



POLICY & PROCEDURE MANUAL

SECTION	Finance	POLICY NUMBER	
SUB-SECTION		EFFECTIVE DATE	
		REVISION DATE	
SUBJECT	Credit Card Payment Acceptance Policy		
APPROVAL			

PURPOSE:

The purpose of this policy is to provide directions to employees on the direct acceptance of credit cards as a method of payment (both online and in-person).

POLICY:

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

- Property Taxes.
- Development charges.
- Refundable and security deposits.
- Transactions, invoices, or agreements over \$500.
- Transactions, invoices, or agreements over \$500 are not permitted to be divided into one or more payments to avoid the requirements of this Policy.

Acceptable methods of payment for Property Taxes include:

- Electronic Funds Transfer (EFTs) – through banks via online or telephone banking.
- Pre-Authorized Payment (PAP) Plans.
- Through Mortgage Companies.
- Debit/Interact.
- Cash.
- Cheques.

It is important to note that residents and businesses can still pay their property taxes via credit card should they wish, **however not directly to the Town** but by using third-party service providers who charge the fees directly to the property owner.

Corporate Credit Card

Knowledge Base:

If a taxpayer asks “what is a third-party service provider?”

Explain that third-party service providers act as a secure online bill payment middleman that helps residents pay property tax bills with a credit card, even if the Town doesn't directly accept those methods; they handle the technical payment processing and charge a fee for their service. The Town will receive only the billed amount.

The following is a list of some third-party online service providers (this information is in no particular order, is for informational purposes only, and staff do not endorse or recommend any specific provider):

- Chexy, Kubra, Paya, Paymentus, Paysimply, Paystone, PlastiQ.

If a taxpayer asks “why did the Town stop directly accepting payments by credit cards”

Explain that Council has directed that the Town will no longer accept direct credit card payments for property taxes. Most municipalities do not directly accept credit card payments to avoid merchant fees. Instead, they typically direct residents to use a third-party service provider which charges a convenience fee directly to the taxpayer with the municipality receiving the billed amount.

If the taxpayer has further questions, please direct them to the Director of Finance/Treasurer for further information.