Property Tax Management System User Guide

The Property Tax Management System is a new online payment option designed to make it easier to manage the property tax payment process for multiple properties. This guide is a resource that explains how to use this system. If you have further questions or encounter any problems, please contact PropTaxMgmt@ttc.lacounty.gov.

Thank you for using the Los Angeles County Treasurer and Tax Collector Property Tax Management System.

Table of Contents

One-Time Payment

Since 2009 the Treasurer and Tax Collector has provided an online property tax payment option. If you do not want to set up a Property Tax Management System account you can still make payments by clicking "**Property Tax Inquiry/One-Time Payment**" under Option Selections section located on the left hand side of the screen.

Account Creation

Creating a Property Tax Management System account allows you to store your list of properties/parcels and their associated Personal Identification Numbers (PINs). The following instructions will guide you through this process.

Step 1: Click "Property Tax Management System – Account Login"

Step 2: Click "Create an Account" link

On the Account Login page click "**Create an Account**".

Step 3: Fill out and submit the "Create an Account" Form

Enter your information into the "Create an Account" form (all fields are required) and click **Submit**.

Step 4: Confirm the account

After submitting the "Create an Account" form, an email will be sent to the email address you specified. The email may take a few minutes to arrive. When you open the email, you will see a link labeled "**CONFIRM MY ACCOUNT**". Click that link. You will be directed to the Property Tax Management System Account Login page where you should see the message: "Please log in to confirm your account." Please note that the link will expire in 24 hours. If you need assistance creating or confirming your account, please contact us at PropTaxMgmt@ttc.lacounty.gov or at (213) 974-0540.

Property Tax Account Login

This section covers steps to log into your account. If you are already logged in, you can skip this section. You have to have created a Property Tax Management System account to be able to login to the system.

Step 1: Click "Property Tax Management System – Account Login"

Step 2: Enter your Email and Password

Enter the email and password you specified when you created your account and click "**Submit**".

Recover Forgotten Password or Email

It is possible to recover the password or the email address you specified when you created your Property Tax Management System account. The next two sections describe this process.

Recover a forgotten Password

Step 1: Click "Property Tax Management System – Account Login"

Step 2: Click "Forgot your Account Login Email Address or Password?"

Below the Email Address and Password fields, you will see "**Forgot your Account Login Email Address or Password?**" click that link to continue.

Step 3: Click "I forgot my password"

You will see two options. Select "**I forgot my password**". Click "**Next**".

Step 4: Submit your email address

Enter the email address that you specified when you created your account into the email address field and click "**Submit**".
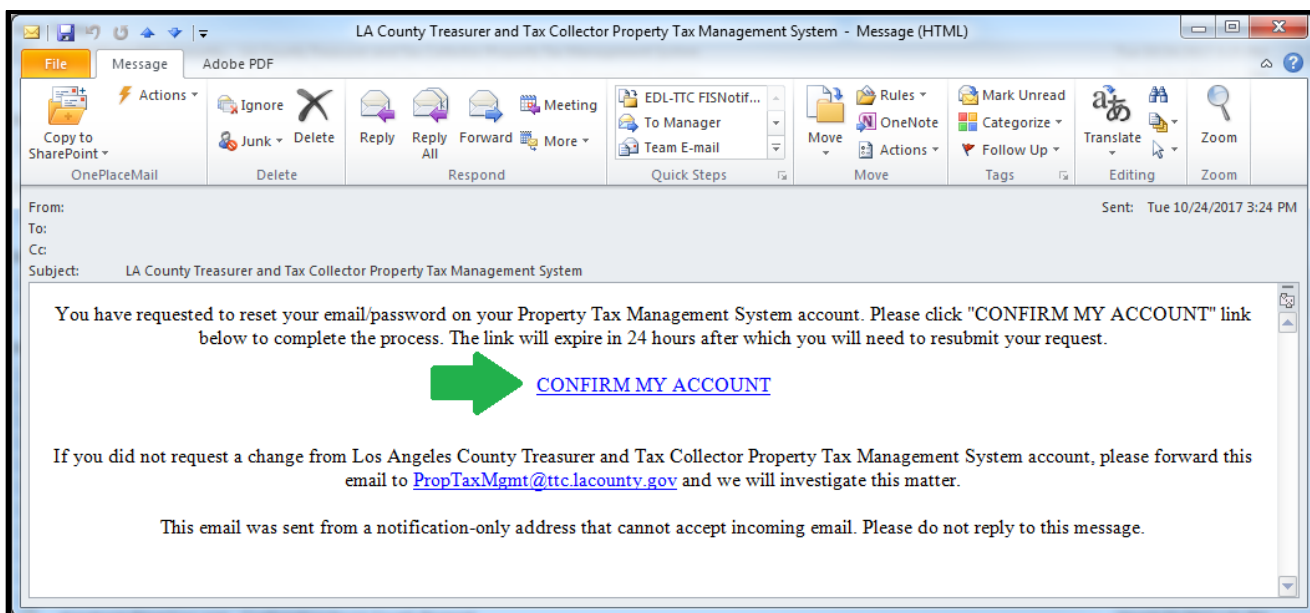
Step 5: Check your email and click CONFIRM MY ACCOUNT link

After submitting the form, an email will be sent to the email address stated on the confirmation message. It is the same email you have entered in Step 4. Check your inbox for that email account. The email may take a few minutes to arrive. The email will contain a link labeled "**CONFIRM MY ACCOUNT**". Click that link. Please note that the link will expire after 24 hours.

Step 6: Answer the security questions

To reset your password you are required to answer two of the security questions that you chose when you created your account. After entering each answer into the "Security Answer" field click "**Submit**".

Step 7: Create a new password

You will now have the opportunity to create a new password. Please note that the password has to meet the following requirements:

- Your password must be at least 8 characters; must contain at least 1 alpha, 1 numeric, one upper case and one lower case character; cannot repeat any of your previous 6 passwords.

Step 8: Log in using your new password

Now that you have changed your password, you can log in using your email address and new password.

