [ 08/08/2018 ] - [LIST OF PROPOSED TAXABLE SERVICES More >](#)
- [ 19/07/2018 ] - [Proposed Goods Exempted From Sales Tax More >](#)
- [ 19/07/2018 ] - [Service Tax FAQ More >](#)
- [ 19/07/2018 ] - [Sales Tax FAQ More >](#)
- [ 19/07/2018 ] - [Service Tax FAQ \(BM\) More >](#)
- [ 19/07/2018 ] - [Sales Tax FAQ \(BM\) More >](#)

**Syabas & Tahniah**  
**YAB Tun Dr. Mahathir bin Mohamad**  
Perdana Menteri Malaysia ke 7

Warga Kementerian Kewangan Malaysia serta semua Jabatan dan Agensi di bawahnya mengucapkan setinggi tinggi tahniah kepada YAB Tun Dr. Mahathir bin Mohamad sebagai Perdana Menteri Malaysia.

Economy Tax Budget Procurement

**Highlights**

1. Fiscal policy continues to support growth
2. Commitment towards fiscal consolidation
3. Debt as a percentage of GDP on a downward

**WELCOME NOTE**

This website is developed to enable the public to access information related to the Royal Malaysian Customs Department includes corporate information, organization and Customs related matters such as Sales and Service Tax (SST).

Figure 2.2: SST Type



## 2.1 Sales Tax

a) For Part A: Business Particular, No 1 and No 2 is an optional to fill up.

1. No. 1 a) Insert GST Registration No in the field provided with 12 in numeric format.
2. If users insert less than 12, a popup window will display. Refer to figure 2.1.3
3. A successful pop up window will display for registrant who already registered in to the system after key in GST Registration No as refer to figure 2.1.2. Click button OK and it will directly go to main page.
4. No. 1 b) Insert Tourism Tax Registered No. in the provided field with maximum 15 in alphanumeric format.
5. No. 1 c) Insert Income Tax Reference No. in the provided field with maximum 13 in alphanumeric format.
6. No. 2 Insert Customs Audit Reference No. in the provided field with maximum 15 in alphanumeric format as refer to figure 2.1.1

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

MySST  
SALES & SERVICE TAX

HOME

PERMOHONAN PENDAFTARAN CUKAI JUALAN  
APPLICATION FOR SALES TAX

Save and Continue Later

Note : \* Wajib isi / \* Mandatory field

Bahagian A : Maklumat Perniagaan  
Part A : Business Particulars

1) Sila Isikan Maklumat Berkaitan ( Jika Ada ) :  
Please Fill In Relevant Details ( If Any ) :

a) No. Pendaftaran GST  
GST Registration No.

b) No. Pendaftaran Cukai Pelancongan  
Tourism Tax Registration No.

c) No. Rujukan Cukai Pendapatan  
Income Tax Reference No.

2) No. Rujukan Audit Kastam ( Jika Ada )  
Customs Audit Reference No. ( If Any )

Figure 2.1.1 Application Sales Tax. Part A: Business Particulars  
(No. 1 - 2)

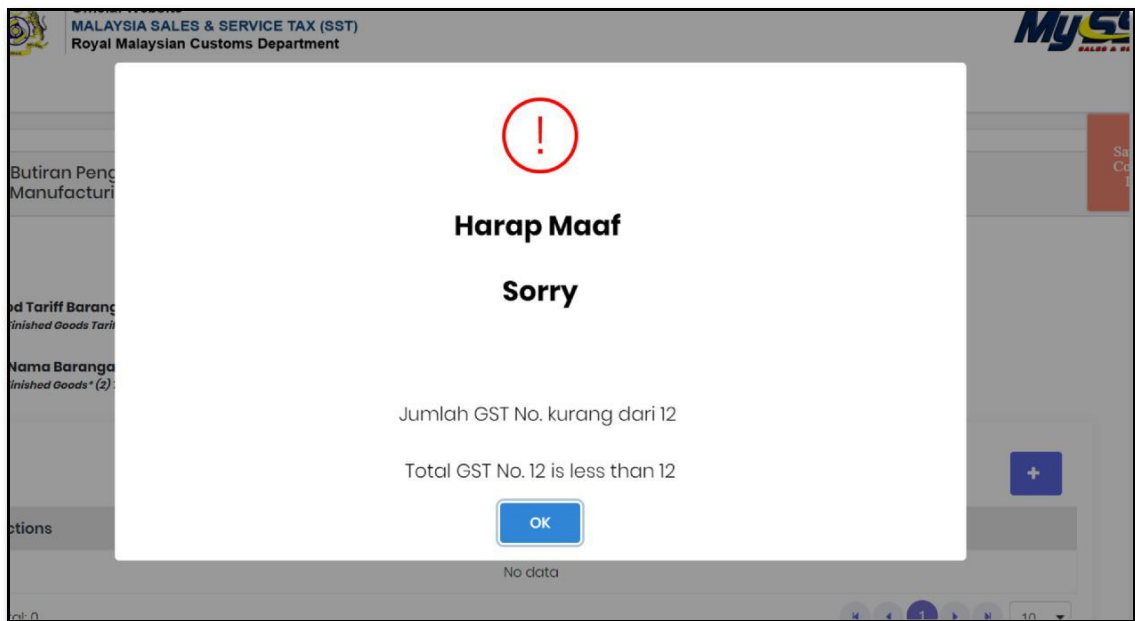


Figure 2.1.2 GST No. is less than 12

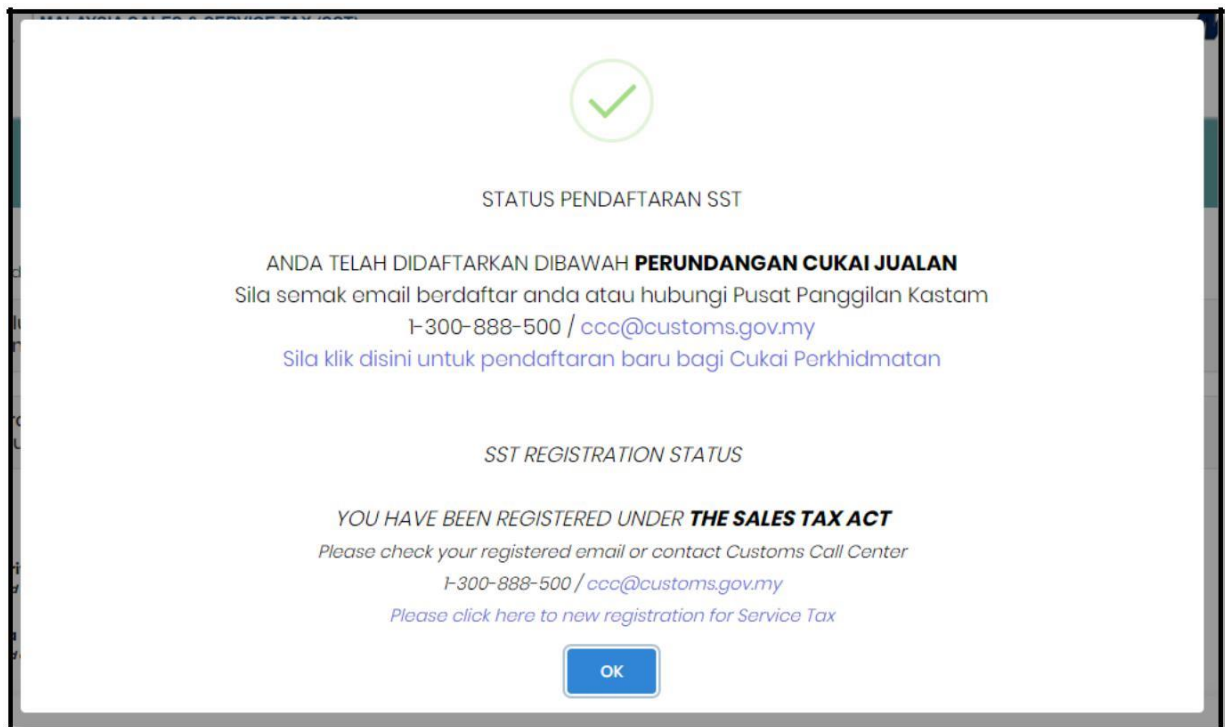


Figure 2.1.3 Already registered




b) For Part A: Business Particular, No 3 is optional to fill in and No 4 is required to fill in.

1. For No 3, user need to click on the box if the application is due to the registered manufactured business and fill in the required details which are date of replacement, previous registration no with maximum 18 alphanumeric format and previous registration name. Refer to figure 2.1.4
2. (|) symbol is mandatory to fill in.
3. Required to choose Business Type in field no. 4. Refer to figure 2.1.5
4. If user click to choose Others in Business Type, user need to choose the related choices. Refer to figure 2.1.6

Figure 2.1.4 Application Sales Tax. Part A: Business Particulars  
(No. 3)

Figure 2.1.5 Application Sales Tax. Part A: Business Particulars  
(No. 4)

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
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The screenshot shows the 'MySST' (MALAYSIA SALES & SERVICE TAX) registration interface. At the top, it identifies the official website of the Royal Malaysian Customs Department. The main form area is titled 'HOME' and contains two primary sections: '4) Jenis Perniagaan \*' (Business Type) and '5) No. Pendaftaran Perniagaan atau No. Kad Pengenalan \*' (Business Registration No. or Identity Card No.). Under section 4, a dropdown menu is set to 'LAIN - LAIN / OTHERS'. Below this, a larger dropdown menu is open, displaying a list of options: '-PLEASE SELECT-', 'INDIVIDU / INDIVIDUAL', 'PIHAK BERKUASA TEMPATAN / LOCAL AUTHORITY', 'PIHAK BERKUASA AWAM / PUBLIC AUTHORITY', 'BADAN BERKANUN / STATUTORY BODY', and 'ENTITI ASING / FOREIGN ENTITY'. A red button labeled 'Save and Continue Later' is visible on the right side of the form.

Figure 2.1.6 No. 4 (Others)

- c) For Part A: Business Particular, No. 5 until No.7 is required to fill up.
1. No. 5, required to fill in the Business Registration No. / Identity Card No. in the field provided.
  2. No. 6, required to fill in the Name of Registration Business in the provided field
  3. Required to fill in Address of Registered Business in the provided field. Refer to figure 2.1.7
  4. For postcode, click on pick button to search and click on select postcode as refer to figure 2.1.8
  5. No. 7, click on box that provided if Trade Name user same with Address of Registered Business as refer to figure 2.1.7 if else need to fill in.





The screenshot shows the 'MySST' application registration form. The header includes the Royal Malaysian Customs Department logo and the 'MySST' logo. The form is titled 'Official Website MALAYSIA SALES & SERVICE TAX (SST) Royal Malaysian Customs Department'. The main form area is divided into two columns. The left column contains labels for various fields, and the right column contains the input fields. The fields are: 5) No. Pendaftaran Perniagaan atau No. Kad Pengenalan \* (Business Registration No. or Identity Card No. \*), 6) Nama dan Alamat Berdaftar Perniagaan \* (Name and Registered Address of Business \*), 7) Nama Perdagangan (Trade Name), and a checkbox for 'Klik jika nama sama dengan item 6 \*' (Click if it is the same with item 6 \*). The input fields are: BUSINESS REGISTRATION NO / IDENTITY CARD NO., NAME OF REGISTERED BUSINESS, ADDRESS OF REGISTERED BUSINESS (three lines), POSTCODE, CITY, STATE, and TRADE NAME. A 'Save and Continue Later' button is located in the top right corner.

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

MySST  
SALES & SERVICE TAX

HOME

5) No. Pendaftaran Perniagaan atau No. Kad Pengenalan \*  
Business Registration No. or Identity Card No. \*

6) Nama dan Alamat Berdaftar Perniagaan \*  
Name and Registered Address of Business \*

Nama Perniagaan Berdaftar \*  
Name of Registered Business \*

Alamat Perniagaan Berdaftar \*  
Address of Registered Business

Poskod \*  
Postcode

Bandar  
City

Negeri  
State

7) Nama Perdagangan  
Trade Name

☐ Klik jika nama sama dengan item 6 \*  
Click if it is the same with item 6 \*

BUSINESS REGISTRATION NO / IDENTITY CARD NO.

NAME OF REGISTERED BUSINESS

ADDRESS OF REGISTERED BUSINESS

ADDRESS OF REGISTERED BUSINESS

ADDRESS OF REGISTERED BUSINESS

POSTCODE

CITY

STATE

TRADE NAME

Save and Continue Later

Figure 2.1.7 Application Sales Tax. Part A: Business Particulars  
(No. 5 - 7)

The screenshot shows a dialog box titled 'Pilih Poskod / Choose Postcode'. It features a search bar at the top with a magnifying glass icon. Below the search bar is a table with columns for 'Actions', 'Code', 'City', and 'State'. The table lists five postcodes: 17000, 17007, 17009, 17010, and 17020, all associated with 'PASIR MAS' and 'KELANTAN'. Each row has a 'Select' button. At the bottom left, it says 'Total: 2759'. At the bottom right, there is a pagination control with a '5' dropdown and a 'Close' button.

Pilih Poskod / Choose Postcode

Search...

Actions Code City State

Select 17000 PASIR MAS KELANTAN

Select 17007 PASIR MAS KELANTAN

Select 17009 PASIR MAS KELANTAN

Select 17010 PASIR MAS KELANTAN

Select 17020 PASIR MAS KELANTAN

Total: 2759

5

Close

Figure 2.1.8 Postcode





d) For Part A: Business Particular, No. 8 and No. 9 are required to fill up (if any).

1. Fill in the Others Place of Manufacturing Address if any in field 8 with click on add button.
2. Required to fill in Premise Name and Address. After completing the detail click on save button as refer to figure 2.1.10
3. Field 9, click on box that provided if Correspondence Address of Business user same with Address of Registered Business as refer to figure 2.1.9 if else need to fill in.

