

IndusInd Bank

IndusDirect

**Customs Duty, Central Excise &
Service Tax Payments
(ICEGATE)
User Manual**

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INDUSDIRECT CUSTOMS DUTY, CENTRAL EXCISE & SERVICE TAX PAYMENTS

Introduction

IndusInd Bank is now live with ICEGATE 2.0 portal that allows customers to pay Customs Duty, Central Excise, & Service Tax Payments. It provides e-filing services to the Trade, Cargo Carriers and other Trading partners electronically.

IndusInd Bank is now integrated with ICEGATE 2.0 for customers to pay customs duty, central excise & service tax payments via Internet banking. Customer will initiate transactions from ICEGATE portal by selecting the challan details and process it by selecting payment mode and complete the payment. Successful/Final Challan will get generated on ICEGATE portal post successful payment.

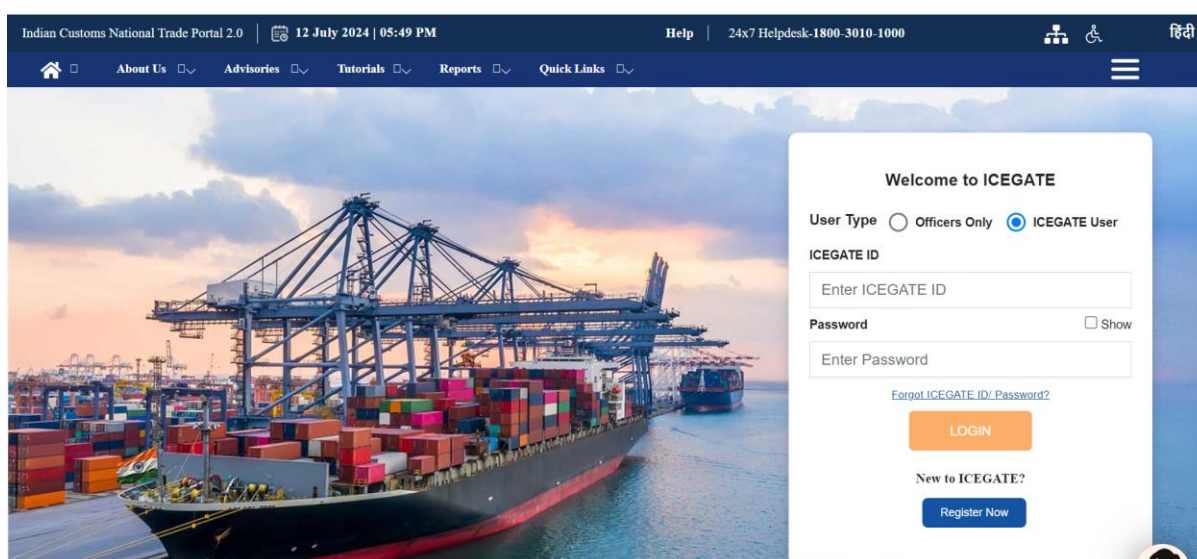
Payments Steps Post Challan Generation (Net-Banking Method)

1. ICEGATE 2.0 Portal to IndusInd Bank Landing Page
2. Redirection to IndusInd Bank portal (Indus Direct)
3. Payment Initiation - Maker part
4. Payment Approval – Verifier / Checker / Releaser
5. Payment advice from IndusDirect
6. Challan download from ICEGATE 2.0 Portal

ICEGATE 2.0 Portal to IndusInd Bank Landing Page

To make Customs Duty/Central Excise/Service Tax payment, please visit official website of ICEGATE 2.0 <https://www.icegate.gov.in/>

Enter the login credentials



Indian Customs National Trade Portal 2.0 | 12 July 2024 | 05:49 PM | Help | 24x7 Helpdesk-1800-3010-1000 | हिंदी

