



POLICY MANUAL

POLICY TITLE: Credit Card Acceptance	POLICY #: 1600-024
AUTHORITY: Administrative	EFFECTIVE DATE: July 2, 2019
ISSUED BY: Director of Finance	REVIEW SCHEDULE: Every 5 years
	APPROVED BY: Council C-94-19
DATE ISSUED: July 2, 2019	DATE APPROVED: July 2, 2019

PURPOSE: To ensure that the acceptance of credit cards to provide enhanced customer service is balanced with the costs of the program.

DEFINITIONS:

“**acceptable credit card**” means a Visa or Master Card for which View Royal has an agreement with a merchant service provider.

“**credit card**” means a payment card issued to users to enable the cardholder to pay View Royal for goods and services based on the cardholder’s promise to the card issuer to pay for the amounts charged plus other agreed charges.

“**credit card eligible service**” means any good or service offered by View Royal for which an acceptable credit card is accepted as a payment method.

“**online payment service**” means access through the internet to pay for an amount owing to View Royal for those services set up to accept online payments.

POLICY:

1.0 Payment for credit card eligible services may be made by means of an acceptable credit card at View Royal’s Town Hall, Public Safety Building or through its online payment services.

1.1 Credit card eligible services

Users may pay for the following services using an acceptable credit card:

- Address changes
- Administration fees (ie: agendas, minutes, photocopies)
- Amenity donations (ie: bench, picnic table, bike rack, tree)
- Business license fees

RECORD OF AMENDMENTS	REVIEW DATE	AMENDED	OUTCOME	MOTION #

1.1 Credit card eligible services (continued)

- Business license listings
- Comfort letters
- Community gardens fees
- Dog license fees
- Extra garbage bag decals
- False alarm fees
- Fireworks permits
- Freedom of information (FOI) fees
- Municipal tickets
- Pyrotechnics fire safety plan reviews
- Residential parking permits
- Secondary suite fees
- Tree removal/alteration permits
- View Royal merchandise

1.2 Presentation of card

An acceptable credit card must be presented by the cardholder either in person or online. Transmission of credit card numbers by telephone or any electronic means other than View Royal's online payment services is strictly prohibited.

1.3 Transaction maximum

The acceptance of a credit card will be permitted in compliance with this policy up to a maximum of \$2,500 per transaction. Partial payment by credit card for a service which exceeds the maximum will not be accepted.

RESPONSIBILITY:

The Director of Finance is responsible for establishing and monitoring compliance to internal controls related to the acceptance of credit cards, and for reviewing this policy at least once every five (5) years.

ATTACHMENTS: N/A

DISTRIBUTION: Electronic file Y:\Administration\0340 Circulars, Directives, Orders, Manuals, Policies\50 Policies and procedures\Policies - Final\1600 - Finance

RECORD OF AMENDMENTS	REVIEW DATE	AMENDED	OUTCOME	MOTION #