



GUIDE ON PAYMENT OF GST

Royal Malaysian Customs Department

Updated until April 2015

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1. PAYMENTS

1.1 Payments Sources

1.11 Payment can be paid through three mediums:

- i. Online Payment
- ii. Bank Payment
- iii. Manual Payment

1.12 Online Payment

Utilizing Taxpayer Access Point (TAP), a taxpayer can make a payment online. There are three channels of online payments:

- i. Business Account Payment (B2B)
- ii. Individual Account Payment (B2C)
- iii. Direct Debit

This service enables tax payment through FPX gateway. User is required an internet banking account with the FPX associate. The following are the FPX associate:

i. **Business Account Payment**

Taxpayer must apply Business Account Payment at the following banks:

- CIMB Bank Berhad
- Maybank Berhad
- Public Bank Berhad
- RHB Bank Berhad
- Hong Leong Bank Berhad

Limit per transaction is RM1Million.

ii. **Individual Account Payment**

Taxpayer must apply Business Account Payment at the following banks:

- Bank Islam Malaysia Berhad
- CIMB Bank Berhad
- Maybank Berhad
- Public Bank Berhad
- RHB Bank Berhad
- Hong Leong Bank Berhad

Limit per transaction is RM30 K.

iii. **Direct Debit**

Taxpayer must apply and submit Direct Debit Authorization Form (DDAF) at any RHB Branch. Status of application will be issued by RHB Bank.

The associate banks that provide Direct Debit facility are:

Six local banks:

- Bank Islam Malaysia Berhad
- Maybank Berhad
- CIMB Bank Berhad
- Public Bank Berhad
- RHB Bank Berhad
- Hong Leong Bank Berhad

Six International Banks:

- Bank America
- Citibank
- HSBC Bank
- OCBC Bank
- Standard Chartered Bank
- Duetsche Bank

The list of updated facilities offered by associated banks will be updated in GST Portal www.gst.customs.gov.my.

1.13 **Bank Payment**

Taxpayer will be able to make payments at seven Agent Banks:

- Maybank Berhad
- RHB Bank Berhad
- Bank Islam Malaysia Berhad
- Hong Leong Bank Berhad
- CIMB Bank Berhad
- Public Bank Berhad
- Alliance Bank Berhad

There are three channels available for payment at agent banks:

i. **Over The Counter (Cash or Cheque)**

Payment can be made by cash or cheque at any branch of the agent banks.

Cheque payable to **KETUA PENGARAH KASTAM MALAYSIA**. Please provide the following information in the payment slip:

- GST Account Number
- Payment Amount
- Voucher / Media Number (optional)

- Taxable period (optional)

ii. **Bank Portal**

Payment online through appointed banks (Agent Banks) by debiting taxpayers' account.

iii. **Self-Service Terminal**

- **Automated Tele Machine – ATM**

Payment can be made via ATM at Agent Banks. You must have an ATM card from the respective bank to proceed with payment and please provide GST Account Number and Payment Amount.

- **Cheque Deposit Machine**

Payment can be made via CQM at the Agent Banks.

- **Cash Deposit Machine**

Payment can be made via CDM at the Agent Banks.

The list of updated facilities offered by agent banks will be updated in GST Portal www.gst.customs.gov.my.

1.14 **Manual Payment at GST Processing Centre (GPC)**

Payments can also be made manually using cheque or bank draft that attached together with payment voucher in an envelope and post it to:

Pusat Pemprosesan CBP
Jabatan Kastam Diraja Malaysia
Kompleks Kastam WPKL
No. 22 Jalan SS 6/3 Kelana Jaya
47301 Petaling Jaya, Selangor.

Cheque payable to **KETUA PENGARAH KASTAM MALAYSIA**

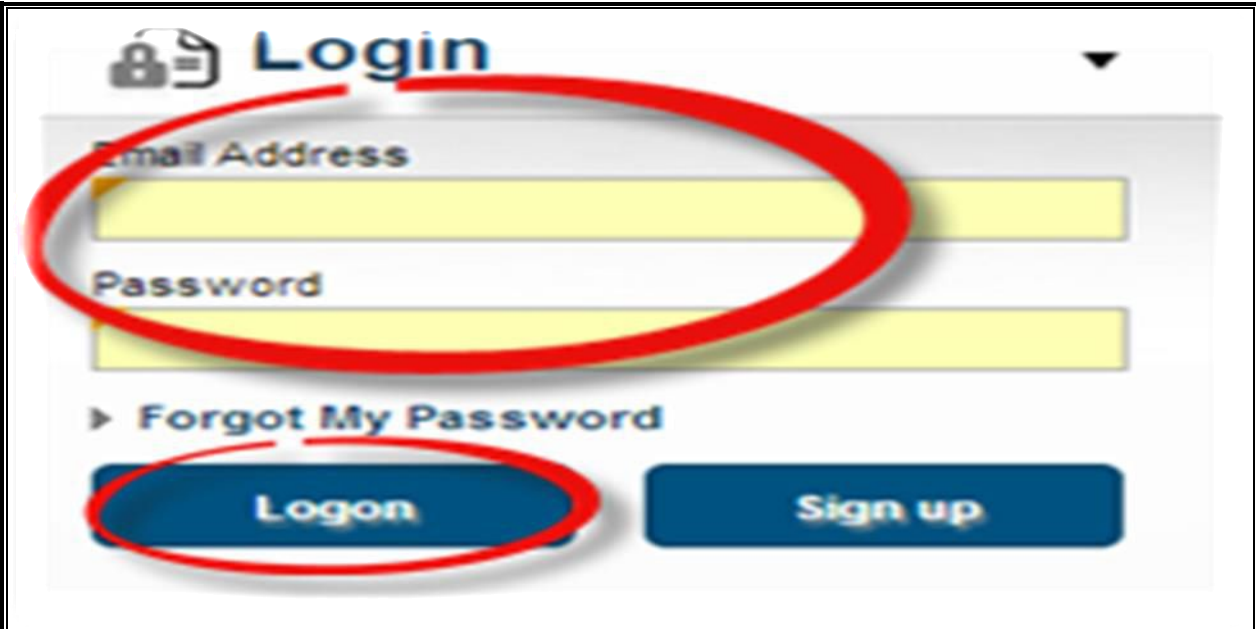
GST Import should be paid according to normal importation payment procedure. For GST Import, cheque made will be payable to **PENGARAH KASTAM NEGERI.

2. PAYMENT ON RETURN

2.1 Make A Payment (Login into TAP)

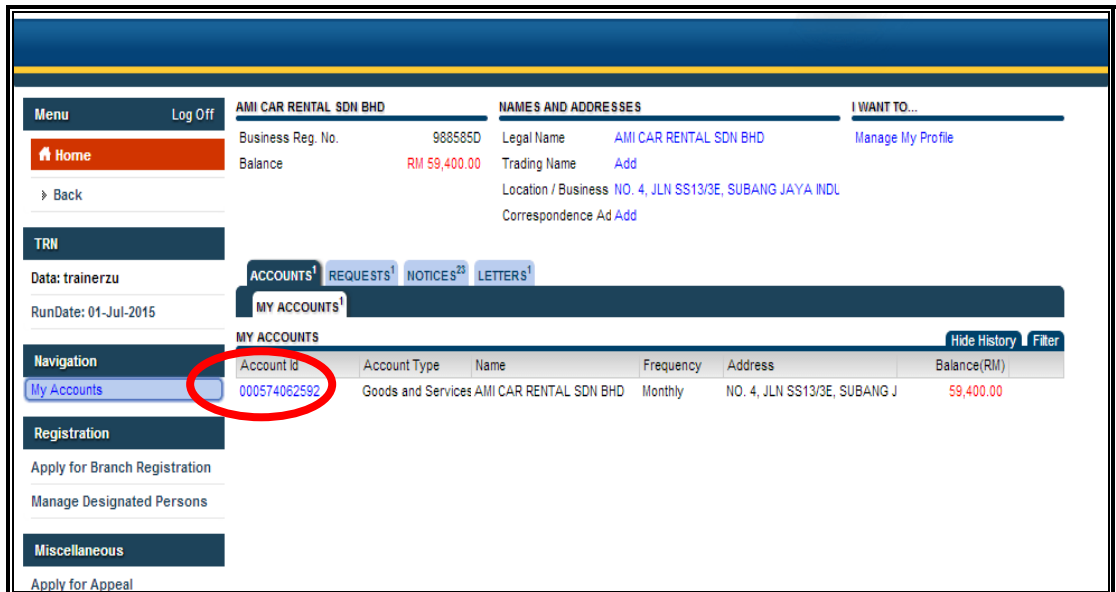
The taxpayer has the ability to make a payment through the Taxpayer Access Point (TAP) either by login or without login into TAP.

- Must be a GST registrant
 - Taxpayer has filed a return
1. Login ID (email address).
 2. Password (specified during registration).
 3. Click [Logon](#) button.

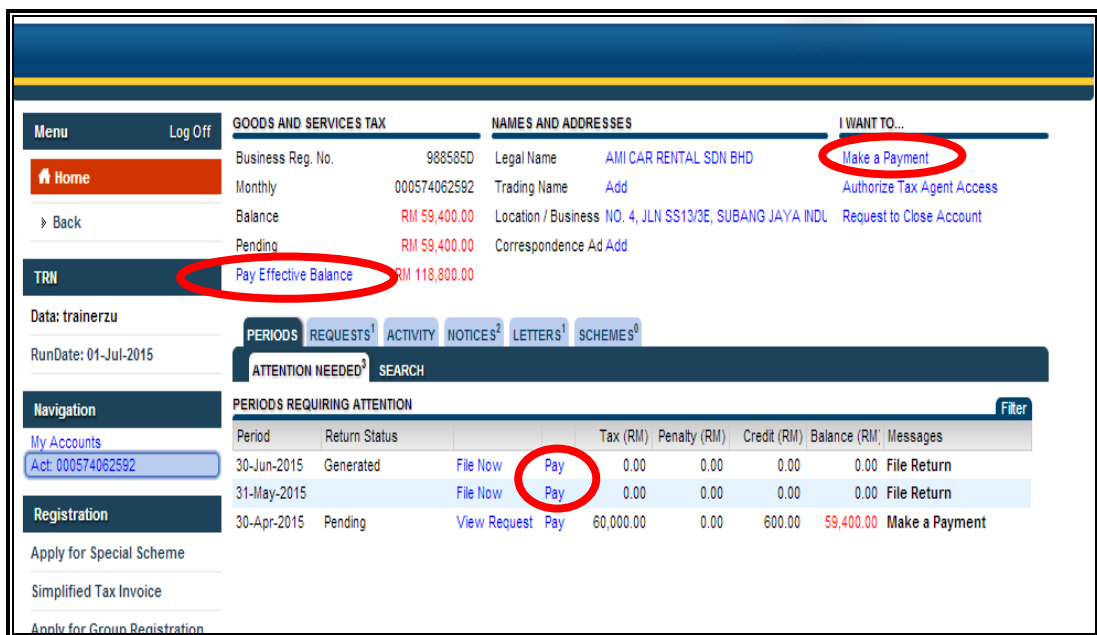


The screenshot shows a web interface for logging into the Taxpayer Access Point (TAP). At the top left, there is a lock icon and the word "Login" in blue. Below this, there are two input fields: "Email Address" and "Password", both highlighted with a red oval. Underneath the password field is a link that says "Forgot My Password" with a right-pointing arrow. At the bottom, there are two blue buttons: "Logon" and "Sign up". The "Logon" button is also highlighted with a red oval.

