

Recommendation:

That the Treasurer-2023-13 report, dated June 6, 2023 regarding Credit Card Fees be received and that Council approve a 2.5% service fee to be added to credit card transactions.

Overview:

Currently, the Township allows for credit card payments for property taxes, building permits and burn permits and adds 1.75% as a credit card transaction fee because that has been the cost incurred by the Township. We currently have a portal setup through Paymentus which has been used to collect credit card payments for property taxes and a workaround was established to allow for building permits to be paid through this portal.

Last year we reached out to Paymentus to change the portal to allow for additional fees such as facility rentals and dog tags, in addition to property taxes and building permit fees. They had very limited resources and we were still waiting for them to work on this project until a few weeks ago. Given the delay I researched other options and found that we can create our own portal through our website and switch to Moneris as the credit card processor who we already use for our front counters.

Conclusion:

Even if we stay with Paymentus they would need to revise our current agreement and would raise the fees to 2.5% from the current 1.75%. Moneris will also charge 2.5%. It is recommended to change to Moneris so we control our own portal and can make any necessary changes needed without significant delays.

It is also really important to note that residents can submit payments for property taxes through online banking which does not charge any fees. Township staff are going to continue to investigate and refine the online payment process but this change will allow residents/customers to make payments virtually and avoid calling or travelling to the office.

Financial Impact:

This change will not represent an increase to the Township's budget as the fees are passed on the customer.

Strategic Plan Applicability: To ensure and enable an effective and efficient municipal administration.

Sustainability Plan Applicability: N/A

Report Approval Details

Document Title:	Credit Card Fees.docx
Attachments:	
Final Approval Date:	May 31, 2023

This report and all of its attachments were approved and signed as outlined below:

Martina Chait-Hartwig

Elana Arthurs