Recover Email Address

Step 1: Click "Property Tax Management System – Account Login"
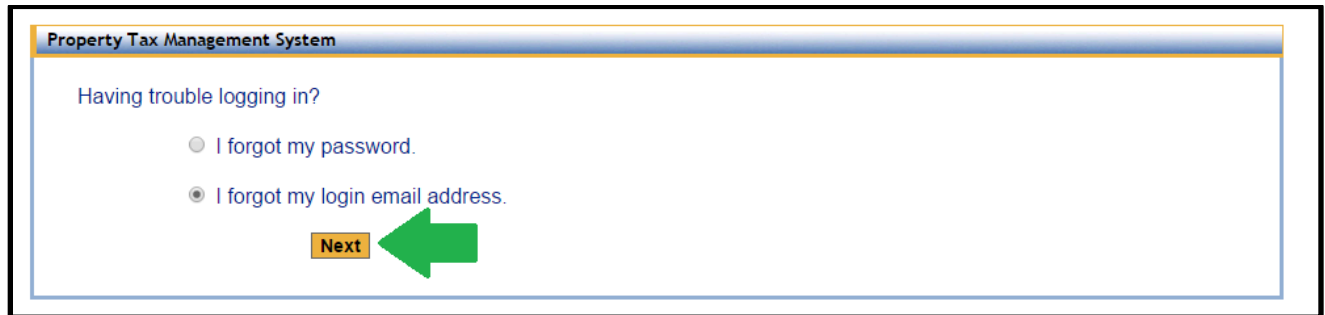
Step 2: Click "Forgot your Account Login Email Address or Password?" link

Below the Email Address and Password fields, you will see "**Forgot your Account Login Email Address or Password?**" Click that link to continue.

Step 3: Click "I forgot my login email address"

You will see two options. Select "**I forgot my login email address**" by clicking on it. Click "Next".

Property Tax Management System

Having trouble logging in?
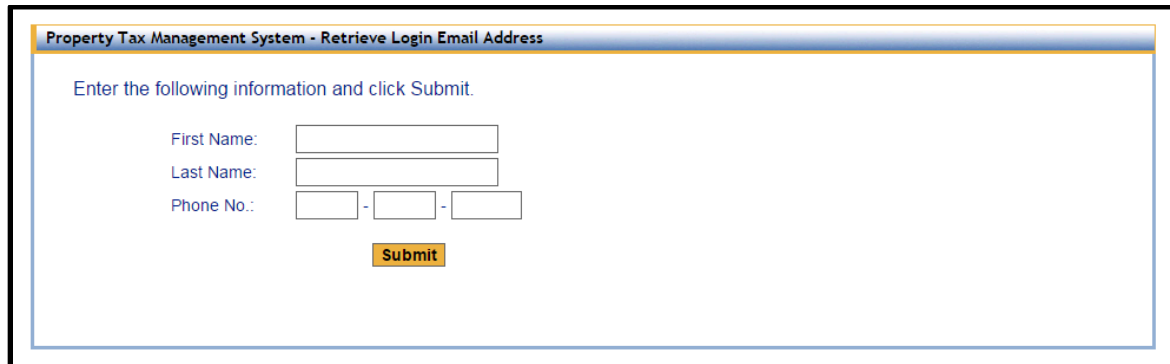
○ I forgot my password.

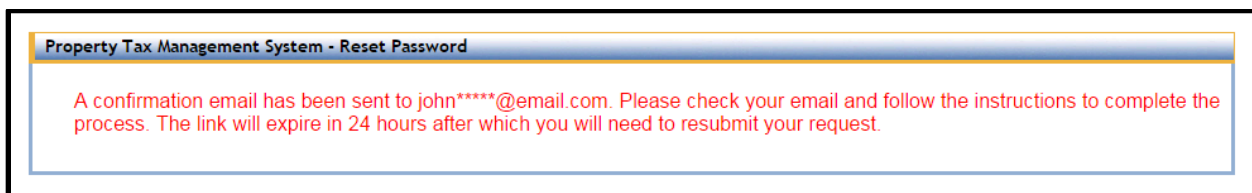● I forgot my login email address.

Next

Step 4: Enter your Name and Phone Number

To recover your email, you will need to enter your First Name, Last Name and Phone Number. The name and phone number fields have to be the same as what you originally entered when you created your account. Name fields are not case sensitive. Click "**Submit**" to continue.

Property Tax Management System - Retrieve Login Email Address

Enter the following information and click Submit.

First Name:

Last Name:

Phone No.:

Submit

Step 5: Answer the security questions

To continue you will have to provide answers to the security questions that you chose when you created your account. After entering your answers into the "Security Answer" field click "**Submit**". After you click submit, a confirmation message will be provided that reveals part of the email address you originally specified when you created your account.

Property Tax Management System - Retrieve Login Email Address

Answer the security question and click Submit.

Security Question: What was the make of your first car?
Security Answer: [   ] (not case sensitive)

Submit

Property Tax Management System - Retrieve Login Email Address

A confirmation email has been sent to ikol*****@ttc.lacounty.gov. Please check your email and follow the instructions to complete the process. The link will expire in 24 hours after which you will need to resubmit your request.

Step 6: Check your email and click CONFIRM MY ACCOUNT link

After submitting the form, an email will be sent to the email address stated on the confirmation message. Check your inbox for that email account. The email may take a few minutes to arrive. The email will contain a link labeled "**CONFIRM MY ACCOUNT**". Click that link. Please note that the link will expire after 24 hours.

