



Transcript

Tarrant County Tax Office – Make An Online Property Tax Payment

Part 3: Entering Debit/Credit Card Details

After you have created your online profile and selected your accounts, you are ready to submit payment details. This video will explain how to enter debit/credit card information. There is also an e-Check option. The Make an Online Payment Part 2 video will show you how to enter e-Check details.

This video is brought to you by Wendy Burgess, Tarrant County Tax Assessor-Collector.

Keep in mind that our payment systems may slow down close to payment due dates due to high volumes. Please begin your online payment process early to avoid problems with submitting a payment. Payments are due by midnight Central Standard Time on the due date and are considered late at 12:01 am the next day.

We do not accept cash cards, payroll cards or gift cards. Your transaction may not be completed or may be held in pending status by your card issuer for several weeks. This is not a Tarrant County Tax Office issue. It is a card issue. We do not have your funds but are happy to provide information so you can work with your card provider.

We also do not accept payments through banking applications such as Zelle, Paypal, ApplePay, GooglePay, Venmo, etc.

Convenience fees are added by our card processor, Chase Bank. 2.15% of the amount is charged for credit. Debit is a flat \$3.95 fee. You are agreeing to pay the fees when you select this option.

Remember, there is no additional fee for an eCheck payment. You may change your mind and select this option at any time in this process until you submit your payment and receive the Confirmation Number. Just return to the Payment Method page to enter bank information. Watch the Make an Online Payment Part 2 video to learn how to enter e-Check details.

Complete an online property tax payment in a few simple steps. Be sure to watch the Create an Online Profile video and Part 1 of Make an Online Payment video to learn how to set up a profile and select your accounts and payment options.

To make a payment, you will need A "My Taxes Online" profile; Know which accounts you wish to pay; and have payment information handy.

Navigate to the MY TAXES ONLINE page of our website. You probably have this bookmarked at taxonline.tarrantcounty.com/etax/. If not, you can either type that URL into your browser, or click on the Pay Online/Create Profile icon on the Property Tax Page of our website.

Log in to your My Taxes Online profile with the User Name and Password you entered when you created your profile. Be sure that the accounts you wish to pay are selected and that you have made your selection on the Payment Options page.



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Continue making the appropriate selections on the Payment Options pages until you come to this notification. Remember that payment details are not stored. Please be sure to continue entering information for each payment. Your payment is not complete until you receive the Confirmation Number after a successful payment. Click the Submit Payment for Processing button to enter the Chase Bank Payment application.

You will now be directed to the Chase Bank payment processing application.

Now that you have selected the accounts to pay and the amounts, it is time to enter your preferred payment method. Select the method of payment, either eCheck or Credit/Debit Card.

Make the debit/credit card selection and enter the card number.

Click the CONTINUE button to proceed to the page where you enter the card account and billing information. The name on the card does not have to match the property owner's name, so anyone can make a payment on behalf of someone else.

Be sure to double check your payment information before submitting to avoid issues with processing and posting your payment. This will ensure timely posting, which is especially important on payment due dates. Review the entries in Your Payment Detail, Your Account Detail, Billing Information, and your email address sections. You will also see the convenience fee amount that will be charged at the top of this page under Your Payment Detail.

If you do not agree to the convenience fees, you may return to the Payment Method page and select e-Check, or, If there is an error, click CANCEL to return to the previous pages and re-enter information. If you wish to proceed, Enter the security code at the bottom of this page and click CONTINUE.

Once you receive the Payment Confirmation, record the confirmation number by saving a screen print to your computer, or click the PRINT link to print the confirmation page. Trace your steps or check your payment method if you do not receive this acknowledgement page.

Also remember that multiple payment methods must be entered one at a time.

If you have proof that your payment was made but you are unable to print the confirmation page or need a receipt, please contact us. If you feel there was a problem with your payment, please provide the Confirmation Number. Of course, please contact us if you have any questions about the e-payment process.

Thank you for using our online services.