



APPLICATION FOR SALES TAX ON LOW VALUE GOODS (LVG) REGISTRATION USER MANUAL

Version	Date	Description
1.0	31/12/2022	User Manual Version 1.0

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1 Overview

The sales tax on Low Value Goods (LVG) will be effective on 1 January 2023. However, imposition of sales tax on LVG will be starting from 1 April 2023.

LVG sellers with the total sale value of LVG brought into Malaysia in 12 months exceeds RM500,000, is liable to be registered as Registered Seller. Any inquiries regarding registration, please refer to our guide on <https://mysst.customs.gov.my>.

The purpose of this document is to provide a guide for the sellers to used the system. This document covers on the registration module only.

2 LVG Registration System User Guide

2.1 New User Registration

The system is a web based and can be accessed at <https://lvg.customs.gov.my>.

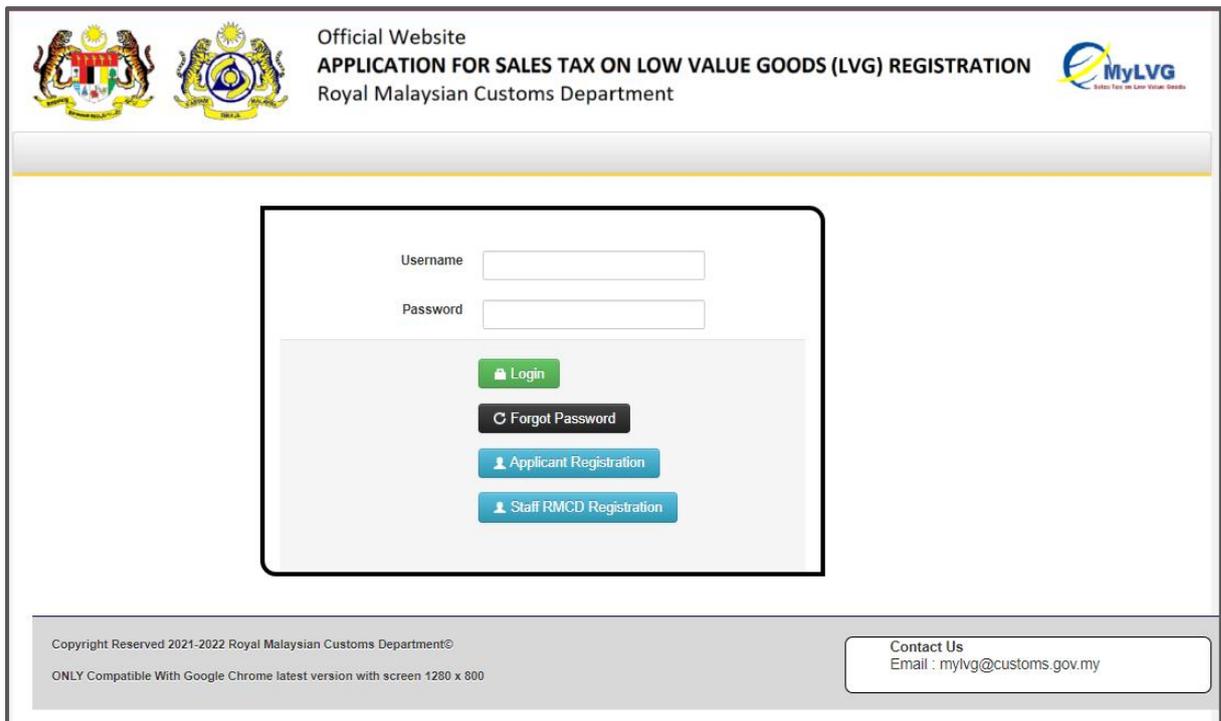
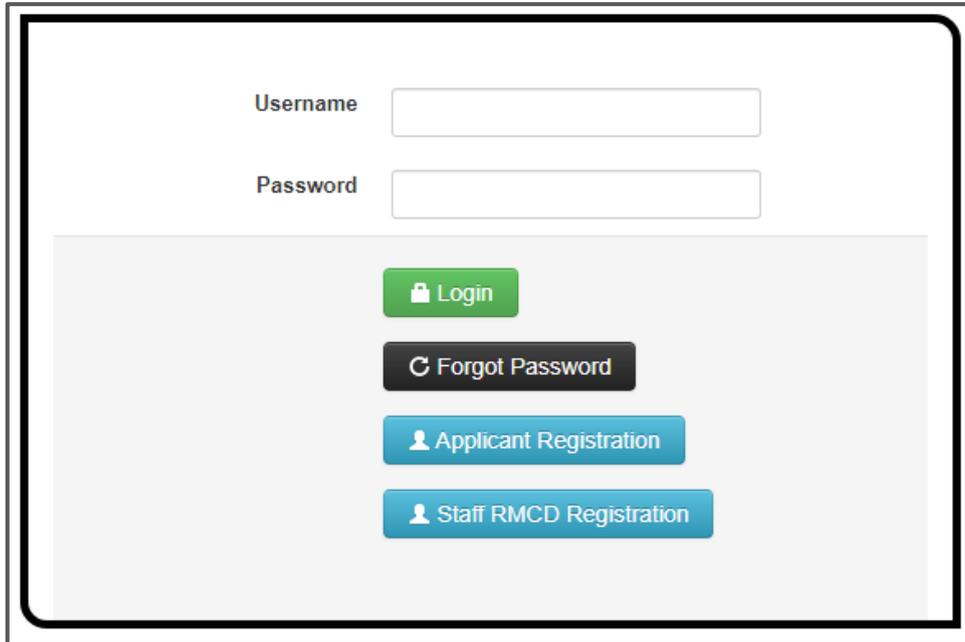


