

## **In Person at the City Hall**

Methods of payment accepted are:

- Cash, cheque and debit card
- Money order
- Post-dated cheque payable to City of Salmon Arm

Office hours are 8:30 am - 4 pm, Monday to Friday (excluding statutory holidays).

## **Payment Drop Box**

A payment drop box is located to the left of the front doors of the City of Salmon Arm office located at 500 – 2 Avenue NE. Place your cheque and bill remittance stub in an envelope and insert it in the slot. Your payment will be processed promptly each business morning. Any payment put into the drop box after 4:00 pm will be considered the next day.

## **By Mail**

Addressed to the City of Salmon Arm, Box 40, Salmon Arm, BC V1E 4N2. Post-marks are not accepted as proof or date of payment. Be sure to mail your payment in plenty of time.

## **Online Banking**

- Property Tax Payments
  - Login to your online banking
  - Payee - "Salmon Arm (City of) Property Taxes"
  - Account Number – Enter the last eight digits of your property tax roll number as shown on your tax notice; without spaces, decimals or dashes (i.e. 01234567). Do not enter the first 3 digits '322'.
- Utility Payments
  - Login to your online banking
  - Payee - "City of Salmon Arm Utilities"
  - Account Number – Enter the thirteen digits of your utility account number as shown on your utility bill; without spaces, decimals or dashes (i.e. 00006115005000).

- Other Payments (Pet Licence, Accounts Receivable, Business Licence, Building Permits, Development Permits, Garbage/Food Bag Tags, Parking Tickets, etc.)
  - Login to your online banking
  - Payee - "Salmon Arm (City of) Property Taxes"
  - Account Number – Enter 99999999
  - When a payment is made to this account, an email must be sent to [Finance@salmonarm.ca](mailto:Finance@salmonarm.ca) within 2 days with the following details:
    - Your Name
    - Name on Bank Account (if different than name above)
    - Financial Institution Used for Payment
    - Payment Amount
    - Payment Date
    - Payment Description – please provide as much detail as possible
    - Include Parking Ticket Number (if applicable)

#### Examples:

- Accounts Receivable – account number & invoice number
- Garbage or Food Bag Tags - number of garbage or food bag tags and a physical address they can be delivered to or mailed to
- **\*\*Important Note** - Any payments received, where an email has not been received, will be rejected and sent back to the payor

#### **In Person at your Canadian Financial Institution**

Most Canadian financial institutions will accept payments for the City of Salmon Arm for Property Taxes and Utilities. Please bring your Property Tax notice or Utility bill with you.

#### **Credit Card**

The City of Salmon Arm does NOT accept credit card payments. However, you may be able to use a third-party payment service provider who offers a credit card payment service.

#### Important Notes Regarding Third-Party Payment Service Providers:

- Third-party payment service providers charge a percentage fee for their services.
- You must create an account with the third-party payment service provider and agree to their terms and conditions to use the service—make sure you clearly understand them before using the service.
- The transaction is not instantaneous. The transfer will typically take place within three business days, but there may be additional delays. You are responsible for ensuring that the City receives your payment by the due date; otherwise, a penalty will be incurred.
- Additional fees may be incurred by your credit card provider for using this service. Please contact your credit card provider if you have any questions or concerns before using any third party payment provider.

- Payments other than Property Taxes or Utilities (Pet Licence, Accounts Receivable, Business Licence, Building Permits, Development Permits, Garbage/Food Bag Tags, etc.)
  - Account Number – Enter 99999999
  - When a payment is made to this account, an email must be sent to [Finance@salmonarm.ca](mailto:Finance@salmonarm.ca) within 2 days with the following details:
    - Your Name
    - Payment Amount
    - Payment Date
    - Payment Description – please provide as much detail as possible

Plastiq is a third-party payment service provider that offers the City of Salmon Arm as a recipient vendor for payments. Plastiq is only available online.

For more details, visit <http://www.plastiq.com>

If you wish to pay by credit card, visit <https://request.plastiq.com/pay-city-of-salmon-arm>

City of Salmon Arm is not affiliated with Plastiq.

City of Salmon Arm  
Box 40  
500 2 Avenue NE  
Salmon Arm, BC, V1E4N2  
[www.salmonarm.ca](http://www.salmonarm.ca)  
250.803.4000