

# Contents

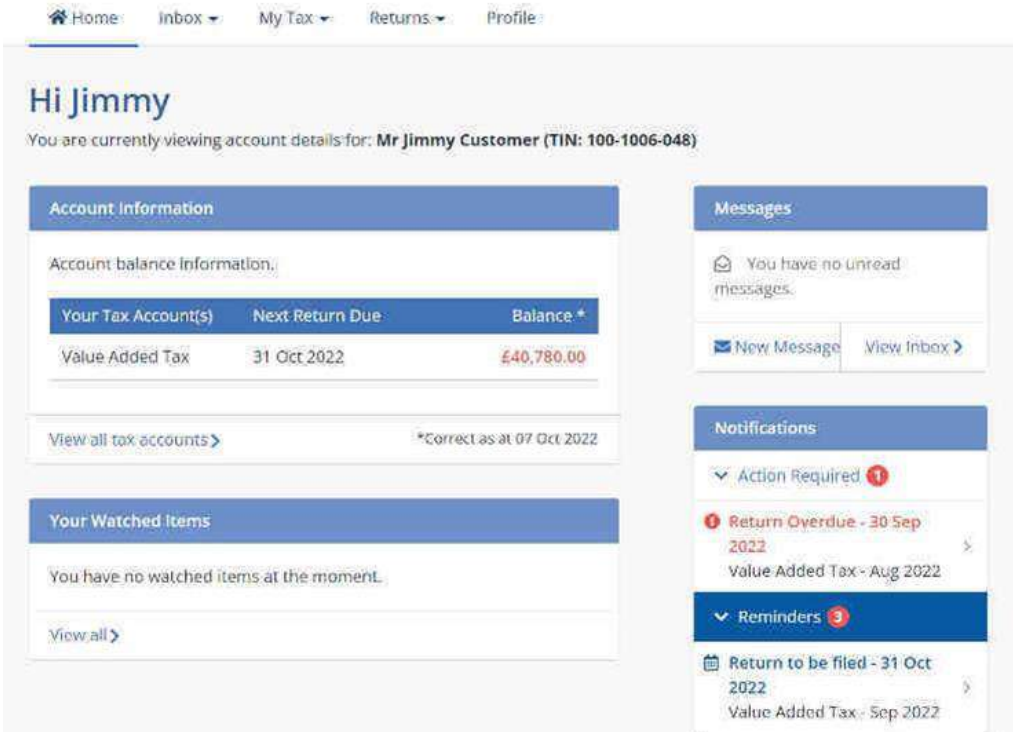
- Making a Payment (via the Online Portal) ..... 2**
  - Method One – My Tax ..... 2
  - Method Two – Via Notifications and Reminders ..... 4
  - Method Three –Homepage ..... 6
- Making a Payment ..... 7**
  - Paying by bank transfer..... 11
  - Payment Reference..... 12
  - Paying by online card payment ..... 13

# Making a Payment (via the Online Portal)

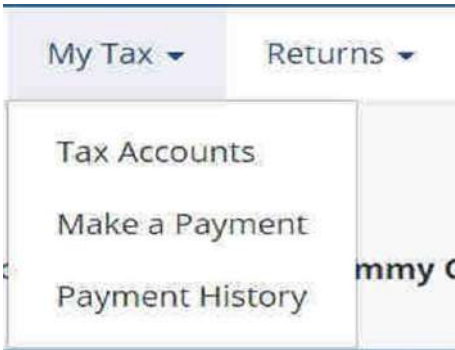
You can make payments online or via bank transfer and there are multiple ways to mark payments as made online.

## Method One – My Tax

On your homepage you can click on My Tax at the top of the screen.



From the menu options click on the Make a Payment option.



The Make a Payment screen looks like this.

## Make a Payment

### About this service

Use this service to make a payment to Isle of Man Government Customs & Excise Division.

**Note: If your payment is made late you may be charged penalties and/or interest.**

[Pay Now >](#)

Note: All balance amounts are correct as of today (10/10/2022) and may not include recent payments still being processed.