Figure 1.1 : Application for Sales Tax on LVG Registration

2.1.1 First Time Login

- ✓ Click on **Applicant Registration** button to register (figure 1.2) .

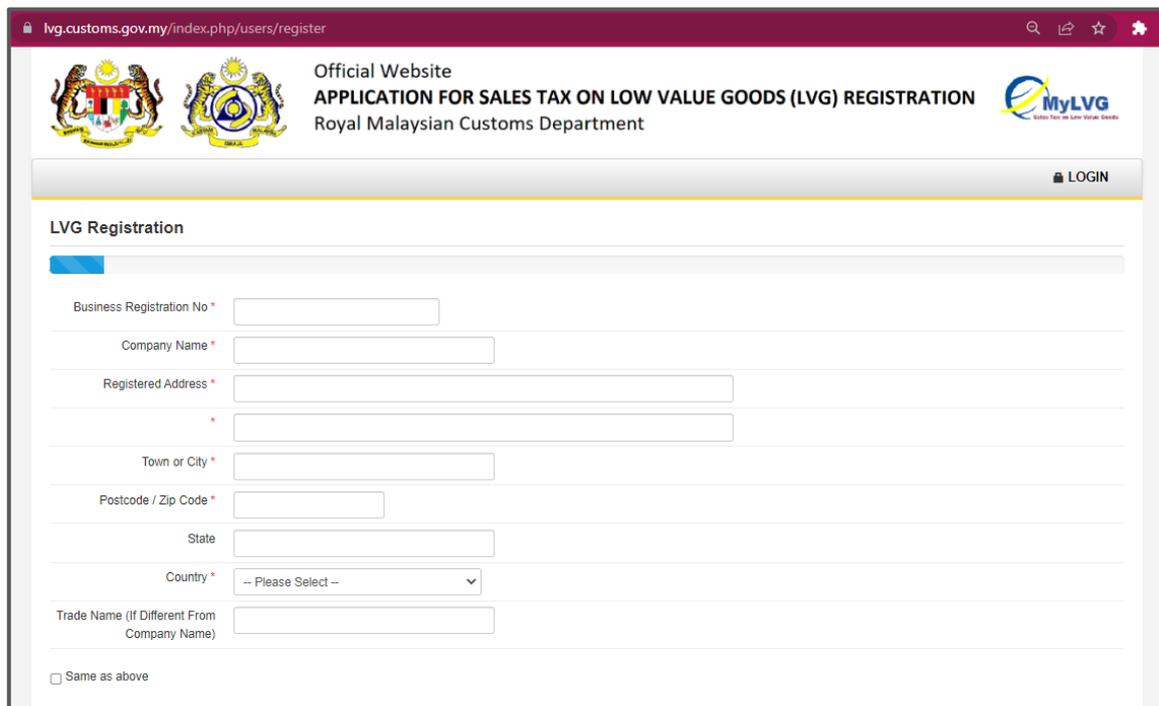


The screenshot shows a login interface with the following elements:

- Username** and **Password** input fields.
- A **Login** button with a lock icon.
- A **Forgot Password** button with a circular arrow icon.
- An **Applicant Registration** button with a person icon.
- A **Staff RMCD Registration** button with a person icon.

Figure 1.2 : Login screen

- ✓ Fill up the form and click **Next** (figure 1.3- 1.5) .



The screenshot shows the registration form on the website `lvg.customs.gov.my/index.php/users/register`. The page header includes the Malaysian coat of arms, the text "Official Website APPLICATION FOR SALES TAX ON LOW VALUE GOODS (LVG) REGISTRATION Royal Malaysian Customs Department", and the "MyLVG" logo. A "LOGIN" button is visible in the top right. The registration form contains the following fields:

- Business Registration No *** (text input)
- Company Name *** (text input)
- Registered Address *** (text input)
- Town or City *** (text input)
- Postcode / Zip Code *** (text input)
- State** (text input)
- Country *** (dropdown menu with "-- Please Select --")
- Trade Name (If Different From Company Name)** (text input)

At the bottom left of the form, there is a checkbox labeled "Same as above".

