



GUIDE

ASYCUDA WORLD PORTAL

ONLINE PAYMENT user Guide

VERSION
1.1



ASYCUDA World Portal
Online Payment User Guide

DRAFT

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Purpose

ASYCUDA Portal Online Payment Guide demonstrates key features of the web application provided by the ASYCUDA product and enables you to learn the basics quickly. The step-by-step procedures to process payment orders on the ASYCUDA Web Portal.

This guide was written to be as clear as possible and to provide only the details necessary to get you up and running with the ASYCUDA Web Portal. For more in-depth information, links to outside resources will be located where appropriate.

Notes:

Payments Orders can be created within ASYCUDA or Using the ONLINE SERVICES window on the ASYCUDA WORLD Portal.

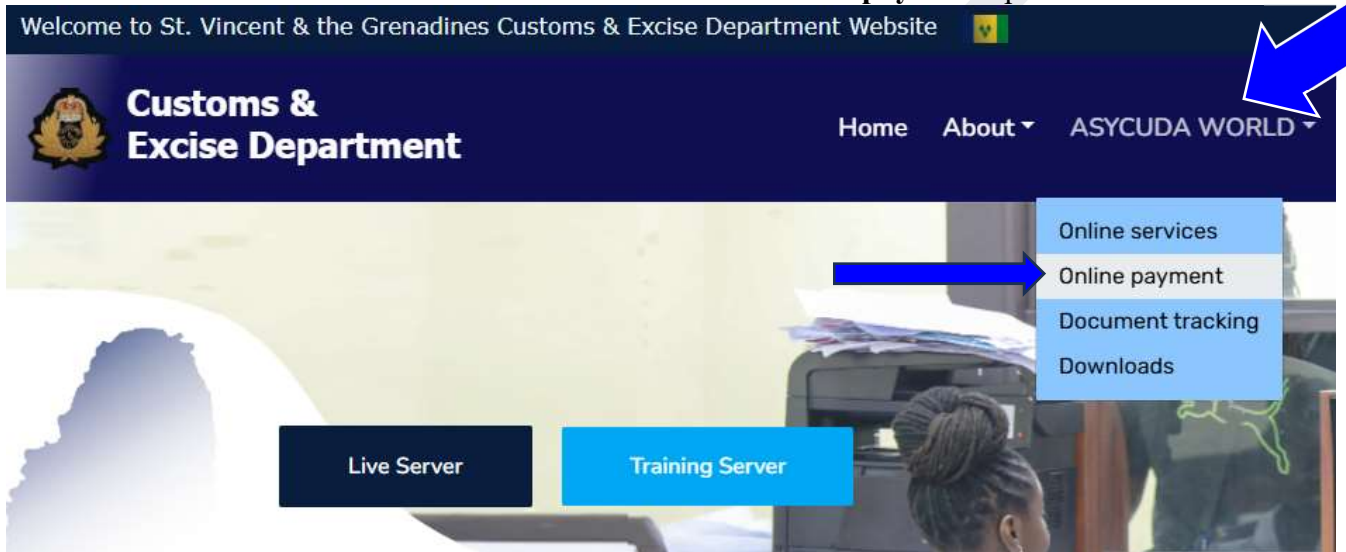
The owner of the Payment Order document is the Broker or company that created it, therefore, Payment Orders created in a Broker's user account will not be accessible to an Importer's user account.

The transaction (Declarations and other Customs fees) must exceed \$10.00 XCD to be processed online.

