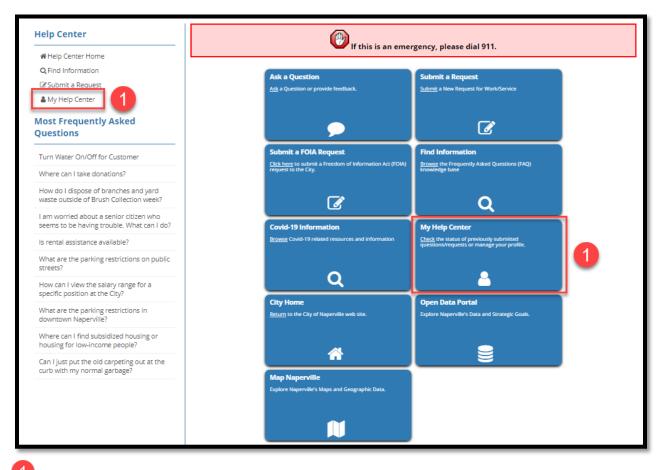
Paying a Local Tax Invoice in the Help Center

(Food & Beverage Tax, Hotel/Motel Tax and Local Motor Fuel Tax)



1 Click the My Help Center link on the left side of the screen or the My Help Center button in the center.

Help Center	If this is an emergency, please dial 911.
# Help Center Home	- in this is an emergency, please dial 911.
Q Find Information	🖀 My Support Center
🕼 Submit a Request	Login here to check the status of requests you have submitted or to update your customer account information.
🌡 My Help Center	View My Questions and Requests 2
Most Frequently Asked	Circk above to access and update the status of issues/questions submitted.
Questions	View My Invoices
Turn Water On/Off for Customer	Click above to view your invoice history.
Where can I take donations?	Edit Customer Profile
How do I dispose of branches and yard waste outside of Brush Collection week?	Click above to access and update your customer account information. Search by Reference Number
l am worried about a senior citizen who seems to be having trouble. What can l do?	Click above to search for questions and requests by reference number.
Is rental assistance available?	

2 Click the blue View My Questions and Requests link.

Help Center	If this is an emergency, please dial 911.
# Help Center Home	+) Login
Q Find Information	
I≇ Submit a Request	Please log in to an existing account or use the "Create Account" link below to create a new account to access this feature.
🛔 My Help Center	Please Note: Your password is between 6-20 characters long & contains at least one lowercase letter and one number.
Most Frequently Asked Questions	Email Address:*
Turn Water On/Off for Customer	Password:*
Where can I take donations?	
How do I dispose of branches and yard	Forget your password? Click here to Reset
waste outside of Brush Collection week?	New User? Click below to create a new account.
I am worried about a senior citizen who seems to be having trouble. What can I do?	Create Account By logging in, you agree to GovQA's <u>Privacy Policy</u> and <u>Terms of Use.</u>
Is rental assistance available?	by togging in, you agree to concert a <u>ritracy rolley</u> and <u>retrine of oues</u> .

If you are not signed into your Help Center account:

3 Enter your email address and password to access your account.

4 Click the Login button.

If you are signed into your Help Center account, this step will be skipped.

Questions		
Where can I take donations?	TEST - Tax Payment Form Z7 days ago W078875-052620 TEST - Tax Payment Form	In Progress
How do I dispose of branches and yard waste outside of Brush Collection week?	Status : New Kimberly Schmidt	
l am worried about a senior citizen who seems to be having trouble. What can l do?	View Files Details	
ls rental assistance available?		
What are the parking restrictions on public streets?	TEST - Tax Payment Form 27 days ago w078874-052620	In Progress
How can I view the salary range for a specific position at the City?	TEST - Tax Payment Form Status : New	
What are the parking restrictions in downtown Naperville?	Kimberly Schmidt	
Where can I find subsidized housing or housing for low-income people?	View Files Decails	
Can I just put the old carpeting out at the curb with my normal garbage?	TEST - Tax Payment Form about a month ago W078871-051120	In Progress
When is curfew in Naperville?	TEST - Tax Payment Form Status : Waiting for Payment	
	Kimberly Schmidt Image: Schmidt Imag	Completed
'		

