

Frequently Asked Questions regarding Online Payments:

Q: When can I expect the money to arrive in our bank account?

A: Typically your funds will arrive within 1-2 Business Days

Q: How do the “service fees” to the violator work?

A: Once the ‘violator’ pays online the full citation amount is remitted to the city and Flat Rate Processing collects the service fee. The receipt clearly states that the service fee is implemented by a 3rd party company and the city does not receive any money from the service fee

Q: I would like to see my credit card activity before the end of the month. Is there a way to view reports online and in “real time”?

A: Yes, every customer will be assigned a secure password and login so they can view the details of their credit card account. Our processing partner will set this up and train you on the details. The online portal is:

<https://mxmerchant.com/MXM.html#>

Q: When can I expect a merchant statement?

A: Our statements are mailed out on or by the 5th of every month

Q: Is it “Okay” to charge a service fee?

A: The short answer is “Yes”. For further information please view the following website: <http://www.merchantcouncil.org/merchant-account/operation/convenience-fee.php>