



Payment Option Policy

ADM_22-02

PURPOSE:

The purpose of this policy shall be to establish payment options that will be accepted by Riverdale Municipality (Municipality) and confirm when a particular payment option will be considered received by the Municipality.

POLICY:

Payment Options Accepted by the Municipality

The Municipality will accept the following forms of payment:

1) Cash

- Will only be accepted in person at the Municipal Office during regular business hours.
 - Payment will be considered received when entered into the Municipality's accounting software. Payment must be entered into the accounting software when payor is present.

2) Cheque

- Will be accepted in person at the Municipal Office during regular business hours.
 - Payment will be considered received when entered into the Municipality's accounting software, but subject to reversal if the payment is denied from the financial institution for any reason. If a payment is reversed, any interest that would have been applied if payment was not entered in the Municipality's accounting software will be added to the applicable accounts.
- Will be accepted by mail including couriers
 - Payment will be considered received when entered into the Municipality's accounting software, but subject to reversal if the payment is denied from the financial institution for any reason. If a payment is reversed, any interest that would have been applied if payment was not entered in the Municipality's accounting software will be added to the applicable accounts.
- Postdated cheques will be held by the Municipality and processed the day the cheque is dated, or the first regular working day following the cheque is dated.

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3) On-line Payments

- The Municipality accepts electronic bill payments from majority of the financial intuitions, the exception is any financial institution which charges the Municipality service fees for bill payment services.
 - Payment will be considered received by the date the notification has been received by the municipality.

It is the responsibility of the payor to allow for sufficient time for the payment to be processed by their financial institution, to ensure that the payment is received in the municipal bank account before the due date. The payor is responsible to check with their financial institution to determine the number of business days that will be required to process the payment. This may take 4-5 business days.

4) E-Transfer Payments

- The Municipality accepts e-transfer account payments for any and all outstanding amounts, including but not limited to, Property Taxes, Utility Accounts, Accounts Receivable, Permits, Lottery Licenses, Purchases of Cemetery Plots at PMT@riverdalemb.ca.

The payor is responsible for the following:

- **ensuring that the correct e-mail address is used**
 - **clearly identify the account(s) to which payment is to be applied to (Utility, taxes etc)**
 - **clearly identify the amount to be applied to each account (ex. More than one property tax bill in one e-transfer)**
- The Municipality will consider payment received when the funds are received in the Municipality's bank account. **If the Municipality is unable to identify the payor or the account to be credited, payment will not be processed and the Municipality will not be responsible for any penalties that may apply.** The Municipality has no means of notifying the Payor that payment has not been processed.
 - If the invoice/bill due date falls on a weekend, the Municipality will process any e-transfer notices received before the deadline on the morning of the first workday following the weekend before applying penalty.

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- There is a maximum allowable payment amount per day imposed by the financial institutions. It is the responsibility of the payor to ensure that the full payment amount is received prior to the due date.

5) Credit Card Payments **254-131**

- The Municipality accepts credit card payments for any and all outstanding amounts, including but not limited to utility accounts, property taxes, accounts receivable, permits, lottery licenses, purchase of cemetery plots and tickets/fines.
- Credit Cards are processed through OptionPay, a third-party processor, through an online portal. Payments can be made online, or at the municipal office during regular office hours.
- The payor is responsible for the following:
 - Ensuring the correct information is inputted
 - Paying the processing fee to OptionPay
- It is the responsibility of the payor to allow for sufficient time for the payment to be processed. If the invoice/bill due date falls on a weekend, the municipality will process any credit card payment notice received before the deadline on the morning of the first workday following the municipal closure before applying penalty.

Late Payment

Any payment received after the applicable due date is subject to interest / penalty for late payment. The rate of interest / penalty charged is 1.25% of the outstanding amount.

Receipts

Utilities - Unless requested by the payor, receipts will only be issued when there is an outstanding balance on their account.

Reimbursements of overpayments or corrections

Taxes - Any overpayment amount or correction of payments over \$50 made in error may be issued by cheque payable to the original payor upon request or remain on account as a credit.

Utility - Any overpayment amount or correction of payments over \$25 made in error may be issued by cheque payable to the original payor upon request or remain on account as a credit.

Credits may only be moved from one account to another with written consent by the account holder.

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NSF Payments

NSF Payments will be reversed when notice is received by the bank. Notice will be sent to the payor immediately indicating that the payment has been reversed, a balance is again owing, that there may be penalty charges applied and that there was an NSF Fee charged to their account.

Effective Date

This policy becomes effective upon adoption by resolution of council.

Mayor Heather Lamb

CAO – Marci Quane

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