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# Understanding the Customs and Excise Online Portal

This is your **VAT homepage**.

Home    Inbox ▾    My Tax ▾    Returns ▾    Profile

## Hi Jimmy

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

**A** 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

**B** Messages

You have no unread messages.

[New Message](#)    [View Inbox >](#)

**C** Notifications

▼ Action Required **1**

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

**D** ▼ Reminders **3**

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

**E** Your Watched Items

You have no watched items at the moment.

[View all >](#)

## The Toolbar

The toolbar at the top of the screen allows you to navigate through all of the available online features within your account, including viewing and submitting returns as well as making payments

Home    Inbox ▾    My Tax ▾    Returns ▾    Profile

## The Screen

The main screen has effectively been broken down into 5 specific areas, each has certain associated functions linked to them which are outlined as follows:

### A) Account Information

This will highlight when your next return is due. It will also any outstanding balances that may be due or credits that are due to be refunded. By selecting View all tax accounts you will be taken to your returns list.

### B) Messages

This area will highlight the number of unread messages you have received from the division. You can also open your inbox here to view all messages between yourself and the division, as well as being able to start writing a new message.

### C) Notifications

Your attention will be drawn here if there are any outstanding VAT returns that need to be done. Selecting one will take you straight to it so you can complete and submit it.

### D) Reminders

Here you will be able to see what the next return is that is due to be submitted. Again there will be a link to take you straight to it so that you can complete and submit it.

### E) Watched Items

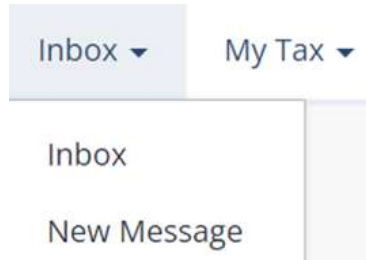
In cases where you have an active enquiry – you've sent in a question and you are still waiting for a reply from us, a link showing the enquiry reference number and subject matter will appear here.

It is possible to have several open items displayed here at any one time.

## Inbox

You can send secure messages to us about your account and your VAT returns and payments. We can 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 us.



**Sending a New Message is described in User Guide 7**

## My Tax

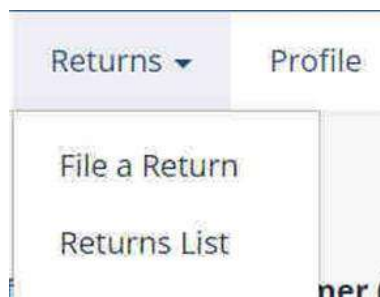
If you click on **My Tax** on the toolbar you can view all your **tax accounts**, **make a payment** or view your **payment history**.



**Making Payments is described in User Guide 5**

## Returns

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

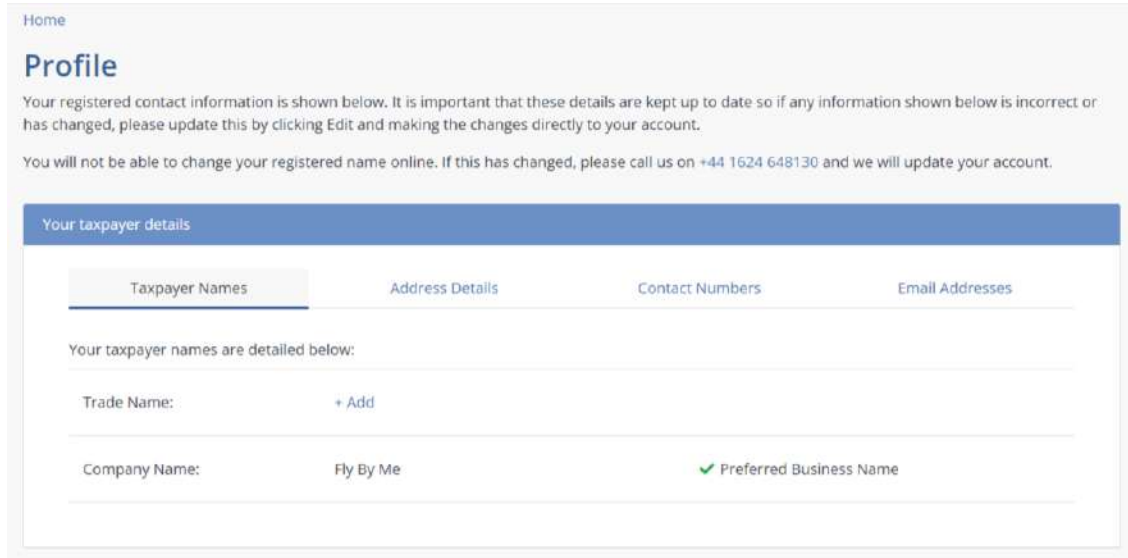


**Filing a Return is described in User Guide 4**

## Profile

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

The profile covers four data areas for taxpayers, the business or taxpayer name, physical addresses, email addresses and telephone numbers and each is accessible via its own tab.



