

Subject Matter: Draft Accounts Receivable Policy

Department: Chief Financial Officer

Presented By: Linsay Organ

GPC Meeting Date: January 15, 2024

Topic: 134-15 Accounts Receivable Policy

Background: The City invoices for a variety of services, including leases, bylaw enforcement, airport landing fees, facility rental, and Fire Services. In 2022 there were nearly 5,000 invoices issued by the City, to over 1,000 customers. The large scope of this work necessitates appropriate guidance to ensure consistency in internal processes and external customer experience. To achieve this consistency, the policy provides guidance on the following areas:

- Administration's responsibilities;
- maintaining customer accounts;
- issuing invoices & statements;
- payment terms;
- finance charges;
- managing credit balances;
- collection of overdue invoices;
- allowance for doubtful accounts and write-offs.

Several accounts receivable processes, such as invoicing and customer relations, are performed by members of administration working across many departments. The widespread nature of this process increases the need for concise and straightforward direction.

Objective: To provide guidance to Administration on the major components of the accounts receivable process. Ensuring internal practices are consistent across the City will result in a more consistent customer experience.

Options:

1. That the Committee accept this report as information and that the item be brought forward to a future Regular Council meeting for decision.
2. That the Committee request more information and that the item be brought forward to a future Regular Council meeting for decision.
3. That the Committee request more information and that the item be brought forward to a future Governance & Priorities Committee meeting.

Alignment with Strategic Plan: This item is in alignment with the following strategic area: Delivering Good Governance. The Accounts Receivable policy is vital to ensure consistent internal practices and external customer experience.



**City of Lloydminster
Information Report (IR)**

Governance Implications: Establishing a new policy.

Budget/Financial Implications: N/A

Environmental Implications: N/A

Report Approval Details

Document Title:	Draft Accounts Receivable Policy.docx
Attachments:	- 134-15 Accounts Receivable Policy DRAFT.pdf
Final Approval Date:	Jan 10, 2024

This report and all of its attachments were approved and signed as outlined below:

Denise MacDonald

Doug Rodwell

Task assigned to Dion Pollard was completed by delegate Don Stang