



Lancaster County Tax Collection Bureau

1845 William Penn Way

Lancaster, PA 17601

Phone (717) 569-4521

www.lctcb.org

LCTCB

Instructions for Individual Payment Website

Revised April 1, 2019

These instructions are for using the Lancaster County Tax Collection Bureau's (LCTCB's) website designed to allow INDIVIDUAL taxpayers to:

- **Make Individual Earned Income Tax (EIT) quarterly estimated payments**
- **Make Individual Local Services Tax (LST) payments for self-employed and work at home individuals**
- **Request an extension of the due date for filing the Individual annual EIT tax return and also make a payment of the estimated liability that will be reported on the final return if necessary.**

**The website accepts only ACH Debit electronic payments.
A valid checking or savings account is required in order to submit these types of payments to LCTCB.**

No additional fees are charged for processing these payments.

Table of Contents

Using the Website	4
Create Your Account.....	4
Create and Manage Your Profile	7
Complete the Profile Information	8
Setup Taxpayers.....	9
Setup Bank Accounts.....	11
Manage Email Addresses.....	13
Change Password.....	14
Make Payments and Extension Requests	15
Making an EIT Estimated Payment	15
Making an Individual LST Payment.....	16
Requesting a Final Return Extension.....	18
Payment Status and Editing	19

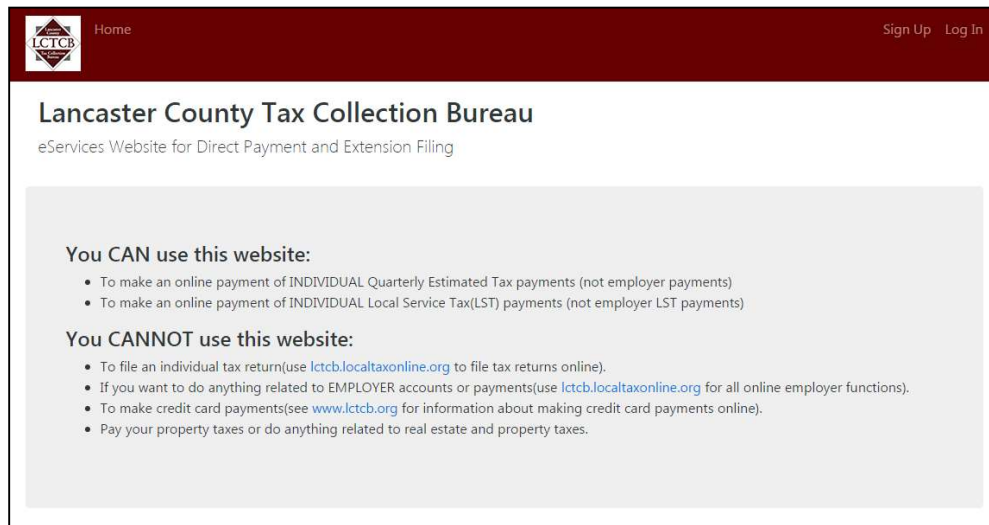
Using the Website

To use the website, you need to:

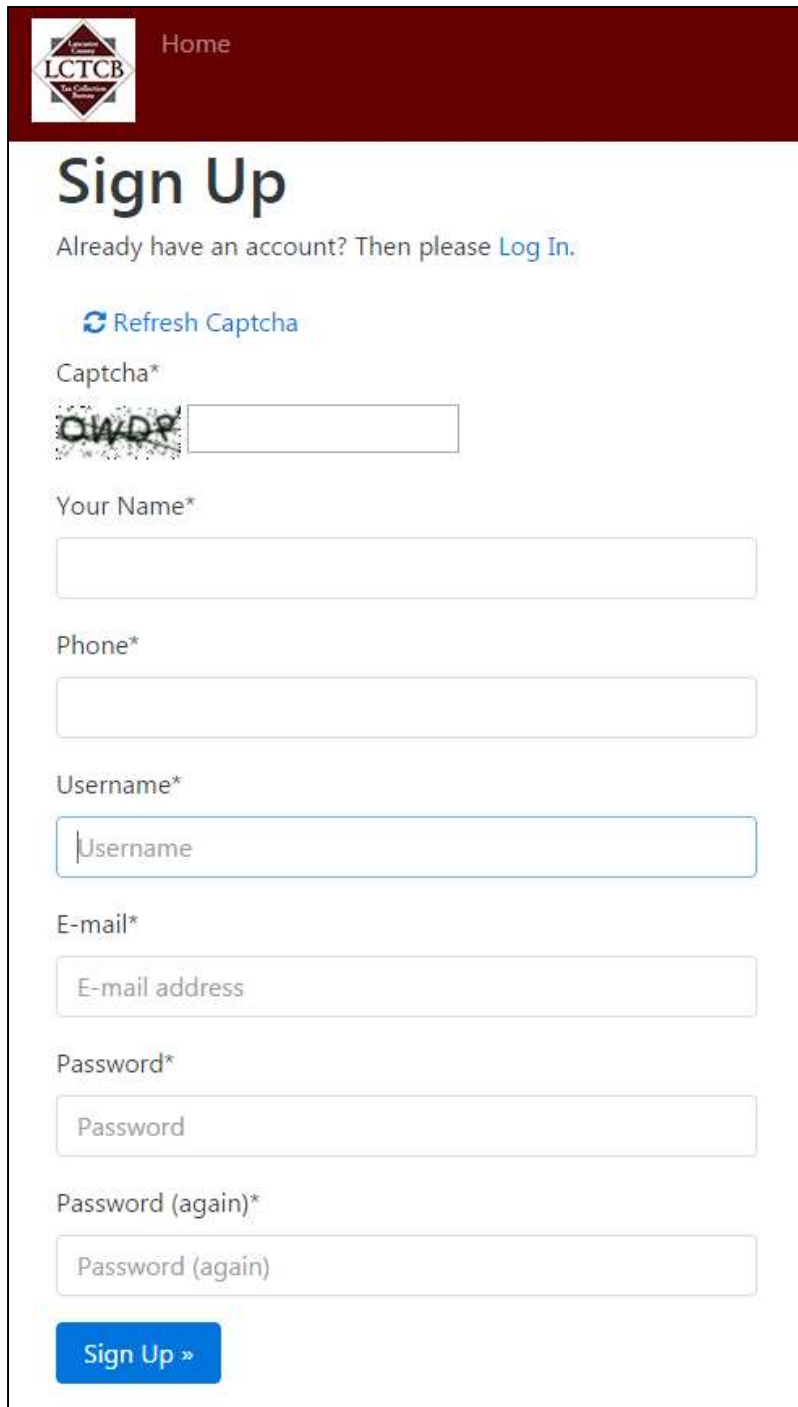
1. Create your account
2. Add your taxpayer(s) information
3. Add your banking information
4. Schedule your payments.

Create Your Account

1. To create your account go to <https://directpay.lctcb.org>.



2. In the upper right corner, click **Sign Up**.



The screenshot shows the LCTCB (Lancaster County Technical College Board) Sign Up page. At the top, there is a dark red header with the LCTCB logo on the left and the word "Home" on the right. Below the header, the main content area has a white background. The title "Sign Up" is prominently displayed in a large, bold, black font. Below the title, a link "Log In." is provided for users who already have an account. A "Refresh Captcha" link with a circular arrow icon is located above the Captcha field. The Captcha field itself shows a distorted image of the letters "OWDP" next to an empty input box. Below the Captcha field, there are several required input fields, each labeled with an asterisk: "Your Name*", "Phone*", "Username*", "E-mail*", "Password*", and "Password (again)*". Each label is followed by its respective input box. The "Username" box contains the placeholder text "Username". The "E-mail" box contains the placeholder text "E-mail address". The "Password" box contains the placeholder text "Password". The "Password (again)" box contains the placeholder text "Password (again)". At the bottom of the form, there is a blue button with the text "Sign Up »" in white.

