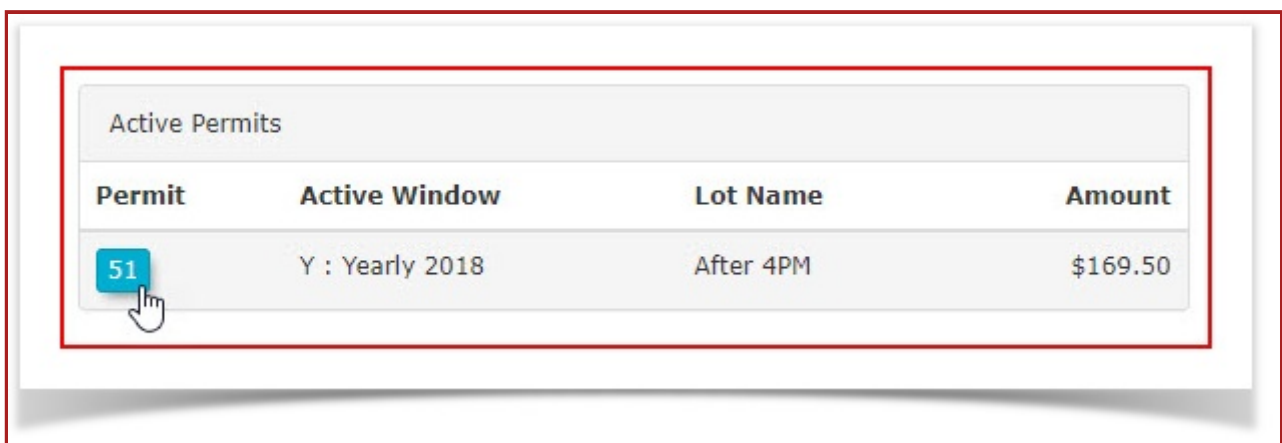


Payment Adjustments

Releasing a Permit.

1. If you know the permit number perform a permit search. If you do not know the permit number, go to the user profile for whom you wish to release a permit.



Click on the permit number on the user dashboard.



Active Permits			
Permit	Active Window	Lot Name	Amount
51	Y : Yearly 2018	After 4PM	\$169.50

2. From the permit detail click on the permit number

Parking Permit Information

Permit Number: **51**
Lot Name: After 4PM
Require Access Card: No
Allowed as 2nd Permit: Yes
Cost: \$150.00 + \$19.50 tx.
Status: Rented
Permit State: Good
Renter:  Griffiths, John  griffithsj

Payment Amount: \$169.50 (incl. tax)
Process Date: **Sep. 28, 2018**
Payment Method: Cash

[Update Permit State](#)

[Close Window](#)