4. **Customer Springboard** screen will display taxpayer information.
5. Click [\[Account Id\]](#) hyperlink.



6. **Account Springboard** screen will display taxpayer account information.
7. You can make a payment through the following options:
8. On your [\[I Want To\]](#) Top Menu, Click [\[Make a Payment\]](#) hyperlink or
9. On your [\[Goods and Services Tax\]](#) Top Menu, Click [\[Pay Effective Balance\]](#) hyperlink or
10. On your specific return, Click [\[Pay\]](#) hyperlink.



Note:

11. If you want to pay all outstanding balance in your account, click [\[Pay Effective Balance\]](#) hyperlink.
12. If you want to pay for a specific period only, click [\[Pay\]](#) hyperlink at specific return period.
13. If you want to choose the payment type, click [\[Make a Payment\]](#) hyperlink on your [\[I Want To\]](#) Top Menu.

The screenshot shows a tax portal dashboard. At the top, there are navigation tabs: 'Menu', 'Log Off', 'GOODS AND SERVICES TAX', 'NAMES AND ADDRESSES', and 'I WANT TO...'. The 'I WANT TO...' tab is active and contains links: 'Make a Payment', 'Authorize Tax Agent Access', and 'Request to Close Account'. The 'Make a Payment' link is circled in red. Below this, there are sections for 'Business Reg. No.', 'Monthly', 'Balance', 'Pending', and 'TRN'. The 'TRN' section shows 'Pay Effective Balance' circled in red. A table titled 'PERIODS REQUIRING ATTENTION' is visible, with columns for Period, Return Status, File Now, Pay, Tax (RM), Penalty (RM), Credit (RM), Balance (RM), and Messages. The 'Pay' button for the 30-Apr-2015 period is circled in red.

Period	Return Status	File Now	Pay	Tax (RM)	Penalty (RM)	Credit (RM)	Balance (RM)	Messages
30-Jun-2015	Generated	File Now	Pay	0.00	0.00	0.00	0.00	File Return
31-May-2015	Generated	File Now	Pay	0.00	0.00	0.00	0.00	File Return
30-Apr-2015	Pending	View Request	Pay	60,000.00	0.00	600.00	59,400.00	Make a Payment

14. The screen that will be displayed is slightly different depending on the option. For example, click [\[Make a Payment\]](#) hyperlink.
15. **Payment type** screen will require taxpayer to choose payment type to make a payment. There are three options of payment type:
 - Payment for a bill notice
 - Payment for a return that has been filed
 - Payment for an outstanding account balance
 - Payment for an advance ruling fee

The screenshot shows the 'SELECT PAYMENT TYPE' screen. It has a 'Filter' button in the top right corner. There are three options listed, each with a description:

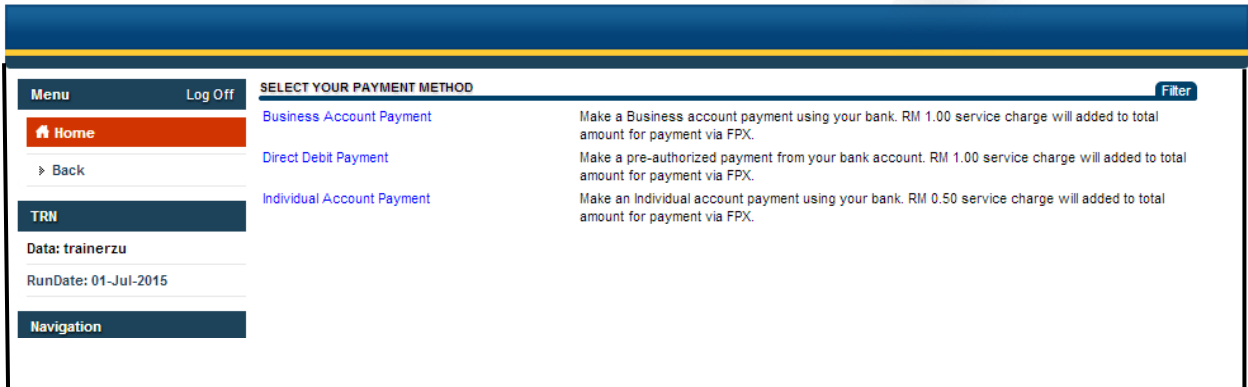
- [Pay a Bill or Account Balance](#) (circled in red): Payment towards a bill notice or outstanding account balance.
- [Pay a Filed Return](#): Payment for a return that has been filed.
- [Pay an Advance Ruling Fee](#): Payment towards an advance ruling fee.

16. The screen that will be displayed is slightly different depending on the option (payment type).

Pay A Bill Or Account Balance

17. **Payment Method** screen will require taxpayer to choose payment method to make a payment. There are three options of payment method:

- **Business Account Payment**
- **Direct Debit Payment**
- **Individual Account Payment**

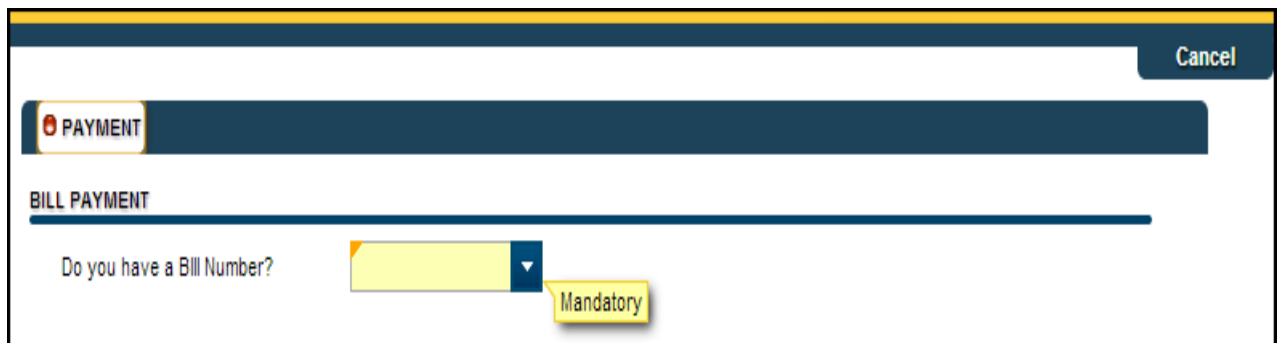


18. Click at any payment method hyperlink.

The screen that will be displayed is slightly different depending on the option (payment method). For example, click [\[Business Account Payment\]](#) hyperlink.

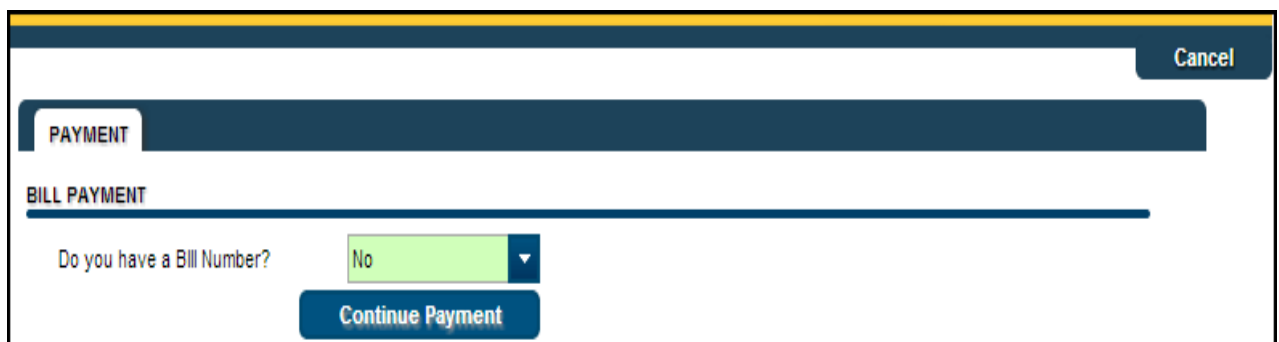
19. **Payment** screen will require payment information.

Choose **Yes** or **No** from [\[Do you have a Bill Number\]](#) drop down list.

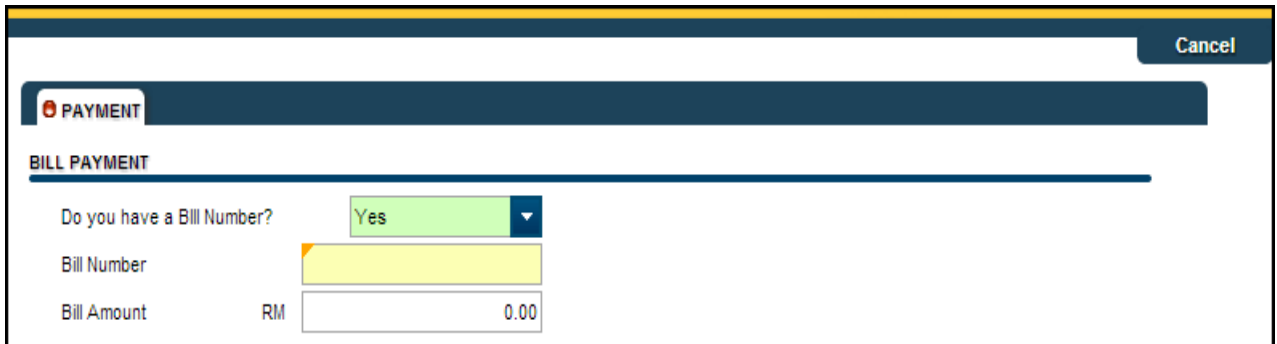


20. If you choose **No**,

You can proceed the payment request by click at [\[Continue Payment\]](#) button.