Figure 1.3 : Registration screen

Correspondence Address (If Different From Above) *

*

Town or City *

Postcode / Zip Code *

State *

Country * -- Please Select --

International Code * -- Please Select --

Telephone No * numbers only

Website URL

Business Email Address * example : email@email.com

If you have, or previously had, a Service Tax on Digital Services (MySToDS) No

example : 20000399

→ Next × Back

Figure 1.4 : Registration screen

LVG Company Registration

Are You * -- Please Select --

Date of Achieving Sale Value on Low Value Goods

Total Sale Value of Low Value Goods (MYR) *

→ Next × Back

Figure 1.5 : Registration screen

✓ Fill up the applicant details and click **Submit** (figure 1.6)

LVG Company Registration

Name of Applicant *

Passport No / Identification No *

Designation *

International Code * -- Please Select --

Telephone No *

Business Email Address * example : email@email.com

→ Submit × Back

Figure 1.6: Registration screen

- ✓ User will be notify via email and ready to log to the system to proceed the registration application (figure 1.7-1.8).

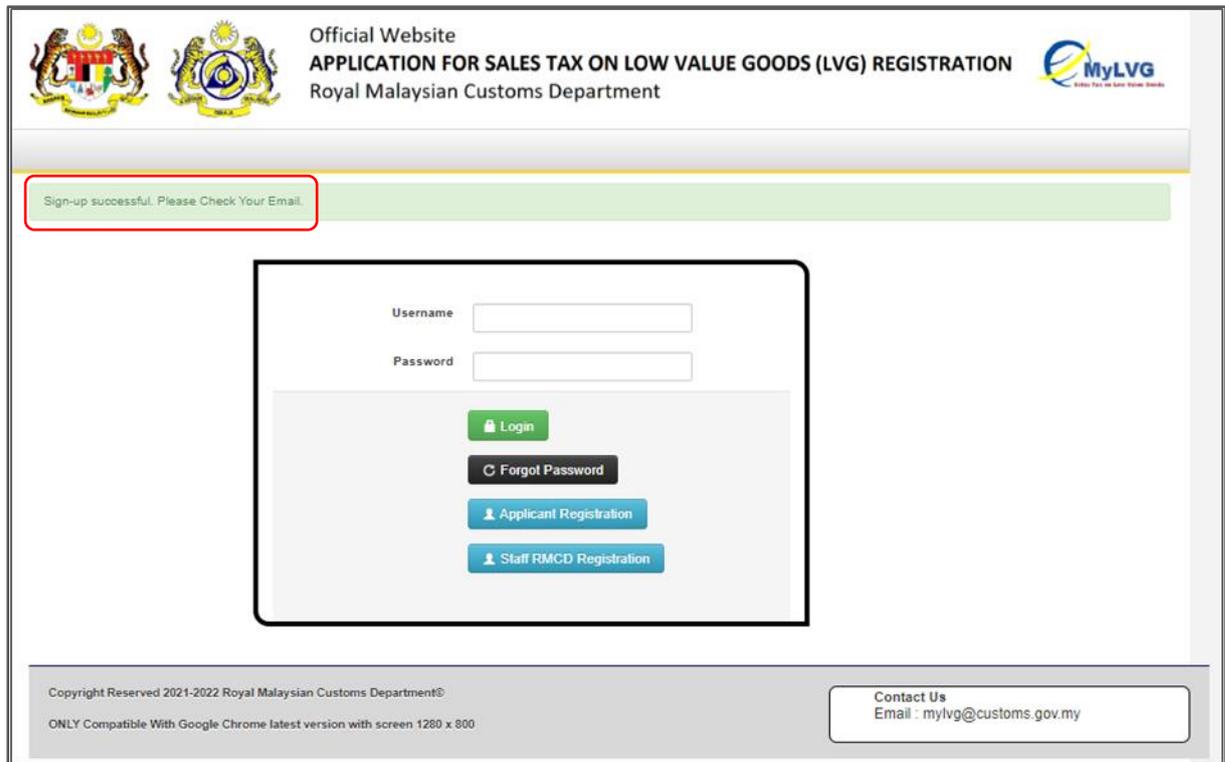


Figure 1.7 : Sign-up succesful

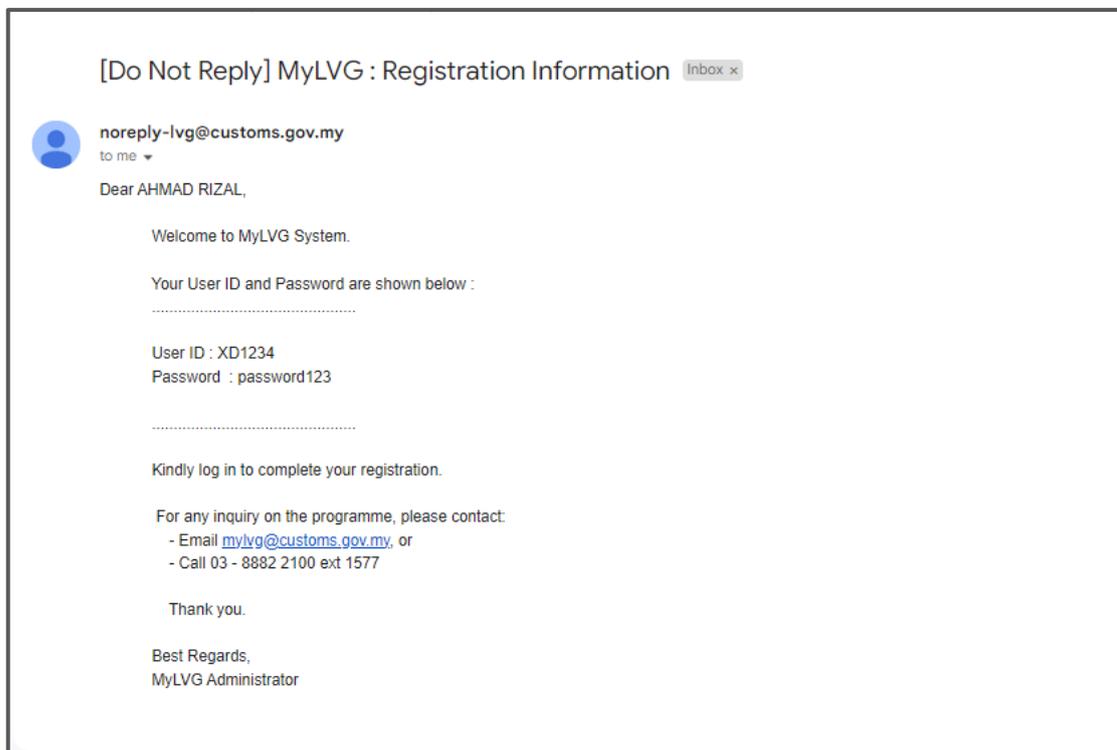
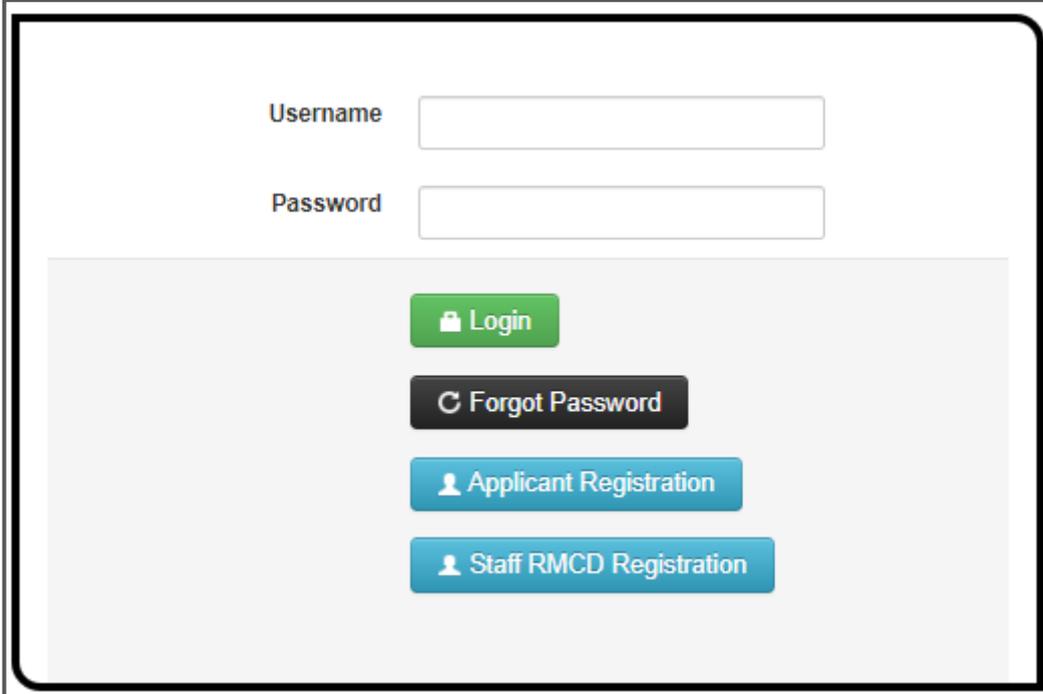


