



# TAXPAYER ACCESS POINT (TAP) FAQ

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# GENERAL

## 1.0 What Is TAP?

TAP is an easy and convenient way to update account information as well as file your GST return in the near future.

## 1.1 Who Can Use TAP?

Users for TAP include:

- Registered Taxpayer
- Non-Registered Taxpayer
- Agent
- Tax Agent
- Agency
- Public

## 1.2 What Can I Do Using TAP?

- GST registration,
- online update of contact information and names and addresses,
- view account summaries and transaction lists,
- file returns online,
- make payments and link to a payment portal to make other types of payments,
- Check refund status,
- Grant your account representative (accountant, bookkeeper, etc.) third-party access to use TAP on your behalf.

## 1.3 What Do I Need To Register New Account?

- Business Registration Number and/or I.C. Number
- A valid email address
- Total Taxable Supplies
- Industry codes
- Bank account information
- Softcopy of Bank Statement (to attach together with the application)

## 1.4 What If I Don't Have An Email Address?

An e-mail address is required to register for TAP, file a return, or to make a payment. If you do not have a personal e-mail address, you can sign up for a free account with websites such as Google, Yahoo, or Outlook.

## **1.5 Which Browser Versions Does The Tap Website Support?**

While taxpayers should be able to access TAP through any modern browser, TAP is known to support the following browsers:

- Internet Explorer 9
- Google Chrome
- Mozilla Firefox 3+
- Opera 10+
- Safari 5+

For TAP to function properly, CSS4, Cookies, and JavaScript are required.

TAP does not officially support mobile browsing. While it may function to some extent on mobile browsers, compatibility is varied.

## **1.6 How Can I Tell What Browser Version I Am Using**

In the browser toolbar, click on the Help or Settings menu. Here you should see a menu option labelled “About [Your Browser]” Click on this menu option. You should now be able to see the type and version of the browser you are using.

## **1.7 What Is Causing Some Features Not To Function Properly When On The TAP Website?**

Browser pop-up blockers may cause some problems accessing certain site features. Please ensure that your browser's pop-up blockers are either turned off prior to accessing the TAP website or that the TAP URL is added to your pop-up blocker exception list.

# REGISTRATION

## 2.0 How To Apply For Registration?

1. Click **Register For GST** hyperlink
2. The Review Registration Details is the instructions on TAP services, to guide the taxpayer using TAP to register the application.
3. Click **Next** button: to continue to the next step

**Review Registration Details** **Next** **Save and Finish Later** **Cancel**

ABOUT THE SERVICE	WHAT YOU NEED	AFTER YOU FINISH
<ul style="list-style-type: none"><li>• This service allows you to apply for Goods and Services Tax (GST) using this online registration form.</li><li>• Your session will expire after 15 minutes of inactivity.</li></ul>	<ul style="list-style-type: none"><li>• Business Registration Number and/or I.C. Number</li><li>• A valid email address</li><li>• Total Taxable Supplies</li><li>• Industry codes</li><li>• Bank account information</li></ul>	<ul style="list-style-type: none"><li>• Print the confirmation page for your records.</li><li>• Use the 'Lookup Application Status' link on the logon screen to check the status of your application.</li><li>• You should receive an e-mail within 48 hours informing you of your registration approval or denial.</li></ul>

4. Choose **Type of Business**.

**Previous** **Registration Application** **Next** **Save and Finish Later** **Cancel**

**REGISTER A BUSINESS FOR GST**

Type of Business  **Mandatory**

- Association
- Company
- Individual
- Limited Liability Partnership
- Local Authority
- Partnership
- Professional
- Public Authority
- Sole Proprietor
- Statutory Body

5. Fill in all required information :-
  - Yellow text boxes indicate mandatory fields.
  - Green text boxes indicate optional fields.
  - White text boxes indicate uneditable fields.

6. Once this page is filled in, click **Next** to continue on next step.

Previous Registration Application **Next** Save and Finish Later Cancel

**REGISTER A BUSINESS FOR GST**

Type of Business: Company Single Entity Registration?

Business Reg No. (BRN)  Mandatory

Income/Corporate Tax No.

Business Name

Trading Name  (If Different from Business Name)

Agent Registration? No Yes

**ADDRESSES**

Business Address

Address Line 1

Address Line 2

Post Code  City / Town  Post

State  MALAYSIA State

Country

**Note:** Tick 'Single Entity Registration' if taxpayer is a Remisier or Broker

7. The mandatory fields are specific to the chosen type of business.

8. Choose either **Yes** or **No** in the *Agent Registration?* field.

Agent Registration? No Yes

Agent applies for own GST? No Yes

**Note:** If you choose **Yes**, *Agent applies for own GST?* field will be displayed.

9. The Contact Information will track the applicant's phone, email, and TAP login information.

10. Click **Next** to continue to the next step.

The screenshot shows a web form with two main sections: CONTACT INFORMATION and TAXPAYER ACCESS POINT (TAP) ACCESS. At the top, there are navigation buttons: Previous, Contact Information (highlighted), Next (circled in red), Save and Finish Later, and Cancel. The CONTACT INFORMATION section includes fields for Telephone No., Fax No., Preferred Notification Method (set to Email), Applicant Email Address, and Confirm Email Address. A yellow 'Mandatory' label is next to the Fax No. field. The TAXPAYER ACCESS POINT (TAP) ACCESS section includes fields for Password, Confirm Password, Secret Question, Secret Answer, and Confirm Secret Answer. To the right of these fields is a 'Password Rules' section with the following requirements:

- Must be between 6-12 characters
- Must include at least one number
- Must include at least one special character ~ ! @ # \$ % ^ & \* \_ - + \ | /

11. Business Detail tab is the screen that requires business financial and accounting information.

12. Fill in all required information :-

- The total of rate must be 100%.
- Total Taxable Supplies will be auto calculated based on the total turnover and rates entered by the applicant.
- The Date/Expected Date to Exceed Threshold will also auto populate when the total taxable amount is greater than RM500,000.

13. Click **Next** button to continue to the next step.

The screenshot shows a web form titled 'Business Details' with a navigation bar at the top containing 'Previous', 'Business Details', 'Next', 'Save and Finish Later', and 'Cancel'. The 'Next' button is circled in red. The form is divided into two sections: 'FINANCIAL AND ACCOUNTING DETAILS' and 'REGISTRATION DETAILS'.  
**FINANCIAL AND ACCOUNTING DETAILS:**  
- Financial Year End Month: 12 - December (dropdown)  
- Total Turnover (RM): 2,000,000 (input field) with a checkbox for 'Zero Total Turnover'. Below this is a summary row: 'Total: 100%'.  
- Standard Rate %: 90% (input field) with an information icon.  
- Export %: 10% (input field) with an information icon.  
- Zero Rated %: 0% (input field) with an information icon.  
- Exempt %: 0% (input field) with an information icon.  
- Total Taxable Supplies (RM): 2,000,000 (input field) with a date field set to '25-Sep-2013' and a calendar icon.  
- GST Account Commence: 01-Apr-2015 (input field).  
- Date/Expected Date to Exceed Threshold: (empty field).  
- A checkbox labeled 'Propose Different Commence Date' is present.  
**REGISTRATION DETAILS:**  
- Two checkboxes: 'Registration is the result of an audit' and 'Registration is the result of a transfer of going concern', both currently unchecked.

14. The **Lookup Industry Code** button is used to search the MSIC Code. Click **Lookup Industry Code** button.

The screenshot shows a web form titled 'Industry Codes' with a navigation bar at the top containing 'Previous', 'Industry Codes', 'Next', 'Save and Finish Later', and 'Cancel'. The 'Next' button is circled in red. The form displays a message: 'You must add at least one industry code.' Below this message are two buttons: 'Lookup Industry Code' and 'MSIC Description Site'. The 'Lookup Industry Code' button is highlighted in blue. Below the message is a table titled 'INDUSTRY CODES' with columns 'Industry Code' and 'Description'. There is a 'Filter' button on the right side of the table and an 'Add Code' button below it. On the left side of the form, there is a sidebar with a 'Menu' section containing 'Home', 'Back', 'MLT', 'Data: ssaad', 'RunDate: 26-Jun-2014', 'Navigation' (with 'Home' and 'New Registration' links), and 'Attachments' (with an 'Add' button).

**Note:** Click 'MSIC Description Site' button to get detail information of the Industry code from Department of Statistic Malaysia.