3. You will be taken to permit search where you can released the permit

Permit Search

Semester

Permit Lot

AND / OR

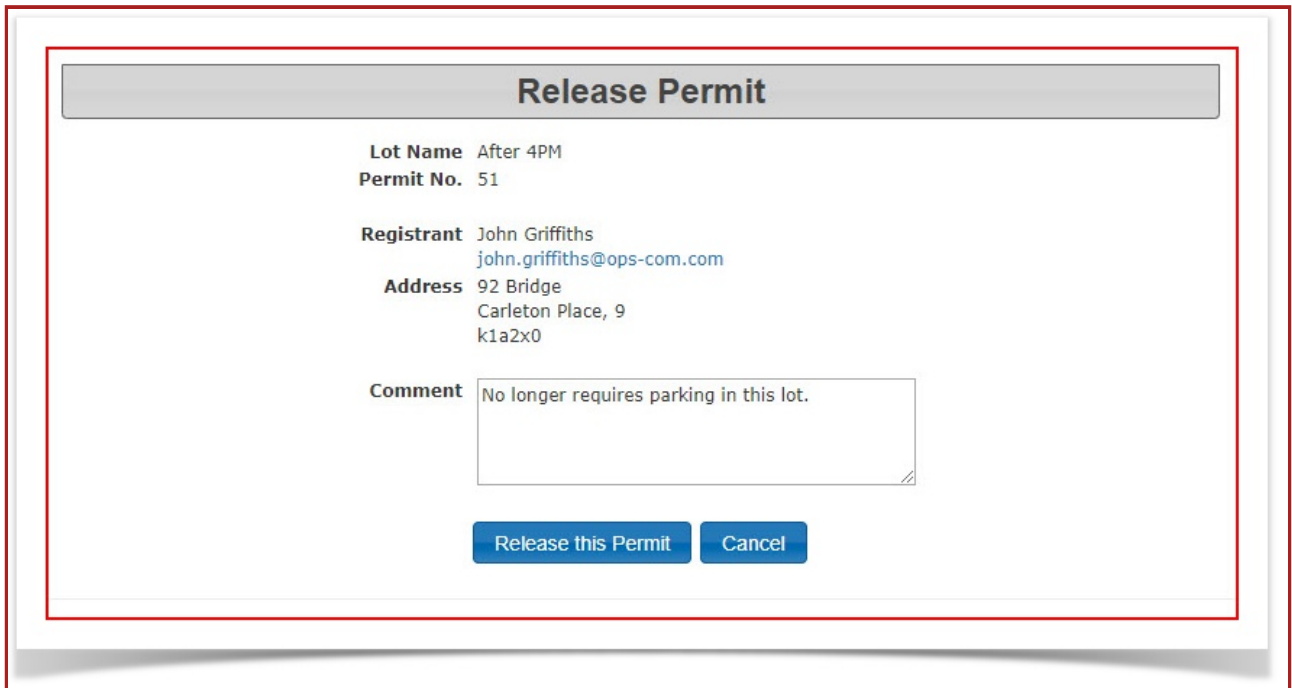
Permit Text Partial Match Exact Match

Permit State ?

Include Archived Permit Data

Total Permits: 1	Requested: 0	Rented/Reserved: 1	Visible to User: 0	Visible to Admins: 0	Unavailable: 0
#	Cost	<input type="button" value="Toggle Availability"/>	<input type="button" value="User Type"/>		State
51 -AFT4	\$150.00	<input checked="" type="button" value="Available"/>	Demo	<input type="button" value="Rented"/> <input checked="" type="button" value="Release"/> <input type="button" value="Switch"/>	Good
#	Cost	<input type="button" value="Toggle Availability"/>	<input type="button" value="User Type"/>		State

4. It is advisable to leave a comment in order to track the reason the permit was released. Click release this permit.

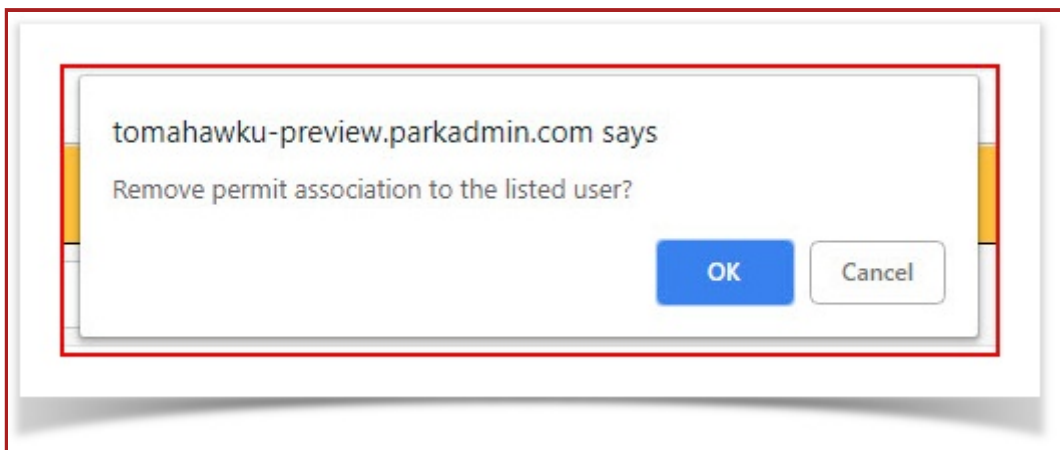


The screenshot shows a dialog box titled "Release Permit". It contains the following information:

- Lot Name:** After 4PM
- Permit No.:** 51
- Registrant:** John Griffiths
john.griffiths@ops-com.com
- Address:** 92 Bridge
Carleton Place, 9
k1a2x0
- Comment:** A text input field containing "No longer requires parking in this lot."

At the bottom of the dialog box, there are two buttons: "Release this Permit" (highlighted in blue) and "Cancel".

