



Brad Cromes
Portage County Treasurer
Electronic Billing Policy

Purpose.

In compliance with ORC 323.13(A)(2) *et seq.*, the purpose of this policy is to establish clear and fair guidelines for the collection of property taxes via electronic billing in Portage County. This policy is written to provide taxpayers with additional options for receiving notice of taxes due and for making payments thereon, and to provide additional clarity as to the means of doing so.

Nothing in this policy should be read to abrogate taxpayers' responsibility under Ohio law to make payment in a timely way, or to provide a means of avoiding penalties, interest, or charges for failing to do so.¹

Requests for Electronic Tax Bill Transmission.

The Portage County Treasurer's Office utilizes a third-party vendor, Point & Pay, for the collection of electronic payments, electronic bill presentment, and electronic billing.

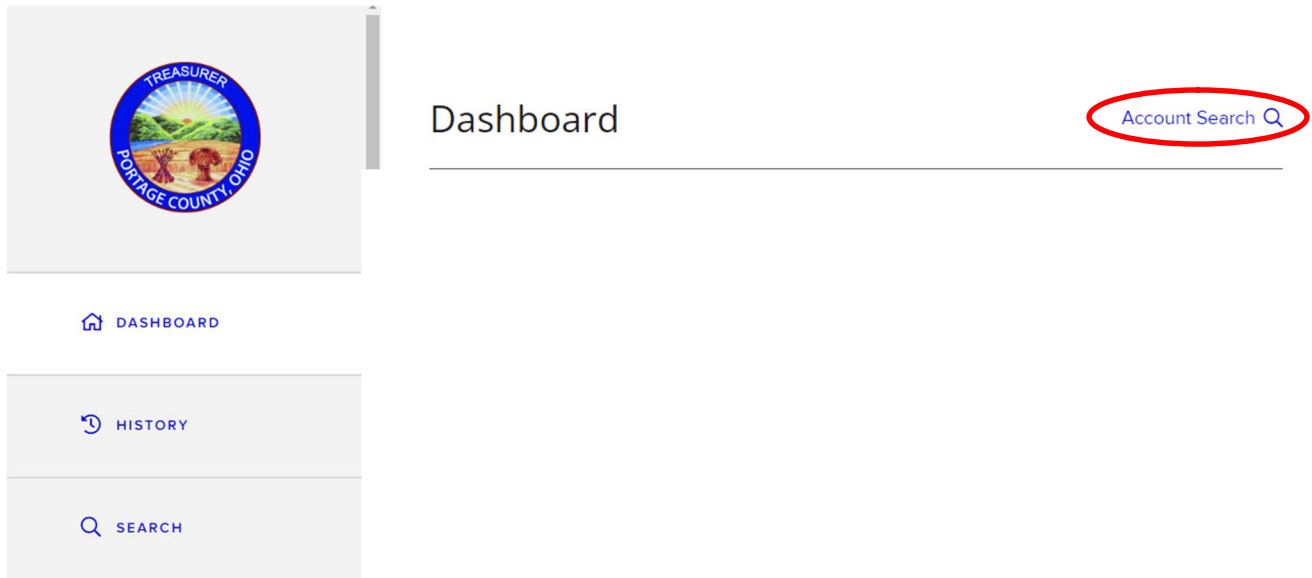
To request inclusion in our electronic billing program, taxpayers must visit our payment portal, <https://www.paydici.com/portage-county-oh>. On the right-hand side of the landing page, directly under the "Login" button, is a link to "Create an account" (circled in red below):

 The screenshot shows a web browser window with the URL "paydici.com/portage-county-oh/search/landing". On the left side, there is a logo for the "TREASURER PORTAGE COUNTY OHIO" and contact information for Brad Cromes, Portage County Treasurer, including his phone number (330-297-3586), email (treasurer@portageco.com), hours (Mon - Fri: 8am-4:30pm), and website (http://www.co.portage.oh.us/treasurer/). Below this is contact information for Point & Pay Support (support@pointandpay.com) and a link to "Pay Your Property Taxes". A search bar for "Search for Property Taxes" is also visible. On the right side, there is a login form titled "HAVE AN ACCOUNT? SIGN IN" with fields for "EMAIL ADDRESS" and "PASSWORD". Below these fields are checkboxes for "Stay Logged In" and a link for "Trouble logging in?". A blue "LOGIN" button is at the bottom of the form, and a red circle highlights a link that says "Create an account" located directly below the login button.