15. Type keyword in the green field and list of related result will displayed.

The screenshot shows a window titled "Industry Codes" with a close button in the top right. Below the title bar is the heading "Malaysia Standard Industrial Classification (MSIC) Code". A yellow text box contains instructions: "The keyword should be generic description of the business. After entering the keyword (or leaving blank), be sure to press the 'Enter' key to search. If there are no results after you press 'Enter', there are no results that matched your keyword. From the display list, click the code that best describes your type of business. This is used to produce statistics by activity or by industry, for enterprises as well as for establishments or kind of activity unit." Below this is a "SEARCH" section with a "Keyword" field containing "desk" and a "Type" dropdown menu set to "MSIC 2008". A "RESULTS" section follows, with a "Filter" button on the right. The results table has two columns: "Code" and a description. The first row shows "82192" in the code column and "Typing, word processing or desktop publishing" in the description column. The code "82192" is circled in red. Below the table, the text "NO CODE SELECTED" is displayed in red. At the bottom right are three buttons: "Select", "Ok", and "Cancel".

16. Click on **Code** hyperlink to select and click **Select** to confirm the code selection.

This screenshot is identical to the previous one, but the row containing "82192" in the results table is highlighted with a blue background, indicating it has been selected. Additionally, the text "82192 TYPING, WORD PROCESSING OR DESKTOP PUBLISHING" is now displayed below the results table. The "NO CODE SELECTED" text is no longer present.

17. Selected industry code will be listed. Click **Add Code** hyperlink to add multiple codes in the same time.



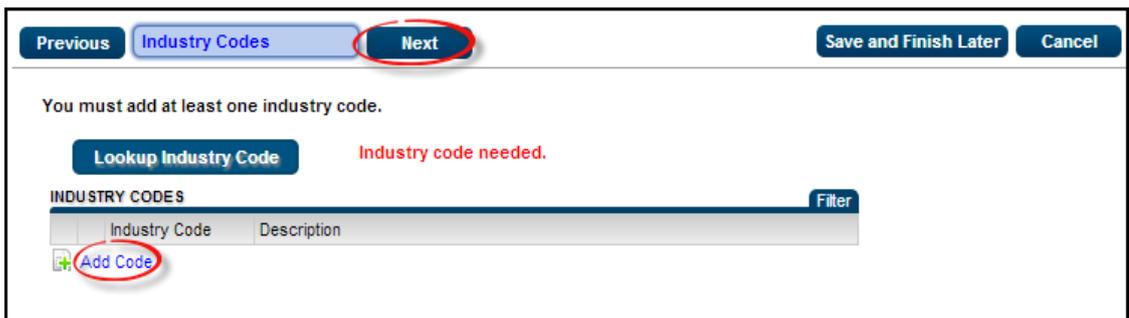
The screenshot shows a software interface for adding industry codes. At the top, there are navigation buttons: 'Previous', 'Industry Codes' (selected), 'Next', 'Save and Finish Later', and 'Cancel'. Below the navigation, a message states: 'You must add at least one industry code.' There is a 'Lookup Industry Code' button. Below that is a table titled 'INDUSTRY CODES' with a 'Filter' button on the right. The table has two columns: 'Industry Code' and 'Description'. One row is visible with the code '82192' and the description 'Typing, word processing or desktop publishing'. Below the table, there is an 'Add Code' button with a plus icon.

Industry Code	Description
82192	Typing, word processing or desktop publishing

18. If the taxpayer already knows the MSIC code, just click the **Add Code** tab to add the code.

19. At least one industry code need to be added.

20. Click **Next** to continue to the next step.



This screenshot is similar to the previous one, but with red circles highlighting the 'Next' button at the top and the 'Add Code' button at the bottom. Additionally, the text 'Industry code needed.' is displayed in red next to the 'Lookup Industry Code' button. The table below is currently empty.

Industry Code	Description
---------------	-------------

21. The Bank Information tab will require business bank information.

22. Fill in all required information.

23. Click **Next** to continue to the next step.

**Bank Information**

Bank Code / Name  **Mandatory**

Bank Account Type

Bank Account No.

**Bank Address**

Address Line 1

Address Line 2

Post Code  City / Town

State  MALAYSIA

**ADD AN ATTACHMENT**

**Add Attachment**

A bank statement must be attached in order to proceed with this application.

**Note:** Bank Statement must be attached for Customs references

24. The **Designated Person** tab will require director information.

25. Add at least one person as Designated Persons.

26. Click **Next** button to continue to the next step.

**Designated Persons**

One applicant must be entered.

**MANAGE DESIGNATED PERSONS** Filter

Name	Designation	Applicant?	Nationality	Type
<b>Add Person</b>				

**Note:** Designated Person must be an Authorized Person for the entity.

- 27. Fill in all required information.
- 28. The **Applicant** checkbox should be checked, if the designated person is identified as an applicant for the company. The applicant will be a contact person for Customs.
- 29. Click **Add** button.

**Persons** [Close]

**MANAGE DESIGNATED PERSONS**

Type: Director  Applicant ⓘ

Name: [Yellow field] I.C. No.: [Yellow field]

Designation: [Green field] Mandatory I.C. No. (Old): [Green field]

Appointed Date: [Yellow field with calendar icon] Passport No.: [Green field]

Email Address: k@k.mail Nationality: MALAYSIA

Telephone No.: [Yellow field]

Fax No.: [Green field]

**Residential Address**

Address Line 1: [Yellow field]

Address Line 2: [Green field]

Post Code: [Yellow field] City / Town: [Yellow field with dropdown]

State: MALAYSIA

**Add** **Cancel**

30. Change Nationality by selecting from the drop down list if the director is not Malaysian citizens and the Passport No. will be the mandatory field.

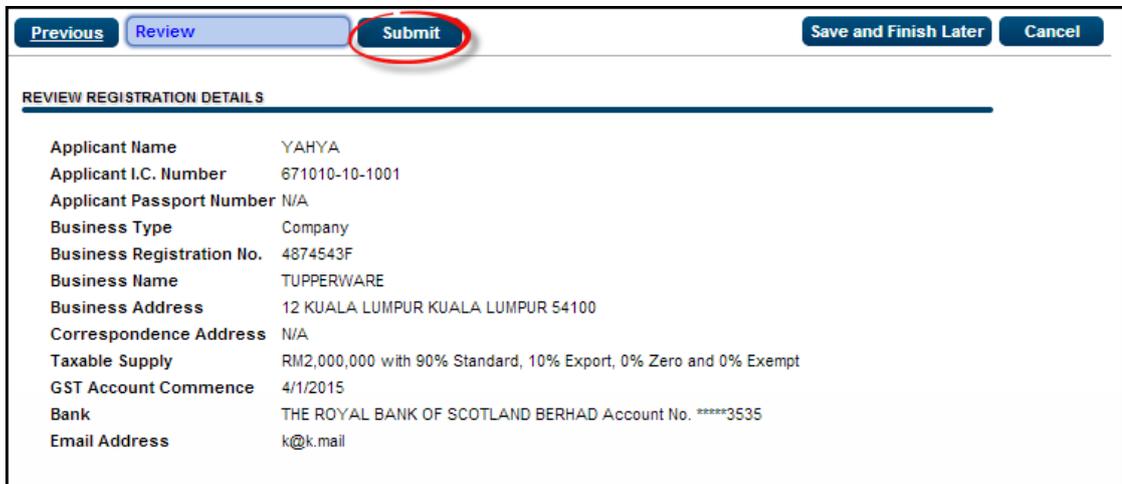
The screenshot shows the 'Persons' window with the 'Business Registration' form. The 'MANAGE DESIGNATED PERSONS' section is active. The 'Type' is set to 'Director'. The 'Applicant?' checkbox is unchecked. The 'Nationality' dropdown menu is open, showing a list of countries including ALBANIA, ALGERIA, AMERICAN SAMOA, ANDORRA, ANGOLA, ANGUILLA, ANTARCTICA, ANTIGUA-BARBUDA, ARGENTINA, ARMENIA, ARUBA, AUSTRALIA, AUSTRIA, AZERBAIJAN, and BAHAMAS. The 'Passport No.' field is highlighted with a red circle.

31. Click **Next** to continue to the next step.

The screenshot shows the 'Persons' window with the 'Designated Persons' table. The 'Next' button is highlighted with a red circle. The table has the following data:

Name	Designation	Applicant?	Nationality	Type
YAHYA		<input checked="" type="checkbox"/>	MALAYSIA	Director

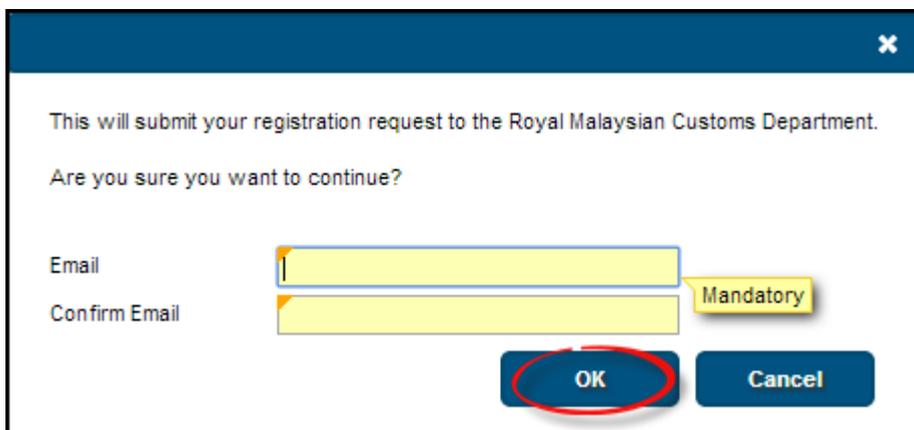
32. This screen will require applicant to review the application details and verify the information.
33. To submit the application, Click **Submit** button.



