

[Year]

# Your Guide to the VAT Online Portal

INDIVIDUAL VAT TAXPAYERS GUIDE

ISLE OF MAN GOVERNMENT – CUSTOMS & EXCISE

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## Introduction

As an individual VAT taxpayer you can complete your VAT returns and make payments online using the Isle of Man Government's Online Services, accessible from the website [www.gov.im](http://www.gov.im).

In order to use the VAT Online Portal you need to:

- Already be registered for VAT with Customs & Excise
- Have a user account on Online Services

If you aren't already registered for VAT you won't be able to sign up for the VAT Online Portal as you need your VAT TIN number to hand when you sign up.

### Registering as a VAT Taxpayer with Customs & Excise

Information on how to register for VAT can be found on the Customs and Excise site on [www.gov.im](http://www.gov.im).

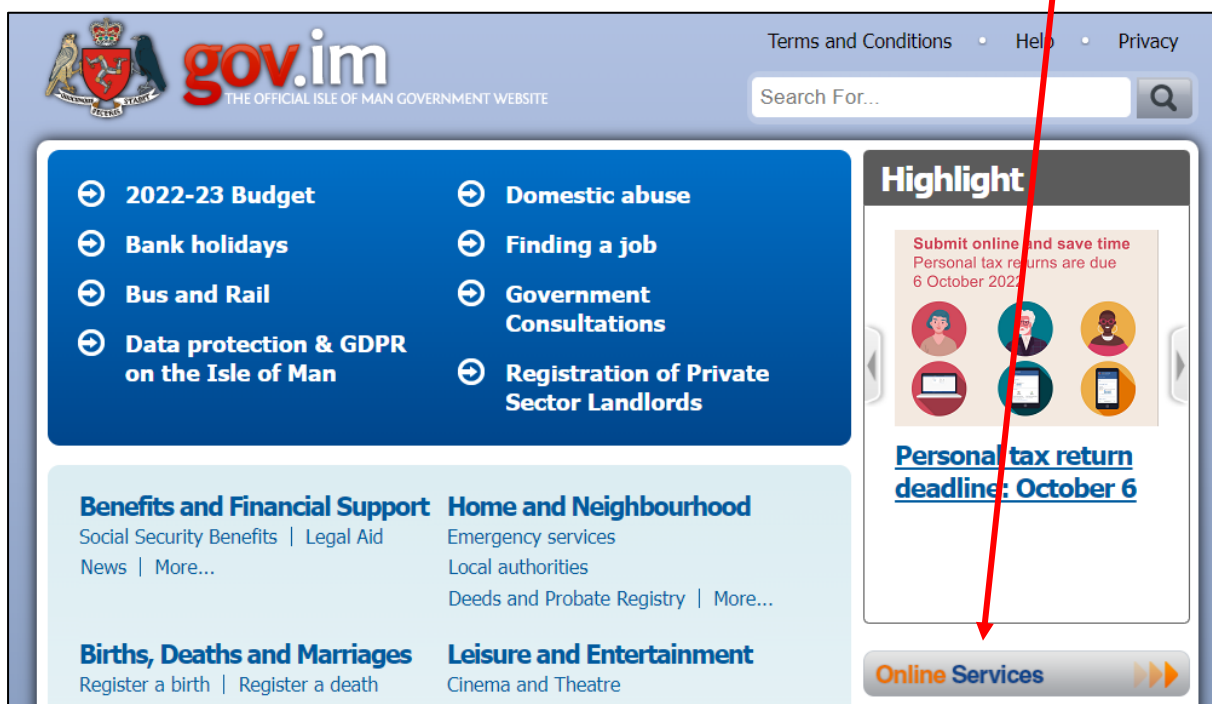
Here's a quick link to help you:

[Registering for VAT](#)

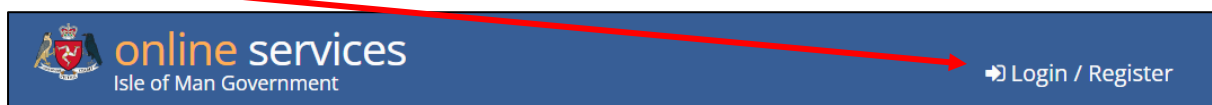
### Registering for Online Services

Registering for Online Services is a quick and easy process.







Go to the Isle of Man Government main website at [www.gov.im](http://www.gov.im) and click on **Online Services**:




Click on **Login/Register**:




Now click on the **right new user link**:

<h3>Existing User?</h3> <p>Login ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>Security: <input type="radio"/> Public or shared computer <a href="#">What's this?</a> <input checked="" type="radio"/> Private computer</p> <p><input type="button" value="LOGIN"/> <input type="button" value="CANCEL"/></p> <ul style="list-style-type: none"><li>• Having <a href="#">problems logging in?</a></li></ul>	<h3>New User?</h3> <table><tr><td> <u><a href="#">Register as an organisation</a></u></td><td> <u><a href="#">Register as an individual</a></u></td></tr></table> <p>Choose this if you are representing a company or business acting on its own behalf. e.g. Limited Company, Partnership, Trust, LLC or as an agent for others.</p> <ul style="list-style-type: none"><li>• <a href="#">I'm still not sure which type of registration I want</a></li></ul>	 <u><a href="#">Register as an organisation</a></u>	 <u><a href="#">Register as an individual</a></u>
 <u><a href="#">Register as an organisation</a></u>	 <u><a href="#">Register as an individual</a></u>		

There are **two types** of user accounts for **Online Services**:

 <u><a href="#">Register as an individual</a></u>
Choose this if you want to make transactions of a personal nature or if you are a sole proprietor. Or you manage your own agency and wish to make transactions on behalf of others.

Use this one if you are a **sole proprietor** or you act as a **Tax Agent under your own name** for other companies for the purposes of **VAT returns and payments**

 <u><a href="#">Register as an organisation</a></u>
Choose this if you are representing a company or business acting on its own behalf e.g. Limited Company, Partnership, Trust, LLC. Or you are representing a Business entity that acts as an agent for others and wishes to make transactions on their behalf.

Use this one if you represent a **company** that would like to use VAT Online for their **own VAT returns and payments** or you work for a **company that acts as a Tax Agent** for other companies for the purposes of **VAT returns and payments**

## Your Details

Complete all the fields on the **Your Details** screen and then click **Next**:

### Your Details

Required fields are marked with \*.

[View help for this section](#)

**Login ID \***

**Password \***

**Confirm Password \***

**Your Name \***

**Email Address \***

**Confirm Email Address \***

**Contact Telephone Number \***

**Date of Birth \***

I have read and agree to the [Terms and Conditions](#)

### Hint:

**Login ID** – You choose your **Login ID**; this will be the username you use whenever you log into Online Services:

The Login ID will be your personal identifier with Government and should not be a reference number used by specific services such as Tax Reference or VAT Reference.

This must:

- contain only alpha-numeric characters (letters a-z and numbers 0-9)
- be between 6 and 20 characters
- not contain any spaces or punctuation.

For example,

Your Login ID could be your own name with no spaces

JimmyCustomer

Of

FloydFish123

**Password** – You choose your own password:

Create a strong password:

- **Must** be between 9 and 30 characters in length
- **Must** contain at least one lowercase letter OR uppercase letter
- **Must** contain at least one number
- **Must** contain at least one of the following symbols ~!@#\$\$%^&\*()\_+{}[]|<>
- ✓ **Must not** contain spaces
- ✓ **Must not** include your login ID

For example,

Your password could be:

Jimmy123!!

But if your Login ID is JimmyCustomer your password could not be:

JimmyCustomer123!!

## Security Details

When you log into Online Services after your registration is confirmed you will be prompted to enter two letters from the answer to the **Security Question**. There are five questions you can choose from. Click on the drop-down arrow to select the **Security Question** you want to use:

### Security Details

Required fields are marked with \*.

#### Security Question

You will be asked to supply two randomly selected characters from your answer to this question each time you login.

[View more help for this section](#)

Security Question \*

Security Answer \*

Confirm Security Answer \*

Click on the question you want to use from the **options** listed:

**Security Question**

You will be asked to supply two randomly selected characters from your answer to this question each time you login.

[View more help for this section](#)

Security Question \*

What was the first School you attended?  
What was the first car you owned or drove?  
What was the first Company you worked for?  
What is the first name of your Mother's Mother?  
What was the name of the first house you lived in?

Please select a question from the list that you have an appropriate answer for.

Then type your **answer** to your chosen questions in the answer fields:

**Security Question**

You will be asked to supply two randomly selected characters from your answer to this question each time you login.

[View more help for this section](#)

Security Question \*

What was the first car you owned or drove?

Security Answer \*

....

Confirm Security Answer \*

....

Please re-type your security answer to reduce the incidence of errors, and to make sure that this is the security answer you require.

### Memorable Questions

For additional security you have to create two Memorable Questions for yourself.

Type your **questions** and the relevant **answers** in the fields on the screen and click **Finish**:

**Memorable Questions**

You will be asked characters from your answers to these questions if you call our help desk, or if you need to complete the forgotten password process.

[View sample questions](#)

Memorable Question 1 \*

Memorable Answer 1 \*

Memorable Question 2 \*

Memorable Answer 2 \*

Previous Cancel Finish

For example,

**Memorable Questions**

You will be asked characters from your answers to these questions if you call our help desk, or if you need to complete the forgotten password process.

[View sample questions](#)

**Memorable Question 1 \***

**Memorable Answer 1 \***

**Memorable Question 2 \***

**Memorable Answer 2 \***

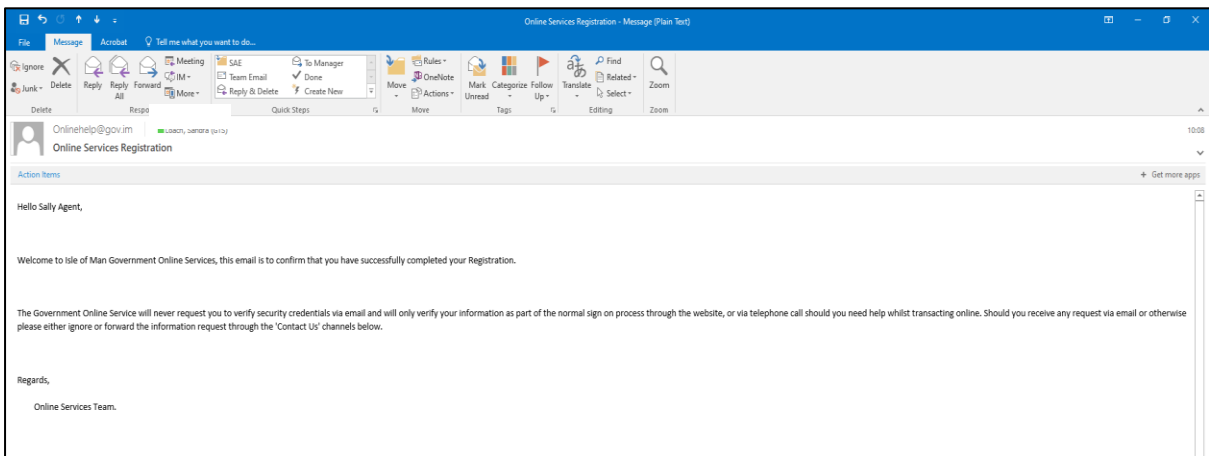
Please enter the answer to your second memorable question. This must:

- contain only alpha-numeric characters (letters a-z and numbers 0-9)
- be between 4 and 30 characters long
- have no more than 30 characters

If your answer consists of multiple words, join them together without spaces.