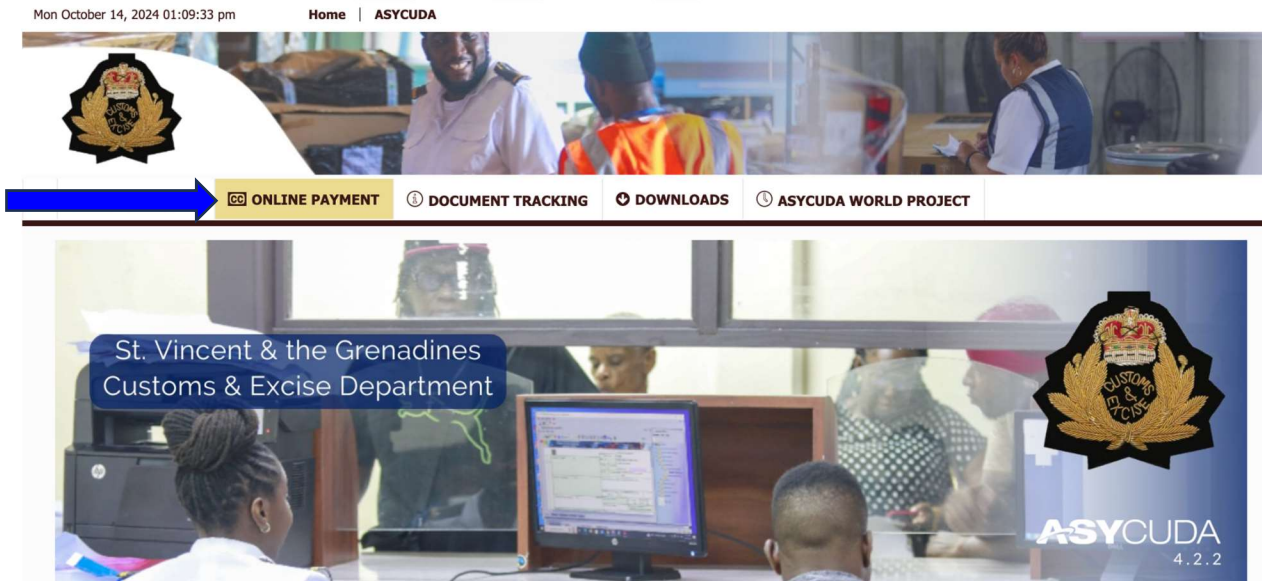
Accessing Online Payment

Step 1

- Navigate to <https://customs.gov.vc/>
- Select the **ASYCUDA WORLD** tab and select the **Online payment** option




- Or Navigate to <https://customsportal.gov.vc/>
- Select the **ONLINE PAYMENT** tab




Step 2

- The Log-in window will appear requesting login information (User must be registered in the ASYCUDA World (AW) system, it uses the same Login and Password credentials used for accessing AW)
- Enter your ASYCUDA Log-in credentials, Username and password
- Then click the LOGIN button

Authorization



Welcome to ASYCUDA World Online Services



Login

Password

LOGIN

Step 3

The User is now able to view the pending Payment Orders or create a new Payment Order.

Instructions

This page allows you to create and locate a Payment order. Search criteria can be refined by entering the appropriate details in the relevant fields. In Order to create a new payment order, click on the tab at the bottom of the screen and follow the instructions on that page.


Payment Orders

Choose a Payment Order Status to display

All Pending for payment Paid Generated Discarded

Year	Number	Date	Trader	Receipt Year	Receipt Serial	Receipt Number	Receipt Date	
2024	206	2024-10-10	HOME COLLECTIONS	2024				Pending for payment

(1 of 1) 1 10

 or [+ Create a new Payment Order](#)

Note that the search criteria can be refined by entering the appropriate details in the relevant fields or choosing an option to change the status to display All, Paid, Generated, or Discarded Payment Orders.

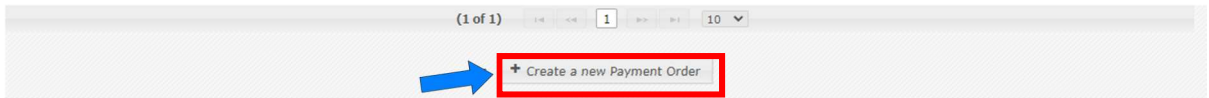
Choose a Payment Order Status to display

All Pending for payment Paid Generated Discarded

Creating Payment Order

Step 1

- Select **CREATE NEW PAYMENT ORDER**: a blank payment order will appear



- The **Declarant** and **Company code** is available based on the user's access

Instructions

This page allows you to create a new payment order. To add declarations click on the **ADD DECLARATIONS** tab. The system will display all the declarations that are due for payment or have been previously paid using this operation.

PLEASE NOTE: The amount to be paid cannot exceed the maximum allowed XCD \$800,000.00

To avoid duplicate payments you will not be allowed to add a declaration that you have already submitted for payment on another payment order.

