

1. Document Information

1.1 Revision History

Date	Version	Description
26 th August 2019	1.0	Launch of the Online Payment System

Table 1: Revision History

1.2 Purpose and Structure

The purpose of this user guide is to provide general information and step-by-step instructions on how to use the Online Payment System. Furthermore, the User Guide includes a description of the functional and navigational capabilities of the system. This user guide is intended for Economic Operators (both Clearing Agents and Importers).

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4. General Use

4.1 Malta Customs Information Portal

The Online Payment System can be accessed through the Malta Customs Information Portal under **Electronic Systems**, then under **Customs Electronic System (CES)** [Figure 1].

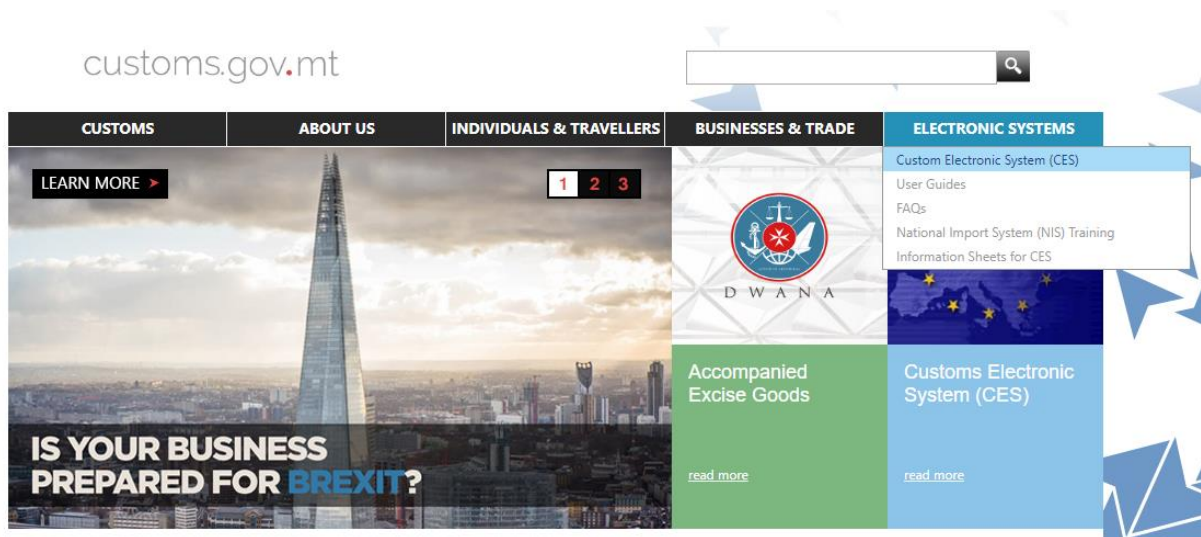


Figure 1: Malta Customs Information Portal

To proceed to the Online Payment System home page, the user must select **Online Payment** [1] from the **Customs Electronic System (CES)** Web page [Figure 2].



Figure 2: Customs Electronic System (CES)

4.2 Login

User must input a correct username and password and then click **Sign in** [Figure 3] to access the system. The username of the user logged in will be displayed on the menu bar.

