



March 4, 2025

RE: ACH Payments for Customers/General Billing

City of Oshkosh customer payments can be processed by a direct debit to the customer's checking or savings account. The process is called Automated Clearing House Transfer (ACH).

Advantages of ACH are:

- Eliminate processing the check by mail, resulting in faster payment receipt.
- Allow the customer to receive an email showing the invoices being paid by the transfer. •Payments will be deducted on the 1st of the month following the invoice date. Example, Invoice Date 02/11 will be deducted on 03/01. If the 1st falls on a holiday, Saturday, or Sunday, the withdrawal will be processed on the next business day.

Note: All payments will be completed by ACH once implemented.

It will be imperative that if you make a checking/savings account change that the city is given this new information immediately, to avoid a delay in payment due to incorrect account information. All bank processing is encrypted for security and safety of information.

If you are interested in this service, please complete the form and return via email at AR@oshkoshwi.gov, fax (920) 236-5039, or mail P.O. Box 1130, Oshkosh WI 54903-1130.

Sincerely,

Hailey Palmquist

Hailey Palmquist
Assistance Finance Director

Finance Department