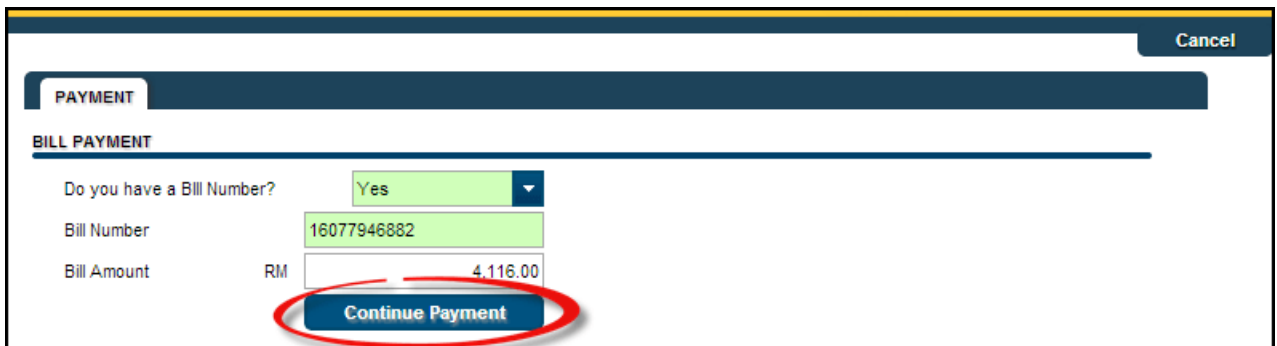
21. If you choose [Yes](#),
You are required to fill in the [Bill Number](#) field



The screenshot shows a web interface for bill payment. At the top right is a 'Cancel' button. Below is a 'PAYMENT' header with a red icon. Underneath is a 'BILL PAYMENT' section. The form contains the following fields:

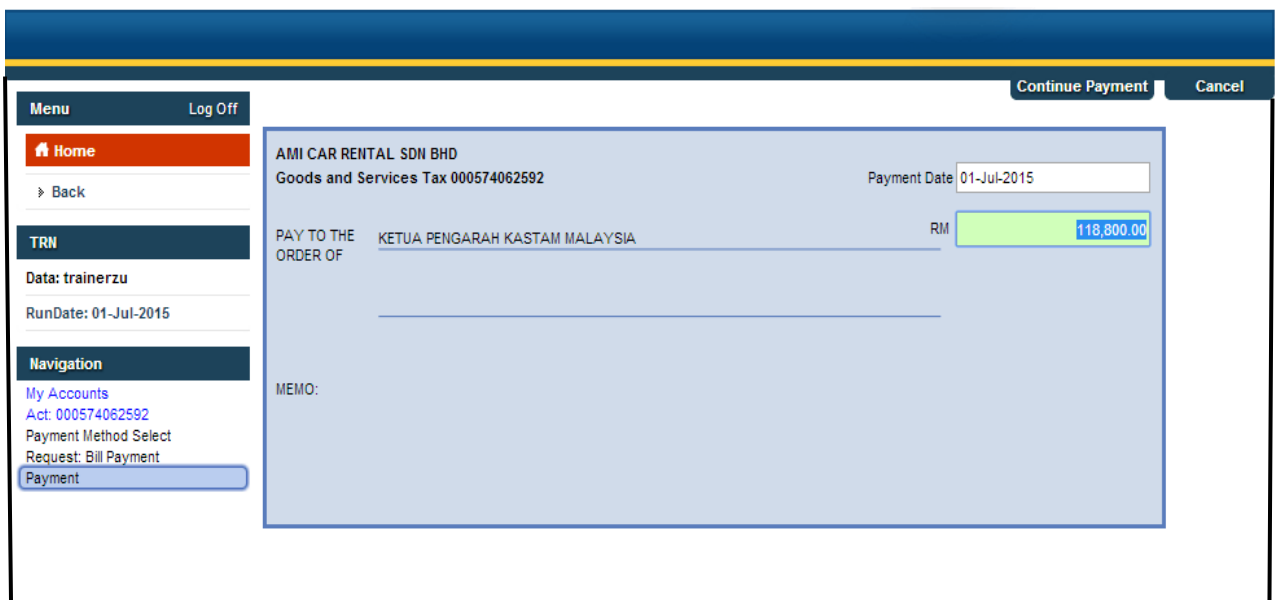
- 'Do you have a Bill Number?' with a dropdown menu set to 'Yes'.
- 'Bill Number' with a yellow input field.
- 'Bill Amount' with a text input 'RM' and a numeric input '0.00'.

22. Click [\[Continue Payment\]](#) button: to proceed with the payment.



This screenshot is identical to the previous one, but with the 'Continue Payment' button at the bottom highlighted by a red circle. The 'Do you have a Bill Number?' dropdown is still 'Yes'. The 'Bill Number' field now contains the value '16077946882'. The 'Bill Amount' field now contains 'RM' and '4,116.00'.

23. System will display payable amount screen.



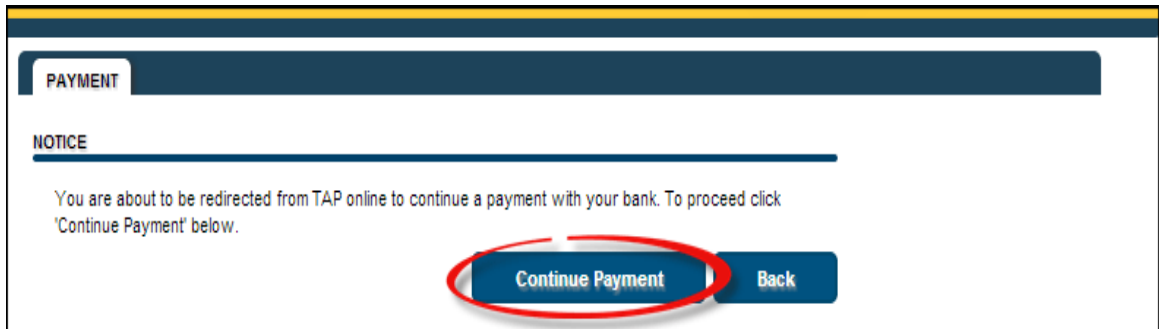
The screenshot shows a 'payable amount screen' with a sidebar on the left and a main content area on the right. The sidebar contains:

- 'Menu' with 'Log Off' and 'Home' buttons.
- '> Back' link.
- 'TRN' section with 'Data: trainerzu' and 'RunDate: 01-Jul-2015'.
- 'Navigation' section with links: 'My Accounts', 'Act: 000574062592', 'Payment Method Select', 'Request: Bill Payment', and 'Payment' (highlighted).

The main content area has a 'Continue Payment' and 'Cancel' button at the top right. It displays:

- Company: 'AMI CAR RENTAL SDN BHD' with 'Goods and Services Tax 000574062592'.
- 'Payment Date' field with '01-Jul-2015'.
- 'PAY TO THE ORDER OF' field with 'KETUA PENGARAH KASTAM MALAYSIA'.
- 'RM' field with '118,800.00'.
- 'MEMO:' field.

24. System will pop-up a notice, informing you that you will be navigated out from TAP to continue payment process. Click [\[Continue Payment\]](#) button: to proceed with the payment.



25. **Payment confirmation** screen will require applicant to review and verify information.

26. Review the payment details.

27. Click [\[Proceed\]](#) button: to proceed with the payment.



28. **Select Bank** screen will require applicant to select respective Bank.

29. Choose respective Bank. For example here, click [\[TEST BANK A\]](#) radio button.

30. Click [\[Agree and Continue\]](#) button to continue to the next step.

The screenshot displays the 'Jabatan Kastam Diraja Malaysia' (Royal Malaysian Customs Department) payment page. At the top, it features the department's logo and name. Below this, the 'Payment Details' section lists the merchant name as 'JABATAN KASTAM DIRAJA MALAYSIA', the merchant order number as '20130903170623000000000000000000268435456', the FPX transaction ID as '1310131715250888', the product description as 'MyGST BLLPYM Payment', and the amount as 'RM 200.00'. A 'Bank Selection' tab is active, showing a page navigation bar with 'PAGE 1 2 3 4'.

The main section is titled 'Select your Retail / Corporate Internet Banking'. It is divided into two categories: 'Retail Banking' and 'Corporate Banking'. Under 'Retail Banking', there are several radio button options: 'BANK ISLAM', 'maybank2u.com', 'TEST BANK A (Successful Test Only)' (which is circled in red), 'TEST BANK D (Unsuccessful Test Only)', 'CIMB Clicks', 'PEB Bank.com', 'TEST BANK B (Successful Test Only)', 'TEST BANK E', 'HongLeong Bank Connect', 'RHB Now', and 'TEST BANK C (Unsuccessful Test Only)'. Under 'Corporate Banking', there is one option: 'maybank2.net'.

Below the banking options, there is a text input field for 'Enter e-Mail address to receive transaction status (optional)'. A checkbox for 'I agree with the Terms and Conditions' is present. Three informational notes are listed: 'Please disable your pop-up blocker. For more information, please click here', 'On some browser, you may see the Transaction Response displayed in two (2) tabs. This will not affect your transaction. For more information, please click here', and 'Please do not click on browser's back button, refresh or close this page.' At the bottom, there are two buttons: 'Agree and Continue' (circled in red) and 'Cancel'. The page also features logos for 'MEPS FPX' and 'VeriSign Secured'.

31. System will navigate you to the Bank Portal page.

32. Fill in [Account No] and [PIN] field.

33. Click [OK] button: to continue to the next step.

MEPS FPX INTERNET BANKING SIMULATOR CONTACT US

login

ACCOUNT NO 1234

PIN ****

Cancel OK

I accept the Terms & Conditions

Order No : 20131013172129

Serial No.	Amount	Currency
1	200,0	MYR

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Pay A Filed Return

34. **Payment Method** screen will require taxpayer to choose payment method to make a payment. There are three options of payment method:

- **Business Account Payment**
- **Direct Debit Payment**
- **Individual Account Payment**

The screenshot shows the 'SELECT YOUR PAYMENT METHOD' screen. The left sidebar contains a 'Menu' with 'Home' and 'Back' options, and a 'TRN' section with 'Data: trainerzu' and 'RunDate: 01-Jul-2015'. The main content area lists three payment methods: 'Business Account Payment', 'Direct Debit Payment', and 'Individual Account Payment'. The 'Individual Account Payment' option is circled in red. The right side of the screen provides detailed instructions for each method and includes a 'Filter' button.

