

What does a refund look like in the system?

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.

Profile ▾ Lockers Vehicles Parking Payments History ▾ Incident History Birch, Patricia (pbirch)

Basic Profile Information Edit

Enabled	Yes
User Directory	OPSCOM
User Type	Full Time Staff
User Type	
Username	pbirch
Name	Dr. Patricia x Birch
Email Address	pbirch@xperience.ca
Auto Login Address	Login as user ?

Active Address

Address	390 Lincoln Dr
City	Ottawa
Province	Ontario
Postal Code	K2G1G4

Faculty Information

Employee ID	00900125
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Vehicles Edit

Status	Plate	Type	Province	Make	Year
Active	BIRCH	Commercial	Quebec	Chrysler	2009
Active	1GKS1AKC7FR518845	Passenger	Ontario	Asuna	2015

Active Permits

Permit	Active Window	Lot Name	Amount
0006	Y : Test Annual	Red Staff Lot West	\$395.50

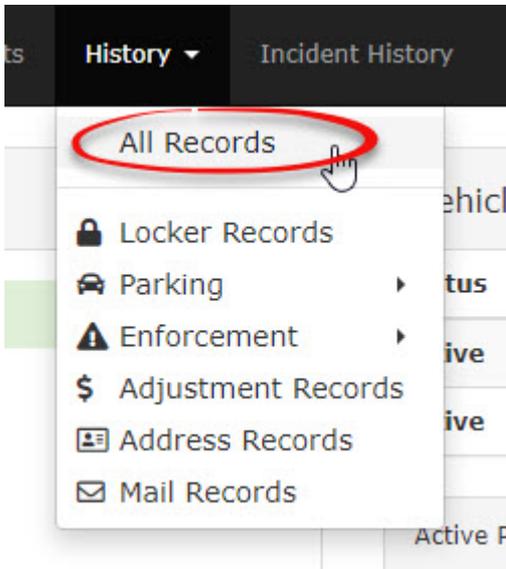
User Notes ?

Tomahawk ▾ May 18, 2018 @ 1:41 pm

05/18 Tester Notes - Payroll Subscription, Monthly 1805 allocation, Permit #G100, no company

Add Note

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



For Standard permits and Temporary permits:

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	

Online Payment Debit Card (not processed)
Archived: Jul. 22, 2016

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	Details \$-395.00	Processed: Oct. 21, 2019
Adjusted: Oct. 21, 2019			

Violation Records

Private Property ¹				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.

For Lockers:

Click on the Processed **date** link.

User History

[View Completed History ?](#)
27 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				
[ADJUST]	Oct. 21, 2019	111051	\$56.50	Processed: Oct. 21, 2019
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

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

Transaction Details

Receipt header beside HST in a table HST #1234556789

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Confirmation Number: 22293h5092842

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

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

Refund Payment

Permits:

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

[View User Info](#)

Total: \$395.50

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.

Refund Payment Record

Confirmation Number: 22293h5092842
User: Patricia Birch [pbirch]
Submit Date: Mon. Oct. 21, 2019

Requisition Code:

Permit 0006 - TL1 (\$395.50):

Refund Amount: Value will be recorded as a negative amount.

Comment:

Refunded: Oct. 21, 2019
Recorded By: john.tomahawk

NOTE : By using refund you will be releasing all items associated with this Confirmation Number

[Close Window](#)

Permits:

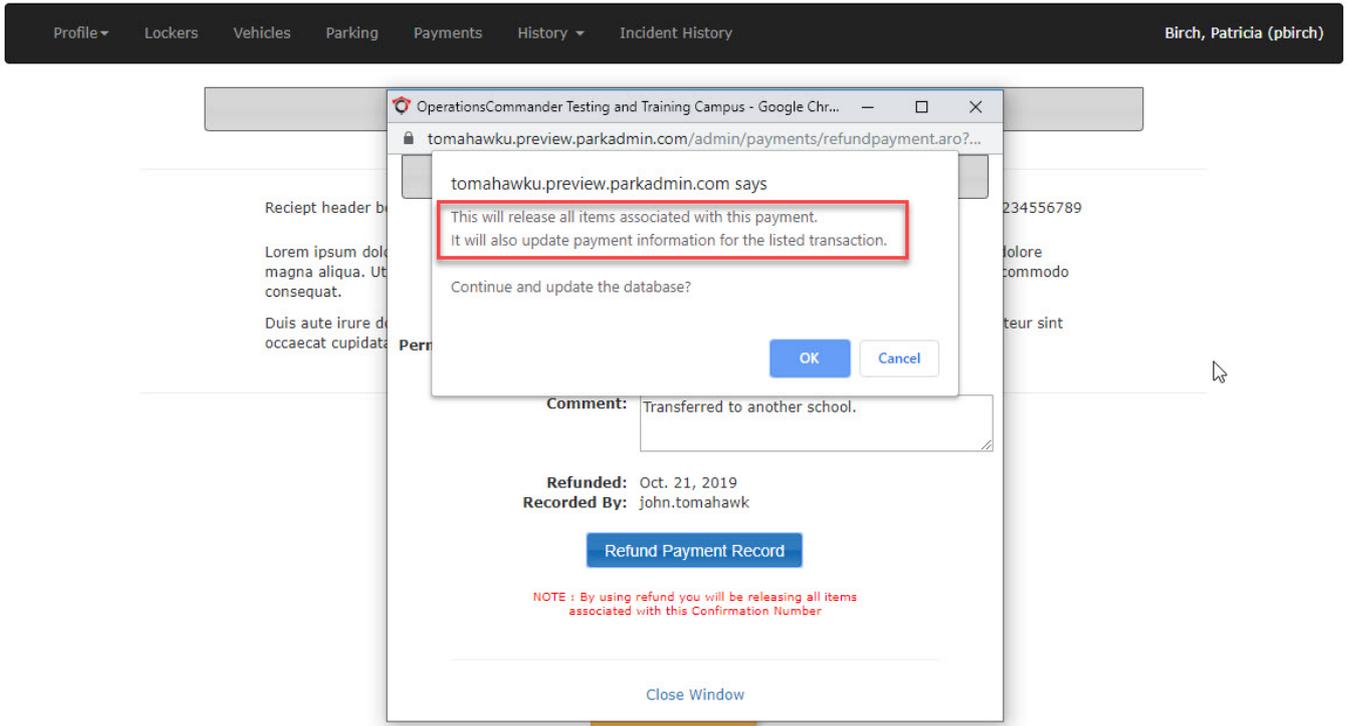
	Submit Date	Permit No.	Amount
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Click the **Refund Payment Record** button to continue. A confirmation pop-up will appear. Click **OK** to continue.

