

Home Page - PAC Portal

https://egov.cityofsalem.net/PACPortal

Test PAC Portal PAC Portal-Prod

City of Salem Home CityOfSalem.net

City of Salem Permit Application Center

User Login

Username

Password

Note: Username and password are the same as City of Salem Utility Billing and Parks & Recreation sites.

Login Register

[Forgot Username](#)

[Forgot Password](#)

Search
Search for permits, licenses, and land use actions.
Coming Soon!

Payment
Pay for permits, licenses, land use actions, or transient occupancy tax.
[Make a Payment](#)

Request Inspection
Request permit inspections.
Coming Soon!

Upload Documents
Upload documents, plans, and applications.
Coming Soon!

If you have an eGov account, use that username and password to login. (eGov = City of Salem Utility billing, Parks & Rec, Center 50+)

New users click here to register

Forgot Username: Use your First, Last name and email address to retrieve your Username

Forgot Password: Use your Username and security questions to reset your password

Register - PAC Portal

https://egov.cityofsalem.net/PACPortal/Account/Register

Test PAC Portal PAC Portal-Prod

City of Salem
AT YOUR SERVICE Home CityOfSalem.net

Register

Account Information

Username

This is what you will use to login and can not be changed.

Password Password Confirm

Email Email Confirm

Personal Information

First Name Last Name

Phone Number Phone Type

Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

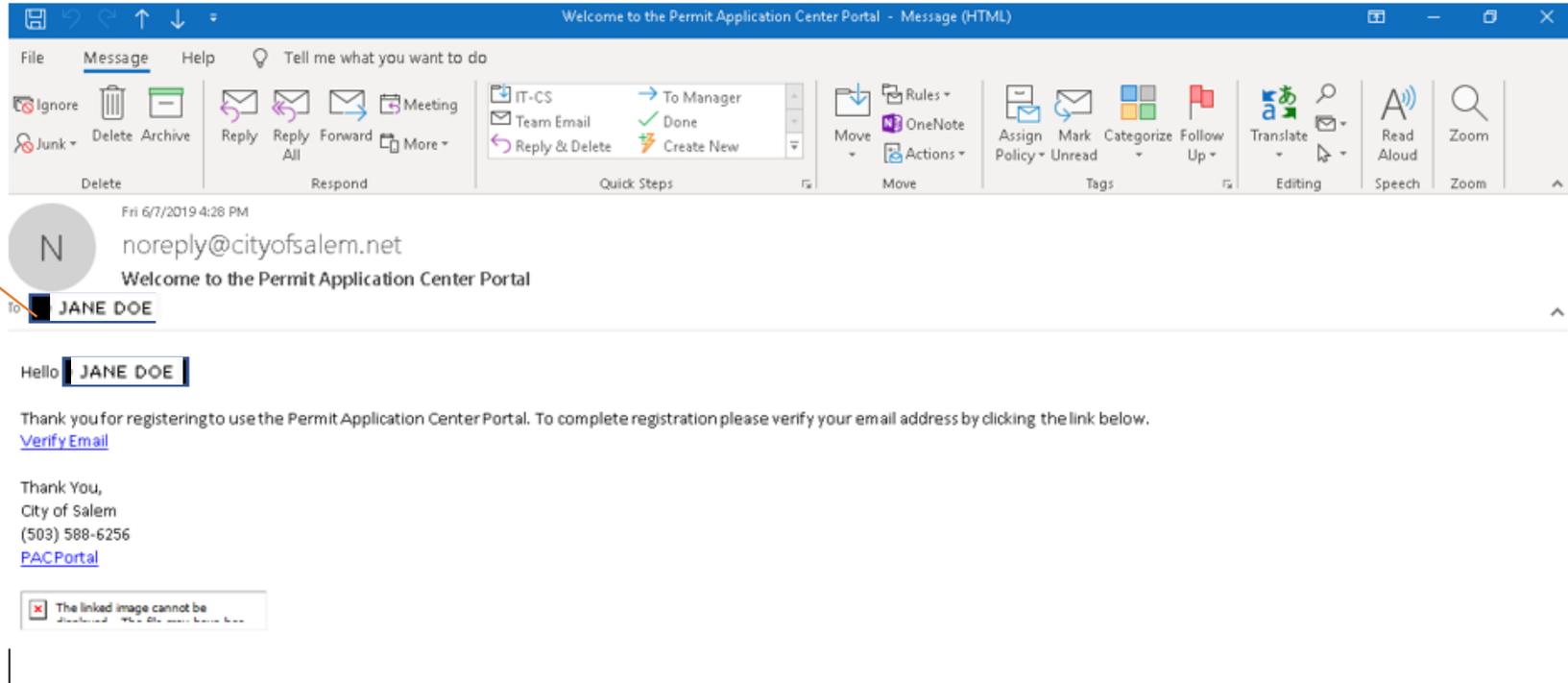
Security Question 3

Security Answer 3

Enter unique Username, fill in password and personal information, then choose your security questions & fill in security answers and accept terms to register

Security questions will be used to reset your password when forgotten

Check your inbox of the email you provided during registration and click the Verify email link



Once email is verified you will be redirected to login page, login with your Username and password

City of Salem
AT YOUR SERVICE

Home

CityOfSalem.net

User Login

Username

Password

