

Government Window, LLC

FAQ - Taxes

Who is Government Window?

- *Government Window is a 3rd party company that processes electronic payments via credit/debit cards and e-checks for traffic tickets, property taxes, business licenses, bail, probation, utilities, and many other payment types for government offices.*

There is a convenience fee to pay online, if I call your customer service department, is there a service fee?

- *Yes, the service fee is the same for payments processed over the phone as they are on online.*

I received a decline or void error while making my payment. My financial institution is now showing one or more attempted transactions pending. What do I do?

- *If you received a decline or void at any time during the attempted payment, your financial institution may show a pending transaction. If you did not receive a confirmation number, the transaction was not successful. To inquire about any funds being held in a pending status, the cardholder should contact their financial institution. They should be able to give an estimated timeline of when the funds will be released.*

I am looking for your Access Fund List, and unable to locate it?

- *Government Window is a third-party payment processor. If you are unable to locate the Access Funds List, please contact the Office directly.*

I am past due to pay my property taxes, will I have extra fees?

- *Every City/County has the ability to assess penalties and fees. You would need to reach out directly to the Tax Office for this information. This information is also located on your tax bill.*

Can I make a partial payment for my taxes?

- *Every City/County has different deadlines for payments, if you are able to edit your payment amount, you can make partial payments. If the amount cannot be edited, please contact the Tax Office for partial payment requests.*

I am needing to update my mailing address, how do I do that?

- *Please contact your local office to update mailing address.*

If this page did not answer your payment-related question, please feel free to call Government Window toll-free at 1-877-575-SAFE (1-877-575-7233) during our normal business hours of Monday-Friday, 8am-5pm ET. You can email us as well by clicking [here](#).