



Williams Wellness Center
317 8th Ave SE Ste A
Oelwein, IA 50662

Date: March 5, 2024

To: Honorable Mayor and Oelwein City Council

From: Jessica Burkhart, Recreation/Wellness Facilitator

CC: City Administrator, Dylan Mulfinger

Subject: CivicRec Payment Processing

I am writing to address the Payment Process for CivicRec. CivicRec has a list of five gateways they approve. Of the five gateways only three allow for ACH (Automated Clearing House) monthly payments. ACH is when a business debit's an account/credit/debit card and it gets credited to the business' bank account to pay for a service. Out of those three gateways only one passes the fees on to the customer, CSG Forte.

Our software will allow us to do many online functions. It will also be our membership software for the Williams Wellness Center (WWC). The WWC allows members to pay monthly for memberships via ACH. We have 140 memberships per month that utilize the monthly ACH payment option. We need a company that allows us to do ACH payments every month to receive these monthly payments.

We would enroll in dual billing. The ACH will absorb the fees and other card purchases within the program will pass fees to the consumer.

CSG Forte is the Payment Process Company we recommend for CivicRec.

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