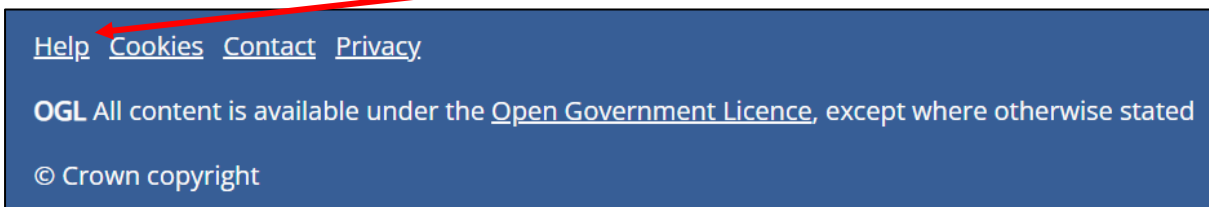
### Confirmation of registration

Once you hit Next you'll receive an automated e-mail confirming your registration for Online Services:



### Forgotten Online Services Login ID or Password

If you forget your Login ID or your password you can access Online Services Help by going to the Online Services homepage and clicking **Help** at the bottom of the screen:



Click **How to manage your details**:

- [Why create an new account](#)
- [How to manage your details](#)
- [Using the secure message service](#)



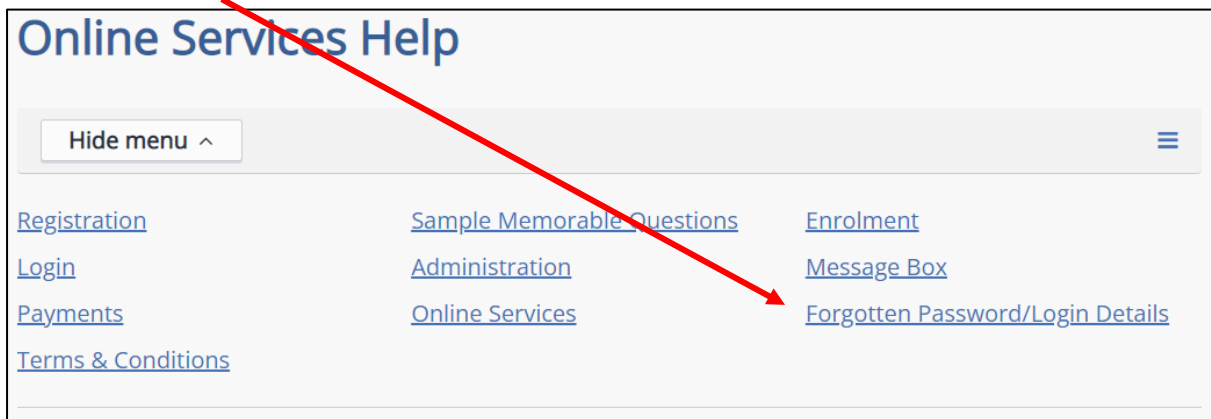
Click **Online Services Help**:



Click **Show menu**:



Click **Forgotten Password/Login Details**:



Click the **correct option** from the three available and follow the steps to either obtain your **Login ID**, a new **password** or a new **security answer**:

## Forgotten login details

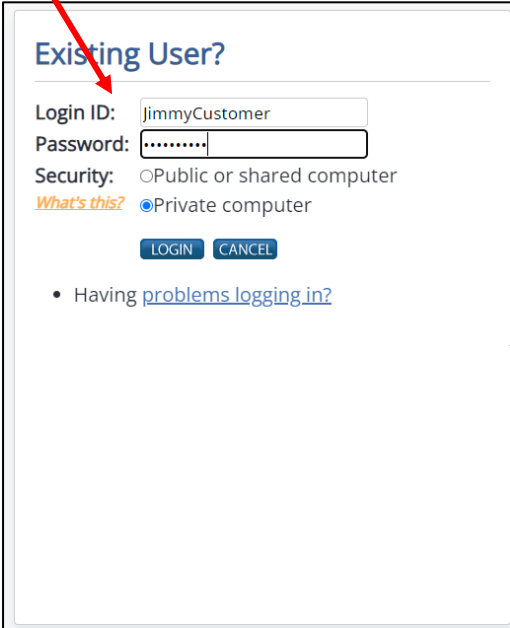
If you have locked your account it is likely that you have mistyped or forgotten your password or Security Answer. Please use one of the options below.

If you have any difficulties you can call the helpdesk on (01624) 686111 Mon-Fri 9am-5pm

- [Forgotten Login ID](#)  
Once you have answered the security details correctly your login id will be emailed to your email account.
- [Forgotten Password](#)  
Once you have answered the security details correctly you will be emailed a new password which you will have to change the next time you log on.
- [Forgotten Security Answer](#)  
Not all accounts will have a Security Answer associated with them, so only select this option if you are normally asked for 2 characters from your Security Answer after you have successfully entered your Login Id & Password. Once you have answered the security details correctly you will be emailed a new security answer which you will be requested to change the next time you log on.

## Registering for the VAT Online Portal

Log onto **Online Services** first:



**Existing User?**

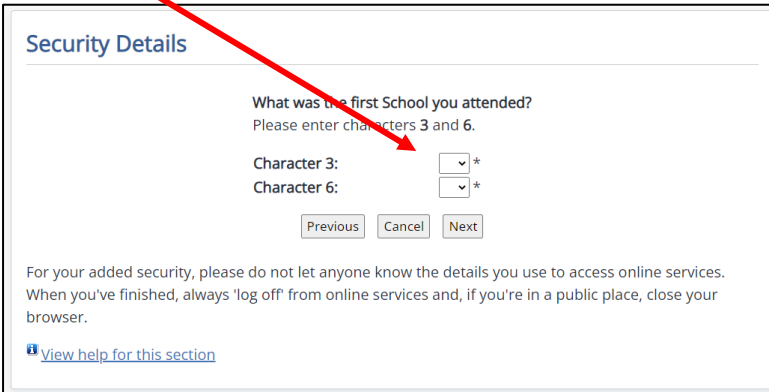
Login ID:

Password:

Security:  Public or shared computer  
[What's this?](#)  Private computer

- Having [problems logging in?](#)

Enter the letters from your **Security Answer** when prompted to:



**Security Details**

What was the first School you attended?  
Please enter characters 3 and 6.

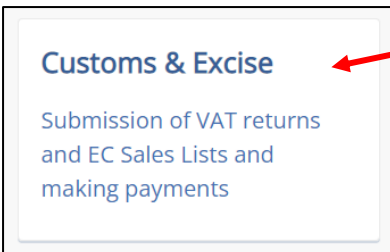
Character 3: \*

Character 6: \*

For your added security, please do not let anyone know the details you use to access online services. When you've finished, always 'log off' from online services and, if you're in a public place, close your browser.

[View help for this section](#)

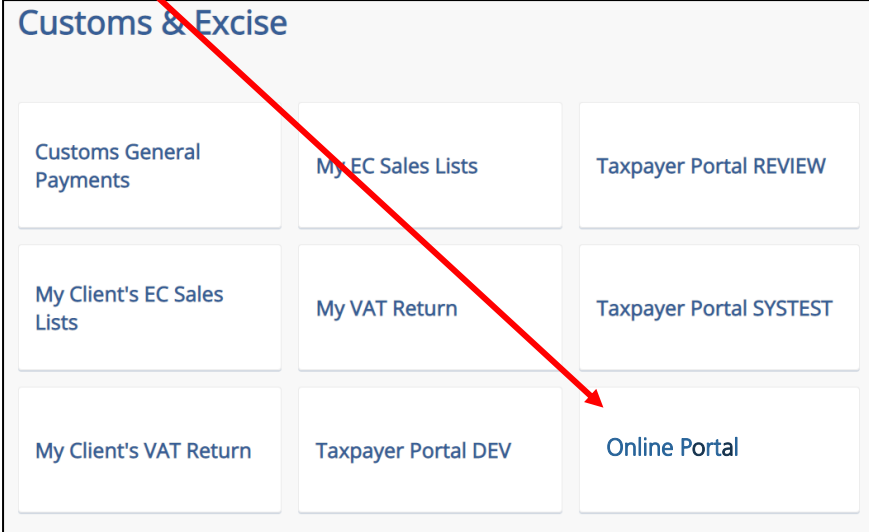
On the Online Services Home page scroll down and click on **Customs & Excise**:



**Customs & Excise**

Submission of VAT returns  
and EC Sales Lists and  
making payments

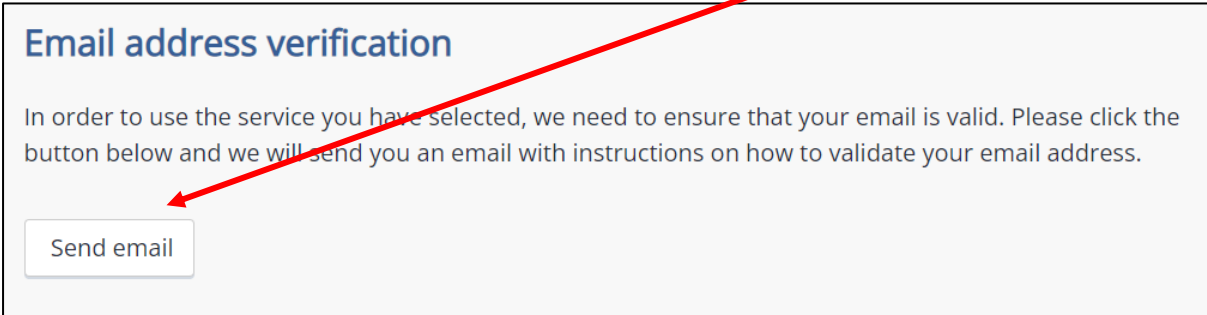
Click on **Online Portal**:



**Customs & Excise**

Customs General Payments	My EC Sales Lists	Taxpayer Portal REVIEW
My Client's EC Sales Lists	My VAT Return	Taxpayer Portal SYSTEST
My Client's VAT Return	Taxpayer Portal DEV	<b>Online Portal</b>

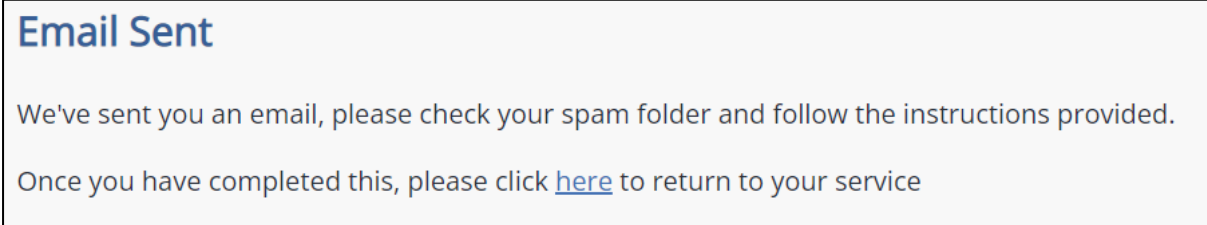
You'll then be prompted to verify your e-mail address; click on **Send email**:



**Email address verification**

In order to use the service you have selected, we need to ensure that your email is valid. Please click the button below and we will send you an email with instructions on how to validate your email address.