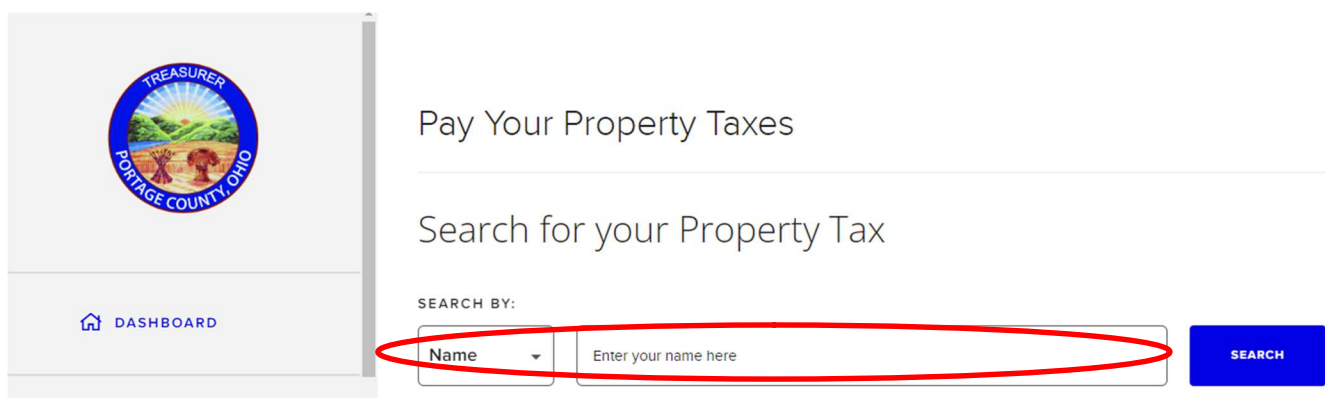
¹ See ORC 323.13, "Failure to receive any bill required by this section does not excuse failure or delay to pay any taxes shown on such bill or, except as provided in division (B)(1) of section 5715.39 of the Revised Code, avoid any penalty, interest, or charge for such delay."

Taxpayers should click that link, then provide a name and email address, create a password, and accept the “Terms of Use” and “Privacy Policy” where prompted. A confirmation email will be provided, after which taxpayers may utilize the site to claim parcels for payment and sign up for electronic tax bills.

Once confirmed and logged in, taxpayers will be directed to their Dashboard. It will initially be empty. Taxpayers can use the “Account Search” function at the top of the dashboard or the “Search” function in the left-hand column of the landing page to search for their properties.

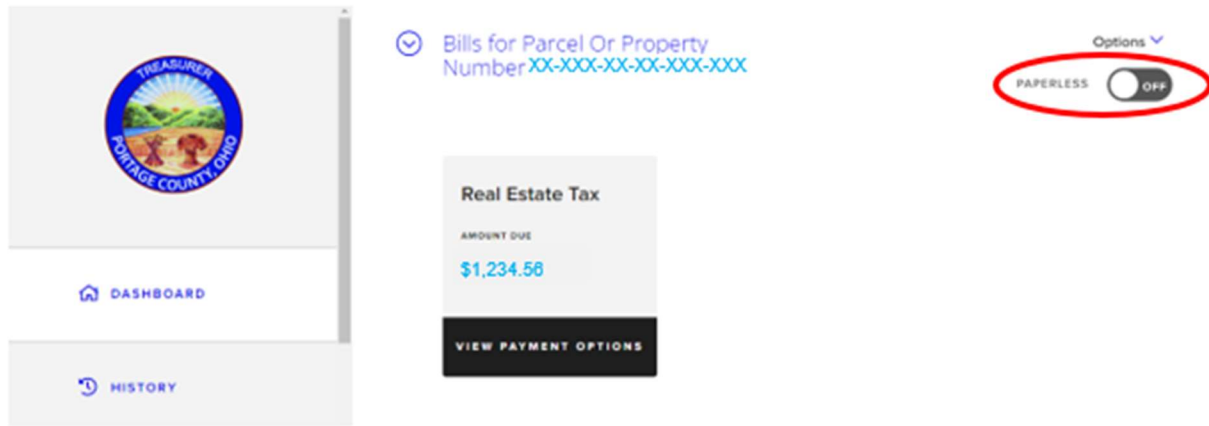


Properties are searchable by “Name” and by “Parcel or Property Number.” Taxpayers must select which they intend to search by, then enter the corresponding information into the search box.

