



CITY OF MILAN

147 WABASH STREET, MILAN MI 48160

PHONE: (734) 439-1501

www.milanmich.org

Online Credit Card Payment Portal

The City of Milan's online payment portal for property taxes and utility bills has recently been updated to provide you with enhanced features and easier navigation!

The online payment portal can be found in the City of Milan's Homepage at www.milanmich.org.

Click "**Online Bill Payment**" to the left of the page. You will be redirected to the City's online payment site.



If you previously had an account on the City's website to make online payments, your login information has not changed.

- Click the arrow to the right of "**Currently not signed in**" → "**Sign In**" in the upper right hand corner of the page and follow the prompts.

If you do not have a user account, you are still able to make an online payment without creating an account.

Below are general instructions to make an online payment. There are two ways to make an online payment: **Basic** and **Detailed**, both of which are outlined below.

Basic

***Note:** The example used in this document is of an online Property Tax payment. This site also facilitates the taking of payments for delinquent tax bills, building permits, special assessments, miscellaneous receivables invoices, and utility bills.*

1. On the menu located on the left side of the page, choose **Tax Payments (or Utility Billing Payments depending on what you are paying)** beneath the Online Payments section:



- Search for your account using either Name, Address, or Parcel Number or Account Number (Location ID):

Search by Name

Last name only is the preferred search method. For a more refined search try including the first name (i.e. Last Name, First Name).

★ Name:

Search by Address

Enter the address of the record you are attempting to search on. Examples include: 123 Main Street, or for an address range enter 100-200 Main Street.

★ Address:

Search by Parcel Number

Enter the parcel number of the record you are attempting to search on.

★ Parcel Number:

- Click on your record from the Search Results screen:

Name	Reference #	Address	
BANKS, RONALD K & DEBORAH A SMITH	040-040-900-250-00 (Parcel Number)	10860 KNOCKADERRY DR	
BIERGANS, WILLIAM M & SMITH, BETTY	040-044-500-440-00 (Parcel Number)	1822 WILLOW CREEK DR	
CDM SMITH INC	040-090-016-292-00 (Parcel Number)	8164 EXECUTIVE DR STE A	**Personal Property

- The next page provides you with a summary of outstanding balance(s) and an area to type in the amount you wish to pay:

Pay Taxes on this Parcel

Enter the Amount Paying for either season for which there is an Amount Due. Verify that you have entered the correct amount before clicking the Pay [season] Taxes button.

Interest and Penalty Calculated on 08/12/2013

	Amount Due	Amount Paying	
Summer Taxes	\$906.66	<input type="text" value="\$906.66"/>	<input type="button" value="Pay Summer Taxes"/>

NOTE: Any recent payment(s) made online may not be immediately reflected in amount(s) due

To get additional information about your record, click the **View Additional Parcel Information** link:

Additional Record Information

By clicking the link below you can view additional information for Parcel 040-049-000-050-00.

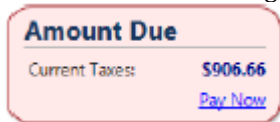
[View Additional Parcel Information](#)

- Enter the payment amount and click the **Pay [season] Taxes (or Utility Billing)** button. You will be directed to the website of our credit card payment processor. From there, enter your credit card information and phone number. **NOTE: There is a 3% convenience fee applied for property tax payments ONLY!**
- Once the process is complete, you will be given a receipt confirming payment. Please save this for your records. *Note that the payment may not be immediately reflected online.*

Detailed

Note: The example used in this document is of an online Property Tax payment. This site also facilitates the taking of payments for delinquent tax bills, building permits, special assessments, miscellaneous receivables invoices, and utility bills.

1. Locate the parcel using the search option at the top of the screen. Switch to the Tax Information tab if it isn't currently open. This method is referred to as "Detailed" because the details of the (in this case) tax bill are visible. If there is an outstanding balance due on the parcel, the Amount Due box displays it, along with a Pay Now link:



The screenshot shows a rounded rectangular box with a light blue header containing the text "Amount Due". Below the header, the text "Current Taxes:" is followed by the amount "\$906.66" in a larger, bold font. Underneath the amount, there is a blue hyperlink that says "Pay Now".

2. Click the **Pay Now** link. The next page provides you with a summary of the parcel information and an area to type in the amount you wish to pay:

Pay Taxes on this Parcel

Enter the Amount Paying for either season for which there is an Amount Due. Verify that you have entered the correct amount before clicking the Pay [season] Taxes button.

Interest and Penalty Calculated on 08/12/2013

	Amount Due	Amount Paying	
Summer Taxes	\$906.66	<input type="text" value="\$906.66"/>	<input type="button" value="Pay Summer Taxes"/>

NOTE: Any recent payment(s) made online may not be immediately reflected in amount(s) due

3. Enter the payment amount and click the **Pay [season] Taxes** button. You will be directed to the website of our credit card payment processor. From there, enter your credit card information and phone number. **NOTE: There is a 3% convenience fee applied for property tax payments ONLY!**
4. Once the process is complete, you will be given a receipt confirming payment. Please save this for your records. *Note that the payment may not be immediately reflected online.*

Other Payment Forms

- **In Person at City Hall:**
 - o Monday through Friday 8am – 4pm
 - o Cash, checks, and credit cards accepted
 - o Credit card payments will have a 3% convenience fee applied for **property tax payments ONLY**
- **Drop Box:**
 - o During or after business hours
 - o Located outside the front doors of the Milan Police Department (next door to City Hall)
- **Interactive Voice Recorded (IVR):**
 - o Via telephone at **(855) 844-7643**
- **Automated Payment Programs (ACH):**
 - o Available for property taxes or utility bills
 - o No charge for the service
 - o Forms available online at <http://www.milanmich.org/cityhall.html> or at City Hall

- **Mail to City Hall:**

- Payments for all services are accepted EXCEPT delinquent real property tax payments
- Postmarks are NOT accepted
- Mail to:

City of Milan
Treasurer's Office
147 Wabash Street
Milan, MI 48160

- **Mail to Property Tax Lockbox:**

- **Current year property tax payments ONLY**
- Do NOT send utility payments here
- Postmarks are NOT accepted
- Mail to:

City of Milan
Dept. #77069
P.O. Box 77000
Detroit, MI 48277-0069