The screenshot displays the 'MySST' application interface for the 'MALAYSIA SALES & SERVICE TAX (SST)' registration. The header includes the official website information and the 'MySST' logo. The main section is titled '8) Tempat Pengilangan Lain (Jika Ada)' with the subtitle 'Other Place of Manufacturing Address (If Any)'. It features a table with columns: Actions, Premise Name, Address, Postcode, City, and State. The table currently shows 'No data' and a 'Total: 0'. A blue '+' button is visible in the top right corner of the table area. To the right of the table is a red button labeled 'Save and Continue Later'. Below the table, there is a section for '9) Alamat Surat Menyurat Perniagaan (Jika Berlainan)' with the subtitle 'Correspondence Address of Business (If Different)'. It includes a checkbox labeled 'Klik Jika Alamat Sama dengan Item 6' and the instruction 'Please Click If the Address Same with Item 6'. Below this, there are three input fields for 'CORRESPONDENCE ADDRESS OF BUSINESS', a 'POSTCODE' field with a search icon and a red 'X' icon, and a 'CITY' field.

Figure 2.1.9 Application Sales Tax. Part A: Business Particulars  
(No. 8 - 9)



Create New Premise

Premise Name\*

PREMISE NAME

Address\*

PREMISE ADDRESS

PREMISE ADDRESS

PREMISE ADDRESS

Postcode

POSTCODE

City

CITY


State

STATE

Cancel Save

Figure 2.1.10 create new premise

- e) For Part A: Business Particular, No. 10, No. 12 and No. 13 are required to fill up. But for No.11 are optional to fill in if required.
1. No. 10, required to fill in Telephone No in the provided field with maximum 14 in numeric format.
  2. No. 11, Fax No is optional to fill in. Depend on user.
  3. No. 12, required to fill in Email Address with @ in the provided field.
  4. Button Save and Continue Later can be use after user completing their details until No. 12 with insert email address and confirmation email address. Refer to figure 2.1.11
  5. Click on submit button and popup window will display about Application SST Reference Number and user's station name as refer to figure 2.1.12
  6. User must remember SST Reference Number in order to retrieve data that already submitted.
  7. Before No. 12, user cannot use this button as refer to 2.1.12.
  8. No. 13, optional to fill in details of Director / Owner with click on add button. Refer to figure 2.1.13
  9. Fill in all the required information :
    - i. Required to fill in Name of Director
    - ii. Required to fill in Address
    - iii. Required to fill in Telephone No with maximum 14 in numeric format
    - iv. Required to select in Identity Type either Identity Card (IC) or Passport Number (NP)

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- v. If choose Identity card, required to fill IC number with maximum 12 in numeric format
  - vi. If choose Passport Number, required to fill in NP number with maximum 12 in alphanumeric format
  - vii. For nationality, it will auto generate if user choose IC but if user choose NP, user need to fill in by themselves
  - viii. Required to fill in Appointed Date
10. Click on save button after completing the form as refer to figure 2.1.14

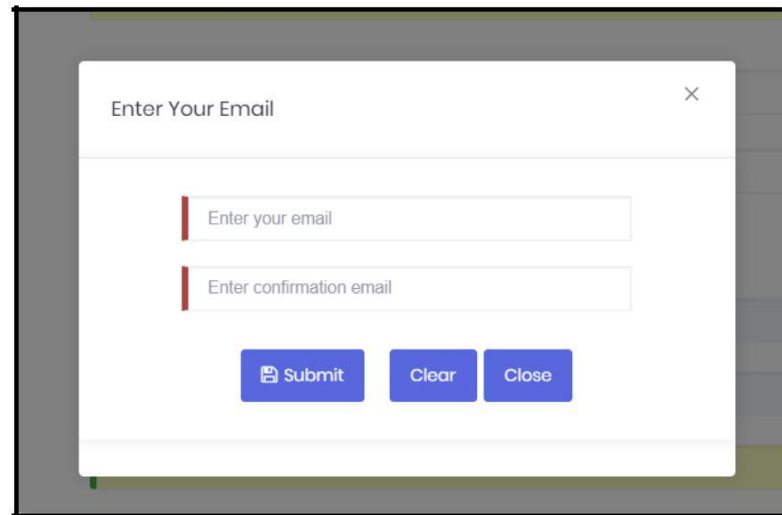


Figure 2.1.11Email Address

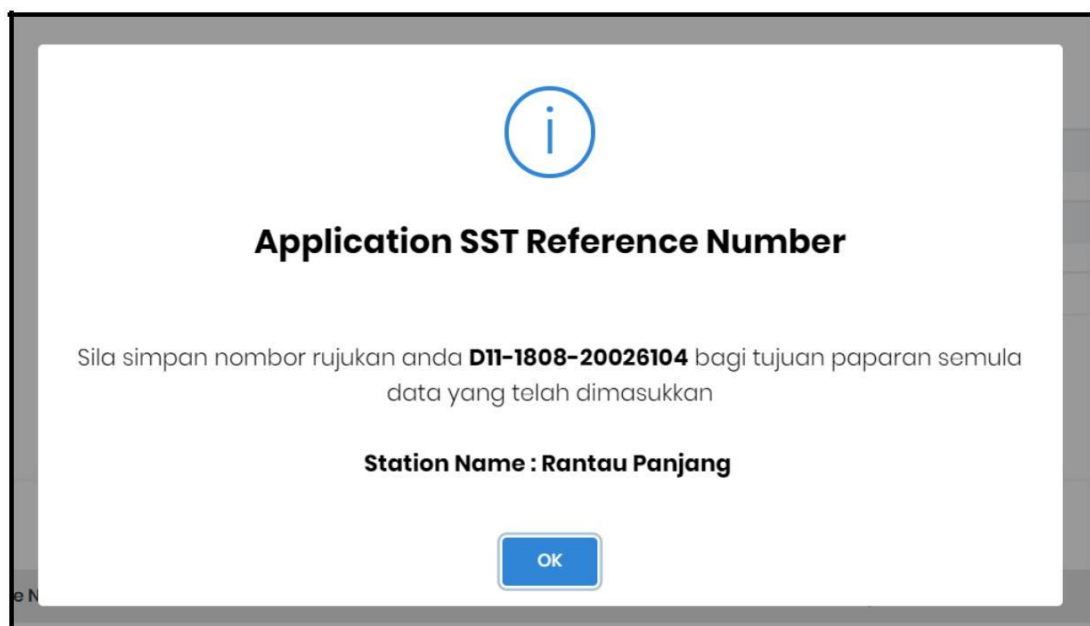


Figure 2.1.12 Application for SST Reference number



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

HOME

10) No. Telefon \*  
Telephone No. \*

11) No. Faks  
Fax No.

12) Alamat E-mel \*  
Email Address \*

13) Senarai Maklumat Pengarah / Pemilik Perniagaan \*  
Details of Director / Owner \*

TELEPHONE NO. (i.e. 0145234678)

FAX NO.

eg. example@gmail.com

Save and Continue Later

Actions	Name	Current Address	Telephone No.	Appointed Date
No data				

Total 0

Figure 2.1.13 create new director

Create New Director

Nama / Name \*

NAME OF DIRECTOR

Alamat / Address \*

ADDRESS 1

ADDRESS 2

ADDRESS 3

Postcode

City

State

No. Telefon / Telephone No. \*

Telephone No. (i.e. 0145234678)

Sila Pilih Jenis Identiti / Please choose your identity type \*

Warganegara / Nationality \*

PLEASE SELECT

Tarikh Lantikan / Appointed Date \*

Cancel Save


 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	Doc Ref : EITS/CMMI/ENG/RSD/UM	Version : 1-0
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Figure 2.1.14 Create new Director

f) For Part B: Manufacturing / Service Details, No. 14 (a) is required to fill in.

1. No. 14 a), to fill in Finished Goods and tariff Code user need to click on add button as refer to figure 2.1.15
2. Click on add button and popup window for add Tariff code will display. User need to fill in all the required detail and click on save button to save the information as refer to figure 2.1.16

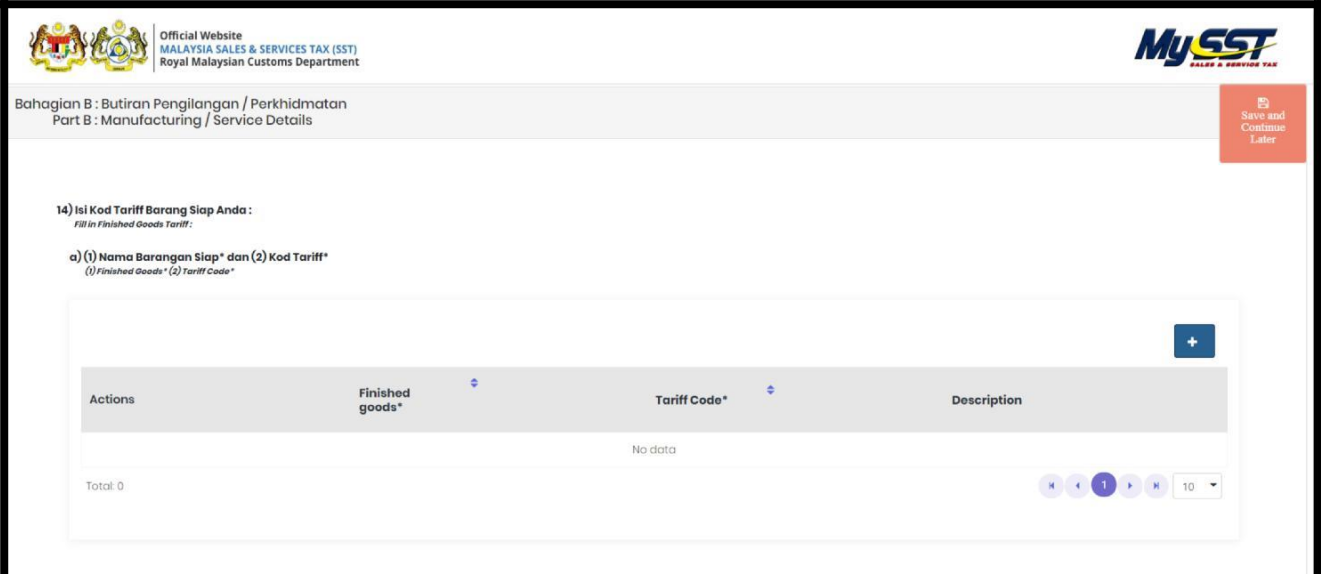


Figure 2.1.15 Part B: Details of Manufacture / Service  
(No. 14(a))



Add Tariff Code

Barangan Siap / Finished Goods \*

WRITE HERE

Kod tariff / Tariff Code \*

Keterangan / Description

Cancel Save

Figure 2.1.16 Tariff Code

- g) For Part B: Manufacturing / Service Details, No. 14 (a) is required to fill in for Subcontract Work. No. 14 (b) and No. 15 are required to fill in.
1. Click on the box to fill in details for Subcontractor Word and click on add button as refer to figure 2.1.17
  2. Fill in all the required information as refer to figure 2.1.18
  3. Required to insert data in Business Commencement Date in No. 15(a)
  4. Required to insert data in Manufacturing / Service Commencement Date in No. 15 (b)
  5. Required to insert data in Date of Achieving Sale Value of Taxable Goods/ Wage/ Value of Taxable Service in No. 15 (c)
  6. User must insert date for No. 15 (a) and No. 15 (b) first before insert No. 15 (c). Cannot directly insert in No. 15 (c) without fill in No. 15 (a) and No. 15 (b).
  7. Required to insert data in Goods sold or Disposed of By (RM) refer to figure 2.1.17





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

MySST  
SALES & SERVICES TAX

Sila Klik, Jika Ada Membuat Kerja Subkontrak  
Please Click for Subcontract Work

b) (i) Nama Barangan Siap\* dan (ii) Kod Tariff\*  
(i) Finished Goods\* (ii) Tariff Code\*

Actions	Finished Goods	Tariff Code	Description
No data			

Total: 0

15) Isi Maklumat Berkaitan:  
Fill in Relevant Details:

a) Tarikh Mula Perniagaan\*  
Business Commencement Date\* MM/DD/YYYY

b) Tarikh Mula Pengilangan / Perkhidmatan\*  
Manufacturing / Service Commencement Date\* MM/DD/YYYY

c) Tarikh Mencapai Nilai Jualan Barang Bercukai / Upah / Perkhidmatan Bercukai\*  
Date of Achieving Sale Value of Taxable Goods/ Wage / Value of Taxable Service\* MM/DD/YYYY

16) Jumlah Nilai Jualan Barang Bercukai / Upah / Perkhidmatan Bercukai Tahunan\*  
(RM)  
Goods sold or Disposed of By\* RM

Figure 2.1.17 Part B: Details of Manufacture / Service  
(No. 14(b) - 15)

Add Tariff Code

Barangan Siap / Finished Goods \*

WRITE HERE

Kod tariff / Tariff Code \*

Keterangan / Description

Cancel Save

Figure 2.1.18 Create Tariff

h) For Part B: Manufacturing / Service Details, No. 16 until No. 18 is required to fill in.

