

What does a refund look like in the system?

What does a Refund do in OPS-COM?

Think of a refund as hitting the "undo" button for a completed transaction. When you process a refund:

- **Money Back:** The customer gets their payment reversed.
- **Item Released:** The item(s) they purchased become available again in our inventory, ready to be sold to someone else.

Important Note: When you refund an entire transaction, **all items within that transaction will be reimbursed, and all of them will be released back into inventory.** If only one item needs to be reimbursed, **do an adjustment** and release the item separately.

1. Locate the user profile for the user you want to refund for.

Note: The top right-hand corner will always identify the name of the user that is being worked on. In our example we will refund **Permit #1** at **\$395.50** but keep in mind the process is identical for and refund such as Standard Permits, Temporary Permits, Locker rentals, violations etc.

2. From the **History Tab** select **All Records**.

For Standard & Temporary Permits or Lockers

3. Find the permit you want to refund and click on the Processed **date** link.

User History

View Completed History 
22 records

Locker Records

Test Annual

Y : Jan 1, 2015 - Jan 1, 2045

	Submit Date	Locker	Amount	Pay Date
[InActive]	Jul. 22, 2016	101	\$113.00	Debit Card (not processed) Archived: Jul. 22, 2016

Online Payment

Invoice Records

No invoice records found.

Parking Permit Records

Test Annual

Y : Jan 1, 2015 - Jan 1, 2030

	Submit Date	Barcode #	Permit #	Amount	Pay Date
[ADJUST]	Oct. 21, 2019		TL1 0006	\$395.50	Processed: Oct. 21, 2019 Valid

Monthly 1805 May

M : Apr 15, 2018 - May 31, 2018

	Submit Date	Barcode #	Permit #	Amount	Pay Date
[ADJUST]	May. 18, 2018		GSLE G100	\$113.00	Processed: May. 18, 2018 Sales Window Not Active

For Violations

Click on the word **Processed** to access the transaction details.

No access card records found.

Adjustment Records

	Submit Date	Amount	Activity
	Oct. 21, 2019	\$-395.00	Processed: Oct. 21, 2019

Adjusted: Oct. 21, 2019

Violation Records

Private Property

Payable: Paid: 1

	Issue Date	Ticket #	Amount	Notes
[ADJUST]	Feb. 21, 2018	TT-10003	150.00	Processed Oct 21, 2019

Appeal Records

No appeal records found.

Policy Violation Records

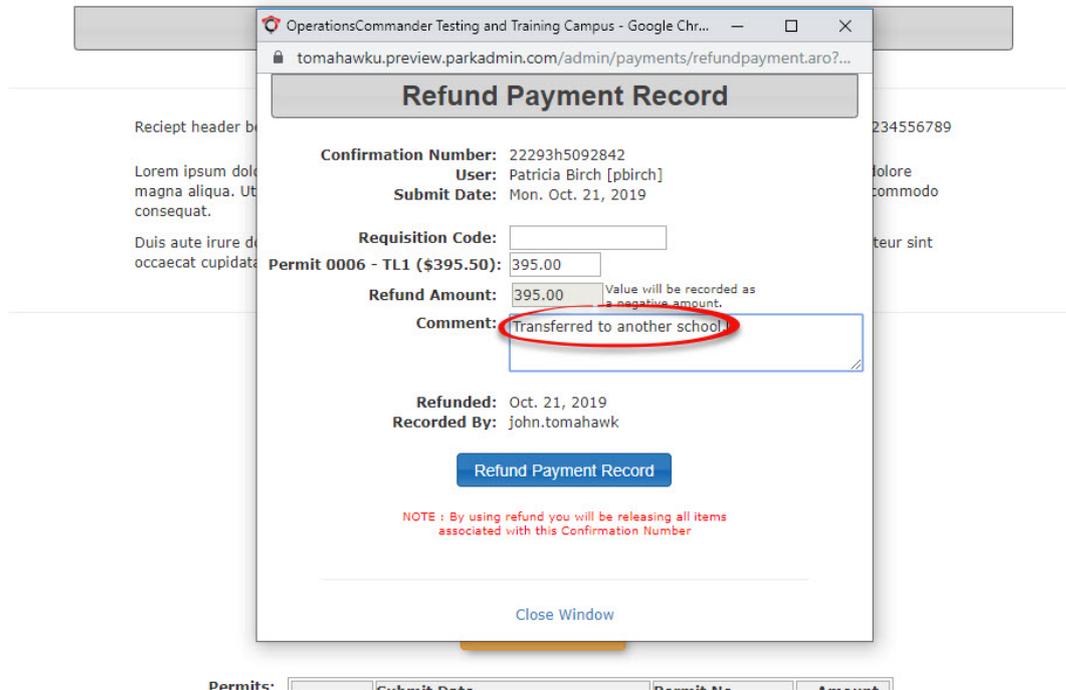
No Policy Violation records found.

