

CITY OF OAKWOOD
ADMINISTRATIVE POLICIES AND PROCEDURES

POLICY NO. 8

SUBJECT: ONLINE PAYMENT PORTALS

DATE: ORIGINATED: JANUARY 6, 2006

REVISED: AUGUST 7, 2023

RECOMMENDED BY:



CINDY STAFFORD, FINANCE DIRECTOR

CONCURRED BY:



ROBERT JACQUES, LAW DIRECTOR

APPROVED BY:



NORBERT S. KLOPSCH, CITY MANAGER

POLICY: This policy sets forth regulations and guidelines regarding the use of personal debit and credit cards for payment of city taxes, fees for services and other city charges.

PURPOSE: This policy establishes a program for providing services via credit card, debit card and eCheck (ACH) transactions. The program was developed in a manner where the cost for providing the program is borne by those who use it, except for Leisure Services programs. Under the program, citizens, businesses and other recipients of city services will be allowed to pay for all city services through the Finance and Leisure Services payment portals using the various payment methods offered by the payment portals.

RESPONSIBILITIES: The Finance and Leisure Service departments shall be responsible for printing the daily statements from the online payment portals which contain the information necessary to identify payments received through the payment portals. The payments received should be reconciled by finance via their accounting or tax software and Leisure Services via their *myRec* software. The daily reconciliations from Leisure Services should be forwarded to Finance daily for posting in the accounting software.

LIMITATIONS:

1. EMS billing services are handled by a separate administrator and must be paid directly to that administrator by whatever means that administrator offers to the public.
2. The Municipal Court also utilizes an online payment portal. The Court is responsible for reconciling and posting their payment portal to their court software.

OTHER:

1. All refunds of credit card and debit card payments must be issued through the online payment portal as a credit or debit card refund. Cash, ACH or check refunds from credit and debit card payments are not allowed.
2. Credit and debit cards are not handled by city employees. All credit and debit card payments must be made by the user of the service through an online payment portal. No credit or debit card information should be maintained on any city-owned software.