You have requested to reset your email/password on your Property Tax Management System account. Please click "CONFIRM MY ACCOUNT" link below to complete the process. The link will expire in 24 hours after which you will need to resubmit your request.
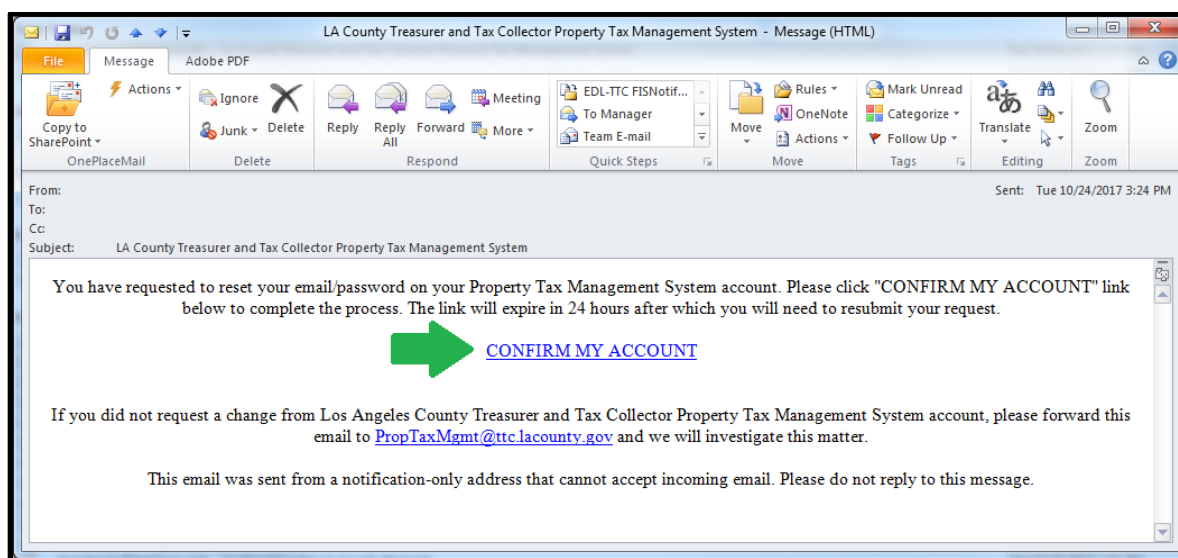
CONFIRM MY ACCOUNT

If you did not request a change from Los Angeles County Treasurer and Tax Collector Property Tax Management System account, please forward this email to PropTaxMgmt@ttc.lacounty.gov and we will investigate this matter.

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

Step 7: Log in using your email address

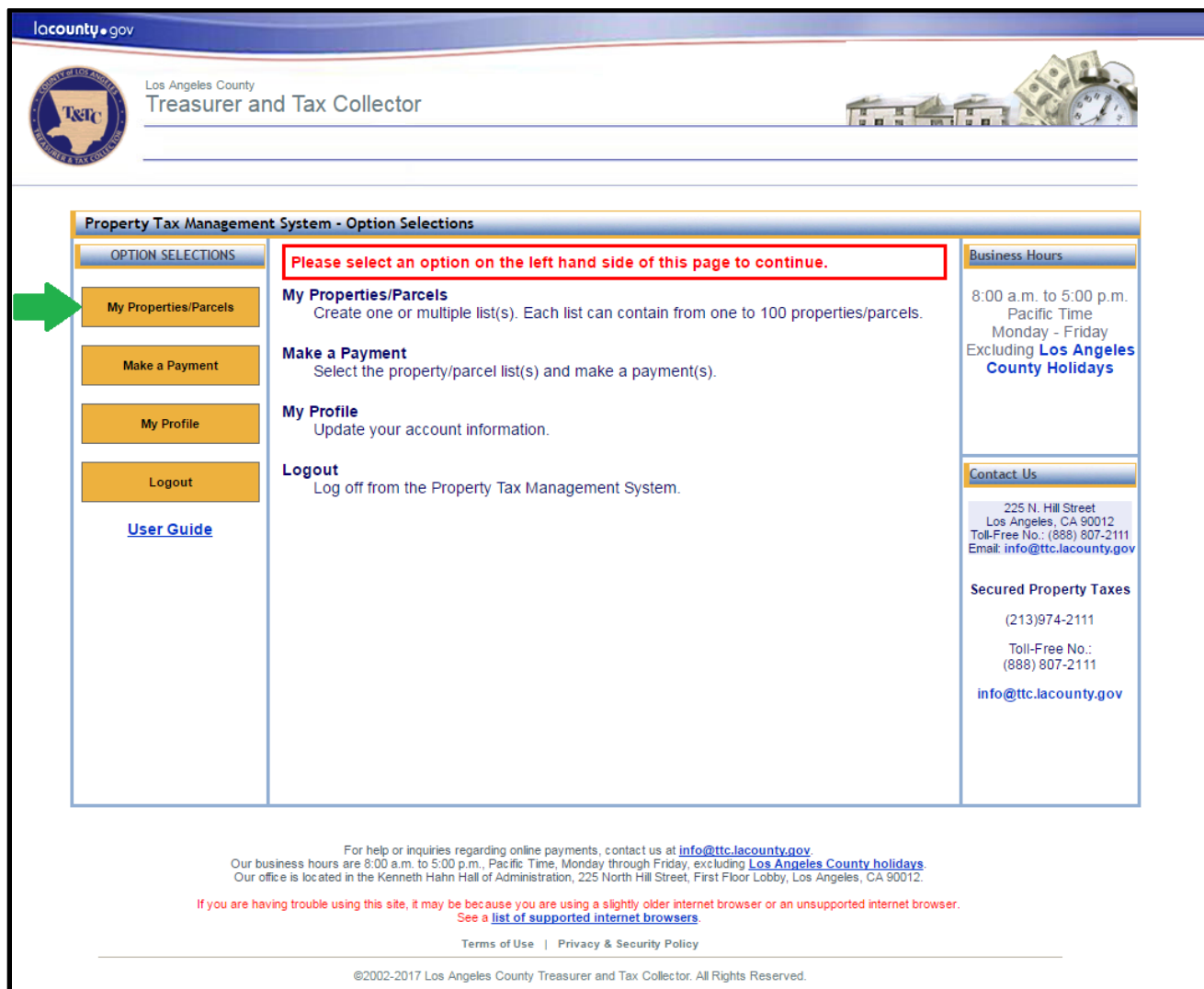Now that you know your email address, you can log in.

My Properties/Parcels Management

Your properties/parcels in the Property Tax Management System are managed using one or more lists. Properties/parcels can be added to lists individually or as a group. Existing lists can be edited, printed or removed. You have to be logged in to the Property Tax Management System to use this feature.