IMPORTANT: As noted on this screen,

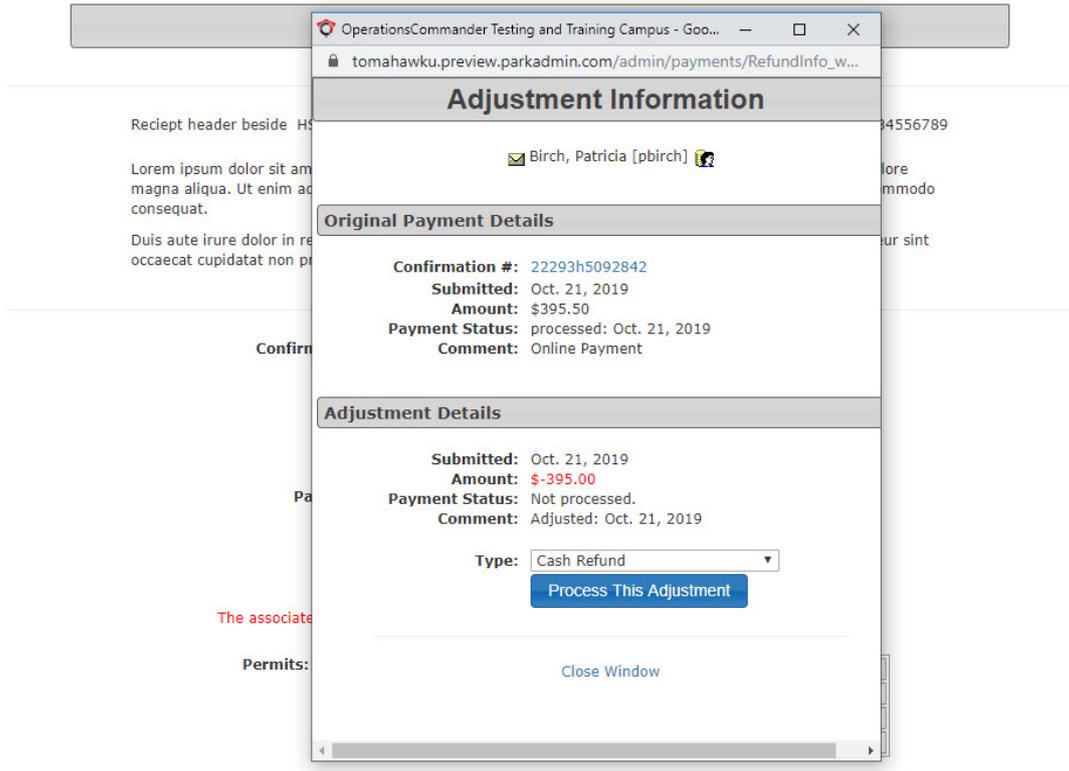
By using refund for permits and lockers you will be releasing all items associated with this Confirmation Number.

Violations however will simply go back to awaiting payment status.



The **Adjustment Information** pop-up will display showing the refund details. You have the ability to select the type of refund in this window. In our example this will be a **Cash Refund**.

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:

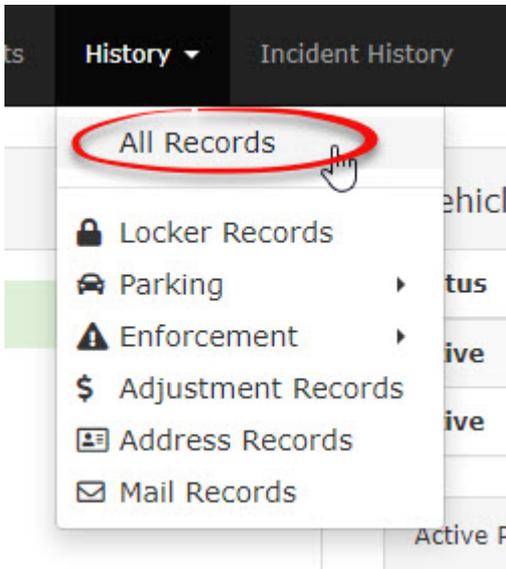
	Submit Date	Permit No.	Amount
[ADJUST]	Test Annual [Oct. 21, 2019]	0006	\$350.00
			Taxes: \$45.50
View User Info			Total: \$395.50

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

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

When a payment is made and processed the item is considered paid for. If the payment fails to pass at the bank (NSF) you would need to perform a refund in order to remove the payment from the system.

Why do we refund a NSF Payment?

Refunding for a NSF payment is essentially a bookkeeping issue. For example, if a cheque is returned NSF, the admin must remove the payment from the system in a manner that shows the incoming cheque as a payment and the refund as the removal of the payment that in reality never happened due to the NSF payment.

After you process the refund, the Processed Payment Report for this transaction should show the payment on the report as well as the refund. This is normal as with any refund you will see the incoming payment and then the refund (outgoing) payment. These both need to be there to record the attempt to pay (for lack of a better term) which would show as income. Since the cheque bounced that income has to be removed from the OPS-COM system (system of record).

By doing the refund and processing it you essentially remove that payment from the system and you do so in accordance with typical book keeping entries. Be sure to process the refund with the same payment type (cheque) as the original payment attempt. This will make more sense to anyone doing your accounting. It is also very important to leave good clear notes to document the failed payment and the reason for the refund.

Revision #2

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