DNTT Records

No Vehicle DNTT records found.

4. The **Transaction Details** screen appears. Click on the **Refund** button to begin the refund process.

The **Refund Payment Record** window will pop up. Enter the internal organization **Requisition Code** (optional) and the **Refund Amount** (including taxes). You are required to enter a **comment** in order to proceed.



5. Click the **Refund Payment Record** button to continue. A confirmation pop-up will appear. Click **OK** to continue.

IMPORTANT: By using refund for permits and lockers you will be releasing all items associated with this Confirmation Number. Violations however will simply go back to awaiting payment status.

6. The **Adjustment Information** pop-up will display showing the refund details. You have the ability to select the type of refund in this window.

7. Click on **Process This Adjustment** to proceed. You will return to the **Transaction Detail** window showing the details of the refund. Notice the refund amount of **-\$395.50** is listed as an **adjustment**.

Confirmation Number: 22293h5092842

User: Patricia Birch [pbirch]
Amount: \$395.50
Submit Date: Oct. 21, 2019 @ 2:08pm [View Snapshot ?](#)
Comment: Online Payment
Payment Method: [Change](#)

Processed: Oct. 21, 2019 @ 2:08pm
Processed By: john.tomahawk

The associated transaction was dropped or refunded; any refund details will appear below.

Permits:	Submit Date	Permit No.	Amount
[ADJUST]	Test Annual [Oct. 21, 2019]	0006	\$350.00
		Taxes:	\$45.50
View User Info		Total:	\$395.50

Total: \$395.50

Adjustments:	Submit Date		Amount
	Oct. 21, 2019	View Details	\$-395.00
		<i>Adjusted: Oct. 21, 2019</i>	
View User Info		Total:	\$-395.00

8. To see how this appears in the user's profile on the admin side, go back into the history tab and select **All Records**. In the user history we see the record of the original purchase as well as; (1) **Released** date and a note indicating the permit is "**Released back to system by refund process**" and (2) we can also see the refund under **Adjustment Records**.

User History

View Completed History  24 records

Locker Records

Test Annual					Y : Jan 1, 2015 - Jan 1, 2045
	Submit Date	Locker	Amount	Pay Date	
[InActive]	Jul. 22, 2016	101	\$113.00		Debit Card (not processed) Archived: Jul. 22, 2016
Online Payment					

Invoice Records

No invoice records found.

Parking Permit Records

Test Annual						Y : Jan 1, 2015 - Jan 1, 2030
	Submit Date	Barcode #	Permit #	Amount	Pay Date	
[InActive]	Oct. 21, 2019		TL1 0006	\$395.50		Processed: Oct. 21, 2019 Released: Oct. 21, 2019
Released back to system by refund process						
Monthly 1805 May						M : Apr 15, 2018 - May 31, 2018
	Submit Date	Barcode #	Permit #	Amount	Pay Date	
[ADJUST]	May. 18, 2018		GSLE G100	\$113.00		Processed: May. 18, 2018 Sales Window Not Active

Temp. Parking Permit Records

	Submit Date	Permit #	Amount	Pay Date	
[ADJUST]	Mar. 2, 2019		4	\$203.40	Processed: Oct. 21, 2019
Expiry: Mar. 25, 2019 23:59					

Text2ParkMe Permit Records

No permit records found.

Access Card Records

No access card records found.

Deposit Records

No access card records found.

Adjustment Records

	Submit Date	Amount	Activity
	Oct. 21, 2019	\$-395.00	Processed: Oct. 21, 2019
Adjusted: Oct. 21, 2019			

Refunding to Deal with a NSF Payment

Sometimes, a payment fails (like a cheque bouncing - known as "NSF" for Non-Sufficient Funds). When this happens, we need to "refund" that payment in the system to keep our financial records accurate.

Why do we refund a NSF Payment?

It's essentially a bookkeeping task. Imagine a cheque came in and was recorded as a payment. If that cheque then bounces, we need to remove that "incoming" payment from our system. By performing a refund, we create an "outgoing" record that balances out the initial "incoming" record

of the failed payment. This way, our system accurately reflects that the money never actually arrived.

After you process the refund for an NSF payment, reports (like the Processed Payment Report) will show both the initial "payment" and the subsequent "refund." This is perfectly normal and correct! It records the *attempt* to pay, and then the removal of that payment due to the NSF.

Key Tips for NSF Refunds:

- **Payment Type:** When you process the refund for an NSF, be sure to select the **same payment type** (e.g., "Cheque") as the original failed payment. This makes sense for anyone reviewing your accounting.
- **Clear Notes:** It's super important to leave **clear and detailed notes** documenting the failed payment and the exact reason for the refund. This helps everyone understand the situation later on!

Revision #4

Created 14 May 2024 07:26:20

Updated 25 June 2025 14:21:57 by Shannon Jones