6 Click the View Invoices button on the Tax Payment submittal you wish to pay.

Questions	[manual second s	
Where can I take donations?	TEST - Tax Payment Form 22 days age W078875-052620 TEST - Tax Payment Form	In Progress
How do I dispose of branches and yard waste outside of Brush Collection week?	Status : New	
l am worried about a senior citizen who seems to be having trouble. What can I do?	Vie Invoices X	
ls rental assistance available?	Invoice ID Deposit Due Net Amount Due Status	
What are the parking restrictions on public streets?	TEST - INV20-W078871-2 \$0.00 \$4.00 Past Due	In Progress
How can I view the salary range for a specific position at the City?	TEST-TA Status : New 6	
What are the parking restrictions in downtown Naperville?	Kimberly Schmidt	
Where can I find subsidized housing or bouries for low income people?	View Files Octains	

6 A pop-up box will appear with links to any invoices associated with the request. Click the blue link for the invoice you would like to pay.

Help Center	If this is an emergency, please dial 911.
 ₭ Help Center Home Q Find Information ☞ Submit a Request ▲ My Help Center 	Print Print Print Print Cancel
Most Frequently Asked Questions Where can I take donations? How do I dispose of branches and yard waste outside of Brush Collection week? I am worried about a senior citizen who seems to be having trouble. What can I do? Is rental assistance available? What are the parking restrictions on	Remit To Request City of Naperville Finance Department 400 South Eagle Street Naperville, IL 60540 Number of the street Notice Summary Invoice Summary Invoice # Invoice Bate 5/11/2020 Due Date 5/13/2020 Invoice Status Past due Naperville, IL 60540 Net Amount Due
public streets? How can I view the salary range for a specific position at the City?	Centeryon Description Description Description Cost Unit Total Op. Op. Obligat Total Las Las Annunet Las Annunet \$10.00 Variable \$10.00 \$0.00 \$10.00 \$10.00
What are the parking restrictions in downtown Naperville? Where can I find subsidized housing or	Comments Totals
housing for low-income people? Can I just put the old carpeting out at the curb with my normal garbage? When is curfew in Naperville?	Subtotal \$4.00 Payments (\$0.00) Net Amount Due \$4.00
when is carrew in waperville?	

7 After reviewing the invoice, click the Pay Now button.

Help Center	() If th	is is an emergency, please dial 911.	
Q Find Information	Payment Submit Title		
🕼 Submit a Request	Amount Due: 4.00		
🛔 My Help Center	PayPal	PayPal CREDIT	8
Most Frequently Asked Questions	Two easy v	vays to pay	
Where can I take donations?	Calicer		
How do I dispose of branches and yard waste outside of Brush Collection week?			

⁸ Click either the PayPal or PayPal Credit buttons to pay online. After your payment has been processed by PayPay, you will receive a confirmation email from PayPal confirming payment receipt.

You will receive a second email from the City of Naperville after the Finance Department has confirmed that full payment has been made and the request is closed.

If you do not want to pay online, you can also pay your tax invoice via:

Mail: Payments and correspondence may be mailed to City of Naperville, Finance Department, at 400 S. Eagle St, Naperville, IL 60540. Please reference the Request Number on your check. The City will reference the postmark date as the payment date.

In Person: Payments may be made by check, cash, and credit card in person at the Finance Department during the following business hours:

Monday, Tuesday, Thursday, Friday	7:30 a.m. – 5:00 p.m.
Wednesday	10:00 a.m. – 2:00 p.m.

Drop-off Box: Check payments may also be dropped off 24/7 in the drop box in the lower level parking garage at 400 S. Eagle Street, Naperville, IL 60540. Please reference the Request Number on your check.