

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



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.

## ACCOUNT LOGIN

You have been logged out.

Don't remember your username? [Retrieve your username](#)

Forgot your password? [Reset your password](#)

Don't have an account yet ? [Create an account](#)

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.**

PROPERTY | 2 Listed

+ Add Property

	Establishment	Address	Establishment Type	Address ID	I Want to...	
<input type="button" value="Q View"/>	CASA	124 W 8TH ST AUSTIN, TX 78701	Short Term Rental Type 1	A00000169562	<input type="button" value="Make A Payment"/>	<input type="button" value=""/>
<input type="button" value="Q View"/>	HOTEL	500 W 5TH AUSTIN, TX 78701	Hotel	A00000170663	<input type="button" value="Make A Payment"/>	<input type="button" value=""/>

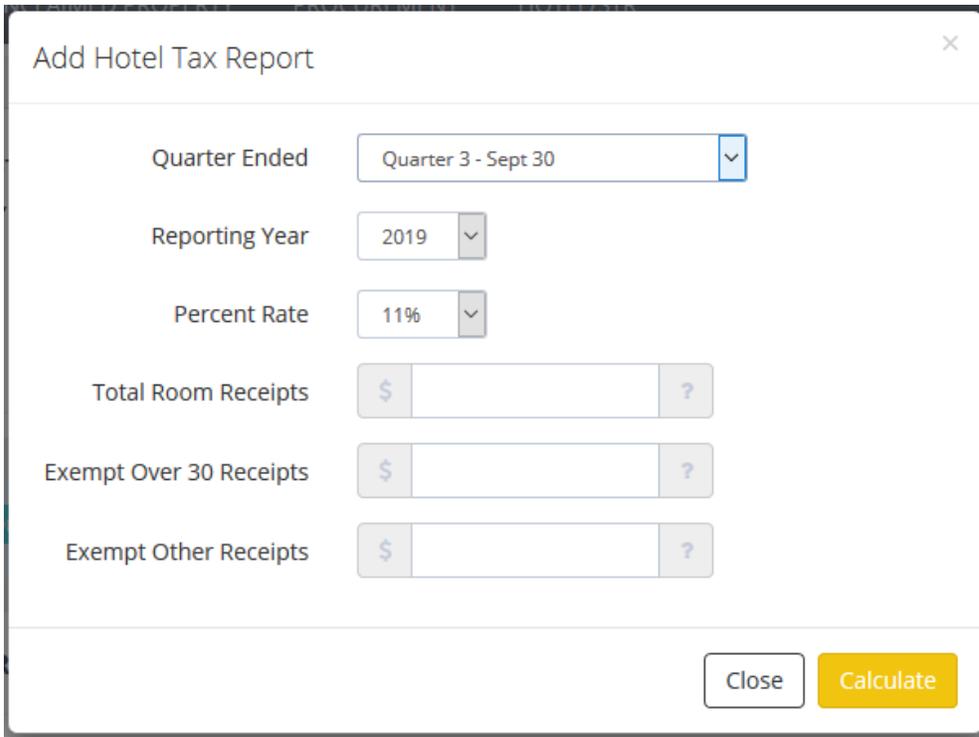
4. Select “Create Tax Report” to create a hotel occupancy tax report. For Operating License Payment skip to step 11.

☰ QUARTERLY TAX REPORT

+ Create Tax Report

 A friendly reminder to file your quarterly Hotel Occupancy Taxes no later than the end of next month, 10/31/2019, for the reporting period of 07/01/2019 to 09/30/2019.

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.



Add Hotel Tax Report

Quarter Ended: Quarter 3 - Sept 30

Reporting Year: 2019

Percent Rate: 11%

Total Room Receipts: \$ [ ] ?

Exempt Over 30 Receipts: \$ [ ] ?

Exempt Other Receipts: \$ [ ] ?

Close Calculate

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.