Create a Properties/Parcels List

Step 1: Click "My Properties/Parcels"

Under Option Selections section located on the left hand side of the screen click "**My Properties/Parcels**" to see your list(s) of properties/parcel(s) or to create a list for the first time.

Step 2: Click "Create a New List"

To create a New List, click "**Create a New List**" which will open the "New Property/Parcel List" form.

Step 3: Fill out "New Property/Parcel List" form

The "New Property/Parcel List" form contains several fields that must be completed to create your list(s). You can also use the "Type or Copy/Paste Your List" feature, see Type or Copy/Paste Your List section for more details. We recommend saving your changes regularly to avoid losing your work, especially for large lists.

1. *List Name* – Name your list to distinguish it from other lists. For example: "Single Family Homes" or "Commercial Properties".
2. *Description* – This is an optional field that can be used to further describe the list of properties.
3. *Assessor's ID No.* (AIN) and *PIN* – These fields are used to enter the AIN and PIN for your property/parcel. You can enter from one to 100 properties/parcels per list. Pictures below describe where you can find this information on your tax bill as well as directions for the PIN entry:

Sample Bill

PIN Entry

You must enter the 10-digit Assessor's ID No. and 6-character PIN for each property/parcel on the list in order to continue with processing your payment. If you do not have your PIN, please email us at **info@ttc.lacounty.gov**. Include "Duplicate Bill" in the subject line, or call us at 1(888) 807-2111, press 1, 2 and then press 9 to reach a representative. Upon your request, we will mail you a copy of a duplicate bill to the property address or the address on record. Please note, for security purposes, we cannot disclose your PIN over the telephone.

You have three attempts to enter a valid PIN. The PIN may contain all alpha, all numeric or alpha/numeric characters. The alpha letter 'O' is **not** used in the PIN. The '0' is always a number zero. If you are locked out, you can select **Other Payment Options** or wait until 7:00 a.m. on the next business day to try your online payment again.

Step 4: Save the newly created list

After filling out the "New Property/Parcel List" form click "**Save**" to create your list. The next screen will show your newly created list:

Edit a Properties/Parcels List

Existing list(s) can be edited.

Step 1: Click "My Properties/Parcels"

Under Option Selections section located on the left hand side of the screen click "**My Properties/Parcels**" to see your list(s) of properties/parcels.

Step 2: Click "Edit"

Each Properties/Parcels list may be edited. Click "**Edit**" to make changes to any existing list(s). If you have no lists in the system, you will only see "Create a New List". See Create a Properties/Parcels list section if you have not previously created a list.

Step 3: Make modifications to "New Property/Parcel List" form

When editing a list, the fields are prefilled using previously saved information. You can add or remove properties/parcels from the list, as well as update the List Name or List Description.

Step 4: Save changes to the list

When you have finished making your changes, click "**Save**" button to submit your edits.

Remove a Properties/Parcels List

Existing lists can removed.

Step 1: Click "My Properties/Parcels"

Under Option Selections section located on the left hand side of the screen click "**My Properties/Parcels**" to see your saved lists.

Step 2: Click "Remove"

Each Properties/Parcels list has a corresponding "**Remove**" option. Click "Remove" to delete the list from the Property Tax Management System. You will be prompted to confirm the removal. After confirmation, the list will be permanently deleted.
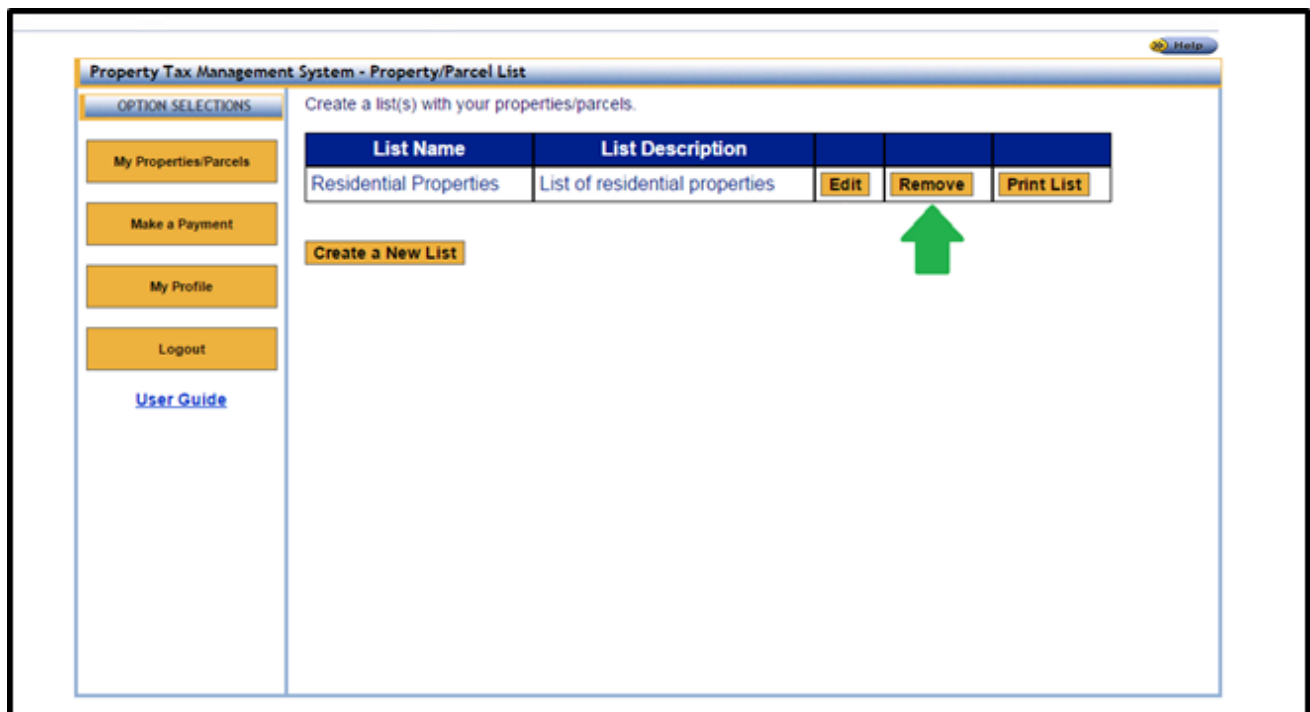
Type or Copy/Paste Your List

An alternative to entering one property at a time is the ability to type in or copy/paste multiple Assessor's ID Nos. and their associated PINs. Typing or copy/pasting your AINs and PINs can be used to create a list or edit existing list(s).