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### Ways you can pay online

#### 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.

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### Get help paying your tax

Contact us if you are having trouble paying your tax or if you need to discuss your payment options.

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**Email us:**  
[Send a secure message](#)

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

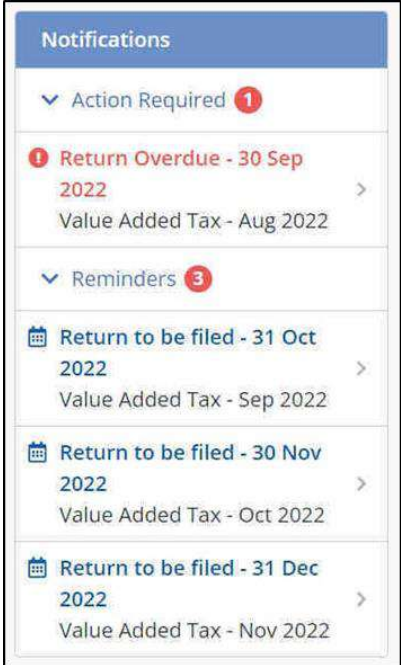
Available 8:30am - 4:30pm,  
Monday to Friday (excluding public holidays).

Please have your TIN (100-1006-048) on hand when you call.

To make a payment from here click on Pay Now.

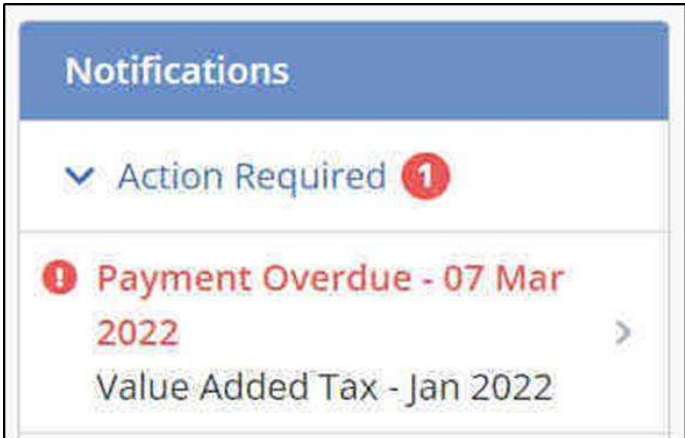
## Method Two – Via Notifications and Reminders

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



If you have filed a Return before its 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

[← Previous Period](#) | [Next Period →](#)

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](#)

### Options available

[New Message](#) >

[Make a Payment](#) >

**Balance** £950.00

[View](#) >

[Transactions](#)

**Return** **Due Date:** 28 Feb 2022

[View Return](#) >

**Date** 07 Oct ⚠ 223 days

**Received:** 2022 late

**Tax payable:** £950.00

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

# Method Three –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 >](#)

**Your Watched Items**

You have no watched items at the moment.

[View all >](#)