1. For 'Goods sold or Disposed by', state all the data in boxes provided. Refer to figure 2.1.19



2. Insert local sales in (%).
3. Insert Export in (%).
4. Insert Sales to Designated Area/ Special Area in (%)
5. Insert Others in (%)
6. Total for Goods sold or Disposed By should be 100%, cannot be more or less than 100%. If not, popup window will display as refer to figure 2.1.20
7. Insert data in “Financial Year End Month” in the box provided.
8. Click on dropdown button to view and select list of “Financial Year End Month” as Figure 2.1.20

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

MySST  
SALES & SERVICE TAX

HOME

16) Jumlah Nilai Jualan Barang Bercukai / Upah / Perkhidmatan Bercukai Tahunan\* (RM)  
Annual Total Taxable Sales / Service Value \*

RM

17) Barang - Barang Dijual atau Dilupuskan dengan Cara Berikut \*

Goods Sold or Disposed of By \*

a) Jualan Tempatan (%)  
Local sales

0%

b) Eksport (%)  
Export

0%

c) Jualan ke Kawasan Ditentukan / Kawasan Khas (%)  
Sales to Designated Area / Special Area

0%

d) Lain - Lain (%)  
Others

0%

Insert "0" if not related

18) Bulan Kewangan Tahunan Berakhir\*  
Financial Year End Month\*

▼

Save and Continue Later

Figure 2.1.19 Part B: Details of Manufacture / Service  
(No. 17 – No. 18)

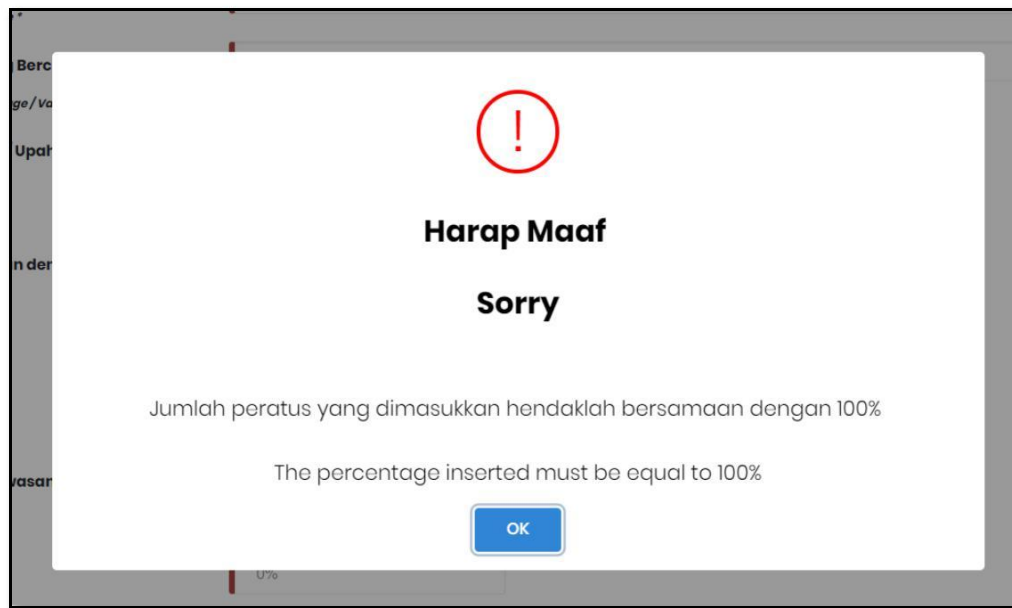



Figure 2.1.20 Part B: Total of Goods sold or Disposed by (%)

- i) For Part C: Declarations, No. 19 are required to fill in.
1. Tick on the box in the applicant's declaration, where I hereby.....
  2. Date will be automatic generate from real time date.
  3. Insert name in Name of Applicant in the box provided.
  4. Insert Identity Card/Passport No. in Identity Card / Passport No. in the box provided.
  5. Insert data in Designation in box provided.
  6. Insert number in Telephone No. in the box provided with 11 in numeric format.
  7. Insert email of applicant in Email Address in the box provided.
  8. After user complete fill-in all data in the box, click on **Submit** button to submit data. Refer to figure 2.1.21

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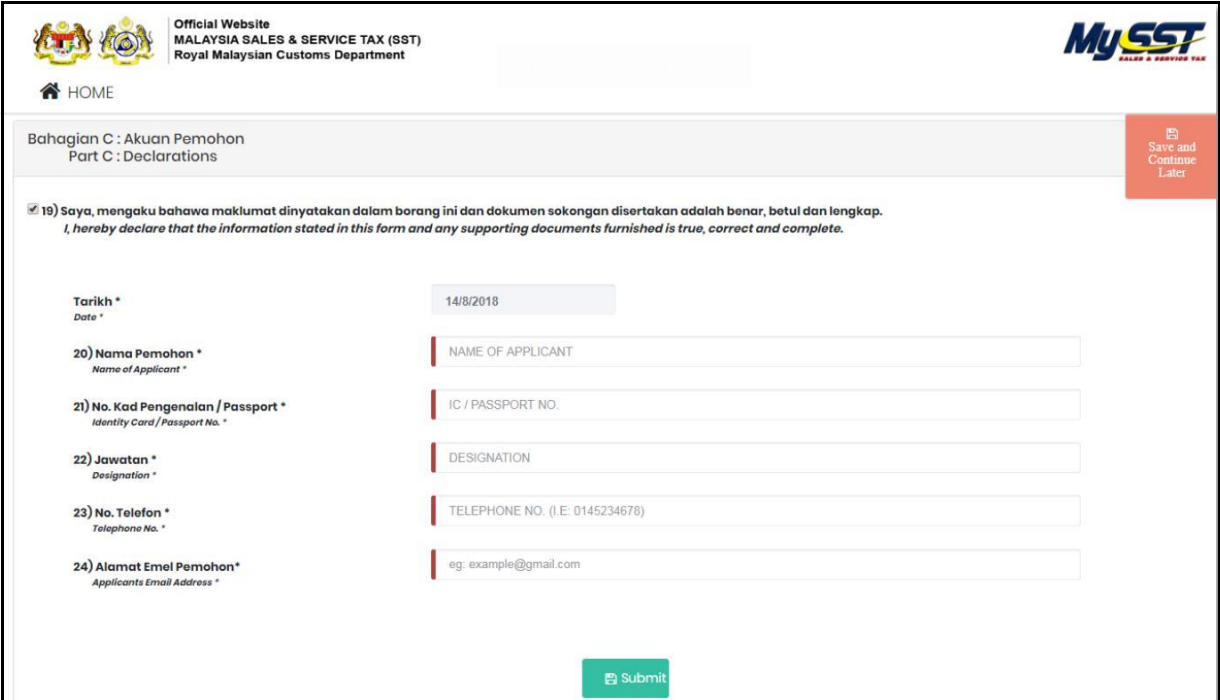



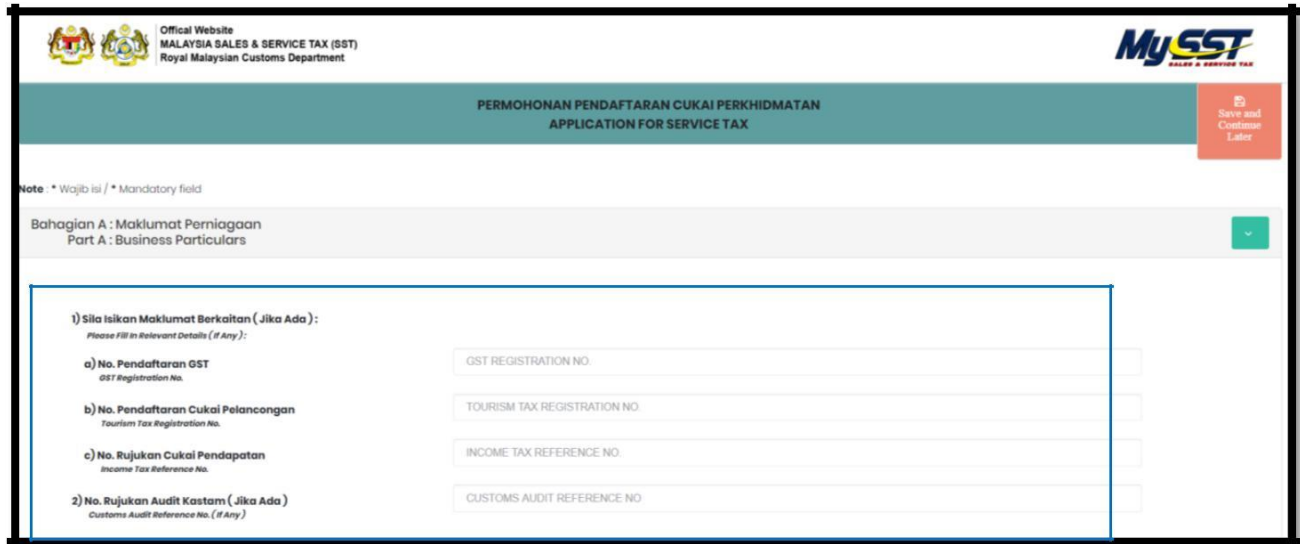
Figure 2.1.21 Applicant's Declaration

## 2.2 Service Tax

- a) For Part A: Business Particular, No 1 and No 2 is an optional to fill up.
  7. No. 1 a) Insert GST Registration No in the field provided with 12 in numeric format.
  8. If user insert less than 12, a popup window will display. Refer to figure 2.2.2
  9. A successful pop up window will display for registrant who already registered in to the system after key in GST Registration No as refer to figure 2.2.3. Click button OK and it will directly go to main page.
  10. No. 1 b) Insert Tourism Tax Registered No. in the provided field with maximum 15 in alphanumeric format.
  11. No. 1 c) Insert Income Tax Reference No. in the provided field with maximum 13 in alphanumeric format.

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12. No. 2 Insert Customs Audit Reference No. in the provided field with maximum 15 in alphanumeric format as refer to figure 2.2.1



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**MySST**  
SALES & SERVICE TAX

PERMOHONAN PENDAFTARAN CUKAI PERKHIDMATAN  
APPLICATION FOR SERVICE TAX

Note: \* Wajib isi / \* Mandatory field

Bahagian A : Maklumat Perniagaan  
Part A : Business Particulars

1) Sila isikan Maklumat Berkaitan (Jika Ada):  
Please Fill in Relevant Details (If Any):

a) No. Pendaftaran GST  
GST Registration No.

b) No. Pendaftaran Cukai Pelancongan  
Tourism Tax Registration No.

c) No. Rujukan Cukai Pendapatan  
Income Tax Reference No.

2) No. Rujukan Audit Kastam (Jika Ada)  
Customs Audit Reference No. (If Any)

GST REGISTRATION NO.

TOURISM TAX REGISTRATION NO.

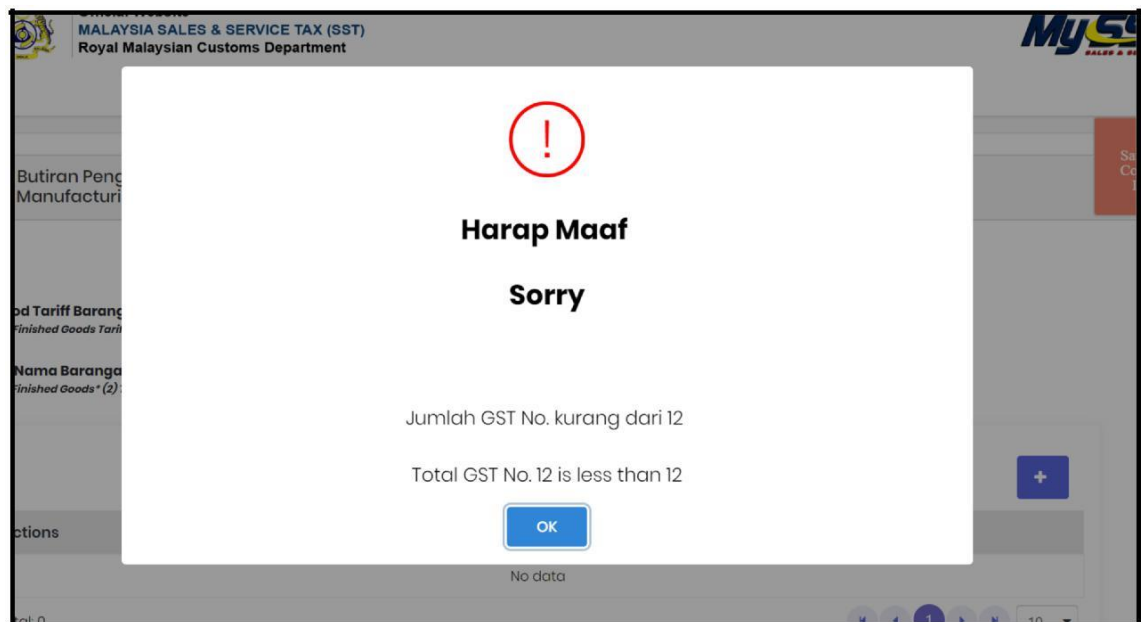
INCOME TAX REFERENCE NO.

CUSTOMS AUDIT REFERENCE NO.

Save and Continue Later

Figure 2.2.1 Application Service Tax. Part A: Business Particulars

(No. 1 - 2)



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Butiran Peng  
Manufacturi

od Tariff Barang  
Finished Goods Tariff

Nama Baranga  
Finished Goods\* (2)

ptions

al 0

**Harap Maaf**  
**Sorry**

Jumlah GST No. kurang dari 12  
Total GST No. 12 is less than 12

OK

No data

10

Figure 2.2.2 GST No. is less than 12

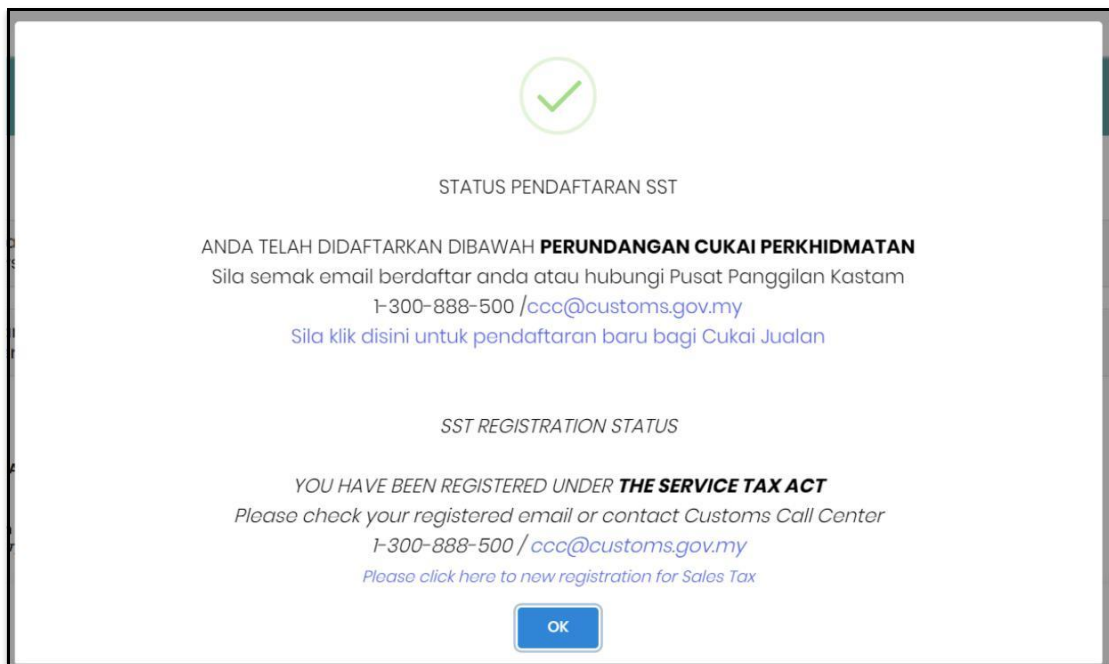



Figure 2.2.3 Already registered

- b) For Part A: Business Particular, No 3 is optional to fill in and No 4 is required to fill in.
5. For No 3, user need to click on the box if the application is due to the registered manufactured business and fill in the required details which are date of replacement, previous registration no with maximum 18 alphanumeric format and previous registration name. Refer to figure 2.2.4
  6. (I) symbol is mandatory to fill in.
  7. Required to choose Business Type in field no. 4. Refer to figure 2.2.5
  8. If user click to choose Others in Business Type, user need to choose the related choices. Refer to figure 2.2.6