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Welcome to ICEGATE

User Type Officers Only ICEGATE User

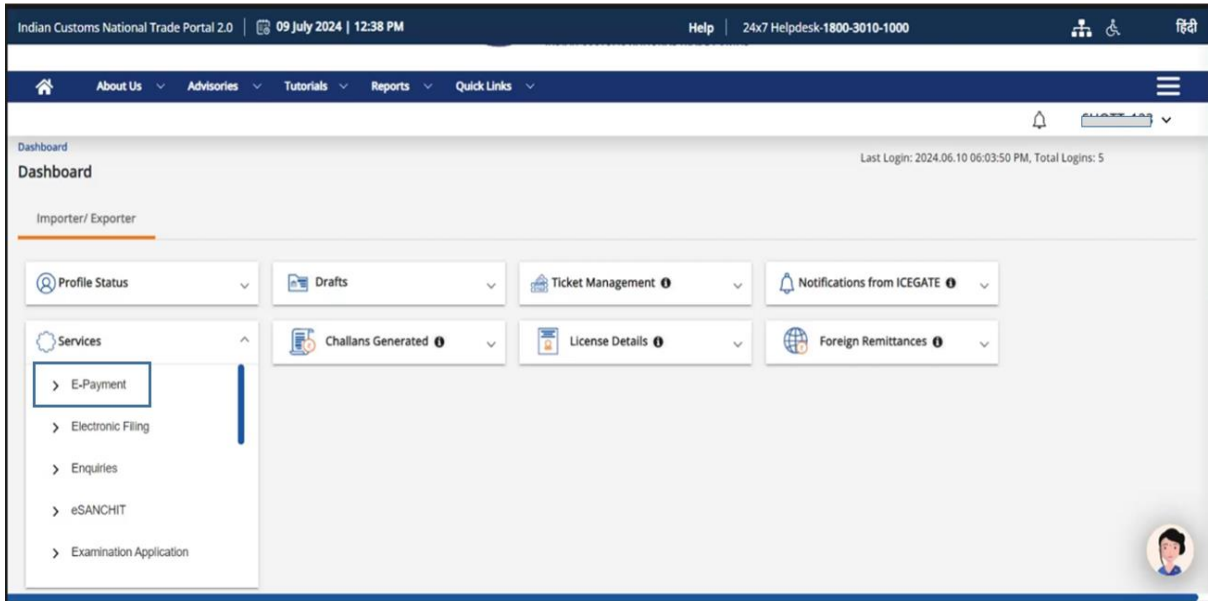
ICEGATE ID
Enter ICEGATE ID

Password Show
Enter Password

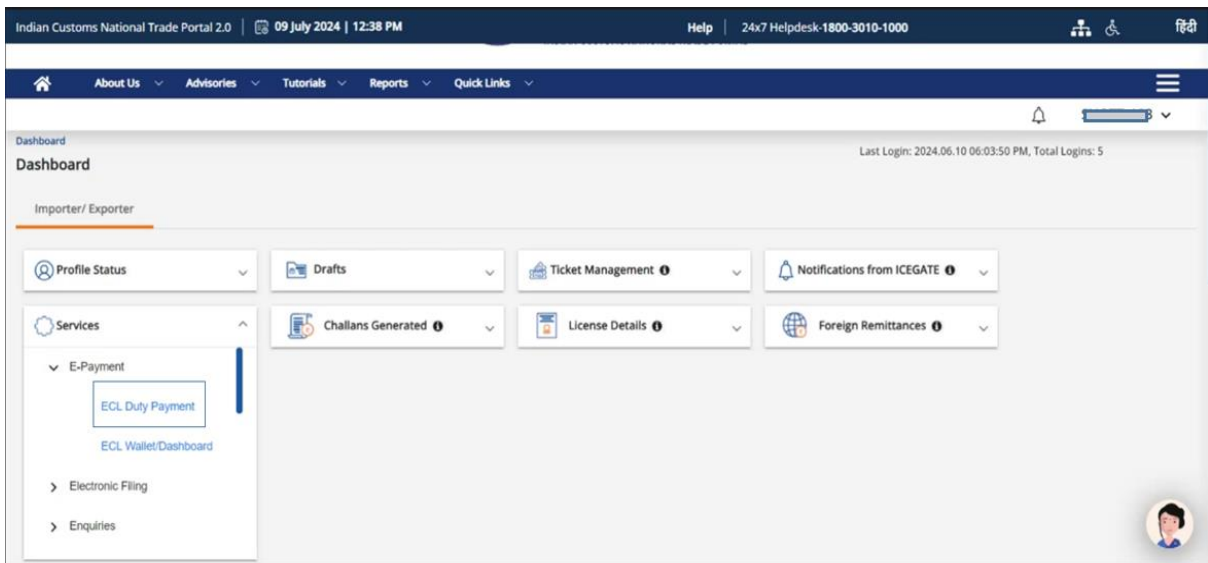
[Forgot ICEGATE ID/ Password?](#)

New to ICEGATE?

Post login create Challan by selecting E-Payment option



Select ECL Duty Payment



Select Duty Type, Document Type, Location, Identification Number, Captcha and click on Proceed

ICES Custom Duty ECCS Topup

Doc Type * Location *

Identification Number *

Captcha *

Error: Minimum length should be 6 characters
Captcha

Proceed

Vaani
Hi I'm Vaani, your Virtual Assistant. You can select from the options below or you can type your question in the space provided.

Select **single or multiple challans(if available)** to make the payment. Click on **Confirm Challan**

Indian Customs National Trade Portal 2.0 | 09 July 2024 | 12:39 PM Help | 24x7 Helpdesk-1800-3010-1000

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ECL Custom Duty

List of Unpaid Challans

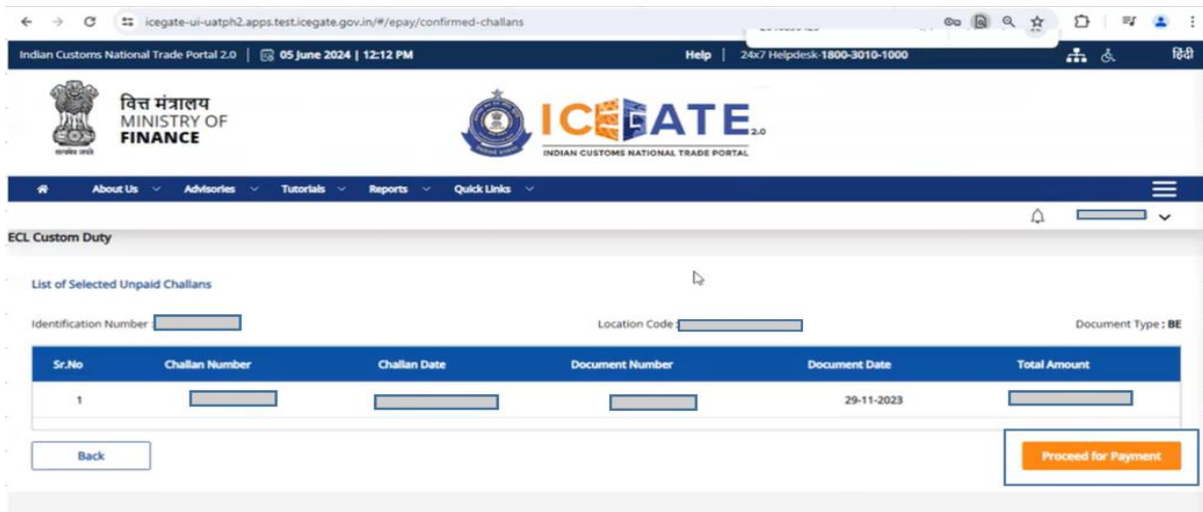
Identification Number Location Code Document Type : CL

Sr.No	Select	Challan Number	Challan Date	Document Number	Document Date	Total Amount
1	<input checked="" type="checkbox"/>				09-07-2024	

