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The Department of Revenue and Taxation Releases its FAQ for Online System for Guam Tax Payments

Barrigada, Guam – The Guam Department of Revenue and Taxation (DRT) releases its list of frequently asked questions (FAQs) regarding the types of payments that can be made utilizing its official online system PayGuam. In order to help protect the health of taxpayers and tax professionals during the COVID-19 pandemic by reducing the risk of in-person exposure, DRT highly recommends making tax payments online to the extent available.

Payments with outstanding bills, such as Gross Receipts Tax (GRT) and Income Tax Receivables, must have a personal identification number (PIN) code after registering online. The PIN code is to ensure all data retrieved and displayed are secured and protected against identity theft and fraud.

All other payments (i.e. Real Property Tax, Insurance Assessment Fees, Estimated Individual Income Tax (1040ES), Corporation Estimated Taxes, etc.) can be made immediately after registering and do **not** require a PIN code.

DRT's PayGuam FAQs: (or visit https://pay.guam.gov/pg/FAQs.aspx)

- 1. <u>What types of bills can I pay?</u>
- 2. <u>Where can I get a PIN code?</u>
- 3. <u>What is Fast Pay?</u>
- 4. <u>How long does it take for payment to process?</u>
- 5. <u>Can I pay a bill for someone else?</u>
- 6. <u>What forms of payment is accepted?</u>
- 7. <u>Is there an additional fee for making a payment with PayGuam?</u>
- 8. <u>Do I need an invoice to make a payment?</u>
- 9. <u>What is my reference number?</u>
- 10. <u>Do I need to pay the entire bill amount?</u>
- 11. Can I make multiple payments in one transaction?
- 12. Do I have to use my own credit card to pay my bill?



For other inquiries not found in the <u>FAQs page</u> regarding DRT's PayGuam online system, please send your inquiry via DRT's "<u>Contact Us</u>" page or via email at <u>pinadmin@revtax.guam.gov</u>.

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