5. A pop up window will appear. Click OK to confirm the release of the permit.

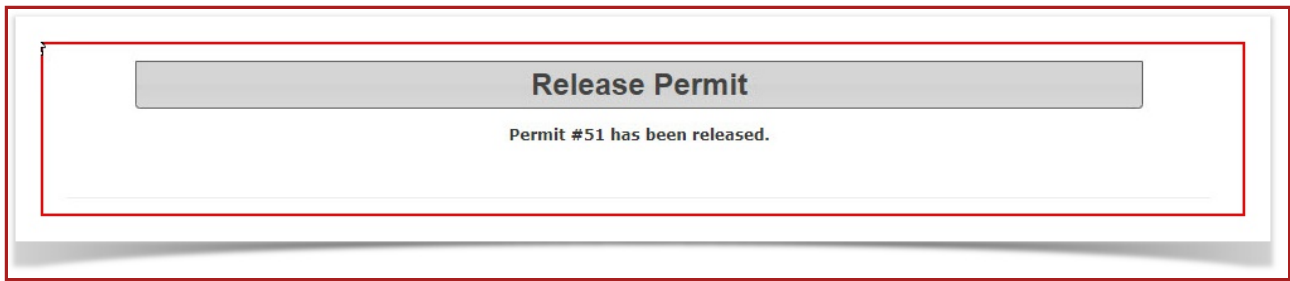


The screenshot shows a confirmation pop-up window with the following text:

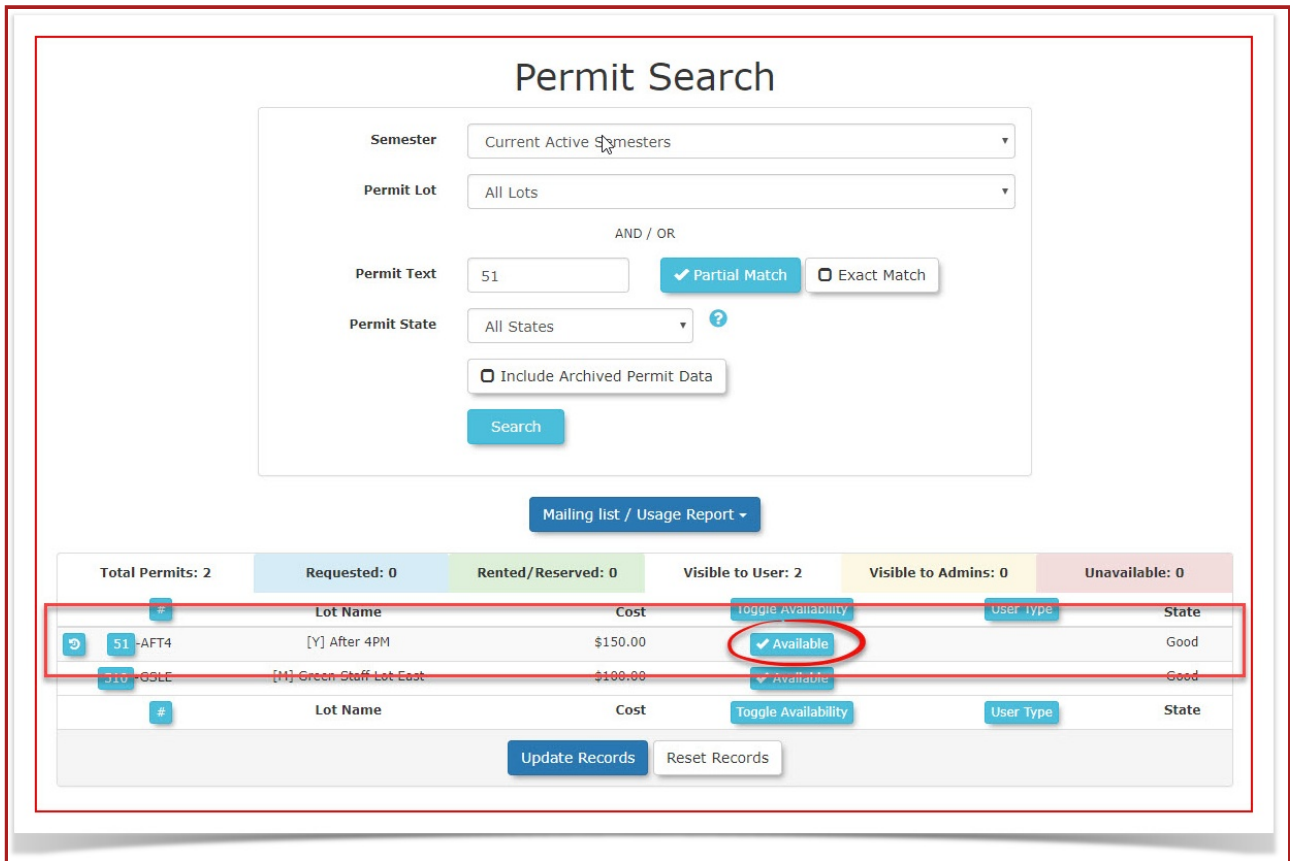
tomahawku-preview.parkadmin.com says
Remove permit association to the listed user?

At the bottom right of the window, there are two buttons: "OK" (highlighted in blue) and "Cancel".