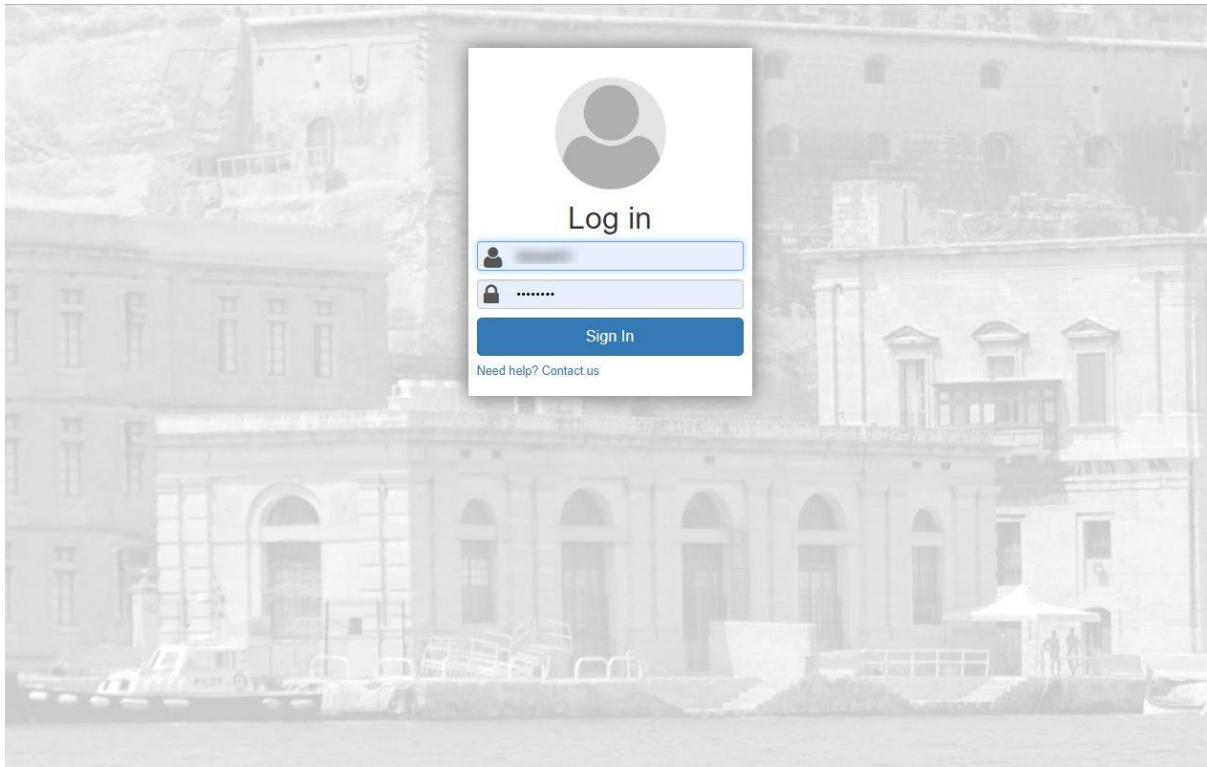


Figure 3: Login Screen

4.3 Dashboard

A list of pending Invoices submitted related to the EORI Number linked to the user will be shown [Figure 4]. The list of pending declarations displays the **Transaction Date, Reference, EORI, Type, Amount Due, Balance, Status** and **Print Invoice** which can be sorted either by ascending or descending order.

By clicking the username, the **Logout** option will appear for the user to logout from the system. [2]

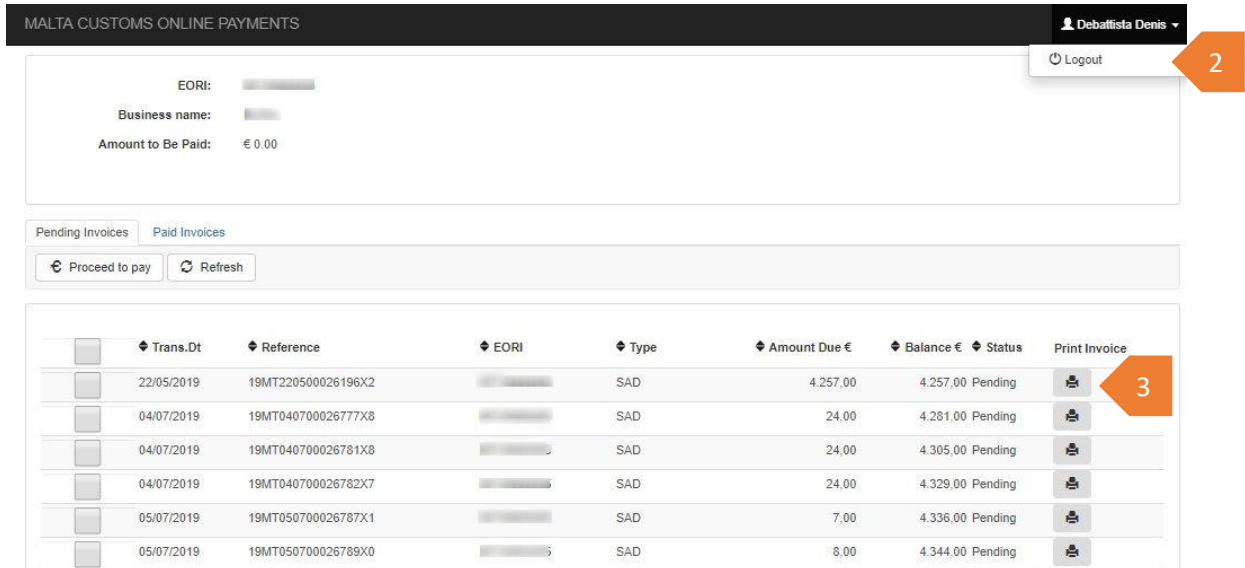


Figure 4: Main Dashboard

The user can download the invoice corresponding to the reference number by clicking the **Print Invoice** icon. [3]