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3) Jika permohonan disebabkan oleh penggantian perniagaan pengilang berdaftar, sila isikan Tarikh Penggantian, No. Daftar dan Nama Pengilang Berdaftar Terdahulu.  
*If the application is due to the registered manufactured business is succeeded, please fill in the Date of Succession, Previous Registration Number and Previous Registered Manufacturer's Name.*

☒ Sila Klik untuk Isi  
*Please Click to Fill*

Tarikh Penggantian  
*Date of Replacement* DD/MM/YYYY

No. Pendaftaran Terdahulu  
*Previous Registration No.* 123456789012345678

Nama Pendaftar Terdahulu  
*Previous Registration Name* PREVIOUS MANUFACTURER'S REGISTRATION NAME

Save and Continue Later

Figure 2.2.4 Application Service Tax. Part A: Business Particulars  
(No. 3)



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3) Jika permohonan disebabkan oleh penggantian perniagaan pengilang berdaftar, sila isikan Tarikh Penggantian, No. Daftar dan Nama Pengilang Berdaftar Terdahulu.  
*If the application is due to the registered manufactured business is succeeded, please fill in the Date of Succession, Previous Registration Number and Previous Registered Manufacturer's Name.*

☐ Sila Klik untuk Isi  
*Please Click to Fill*

4) Jenis Perniagaan \*  
*Business Type \**

--PLEASE SELECT--  
PEMILIKAN TUNGGAL / SOLE - PROPRIETORSHIP  
RAKAN KONGSI / PARTNERSHIP  
SYARIKAT SENDIRIAN BERHAD / PRIVATE LIMITED COMPANY  
PERKONGSIAN LIABILITI TERHAD / LIMITED LIABILITY PARTNERSHIP  
SYARIKAT BERHAD / LIMITED COMPANY  
PERTUBUHAN / ASSOCIATION  
LAIN - LAIN / OTHERS

5) No. Pendaftaran Perniagaan atau No. Kad Pengenalan \*  
*Business Registration No. or Identity Card No. \**

Save and Continue Later

Figure 2.2.5 Application Service Tax. Part A: Business Particulars  
(No. 4)




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Figure 2.2.6 No. 4 (Others)

- c) For Part A: Business Particular, No. 5 until No.7 is required to fill up.
6. No. 5, required to fill in the Business Registration No. / Identity Card No. in the field provided.
  7. No. 6, required to fill in the Name of Registration Business in the provided field
  8. Required to fill in Address of Registered Business in the provided field. Refer to figure 2.2.7
  9. For postcode, click on pick button to search and click on select postcode as refer to 2.2.8
  10. No. 7, click on box that provided if Trade Name user same with Address of Registered Business in No.6 as refer to figure 2.2.7 if else need to fill in.



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5) No. Pendaftaran Perniagaan atau No. Kad Pengenalan \*  
*Business Registration No. or Identity Card No. \**

BUSINESS REGISTRATION NO / IDENTITY CARD NO.

6) Nama dan Alamat Berdaftar Perniagaan \*  
*Name and Registered Address of Business \**

Nama Perniagaan Berdaftar \*  
*Name of Registered Business \**

NAME OF REGISTERED BUSINESS

Alamat Perniagaan Berdaftar \*  
*Address of Registered Business*

ADDRESS OF REGISTERED BUSINESS

ADDRESS OF REGISTERED BUSINESS

ADDRESS OF REGISTERED BUSINESS

Poskod \*  
*Postcode*

POSTCODE

Bandar  
*City*

CITY

Negeri  
*State*

STATE

7) Nama Perdagangan  
*Trade Name*

TRADE NAME

☐ Klik jika nama sama dengan item 6 \*  
*Click if it is the same with item 6 \**

Save and Continue Later

Figure 2.2.7 Application Sales Tax. Part A: Business Particulars  
(No. 5 - 7)

Pilih Poskod / Choose Postcode

Search...


Actions	Code	City	State
Select	17000	PASIR MAS	KELANTAN
Select	17007	PASIR MAS	KELANTAN
Select	17009	PASIR MAS	KELANTAN
Select	17010	PASIR MAS	KELANTAN
Select	17020	PASIR MAS	KELANTAN

Total: 2759

1 2 3 4 5

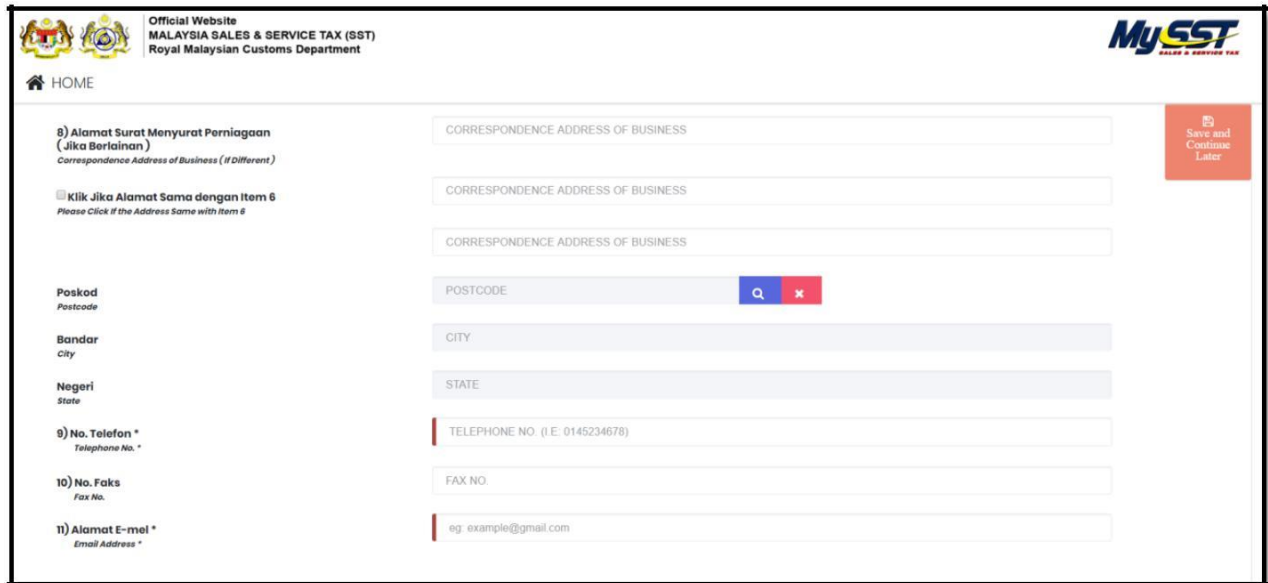
Close

Figure 2.2.8 Postcode

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d) For Part A: Business Particular, No. 8 until No. 11 are required to fill up except No.10.

1. Click on box that provided if Correspondence Address of Business user same with Address of Registered Business as refer to figure 2.2.9 if else need to fill in.
2. Required to fill in Telephone No. in the field provided with 14 in numeric format.
3. Optional to fill in Fax No. in the field provided.
4. Required to fill in Email Address with @ in the field provided.



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8) Alamat Surat Menyurat Perniagaan  
(Jika Berlainan)  
Correspondence Address of Business (if Different)

☐ Klik Jika Alamat Sama dengan Item 6  
Please Click if the Address Same with Item 6

Poskod  
Postcode

Bandar  
City

Negeri  
State

9) No. Telefon \*  
Telephone No. \*

10) No. Faks  
Fax No.

11) Alamat E-mel \*  
Email Address \*

CORRESPONDENCE ADDRESS OF BUSINESS

CORRESPONDENCE ADDRESS OF BUSINESS

CORRESPONDENCE ADDRESS OF BUSINESS

POSTCODE

CITY

STATE

TELEPHONE NO. (I.E. 0145234678)

FAX NO.


eg. example@gmail.com

Save and Continue Later

Figure 2.2.9 Application Service Tax. Part A: Business Particulars  
(No. 8 - 11)

e) For Part A: Business Particular, No. 12 are required to fill up.

1. Button Save and Continue Later can be use after user completing their details until No. 11 with insert email address and confirmation email address. Refer to figure 2.2.10.
2. Click on submit button and popup window will display about Application SST Reference Number and user's station name as refer to figure 2.2.11
3. User must remember SST Reference Number in order to retrieve data that already submitted.
4. Before No. 11, user cannot use this button as refer to 2.2.11
5. No. 12, required to fill in details of Director / Owner with click on add button. Refer to figure 2.2.12.
6. Fill in all the required information :
  - ix. Required to fill in Name of Director
  - x. Required to fill in Address
  - xi. Required to fill in Telephone No with maximum 14 in numeric format
  - xii. Required to select in Identity Type either Identity Card (IC) or Passport Number (NP)

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- xiii. If choose Identity card, required to fill IC number with maximum 12 in numeric format
  - xiv. If choose Passport Number, required to fill in NP number with maximum 12 in alphanumeric format
  - xv. For nationality, it will auto generate if user choose IC but if user choose NP, user need to fill in by themselves
  - xvi. Required to fill in Appointed Date
7. Click on save button after completing the form as refer to figure 2.2.13

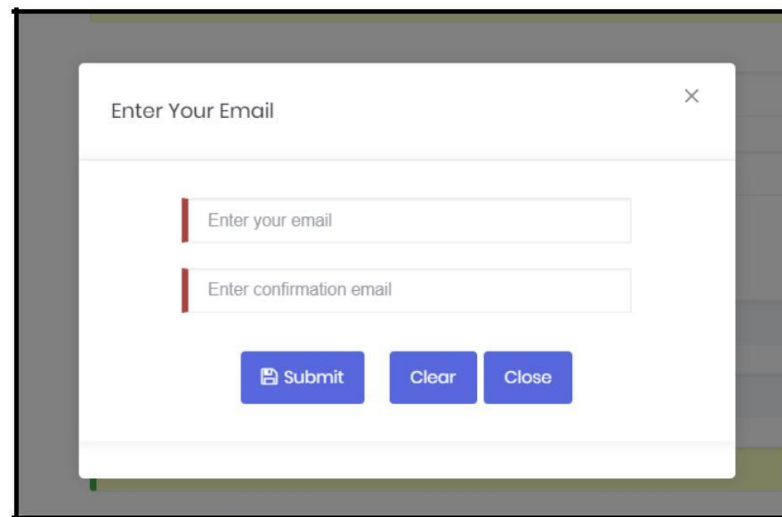


Figure 2.2.10 Email Address

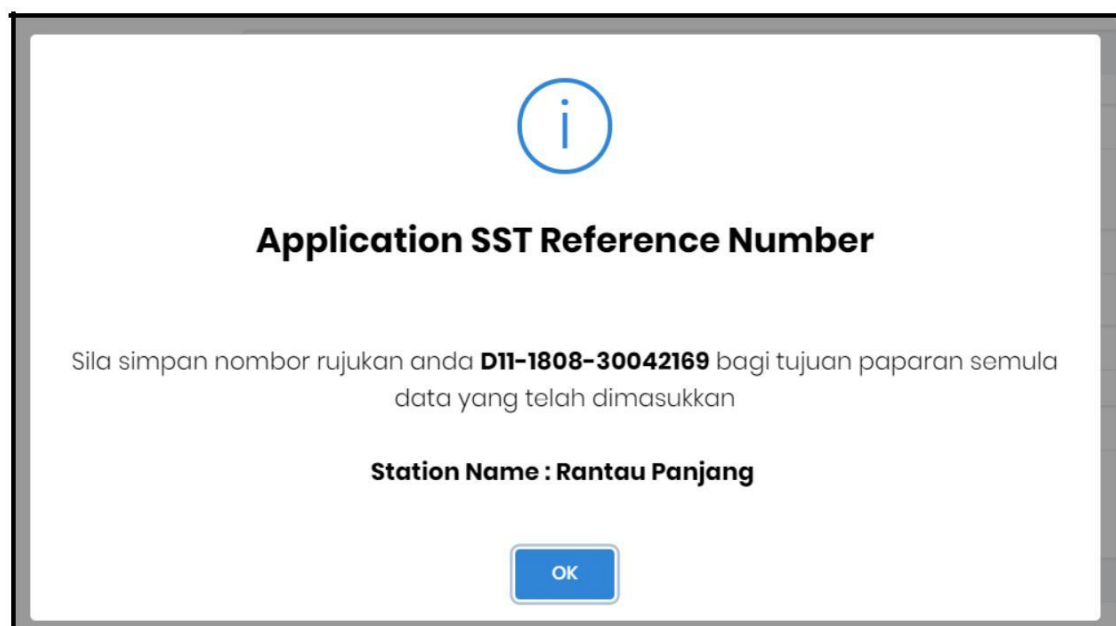
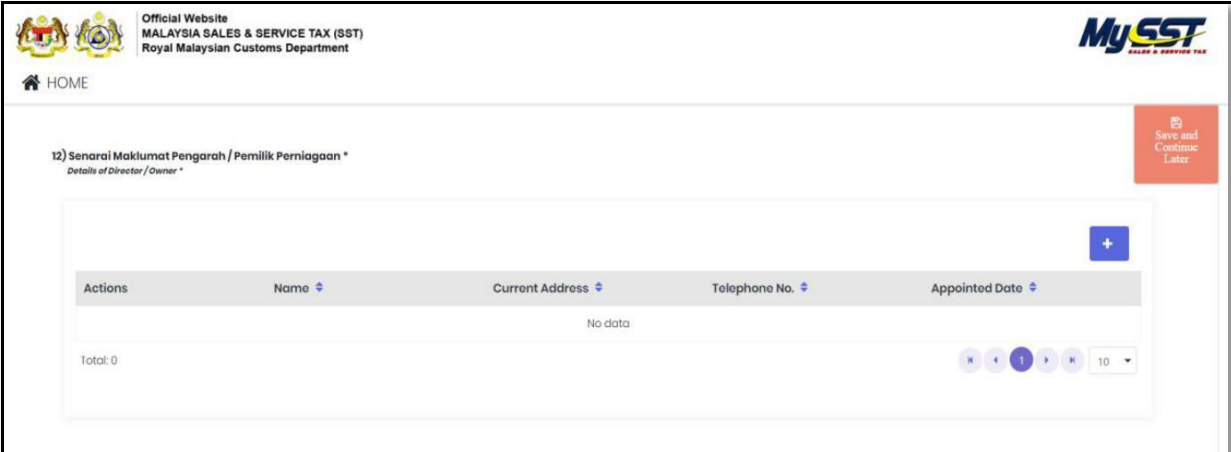