☰ QUARTERLY TAX REPORT + Create Tax Report

	Qtr/Year	Receipts	Days Past Due	Penalty & Interest	Tax Info	Total Tax Due	I Want To...
	Q3/Y2019	<b>Total Room:</b> \$5,412.12 <b>Exempt 30 Days:</b> \$0.00 <b>Exempt Other:</b> \$0.00	0	<b>Penalty:</b> \$0.00 <b>Interest:</b> \$0.00	<b>Taxable Amt:</b> \$5,412.12 <b>Tax %:</b> 0.11 <b>Tax Due:</b> \$595.33	\$595.33	<a href="#">Pay Online</a> <a href="#">Mail In Check</a>
	Q3/Y2019	<b>Total Room:</b> \$0.00 <b>Exempt 30 Days:</b> \$0.00 <b>Exempt Other:</b> \$0.00	0	<b>Penalty:</b> \$0.00 <b>Interest:</b> \$0.00	<b>Taxable Amt:</b> \$0.00 <b>Tax %:</b> 0.11 <b>Tax Due:</b> \$0.00	\$0.00	<a href="#">Pay Online</a>

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 and Penalty and Interest.

☰ QUARTERLY TAX REPORT + Create Tax Report

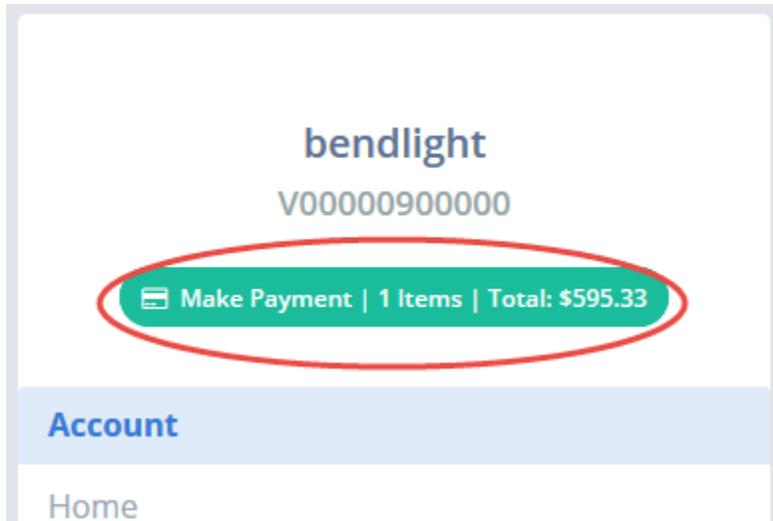
	Qtr/Year	Receipts	Days Past Due	Penalty & Interest	Tax Info	Total Tax Due	I Want To...
	Q1/Y2019	<b>Total Room:</b> \$7,845.00 <b>Exempt 30 Days:</b> \$0.00 <b>Exempt Other:</b> \$0.00	135	<b>Penalty:</b> \$70.61 <b>Interest:</b> \$14.51	<b>Taxable Amt:</b> \$7,845.00 <b>Tax %:</b> 0.09 <b>Tax Due:</b> \$706.05	\$791.17	<a href="#">Pay Online</a> <a href="#">Mail In Check</a>

9. Select “Pay Online” to add a report to the payment invoice.

☰ QUARTERLY TAX REPORT + Create Tax Report

	Qtr/Year	Receipts	Days Past Due	Penalty & Interest	Tax Info	Total Tax Due	I Want To...
	Q3/Y2019	<b>Total Room:</b> \$5,412.12 <b>Exempt 30 Days:</b> \$0.00 <b>Exempt Other:</b> \$0.00	0	<b>Penalty:</b> \$0.00 <b>Interest:</b> \$0.00	<b>Taxable Amt:</b> \$5,412.12 <b>Tax %:</b> 0.11 <b>Tax Due:</b> \$595.33	\$595.33	<a href="#">Pay Online</a> <a href="#">Mail In Check</a>
	Q3/Y2019	<b>Total Room:</b> \$0.00 <b>Exempt 30 Days:</b> \$0.00 <b>Exempt Other:</b> \$0.00	0	<b>Penalty:</b> \$0.00 <b>Interest:</b> \$0.00	<b>Taxable Amt:</b> \$0.00 <b>Tax %:</b> 0.11 <b>Tax Due:</b> \$0.00	\$0.00	<a href="#">Pay Online</a>

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.



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

**QUARTERLY TAX REPORT** + Create Tax Report

A friendly reminder to file your quarterly Hotel Occupancy Taxes no later than the end of next month, 10/31/2019, for the reporting period of 07/01/2019 to 09/30/2019.