You'll see this onscreen message after you click **Send email**:

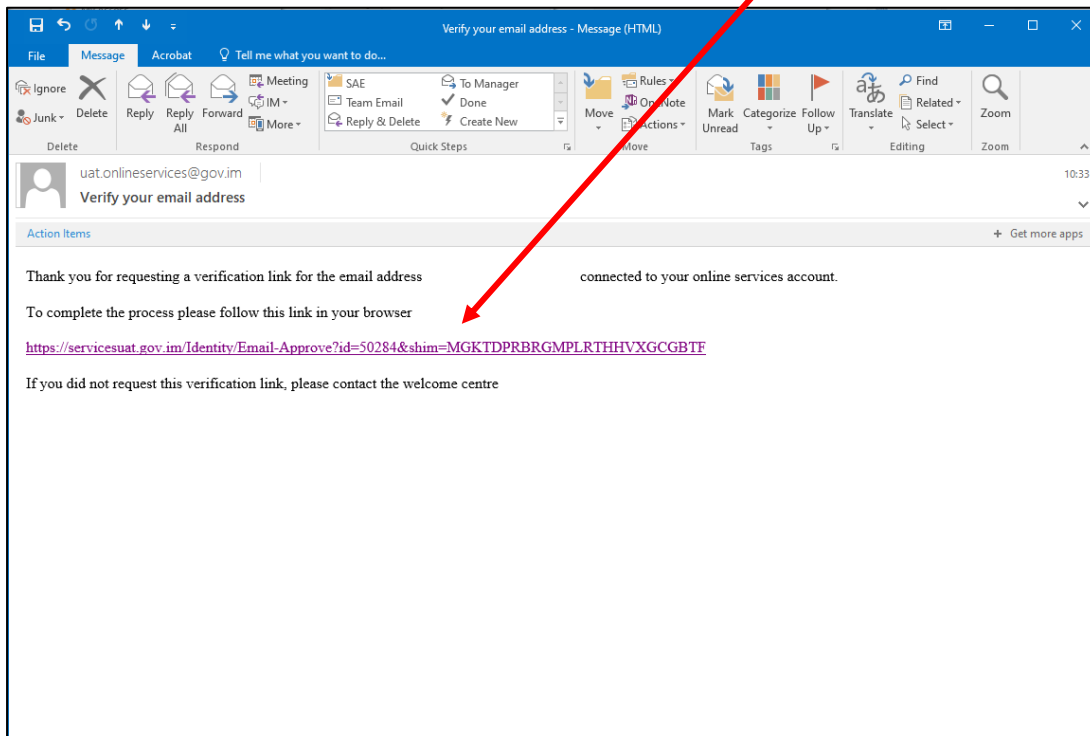


**Email Sent**

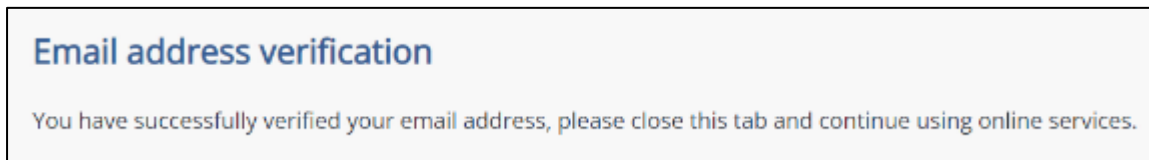
We've sent you an email, please check your spam folder and follow the instructions provided.

Once you have completed this, please click [here](#) to return to your service

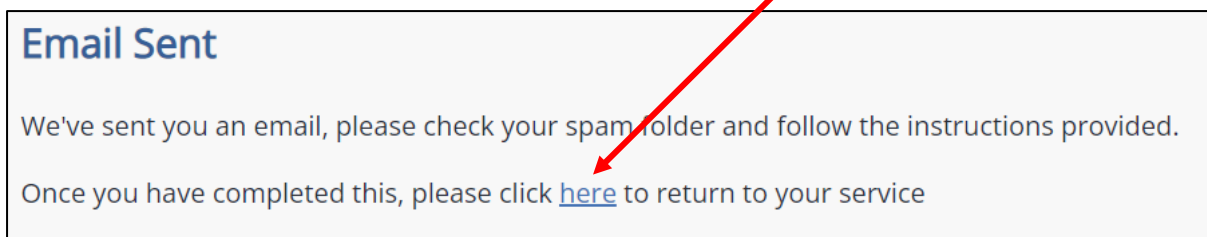
When you receive your verification e-mail you need to click on the **link** contained within it to verify your e-mail:



All being well, you should see an automated message in a new window in your web browser to confirm that your e-mail address has been successfully verified.



Click back on the open tab on your web browser and click on the **link** in the **Email Sent** screen:



Click **Approve**:

**Approve claims for service:**

In order to use the VATRMS service, the following information must be provided to the department responsible for the service

acname [Sally Agent Ltd]	The name associated with the account the user belongs too
username [Sally Agent]	The user name i.e. full name typed into online services at registration
email Your email address	The email address against the user
phone [01624123456]	The phone number against the user
dob [1980-02-15]	Users date of birth as entered at registration

Click **Request Access**:

**Hi Sally**

**Access your tax online**

Your online user account is not currently linked to a taxpayer account. Follow the instructions below to link to a taxpayer account.

**Request access to an existing taxpayer account**

Use this service to gain access to an existing taxpayer account.

You will need to enter the Taxpayer Identification Number (TIN) of the taxpayer account you want access to. [Contact us](#) if you cannot find this number.

This service is for **Taxpayers only**.

If you are a tax agent, or a taxpayer who requires access to multiple taxpayer accounts, then please [Contact us](#) for assistance.

If you are a sub-user of an agent, you will need to contact the agent's administrative user to be granted access to the appropriate taxpayers.

**Get help accessing your tax**

**Phone:** [+44 1624 648130](tel:+441624648130)

**Email:** [UATRMSTESTING@gov.im](mailto:UATRMSTESTING@gov.im)

Available 8:30am - 4:30pm, Monday to Friday (excluding public holidays)

If you already have a taxpayer account please have your Taxpayer Identification Number (TIN) available when you call.

Read through this screen and click **Request Access** again at the bottom:

**1 Request access to a taxpayer**  
Enter the Taxpayer Identification Number (TIN) of the taxpayer account you want access to. [Contact us](#) if you cannot find this number.  
If you require access to multiple taxpayers please [Contact us](#) for assistance.

**2 Wait for an activation code**  
We will send you an email containing a letter with an activation code within 96 hours.  
The email will be sent to the registered email address of the taxpayer account you are requesting access to. If you are requesting access to a taxpayer other than yourself you will need to contact the taxpayer directly to get the activation code.

**3 Enter activation code**  
Once you receive this email log in to the online user account and enter the code to access the taxpayers account.

[Request access](#)

Enter your **TIN** and complete the other details on the screen:

**Taxpayer request details**

Enter the TIN you are requesting access to: \*   
A TIN (Taxpayer Identification Number) is a unique 10 digit number that can be found on any correspondence we may have previously sent you.

Your name: \*


Registered Name of Company or Organisation:

Relationship to the Company or Organisation:   
Example: Representative, Accountant, Managing Director, Chief Executive Officer, Chief Financial Officer etc.

Scroll down the screen and click into the **box** under the **Declaration** to show that you have **read and agree to the declaration**:

**Before you submit this request**

Read and agree to the following statement by ticking the checkbox below.

 **Declaration**

By submitting this return you understand and confirm that:

- The owner of the Taxpayer Identification Number (TIN) has given you permission to request access to this taxpayer account.
- The information you entered in this request is true, correct and complete to the best of your knowledge and belief.
- You agree to the latest [Terms & Conditions](#) ↗ and [Privacy](#) ↗.


**You could be prosecuted if you deliberately access a TIN that you have not been granted permission to access and / or enter untrue or misleading information.**

I have read and agree to the declaration.

The click **Submit Request**:

[Submit Request](#)

You should then see this screen:



**Your request has been received.**

Your request to access the following taxpayer account has been received:

- **TIN: 100-1006-048**

**What happens next**

We send an email containing a letter with an activation code within 96 hours.

The letter will be sent to registered email address of the taxpayer account you have requested access to. If you are requesting access to a taxpayer other than yourself, you will need to contact the taxpayer directly to get the activation code.

Once you receive this letter, log in to this online user account and enter the code to access the taxpayer's account.

[Contact us](#) if you haven't received this letter within 96 hours.

[Back to home](#)

Once you receive your activation code via a letter e-mailed to you log back onto Online Services, go to Customs & Excise and click on Taxpayer Portal.

Now enter the **activation code** from the letter and click **Verify access**:

Verification Details

Confirm the activation code supplied in the email we sent you.

Enter the activation code we sent you: \*

You will find the 6 digit activation code on the letter we recently sent you.

Verify access Cancel

You should then see this screen:

✓

## Your access has been verified.

Your access to the following taxpayer account has been verified:

- Mr Jimmy Customer ( TIN: 100-1006-048)

### What happens next

Your user account has now been linked to this taxpayer.

You will now be able to manage any tax obligations for this taxpayer from this user account.

View account details

Click on **View account details**:



You should now see your account screen:

# Hi Jimmy

You are currently viewing account details for: **Mr Jimmy Customer (TIN: 100-1006-048)**

## Account Information

Account balance information.

Your Tax Account(s)	Next Return Due	Balance *
Value Added Tax	31 Oct 2022	<b>£40,780.00</b>

[View all tax accounts >](#) \*Correct as at 04 Oct 2022

## Your Watched Items

You have no watched items at the moment.

[View all >](#)

## Messages

You have no unread messages.

[New Message](#) [View Inbox >](#)

## Notifications

[Action Required](#) **1**

**Return Overdue - 30 Sep 2022** [>](#)  
Value Added Tax - Aug 2022

[Reminders](#) **3**

**Return to be filed - 31 Oct 2022** [>](#)  
Value Added Tax - Sep 2022

## Understanding your account screen on the Online Portal

This is your **VAT homepage**:

The screenshot displays the VAT homepage for a user named Jimmy. At the top, there is a navigation toolbar with links for Home, Inbox, My Tax, Returns, and Profile. The main content area is titled 'Hi Jimmy' and shows account details for 'Mr Jimmy Customer (TIN: 100-1006-048)'. The 'Account Information' section includes a table with columns for 'Your Tax Account(s)', 'Next Return Due', and 'Balance \*'. The table shows 'Value Added Tax' with a due date of '31 Oct 2022' and a balance of '£40,780.00'. Below the table, there is a link to 'View all tax accounts' and a note '\*Correct as at 07 Oct 2022'. The 'Your Watched Items' section indicates that there are no watched items at the moment. On the right side, the 'Messages' section shows that there are no unread messages, with a 'New Message' button and a 'View Inbox' link. The 'Notifications' section has two categories: 'Action Required' with 1 notification and 'Reminders' with 3 notifications. The first notification is 'Return Overdue - 30 Sep 2022' for 'Value Added Tax - Aug 2022'. The first reminder is 'Return to be filed - 31 Oct 2022' for 'Value Added Tax - Sep 2022'.

Your Tax Account(s)	Next Return Due	Balance *
Value Added Tax	31 Oct 2022	£40,780.00

### The toolbar

The toolbar at the top of the screen has some options that will help you to manage your account and your VAT returns and payments:

The screenshot shows the navigation toolbar with the following options: Home (with a house icon), Inbox (with a dropdown arrow), My Tax (with a dropdown arrow), Returns (with a dropdown arrow), and Profile.

### Inbox

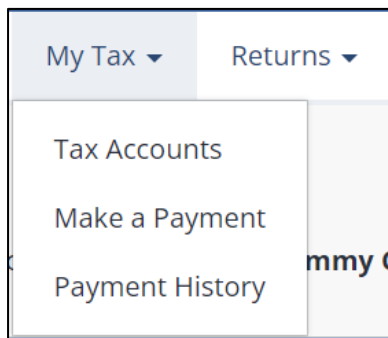
You can send secure messages to Customs & Excise about your account and your VAT returns and payments. Customs & Excise will also send you secure messages through this same platform.

Clicking on Inbox on the toolbar allows you to **view your inbox** or start a **New Message** to Customs & Excise:

The screenshot shows the 'Inbox' dropdown menu with two options: 'Inbox' and 'New Message'.

