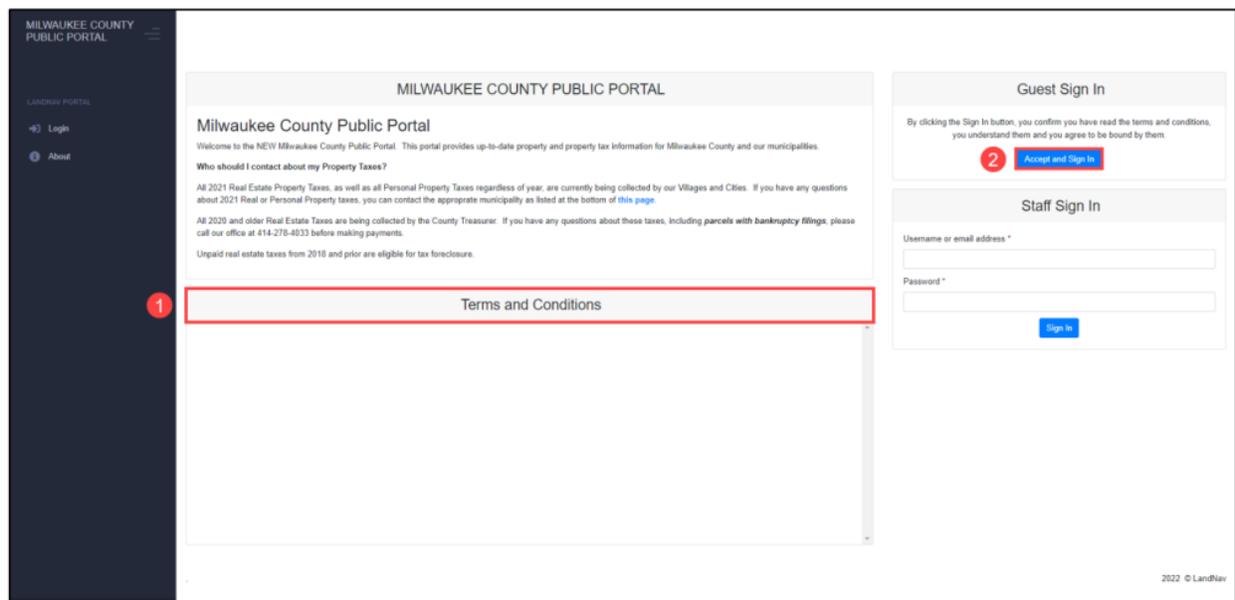# Public Portal:

How to Make a Tax Payment

Step 1: Open the Public Portal in any internet browser.

• **Note:** *The City of Wauwatosa is part of the Milwaukee County's Public Portal.*

1. Read through any Terms & Conditions that appear on the homepage.
2. In the "Guest Sign In" window, click "Accept and Sign In."

Step 2: Search for the property or tax bill using methods listed in #3-8.

Tips:

- *If you are experiencing difficulty when searching, try simplifying your search.*
- *It is recommended that the Tax Year and Municipality are selected in step #5*
- *It is recommended that only one of the other search methods listed in steps 4, 6, 7, or 8 is used along with step 5. It is strongly recommended to use Property # or Property Address. If using Property Address, only enter a House # and Street Name.*

3. Search:

This is a drop-down menu. Select the appropriate type of record from the list. This will default to "Real Estate." Personal property refers to non-real estate, business property.

4. Bill # / Certificate #:

Enter either your Tax Bill number or your Tax Certificate number in the text boxes provided.

5. Tax Information:

Tax Year: This is a drop-down menu. You may leave this on "Single" to search for a single tax year or select "Range" and enter a range of tax years.

Municipality: Narrow-down your search results by selecting your municipality from the drop-down list.

6. Property #:

Enter either your Property (aka Parcel) or Alternate Property number in the appropriate field.

7. Owner:

In the Last Name / Business field, enter the Last Name or Business Name on the tax record.

