



ASYCUDA WORLD

Online Payment Guide

Table of Contents

Creating the Payment Order 2

Processing the Payment Order (Online Payment)..... 9

Modifying a Payment Order (Before Payment)..... 13

Troubleshooting Issues..... 16

Creating the Payment Order

1. Log in & navigate to the SAD (Single Administrative Document) finder

- Log in to the system.
- Go to:
 - Goods Clearance → Declaration → Detailed Declaration → Detail Declaration.

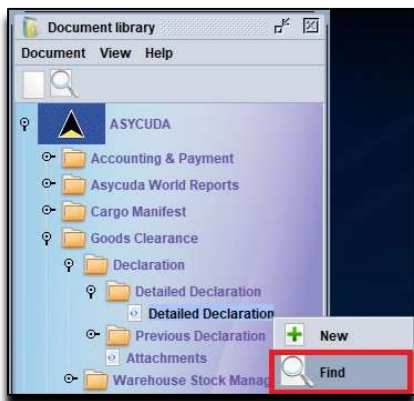


Figure 1. Declaration Finder navigation path

- Locate the unpaid declaration(s) you want to add to a payment order using the Declaration Finder and insert your declaration details.

2. Add Declaration to Payment Order

- Right-click the unpaid entry.
- Select "Add to Payment Order".

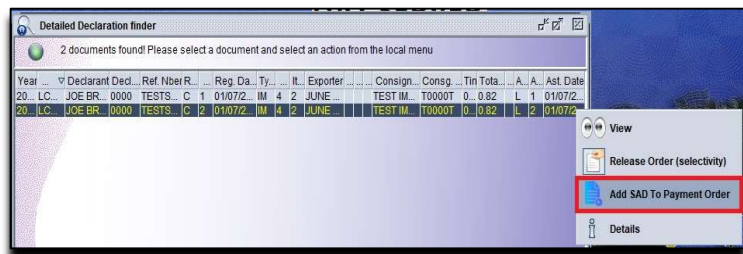


Figure 2. Add SAD to Payment Order option

- A box will appear, see Figure 3:
- Click the check box next to "I want to generate a new payment order", see Figure 3.
- Click the green tick to proceed.

Figure 3. Generate New Payment Order option

3. Enter Payment Order Details


- A new payment order screen will open. See Figure 4.

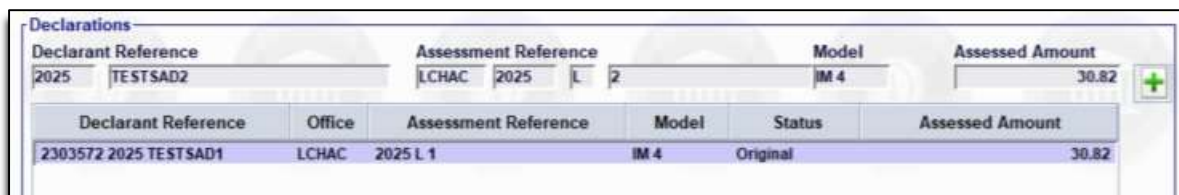
Declarant Reference	Office	Assessment Reference	Model	Status	Assessed Amount
2303572 2025 TESTSAD1	LCHAC	2025 L 1	IM 4	Original	30.82

Figure 4. New Payment Order

- The system will auto-complete the declarations table with the following:

- Broker/Declarant's Code (e.g., `0000`).
- Company Code (e.g., `0000`).
- Clearance Office (e.g., `LCXXX`).
- Year (e.g., `2025`).
- Serial Letter – (`L`).
- SAD Assessment Number (e.g., `25`).


(Optional) To add additional SADs, enter each SAD's Clearance Office Code, Assessment Year, Serial Letter and Number, then click the "d Declaration" option. Repeat this step for each SAD.



Declarant Reference	Office	Assessment Reference	Model	Status	Assessed Amount
2303572 2025 TEST SAD1	LCHAC	2025 L 1	IM 4	Original	30.82

Figure 5. Payment Order declaration(s) section

4. Add Additional items for payment (Optional)



- If needed, add other items for payment (e.g., container overtime fees):
 - Scroll down to the "Other Duties, Fees, and Taxes" section.
 - Select the fee code (e.g., "OVT" for container examination fee).
 - Enter:
 - Container number (e.g., `CAMU123456`).
 - Amount (e.g., `\$125.00`).
 - Click the  "Add Transaction" option to include it in the table below for payment. See Figure 6.

