



## Cuyahoga County Treasurer's Office Electronic Billing Policy and Sign-Up Process

### Purpose.

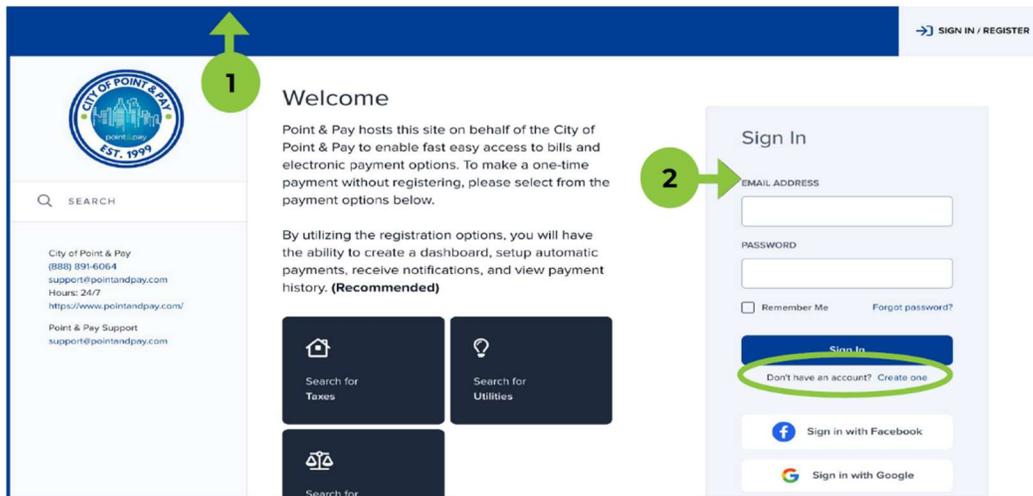
In compliance with ORC 323.13(A)(2) *et seq.*, the purpose of this policy is to establish clear and fair guidelines for the collection of property taxes via electronic billing in Cuyahoga County. This policy is written to provide you with additional options for receiving notice of taxes due and for making payments.

Nothing in this policy should be read to negate your responsibility under Ohio law to make payments in a timely way, nor to provide a means of avoiding penalties, interest, or charges for failing to do so.<sup>1</sup>

### Signing up for our Electronic Billing Program.

The Cuyahoga County Treasurer's Office uses a third-party vendor, Point & Pay, for our electronic billing.

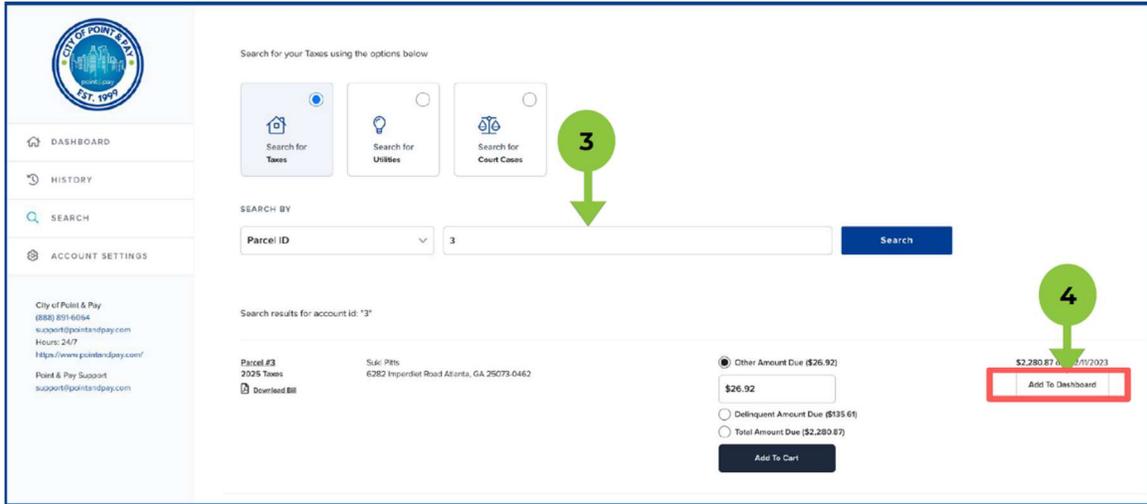
**Step 1.** To sign up for our electronic billing program, start by visiting our payment website at <https://www.paydici.com/cuyahoga-county-treasurer-oh/>.



**Step 2.** In the "Sign In" section, select the "Create one" link below the "Sign In" button to create an account. After creating an account, you will be sent a confirmation email that you can use to sign in.

