



Online Payment Portal Guide

Franklin County Treasurer, Columbus, OH

Prepared by





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Section 1: Search & Display Parcels, View Statements

In order to make a payment, view statements or register for an account, taxpayers must locate their parcels on the search and display page. Taxpayers can search by Parcel ID, Name or Address at <https://paydici.com/franklin-county-oh/search/new..>

1.1 Search Parcels

1.1.1 Search by Parcel

Example: 010-047262-00

010 = tax district; 047262 = parcel number; 00 = extension

Insert dashes to separate each value(###-#####-##)

See Parcel number on Tax Bill received from Treasurer

1.1.2 Search by Name

Example: Doe(space)John

Initiate search using the last name and then the first name

1.1.3 Search by Address

Examples: 1001 East Brown Street = 1001 Brown

1407 N. 4th St = 1407 Fourth

Use only the street number and the street name without street direction (N,S,E,W) or suffix (St, Dr, Ave, etc.) and spell out numeric street names (4th)

If taxpayer receives message "Did not receive a response from Franklin County, please try again later" this means that either the record does not exist or it took too long to search Franklin County's API. Taxpayer should attempt once or twice more before contacting Franklin County for support.



1.2 View Tax Statements

1.2.1 View & Download Current Tax Statement

After locating their parcels(s), taxpayers can click the drop down arrow to the left the parcel row to show payment options as well as any current tax statements available to view or download. To view/download the statement, simply click on the PDF icon. For previous years tax statements please refer taxpayers to Franklin County Treasurer’s website.

Taxpayers can follow the steps in Section 2 (below) to add parcels to their cart and checkout without logging in.

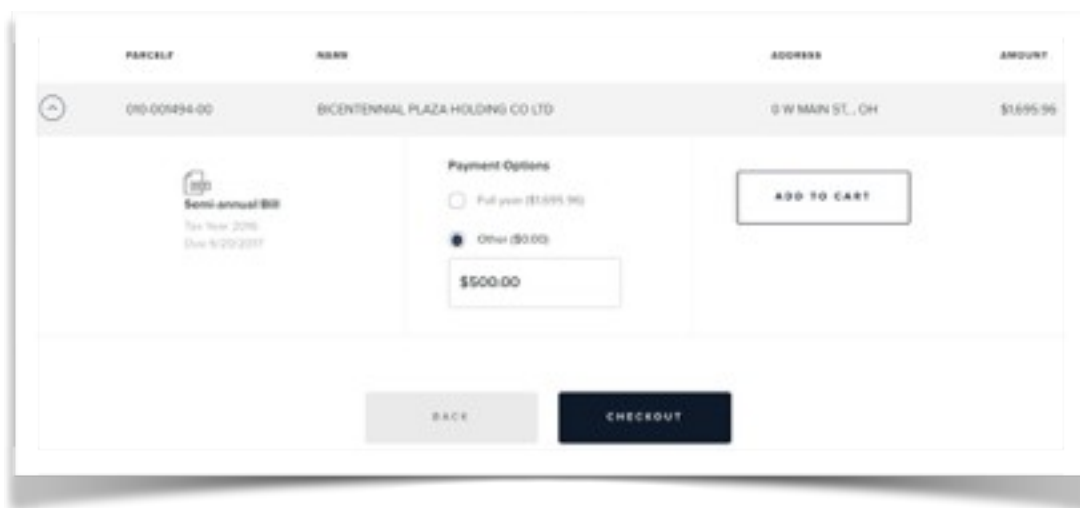
Section 2: Quickpay Cart Checkout (one-time payment)

Taxpayers may access Point and Pay’s Quickpay (non-logged in, one-time payments) at www.paydici.com/franklin-county-oh.

2.1 Add to Parcel to Cart - Review - Checkout

2.1.1 Add to cart

After following the steps in Section 1 to search and display parcels, taxpayers can add items to their cart by clicking on the radio button next to the payment option and clicking “Add to cart”. Note that some payment option amounts may be editable. To remove the item from the cart, the taxpayer can click “Remove from Cart” just below the “Added to Cart” button.



2.1.2 Adding multiple parcels

To locate and add additional parcels to their cart, taxpayers can click the “Back” to be taken to the previous page where they can complete a new search.