Step 1: Create New or Edit existing list

Start by creating a new list or editing an existing list. If this is a new list, make sure you enter a List Name before going to step 2.

Step 2: Click "Type or Copy/Paste Your List"

Step 3: Review the Instructions for required format

Your list(s) must be in a specific format. The instructions that are displayed on the Property Tax Management System web page are provided below:

1. For all the properties/parcels on your list, you will need the 10-digit Assessor's Identification No. (AIN) and 6-character Personal Identification Number (PIN). The AIN and PIN can be found on your tax bill. You must enter the AIN and PIN in order to create a list.
2. The list must conform to the following format for each parcel: 10-digit AIN, 6-character PIN:
   - Separate the AIN and the PIN by a comma
   - No space is allowed
   - One property/parcel per line
   - For example:
     > 111222333,123ABC
     > 9999888777,AB1234
3. You can create your list using a text editor (e.g. Notepad) on your computer, and then copy the content and paste it to the text box below.
4. Each list can contain from one to 100 properties/ parcels. You can create multiple lists.

You can also download the instructions as a PDF document by clicking "**Download these instructions as a PDF**".

Step 4: Type or Copy/Paste Your List

After you have properly formatted your list, you can Type or Copy/Paste it into the provided text box. Listed below is an example:

Step 5: Click "Submit"

After clicking "**Submit**", the system will process the contents of the text box and show a "List Creation Summary" screen. The screen will display any AINs and/or PINs that require correction.

- If your file was not formatted properly, see examples and instructions in previous steps starting at Step 3: Review the Instructions for required format.
- If the file format was correct but there were errors with any of the AINs and/or PINs, you will see the List Creation Summary page. Click "Insert Valid Parcels" to insert only the valid parcels. Alternatively, you can click "Modify the list" to go to the previous screen and make the necessary edits.
- If you have duplicate AIN/PIN, you must delete the duplicate AIN/PIN from the list.
- Review Appendix 1 for the list of common errors that may occur.

Step 6: Save changes to the list

When you are finished making changes, click "**Save**".

Print a Properties/Parcels List

Step 1: Click "My Properties/Parcels"

Under Option Selections section located on the left hand side of the screen click "**My Properties/Parcels**" to see your saved lists.

Step 2: Click "Print List"

Each Properties/Parcels list(s) can be printed by clicking "**Print List**". After you click "Print List" you will see the list in a print friendly format. If you have no lists in the system, you will only see "Create a New List". See <u>Create a Properties/Parcels List section</u> if you have not created a list.

Step 3: Print the list

Print the list from the page showing the properties/parcels in the print friendly format.

Make a Payment

You can make payments on one or multiple properties from your properties/parcels list(s). Unlike the Property Tax One-Time Payment or Inquiry option under Option Selections section on the left hand side of the Property Tax Management System log in page, you must be logged in to the Property Tax Management System to use this feature.

Step 1: Click "Make a Payment"

Step 2: Select payment: eCheck or Credit/Debit Card

Payments can be made using two different options: eCheck or Credit/Debit Card. Click the form of payment you intend to use. The eCheck total payment amount must be less than $1,000,000 and the Credit/Debit Card total payment amount must be less than $100,000.

Please note the following:

- There are no fees for eCheck payments.
- For credit card and debit cards payments, the fee is 2.22% of the payment (minimum $1.49 per transaction).
- Please note that the entire fee amount is paid to third-party payment processors and no portion of it is received or retained by the County of Los Angeles.

You can use the "Service Fee Calculator" link in the Credit/Debit Card Payments section to calculate your fee.

Step 3: Review and Accept the Terms of Payment

You have to review the Terms of Payment text by using the inner scroll bar on the lower right. When you scroll to the bottom of the text, Click "I accept…" then click "**Next**" to proceed.

Property Tax Management System - Payment Options

OPTION SELECTIONS

My Properties/Parcels

Make a Payment

My Profile

Logout

User Guide

For your security, each page of the payment process will timeout after 15 minutes of inactivity. If a timeout occurs, you will have to begin the entire process again. Please have your checking account, credit cards or debit card information available before you begin.

Effective March 12, 2017, the third party payment processor of online credit and debit card payments increased the service fees for credit and debit card payments.

What you need to know before making a payment:

- You cannot make eCheck and credit/debit card payments within the same shopping cart. Complete each transaction using one payment method first, and then complete the remaining transaction(s) using the other payment method within a different shopping cart.

eCheck Payments

- There is no fee to pay by eCheck. When making an eCheck payment, please be sure to use the nine-digit transit routing number (also referred to as a "routing transit number" or simply as a "routing number") that appears on your bank check - *not the transit routing number that appears on your deposit slip, which is usually different*. Using the transit routing number that appears on your deposit slip will cause your payment to be returned.

- **When making an eCheck payment, your bank account must be "ACH-enabled," meaning that the account can be debited electronically through the Automated Clearing House (ACH) network.** If you are not sure whether your account is ACH-enabled, please contact your financial institution before paying by eCheck. If any ACH debit blocks are in place, we will not be able to debit your account in accordance with the instructions you provided. If you have determined that your account has a debit block, you will need to contact our Customer Support at 1(213) 974-0540 to obtain the Company Identification Number that your financial institution will need to allow your account to be debited by us. If your payment is made before, on, or after the property tax delinquency date but is returned for any reason, your obligation(s) will remain unpaid and will become subject to all applicable late payment penalties and/or costs if any subsequent payment is made after the property tax delinquency date.

