



TOWN OF NIVERVILLE-FINANCE

POLICY NO. F3-16:	<u>CONVENIENCE FEES POLICY</u>	
EFFECTIVE DATE:	<u>March 1, 2016</u>	RESOLUTION# <u>74-16</u>
REVISION DATE:	<u>April 18, 2017</u>	RESOLUTION# <u>123-17</u>
REVISION DATE:	<u>September 18, 2018</u>	RESOLUTION# <u>304-18</u>

Purpose: In 2016 the Town of Niverville will be upgraded their accounting software to TownSuite, an accounting program which will allow residents the option to use credit card payments either online or in person. This policy requires the following fees to be charged to the user to offset the costs incurred by the Town in providing these services.

In 2017, the Town will be opening an online eServices platform that will allow residents the ability to pay bills directly online. The policy is amended to reflect a separate structure for online payments.

In 2018, the policy was amended to reduce the number of fee categories to simplify administration of in-office payments by credit card.

Rules: The Town will apply the following fees to transactions made via our new online payment portal and to payments made in office with Mastercard, VISA or Interac (fees apply to online only).

There are NO exceptions for the fees being waived as these fees are being charged to improve the customer / resident experience for which costs exist.

The following matrix will be in effect for 2018 and will be reviewed annually to ensure fees are fair and equitable.

In Office Payments:

Category	\$ Value	Fee
Programs & Services	ALL	2.85 % of Total Cost
Property Taxes	ALL	2.85 % of Total Payment
Utility Bills	ALL	2.85 % of Total Payment

Online Payments:

Category	\$ Value	Fee
Online Credit Card Payments	ALL	2.85 % of Total Payment
Online Debit Payments	ALL	\$ 1.50 per payment