

Penfield town clerk now accepting payments by credit card

By Robert Barlow, staff writer
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Penfield, N.Y. —

When Amy Steklof began serving as town clerk in July, she says she was struck by the number of residents who reached for their credit cards to pay for permits, marriage licenses, dog licenses, and other services only to be told the Town cannot accept credit card payments.

“This was frustrating to people who had to leave and return with cash or a check,” Steklof said. “I made it a priority for our office to improve this aspect of customer service and began searching for a solution to benefit residents without adding cost to the Town.”

On Oct. 7, the Town Board passed a resolution allowing the supervisor to sign a contract with Municipay — a government payment solution company — to customize a credit card payment plan for the town of Penfield.

Through Municipay, residents may pay town clerk fees by credit card with an added convenience fee of 2.45 percent, Steklof said. This fee is required in order for the town to provide the option without absorbing the transaction cost.

According to Steklof, fees are disclosed at the time of transaction with an option to decline and make payments by cash or check. Those who process the transaction will see two charges to their account, the Town Clerk fee and the 2.45 percent transaction fee, she said. There is a minimum purchase of \$1.50 to use this service and currently MasterCard and Discover are accepted.

Steklof said American Express will be added soon and she is currently negotiating with VISA.

“I think residents will appreciate the option of using their credit cards when they conduct business with the Town Clerk,” added Supervisor George Wiedemer. “The key to implementing this service was to offer the convenience without adding cost to the town. This solution works.”