(What is an eCheck?)

- eChecks are only accepted for payments of less than $1,000,000. If your total amount due is $1,000,000 or greater, you can submit two or more eCheck payments of less than $1,000,000 each until you have paid the full amount.

Credit/Debit Card Payments

- Please note that there is a service fee charged on all credit/debit card payments. The entire fee amount is paid to third-party payment processors, and no portion is received or retained by the County of Los Angeles.
  - For credit card and debit card payments, the fee is 2.25% of the payment amount.
  - Only the following credit cards and debit cards are accepted:

VISA MasterCard DISCOVER STAR pulse NYCE Service Fee Calculator

- Credit cards and debit cards are only accepted for payments of less than $100,000. If your total amount due is $100,000 or greater, you can submit two or more credit/debit card payments of less than $100,000 each until you have paid the full amount. If you need to calculate the service fee, please click on the service fee calculator icon above and enter the payment amount. Please ensure that you accept the service fee and that your billing information is correct before clicking on the "Process Payment" button.

You cannot exceed one hundred (100) shopping cart items at any one time. If you have more than one hundred (100) items to pay, you must complete the current transaction before continuing with any additional items.

Your payment is deemed made on the date you are provided with a confirmation number. However, please allow up to seven (7) business days for the website to reflect your payment. The payment will post to our system with the effective date on which you completed your transaction.

you are confirming that: (i) you are using a U.S.-based business/corporate or personal checking account; (ii) your computer system meets the requirements set forth above; and (iii) you agree to the Terms of Payment, which will be deemed to supplement the Terms of Use and Privacy & Security Policy found elsewhere at this site and which are incorporated herein by this reference:

- ⦿ I accept all terms and conditions of the preceding agreement
- ○ I do not accept the terms and conditions of the preceding agreement

If you want to print a copy of this agreement for your own records, do so before proceeding to the next page. Print

Back Next

Last Updated: June 25, 2016

For help or inquiries regarding online payments, contact us at info@ttc.lacounty.gov.
Our business hours are 8:00 a.m. to 5:00 p.m., Pacific Time, Monday through Friday, excluding Los Angeles County holidays.
Our office is located in the Kenneth Hahn Hall of Administration, 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012.

If you are having trouble using this site, it may be because you are using a slightly older internet browser or an unsupported internet browser. See a list of supported internet browsers.

Terms of Use | Privacy & Security Policy

©2002-2017 Los Angeles County Treasurer and Tax Collector. All Rights Reserved.

Step 4: Choose Property/Parcel List

Select your Property/Parcel List from the drop down: "Choose Property/Parcel List". If you do not see any lists to pick from, you will have to create one. See "Create a Properties/Parcels List" chapter of this guide.

Step 5: Click "Select Properties/Parcels for Payment"

After selecting the appropriate Property/Parcel List, click "**Select Properties/Parcels for Payment**".

Step 6: Enter the payment amount

Enter the amount for each property/parcel you want to pay under the "Enter Amount to Pay" column. You can pay for one or more listed line items. We accept partial payments.

The following are important points to note:

- If you have a large number of items in the list, click "Next Page >" to advance to the next page of the list. You can also select the page number from the drop-down menu to navigate to a specific page of the list.

- The system will display the balance due amount in the "Enter Amount to Pay" textbox for each property/parcel you select under the "Select All" column. You can also click "Select All" in the table header to auto click all the check boxes on the current page. **If you have a large number of line items, you have to click "Select All" on each page of the list.**

- The "Grand Total" line displays the total number of items from the current list that have been selected for payment and their total dollar amount.

Property Tax Management System - Make a Payment

OPTION SELECTIONS

My Properties/Parcels

Make a Payment

My Profile

Logout

User Guide

Choose Property/Parcel List: Residential Properties ▼   **Select Properties/Parcels for Payment**

Residential Properties
To select all the properties/parcels on this page, check "Select All". Then select "Next Page" or "Add to Shopping Cart". To select individual properties/parcels on this page, select the corresponding button under the "Select All" column, and then select "Next Page" or "Add to Shopping Cart".

Item #	Assessor's ID No./Situs Address	Year Sequence	Installment	Select All ☐	Balance Due	Enter Amount to Pay	Delinquent If Not Paid By
1	0000-000-000 0000 TOPANGA CANYON BLVD LOS ANGELES CA 00000-0000	2016-000	Installment 1	☑	$52,034.95	52034.95	12/12/2016
			Installment 2	☐	$52,044.92	0.00	04/10/2017
		0000	Prior Year Delinquency	☑	$256,413.12	256413.12	
2	1111-111-111 1111 MAYNARD AVE LOS ANGELES CA 11111-1111	2016-000	Installment 1	☐	$0.00	0.00	
			Installment 2	☐	$0.00	0.00	
3	2222-222-222 2222 PONCE AVE LOS ANGELES CA 22222-2222	2016-000	Installment 1	☐	$0.00	0.00	
			Installment 2	☐	$0.00	0.00	
4	3333-333-333 3333 NAPA ST LOS ANGELES CA 33333-3333	2016-000	Installment 1	☐	$0.00	0.00	
			Installment 2	☐	$0.00	0.00	
5	4444-444-444 4444 MICHALE ST LOS ANGELES CA 44444-4444	2016-000	Installment 1	☐	$0.00	0.00	
			Installment 2	☐	$0.00	0.00	
	Grand Total in This List				2 items selected	$308,448.07	

Page 1 of 7

< Prev Page 1 ▼ Next Page >   Add to Shopping Cart   View Shopping Cart   Cancel

- The "Delinquent If Not Paid By" column shows the date on which each line item will become delinquent.

