



## ALTERNATIVE PAYMENTS POLICY

### Resolution 2012-57 Exhibit A

### Credit Card Transaction Fee

The City of Franklin receipts monies for taxes, utility services, development fees, user services, permits, licenses and court obligations. It is the policy of the City to accept funds and process transactions in the most efficient, least costly and customer-centric methods available.

Monies received by the City are deposited into the city's bank account and result in financial depository fees charged which are included in operational expenses of the city. In addition, certain financial transaction fees are required by third party processors for processing alternative payments for the City. The purpose of this document is to define those fees which are to be absorbed by the City as part of its business operations costs.

**Alternative payment fees** – These alternative payments include, but are not limited to, credit cards, debit cards, eChecks, PayPal, mobile payments or other methods as be deployed to meet emerging customer needs. The fees charged to process alternative payments are based on risk associated with the payment transaction and will vary based the payment method. These fees may be called interchange, processing or convenience fees but will be considered “transaction fees” for the purpose of this policy.

Transaction fees will be paid as follows and subject to a payment cap of \$1,000 per transaction when the City is absorbing the transaction fee. This payment cap will be periodically evaluated by the City Administrator and he/she may change the cap as business conditions or fees charged by the processors may dictate. Transactions may be split resulting in the City absorbing part of the transaction fee and the customer paying the remainder. All payments may be paid by a credit card and the transaction fee will be absorbed by the City unless specified otherwise. This includes those paid face to face and payments made online or by phone. In cases specified, the transaction fee shall be added to the total amount due and the cardholder will pay the transaction fee subject to provisions and limitations of the cardholder provider network.

1. **Taxes** – The cardholder shall pay the transaction fee on any payments classified as taxes whether paid at the counter or remotely via the internet (online using the web) or by phone. This includes, but is not limited to: property, business, hotel, alcohol, impact fees and facilities taxes and is in addition to the taxes due.
2. **Utility services** – Utility bills are issued for routine recurring service and payment is due monthly. The transaction fee will be absorbed by the City for face to face transactions subject to the dollar limit specified above. For remote payments (online or by phone), the customer shall pay the transaction fee in addition to the fee for services provided.
3. **Nonrecurring utility service fees** – These are one-time payments and alternative payments are acceptable for payments. The transaction fee will be absorbed by the City for face to face transactions subject to the dollar limit specified above. For remote payments (online or by phone), the customer shall pay the transaction fee in addition to the fee for services provided. Services in this category include:
  - i. Solid Waste Tipping Fees





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- ii. Stormwater fees/fines
  - iii. Round-Up Fee contribution
  - iv. Trash container rental or purchase
  - v. Tests & Inspections (e.g. backflow or fire protection devices)
  - vi. Connection and other application fees
  - vii. Fines and fees for violations of utility rules (e.g. meter violations)
  - viii. Mallory Valley Utility District cut-off fee
  - ix. Others as may arise
4. **Utility Service billed for others** – This includes sanitary sewer service billed for Berry’s Chapel Utility District and billed as a line item on the City water bill as part of a utility service bill presented by the City. The transaction fee will be absorbed by the City for face to face transactions subject to the dollar limit specified above. For remote payments (online or by phone), the customer shall pay the transaction fee in addition to the fee for services provided.
  5. **Development Fees** – Fees are paid by developers for building and/or modifying structures in Franklin include, but are not limited to: water/sewer tap & installation fees, building permits, plan submittal fees, inspections, rezoning fees, site plan reviews, and other fees. The transaction fee will be absorbed by the City for face to face transactions subject to the dollar limit specified above. For remote payments (online or by phone), the customer shall pay the transaction fee in addition to the fee for services provided.
  6. **Permits and licenses** – The City requires permits and licenses for certain activities (e.g. alarm permits, craft licenses, yard sale permits. These are for a particular period of time and or activity. The transaction fee will be absorbed by the City for face to face transactions subject to the dollar limit specified above. For remote payments (online or by phone), the customer shall pay the transaction fee in addition to the fee for services provided.
  7. **User Service Fees** – The City provides certain services and charges fees for those services. These fees are typically paid prior to receipt of the service (e.g. compost, accident reports or property rental fees). The transaction fee will be absorbed by the City for face to face transactions subject to the dollar limit specified above. For remote payments (online or by phone), the customer shall pay the transaction fee in addition to the fee for services provided.
  8. **Court fees, fines and costs** – The City will accept credit card payments for fines/fees and absorb the transaction fees in the court costs for payments made in the office. For remote payments (online or by phone), the cardholder will pay the fee.