35. Click at any payment method hyperlink.

The screen that will be displayed is slightly different depending on the option (payment method). For example, click [[Individual Account Payment](#)] hyperlink.

36. **Payment screen** will require payment information.

Choose for which period that you want to make the payment.

The screenshot shows the 'MAKE A PAYMENT' screen. The left sidebar contains a 'Menu' with 'Home' and 'Back' options, and a 'TRN' section with 'Data: trainerzu' and 'RunDate: 01-Jul-2015'. The main content area displays a table titled 'CHOOSE PERIOD TO PAY TAX FOR'. The table has two columns: 'Period' and 'Description'. The '01/05/2015 - 31/05/2015' period is highlighted. The right side of the screen includes a 'Filter' button. Below the table, there are navigation links: 'My Accounts', 'Act: 000574062592', 'Payment Method Select', and 'Period Select'.

37. System will display payable amount screen.

The screenshot shows a web application interface for a payment screen. On the left, there is a navigation menu with options like 'Home', 'Back', 'TRN', 'Data: trainerzu', 'RunDate: 01-Jul-2015', 'Navigation', 'My Accounts', 'Act: 000574062592', and 'Payment'. The main content area displays the following information:

- Company: AMI CAR RENTAL SDN BHD
- Tax: Goods and Services Tax 000574062592
- Payment Date: 01-Jul-2015
- PAY TO THE ORDER OF: KETUA PENGARAH KASTAM MALAYSIA
- Amount: RM 59,400.00
- MEMO: 01/04/2015 - 30/04/2015

At the top right, there are buttons for 'Continue Payment' and 'Cancel'.

38. System will pop-up a notice, informing you that you will be navigated out from TAP to continue payment process. Click [Continue Payment] button: to proceed with the payment.

The screenshot shows a notice pop-up window with the following text:

PAYMENT

NOTICE

You are about to be redirected from TAP online to continue a payment with your bank. To proceed click 'Continue Payment' below.

At the bottom, there are two buttons: 'Continue Payment' (highlighted with a red circle) and 'Back'.

39. **Payment confirmation** screen will require applicant to review and verify information.
40. Review the payment details.
41. Click [\[Proceed\]](#) button: to proceed with the payment.

Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

Payment Confirmation

Transaction Date:	03/09/2013
Order No.:	2013090317062300000000000000000268435456
Payment Channel:	B2C
Item Summary:	MyGST BLLPYM Payment
Total Amount:	RM 200.00

MEPS **FPX**

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

You can pay using the following banks:

BANK ISLAM **CIMB Clicks** **Hong Leong Online Personal** **maybank2u.com**
Maybank2u.net **PEbank.com** **RHB Now**

42. **Select Bank** screen will require applicant to select respective Bank.

43. Choose respective Bank. For example here, click [TEST BANK A] radio button

44. Click [Agree and Continue] button to continue to the next step.

Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

PAGE 1 2 3 4
Bank Selection

Payment Details
Merchant Name : JABATAN KASTAM DIRAJA MALAYSIA
Merchant Order No. : 2013090317062300000000000000000288435456
FPX Transaction ID : 1310131715250688
Product Description : MyGST BLLPYM Payment
Amount : RM 200.00

Select your Retail / Corporate Internet Banking

Retail Banking

- BANK ISLAM
- maybank2u.com
- TEST BANK A (Successful Tax Only)
- TEST BANK D (Unsuccessful Tax Only)
- CIMB Clicks
- PE ebank.com
- TEST BANK B (Successful Tax Only)
- TEST BANK E
- HongLeong Bank Connect
- RHB Now
- TEST BANK C (Unsuccessful Tax Only)

Corporate Banking

- maybank2.net

Enter e-Mail address to receive transaction status (optional)

I agree with the [Terms and Conditions](#)

- Please disable your pop-up blocker. For more information, [please click here](#)
- On some browser, you may see the Transaction Response displayed in two (2) tabs. This will not affect your transaction. For more information, [please click here](#)
- Please do not click on browser's back button, refresh or close this page.

MEPS FPX VeriSign Secured

45. System will navigate you to the Bank Portal page.

46. Fill in [Account No] and [PIN] field.

47. Click [OK] button: to continue to the next step.

MEPS FPX INTERNET BANKING SIMULATOR CONTACT US

login

ACCOUNT NO 1234

PIN ****

Cancel OK

I accept the Terms & Conditions

Order No : 20131013172129

Serial No.	Amount	Currency
1	200.0	MYR

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Pay An Advanced Ruling Fee

48. **Payment Method** screen will require taxpayer to choose payment method to make a payment. There are three options of payment method:

- **Business Account Payment**
- **Direct Debit Payment**
- **Individual Account Payment**

The screenshot shows a web application interface for selecting a payment method. The main heading is "SELECT YOUR PAYMENT METHOD" with a "Filter" button on the right. Below the heading, there are three payment options, each with a brief description: "Business Account Payment" (RM 1.00 service charge), "Direct Debit Payment" (RM 1.00 service charge), and "Individual Account Payment" (RM 0.50 service charge). The "Individual Account Payment" option is circled in red. On the left side, there is a navigation menu with "Home", "Back", "TRN", "Data: trainerzu", "RunDate: 01-Jul-2015", and "Navigation".

49. Click at any payment method hyperlink.

The screen that will be displayed is slightly different depending on the option (payment method). For example, click [[Individual Account Payment](#)] hyperlink.

50. **Payment screen** will require payment information.

Fill in [[Acknowledgement Receipt No.](#)] field.

The screenshot shows a "PAYMENT" screen titled "ADVANCE RULE PAYMENT". It features a "Cancel" button in the top right corner. Below the title, there are two input fields: "Acknowledgment Receipt No." (with a yellow highlight and a "Mandatory" label) and "Application Amount" (set to RM 500.00).

51. Once the correct Acknowledgement Receipt No. has been provided,

[[Continue Payment](#)] button will be displayed. Click [[Continue Payment](#)] button to proceed with the payment.

The screenshot shows the same "ADVANCE RULE PAYMENT" screen as before, but now the "Acknowledgment Receipt No." field contains the value "0-613-416-960". A "Continue Payment" button is now visible at the bottom of the form, circled in red. The "Application Amount" field remains at RM 500.00.

52. System will display payable amount screen.

The screenshot shows a web application interface for a payment screen. On the left, there is a navigation menu with options like 'Home', 'Back', 'TRN', 'Data: trainerzu', 'RunDate: 01-Jul-2015', 'Navigation', 'My Accounts', 'Act: 000574062592', and 'Payment'. The main content area displays the following information:

- Company: AMI CAR RENTAL SDN BHD
- Tax: Goods and Services Tax 000574062592
- Payment Date: 01-Jul-2015
- PAY TO THE ORDER OF: KETUA PENGARAH KASTAM MALAYSIA
- Amount: RM 59,400.00
- MEMO: 01/04/2015 - 30/04/2015

At the top right, there are buttons for 'Continue Payment' and 'Cancel'.

53. System will pop-up a notice, informing you that you will be navigated out from TAP to continue payment process. Click [Continue Payment] button: to proceed with the payment.

The screenshot shows a notice pop-up window with the following text:

PAYMENT

NOTICE

You are about to be redirected from TAP online to continue a payment with your bank. To proceed click 'Continue Payment' below.

At the bottom, there are two buttons: 'Continue Payment' (highlighted with a red circle) and 'Back'.

54. **Payment confirmation** screen will require applicant to review and verify information.
55. Review the payment details.
56. Click [\[Proceed\]](#) button: to proceed with the payment.

Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

Payment Confirmation

Transaction Date: 03/09/2013
Order No.: 2013090317062300000000000000000268435456
Payment Channel: B2C
Item Summary: MyGST BLLPYM Payment
Total Amount: RM 200.00

MEPS **FPX**

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

You can pay using the following banks:

BANK ISLAM **CIMB Clicks** **Hong Leong Online Personal** **maybank2u.com**
Maybank2e.net **PB ebank.com** **RHB Now**

57. **Select Bank** screen will require applicant to select respective Bank.

58. Choose respective Bank. For example here, click [TEST BANK A] radio button

59. Click [Agree and Continue] button to continue to the next step.

Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

Payment Details

Merchant Name	: JABATAN KASTAM DIRAJA MALAYSIA
Merchant Order No.	: 201309031706230000000000000000000268435456
FPX Transaction ID	: 1310131715250688
Product Description	: MyGST BLLPYM Payment
Amount	: RM 200.00

PAGE 1 2 3 4
Bank Selection

Select your Retail / Corporate Internet Banking

Retail Banking

- BANK ISLAM
- maybank2u.com
- TEST BANK A (Successful Test Only)
- TEST BANK D (Unsuccessful Test Only)
- CIMB Clicks
- PE bank.com
- TEST BANK B (Successful Test Only)
- TEST BANK E
- HongLeong Bank Connect
- RHB Now
- TEST BANK C (Unsuccessful Test Only)

Corporate Banking

- maybank2.net

Enter e-Mail address to receive transaction status (optional)

I agree with the [Terms and Conditions](#)

- ❏ Please disable your pop-up blocker. For more information, [please click here](#)
- ❏ On some browser, you may see the Transaction Response displayed in two (2) tabs. This will not affect your transaction. For more information, [please click here](#)
- ❏ Please do not click on browser's back button, refresh or close this page.

MEPS FPX VeriSign Secured

60. System will navigate you to the Bank Portal page.

61. Fill in [Account No] and [PIN] field.

62. Click [OK] button: to continue to the next step.

MEPS FPX INTERNET BANKING SIMULATOR CONTACT US

login

ACCOUNT NO 1234

PIN ****

Cancel OK

I accept the Terms & Conditions

Order No : 20131013172129

Serial No.	Amount	Currency
1	200.0	MYR

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2.2 Make A Payment (Without Login Into TAP)

The taxpayer has the ability to make a payment through the Taxpayer Access Point (TAP) without login into TAP.