If you change the declarant or company code, all chosen declarations will be removed

Declarant Code: S0000099 Company Code: E0065671

Name: SAME AS CONSIGNEE

Address: SAME AS CONSIGNEE
SAME AS CONSIGNEE

Payment Order Number: Customs Office:

Receipt Identification:

Date:

Amount collected: Status:

Declarations

Office	Declarant Reference	Customs Reference	Model	Status	Assessed amount
No records found.					

+ Add declarations (Entries)

Total amount for declarations:

Other Payment

Code	Description	Reference	Amount
No records found.			

+ Add other Customs Fees

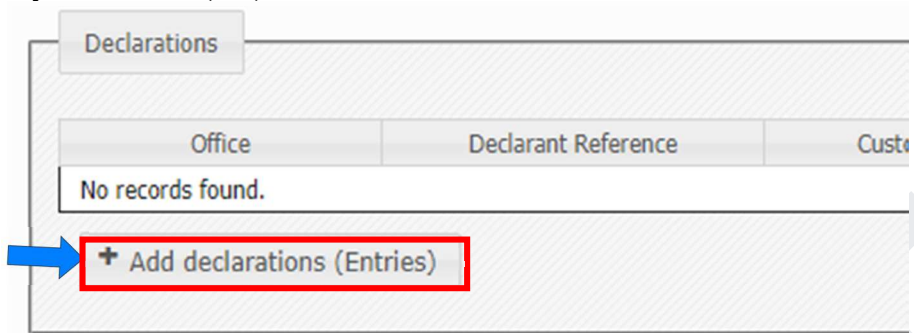
Total amount for other payments:

Payment Order Total

Grand Total: XCD 0.00

Back to the list Save for later Proceed to payment

- Select **ADD DECLARATIONS**: this allows the user to add accessed declarations to the Payment Order (PO)



- The system will display available entries for payment

Instructions

This page allows you to select declarations to be paid. Select the declaration to be added for payment using this online payment option.

The system will add the declaration's assessed value to the total to be paid. The system will also indicate the total balance computed and each additional reference will impact the final balance

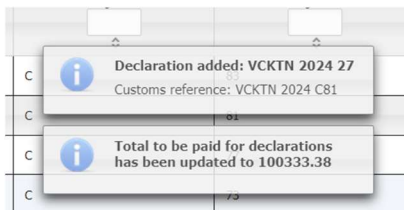
Unpaid declarations

Year	Office	Ref. Nbr.	Reg. Ser.	Reg. Nbr.	Reg. Dat.	To be paid	View Declaration
2024	VCKTN	29	C	83	2024-10-23	XCD 15,050.01	Print
2024	VCKTN	27	C	81	2024-10-23	XCD 100,333.38	Print
2024	VCKTN	002	C	77	2024-10-23	XCD 7,525.00	Print
2024	VCKTN	#23	C	73	2024-10-23	XCD 36,060.37	Print
2024	VCKTN	#22	C	72	2024-10-23	XCD 36,060.37	Print
2024	VCKTN	#21	C	71	2024-10-23	XCD 36,060.37	Print
2024	VCKTN	#20	C	70	2024-10-23	XCD 36,060.37	Print
2024	VCKTN	#19	C	69	2024-10-23	XCD 36,060.37	Print
2024	VCKTN	#18	C	68	2024-10-23	XCD 36,060.37	Print
2024	VCKTN	#16	C	66	2024-10-23	XCD 36,060.37	Print

(1 of 1) 1 10

Go back to payment order form

- Select the entry/entries to be paid, when selected a dialogue box will appear confirming your selection.



- Then click **GO BACK TO PAYMENT ORDER FORM**, to complete Payment Order or add Other Payments.

✓ Go back to payment order form

- Select **ADD OTHER PAYMENTS**: this allows the user to **ADD OTHER CUSTOMS FEES** to the Payment Order (PO) (if applicable)

Other Payment

Code	Description
No records found.	
+ Add other Customs Fees	

- A menu to add other Customs fees will appear to select **TAX TYPE for OTHER PAYMENT**

Instructions

This page allows you to add Other Payments to the payment order. Select from the drop-down list the relevant payment option to be added, enter the reference details and the amount to be added to the payment order. Click on the **ADD TO THE PAYMENT ORDER** tab to add details. Click on the **GO BACK TO THE LIST** tab to return without adding any amounts to the payment order.