Figure 2.2.11 Application for SST Reference number



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12) Senarai Maklumat Pengarah / Pemilik Perniagaan \*  
Details of Director / Owner \*

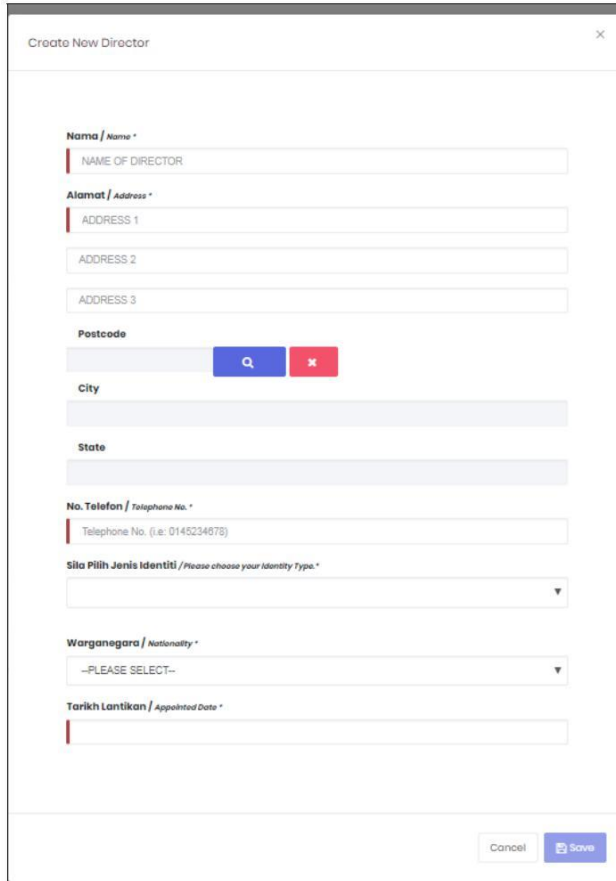
Save and Continue Later

Actions	Name	Current Address	Telephone No.	Appointed Date
No data				

Total: 0

Figure 2.2.12 Application Service Tax. Part A: Business Particulars

(No. 12)



Create New Director

Nama / Name \*

NAME OF DIRECTOR

Alamat / Address \*

ADDRESS 1

ADDRESS 2

ADDRESS 3

Postcode

City

State

No. Telefon / Telephone No. \*

Telephone No. (i.e: 0145234678)

Sila Pilih Jenis Identiti / Please choose your identity type. \*

Warganegara / Nationality \*

PLEASE SELECT

Tarikh Lantikan / Appointed Date \*

Cancel Save

Figure 2.2.13 Create new Director



f) For Part B: Manufacturing / Service Details, No. 13 (a) is required to fill in.

1. No. 13 a), to fill in Service Group and Service Type Code in the box provided refer to Figure 2.2.14
2. Click on add button and popup window for add Tariff code will display. User need to fill in all the required detail and click on save button to save the information as refer to figure 2.2.15

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Bahagian B: Butiran Pengilangan / Perkhidmatan  
Part B: Manufacturing / Service Details

Save and Continue Later

13) Isi Kod Jenis Perkhidmatan Anda :  
Fill in Service Type Code :

a) (1) Kategori Perkhidmatan dan (2) Kod Jenis Perkhidmatan  
Service Category and (2) Service Type Code

Actions	Service Group*	Service Type Code*	Description
No data			

Total: 0

1 10


Figure 2.2.14 Part B: Details of Manufacture / Service  
(No. 13(a))

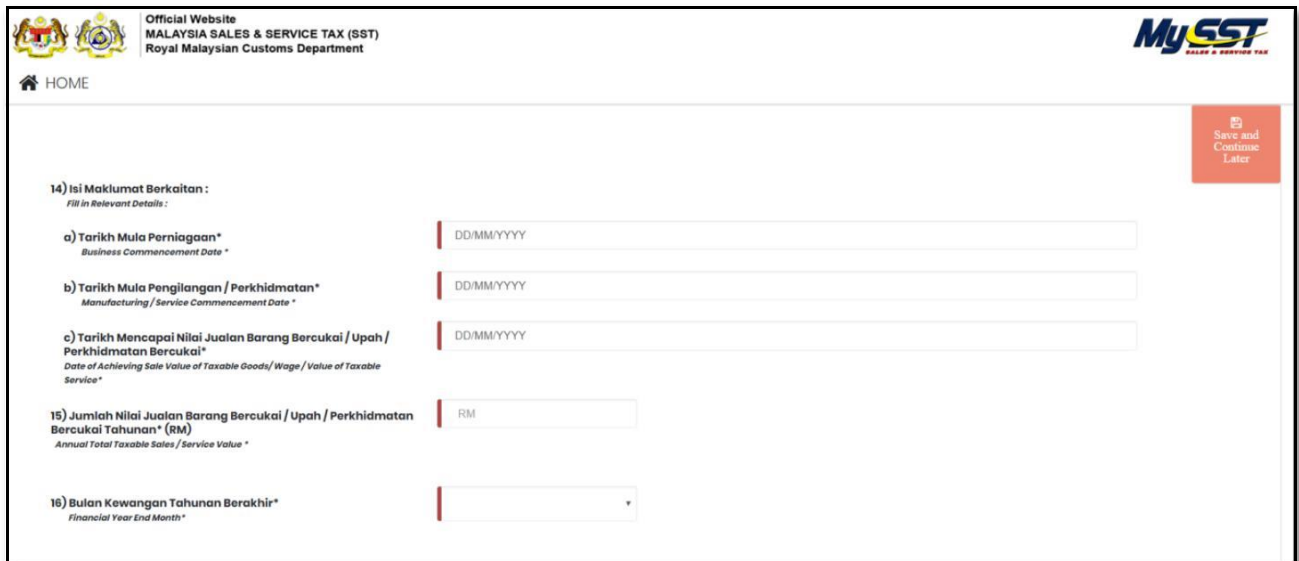


Figure 2.2.15 Service Type Code

- g) For Part B: Manufacturing / Service Details, No. 14 until No. 16 are required to fill in.
1. Required to insert data in Business Commencement Date in No.14 (a)
  2. Required to insert data in Manufacturing/ Service Commencement Date in No. 14 (b)
  3. Required to insert data in Date of Achieving Sale Value of Taxable Goods/ Wage/ Value of Taxable Service in No. 14 (c)
  4. User must insert date for No. 14 (a) and No. 14 (b) first before insert No. 14 (c). Cannot directly insert in No. 14 (c) without fill in No. 14 (a) and No. 14 (b).
  5. Required to insert Annual total Taxable Sales/ Service value (RM).
  6. Required to insert data in Financial Year End Month in the box provided refer to figure 2.2.16



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Save and Continue Later

14) Isi Maklumat Berkaitan :  
*Fill in Relevant Details :*

a) Tarikh Mula Perniagaan\*  
*Business Commencement Date \** DD/MM/YYYY

b) Tarikh Mula Pengilangan / Perkhidmatan\*  
*Manufacturing / Service Commencement Date \** DD/MM/YYYY

c) Tarikh Mencapai Nilai Jualan Barang Bercukai / Upah / Perkhidmatan Bercukai\*  
*Date of Achieving Sale Value of Taxable Goods/ Wage / Value of Taxable Service \** DD/MM/YYYY

15) Jumlah Nilai Jualan Barang Bercukai / Upah / Perkhidmatan Bercukai Tahunan\* (RM)  
*Annual Total Taxable Sales / Service Value \** RM


16) Bulan Kewangan Tahunan Berakhir\*  
*Financial Year End Month \**

Figure 2.2.16 Part B: Details of Manufacture / Service  
(No. 14 - 16)


h) For Part C: Declarations, No. 19 are required to fill in.

9. Tick on the box in the applicant's declaration, where I hereby.....
10. Date will be automatic generate from real time date.
11. Insert name in Name of Applicant in the box provided.
12. Insert Identity Card/Passport No. in Identity Card / Passport No. in the box provided.
13. Insert data in Designation in box provided.
14. Insert number in Telephone No. in the box provided with 11 in numeric format.
15. Insert email of applicant in Email Address in the box provided.
16. After user complete fill-in all data in the box, click on **Submit** button to submit data. Refer to figure 2.2.17





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Bahagian C : Aduan Pemohon  
Part C : Declarations

☒ 19) Saya, mengaku bahawa maklumat dinyatakan dalam borang ini dan dokumen sokongan disertakan adalah benar, betul dan lengkap.  
*I, hereby declare that the information stated in this form and any supporting documents furnished is true, correct and complete.*

Tarikh \*  
Date \*

14/8/2018

20) Nama Pemohon \*  
Name of Applicant \*

NAME OF APPLICANT

21) No. Kad Pengenalan / Passport \*  
Identity Card / Passport No. \*

IC / PASSPORT NO.

22) Jawatan \*  
Designation \*

DESIGNATION

23) No. Telefon \*  
Telephone No. \*

TELEPHONE NO. (I.E: 0145234678)

24) Alamat Emel Pemohon\*  
Applicants Email Address \*

eg: example@gmail.com

Submit

Save and Continue Later

Figure 2.2.17 Applicant's Declaration



### 3. Procedure to Login to MySST System (SST Registrant)

1. For existing GST registrant, they will receive an email from MySST containing:
  - i. The URL to MySST landing page
  - ii. User ID
  - iii. Temporary password to login the system.
  - iv. Two attachments that are *Surat Iringan* and *Surat Kelulusan*.

Refer Figure 3.1 for email sample.

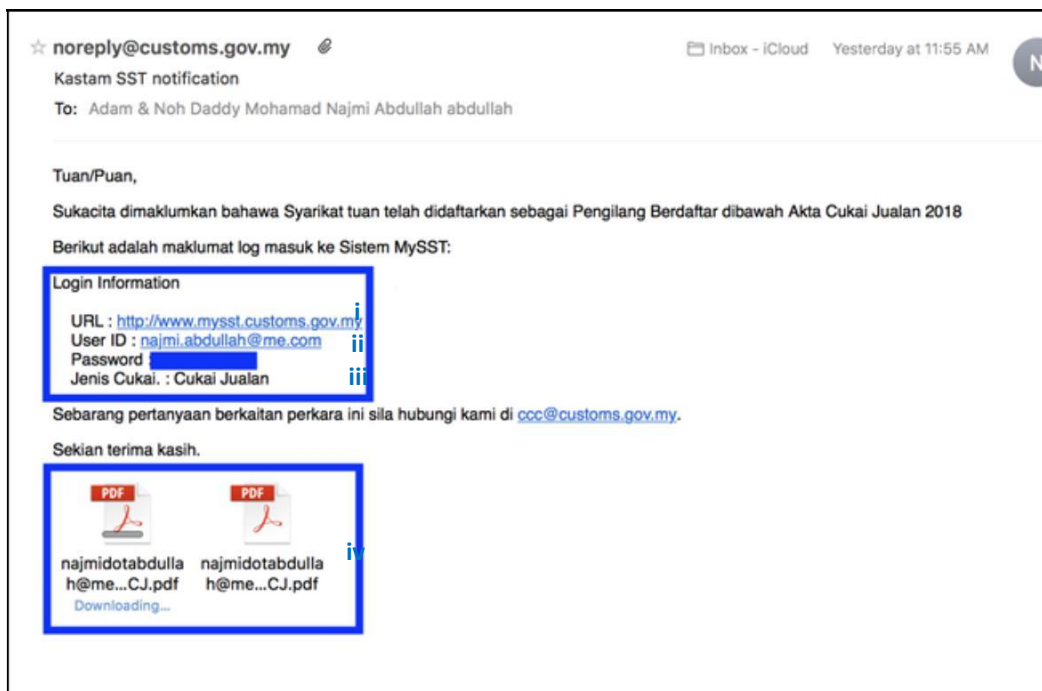



Figure 3.1: Email Received By SST Registrant

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- Click on Login tab in Main Page. Refer figure 3.2

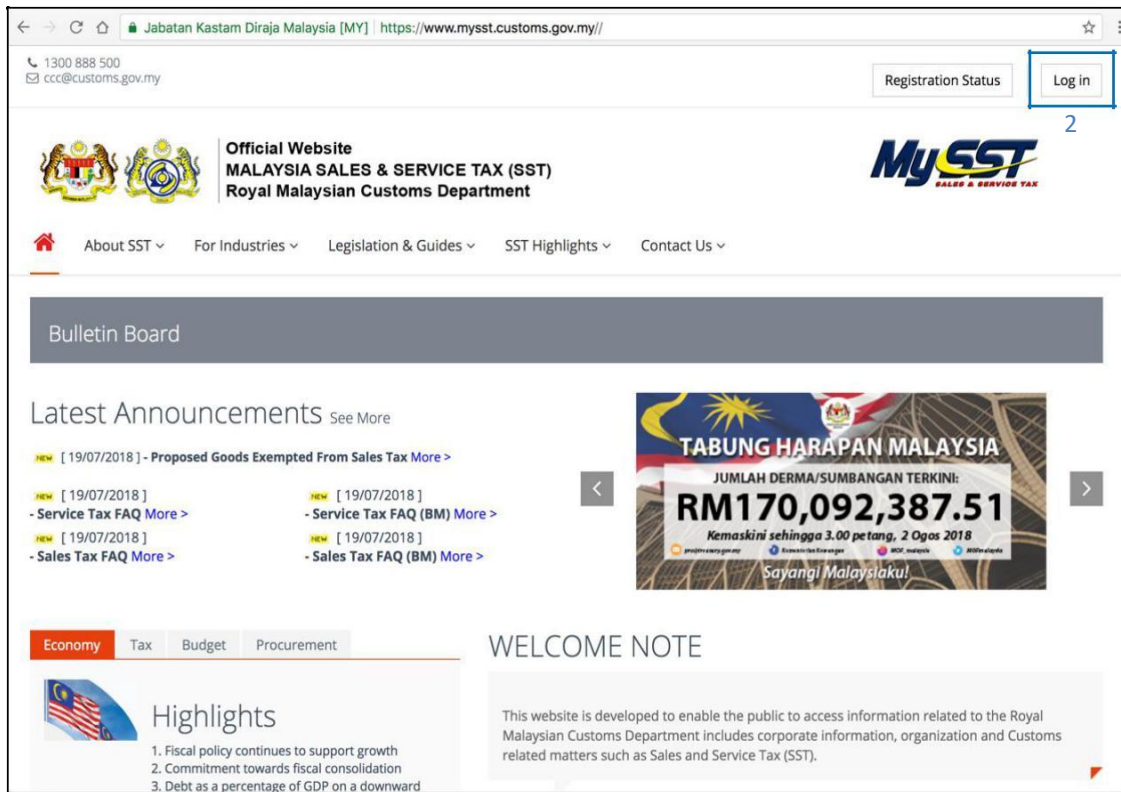


Figure 3.2 Main Page

- Please click on Search button to insert SST Registration Number in the box provided. (Refer Figure 3.3 Login Page).

