

## Town of Hanover – Credit Card payments

The Town of Hanover is pleased to offer the ability to pay of property taxes, water/sewer, and general accounts receivable invoices by credit card online.

This service is being offered in response to a number of requests for payment by credit card. To ensure responsible use of taxpayer money, fees for this service are the responsibility of the user and are calculated as 3% + \$0.35 per transaction. The convenience fee is a third-party charge and will appear separately on your credit card statement.

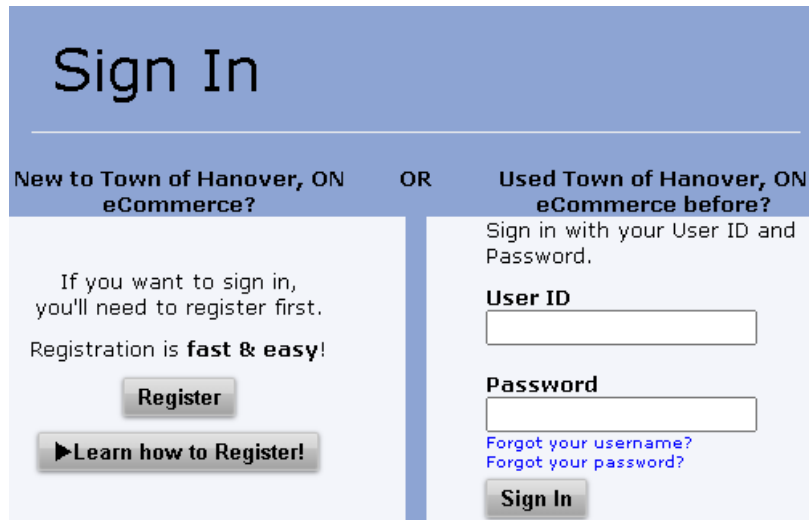
For example, for a payment of \$500, the cost will be as follows:

Invoice amount	\$500.00
Convenience Fee (500 x 3% + 0.35)	15.35
Total charge	\$515.35

To make a payment by credit card, go to [e-services](#) on the Town of Hanover [website](#).

Click the  button.

Enter your User ID and Password and click “Sign in”.



The screenshot shows a 'Sign In' page with two columns. The left column is for new users, with a 'Register' button and a 'Learn how to Register!' link. The right column is for returning users, with input fields for 'User ID' and 'Password', and a 'Sign In' button. There are also links for 'Forgot your username?' and 'Forgot your password?'.

The first time you use this service, you will need to Register – click the “Register” button to sign up. For a video tutorial, click “Learn how to Register!”. For step-by-step instructions on how to register, click [here](#).

Once you are signed in, select the type of payment you want to make:



The screenshot shows the 'Town of Hanover, ON Make a Payment' page. It has a header with the town name and a 'Home' link. Below the header is a paragraph of instructions: 'Select the type of document that you want to pay for. Then enter its identifying number and the amount of the payment. Click **Make Payment** to continue on to the payment page. All fields marked with an asterisk (\*) are required.' There are three blue buttons: 'Pay My Invoice', 'Pay My Property Tax Bill', and 'Pay My Utility Bill'. At the bottom, there are three grey buttons: 'Calculate Fee', 'Update Profile', and 'Log Out'.

- 1) **Pay My Invoice** – general Town of Hanover accounts receivable invoices – enter the full 10 digit customer number found at the top of your invoice

**INVOICE**

Customer Number: 40000123  
 Invoice Number: 212121  
 Billing Cycle: NOV 1, 2019  
 Due Date: NOV 28, 2019  
 Amount Due: \$50.00

Description	Unit Charge	Qty	Amount
Invoice: 212121 - Charge for Service	100.00	5.00000	500.00
			Billing Amount: 500.00

Pre-Balance: 0.00  
 Invoice Charges: 50.00  
 Balance Due: 50.00

- 2) **Pay My Property Tax Bill** – interim, final, or supplemental tax bills – enter the full 19 digit roll number from your Town of Hanover tax bill starting with “4229” and ending with “0000”

**TOWN OF HANOVER TAX BILL**

Roll Number: 4229-0000

RECORDED RECEIPT  
 Date: 2020-06-04

- 3) **Pay My Utility Bill** – water/sewer bills – enter the full 10 digit customer number found at the top of your Town of Hanover water/sewer bill

**TOWN OF HANOVER WATER | SEWER BILL**

Customer Number: 8123456789  
 Due Date: JUN 30, 2020  
 Amount Due: 105.11

Month	Current Reading	6,380.0 Actual
MAY 17, 2020	6,323.0	
Total Consumption: 57.0 Cubic Metres		
Rate Flat Sewer Standard		32.34
Rate Flat Water Standard		34.80
Rate Metered Sewer Standard		27.14
Rate Metered Water at 1.18 =	27.14	
Rate Metered Water Standard		25.83
Rate 0.00 Cubic Metres at 0.91 =	25.93	
		Billing Amount: 105.11

**\*\* To ensure that your payment is applied to the correct account, verify that your customer number or roll number is exactly as it appears on your bill. For multiple accounts, separate payments are required.**

**Account #:**  \*  
**Amount:**  \*  
**Convenience Fee:** \$6.35

Enter your account number.

Enter the amount of your payment.

The convenience fee will automatically be calculated based on the amount of your payment. To determine the convenience fee prior to entering the details of your payment, click "Calculate Fee".

The convenience fee is calculated as 3% of the payment amount plus \$0.35. For example, for a payment of \$200, the cost will be as follows:

Invoice amount	\$200.00
Convenience Fee (200 x 3% + 0.35)	6.35
Total charge	\$206.35

Click "Make Payment" to proceed with your payment.

## Town of Hanover, ON eCommerce - Make Payment

[Home](#)

Fill out the form below to make your credit card payment (all **bold** fields are required).  
**Electronic payments are not refundable.**

This payment will appear on your statement as **PAYPAL \*USTI CANADA**.

*Any convenience fee is non-refundable.*

### Payment Information

**Payment Type:**
 
 
 
   
 

**Amount Due:** \$200.00  
**Convenience Fee:** \$6.35  
**Total Amount:** \$206.35

I accept the convenience fee of \$6.35.

Select your payment method, and acknowledge that you accept the convenience fee.

Click "Make Payment" to finalize your payment.

Once your payment is submitted, you may make a payment to another account, or Logout.