REVIEW REGISTRATION DETAILS	
Applicant Name	YAHYA
Applicant I.C. Number	671010-10-1001
Applicant Passport Number	N/A
Business Type	Company
Business Registration No.	4874543F
Business Name	TUPPERWARE
Business Address	12 KUALA LUMPUR KUALA LUMPUR 54100
Correspondence Address	N/A
Taxable Supply	RM2,000,000 with 90% Standard, 10% Export, 0% Zero and 0% Exempt
GST Account Commence	4/1/2015
Bank	THE ROYAL BANK OF SCOTLAND BERHAD Account No. *****3535
Email Address	k@k.mail

 **Note:** Applicant can choose either to **Submit** the application or to **Save and Finish Later**

34. Fill in email and confirm email using the same email address in the contact information details (**refer to step no. 10**) to submit the registration. Click **OK**.



This will submit your registration request to the Royal Malaysian Customs Department.

Are you sure you want to continue?

Email

Confirm Email  **Mandatory**

**OK** Cancel

35. This screen will display the confirmation information as below.
36. Click **Print Acknowledgment Receipt** button to print the acknowledgement receipt.

Print Acknowledgment Receipt
Ok

You have submitted your request **successfully**.

Your registration has been received and is pending for processing.

<b>Applicant Name</b>	YAHYA
<b>I.C. Number</b>	671010-10-1001
<b>Business Type</b>	Company
<b>Business Registration No.</b>	4874543F
<b>Business Name</b>	TUPPERWARE
<b>Email Address</b>	k@k.mail
<b>Submitted Date</b>	25-Sep-2013 11:20:00
<b>Acknowledgement Receipt No.</b>	0-001-179-648
<b>Confirmation Code</b>	MF2ZP9

For further information and inquiries please visit our website [www.gst.customs.gov.my](http://www.gst.customs.gov.my) or contact us at 03-78067200.

If you are checking your registration status in TAP, you will need your confirmation code **MF2ZP9** and your email address. Please print a copy of this receipt for your records by using the "Print Acknowledgment Receipt" button above.

**Note:** Applicant must keep the Confirmation Code and email information for future references.

37. Click **Print Acknowledgement Receipt** for your records or click **OK** to go back to the homepage.

2/17/2014
MLT: Taxpayer Access Point (TAP)

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

Print Acknowledgment Receipt
Ok

You have submitted your request **successfully**.

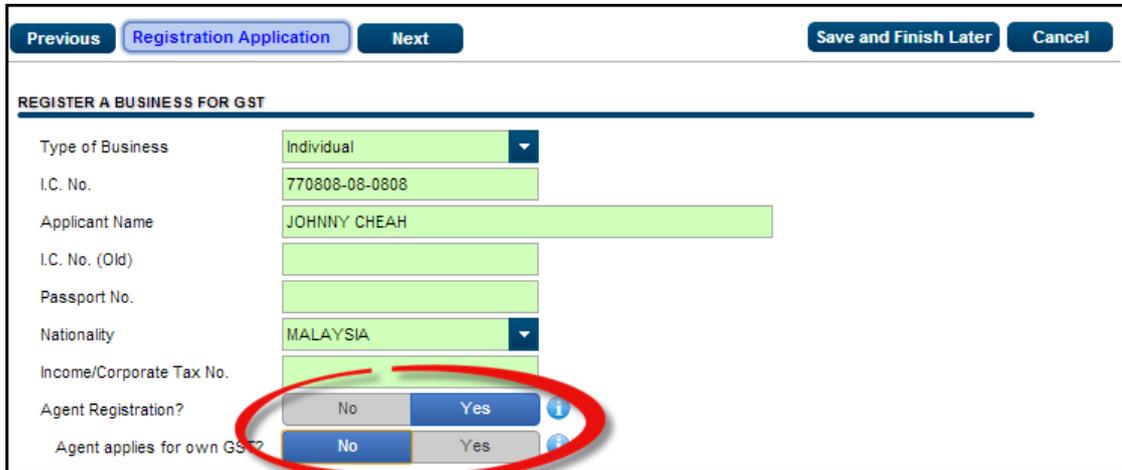
Your registration has been received and is pending for processing.

<b>Applicant Name</b>	H
<b>I.C. Number</b>	560909-09-0909
<b>Business Type</b>	Company
<b>Business Registration No.</b>	9909889I
<b>Business Name</b>	H
<b>Email Address</b>	k@mail.com
<b>Submitted Date</b>	17-Feb-2014 11:05:55
<b>Acknowledgement Receipt No.</b>	1-013-448-704
<b>Confirmation Code</b>	94sf8s

For further information and inquiries please visit our website [www.gst.customs.gov.my](http://www.gst.customs.gov.my) or contact us at 03-78067200.

## 2.1 Agent Apply Not For Own GST?

1. Refer **2.0** step 1 until 8. In Agent Registration click **Yes**.
2. Click **No** for Agent applies for own GST.



Previous Registration Application Next Save and Finish Later Cancel

**REGISTER A BUSINESS FOR GST**

Type of Business Individual

I.C. No. 770808-08-0808

Applicant Name JOHNNY CHEAH

I.C. No. (Old)

Passport No.

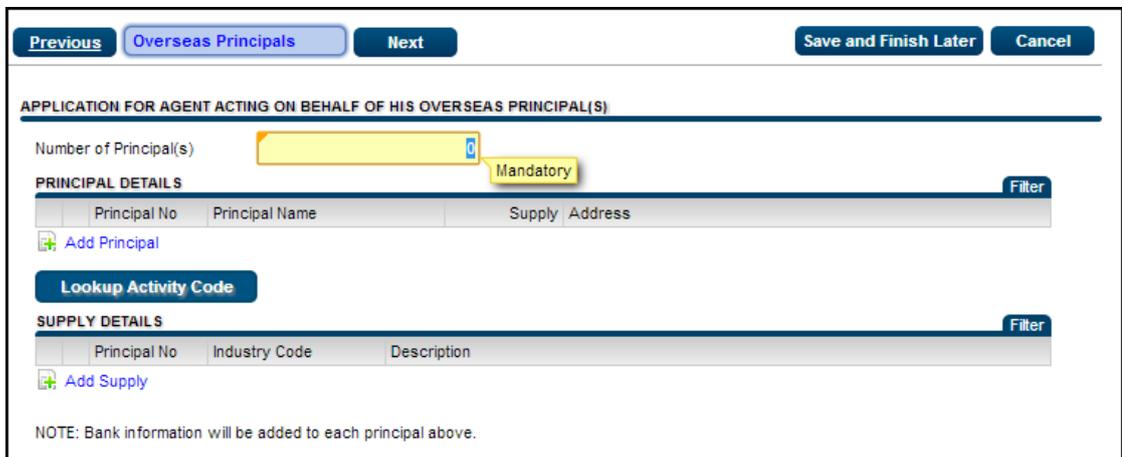
Nationality MALAYSIA

Income/Corporate Tax No.

Agent Registration? No Yes

Agent applies for own GST? No Yes

3. Fill in all the required information. Refer **2.0** for the following step.
4. After enter all information for **Designated Person**, click **Next**. Overseas principal information required to be entered.



Previous Overseas Principals Next Save and Finish Later Cancel

**APPLICATION FOR AGENT ACTING ON BEHALF OF HIS OVERSEAS PRINCIPAL(S)**

Number of Principal(s) Mandatory

**PRINCIPAL DETAILS** Filter

Principal No	Principal Name	Supply	Address
<a href="#">Add Principal</a>			

**Lookup Activity Code**

**SUPPLY DETAILS** Filter

Principal No	Industry Code	Description
<a href="#">Add Supply</a>		

NOTE: Bank information will be added to each principal above.

5. In **Principal Detail** section, enter all the information for overseas principal. Click **Add Principal** hyperlink.

Principal Details
✕

Principal Reference No.