Figure 1.8 : sample of notification via email

2.1.2 Login as Registered User

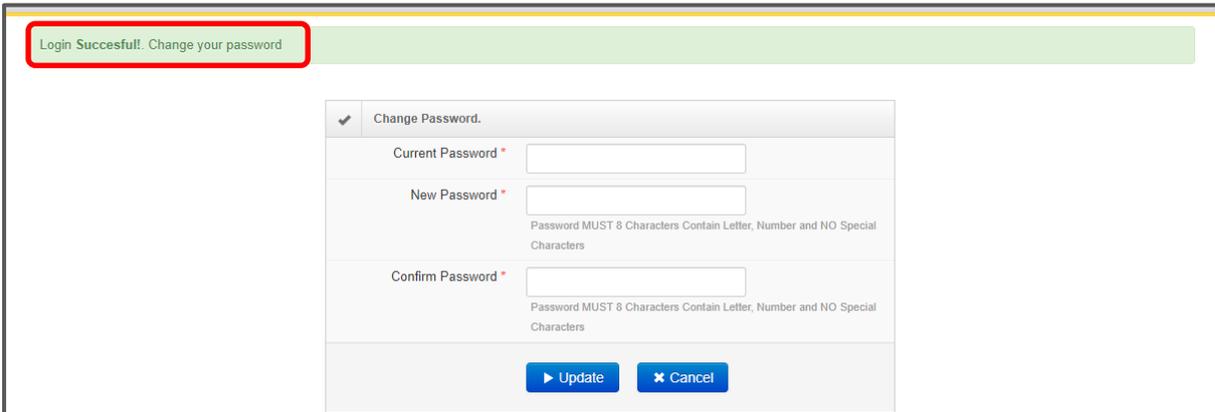
- ✓ Key in username and password as stated in the email and click Login button (figure 1.9)



The screenshot shows a login interface with two input fields: 'Username' and 'Password'. Below the fields are four buttons: a green 'Login' button with a lock icon, a dark grey 'Forgot Password' button with a circular arrow icon, a blue 'Applicant Registration' button with a person icon, and a blue 'Staff RMCD Registration' button with a person icon.

Figure 1.9: Login screen

- ✓ User are required to change password upon login to the system (Figure 1.10). Enter new password and click **Update** button.



The screenshot displays a 'Change Password' dialog box. At the top, a green notification bar contains the text 'Login Successful! Change your password'. The dialog box has a title bar with a checkmark and the text 'Change Password.'. It contains three input fields: 'Current Password *', 'New Password *', and 'Confirm Password *'. Below the 'New Password' and 'Confirm Password' fields, there is a note: 'Password MUST 8 Characters Contain Letter, Number and NO Special Characters'. At the bottom of the dialog, there are two buttons: 'Update' and 'Cancel'.

Figure 1.10 : Change Password screen

- ✓ User are required to re-login to proceed the application (Figure 1.11)

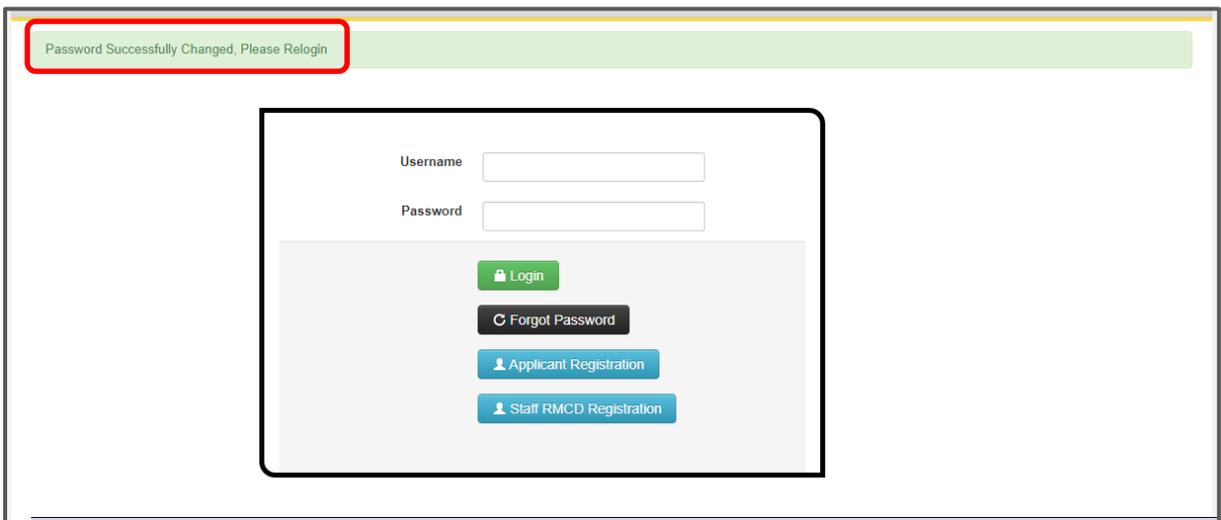


Figure 1.11 : Password successfully changed

- ✓ Click on the dashboard and record will be displayed (Figure 1.12)