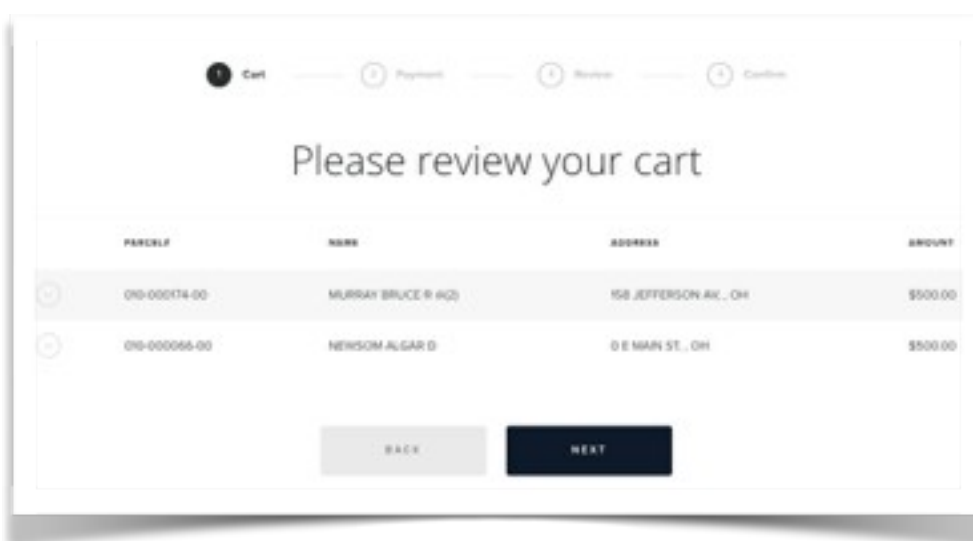


2.1.3 Cart checkout

At any point after adding a payment option to their cart, taxpayers can click the Cart Icon (which shows the total dollar amount in their cart) in the upper right hand corner of the page to complete checking out. They can also click the “Checkout” button after their last parcel selection. This takes them to the Cart Review page.

2.1.4 Cart review

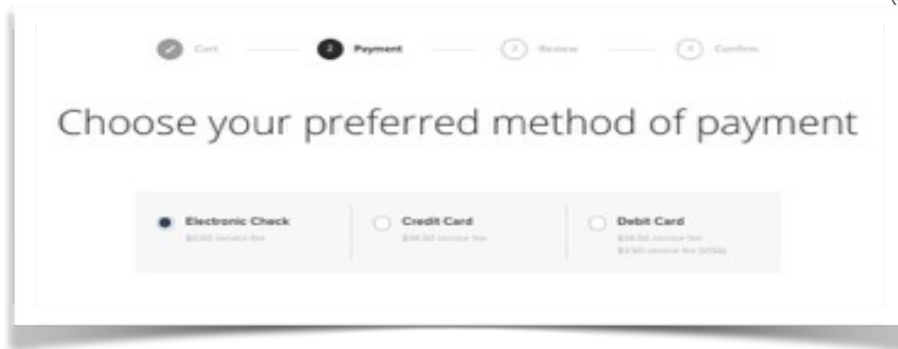
Taxpayers can edit payment options and/or amounts by clicking the drop down arrow to the left of the parcel row. Once changes have been made, they must click “Update Cart”. To continue to checkout, taxpayers must click the “Next” button at the bottom of the page.