Code	Description	Reference	Amount
OVT	CONTAINER EXAM	CMAU123456	125.00

Total Amount for other Transactions: 125.00

Figure 6. Payment Order Other Fee(s) section

5. Review and Generate The Payment Order

- Verify the total amount payable (visible at the top) and check the payment order by clicking the . If no errors are displayed, click the "Generate and Proceed to Pay" option in the menu.  See Figure 7.

Payment Order - New [n/a]

File Edit View Help

Saint Lucia Customs & Excise Department ASYCUDA

Payment Order

Declarant Code: 0000 Company Code: T0000T

Name and Address: TEST IMPORTER, TEST, TEST, TEST

Email address:

Payment Order Number: Portal reference:

Customs Office:

Receipt Identification: Date:

Amount Collected: 186.64

Declarations:

Declarant Reference	Office	Assessment Reference	Model	Status	Assessed Amount
2303572 2025 TEST SAD1	LCHAC	2025 L 1	IM 4	Original	30.82
2303573 2025 TEST SAD2	LCHAC	2025 L 2	IM 4	Original	30.82

Total Amount for Declarations: 61.64

Figure 7. Generate and proceed to pay option

- The system will display the 'Transaction Completed' message. See Figure 8.
- Payment reference number (e.g., `2025-80`).
- Portal reference number (needed for payment).
- Click the tick (✓) to close the transaction.

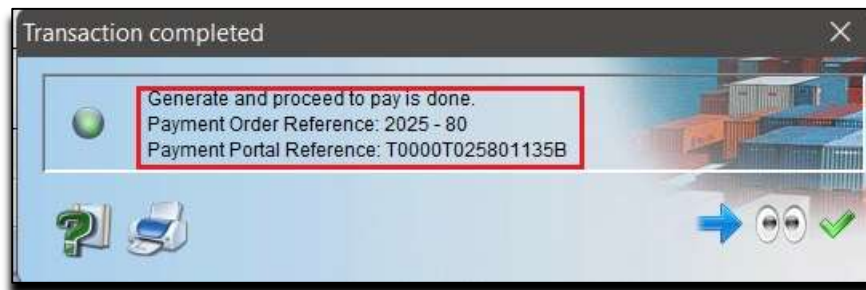


Figure 8. Transaction Completed

6. Retrieve Payment Order for Payment

- Go to: Document Library → Accounting & Payment → Payment Order.
- Right-click → Select "Find".
- Enter in the Finder:
 - Year (e.g., `2025`).
 - Payment order reference (e.g., `10`).
 - Or Portal Number as seen in Figure 10.
- Click "Find" to retrieve the order.



Figure 9. Payment Order Finder Option

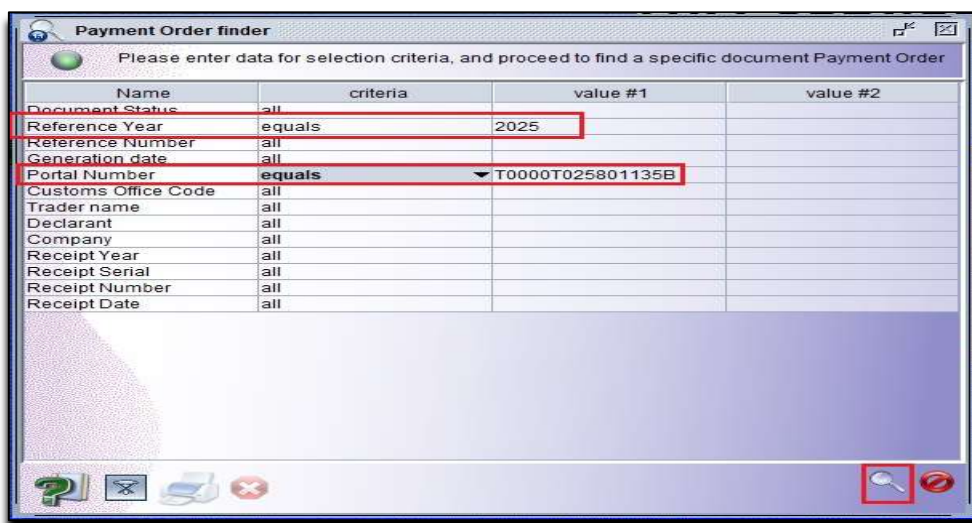


Figure 10. Payment Order Finder

7. Print "Pre-Form" & Proceed to Payment

- Right-click the payment order → Select "Print "Pre-Form". See Figure 11.

