

**Transient Occupancy Tax
Online Filing Instructions (Beginning July 2023)**

For Online Filing - Beginning July 2023

Online filing will be available beginning July 2023 at www.hoteltaxonline.com. The following steps provide instructions for the registration and filing process.

Registration and Return Setup (This is a one-time process.)

- From the Home page of www.hoteltaxonline.com, click "Create a Business Account".
- Step 1: Sign Up for a New Account: 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.
- Step 2: Business Information: Enter the information of the business you are filing for. This information will appear on the returns you file online.
- Step 3: Security Question: Click the link next to a question to use 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, contact us supportmuni@avenuinsights.com or call (866) 240-3665 for assistance.
- Step 4: Location Information: Click the Yes button at the top of the screen to continue past this page if not needed. **Note:** Upon completion of your online registration, you will receive a confirmation email. Select options from the drop-down menus. Click the Add Return button. The return appears in a table at the bottom of the screen. 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.
- Congratulations! Your Online Filing account setup is complete. You are ready to begin filing your returns.

How to Submit Your Return

Click on File a New Return.

- Step 1: Select State - California.
- Step 2: Select the Filing Period for which you are filing (Ex. January 2023).
- Step 3: Avenu DBA MuniServices Transient 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 Oroville for the Jurisdiction. Transient 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).
- In case your bank requires it to release funds, we provide our Originator ID. This information is found under the Account Center tab. Click continue.
- 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.