

City of Independence

Administrative Policy: Coin Acceptance

1. Purpose

From a big picture perspective, our team of employees and elected officials are committed to providing efficient, accessible, and highly professional service to the community. The purpose of this policy is to establish clear operational guidelines for accepting coin payments. By setting reasonable parameters, we protect the valuable time of our team and the public, ensuring that daily municipal operations are not disrupted by the time intensive processing of large volumes of loose change.

2. Scope

This policy applies to all payments made to the City of Independence for municipal fines, utility bills, permits, fees, and any other public charges.

3. Policy Guidelines

The City of Independence legally recognizes United States coins and currency as legal tender for all debts and public charges. To maintain an efficient environment for everyone, the following procedures strictly govern the acceptance of coin payments:

- **Unrolled Coins:** Our staff will accept a maximum of \$5.00 in unrolled, loose coins per transaction or per day from any single individual.
- **Rolled Coins:** Any coin payment exceeding the \$5.00 limit must be presented in standard, secure bank wrappers (coin rolls).
- **Identification Requirements:** All rolled coins submitted for payment must clearly display the payer's name and telephone number written directly on the outside of the wrapper. This allows our team to address any discrepancies discovered during banking verification.
- **Verification:** Our team reserves the right to open and verify the contents of any submitted coin rolls at the time of payment. If time constraints or staffing levels do not permit immediate verification at the counter, the receipt of payment will be considered conditional until the funds are successfully verified and deposited.

4. Operational Authority and Refusal of Payment

When interacting with the public, our team strives to maintain a welcoming and approachable standard of customer service. However, front line staff are authorized to refuse payments that do not conform to these written guidelines. In such instances, individuals will be directed to exchange their coins for alternative currency at a local financial institution before completing their transaction with the City.