



# TOWN POLICY

## ADMINISTRATION POLICY:

### Refund Policy

**DEPARTMENT:** Financial Administration

**POLICY NUMBER:** FA-035

**APPROVAL:**  APPROVED BY CAO  
Jeff Shaw

**EFFECTIVE DATE:** September 13, 2016

**SUPERSEDES:** Policy #R-5

**UP FOR REVIEW:** November 23, 2022

#### Policy Statement:

The Town of Cardston (the Town) is required to refund money from time to time for various reasons.

#### The purpose of this policy is to:

Develop guidelines and procedures on how refunds will be issued.

#### Types of Refund

For Interac/Debit refunds please see the "Methods of Refund" section. No dollar limit will be placed on the Interac/Debit refund if it falls within the guidelines specified.

When a refund is due and payable that is higher than \$50.00, the Town will provide the refund by cheque or money order to the entitled payee.

When a refund is due and payable that is from \$10.00 to \$50.00, the Town may refund the amount by Petty Cash, cheque or money order.

If the amount is less than \$10.00 the Town will not make a repayment until a request has been received either verbally or in writing for said refund. The Town will then provide a refund by Petty Cash or cheque.

Any refund amount less than \$10.00 not claimed within a year will then become general revenue for the Town.





# TOWN POLICY

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## Methods of Refund

### To issue a refund by Interac/Debit:

Refunds will only be issued by Interac/Debit if the original transaction was also paid by Interac/Debit at the same terminal on the same day. If the original transaction was done on a different terminal or day, a refund must be issued by a different method as provided in the policy.

### To issue a refund from Petty Cash:

The Town employee must write up a receipt to go with any other refund documentation (i.e. Pool refund slip). Any refund documentation that the payee may provide must be approved and signed by a Town Employee from the applicable department (i.e. Pool employee signature for pool refund) before a refund will be given.

The refund receipt must show the following:

- 1) The date of the refund,
- 2) The payee name,
- 3) The reason for the refund, and
- 4) The amount of the refund.

The payee and Town employee giving the refund must sign the receipt to verify that the cash has been reimbursed and a copy of the receipt will be given to the payee with the cash.

The Town employee will then put the proper G.L number on the Town's copy of the receipt and both the refund documentation and the receipt will go in the Petty Cash box for balancing purposes.

**\*Access to the Petty Cash box should be limited to those employees that have been given authorization.\***

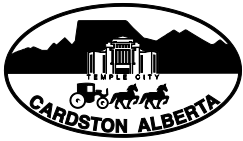
In the event that there is not enough money in Petty Cash to issue a refund, a cheque will be issued.

### To issue a refund by Cheque or Money Order:

Documentation must be provided showing the following:

- 1) The payee name,
- 2) The payee's mailing address,
- 3) The reason for the refund,





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- 4) The amount of the refund,
- 5) The correct G.L. number to pay the refund from, and
- 6) The Town employee's signature/initial that is approving the refund.

The required documentation will then be submitted to the A/P Clerk to create a voucher for processing.

The cheque will be processed with the next regularly scheduled cheque run unless unforeseen circumstances arise. In this case, the cheque will still be processed in a timely manner and then forwarded on to the entitled payee.

Money Orders will be processed and forwarded to the entitled payee in a timely manner.



