


POLICY

	Policy:	Returned Items		
	Department:	Corporate Services		
	Division:	Financial Services	By-Law No.:	N/A
	Administered By:	Treasurer	Approval Date:	Dec 11, 2023
	Replaces:	Returned Items (May 16, 2016)		
	Attachment(s):	N/A		

1. POLICY STATEMENT

- 1.1. The Corporation of the Town of Amherstburg is committed to ensuring prompt follow up of returned items and to pass on the cost of the returned item to the customer in order to:
 - 1.1.1. Record cash disbursements completely and accurately.
 - 1.1.2. Safeguard cash and the related accounting records.

2. PURPOSE

- 2.1. This policy provides the parameters for the handling of returned item and any applicable charges.

3. SCOPE

- 3.1. This policy applies to any and all Town employees involved in the receipt of cash collections or the accounting of collections.
- 3.2. This policy shall be reviewed every five (5) years from the date it becomes effective, and/or sooner at the discretion of the CAO or designate.

4. DEFINITIONS

- 4.1. **Payer** means the person or company that issues a cheque in payment for an obligation to the Town of Amherstburg.

Common definitions, acronyms, and terms are available in the Glossary located on the Town's Policies webpage.

5. INTERPRETATIONS

Any reference in this Policy to any statute or any section of a statute shall, unless expressly stated, be deemed to be reference to the statute as amended, restated or re-enacted from time to time. Any references to a By-law or Town policy shall be deemed to be a reference to the most recent passed policy or By-law and any replacements thereto.

6. GENERAL CONDITIONS

- 6.1. The Financial Services staff shall adjust the payer's account by the value of the returned item to ensure the account balance is correctly reflected.
- 6.2. Financial Services staff shall contact the payer to request new payment, by certified cheque.
- 6.3. Financial Services staff shall advise other Finance Services Division staff, inclusive of financial services managers if deemed necessary.
- 6.4. Financial Services staff shall add a service charge as outlined in the User Fee By-law to the payer's account to cover the additional bank charges and processing required.
- 6.5. Financial Services staff will issue billings/invoices as outlined in the A/R Policy.

7. RESPONSIBILITIES

- 7.1. **Council** has the authority and responsibility to:
 - 7.1.1. Adopt the Returned Items Policy.
- 7.2. The **CAO** has the authority and responsibility to:
 - 7.2.1. Ensure compliance with the Returned Items policy.
- 7.3. The **Treasurer** has the authority and responsibility to:
 - 7.3.1. To ensure that the policy is being adhered to by collection staff.
 - 7.3.2. Investigate any potential deviations from this policy.
- 7.4. **Staff** have the responsibility to:
 - 7.4.1. Ensure their understanding and compliance with the policy and seek clarification where needed to follow the policy expectations.