

Paying a Local Tax Invoice in the Help Center

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

The screenshot shows the Help Center interface. At the top, a red banner contains a hand icon and the text "If this is an emergency, please dial 911." Below this, the main content area features a grid of blue buttons: "Ask a Question", "Submit a Request", "Submit a FOIA Request", "Find Information", "Covid-19 Information", "My Help Center", "City Home", "Open Data Portal", and "Map Naperville". The "My Help Center" button is highlighted with a red box and a red callout "1".

Help Center

- Home
- Find Information
- Submit a Request
- My Help Center** 1

Most Frequently Asked Questions

- Turn Water On/Off for Customer
- 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 public streets?
- How can I view the salary range for a specific position at the City?
- What are the parking restrictions in downtown Naperville?
- Where can I find subsidized housing or housing for low-income people?
- Can I just put the old carpeting out at the curb with my normal garbage?

Emergency Notice: If this is an emergency, please dial 911.

Ask a Question
Ask a Question or provide feedback.

Submit a Request
Submit a New Request for Work/Service

Submit a FOIA Request
Click here to submit a Freedom of Information Act (FOIA) request to the City.

Find Information
Browse the Frequently Asked Questions (FAQ) knowledge base

Covid-19 Information
Browse Covid-19 related resources and information

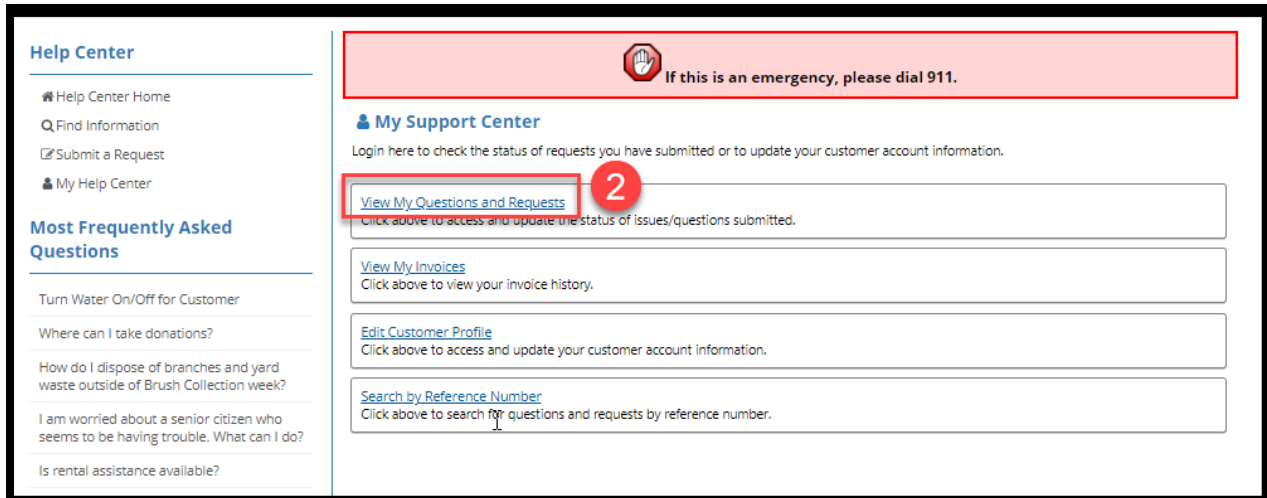
My Help Center
Check the status of previously submitted questions/requests or manage your profile. 1

City Home
Return to the City of Naperville web site.

Open Data Portal
Explore Naperville's Data and Strategic Goals.

Map Naperville
Explore Naperville's Maps and Geographic Data.

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



2 Click the blue View My Questions and Requests link.



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?
- 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 public streets?
- How can I view the salary range for a specific position at the City?
- What are the parking restrictions in downtown Naperville?
- Where can I find subsidized housing or 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?