Home

Sign Up

Already have an account? Then please [Log In](#).

[Refresh Captcha](#)

Captcha*

OWDP

Your Name*

Phone*

Username*

Username

E-mail*

E-mail address

Password*

Password

Password (again)*

Password (again)

[Sign Up »](#)

3. Enter all the requested information including selecting a Username and creating a password.

4. Click **Sign Up**. If you have entered the information correctly the following message displays:



5. Go to your email account inbox and locate and open the email from **localdirect**.

The email shows the username you selected and includes a link to confirm the creation of the account.

6. Click the link confirming your account creation.

e-Signature Agreement

Please read this e-Signature Agreement carefully. By clicking the "I Agree" button below, you are: (1) representing that you have read and fully understand this Agreement; (2) agreeing to be legally bound in all respects by all terms of this Agreement, including both the terms of this paragraph and the terms set forth below this paragraph; and (3) confirming that the Lancaster County Tax Collection Bureau (or "LCTCB") has not and will not provide you with any tax, financial, technological, legal, or other advice, opinions, or recommendations in consideration for, or as a consequence of, your entering into this Agreement. By clicking on the "I Agree" button below, you specifically:

Agree to conduct transactions by electronic means with LCTCB, and hereby request that LCTCB issue you a User ID and password for that purpose;

Agree that your User ID and password will be your signature on all records and transactions that you submit electronically to LCTCB;

Agree that when your User ID and password are used to create, generate, or send an electronic record or transaction, the User ID and password will identify that record or transaction as yours and LCTCB will be entitled to rely on that identification;

Agree that you will not deny the legal effect or authenticity of a signed electronic record or transaction that you submit to LCTCB merely because the record or transaction is in electronic form or merely because the record or transaction is signed with your User ID and password;

Agree that you will maintain the security and confidentiality of your User ID and password and that you are fully responsible for all activities that occur under your User ID and password;

Agree that you will immediately notify LCTCB if you learn of any unauthorized use of your User ID or password;

Agree that the laws of the Commonwealth of Pennsylvania, without regard to any conflict or choice of law principles, apply to all of your dealings and disputes with LCTCB;

Agree that any dispute you have with LCTCB will be resolved in the Lancaster County Court of Common Pleas in Lancaster, Pennsylvania and agree that you will not challenge the aforementioned Court's exercise of personal jurisdiction or venue over you; and

Agree that any statement or representation you make to LCTCB in any electronic record or transaction that you submit to LCTCB is and will be true, correct, and complete and that any false statement will subject you to penalties for perjury and is punishable pursuant to 18 Pa.C.S.A. § 4904 (unsworn falsification to authorities).

7. Carefully review the terms and conditions noted in the e-Signature Agreement. If you accept all the terms listed, click **I Agree**.

A message displays on the login page confirming the email address

8. You may now login with your username and password.

Create and Manage Your Profile

After creating your account you must login and complete your profile information. This includes:

- Entering address Information
- Setting up the Taxpayers for whom you will be making payments
- Setting up the Bank Accounts from which the payments will be made.

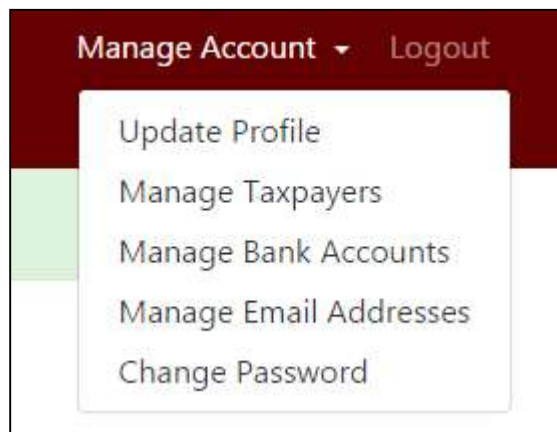
1. Go to <https://directpay.lctcb.org>.
2. In the upper right corner, click **Log In**.