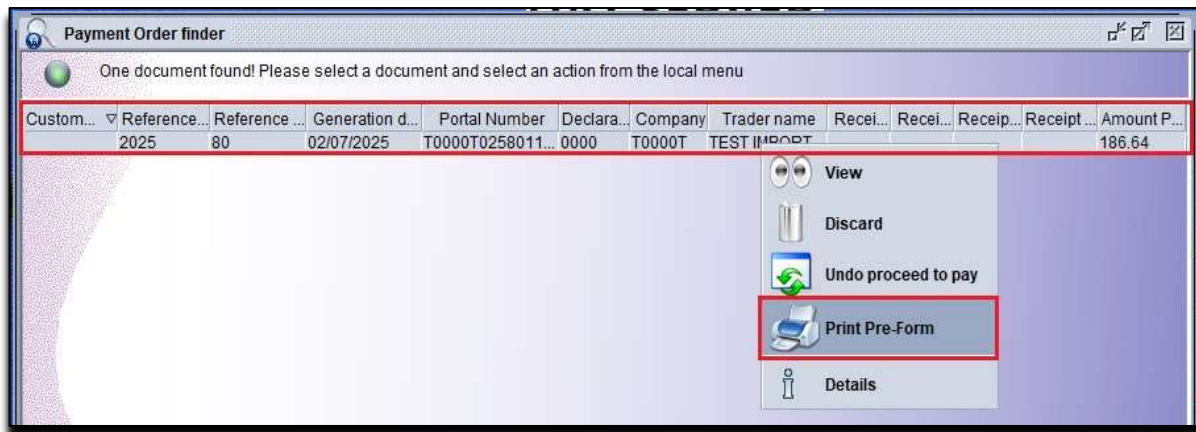


Figure 11. Print Pre-Form option

The system will display a confirmation screen. See Figure 12.

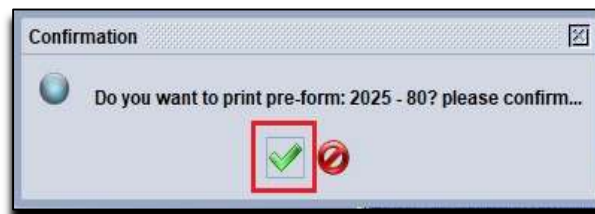


Figure 12. Pre-Form print confirmation screen

- Confirm by clicking the green tick (✓).
- The **Pre-form** will display:
 - Payment reference (e.g., `2025-10`).
 - Portal ID.
 - Declarant & SAD details.
 - Total amount due.

See Figure 13.



**Customs and Excise
Department**
William Peter Boulevard
Castries, Saint Lucia
Tel: 468-4800

Pre-form for payment order

Pre-form: 2025 - 80 Portal number: T0000T025801135B

This payment order belongs to:

TEST IMPORTER	Declarant: 0000
TEST	Company: T0000T
TEST	
TEST	

Declarant reference	Assessment Reference	Model	Assessed Amount
2025 TESTSAD1	LCHAC 2025 L 1	IM 4	0.82
2025 TESTSAD2	LCHAC 2025 L 2	IM 4	0.82
Total for declarations			1.64

Transaction	Reference	Assessed Amount
OVT CONTAINER EXAM	CAMU123456	1.00
Total for other payments		1.00
Total amount to be collected		2.64

Figure 13. Pre-Form

Processing the Payment Order (Online Payment)

1. Make Payment via Web Portal

- Navigate to the Customs Payment Portal [<https://www.customs.gov.lc/awwebprod/>].
- Click "Customs Services" → "Customs Payments" from the website's menu. See Figure 14.