Note: Username and password are the same as [City of Salem Utility Billing](#) and [Parks & Recreation](#) sites.

[Login](#) [Register](#)

[Forgot Username](#)
[Forgot Password](#)

https://egov.cityofsalem.net/PACPortal/Account/FindPeopleRecord

City of Salem AT YOUR SERVICE Dashboard CityOfSa

Processing Registration

You have now been registered for the PAC Portal, your account will be setup within 3 business days.
If you do not receive a response within 3 business days, please contact finance at finance@cityofsalem.net or (503) 123-4567.

Thank you for your patience,
City of Salem

[Logout](#)

[Contact Us](#) [Terms](#)

<mailto:finance@cityofsalem.net>

If your account could not be linked automatically, it will be processed within 3 business days. You will receive a confirmation email from City of Salem once your account has been linked

This is optional for TOT reporting. This button can be used if you would like to make one payment for multiple locations once reported

Actions



My Dashboard

Verify the TOT folder number sent to you via email, your property type and the property details

Transient Occupancy Taxes					
Number	Type	Details	Report Year	Balance Due	Action
19 100805 TH	Hotel Transient Occupancy Tax	Sample Hotel	2019	\$718.20	Report

Previous 1 Next

Click Report button to view summary of your TOT reporting, view and pay TOT Tax, Penalty and interest charges as applicable (month wise)

Transient Occupancy Taxes - 2019

19 100806 00 TT
Sample Short Term Rental

Month	Gross Rent	Transient Occupancy Tax	Status	Action
January		\$0.00	Complete	
February		\$0.00	Complete	
March		\$0.00	Complete	
April		\$0.00	Complete	
May		\$0.00	Complete	
June		\$0.00	Complete	
July		\$0.00	Not Reported	Report
August		\$0.00	Upcoming	
September		\$0.00	Upcoming	
October		\$0.00	Upcoming	
November		\$0.00	Upcoming	
December		\$0.00	Upcoming	

January to June 2019 have been marked as completed in this new system regardless of your actual status. If you have a balance due or questions regarding your status please contact the Salem Finance Department at 503-588-6210.