1. Click [\[Make a Payment\]](#) hyperlink.

Official Website
MALAYSIA GOODS & SERVICES TAX (GST)
Royal Malaysian Customs Department

TAP TAXPAYER ACCESS POINT
A BETTER TAX SYSTEM

Menu
Home
Back
MLT
Data: ssaad
RunDate: 11-Nov-2013
Navigation
Home

Not everything gets taxed, basic necessities are still free of GST

Login
Email Address
Mandatory Password
Forgot My Password
Logon Sign up

I Want To
Register For GST
Apply for Registration Exemption
File GST Non-Registrant Declaration
Make a Payment
Apply for Flat Rate Scheme
Manage Advance Ruling
Apply for Appeal
Apply for Review

2. Click [\[Make a Payment\]](#) tab.
3. Click [\[Continue Payment\]](#) button: to proceed with the payment.

REVIEW PAYMENT DETAILS **MAKE A PAYMENT**

ABOUT THE SERVICE

- This service allows you to make a payment for the following Goods and Services Tax-related liabilities:
 - A bill notice
 - Tax from a filed return
 - Your account balance
 - An Advance Ruling fee
- Your session will expire after 15 minutes of inactivity.

WHAT YOU NEED

- If paying a bill, you will need the bill number
- If paying for a filed return, you will need either
 - the media number from the return
 - or the GST account number and filing period
- If paying a GST account balance, you will need the GST account number
- If paying an Advance Ruling fee, you will need the Advance Ruling request Acknowledgement Receipt number

AFTER YOU FINISH

- Check your bank account for confirmation of the payment transaction.

Proceed to Payment

4. **Payment Type** screen will require taxpayer to choose payment type to make a payment.
5. There are four options of payment type:
 - Payment for a bill notice
 - Payment for a return that has been filed
 - Payment for an outstanding account balance
 - Payment for an advance ruling fee

REVIEW PAYMENT DETAILS **MAKE A PAYMENT**

SELECT PAYMENT TYPE

- Payment for a bill notice. **Mandatory**
- Payment for a return that has been filed.
- Payment for an outstanding account balance.
- Payment for an advance ruling fee.

6. **Payment Type** Screen will be displayed and data that will be required is slightly different depending on the option (payment type).

For example:

If choose [\[Payment for a bill notice\]](#) hyperlink:

taxpayer will be required to fill in [\[Enter bill number\]](#) field

REVIEW PAYMENT DETAILS **MAKE A PAYMENT**

SELECT PAYMENT TYPE

- Payment for a bill notice.
- Payment for a return that has been filed.
- Payment for an outstanding account balance.
- Payment for an advance ruling fee.

ENTER BILL INFORMATION

Enter bill number **Mandatory**

If choose [\[Payment for a return that has been filed\]](#) hyperlink:

taxpayer will be required to fill in [\[Enter media number\]](#) field

REVIEW PAYMENT DETAILS **MAKE A PAYMENT**

SELECT PAYMENT TYPE

- Payment for a bill notice.
- Payment for a return that has been filed.
- Payment for an outstanding account balance.
- Payment for an advance ruling fee.

ENTER MEDIA INFORMATION

Do you have a media number?

Enter media number **Mandatory**

If choose [\[Payment for an outstanding account balance\]](#) hyperlink:
taxpayer will be required to fill in [\[Enter GST No. or Account ID\]](#) field.

The screenshot shows the 'REVIEW PAYMENT DETAILS' screen with a 'MAKE A PAYMENT' button. Under 'SELECT PAYMENT TYPE', the option 'Payment for an outstanding account balance' is selected. Under 'ENTER ID INFORMATION', there is a text input field for 'Enter GST No. or Account ID' which is highlighted with a red oval and a yellow background. A 'Mandatory' label is positioned to the right of the input field.

If choose [\[Payment for an advance ruling fee\]](#) hyperlink:
taxpayer will be required to fill in [\[Enter Acknowledgement Receipt No.\]](#) field

The screenshot shows the 'REVIEW PAYMENT DETAILS' screen with a 'MAKE A PAYMENT' button. Under 'SELECT PAYMENT TYPE', the option 'Payment for an advance ruling fee' is selected. Under 'ENTER ADVANCE RULING INFORMATION', there is a text input field for 'Enter Acknowledgment Receipt No.' which is highlighted with a red oval and a yellow background. A 'Mandatory' label is positioned to the right of the input field.

7. **Payment Method** screen will require taxpayer to choose payment method to make a payment.
8. There are two options of payment method:
 - **Business account payment**
 - **Individual account payment**

The screenshot shows the 'REVIEW PAYMENT DETAILS' screen with a 'MAKE A PAYMENT' button. Under 'SELECT PAYMENT TYPE', the option 'Payment for an outstanding account balance' is selected. Under 'ENTER BILL INFORMATION', the 'Enter bill number' field contains '16077946882', the 'Taxpayer Name' is 'TEONG HOE MANAGEMENT SERVICES SDN BHD', and the 'Bill Amount' is 'RM 4,116'. Under 'SELECT PAYMENT METHOD', the option 'Business account payment using your bank' is selected. At the bottom, a 'Continue Payment' button is highlighted with a red oval.

9. Click at any payment method hyperlink.
10. Click [\[Continue Payment\]](#) button: to proceed with the payment.

11. **Payment Confirmation** screen will require applicant to review and verify information.
12. Review the payment details.
13. Click [[Proceed](#)] button: to proceed with the payment.



14. **Select Bank** screen will require applicant to select respective Bank.
15. Choose respective Bank. For example here, click [TEST BANK A] radio button.
16. Click [Agree and Continue] button to continue to the next step.

Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

Payment Details

Merchant Name	: JABATAN KASTAM DIRAJA MALAYSIA
Merchant Order No.	: 2013090317062300000000000000000000268435456
FPX Transaction ID	: 1310131715250688
Product Description	: MyGST BLLPYM Payment
Amount	: RM 200.00

PAGE 1 2 3 4
Bank Selection

Select your Retail / Corporate Internet Banking

Retail Banking

- BANK ISLAM
- maybank2u.com
- TEST BANK A (Successful Test Only)
- TEST BANK D (Unsuccessful Test Only)
- CIMB Clicks
- PG eBank.com
- TEST BANK B (Successful Test Only)
- TEST BANK E
- HongLeong Bank Connect
- RHB Now
- TEST BANK C (Unsuccessful Test Only)

Corporate Banking

- maybank2.net

Enter e-Mail address to receive transaction status (optional)

I agree with the [Terms and Conditions](#)

- ▶ Please disable your pop-up blocker. For more information, [please click here](#)
- ▶ On some browser, you may see the Transaction Response displayed in two (2) tabs. This will not affect your transaction. For more information, [please click here](#)
- ▶ Please do not click on browser's back button, refresh or close this page.

MEPS FPX VeriSign Secured

17. System will navigate you to the Bank Portal page.

18. Fill in [Account No] and [PIN] field.

19. Click [OK] button: to continue to the next step.

MEPS FPX INTERNET BANKING SIMULATOR CONTACT US

login

ACCOUNT NO 1234

PIN ****

Cancel OK

I accept the [Terms & Conditions](#)

Order No : 20131013172129

Serial No.	Amount	Currency
1	200.0	MYR

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PAYMENT METHOD

- **B2C (Individual Account Payment)**
- **B2B (Business Account Payment)**
- **Direct Debit**

B2C (Individual Account Payment)

1. Click [[Continue Payment](#)] button: to proceed with the payment.

The screenshot shows the TAP (Taxpayer Access Point) website interface. At the top, there are logos for the Royal Malaysian Customs Department and the TAP system, along with the text "Official Website MALAYSIA GOODS & SERVICES TAX (GST) Royal Malaysian Customs Department" and "TAP TAXPAYER ACCESS POINT A BETTER TAX SYSTEM". The main content area displays a payment form for PHONIA RES SDN BHD, with a Goods and Services Tax ID of 000971980800 and a payment date of 10-Oct-2013. The form shows a payment amount of RM 44,000.00. A yellow error message box is overlaid on the form, stating: "Cannot exceed RM 30,000. Multiple payment transactions are required." The form also includes fields for "PAY TO THE ORDER OF" (KETUA PENGARAH KASTAM MALAYSIA) and "MEMO:". Navigation buttons for "Continue Payment" and "Cancel" are visible at the top right of the form area.

Note: For B2C method, the payment amount must not exceed RM 30,000

2. System will pop-up a notice, informing you that you will be navigated out from TAP to continue payment process.
3. Click [[Continue Payment](#)] button: to proceed with the payment.

The screenshot shows a notice page on the TAP website. The page has a dark blue header with the word "PAYMENT" in white. Below the header, there is a section titled "NOTICE" with a horizontal line underneath. The notice text reads: "You are about to be redirected from TAP online to continue a payment with your bank. To proceed click 'Continue Payment' below." At the bottom of the page, there are two buttons: "Continue Payment" and "Back". The "Continue Payment" button is highlighted with a red oval.

4. Payment **confirmation** screen will require applicant to review and verify information.
5. Review the payment details.
6. Click [[Proceed](#)] button: to proceed with the payment.

Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

Payment Confirmation

Transaction Date:	03/09/2013
Order No.:	2013090317062300000000000000000000268435456
Payment Channel:	B2C
Item Summary:	MyGST BLLPYM Payment
Total Amount:	RM 200.00

MEPS **FPX**

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

You can pay using the following banks:

BANK ISLAM **CIMB Clicks** **Hong Leong Online Personal** **maybank2u.com**
maybank2u.net **PE Bank.com** **RHB Now**

7. **Select Bank** screen will require applicant to select respective Bank.
8. Choose respective Bank. For example here, click [[TEST BANK A](#)] radio button.

9. Click [\[Agree and Continue\]](#) button to continue to the next step.

Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

PAGE 1 2 3 4
Bank Selection

Payment Details
Merchant Name : JABATAN KASTAM DIRAJA MALAYSIA
Merchant Order No. : 201309031706230000000000000000000268435456
FPX Transaction ID : 1310131716250888
Product Description : MyGST BLLPYM Payment
Amount : RM 200.00

Select your Retail / Corporate Internet Banking

Retail Banking

- BANK ISLAM
- maybank2u.com
- TEST BANK A (Successful Tax Only)
- TEST BANK D (Unsuccessful Tax Only)
- CIMB Clicks
- PE eBank.com
- TEST BANK B (Successful Tax Only)
- TEST BANK E
- HongLeong Bank Connect
- RHB Now
- TEST BANK C (Unsuccessful Tax Only)

Corporate Banking

- Maybank 2.net

Enter e-Mail address to receive transaction status (optional)

I agree with the [Terms and Conditions](#)

- Please disable your pop-up blocker. For more information, [please click here](#)
- On some browser, you may see the Transaction Response displayed in two (2) tabs. This will not affect your transaction. For more information, [please click here](#)
- Please do not click on browser's back button, refresh or close this page.