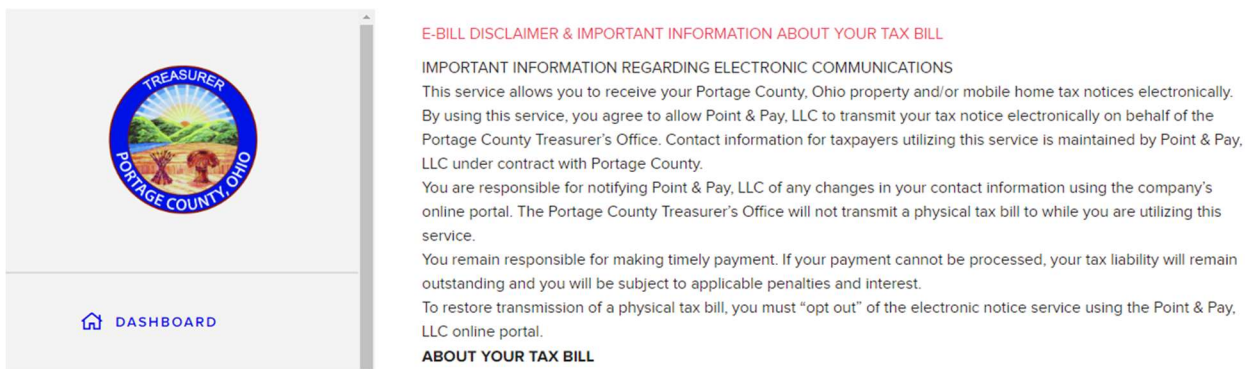


Once taxpayers have found their property or properties, they should select the “Add to Dashboard” button. This will add the parcel to the taxpayer’s landing page/dashboard.

After completing property selection, the taxpayer should return to their dashboard and toggle the “Paperless” button to “On” for all properties they are enrolling in electronic billing.



The taxpayer will then be presented with an “E-Bill Disclaimer & Important Information” page. After reviewing this page, if the taxpayer is comfortable moving forward with electronic billing they should select the “Confirm” option at the bottom.



The system will generate an email which will be sent to the email address provided confirming that paperless billing has been turned on for the property/properties selected.

The site also offers the option to save a phone number and to receive text message notifications. A text-capable cell phone number must be provided to receive text notifications (and additional cell phone rates/data charges may apply).

Fees.

All payment transactions are processed by Point & Pay,² and subject to fees as follows:

Credit Cards:	2.39% of total (\$2 minimum)
VISA/Mastercard Debit Cards:	\$3.50 per transaction
Electronic Checks:	\$0.95 per transaction

² NOTICE – ORC 301.28: Our processing partner, Point & Pay LLC, charges users a nonrefundable convenience fee for such transactions. The Portage County Treasurer’s Office does not receive any part of this fee. If your payment cannot be processed, your tax liability will remain outstanding and you may be subject to applicable penalties and interest for late payment.

Rescission of Requests for Electronic Tax Bill Transmission.

A taxpayer who has made a request to receive tax bills electronically may, at any time, rescind that request by providing the Treasurer's Office with written notice of that rescission and a current mailing address to which a hard-copy tax bill may be delivered.

The request can also be terminated by logging into the payment portal using the credentials created to sign up for electronic billing and toggling the "Paperless" button to "Off." In this case, the system will generate an email which will be sent to the email address provided confirming that paperless billing has been turned off for the property/properties selected.

Any such request will also terminate upon a change in the name of the person charged with the taxes pursuant to section 319.20 of the Revised Code.

Public Records Exemption.

All information provided by taxpayers through the website is housed and maintained by Point & Pay, and not directly accessible by the Treasurer's Office. Email addresses and phone number submitted to the Treasurer's Office pursuant to this policy are not public records for the purposes of section 149.43 of the Revised Code.³

Questions and Disputes.

Questions or disputes regarding this information should be directed to Point & Pay through the portal's "Support" function (found at the bottom of each screen). Questions about the content of tax bills or tax-related information should be directed to the Treasurer's Office via phone at 330-297-3586.

Rescission of Policy.

The Treasurer's Office may rescind this policy by providing notice to all persons who have requested to receive electronic tax bills no later than 30 days before such a rescission's effective date.

Such notice shall be sent to the email address and/or telephone number provided by the taxpayer, and shall inform the taxpayer that future bills will be delivered by mail to the address on file with the Treasurer's Office for that purpose. It shall also notify the taxpayer that mailing addresses may be updated with written notice to the Treasurer's Office at any time.

Last amended January 20, 2023

³ See ORC 323.13(A)(2).