**Notifications**

▼ Action Required 1

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

▼ Reminders 3

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

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](#) ▼

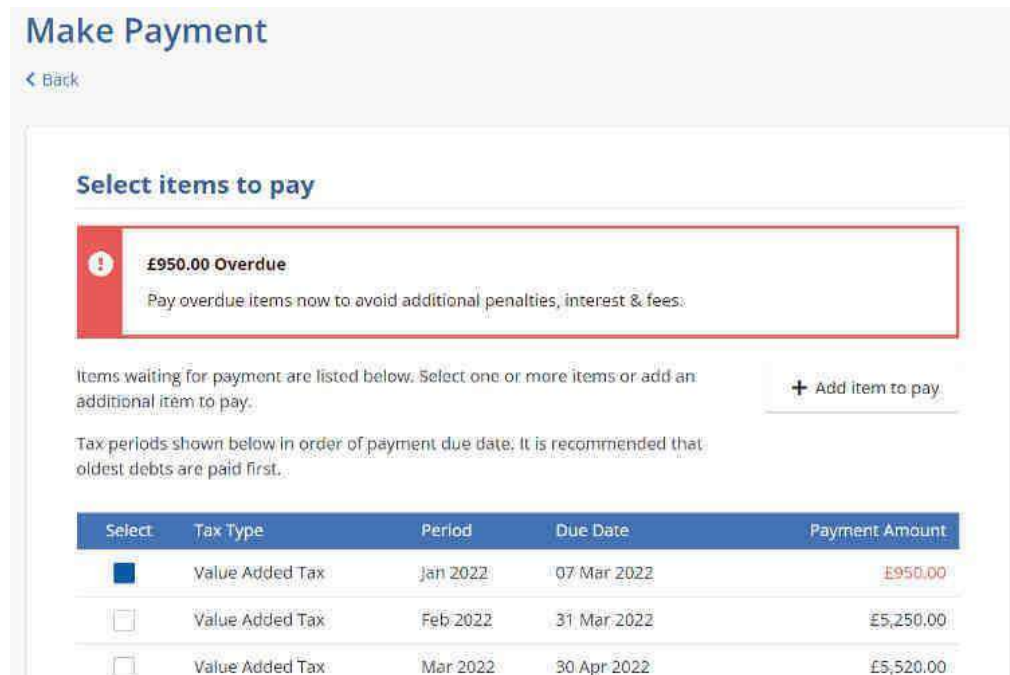
| Tax Type        | Period   | Balance   | Status          | Due Date   | Action      |
|-----------------|----------|-----------|-----------------|------------|-------------|
| Value Added Tax | Oct 2022 | £0.00     | Return Due      | 2022-11-30 | File Return |
| Value Added Tax | Sep 2022 | £0.00     | 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 | 2022-03-07 | 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 will take you to the payment screen.

## Making a Payment

Whichever method you use you will end up on the Payment screen below.



**Make Payment**

[← Back](#)

### Select items to pay

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

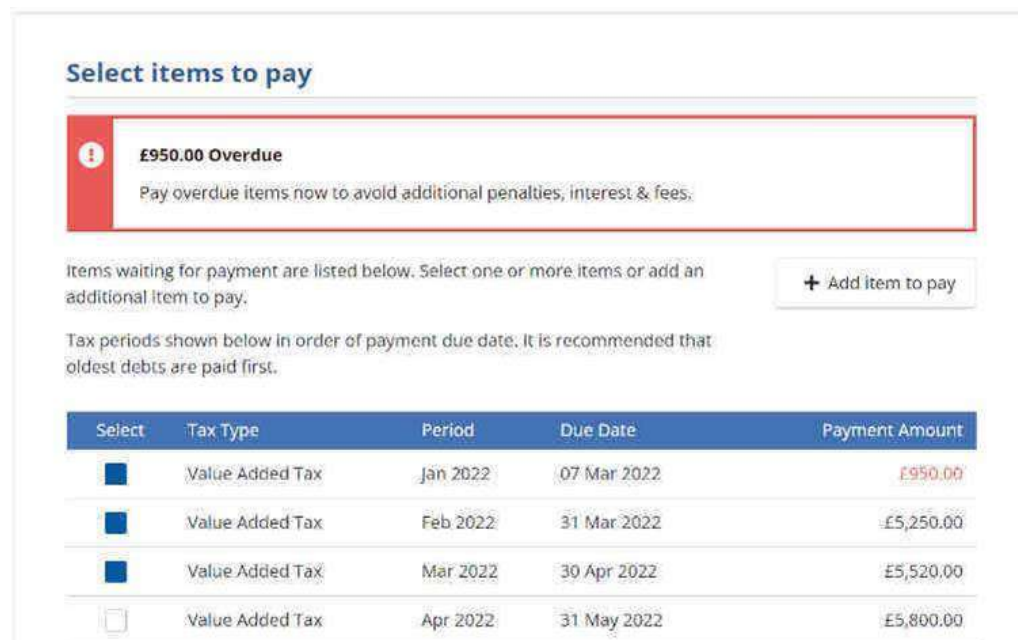
Items waiting for payment are listed below. Select one or more items or add an additional item to pay. [+ Add item to pay](#)

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 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 dropdown arrow and select the Tax Type and Year then click Continue.

