

Online Payments - Bills & Services

The following FAQs may help answer your most common questions related to Online Payments for Bills & Services.

Q: What types of payment methods are accepted?

A: Bills and services may be paid by checking account or MasterCard or Discover credit/debit card.

Q: Are there service fees involved for performing online payments?

A: There are service fees associated with credit/debit cards. The service fees are as follows:

Credit/Debit Cards (MasterCard or Discover only) – See the [UniBank - CC Fee Schedule](#)

Electronic Funds Transfer (EFT) from Checking - No Service Fees

Q: Is my checking or credit card account information secure?

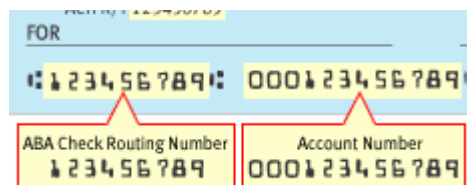
A: Yes, your transaction is secure. Your payment information is protected with state-of-the-industry encryption methods. In addition, account information is not kept after the payment has been processed.

Q: Why will I be assessed a "service fee" if I pay by credit/debit card?

A: Payments made by credit or debit cards are assessed a service fee issued by the associated card company. As a result, a service fee will be added to all payments made by credit or debit card through our online payment partners.

Q: Where do I find the ABA routing number for my checking account?

A: The ABA routing number is located on the bottom-left hand portion of your checks. Do not use a deposit slip to verify the number because it may contain your Financial Institution's internal routing numbers. See the example below for a correct checking routing number.



Q: How do I know my payment was made?

A: After completing the payment process, a Confirmation Page with a corresponding Confirmation Number will be displayed. You are encouraged to print this page for your records.

Q: Why didn't I receive a Confirmation Number?

A: If you do not receive a Confirmation Number after processing your transaction, you may have been trying to use an unacceptable form of payment or you were using an unsupported browser. Please check to ensure that your payment type is accepted.

Q: How will I know if my payment is received before the bill due date?

A: Your bill payment should be made prior to the date the bill is due. The Town of Franklin recognizes the date printed on the confirmation page as the date of payment.

Q: Can I still pay my bill or purchase a town service by US Mail or in person?

A: Yes. This is an incremental service; all existing office, telephone and mail services remain. Specifically, this service gives customers who do business with the Town of Franklin a convenient, efficient, and user-friendly way to pay bills 24 hours per day, 7 days a week.

Q: What should I do if I don't receive the email confirmation?

A: If you chose to receive a confirmation of your transaction by email, verifying the approval and acceptance of the transaction and didn't receive one, then please ensure the message has not been stopped by a SPAM blocker or is in a "Junk" mailbox. The message will be from the domain @franklin.ma.us.

Q: Will I still receive a bill by US Mail?

A: Yes. The Town of Franklin, MA will continue to send a paper bill via US Mail. This service simply provides a convenient, efficient, and user-friendly way to pay your bill 24 hours per day, 7 days a week.

Q: What is the cutoff time for entering payments?

A: The cutoff for any Payment Date is midnight EST.

Q: To whom should I report difficulty or trouble?

A: If you have any questions or problems, please contact the Treasurer-Collector at (508) 520-4950, or via email at treasurer@franklin.ma.us