The log in screen displays

3. Enter your Username and Password and click **Sign In**.

The start page displays

4. All Profile creation and maintenance is done using the **Manage Account** drop-down options in the upper right corner.



Complete the Profile Information

1. In the upper right corner select **Manage Account > Update Profile**.

Your Name*	<input type="text"/>
Address Line 1*	<input type="text"/>
Address Line 2	<input type="text"/>
City*	<input type="text"/>
State*	<input type="text" value="Pennsylvania"/>
ZIP Code*	<input type="text"/>
Phone Number*	<input type="text"/>
<input type="button" value="Update"/>	

2. Enter the information in all fields and click **Update**.

The Home page displays.

Setup Taxpayers

Taxpayer accounts are added based on the combination of the Last Name and Social Security Number. Taxpayer accounts can only be added for taxpayers who have filed with LCTCB in the past and have a status of Active.

The Taxpayer account must be setup before any type of payment can be made or before an extension request is filed.

NOTE: You may make payments for multiple taxpayers from a single account.

1. In the upper right corner select **Manage Account > Manage Taxpayers**.

Taxpayer Accounts			
ID	SSN	Name	Actions
Add			

2. Click **Add**.

Add New Taxpayer Account

Taxpayer Name*

SSN*

Last Name*

include any suffix such as Jr or III

[Add](#) [Cancel](#)

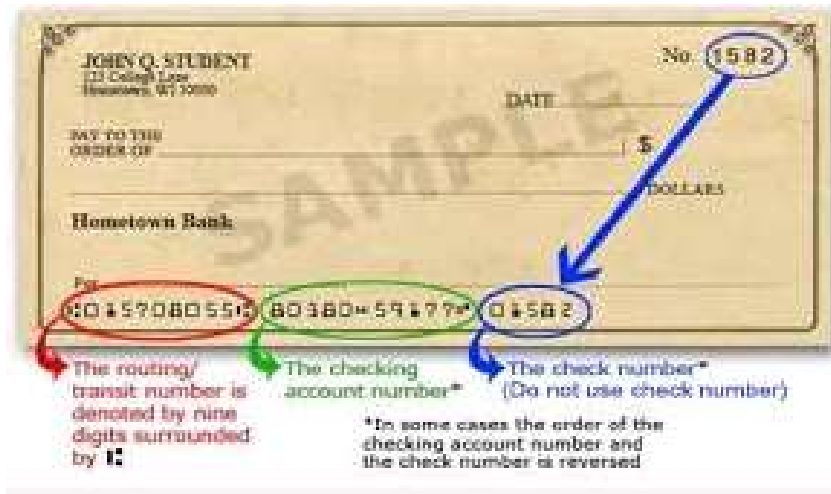
3. In the **Taxpayer Name** field, enter the Taxpayer's full name.
4. In the **SSN** field, enter the Social Security Number without dashes.

5. In the **Last Name** field, enter the Taxpayer's last name (this must exactly match the last name of the taxpayer as it is in the LCTCB database for the SSN you entered).
6. Click **Add**.
7. If a match of the SSN and Last Name is found, you are returned to the Taxpayer Accounts screen and the taxpayer appears in the list of accounts. If a match is not found, the following message displays.

• Unable To Find Record of Active Taxpayer.