Other Payment

Advanced: *

- AMD - MANIFEST AMEND
- AMD-MANIFEST AMEND
- BFP-BONUS PETROLIUM
- CHF-CUSTOMS HANDLING
- CHL-CHARTER TAX
- CRU-CRUISE TAX
- CSC-SERVICE CHARGE
- CST-CONTAINER SURTAX
- DAL-DUTY ALLOWANCE

Go back to the list

- Select the appropriate tax type, reference and fees to add for payment

Instructions

This page allows you to add Other Payments to the payment order. Select from the drop-down list the relevant payment option to be added, enter the reference details and amount. Click on the **GO BACK TO THE LIST** tab to return without adding any amounts to the payment order.

Other Payment

Advanced: *
 CHF - CUSTOMS HANDLING

Reference: *
 2024 2

Amount: *
 15.00

+ Add to the Payment Order Go back to the list

- Then select **ADD TO THE PAYMENT ORDER**, a dialogue box will appear to confirm.

+ Add to the Payment Order

- Other taxes or fees can be paid at this point by selecting another tax type from the “Advanced” menu. Then enter the reference, fee, and selecting **ADD TO THE PAYMENT ORDER**.

Instructions

This page allows you to add Other Payments to the payment order. Select from the drop-down list the relevant payment option to be added, enter the reference details and amount. Click on the **GO BACK TO THE LIST** tab to return without adding any amounts to the payment order.

Other Payment

Advanced: *
 CHF - CUSTOMS HANDLING

Reference: *
 2024 2

Amount: *
 15.00

+ Add to the Payment Order Go back to the list

Total to be paid for other payments has been updated to 30

- Once all other payments have been added. Select **GO BACK TO THE LIST**

Go back to the list

Note: The list of appropriate references for each **Other Payment” tax type** has been attached in [Appendix I](#). These reference are to be used at all times.

Step 2

- Once all declarations and other payments have been selected, they will be displayed on the Payment Order page. There are three (3) options available; **BACK TO THE LIST, SAVE FOR LATER, OR PROCEED TO PAYMENT**

Declarations

Office	Declarant Reference	Customs Reference	Model	Status	Assessed amount
VCKTN	2024 #15	VCKTN 2024 C65	IM4	Assessed	XCD 36,060.37

+ Add declarations (Entries) Total amount for declarations: XCD 36,060.37

Other Payment

Code	Description	Reference	Amount
CHF	CUSTOMS HANDLING	2024 2	XCD 15.00
CHF	CUSTOMS HANDLING	2024 2	XCD 15.00

+ Add other Customs Fees Total amount for other payments: XCD 30.00

Payment Order Total

Grand Total: XCD 36,090.37

Back to the list Save for later Proceed to payment

Step 3

- Users may also select **SAVE FOR LATER**, which will generate a Payment Order that can be edited before payment. Those can be found in the Generated display

Declarations

Office	Declarant Reference	Customs Reference	Model	Status	Assessed amount
VCKTN	2024 #15	VCKTN 2024 C65	IM4	Assessed	XCD 36,060.37

+ Add declarations (Entries) Total amount for declarations: XCD 36,060.37

Other Payment

Code	Description	Reference	Amount
CHF	CUSTOMS HANDLING	2024 2	XCD 15.00
CHF	CUSTOMS HANDLING	2024 2	XCD 15.00

+ Add other Customs Fees Total amount for other payments: XCD 30.00

Payment Order Total

Grand Total: XCD 36,090.37

Back to the list Save for later Proceed to payment

- Select the **PROCEED TO PAYMENT** option. The user's screen will appear faded with a running tube displayed. This means the transaction is being processed. The system will then display a payment window.

