

# User - Payments Tab

The **Payments tab** allows administrators to process user payments for one or all payment types due (lockers, parking permits, temporary permits, access card, violations). This page also shows any financial adjustments that have been made to a user account.

## Quick Steps:

1. Click on the **User Management tab** and click **User Search**.
2. Search for the user using either a **name, username, email** or **account number**.
3. Click on that user's **username** to enter that user's **Profile Page**.
4. Click on the **Payments tab**.
5. **Enable checkboxes** for items you wish to pay for.
6. **Click** on blue items for more info; click **Update** to save any changes.
7. if you wish to remove an item click the **Remove button** (no undo) to remove that item.
8. Click **Proceed to Payment**.
9. Review and submit payment details, then click **Submit Payment Information**.
10. Verify and click **Confirm Payment Information**.
11. Final chance to edit or cancel the payment.
12. Click **Adjust** for changes to the cost.
13. **Process Payment:** Click **Process Manually** or wait for automatic processing.
14. Check the transaction confirmation number and make any needed adjustments or refunds.

## Step-by-Step Instructions:

1. **Locate user search:** Click on the **User Management tab** and click **User Search**.
2. **Search for a user:** Search for the user using either a **name, username, email** or **account number**.
3. **Locate user profile page:** Click on that user's **username** to enter that user's **Profile Page**.
4. **Locate payments tab:** Click on the **Payments tab**.
5. **Select Items to Apply Payment:** Enable the checkboxes for the items you want to pay for.
6. **View More Details:** Click on any item in blue to access more detailed information. If you make any changes, always click the **Update** button to save them.
7. **Remove Items:** To remove an item, click the **Remove** button. Be cautious, as there is no undo option for this action.
8. **Make a Payment:** Click the **Proceed to Payment** button. The **Payments Due** screen will appear.

9. **Confirm Payment Details:** Review the payment details on the **Payments Due** screen. Select the payment method from the drop-down list. Click the **Submit Payment Information** button.
10. **Payment Confirmation:** The **Payments Due** confirmation screen will appear. Verify all payment details and click the **Confirm Payment Information** button.
11. **Transaction Details:** This takes you to the **Transaction Details** screen. You can make final changes to the payment here. If needed, click the **Cancel Transaction** button to cancel the payment and return the items to inventory.
12. **Adjust Payment (Optional):** If you need to adjust the payment amount, click the **Adjust** button. This can be done before or after completing the transaction.
13. **Process the Payment:** For systems connected to a payment provider (gateway), credit card payments are processed automatically. To process manually, click the '**Process Manually**' button.
14. **Accepted Payment Confirmation:** After processing, a transaction confirmation number will be shown. You will also have the option to make adjustments or refund the payment.

---

Revision #7

Created 30 April 2024 08:46:40

Updated 6 January 2025 13:24:22 by Laurie McIntosh