



Online filing is now available for Carteret County NC Occupancy Tax.

- Online filing setup is a simple two-step process i.e., a one-time registration of your occupancy tax information in which you will create a username and password that you will then use to file and pay your monthly occupancy taxes.
- Then each month, you will only need to provide the total gross room receipts, number of rooms/units available to rent and the system will automatically calculate the amount owed including any penalties and interest if necessary.
- Once the filing is successfully completed, you immediately receive a confirmation page of the tax remitted that can be kept for record keeping purposes.

How to File Online

Registration (This is a one-time process.)

- Go www.hoteltaxonline.com and click "Create a Business Account."
- Step 1: Complete the Online Account Information section to create your username and password. Be sure to store your username and password in a safe place.
- Step 2: Business Information: Enter the information of the business you are filing for. This information will appear on the returns you file online.
- Step 3: Security Question: Choose a security question by selecting the link next to it. You can also type in a customized question by selecting the same link. Enter the answer to the security question then click next to continue.
- Step 4: Location Information: This page will allow you to manage your business locations and/or units. A location/unit will automatically be added based on the provided information. If you have no other locations to add, Click the "Yes" button at the top of the screen to continue. If you have additional locations, simply select "ADD A NEW LOCATION" and provide the information.
- Step 5: Return Setup: This step is where you will set up the returns you want to file with their corresponding account numbers. Note: Your Avenu account number is located on the customized forms that you received in the mail. Select options from the drop-down menus. Click the "Add Return" button. The return appears in a table at the bottom of the screen with the account number that you typed in. Click the "Yes" button at the top of the screen when you are finished setting up your return to continue to the home page of your account.
- Congratulations! Your Online Filing account setup is complete. You are ready to begin filing your monthly returns.

How to Submit Your Return

Click on File a New Return.

- Step 1: Select State – North Carolina.
- Step 2: Select the Filing Period for which you are filing (i.e., May 2023)
- Step 3: A Hotel Occupancy Tax Return will appear.
- Step 4: Select Location: This field will auto populate with the information provided during the registration section. Click "Next".
- Step 5: Select Carteret County – Hotel Occupancy/Lodging (30) and General (11) will appear in the business description and class. Click "Add".
- Complete all the applicable fields on the calculation worksheet and click "Save". On the next screen click "Next".
- Enter your payment method. ACH Debit (Savings/Checking) or Credit Card (MasterCard, Visa, Discover).
- In case your bank requires it to release funds, we provide our Originator ID. This information is found under the Account Center tab. Click "continue".
- Review the information on the Summary screen. When ready click "File Return". A confirmation page is available by pressing Print/View. Your filing history is always available under My Returns >> Filing History.

Questions? Call Technical Support at (800) 227-7059 or Avenu at (866) 240-3665.