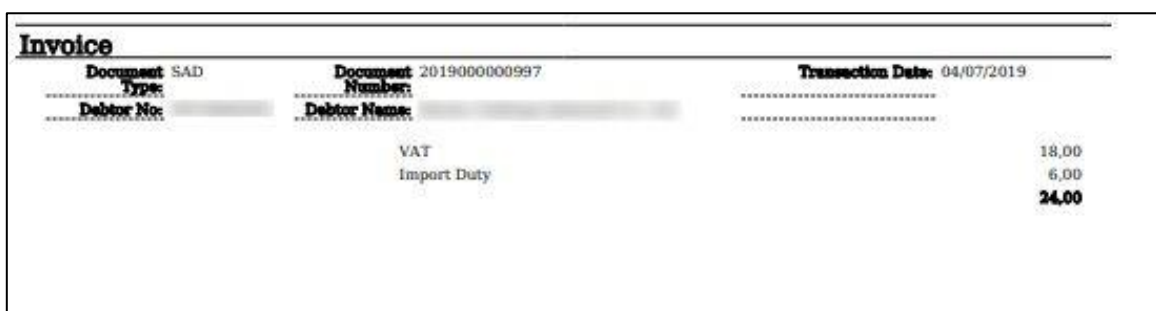


Figure 5: Invoice

4.4 Settling an Invoice

To settle a pending invoice the user must tick one or more transaction [4] and then click the **Proceed to Pay** button [5].

The screenshot shows the 'MALTA CUSTOMS ONLINE PAYMENTS' interface. At the top, there is a header with the user name 'Debattista Denis'. Below the header, there is a summary box containing the following information:

- EORI: [Redacted]
- Business name: [Redacted]
- Amount to Be Paid: € 24.00

Below the summary box, there are two tabs: 'Pending Invoices' (selected) and 'Paid Invoices'. Under the 'Pending Invoices' tab, there are two buttons: 'Proceed to pay' and 'Refresh'. An orange arrow labeled '5' points to the 'Proceed to pay' button.

The main part of the interface is a table of transactions. An orange arrow labeled '4' points to the first checkbox in the table, which is checked. The table has the following columns: Trans.Dt, Reference, EORI, Type, Amount Due €, Balance €, Status, and Print Invoice.

Trans.Dt	Reference	EORI	Type	Amount Due €	Balance €	Status	Print Invoice
22/05/2019	19MT220500026196X2	[Redacted]	SAD	4,257.00	4,257.00	Pending	[Print]
04/07/2019	19MT040700026777X8	[Redacted]	SAD	24.00	4,281.00	Pending	[Print]
04/07/2019	19MT040700026778X7	[Redacted]	SAD	24.00	4,305.00	Pending	[Print]
04/07/2019	19MT040700026781X8	[Redacted]	SAD	24.00	4,329.00	Pending	[Print]
04/07/2019	19MT040700026782X7	[Redacted]	SAD	24.00	4,353.00	Pending	[Print]
05/07/2019	19MT050700026787X1	[Redacted]	SAD	7.00	4,360.00	Pending	[Print]
05/07/2019	19MT050700026789X0	[Redacted]	SAD	8.00	4,368.00	Pending	[Print]
05/07/2019	19MT050700026790X2	[Redacted]	SAD	8.00	4,376.00	Pending	[Print]

Figure 6: Transaction Selection

Subsequently, the **Payment Details** form will be shown. [Figure 7]

The screenshot displays the 'MALTA CUSTOMS ONLINE PAYMENTS' system. At the top, a user profile 'Debattista Denis' is visible. A green notification bar states 'Please complete the Payment Details'. Below this, a summary box shows 'EORI', 'Business name', and 'Amount to Be Paid: € 24,00'. A 'Pending Invoices' table lists one invoice with a 'Print Invoice' icon. A 'Payment details' modal is open, showing the following information:

Trans.Dt	Reference	EORI	Type	Amount Due €	Balance €	Status	Print Invoice
04/07/2019	19MT040700028778X7		SAD	24,00	24,00	Pending	

The 'Payment details' form contains:

- Reference: BANK2019000000163
- Amount: 24,0
- OTP:
- Narrative:
- Buttons: , ,

Footer text: Last refreshed on: 11/07/2019 11:14
Developed By: MethodosIT Ltd

Figure 7: Payment Details Screen

The bank will send an SMS to the user with the **Payment Reference** and an automatically generated **Code**. [Figure 8]

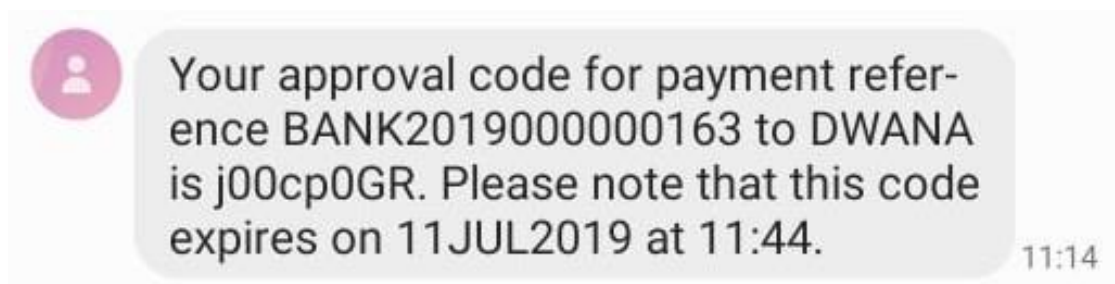


Figure 8: Automatically Generated SMS

The automatically generated code must be entered in the **OTP** field [6]. A description should be entered in the **Narrative** field [7] which will be shown on the user's bank account statement. Once both fields have been filled, the user must click the **Submit** button [8].

To abandon the payment the user may click the **Cancel** button, while to clear all the fields the **Reset** button may be clicked.

The screenshot shows a 'Payment details' form with the following fields and buttons:

- Reference:** BANK2019000000163
- Amount:** 24.0
- OTP:** A text input field containing 'j00cp0GR', highlighted with a blue border and an orange callout arrow labeled '6'.
- Narrative:** A text area containing 'TEST', highlighted with an orange callout arrow labeled '7'.
- Buttons:** Three buttons at the bottom: 'Submit' (blue), 'Reset' (grey), and 'Cancel' (red), highlighted with an orange callout arrow labeled '8'.

Figure 9: Payment Details Form

Once the transaction has been finalised, the **Payment Details** page is shown including the **Reference**, **Payment Doc**, **Payment No**, **Paid Amount** and **Payment Date**.

By clicking the **Homepage** button [9] the user will be directed to the main dashboard.

MALTA CUSTOMS ONLINE PAYMENTS Debattista Denis

✓ The payment was completed successfully.

Payment Details

9 [Homepage](#)

Reference: 772daa03-6eb5-42ae-ae3a-209b3570c916
 Payment Doc: CASH
 Payment No: 201900000220
 Paid Amount: € 24,00
 Payment Date: 11/07/2019
 Print Receipt:

10

Invoices Processed

Type	Reference	Due Amount €	Status
SAD	19MT040700026778X7	24,00	Paid
		24,00	

Last refreshed on: 11/07/2019 11:16
 Developed By: MethodosIT Ltd

Figure 10: Payment Completed Successfully

The **Print Receipt** [10] option button is available for downloading the **Cash Receipt** [Figure 11].

Receipt

Document Type: CASH Document Number: 201900000220 Transaction Date: 11/07/2019

Debtor No: 772daa03-6eb5-42ae-ae3a-209b3570c916 Debtor Name: On Line Payments-Bank

	24,00
	24,00

SAD	201900000997	MRN:19MT040700026778X7	
		VAT	18,00
		Import Duty	6,00
			24,00

Figure 11: Cash Receipt

The settled declaration will now be available on the **Paid Invoices** [11] tab on the main dashboard [Figure 12].