Home

### Profile

Your registered contact information is shown below. It is important that these details are kept up to date so if any information shown below is incorrect or has changed, please update this by clicking Edit and making the changes directly to your account.

You will not be able to change your registered name online. If this has changed, please call us on +44 1624 648130 and we will update your account.

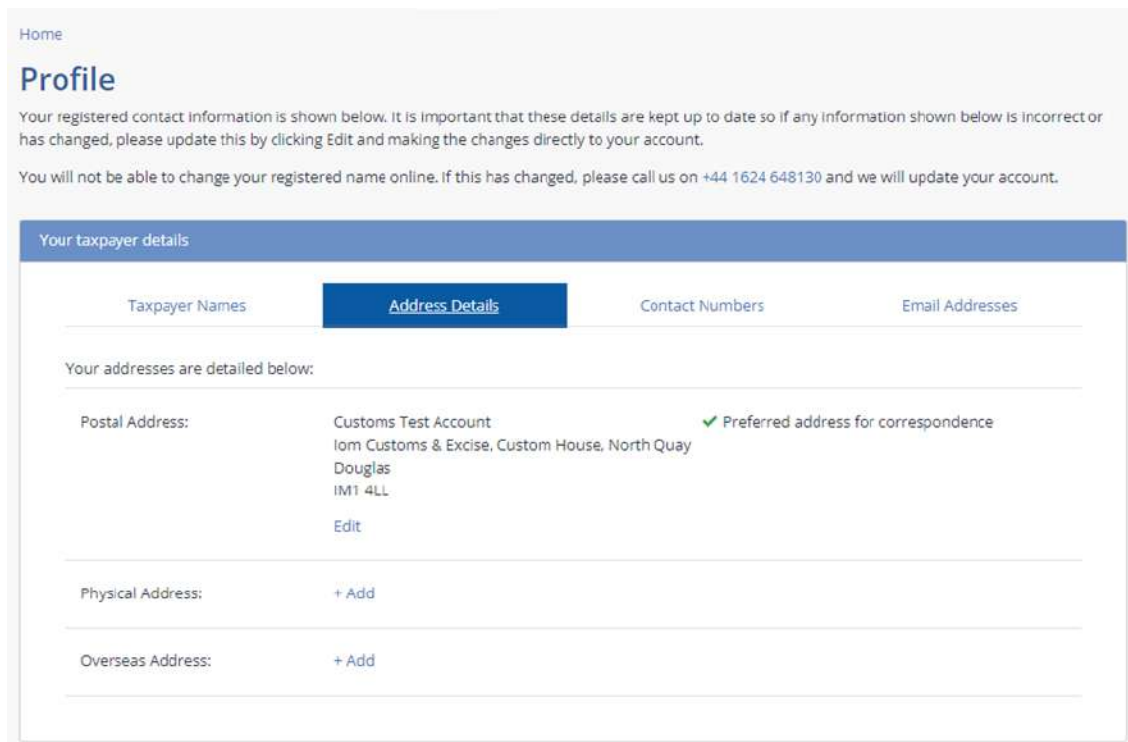
Your taxpayer details

Taxpayer Names	Address Details	Contact Numbers	Email Addresses
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Your taxpayer names are detailed below:

Trade Name:	<a href="#">+ Add</a>		
Company Name:	Fly By Me	<a href="#">✓ Preferred Business Name</a>	

The Taxpayer Name screen shows the name under which you are VAT registered. You cannot amend this so if it changes, please advise us via email with supporting evidence (e.g. change of company name certificate).



Home

### Profile

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You will not be able to change your registered name online. If this has changed, please call us on +44 1624 648130 and we will update your account.

