

Kemptville Campus OPERATIONAL POLICY	
Subject: Accounts Receivable (AR) Policy	Policy No.: B15
Policy Objective(s): <ul style="list-style-type: none"> • To ensure timely receipt of rental and other revenues. • To ensure consistent and well-documented processing (in preparation for audits). • To provide clear expectations to tenants and program partners. • To support the Campus budgeting process. 	Date Approved: June 22, 2022
	Review/Revision Dates:
Applies to: Board members (officers), Executive Director, Staff, Tenants, Financial partners	Approved by: Board of Directors

Policy Statement

Invoicing

Kemptville Campus will provide invoices for all non-recurring or variable invoices, including periodic tenant invoices for utility costs, as outlined in leases. The default mode for utility cost invoicing will be monthly and based on actual usage for the most recent billing period (adjustments, if necessary, will be conducted at year-end and end of tenancy based on the lease dates or end of the tenancy, as the case may be).

The Campus will not issue invoices for regular, recurring rental payments that are documented in a lease agreement. Campus tenants must pay their monthly rent (including basic rent and other regular fees, as applicable) on the first of the month without waiting for an invoice.

Invoices will be provided in English by email. Cover messages via email will be provided in both English and French upon request.

For utility invoicing, the Campus will invoice only those parties named on the lease; invoices to third parties will not be provided.

Other billing adjustments may be processed if there were errors, omissions, or changes to the AR billing. A revised invoice will be forwarded with the attached adjustment information.

Payments

The preferred method of payment for all AR is Electronic Fund Transfers (EFT). The Campus will provide electronic banking information to payers upon request. The Campus will also accept e-transfers sent to finance@kemptvillecampus.ca.

The Campus will continue to accept payment by cheque until further notice. Campus tenants paying by cheque must provide post-dated cheques made out to “Kemptonville Campus Education and Community Centre” for one year at a time starting at the beginning of their tenancy and on each anniversary of the lease start-date. Cheques issued to the Municipality of North Grenville cannot be accepted.

Payments are not accepted via credit card or other third-party payment systems (e.g., Google Pay, Paypal). If applicable, any pre-authorized payments must be established via payers’ own financial institutions. Payments will be accepted only in Canadian dollars. Payments will be accepted only from the party named on the lease/invoice.

Rent payments

Tenants are expected to pay rent (including, where applicable, IT infrastructure, Wi-fi, and shared facility fees) on time, no later than the first business day of each month. All other accounts receivable are due on a “net 30 days” basis.

It is the responsibility of tenants to ensure the Campus has up-to-date email contact information.

Tenants requesting flexibility during a time of unusual financial hardship should contact the Executive Director by phone or email to offer an explanation and propose a reasonable payment schedule (with arrears settled within six months).

Late payments

Campus staff will follow up by email if an account is not settled within 45 days. If an account is still not settled within sixty days, Campus staff will contact the payer by phone to secure an explanation and a timeline for payment.

The Executive Director and Campus coordinator will review AR on a monthly basis. The Executive Director will bring any accounts that are more than 60 days overdue to the attention of the Treasurer and Finance and Audit Committee with a recommended course of action. The Executive Director will advise the Committee of any accounts being written off under \$1,000. Any accounts \$1,000 to \$4,999 to be sent to collections or written off will be determined by the Finance and Audit Committee. Any accounts over \$5,000 to be written off will require board approval.

Record keeping

Campus financial records will be digital rather than paper-based. The Campus will retain a record of invoices, payments received, leases, and other AR records in accordance with its records retention policy.

Responsibilities

The Executive Director is responsible for establishing appropriate procedures, in accordance with this policy statement and generally accepted accounting principles, and ensuring these procedures are followed.

The Campus Coordinator is responsible for issuing invoices for rent (where applicable), utilities, shared facility fees, and other shared costs to tenants (as applicable) on a monthly basis. The Executive Director will ensure that at least one other staff member is capable of performing these functions in the absence of the Campus Coordinator.

The Treasurer is responsible for ensuring appropriate financial oversight and accountability to the Finance and Audit Committee and ultimately the Board of Directors.

Sources:

- Municipality of Callander, "Property tax, water and sewer & other accounts receivable – billing & collection policy" ([PDF](#))
- OTUS Group, draft policy book provided to Kemptville Campus
- Ontario Nonprofit Network, Receivables and Deposits Process document