6. A confirmation message will appear.



7. Now when you search the permit it will appear as available.



Refunding a Violation

1. Once a user has paid a violation it can be refunded and placed back in awaiting payment status.

- Go to the user's history and search for the violation you wish to refund.
Click on the work Processed to access the transaction details.

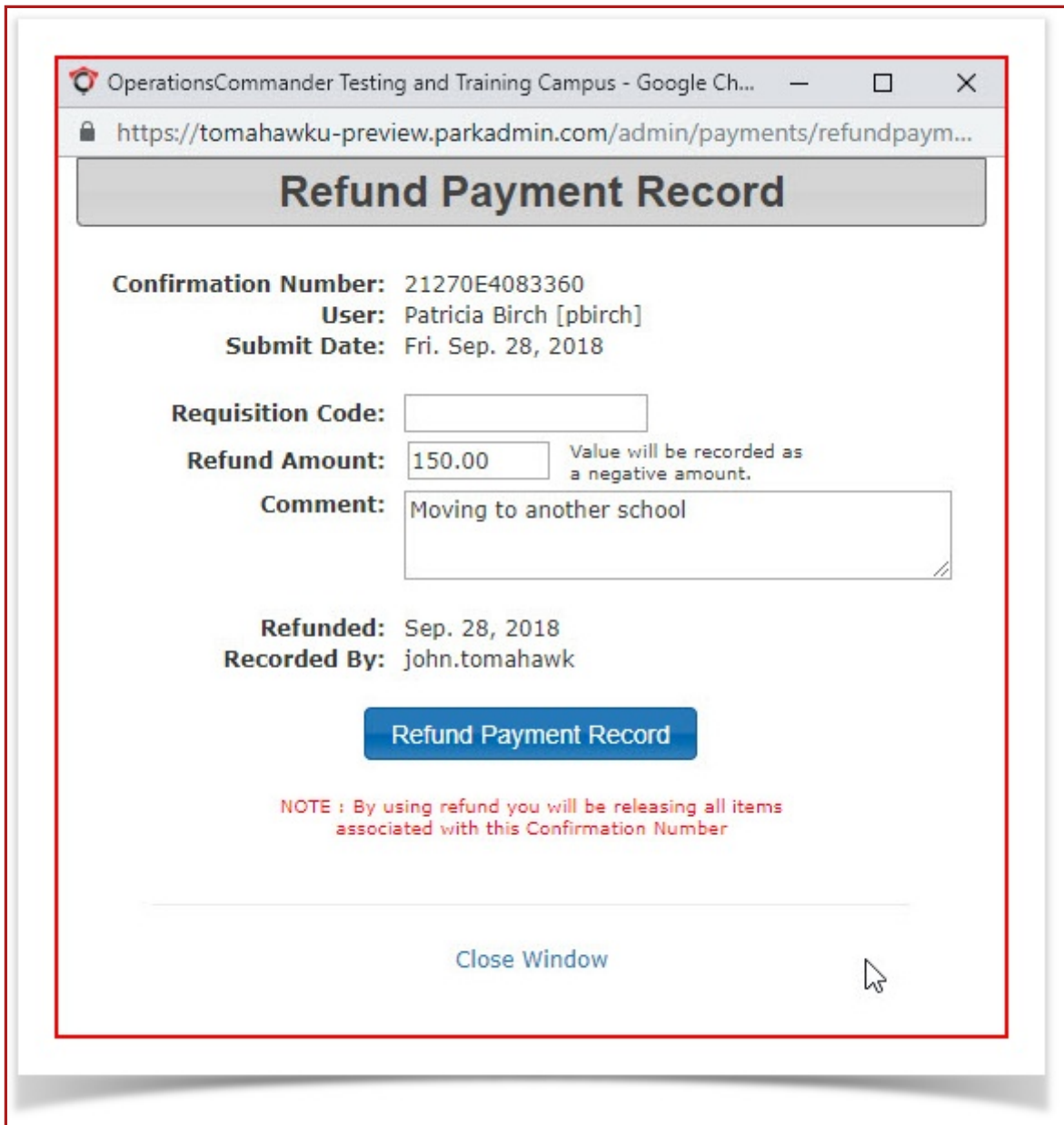
The screenshot shows a web interface for 'User History'. At the top, there is a navigation bar with links for Profile, Lockers, Vehicles, Parking, Payments, History, and Incident History. The user's name 'Birch, Patricia (pbirch)' is displayed in the top right. Below the navigation bar is a 'User History' section with a 'View Complete History' link and '20 records'. A 'Violation Records' section follows, showing a table with columns for Issue Date, Ticket #, Amount, and Notes. A record for 'Private Property' is shown with an issue date of Feb. 21, 2018, ticket # TT-10003, and amount 150.00. The status is 'Paid: 1'. A 'Processed' status is shown for Sep 28, 2018, which is circled in red. A 'View transaction details' link is also visible.

