



# CITY OF FRUITLAND

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MICHAEL GIBBONS, Public Works Director  
MARCUS R. HENDERSON, Code Enforcement  
ANDREW C. MITCHELL JR., City Solicitor

September 16, 2020

## RE: Online Payments

In conjunction with the City's upgrade of the accounting software, the City has transitioned to a new online payment site for residents and businesses. Residents who wish to pay online can pay their utility, property tax, and/or miscellaneous invoices, such as code violations, through the new site. However, please note that police citations **cannot** be paid through the website.

To access the new online payment site payers can use the menu bar across the top of the City's website and select the "How Do I..." drop down item. From this menu, there is an option to "Pay For" with individual links for City taxes, utility bills, and other invoices. Each link will take you to the same website for payment.

On the main payment site there are three boxes for various types of payments. The top box is for miscellaneous City billed invoices such as code violations. The middle box is for property tax payments, and the bottom box is for utility account payments. On the bill received from the City, there will be an account/customer ID, depending on which type of invoice is being paid, and a WIPP PIN. This information will be unique for each payment type and required for login to make a payment. If you do not have this information, please call City Hall at 410-548-2800 and we can provide that information for you. The account ID and WIPP PIN will remain the same from bill to bill for that specific payment type (taxes, utility, or miscellaneous).

After entering the necessary information for your bill type you will see property and owner information as well as the balance(s) due on the account, which are updated daily. To make a payment, click on the "Make a Payment" button and enter your payment method and amount. **There will continue to be no fees charged for any payment type.**

At this time the website is not able to save payment information, set up recurring payments, or notify you of a new bill/amount due. However, we hope to have saved payment information and recurring payments set up in the coming months. For electronic bill notifications, the City is working on setting up email notifications for those who wish to receive them. Please contact City Hall if you are interested in receiving your bills electronically.

We appreciate your patience and cooperation as we make this transition. Please call City Hall with any questions or concerns you have.

Sincerely,

Finance Department  
City of Fruitland