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Acceptable Methods of Payment	July 23, 2024	

Purpose:

To provide direction on the forms of payment accepted by the organization (both online and in person). The County recognizes the need to expand services by making payment availability easier and expediting cash received while being aware of the costs and controls required.

Definitions:

Third Party Cheque:

Any cheque made payable to someone other than Kneehill County, and that has been endorsed by the payee and then made payable to Kneehill County.

Irrevocable Letter of Credit:

A product banks offer to their corporate customers to provide business financing. It is used to secure payment between a buyer and a seller.

Policy Guidelines:

1) Credit Card (online and in person) Visa, Mastercard and American Express (Amex)

- Credit cards shall not be processed for more than the amount of the transaction (ie. no cash back)
- Credit card payments will not be accepted over the phone.
- Credit cards will not be accepted as payment for the following revenue sources:
 - Refundable/Security/Bond deposits
 - Any fees or charges collected by Kneehill County on behalf of third party
 - No partial payments will be accepted for transactions/invoices/agreements over \$10,000, inclusive of tax.
 - Credit Cards for Taxes will only be accepted through Kneehill Connect Portal and will be subject to a 2.5% "Convenience Fee"

2) Debit Card – Point of Sale Terminal

Debit card payments are accepted in person at the County office or at any Point of Sale (POS) terminal (e.g., campgrounds).

3) Online Bill Payment

Payments for property taxes, utilities, and accounts receivable shall be accepted through financial institutions' online banking services.

4) Cheques, Money Orders and Bank Drafts (Canadian or U.S. only)

For services provided by Kneehill County, all cheques, money orders, or bank drafts may only be accepted when made payable to Kneehill County. If Kneehill County is accepting payment for a third party the cheque, money order, or bank draft may only be accepted by direction of the



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individual/company for which they would like to make payment on behalf of. Kneehill County does not accept third party cheques. NSF or returned payment fees will be assigned an administration fee as per [Master Rates Bylaw](#).

Post-dated cheques can be accepted provided the date is no later than sixty (60) days. An exception to this rule will be when the customer has agreed to provide a series of postdated cheques as part of a payment plan.

5) Cash

Only Canadian or U.S. currency will be accepted.

6) Direct Deposit/EFT

There are no limitations with the acceptance of direct deposit/EFT transfers. However, if the County incurs service fees from accepting these payment forms, the cost will be billed back to the account holder.

7) Irrevocable Letter of Credit

Irrevocable Letters of Credit may be accepted for road and development security/bonds and for no other services.

8) New Services/Revenue Sources

The Director of Corporate Services or designate has the authority to determine whether credit or debit card payments will be accepted for any new services/revenue sources.

9) Bank Deposits

At a minimum, Kneehill County will deposit cash and other payment forms once a week.

10) Preauthorized Payment Plan

This applies to both tax and utility accounts. No payment amount restrictions apply. Any amounts returned from the bank will be assigned a per account administration fee, as per the [Master Rates Bylaw](#).



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