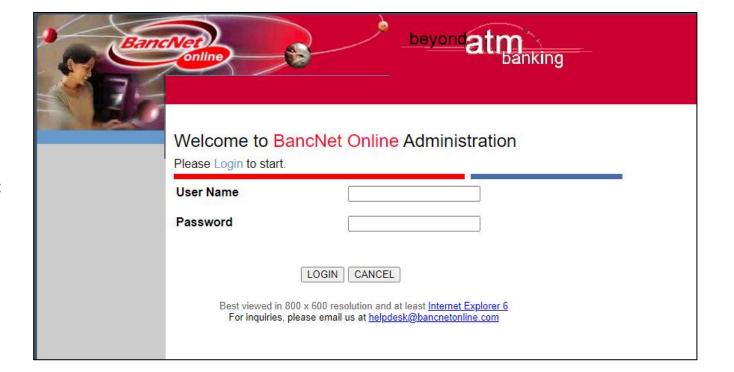


Step #1: Access the URL of BancNet BIR Tax Payment

□ In a browser, enter the link on the address bar: https://www.bancnetonline.com/apps/servlet/ServletFront?trxcode=0011



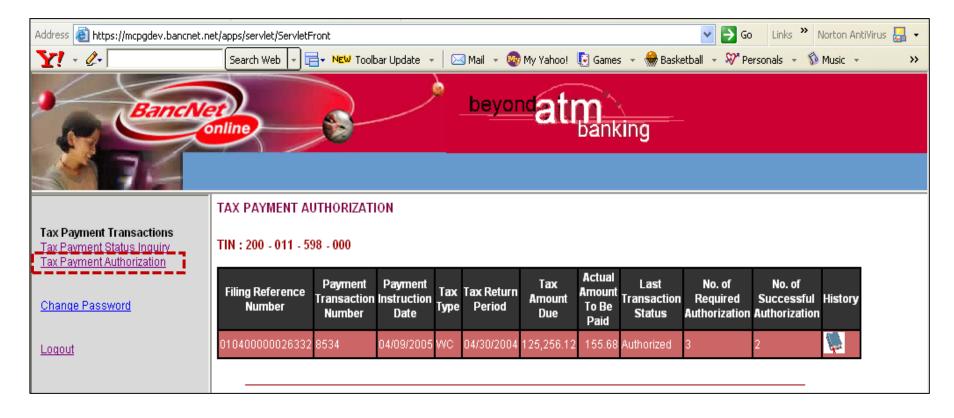


Login Screen:



Step #2: View Tax Payment Authorization

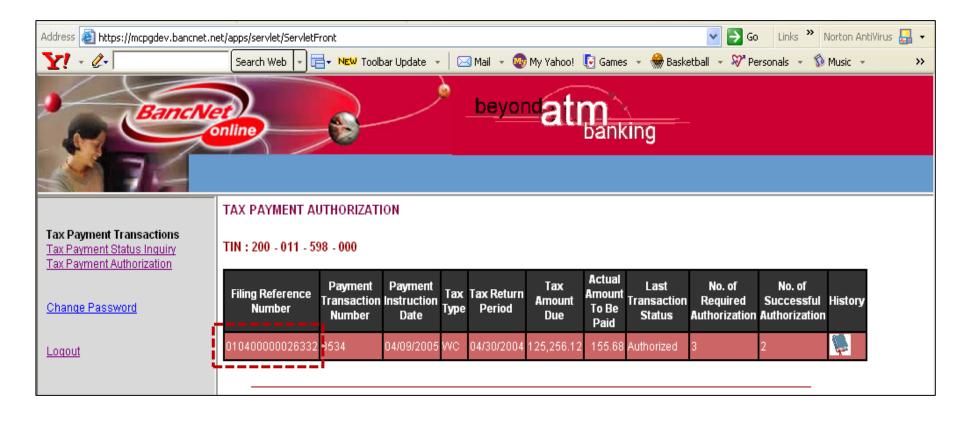
☐ Upon successful log-in, click [Tax Payment Authorization].





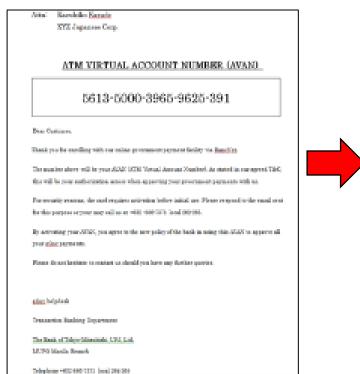
Step #3: Choose from List of Filing Reference Number

