

## Hotel Occupancy Tax Online Filing Instructions

### Frequently Asked Questions

**Are you required to file via online filing?** No. Avenu offers both online filing and paper filing options for taxpayers. Forms are available through our website at [www.avenuinsights.com](http://www.avenuinsights.com). (Taxpayer Login → For Taxpayers → Select Your State → Texas → Taxpayer Forms)

**What payment methods are available through online filing?** Avenu currently offers payment via ACH Debit (Checking/Savings) or Credit Card (MasterCard, Visa, Discover). Please note: an additional 3% processing fee will be added if filing by credit card.

**What is an Authority Account Number?** Your Authority Account Number is the Avenu account # provided on the customized forms/correspondence mailed to you by Avenu. If you cannot locate your Avenu account number, please give us a call at (866) 240-3665.

**My FEIN has changed. Can I use the same online filing account?** No. Please contact Avenu if your FEIN has changed. We will assist you in the setup of a new online account. You will be assigned a new Avenu account #.

**What is an Originator ID?** If you have Debit Protection, Withdrawal Filtering or any type of block on your bank account, you must provide an Originator ID to your financial institution to avoid your payment being returned. Your financial institution uses Originator ID's to allow the taxing authority to authorize and process your payments. For the Avenu Originator ID, please click on "Lookup" on the SalesTaxOnline.com home page.

### How To File Online

Set up your HotelTaxOnline.com account. After your initial setup, you simply login month after month using the username/password that you created during the setup to file. Before you can file, you must complete the setup process by following the directions below.

**Registration** (This is a one-time process.)

- From the Home page of [www.hoteltaxonline.com](http://www.hoteltaxonline.com), click "Sign Up: Business Account."
- Sign Up: Begin by creating the username and password for your online filing account and entering your contact information. Be sure to store your username and password in a safe place.
- Business Information: Enter the information of the business you are filing for. This information will appear on the returns you file online.
- Security Question: Click the link next to a question to use that question or type in your own question. Enter the answer to your question. Click the Next button to save and continue. If you forget your password, we will ask you the answer to your secret question and email you a new password.
- Location Information: The location information will be automatically populated based on the business information already provided. Click the Yes button at the top of the screen to continue past this page if not needed.
- Return Setup: This step is where you will set up the returns you want to file with their corresponding account numbers. If you have already been assigned an Avenu account number, you will enter this information in #4. Click the Add Return button. The return appears in a table at the bottom of the screen with the account number that you typed in. Click the Yes button at the top of the screen when you are finished setting up your return to continue to the home page of your account.

Note: If you have not been assigned an Avenu account number, in Section #4, click on "**Click here to apply for a new Account Number**". The system will prompt you through 8 additional registration steps required for assigning an Avenu account number. Once completed, you will receive a confirmation indicating your online filing setup is complete.

- Congratulations! Your Online Filing account setup is complete. You are ready to begin filing your monthly returns.

### How to Submit Your Monthly Return

Click on File a New Return.

- Step 1: Select State - Texas.
- Step 2: Select the Filing Period for which you are filing (March 2021)
- Step 3: Avenu DBA MuniServices Hotel Occupancy Tax Return will appear.
- Step 4: Select Location: This field will auto populate with the information provided during the registration section. click Next.
- Step 5: Select the Jurisdiction you are filing for. Hotel Occupancy/Lodging (30) and General (11) will appear in the business description and class. Click Add.
- Complete all the applicable fields on the calculation worksheet and click Save. On the next screen click Next.
- Enter your payment method. ACH Debit (Savings/Checking) or Credit Card (MasterCard, Visa, Discover).
- Review the information on the Summary screen, when ready click File Return. A confirmation page is available by pressing Print/View. Your filing history is always available under My Returns >> Filing History.

**Questions? Call Technical Support at (800) 227-7059 or Avenu at (866) 240-3665.**