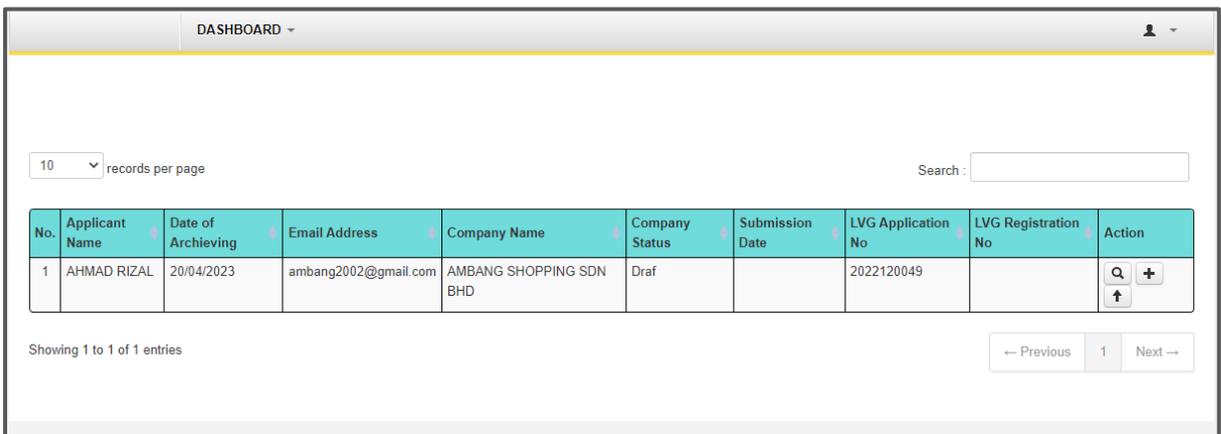


Figure 1.12 : application record

- ✓ Click on  button and key in the details of person authorised by company / directors / owner (Figure 1.13- 1.14)

