

	Payment Acceptance Policy	
	Policy Category: <i>(Follow corporate standard to be developed)</i>	
	Policy No.: <i>(Follow corporate standard, assigned by Clerk's Dept.)</i>	Implementing Procedure No.: <i>(Follow corporate standard, assigned by Policy Author)</i>
Approving Authority: <i>Council</i>		Effective Date: <i>May 23, 2012</i>
Approved or Last Reviewed Date: <i>N/A</i>		Next Review Year: <i>May 2017</i>
Area(s) this policy applies to: <i>All Departments / Townwide</i>		Owner Department: <i>Financial Services</i>
Related Policy(ies): <ul style="list-style-type: none"> <i>None</i> 		

Note: Questions about this policy should be directed to the Owner Department.

1. Purpose Statement
<p>To provide direction on the forms of payment accepted by the organization (both on-line & in-person) and set limits by payment type. This policy replaces the Council approved "Credit Card Acceptance Policy" dated June 5, 2000.</p>
2. Applicability and Scope Statement
<p>This policy applies to all staff and all payments received by the organization.</p>
3. Background
<p>The implementation of the Portal in 2011 provides new opportunities to expand services to the public and provides new on-line payment methods including credit cards and debit card payments.</p>
4. Definitions
<p>Third-party cheque - is any cheque made payable to someone other than the Markham, and that has been endorsed by the payee and then made payable to Markham.</p>



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5. Policy Statements

Credit Card Acceptance (on-line & in-person)

Credit cards shall not be processed for more than the amount of the transaction i.e. no cash back

Credit cards are not to be accepted as payment for the following revenue sources:

- Property taxes
- Development charges
- Water Payments
- Any fees or charges collected by Markham on behalf of a third party
- Refundable / Security deposits (eg. Pool Permit Deposits)
- Transactions/Invoices/Agreements over \$5,000 inclusive of tax
- No partial payments are to be accepted for Transactions/Invoices/Agreements over \$5,000 inclusive of tax

Debit Card Acceptance (on-line & in-person)

There are no limitations associated with the acceptance of Debit cards.

Cheques, Money Orders and Bank Drafts (in-person)

For services provided by Markham, all Cheques, Money Orders or Bank Drafts may only be accepted when made payable to the Markham. If Markham is accepting payment for a third party the Cheque, Money Order or Bank Draft may only be accepted when made payable to the name of that organization. Markham does not accept third-party cheques.

Cash (in-person)

Only Canadian currency will be accepted.

Service Charges

The service charges associated with the use of credit and debit cards will be charged to the department for which the revenue was booked.

New Services/Revenue Sources

The Treasurer or designate has the authority to determine if Credit or Debit card payments will be accepted for any new services/revenue sources.

6. Roles and Responsibilities

Treasurer or designate has the authority to adjust the transaction limits as required to account for inflation or general user fee increases.

Directors will be responsible for implementation of and adherence of this policy regarding payments received by their department.

Financial Services will be responsible for updating this policy and auditing the adherence of this policy.