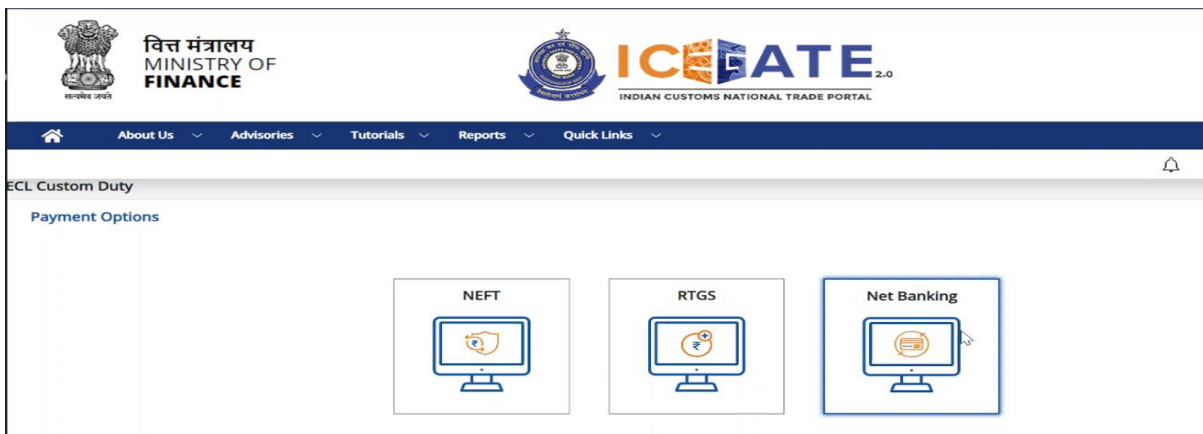
You can select maximum 10 challans at a time

Back Confirm Challan

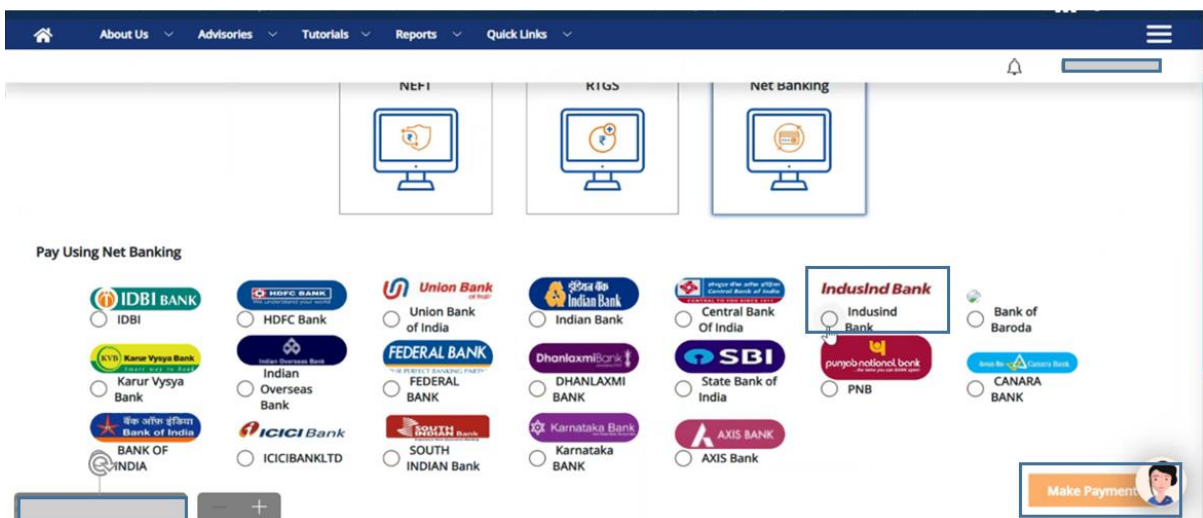
Challan is saved, now click on proceed for payment



Select Payment Mode – Net-Banking



Select IndusInd Bank as your preferred bank for payment and click on make payment



Redirection to IndusInd Bank Landing Page

In this page, Indus Direct users will click on **Corporate Banking** button

IndusInd Bank

Welcome to IndusInd Bank Net Banking

Explore the most seamless internet banking experience

Retail Banking

IndusInd Bank's state-of-the-art retail banking portal offers full-fledged banking transactions with 24x7 availability

Toll free: 1860 267 7777

Corporate Banking

IndusInd Bank's cutting edge corporate banking portal brings all your banking needs across domestic payments and trade services in one place

Toll free: 1800 266 0616

IndusInd Bank

Select your IndusInd Bank relationship to proceed further

Retail Banking

Corporate Banking

Clicking on **Corporate Banking**, IndusDirect Login page will load to input login credentials

IndusInd Bank

Sign In

Log in to your account

Customer Id

User Id

Password

Enable Virtual Keyboard

Enter Above Captcha

Login

[Forgot Login Password?](#) [Unlock Me](#)

Login to Corporate Internet Banking Portal

If you are logging in through indusdirect@indusind.com for the first time, you will require a new login password. We have emailed your login credentials to your registered email ID from [indusdirect\[at\]indusind\[dot\]com](mailto:indusdirect[at]indusind[dot]com). In case you wish to raise a new password, please click the "Forgot Login Password" on the screen. If you are an authorizer you will have to reset your transaction password as well, once you have logged in to the portal. [Click here](#) for the user manual.

Terms & Conditions

Please read the Terms and Conditions carefully before using IndusInd Bank's Corporate Internet Banking Services and provide your consent.

[Click here to read Terms & Conditions](#)

Use Virtual keyboard for enhanced security

For enhanced security, we strongly encourage you to use our Virtual Keyboard to enter your Customer ID, User Name and Password. Our Virtual keyboard provides an additional online security and eliminates any risk of keystroke logging. You are now browsing in safe mode.

How do I use virtual keyboard?