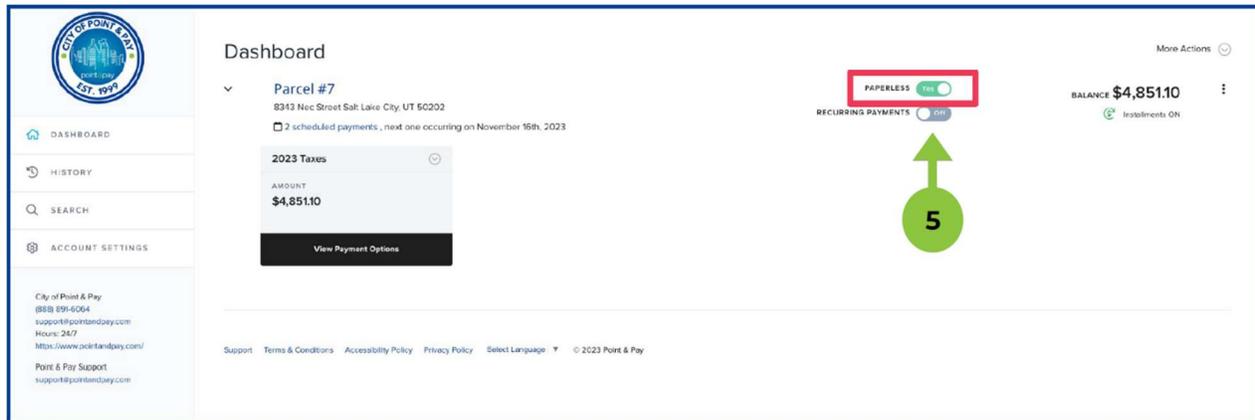
**Step 3.** After you sign in, you will be taken to your dashboard, which will be empty. Use the "Search" function on the left-hand side of the page on a desktop computer (or the menu in the upper left-hand corner on a mobile device) to find your property. You can search by "Name," "Parcel Number" or "Address."

<sup>1</sup> See ORC 323.13, "Failure to receive any bill required by this section does not excuse failure or delay to pay any taxes shown on such bill or, except as provided in division (B)(1) of section 5715.39 of the Revised Code, avoid any penalty, interest, or charge for such delay."



**Step 4.** Once you have found your property or properties, select the “Add to Dashboard” button. This adds the property to your dashboard.

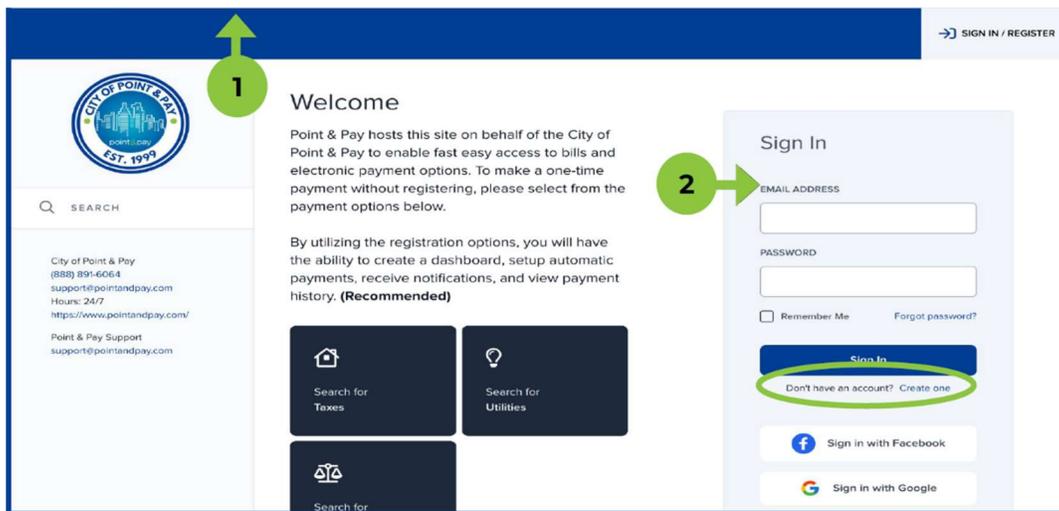
**Step 5.** After choosing your property or properties, return to your dashboard and move the “Paperless” toggle to “On.” You will be shown the “E-Bill Disclaimer & Important Information” page. Select “Confirm” on that page to complete the process. You will receive a confirmation email. That’s it!



### Signing up for Text2Pay/SMS.

The option to save a phone number and to receive text message notifications is also available (additional cell phone rates/data charges may apply).

**Step 1.** To sign up for text message notifications, start by visiting our payment website at <https://www.paydici.com/cuyahoga-county-treasurer-oh/>.