Principal Name  Mandatory

Is this principal approved under the Approved Toll Manufacturer Scheme (ATMS)?  No  Yes

**Business Address**

Country

Address Line 1

Address Line 2

Post Code  City / Town

State

**FINANCIAL AND ACCOUNTING DETAILS**

Financial Year End Month RM

Total Turnover on supplies made in Malaysia   
Total is 0%, must be 100%

Standard Rate %  % i

Export %  % i

Zero Rated %  % i

Exempt % RM  % i

Total Taxable Supplies

Date/Expected Date to Exceed Threshold

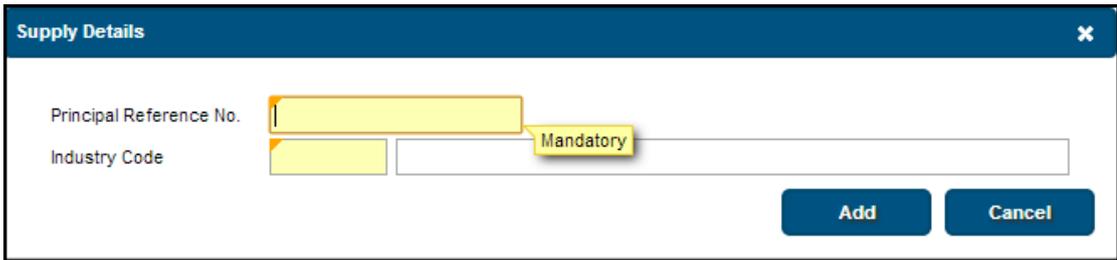
GST Account Commence

Propose Different Commence Date

Add
Cancel

i **Note:** Principal Reference No. is number to identify overseas company.

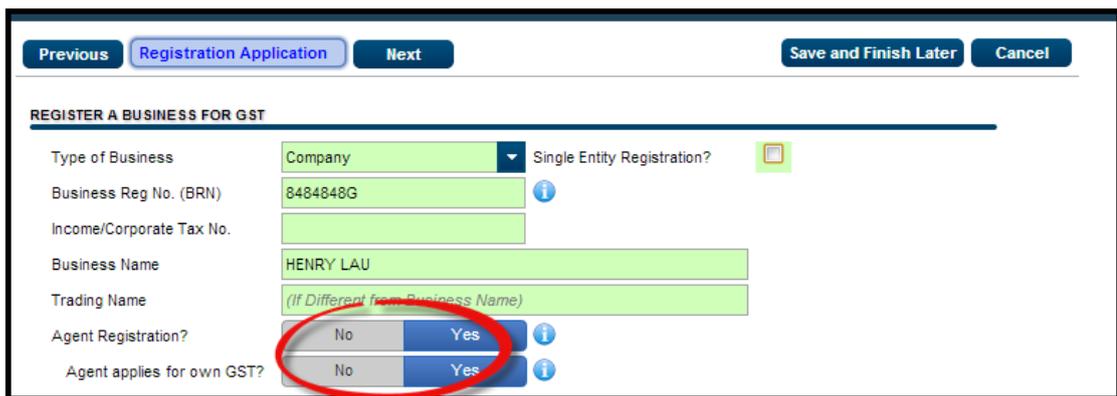
6. Click **Supply Detail** hyperlink. Enter required information. Click **Add**.



7. Click **Next** to proceed and **Submit** the application as usual.

## 2.2 Agent Apply For Own GST

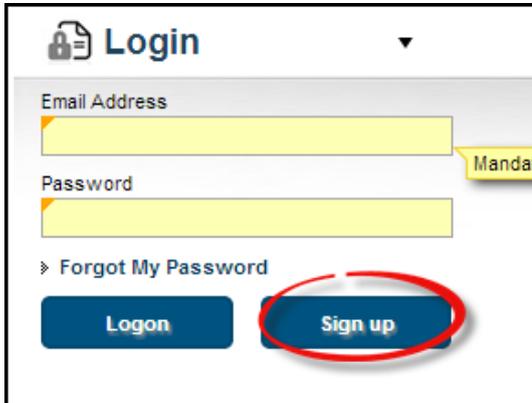
1. Refer **2.0** step 1 until 8. In Agent Registration click **Yes**.
2. Click **Yes** for Agent applies for own GST.



3. Fill in all the required information same as a normal registration. Enter all information for each section without fail.
4. Same as point **2.1** after **Designated Person** entered, fill up information for overseas principal. Refer **2.1** step 4 until 7.

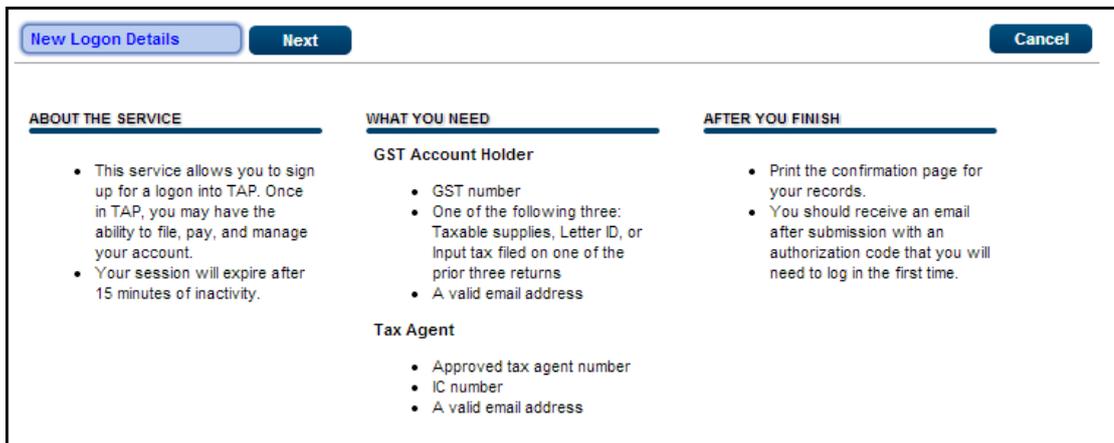
## 2.3 Tax Agent

1. Click **Sign Up** button.



The screenshot shows a 'Login' page with a lock icon and a dropdown arrow. Below the title are two input fields: 'Email Address' and 'Password', both highlighted in yellow. A yellow callout box labeled 'Mandat' points to the Password field. Below the fields is a link '» Forgot My Password'. At the bottom are two buttons: 'Logon' and 'Sign up'. The 'Sign up' button is circled in red.

2. Read the New Logon Details instruction above and click **Next**.



The screenshot shows a 'New Logon Details' page with three columns of information. At the top are three buttons: 'New Logon Details' (highlighted in blue), 'Next' (highlighted in blue), and 'Cancel' (highlighted in blue). The columns are:

- ABOUT THE SERVICE**
  - This service allows you to sign up for a logon into TAP. Once in TAP, you may have the ability to file, pay, and manage your account.
  - Your session will expire after 15 minutes of inactivity.
- WHAT YOU NEED**
  - GST Account Holder**
    - GST number
    - One of the following three: Taxable supplies, Letter ID, or Input tax filed on one of the prior three returns
    - A valid email address
  - Tax Agent**
    - Approved tax agent number
    - IC number
    - A valid email address
- AFTER YOU FINISH**
  - Print the confirmation page for your records.
  - You should receive an email after submission with an authorization code that you will need to log in the first time.

3. Check **'I Manage other people's tax account'**.

4. Fill in all the required information and click **Submit**.

Previous TAP Logon Submit

**SELECT TYPE OF ACCESS**

I manage my own tax accounts or overseas principals

I manage other people's tax accounts

**TAX AGENT INFORMATION**

Approved Tax Agent No.  Mandatory

IC Number

**CONTACT INFORMATION**

Name

Telephone No.

Fax No.

Email Address

Confirm Email Address

 **Note:** Any new tax agent need to register in MOF before sign up in TAP. Once registered, tax agent will have their own tax agent no.

5. Click **OK**.

This will submit your request to the Royal Malaysian Customs Department.

Are you sure you want to continue?

OK Cancel

6. This screen will display the confirmation information as below.
7. Click **Print Acknowledgment Receipt** button: to print the acknowledgement receipt.

Print Acknowledgment Receipt Ok

You have submitted your request **successfully**.

Your new logon request has been received and is pending for processing.

Approved Tax Agent Name AARON AZIZ BIN MUSTAFA

Email Address aron@gmail.com

Submitted Date 21-Feb-2014 09:29:27

Acknowledgement Receipt No. 0-523-763-712

For further information and inquiries please visit our website [www.gst.customs.gov.my](http://www.gst.customs.gov.my) or contact us at 03-78067200.

8. Click **Print Acknowledgement Receipt** for your records or click **OK** to go back to the page previously.

22/2/2014 MLT: Taxpayer Access Point (TAP)



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



**TAP** TAXPAYER  
ACCESS POINT  
A BETTER TAX SYSTEM

---

Print Acknowledgment Receipt Ok

You have submitted your request **successfully**.

Your new logon request has been received and is pending for processing.