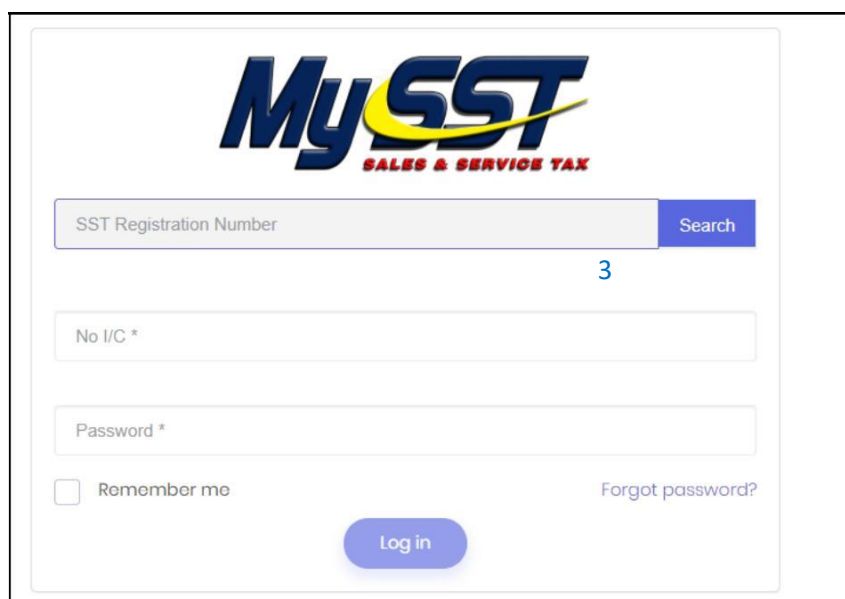


Figure 3.3 Login Page

4. Please insert SST Registration No. Refer Figure 3.4.

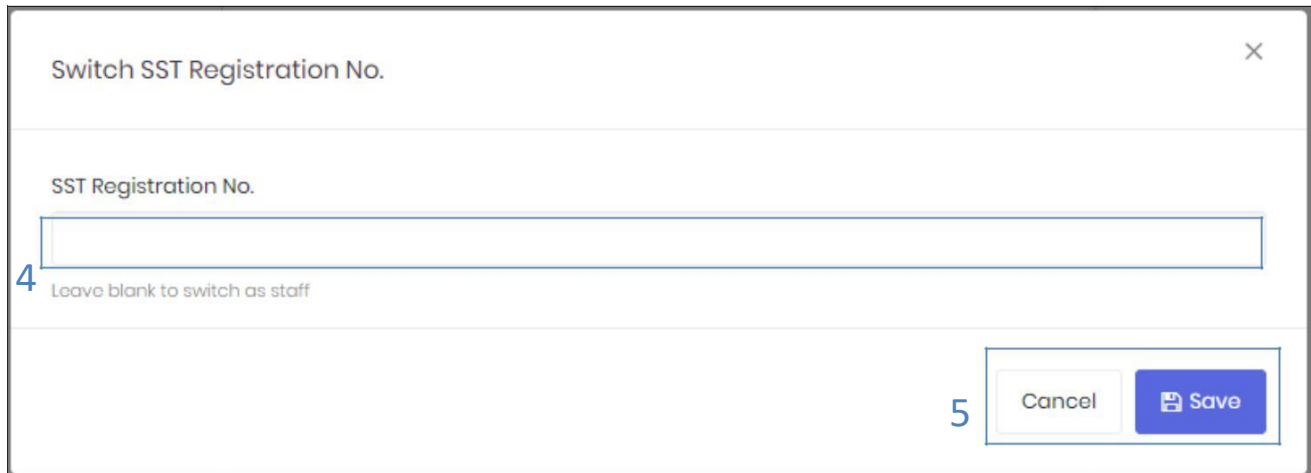


Figure 3.4: SST Registration No.

5. Click Save button to Save and click Cancel button to Cancel.
6. If the SST Registration Number is available in the MySST system, the system will display the SST Registration Number.
7. Insert email address and password received in the email (Refer Figure 3.1. and Figure 3.5).
8. Click on Log in button to login in MySST system.

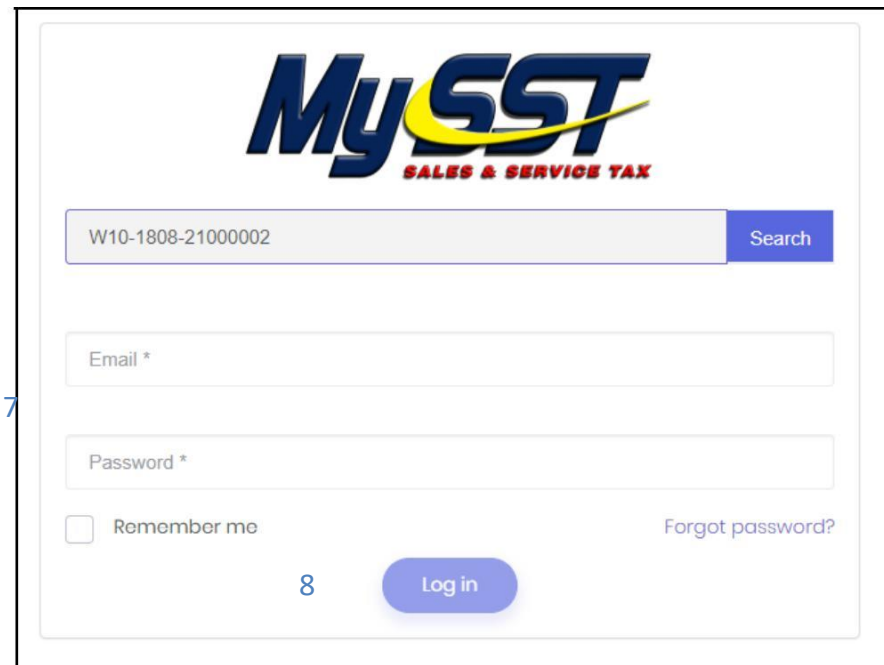



Figure 3.5 Login Page

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9. If the SST Registration number is not available in the system, a pop up message will appear as in Figure 3.6.

*Account will be block if user insert wrong password in 5 consecutive times. Need to wait for 5 minutes to try again or just do forgot password*

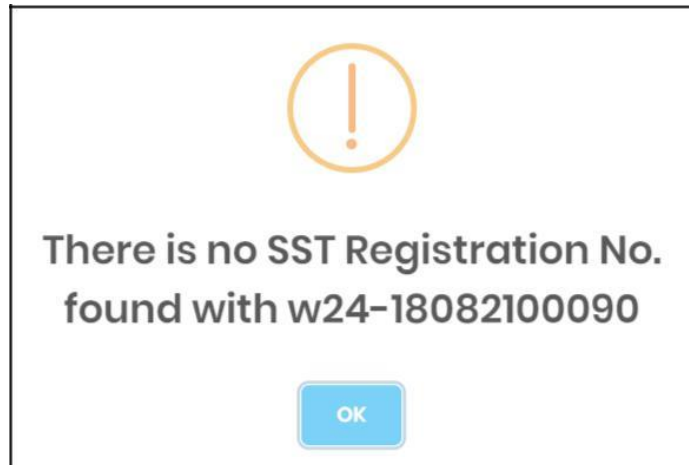


Figure 3.6 Pop Up Display No SST Registration Record Found



### 3.1 Forgot Password?

1. If forgot password, click on Forgot Password link on the right corner as Figure 3.1.1 and insert your Email Address.
2. Refer figure 3.1.2 Email Address. The password reset link will be sent to your email to reset your password. If you don't get an email within a few minutes, please re-try.

MySST  
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SST Registration Number [Change](#)

No I/C \*

Password \*

☐ Remember me

[Forgot password?](#)

Log in

1

Figure 3.1.1 Forgot Password





Figure 3.1.2 Email Address

3. Insert your new password in the box password provided. (Refer Figure 3.1.3 Change Password)  
*Format : Minimum 8, Maximum 12, Number (1-8), Alphanumeric & special character (@).*
4. Repeat the same new password to ensure it is match. (Refer Figure 3.1.3 Change Password)  
*Format : Minimum 8, Maximum 12, Number (1-8), & Alphanumeric & special character (@).*
5. Click Submit button to submit password and click Back button to go previous page.



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### Change password

Please enter your new password.

Password 3

Password (repeat) 4

Back 5 Submit

Figure 3.1.3 Change Password



## 4. Dashboard

### 4.1 Public User

1. Once admin user log in to MySST, a popup window will appear. It informs user to update Company Information. Refer to figure 4.1.1

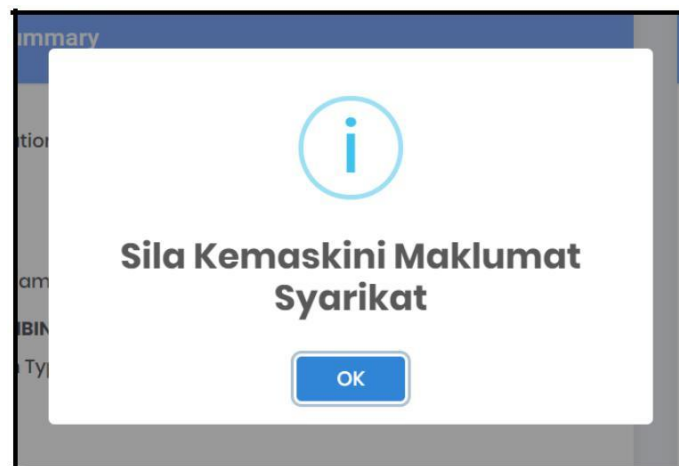


Figure 4.1.1 popup update Company Information

2. User need to click on OK button. It will directly go to Registration Information page.
3. User need to update all the related information inside registration info based on user needs.
4. For Part A, user need to update all the related information. Refer to figure 4.1.2
5. After done update Part A, click update and proceed to Part B. Refer to figure 4.1.3
6. After done update Part B, click update and proceed to Director. Refer to figure 4.1.4
7. For Director, to add Director, user need to click on Add button. A popup create new Director window will appear. User need to add the details and click on save to save all the information. Refer to figure 4.1.5
8. After done update Director, proceed to Service Type. Refer to figure 4.1.6
9. To add new Service Type, click on add button. A popup Create new Service type window will display. Update all the required information and click on save button to save all the information. Refer to figure 4.1.7
10. After done update Service Type, proceed to Agreement. On Agreement page, user need to click only one from the listed in radio button. Refer to figure 4.1.8
11. If user choose to click on 'Saya tidak mengilang barang bercukai atau tidak layak didaftarkan.' A popup window will display. Refer to figure 4.1.9. Click Ok button on popup window and directly go to main page. Refer to figure 4.1.10
12. If user choose other than No.11 above, user just need to click save and it will directly go to main page admin user. Refer to figure 4.1.10



MySST

REGISTER & SERVICE TAX

W10-1808-31000026\ISTIBINA@GMAIL.COM

Home

Registrant

Registration Info

Registration Info

<

Part A: Business Particulars

Part B: Manufacturing/Service Details

Director

Service Type

>

1. No. Pendaftaran

Registration No.

a) No. Pendaftaran SST :

SST Registration No.

W10-1808-31000026

Nama Stesen :

Station Name

W10 - KUALA LUMPUR

b) No. Pendaftaran GST :

GST Registration No.

00000901120

c) No. Pendaftaran Cukai Pelancongan :

Tourism Tax Registration No.

TOURISM TAX REGISTRATION NO.

d) No. Rujukan Cukai Pendapatan:

Income Tax Reference No.

INCOME TAX REFERENCE NO.

2. No. Rujukan Audit Kastam :

Customs Audit Reference No.

CUSTOMS AUDIT REFERENCE NO

3. Pendaftar Terdahulu :

Previous Registered Manufacturer

a) Tarikh Penggantian :

Date of Replacement

DD/MM/YYYY

b) No. Pendaftar Terdahulu :

Previous Registration No.

PREVIOUS MANUFACTURER'S REGISTRATION NUMBER

c) Nama Pendaftar Terdahulu :

Previous Registration Name

PREVIOUS MANUFACTURER'S REGISTRATION NAME

4. Jenis Perniagaan :

Business Type

LAIN-LAIN / OTHERS

5. No. Pendaftaran Perniagaan atau No. Kad Pengenalan \* :

Business Registration No. or Identity Card No. \*

SPO37

6. Nama dan Alamat Perniagaan Berdaftar

Name and Registered Address of Business

Nama Perniagaan Berdaftar

Name of Registered Business

ARKITEK ISTIBINA

Alamat Perniagaan Berdaftar :

Address of Registered Business

34-2, JALAN KUCHAI MAJU 10, KUCHAI ENTREPRENEURS' I

OFF JALAN KUCHAI LAMA,

KUALA LUMPUR

Poskod :

Postcode

58200

Bandar :

City

KUALA LUMPUR

Negeri :

State

KUALA LUMPUR

7. Nama Perdagangan :

Trade Name

ONG CHONG JING

☐ Klik jika nama sama dengan item 6\*

8. Alamat Surat-menyurat :

Correspondence Address

☐ Klik Jika Alamat Sama dengan Item 6

Please Click if the Address Same with Item 6

CORRESPONDENCE ADDRESS OF BUSINESS

CORRESPONDENCE ADDRESS OF BUSINESS

CORRESPONDENCE ADDRESS OF BUSINESS

Poskod :

Postcode

58200

Bandar :

City

KUALA LUMPUR

Negeri :

State

KUALA LUMPUR

9. No. Telefon :

Telephone No.

