

## **Debit and Credit Card Refunds Policy**

**2B.011**

**Section: 2.0 General Government and Administrative Services**  
**- B. Finance**

**Authority: General Manager of Corporate Services**

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### **Statement**

The Municipal District of Bonnyville (M.D.) shall have a policy regarding the refunding of monies received electronically by debit and credit card.

### **Purpose**

To ensure that a secure and efficient method is implemented for the refunding of monies received by debit and credit card.

### **Procedure**

The M.D. shall use the following procedure when using a point of sale machine to refund debit or credit card deposits:

- (1) The authority to make refunds, and any limit(s) on the amount of refunds, of debit and credit card deposits from a municipal bank account shall be approved in writing by the municipal official(s) that have full signing authority for that bank account.
- (2) Debit and credit card refunds may only be made for monies originating from debit and credit card transactions for:
  - (a) monies paid in error;
  - (b) overpayment of monies;
  - (c) campground reservations in which the reservation is cancelled as per the municipality's campground cancellation policy;
  - (d) deposits towards the rental of agricultural equipment after the equipment is returned in good working order.
- (3) The minimum internal control and security features to be implemented for debit and credit card refunds shall be:
  - (a) The designated individual who has been given authority to process refunds must have their supervisor review and approve all refund transactions within one business day of the refund;
  - (b) The swipe card which allows the designated individual to make refunds shall be stored in a locked drawer (or in the safe/vault) so that the card is not accessible to the public or unauthorized staff.

## Policy Review

Within five (5) years from date adopted / amended / reviewed.

### For administrative use only:

<b>Previous Policy Number:</b> (prior to July 24, 2019)	10.12.32
<b>Related Documentation:</b> (plans, bylaws, policies, procedures, etc.)	