

Survey of Town Clerks re credit cards

December 10, 2007

Q. Our Town Administrator has asked if you can let me know whether or not your town accepts credit card payments. If so, how do you handle the credit card fees? Are they charged to the customer?

Not in Wellesley for general purposes. We do accept for Recreation registrations, Library, and Utility payments. I don't know how those departments handle their fees, but the fees are why we don't use for general government transactions.

Wilbraham does not accept credit cards or debit cards.

We do not accept credit card payments in East Bridgewater.

Winthrop does not accept credit or debit cards at this time.

Orange does not accept credit cards.

Not in Lee. We take checks or cash only.

We do not accept credit or debit card payments in the office. However, we do have online payments for dog licenses and birth, death and marriage certificates and they can use them there. Town of Easton

No credit cards accepted except through online bill paying (UniBank). Town of Hubbardston

Wrentham - NO, we are still in the dark ages!

Weston does not.

Buckland does not accept credit cards.

We don't take them in Stockbridge except that if you want to pay your tax bills online, you can do it and they are taken there. I'm not sure if it's debit only or if it withdraws like a check but it also says we take credit cards so it might be both. For more info, they can contact collector@townofstockbridge.com

The Town of Uxbridge does NOT accept credit card payments.

Our town does not accept credit cards. Town of Carver

Whately does not accept credit cards.

Raynham does not.

The Town Clerk's office **does not** (thanks but no thanks, just one more thing to balance out) accept credit cards for payments. However, the tax collector's office does accept them **on line** for payments. The recreation department accepts them for classes/courses/programs however you want to call it. Town of Chelmsford.

We do not accept credit card payments at the office, only on line. The fee is passed along to the customer. Town of Rutland

We use Unibank and they pay the fees directly to the credit card company. We cannot accept credit cards in the office - nor do we want to. Town of Deerfield

In Stow, the tax collector's office is the only office that currently takes credit card payments and it is done only through the town website www.stow-ma.gov

Here's the link to the online payment screen

<https://unipay.unibank.com/onlinepaymentcenter/accountinfo.asp?muni=1173>

There is a credit card fee and it is paid by the customer. If you want more information, contact our Treasurer/Collector Pam Landry 978-897-2834.

We do accept credit cards for utility bills (Electric, Water, Sewer), but not for taxes. If you would like further information on the utility payments, I would suggest that you contact Peter Korpusik. Town of Danvers

We are in the process of getting this set up. We accept debit cards without charge. For credit cards, we add a fee as part of the program provided by the bank. I am just a user - our Collector/Treasurer is putting this together. Town of Plymouth

In Greenfield, we charge the fee back to the customer.

In West Bridgewater, the fees are charged off to an appropriation in the Treas/Collector's budget.

Here in my office we do not accept credit card payments. We do accept them online. There is a fee (about 2% of the payment) that is charged by the middleman between the credit card company and our online banking company (Unibank). The credit card companies that we accept, MC & Discover, do not charge us or the taxpayer any fees. Other offices, such as the water company, do take credit cards in the office so you might want to check with them. The online banking service does not charge us or the taxpayer any fees. Most people use their check online because there are no fees at all. *Tax Collector, Town of Nantucket*

The Town of Carlisle (population about 5500) allows credit card payments for real estate tax bills. There is a fee to the resident to cover the amount that the credit card company charges the Town for this service. It was our Treasurer's and Board of Selectmen's feelings that allowing some residents to pay via a credit card and not charge them anything else was the same as giving those residents a reduction on their tax bill. For residents paying by check, their real estate tax bill equaled the amount set by the board of assessors. Residents paying by credit card had a tax bill equal to the assessors amount plus the transaction fee charged to the town. Most residents understand and willingly pay the fee, others complain and write a check for the tax payment only. Then they complain that the process has not been properly explained.

In Belchertown, we accept the discover card but we add a charge to offset the fee charged by Discover. We also use master card for tax bills paid through the internet. The fee that master card charges is added to the overall bill. We do not use Visa.

The only department that accepts credit card payments in our town is the collector. The taxpayer pays the fees, so it's not as popular as the debit payment method that she also offers. Town of Shutesbury

We do not do credit cards. I wish we did. Town Clerk, Otis

Colrain does not use credit cards.