




# POLICY AND PROCEDURE

<b>Subject:</b> City-wide Cashiering Policy	<b>Index:</b> Finance <b>Number:</b> 201-7-1
<b>Effective Date:</b> April 1, 2009	<b>Prepared By:</b> Finance & Administrative Services
<b>Supersedes:</b> Not Applicable	<b>Approved By:</b> 

**1.0 PURPOSE:**

To provide a policy for cashiering activities at all City locations where payments are processed.

**2.0 ORGANIZATIONS AFFECTED:**

All departments/divisions

**3.0 REFERENCES:**

City Policy and Procedure #201-7

**4.0 POLICY:**

- 4.1 The City allows multiple alternative methods of receiving and processing payments.
- 4.2 No City location may process credit card transaction over the telephone.
- 4.3 These receipt methods may vary by cashiering (department) location. The City currently accepts payments at the following locations.
  - City Hall
  - Community Development
  - Community Center, including pool activity
  - Golf Course
  - Bank lockbox
  - City website
- 4.4 To ensure the processing of payments in a secure method Finance must be informed and approve any new transaction process before implementation.

**5.0 DEFINITIONS:**

- 5.1 **Automated Clearing House (ACH)** – an electronic fund transfer from one checking or savings account to a different parties checking or savings account.
- 5.2 **Lockbox** – A banking service in which payments are collected at a postal or drop box and then processed by a department within the bank and deposited into the recipients bank account.
- 5.3 **Autopay** – A service where information is requested from the paying individual to directly debit the bank account to make the payment to the City.
- 5.4 **3<sup>rd</sup> Party website** – A contracted out service where payments are received by a third party vendor where the amount is then transmitted to the City and the city pays an administrative cost to the vendor.
- 5.5 **City website** – The main City website location that allows for remote payment of amounts over the internet. Payment of utilities and City accounts receivable can be made through the Web POS location on the website. Registration and payment for recreation classes and activities is done through the Online Registration.

**6.0 PROCEDURE:**

- 6.1 City Hall currently accepts cash, check, money order and by credit card (Mastercard/Visa) in person at the Utility billing counter.
  - 6.1.1 The following alternate payment methods available are :
    - City website (WebPOS)
    - Dropbox outside of City Hall
    - Mail
    - Third party website ([www.pticket.com](http://www.pticket.com)) – Turbodata
    - Bank lockbox
    - Autopay/ACH payments
- 6.2 Recreation currently accepts cash, check, money order, gift certificates, scholarships and credit card (Mastercard/Visa). These payment types are accepted in person at the Front counter area at the Community Center location.
  - 6.2.1 The following alternate payment methods available are:
    - City website (Online Registration)
    - Dropbox outside of the Community Center
    - Mail
    - Fax
- 6.3 Community development accepts cash, check, and money orders. These payment types are accepted in person at the cashier area in the lobby area of the Negocio building.

6.3.1 There are no alternate payment methods.

6.4 Golf Accepts cash, checks, Mastercard, Visa, Discover and American Express at the Golf Course Pro Shop.