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How to submit an enquiry

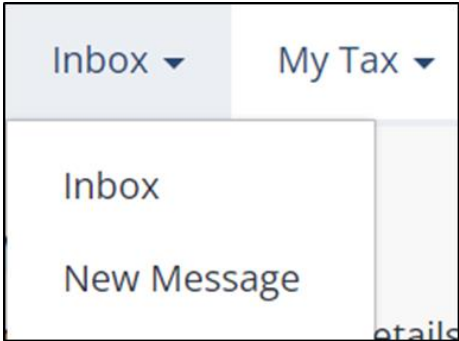
If you need to contact Customs & Excise about your indirect tax account, returns and/or payments you can send messages using the Online Portal.

Login to Online Services; go to **Customs & Excise** and select **Online Portal**.

On your homepage you can use the toolbar, click on **Inbox** and select **New Message**.



Click on **New Message**.



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



Select the subject of your message by clicking on the down-arrow and selecting the subject from the list that best matches your enquiry.

Home > Inbox

Send a message

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.

New Message

Message details

What is your enquiry about? *

Does your enquiry relate to a specific tax account? *

Contact us

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

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.

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**.

New Message

Message details

What is your enquiry about?: *

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

Tax Type: *

Year:

Period:

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

Tax Type: *

Year:

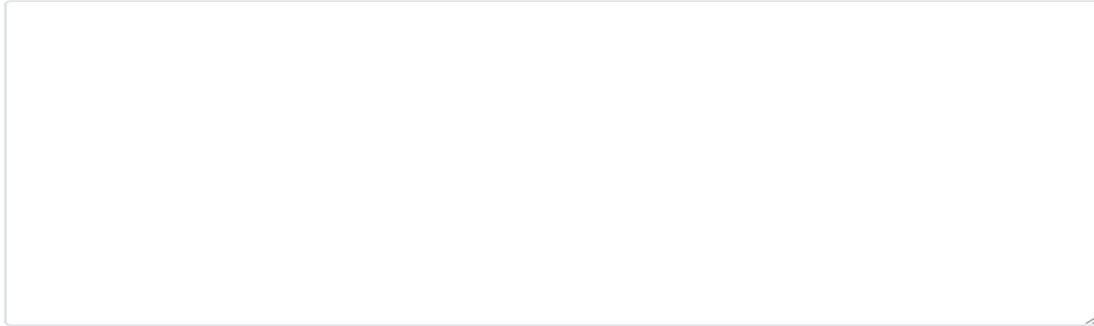
Period:

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

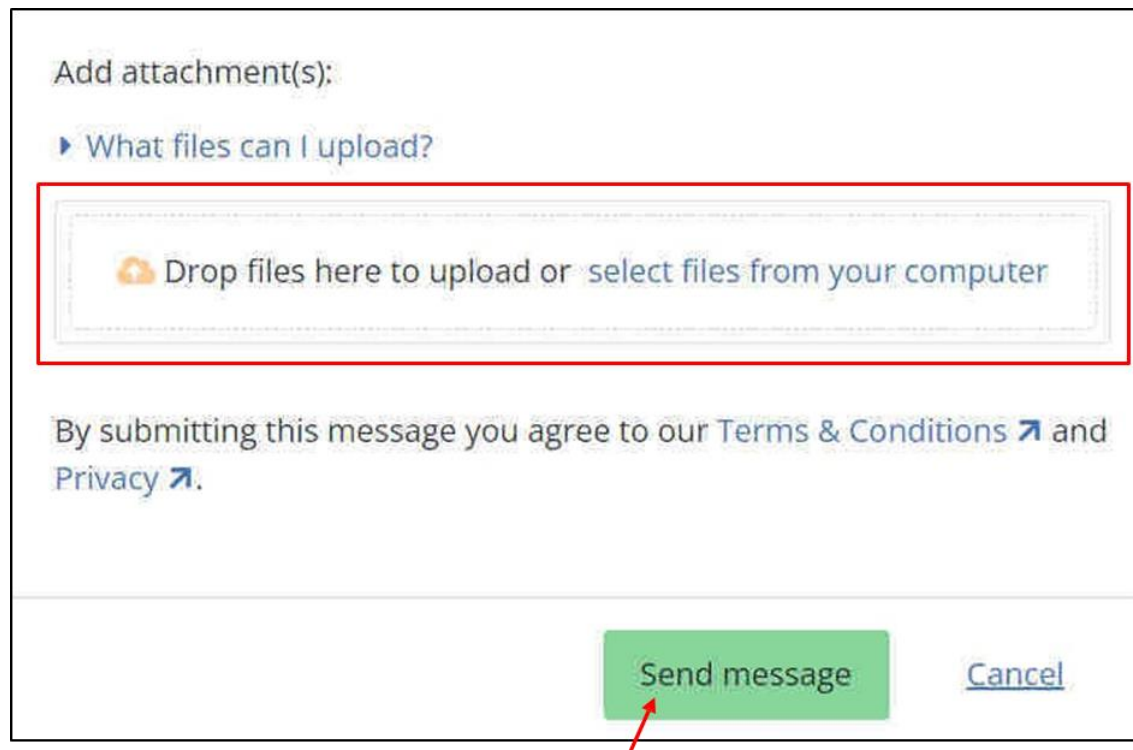
Does your enquiry relate to a specific tax account? * Yes No