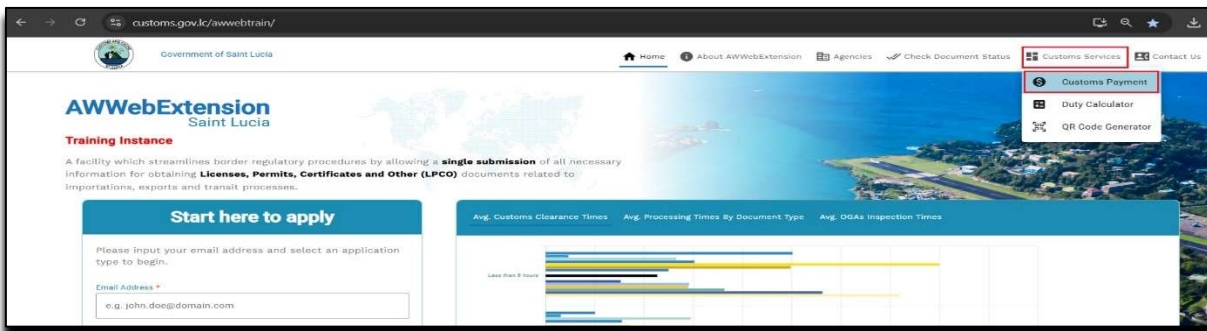


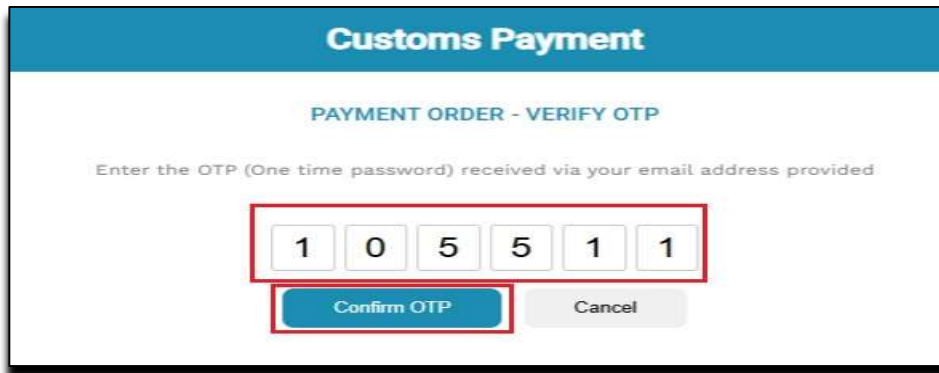
Figure 14. Customs Payment Portal link on the AWWebExtension webpage

- Enter:
 - Portal reference number (from the "Pre-Form").
 - User type (e.g., "Registered Company").
 - Company code & email address.
 - Complete CAPTCHA ("I'm not a robot").
- Click the "Get Amount" button. See Figure 15.

 The screenshot shows the 'Customs Payment' form titled 'PAYMENT ORDER REFERENCE'. It includes a note about the maximum online payment amount (XCD 270,000.00). The form fields are: Payment Order Portal Reference (with value T000-0T00-5801-1358), User Type (dropdown menu set to REGISTERED COMPANY), User ID / Code (with value T00000T), and Email Address (with value testcompany@email.com). There is a CAPTCHA section with a checked box 'I'm not a robot' and a reCAPTCHA logo. At the bottom are 'CLEAR' and 'GET AMOUNT' buttons. The footer contains links for Terms and Conditions, Return / Refund, and Goods and Services, along with a 'WE ACCEPT' logo for Visa and Mastercard.

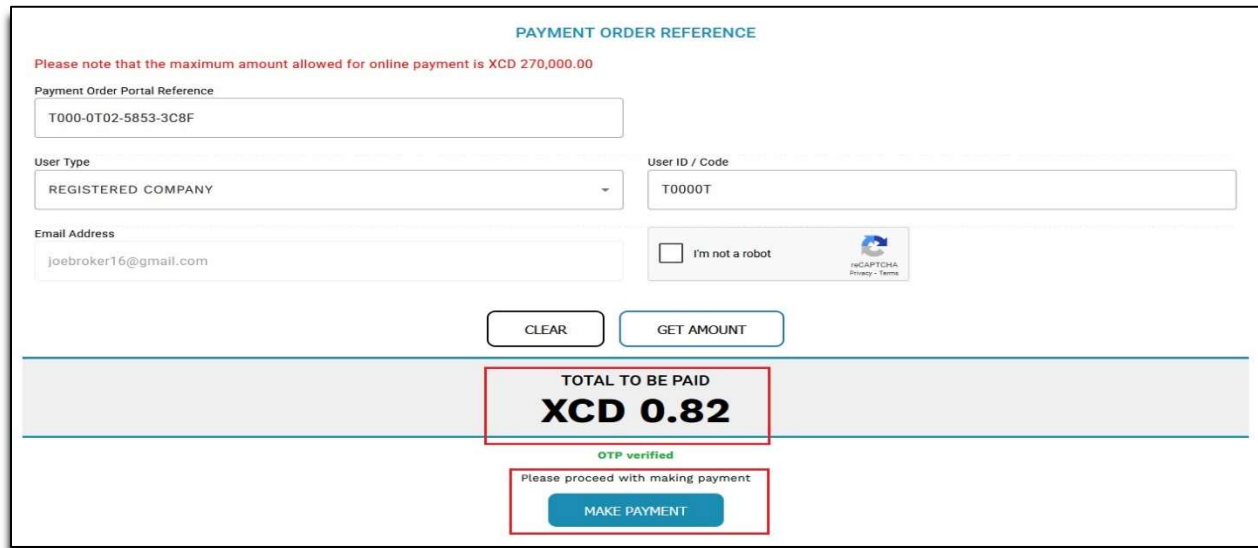
Figure 15. Customs Payment Order Reference Form