Declarations

Office	Declarant Reference	Customs Reference	Model	Status	Assessed amount
VCKTN	2024 #15	VCKTN 2024 C65	IM4	Assessed	XCD 36,060.37

+ Add declarations (Entries) Total amount for declarations: XCD 36,060.37

Other Payment

Code	Description	Reference	Amount
CHF	CUSTOMS HANDLING	2024 2	XCD 15.00
CHF	CUSTOMS HANDLING	2024 2	XCD 15.00

+ Add other Customs Fees Total amount for other payments: XCD 30.00

Payment Order Total

Grand Total: XCD 36,090.37

Back to the list
Save for later
Proceed to payment

Step 4

- The system will then compute and display the total figure.
- The user will check the information of the order to pay,
- Complete all required data in the form
- Then select PAY NOW button

ASYCUDA World - ONLINE PAYMENTS

Transaction Page

Payment Order Number: 2024-213	Transaction ID: 13002	Amount: XCD 221.00
First Name: Pablo	Last Name: Morales	
Email: test@test.com	Phone Number: 333111222	

PAY NOW

- Enter all relevant credit card information and press SUBMIT button

Payment Information

Card Number: (No Spaces Or Dashes) Name as displayed on card:

Card Number Name on the Card

Amount to be paid: (This cannot be updated) Date this card expires: (MMYY) Card security Code:

221.00 EXP date MMY Security Code

Submit Cancel

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Step 5

- Once all information is entered correctly, a payment confirmation message will be displayed

GOV/PAY
ELECTRONIC PAYMENT SYSTEM OF ST. VINCENT AND THE GRENADINES

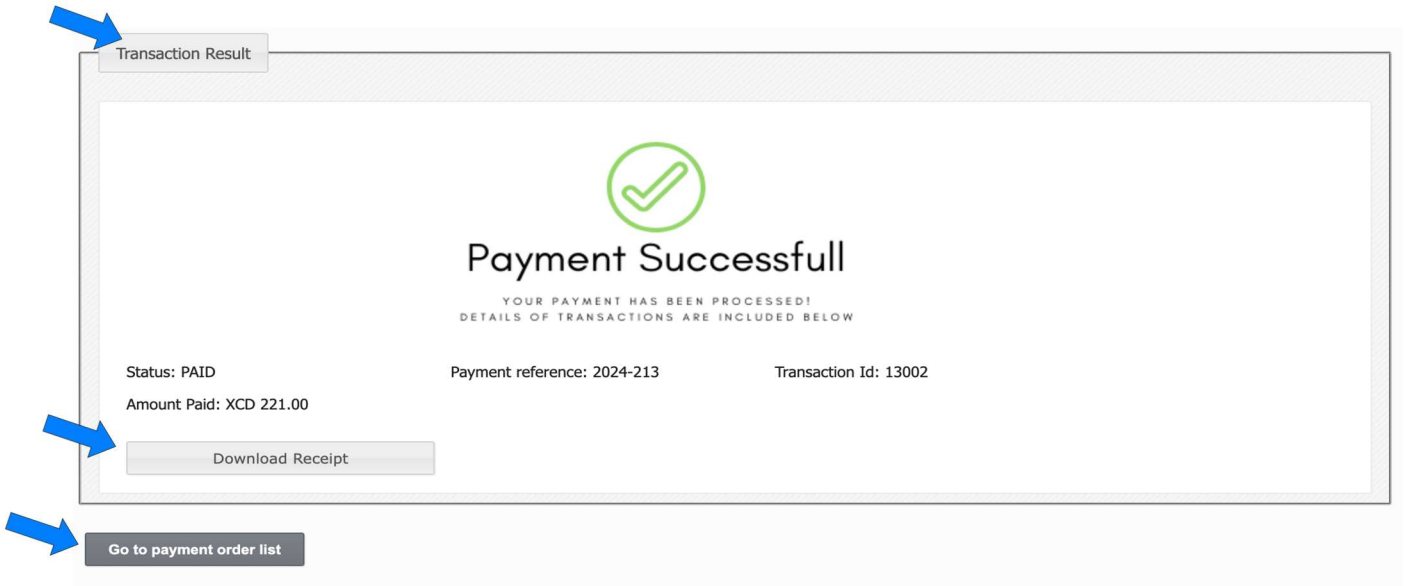
General Request to Pay.

