STEP 1:

SIGN IN TO YOUR ACCOUNT

Click the "Sign In" button at the top right section on Austin Finance Online.

Enter your User Name and Password to sign in. (Existing customers who currently use their customer number to log in, the Customer ID is the username. The username may be changed after initial login.

If you do not know your user name, 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.
Once logged in a list of properties for that customer account will appear:

Additional properties may be added at any time by selecting the “+ Add Property” button.

**STEP 2:**

Select the “Manage Payments” button on the property to file a City of Austin Hotel Occupancy Tax report or renew an operating license.

**Hotel Occupancy Tax Return Filing and Payment:**

Select the “Create Tax Report” button to create a hotel occupancy tax (HOT) report.
Complete the online form:

**Reporting Period**
- **Quarter Ended:** Select the quarter ended from the drop down menu.
- **Reporting Year:** Select the year from the drop down menu.

**Receipts**
- **Total Room Receipts:** Enter the total gross amount of all room receipts during the reporting period. (Do not include Hotel Occupancy tax collected in this total) Refer to the Taxability Matrix for additional information regarding room receipt inclusions. Enter 0 if you had no renters in the quarter.

- **Exempted Room From Rental Periods Lasting More Than 30 Consecutive Days Receipts:** Enter the total amount of 30-day residency exemptions. Occupant must advise the outlet upon arrival, of their intent to stay 30-plus days. If intent is not expressed, the first 30 days are taxable. (See Sec.156.1012, State Tax Code)

- **Exempted Room Other Receipts:** Enter the total of other exemptions. Religious, Charitable, and 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.
Select the “Calculate” button

A list of quarterly tax report(s) created will be listed. A tax report can be edited prior to “Add to Invoice” by selecting the “Edit” button.

Select the “Add to Invoice” button for the tax reports to be added to the payment cart. Once added to the payment cart the tax return status will change to “Invoiced” and the payment cart will appear under the user name and account number. Once a tax report is added to an invoice the tax report can only be deleted in payment cart.

Add any other Hotel Occupancy Tax Reports for payment or add your operating license to cart.
Operating License Payment:

Operating License registration information will be located under Operating License for each property.

To pay the operating license, select “Add to Invoice”, the status will change to “Invoiced”

The payment cart will be updated with the operating license payment amount.

STEP 3:

Select the “Make Payment” button to be sent to a Payment Summary page.
Verify
Property address, Filing QTR and Year, Total Room Receipts and Taxable Amount

Principal Tax Due at 9% (Calculated Field)
Calculates tax amount due. Total Taxable Room Receipts times 9 percent.

Penalty
Penalty is automatically calculated and added if the submission date is one day to 60 days after the due date. This is calculated at 5% of the total tax due.

Additional penalty is automatically calculated and added if the submission date is 61 days or more after the due date. This is calculated at an additional 5 percent of the total tax due.

Interest
In addition to a penalty, interest is automatically calculated and added if the submission date is 61 days or more after the due date. The 9% total tax due is multiplied by 10 percent annual interest (.0274 percent per day).

Total Due
Calculates the total amount due and payable. The Total Tax Due At 9% plus any Total Penalty & Interest Due.
NOTE: If invoice is not paid by midnight on the day it was created, the invoice will be deleted.

To remove a hotel occupancy tax or license from the payment summary, click on the red trash can on the left hand side of the property:

This will remove the item from your payment cart. The operating license will return to “Add to Invoice” status. The Hotel Occupancy Tax return will be deleted from the property and will need to be reentered.

Proceed to payment, select the “Make Payment” button. Once selected you will be directed to a Chase payment Site.

If the payment transaction is abandoned on the bank website, the invoice status is changed to 'pending' and it is no longer a valid invoice for payment. A new invoice must be created.

**If you are paying for an operating license and the payment transaction is abandoned you must contact City of Austin Hotels at 512-974-2590 to have the pending invoice deleted before a new invoice can be created.**
Verify the Invoice number and the Total Payment Amount.