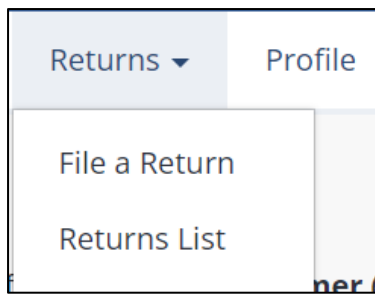
## My Tax

If you click on **My Tax** on the toolbar you can **view** all your **tax accounts**, **make a payment** or **view** your **payment history**:



## Returns

If you click on **Returns** on the Toolbar you can **file a return** and **view** the list of **returns** you have **submitted**:



## Profile

If you click on **Profile** in the toolbar you'll be able to see your user profile for the Online Portal:

### My Access

Each user of this site is granted access to specific tax types and taxpayers, as well as one or more functions within the site. Your specific permissions are listed below.

#### Access Details

**Jimmy Customer**  
sandra.loach2@gov.im

✔ Primary user

#### Tax Type Permissions

Access permitted to:

- ✔ Value Added Tax

#### User Permissions

Access permitted to the following areas:

- ✔ Enquiries
- ✔ Returns
- ✔ Account
- ✔ Registration
- ✔ View Payment
- ✔ Make Payment

#### Taxpayer Accessibility 1

Filter by Taxpayer Name or TIN

Mr Jimmy Customer (TIN: 100-1006-048)

## Filing a VAT return

To file a VAT return log onto your Online Services account first. Then click on Customs & Excise and select the Online Portal.

There are four ways to access returns that need filing from the homepage:

Click on **Returns** and select **File a Return**

Click on **View all tax accounts**

The screenshot shows the user's account homepage for 'Mr Jimmy Customer (TIN: 100-1006-048)'. The navigation bar includes Home, Inbox, My Tax, Returns, and Profile. The main content area is divided into several sections: Account Information, Messages, Notifications, and Your Watched Items. The Account Information section shows a table with columns for 'Your Tax Account(s)', 'Next Return Due', and 'Balance \*'. The Messages section shows 'You have no unread messages.' The Notifications section shows 'Action Required' with 1 notification and 'Reminders' with 3 notifications. The 'Action Required' notification is 'Return Overdue - 30 Sep 2022' for 'Value Added Tax - Aug 2022'. The 'Reminders' notification is 'Return to be filed - 31 Oct 2022' for 'Value Added Tax - Sep 2022'. Red arrows point from the text annotations to the 'Returns' menu, the 'View all tax accounts' link, the 'Action Required' notification, and the 'Return to be filed' notification.

Click on an overdue tax return under **Action Required**

Click on a return that is due under **Reminders**

Clicking on File a Return and View all tax accounts will take you to your tax accounts screen where you can select the period you want to file a return for:

The screenshot shows the 'Tax Accounts' screen. At the top, there is a dropdown menu for 'All Tax Accounts'. Below it, there are tabs for 'All Periods', 'Over due Items (8)', and 'Draft Returns (1)'. The main content area shows a table with columns for 'Tax Type', 'Period', 'Balance', 'Status', 'Due Date', and 'Action'. The table is filtered to show 'all tax types for the last 12 months'. The table has a toggle for 'Include Complete Periods' and a 'Filter Dates' dropdown. The table contains the following data:

Tax Type	Period	Balance	Status	Due Date	Action
Value Added Tax	Oct 2022	£0.00	Return Due	2022-11-30	File Return
Value Added Tax	Sep 2022	£0.00	Return Due	2022-10-31	File Return
Value Added Tax	Aug 2022	£0.00	Return Overdue	2022-09-30	Continue Draft
Value Added Tax	Jul 2022	£6,720.00	Return Overdue	2022-08-31	File Return
Value Added Tax	Jun 2022	£6,400.00	Return Overdue	2022-07-31	File Return
Value Added Tax	May 2022	£6,090.00	Return Overdue	2022-06-30	File Return

Red arrows point from the text annotations to the 'File Return' action for the Oct 2022 period and the 'Continue Draft' action for the Aug 2022 period.

Click on **File Return** for the relevant period

If you've started a return but not submitted it, you can return to it as a draft

Clicking on a **due** or **overdue** return will take you straight to through the first page of the return for the relevant tax period:

**Value Added Tax Return (VAT)** Draft - Not yet submitted Delete Draft

For the period **Aug 2022** Due 30 Sep 2022 | **Overdue**

1 Start 2 Return overview 3 Enter return details 4 Upload documents 5 Review & submit

Step 1: Review return details

### Return information

You are about to file a return for:

Tax Type:	Value Added Tax
Period:	Aug 2022
Return & Payment Due:	Friday, 30 September 2022

Save & Continue

Check the details on this screen and then click **Save & Continue**:

To start entering your return you can either click on **Enter Page 1** or **Save & Continue**:

**Value Added Tax Return (VAT)** Draft - Not yet submitted Delete Draft

For the period **Jan 2022** Due 28 Feb 2022 | **Overdue**

1 Start 2 Return overview 3 Enter return details 4 Upload documents 5 Review & submit

Step 2: Fill in your return

### Return overview

This section provides you with an overview of the pages that make up this Tax Return.  
Each page of the return will also allow you to save a draft of your progress.

Sections to be completed	Edited	Status
Enter Page 1		Not Started
Page 2		Not Started

Previous Step Save & Continue

The layout of Pages 1 and 2 is the same as the paper VAT Return form.

**Value Added Tax Return (VAT)** Draft - Not yet submitted Delete Draft

For the period **Jan 2022** Due 28 Feb 2022 | Overdue

1 Start 2 Return overview 3 Enter return details 4 Upload documents 5 Review & submit

Step 3: Fill in your return

[Back to return overview](#)

**Page 1 (section 1 of 2)**  
Enter details for Value Added Tax

VAT due in the period on sales and other outputs: \* 1 ▶ £

[Help](#)

VAT due in the period on acquisitions of goods brought into NI from EU: \* 2 ▶ £

[Help](#)

Total VAT due: \* 3 ▶ £ 0.00

[Help](#)

Previous Step Save Draft Save & Continue

Complete **all the fields** on Page 1 as appropriate and then click either **Save Draft** or **Save & Continue**:

If you select **Save Draft** you can come back to the Return later to complete it by accessing it through your Tax Accounts.

**Value Added Tax Return (VAT)** Draft - Not yet submitted Delete Draft

For the period **Jan 2022** Due 28 Feb 2022 | Overdue

1 Start 2 Return overview 3 Enter return details 4 Upload documents 5 Review & submit

Step 3: Fill in your return

[Back to return overview](#)

**Page 2 (section 2 of 2)**  
Enter details for Value Added Tax

Total value of sales and all other outputs excluding any VAT: \* 6 ▶ £

[Help](#)

Previous Section Save Draft Save & Continue

Complete **all the fields** on Page 2 as appropriate and then click either **Save Draft** or **Save & Continue**:

You can upload supporting documents to your return if necessary. Either drag and drop files over the space **here**:

Step 4: Upload documents

This step will allow you to upload one or more documents to support the details supplied in the return.

▶ What files can I upload?

### Additional Documents (optional)

You may upload documents to support this Value Added Tax return.

Supporting documents:

Drop files here to upload or [select files from your computer](#)

Previous Step Save & Continue

Or click on **select files from your computer** to use File Explorer to find the relevant documents, then click **Save & Continue**.

If you **don't** have any **supporting documents** you need to attach simply click on **Save & Continue** to move to the next screen.

You can now review your Return before submitting it:

To **edit** your answers on **Page 1** click on **Edit answers**:

Step 5: Review & submit

## Review your return

This section provides you with a summary of your return before you submit it.

Please check the figures and amounts due.

### Return overview

Expand all sections Collapse all sections

Return sections / questions	To be filed
Page 1	Edit answers
VAT due in the period on sales and other outputs:	1 ▶ £ 1,500.00
VAT due in the period on acquisitions of goods brought into NI from EU:	2 ▶ £ 200.00
Total VAT due:	3 ▶ £ 1,700.00
VAT reclaimed in the period on purchases and other inputs (including acquisitions of goods brought into NI from EU):	4 ▶ £ 750.00
VAT to pay to Customs or reclaim:	5 ▶ £ 950.00

Previous Step Submit Return

To **view and/or edit** your answers on Page 2 **scroll** down the screen and click on the **arrow** to show the detail you inputted on Page 2 and click **Edit answers** to edit Page 2:



Once you are happy that you have entered all the correct information and uploaded any supporting documents if you have any, scroll down the Review your Return screen to the **Declaration**:


## Supporting Documents

- No documents were uploaded to support this return.

---

## Before you submit this return

Read and agree to the following statement by ticking the checkbox below.

 **Declaration**

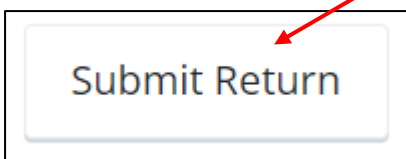
I declare that the information given on this return is correct and complete.

**Warning: A false declaration can result in prosecution.**

I have read and agree to the declaration.


Click the **box** beside **I have read and agree to the declaration**:

When you're ready click on **Submit Return**:





You'll get an immediate onscreen response confirming receipt of your Return:



## Your tax return has been received.

Thank you for completing your **Value Added Tax Return** for **Jan 2022**.

---

### Return Details

Due Date:	28 Feb 2022
Date Received:	07 Oct 2022 <span style="color: red;">⚠ 221 days late</span>
Return Amount:	£950.00

---

### Account Summary

The current balance for this period is displayed below. It includes the above return amount along with any penalties, interest, additional fees, payments, or credits.

Current Balance (amount to pay):	£950.00	<a href="#">Pay Now</a>
	<span style="color: red;">ⓘ Payment Overdue</span> Please pay immediately (was due 07 Mar 2022).	

[View Statement](#)   [Back to Home](#)

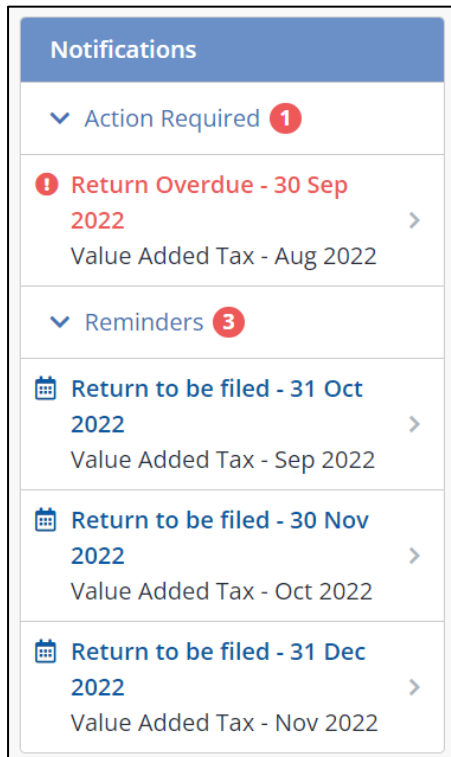
You can now pay the payment amount immediately or leave this for now, bearing in mind that you may have penalties to pay for late filing or a Return and/or late payment of any overdue amounts.

## Making a Payment

You can make payments online or via bank transfer and there are multiple ways to mark payments as made online.

