

FAQ's

Question	Answer
General Questions	
1 Why is Treasury changing the way they receive tax payments?	<p>There are several reasons:</p> <ol style="list-style-type: none"> 1. Ease of access to tax payers for submitting timely payments. 2. Increases payment tracking and reporting efficiencies. 3. Decreases time spent by support resources. 4. Supports City efforts for environmental protection by reducing paper consumption.
2 Who do I contact for assistance if I have trouble using the new system?	Send an e-mail to treasurypayment@cabq.gov
3 I have questions. How can I get answers?	<p>Submit questions via e-mail to e-mail address: treasurypayment@cabq.gov A Treasury Representative will respond within 2 working days.</p>
4 Will I be required to pay my taxes online?	All Lodger's, Innkeepers, Liquor Licenses and Pawnbrokers will be required to submit tax payments using this new online system.
5 What are the benefits of paying my taxes online?	<ol style="list-style-type: none"> 1. Available for receiving payments on-demand (24 hours a day/7 days a week). 2. Speeds up receipt of tax payments. 3. No more wondering if it made it to Treasury by the deadline or not.
6 Are there different payment options available?	<p>There are two payment options available:</p> <ol style="list-style-type: none"> 1. Credit or Debit card payment (2.75% service fee applied to each transaction) 2. eCheck (No service fee)
7 Is there be a service fee for making payments by credit card or debit card?	Yes. A service fee of 2.75% will be incurred for every credit/debit card transaction. The City of Albuquerque does not retain any portion of this fee.
8 Is there a service fee for paying by eCheck?	No. There are no service fees incurred when paying by eCheck.
9 How can I avoid paying a service fee?	Use the eCheck option to submit payments instead of using a credit/debit card.
Lodger's Only	
1 If I do not make it by the due date will the system automatically calculate the Penalties for Lodgers and Hospitality?	The system will automatically calculate and apply penalties when appropriate.
2 If I am on a payment plan will I be able to see what has been paid towards the balance (history) and will the balance be available to view?	You will be able to view historical payment information and upcoming payments that are due.

<p>Can I make changes in the system such as new Accounting Firm that has taken over? or a change of Address?</p>	<p>These changes will still be submitted online but through the City of Albuquerque, Treasury Department website. For Liquor and Pawnbroker Updates: https://www.cabq.gov/dfa/treasury/taxes-and-fees/liquor-pawnbroker-license-holders-submit-current-contact-information For Lodger's & Hospitality Updates: https://www.cabq.gov/dfa/documents/lodgers-tax-application-2018.pdf</p>
<p>Liquor Only</p>	
<p>1 How often do I pay?</p>	<p>Payment is due annually.</p>
<p>2 When do I pay for my annual Liquor License?</p>	<p>You will pay in the same month that you pay State of New Mexico. If not sure call Ann Chavez at 505-768-3398.</p>
<p>3 What do I need to do to get a Liquor License?</p>	<p>You must contact the State of New Mexico Regulation and Licensing/Alcohol and Gaming Division.</p>
<p>4 How long does it take to get my Permit?</p>	<p>You should get your permit 2 to 3 weeks after payment is made.</p>
<p>5 How much is my annual fee for the Liquor License?</p>	<p>\$250.00</p>
<p>Pawn Broker Only</p>	
<p>1 What is the process for a permit?</p>	<p>You must submit a completed application. https://www.cabq.gov/dfa/treasury/taxes-and-fees/liquor-pawnbroker-license-holders-submit-current-contact-information</p>