TEST - Tax Payment Form 27 days ago In Progress

W078875-052620
TEST - Tax Payment Form
Status : New

Kimberly Schmidt

View Files Details

TEST - Tax Payment Form 27 days ago In Progress

W078874-052620
TEST - Tax Payment Form
Status : New

Kimberly Schmidt

View Files Details

TEST - Tax Payment Form about a month ago In Progress

W078871-051120
TEST - Tax Payment Form
Status : Waiting for Payment

Kimberly Schmidt

5 View Invoices Files Details

TEST - Tax Payment Form about a month ago Completed

W078870-051120
TEST - Tax Payment Form
Status : Closed

Kimberly Schmidt

View Invoices View Files Details

TEST - Tax Payment Form about a month ago In Progress

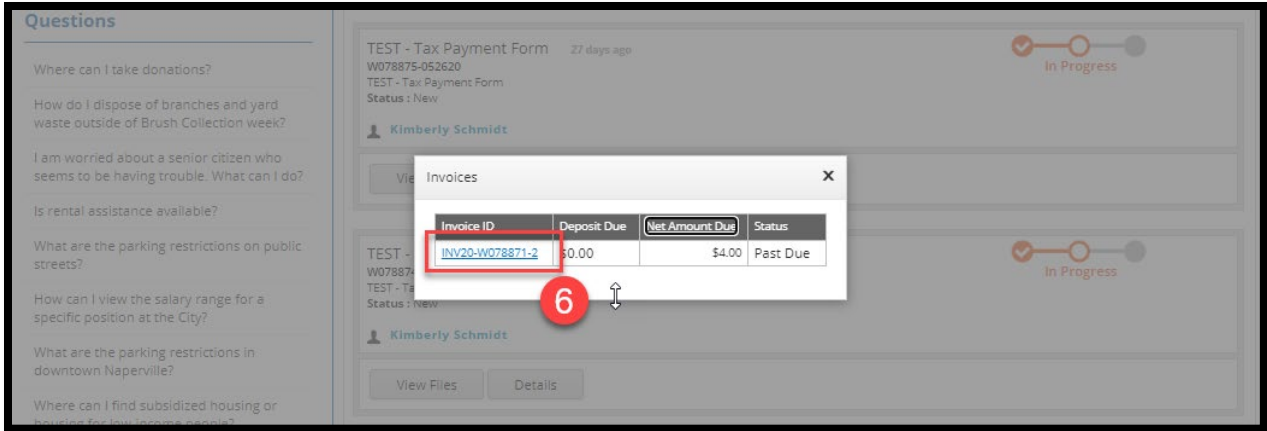
W078869-051120
TEST - Tax Payment Form
Status : Payment Received