8. Address:

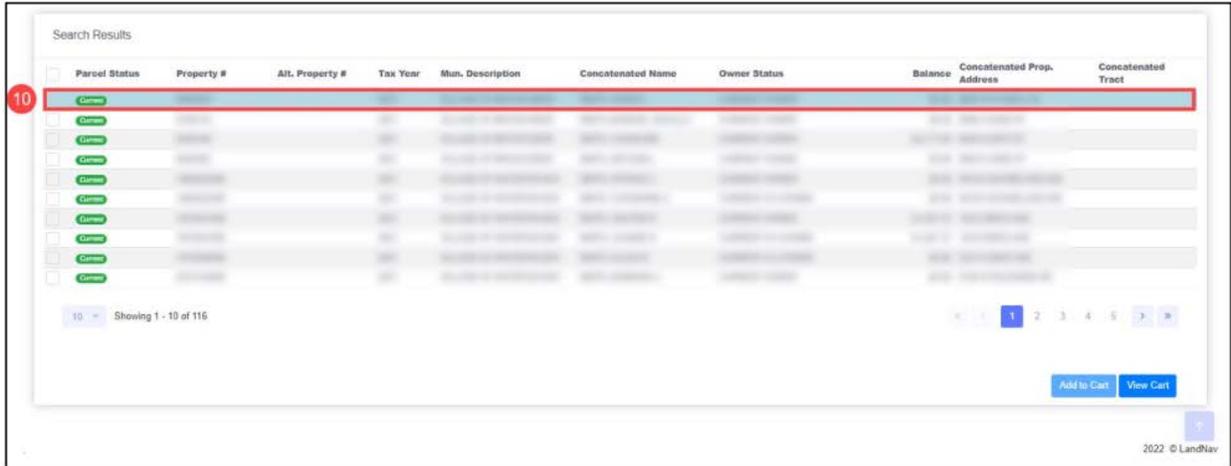*Address:* Select the appropriate Address type from the drop-down menu.

House #: Enter only the house number in this field.

Street Name: Enter only the street name in this field.
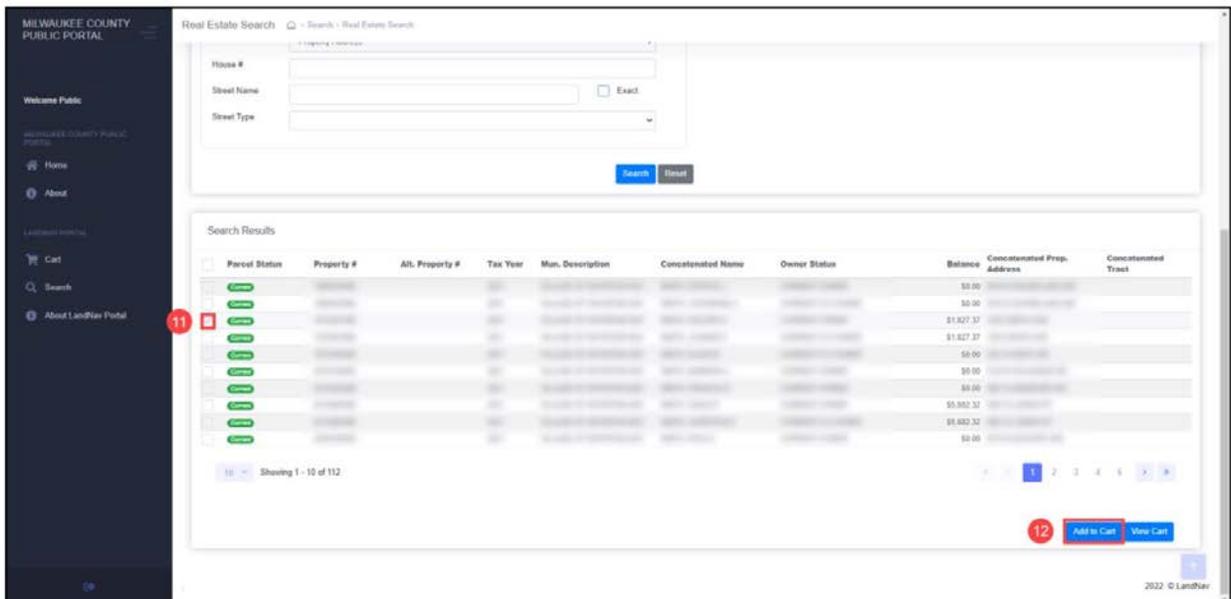
9. Click "Search.