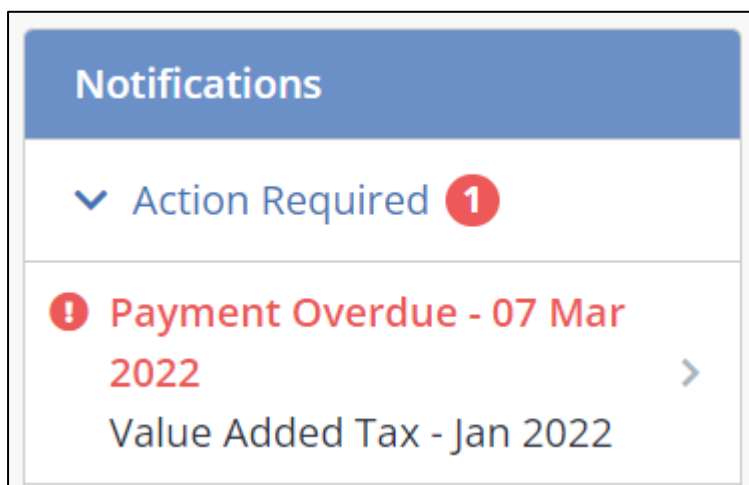
### Method One – Via Notifications and Reminders

On your VAT homepage you will see Notifications and Reminders on the right of the screen:



If you have filed a Return before it's due date, but haven't yet paid any amount you may owe, you will see a **reminder** for it.

If you have filed a Return and the payment is now overdue you will see a **notification** for it:



You can click on the **Notification** or **Reminder** to go through to the payment screen.

You'll then see a **statement** for the selected Return:

### Value Added Tax Statement

For the period of **Jan 2022** | Period Status: **Amount to pay £950.00**

Summary | Transactions | Return | Related Communication (0)

#### Period Summary

##### Details

**For action** ⚠️ Payment Overdue  
Please pay immediately (was due 07 Mar 2022). [Pay Now](#)

**Balance** £950.00 [View Transactions](#)

**Return** **Due Date:** 28 Feb 2022 [View Return](#)

**Date Received:** 07 Oct 2022 ⚠️ 221 days late

**Tax payable:** £950.00

##### Options available

- [New Message](#)
- [Make a Payment](#)

Click **Pay Now**:

### Method Two – VAT Homepage

You can view all your tax accounts from your Homepage:

### Hi Jimmy

You are currently viewing account details for: **Mr Jimmy Customer (TIN: 100-1006-048)**

#### Account Information

Account balance information.

Your Tax Account(s)	Next Return Due	Balance *
Value Added Tax	31 Oct 2022	£40,780.00

[View all tax accounts](#) \*Correct as at 04 Oct 2022

#### Messages

You have no unread messages.

[New Message](#) [View Inbox](#)

#### Notifications

- Action Required 1**
- Return Overdue - 30 Sep 2022** Value Added Tax - Aug 2022
- Reminders 3**
- Return to be filed - 31 Oct 2022** Value Added Tax - Sep 2022

#### Your Watched Items

You have no watched items at the moment.

[View all](#)

You can then see from your tax accounts where a payment is due:

All Periods Over due Items (8) Draft Returns (0)

Showing all tax types for the last 12 months.  Include Complete Periods Filter Dates

Tax Type	Period	Balance	Status	Due Date	Action
Value Added Tax	Oct 2022	£0.00	Return Due	2022-11-30	File Return
Value Added Tax	Sep 2022	£0.00	Return Due	2022-10-31	File Return
Value Added Tax	Aug 2022	£7,060.00	Return Overdue	2022-09-30	File Return
Value Added Tax	Jul 2022	£6,720.00	Return Overdue	2022-08-31	File Return
Value Added Tax	Jun 2022	£6,400.00	Return Overdue	2022-07-31	File Return
Value Added Tax	May 2022	£6,090.00	Return Overdue	2022-06-30	File Return
Value Added Tax	Apr 2022	£5,800.00	Return Overdue	2022-05-31	File Return
Value Added Tax	Mar 2022	£5,520.00	Return Overdue	2022-04-30	File Return
Value Added Tax	Feb 2022	£5,250.00	Return Overdue	2022-03-31	File Return
Value Added Tax	Jan 2022	£950.00	Payment Overdue	2022-03-01	Pay Now

Showing 1 to 10 of 10 entries Previous 1 Next

Where you have filed a Return and not made a payment you will see the status of the return showing either **Payment Due** or **Payment Overdue**.

Clicking **Pay Now** for a Return will take you through to the payment screen.

### Method Three – My Tax

On your VAT homepage you can click on **My Tax** at the top of the screen:

Home Inbox My Tax **Returns** Profile

## Hi Jimmy

You are currently viewing account details for: **Mr Jimmy Customer (TIN: 100-1006-048)**

#### Account Information

Account balance information.

Your Tax Account(s)	Next Return Due	Balance *
Value Added Tax	31 Oct 2022	£40,780.00

[View all tax accounts](#) \*Correct as at 07 Oct 2022

#### Messages

You have no unread messages.

[New Message](#) [View Inbox](#)

#### Notifications

Action Required **1**

**Return Overdue - 30 Sep 2022**  
Value Added Tax - Aug 2022

Reminders **3**

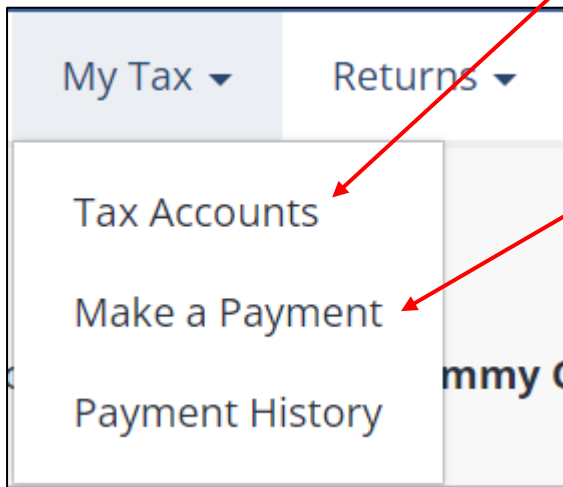
**Return to be filed - 31 Oct 2022**  
Value Added Tax - Sep 2022

#### Your Watched Items

You have no watched items at the moment.

[View all](#)

From the menu options you can either **view all your tax accounts** or go to the **Make a Payment** screen:



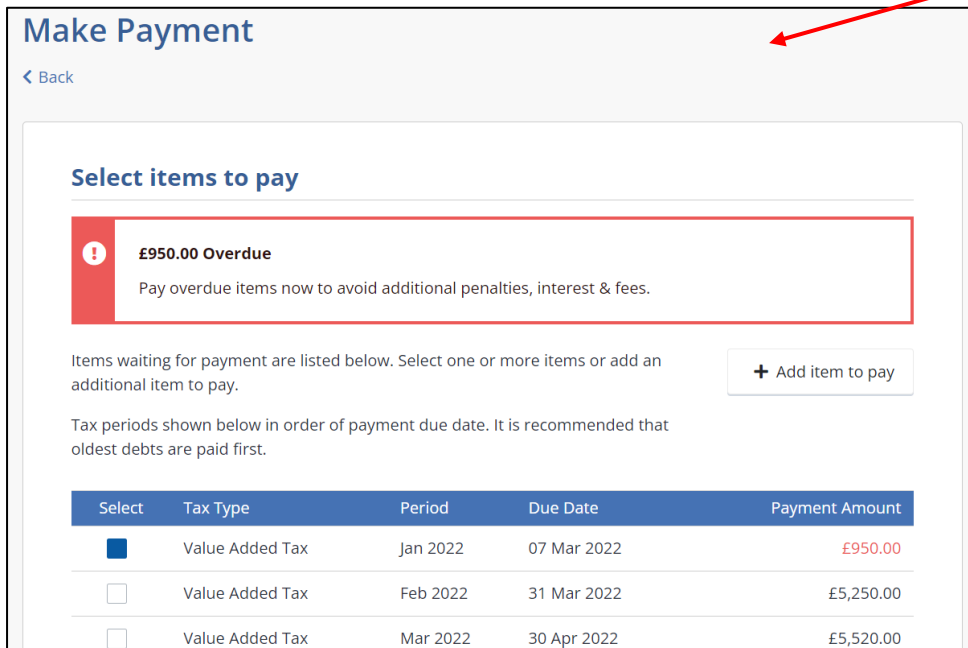
The **Make a Payment** screen looks like this:

A screenshot of the 'Make a Payment' screen. The title 'Make a Payment' is at the top left. Below it is the section 'About this service' with a description and a note: 'Note: If your payment is made late you may be charged penalties and/or interest.' A green button labeled 'Pay Now &gt;' is circled in red. To the right is a 'Get help paying your tax' section with contact information. Below that is an 'Email us' section with a link 'Send a secure message'. At the bottom left is a 'Ways you can pay online' section with a sub-section for 'Bank transfer (Internet banking)'. The right side also includes a 'Phone' number and availability hours.

To make a payment from here click on **Pay Now**:

## Making a Payment

Whichever method you use to get to the payment screen you will end up on the screen below:



**Make Payment**

< Back

### Select items to pay

**£950.00 Overdue**  
Pay overdue items now to avoid additional penalties, interest & fees.

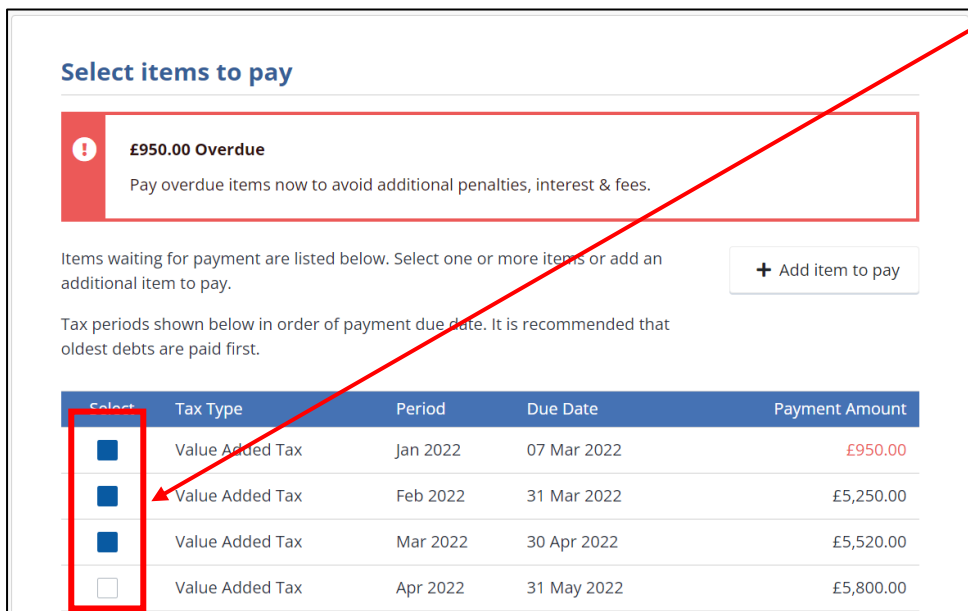
Items waiting for payment are listed below. Select one or more items or add an additional item to pay. + Add item to pay

Tax periods shown below in order of payment due date. It is recommended that oldest debts are paid first.

Select	Tax Type	Period	Due Date	Payment Amount
<input checked="" type="checkbox"/>	Value Added Tax	Jan 2022	07 Mar 2022	£950.00
<input type="checkbox"/>	Value Added Tax	Feb 2022	31 Mar 2022	£5,250.00
<input type="checkbox"/>	Value Added Tax	Mar 2022	30 Apr 2022	£5,520.00

The item you have selected from any of the methods using **Pay Now**, will be selected on the above screen automatically.