MEPS FPX VeriSign Secured

10. System will navigate you to the Bank Portal page.

11. Fill in [Account No] and [PIN] field.

12. Click [OK] button: to continue to the next step.

MEPS FPX INTERNET BANKING SIMULATOR CONTACT US

login

ACCOUNT NO 1234

PIN ****

Cancel OK

I accept the Terms & Conditions

Order No : 20131013172129

Serial No.	Amount	Currency
1	200.0	MYR

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B2B (Business Account Payment)

1. Click [[Continue Payment](#)] button: to proceed with the payment.

Official Website
MALAYSIA GOODS & SERVICES TAX (GST)
Royal Malaysian Customs Department

TAP TAXPAYER ACCESS POINT
A BETTER TAX SYSTEM

Continue Payment Cancel

Menu Log Off

Home

Back

MLS

RunDate: 03-Sep-2013

Navigation

My Accounts

Payment Method Select

Payment

PHONIA RES SDN BHD
Goods and Services Tax 000971980800
Payment Date 10-Oct-2013

PAY TO THE ORDER OF KETUA PENGARAH KASTAM MALAYSIA RM 44,000.00

Cannot exceed RM 30,000. Multiple payment transactions are required.

MEMO:

Continue Payment Cancel

Note: For B2B method, the payment amount must not exceed RM 1,000,000.

2. System will pop-up a notice, informing you that you will be navigated out from TAP to continue payment process.
3. Click [[Continue Payment](#)] button: to proceed with the payment.

PAYMENT

NOTICE

You are about to be redirected from TAP online to continue a payment with your bank. To proceed click 'Continue Payment' below.

Continue Payment Back

4. Payment **confirmation** screen will require applicant to review and verify information.
5. Review the payment details.
6. Click [[Proceed](#)] button: to proceed with the payment.

Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

Payment Confirmation

Transaction Date: 03/09/2013
Order No.: 20130903170623000000000000000000268435456
Payment Channel: B2C
Item Summary: MyGST BLLPYM Payment
Total Amount: RM 200.00

MEPS **FPX**

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

You can pay using the following banks:

BANK ISLAM **CIMB Clicks** **Hong Leong Online Personal** **maybank2u.com**
Maybank2u.net **PE Bank.com** **RHB Now**

7. **Select Bank** screen will require applicant to select respective Bank.
8. Choose respective Bank. For example here, click [TEST BANK A] radio button
9. Click [Agree and Continue] button to continue to the next step.

Jabatan Kastam Diraja Malaysia
Royal Malaysian Customs Department Payment Page

Payment Details

Merchant Name	: JABATAN KASTAM DIRAJA MALAYSIA
Merchant Order No.	: 2013090317062300000000000000000000268435456
FPX Transaction ID	: 1310131715250688
Product Description	: MyGST BLLPYM Payment
Amount	: RM 200.00

PAGE 1 2 3 4 Bank Selection

Select your Retail / Corporate Internet Banking

Retail Banking

- BANK ISLAM
- maybank2u.com
- TEST BANK A (Successful Test Only)
- TEST BANK D (Unsuccessful Test Only)
- CIMB Clicks
- PB eBank.com
- TEST BANK B (Successful Test Only)
- TEST BANK E
- HongLeong Bank Connect
- RHB Now
- TEST BANK C (Unsuccessful Test Only)

Corporate Banking

- Maybank2.net

Enter e-Mail address to receive transaction status (optional)

I agree with the [Terms and Conditions](#)

- ❏ Please disable your pop-up blocker. For more information, [please click here](#)
- ❏ On some browser, you may see the Transaction Response displayed in two (2) tabs. This will not affect your transaction. For more information, [please click here](#)
- ❏ Please do not click on browser's back button, refresh or close this page.

MEPS FPX VeriSign Secured

10. System will navigate you to the Bank Portal page.

11. Fill in [Account No] and [PIN] field.

12. Click [OK] button: to continue to the next step.

MEPS FPX INTERNET BANKING SIMULATOR CONTACT US

login

ACCOUNT NO 1234

PIN ****

Cancel OK

I accept the Terms & Conditions

Order No : 20131013172129

Serial No.	Amount	Currency
1	200.0	MYR

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Direct Debit

1. Fill in the payment amount to be paid.
2. Under [Choose Payment Source] panel, click the radio button. System will auto-populate Bank ID and Account Number information.
3. Click [Submit] button: to submit the payment.

Official Website
MALAYSIA GOODS & SERVICES TAX (GST)
Royal Malaysian Customs Department

TAP TAXPAYER ACCESS POINT
A BETTER TAX SYSTEM

Menu Log Off
Home
Back
MLT
Data: tap
RunDate: 17-Jul-2013
Navigation
My Accounts
Payment Method Select
Payment

ABD RAZAK BIN ZAMRI
Goods and Services Tax 000938213376
Payment Date: 17-Jul-2013

PAY TO THE ORDER OF: KETUA PENGARAH KASTAM MALAYSIA
8,000.00

MEMO:

Bank ID: RHB0218
Account Number: 16416000000840

Submit **Cancel**

CHOOSE PAYMENT SOURCE
 Direct Debit ABD RAZAK BIN ZAMR Current RHB0218 16416000000840

4. You are required to fill in [Password] field (as part of verification).
5. Click [OK] button: to continue to the next step.

Submit **Cancel**

MISBAH BINTI AHIM
Goods and Services Tax 001174929408
Payment Date: 16-Oct-2013

PA
OF

2,000.00

I hereby authorize the Royal Malaysian Customs Department to debit my bank account in the amount of RM 2,000.00.
You are required to re-enter your password to confirm this request. My password will act as my signature.

Password **Mandatory**

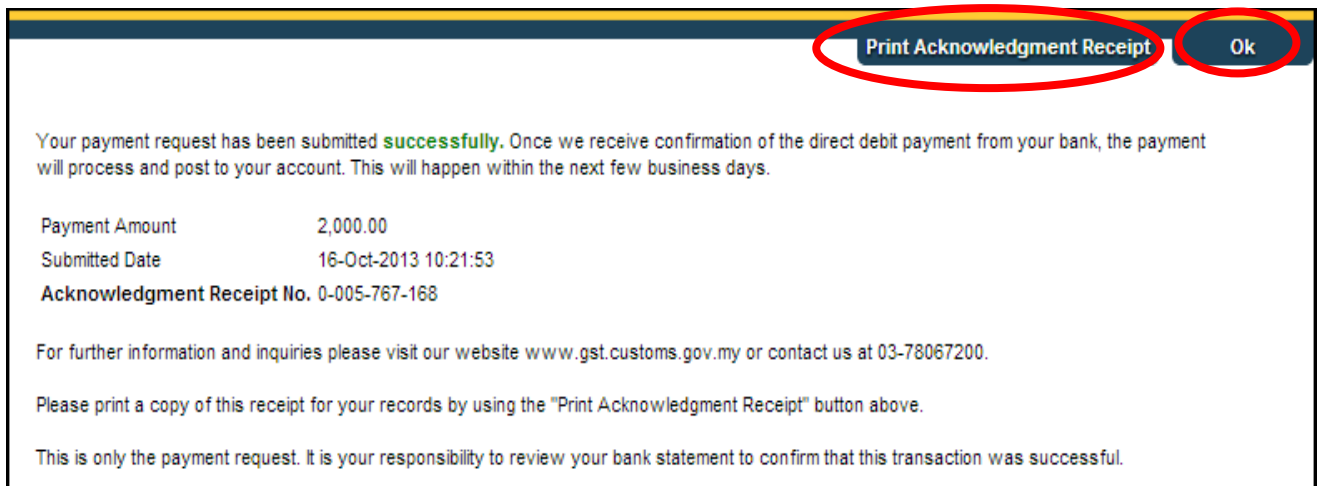
OK **Cancel**

MEMO:

RHB0218 ****0485

CHOOSE PAYMENT SOURCE
 Direct Debit MISBAH BINTI AHIM Current RHB0218 16102000020485

6. Confirmation screen. (This screen will display the confirmation information.
For example: The payment status is now successfully.)
 7. Click [\[Print Acknowledgment Receipt\]](#) button: to print the acknowledgement receipt.
- Or
8. Click [\[OK\]](#) button: to return to the taxpayer's [\[Account Springboard\]](#).



The screenshot shows a confirmation screen with a dark blue header bar. Two buttons, "Print Acknowledgment Receipt" and "Ok", are circled in red. The main content area contains the following text:

Your payment request has been submitted **successfully**. Once we receive confirmation of the direct debit payment from your bank, the payment will process and post to your account. This will happen within the next few business days.

Payment Amount	2,000.00
Submitted Date	16-Oct-2013 10:21:53
Acknowledgment Receipt No.	0-005-767-168

