



Finance Department: Online Payments

February 28, 2019



2018: Three Vendors

- Official Payments
 - Real Estate and Motor Vehicle Personal Property
 - 26,988 transactions: \$5,150,856
- Invoice Cloud
 - Real Estate and Motor Vehicle Personal Property
 - 27,251 transactions: \$13,980,370
- Virginia Interactive
 - Admission, Lodging and Meals taxes
 - 5,254 transactions: \$20,501,570



Currently: Two Vendors

- Invoice Cloud
 - Motor Vehicle Personal Property Taxes
 - Real Estate Taxes
- Virginia Interactive
 - Monthly Fiduciary taxes
 - Admission
 - Lodging
 - Meals



Fee Structure

- Invoice Cloud
 - Credit/Debit
 - Fee – 2.95%
 - Minimum fee \$1.00
 - ACH/ EFT
 - Fixed Fee - \$0.95
- Virginia Interactive
 - Transaction fee
 - \$1.50
 - Credit / Debit
 - Fee – 2.5% in addition to \$1.50
 - ACH / EFT
 - No additional fee above \$1.50

This Year's Goal: Move to One Vendor

- Payments for all tax types
 - Business tax module to allow filing annual Business License
- A robust Delinquent Billing module
 - Lets customers know where their payment is applied
- Renegotiated terms
 - Goal is to decrease the fees
 - Get the best value for the City

Questions?