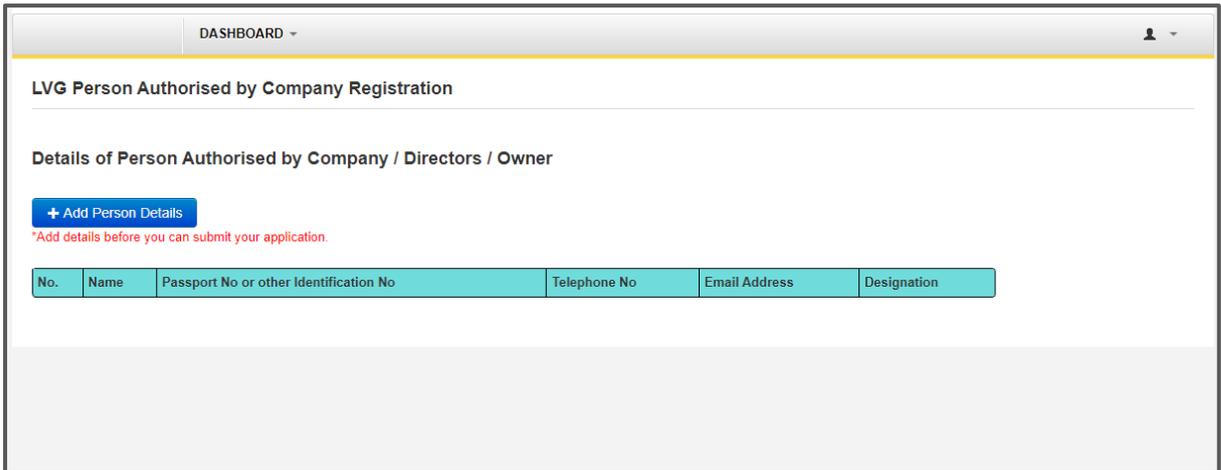


Figure 1.13: Details of Person Authorised by Company/Directors/Owner

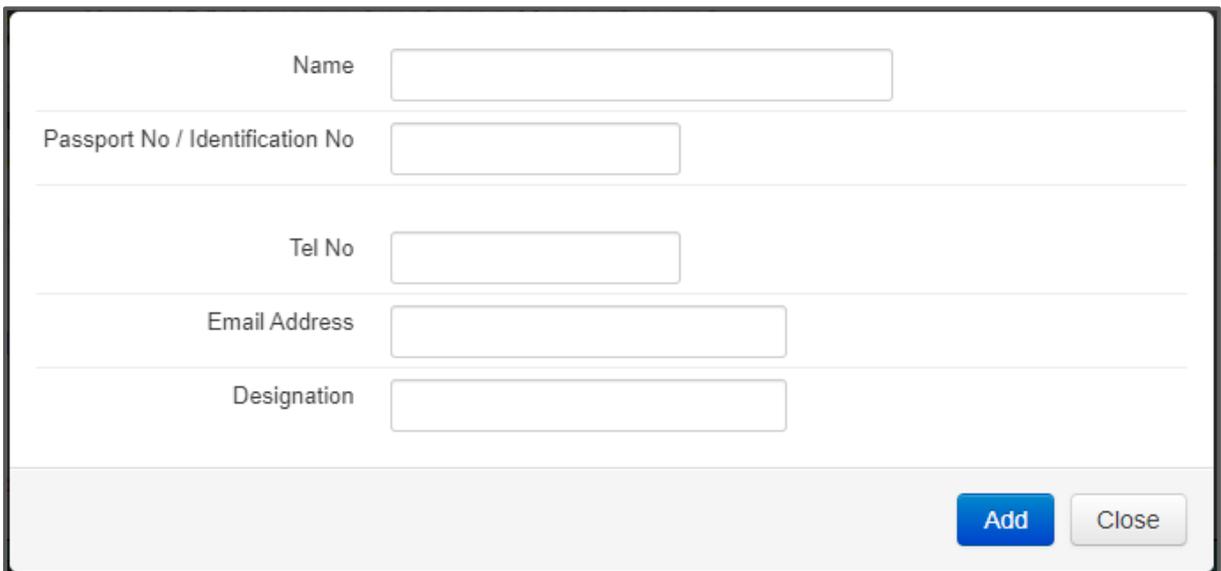


Figure 1.14: Details of Person Authorised by Company/Directors/Owner

- ✓ Click on  button to attached supporting document (Figure 1.15)



Figure 1.15 : Attachment

- ✓ Record updated message will be displayed on top left of the screen and the status will be changed to **Submitted** (Figure 1.16)

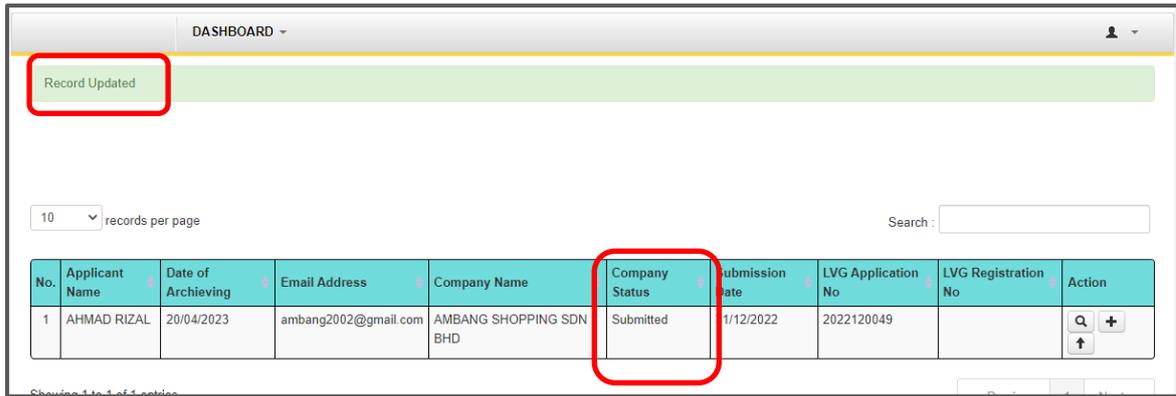


Figure 1.16 : Sample of applicant dashboard

- ✓ Successful application are as shown in Figure 1.17



Figure 1.17: Sample of final status (Approved)

2.2 Forgot Password

- ✓ Click on Forgot Password button. Key in company registration number and email address as required and click **Reset** (Figure 1.17)

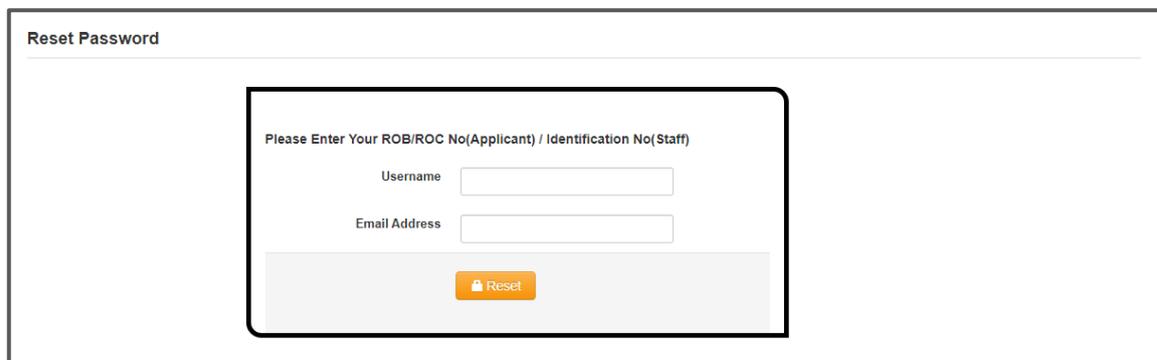


Figure 1.17 : Reset password

- ✓ Temporary password will be send to registered email (Figure 1.18)