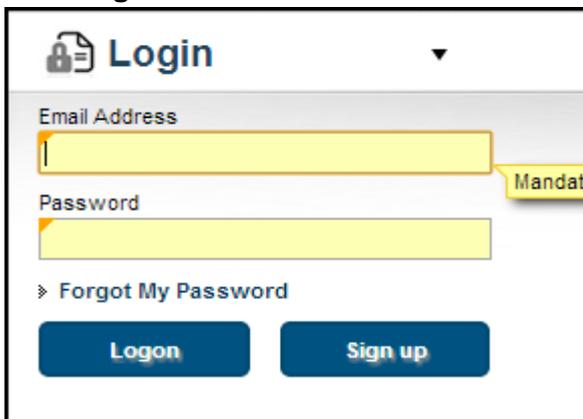
<b>Approved Tax Agent Name</b>	AARON AZIZ BIN MUSTAFA
<b>Email Address</b>	aron@gmail.com
<b>Submitted Date</b>	21-Feb-2014 09:29:27
<b>Acknowledgement Receipt No.</b>	0-523-763-712

For further information and inquiries please visit our website [www.gst.customs.gov.my](http://www.gst.customs.gov.my) or contact us at 03-78067200.

 **Note:** Applicant must keep the Acknowledgment **Receipt No** and information for future references.

## 2.4 Branch Registration

1. Must be a **GST registrant**.
2. What information are needed?
  - Login ID (email address)
3. Password (specified during registration)
4. An authorization code (only required for the first time login).
5. Fill in Email Address and Password information.
6. Click **Logon** button.



7. On your Left-side Menu, Click **Apply for Branch Registration** hyperlink.



Account Id	Account Type	Name	Frequency	Address	Balance(RM)
002070020096	Goods and Services	CRUNCHY NUTTS.	3 Monthly	LOT 12 KUALA LUMPUR KUALA	(7,080.00)

8. Read the instruction for **Review Branch Details** information.

**Review Branch Details**   **Next**   **Cancel**

**ABOUT THE SERVICE**

- This service allows a registered person (HQ) that wishes to register a branch or division to apply for branch/division registration.
- Your session will expire after 15 minutes of inactivity.

**WHAT YOU NEED**

- Branch details:
  - Contact person
  - Contact information
  - Bank information
  - Bank statement to be attached

**AFTER YOU FINISH**

- Print the confirmation page for your records.

9. This screen will require company's branch information.

**Previous**   **Branch Detail**   **Next**   **Cancel**

**MAIN GST DETAILS**

**GST Number:** 001832173568  
**Business Name:** AWAK SDN BHD  
**Location Address:** NO 67  
10000 PULAU PINANG

**BRANCH INFORMATION**

Branch  
Division

Type

Trade Name **Mandatory**

Contact *Name*

Phone Type *Phone Number*

**Branch Address**

Address Line 1  
Address Line 2  
Post Code   City / Town  
State   MALAYSIA

10. Fill in all required information for Branch Information and Branch Address.

Previous Branch Detail Next Cancel

---

**MAIN GST DETAILS**

GST Number: 001832173568  
Business Name: AWAK SDN BHD  
Location Address: NO 67  
10000 PULAU PINANG

---

**BRANCH INFORMATION**

Type: Branch  
Trade Name:   
Contact:  Name  
Phone Type:  Mandatory  
Phone Number

**Branch Address**

Address Line 1:   
Address Line 2:   
Post Code:  City / Town:   
State:  MALAYSIA

11. And if taxpayer apply for Division, the address is not mandatory.

Previous Branch Detail Next Cancel

---

**MAIN GST DETAILS**

GST Number: 001832173568  
Business Name: AWAK SDN BHD  
Location Address: NO 67  
10000 PULAU PINANG

---

**BRANCH INFORMATION**

Type: Division  
Trade Name:   
Contact:  Name  
Phone Type:  Mandatory  
Phone Number

**Branch Address**

Address Line 1:   
Address Line 2:   
Post Code:  City / Town:   
State:  MALAYSIA

12. Fill in all required information. Click **Submit**.

Previous **Bank Information** Submit Cancel

**BANK INFORMATION**

Bank Code / Name  Mandatory

Bank Account Type

Bank Account No.

**Bank Address**

Address Line 1

Address Line 2

Post Code  City / Town

State  MALAYSIA

**ADD AN ATTACHMENT**

**Add Attachment**

A bank statement must be attached in order to proceed with this application.

 **Note:** Bank Statement must be attached for Customs references.

13. This screen will display the confirmation information

Print Acknowledgment Receipt Ok

You have submitted your request **successfully**.

Your registration has been received and is pending for processing.

**Business Name** AWAK SDN BHD  
**Main GST Number** 001832173568  
**Registration Type** Branch  
**Trade Name**  
**Submitted Date** 14-Nov-2013 16:01:05  
**Acknowledgement Receipt No.** 1-838-153-728

For further information and inquiries please visit our website [www.gst.customs.gov.my](http://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.

14. Click **Print Acknowledgment Receipt** button: to print the acknowledgement receipt.

15. Click **OK** to go back to homepage.

11/14/13 MLT: Taxpayer Access Point (TAP)



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



**TAP**  
**TAXPAYER  
ACCESS POINT**  
A BETTER TAX SYSTEM

---

[Print Acknowledgment Receipt](#) [Ok](#)

You have submitted your request **successfully**.

Your registration has been received and is pending for processing.

<b>Business Name</b>	AWAK SDN BHD
<b>Main GST Number</b>	001832173568
<b>Registration Type</b>	Branch
<b>Trade Name</b>	
<b>Submitted Date</b>	14-Nov-2013 16:01:05
<b>Acknowledgement Receipt No.</b>	1-838-153-728

For further information and inquiries please visit our website [www.gst.customs.gov.my](http://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.

 **Note:** Applicant must keep the Acknowledgment **Receipt No** and information for future references.

## 2.5 How Do I Retrieve Saved Request?

The information needed is:

- Confirmation Code  
(Confirmation code is given upon saving the registration. e.g : MF2ZP9)
- Email information

1. Click **Retrieve Saved Request** hyperlink.

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

**Login** **I Want To**

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

**Common Questions**

- » What is TAP?
- » What Can I Do In TAP?
- » Why Should I Sign Up?

**Language**

- » English
- » B.Melayu

**Search**

- » **Retrieve Saved Request**
- » Lookup Application Status
- » Lookup GST Status

2. Enter your **Email** address and **Confirmation Code**. Click **Search**.

**SEARCH FOR AN EXISTING REQUEST**

Email  **Mandatory**

Confirmation Code  **Mandatory**

**Search**

3. The Request Information details are displayed at the top of the screen. For this example, the status is **Pending** and the application was submitted on **25-Sep-2013**.
4. To change/update the application information, click **Change** button or;

5. To withdraw/cancel the application, click **Withdraw** button.

**REQUEST INFORMATION**

Status : Pending...

Confirmation Number : 0-001-179-648

Submitted : 25-Sep-2013 11:20

[Review Registration Details](#) [Next](#)

---

**ABOUT THE SERVICE**

- This service allows you to apply for Goods and Services Tax (GST) using this online registration form.
- Your session will expire after 15 minutes of inactivity.

**WHAT YOU NEED**

- Business Registration Number and/or I.C. Number
- A valid email address
- Total Taxable Supplies
- Industry codes
- Bank account information

**AFTER YOU FINISH**

- Print the confirmation page for your records.
- Use the 'Lookup Application Status' link on the logon screen to check the status of your application.
- You should receive an e-mail within 48 hours informing you of your registration approval or denial.

## 2.6 How Do I Lookup My Registration Status

1. Taxpayers will have the ability to lookup their registration status on TAP any time after they submit their application. It can take up to 14 days for the application to process.
2. The information are needed are
  - Confirmation Code
  - Email information
3. Click **Lookup Application Status** hyperlink.

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

**Login** **I Want To**

Email Address

Password  **Mandatory**

▶ Forgot My Password

**Logon** **Sign up**

- ▶ Register For GST
- ▶ Apply for Registration Exemption
- ▶ File GST Non-Registrant Declaration
- ▶ Make a Payment
- ▶ Apply for Flat Rate Scheme

**Common Questions**

- ▶ What is TAP?
- ▶ What Can I Do In TAP?
- ▶ Why Should I Sign Up?

**Language**

- ▶ English
- ▶ B.Melayu

**Search**

- ▶ Retrieve Saved Request
- ▶ **Lookup Application Status**
- ▶ Lookup GST Status

4. In **What method did you use to apply** field choose **Taxpayer Access Point (TAP)**.

**APPLICATION LOOKUP**

**APPLICATION STATUS LOOKUP**

What method did you use to apply?

5. Select any search option.
6. Fill in related information by entering the:
  - Acknowledgement Receipt No. or
  - Email Address and Confirmation Code.

7. Click **Search** button.

APPLICATION LOOKUP

APPLICATION STATUS LOOKUP

What method did you use to apply?

Taxpayer Access Point (TAP)

Acknowledgement Receipt No.

