



**Financial Services**  
Sales Tax Division  
215 North Mason Street, 2<sup>nd</sup> Floor  
P.O. Box 580  
Fort Collins, CO 80522  
**970.221.6780**  
970.221.6782 - fax  
[fcgov.com/salestax](http://fcgov.com/salestax)

## ON-LINE FILING

Please refer to the following frequently asked questions and if you still need additional information please contact the City of Fort Collins Sales Tax office at 970-221-6780.

- **How do I set up an on-line account?**
  - An on-line account can be set up at <https://salestax.fcgov.com>. You will need your account number, and your last payment amount. If your last payment amount was \$0, enter "0".
- **When is my tax return due?**
  - A return is due no later than the 20th of the month following the reporting period set up for your account (monthly returns are due the 20th of each month; quarterly returns are due April 20, July 20, October 20, and January 20; and annual returns are due January 20). If the 20th falls on a weekend or holiday the tax return is due the following business day.
  - On-line returns must be entered by 4:00 MST on the due date in order to avoid late charges.
- **What forms of payment can be used?**
  - E-checks, Master Card, Visa and Discover. If you are using an e-check and you have debit blocks on your account, please contact our office for the information needed by your bank to avoid the transaction being rejected by your bank.
- **What types of payments can be made?**
  - Payments can be made for sales, use, and lodging tax, as well as PIF. New returns as well as outstanding balances can be paid on-line.
- **When can I make a payment on-line?**
  - Payments can be made 24/7. The online system will calculate the amount of tax or PIF due.
  - Payment must be made when the return is filed.
- **Is there a fee? If so, how much?**
  - Yes. There is a \$1.00 Service Fee for e-checks, and a 2.75% Service Fee on the amount due for credit card payments. For example, if the amount due is \$100.00 and you pay with an e-check, the Service Fee will be \$1.00. If you pay with a credit card, the Service fee will be \$2.75.
- **Why do I have to pay a fee?**
  - The payment processor charges a "service fee" for processing the transaction and covering the operating costs associated with servicing the transactions. The fee is not charged by the City of Fort Collins, nor does the City receive any part of it.
- **What information will I need to have available to make an e-check payment?**
  - Account holder name, bank routing number, and bank account number.
- **What information will I need to have available to make a credit card payment?**
  - Name on card, cardholder address, credit card number and expiration date, and CCV.
- **Will I receive confirmation of an on-line payment?**
  - Yes. You will receive an email notification that the payment has been processed.
- **Who do I call if my payment does not appear on my bank or credit card statement?**
  - Sales Tax Customer Service at 970-221-6780.
- **Can I make a payment for the incorrect amount?**
  - The payment system will only allow you to pay the amount due as calculated in the on-line system.
- **What will the City of Fort Collins do with my personal and account information?**
  - The City of Fort Collins does not store any bank account or credit card information.
- **How do I print my return?**
  - Select "Online Services" and then select the type of return you want to print (sales and use, lodging, or PIF). The returns filed for the current year are available for printing.