



# City of Boulder Finance

The City of Boulder is excited to roll out an easy way to view and pay invoices! Our new on-line payment system, General Bill Payments (GBP), is in response to our customers' requests for a quick, efficient way to pay their bills. Just go to <https://bouldercolorado.gov/i-want-to>, scroll down to "Pay/General Bill Payments" and follow the few simple steps. **We will no longer be accepting debit/credit card payments over the phone or by mail.** All payments by debit/credit card will now be processed through our new GBP system and will incur a 2.85% service fee. If paying by check, you have three options: pay with an eCheck through our new GBP system (free of charge), by mail to City of Boulder, Attn: Accounts Receivable, PO Box 791, Boulder, CO 80306-0791, or by dropping off your check at our new location, 1136 Alpine Avenue, Boulder 80304.

## **Why is there a service fee, and why am I paying for this?**

- Our third-party credit card processor, Paymentus, charges a service fee for processing the payment transaction. This fee is not charged by the City of Boulder, nor does the City of Boulder retain any portion of the fee. The service fee is assessed to cover operating costs associated with servicing your credit/debit card transaction. When you pay via credit/debit card, two separate line items will appear on your credit card or bank statement. One is for the payment owed to the City of Boulder, and the other is for the service fee charged by the credit card processor. You will be informed of all charges and fees before you authorize your payment.

## **How much is the credit/debit card service fee?**

- The service fee is 2.85% of the total transaction amount for credit/debit card payments.

## **Is there a dollar limit for credit/debit card payments?**

- The dollar limit for credit/debit card payments is \$550,000.

## **What should I do if I don't receive a receipt via email or there is an error for my online payment?**

- Please contact our office at 303-441-3068 between the hours of 8:00-4:30 p.m. Monday - Friday with any questions you have regarding your online payment.

## **When will the payment be posted to my account?**

- Once you receive an on-line payment receipt your invoice will appear with a red asterisk (\*) after the amount owed, indicating a payment is pending. You should expect to see the payment posted against your invoice within 2 business days.

Please contact us as [AR-CSS@bouldercolorado.gov](mailto:AR-CSS@bouldercolorado.gov) with any questions or concerns.