Cash receipts can be downloaded by clicking the printer icon under the **Print Receipt** column [12].

MALTA CUSTOMS ONLINE PAYMENTS Debattista Denis

EORI:

Business name:

Amount to Be Paid: € 0.00

Pending Invoices **Paid Invoices** 11

Trans.Dt	Payment Dt	Reference	EORI	Type	Amount Due €	Balance €	Status	Print Receipt	Print Invoice
04/07/2019	11/07/2019	19MT040700026778X7	<input type="text"/>	SAD	24,00	24,00	Paid		
05/07/2019	11/07/2019	19MT050700026785X3	<input type="text"/>	SAD	4,00	28,00	Paid		
04/07/2019	09/07/2019	19MT040700026776X9	<input type="text"/>	SAD	24,00	52,00	Paid		
04/07/2019	09/07/2019	19MT040700026775X0	<input type="text"/>	SAD	24,00	76,00	Paid		
05/07/2019	05/07/2019	2019000000040	<input type="text"/>	SADM	5,00	81,00	Paid		

Figure 12: Paid Invoices

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5. Errors

5.1 Cancellation of Payment

The screenshot shows a 'Payment details' form with the following fields and values:

- Reference:** BANK2019000000163
- Amount:** 24.0
- OTP:** j00cp0GR
- Narrative:** TEST

At the bottom of the form are three buttons: 'Submit' (blue), 'Reset' (grey), and 'Cancel' (red). An orange arrow labeled '13' points to the 'Cancel' button.

Figure 13: Cancellation

When the **Cancel** button [13] is clicked on the Payment Details form, the below error message will be shown confirming that the payment has been cancelled [Figure 14].

The screenshot shows the 'MALTA CUSTOMS ONLINE PAYMENTS' header with a user profile 'Debattista Denis'. Below the header is a red error message box:

ERROR: It was not possible for the selected invoice(s) to be settled. Try again later.

Below the error message is the 'Payment Details' section, which includes a 'Homepage' button and the following information:

- Reference:** CARD2019000000110
- Paid Amount:** € 0,00

Figure 14: Cancellation Message

5.2 Time-Out

The screenshot shows the 'MALTA CUSTOMS ONLINE PAYMENTS' interface. At the top, there is a header with the user name 'Debattista Denis'. Below the header, a green banner displays a checkmark and the text 'Please complete the Payment Details'. The main content area contains a form with the following fields: 'EORI:' (redacted), 'Business name:' (redacted), and 'Amount to Be Paid: € 24,00'. Below this is a 'Pending Invoices' table with columns: Trans.Dt, Reference, EORI, Type, Amount Due €, Balance €, Status, and Print Invoice. A single invoice is listed with Trans.Dt '04/07/2019', Reference '19MT040700028778X7', EORI (redacted), Type 'SAD', Amount Due € '24,00', Balance € '24,00', and Status 'Pending'. At the bottom right of the table, it says 'Last refreshed on: 11/07/2019 11:14' and 'Developed By: MethodosIT Ltd'. In the foreground, a 'Payment details' modal form is open, containing: 'Reference: BANK2019000000163', 'Amount: 24.0', 'OTP: Enter One-time Password' (with an input field), and 'Narrative: Enter narrative to appear on bank statement' (with a text area). At the bottom of the modal are 'Submit', 'Reset', and 'Cancel' buttons.

Figure 15: Payment Details Time-out

By leaving the Payment Details form idle [Figure 15], the user will be automatically timed-out and the below error message [Figure 16] will be shown confirming that the payment has not been settled.

The screenshot shows the 'MALTA CUSTOMS ONLINE PAYMENTS' interface. At the top, there is a header with the user name 'Debattista Denis'. Below the header, a red banner displays an error message: 'ERROR: It was not possible for the selected invoice(s) to be settled. Try again later.' Below the error message is a 'Payment Details' section with a 'Homepage' button. The main content area contains a form with the following fields: 'Reference: CARD2019000000110' and 'Paid Amount: € 0,00'.

Figure 16: Time-out Error Message

5.3 Payment Information not Known

Payment details

Reference
BANK2019000000163

Amount
24.0

OTP

Narrative

Figure 17: Payment Details - Payment info not known

In the unlikely event that this error message [Figure 18] is shown after submitting the payment [Figure 17], the user is highly recommended to access the **Paid Invoices** tab to check if the payment has been accepted.