- Click on the Refund button to begin the process of refunding the violation

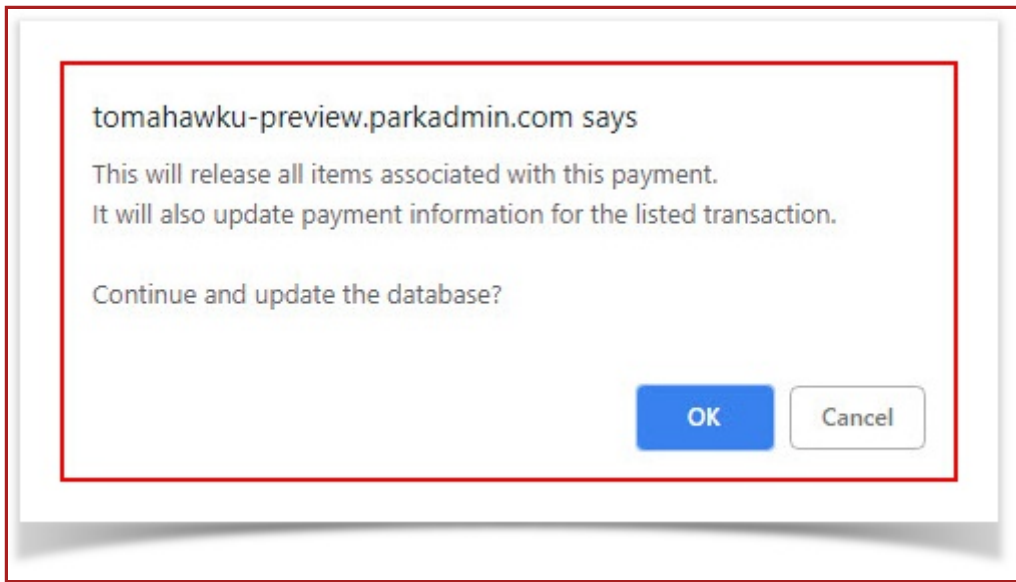
The screenshot shows a 'Refund' process page. It displays the following information: Confirmation Number: 21270E4083360, User: Patricia Birch [pbirch], Amount: \$150.00, Submit Date: Sep. 28, 2018 @ 11:20am, Comment: Online Payment, Payment Method: Cash, and Processed: Sep. 28, 2018 @ 11:20am. A 'Refund' button is circled in red. Below this, a table shows the violation details: Issued Date (Feb. 21, 2018), Ticket # (TT-10003), and Amount (\$150.00). The total amount is \$150.00.