### Make Payment

[< Back](#)

#### Select tax period to pay

Select the tax account and period you want to pay.

Tax Type: \*

Year: \*

Not Selected

2023

2022



Click in the box beside any Period that you wish to pay then click Continue.

## Make Payment

[← Back](#)

### Select tax period to pay

Select the tax account and period you want to pay.

Tax Type: \*

Year: \*

Period: \*

| Select                   | Period | Payment Due | Current Balance |
|--------------------------|--------|-------------|-----------------|
| <input type="checkbox"/> | Dec    | 07 Feb 2023 | £5,000.00       |
| <input type="checkbox"/> | Nov    | 07 Jan 2023 | £6,400.00       |
| <input type="checkbox"/> | Oct    | 07 Dec 2022 | £0.00           |
| <input type="checkbox"/> | Sep    | 07 Nov 2022 | £3.40           |
| <input type="checkbox"/> | Aug    | 07 Oct 2022 | £3.40           |
| <input type="checkbox"/> | Jul    | 07 Sep 2022 | £3.40 CR        |
| <input type="checkbox"/> | Jun    | 07 Aug 2022 | £1,499.50       |

Continue

Cancel

### Select tax period to pay

Select the tax account and period you want to pay.

Tax Type: \*

Year: \*

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 the payment selection 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 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      |

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. You can review the items you have selected. 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 10 entries Search:

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

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.

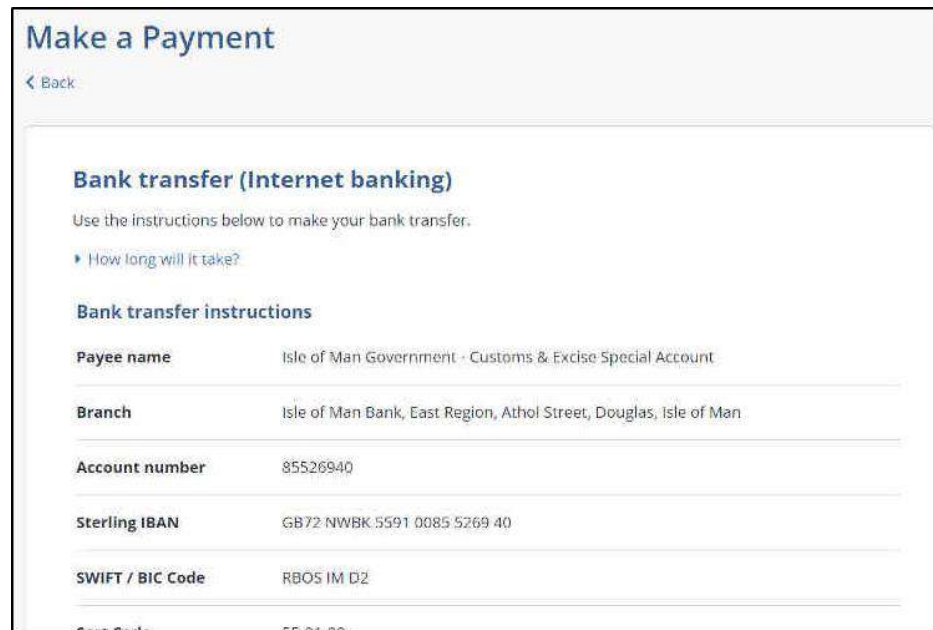
Continue

Click Continue.

When paying by bank transfer you need the payment details and your unique payment reference number to include as the reference on your bank transfer. If you click Continue on the above screen you will not see either your unique payment reference or 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.



The screenshot shows a mobile application interface for making a payment. At the top, it says 'Make a Payment' with a back arrow. Below that, the selected option is 'Bank transfer (Internet banking)'. A sub-section titled 'Bank transfer instructions' lists the following details:

|                  |   |
|------------------|---|
| 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 01 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 (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.

**Make a Payment** UAT version 1.0.2.0  
lho version 3.1.2.81

[← 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 by online card payment

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 |
| Subtotal (1 item)  |                             | £950.00 |

### Payment Details

#### Contact Details

Name  
Jimmy Customer

Email Address

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 |