2.1.5 Selecting/adding payment method

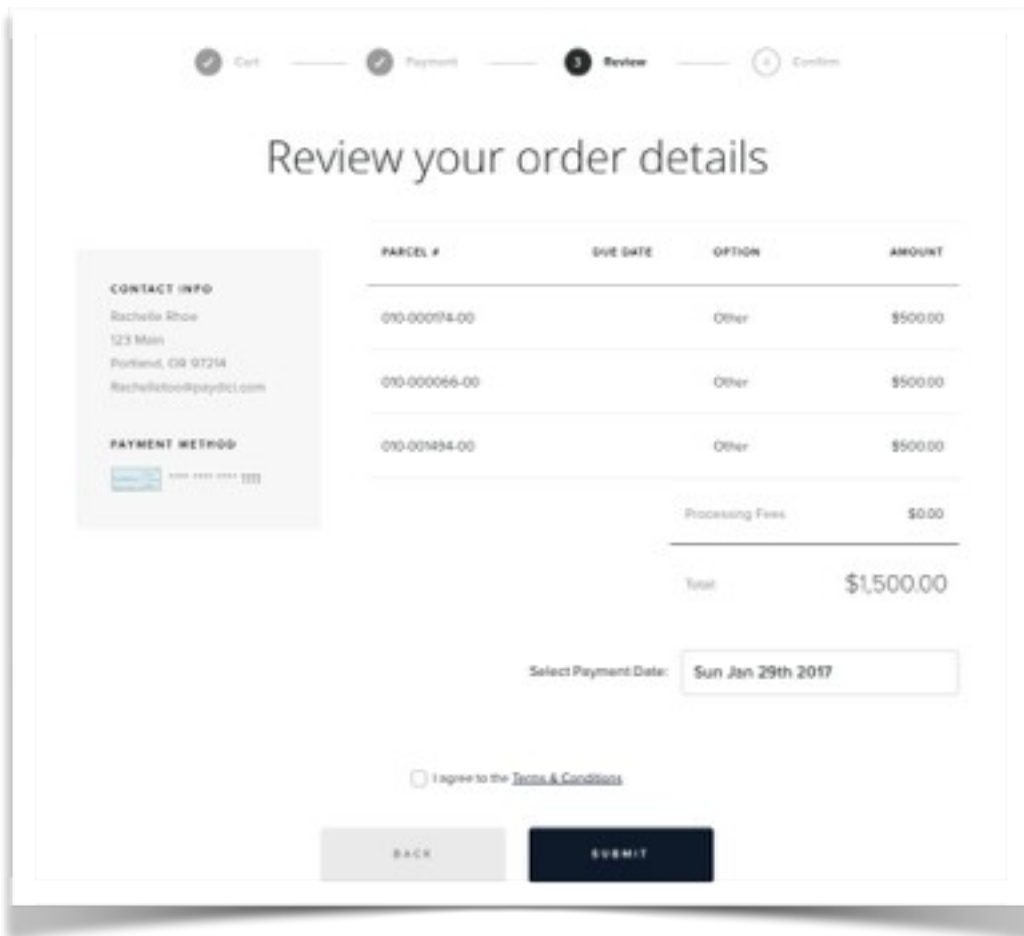
Taxpayers are prompted to select and enter their preferred payment device (fees are calculated for each payment type and are displayed at the top of the page). For eCheck payments, routing numbers are validated in real time and taxpayers are required to enter the bank account number twice to help prevent errors. Credit and debit card numbers are verified immediately. Invalid card numbers will not be permitted to checkout.

Taxpayers can select to save their payment device by selecting the checkbox at the bottom of the page before clicking “Next”. This will prompt taxpayers to register an account after payment submission which allows them to access stored payment devices and the Taxpayer Dashboard containing all parcels they paid in the order.



2.1.6 Order review

Taxpayers can review their complete order and select a date for their payment on the Order Review page. If any parcels in the cart have a due date prior to the payment date, a notification should appear on screen to remind them. Taxpayers must agree to the Terms and Conditions by checking the box at the bottom and then click “Submit” to complete the payment.