From the **Make Payment** screen you can add additional items to pay, either by clicking on the **box** beside an item:



**Select items to pay**

**£950.00 Overdue**  
Pay overdue items now to avoid additional penalties, interest & fees.

Items waiting for payment are listed below. Select one or more items or add an additional item to pay. + Add item to pay

Tax periods shown below in order of payment due date. It is recommended that oldest debts are paid first.

Select	Tax Type	Period	Due Date	Payment Amount
<input checked="" type="checkbox"/>	Value Added Tax	Jan 2022	07 Mar 2022	£950.00
<input checked="" type="checkbox"/>	Value Added Tax	Feb 2022	31 Mar 2022	£5,250.00
<input checked="" type="checkbox"/>	Value Added Tax	Mar 2022	30 Apr 2022	£5,520.00
<input type="checkbox"/>	Value Added Tax	Apr 2022	31 May 2022	£5,800.00

You can select multiple items to pay this way.

Or you can add additional items by clicking on **Add item to pay**:

**Select items to pay**

**£950.00 Overdue**  
Pay overdue items now to avoid additional penalties, interest & fees.

Items waiting for payment are listed below. Select one or more items or add an additional item to pay. + Add item to pay

Tax periods shown below in order of payment due date. It is recommended that oldest debts are paid first.

Select	Tax Type	Period	Due Date	Payment Amount
<input checked="" type="checkbox"/>	Value Added Tax	Jan 2022	07 Mar 2022	£950.00
<input checked="" type="checkbox"/>	Value Added Tax	Feb 2022	31 Mar 2022	£5,250.00
<input checked="" type="checkbox"/>	Value Added Tax	Mar 2022	30 Apr 2022	£5,520.00
<input type="checkbox"/>	Value Added Tax	Apr 2022	31 May 2022	£5,800.00

Using this method only allows you to add one additional item at a time.

If you select **Add item to pay** you need to complete some additional screens before you can select the additional item itself.

Click on the **arrow** and select the **Tax Type**:

**Make Payment**

[< Back](#)

**Select tax period to pay**

Select the tax account and period you want to pay.

Tax Type: \*

Year: \*

Continue Cancel

**Select tax period to pay**

Select the tax account and period you want to pay.

Tax Type: \*

Year: \*

Continue Cancel

Then select the **Year**:

**Select tax period to pay**

Select the tax account and period you want to pay.

Tax Type: \* Value Added Tax

Year: \* Not Selected

Continue Cancel

Click **Continue** then select the **Period** from that year that you want to pay by clicking in the **box** beside it:

**Select tax period to pay**

Select the tax account and period you want to pay.

Tax Type: \* Value Added Tax

Year: \* 2022

Period: \*

Select	Period	Payment Due	Current Balance
<input type="checkbox"/>	Oct	30 Nov 2022	£0.00
<input type="checkbox"/>	Sep	31 Oct 2022	£0.00
<input type="checkbox"/>	Aug	30 Sep 2022	£7,060.00
<input type="checkbox"/>	Jul	31 Aug 2022	£6,720.00
<input type="checkbox"/>	Jun	31 Jul 2022	£6,400.00
<input type="checkbox"/>	May	30 Jun 2022	£6,090.00
<input type="checkbox"/>	Apr	31 May 2022	£5,800.00
<input type="checkbox"/>	Mar	30 Apr 2022	£5,520.00
<input type="checkbox"/>	Feb	31 Mar 2022	£5,250.00

Continue Cancel

Then click **Continue**:

**Select tax period to pay**

Select the tax account and period you want to pay.

Tax Type: \* Value Added Tax

Year: \* 2022

Period: \*

Select	Period	Payment Due	Current Balance
<input checked="" type="checkbox"/>	Mar	30 Apr 2022	£5,520.00

Continue Cancel



This brings you back to this screen:

### Select items to pay

**£950.00 Overdue**  
Pay overdue items now to avoid additional penalties, interest & fees.

Items waiting for payment are listed below. Select one or more items or add an additional item to pay. + Add item to pay

Tax periods shown below in order of payment due date. It is recommended that oldest debts are paid first.

Select	Tax Type	Period	Due Date	Payment Amount
<input type="checkbox"/>	Value Added Tax	Jan 2022	07 Mar 2022	£950.00
<input type="checkbox"/>	Value Added Tax	Feb 2022	31 Mar 2022	£5,250.00

To add another item you can either scroll down the screen and click the box beside a period or click on **Add item to pay** again.

Once you have selected all the items you want to pay, click **Continue** at the bottom of the Make Payment screen.

You can now review the items you have selected to pay. The payment amount on the Review payment screen will default to the amount due for each item.

If you are happy with the item/s you have selected to pay click **Continue**:

### Review payment

Your selected items to pay are listed below. You may change the payment amount for each item.

Show  entries Search:

Reference	Due Date	Amount Due	Payment Amount	Action
VAT Jan 2022	07 Mar 2022	£950.00	<input type="text" value="950.00"/>	Remove

Showing 1 to 1 of 1 entries Previous **1** Next

**Total amount to pay: £950.00 GBP**

Continue

If you want to **add or remove** any items click the **back button** on your web browser to go back to the **Make Payment** screen.

You can make a payment online or you can pay by bank transfer using your bank's online software or banking app.

Select how you want to pay by clicking the button beside your preferred method:

**Select how you want to pay**

**Bank transfer (Internet banking)**  
Use the Isle of Man Government Customs & Excise Division's bank details with a unique reference number through your internet banking.

**Online card payment**  
Make a payment with your debit or credit card through Isle of Man Government Online Services.

[Continue](#)

Click **Continue**:

If you are paying by bank transfer you **must** select **Bank Transfer** as your preferred payment method in the screen above and not simply make a payment as you need the payment details and your **unique payment reference number** to include on your bank transfer as the reference. **Without selecting Bank Transfer** and clicking **Continue** on the above screen you **will not** see your **unique payment reference** nor the **bank details** for Customs & Excise.

### Paying by bank transfer

If you select **Bank transfer** as your preferred payment method when you click **Continue** on the payment options screen you'll see details of the information you need in order to pay using your bank's internet site or banking app:

**Make a Payment**

[Back](#)

**Bank transfer (Internet banking)**  
Use the instructions below to make your bank transfer.

▶ [How long will it take?](#)

**Bank transfer instructions**

<b>Payee name</b>	Isle of Man Government - Customs & Excise Special Account
<b>Branch</b>	Isle of Man Bank, East Region, Athol Street, Douglas, Isle of Man
<b>Account number</b>	85526940
<b>Sterling IBAN</b>	GB72 NWBK 5591 0085 5269 40
<b>SWIFT / BIC Code</b>	RBOS IM D2
<b>Sort Code</b>	55 91 00

If paying by this method don't forget to allow for the processing time and make sure this doesn't push your payment past the payment deadline, which could incur penalties.

## Payment Reference

You must quote the **Payment Reference** on your transfer if you choose to pay via **Bank Transfer**. Your payment reference includes your **unique tax identification number** or **TIN** and makes it easier for the payment to be matched to your account when it is received by Customs & Excise. You can find your **payment reference** number on the Bank transfer screen once you have selected **Bank Transfer** as your payment option:

UAT version 1.0.2.0  
Iho version 3.1.2.81

### Make a Payment

[← Back](#)

#### Bank transfer (Internet banking)

Use the instructions below to make your bank transfer.

▶ How long will it take?

#### Bank transfer instructions

Payee name	Isle of Man Government - Customs & Excise Special Account
Branch	Isle of Man Bank, East Region, Athol Street, Douglas, Isle of Man
Account number	85526940
Sterling IBAN	GB72 NWBK 5591 0085 5269 40
SWIFT / BIC Code	RBOS IM D2
Sort Code	55-91-00
Amount to pay	£5,000.00 GBP
Payment reference	1000488100GIB25510 <a href="#">Copy</a>

#### Your payment reference

You must include **1000488100GIB25510** in your bank **reference number** field and the exact amount.

This reference number is unique to this payment. It will ensure your bank transfer payment is correctly applied to your tax account.

## Paying online

If you select **Online card payment** when you click **Continue** on the payment methods screen you'll be directed to the Isle of Man Government's online payment portal.

### Select how you want to pay

**Bank transfer (Internet banking)**  
Use the Isle of Man Government Customs & Excise Division's bank details with a unique reference number through your internet banking.

**Online card payment**  
Make a payment with your debit or credit card through Isle of Man Government Online Services.

[Continue](#)

### Isle of Man Electronic Government Gateway information

This service is provided by Isle of Man Government Online Services under an agreement with Isle of Man Government Customs & Excise Division.

- Terms and conditions apply to the use of this service.
- Credit card information is never stored by Isle of Man Government Customs & Excise Division.

#### Make a credit card payment

Click '**Continue**' to be redirected to Isle of Man Government Online Services to securely process your payment.

##### Payment Summary

Amount to pay Isle of Man Government Customs & Excise Division

**£950.00 GBP**

Excludes convenience fee.

[Continue](#)

Read the information on the screen and then click **Continue**:

You'll then be directed to check your **contact details** as per your chosen payment card:

## Make a Payment

### Your Basket

Reference	Description	Amount
22007-VAT-Jan-2022	100-1006-048 - VAT Jan 2022	£950.00
	<b>Subtotal (1 item)</b>	<b>£950.00</b>

### Payment Details

#### Contact Details

Name  
Jimmy Customer

Email Address  
sandra.loach2@gov.im

Phone Number  
01624123456

Amend these if necessary, then scroll down the screen and enter your **payment card details**:

### Card Details

Card  Expiry Date MM  YYYY

Name on Card  Valid From MM  YYYY

Card Number  Issue Number  Security Code (CV2)

Post code  Country code

When you are ready, scroll down the screen, check your **Order Summary** and click **Pay Now**:

### Order Summary

Subtotal:	£950.00
Admin Charge:	£0.00
Order Total:	£950.00

Pay Now

### Paying instalments

You can amend the amount for a specific item by clicking in the Payment Amount box and typing the amount you want to pay.

By manually choosing the amount you want to pay you could pay a due amount in instalments. However, you must be mindful of making sure you the full amount due by the deadline date for that period; otherwise, you may be charge overdue penalties for not paying in time.

**Review payment**

Your selected items to pay are listed below. You may change the payment amount for each item.

Show  entries Search:

Reference	Due Date	Amount Due	Payment Amount	Action
VAT Jan 2022	07 Mar 2022	£950.00	<input type="text" value="950.00"/>	Remove

Showing 1 to 1 of 1 entries

Previous **1** Next

Total amount to pay: £950.00 GBP

[Continue](#)

## Payment History

You can check your payment history onscreen.

On your VAT homepage click on **My Tax** and select **Payment History**:

My Tax ▾ Returns ▾

- Tax Accounts
- Make a Payment
- Payment History

The system defaults to showing any payments made in the previous **three months**:

**My Payments**

Payment history

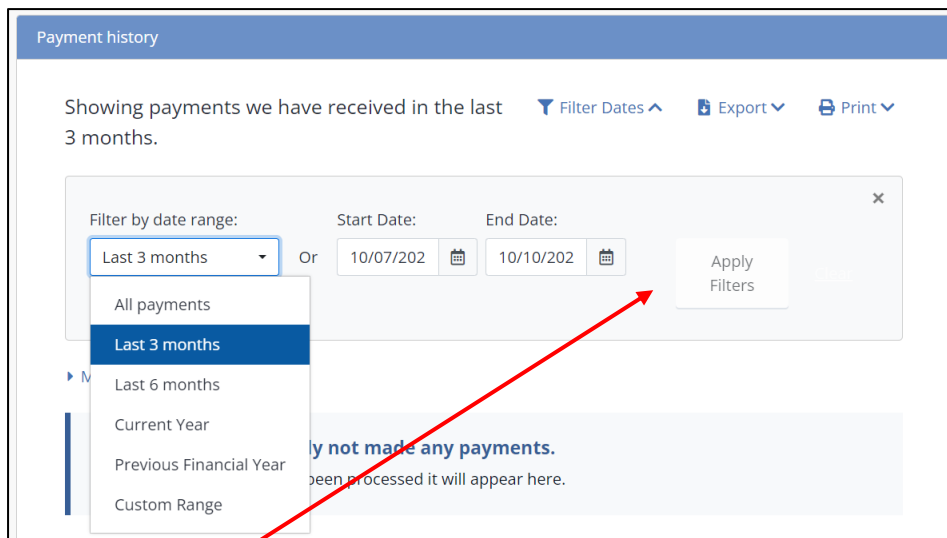
Showing payments we have received in the last 3 months. [Filter Dates](#) [Export](#) [Print](#)

▶ Missing a payment?

