



Tracking Credit Card Payments

What is Official Payments?

Official Payments is a secured, third-party website that processes credit card transactions in Citizen Access, and is also used by the County's Tax Collector for online property tax payments. When a user selects and "checks out" in Citizen Access the permit fees that he/she will like to pay for, the payment total is automatically communicated to Official Payments where the user will be prompted to input his/her credit card and billing information.

What is the service charge for using a credit card? What does the service charge pay for?

A service charge will be added to your online payment. This service charge does not go to the County, but is used to process your transaction using the Official Payments website.

The service charge is as follows:

- If the total payment transaction amounts to less than \$169, a flat fee of \$3.95 will be automatically added.
- If the total payment transaction amounts to \$169 and over, a service charge that is 2.35% of the total amount will be automatically added.

A debit card will be processed like a credit card, and therefore the abovementioned service charge will apply.

How do I get a copy of my credit card confirmation receipt?

If you need a copy of the Official Payment confirmation receipt, please follow the steps below:

1. Go to the Official Payment website at: www.officialpayments.com.
2. On the Official Payment Home page, click on the Verify Payments navigation button located on the left-hand side of the page, as indicated below:

OFFICIAL PAYMENTS®

VISA, Discover, American Express, MasterCard, ELECTRONIC CHECK, MoneyGram, BillMeLater, MoneyPak

Home | Payment Center | Help | Special Offers | En Español

My Account

Log In (Optional)
Log in for expedited access to our enhanced payment services.

E-mail Address:

Password:

Submit

Sign Up / Forgot Password?

- ▶ Pay Now
- ▶ View History
- ▶ Schedule Payments
- ▶ **Verify Payments**
- ▶ Schedule Reminders
- ▶ My Account Dashboard
- ▶ E-Wallet
- ▶ My Bills

Make A Payment. Make It Official.

Taxes, tuition, utilities, rent, insurance... that's a lot of bills! Why not let Official Payments simplify your payments? It's fast, easy and secure.

Official Payments is a leading provider of electronic payment solutions for the IRS, states, municipalities, colleges and universities nationwide. So give yourself the benefits of Official Payments and consider your payment **Officially Paid**.

FEDERAL IRS PAYMENTS

Personal Taxes / Business Taxes

Make A Payment >

STATE PAYMENTS

State Income Tax / Sales and Use Tax / Withholding Tax / Other State Payments

Make A Payment >

LOCAL PAYMENTS

Real Estate Tax / Personal Property Tax / Utilities / Citations / Court Fees / Other Local Payments

Make A Payment >

EDUCATION PAYMENTS

Tuition / Housing / Meals / Activities

Make A Payment >

Pay Your Federal Taxes Online, On Time

Use a Visa® personal debit card to pay Federal taxes at a fixed fee of \$3.95

VISA

Pay Now >

Follow us: [B](#) [f](#) [t](#) [in](#)

What's New

Pay your federal taxes with the same convenience and security you're used to with Official Payments. Visit our [federal tax payments site](#) today.

- Once you have selected the Verify Payment button, it will take you to a new screen where you have to select the payment type. Click on the All Other Payment Types hyperlink.



Payment Verification

This feature allows you to confirm that your payment has been processed. You do not need to be a registered user in order to use this feature.

Please select either Federal Payments or All Other Payment Types.


Federal Payments

Personal Taxes | Business Taxes

All Other Payment Types

State Payments | Local Payments | Other Payments

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Official Payments is now officially posting!

Check out [Official Payments Blog Spot](#).

4. Type-in (1) your email address (must be the same email address that was inputted during the credit card payment transaction process), and (2) the Official Payment confirmation number OR the last four-digits of the credit card used to pay for the online permits in Citizen Access. Once you have completed the online form, click on the Submit button.



Payment Verification

Enter your e-mail address on Step 1, and one of any of the three items listed on Step 2. Click on the "Submit" button to receive confirmation of payment.

- Your confirmation number, payment date/time, the amount of your payment, convenience fee and total payment amount will be displayed.
- Payment verification is available for payments completed within the last 12 months.
- To verify older payments, please contact Customer Service at customerservice@officialpayments.com.

Step 1

E-mail Address:

Step 2

Confirmation Number:	OR	Last 4 Digits of Card Number:	OR	Last 5 Digits of Checking Account Number:
<input type="text"/>		<input type="text"/>		<input type="text"/> For payments made by electronic check.

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Submit >

5. Then, click on the checkbox next to the appropriate payment date and then select the Details button.



Payment Verification

Welcome to Payment Verification. The following transactions match the information entered on the previous screen.

Select the radio button next to the transaction you wish to view, then click the "Details" button for the specifics of the transaction.

***Please select a payment.**

Payment Date	Entity	Payment Type	Amount	Confirmation
<input type="radio"/> 05/09/2014	Ventura, County, CA - Ventura Automation	Operations Division Payments	\$82.10	
<input type="radio"/> 04/21/2014	Ventura, County, CA - Ventura Automation	Operations Division Payments	\$129.74	

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Details

How do I track my credit card transactions?

If you want to monitor the processing status of your credit card payments and/or view your online payment history, we recommend that you create an account with Official Payments. To create an online account with Official Payments, go to their website (www.officialpayments.com) and begin the registration process.

The screenshot shows the 'My Account Dashboard' registration page. At the top, there is a navigation bar with links for Home, Payment Center, Help, and Special Offers. On the left, a 'My Account' sidebar contains a 'Log In (Optional)' section with fields for E-mail Address and Password, a Submit button, and links for Sign Up / Forgot Password? Below this are several menu items: Pay Now, View History, Schedule Payments, Verify Payments, Schedule Reminders, My Account Dashboard (highlighted), E-Wallet, and My Bills. The main content area is titled 'My Account Dashboard' and includes a 'Please Sign Up' section explaining the dashboard's benefits. Below that is a 'New Users' section with a 'Set Up My Account' form. The form includes a confidentiality notice, an important instruction about email verification, and various input fields: Country (dropdown), First Name, Middle Name, Last Name, Suffix, Street Address (multiple lines), Town/City, State (dropdown), Zip Code, Daytime Phone, Mobile Phone (Optional), E-mail Address, Re-enter E-mail, Create Password, Re-enter Password, Challenge Question (dropdown), and Challenge Response. There is also a checkbox for small business owners and a 'Continue' button at the bottom.

Home | Payment Center | Help | Special Offers

My Account

Log In (Optional)
Log In for expedited access to our enhanced payment services.

E-mail Address:

Password:

[Sign Up / Forgot Password?](#)

- Pay Now
- View History
- Schedule Payments
- Verify Payments
- Schedule Reminders
- My Account Dashboard**
- E-Wallet
- My Bills

My Account Dashboard

Please Sign Up

The My Account Dashboard is a feature where registered users can view all of their payments, services, history, and settings, in a single convenient location. To utilize this feature, please login to your account, or sign up for My Account if you haven't already done so.

New Users

Set Up My Account
Your personal account information is kept confidential.

IMPORTANT: To complete the set-up process, you must click the verification link in the email you receive.

*Country:

*First Name:

Middle Name:

*Last Name:

Suffix:

*Street Address:

*Town/City:

*State:

*Zip Code:

*Daytime Phone: () -

Mobile Phone: (Optional) () -

Enter number to receive relevant text messages.

*E-mail Address:

*Re-enter E-mail:

Please send me relevant communications.

*Create Password:

*Re-enter Password:

[Password Rules](#)

*Challenge Question:

*Challenge Response:

Please check this box if you are a small business owner.