6



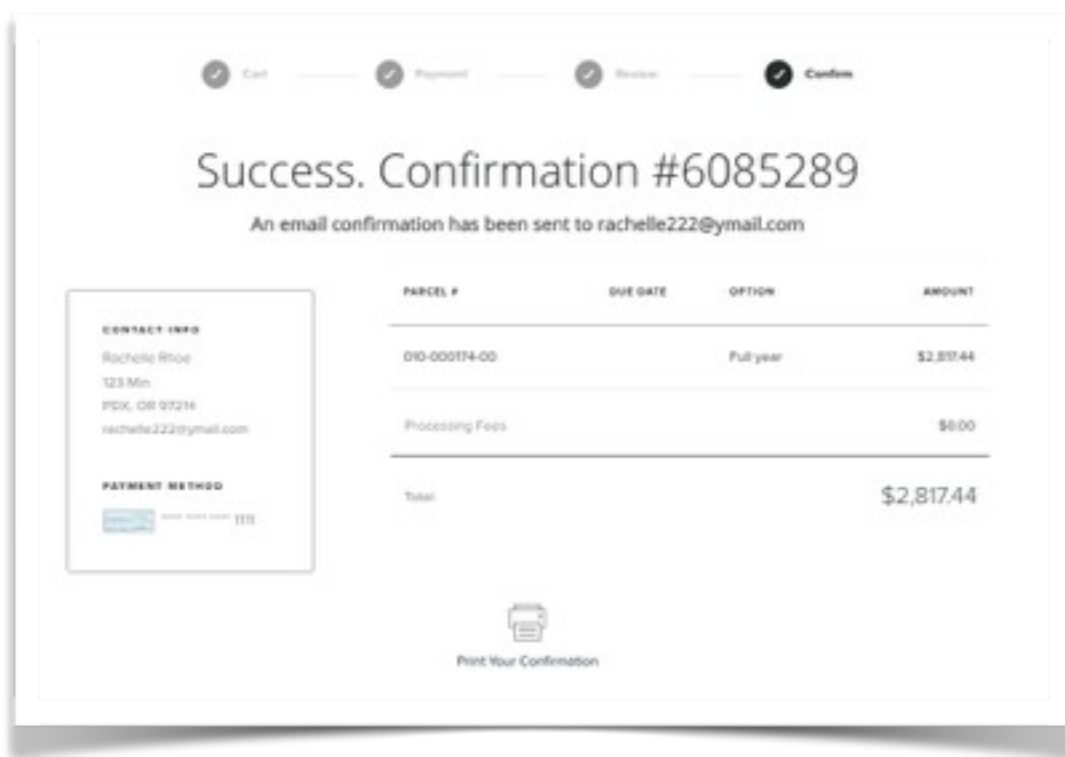
2.2 Payment Confirmation

2.2.1 Payment confirmation & receipt

Once the payment has been completed, a confirmation page will appear with payment and order details. Taxpayers can print the payment receipt by clicking “Print Your Confirmation” on this page. Once the taxpayer has left the payment confirmation page they will not be able to go back and print the receipt however, they may view the Payment Confirmation Email (see below).

2.2.2 Payment confirmation email

Taxpayers will receive an email notification with payment and order details as well as a link to register for an account or login if they have already done so.



Follow steps in Section 3 (below) to register an account.

Section 3: Account Registration(Taxpayer Dashboard)

Taxpayers may register for an account in order to view and pay claimed parcels, view tax statements, store payment devices and manager their communication preferences including paperless and SMS (both coming soon). Taxpayers can register for an account three ways:



From payment confirmation page
From payment confirmation email
From search and display (coming soon)

3.1. Registration from Payment Confirmation Page

3.1.1 Register

After submitting a payment, taxpayers simply click the “Register Now” button at the bottom of the payment confirmation page.



3.1.2 Confirm email

Taxpayers are then prompted to confirm their email address by logging into their email account and clicking “Confirm My Email”.

3.1.3 Create password

After confirming email, taxpayers are taken to registration page where they are prompted to create a password and accept the Terms and Conditions. Passwords must be at least 6 characters and contain at least one uppercase letter, one lowercase letter and one number to meet Point and Pay standards.

3.2. Registration from payment confirmation email

3.2.1 Register

After submitting a payment, taxpayers must login their email and click the “Register” button in the body of the payment confirmation email.

3.2.2 Create password

After confirming email, taxpayers are directed to the Point and Pay registration page where they are then be prompted to create a password and accept the Terms and Conditions. Passwords must be at least 6 characters and



contain at least one uppercase letter, one lowercase letter and one number to meet Point and Pay standards.

Let's get you registered

rachelle@ymail.com

Your Password Must...

- Be at least eight characters long
- Have at least one number
- Have at least one lower and one uppercase letter
- Be entered twice for confirmation

Password

Re-enter Password

I accept the Terms of Use and Privacy Policy

3.3 Registration from Search and Display (coming soon)

3.3.1 Locate parcel

From the search page: <https://tax.paydici.com/franklin-county-oh/search/new>, taxpayers can locate their parcel(s) by entering either Parcel ID, Address or Name.

3.3.2 Claim parcel

Once the parcel is located, taxpayers must click the drop down arrow to the left of the parcel row and then select "Claim Parcel".

3.3.3 Confirm email

Taxpayers are prompted to enter their email address and confirm ownership by logging into their email account and clicking "Confirm My Email" button located in the body of the email.



3.3.4 Create password

After confirming email, taxpayers are directed to the Point and Pay registration page where they will then be prompted to create a password and accept the Terms and Conditions. Passwords must be at least 6 characters and contain at least one uppercase letter, one lowercase letter and one number to meet Point and Pay standards.