Email Address

Confirmation Code

k@k.mail

MF2ZP9

Search

8. This screen will display registration status information.  
(For this example, the status is **Pending** and the application was submitted on **26.12.2013**)

If the application status is Pending, the applicant will have the ability to change/update the application information by click **Retrieve Request** button.

REGISTRATION STATUS

Registration Status Pending

Submitted Date 26/12/2012 10:59:16 AM

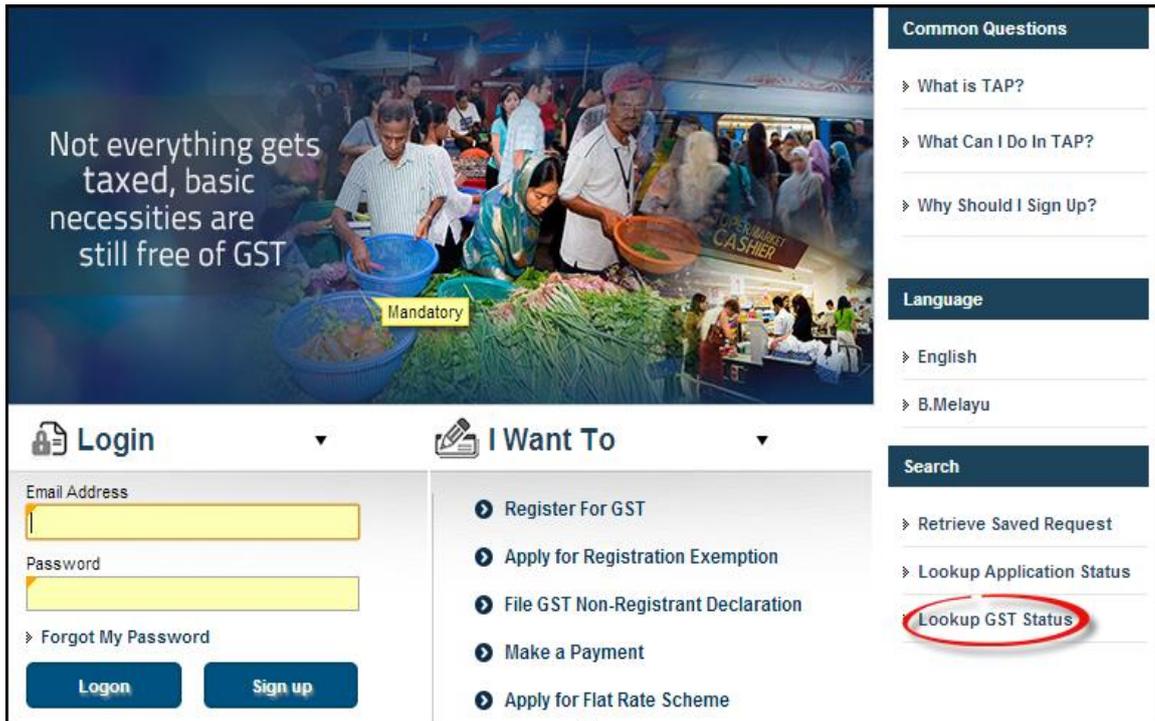
Retrieve Request

## 2.7 How Do I Lookup My GST Status?

Lookup GST Status is used to check GST status (GST Registrant or Non Registrant)  
What information is needed?

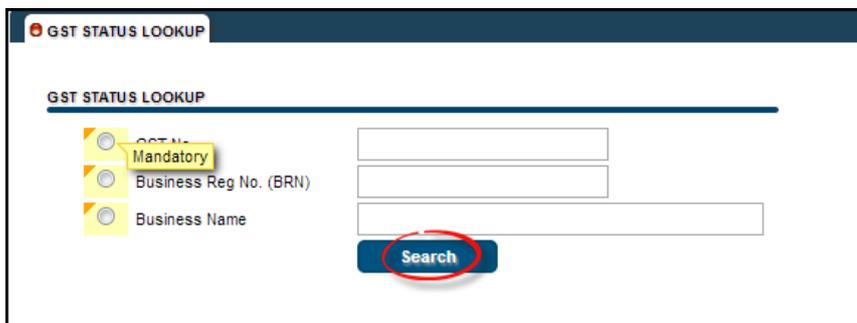
- GST No or
- BRN No. or
- Business Name

1. Click **Lookup GST Status** hyperlink.



The screenshot shows the TAP portal home page. The main banner features a market scene with the text "Not everything gets taxed, basic necessities are still free of GST" and a "Mandatory" label. Below the banner are "Login" and "I Want To" sections. The "I Want To" section lists several options, with "Lookup GST Status" circled in red. On the right side, there are "Common Questions", "Language", and "Search" sections. The "Search" section also has "Lookup GST Status" circled in red.

2. Select any search option. Fill in related information. Click **Search** button.



The screenshot shows the "GST STATUS LOOKUP" form. It has three radio button options: "Mandatory", "Business Reg No. (BRN)", and "Business Name". Each option has a corresponding input field. The "Mandatory" option is selected. Below the input fields is a "Search" button, which is circled in red.

- List of search results will be displayed.
- Click **Export** header hyperlink to transfer the record to excel format.
- Click **Back** to return to the **GST Status Lookup** screen.

GST REGISTRATION SEARCH RESULTS [Export](#)

1 - 1 of 1

GST No.	Taxpayer Name	Address	Commence Date	Cease Date	Status
000129630208	LIEW TAN	PERSIARAN UTAMA SEPANG KAJANG SELANGOR 43000	01-Mar-2013		ACTIVE

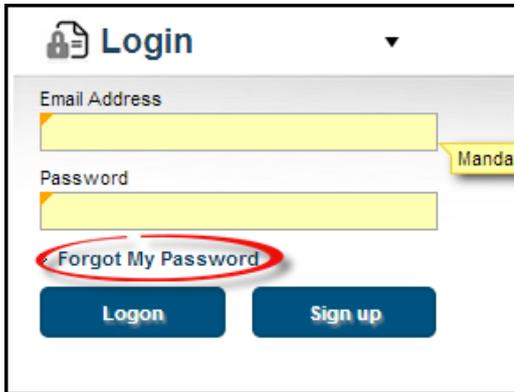
1 - 1 of 1

[Back](#)

# PASSWORD

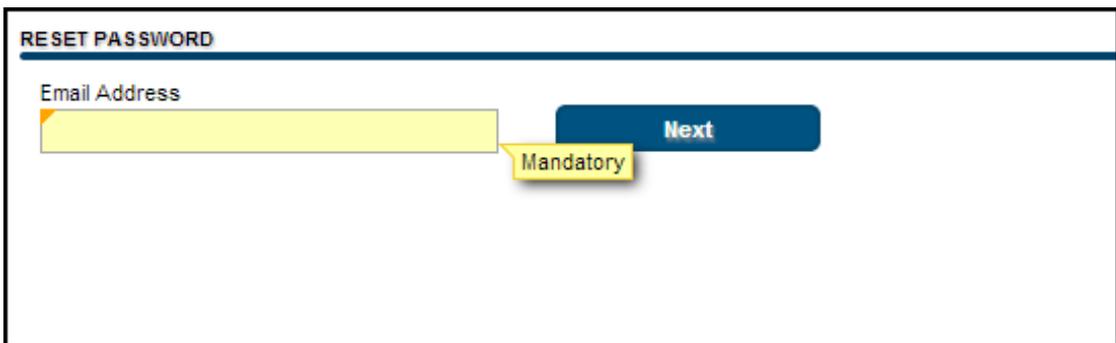
## 3.0 I Forgot My Password. How Do I Get Back Into TAP?

1. Click **Forgot My Password** on Logon page.



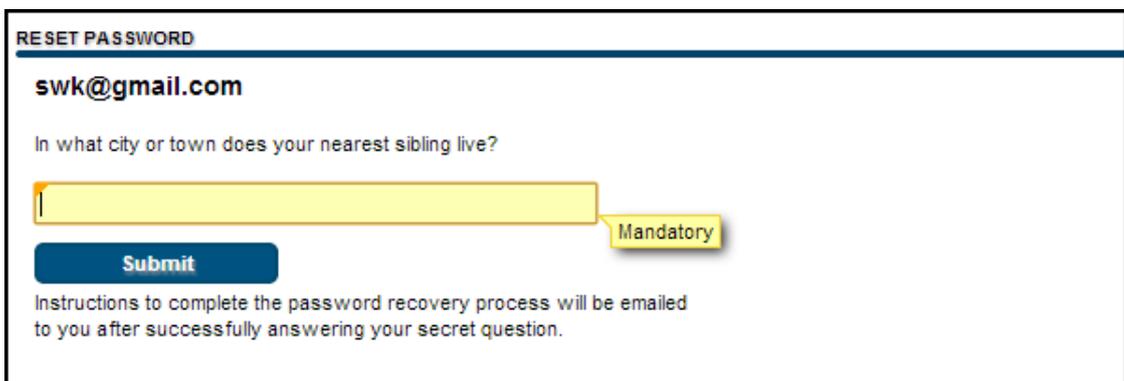
The screenshot shows a login form titled "Login" with a lock icon. It contains two input fields: "Email Address" and "Password". Below the "Password" field is a link labeled "Forgot My Password" which is circled in red. At the bottom are two buttons: "Logon" and "Sign up". A yellow callout box labeled "Mandat" points to the "Email Address" field.