Setup Bank Accounts

Taxpayers and bank accounts must be setup before any type of payment can be made. The bank account information needed is the routing number of the financial institution, your account number at that institution and the type of account you are accessing...either checking or savings. The following is a sample of a check and shows where you can find the correct numbers:



1. In the upper right corner select **Manage Account > Manage Bank Accounts**.

Bank Accounts

Name

Add Bank Account

2. Click **Add Bank Account**.

Add New Bank Account

Bank Routing Number*

Bank Account Number*

Account Type*

Checking

Bank Account Name*

Add Cancel

3. In the **Bank Routing Number** field, enter the 9 digit routing number for the financial institution.
4. In the **Bank Account Number** field, enter the account number at the financial institution. **DO NOT ENTER ANY SPACES OR DASHES**
5. From the **Account Type** drop-down, select Checking or Savings.
6. In the **Bank Account Name** field enter a name you can use to easily identify the account when selecting bank accounts for payments.
7. Click **Add**.
8. If the routing number is verified as valid, you are returned to the Bank Accounts screen and the bank account appears in the list of accounts. If the routing number is not valid the following message displays:

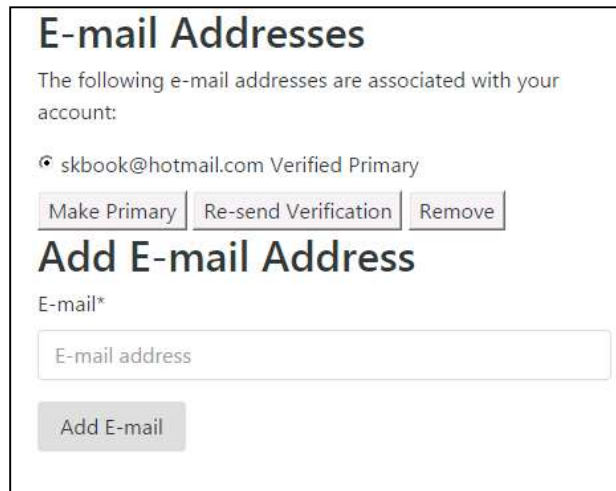


The screenshot shows a web form with a label "Bank Routing Number*" above a text input field. The input field contains the number "123456789". Below the input field, a red error message "Invalid Bank routing number." is displayed.

Manage Email Addresses

You may have multiple email addresses in your account but you must always have at least one primary email address. You can remove old email addresses as long as you added a new email address, verified it and made it the primary email address.

1. In the upper right corner select **Manage Account > Manage Email Addresses**.



The screenshot shows a web interface for managing email addresses. At the top, the heading 'E-mail Addresses' is displayed. Below it, a message states: 'The following e-mail addresses are associated with your account:'. A single email address, 'skbook@hotmail.com', is listed with the status 'Verified Primary'. To the left of this address is a radio button. Below the address, there are three buttons: 'Make Primary', 'Re-send Verification', and 'Remove'. Below these buttons, the heading 'Add E-mail Address' is shown. Under this heading, there is a label 'E-mail*' followed by a text input field containing the placeholder text 'E-mail address'. At the bottom of the form is a button labeled 'Add E-mail'.

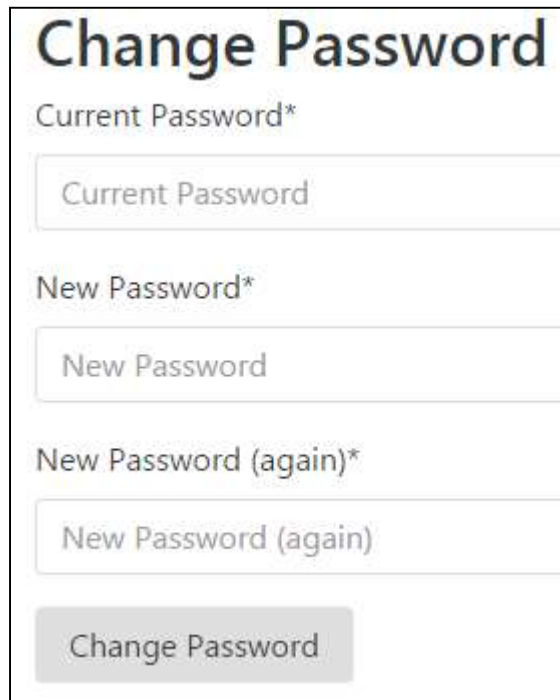
2. To add an E-mail address, type it in the E-Mail field and click **Add E-mail**.
A verification link is sent to that email address for confirmation.

