

SALT LAKE COUNTY
COUNTYWIDE POLICY
ON
REFUND OF PAYMENTS MADE THROUGH DEBIT OR CREDIT CARDS

Purpose-

To establish a policy that allows for reversal of charges on debit and credit cards when refunds become necessary. Debit and credit cards are accepted for the payment of many goods and services offered by the County. The policy is intended to provide timeliness in the processing of refunds involving this form of payment, convenience to individuals who use these cards, and cost savings to the County through recoupment of credit card fees and efficiency through reduced personnel costs.

1.0 Policy -

- 1.1 The refund of debit and credit card payments shall be accomplished by reversing charges on the same card on which payment was originally incurred.
 - 1.1.1 Cash or checks shall not be issued to refund credit card payments.
 - 1.1.2 Cardholders may request a cash refund where a debit card was used, but payment will be similar to ordinary cash refunds as outlined in Countywide Policies 1062 and 1202, "Management of Public Funds," and "Authorization and Processing of Certain Payments." Providing cash refunds on a debit card payment is optional and only made at the request of the cardholder.
- 1.2 Refunds may arise due to the return of purchased goods, cancellation of programs, shows or tournaments, inability of individuals to participate in a recreation program due to illness or other reason, obsolescence of a membership because of the member's move to a distant city, the return of a deposit required in using a County facility, errors in processing transactions—such as double-swiping the card or entering the wrong payment amount—or any other reason deemed valid.
- 1.3 Cash shall not be taken from the change fund, petty cash fund or collections in the cash drawer to make refunds on transactions involving debit or credit cards.

2.0 Processing Procedures

- 2.1 The original payment amount in the purchase of goods, services or other satisfaction of debt, and the account number used, shall first be established before making a refund.
 - 2.1.1 The person requesting the refund shall present his or her debit or credit card receipt, or bank statement showing evidence of payment and the card number used.
 - 2.1.2 In case the individual has lost or does not have the receipt, the debit or credit card transaction documentation on file at the center, or other County location, shall be researched to ascertain the original purchase amount and account number used.
- 2.2 Any durable goods purchased in the original transaction shall be returned before a refund is issued.

- 2.3 The refund shall be issued by reversing all or part of the original card payment, as required. This may be accomplished through the electronic banking card equipment on-site—that includes swiping the card—or by completing the manual credit voucher. The electronic system also produces a credit voucher as evidence of the amount refunded.
 - 2.3.1 The individual to whom the refund is issued shall sign the credit voucher.
 - 2.3.2 The County agency issuing the refund shall retain a copy of the credit voucher, whether generated manually or electronically, in its files. A copy of the invoice issued when the cardholder originally made payment—or other evidence of payment if the invoice is not available—shall be attached to the credit voucher retained on-site.
 - 2.3.3 The employee issuing the refund shall sign the credit voucher retained on-site, and a supervisor shall also sign the voucher as approval of the refund transaction.
 - 2.3.4 An explanation for the refund shall be written on the credit voucher retained on-site.
- 2.4 Each County division or office that accepts debit or credit card payments shall retain a copy of the program guide provided by the bank and follow provisions contained therein.

3.0 Internet Procedures

- 3.1 Third-party providers often handle debit and credit card transactions for payments on-line via the Internet. Therefore, County agencies may receive payment from the third-party provider instead of directly from the cardholder. Whether dealing with a third party provider or directly with the cardholder, reasonable steps shall be taken to ensure the validity of any refunds that may arise.
 - 3.1.1 The original on-line payment from the cardholder, for which the refund is requested, shall be verified from receipt records on file.
 - 3.1.2 A copy of an invoice or other documentary evidence of the original on-line payment shall be attached to refund documentation kept on file.

APPROVED and PASSED this 16 day of September, 2003.

SALT LAKE COUNTY COUNCIL

Michael Jensen, Chair

ATTEST:

Sherrie Swensen, County Clerk

APPROVED AS TO FORM:

District Attorney's Office Date