TAXPAYER ACCESS POINT (TAP) FAQ

Royal Malaysian Customs Department
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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]

- The 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.

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

4. Choose Type of Business.

![Type of Business]

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.

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

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

   **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.

   **Note:** Tick ‘Single Entity Registration’ if taxpayer is a Remisier or Broker.
10. Click **Next** to continue to the next step.

![Contact Information and Taxpayer Access Point (TAP) Access](image)

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.

![Business Details Page]

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

![Lookup Industry Code]

**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.

16. Click on **Code** hyperlink to select and click **Select** to confirm the code selection.
17. Selected industry code will be listed. Click Add Code hyperlink to add multiple codes in the same time.

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.

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 Form]

- **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.

![Manage Designated Persons]

- **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.
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.

31. Click Next to continue to the next step.
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](image)

**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**.

![Registration Confirmation](image)
35. This screen will display the confirmation information as below.

36. Click **Print Acknowledgement Receipt** button to print the acknowledgement receipt.

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.
2.1 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.

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

**Note:** Principal Reference No. is number to identify overseas company.
6. Click **Supply Detail** hyperlink. Enter required information. Click **Add**.

![Supply Details](image)

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.

![Agent Apply For Own GST](image)

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.

![Login page](image)

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

![New Logon Details](image)

3. Check 'I Manage other people’s tax account'.
4. Fill in all the required information and click **Submit**.

![TAP Logon Form]

- **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**.

![Confirmation Screen]

6. This screen will display the confirmation information as below.

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

![Acknowledgment Receipt]

For further information and inquiries please visit our website www.gst.customs.gov.my or contact us at 03-78887200.
8. Click **Print Acknowledgement Receipt** for your records or click **OK** to go back to the page previously.

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

9. This screen will require company’s branch information.
10. Fill in all required information for Branch Information and Branch Address.

11. And if taxpayer apply for Division, the address is not mandatory.
12. Fill in all required information. Click **Submit**.

![Bank Information Form]

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

13. This screen will display the confirmation information

![Confirmation Information Screen]

You have submitted your request successfully.

Your registration has been received and is pending for processing.

- **Business Name:** AWAK SDN BHD
- **Main GST Number:** 001332173588
- **Registration Type:** Branch
- **Trade Name:**
- **Submitted Date:** 14-Nov-2013 16:01:05
- **Acknowledgement Receipt No.:** 1-936-153-728

For further information and inquiries please visit our website www.gst.customs.gov.my or contact us at 03-75087200.

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.

![Printed Acknowledgment Receipt]

**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.

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

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

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](image)

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](image)
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.

2. Select any search option. Fill in related information. Click **Search** button.
3. List of search results will be displayed.

4. Click **Export** header hyperlink to transfer the record to excel format.

5. Click **Back** to return to the **GST Status Lookup** screen.
PASSWORD

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

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

![Login page screenshot](image1)

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

![Password reset page screenshot](image2)

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

![Password reset page screenshot](image3)
4. This screen will display the confirmation information as below.

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

![Print Acknowledgment Receipt](image1)

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

![Print Acknowledgment Receipt](image2)

**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.
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.

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

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

   ![Edit Access Level](image1)

   ![Access Level List](image2)

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

8. 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?

1. Click **Account ID** hyperlink.
2. In I Want To… section click Request to Close Account hyperlink.

3. Review cancellation details information before proceed. Click Next.
4. Enter required information. Click **Submit**.

![Image of the registration cancellation form](image)

5. The application request is submitted successfully.

![Image of the submitted acknowledgment receipt](image)
6. Click **Print Acknowledgement Receipt** for your records or click **OK** to go back to the page previously.

![Print Acknowledgement Receipt](image)