



# ELECTRONIC PAYMENT AND REFUND POLICY

Administrative Policy  
A 302-25

|                         |                              |                        |             |
|-------------------------|------------------------------|------------------------|-------------|
| <b>Administered By:</b> | Finance                      | <b>Policy No:</b>      | A 302-25    |
| <b>Approval Date:</b>   | May 6, 2025                  | <b>Effective Date:</b> | May 6, 2025 |
| <b>Approved By:</b>     | Chief Administrative Officer | <b>Resolution No.:</b> | N/A         |
| <b>Review Date:</b>     | May 2028                     |                        |             |
| <b>References:</b>      | Fees & Rates Bylaw           |                        |             |

## Purpose:

This policy outlines guidelines for issuing refunds for payments made electronically to the Town of Crossfield (The "Town") for various goods, services, and fees. It is intended to ensure consistency, accountability, and proper financial control in processing such transactions.

## Scope:

This policy applies to all departments of the Town that accept electronic payments, including but limited to:

- Property tax payments
- Utility bill payments
- Permit and license fees
- Recreation program registrations
- Facility bookings
- Fines and violations

## 1.0 Definitions

- 1.1 **Chief Administrative Officer (CAO)** means the person appointed by Council to carry out the powers, duties and functions of the position of Chief Administrative Officer, or the person appointed by the Chief Administrative Officer to act as his/her designate.
- 1.2 **Chief Financial Officer (CFO)** means the person responsible for providing financial leadership and direction of the Town.
- 1.3 **Town** means the Town of Crossfield, a Municipal Corporation of the Province of Alberta.

  
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## 2.0 Guidelines

### Electronic Payments

- 2.1 All electronic payments shall be in Canadian Currency.
- 2.2 The Town accepts Visa and MasterCard and Debit cards for electronic payment transactions.
- 2.3 When completing an online payment, a printable receipt will be displayed on screen to signify that a payment has been processed.
- 2.4 Pre-paid services, such as requests for tax certificates, will be reviewed and processed within three (3) business days.

### Refunds

- 2.5 If a problem is experienced during the processing of an electronic transaction, customers shall contact the Town by emailing [frontcounter@crossfieldalberta.com](mailto:frontcounter@crossfieldalberta.com)
- 2.6 Refunds will be processed by the finance department upon receipt of a valid refund request.
- 2.7 A valid refund request is one that meets all the following conditions:
  - Timely Submission: The request is submitted within 60 days from the original payment date.
  - Documentation Provided: includes all required supporting documentation such as proof of payment and acceptable reason for refund.
  - Verifiable Payment: the payment in question can be verified in the Town's financial records.
  - No Fraud or Misuse: the request is not associated with any fraudulent activity or misuse of municipal systems or services.
  - Correct Recipient: the request is made by the original payer or an authorized representative with proof of authority.



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2.8 Refunds may be issued under the following conditions:

| Reason for Refund                      | Documentation Required            | Refund Type               |
|--|-----------------------------------|---------------------------|
| Overpayment                            | Payment Record                    | Full or Partial           |
| Program/service cancellation (by Town) | Internal Confirmation             | Full Refund               |
| Program withdrawal (by registrant)     | Written notice before cutoff date | Partial/full per policy   |
| Billing or clerical error              | Department verification           | Adjusted/refunded         |
| Duplicate payment or charge            | Proof of duplication              | Full refund               |
| Successful appeal or reassessment      | Official letter decision          | Difference refunded       |
| Damage deposit refund                  | Inspection report                 | Full or partial refund    |
| Application withdrawal                 | Written request                   | Per Fees & Rates schedule |

2.9 Refunds will be credited to the original payment method where possible.

2.9 If the original payment method cannot be used, a refund cheque will be mailed to the payer's address on file.

2.10 Refund processing may take up to 30 business days from the date of the refund request.

## Non-Refundable Payments

2.11 The following payments are generally non-refundable:

- Late fees or penalties unless determined to have been assessed in error
- Donations

  
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## Privacy

- 2.12 Any personal information that the Town may garner via the corporate website is collected under the authority of section 32(C) of the Freedom of Information and Protection of Privacy Act (FOIPP). The information is used solely for what is necessary for systems administration, request fulfilment, ensuring customer satisfaction and assessing our information services. Further, the information is kept only for the length of time necessary to fulfill the intended purpose.

## 3.0 Authority And Responsibilities

### 3.1 Chief Administrative Officer (CAO)

Management responsibility for the electronic payments and refunds is hereby delegated to the Chief Administrative Officer (CAO), who may further delegate authority to the Chief Financial Officer (CFO).

### 3.2 Chief Financial Officer (CFO)

The CFO or their designee shall oversee the implementation of the Electronic Payment and Refund policy, ensuring compliance with the guidelines contained within this policy.

## 4.0 Policy Review

- 4.1 This policy will be reviewed within four years of being implemented and updated as necessary to reflect changes in legislation or operational requirements. Changes will be submitted to the CAO for approval.