Issued Date	Ticket #	Amount
Feb. 21, 2018	TT-10003	\$150.00
Total:		\$150.00

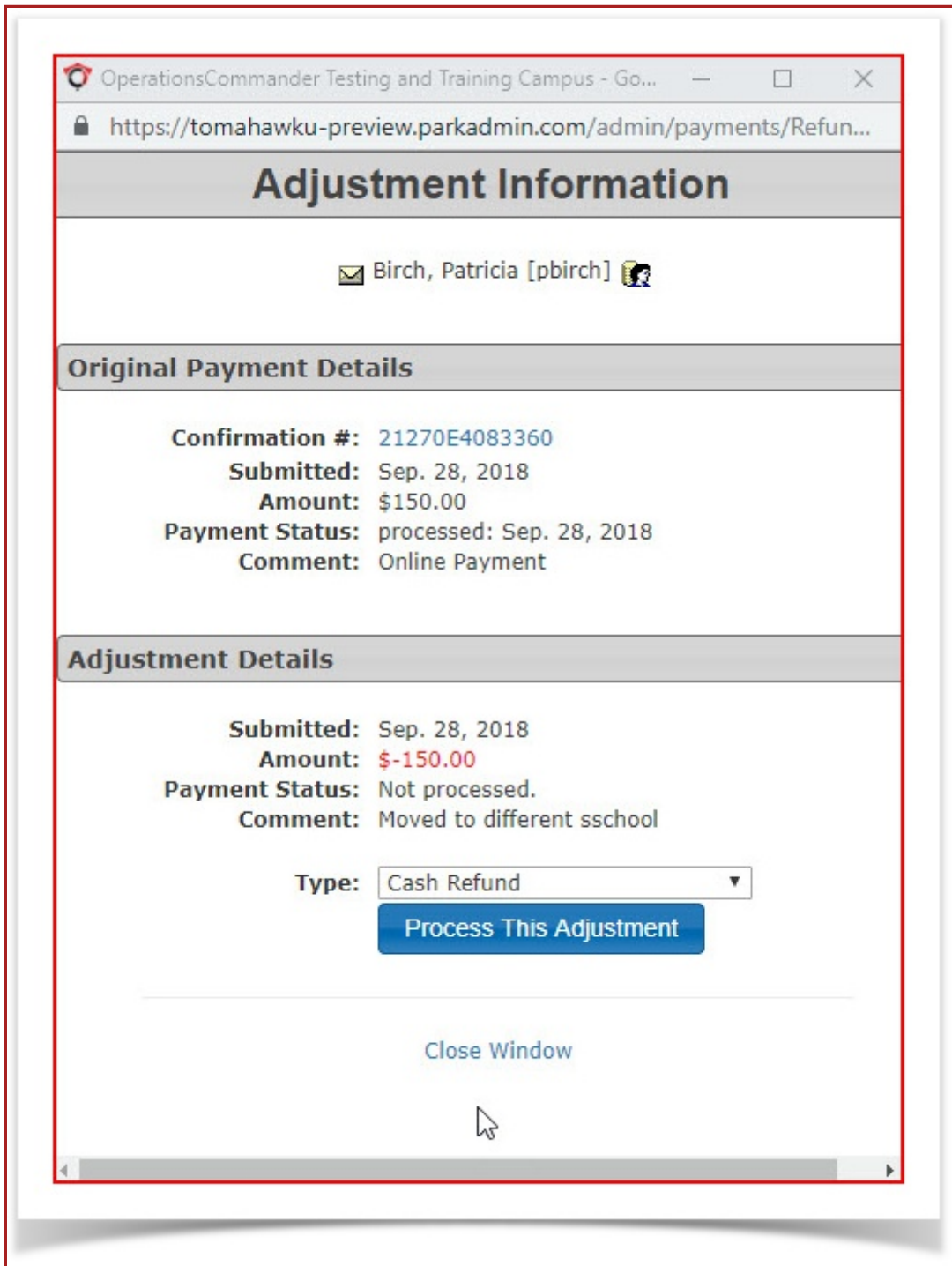
- A Refund payment Record window will open. It is advisable to enter a comment as to the reason the refund is being given.



5. Click on OK in the resulting pop up confirmation screen to complete the process.



6. The adjustment Information window will appear. Click on Process This Adjustment.



7. The transaction screen will refresh indicating "The associated transaction was dropped or refunded; any refund details will appear below."

Notice the refund appears as an adjustment in the transaction record.

Confirmation Number: 21270E4083360

User: Patricia Birch [pbirch]

Amount: \$150.00

Submit Date: Sep. 28, 2018 @ 11:20am [View Snapshot ?](#)

Comment: Online Payment

Payment Method: Cash

Processed: Sep. 28, 2018 @ 11:20am

Processed By: john.tomahawk

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

Violations:

	Issued Date	Ticket #	Amount
	Feb. 21, 2018	TT-10003	\$150.00
Total:			\$150.00

Total: \$150.00

Adjustments:

	Submit Date		Amount
	Sep. 28, 2018	View Details	\$-150.00
<i>Moved to different sschool</i>			
View User Info	Total:		\$-150.00

8. If you were to look at the user's history you will see the violation is back to requiring a payment.

User History

[View Complete History](#)
22 records

Violation Records

Private Property 1 **Payable:** Overdue: 1

	Issue Date	Ticket #	Amount	Notes
	Feb. 21, 2018	TT-10003	150.00	Make payment Past appeal date Overdue

Refunding a Locker

1. To refund a locker, find the locker in the user's profile history. Click on the process date to access the transaction detail.

User History

[View Complete History](#)
12 records

Locker Records

Test Annual Y : Jan 1, 2015 - Jan 1, 2045

	Submit Date	Locker	Amount	Pay Date
[ADJUST]	Sep. 28, 2018	10	\$33.90	Processed: Sep. 28, 2018
Online Payment				

2. Refund the locker by clicking the refund button.

Confirmation Number: 2127084274924

User: John Griffiths [griffithsj]

Amount: \$33.90

Submit Date: Sep. 28, 2018 @ 11:52am [View Snapshot ?](#)

