

Purpose:

- 1 To provide parameters and requirements for secure, consistent handling of payments made to The City.

Policy Statement(s):

- 2 All funds are protected to reduce or eliminate the risk of loss, theft, or fraud.
- 3 Employees handling payments are responsible for security of the payments.
- 4 Payments are secured until deposited in The City's financial institution.
- 5 All payment transactions are recorded and posted in the General Ledger within five (5) working days.
- 6 Departments have established and documented policies, procedures, and processes in place to ensure banking and payment handling is done in compliance with corporate policies and procedures, and applicable legislation.
- 7 Individual departments are responsible for their respective deposits and reconciliations.
- 8 Authority to approve new, or changes to current, items is captured in the chart below. Any request related to this list must be received twelve (12) weeks prior to expected implementation.

Item	Authority
(a) Financial institution contracts	General Manager of Growth & Finance
(b) Financial institution accounts	
(c) Credit and tender types received for payment	
(d) New Payment Handling Site	
(e) Payment Card Acquirer	
(f) Hardware and software related to payment handling	
(g) Exceptions to policy or related procedure(s)	
(h) Establishment of monetary inventory products and/or cash-like products	
(i) Any Payment Equipment	Corporate Controller, Financial Services
(j) Physical location of Payment Storage	Divisional Controllers/applicable departments

- 9 Projects involving any aspect of corporate banking, payment, and/or cash handling need to access Financial Services for support and direction.
- 10 A penalty is assessed for Dishonoured Payments.

- 11 Payment handling audits may be requested at any time by The City's external auditors or the City Manager/designate.
- 12 When an employee is hired into a position which requires payment handling, a criminal record check is completed. Updates may be requested at any time during employment in these classifications.
- 13 Any breach or non-compliance of this Policy or related procedure(s) will result in disciplinary action up to and including dismissal. In some cases, legal charges may also be pursued.

Definitions:

- 14 "**Dishonoured Payments**" means payments rejected and/or returned to The City for any reason, with the exception of returned items when initiated by The City and items returned due to estate situations, such as the payor deceased.
- 15 "**Payment Card Acquirer**" means the processor of debit and credit card transactions.
- 16 "**Payment Equipment**" means the physical apparatus used to receive, record, and transmit the receipt of payments to City systems, financial institutions, or Payment Card Acquirers.
- 17 "**Payment Handling Site**" means the acceptance and temporary storage of any type of payment.
- 18 "**Payment Storage (location)**" means vaults, cash, drawers, etc.

References/Links:

- 1 *Canadian Payment Act*
- 2 *Canadian Payment Association*
- 3 *Currency Act*
- 4 *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*
- 5 Corporate Policies & Procedures
 - (1) 5303-CA Corporate Procurement
 - (2) 5303-CP Corporate Procurement
 - (3) 5304-CA Travel and Business Expense Reimbursement
 - (4) 5304-CP Travel and Business Expense Reimbursement
 - (5) 5310-CA Risk Management

- (6) 5326-CP Contracts
- (7) 5354-CP Corporate Banking and Payment Handling

Scope/Application:

- I This Policy applies to employees involved in corporate banking and payment handling.

Authority/Responsibility to Implement:

- I General Manager of Growth & Finance

Inquiries/Contact Person:

- I Chief Financial Officer
- 2 Corporate Controller, Financial Services

Policy Monitoring and Evaluation:

- I This Policy will be evaluated every three years with revisions made as required.

Document History:

Date:	Approved/Reviewed By:	Title:
May 18, 2011	"Craig Curtis"	City Manager
Revised: April 16, 2012	"Craig Curtis"	City Manager
Revised: June 1, 2012	"Craig Curtis"	City Manager
Revised: May 2, 2018	"Craig Curtis"	City Manager
Revised: July 13, 2020	"Allan Seabrooke"	City Manager

Administrative Revision:

Date:	Description:
November 27, 2015	Changed policy number to 5354-CA. Replaced references to "Revenue & Assessment Services" with "Financial Services".
April 20, 2023	Capitalized defined terms.
December 7, 2023	Updated delegation as per the new organizational chart.