Click Report button to do the Reporting for the corresponding month

On 1st of each month, the previous month will be enabled to report since TOT reporting is always for the previous months rental activity

Reporting for July 2019

19 100805 00 TH
Sample Hotel

Gross Rent

30+ day stays, Federal Employee Exemptions

Other Exemptions (SRC 37.060.b, 37.060.d and 37.060.e)

Room Rents for which the TOT was collected by a third party (Booking Agent)

Actual Transient Occupancy Tax Collected

Number of Rooms Unavailable

Number of Rooms Not Sold

[Submit Schedule A Form](#)

Schedule A Submitted or Not Applicable

Enter Exemptions authorized under SRC 37.060 a and SRC 37.060 c

Enter the Gross rents for which tax has been collected and remitted to the City of Salem on Operator's behalf

Enter Rooms not available (ex: rooms that were a. occupied by managers, b. not charged for promotional purposes (gratis), c. rooms occupied by family and friends at no charge, d. room that are out of service due to remodeling, repairs, etc

Click Submit Schedule A/B form to enter or attach Booking Agent/Property Host information

Enter the gross rent received from occupancy in temporary lodging for the month. Gross lodging receipts are all amounts received other than taxes that are paid by a person for occupancy of transient lodging in Salem. This includes any amount paid for the sale, service, or furnishing of transient lodging

Enter Other Exemptions (SRC 37.060.b, 37.060.d and 37.060.e)

Enter the actual total TOT tax collected

Enter the total empty unit nights for that month. For example, if you had a total 1,000 room nights, and you know you sold 543 room nights and had 2 room nights unavailable, then the number of room nights not sold would be 455

Submitted!

The schedule A information has been sent to the City of Salem Finance Department. Please complete reporting by closing this page and returning to the previous page.

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In the TOT Reporting page, select the Schedule A Submitted or Not Applicable once you have submitted the details and click Next

You may close this webpage and navigate back to TOT Reporting webpage

Note : Below image is only a section of the TOT Reporting webpage (refer previous page-8)
Submit Schedule A Form

Schedule A Submitted or Not Applicable

Next **Cancel**

Click Next to continue with the TOT Reporting

Confirm July Reporting

19 100805 00 TH
Sample Hotel
Reported

Gross Rent	\$100,000.00
30+ day stays, Federal Employee Exemptions	\$0.00
Other Exemptions (SRC 37.060.b, 37.060.d and 37.060.e)	\$0.00
Room Rents for which the TOT was collected by a third party (Booking Agent)	\$0.00
Actual Transient Occupancy Tax Collected	\$0.00
Number of Rooms Unavailable	0
Number of Rooms Not Sold	0

Calculated Taxes

Transient Occupancy Tax \$8,550.00
The 5% operator admin fee has been deducted from the amount due.

[Confirm](#) [Back](#)

Verify

- Reporting moth
- Your property name
- All the information you have entered in previous webpage (Rent, exemptions, actual TOT collected, number of rooms unavailable
- Number of rooms not sold

In the given sample bill, 9% of \$100,000 is \$9000 minus \$450 (5% of \$9000for Operator Admin fee) which equals to \$8550 (net TOT tax as bill amount)

Verify the net TOT amount (the 5% Operator admin fee is deducted already). Incase of late reporting/ payment, this section would show the Penalty and Interest charges also as applicable

If all the reported information are correct, click Confirm to submit your reporting. This is the official commitment of TOT Reporting

Click Back button to go back to previous screen and make changes as needed

Bill Details

19 100805 00 TH

Description

Hotel Transient Occupancy Tax

Details

Sample Hotel

Date Generated

7/29/2019

Bill Number

969747

Bill number for future reference

Fee Details

Description	Amount
July Transient Occupancy Tax	\$8,550.00
Total Fees	\$8,550.00
Total Paid	-\$0.00
Total Balance Due	\$8,550.00

Verify

- Reporting month,
- Property Details,
- net TOT amount (the 5% Operator admin fee already deducted)
- the Penalty and Interest charges (if applicable)

If all of the reported information are correct, click Make Payment and the webpage redirects you to bank website

Click Back button to go back to previous screen and make changes as needed

Back

Make Payment

Make a Payment

My Payment

City of Salem Permit Application Center

Amount Due \$8,550.00
Name JANE DOE
Street Address 123 ABC AVE
City, State Zip SALEM OR 97306
Permit or License Number 19 100805 00 TH
Permit or License Type Hotel Transient Occupancy Tax