Please tick the 'Enable Virtual Keyboard' box for your Virtual Keypad to appear. You can use the virtual keypad as a regular keyboard. Move your mouse on the keypad characters and click to select each character. Use the Caps Buttons for capital letters and the back button to delete characters.

IndusDirect - Payment Initiation

Enter Domain ID, Maker user ID and Password. Select captcha to authenticate as security feature

The screenshot shows the login interface for the IndusInd Bank Corporate Internet Banking Portal. It includes a 'Sign In' section with fields for Customer ID, User ID, and Password. There is an 'Enable Virtual Keyboard' checkbox and a captcha field. A 'Login' button is present. To the right, there is a 'Login to Corporate Internet Banking Portal' section with instructions for first-time users and a link to 'Terms & Conditions'. Further right, there is a 'Use Virtual keyboard for enhanced security' section with an Entrust logo and instructions on how to use the virtual keyboard.

*For security purpose user ID details are masked in screenshot here.

Please select correct Debit account number from drop down box for debiting the transaction from respective account. Maker can put remarks for reference, accept Terms & Conditions and click on Proceed button.

The screenshot shows the 'ICEGATE Custom Duty Payment Initiation' page. It features a progress bar with three steps: '1 Payment Details', '2 Confirm Details', and '3 Payment Summary'. The main form contains the following fields:

IG Reference Number	00000000000000000000	
Entity Type	7	
Payment Channel	NB	
Document Type	[Masked]	
ID Number	[Masked]	
ID Name	[Masked]	
Transaction Expiry Date	[Masked]	
Total Challan	1	
Debit Account Number	[Masked] N...	Available Balance : [Masked]
Remarks	Enter Remarks	
Total Duty To Pay	[Masked]	

Below the form, there is an 'Important Note' and a 'Show / Hide BreakUp' link. At the bottom, there is a checkbox for 'I accept Terms & Conditions', and buttons for 'Reset', 'Cancel', and 'Proceed'.

*For security purpose account number details are masked in screenshot here.

Review the transaction details and click on Confirm button to submit the transaction for approval

ICEGATE Custom Duty Payment Initiation	
IG Reference Number	4
Entity Type	7
Payment Channel	NB
Document Type	
ID Number	
ID Name	
Transaction Expiry Date	
Total Challan	1
Debit Account Number	
Remarks	
Total Duty To Pay	

Back Confirm

Please do not close the browser in between, page will auto-redirect to ICEGATE portal.

Transaction initiated successfully with transaction Ref No: [redacted]
Please do not close the browser, You will be redirect to ICE Gate Portal in 9 seconds.

Print Back

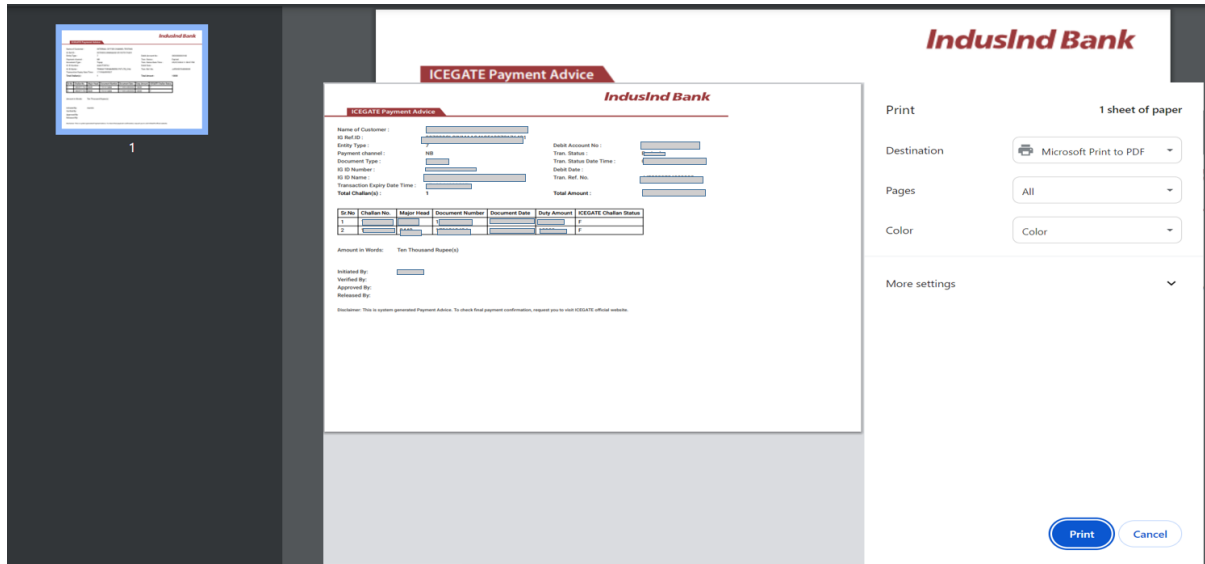
Page is redirected to ICEGATE 2.0 portal, with transaction status updated as **Pending**

Transaction Pending !!

Dear User, Please note payment transaction number 0[redacted] for your reference.

[Search Challan](#) [Click here for Enquiry](#)

Maker can download and print Payment advice with latest status from IndusDirect Portal end from menu **Statutory Menu > ICEGATE > Acknowledgement**.

