



CITY OF HAGERSTOWN

1 East Franklin Street | Hagerstown, Maryland 21740 | www.hagerstownmd.org

Notification: Change in Credit Card Payment Process

Effective Date: December 31, 2024

Subject: Discontinuation of Credit Card Payments via Email or Fax

Dear Valued Customers,

Starting on December 31, 2024, we will no longer accept credit card payments via email or fax to meet PCI compliance requirements and ensure the security of credit card data for consumers and cardholders. We sincerely apologize for any inconvenience this may cause.

To make a payment online, customers can visit our payment portal located at www.invoicecloud.com/cityofhagerstownmd Once there, select the department you are making the payment with and follow the prompts and instructions.

Important Note: Any credit card payments received via email or fax after the above date will be shredded for security purposes and will not be processed.

Disclaimer: All City of Hagerstown email recipients are cautioned that messages sent and received via the City's email system may be considered public records pursuant to the Maryland Public Information Act, and may be subject to inspection and copying by the public.