- Click "Get OTP" → Enter the one-time password sent to your email.



The screenshot shows a web interface titled "Customs Payment" with a sub-header "PAYMENT ORDER - VERIFY OTP". Below the header, it says "Enter the OTP (One time password) received via your email address provided". There is a row of six input boxes containing the digits "1", "0", "5", "5", "1", and "1". Below these boxes are two buttons: "Confirm OTP" and "Cancel".

Figure 16. Customs Payment Order one-time password verification screen



The screenshot shows a web interface titled "PAYMENT ORDER REFERENCE". It includes a note: "Please note that the maximum amount allowed for online payment is XCD 270,000.00". Below this, there are several input fields: "Payment Order Portal Reference" (T000-0T02-5853-3C8F), "User Type" (REGISTERED COMPANY), "Email Address" (joebroker16@gmail.com), and "User ID / Code" (T0000T). There is also a checkbox for "I'm not a robot" and a CAPTCHA logo. Below these fields are two buttons: "CLEAR" and "GET AMOUNT". A large box displays "TOTAL TO BE PAID" and "XCD 0.82". Below this, it says "OTP verified" and "Please proceed with making payment". At the bottom, there is a "MAKE PAYMENT" button.

Figure 17. Customs Payment Form displaying the total to be paid

- Click the "Make Payment" button as seen in Figure 17.
- The system will display the payment terminal for completion.
- Enter:
 - The cardholder's Name.
 - Card type (e.g., "Visa").
 - Card Number.
 - Expiration Date.

TOTAL TO BE PAID
XCD 0.82

OTP verified

Please proceed with making payment

MAKE PAYMENT

Time remaining to complete payment: 02:53

Reference: T0000T025843F137

Purchase Amount: 0.82 XCD

Cardholder Name:

Card Type:

Credit Card Number:

Expiration Date:

Card Security Code:

Figure 18. Credit/Debit Card details page

- Card Security Code.

Click Continue.

A confirmation of payment warning will appear as illustrated in Figure 19. Click "OK" to confirm and process the payment.

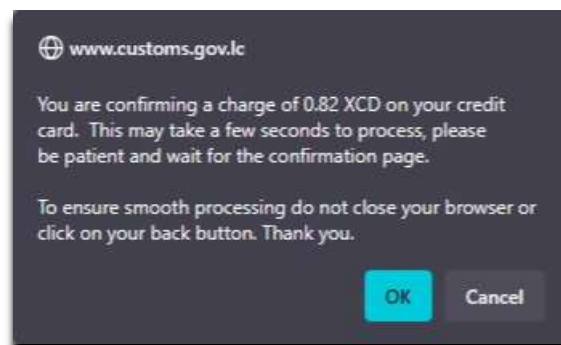


Figure 19. Payment confirmation message

If your payment is successful, a 'Payment Complete' page will be displayed as illustrated in Figure 20.

- The payment receipt will be emailed to the address you provided.
- The 'Resend ASYCUDA Receipt' option is also available for resending the receipt via email.
- The 'Make Another Payment' option is also provided to initiate a new payment from this page.