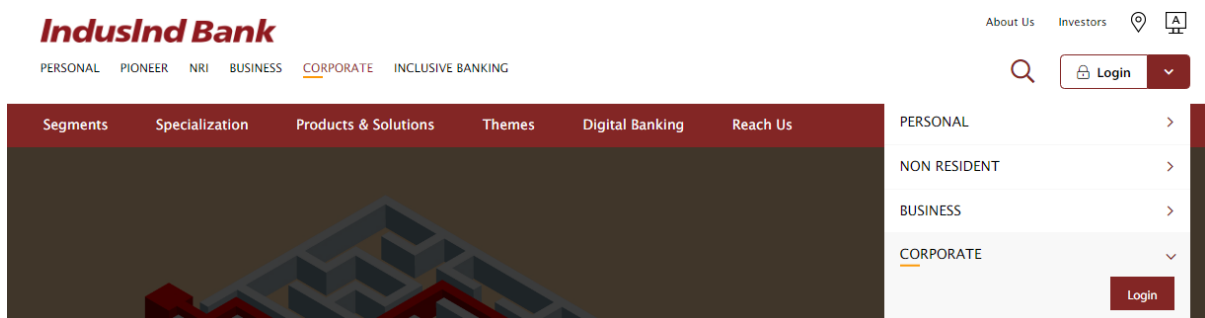


IndusDirect - Payment Approval on Portal

There are different roles in IndusDirect portal.

Verifier, Checker, Releaser as per your role defined in workflow, transaction will be visible in IndusDirect portal

These users will login IndusDirect Portal via web browser using **IndusInd bank > Corporate > Login** or using following link - <https://indusdirect.indusind.com/indusdirect/auth>



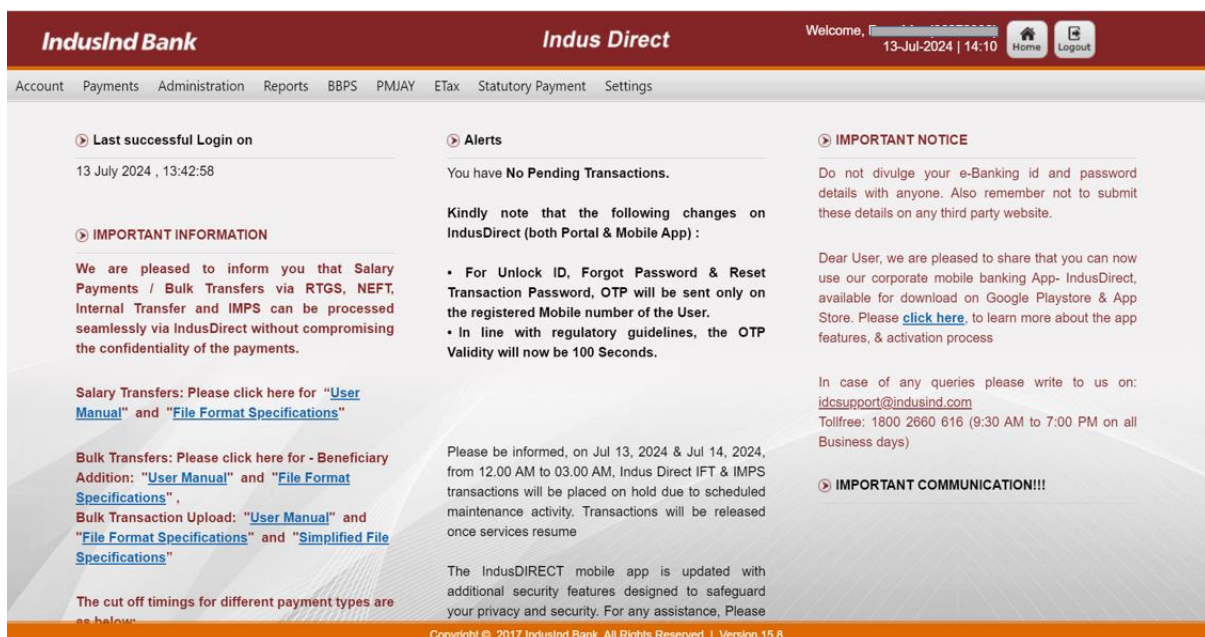
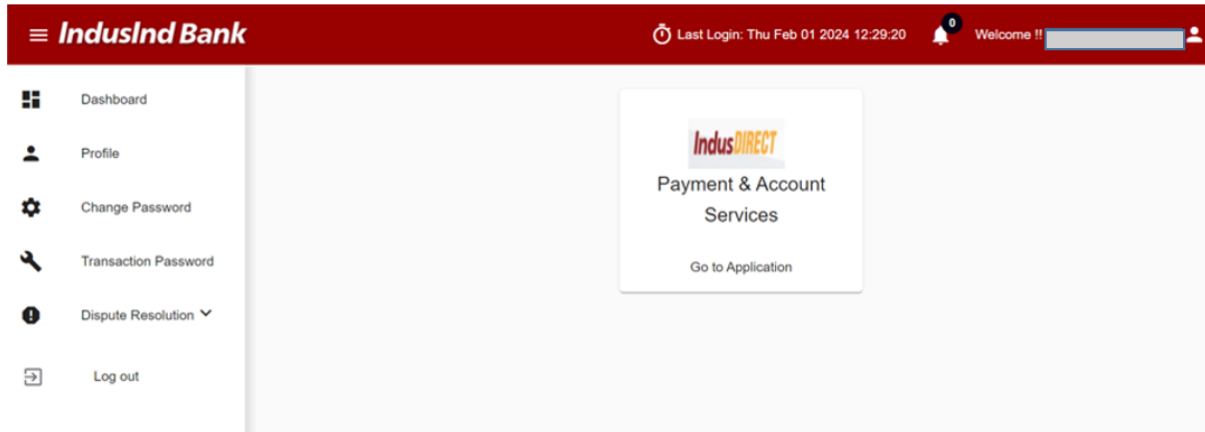
On IndusDirect Portal below, click on Continue to Login button

The banner features the IndusDirect logo on the left and the IndusInd Bank logo on the right. The central illustration shows a woman sitting on a stool, holding a smartphone, with a large smartphone graphic behind her displaying the e₹ symbol. To the right, text promotes the app: 'Unlock a world of convenience with e₹!', 'Download the Digital Rupee App by IndusInd Bank to:', 'Send & receive e₹ seamlessly', and 'Make payments to individuals & merchants via UPI QRs'. A QR code is provided for app download, with a 'Scan the QR Code to Download the App' instruction. A 'Know More' button is below the QR code. At the bottom center is a 'Continue to Login' button.

