Payment Adjustments

> The Payment Adjustments feature allows administrators to process financial refunds, release inventory, and reverse processed transactions for permits, lockers, and violations. Its primary purpose is to correct billing errors or process user cancellations while ensuring accurate financial tracking and inventory management within the system. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

There is no specific system configuration required to access the adjustment and refund tools. Processing payment adjustments is a standard administrative function available to users with the appropriate financial reporting, inventory management, and refund processing permissions enabled on their account profile.

Using this Feature

Administrators can process refunds and release associated inventory directly from a user's transaction history. The process varies slightly depending on the type of item being adjusted.

Releasing a Permit

Releasing a permit removes it from the user's account and makes it available in the system inventory, but it does not automatically issue a financial refund.

1. Navigate to the specific user's dashboard.
2. Click the specific permit number located under the parking section.
3. Click the permit number again from the permit details screen to open the permit search view.
4. Enter a descriptive reason in the **Comment** field to track why the permit is being released.
5. Click the **Release this permit** button. The permit will immediately appear as available in the system inventory.

Refunding a Violation

Refunding a violation payment reverses the financial transaction and reinstates the fine on the user's account.

1. Navigate to the user's history and locate the paid violation.
2. Click the **Processed** link next to the item to access the transaction details.
3. Click the **Refund** button.
4. Enter a descriptive reason in the **Comment** field on the Refund Payment Record window.
5. Click the **Refund Payment Record** button.
6. Click the **Process This Adjustment** button on the Adjustment Information screen.

> **Adjusting Violations to $0: Do not attempt to adjust a violation fine directly to $0 using the payment adjustment tool.** If a violation fine needs to be removed or zeroed out, administrators should use the designated warning or appeal workflows to waive the fee properly.

- **Key Information Displayed:** The transaction record will refresh and display the refund as a logged adjustment. If you return to the user's history, the violation will be placed back into an awaiting payment status.

Refunding a Locker or Temporary Permit

Refunding a locker or temporary permit reverses the financial transaction and automatically releases the inventory.



1. Navigate to the user's profile history and locate the locker or temporary permit transaction.
2. Click the process date link to access the transaction details.
3. Click the **Refund** button.
4. Enter a descriptive reason in the **Comment** field.
5. Click the **Refund Payment Record** button.
6. Click the **Process This Adjustment** button.

- **Status Indicators:** In the user's history, the locker or temporary permit will now show as released. If you check the respective lot or building allocation pages, the item will appear as available inventory.

Processing Multi-Item Refunds

If a single transaction contains multiple item types (e.g., a permit and a violation purchased together), clicking the **Refund** button on that transaction

will process both items according to their business rules. The payment will be refunded, the permit will be released back into available inventory, and the violation will return to an awaiting payment status.

Best Practices and Considerations

- **Provide Clear Comments: Always provide detailed comments when processing refunds or releasing inventory.** This ensures a clear, searchable audit trail for your finance department when they reconcile returned funds.
- **Inventory Management:** Remember that refunding a physical item (like a locker or permit) automatically releases the inventory for anyone to purchase. If the user intends to keep the item but simply needs to change their payment method, you must be prepared to reassign the item to them immediately after the refund is processed.

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