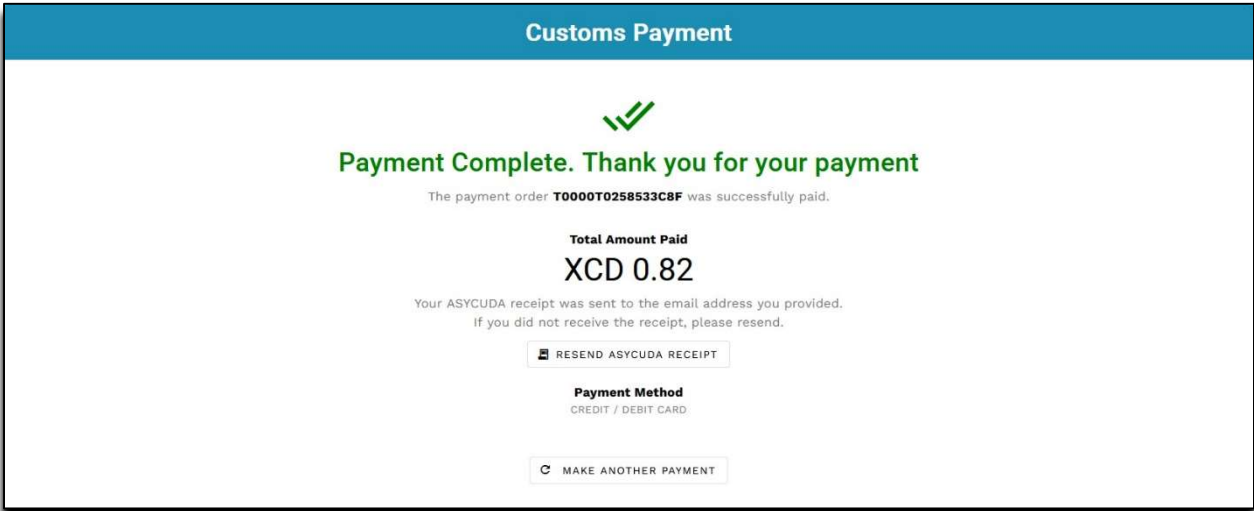


Figure 20. Payment completed message

Modifying a Payment Order (Before Payment)

1. Locate the Payment Order you wish to modify.
- Go to: Document Library → Accounting & Payment → Payment Order.
 - Right-click → Select "Find".
 - Enter in the Finder:
 - Year (e.g., `2025`).
 - Payment order reference (e.g., `10`).
 - Or Portal Number as seen in
- Figure 21.
- Click "Find" to retrieve the order.

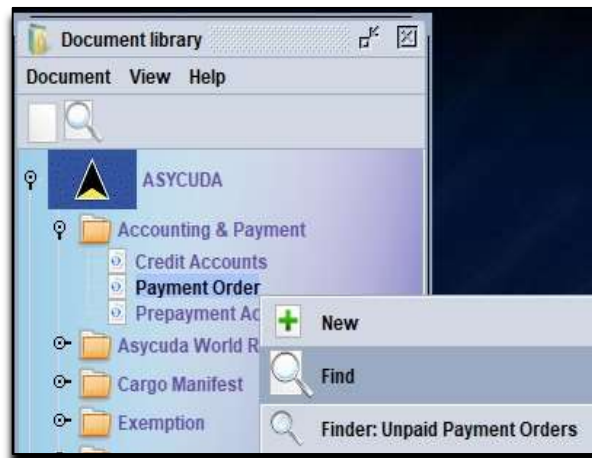


Figure 21. Payment Order Finder Option

Name	criteria	value #1	value #2
Document Status	all		
Reference Year	equals	2025	
Reference Number	equals	88	
Generation date	all		
Portal Number	equals	T0000T02588BFEA3	
Customs Office Code	all		
Trader name	all		
Declarant	all		
Company	all		
Receipt Year	all		
Receipt Serial	all		
Receipt Number	all		
Receipt Date	all		

Figure 22. Payment Order Finder

-Right-click the Payment Order in the Finder and select the option – 'Undo Proceed to Pay'. See Figure 23.