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 an "in progress" message will look in your Inbox.

You can open your message by clicking on the Description.

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

Conversation History

ENQ10 - Use of Online System

Status: **In Progress** Last Updated: Pippin Loach on Monday 31st October 2022

Message (1)

[Reply](#)

Pippin Loach
Monday 31st October 2022 at 15:43

Test

ⓘ 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 Online Portal.

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**

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

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

Messages 2

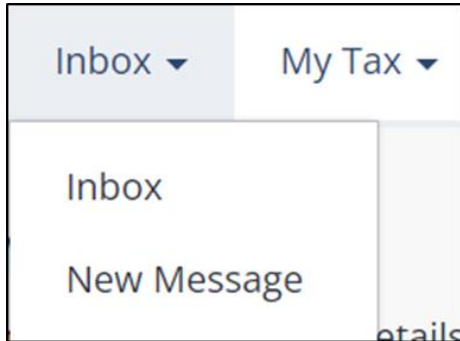
RE: REG73
Monday 31st October 2022

RE: REG73
Monday 31st October 2022

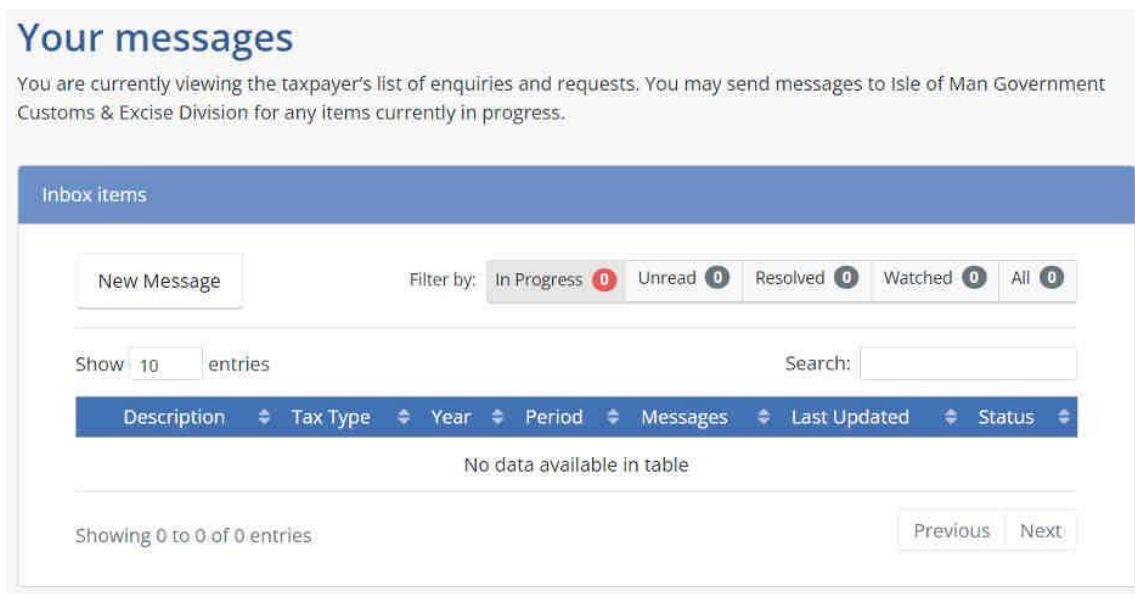
[New Message](#) [View Inbox >](#)

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 Portal you can also contact us on +44 1624 648130, or email customs@gov.im.

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

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