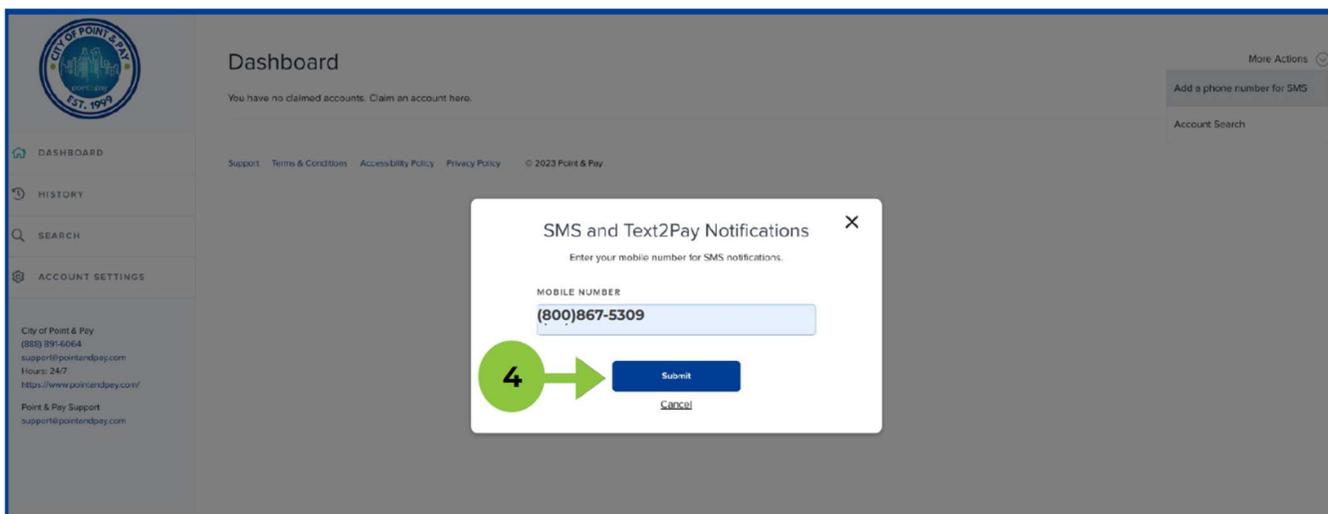


**Step 2.** Sign into your account, or create an account using the instructions provided on p. 1 of this policy.

**Step 3.** On your “Dashboard,” select the “More Actions” dropdown and then click “Add a phone number for SMS.” You must agree to the terms and conditions provided to proceed.



**Step 4.** Enter the mobile phone number you want to use for text message notifications and select “Submit” to complete the process. You will receive a confirmation email. That’s it!



*Ending Electronic Billing and/or Text2Pay/SMS.*

Signing up for electronic billing and/or Text2Pay/SMS will result in your no longer receiving a physical bill. You may, at any time, end your participation in our electronic billing program and/or our text message notification program by providing the Treasurer's Office with written notice and a current mailing address where we can resume mailing you a hard copy tax bill.

You can also end your participation in electronic billing by logging into the payment website, visiting your "Dashboard" and moving the "Paperless" toggle to "Off." You will receive a confirmation email.

To remove a phone number for text message notification, log in to your account and remove the number listed under "Account Settings." This will automatically unenroll your account.

Electronic billing and text message notifications end automatically when the name of the person charged with the taxes changes, pursuant to section 319.20 of the Revised Code.

*Fees.*

All payment transactions are processed by Point & Pay,<sup>2</sup> and subject to fees as follows:

<b>Credit Cards:</b>	2.30% of total (\$1.50 minimum)
<b>Debit Cards:</b>	\$2.95 per transaction
<b>Electronic Checks:</b>	No Fee

*Public Records Exemption.*

Email addresses and phone number submitted to the Treasurer's Office pursuant to this policy are not public records for the purposes of section 149.43 of the Revised Code.<sup>3</sup>

*Questions and Disputes.*

Questions or disputes regarding this information should be directed to Point & Pay through the portal's "Support" function (found at the bottom of each screen). Questions about the content of tax bills or tax-related information should be directed to the Treasurer's Office via phone at 216-443-7400 Option 1.

*Rescission of Policy.*

The Treasurer's Office may rescind this policy by providing notice no later than 30 days before such a rescission's effective date.

Such notice will be sent to the email address and/or telephone number you provided, and will inform you that future bills will be delivered by mail to the address on file with the Treasurer's Office. You may update your mailing address with written notice to the Treasurer's Office at any time.

*Adopted March 20, 2025*

---

<sup>2</sup> NOTICE – ORC 301.28: Our processing partner, Point & Pay LLC, charges users a nonrefundable convenience fee for such transactions. The Cuyahoga County Treasurer's Office does not receive any part of this fee. If your payment cannot be processed, your tax liability will remain outstanding and you may be subject to applicable penalties and interest for late payment.

<sup>3</sup> See ORC 323.13(A)(2).