

Occupational 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 almost any computer with Internet access.

If I previously enrolled, can I make a payment in the pay now option?

No, if you previously enrolled, you must login with your user name and password you created.

What if the person who created the user name and password is no longer with the company?

You must make changes to the account created by sending a written request on company letterhead to RevenueOnlinePayments@atlantaga.gov. You must include the name of the business, the account number, your phone number name and position. You must indicate in the request that the person who created the account is no longer employed with the company. Please allow 48 hrs for a reply.

Do I have to enroll to make a payment?

No, you may make a payment under the pay now option, if you have not enrolled.

Is the account number ending in LGB and 004 the same?

Yes your account number is the same number. If you are trying to renew or pay your account online, **you must drop the LGB at the end of your account number and add 004.**

How do I know my payment has been processed?

You will see a confirmation number at the end of the process and if you enrolled you will receive an e-mail with your confirmation number as well. The authorization page is not the confirmation page.

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.

Is There a Fee to use my Credit Card?

Yes, you will be charged a fee of 2.5% of the payment amount (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.

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

You may send an email to RevenueOnlinePayments@atlantaga.gov please allow 24 hrs for a reply.

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 find it in the lower left corner of your check.

What is a pre-note 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.

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 payment 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.

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

Once you have 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.

How do I know that my online payment is secure?

Your online transactions are secured via the Secure Sockets Layer (SSL) 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: Customer Service Group