

CITY OF FRANKLIN

Alternative Payments Policy Exhibit A

1. **PURPOSE**

To encourage alternative (electronic) payment methods for collection of taxes, utility services, development fees, permits and licenses, user fees, and court fees and fines. Alternative payment methods provide customer satisfaction, time and cost savings, and simplified reconciliation and reporting.

2. **PROVIDER**

The City of Franklin utilizes the services of an alternative payments provider to process electronic transactions of the City in an effective and efficient manner, in adherence with internal controls.

3. **METHODS**

Alternative payments include, but are not limited to, credit cards, debit cards, e-checks, mobile payments, or other methods as may be deployed to meet emerging customer needs.

4. **LIMITS**

Most alternative payment transactions are under \$5,000. The City may accept transactions over \$5,000 if a cost-effective model can be provided by the payment provider.

5. **FEES**

To encourage alternative payments, the City pays the transaction costs. Where applicable, departmental rate studies should incorporate the cost of alternative payments into the rates themselves.

6. **RECONCILIATION AND REPORTING**

Alternative payments are deposited directly into the City's bank account by the electronic payment provider. Departments enter their alternative payments into the appropriate receipting system for reporting purposes.

7. **CITY ADMINISTRATOR AUTHORITY**

Alternative payment terms will be periodically evaluated by the City Administrator and he/she may change the terms as business conditions or fees charged by the provider may dictate.