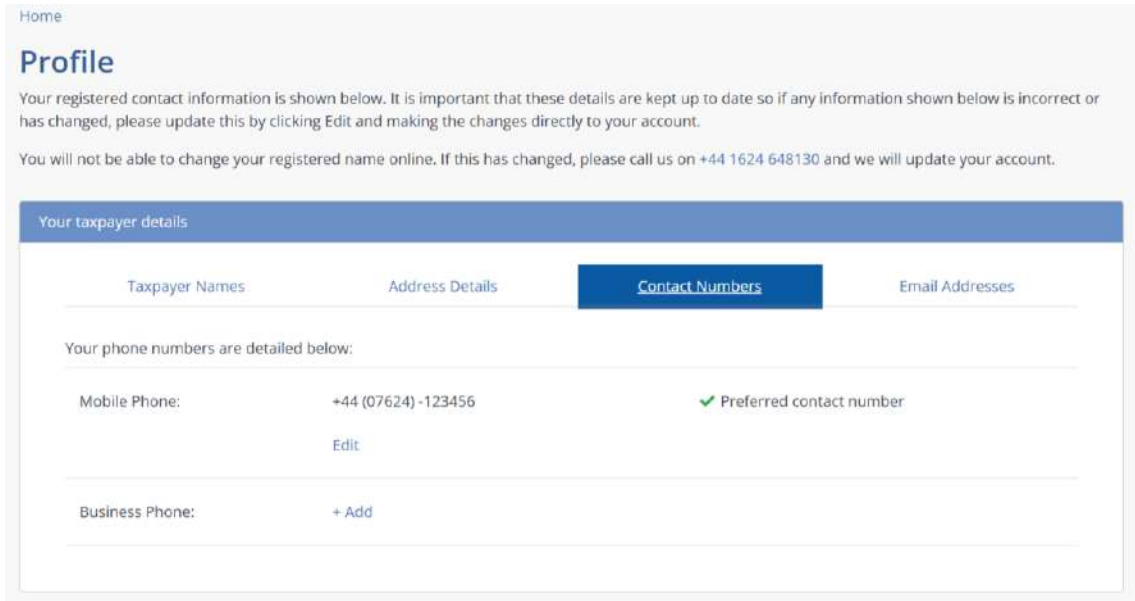
Your taxpayer details

Taxpayer Names	Address Details	Contact Numbers	Email Addresses
----------------	-----------------	-----------------	-----------------

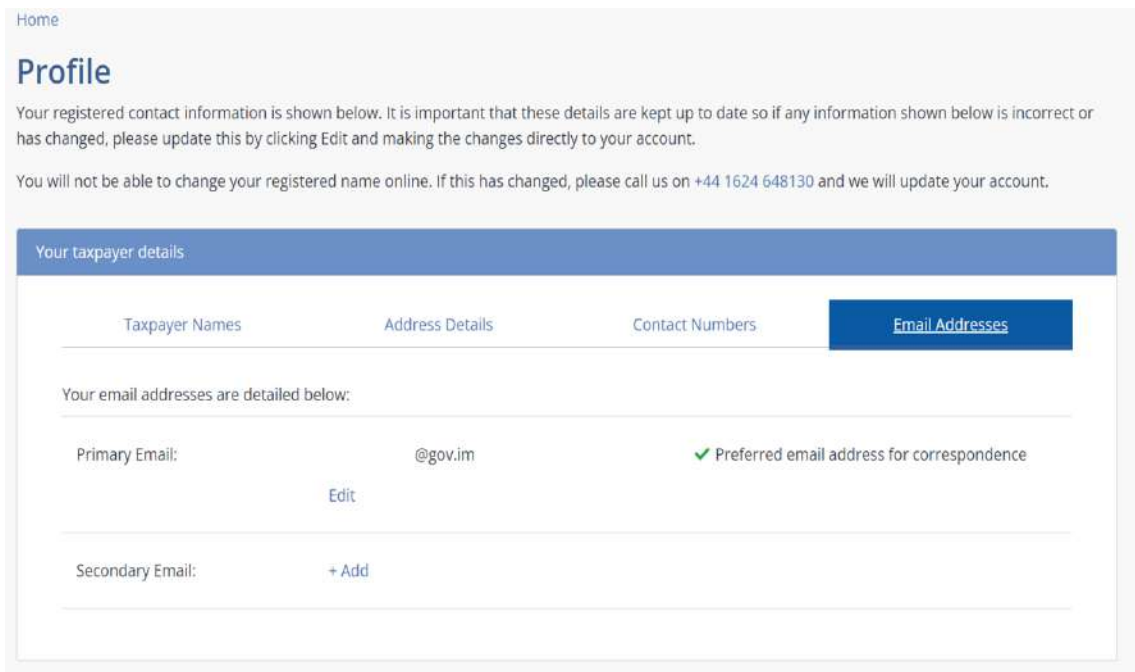
Your addresses are detailed below:

Postal Address:	Customs Test Account Iom Customs & Excise, Custom House, North Quay Douglas IM1 4LL	<a href="#">✓ Preferred address for correspondence</a>	
	<a href="#">Edit</a>		
Physical Address:	<a href="#">+ Add</a>		
Overseas Address:	<a href="#">+ Add</a>		

The Address Details screen shows your addresses, which you can add to and update if you move. You can also select where you want any physical mail to be sent.



The Contact Numbers screen shows all the telephone numbers we have for your business, which you can add to and update. You can also select which one you would prefer us to use to speak to you.



The Email Addresses screen shows all the email addresses we have for your business, which you can add to and update. You can also select which one you would prefer us to use to contact to you.