State law (G.S. 159-32.1) permits local governments to accept electronic payments (credit cards, debit cards, EFTs) for taxes, fees, and utility bills. Under G.S. 159-32.1, local governments are permitted to charge users a convenience fee, transaction fee, or negotiated discount rate to offset processing costs, rather than absorbing these fees into the local budget.

Electronic Payment Policy

This policy is applicable to transactions made online, in person, and automated payments made to The Town.

In most cases, debit or credit card payments will be assessed the merchant processor's exact transaction fee. The fee will appear on the receipt as a separate and conspicuous amount.

In cases where the merchant processor is unable to pass the exact transaction processing fee to the customer; the percentage charged by the vendor, rounded to the nearest tenth, will be assessed to the transaction. The fee will appear on the receipt as a separate and conspicuous amount.

Payments made by ACH or electronic check may be assessed up to a $1.98 fee per transaction. The fee will appear on the receipt as a separate and conspicuous amount.

Processing fees are paid to the vendor and will not be refunded to the customer.

There are no processing fees on refunded transactions.

Processing fees are passed on to the customer regardless of the payment amount.

Vendor fees are subject to change without notice.