MALTA CUSTOMS ONLINE PAYMENTS
Debattista Denis

⚠ Warning: The payment information is not known yet. Go to Homepage and try again

Payment Details

[Homepage](#)

Reference: 576d6d64-7623-47ad-a5df-5698854eb6be

Paid Amount: € 0.00

Invoices Processed

Type	Reference	Due Amount €	Status
SAD	19MT040700026765X5	24.00	Reserved
		24.00	

Last refreshed on: 05/07/2019 11:20
Developed By: MethodosIT Ltd

Figure 18: Payment info not known Error Message

5.4 Bank Return Codes

Payment details

Reference
BANK2019000000163

Amount
24.0

OTP

Narrative

Figure 19: Payment Details - Bank Return Codes

When the **Submit** button is clicked on the Payment Details form, there is the possibility that Bank Codes are shown to the user [Figure 20].

MALTA CUSTOMS ONLINE PAYMENTS
Deballista Denis

✓ Please complete the Payment Details

EORI:

Business name:

Amount to Be Paid: € 4.00

Pending Invoices

Trans.Dt	Reference	EORI	Type	Amount Due €	Balance €	Status	Print Invoice
05/07/2019	19MT050700026785X3	<input type="text"/>	SAD	4.00	4.00	Pending	<input type="button" value="Print"/>

Last refreshed on: 11/07/2019 09:52
Developed By: MethodosIT Ltd

405

Payment was declined with bank return code 08.

Figure 20: Bank Return Code

When Bank Codes are returned it means that the payment did not go through. The list of Bank Codes are available in Annex A.

6. Troubleshooting

6.1 Incorrect Username and/or Password

If the username and/or password are incorrect, an error will prompt the user to try again [Figure 21]. After successive attempts to log in with a wrong password, the user account will be locked. The user should contact the system administrator to unlock account.

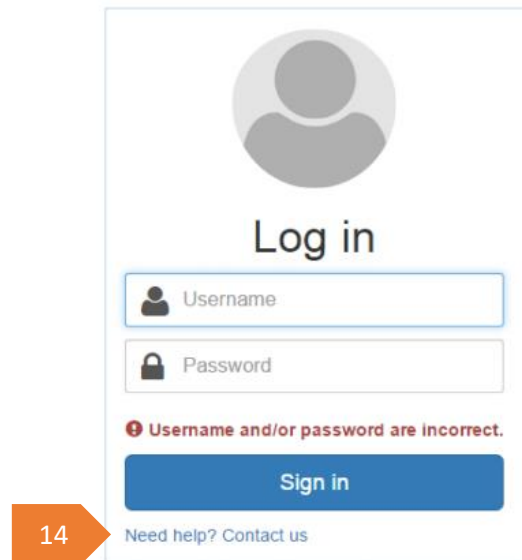


Figure 21: Incorrect Username / Password

6.2 Need help? Contact us

Users may enquire any support about the system by clicking on the Need help? Contact us [14].

| Contact Us

If you need help you may wish to:





-  use our online user manual
-  use our FAQ page
-  send us an email on cashoffice.customs@gov.mt
-  phone our Cash office from a list of numbers found [here](#)

Figure 22: Contact Us

Annex A

List of Bank Codes

Verify Customer

- 00 : successful customer/user verification.
- 01 : invalid api key.
- 02 : customer not registered for service.
- 03 : user not registered for service.
- 99 : other error encountered.

OTP Request

- 00 : successful otp generation.
- 01 : invalid api key.
- 02 : customer not registered for service.
- 03 : user not registered for service.
- 99 : other error encountered.

Effect Payment

- 00 : successful transaction posting.
- 01 : invalid api key.
- 02 : customer not registered for service.
- 03 : user not registered for service.
- 04 : invalid otp code entered.
- 05 : expired otp code entered.
- 06 : amount mismatch between otp and payment
- 07 : customer does not have enough funds in account.
- 08 : customer exceeded daily payment limit.
- 09 : payment exceeds user authorized limit.
- 10 : payment exceeds approval limit.
- 99 : other error encountered.

Verify Payment

- 00 : payment successfully effected.
- 01 : invalid api key.
- 02 : customer not registered for service.
- 03 : user not registered for service.
- 04 : payment not effected.
- 99 : other error encountered.