- The "Year Sequence" and "Installment" columns describe the bill year, the assessment type (i.e. annual, supplemental) and the respective installment amounts.
  - Year Sequence Examples:
    - Annual: 2016-000
    - Supplemental: 2016-010, 2016-020, 2016-030

Item #	Assessor's ID No./Situs Address	Year Sequence	Installment	Select All ☐	Balance Due	Enter Amount to Pay	Delinquent If Not Paid By
1	0000-000-000 0000 TOPANGA CANYON BLVD LOS ANGELES CA 00000-0000	2016-000	Installment 1	☑	$52,034.95	52034.95	12/12/2016
			Installment 2	☐	$52,044.92	0.00	04/10/2017
		0000	Prior Year Delinquency	☑	$256,413.12	256413.12	
2	1111-111-111 1111 MAYNARD AVE LOS ANGELES CA 11111-1111	2016-000	Installment 1	☐	$0.00	0.00	
			Installment 2	☐	$0.00	0.00	
3	2222-222-222 2222 PONCE AVE LOS ANGELES CA 22222-2222	2016-000	Installment 1	☐	$0.00	0.00	
			Installment 2	☐	$0.00	0.00	
4	3333-333-333 3333 NAPA ST LOS ANGELES CA 33333-3333	2016-000	Installment 1	☐	$0.00	0.00	
			Installment 2	☐	$0.00	0.00	
5	4444-444-444 4444 MICHALE ST LOS ANGELES CA 44444-4444	2016-000	Installment 1	☐	$0.00	0.00	
			Installment 2	☐	$0.00	0.00	
	Grand Total in This List				2 items selected	$308,448.07	

- The "Assessor's ID No. / Situs Address" column displays the property address if one is available. For example, a vacant lot may not have a property address, as seen in example, Item #28-30 and 32.

Step 7: Click "Add to Shopping Cart"

After you have entered the amount you want to pay, click "**Add to Shopping Cart**". You will notice that the line item(s) have been added to the cart and the cart summary text now displayed at the top of the page.

- You can add items from multiple Property/Parcel lists to the same shopping cart. Use the "Choose Property/Parcel List" drop down box to select another list and click "Select Properties/Parcels for Payment".

Step 8: Click "View Shopping Cart"

After you add items selected for payment to the shopping cart, you can click "**View Shopping Cart**" to review your cart.

Step 9: Review shopping cart info and click "Proceed to Checkout"

Review the contents of the shopping cart to ensure each line item and total is correct. Next, click "**Proceed to Checkout**". For Credit/Debit card payments you can calculate your fees using the "Service Fee Calculator" icons located below the Shopping Cart Grand Total before you proceed.

lacounty●**gov**

Los Angeles County
Treasurer and Tax Collector

Property Tax Management System - Shopping Cart

OPTION SELECTIONS

My Properties/Parcels

Make a Payment

My Profile

Logout

User Guide

Effective March 12, 2017, the third party payment processor of online credit and debit card payments increased the service fees for credit and debit card payments.

🗐 Print Shopping Cart List

Item #	List	Assessor's ID No.	Year Seq	Description	Amount	
1	Residential Properties	0000-000-000	2016-000	Current Secured Property Tax Installment 2	$2,586.32	Remove
2	Residential Properties	1111-111-111	2016-000	Current Secured Property Tax Installment 2	$3,766.44	Remove
3	Residential Properties	2222-222-222	2016-000	Current Secured Property Tax Installment 2	$3,692.77	Remove
4	Residential Properties	3333-333-333	0000	Defaulted Secured Property Tax	$2,519.27	Remove
5	Residential Properties	3333-333-333	2016-000	Current Secured Property Tax Installment 2	$4,366.65	Remove
6	Residential Properties	4444-444-444	2016-000	Current Secured Property Tax Installment 2	$3,670.74	Remove
7	Residential Properties	5555-555-555	2016-000	Current Secured Property Tax Installment 2	$3,326.57	Remove
8	Residential Properties	7777-777-777	2016-000	Current Secured Property Tax Installment 2	$4,044.98	Remove
	Shopping Cart Grand Total				$27,973.74	

Go to Previous List Clear Shopping Cart Modify Shopping Cart

Proceed to Checkout

🖩
Service Fee Calculator
Back to Top

For help or inquiries regarding online payments, contact us at info@ttc.lacounty.gov.
Our business hours are 8:00 a.m. to 5:00 p.m., Pacific Time, Monday through Friday, excluding Los Angeles County holidays.
Our office is located in the Kenneth Hahn Hall of Administration, 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012.

If you are having trouble using this site, it may be because you are using a slightly older internet browser or an unsupported internet browser.
See a list of supported internet browsers.

Terms of Use | Privacy & Security Policy

©2002-2017 Los Angeles County Treasurer and Tax Collector. All Rights Reserved.

Step 10: Confirm the information prompt

After you click "**Proceed to Checkout**", you will see an informational prompt stating that you are about to be transferred to our payment processing vendor. Review and click "OK" to proceed.

Step 11: Review the Payment Amount Total

You will notice that you have been transferred to our payment processing vendor's website. Review the "Total Amount of Above Item(s)" to make sure it is correct and click "**Continue**".

Step 12: Enter the Payment Information

The Payment Entry section will ask for Credit/Debit Card or eCheck payment information depending on which form of payment you selected in Step 2. After filling out the form, click "Continue" to proceed.

Credit/Debit Card Example:

E-Check Example:

Please double check your Routing and Account number.

lacounty.gov

Los Angeles County
Treasurer and Tax Collector

Payment Entry

Please enter your payment information below:

Payment Method: E-Check

Bank Account Information

Type of Check	E-Check Personal ▾
Routing Number	111111111
Re-enter Routing Number	111111111
Account Number	22222222
Re-enter Account Number	22222222

echeck

Please include any leading zeros in your routing and account numbers.

For help with routing and account numbers, click on the (?) icon next to the field.

All fields are required.

Account Holder's Information

Name (*Only one account name is required.*)	John Doe
Address	123 Main St.
City	Los Angeles
State	California ▾
ZIP Code	33333
Daytime Phone Number (XXX-XXX-XXXX)	444-444-4444
Email Address	john.doe@email.com
Re-Enter Email Address	john.doe@email.com

All fields are required.

Please print a copy of your receipt for your records.