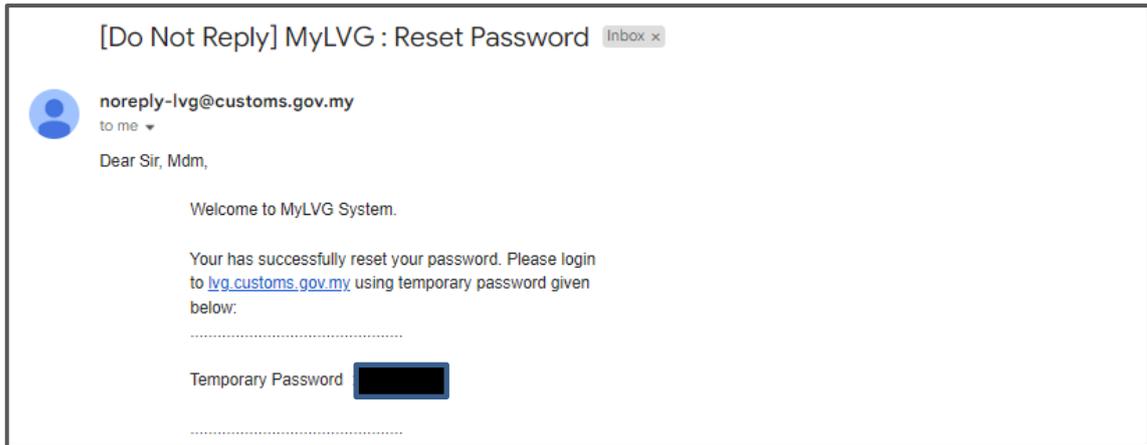


Figure 1.18 : Sample of reset password email

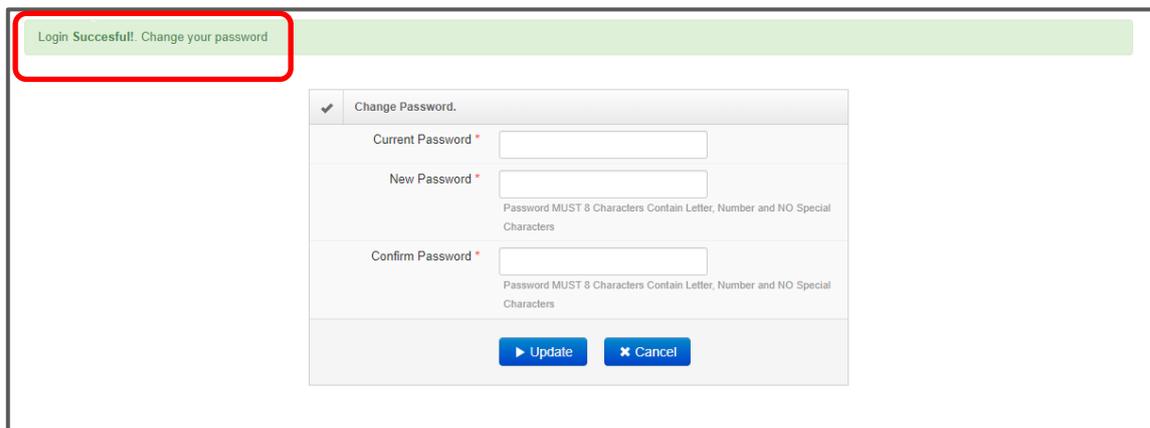


Figure 1.19 : Change new password

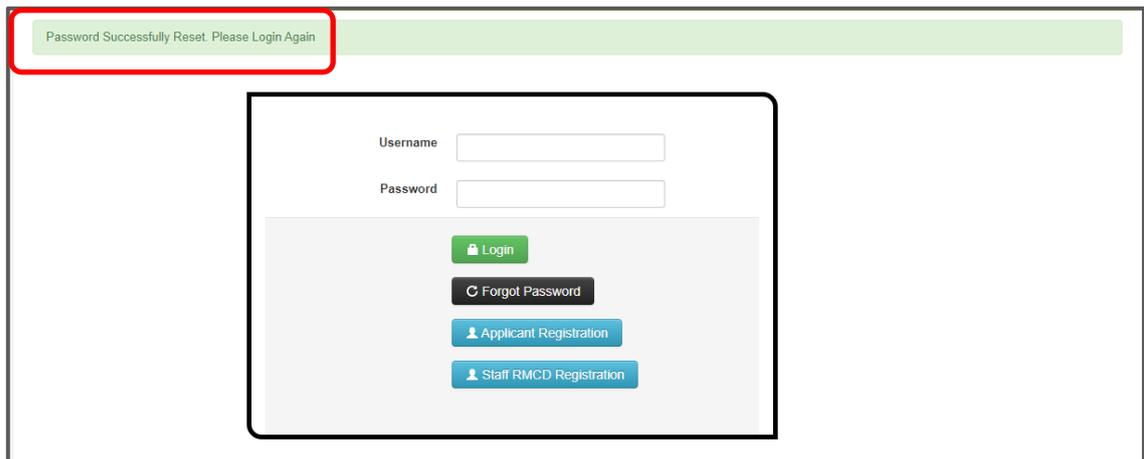


Figure 1.20 : Reset password

2.3 Inquiry

For any inquiry on the program, please contact :

- Email mylvq@customs.gov.my , or
- Call 03 - 8882 2100 ext 1577