Here Customs testtested here

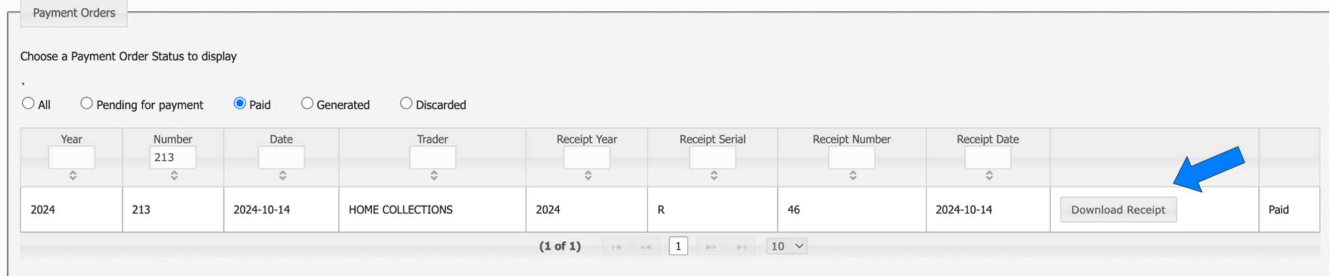
Your Transaction was Successful!!

Transaction successfully executed.

EXIT



- A receipt can be downloaded by selecting the **Download Receipt** button.
- Clicking on the **Go to payment order list** button will take the user back to the **Pending for Payment** display.
- A receipt can also be printed by navigating to the Paid display and clicking the **Download Receipt** button to generate a pdf.



- A message will also be sent to the email address entered in Step 4.
- Payment status is automatically updated in the ASYCUDA World system.

Paying existing Payment Orders

Step 1

- If a Payment Order was previously created then the user can select it from the menu.

Instructions

This page allows you to create and locate a Payment order. Search criteria can be refined by entering the appropriate details in the relevant fields. In Order to create a new payment order, click on the tab at the bottom of the screen and follow the instructions on that page.

Payment Orders

Choose a Payment Order Status to display

All Pending for payment Paid Generated Discarded

Year	Number	Date	Trader	Receipt Year	Receipt Serial	Receipt Number	Receipt Date	
2024	206	2024-10-10	HOME COLLECTIONS	2024				Pending for payment

or [+ Create a new Payment Order](#)

- Then the user clicks the **Proceed to payment** button, then refers to **Step 4** of Creating Payment Order.

Declarations

Office	Declarant Reference	Customs Reference	Model	Status	Assessed amount
No records found.					

Total amount for declarations: XCD 0.00

Other Payment

Code	Description	Reference	Amount
CHF	CUSTOMS HANDLING	2024 2	XCD 25.00

Total amount for other payments: XCD 25.00

Payment Order Total

Grand Total: XCD 25.00

[Back to the list](#) [Proceed to payment](#)

For Further Information contact the ASYCUDA World Project Team.

Refund Process

REASONS FOR REFUND OF DUTY

1. Re-exportation (eg, on drawback)
2. Short shipment
3. Damages
4. Condemnation
5. Overpayment due to:
 - Classification error
 - Incorrect CPC code
 - Incorrect currency
 - Incorrect freight
 - Incorrect invoice
 - Incorrect CIF value
6. Duty Free Concessions or other reliefs
7. Amount of money deposited is greater than that on the completed entry
8. Residual amounts in Pre-payment accounts

Where an over payment was made and a refund is applicable for any payment using the Online Payment method, it is to be done using the following method.

A Refund application must be made in triplicate with the appropriate revenue stamp affixed to the accounting section. Supporting documents must be attached including if necessary;

1. A copy of the completed declaration from the Asycuda system (both original and modified copy if post entry adjustment was made),
2. Invoices or bill of sight, Shipper's Bill of Lading or Airway Bill,
3. Certified copy of Landing Certificate with appropriate revenue stamp,
4. Credit note from supplier for short-shipments,
5. A Condemnation Certificate and Destruction certificate with appropriate revenue stamp.

Note:

Application made within one month of payment will be processed and the monies credited back to the transaction card within that month. Applications made after one month of payment will require each applicant to receive a vendor number which is obtained from the Treasury Department. The information will be entered on the Smart Stream System, given a group number, written up on a schedule, and forwarded to the Treasury Department for approval and payment.