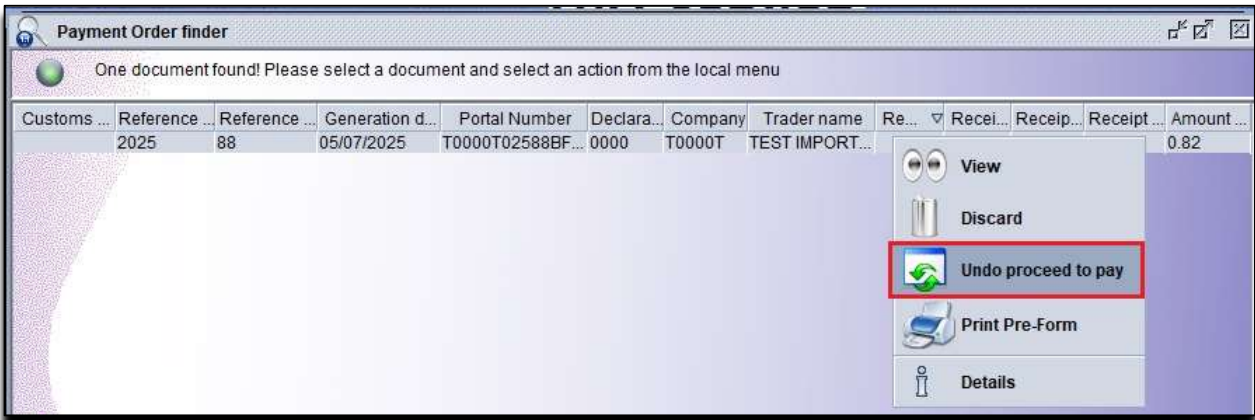


Figure 23. The undo proceed to pay option

The system will confirm this and show a message as illustrated in Figure 24.

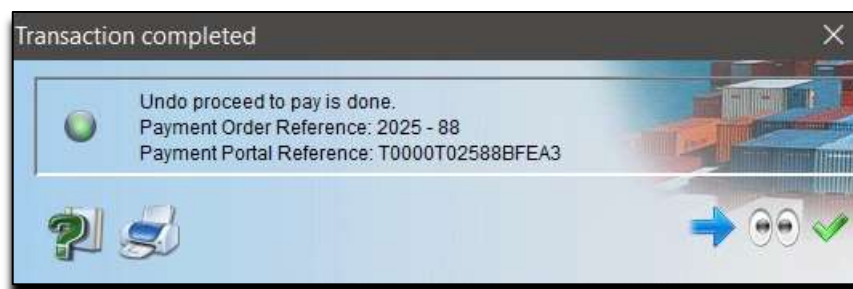


Figure 24. Undo, proceed to pay confirmation message

2. Adding or removing SADs or Other Items for payment.

-Right-click the Payment Order in the Finder, then click the option 'Update'. See Figure 25.

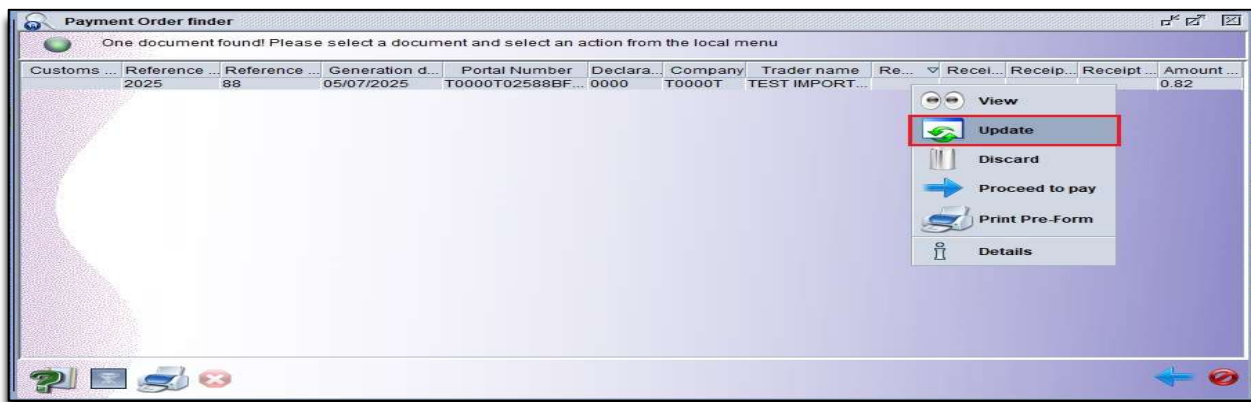


Figure 25. The updated Payment Order Option

The system will retrieve the selected Payment Order and open it up for modification.

-Additional Fee payments may be added or removed as desired.

However, the table below outlines the prerequisites that a SAD (Single Administrative Document) must meet before it can be added, removed, or re-added for payment to the Payment Order.

Action	Required Document Status
Add New SAD for Payment	SAD status must be assessed and unpaid. SAD must not be listed on another active Payment Order.
Remove SADs for Changes to be re-added	The query response must be accepted by Customs and validated by post-entry.

-Guided by the table above, update the Payment Order accordingly, then click the 

The system will display a 'Modify is Done' message as illustrated in Figure 26.



Figure 26. Message displayed after modifying a Payment Order

-Get the modified Payment Order ready for payment by retrieving it in the Payment Order Finder and clicking the option 'Proceed to Pay' as illustrated in Figure 27. After that, a confirmation message will be displayed.