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**OPERATING LICENSE**

You have submit your property listing for review. Please remember to upload any supporting document using the Attachments button on the left navigational panel in support of applying for your new Operating License. If you have successfully paid for your NEW Operating License online for a given year, please do not pay again. You can find the invoice online payment status on the left navigational panel under Invoice History. If you have any questions about licensing, please contact Austin Code Licensing and Registration at (512) 974-9144 or STRLicensing@austintexas.gov.

Description	Annual Base Fee	Notify Fee	Total Due	
NEW 2019	\$500.00	\$0.00	\$500.00	<a href="#">Pay Online</a>

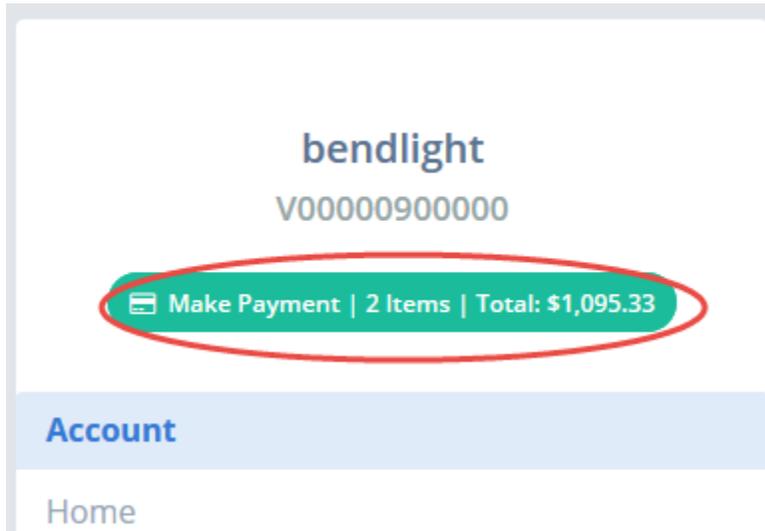
12. To pay the operating license select “Pay Online” and status will change to “Invoiced” and be added to your invoice. The “Make Payment” invoice notice will appear, or be updated, as seen in step 0.

**OPERATING LICENSE**

You have submit your property listing for review. Please remember to upload any supporting document using the Attachments button on the left navigational panel in support of applying for your new Operating License. If you have successfully paid for your NEW Operating License online for a given year, please do not pay again. You can find the invoice online payment status on the left navigational panel under Invoice History. If you have any questions about licensing, please contact Austin Code Licensing and Registration at (512) 974-9144 or STRLicensing@austintexas.gov.

Description	Annual Base Fee	Notify Fee	Total Due	
NEW 2019	\$500.00	\$0.00	\$500.00	<a href="#">Pay Online</a>

- After adding all your tax reports and/or license, click “Make Payment” to proceed to the payment summary page.



- 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.

Invoice: 45299 | Invoice Date: 09/06/2019

▲ Any unpaid invoices will be deleted after midnight.

**QUARTERLY HOTEL OCCUPANCY TAX**

Address	YR	QTR
 500 W 5th <small>(Rpt: 128681 - ID: A00000170663)</small>	2019	3
Total Room Receipts		\$5,412.12
Taxable Amount		\$5,412.12
Tax at 11%		\$595.33
<b>Total Tax Due</b>		<b>\$595.33</b>

**ANNUAL OPERATING LICENSE**

Address	Property Type	YR/TYPE
 124 W 8th St <small>(Rpt: 128684 - ID: A00000169562)</small>	STR Type 1-Primary	2019 NEW
Base Fee Amount		\$500.00
Notify Fee Amount		\$0.00
<b>Total License Due</b>		<b>\$500.00</b>

**Total Invoice: \$1,095.33**



- 15. You will be redirected to the payment processor. The site will display the invoice number and payment amount.

**Make Payment**

Manage Accounts

Pending Payments

Payment History

**CHASE**

### Make a Payment - Business Taxes and Fees

**Bold fields with \* are required.**

To ensure proper payment, please verify the payment information below.