Comment: Online Payment

Payment Method: Cash

Processed: Sep. 28, 2018 @ 11:52am

Processed By: john.tomahawk

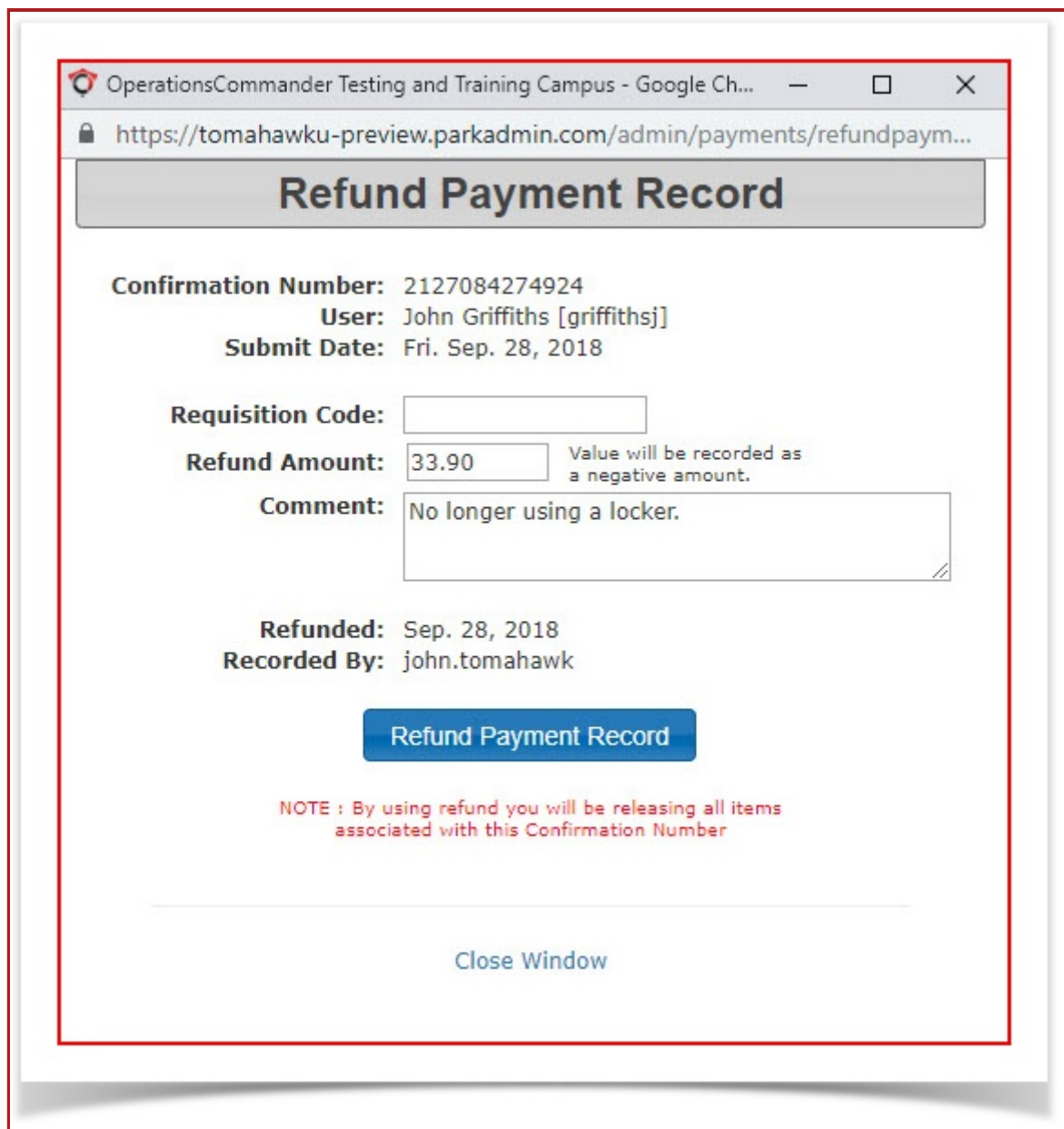
Lockers:

	Submit Date	Locker	Amount
[ADJUST]	Test Annual [Sep. 28, 2018]	10	\$30.00
			Taxes: \$3.90
View User Info			Total: \$33.90