**i** You have currently not made any payments.  
Once a payment has been processed it will appear here.

You can search for older payments by clicking **Filter Dates**:

Choose the **dates** or **date range** you want to see payments from and to:



Click **Apply Filters**:

You can also export payment details by clicking on **Export** and choosing your preferred format or **Print** your payment history directly to your own printer.

## How to submit an enquiry

If you need to contact Customs & Excise about your VAT account, returns and/or payments you can send them messages using the online service.

Log onto Online Services; go to Customs & Excise and select Online Portal.

On your homepage you can either click on dropdown arrow for your **Inbox**:

Home Inbox My Tax Returns Profile

### Hi Jimmy

You are currently viewing account details for: **Mr Jimmy Customer (TIN: 100-1006-048)**

#### Account Information

Account balance information.

Your Tax Account(s)	Next Return Due	Balance *
Value Added Tax	31 Oct 2022	£40,780.00

[View all tax accounts >](#) \*Correct as at 07 Oct 2022

#### Messages

You have no unread messages.

[New Message](#) [View Inbox >](#)

#### Notifications

Action Required **1**

- Return Overdue - 30 Sep 2022** [Value Added Tax - Aug 2022 >](#)

Reminders **3**

- Return to be filed - 31 Oct 2022** [Value Added Tax - Sep 2022 >](#)

Click on **New Message**:

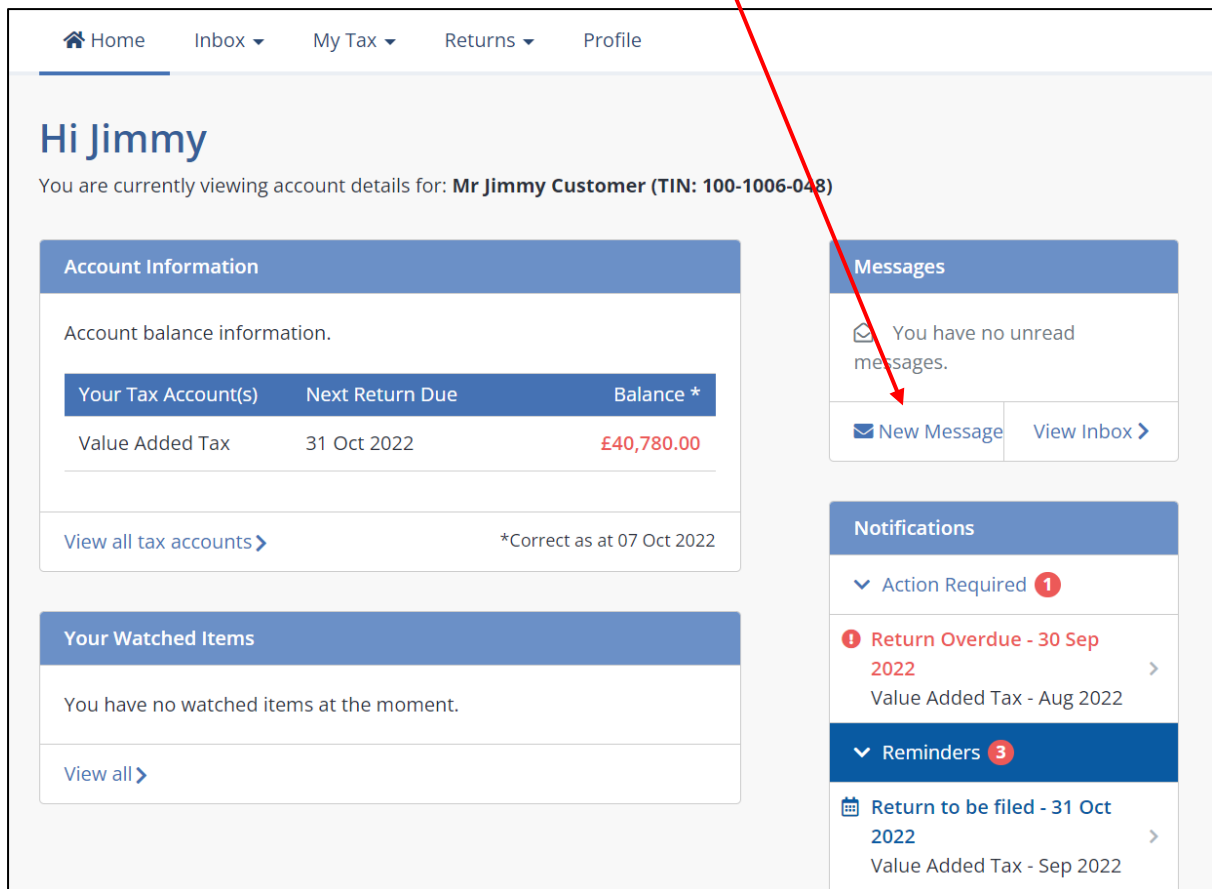
Inbox My Tax

Inbox

New Message



Or use the Inbox shortcut on your homepage and click **New Message**:



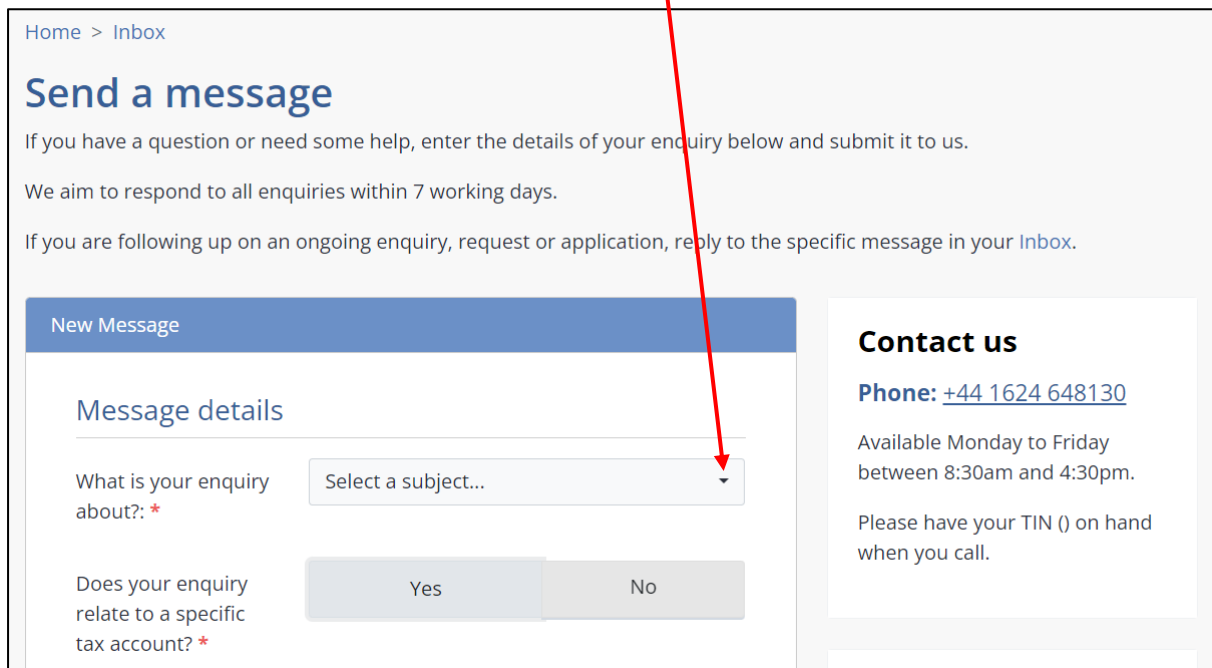
The screenshot shows a user's account homepage. At the top, there are navigation links: Home, Inbox, My Tax, Returns, and Profile. Below this, the user is greeted with "Hi Jimmy" and informed that they are viewing account details for "Mr Jimmy Customer (TIN: 100-1006-048)".

The main content area is divided into several sections:

- Account Information:** Contains a table with tax account details.
- Your Watched Items:** States that there are no watched items at the moment.
- Messages:** Shows "You have no unread messages." and a "New Message" button, which is highlighted by a red arrow.
- Notifications:** Lists "Action Required" (1), "Return Overdue - 30 Sep 2022" (Value Added Tax - Aug 2022), and "Reminders" (3), including "Return to be filed - 31 Oct 2022" (Value Added Tax - Sep 2022).

Your Tax Account(s)	Next Return Due	Balance *
Value Added Tax	31 Oct 2022	£40,780.00

Select the subject of your message by clicking on the **arrow** and selecting the subject from the list that best matches your enquiry:



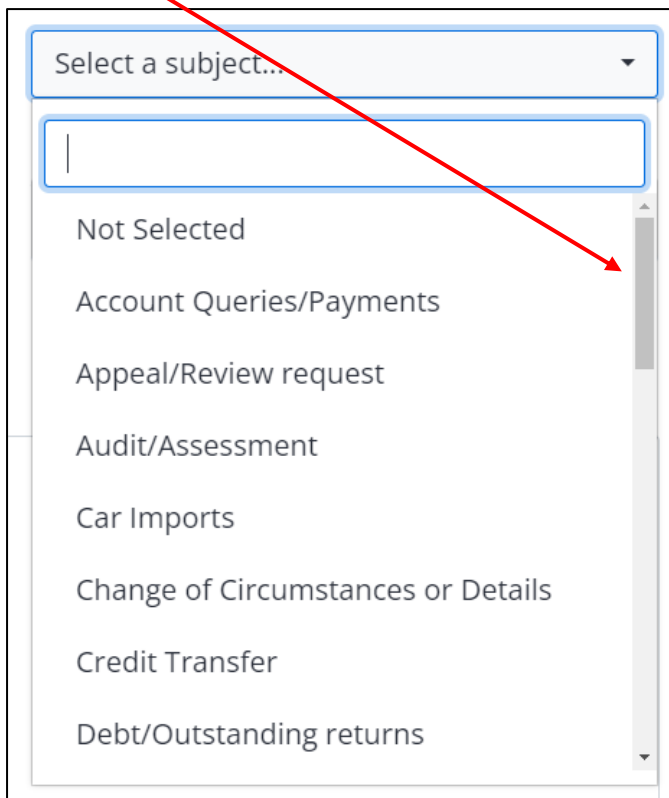
The screenshot shows the "Send a message" form. It includes a breadcrumb "Home > Inbox" and a title "Send a message". Below the title, there is introductory text: "If you have a question or need some help, enter the details of your enquiry below and submit it to us. We aim to respond to all enquiries within 7 working days. If you are following up on an ongoing enquiry, request or application, reply to the specific message in your Inbox."

The form is titled "New Message" and contains the following fields:

- Message details:** A dropdown menu for "Select a subject..." with a red arrow pointing to the downward arrow icon.
- What is your enquiry about?: \*** A text input field.
- Does your enquiry relate to a specific tax account?: \*** Two radio buttons labeled "Yes" and "No".