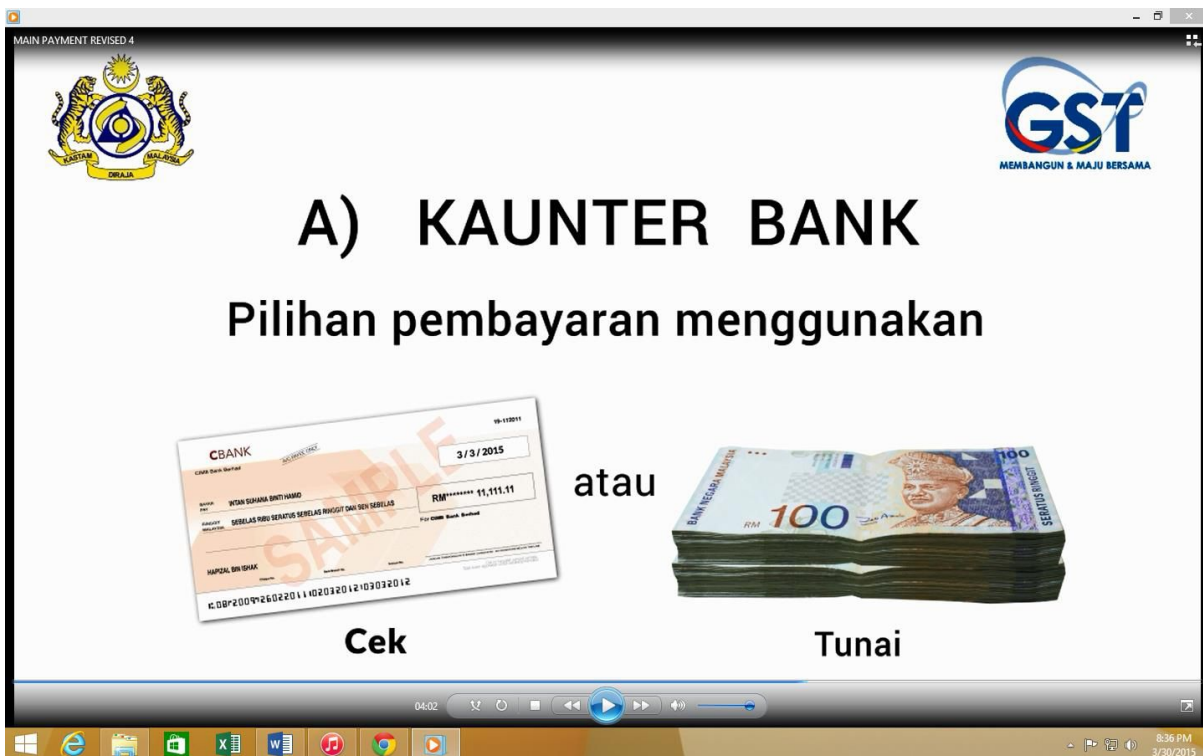
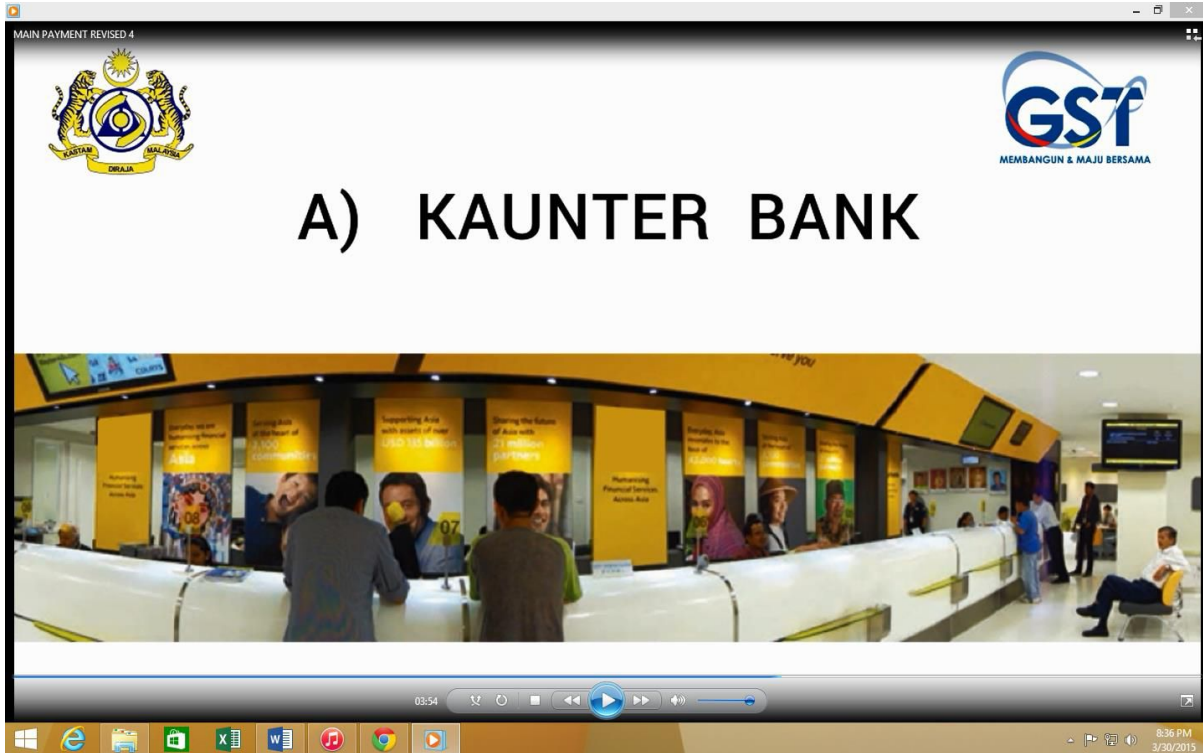
For further information and inquiries please visit our website www.gst.customs.gov.my or contact us at 03-78067200.

Please print a copy of this receipt for your records by using the "Print Acknowledgment Receipt" button above.

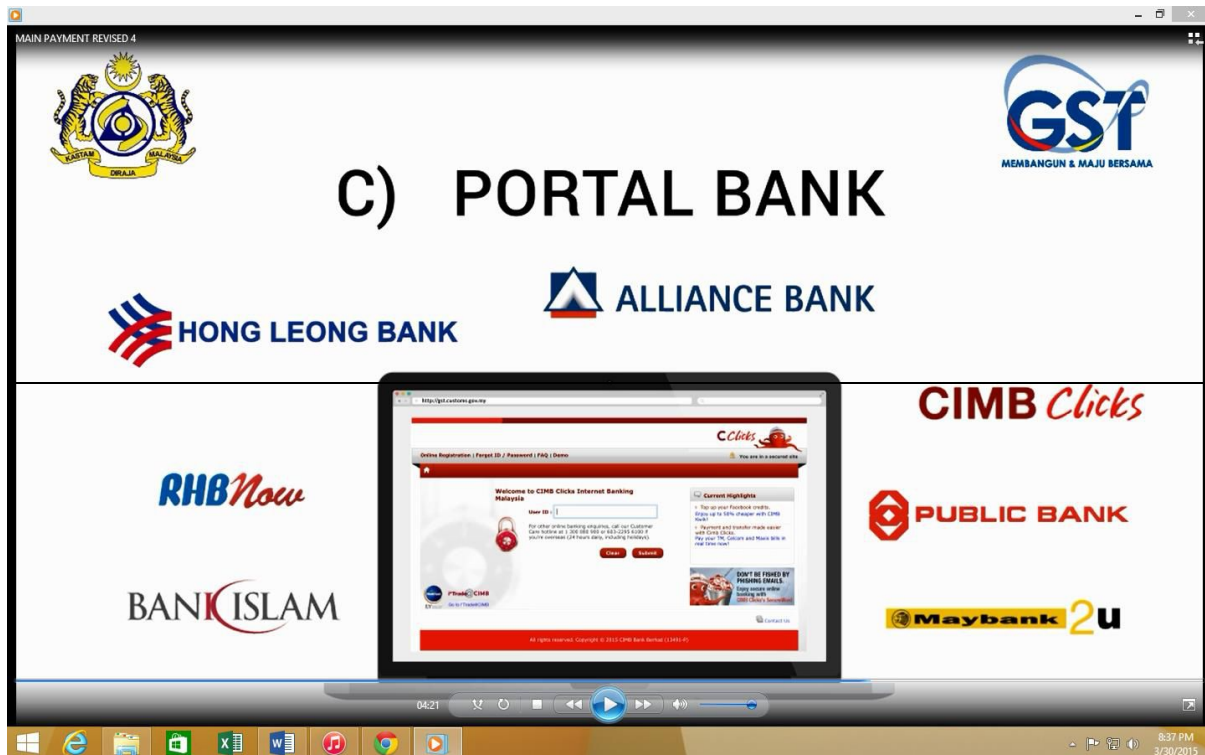
This is only the payment request. It is your responsibility to review your bank statement to confirm that this transaction was successful.

2.3 Make A Payment - Bank Payment

Taxpayers can make payments at seven agent banks which has been appointed either by Cash or Cheque.

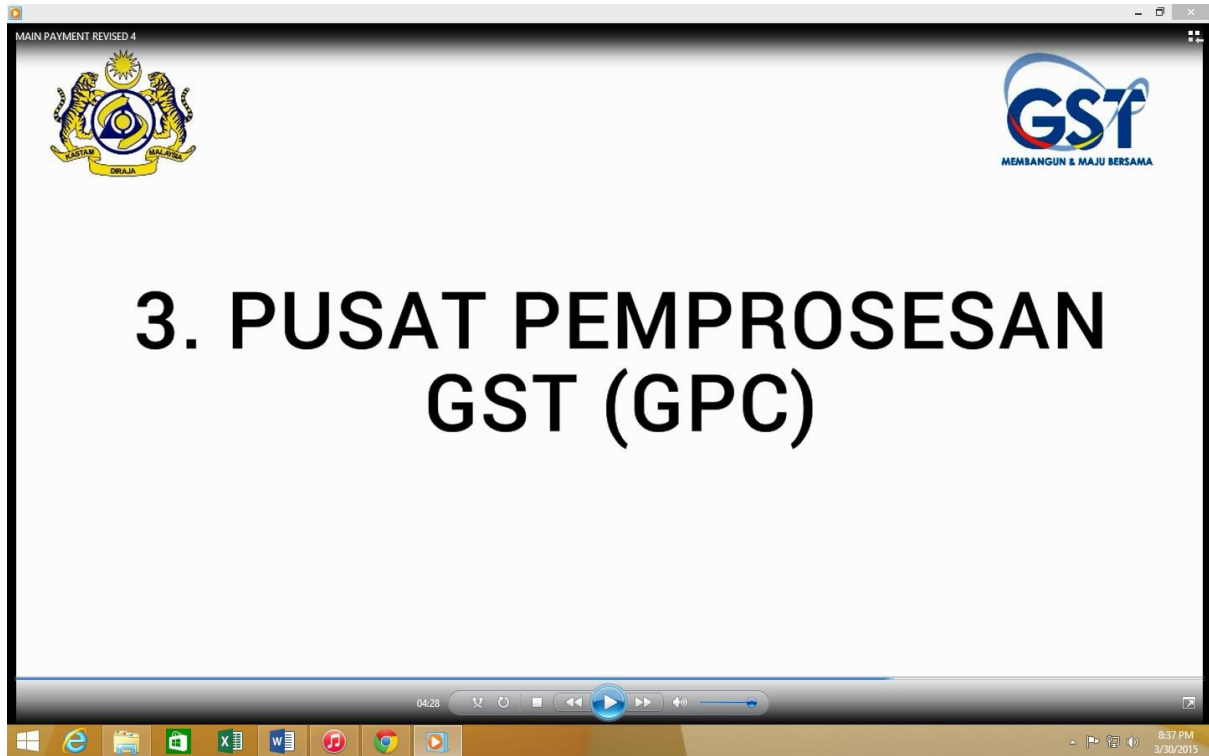


Payment can also be made using Self-Service Terminal or Bank Portal.