Section 4: Dashboard & Card Actions

Taxpayers can make payments, view current tax statements and add parcels from their dashboard. Each parcel contains a card which can be revealed by clicking the drop down button on the left of the parcel. Each card presents bills and payment options.

4.1 Making Payments from Dashboard Cards

Dashboard [Claim New Parcel](#)

Bills for Parcel #010-000066-00
0 E MAIN ST., OH
This parcel has **0** payments scheduled.

Bills for Parcel #010-000174-00
158 JEFFERSON AV., OH
This parcel has **0** payments scheduled.

2016 Semi-annual Bill	
AMOUNT DUE	DUE BY
\$2,817.44	6/20/2017
VIEW PAYMENT OPTIONS	

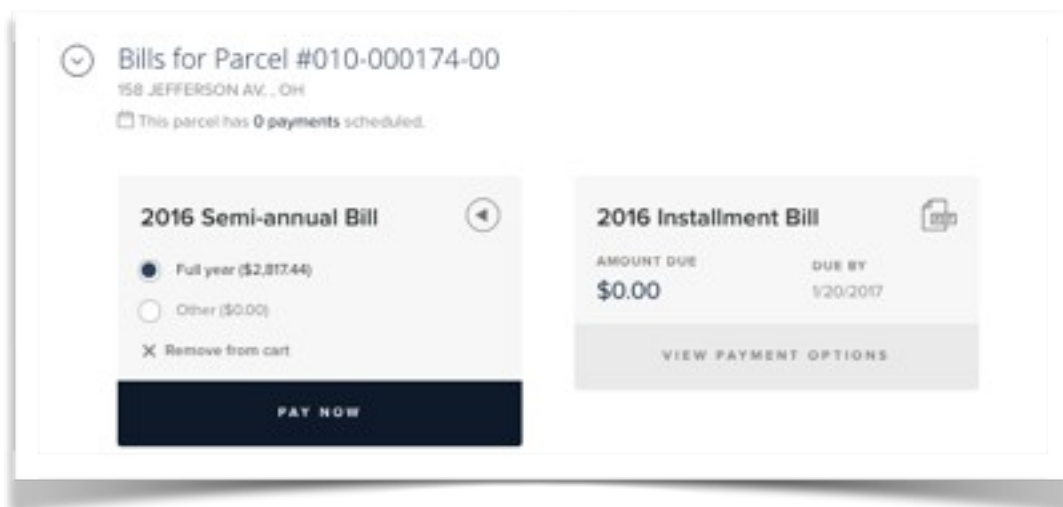
2016 Instalment Bill	
AMOUNT DUE	DUE BY
\$0.00	1/20/2017
VIEW PAYMENT OPTIONS	

Franklin County, OH
1-614-525-3438



4.1.1 Select payment options

From the dashboard, the taxpayer must select a payment option and click “Add to Cart” for each parcel they want to pay.



4.1.2 Cart checkout

Follow steps 3-6 in Section 2. In step 5, taxpayers have the option to select from stored payment devices.

4.2 View/Download Tax Statements

4.2.1 View/Download statements

Taxpayers can view and download current tax statements which can be done by clicking the PDF icon. PDF's are only available for current bills. To view past bills or bills without PDF icon, refer taxpayer to Franklin County Treasurer's website.

4.3 Adding Parcels to Dashboard

4.3.1 Login

Taxpayers must first login to their account at <https://tax.paydici.com/franklin-county-oh/search/new#login>, then click “Claim New Parcel” from the upper right hand corner of the page.

4.3.2 Search

Follow steps from Section 1 to search and display parcels.

4.3.3 Claim parcel



Once the parcel is located, taxpayers must click the drop down arrow to the left of the parcel row and then select “Claim Parcel”. Repeat steps to above to claim additional parcels.

4.4 Turn On/Off Paperless Billing (coming soon)

4.4.1 Select ON/OFF

Taxpayers can turn paperless billing on or off by selecting the ON / OFF side of the Paperless Toggle Switch. This switch is located at the parcel level so they must update communication preferences for each parcel they have claimed to their Dashboard. Taxpayers will receive an email confirmation each time their preferences are updated.

Section 5: Dashboard Profile

Taxpayers can update personal information including name, phone number, email address, communication preferences (SMS), passwords as well as manage payment devices. Personal information and Saved Payment Devices can be accessed from the Dashboard by clicking “My Profile” in the left hand navigation bar.