0379872168

10. No. Faks :

Fax No.

0379872180

11. Alamat Emel :

Email Address

istibina@gmail.com

Update



Figure 4.1.2 Registration Information page (Part A)

**MySST** SALES & SERVICE TAX

W10-1808-31000026\ISTIBINA@GMAIL.COM

Home

Registrant

Registration Info

Registration Info

Part A: Business Particulars | Part B: Manufacturing/Service Details | Director | Service Type

12. Maklumat Perniagaan :  
*Business Details*

a) Tarikh Mula Perniagaan :  
*Business Commencement Date* 01/04/2015

b) Tarikh Mula Pengilangan / Perkhidmatan :  
*Manufacturing / Service Commencement Date* 01/04/2015

c) Tarikh Mencapai Nilai Jualan Barang / Perkhidmatan Bercukai :  
*Date of Achieving Sale Value of Taxable Goods/Service* 01/04/2015

13. Tarikh Kuat Kuasa :  
*Effective Date* 01/09/2018

14. Jumlah Nilai Jualan Barang Bercukai / Upah / Perkhidmatan Bercukai Tahunan (RM) :  
*Total Annual Sale Value of Taxable Goods/Wage/Value of Taxable Service* RM 10,648,412.29

15. Bulan Kewangan Tahunan Berakhir :  
*Financial Year End Month* DEC

Update


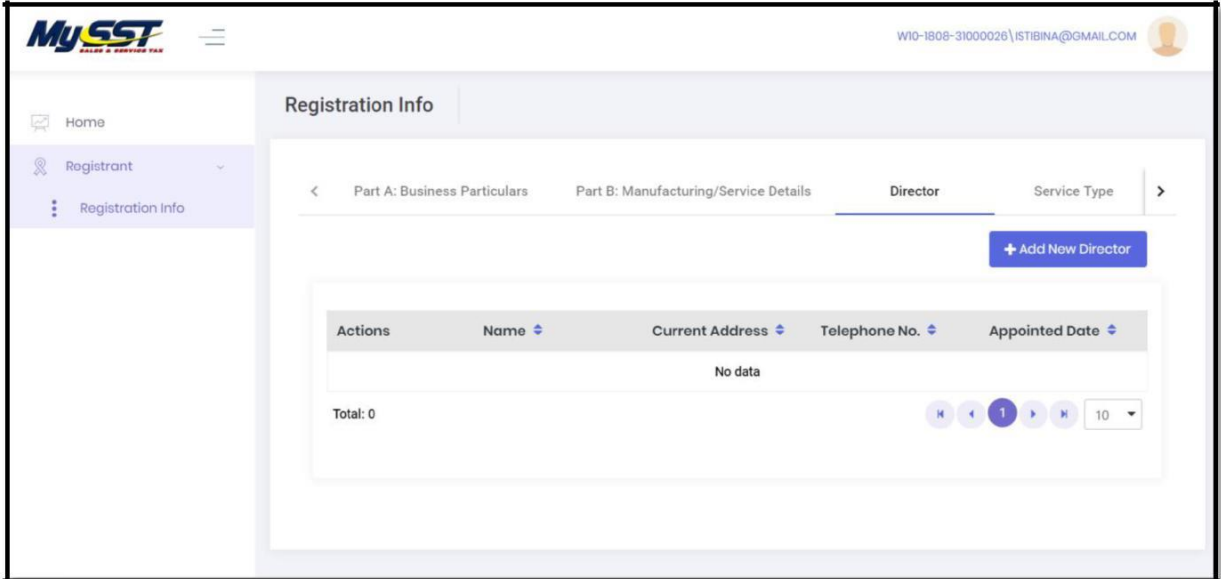
 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	<b>Doc Ref : EITS/CMMI/ENG/RSD/UM</b>	<b>Version : 1-0</b>
	<b>Doc ID :SST_REGISTRATION_UM_v1-0</b>	<b>Page No : 68</b>

Figure 4.1.3 Registration Information page (Part B)



The screenshot shows the 'MySST' web application interface. The top header includes the 'MySST' logo, a user profile icon, and contact information: 'W10-1808-31000026\ISTIBINA@GMAIL.COM'. The left sidebar contains navigation links: 'Home', 'Registrant', and 'Registration Info'. The main content area is titled 'Registration Info' and features a tabbed interface with three tabs: 'Part A: Business Particulars', 'Part B: Manufacturing/Service Details', and 'Director' (which is currently selected). To the right of the 'Director' tab is a 'Service Type' dropdown. Below the tabs, there is a blue button labeled '+ Add New Director'. A table is displayed below the button, with columns: 'Actions', 'Name', 'Current Address', 'Telephone No.', and 'Appointed Date'. The table currently shows 'No data'. At the bottom left of the table area, it says 'Total: 0'. At the bottom right, there are pagination controls showing '1' of 10 items.

Figure 4.1.4 Registration Information page (Director)



Create New Director

Director Name :

NAME OF DIRECTOR

Director Address :

ADDRESS 1

ADDRESS 2

ADDRESS 3

Postcode :

POSTCODE

City :

CITY

State :

STATE

Telephone No. :

TELEPHONE NO. (i.e: 0145234678)

Please choose the Identity Type.

Appointed Date :

DD/MM/YYYY

Cancel

Save

Figure 4.1.5 Create New Director

MySST

W10-1808-31000026\STIBINA@GMAIL.COM

Home

Registrant

Registration Info

Registration Info

Part A: Business Particulars

Part B: Manufacturing/Service Details

Director

Service Type

Agreement

+ Add New Service Type

Search...

Actions	Service Group	Service Type Code	Description	Remark
No data				

Total: 0

Figure 4.1.6 Registration Information page (service Type)





Add New Service Type ✕

**Service Group**

**Service Type Code**

🔍 ✕

**Description**

**Remark**

Cancel Save

Figure 4.1.7 Create New Service Type

**MySST** W10-1808-31000029\STBINA@GMAIL.COM

Home

Registrant

Registration Info

Registration Info

Part A: Business Particulars Part B: Manufacturing/Service Details Director Service Type **Agreement**

☐ Saya bersetuju dan mengesahkan maklumat didaftarkan adalah benar.

☐ Saya mengesahkan maklumat telah dikemaskini.

☐ Saya tidak mengilang barang bercukai atau tidak layak didaftarkan.

Save

Figure 4.1.8 Agreement

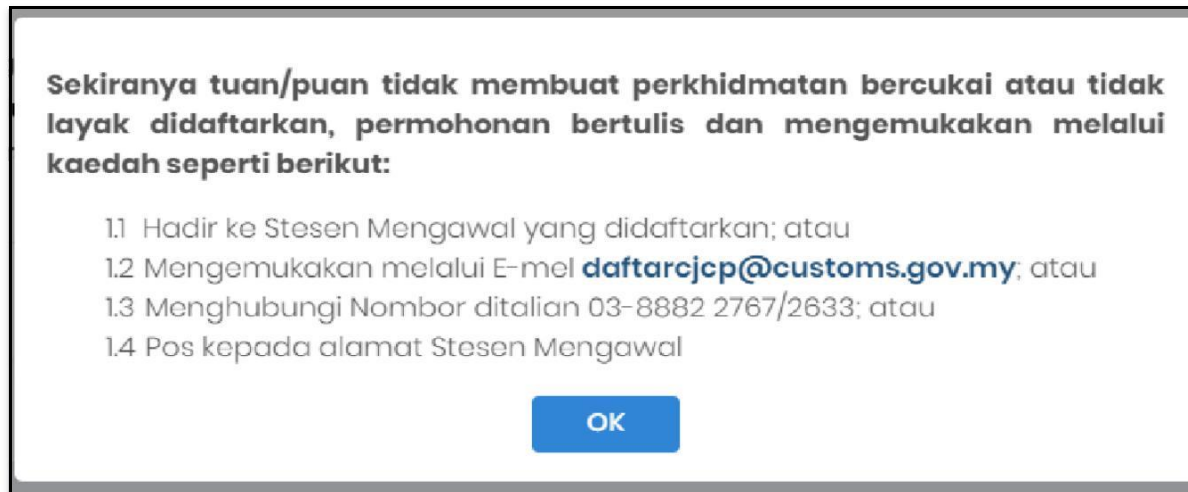


Figure 4.1.9 popup for 'Saya tidak mengilang barang bercukai atau tidak layak didaftarkan.'

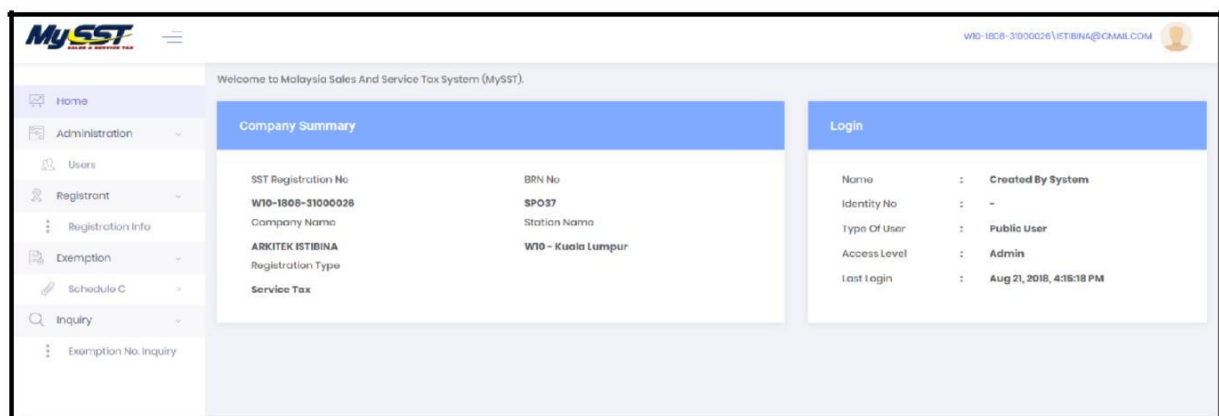


Figure 4.1.10 Main page Admin User



## Administration- Users

1. User should click Administration – Users to manage user for example to create new user, edit user and delete user. Refer Figure 4.1.11
2. If admin user want to edit or delete user, admin need to click actions button. Refer Figure 4.1.12
3. If admin want to create users, admin need to click “Create new user” button. Admin has limit to add five user only for create new user. Admin must fill in all the required field refer Figure 4.1.13 and choose roles for users refer Figure 4.1.14

