

## Survey to Chief APOs

### Issue: Credit Card Payments - Collections

#### Question (from Centre County)

**Currently looking at what options we have accepting payment by credit card in the office. What agency/company do other probation departments use for this? Also, does the department pay the convenience fee, or can we pay this fee to the cardholder?**

#### Chester County

We have a stand-alone computer terminal in the lobby that only displays CPCMS, so the offender can make a credit/debit card payment themselves. The convenience fee of \$2.75 charged by CPCMS is paid directly by the defendant at the time the payment is processed.

#### Huntingdon County

I looked into this matter myself recently and met with a representative from GovPayNet. According to them, the fee to pay by credit card is charged to the offender's credit card/debit card. I believe I was told that the offender would be charged 2% of their total payment that they made. I plan on going ahead and having this installed.

#### Lackawanna County

Lackawanna County Adult Probation Department does not collect or handle any type of monetary collections. We have Court Collection Department that comes under the supervision of the Court Administrator.

#### Lancaster County

In Lancaster, our credit card machine is provided by Fulton Bank, which handles all of the County's bank accounts. There is a fee charged by Fulton per transaction. Those fees are deducted from the one County account. Because we are charged a fee, we charge the clients a fee, which is 3% of the transaction amount (so if a client wants to pay \$100 on their case, we run the card for \$103).

#### Lawrence County

Lawrence County uses paygov.us and we accept over the phone payments. The phone payments have worked out very well for us during COVID-19. Clients do pay an extra convenience fee to use it. This combined with APOC e-pay gives great options to in person payments.

#### Philadelphia County

We accept cash, money order, check, and credit/debit. The only time there is a convenience charge is if the payment is being made online through Epay. If they come in to pay, there is no charge to use credit/debit.

### Susquehanna County

In Susquehanna, we went with Gov-Pay cc.. in 2016. This along with the AOPC system is working very nicely for our collections

### Tioga County

Tioga provides a computer for payment through CPCMS. Looked into other vendors but why create a new wheel

### Westmoreland County

Westmoreland County Probation does not handle collections. The Clerk of Courts handles collections and accepts credit card payments online. There is a \$2.75 fee for those payments.