Frequently Asked Questions

Q. What is Official Payments Corporation (OPC)?
A. OPC is the vendor who administers the state’s credit card payments. They are a leading provider of electronic payments of taxes and fees on the federal, state, and local level.

Q. Why is there a fee to pay by credit card?
A. Credit card companies charge merchants a processing fee for accepting their cards. Retail merchants can pay for this by including it in the cost of their products or services but the BOE cannot do this with tax or fee payments. The only way for BOE to handle the cost is to pass the fee on to the tax or fee payer. This service fee is charged by the credit card processing vendor and is not revenue to BOE. The fee is 2.3 percent of the transaction amount, minimum of $1.00.

Q. Will my payment due dates remain the same?
A. Yes. Payment by credit card does not change the due date of the return payment or prepayment.

Q. When will my payment be effective?
A. Your payment is effective on the date you charge it, as long as the transaction is completed by 12:00 midnight, Pacific time.

Q. How long after I make my payment will it post with BOE?
A. It can take up to five working days for the payment to show on BOE’s system. The payment effective date, however, is the date of the transaction.

Q. Where do I call to verify that my credit card payment has been received?
A. Five days after making your credit card payment, you may call 1-800-400-7115 between 8:00 a.m. and 5:00 p.m. Pacific time, Monday through Friday, excluding state holidays.

Additional Resources and Links

Visit our website to find other helpful tools and information:
• For a complete listing of Frequently Asked Questions, go to www.boe.ca.gov.
• For general information, please call 1-800-400-7115.
Paying Taxes and Fees by Credit Card

The Board of Equalization (BOE) offers an easy, convenient, and secure method to pay taxes and fees by credit card. Payments can be made over the Internet, at BOE offices, or over the telephone. The credit card information remains secure and is not retained by BOE.

All BOE credit card transactions are processed by the state’s credit card processor, Official Payments Corporation (OPC). They are the leading provider of electronic payments. Their service is available 24 hours a day, 7 days a week.

What type of taxes and fees can I pay by credit card?

• Return and fee payment *
• Prepayments *
• Account receivable (liability) payment
• Audit payment
• Application/decal payment
• Internet tobacco purchase payment
• License application payment

* If you are required to pay taxes or fees by Electronic Funds Transfer (EFT), you will incur penalties if you charge your return or prepayments to your credit card.

What credit card can I use?

American Express, Discover/Network, MasterCard and Visa are accepted.

Please note: A 2.3 percent service fee will be charged by the credit card processor. This fee is not revenue to BOE.

Credit Card Payment Options

1. Efile and Pay

Electronically file (efile) your returns/prepayments and pay amounts due over the Internet in one easy transaction. Check the BOE website to find out if you are eligible to efile.

- Go to www.boe.ca.gov.
- Click on the eServices tab.
- Select the type of return or prepayment you want to efile.
- Login to efile your return or prepayment.
- Input your return or prepayment information.
- You will be re-directed to the OPC website to make your payment.
- Return to the BOE website to file the return.

2. Payment by Internet

Make a credit card payment over the Internet separate from efileing your return or prepayment.

From the BOE website www.boe.ca.gov:

- Click on the eServices tab.
- Select Pay by Credit Card.
- Click Continue to be re-directed to the OPC website to begin your payment transaction.

Or go directly to the OPC website, www.officialpayments.com.

Once you enter OPC’s website, make the following selections:

- Jurisdiction Code: Leave blank
- State: California
- Payment Entity: California Board of Equalization
- Payment Type: Tax/Fee
- Click Make A Payment to proceed with your transaction.

3. Payment by Telephone

Call 1-855-292-8931 to be guided through the payment transaction. OPC is available 24 hours a day, 7 days a week.

More Information

4. Board of Equalization Offices

Payments can be made in person by visiting any BOE office. To find an office near you, go to www.boe.ca.gov and click on Field Offices.

Taxpayer Checklist

Making a payment with your credit card is easy, convenient, and secure.

Here is the information you will need to complete your tax or fee payment:

- BOE Account Number (numbers only)
- Payment Type (return, prepayment, account receivable, audit payment or fee)
- Period Ending Date (last day of the period of your return, prepayment, account receivable, audit, or fees notification, mm/dd/yy)
- Tax or Fee Payment Amount (in whole dollars)
- Penalty Amount (if applicable)
- Interest Amount (if applicable)
- Credit Card issued by American Express, Discover Network, MasterCard, or Visa
- Credit Card Expiration Date (mm/yy)
- Zip Code
- Daytime Phone

At the end of your payment transaction, you will be given a confirmation number. Retain this number for your records.

- Confirmation Number __________________________
Frequently Asked Questions

Q. What is Official Payments Corporation (OPC)?
A. OPC is the vendor who administers the state’s credit card payments. They are a leading provider of electronic payments of taxes and fees on the federal, state, and local level.

Q. Why is there a fee to pay by credit card?
A. Credit card companies charge merchants a processing fee for accepting their cards. Retail merchants can pay for this by including it in the cost of their products or services but the BOE cannot do this with tax or fee payments. The only way for BOE to handle the cost is to pass the fee on to the tax or fee payer. This service fee is charged by the credit card processing vendor and is not revenue to BOE. The fee is 2.3 percent of the transaction amount, minimum of $1.00.

Q. Will my payment due dates remain the same?
A. Yes. Payment by credit card does not change the due date of the return payment or prepayment.

Q. When will my payment be effective?
A. Your payment is effective on the date you charge it, as long as the transaction is completed by 12:00 midnight, Pacific time.

Q. How long after I make my payment will it post with BOE?
A. It can take up to five working days for the payment to show on BOE’s system. The payment effective date, however, is the date of the transaction.

Q. Where do I call to verify that my credit card payment has been received?
A. Five days after making your credit card payment, you may call 1-800-400-7115 between 8:00 a.m. and 5:00 p.m. Pacific time, Monday through Friday, excluding state holidays.

Visit our website to find other helpful tools and information:
- For a complete listing of Frequently Asked Questions, go to www.boe.ca.gov.
- For general information, please call 1-800-400-7115.

Additional Resources and Links

Visit our website to find other helpful tools and information:
- For a complete listing of Frequently Asked Questions, go to www.boe.ca.gov.
- For general information, please call 1-800-400-7115.