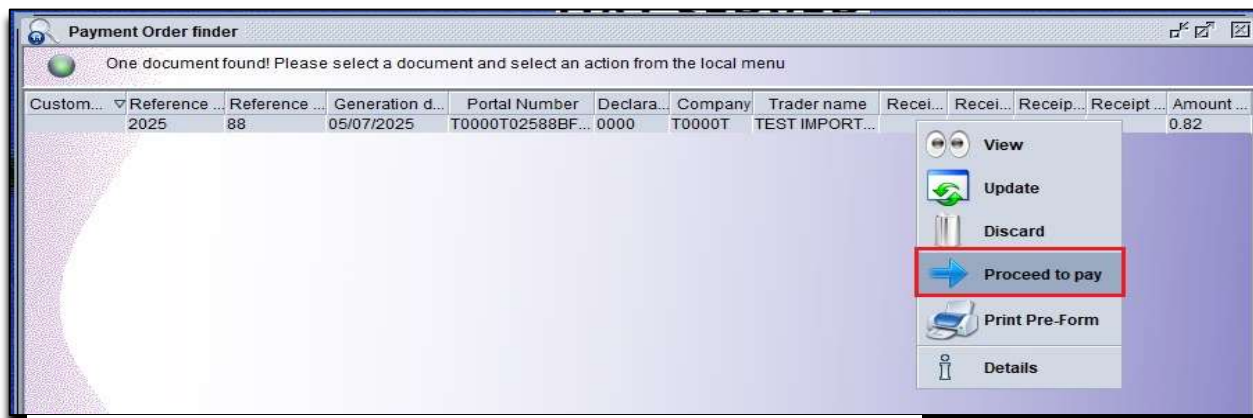


Figure 27. Payment Order Proceed to pay option

Troubleshooting Issues

While the online payment process is designed to be seamless, the system includes safeguards to prevent errors. Below are common issues and their resolutions:

1. Document Status Not Ready for: "[Payment Order Reference]"

Error Message: "Document status not ready for: '[Payment Order Reference]'."

Cause: The Payment Order has not been finalised for payment (e.g., "Proceed to Pay" was not selected).

Solution:

Verify the Payment Order status in ASYCUDA World.

Ensure the "Proceed to Pay" option is executed before making an online payment.

If unresolved, ask the Broker to locate the Payment Order and confirm readiness.

2. Update of Payment Order "[Payment Order Reference]" in ASYCUDA World Failed! Document is Locked

Error Message: "Update of Payment Order '[Payment Order Reference]' in ASYCUDA World Failed! Document is Locked."

Cause: The Payment Order was left open in ASYCUDA during online payment.

Solution:

Contact the Broker to close the Payment Order in ASYCUDA.

If the payment screen is still open, click "Retry ASYCUDA Payment".

If you had already closed the payment page:

1. Restart the payment procedure by:

Inserting your Payment Order Portal Reference

Selecting your User Type

Entering your User ID/Code and Email Address

Completing the "I'm not a robot" CAPTCHA

2. Click "Get Amount" → A new OTP will be sent to your email.

3. Enter the OTP → Select "Retry ASYCUDA Payment".

4. If successful, the system will display the "Payment Complete" message.

If unresolved, contact the ASYCUDA Help Desk.

3. Document Not Found for: "[Payment Order Reference]"

Error Message: "Document Not Found for: '[Payment Order Reference]'."

Cause: Incorrect/expired reference, typographical error, or the Payment Order was cancelled.

Solution:

Re-enter the Payment Order Reference exactly as shown in your Pre-Form or Payment Order Finder.

Verify the Payment Order exists and has not been cancelled.

If needed, regenerate the Payment Order (see [Creating the Payment Order] (creating the payment order)).

4. OTP (One-Time Password) Not Received

Error Message: "OTP could not be sent. Try again later."

Cause: Email delays or incorrect email address.

Solution:

Click "Resend OTP" after 2 minutes.

Verify the registered email address and check spam/junk folders.

Add the following email address to your contact list: *notify@asycuda.customs.gov.lc*

5. Payment Declined by Bank

Error Message: "Card payment failed. Contact your bank."

Cause: Insufficient funds, card limits, or bank restrictions.

Solution:

Confirm card details (number, expiry, CVV).

Contact your bank to authorise the transaction.

Retry with an alternative payment method.

Need Further Help?

Contact the ASYCUDA Help Desk for support.

Submit a support ticket at this link: <https://customssaintlucia.zohodesk.com/portal/en/newticket>