Enter Customer ID, User ID, Password and CAPTCHA and click on Login

The login page has a dark red header with the IndusInd Bank logo. The main content area is divided into three sections. On the left is the 'Sign In' form with fields for Customer ID, User ID, and Password, an 'Enable Virtual Keyboard' checkbox, a CAPTCHA verification box with a green checkmark, and a 'Login' button. Below the form are links for 'Forgot Login Password?' and 'Unlock Me'. The middle section is titled 'Login to Corporate Internet Banking Portal' and contains instructions for first-time users and a link to the user manual. The right section is titled 'Use Virtual keyboard for enhanced security' and includes a 'Virtual Keyboard' icon, a security notice, and instructions on how to use the virtual keyboard.

Click on **Login** Button to continue login in IndusDirect website > Click on **IndusDirect Go to Application** for Next page



Select **Payments > Authorisation > Authorise Payments**

The screenshot shows the IndusDirect portal interface. At the top, there are logos for 'IndusInd Bank' and 'Indus Direct'. Below the logos is a navigation menu with options: Account, Payments, Administration, Reports, BBPS, PMJAY, ETax, Statutory Payment, and Settings. The 'Payments' menu is expanded, showing 'Authorisation' and 'NACH'. Under 'Authorisation', 'Authorise Payments' is selected. Below the menu, there is a timestamp '09 July 2024, 22:41:51'. On the right side, there is an 'Alerts' section with a message: 'Please be informed, on Jul 13, 2024 & Jul 14, 2024 from 12.00 AM to 03.00 AM, Indus Direct IFT transactions will be placed on hold due to scheduled maintenance activity. Transactions will be resumed once services resume'. Below the alert, there is a message: 'The IndusDIRECT mobile app is updated with additional security features designed to enhance your privacy and security. For any assistance, please write an email to idcsupport@indusind.com or call 1800-123-4567'.

Pending current date transactions will be visible to verifier / checker / releaser by default.

The screenshot shows the 'Transaction Details' form in the IndusDirect portal. The form includes fields for Transaction Type (radio buttons for Non-BBPS Transactions, BBPS Transactions, Fixed Deposit, ETax), Tran Ref #, Payment Mode (dropdown menu), Transaction Date (From) and Transaction Date (To) (calendar pickers), and Amount (dropdown menu). Below the form are buttons for Search, Authorise, Clear, and Reject. The form shows '1 Records found!!!', 'Selected Transactions :- 0', and 'Selected Transaction's Amount :- 0'. Below the form is a table with the following columns: Tran Ref #, Beneficiary Name, Cust Ref #, Amount (INR), Debit A/C Number, Beneficiary A/C Number, Bank Name, Payment Mode, Status, Performed By, Tran Date & Time, Value Date, and Debit A/C. The table contains one row with a transaction that is 'Partially Authorized'. At the bottom of the page, there is a copyright notice: 'Copyright © 2017 IndusInd Bank. All Rights Reserved. | Version 15.8'.

Please note ICEGATE transactions to be approved by all the approvers before 10.30 PM same day. Post which challan status will be updated as Expired in Indus Direct Portal and will no longer be available in approver's queue for approval

User can filter transactions using below fields

Payment mode – ICEGATE

Transaction Date – The date when maker has initiated transaction in IndusDirect Website for approval.

Amount – If you know amount range, enter amount

IndusInd Bank Indus Direct Welcome, [User Name] 13-Jul-2024 | 14:16 Home Logout

Account Payments Administration Reports BBPS PMJAY ETax Statutory Payment Settings

Transaction Details

Transaction Type * Non-BBPS Transactions BBPS Transactions Fixed Deposit ETax

Tran Ref #

Payment Mode

Transaction Date(From) *

Transaction Date(To) *

Amount

1 Records found!!! Selected Transactions :- 0 Selected Transaction's Amount :- 0

Tran Ref #	Beneficiary Name	Cust Ref #	Amount (INR)	Debit A/C Number	Beneficiary A/C Number	Bank Name	Payment Mode	Status	Performed By	Tran Date & Time	Value Date	Debit A/C
<input type="checkbox"/>								Partially Authorized				

Copyright © 2017 IndusInd Bank. All Rights Reserved. | Version 15.8

How to Approve transaction(s)

Select the checkbox(s) against multiple transaction(s) if user want to approve multiple.

Click on **Authorise** button to approve

Account Payments Administration Reports BBPS Positive Pay Statutory Payment Penny Settings

Transaction Details

Transaction Type * Non-BBPS Transactions BBPS Transactions Fixed Deposit

Tran Ref #

Payment Mode

Transaction Date(From) *

Transaction Date(To) *

Amount

5 Records found!!! Selected Transactions :- 3 Selected Transaction's Amount :-

Tran Ref #	Beneficiary Name	Cust Ref #	Amount (INR)	Debit A/C Number	Beneficiary A/C Number	Bank Name	Payment Mode	Status	Performed By	Tran Date & Time	Value Date	Debit A/C
<input checked="" type="checkbox"/>								New				
<input checked="" type="checkbox"/>								New				
<input type="checkbox"/>								New				
<input checked="" type="checkbox"/>								New				

System will ask for confirmation and then prompt to enter Transaction password and SMS OTP for authentication

Transaction Details

Transaction Type * Non-BBPS Transactions BBPS Transactions Fixed Deposit

Tran Ref #

Payment Mode

Transaction Date(From) *

Transaction Date(To) *

Amount

1 Records found!!!

Ok Cancel

Tran Ref #	Beneficiary Name	Cust Ref #	Amount (INR)	Debit A/C Number	Beneficiary A/C Number	Bank Name	Payment Mode	Status	Performed By
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	New	<input type="text"/>

Confirm

Total 1 transaction(s) of value INR being Authorized.Are you sure you want to proceed?

