

# CARTERET COUNTY FINANCE

**Denise H. Meshaw, CPA**  
Assistant County Manager  
Finance Department



Tel: (252) 728-8410  
Fax: (252) 728-0133  
deem@carteretcountync.gov  
www.carteretcountync.gov

Carteret County is excited to announce that citizens are now able to file and pay their occupancy tax online. (You are receiving this letter because you have filed and paid occupancy tax to Carteret County in the past. If you are no longer renting or do not need to file occupancy tax please disregard this letter)

First, you will need to visit Carteret County's web page ([www.carteretcountync.gov](http://www.carteretcountync.gov)). Here, click Departments and then Finance. On the left-hand side is a link for Occupancy Tax. Here you will complete the Remitter Information Form – Register. This information will automatically be sent to Carteret County and provide staff the information that is needed to set up your account. You will receive an automatic email stating that the information was submitted. Next, please visit [carteretnc.igovservices.com](http://carteretnc.igovservices.com) This link is on the Occupancy Tax home page. (Do not use Internet Explorer as your browser. Preferred browser is Google Chrome). Here, you will need to register and create an account. It is important to note that the email address that you register with becomes part of your account number; it should match the email listed on your Occupancy Tax Remitter Form and it should never change. It is also important to note again that the program does not work with Internet Explorer and is highly suggested to use Google Chrome. Tax payers with multiple properties will register once and are able to have multiple properties under one account name. A separate Occupancy Tax Remitter Form, however, should be submitted for each reporting property. County staff will link the information provided on the Occupancy Tax Remitter Form with the account number provided after registering. The County will notify you when completed and at that time, you will be able to file and pay online.

### **Instructions on Filing and Paying - (print screens are attached)**

Once signed in to your account in iGovServices, you will see on the left-hand side of the screen your account information. On the right-hand side of the screen you will see your individual property accounts. If you have multiple accounts you will see them listed here. Click the blue button on the property you would like to file for. This will bring you to a screen that has actions (green button) Your first step is to Proceed with Filings. On the left-hand side of the screen will be “Returns to File” and over time on the right-hand side of the screen will be “Return History” This is where your previous filings and payments that you have filed over time will be stored for your convenience. Next, click continue on the date for which your filing is due. This will bring you to your Filing Master Page. This page is where you will upload your occupancy tax form, calculate amount due and make your payment. First click the “calculate amount due”, enter your taxable revenue (gross receipts). Click “calculate filing totals”. The system will automatically calculate for you what is due, penalties included if after the due date. Click “finalize filing”. This will bring you back to your Filing Master Page. At this time, you can upload your monthly occupancy tax form and make the payment.

The 3<sup>rd</sup> party vendor (Municipay) that will collect the payments for Carteret County has two options. There is a flat \$1.50 fee for using E-Check or a 2.5% charge of total payment for processing with a credit card.

**The due date to file and pay will still be on the 20<sup>th</sup> of each month.**

**The County requests that all that are registered report monthly, even if the gross receipts are zero and no taxes are due.**

We know that this is a lot of information at once, but we are excited about the opportunity to make this process easier for our tax payers. After registering, processing for future months is extremely quick and easy. If you have any questions please feel free to contact Brittany Kawecky at 252-728-8410.

# Instructions for Filing and Paying Occupancy Tax Online

<https://carteretnc.igovservices.com/>

View after signing in.

Click the blue button on the property you are filing for.

The screenshot shows the Carteret County online portal. On the left is a navigation sidebar with a 'Go Back' button. The main content area is divided into two sections: 'Account Information' and 'Linked Records'. A blue arrow points to a blue button in the 'Account Information' section. The 'Linked Records' section contains a table with one entry.

PIDN	Block	Status	Total	Credit	Address	Mailing Name
OT151	OCCTAX	Active	180.00	0.00	6817, Ocean Drive	Mailing Name

Showing 1 to 1 of 1 entries

Click Actions (Green button below)

This screenshot shows the 'Actions' dropdown menu open, with a blue arrow pointing to the 'Go Back' button above it. The 'Actions' menu includes options like 'Make Payment', 'View Past Receipts', and 'Proceed With Filings'. To the right is a table of property details and a satellite map.

<b>PIDN Account:</b>	OT151
<b>Customer:</b>	1266
<b>Company Name:</b>	CCC Auditing Company
<b>DBA:</b>	Coastal Paradise Location Name
<b>Status:</b>	Active
<b>Physical location:</b>	6817 Ocean Drive Emerald Isle, NC 28594
<b>Mailing Name and Address:</b>	Mailing Name 302 Courthouse Square
<b>Total Balance Due</b>	180.00

Click Proceed with Filings

This screenshot shows the 'Proceed With Filings' option selected in the 'Actions' dropdown menu, indicated by a blue arrow. The rest of the page content, including the property details table and the satellite map, is identical to the previous screenshot.

Filings on the left are filings that need to be processed. (Click continue on the filing that is due)

Carteret County

[Go Back](#)

## Welcome to Filing Center

### Returns to File

The following are returns that need to be filed. Please select to continue.

Tax Year	Filing Description	Date Due	
2021	Occupational Tax	06/20/2021	<a href="#">Continue</a>

### Return History

Below is a list of filings that have been posted.