CHASE BANK WEBSITE

No fee will be charged if you pay by eCheck (automatic debit from your bank account)

A convenience fee will be charged by the bank for credit card payments.
First time users:
To pay by eCheck, under "New Account", select eCheck:
Enter your Bank Routing Number and Bank Account Number
Select a "Bank Account Type" and "Bank Account Category"
If you intend to use this payment method again:
• Choose "Yes" under "Save this Account" to save the account information.
• Provide a nickname for the account.
Select "Continue"
Enter your Customer ID
Read and accept the Terms and Conditions
Check the "I accept the Terms and Conditions" box
Select "Confirm"
To pay by Credit Card, select "Credit/Debit Card"
Enter your Credit Card Number
The Card Account Information Section opens
Enter the required information
If you intend to use this payment method again:
• Choose "Yes" under "Save this Account" to save the account information.
• Provide a nickname for the account.
Select "Continue"
Enter the 3 digit authorization code on the signature strip on the back of your card
Select "Confirm"
Returning users:
Choose a previously saved payment method or enter a new payment method as described in the "First time users" section above.
Soon after you successfully complete a payment, you will receive a confirmation email from Chase Payconnexion. Save this email as proof of payment. Austin Code Department may require proof of filing and paying the hotel occupancy tax quarterly returns in order to renew your annual operating license.
*** PLEASE DO NOT RESPOND TO THIS EMAIL ***

Thank you for submitting your payment for Business Taxes and Fees. This email is to confirm that on Mar-21-2018, you authorized City of Austin / Business Taxes and Fees to charge the credit card listed below on the scheduled payment date.

<table>
<thead>
<tr>
<th>Confirmation Number:</th>
<th>XC1A74000002077</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirmation Date (ET):</td>
<td>Mar-21-2018 02:10:40 PM</td>
</tr>
<tr>
<td>Payer Name:</td>
<td>Hotel User</td>
</tr>
<tr>
<td>Amount Due:</td>
<td>$56,947.50</td>
</tr>
</tbody>
</table>

| Payment Amount Debited: | $56,947.50 |
| Convenience Fee: | $1,366.74 |
| Total Payment Amount: | $58,314.24 |
| Invoice ID: | 30194 |
| Scheduled Payment Date: | Mar-21-2018 |

| Account Nickname: | MC account |
| Cardholder Name: | Austin Hotel |
| Card Number: | XXXXXXXXXXXXXXXD08 |
| Card Type: | MasterCard Credit |

If you have questions about this payment or need assistance, please call Customer Service at (512) 974-2590.

Thank you for using the City of Austin / Business Taxes and Fees electronic payment system.
Once your payment is complete select the “Exit” button to return to Austin Finance Online.

Payment Confirmation - Business Taxes and Fees

Thank you for using our on-line payment system. Payments may take 2 - 3 days to be posted to your account. Please click the Exit link located towards the top right of this page to return to the Austin Hotel Tax website.

Please keep a record of your Confirmation Number, or print this page for your records.

Confirmation Number: XC1A/40000002077
Confirmation Date (ET): Mar-21-2018 02:10:40 PM

Your Payment Detail
Payment Amount: $56,947.50
Convenience Fee: $1,366.74
Total Payment Amount: $58,314.24
Scheduled Payment Date: Mar-21-2018
Amount Due: $56,947.50
Invoice ID: 30194

Your Account Detail
Card Account Nickname: MC account
Cardholder Name: Austin Hotel
Credit Card or Debit Card Number: XXXXXXXXXXXXXX0008
Credit Card or Debit Card Type: Master Card Credit
To see the Payment History on your account, select the “Invoice History” on the side bar.

Invoices will show one of the following status:

- Invoiced- transaction that has not been sent to the bank yet
- Pending- transaction that was sent to the bank, but have not yet been reconciled
- Completed- transaction that was sent to the bank and reconciled
- Refunded- transaction that was returned to the customer
- Failed- attempted transaction sent to bank but transmission failed to reach bank
- Voided- An ACH transaction that was returned by bank for invalid account, closed account or insufficient funds.

To view the detail payment summary of the invoice, click the invoice number:
Zero Dollar Report

To file a report showing no Hotel Occupancy Taxes Due for a quarter start by selecting the property with clicking on the “Manage Payments” button.

Select “+Create Tax Report”
On the Hotel Tax Report enter “0” for Total room receipts if there were no rentals in the quarter or enter total room receipts and exemptions that net to zero. Click on Calculate.

Your zero tax report will show on your list of reports, select the “Add to Invoice” button.

Select your cart

hoteluser1
V00000952030

File $0 Report | 1 Items | Total: $0.00
Verify the property, QTR and Year on the Payment Summary, select the “File $0 Report”

Verification that the report was filed will appear on the screen. No further action is required.