

Excise Tax FAQ'S

What is eBill?

eBill is an online service that allows you to schedule payments and pay your bill online. You can make payments anytime from any computer with Internet access.

What if I have technical questions about the on-line payment process?

You may send an e-mail to ExciseOnlinePayment@atlantaga.gov .

Do I need special software or hardware?

No. You only need Internet access and your browser.

What is a bank transit routing number?

The bank transit routing number on your printed checks is used to identify your bank or financial institution. You can fund it in the lower left corner of your check.

What is a prenote authorization?

When you first sign-up to pay your bill using a checking account, we run a pre-note transaction in the amount of \$0. This transaction allows us to verify your bank account information.

Can I view paid eBills?

You can view paid eBills by looking in "Payment History" eBills may become unavailable after six months.

When will my account be credited, if I pay online?

All payments take approximately two to three business days to post to your account. We recommend scheduling your payment at least five business days before your tax bill is due.

If I pay by checking account, when is the money for the payment drawn from my account?

The funds for the payment are debited from your account on the scheduled payment date. Please note that you should always have funds available to cover the payment on that date.

Can I make partial payments online or pay more than the amount due?

No, partial payments are not accepted online. The payments must be the full amount due.

Can I cancel a payment?

No. Once the submit button has been selected, you will not be able to cancel or change it.

What forms of payment do you accept?

*Debit cards with the Visa/Master Card logo.

*Visa, Master Card, American Express and Discover. (max. \$1000.00 per transaction)

*Higher amounts may be remitted online via your checking or savings account.

*You may also make payments in person.

How do I change the credit card, debit card or banking account I used to pay my bill?

Once you logged on, select “My Account” from any page. Choose “Update Payment Method(s)”, follow the prompts to add or delete a credit, debit or bank account. If adding a bank account there will be a delay of up to eight business days while we verify your account with a pre-note transaction.

Will I be charged a convenience fee for the use of these online services?

Yes, a fee of 2.5% is charged. (example... your payment is \$100.00, you will be charged 2.5% of \$100.00) There is no fee for using your checking or savings account.

How do I know that my online payment is secure?

Your online transactions are secure via the Secure Sockets Layer technology. SSL encrypts all of your personal information, including debit card number, credit card number and checking information, so that the information cannot be read as it travels over the internet.

What are the benefits of filing and paying my return electronically?

Filing and paying electronically reduces the chance of mathematical errors or incomplete returns, while ensuring that your payment is processed on the date submitted.

Can I make changes to the data after I have entered it?

Yes. As long as you have not clicked submit tax payment, you can go back and make changes.

Can I file for a payment extension online?

No. You must make your payment by the due date of the return to avoid the assessment of penalties and interest.

I need to file an amendment to a previous return. Can I file it electronically?

No. You must mail an Amendment form along with your amending year tax return to:

City of Atlanta
Office of Revenue
55 Trinity Avenue, Suite 1350
Atlanta, GA 30303
Attn: Excise Group

Do I have to mail in a copy of my return after I submit it online?

No. Once you electronically file your return and submit your payment online, all information will be downloaded into our database and your return will be considered “filed”.

I'm filing my return electronically and have a balance due from a prior reporting period, will I be assessed penalties and interest?

Yes. You will be assessed penalties and interest on a tax balance if payment is received after its due date.

I'm filing my return late, will I be assessed penalties and interest?

Yes. You will be assessed penalties and interest if payment is received after its due date.