2. Enter current email address. Click **Next**.



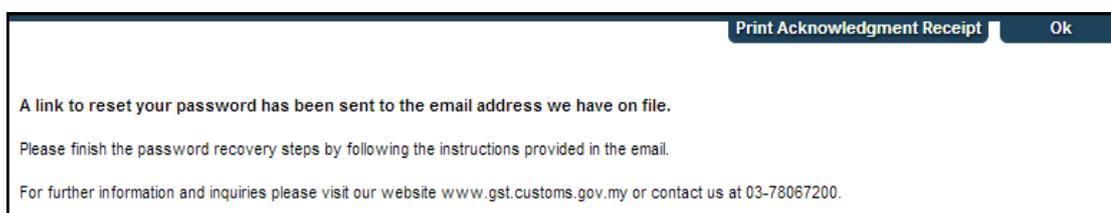
The screenshot shows a page titled "RESET PASSWORD". It has an "Email Address" input field and a "Next" button. A yellow callout box labeled "Mandatory" points to the "Email Address" field.

3. Enter the answer for security question. Click **Submit**.

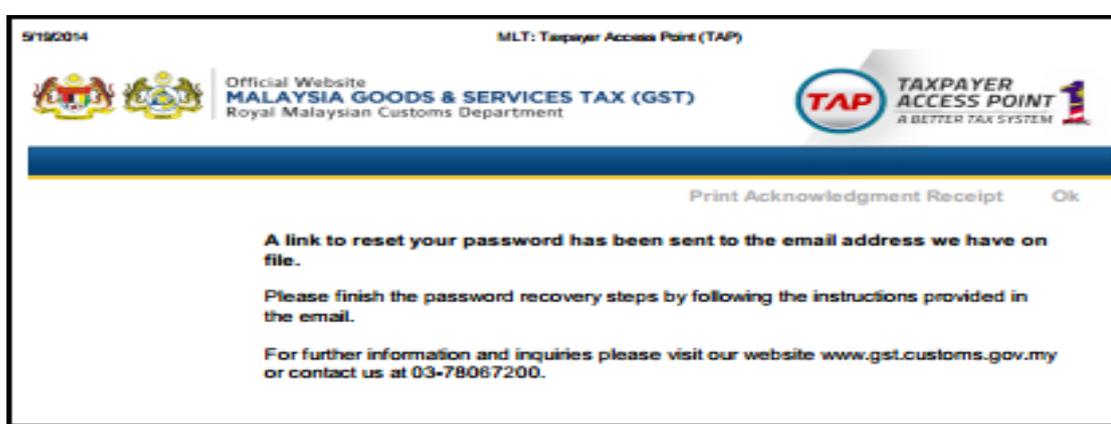


The screenshot shows the "RESET PASSWORD" page with the email address "swk@gmail.com" displayed. Below it is the security question: "In what city or town does your nearest sibling live?". There is an input field for the answer and a "Submit" button. A yellow callout box labeled "Mandatory" points to the input field. At the bottom, there is a note: "Instructions to complete the password recovery process will be emailed to you after successfully answering your secret question."

- This screen will display the confirmation information as below.
- Click **Print Acknowledgment Receipt** button: to print the acknowledgement receipt.



- Click **Print Acknowledgement Receipt** for your records or click **OK** to go back to the page previously.



**Note:** Taxpayer will receive an email with a link to create a new password. The email is valid for 15 minutes only.

### 3.1 I Forgot My Password And Guessed Wrong Too Many Times. Now I'm Locked Out Of My Account. How Do I Get Back Into TAP?

Call Customs Call Centre (CCC) at 1-300-888-500 to have your account unlock or password reset.

### 3.2 I Forgot My Password And Followed The Steps But Have Not Received An Authorization Code Yet. Where Is It?

Your authorization code was sent to the email address in your TAP profile. Some Internet Service Providers (ISPs) and spam filters may stop certain Please check your **Junk or Spam folder** in your email. If you think you have entered your email address incorrectly, call Customs Call Centre (CCC) at 1-300-888-500 to get your authorization code.

# MANAGE PROFILE

## 4.1 I Don't Remember The Answer To My Secret Question. What Do I Do?

If you don't know your logon information and have forgotten the answer to your secret question, please contact us. If you know your TAP logon and password, log into your TAP account to update your secret question by clicking the **Manage My Profile** header link within the "I Want To..." menu. Then click on the **Update Profile** link and edit your secret question and answer.

**MAKANANAS SDN BHD**      **NAMES AND ADDRESSES**      **I WANT TO...**

Business Reg. No. 3232323L      Legal Name **MAKANANAS SDN BHD**      [Manage My Profile](#)

Balance **RM 123,846.80**      Trading Name [Add](#)

Location / Business **NO.19, JALAN UTAMA 2/30, TAMAN PERI**

Correspondence Ad [Add](#)

**ACCOUNTS<sup>1</sup>**   **REQUESTS<sup>0</sup>**   **NOTICES<sup>1</sup>**   **LETTERS<sup>1</sup>**

**MY ACCOUNTS<sup>1</sup>**

**MY ACCOUNTS**      [Hide History](#)   [Filter](#)

Account Id	Account Type	Name	Frequency	Address	Balance(RM)
------------	--------------	------	-----------	---------	-------------

**PROFILE**      **I WANT TO...**

Web Name : **MAKANANAS SDN BHD**      [Update Profile](#)

Phone 1 : +60 0343434343      [Cancel my Online Access](#)

Phone 2 : +60      [Change Password](#)

Email Address : makan@nanas.com

Question : In what city or town was your first job?

**MANAGE LOGONS**

**LOGONS**

**CUSTOMER LOGONS**      [Add Logon](#)   [Filter](#)

Web Logon	Web Name	Administrator	Active
makan@nanas.com	MAKANANAS SDN BHD	Administrator	Active

## 4.2 How Can A Company Add A New TAP Logon For An Employee or remove access to my TAP account?

1. In the **Manage Logons** tab, users are able to add logon to other parties to access their account. In the **Logons** sub-tab click **Add Logon** header hyperlink.

The screenshot shows a user profile page with two main sections: 'PROFILE' and 'I WANT TO...'. The 'PROFILE' section contains personal information for 'STARBUCKS', including phone numbers and an email address. The 'I WANT TO...' section has links for 'Update Profile', 'Cancel my Online Access', and 'Change Password'. Below this is the 'MANAGE LOGONS' section with sub-tabs for 'LOGONS', 'ACCESS TO MY ACCOUNTS', and 'SETTINGS'. The 'LOGONS' sub-tab is active, showing a table of 'CUSTOMER LOGONS'. The table has columns for 'Web Logon', 'Web Name', and 'Administrator'. One logon is listed for 'starbucks@gmail.com' with 'STARBUCKS' as the web name and 'Administrator' as the role, with an 'Active' status. A red circle highlights the 'Add Logon' button in the top right corner of the logons table.

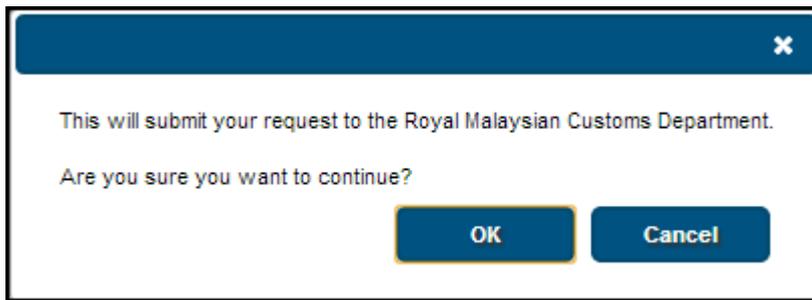
Web Logon	Web Name	Administrator	
starbucks@gmail.com	STARBUCKS	Administrator	Active

2. Enter all new information about new logon. Click **Submit** after complete the information. Click **Cancel** if you want to cancel the new logon.

