

FREQUENTLY ASKED QUESTIONS (FAQ)

"GDCE E-Payment"

Q1: Is this service available on public holidays via JTR Mobile?

A1: Yes, it is real-time transfers which is available 24/7, including weekends and public holidays.

Q2: Is this service available via Over the counter (OTC)?

A2: Yes, all J Trust Royal's branches support E-payment to GDCE, on business working day from Monday to Friday.

Q3: What are the required documents to process GDCE payment via JTR Mobile or OTC?

A3: Only E-Payment Advice is required.

****** E-Payment Advice is an E-tax declaration letter which is issued by GDCE to taxpayer for making payment.

Q4: Can I process E-payment from my USD account via JTR Mobile or OTC?

A4: Yes, you can choose to pay from either USD or KHR account.

Q5: I paid successfully from my account with JTRB; however, GDCE's system does not generate the Payment Receipt. What is the required action?

A5: (1) You can check the bank statement to ensure fund is debited.

(2) You can contact to J Trust Royal Bank for investigation or directly contact to GDCE's IT team via telegram with a screenshot of an error transaction.

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GDCE E-PAYMENT SUPPORT

