



ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2019/72

TO: Administration & Finance Executive Committee
FROM: Dawn Galusha, Treasurer
DATE: August 29, 2019
SUBJECT: Collections (Accounts Receivable, Taxation and Water & Sewer) Policy Update

BACKGROUND

Collection Policy Number 1.9 for procedure and collection of Accounts Receivable, Taxation and Water & Sewer was first created in 2006. This is the third review of this policy since that time.

The purpose of this change is to outline how to deal with membership defaults at the Memorial Sports Centre. Currently, the memberships are purchased on a separate system called ActiveNet. We have monthly, three-month, six-month and annual memberships where each membership structure is a different monthly rate and we allow monthly preauthorized payments for all membership tiers. At times customers will purchase an annual membership, then and at some point throughout the year have a failed payment and not pay to bring their membership to active status. This means they have essentially used the gym for a discounted rate. In order to tighten up the procedures with failed payments the following has been added to the Collections Policy within the Accounts Receivable section:

ActiveNet- Memorial Sports Centre:

"As memberships are currently through the ActiveNet system, failed payments will be charged an NSF fee and must be brought up to date by the 30th of the month at the MSC or online, otherwise, the membership will be recalculated at the next lowest membership term(s) based on the number of months used, and then sent to the Treasury Department for invoicing. Further, the collection procedures within this policy will be followed."

No other changes to the policy are required at this time, except for updating dates.