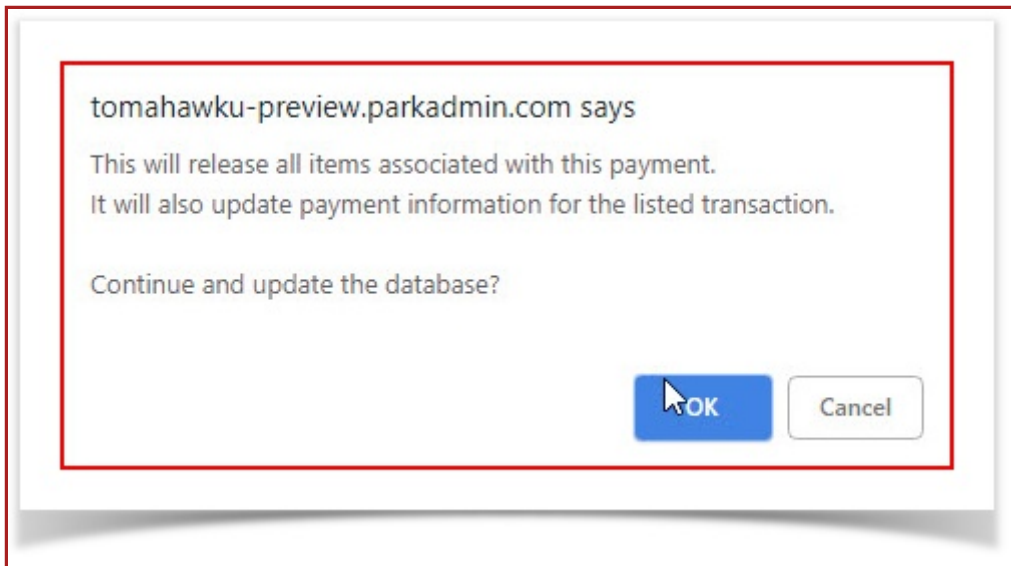
Total: \$33.90

3. The refund payment record window will open. It is advisable to enter a comment as to why the locker is being refunded.

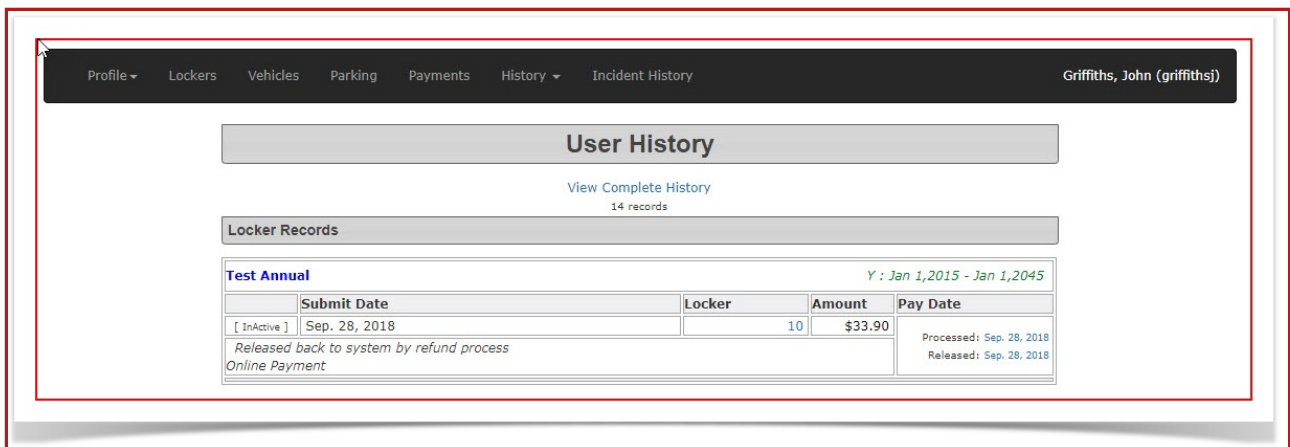
Click Refund Payment Record



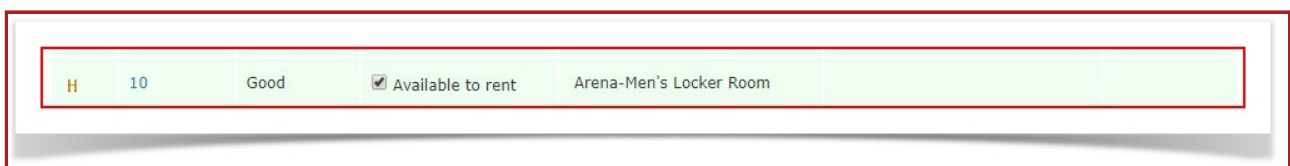
4. A confirmation screen will open. Click OK to continue.



5. the adjustment Information screen will open. Click on Process This Adjustment to complete the process.
6. In the user's history the locker now shows as released.



7. In the list of lockers in the building area the locker will appear as available after this process.



Refunding a Temp Permit

1. Buy a Temp Permit
2. Pay Temp Permit
3. Refund Temp Permit
4. Temp Permit is Released

Refunding a Violation and a Permit

1. Buy Permit
2. Get Violation
3. Pay for Violation and Permit
4. Refund Payment
5. Violation needs to be paid, permit is now available

Adjusting a violation to \$0

1. CAN'T BE DONE
2. Well I guess it can be done but the process is rough
3. Create a Payment with a permit and a violation
4. Adjust permit to cover the violation as well as the permit
5. Release the permit