Ok Cancel

Verify Transaction Password

Please enter transaction password to proceed.

Transaction Password * :

Verify Cancel

Verify OTP

One time password has been sent to your mobile number registered with the bank.

OTP

Enter OTP * :

Verify OTP Cancel

Entering valid credentials will submit transaction(s) to next approver or if you are last approver in workflow transaction will be sent to validations and for processing by IndusDirect application.

Confirmation message will be shown to user about authorisation completion. Click on **OK** button

cibuat.indusind.com says

1 out of 1 Transactions authorised successfully.

OK

How to Reject Transaction(s)

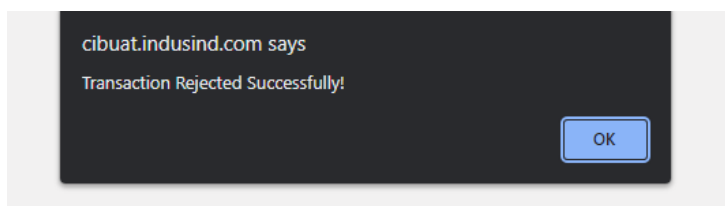
Select the checkbox(s) against transaction(s) you want to reject. Click on **Reject** button.

The screenshot shows the 'Transaction Details' form with the following fields: Transaction Type (radio buttons for Non-BBPS Transactions, BBPS Transactions, Fixed Deposit), Tran Ref #, Payment Mode (dropdown), Transaction Date(From) and Transaction Date(To) (date pickers), and Amount (dropdown and input). Below the form are buttons for Search, Authorise, Clear, and Reject. The Reject button is highlighted with a red box. Below the buttons, it shows '1 Records found!!!', 'Selected Transactions :- 1', and 'Selected Transaction's Amount :-'. Below this is a table with columns: Tran Ref #, Beneficiary Name, Cust Ref #, Amount (INR), Debit A/C Number, Beneficiary A/C Number, Bank Name, Payment Mode, Status, Performed By, and Tran Date & Time. The first row is selected with a checkbox.

Enter rejection remarks and click **Confirm Rejection** Button

The screenshot shows the 'Transaction Details' form with the following fields: Transaction Type (radio buttons for Non-BBPS Transactions, BBPS Transactions, ETax), Tran Ref #, Payment Mode (dropdown), Transaction Date(From) and Transaction Date(To) (date pickers), and Amount (dropdown and input). Below the form are buttons for Search and Clear. Below these are the 'Reject Reason' field (highlighted with a red box) and the 'Customer Reject Reason' input field (highlighted with a red box). To the right of the input field is the 'Confirm Rejection' button (highlighted with a red box). Below the form, it shows '4 Records found!!!', 'Selected Transactions :- 1', and 'Selected Transaction's Amount :-'. Below this is a table with columns: Tran Ref #, Beneficiary Name, Cust Ref #, Amount (INR), Debit A/C Number, Beneficiary A/C Number, Bank Name, Payment Mode, Status, and Performed By. The first row is selected with a checkbox.

Confirmation message popup will appear on webpage, click **OK** button to continue



Payment advice from IndusDirect

IndusDirect Application provides real-time updated status on payment advice to all users. Maker, Verifier, Checker, Releaser every user can login and can download latest status of ICEGATE transaction payment advice from below menu.

IndusDirect > Statutory Payment > ICEGATE > Acknowledgement

At any point of time, if transaction status is approved by any user level, status gets changed on fresh downloaded PDF payment advice with transaction date time.

Sample PDF Payment advice for reference

IndusInd Bank

ICEGATE Payment Advice

Name of Customer :	<input type="text"/>	Debit Account No :	<input type="text"/>
IG Ref.ID :	<input type="text"/>	Tran. Status :	<input type="text"/>
Entity Type :	7	Tran. Status Date Time :	<input type="text"/>
Payment channel :	NB	Debit Date :	<input type="text"/>
Document Type :	<input type="text"/>	Tran. Ref. No. :	<input type="text"/>
IG ID Number :	<input type="text"/>	Total Amount :	<input type="text"/>
IG ID Name :	<input type="text"/>		
Transaction Expiry Date Time :	<input type="text"/>		
Total Challan(s) :	1		

Sr.No	Challan No.	Major Head	Document Number	Document Date	Duty Amount	ICEGATE Challan Status
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	F
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	F

Amount in Words: Ten Thousand Rupee(s)

Initiated By:

Verified By:

Approved By:

Released By:

Disclaimer: This is system generated Payment Advice. To check final payment confirmation, request you to visit ICEGATE official website.

Transaction Status :

This field value in payment advice will confirm whether transaction is New, Pending for approval, Rejected, Successful, Expired.

IG Ref Id: ICEGATE Reference Number received from ICEGATE website

Tran. Ref. No. – This is internal IndusInd Bank generated reference number for record.

At the bottom of payment advice user can see which user ID has taken action to process/reject the transaction.

Please note, this payment advice is not final challan for customs duty/central excise/service tax payment, please visit ICEGATE 2.0 portal and download the challan from official website

<https://www.icegate.gov.in/>

Challan download from ICEGATE Portal

To download the challan, please visit **Services menu > E-payment > Payment Status**



Select required challan type and enter challan details and click on Proceed

The screenshot shows a form for selecting a challan type. The form has five tabs: ECCS, Central Excise/ Service Tax, SEZ Custom Duty, Topup, and ICES Custom Duty. The 'Topup' tab is selected. The form contains the following fields: Doc Type (dropdown), Location (dropdown), Identification Number (text input), and Captcha (text input). There is a 'Proceed' button on the right side of the form.