Payment Information

Frequency One Time
Payment Amount \$8,550.00
Payment Date Pay Now

Contact Information

First Name JANE
Last Name DOE
Company (Optional)
Address 1 123 ABC AVE
Address 2 (Optional)
City SALEM
State OR
Zip Code 97306 (Optional)
Phone Number 5030000000
Email Address jane.doe@abc.com

Payment Method

Payment Method Select

[Continue](#) [Cancel](#)

Verify

- Your name,
- Address
- Folder Name
- TOT Folder number as Permit or License Number
- Your property type as Permit or License Type
- Total amount billed

Verify

- Your name,
- Address
- Phone number
- Email address

Choose either one of the Payment methods

- Checking or Savings or
- Credit Card

Note : Below images are only a section of the Bank payment webpage (refer previous page-12)

Payment Method

Payment Method **Checking or Savings** ▼

Sample Check 1215
123 Main St.
Anytown, MO 12345 DATE _____
PAY TO THE ORDER OF _____ \$ _____
DOLLARS
MEMO _____
123456780 055 11331111 * 601215

Bank Routing Number Bank Account Number Check Number (not required)

Personal Check | [Business Check](#)

Bank Routing Number 123456

Bank Account Number 12345678

Re-enter Bank Account Number 12345678

Bank Account Type Checking Savings
 This is a business account

If you chose Checking or Savings, fill in Bank Routing and account numbers. If all the entered details and Bill amount are correct, click Continue to make payment

Continue [Cancel](#)

Payment Method

Payment Method **Credit/Debit Card** ▼

Card Number 1234567898760018

Expiration Date 01 ▼ 2022 ▼

Card Security Code 000

Card Billing Address Use my contact information address
 Use a different address

If you chose Credit card , fill in card numbers, expiration date and security code. If all the entered details and Bill amount are correct, click Continue to make payment

Continue [Cancel](#)

Review Payment

Please review the information below and select Confirm to process your payment. Select Back to return to the previous page to make changes to your payment.

Payment Details

Description	City of Salem Permit Application Center www.cityofsalem.net
Payment Amount	\$8,550.00
Payment Date	07/30/2019
Name	JANE DOE
Street Address	123 ABC AVE
City, State Zip	SALEM OR 97306
Permit or License Number	19 100805 00 TH
Permit or License Type	Hotel Transient Occupancy Tax

Payment Method

Payer Name	JANE DOE
Card Number	*0018
Expiration Date	Jan-2022
Card Type	Visa
Confirmation Email	jane.doe@abc.com

Billing Address

Address	123 ABC AVE
City	SALEM
State	OR
Zip Code	97306

Contact Information

First Name	JANE
Last Name	DOE
Address	123 ABC AVE
City	SALEM
State	OR
Zip Code	97306
Phone Number	5030000000
Email Address	jane.doe@abc.com

[Confirm](#) [Back](#)

Verify

- Your name,
- Address
- TOT Folder number as Permit or License
- Your property type as Permit or License Type

Verify

- Your name,
- Last 4 of your credit card
- Card type
- Email address

Verify your Billing address and the contact information associated with the Billing address of the credit card

Your name
Address
Phone number
Email address

Confirmation number

Confirmation

Thank you for making a payment on the City of Salem Permit Application Center portal. Should the submitted payment be rejected by your bank or returned due to non-sufficient funds, it will be reversed and applicable fees will be charged.

Please keep a record of your Confirmation Number, or [print this page](#) for your records.

