

FAQs

- **What is PSID?**

Payment Slip ID (PSID) is a 17-digit unique number generated by WeBOC system for making payment of dues by the trader through internet banking, automated teller machines (ATM), bank's mobile applications, Over the Counter (OTC), Easy Paisa, Jazz Cash etc.

- **When is a PSID generated?**

Every time a payment is created against a particular GD after selecting E-Payment option, a PSID number will be generated. For every payment event (initial payment at the time of filing of GD and subsequent payment as a result of any reassessment) WeBOC system will generate a separate unique PSID.

- **What are the modes of E-Payment available to a WeBOC user?**

- Bank's internet portal
- ATMs
- Bank Mobile bill payment application
- Over the Counter E-Payment against PSID
- Easy Paisa, Jazz Cash etc.

- **Would there be an option to view a PSID generated against a particular B/L or GD?**

Yes. A user will be able to see the PSID generated against a particular B/L or GD in the sub-menu of 'View Generated PSIDs for E-Payment' in the 'Payment Management' tab.

- **Would there be an option to view the PSIDs against which payments have already been made?**

Yes. In sub-menu 'Print Computer Generated Payment Receipt' of the 'Payment Management' tab.

- **Can I make E-Payment if I do not have internet banking facility?**

Yes. You can use the following options for making E-Payment against unique PSID generated by WeBOC system even if you do not use internet banking.

- ATMs
 - Over the Counter E-Payment against PSID
 - Easy Paisa, Jazz Cash etc.
- **Is there any facility to pay duty and taxes against a GD from multiple bank accounts available in E-Payment?**

For a single PSID, it is mandatory to pay duty / taxes from a single bank account. However, for subsequent payment of duty / taxes for the same GD via a new PSID, payment can be made from a different bank account.

- **Is it possible to make payment of duty / taxes for a single GD through E-Payment as well as other payment modes such as pay order / cash?**

For a single payment event, it is mandatory to pay duty / taxes from one payment mode. However, for subsequent payment of duty / taxes for the same GD, payment can be made from a different mode of payment.

- **What is the limit for payment through E-Payment mode?**

There is no limit and any amount of leviable duty and taxes can be paid through E-Payment via ATM or internet banking or mobile application or OTC.

- **What if the trader account is debited but payment acknowledgement is not received by WeBOC system?**

There is a Dispute Resolution mechanism available in E-Payment System. In such cases, the customer will first contact his bank and then the Collectorate concerned who will forward the matter to M/s. 1LINK. The trader can report such issues to WeBOC team on the following email / phone numbers:

- epayment.customs@pral.com.pk
- 021-99214237 or 021-99210395
- 051-111-772-772 Ext 2

- **What type of GD processes are covered under E-Payment?**

All types of GD-related processes are covered under E-Payment.

- **In case of IGM de-blocking, the facility for payment through E-Payment is available?**

Yes, IGM de-blocking payment can be made through E-Payment.

- **At what time exchange rate will be updated for E-Payment?**

At 00:00 hours (midnight). It is therefore advisable to make E-Payment on the same day of generation of PSID to avoid the impact of exchange rate fluctuation.

- **Is it advisable to pay duty and taxes through E-Payment mode between 11:30 p.m. to 12:00 midnight?**

No (due to change of exchange rate there could be an issue with reconciliation of transaction).

- **What if the GD is re-opened by the user after the PSID number has been generated?**

In such cases, the PSID will be cancelled. The user will again select the payment mode

- **At the time of opting for E-Payment, what other modes-of-payment are available to the user?**

- Bank (manual payment option through NBP)
- PD Account
- For E-Payment of Rs 1.0 million and above the option of bank counter of NBP shall not be available w.e.f 20.01.2021,

- **After the launch of E-Payment, would the option for payment through PD Account remain available?**

E-Payment system is different from payment through PD account. The option to pay duty / taxes through PD account shall remain available.

- **Would there be an e-CPR (Electronic Payment Receipt) generated like through PD Account?**

Yes, the WeBOC system shall generate e-CPR to the trader.

WeBOC Help Desk

- For payment related issues, contact your bank's help desk.
- For WeBOC related issues, contact us at

email: epayment.customs@pral.com.pk

Tel: 021-99214237 or 021-99210395

051-111-772-772 Ext 2