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NEWS RELEASE

Coulter: Oakland County to Waive Online Transaction Fees for Various County Services During COVID-19

PONTIAC, Mich. – March 17, 2020 – Customers who use Oakland County’s online services to pay for parking tickets, dog licenses, legal documents or delinquent property taxes will not incur a credit card or electronic check fee beginning next week.

Oakland County Executive David Coulter today said the county would waive fees for online transactions to encourage residents and customers to use the online services rather than visiting a county office to make a payment in-person. The initial waiver period is March 25-April 30.

“I encourage those who have business with the county to use our online services to mitigate the risk of the coronavirus,” Coulter said. “The health of our residents, customers and our employees is paramount. I want to reduce any financial barriers to using the online services. If we can limit the exposure to our residents, and save them some money at the same time, that’s an easy call to make.”

The county currently charges an access fee to make an online purchase. The fee covers the costs related to software, information technology support and a fee charged by the financial institution. Reprogramming of software to allow the waiver should be completed by March 25.

“We are also asking our vendors, our payment processors, to help us and our customers by reducing their fees during this time period,” Coulter said. “We appreciate their willingness to support this effort.”

The Enhanced Access Fee per transaction depends on the amount of each transaction. A transaction under \$50 or payment with an electronic check is \$2.50. A transaction over \$1,000 requires a fee of 2.75 percent of the order. The complete fee schedule under the county’s G2G Cloud Solutions is found at https://www.oakgov.com/cart/fee/enhanced_win.html.

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Online transactions are available for many Oakland County services through various departments. They include but not limited to the following transactions:

- Register of Deeds
 - Birth certificates, death certificates, marriage licenses
 - Case searches
- Animal Shelter and Pet Adoption
 - Dog licenses
 - Animal Shelter donations
- Circuit and Probate Court
 - Regular and certified copies
 - Judge Online
- Environmental Health
 - Private sewage licenses
 - Food services licenses
 - Private sewage permits
 - Private water well permits
- Oakland County Parks vehicle registration
- Oakland County Treasurer – payment of delinquent property taxes

For media inquiries only, please contact Bill Mullan, Oakland County media & communications officer, at 248-858-1048.

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