Confirmation Number **COSXPA002057516**

Payment Details

Description	City of Salem Permit Application Center www.cityofsalem.net
Payment Amount	\$8,550.00
Payment Date	07/30/2019
Status	PROCESSED
Name	JANE DOE
Street Address	123 ABC AVE
City, State Zip	SALEM OR 97306
Permit or License Number	19 100805 00 TH
Permit or License Type	Hotel Transient Occupancy Tax

Payment Method

Payer Name	JANE DOE
Card Number	*0018
Card Type	Visa
Confirmation Email	jane.doe@abc.com

Billing Address

Address	123 ABC AVE
City	SALEM
State	OR
Zip Code	97306

[Return to PAC Portal](#)

Verify

- Payment Amount
- Payment Date
- Your Name
- Address
- TOT Folder number as Permit or License
- Your property type as Permit or License Type

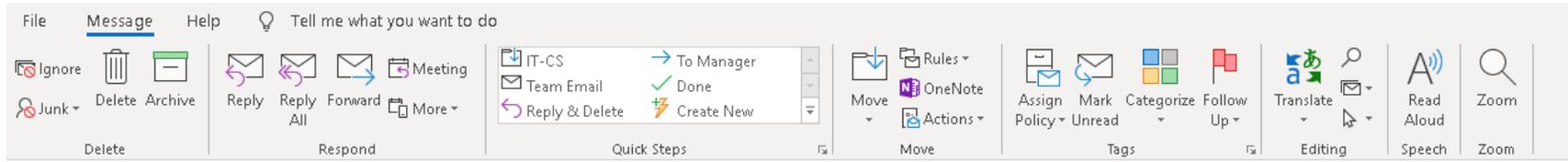
Keep a record of your Confirmation number for future reference and Click Return to PAC portal button to navigate back to the City of Salem PAC portal website

Payment Confirmation

Your payment has been received.

[Return to Dashboard](#)

Clicking Return to PAC portal in the bank payment website brings you here. Click on Return to Dashboard button



Tue 7/30/2019 4:25 PM
City of Salem PAC E-Pay <epaynoreply@usbank.com>
Payment Confirmation for City of Salem Permit Application Center
To: JANE DOE

Once payment is successfully processed you will be sent a confirmation email. Keep this email as a record of your payment

*** PLEASE DO NOT RESPOND TO THIS EMAIL ***

Thank you for your payment.

This email is to confirm your payment submitted on Jul-30-2019 for City of Salem Permit Application Center.

Confirmation Number: COSXPA002057516
Payment Amount: \$8,550.00
Scheduled Payment Date: Jul-30-2019
Amount Due: \$8,550.00

Payer Name: JANE DOE
Credit Card Number: *0018
Credit Card Type: VISA
Approval Code: N/A

Merchant: City of Salem Permit Application Center
Website: www.cityofsalem.net

If you have questions about this payment or need assistance, please view the payment online at <https://egovtest.cityofsalem.net/PACPortal>, or call Customer Service at (503)588-6256.

Thank you for using the City of Salem Salem PAC electronic payment system.

U.S. BANCORP made the following annotations

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Actions



Clicking on Return to Dashboard button brings you back to PAC portal dashboard. Verify balance due is zero

My Dashboard

Transient Occupancy Taxes					
Number	Type	Details	Report Year	Balance Due	Action
19 100805 TH	Hotel Transient Occupancy Tax	Sample Hotel	2019	\$0.00	Report

Previous 1 Next

Click Report button to verify whether the payment is reflected in your TOT folder

Transient Occupancy Taxes - 2019

19 100806 00 TT

Sample Short Term Rental

Month	Gross Rent	Transient Occupancy Tax	Status	Action
January		\$0.00	Complete	
February		\$0.00	Complete	
March		\$0.00	Complete	
April		\$0.00	Complete	
May		\$0.00	Complete	
June		\$0.00	Complete	
July		\$8,550.00	Complete	View Bill
August		\$0.00	Upcoming	
September		\$0.00	Upcoming	
October		\$0.00	Upcoming	
November		\$0.00	Upcoming	
December		\$0.00	Upcoming	

Verify that the status for the corresponding month is Complete and click View Bill to button to verify the bill