Transaction Status will be updated under Bank/RBI/ECL Payment status. Look for the required IG Reference number and on the extreme right side you will find Print option for downloading the challan

Sr.No	IG Reference	Challans	Payment Date	Amount	Payment Initiated	Bank/RBI/ECL Payment Status	Third Party Integration Status	Action
1	<input type="text"/>	View Challan	<input type="text"/>	<input type="text"/>	<input type="text"/>	SUCCESS	NA	

Sample Payment Challan from ICEGATE 2.0

E-Payment Transaction Status Receipt

ICEGATE Ref.ID		Date & Time of Payment	J. []		
IEC		IEC Name	[]		
Bank Branch Code		Bank Transaction Number	[]		
Document Type		ICES Location Code	[]		
Bank Name	IndusInd Bank	Receipt Date & Time	J. []		
Sr.No	Challan No.	Document Number	Document Date	Duty Amount(INR)	ICES ACK Number
1	[]	[]	[]	[]	NA

Abbreviations

ICEGATE 2.0	Indian Customs Electronic Gateway Portal, 2.0 Version
IndusDirect	Corporate Internet Banking Portal of IndusInd Bank
CBIC	Central Board of Indirect Taxes and Customs
IG Ref ID	ICEGATE Reference Number
Tran Ref #	IndusDirect Portal generated Unique Transaction Number

FAQ (Frequently Asked Questions)

- Which all payment mode will be available for Customs Duty/Central Excise/Service Tax payment through IndusInd bank?**
 - Below payment mode will be available on ICEGATE 2.0 for Customs Duty/Central Excise/Service Tax payment through IndusInd Bank
 - Internet banking – Corporate internet banking & Retail internet banking.
- How can a customer login to ICEGATE 2.0 portal for initiating Customs Duty/Central Excise/Service Tax payment?**
 - Customer will have to visit ICEGATE 2.0 portal using the below link <https://www.icegate.gov.in/>
 - Customer will have to enter login credentials by clicking on Login button
- Is there any time limit to make Customs Duty/Central Excise/Service Tax payment?**
 - Yes, Customers can initiate payment from ICEGATE 2.0 portal only between 4.00 AM to 11.00 PM on all days (Monday to Sunday)
- For how many days' challan will remain active or valid in IndusDirect Portal?**
 - Challan will be available to approve or reject only on the day when it has been initiated and up to 11.00 PM. Post which challan will expire.
- How to download challan confirmation?**
 - Customer can download final challan from ICEGATE 2.0 portal from **Services > E-Payment > Payment Status** menu.
- How to check payment status of challan on ICEGATE 2.0 Portal?**
 - User can visit official website using following link <https://www.icegate.gov.in/>
 - Select **Services > E-Payment > Payment Status** menu
 - Select the required challan type and enter following details Document Type/ Location/ Identification Number/ Captcha

- Click on Proceed to view the challan payment status
- 7. Is there any acknowledgment or receipt provided by the bank for the Customs Duty/Central Excise/Service Tax payment processed in ICEGATE 2.0?**
- Yes, Bank will be providing Debit Advice for all Customs Duty/Central Excise/Service Tax transactions and it will include IG Reference Number generated on ICEGATE 2.0 portal. Debit advice/Payment Advice can be downloaded from **Statutory Payment > ICEGATE > Acknowledgment menu.**
- 8. Is there any provision for reversal of funds for Customs Duty/Central Excise/Service Tax payment transaction after the payment has been successfully processed?**
- Bank will not be able to undertake any refund or reverse the funds once the payment for Customs Duty/Central Excise/Service Tax transaction is successfully processed. User may connect with CBIC for such requests and follow their prescribed guidelines.

Corporate Internet banking Queries

- 9. IndusDirect Payment advice confirmed transaction status as “Successful”, but ICEGATE 2.0 portal is not showing payment status as Successful?**
- Request to wait for 30-45 Minutes to get status updated on ICEGATE 2,0 Portal. If after 45 minutes payment status is not updated, please send email to idcsupport@indusind.com or you can call IndusInd Bank toll free number 1800 266 0616 and support team will help you to know the status of transaction. Request to quote IGRN (ICEGATE Reference Number) generated by ICEGATE 2.0 portal in Email or to call centre support team for faster resolution.
- 10. Is the Payment Advice generated from IndusDirect Portal to be considered as the final Challan confirmation?**
- No, payment advice generated from IndusDirect cannot be considered as final challan. Customer will have to visit ICEGATE 2.0 portal for final challan.
- 11. Will two-factor authentication be applicable for Corporate customer while processing Customs Duty/Central Excise/Service Tax payments in ICEGATE 2.0?**
- Yes, two factor authentication will be required to process Custom Duty payments.
- 12. Can transaction details be modified after a Customs Duty/Central Excise/Service Tax transaction is successfully processed?**
- No modifications/ rectifications, whatsoever, can be done in the transaction details/ challans after the payment has been successfully processed.
- 13. Can the transaction be cancelled/rejected on bank portal?**
- Yes, Transaction can be cancelled/rejected on Indus Direct Portal by following the below steps.
- Transaction can be cancelled at Maker Level by clicking on Cancel button.
 - Transaction can be rejected by approver by clicking on Reject button and entering the rejection remarks
- 14. Are there any additional documents required for IndusDirect users to make Customs Duty/Central Excise/Service Payment through IndusInd Bank?**
- No. Existing customers with IndusDirect access will not require any additional documents to make Customs Duty/Central Excise/Service Tax payments.

Do's and Don'ts

1. Please approve the transactions within challan expiry period on the same day.
2. Always check payment amount breakup received from ICEGATE 2.0 portal to IndusDirect bank portal under transaction details at time of maker stage.
3. Please do not treat payment advice downloaded from IndusDirect as the final challan
4. To download final payment challan confirmation, please visit official website of Customs Duty.
5. Please do not close the browser before redirecting to IndusDirect page.

IndusInd Bank Customer Support

Toll Free Number: 1800 266 0616

Customer Support Email: idsupport@indusind.com

Bank Website: <https://www.indusind.com>

Timings- 8.00 AM to 7.00 PM only (All business days)