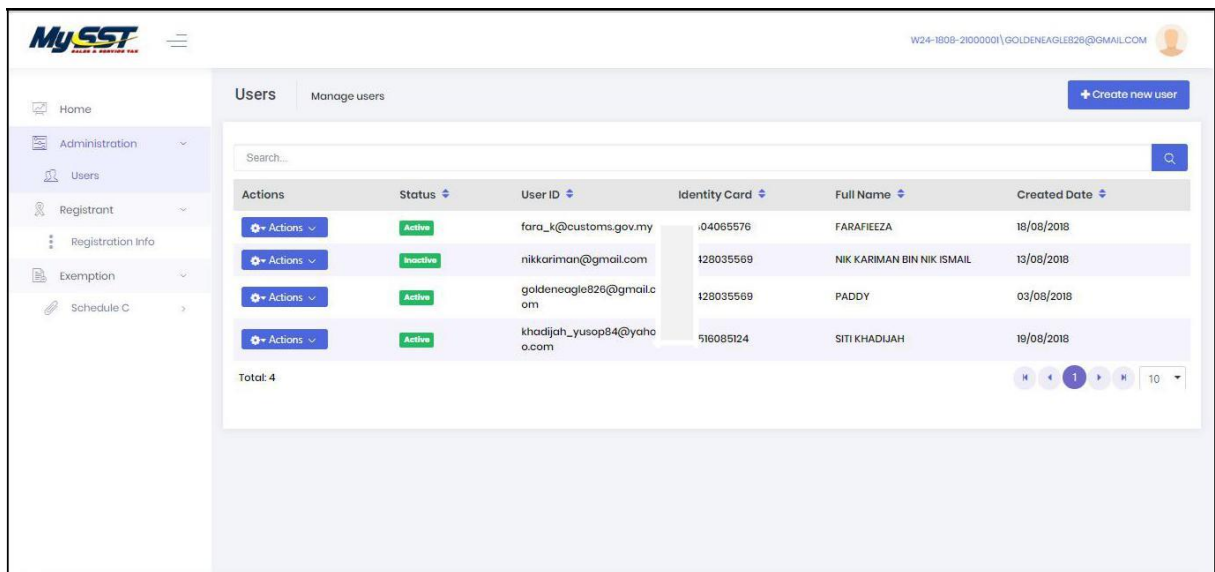


Figure 4.1.11 Admin Users

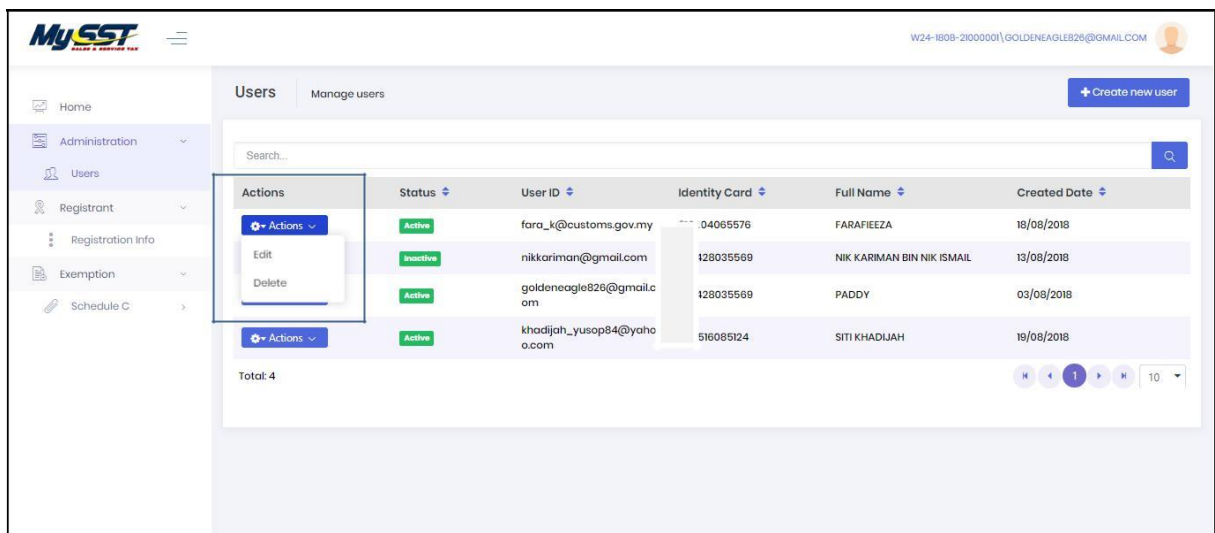



Figure 4.1.12 Actions



Create new user ✕

User informations      Roles **1**



**User Full Name \***

**Identity Card Number \***

**Email Address \***

**User ID**

**Telephone No (H/P)**

**Telephone No (Office)**

**Password \***

**Password (repeat) \***

☒ **Active**

Cancel Save

Figure 4.1.13 Create New User

Create new user ✕

User informations      Roles **2**

☒ **Admin**

☒ **Normal User**

Cancel Save

Figure 4.1.14 Roles User



## 5. Auto Save Button

### 5.1 Save and Continue Later

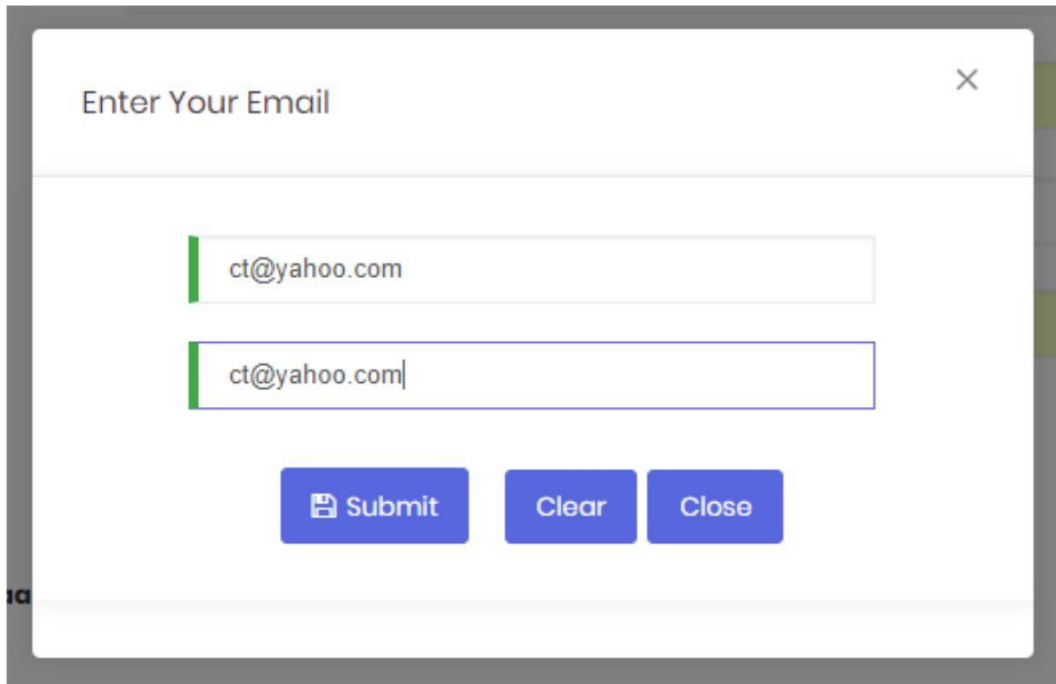
1. Save and Continue Later icon is a facility to enable user to save application as a draft at any section in the application form. The record will be save for 14 days only. Save and Continue Later icon is shown in figure 5.1.1.
2. When user click on the Save and Continue Later icon, the system will prompt a pop up screen to enter your email and verify the same email in the field provided as Figure 5.1.2
3. Pop up message of “Application SST Reference Number” displayed after user submit email to save and continue later for previous draft form for Retrieve Saved Request.

Note :

User advised to take a note of Reference Number stated for example ‘D11-1808-20032117’ to be used for Retrieve Saved Request. Figure 5.1.3

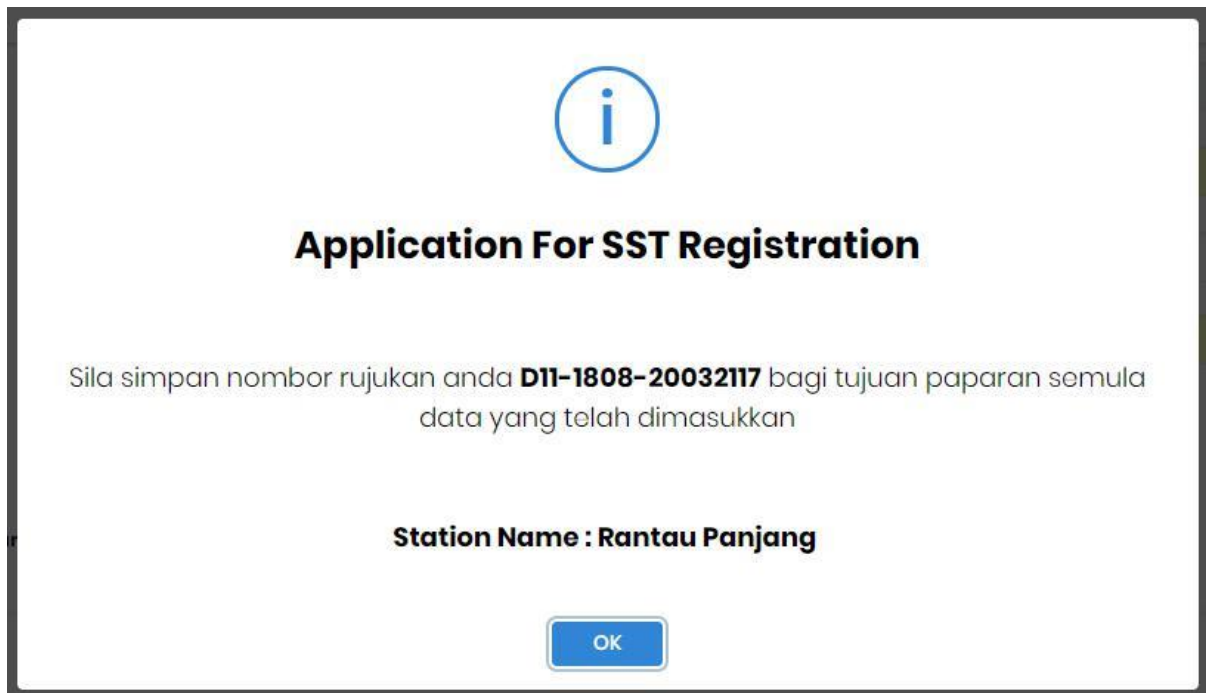


Figure 5.1.1 Save and Continue Later



The screenshot shows a modal dialog box titled "Enter Your Email" with a close button (X) in the top right corner. It contains two text input fields, both with the value "ct@yahoo.com". Below the input fields are three buttons: "Submit" (with a document icon), "Clear", and "Close".

Figure 5.1.2 Enter Your Email



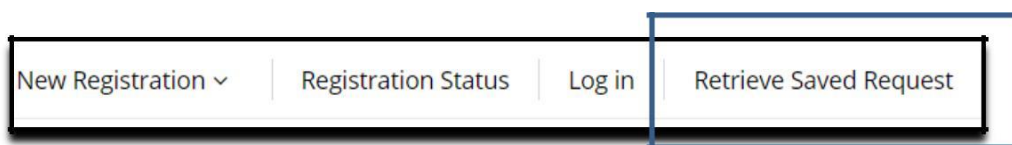
The screenshot shows a modal dialog box titled "Application For SST Registration" with an information icon (i) in a circle at the top center. The text inside reads: "Sila simpan nombor rujukan anda **D11-1808-20032117** bagi tujuan paparan semula data yang telah dimasukkan". Below this text, it says "Station Name : Rantau Panjang". At the bottom center is an "OK" button.

Figure 5.1.3 Application SST Reference Number



## 5.2 Retrieve Saved Request


1. Click on “Retrieve Saved Request” icon at the top right menu on MySST homepage or “Retrieve Saved Request” icon as Figure 5.2.1.



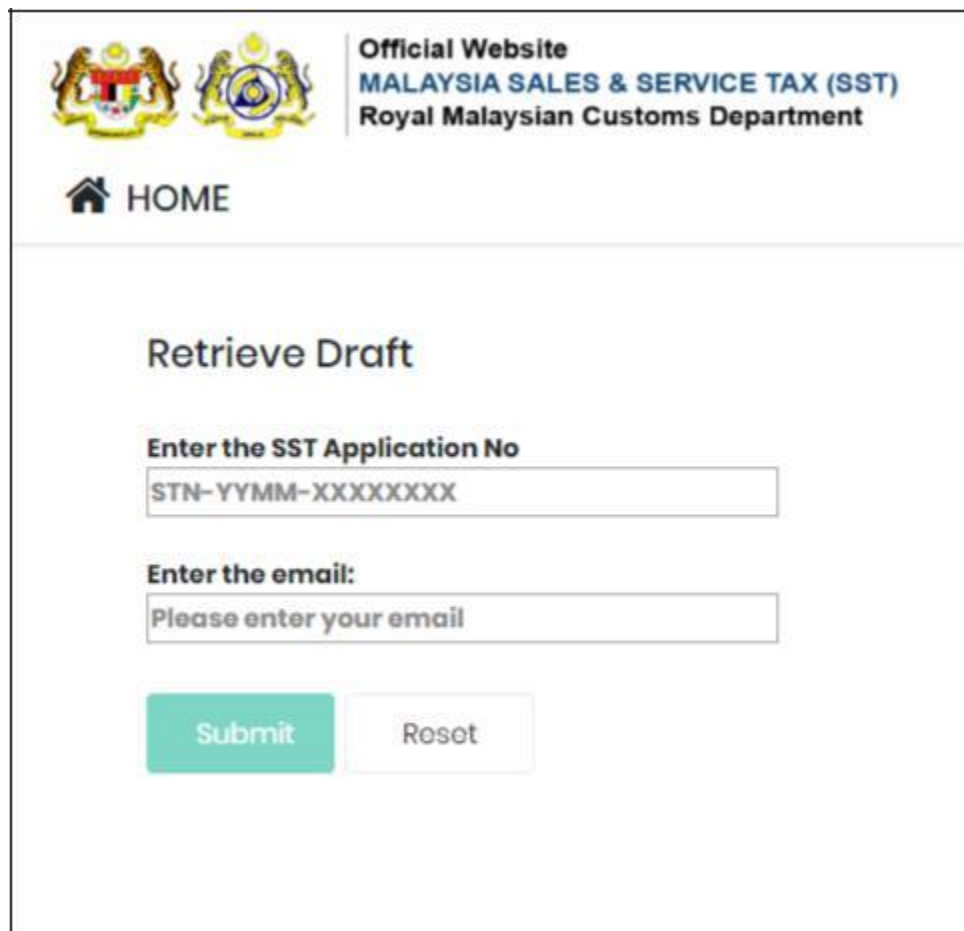
Or



Figure 5.2.1

 <b>JABATAN KASTAM DIRAJA MALAYSIA</b>	<b>User Manual</b>	
	Doc Ref : EITS/CMMI/ENG/RSD/UM	Version : 1-0
	Doc ID :SST_REGISTRATION_UM_v1-0	Page No : 77

- On Retrieve Draft, enter SST Application Number that are stated in pop up message of Application SST Reference Number after submit the email confirmation for saved draft, that can be obtain from Figure 5.2.2 and enter email to retrieve previous draft form that were save and continue later previously for further action. Figure 5.2.3




The screenshot shows the 'Retrieve Draft' page of the Malaysia Sales & Service Tax (SST) portal. At the top, there are two royal crests and the text 'Official Website MALAYSIA SALES & SERVICE TAX (SST) Royal Malaysian Customs Department'. Below this is a 'HOME' link with a house icon. The main heading is 'Retrieve Draft'. There are two input fields: 'Enter the SST Application No' with a placeholder 'STN-YYMM-XXXXXXXX' and 'Enter the email:' with a placeholder 'Please enter your email'. At the bottom, there are two buttons: a green 'Submit' button and a white 'Reset' button.

Figure 5.2.3 Retrieve Draft






3. After submit for Retrieve Draft, then previous draft form which is saved can be retrieved by user to be view or update and submit completed form. For draft, the duration only within 14 days and after 14 days, the draft will be automatically abort. Figure 5.2.3



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



MySST  
SALES & SERVICE TAX

HOME

Note : \* Wajib isi / \* Mandatory field

Bahagian A : Maklumat Perniagaan  
Part A : Business Particulars

1) Sila isikan Maklumat Berkaitan ( Jika Ada ) :  
Please Fill In Relevant Details ( If Any ) :

a) No. Pendaftaran GST  
GST Registration No.

GST REGISTRATION NO.

b) No. Pendaftaran Cukai Pelancongan  
Tourism Tax Registration No.

TOURISM TAX REGISTRATION NO.

c) No. Rujukan Cukai Pendapatan  
Income Tax Reference No.

INCOME TAX REFERENCE NO.

2) No. Rujukan Audit Kastam ( Jika Ada )  
Customs Audit Reference No. ( If Any )

CUSTOMS AUDIT REFERENCE NO

3) Jika permohonan disebabkan oleh penggantian perniagaan pengilang berdaftar, sila isikan Tarikh Penggantian, No. Daftar dan Nama Pengilang Berdaftar Terdahulu.  
If the application is due to the registered manufactured business is succeeded, please fill in the Date of Succession, Previous Registration Number and Previous Registered Manufacturer's Name.

☐ Sila Klik untuk Isi

Save and Continue Later

Figure 5.2.4 Retrieve Draft Form