Kimberly Schmidt

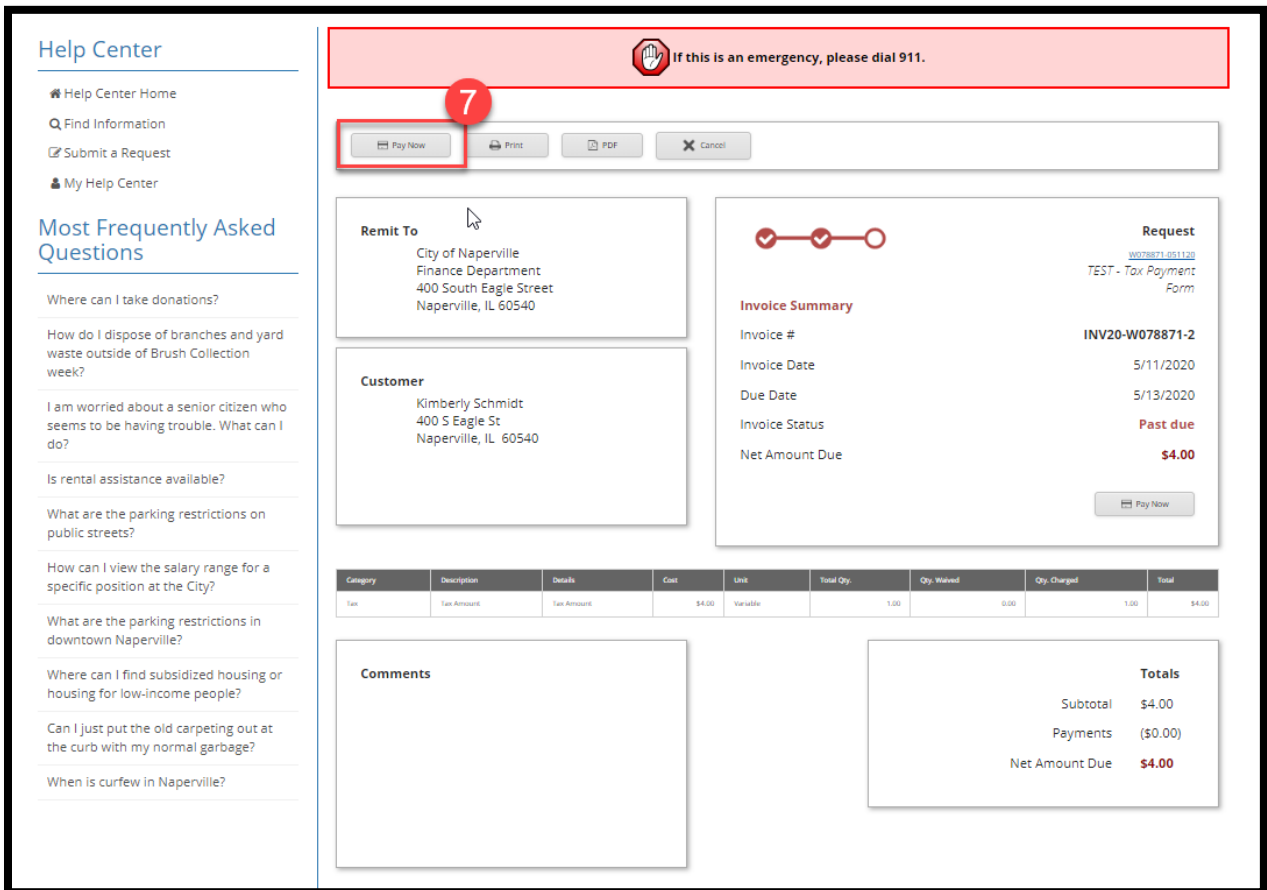
View Invoices View Files Details

« 1 2 3 »

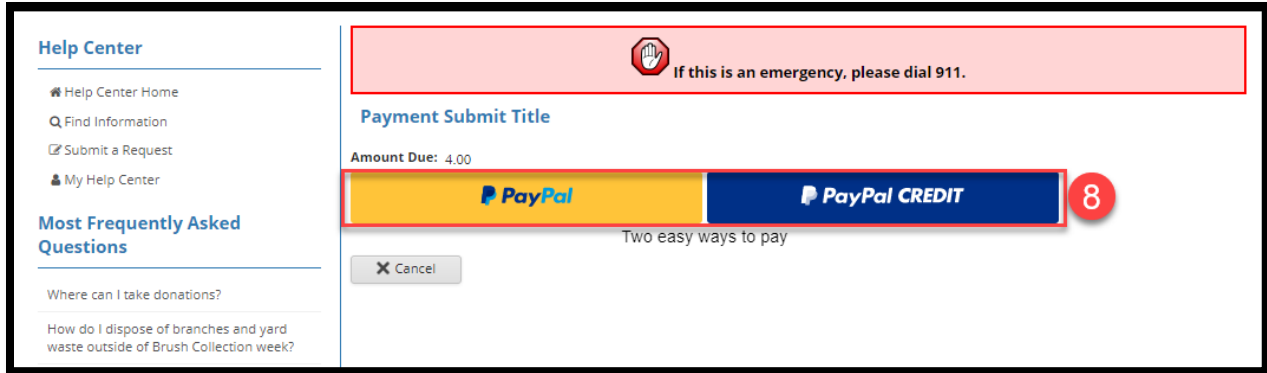
5 Click the View Invoices button on the Tax Payment submittal you wish to pay.



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.



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



8 Click either the PayPal or PayPal Credit buttons to pay online. After your payment has been processed by PayPal, 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.