The screenshot shows the 'Add Logon' form. At the top right are 'Submit' and 'Cancel' buttons. Below is a blue 'Add Logon' button. The form is divided into two sections: 'CONTACT INFORMATION' and 'TAXPAYER ACCESS POINT (TAP)'. The 'CONTACT INFORMATION' section has fields for Name, Telephone No., Fax No., Email Address, and Confirm Email Address. A yellow 'Mandatory' label points to the Telephone No. field. The 'TAXPAYER ACCESS POINT (TAP)' section has fields for Password, Confirm Password, Secret Question, Secret Answer, and Confirm Secret Answer. A dropdown menu is visible next to the Secret Question field. To the right of the TAP section are 'Password Rules' listed as follows:

- Must be between 6-12 characters
- Must include at least one number
- Must include at least one special character ~ ! @ # \$ % ^ & \* \_ - + \ | /

3. Click **OK** to submit the application.



4. Click **Access to My Accounts** sub-tab to set the access level for new logon. Click **None** hyperlink in grey.

MANAGE LOGONS						
LOGONS		MY ACCOUNTS ACCESS				
ACCESS TO MY ACCOUNTS						
Web Logon	Access Type	Name	Account Type	Id	Access Level	Active
econ@yahoo.com	Administrator	ECONSAVE SANDAKAN	Goods and Services Tax	001068367872	All Access	<input checked="" type="checkbox"/>
starbucks@mail.c	Account Manager	ECONSAVE SANDAKAN	Goods and Services Tax	001068367872	None	<input type="checkbox"/>

5. Specify the access level and check the checkbox Active to activate the access level. Click **OK**.



**Note:** Uncheck 'Active' checkbox to deactivate access of other users to TAP account. These rules determine if and how other people can access your account.

6. After completed the action, click **Home**, **Back** or **My Account** hyperlink in **Navigation Panel** to back to the customer springboard.

- Click **Account ID** hyperlink to access the account information.

GOODS AND SERVICES TAX		NAMES AND ADDRESSES		I WANT TO...	
Business Reg. No.	890129K	Legal Name	ECONSAVE SANDAKAN	<a href="#">Make a Payment</a>	
Monthly	001068367872	Trading Name	<a href="#">Add</a>	<a href="#">Authorize Tax Agent Access</a>	
Balance	RM 50,000.00	Location / Business	JLN 111 JAL SANDAKAN SABAH 90719	<a href="#">Request to Close Account</a>	
Pending	RM 0.00	Correspondence Ad	<a href="#">Add</a>		
Pay Effective Balance	RM 50,000.00				

PERIODS	REQUESTS <sup>0</sup>	ACTIVITY	NOTICES <sup>5</sup>	LETTERS <sup>5</sup>	SCHEMES <sup>0</sup>
ATTENTION NEEDED <sup>7</sup> SEARCH					

PERIODS REQUIRING ATTENTION								Filter
Period	Return Status			Tax (RM)	Penalty (RM)	Credit (RM)	Balance (RM)	Messages
31-Oct-2015	Late-Processed	<a href="#">View Return</a>	<a href="#">Pay</a>	54,000.00	0.00	4,000.00	50,000.00	<a href="#">Make a Payment</a>
30-Sep-2015		<a href="#">File Now</a>	<a href="#">Pay</a>	0.00	0.00	0.00	0.00	<a href="#">File Return</a>
31-Aug-2015		<a href="#">File Now</a>	<a href="#">Pay</a>	0.00	0.00	0.00	0.00	<a href="#">File Return</a>
31-Jul-2015		<a href="#">File Now</a>	<a href="#">Pay</a>	0.00	0.00	0.00	0.00	<a href="#">File Return</a>
30-Jun-2015		<a href="#">File Now</a>	<a href="#">Pay</a>	0.00	0.00	0.00	0.00	<a href="#">File Return</a>
31-May-2015		<a href="#">File Now</a>	<a href="#">Pay</a>	0.00	0.00	0.00	0.00	<a href="#">File Return</a>
30-Apr-2015		<a href="#">File Now</a>	<a href="#">Pay</a>	0.00	0.00	0.00	0.00	<a href="#">File Return</a>

- Each tab in account springboard generates automatically when taxpayer started to apply or request any activity in TAP.

#### 4.3 I No Longer Want Access To My Accounts In TAP. How Do I Cancel My TAP Account?

- Click **Account ID** hyperlink.

RORINE		NAMES AND ADDRESSES		I WANT TO...	
Business Reg. No.	8390239R	Legal Name	RORINE	<a href="#">Manage My Profile</a>	
Balance	RM (5,800.00)	Trading Name	<a href="#">Add</a>		
		Location / Business	12 KUALA LUMPUR KUALA LUMPUR 5411		
		Correspondence Ad	<a href="#">Add</a>		

ACCOUNTS <sup>1</sup>	REQUESTS <sup>2</sup>	NOTICES <sup>0</sup>	LETTERS <sup>1</sup>
MY ACCOUNTS <sup>1</sup>			

MY ACCOUNTS						Hide History	Filter
Account Id	Account Type	Name	Frequency	Address	Balance(RM)		
<a href="#">000238354432</a>	Goods and Services	RORINE	3 Monthly	12 KUALA LUMPUR KUALA LUI	(5,800.00)		

2. In **I Want To...** section click **Request to Close Account** hyperlink.

GOODS AND SERVICES TAX		NAMES AND ADDRESSES		I WANT TO...
Business Reg. No.	8390239R	Legal Name	RORINE	<a href="#">Make a Payment</a>
3 Monthly	000238354432	Trading Name	<a href="#">Add</a>	<a href="#">Authorize Tax Agent Access</a>
Balance	RM (5,800.00)	Location / Business	12 KUALA LUMPUR KUALA LUMPUR 5411	<a href="#">Request to Close Account</a>
Pending	RM 0.00	Correspondence Ad	<a href="#">Add</a>	
Effective Balance (RM)	RM (5,800.00)			

PERIODS	REQUESTS <sup>2</sup>	ACTIVITY	NOTICES <sup>0</sup>	LETTERS <sup>1</sup>	SCHEMES <sup>0</sup>
SEARCH					

PERIODS FROM 16-NOV-2011								Change Date	Filter
Period	Return Status			Tax (RM)	Penalty (RM)	Credit (RM)	Balance (RM)	Messages	
30-Sep-2013	Ontime-Processed	<a href="#">View Return</a>	<a href="#">Pay</a>	200.00	0.00	6,000.00	(5,800.00)		

3. Review cancellation details information before proceed. Click **Next**.

ABOUT THE SERVICE	WHAT YOU NEED	AFTER YOU FINISH
<ul style="list-style-type: none"> <li>This service allows you to apply to cancel the registration of your GST account.</li> <li>Your session will expire after 15 minutes of inactivity.</li> </ul>	<ul style="list-style-type: none"> <li>Proposed cancellation date</li> <li>Reason for cancellation</li> </ul>	<ul style="list-style-type: none"> <li>Print the confirmation page for your records.</li> </ul>

4. Enter required information. Click **Submit**.

<a href="#">Previous</a>	<a href="#">Registration Cancellation</a>	<a href="#">Submit</a>	<a href="#">Cancel</a>
<b>ACCOUNT INFORMATION</b>			
GST Registration:	Mandatory		
GST Number:	000238354432		
Business Name:	RORINE		
Business Registration No.:	8390239R		
<b>CANCELLATION DETAILS</b>			
Proposed Cancellation Date	<input type="text"/>	<input type="button" value=""/>	
Reason for Cancellation	<input type="text"/>	<input type="button" value="Mandatory"/>	

5. The application request is submitted successfully.

<a href="#">Print Acknowledgment Receipt</a>	<a href="#">Ok</a>
<p>You have submitted your request <b>successfully</b>.</p> <p>Your request to close your account has been received and is pending for processing.</p>	
<b>Business Name</b>	RORINE
<b>GST Number</b>	000238354432
<b>Proposed Cancellation Date</b>	12/31/2013
<b>Reason for Cancellation</b>	Bankruptcy or Winding-up
<b>Submitted Date</b>	16-Nov-2013 12:25:09
<b>Acknowledgement Receipt No.</b>	1-536-163-840
<p>For further information and inquiries please visit our website <a href="http://www.gst.customs.gov.my">www.gst.customs.gov.my</a> or contact us at 03-78067200.</p> <p>Please print a copy of this receipt for your records by using the "Print Acknowledgment Receipt" button above.</p>	

6. Click **Print Acknowledgement Receipt** for your records or click **OK** to go back to the page previously.

11/16/13 MLT: Taxpayer Access Point (TAP)



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



**TAP** TAXPAYER  
ACCESS POINT  
A BETTER TAX SYSTEM

---

[Print Acknowledgment Receipt](#) [Ok](#)

You have submitted your request **successfully**.

Your request to close your account has been received and is pending for processing.

<b>Business Name</b>	RORINE
<b>GST Number</b>	000238354432
<b>Proposed Cancellation Date</b>	12/31/2013
<b>Reason for Cancellation</b>	Bankruptcy or Winding-up
<b>Submitted Date</b>	16-Nov-2013 12:25:09
<b>Acknowledgement Receipt No.</b>	1-536-163-840

For further information and inquiries please visit our website [www.gst.customs.gov.my](http://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.