#### PAYMENT INFORMATION

Invoice ID\*: 45299

#### PAYMENT DETAILS

Payment Amount*: <b>\$1,095.33</b>	Payment Date: Sep-06-2019
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#### PAYMENT METHOD

New Account\*:  
 eCheck  
 Credit/Debit Card

#### ECHECK ACCOUNT INFORMATION

Bank Routing Number*: <input type="text"/> ?	Bank Account Type*: <input type="radio"/> Checking <input type="radio"/> Savings
Bank Account Number*: <input type="text"/>	Bank Account Category*: <input type="radio"/> Consumer <input type="radio"/> Business
Re-enter Bank Account Number*: <input type="text"/>	Save this account?: <input type="radio"/> Yes <input checked="" type="radio"/> No
	Bank Account Nickname: <input type="text"/>

This payment may be assessed a convenience fee. The fee amount will display on the payment verification screen. You will have the opportunity to cancel this payment before the fee is charged.

**Continue** **Cancel**

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**

**New Account\*:**

eCheck

Credit/Debit Card

VISA   MasterCard   DISCOVER NETWORK

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**

**Bank Routing Number\*:**  ?

**Bank Account Number\*:**

**Re-enter Bank Account Number\*:**

**Bank Account Type\*:**  Checking  Savings

**Bank Account Category\*:**  Consumer  Business

**Save this account?:**  Yes  No

**Bank Account Nickname:**

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

Please verify your payment information. Then, choose **Confirm**.

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**Your Payment Detail**

Payment Amount: **\$595.33**

Scheduled Payment Date: **Sep-12-2019**

Amount Due: **\$595.33**

Invoice ID: **48118**

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**Your Account Detail**

Bank Account Nickname: **Biz Checking**

Bank Routing Number: **021110607**

Bank Account Number: **XXXXXXXXXXXX6789**

Bank Account Type: **Checking**

Bank Account Category: **Business**

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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.

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**E-mail Address\*:**

Send me an email confirmation:

Language Preference:  ▼

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

**Terms And Conditions**

**PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION**

By accepting the Terms and Conditions, you are authorizing the payee to electronically debit your bank account for the amount(s) and date set forth above. This authorization is valid for this transaction only.

In the event that a payment is returned for insufficient funds, you authorize the payee to electronically debit your bank account for the original amount of the transaction, as well as a returned item fee, up to the maximum amount allowed by law.

**PLEASE PRINT A COPY OF THIS AUTHORIZATION FOR YOUR RECORDS**

**I Accept\*:**

22. You have completed payment and can skip to step 30, the payment confirmation page.
23. For credit or debit cards enter you 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.**

### PAYMENT METHOD

**New Account\*:**

eCheck

**Credit/Debit Card**



**Card Number\*:**

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.

### CARD ACCOUNT INFORMATION

**Cardholder Name\*:**

**Expiration Date\*:**  /

**Card Billing Information\*:**  **Use Profile Information as Billing Information**  
503 Treys Way  
Unkown  
Austin, TX 78745-0000  
United States

**Use New Billing Information**

**Country\*:**

**Address 1\*:**

**Address 2:**

**Address 3:**

**City\*:**

**State\*:**

**Zip Code\*:**  -

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?:  Yes  
 No

Card Account Nickname:

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

This payment may be assessed a convenience fee. The fee amount will display on the payment verification screen. You will have the opportunity to cancel this payment before the fee is charged.

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

**Your Payment Detail**

Payment Amount: **\$595.33**

Convenience Fee: **\$14.29**

Total Payment Amount: **\$609.62**

Scheduled Payment Date: **Sep-12-2019**

Amount Due: **\$595.33**

Invoice ID: **48119**

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**Your Account Detail**

Card Account Nickname: **V CC**

**Cardholder Name\***: **Slim Pickens**

Credit Card or Debit Card Number: **XXXXXXXXXXXX1111**

Credit Card or Debit Card Type: **Visa Credit**

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.

**E-mail Address\***:

Send me an email confirmation:

Language Preference:

29. Enter your card's 3 digit security code and click "Confirm" to process payment.

3 digit code on the signature strip of your credit/debit card\*:  ?

[Confirm](#) [Cancel](#)

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.

Payment Confirmation Information

Thank you for using our on-line payment system. Payments may take 2 - 3 days to be posted to your account.