Bill Details

19 100805 00 TH

Description

Hotel Transient Occupancy Tax

Details

Sample Hotel

Date Generated

7/29/2019

Bill Number

969747

Payment Date

7/30/2019

Fee Details

Description	Amount
July Transient Occupancy Tax	\$8,550.00
Total Fees	\$8,550.00
Total Paid	- \$8,550.00
Total Balance Due	\$0.00

Back

Click Back to navigate to the Summary webpage

Verify that total paid amount reflects the amount you paid

Click here and click Logout to complete TOT Reporting for the month

My Profile

Logout

Transient Occupancy Taxes - 2019

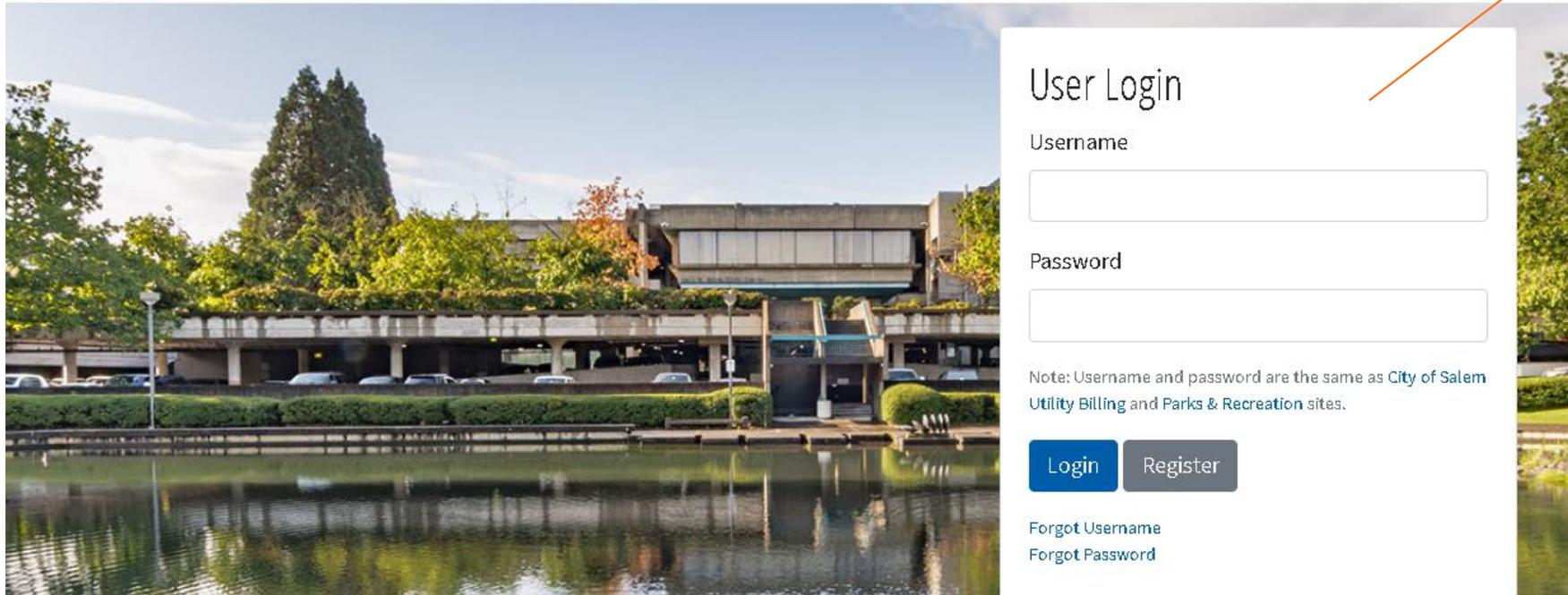
19 100805 00 TH

Sample Hotel

You have successfully signed out. ✕

You may bookmark this link for future login. Thank you for reporting TOT and making a payment

City of Salem Permit Application Center



User Login

Username

Password

Note: Username and password are the same as [City of Salem Utility Billing](#) and [Parks & Recreation](#) sites.

[Login](#) [Register](#)

[Forgot Username](#)
[Forgot Password](#)