Change Password

The account password can be changed at any time. The password does not expire or need to be changed after so many days. If you forget your password there is a “Forgot Password” link on the Log In page you can use to recover your account.

NOTE: If you fail to enter the correct password 5 times in a row, the account will be locked out for 72 hours before you can retry. It is recommended you use the Forget Password link on the Log In Page prior if are unsuccessful the first few attempts.

1. In the upper right corner select **Manage Account > Change Password**.

A screenshot of a web form titled "Change Password". The form contains three input fields: "Current Password*", "New Password*", and "New Password (again)*". Each field has a corresponding text box with placeholder text. Below the input fields is a grey button labeled "Change Password".

Change Password

Current Password*

Current Password

New Password*

New Password

New Password (again)*

New Password (again)

Change Password

2. Fill in the field with the requested information and click **Change Password**.

Password successfully changed.

Make Payments and Extension Requests

The website will accept individual quarterly estimated payments for Earned Income Tax (EIT), the individual annual payment of Local Service Tax (LST) and also a payment of estimated EIT to accompany an extension request.

The payment making process for all payment types includes selecting the taxpayer, the period to which the payment applies, the amount and the bank account to be used for the payment. There are some slight differences in the selection options depending on the payment type.

NOTE: In order to make payments all the profile information needs to be completed for the taxpayer(s) and bank accounts.

Making an EIT Estimated Payment

EIT Estimated payments are the quarterly payments many self-employed individuals or individuals whose employers do not withhold local earned income tax are required to make if their tax liability exceeds a particular threshold.

While the law allows the taxpayer to pay these in four installments, the taxpayer is also allowed to pay the full amount of their estimated liability in fewer payments if they choose.

To make the EIT estimated payment:

1. From the menu bar select **EIT Payments > Make Estimated Payment**.

Add EIT Estimated Payment

Taxpayer*

Tax Year/Quarter*

Scheduled Payment Date*

Tax Amount*

Bank Account*

2. Select the Taxpayer from the **Taxpayer** drop-down list.
3. Select the Tax Year and Quarter to which the payment should be applied from the **Tax Year/Quarter** drop-down list.
4. In the **Scheduled Payment Date** field, select the date the payment should be made.

There is no guarantee this payment will be deducted from the specified bank account on the selected date. This date represents a “not before date.” The payment could be deducted from your account ON OR AFTER this date.

5. In the **Tax Amount** field, enter the payment amount to be deducted.
6. Select the Bank Account from which the payment should be deducted from the **Bank Account** drop-down list.
7. Click **Add**. The payment displays in the **EIT Payment History** screen.

EIT Payment History							
ID	Filing Account	Date Submitted	Scheduled Payment Date	Payment Posted Date	Amount	Status	Actions
33	Smitty Smith	April 19, 2016	April 22, 2016	None	200.00	R	edit void
Status Key: R = Ready, I = In-Process, P = Paid, V = Voided							

Making an Individual LST Payment

Local Service Tax (LST) payments are taxes imposed by local municipalities on people who work in these municipalities and is usually withheld by the employer. However, self-employed and work at home employees are also subject to this tax in most cases even if it is not withheld.

Currently, the maximum annual LST tax is \$52 per person. Most of the districts served by LCTCB as the collector are \$52 per year but a few do have a lower annual LST charge.

A list of the municipalities for whom LCTCB is the LST collector and their annual LST amounts can be found on our website at https://www.lctcb.org/?page_id=82.

The LST payment must be made in a single lump sum payment

To make the LST payment:

1. From the menu bar select **LST Payments > Make Individual LST Payment**.

The LST Payment window displays

2. Select the Taxpayer from the **Taxpayer** drop-down list.
3. Select the Tax Year to which the payment should be applied from the **Tax Year** drop-down list.
4. In the **Scheduled Payment Date** field, select the date the payment should be made.