Step 3: Review the search results list and select the property to view.

10. Find the property in the Search Results list and click the Property # to view the parcel information.

11. Check the checkbox for the tax record you want to pay.

12. Click "Add to Cart."

Step 4: Navigate to the Cart.

13. If the item has been successfully added to the cart, you will see the "Item(s) added to cart" notification.

14. Click the "View Cart" button at the bottom to go to the cart.

15. Alternatively, click the "Cart" in the Navigation menu on the left.
If you have item(s) in the cart, you will see a number, as shown in the below screenshot.

Step 5: Begin the Checkout Process.

16. Review your items and payment amount for the tax items.

Please Note: *The "Balance" column will show "0.00" if you are making a full payment. This means that the remaining balance for these item(s) will be $0.00, once the transaction is complete.*

17. The Payment Total window will display the total amount of your payment for the entire transaction.

18. Click "Checkout" to begin the checkout process.
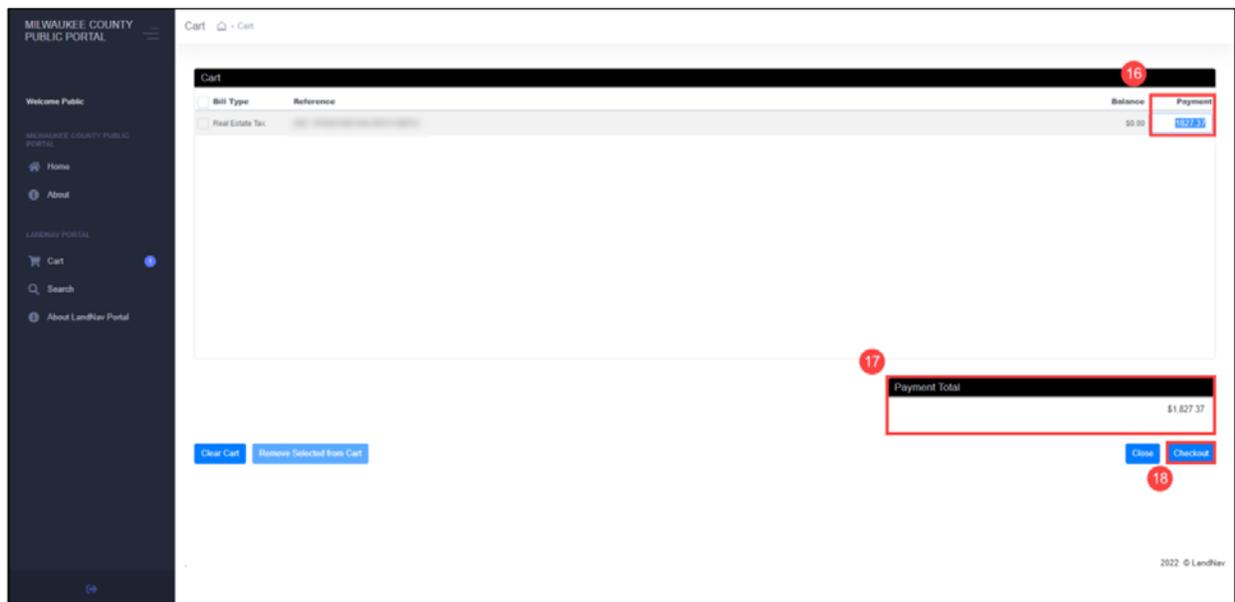
Step 6: Complete your Payment.

19. In Value Payment Systems, complete the payment process by following steps 1 – 4, as shown in the image below.

Please Note: *There are convenience fees for processing the electronic payment.*

- $1.50 for an e-check
- $3.95 for a personal Visa debit card
- 2.55% ($2.00 minimum) of the tax payment amount for a credit card

20. Complete the transaction by reading through the Terms and Conditions. Then, click "Accept Terms and Process Payment."

• If the payment is successful, you will receive a confirmation message from Value Payment Systems.

• You will also be brought back to the Public Portal and will receive "Checkout Complete."