Please keep a record of your Confirmation Number, or [print](#) this page for your records. [Print Confirmation](#)

**PAYMENT CONFIRMATION INFORMATION**

Customer ID:	V00000900000
Confirmation Number:	XC1A74000002915
Invoice ID:	45299
Confirmation Date:	09/06/2019
Scheduled Payment Date:	09/06/2019

**YOUR PAYMENT DETAIL**

Cardholder Name:	Tom Jerry
Credit/Debit Card #:	XXXXXXXXXXXX1111
Payment Method:	Credit Card - VISA

**YOUR ACCOUNT DETAIL**

Payment Amount:	\$1,095.33
Convenience Fee:	\$26.29
Total Payment Amount:	\$1,121.62

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

**PROPERTY** | 2 Listed [+ Add Property](#)

	Establishment	Address	Establishment Type	Address ID	I Want to...	
<a href="#">Q View</a>	CASA	124 W 8TH ST AUSTIN, TX 78701	Short Term Rental Type 1	A00000169562	<a href="#">Make A Payment</a>	<a href="#">🗑</a>
<a href="#">Q View</a>	HOTEL	500 W 5TH AUSTIN, TX 78701	Hotel	A00000170663	<a href="#">Make A Payment</a>	<a href="#">🗑</a>

32. Select "Create Tax Report" to create a hotel occupancy tax report.

**QUARTERLY TAX REPORT** [+ Create Tax Report](#)

**A friendly reminder to file your quarterly Hotel Occupancy Taxes no later than the end of next month, 10/31/2019, for the reporting period of 07/01/2019 to 09/30/2019.**

33. You will need to complete the form that appears on the screen.

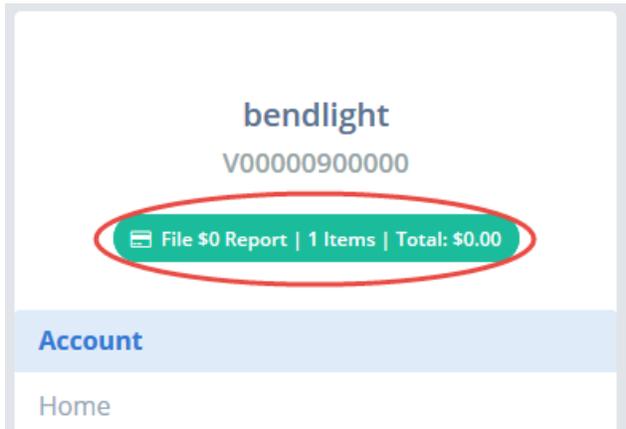
- **Quarter Ended** – Select the quarter you are reporting.
- **Reporting Year** – Select the year you are reporting.
- **Percent Rate** – The tax rate at which the money was collected. **IMPORTANT**, if you are reporting for a period where more than one tax rate applies you will need to file a separate 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.
- **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.

34. Select “Add \$0 Report” to add the \$0 report to the invoice.

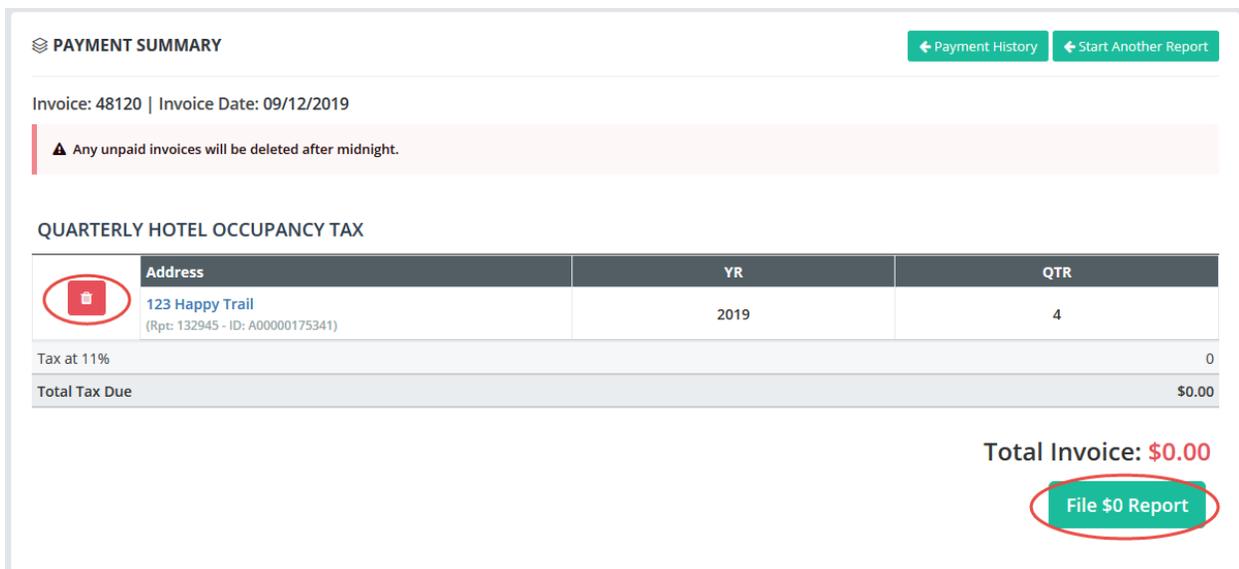
☰ QUARTERLY TAX REPORT + Create Tax Report