APPENDIX 1

Standard References for "Other Payment" Field on the Customs E-Payment Platform

Below is a list of standard references to be used when making payments in the "Other payment" field on the Customs e-payment platform.

PHL – Private Warehouse License

Reference Format: WAREHOUSE CODE AND PERIOD: (T0001000, MAR 2025 TO MAR 2026)

PHL	Private Warehouse (Licence)	T0001000, Mar 2025 to Mar 2026	Warehouse Code and Period
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Private Warehouse License is an annual fee paid by private warehouse owners to operate a bonded warehouse. The reference must include the warehouse number and the one-year payment period. (*Chapter 425 of 2009*)

VSF – Visiting Fees

Reference Format: WAREHOUSE CODE AND PERIOD: (T0001000, JAN 2024 TO JUN 2024)

VSF	Visiting fees	T0001000, Jan 2024 to Jun 2024	Warehouse Code and Period
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Visiting Fees are an amount paid for officers visiting closed private warehouses to deposit or deliver goods. The reference must include the warehouse number and the period of payment.

PSF – Personal Fees

Reference Format: YEAR AND OVERTIME REFERENCE NUMBER: (2024 DEC 57)

PSF	Personal Fees	2024 Dec 57	Overtime Reference Number
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Personal Fees are payments for services provided outside of regular working hours. The reference must include the year and the assigned overtime reference number assigned to the overtime bill.

STD – Stamp Duty

Reference Format Examples:

1. PROCEDURE CODE, OFFICE, YEAR, AND ENTRY NO: (4700 W09, VCKTN 2024 C 1)
2. DOCUMENT TYPE, OFFICE, YEAR, AND MANIFEST NO: (SHIP REPORT, VCKTN 2024 1)
3. DOCUMENT TYPE, OFFICE, YEAR, AND ENTRY NO: (REFUND, VCKTN 2024 C 2)
4. DOCUMENT TYPE, OFFICE, YEAR, AND ENTRY NO: (EX 1, VCKTN 2024 C 3)
5. WAREHOUSE CODE AND YEAR (BOND): (T0001014 FOR 2025)

STD	Stamp Duty	<ul style="list-style-type: none"> • 4700 W09, VCKTN 2024 C 1 • Ship Report, VCKTN 2024 1 • Refund, VCKTN 2024 C 2 • EX 1, VCKTN 2024 C 3 • T0001014 for 2025 	<ul style="list-style-type: none"> • Procedure Code, Office, Year, and Entry No • Document Type, Office, Year, and Manifest No • Document Type, Office, Year, and Entry No • Document Type, Office, Year, and Entry No • Warehouse Code and Year (Bond)
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Stamp Duty is a fee charged for various activities under the **Stamp Act Chapter 440 of 2009**. The reference format depends on the type of document being paid for.

1. The first example shows where stamp duty is paid on an entry such as export or concession, the procedure code, office, year and SAD registration number is used as reference.
2. The second example shows where a ship report and content is to be paid for, the document type, office, year and manifest number is used as reference.
3. The third example shows where refund, landing, or destruction certificate or any other form that requires a stamp is to be paid for, the document type, office, year and SAD registration number is to be used as reference.
4. The fourth example shows where an export or warehousing entry is being paid for, the document type, office, year and SAD registration number is to be used as reference.
5. The fifth example shows where stamp duty is to be paid for a bonded warehouse, the warehouse number and year is to be used as reference.

DET – Direct Entry Tax (Aircraft)

Reference Format: AIRCRAFT TAIL NUMBER AND OCCASION: (L123456, INWARD)

DET	Direct Entry Tax -Aircraft	L123456, Inward	Aircraft Tail Number And Occasion (Grenadines)
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Direct Entry Tax is collected for aircraft arriving in St. Vincent and the Grenadines. The reference must include the aircraft tail number and the occasion (Inward or Outward).

