



# 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.

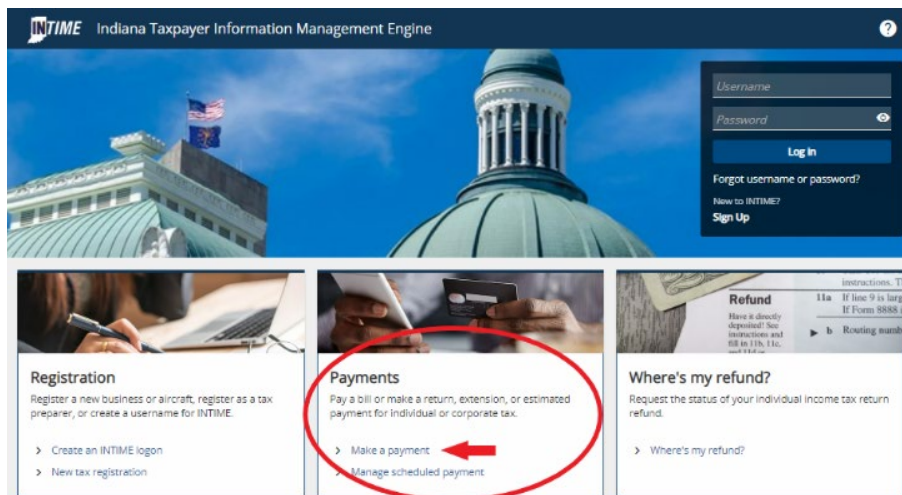
### What You'll Need

- 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)

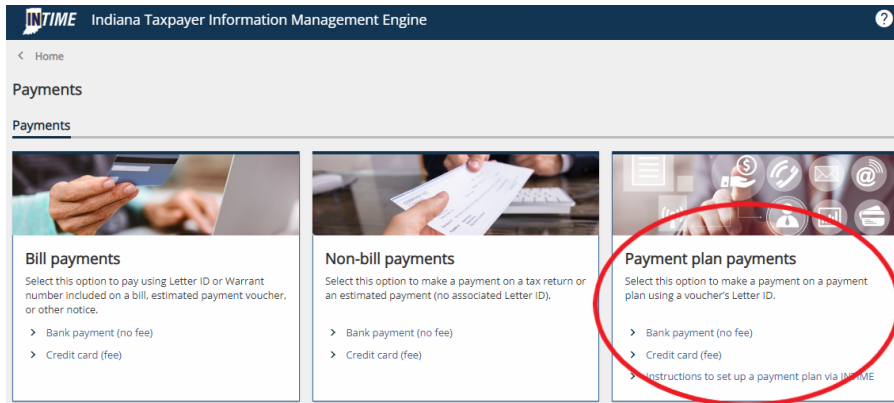
Customers who are currently on a payment plan and wish to incorporate their most recent tax bill, will need to [contact DOR Customer Service](#).

## 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' form with the 'Select bill type' section. The 'Letter' option is selected in the dropdown menu. Below the dropdown, there is a text box for 'Letter ID' which is circled in red. A red arrow points from this field to the 'Letter ID' field on the voucher image. The voucher image includes the Indiana Department of Revenue logo and contact information, a barcode, and taxpayer details.

TAXPAYER NAME	123 MAIN STREET	INDIANAPOLIS IN 46202	FEIN	12-3456789
			Taxpayer ID	0123456789
			Letter ID	5999999999
			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.