	Qtr/Year	Receipts	Days Past Due	Penalty & Interest	Tax Info	Total Tax Due	I Want To...
<input type="checkbox"/> Edit	Q3/Y2019	<b>Total Room:</b> \$0.00 <b>Exempt 30 Days:</b> \$0.00 <b>Exempt Other:</b> \$0.00	0	<b>Penalty:</b> \$0.00 <b>Interest:</b> \$0.00	<b>Taxable Amt:</b> \$0.00 <b>Tax %:</b> 0.11 <b>Tax Due:</b> \$0.00	\$0.00	Add \$0 Report

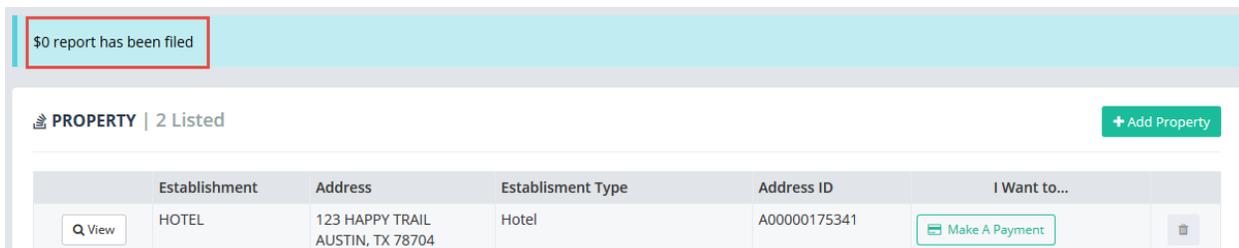
35. Once added to the payment invoice the status will change to “Invoiced” and the “File \$0 Report” invoice notice will appear under your username and account number.



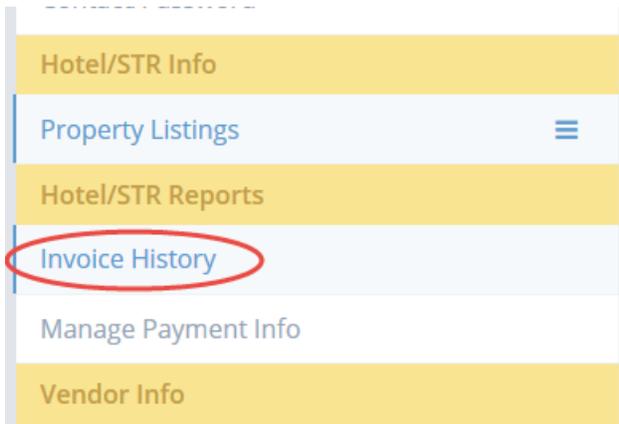
36. There is a lot of information on the Payment Summary screen, be sure to verify the information you have filed is correct. You can use the trash can icon to remove items from the invoice. After verifying everything is correct press “File \$0 Report” to file your zero dollar report.



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.

Invoices

Invoice	Total Penalty	Total Interest	Total License Due	Total Tax Due	Payments Status
48120	\$0.00	\$0.00	\$0.00	\$0.00	Completed

40. View the invoice.

**PAYMENT SUMMARY** [← Payment History](#) [← Start Another Report](#)

Invoice: 48123 | Invoice Date: 09/12/2019

**QUARTERLY HOTEL OCCUPANCY TAX**

Address	YR	QTR
123 Happy Trail (Rpt: 132951 - ID: A00000175341)	2019	3
Tax at 11%		\$0.00
<b>Total Tax Payment Submitted</b>		<b>\$0.00</b>

**Total Invoice: \$0.00**