On the right side, there is a "Contact us" section with the phone number "+44 1624 648130" and contact hours: "Available Monday to Friday between 8:30am and 4:30pm. Please have your TIN () on hand when you call."

Use the scroll bar to see all the available subjects:

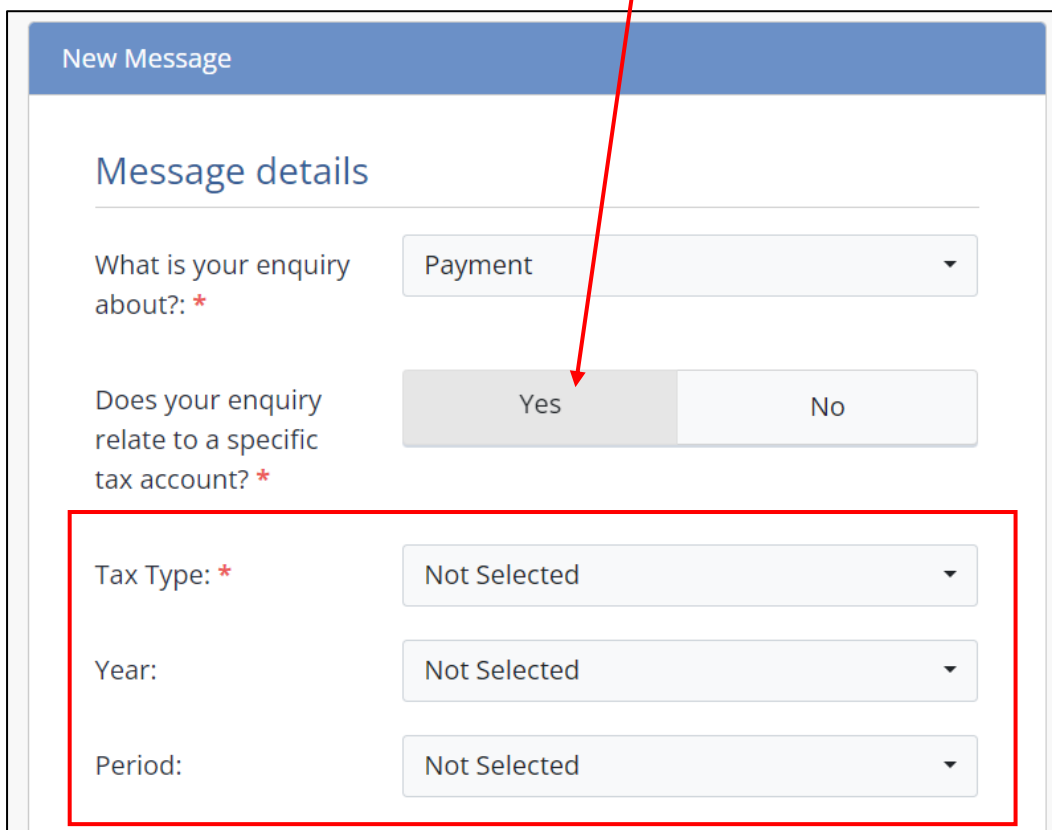


A screenshot of a web form showing a dropdown menu for selecting a subject. The dropdown is open, displaying a list of subjects. A red arrow points from the text above to the scroll bar on the right side of the dropdown list.

Select a subject...

- Not Selected
- Account Queries/Payments
- Appeal/Review request
- Audit/Assessment
- Car Imports
- Change of Circumstances or Details
- Credit Transfer
- Debt/Outstanding returns

If your enquiry relates to a specific tax account click **Yes** and complete the **Tax Type**, **Year** and **Period**:



A screenshot of a 'New Message' form. The form has a blue header with the text 'New Message'. Below the header is a section titled 'Message details'. The form contains several fields: 'What is your enquiry about?: \*' with a dropdown menu showing 'Payment'; 'Does your enquiry relate to a specific tax account? \*' with two radio buttons, 'Yes' and 'No', where 'Yes' is selected; and three dropdown menus for 'Tax Type: \*', 'Year:', and 'Period:', all of which are currently set to 'Not Selected'. A red box highlights the 'Tax Type', 'Year', and 'Period' fields. A red arrow points from the text above to the 'Yes' radio button.

New Message

Message details

What is your enquiry about?: \* Payment

Does your enquiry relate to a specific tax account? \* Yes No

Tax Type: \* Not Selected

Year: Not Selected

Period: Not Selected

Does your enquiry relate to a specific tax account? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Tax Type: *	Value Added Tax ▼
Year:	2022 ▲
Period:	Oct - December ▼

If your enquiry doesn't relate to a specific tax account leave this option as **No**:

Does your enquiry relate to a specific tax account? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
---	---


**Type** your message in the freeform text box:

Message: \*

You can attach files to your enquiry if you need to either by **dragging them** onto the field below or clicking on **select files from your computer** and searching for the files on your PC:

Add attachment(s):

▶ What files can I upload?

 Drop files here to upload or [select files from your computer](#)

By submitting this message you agree to our [Terms & Conditions](#) and [Privacy](#).

Send message [Cancel](#)

When you are ready to send your message click **Send message**:

Your message will sit in your **Inbox** in the **In Progress** section until it is resolved:

### Your messages

You are currently viewing a list of your enquiries and requests. You may send messages to Isle of Man Government Customs & Excise Division for any items currently in progress.

**Inbox items**

New Message      Filter by: **In Progress** 1    Unread 0    Resolved 1    Watched 0    All 2

Show  entries      Search:

Description	Tax Type	Year	Period	Messages	Last Updated	Status
★ ENQ10 - Use of Online System	Value Added Tax	2022	Oct - December	1	31 Oct 2022 15:43	In Progress

Showing 1 to 1 of 1 entries (filtered from 2 total entries)      Previous 1 Next

This is how your in progress message will look in your Inbox:

You can open your message by clicking on the Description:

The screenshot shows a table with columns: Description, Tax Type, Year, Period, Messages, Last Updated, and Status. The first row is highlighted with a star icon and contains the following data: ENQ10 - Use of Online System, Value Added Tax, 2022, Oct - December, 1, 31 Oct 2022 15:43, In Progress.

Below the table, the detailed view for the selected message is shown. It includes a 'Conversation History' section with the title 'ENQ10 - Use of Online System'. The status is 'In Progress' and the last update is 'Pippin Loach on Monday 31st October 2022'. A 'Message (1)' section contains a 'Reply' button and a message from 'Pippin Loach' dated 'Monday 31st October 2022 at 15:43' with the content 'Test'.

At the bottom, there is a disclaimer: 'This service is for secure email communication only. It is not an online chat service. If you wish to speak to someone please contact us on +44 1624 648130.'

You can add an additional message to this conversation by clicking on **Reply**:

## Checking for new messages

To check for messages from Custom & Excise log onto Online Services; go to Customs & Excise and select VAT.

On your homepage you can see a **summary** of your Inbox:

**Hi Jimmy**  
You are currently viewing account details for: **Mr Jimmy Customer (TIN: 100-1006-048)**

**Account Information**

Account balance information.

Your Tax Account(s)	Next Return Due	Balance *
Value Added Tax	31 Oct 2022	£40,780.00

[View all tax accounts >](#) \*Correct as at 04 Oct 2022

**Your Watched Items**

You have no watched items at the moment.

[View all >](#)

**Messages**

You have no unread messages.

[New Message](#) [View Inbox >](#)

**Notifications**

▼ Action Required **1**

**Return Overdue - 30 Sep 2022** [>](#)  
Value Added Tax - Aug 2022

▼ Reminders **3**

**Return to be filed - 31 Oct 2022** [>](#)  
Value Added Tax - Sep 2022

If you have any new messages it will look like **this**:

**Messages 2**

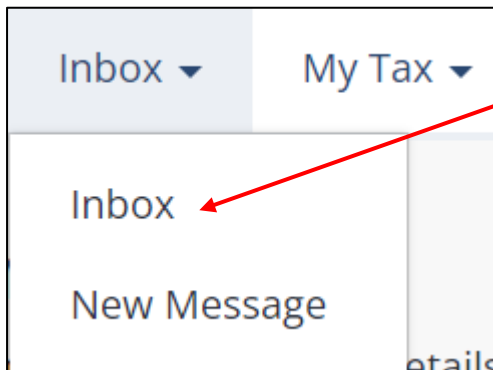
[New Message](#) [View Inbox >](#)

**RE: REG73**  
Monday 31st October 2022

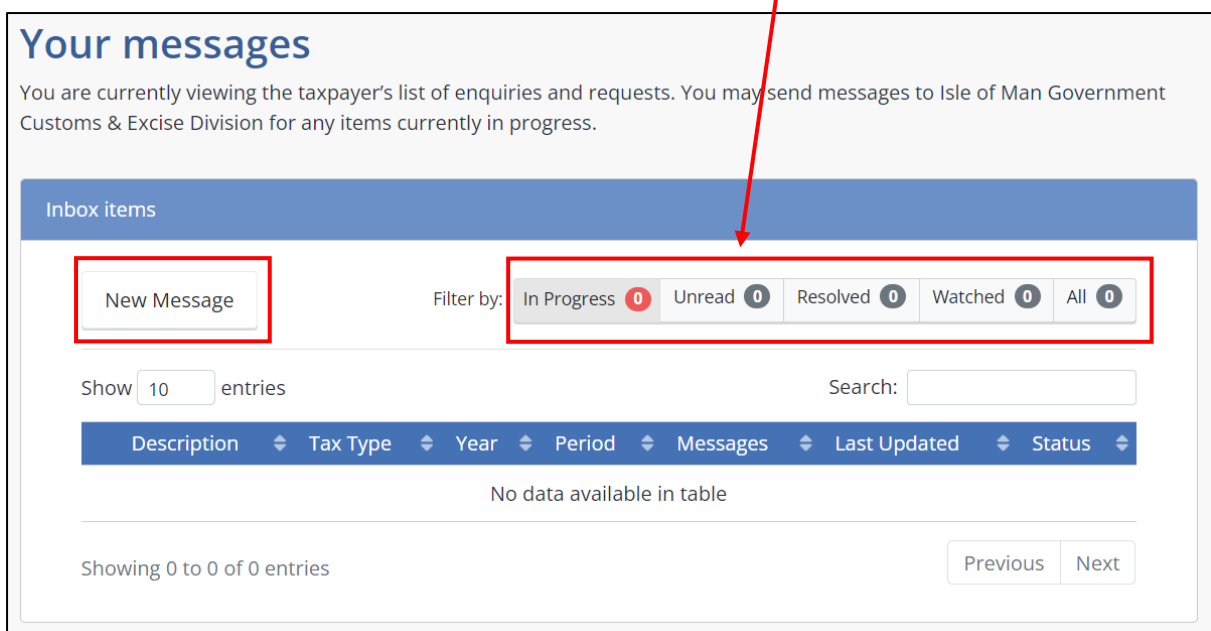
**RE: REG73**  
Monday 31st October 2022

Click on a message to open it:

You can also access your Inbox from your homepage click on **Inbox** and select **Inbox** from the dropdown:



Any messages will be listed in your Inbox, depending on their **status**:



You can also start a new message from your Inbox too by clicking on **New Message**:

### [Other ways to contact Customs & Excise](#)

As well as being able to message Customs & Excise through the online service you can also telephone them on +44 1624 648130.

This number will be manned Mondays to Fridays from 8.30am to 4.30pm.

You'll need your tax identification number (TIN) to hand when you call.

## FAQs

### What happens if I lock myself out of my Online Services account?

Follow the onscreen instructions to contact the Online Services helpdesk. Please note, Customs & Excise are unable to help you with any issues with your Online Services account. They can help you with your Customs & Excise account and online access only.