[Go Back/Edit] [Cancel] [Continue]

For help or inquiries regarding eCheck payments, contact us at **echeck@ttc.lacounty.gov**. For all other inquiries, contact us at **info@ttc.lacounty.gov**.
Our business hours are 8:00 a.m. to 5:00 p.m., Pacific Time, Monday through Friday, excluding **Los Angeles County holidays**.
Our office is located in the Kenneth Hahn Hall of Administration, 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012.

If you are having trouble using this site, it may be because you are using a slightly older internet browser or an unsupported internet browser.
See a **list of supported internet browsers**.

Terms of Use | Privacy & Security Policy

Step 13: Review Payment Information and Total

Review the payment information, the applicable Credit/Debit card service fees as well as the total and click "Process Payment" to proceed.

Step 14: Save the confirmation page/email for your records

After you submit your payment, you will see a payment confirmation page. You will also receive an email at the email address specified on the payment form. Save these documents for your records. If you have any questions please contact PropTaxMgmt@ttc.lacounty.gov.

Sample Email Confirmation:

Confirmation for LA County Payment - Message (HTML)

File | Message | McAfee E-mail Scan

Copy to SharePoint | OnePlaceMail || Actions ▼ | Ignore | Junk ▼ | Delete || Delete || Reply | Reply All | Forward | More ▼ || Respond || KATS | Team E-mail | Reply & Delete | To Manager | Done | Create New || Quick Steps || Move | OneNote | Actions ▼ || Move || Mark Unread | Categorize | Follow Up ▼ || Tags || Translate | Find | Related ▼ | Select ▼ || Editing || Zoom || Zoom

ℹ️ If there are problems with how this message is displayed, click here to view it in a web browser.

From:

To:

Cc:

Subject: Confirmation for LA County Payment

Sent: Mon 3/6/2017 2:39 PM

We have received your payment information; however, the transaction will not be reflected on our website until the County of Los Angeles receives the funds from your financial institution, which may take up to seven (7) business days. The payment will post to our system with the effective date on which you completed your transaction.

Your monthly credit/debit card statement may reflect separate transactions, one for the principal portion of the tax payment and another for the credit/debit card service fee:

- If the transactions appear separately, the principal tax payment will be labeled "L2GLA COUNTY TTC PAY" (or something similar) and the service fee will be labeled "L2GLINK2GOV Service Fee" (or something similar).
- If there is only one transaction listed on your statement, it will be labeled "L2GLA COUNTY TTC PAY" (or something similar).

Confirmation Number: 4006159960

Total Payment Amount: $22743.42

Payment Date and Time: 03/06/2017 02:39:16 PM

Card Number: ****5454

Cardholder's Name:

Address:

City:

State:

ZIP Code:

Daytime Phone Number:

Email Address:

Shopping Cart Number *(For Internal Use Only):* 170650000006

Item Number	Assessor's ID No.	Installment Number	Two-Digit Year/ Sequence Number	Description	Payment Amount
1		2	16000	Current Secured Property Tax	$5,607.12
2		2	16000	Current Secured Property Tax	$3,306.44
3		2	16000	Current Secured Property Tax	$2,484.94
4		2	16000	Current Secured Property Tax	$2,770.00
5		2	16000	Current Secured Property Tax	$3,382.81
6		1	16010	Current Secured Property Tax	$18.68
7		2	16010	Current Secured Property Tax	$16.98
8		2	16000	Current Secured Property Tax	$4,655.98
				Total Amount of Above Item(s)	
				:	$22,242.95
				Service Fee:	$500.47
				Total Payment Amount	
				:	$22,743.42

This is a system-generated email. Please do not reply to this email. For help or inquiries regarding credit/debit card payments, contact us at ccard@ttc.lacounty.gov. For all other inquiries, contact us at info@ttc.lacounty.gov. Our business hours are 8:00 a.m. to 5:00 p.m., Pacific Time, Monday through Friday, excluding Los Angeles County holidays. Our office is located in the Kenneth Hahn Hall of Administration, 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012.

My Profile

Under Option Selections section located on the left hand side of the screen, click 'My Profile" to update or change your account Email, Password and other personal information.

Step 1: Click "My Profile" button

Step 2: Review My Profile Form

The profile form can be used to do the following:

1. To change your account email address, click "Change Email Address".

   - After entering and confirming your new email address, click "**Submit**" . You will receive a confirmation email at the new email address. After opening the email, there will be a link labeled "**CONFIRM MY ACCOUNT**". Click that link. Please note that the link will expire after 24 hours. After clicking the link, log in using your new email address to complete the email address change process.

2. To change your account password, click "Change Password".

- On the next screen enter your current password. Next, enter your new password and confirm. Make sure the new password follows the password requirements as stated in red text. Click "**Submit**" to change your password.

3. Security Questions and/or Answers can be updated. Please note that your previous answer is not shown for security purposes. You can keep the same question or select a new one from the drop down. To change the answer, type over the hidden answer.

4. You can update your Name and Phone Number using this form as well. Enter any changes needed and click "**Save**".

5. You can subscribe to Email Notification Service or manage your subscription by clicking "Email Notification Service". This will open a new tab/window in your internet browser.

Step 3: Click "Save" to save changes

When you are finished making the desired changes, click "**Save**".

Logout

Although the system will automatically log you out after 15 minutes of inactivity, we recommend that you log out when you are finished. Under Option Selections located on the left hand side of the screen, click "**Logout**" to log out of the Property Tax Management System.

Appendix 1: Common Validation Errors

Below is a list of most common validation errors that occur when creating and editing Property/Parcel lists as well as using "Copy/Paste Your List" feature.

- *Duplicate AIN in another list* – The listed AIN already exists in another Property/Parcel List for this user.

- *Duplicate AIN already in the current list* – The listed AIN was repeated in the current Property/Parcel List.

- *Invalid Data Format* – The format of the text does not match the specified format. For example a missing comma between AIN and PIN.

- *Invalid PIN* – The PIN provided is incorrect.

- *Invalid AIN* – The AIN provided is incorrect.

- *The list name is already in use in your account* – A list with the same name already exists in the system.

- *The list name is missing* – List name is required.

- *The list is empty* – At least one AIN and PIN are required.