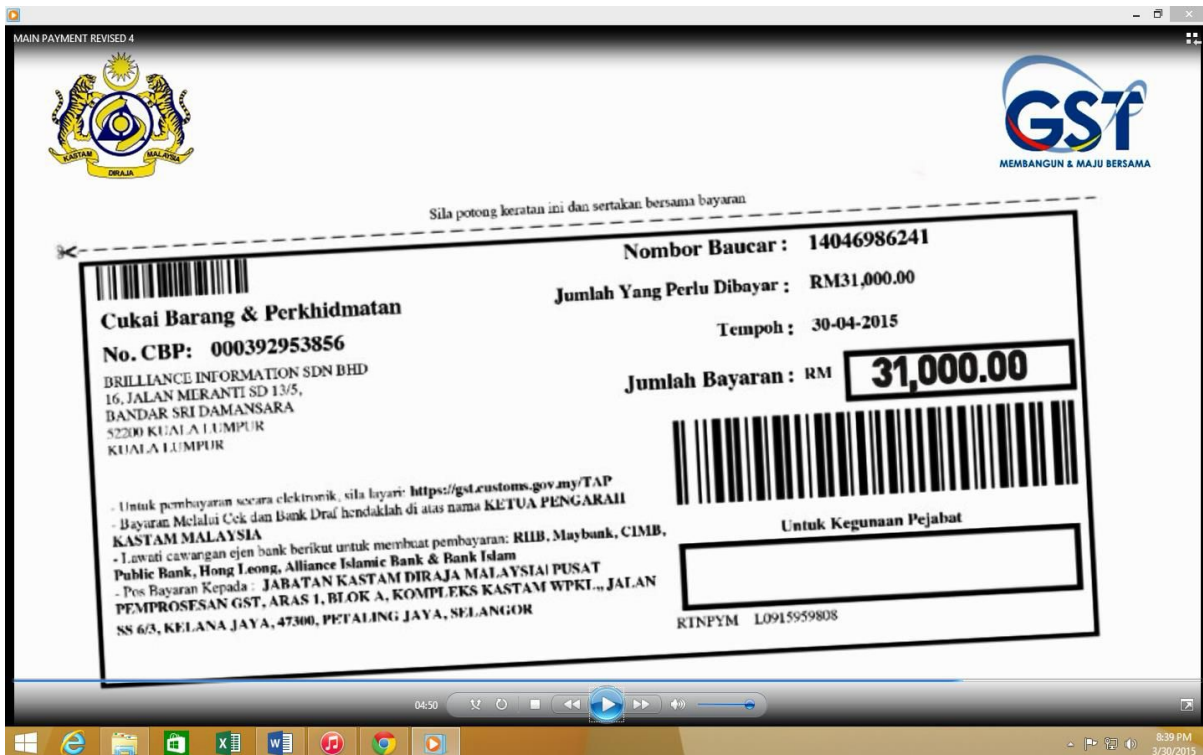
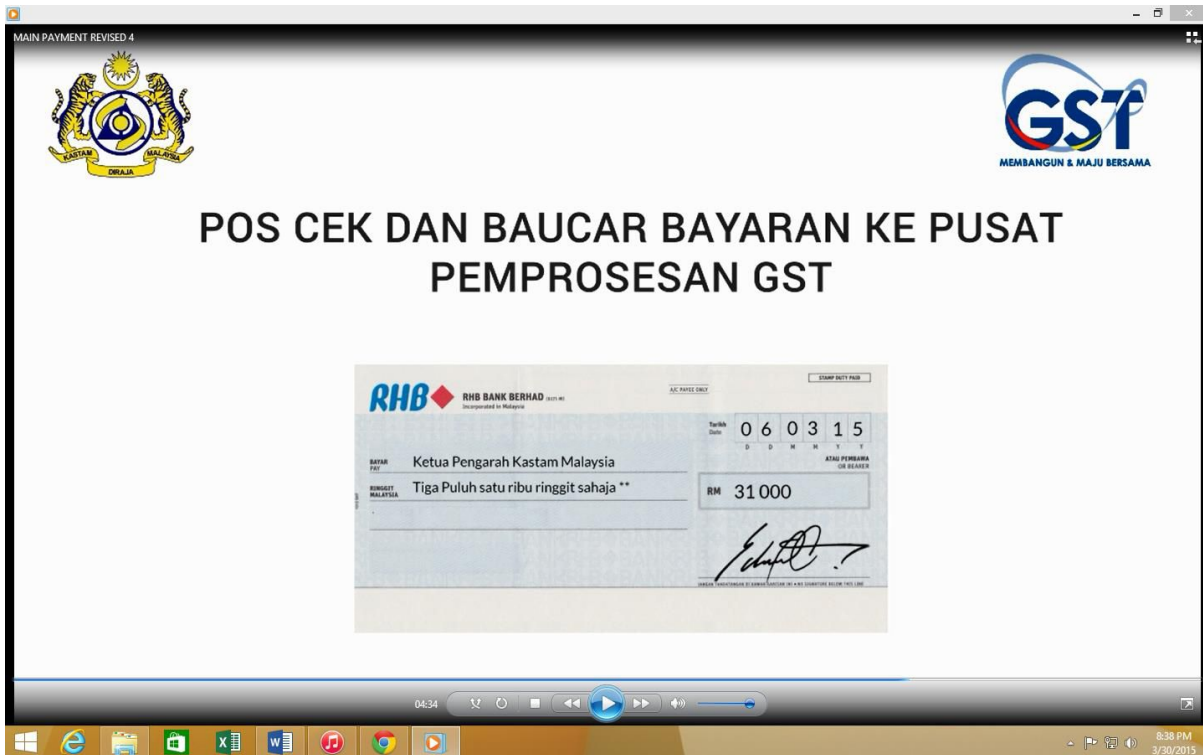


2.4 Make A Payment – Manually Payment

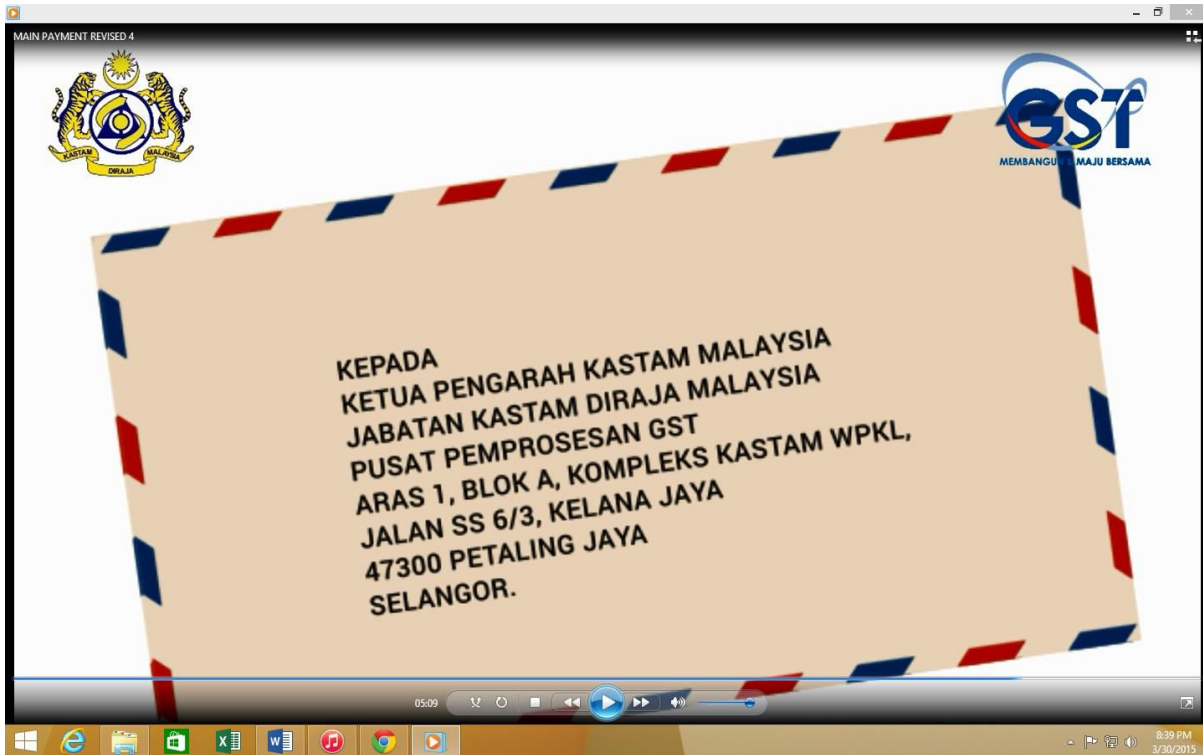
Manually Payment either by Cheque or Bank Draft must be submitted to GST Processing Centre (GPC).



For example if using Cheque, post cheque and payment vouchers together to GPC.



GPC Address:



Payments will be processed. Payment receipt will be sent to the taxpayer.

3. FAQ

3.1 I make a lump sum payment to Customs. How does Customs know that which account and which return period that payment made should be allocated.

Maintaining payment will be made if payment received is valid but the payment is posted to the wrong account or taxable period. **Transfer will be done only after receiving an application form the taxpayer.** There are two types of maintaining payment:

i. Transferring Payment

Refers to the transfer of the entire payment made by the following criteria:

- ✓ Payments have been accounted in the taxpayer's ledger but there is an application by the taxpayer to make an amendment on the return period and taxpayer's account number.
- ✓ Payments have been accounted in the taxpayer's ledger but there is an application by the taxpayer to transfer payments to other taxpayer's ledger.

ii. Redirecting Payment

Refers to the transfer involving the distribution amount to several accounts or taxable period depending on the taxpayer's application.

3.2 How do I inform Customs to arrange for transfer or redirecting payment?

Application by a taxpayer must be made by email to GST Processing Centre (GPC).

Email : gst.payment@customs.gov.my

3.3 Do JKDM accept payment through Telegraphic Transfer?

Payment via Telegraphic Transfer is not available. Taxpayer is advised to use any payment facilities as set out on pages 2 to 4.

3.4 How do I pay GST Import?

GST Import should be paid according to normal importation payment procedure. For GST Import, cheque made will be payable to **PENGARAH KASTAM NEGERI.**

