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.

Purpose and Overview

This article outlines the process for OPSCOM administrators to make a payment on behalf of a user. This functionality is essential for handling phone-in payments, in-person transactions, or assisting users who are unable to complete the payment process themselves. These instructions are intended for administrative staff with payment processing permissions.

Using this Feature

No special configuration is required to use this feature, provided that your organization's payment gateway and item pricing have already been configured. For more details on these initial setups, please refer to the *Payment Gateway Configuration* and *Pricing & Lot Admin* articles.

Follow these steps to process a payment for a user account.

1. Go to **User Management** and click **User Search**
2. Use the search fields to find the user by their **Name**, **Username**, **Email**, or **Account Number**. Click the user's **Username** in the search results to open their **Profile Page**.

3. Click the **Payments** tab. A list of outstanding items such as violations or permits will be displayed.
4. **Enable the checkbox** next to each item you wish to include in the payment.
   - **View Item Details**: Click on any item name highlighted in blue to view more detailed information. If you make any changes in the detail view, you must click the **Update** button to save them.
   - **Remove an Item**: To permanently remove an item from the user's account, click the corresponding **Remove** button.

> **Warning:** The **Remove** action is permanent and cannot be undone. Use this with caution, as the item will be completely removed from the user's account, not just the current transaction.

5. After selecting all items, click the **Proceed to Payment** button.
6. On the **Payments Due** screen, review the transaction summary. Select the payment method from the **Payment Type** drop-down menu and click **Submit Payment Information**.
7. A final confirmation screen will appear. Verify that all payment details are correct and click **Confirm Payment Information**.
8. You will be directed to the **Transaction Details** screen. Before finalizing the payment, you have two primary options:
   - **Adjust**: Click to modify the payment total. This is useful for applying a discount or adding a surcharge.
   - **Cancel Transaction**: Click to completely cancel the payment process. The items will remain on the user's account as outstanding.

9. To complete the transaction, click the **Process Manually** button. For credit card transactions with an integrated payment gateway, this process may occur automatically.
10. Once the payment is accepted, a transaction confirmation number will be displayed. From this screen, you can perform post-payment actions such as making an adjustment or issuing a refund.

Best Practices & Considerations

- **Double-Check Before Confirming**: Always verify the selected items and payment amount with the user before clicking **Confirm Payment Information**, as reversing a transaction is a more involved process.
- **Understand Manual vs. Automatic Processing**: Be aware of how your system is configured. If a payment gateway is active, credit card transactions are typically processed in real-time. Manual processing is used for cash, cheque, or other offline payment methods.
- **Use the Cancel Button to Abort**: If there is any uncertainty or error discovered before final processing, use the **Cancel Transaction** button to safely exit the workflow without financial impact.

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