FNE – Fines

Reference Format Examples:

1. INFRACTION, YEAR, ENTRY NUMBER (108 1 (A), 2024 VCKTN C 1)
2. INFRACTION, YEAR AND MANIFEST NUMBER (22 7, VCKTN 2024 1)
3. INFRACTION, COMPANY OR VESSEL NAME (104 1 (A) MV SPECIAL K)
4. INFRACTION, INDIVIDUAL NAME: (109 1 (A), JOHN DOE)

FNE	Fines	<ul style="list-style-type: none">• 108 1 (A), 2024 VCKTN C 1• 104 1 (A), MV Special K• 109 1 (A), John Doe	Infraction, Year, Entry or Manifest Number. <i>Where not Applicable Short Description Such As Company, Vessel Name Or Individual Name.</i>
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Fines are collect based on infractions listed in the **Customs Control and Management Act Chapter 422 of 2009**. A Receipt or Credit Voucher is issued by the Preventive section of the Customs and Excise Department. The information provided will be used as reference for the payment.

WHR – Warehouse Rent

Reference Format Examples:

1. MANIFEST AND BOL NUMBER (VCKTN 2024 1, TSCW12745254)
2. OFFICE AND ENTRY NUMBER (VCKTN C 1)

WHR	Warehouse Rent	<ul style="list-style-type: none">• VCKTN 2024 1, TSCW12745254• VCKTN C 1	<ul style="list-style-type: none">• Manifest And Bol Number• Office And Entry Number
-----	----------------	--	---

Warehouse Rent is collected when imported goods are deposited into the Customs warehouse. This occurs when entry has not been made within seven (7) days of arrival by air, fourteen (14) days of arrival by sea, or twenty-one (21) days where an entry has been done but the goods have not been presented for examination. A Receipt / Credit Voucher will be issues by the **Queens II, Transit Shed** or **Campden Park** sections of the Customs and Excise department. The information provided will be used as reference for the payment.

YTL – Yacht Licence

Reference Format:

1. LENGTH AND TYPE OF LICENCE (45FT BAREBOAT RENTAL)
2. LENGTH AND TYPE OF LICENCE (104FT CREWED CHARTER)

YTL	Yacht Licence	<ul style="list-style-type: none">• 45ft Bareboat Rental• 104ft Crewed Charter	Length and Type of Licence
-----	---------------	---	----------------------------

Yacht Licenses are paid based on the **Yacht Licence Act 33 of 1992**. The reference must include the yacht length and the type of license being paid for.

CRU – Cruise Tax

Reference Format:

1. NUMBER OF PERSONS BEING CHARGED (4 PASSENGERS (CHARTER))
2. NUMBER OF PERSONS BEING CHARGED (5 PERSONS (BAREBOAT))

CRU	Cruise Tax	<ul style="list-style-type: none">• 4 Passengers (Charter)• 5 Persons (Bareboat)	Number Of Persons Being Charged
-----	------------	---	---------------------------------

Cruise Tax is paid for persons onboard a yacht as per the **Yacht Licence Act 33 of 1992**. The reference must include the number of persons and their status onboard.

CST – Container Surtax

Reference Format:

1. SAD REFERENCE NO. AND NUMBER (C12345, TTRU1234567)
2. MAXIMUM OF 2 CONTAINER NUMBERS (PER LINE) (C12345, TTRU1234567, BSIU1234567)

CST	Container Surtax	<ul style="list-style-type: none">• C12345 TTRU1234567• C12345 TTRU1234567, BSIU1234567	Container Size and Number. Maximum of 2 Container Numbers (as Shown)
-----	------------------	--	--

Container Surtax is payable for containers examined on the importer's premises. The reference must include the SAD reference number and up to two container numbers. If more containers are to be added they must be placed on a separate line.

Rates:

1. 20' Container \$100.00
2. 40' Container \$125.00

SFM – Sale of Forms

Reference Format: NUMBER AND TYPES OF FORMS (100, BILL OF SIGHT)

SFM	Sale of forms	100, bill of sight	Number and types of forms
------------	---------------	--------------------	---------------------------

Sale of Forms payments apply to forms sold by the **Customs and Excise Department**. The reference must include the number and type of forms purchased. Each form cost \$0.15.

AMD – Cargo Amendment Stamp Duty

Reference Format: AMENDMENT YEAR AND NUMBER (2024 12)

AMD	Cargo Amend Stamp Duty	2024 12	Amendment Year and Number
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Cargo Amend Stamp Duty is paid for modifications to a registered manifest. The reference must include the amendment year and the **Cargo Amend** request number. The fee for each amendment is \$10.00.

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