Tax Year	Filing Description	Date Due	
2021	Occupational Tax	04/20/2021	<a href="#">Continue</a>

## Filing Master Page

[Go Back](#)

## Filing Master Page for PIDN: OT151

Mailing Name  
6817 Ocean Drive  
Emerald Isle, NC 28594 USA  
For Period of 05/01/2021 - 05/31/2021  
Date Due: 06/20/2021

### Instructions

There are no special instructions for this type of filing

### Uploads

Drop files here to upload

[Submit All Files](#)

### Fees for Return

[Calculate Amount Due](#)

### Make a payment

[Make Payment](#)

## Enter Taxable Revenue / Gross Receipts (Red Circle)

Carteret County

### Line Items

Go Back

Description	Taxable Revenue	Deductions
Occupancy Tax	<input type="text" value="\$ 0.00"/>	<input type="text" value="\$ 0.00"/>

Calculate Filing Totals  
or  
Process as a Zero Filing

## Click Calculate Filing

Description	Taxable Revenue	Deductions
Occupancy Tax	<input type="text" value="\$ 2,500.00"/>	<input type="text" value="\$ 0.00"/>

Calculate Filing Totals  
or  
Process as a Zero Filing

Type	Normal	Discount	Penalty	Interest	Total
Occupancy Tax	<input type="text" value="150.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="150.00"/>

Finalize Filing

## Click Finalize Filing

Description	Taxable Revenue	Deductions
Occupancy Tax	<input type="text" value="\$ 3,000.00"/>	<input type="text" value="\$ 0.00"/>

Calculate Filing Totals  
or  
Process as a Zero Filing

Type	Normal	Discount	Penalty	Interest	Total
Occupancy Tax	<input type="text" value="180.00"/>	<input type="text" value="0.00"/>	<input type="text" value="18.00"/>	<input type="text" value="36.00"/>	<input type="text" value="234.00"/>

Finalize Filing

## Enter Tax Preparer's Name

### Line Items

Go Back

Description	Taxable Revenue	Deductions
Occupancy Tax	<input type="text" value="\$ 3,000.00"/>	<input type="text" value="\$ 0.00"/>

Calculate Filing Totals  
or  
Process as a Zero Filing

Type	Normal	Discount	Penalty	Interest	Total
Occupancy Tax	<input type="text" value="18.00"/>	<input type="text" value="0.00"/>	<input type="text" value="18.00"/>	<input type="text" value="36.00"/>	<input type="text" value="234.00"/>

Finalize Filing

**Certificate of Taxpayer**

This is to certify that this report has been examined by me and is to the best of my knowledge and belief, a true complete report made in good faith covering the month reported and that same is in accordance with the books and record of the reporting taxpayer.

Type Name:

Yes No

After you click yes, you will be taken you back to your Filing Master Page

Click the Make a Payment

<b>Instructions</b> There are no special instructions for this type of filing	<b>Forms</b> The following forms have been completed. You may click on the link to view your responses  The following forms have not been completed. These forms must be filled out prior to calculating and paying your return
<b>Uploads</b> No documents have been uploaded for this filing <div style="border: 1px solid black; padding: 10px; text-align: center;">Drop files here to upload</div> Submit All Files	<b>Fees</b> <a href="#">Calculate Fees</a>
<b>Make a Payment</b> <a href="#">Make a payment</a>	

This will show the amount that is due. Click Submit

This is where you will choose your payment type form the dropdown menu. Click Pay with E-check or Credit Card. A third party vendor charges 2.5% if you choose credit card or a flat \$1.50 for E-Check.

**\*\*\*Note: You must click E-check for the Service Fee to change to the \$1.50 service fee!\*\*\***

### Cart Summary

Please review your cart summary and note the non-refundable service fee that will be added to your transaction.

Payment Item	Reference Number	Amount
Tax Payment	OT151-Occupancy Tax	\$180.00
MunicipiPAY*Service Fee - Carteret County, NC (non-refundable)		\$1.50
<b>Total:</b>		<b>\$181.50</b>

Customer agrees to pay the above total amount via a withdrawal from their checking or savings account. Customer understands a non-refundable convenience fee will be charged to allow a payment via their bank account. By authorizing this transaction, customer agrees that merchant may convert this transaction into an Electronic Funds Transfer (EFT) transaction or paper draft, and to debit this account for the amount of the transaction. Additionally, in the event this draft or EFT is returned unpaid, a service fee, as allowable by law, will be charged to this account via EFT or draft. **(required)**



Key Enter Card

Pay with E-Check

First Name\*

Last Name\*

Email Address\*

Account Type\*

No  Checking  No  Savings

Routing Number\*

Confirm Routing Number\*

Account Number\*

Confirm Account Number\*

Street Address\*

Fill out your payment information and hit submit.

Last step is to upload your monthly occupancy tax form.

Instructions	Forms
There are no special instructions for this type of filing	The following forms have been completed. You may click on the link to view your responses
	The following forms have not been completed. These forms must be filled out prior to calculating and paying your return
Uploads	Fees
No documents have been uploaded for this filing	
<div style="border: 1px solid gray; padding: 10px; text-align: center;">Drop files here to upload</div>	
Submit All Files	
Make a Payment	

Description	Gross	Exclusions	Net	Normal	Discount	Penalty	Interest	Due	Payment
Occupancy Tax	3000.00	0.00	3000.00	180.00	0.00	18.00	36.00	234.00	0.00