



INTIME Guide to Making a Payment Plan Payment

For Payment Plan Customers

The Indiana Department of Revenue (DOR) offers several ways to make a payment on a [payment plan](#), but the easiest and most efficient option is electronically using [INTIME](#), DOR's e-services portal. Customers who establish a payment plan **with a DOR customer service representative** will receive payment plan vouchers to make their payments. The Letter ID on these vouchers is then used to make a secure online payment on a payment plan using INTIME **without the need to log in to or create an account**.

Note: Customers who opt to [establish a payment plan via INTIME](#) will have the added convenience of scheduling automatic recurring payments, ensuring that they are made on time and eliminating the need for vouchers.

What You'll Need

- Your payment plan voucher with Letter ID
Note: If you pay without including the Letter ID, the payment may be incorrectly applied to your account, which will result in defaulting on your payment plan.
- Tax Identification (TID) or Social Security Number (SSN)
- Payment amount
- Accepted forms of payment via INTIME:
 - Bank payment (ACH/e-check) (no fee)
 - Credit and debit cards: Discover, MasterCard, Visa (fee)

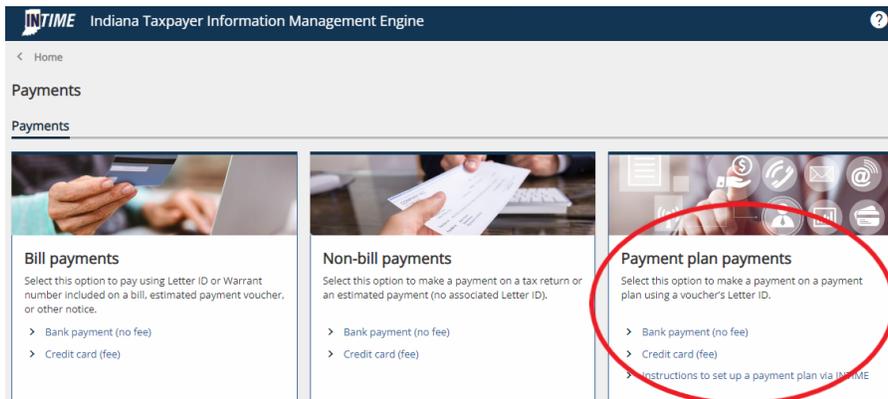
Customers who are currently on a payment plan and wish to incorporate their most recent tax bill, will need to [contact DOR Customer Service](#).

Make a Payment on a Payment Plan via INTIME

Step 1: [Go to INTIME](#), locate the "Payments" panel and click on "[Make a payment](#)."



Step 2: Locate the "Payment plan payments" panel and select the method of payment: bank payment (no fee) or credit/debit card (fee). A link to an INTIME guide on how to [set up a payment plan](#) is also available.



Note: When making a payment using a credit/debit card, you will be directed to a third-party website to provide that information, then redirected back to INTIME to receive a confirmation number.

Step 3: Select "Letter" as the bill type and then enter the Letter ID found on your payment plan voucher.

The screenshot shows the 'Payment' screen with a progress indicator. The 'Select bill type' section has a dropdown menu with 'Letter' selected. Below the dropdown is a text box for 'Letter ID' with a red circle around it and the word 'Required' below it. A red arrow points from the 'Letter ID' field to the 'Letter ID' on the voucher image. The voucher image includes the following information:

	INDIANA DEPARTMENT OF REVENUE PO BOX 6032 INDIANAPOLIS IN 46206-6032	Indiana Department of Revenue Eric J. Holcomb, Governor Bob Grennes, Commissioner
TAXPAYER NAME 123 MAIN STREET INDIANAPOLIS IN 46202		FEIN 12-3456789 Taxpayer ID 0123456789 Letter ID 5990999999 Date Issued January 31, 2020

Step 4: Continue to follow the prompts to make a payment. Payment is not complete until a confirmation number is provided.

Tip: Print or save the confirmation page for your records.