Paying Taxes On-Line and Citizen Self-Service Instructions

New features on our website to help you view tax information and pay on-line!

To pay your Excise, Personal Property, and Real Estate taxes on-line:

Log on to our website www.littletonma.org and click on “On-Line Payments”:

Click “Real Estate, Personal Property and Excise Tax payments”: 
On the left-side of the screen, select the **Transaction** you are paying:

**Transactions**

- 2019 REAL ESTATE
- 2020 REAL ESTATE Q4
- EXCISE
- PERSONAL PROPERTY Q4
- TREAD PROGRAM

**Welcome to the Town of Littleton’s Online Payment Center**

If you would like to order a birth, business, death or marriage certificate please click [here](#). If you need assistance or have any questions, please contact the Tax Collector’s Office at 978-540-2405 or [drichards@littletonma.org](mailto:drichards@littletonma.org)

**Payment Options:** You have two (2) options for paying your bill; either by electronic check or by credit card.

**Electronic Check:** It is free to pay by electronic check. You will need one of your checks with you when you pay your bill online in order to get your account number and the bank’s routing number from it. You will be shown where this information is on your check.

**Credit Card:** We accept MasterCard, Visa, American Express and Discover for credit card payments. There will be a convenience fee for each online payment. The credit card service provider charges the fee to your credit card. When paying by credit card, the fee amount will appear in a separate box and will be totaled with the amount of the tax. ([Fee Schedule](#))

---

Read, and then x-out of any **Important Messages**:
Enter the **Bill Number** and **Tax Year**, then click **Continue** – remember:

- Excise Taxes are issued every *Calendar Year*
- Real Estate Taxes are issued every *Fiscal Quarter*
  - Qtr 1 Jul-Sep
  - Qtr 2 Oct-Dec
  - Qtr 3 Jan-Mar
  - Qtr 4 Apr-Jun
- Fiscal year 2020 is from July 1, 2019 thru June 30, 2020
Click “Add to Cart”:
Click “Checkout”:

If you already have an Account, you can easily “Sign In” with your User Name and Password. If you do not yet have an Account, select “Create Account” and create your User Name and Password. This will be a great time-saver since you will only need to enter your Contact Information one time rather than each time you log on as a Guest. Or if you prefer, you can select “Checkout as Guest” and enter Name, Address, Phone, Email each time you pay your taxes on-line:

Then choose how you would like to pay*:

- **Electronic Check:** It is free. Please have your bank’s routing number and your account number handy (from your checkbook) as you will need to enter those numbers if you pay by Electronic Check.

- **Credit Card:** We accept MasterCard, Visa, American Express and Discover. There will be a convenience fee for each online payment which you will have an opportunity to see prior to completing the transaction. The credit card service provider charges the fee to your credit card. The fee amount will appear in a separate box and will be totaled with the amount of the tax.

*Note: Your payment may not be reflected in Citizen Self-Service until the next business day.*
To View REAL ESTATE Tax Information through Citizen Self-Service:

Log on to our website [www.littletonma.org](http://www.littletonma.org) and click (or hover over) “Departments” and then select “Tax Collector”:

Click on “Citizen Self-Service”:

Citizen Self-Service
- Community Preservation Act
- General Payment Information
- Motor Vehicle Excise Tax Bills
- Online Payments
- Real Estate and Personal Property Tax
- Residential Property Tax Rates
- Supplemental Tax Assessments on New Construction

Contact Info

**Hours of Operation:**
Monday: 8:00am to 6:00pm
Tuesday - Thursday: 8:00am to 4:00pm
Friday: 8:00am to 12:00pm

**Phone:**
(978) 540-2405

**Fax:**
(978) 952-2321
Click on “Real Estate”:

To find your Real Estate Tax information, you will *either* need:
- Parcel ID, OR
- Bill Number, OR
- Address (to enter address, just enter the house # and the first word of the street; you may then need to select from several you find – better to enter less information because if for example, you enter “Road” but the software has it saved as “Rd” it will not find your information)
If you find several properties, you can sort by any of the header labels (i.e., by clicking on Tax Year you can sort oldest to newest or vice-a-versa):

Once you find the item you are interested in, click “View Bill”:

Once you are viewing the information, note the choices on the right side of the screen for more information!
To jump over to PAY your Bill, Click on “Resources” (on the upper right of the screen) and it will take you to the UniPay Online Payments screen (and follow the instructions for Paying Your Bills Online beginning on Page 2):

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CALL OUR OFFICE AT 978-540-2405 OR EMAIL OUR TAX COLLECTOR DEBBIE RICHARDS AT drichards@littletonma.org