1. Sign in to your account by clicking “Sign In” on the top right of Austin Finance Online.

2. Enter your username and password to sign in.
   - If you do not know your username, click the “Retrieve your username” link and follow the instructions on the screen. Your username will be emailed to you.
   - If you do not know your password, click the "Reset Password" link and follow the instructions on the screen. You will receive an email with further instructions on how to reset your password.

3. Once logged in a listing of your properties will be displayed. Select “Make A Payment” to file a City of Austin Hotel Occupancy Tax report or renew an operating license. For $0 (zero dollar) tax reports skip to step 0.
4. Select “Create Tax Report” to create a hotel occupancy tax report. For Operating License Payment skip to step 11.

5. You will need to complete the form that appears on the screen.
   - **Quarter Ended** – Select the quarter you are reporting.
   - **Reporting Year** – Select the year you are reporting.
   - **Percent Rate** – The tax rate at which the money was collected. **IMPORTANT**, if you are reporting for a period where more than one tax rate applies you will need to file a separate tax report at each tax rate for the monies collect at each rate during that time.
   - **Total Room Receipts** – Enter the total gross amount of all room receipts during the reporting period. Do not include the hotel occupancy tax collected in the total. Refer to the [Taxability Matrix](#) for additional information regarding room receipt inclusions. Enter zero if you had no renters in the quarter.
   - **Exempt Over 30 Receipts** – For rental periods lasting more than 30 consecutive days. Enter the total amount of 30 day residency exemptions. Occupant must advise the business upon arrival of their intent to stay 30 plus days. If intent is not expressed the first 30 days are taxable.
   - **Exempt Other Receipts** – Enter the total of other exemptions. Religious, charitable, educational organizations, and State of Texas employees are not exempt from City taxation. All other State exemptions apply to City taxes. Refer to the [Taxability Matrix](#) for additional information.

6. Click the “Calculate” button.
7. Your property tax report will appear. If you filed more than one tax report the reports will appear in a list. You can edit a report by clicking the “Edit” button or delete a report using the arrow down on the “Edit” menu.

8. If you’re reporting a period and year that is past due you may incur penalty and interest.
   - **Tax Due** – Calculation of the taxable amount at the tax percentage shown.
   - **Penalty** – Calculated based on the days past due and Tax Due. A 5% penalty will incur from 1 to 60 days after the due date. An additional 5% penalty will incur 61 or more days after the due date.
   - **Interest** – Calculated based on the number of days past 60 days past due and the Tax Due. Interest will incur 61 or more days after the due date, and is 10% annual interest (.0274 percent per day over 60 days past due) on the Tax Due.
   - **Total Tax Due** – Calculation of the Tax Due plus Penalty and Interest.

9. Select “Pay Online” to add a report to the payment invoice.
10. Once added to the payment invoice the status will change to “Invoiced” and the “Make Payment” invoice notice will appear under your username and account number. You can add additional reports to the invoice. This allows you to make one payment for multiple reports.

![Payment Invoice Example]

11. Operating license information is located below the Quarterly Tax Report section for each property.

![Quarterly Tax Report]

12. To pay the operating license select “Pay Online” and status will change to “Invoiced” and be added to your invoice. The “Make Payment” invoice notice will appear, or be updated, as seen in step 0.

![Operating License]

Last Updated: 9/6/2019
13. After adding all your tax reports and/or license, click “Make Payment” to proceed to the payment summary page.

14. There is a lot of information on the Payment Summary screen, be sure to verify the information you have filed is correct. You can use the trash can icon to remove items from the invoice. After verifying everything is correct press “Make Payment” to be transferred to a secured payment processor to make a payment.
15. You will be redirected to the payment processor. The site will display the invoice number and payment amount.
16. For eCheck payments continue to the next step. For Credit/Debit Card payments skip to step 22. Please be aware there is no convenience fee for eCheck payments.

17. Select eCheck for “Payment Method”.

![PAYMENT METHOD]

18. Enter your bank account information and click “Continue”. If you wish to save your payment information simply select yes in the “Save this account” field and enter a nickname for the account for quicker payment in the future.

![ECHECK ACCOUNT INFORMATION]
19. Verify the payment and account information is correct on the verify payment screen.

![Payment Verification Screen]

20. Enter or update your email information and check the “Send me an email confirmation” if you would like a confirmation of payment email sent to you.

![Email Confirmation Option]

21. Check the “I Accept” for the payment processor’s Terms and Conditions and click “Confirm” to continue.

![Terms and Conditions]

Confirm  Cancel
22. You have completed payment and can skip to step 30, the payment confirmation page.
23. For credit or debit cards enter your card number and click “Continue”. Please be aware that the payment processor will assess a convenience fee for paying with a credit or debit card.

24. The “Card Account Information” pane will appear. Fill out the card holder name, expiration date, and select whether to use the address in your profile or “Use New Billing Information”. If you select “Use New Billing Information” fill out the address fields as well.
25. If you wish to save your payment information simply select yes for the save this account field and enter a nickname for the card.

![Save this account and enter nickname]

26. Read the convenience fee notice and click “Continue” at the bottom of the page.

![Convenience fee notice]

27. Verify the payment and account information is correct on the verify payment screen.

![Payment verification screen]

28. Enter or update your email information and check the “Send me an email confirmation” if you would like a confirmation of payment email sent to you.

![Email information]

Last Updated: 9/6/2019
29. Enter your card’s 3 digit security code and click “Confirm” to process payment.

30. You will be sent back to Austin Finance Online and a payment confirmation page will be displayed thanking you for your payment. Click “Print Confirmation” if you would like to keep a copy of this payment. Austin Code Department may require proof of filing and paying the hotel occupancy tax quarterly returns in order to renew your annual license.

31. To file a $0 dollar tax report you will need to start by clicking “Make A Payment”.

32. Select “Create Tax Report” to create a hotel occupancy tax report.
33. You will need to complete the form that appears on the screen.
   - **Quarter Ended** – Select the quarter you are reporting.
   - **Reporting Year** – Select the year you are reporting.
   - **Percent Rate** – The tax rate at which the money was collected. **IMPORTANT**, if you are reporting for a period where more than one tax rate applies you will need to file a separate tax report at each tax rate for the monies collect at each rate during that time.
   - **Total Room Receipts** – Enter the total gross amount of all room receipts during the reporting period. Do not include the hotel occupancy tax collected in the total. Refer to the [Taxability Matrix](#) for additional information regarding room receipt inclusions. Enter zero if you had no renters in the quarter.
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   - **Exempt Other Receipts** – Enter the total of other exemptions. Religious, charitable, educational organizations, and State of Texas employees are not exempt from City taxation. All other State exemptions apply to City taxes. Refer to the [Taxability Matrix](#) for additional information.

34. Select “Add $0 Report” to add the $0 report to the invoice.
35. Once added to the payment invoice the status will change to “Invoiced” and the “File $0 Report” invoice notice will appear under your username and account number.

36. There is a lot of information on the Payment Summary screen, be sure to verify the information you have filed is correct. You can use the trash can icon to remove items from the invoice. After verifying everything is correct press “File $0 Report” to file your zero dollar report.

37. You will be redirected back to your Property Listings page and a success message will appear at the top notifying you that the report has been successfully filed. No further action is required.
38. You can view your invoice by selecting “Invoice History” on the sub-navigation.

39. Select the invoice number to view the invoice.

40. View the invoice.