The screenshot shows a 'Profile' page with two main sections: 'Your Account' and 'Payment Methods'.
Your Account:
NAME: rach rhoe [edit]
PHONE: [edit]
EMAIL: rachme2@you.com
PASSWORD: [edit]
Payment Methods:
Rach (*****) [edit] [delete]
Visa
[+] Add New...

5.1 Updating Personal Information

5.1.1 Name and Phone Number

Taxpayers can update their name by clicking the “edit” button just below the first “Your Account” Section, editing the desired fields and clicking “Save”.



5.1.2 Updating Email Address and Password

Taxpayers can update their email address or password by clicking the “edit” button just below the second “Your Account” Section and editing the desired fields. After updating account information, Taxpayers must enter their password then click “Save” to save the changes.

5.1.3 Manage SMS communications (coming soon)

Taxpayers can select to receive certain notifications via text message (SMS). To enable SMS messaging, taxpayers must click the ON side of the SMS toggle switch and enter a valid (US) 10 digit phone number. Taxpayer will receive a text and must text back to confirm phone number verification.

5.2 Manage Payment Devices

5.2.1 Add New Payment Device

From the Profile page, taxpayers click the “Add New” Button from the right hand side of the page. They must select payment type and add payment information then click “Save”.

5.2.2 Edit Payment Device

From the Profile page, taxpayers click the “Edit” Icon to the right of the payment device. They must select payment type and edit payment information then click “Save”.

5.2.3 Delete Payment Device

From the Profile page, taxpayers must click the “Trash” Icon to the right of the payment device then click “Confirm” to delete the stored payment device.

Point and Pay will send an email when a saved payment device is about to expire and/or if a payment attempt is unsuccessful due to an expired or invalid payment device.

Section 6: Dashboard History

Taxpayers can access statements and payment history by clicking on the “History” tab from the left hand navigation bar.

6.1 My Bills and My Payments History

6.1.1 My Bills History

The My Bills tab contains a list of all current tax statements for ease of viewing and downloading. To view or download the actual statement, taxpayers simply click on the PDF icon in the list.



6.1.2 My Payments History

The My Payments tab contains a list of all web payments made using the Point and Pay payment portal. In the very near future, taxpayers will be able to view ALL payments processed via Point and Pay including counter, web and IVR payments. Currently they will not be able to view voids or refunded payments on this tab. To view complete order details, taxpayers simply click the drop down arrow on the left of the order summary.

MY BILLS		PAYMENTS		
DATE	DESCRIPTION	AMOUNT	FEES	
1/28/2017	ending in 1111, paid by Rachelle Rhoe	\$2,817.44	\$0.00	
PARCEL#	YEAR	OPTION	AMOUNT	
010-000174-00	2016	Full year	\$2,817.44	
1/27/2017	ending in 1111, paid by Rachelle Rhoe	\$100.00	\$0.00	Canceled
1/26/2017	ending in 1111, paid by rach rhoe	\$172.63	\$3.88	

Section 7: Taxpayers login support

Point and Pay support forms for forgotten credentials can be found at [https://www.Point and Pay.com/support#login-help](https://www.PointandPay.com/support#login-help)

Need help signing in?

Select the problem you're having and we'll help you out.

- ▶ I don't remember my password.
- ▶ I need my username.
- ▶ I need to update my email address.

7.1 Forgotten email addresses

Please direct all taxpayers to the Sign-in support forms for forgotten email addresses at <https://www.paydici.com/support#login-help>. Point and Pay staff will respond to taxpayers' support requests by phone or email within 1 business day.



7.2 Updating email addresses

If taxpayers need to update their email addresses and cannot login first, please direct them to the Point and Pay support page: <https://www.paydici.com/support#login-help> (or fill out the request on their behalf). A Point and Pay staff will update the email address within 1 business day and email the Taxpayers to confirm the change.

7.3 Forgotten passwords

If the Taxpayers needs to update their password and cannot login first, please direct them to the Point and Pay support page: <https://www.paydici.com/support#login-help> (or fill out the request on their behalf). Point and Pay will automatically generate an email response to the Taxpayers with a link to reset the password.

Franklin County Treasurer

Contact

614-525-3438
Treasurer@franklincountyohio.gov

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