



Frequently Asked Questions

Q. Who is Official Payments?

Official Payments is the leading provider of electronic payment solutions and provides our clients with the most reliable way to process payments. Our network of partnerships including the IRS, 27 states and the District of Columbia, 350+ colleges and universities, and 4,600+ municipalities enable us to offer the largest selection of payment services and solutions.

Q. What are the advantages of using Official Payments?

- Faster Payment via the Internet
- Flexibility to pay credit card balances over time
- Rewards from card issuers that carry such programs
- Satisfaction of knowing your payment has been officially paid through a trusted and secure service provider authorized by the IRS

Q. What is My Account and why should I encourage users to register?

My Account gives customers the ability to access their online account and view their payment history and profile. My Account enables customers to establish an AutoPay schedule, create payment reminders, associate online payments with their account, view payment history, and edit their online profile. To learn more, visit www.officialpayments.com/myaccount.

Q. What are the benefits of using the online payment system?

Customers can pay their obligation over time and on their own schedule. Paying by credit card may provide your customers with use of their money for an additional 30 to 60 days, depending on the credit card billing cycle.

Q. How do I earn card reward points?

Depending on the nature of the card reward program, your customers can earn points, miles, or money back for the payments they make. The value of the reward can exceed the cost of the convenience fee incurred. Explore the special offers brought to you by Official Payments and our approved partners by visiting www.OfficialPayments.com/specialoffers.

Q. Why is there a convenience fee and why am I paying for it?

Official Payments charges a convenience fee for processing the payment transaction. This fee is not charged by or paid to our clients. The convenience fee is assessed to cover operating costs and the costs associated with servicing thousands of transactions. Users will be informed of all charges and fee before authorizing the payment. You may calculate the exact fee online at https://www.OfficialPayments.com/pc_feec.jsp. Two line items will appear on a customer's credit card bill or bank statement. One is for the payment and the other is for the convenience fee charged by Official Payments.

Q. How safe is Official Payments' system?

The system has been tested and proven. The IRS and more than 3000 state and local governments have chosen Official Payments as an electronic service provider for their customers. The information gathered is private and will not be forwarded to anyone.

Q. Will I receive confirmation of my payment?

Yes. You will receive a confirmation number at the end of the transaction. This confirmation number and your card or bank statement will provide confirmation of your payment. If you pay at www.OfficialPayments.com, you are issued an onscreen digital receipt which can be printed for your records. Additionally, if you provide us with your email address you'll receive an email verification of your payment.

Q. How can I be sure my payment was processed correctly?

If you have provided your email address to us, you can verify your Internet payment online at www.OfficialPayments.com/pc_paym.jsp. You will need your confirmation number, the last 4 digits of your card, or the last 5 digits of your bank account. You also may call 1-888-357-8394. You will need your payment amount to process your telephone inquiry.

Q. Who do I call if my payments doesn't appear on my card or bank statement?

Call Official Payments' customer service toll-free line at 1-800-487-4567. Press 1 for English or 2 for Spanish.