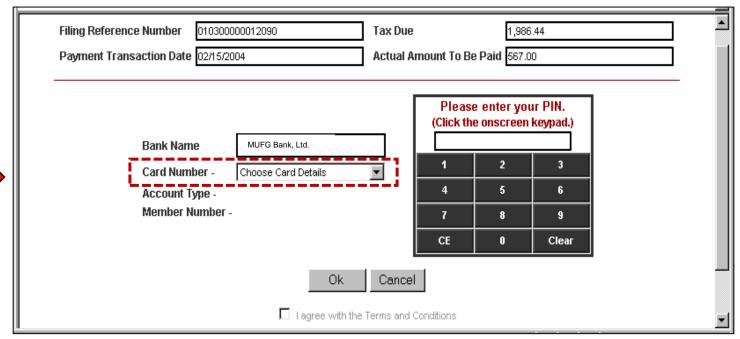
☐ Click on the Filing Reference Number you want to approve.





Step #4: Choose your AVAN



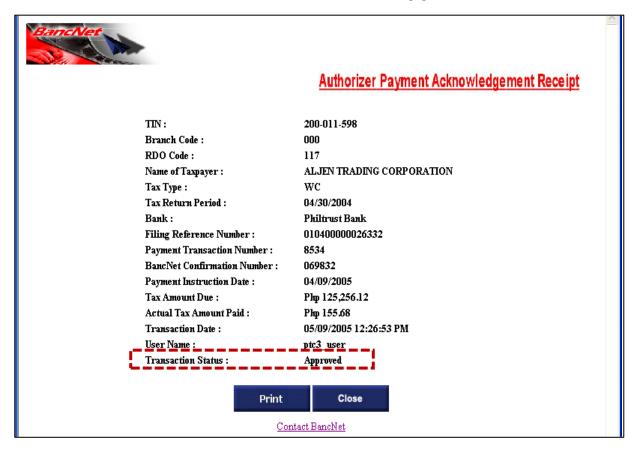


- a. On the Card Number:
 - Select your ATM Virtual Account Number (AVAN) from the dropdown list
- b. Enter your nominated PIN:
 - If this is your first time approving, nominate your 6-digit PIN.
- c. Tick I Agree with the Terms & Conditions
- d. Click Ok



Step #5: An acknowledgement receipt will be issued

☐ Transaction is successful if the transaction status is marked as "Approved".

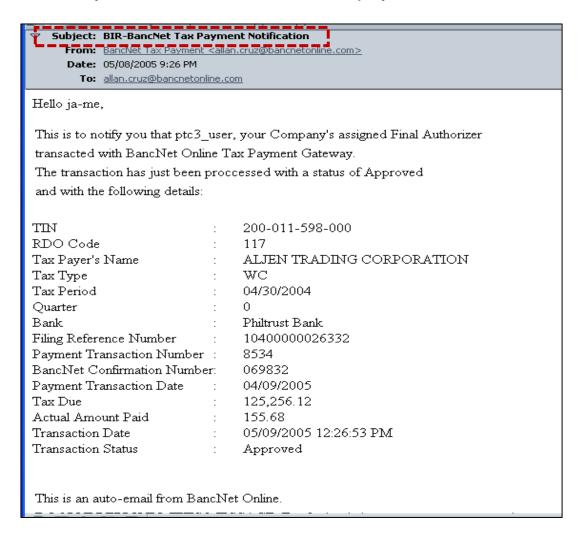


☐ You have an option to "**Print**" the acknowledgement receipt. If not, click [Close].



Step #6: Receive an automated email from BancNet

☐ You will receive a BancNet Tax Payment Notification once the payment has been successfully approved.





FREQUENTLY ASKED QUESTIONS



"What to do in case of overpayment?"



"You can either file for a refund, request a tax credit for future payments, or file an amended return to correct any errors. For more details and required forms, visit the BIR official website at www.bir.gov.ph"



"Can maker approve or be the final approver for the same transaction?"



"No, the maker creates the transaction, while a separate approver must approve for security and control reasons."



"What is the maximum number of approvals?"



"BancNet allows up to 8 checkers and 1 final approver per transaction depending on the bank's specific settings and internal control policies."



"Can client pay a different TIN?"



"No, the payment must be made using the correct TIN assigned to the taxpayer to ensure proper tax crediting and compliance."



FREQUENTLY ASKED QUESTIONS



"Why "proceed to payment" fails?"

"It can be caused by network issues, incorrect details, or technical problems. You can contact the Bank support for help if the issue persists."





"How long is the retention period of data?"

"Data retention is only 4 months for eGov BancNet websites."





"How to reject payment transaction?"

"Press "Cancel" to reject payment. It will still show up in the list with the status "cancelled"."





"Can we delete payment transaction?"

"No, deletion of records is not possible."



Should you have any concerns, feel free to contact the Transaction Banking helpdesk at +632 8886 7371 local 8051-8073 or email us at cmsph_support@ph.mufg.jp



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