There is no guarantee this payment will be deducted from the specified bank account on the selected date. This date represents a “not before date.” The payment could be deducted from your account ON OR AFTER this date.

5. In the **Tax Amount** field, enter the payment amount to be deducted.

Currently, the payment page does not accept any amount greater than \$52.

6. Select the Bank Account from which the payment should be deducted from the **Bank Account** drop-down list.
7. If you want to use the address in the taxpayer profile, check the **Use Address From My Profile** checkbox. If you need to enter a different work address, leave the box unchecked and enter that work address in the fields provided.
8. Click **Add**. The payment displays in the **LST Payment History** screen.

LST Payment History							
ID	Filing Account	Date Submitted	Scheduled Payment Date	Payment Posted Date	Amount	Status	Actions
10	Smitty Smith	April 19, 2016	June 17, 2016	None	52.00	R	edit void
Status Key: R = Ready, I = In-Process, P = Paid, V = Voided							

Requesting a Final Return Extension

Extensions are an extension of time to file your individual earned income tax return. However, the extension of time to file DOES NOT extend the deadline for payment. Failure to pay the tax in full by the original due date will result in additional penalties, interest and fees being assessed against the taxpayer.

This site is designed to allow you to file an extension with or without an accompanying payment. If you expect to owe additional taxes you can schedule a payment at the same time you complete the extension request. If you do not expect to owe additional taxes, you can still use this site to file the extension request without a payment.

NOTE: The site will only accept extension requests on or before the original due date for the current tax year. You cannot file extensions after the original due date.

To request the final return extension:

1. From the menu bar select **File Return Extensions > File Extension**.
The Add Final Return Extension page displays.
2. Select the Taxpayer from the **Taxpayer** drop-down list.
3. Select the Tax Year for which the extension is being requested from the **Tax Year** drop-down list.
4. If you do not need to add a payment with your extension request, click **Add** to complete the request and you are finished. If you need to submit a payment with your extension request, check the **Include Payment with Extension** checkbox and continue next step.
5. In the **Scheduled Payment Date** field, select the date the payment should be made.
There is no guarantee this payment will be deducted from the specified bank account on the selected date. This date represents a “not before date.” The payment could be deducted from your account ON OR AFTER this date.
6. In the **Tax Amount** field, enter the payment amount to be deducted.
7. Select the Bank Account from which the payment should be deducted from the **Bank Account** drop-down list.
8. Click **Add**. The completed extension request displays in the **Final Return Extension History** screen.

Payment Status and Editing

Noted on all payment history pages are the payment status information along with the payment and available actions. The statuses are:

R – Ready – this is the initial status for all scheduled payments. A payment with this status may still be edited or voided completely.

I – In Process – a payment with this status has been extracted into the Bureau’s back office systems for processing but has not yet been paid by the bank. A payment with this status may not be edited or voided. However, there may be a small window of time for you to contact the Bureau if changes are needed. Contact must be via a phone call and there is the possibility it will still be too late to stop the payment from processing as it was originally entered.

P – Paid – a payment with this status has been submitted to the bank for payment. This status only indicates that it was submitted as originally entered. It does not guarantee that the payment processed successfully or that it has not been returned by the financial institution as unable to be processed.

V – Void – a payment with this status was voided by the user while in Ready status prior to being extracted or processed by the Bureau. A voided payment cannot have the void reversed. The payment is complete and a new payment must be created if a replacement is wanted.

To void or edit a payment or extension:

1. Open the payment history window for the payment you need to access

LST Payment History							
ID	Filing Account	Date Submitted	Scheduled Payment Date	Payment Posted Date	Amount	Status	Actions
10	Smitty Smith	April 19, 2016	June 17, 2016	None	52.00	R	edit void
Status Key: R = Ready, I = In-Process, P = Paid, V = Voided							

2. Under **Actions**, you can:
 - a. Click **Edit** to make changes to the payment and re-save it
 - b. Click **Void** to view a confirmation window verifying voiding the payment.

NOTES