

Payment/Refund/Cancellation

Definition & Purpose

This defines the qualifications for (1) accepting payment for students, staff, faculty and visitors, (2) requesting a refund, or (3) canceling of permit.

Rules and Regulations

- GT PTS requires all outstanding citation(s) and fees to be paid in full prior to purchasing an annual permit.
- GT PTS reserves the right to require payment in full for amounts owed to PTS that are uncollected by payroll deduction.
- Payroll deductions for Annual Individual Parking Permits and Annual Carpool Parking Permits are calculated for a 10 month pay period effective with hours worked in August through May of the parking year; or deducted in equal monthly installments through May for permits purchased after August. Deductions are made through May in equal biweekly installments for employees on the biweekly payroll schedule.
- Temporary employees cannot purchase an Annual Individual Parking Permit via payroll deduction.
- Two consecutive missed payroll deductions may result in the cancellation of parking privileges.
- Faculty and staff with a valid GT ID on leave of absence are required to submit monthly payments by the 1st of each month to hold their parking assignment while off the payroll system.
- Credit card payments:
 1. Credit card payments will be accepted for the account balance only. GT PTS will not provide cash back to the customer.
 2. Credit card payments will not be accepted via email or by telephone. PTS recommends submitting payment for citations through the online services secure webpage, or in person at the PTS office for permits or citations.
 3. If the credit card company refuses to submit payment, PTS reserves the right to cancel the product or service purchased by the customer.
 4. If credit card company refuses to submit payment on citations, further enforcement action may occur to include late fees, referral to a debt collection agency, and vehicle boot or impoundment.
- Refunds will not be issued for amounts less than \$5.00.
- Cancellation is based on the date the products (permit / gate card) are received at GT PTS.
- Unpaid fees or citations may result in the cancellation of a parking permit, vehicle boot or impoundment.
- GT PTS requires cash, money order or credit card payment for all non-sufficient fund (NSF) checks received in payment for products or services.
- Refunds are not issued for malfunctioning parking meters.
- All permit payments for student customers are transferred to the student's bursar account
- Attached chart defines payment method, refunds and cancellation process.

Payment Method	No Refund Permits & Services	Refunds Permit & Services	Cancellation	Refund Method
Cash, Checks, Credit Card	<ul style="list-style-type: none"> • Department Reserved Permits • Motorcycle / Moped / Motor Scooter secondary vehicle permit • Temporary permits. • NSF Check Payments • Monthly Permits • Replacement Marta Breeze pass • Administrative fee for lost or stolen permits • Administrative fee for permit exchanges • Dual Access • Multi/All access • SmartPark Permits • Official Business Permits • Gate cards 	<p>Prorated</p> <ul style="list-style-type: none"> • Annual Individual Parking Permit <p>Non-prorated</p> <ul style="list-style-type: none"> • Annual Vendor Permit • Citations (overpaid or if PTS error) • Refunds less than \$5.00 will not be processed. 	<ul style="list-style-type: none"> • All permits and gate cards must be returned to GT PTS if employment is terminated • Permit cancellation/ return is effective on the date the permit is received by GT PTS. 	AP Services
Pretax Payroll Deduction	<ul style="list-style-type: none"> • Annual Individual Parking Permit • Reserved Parking Stall 	<ul style="list-style-type: none"> • Parking Assignments and payroll deductions are cancelled on the date all permits are returned to PTS. 	<ul style="list-style-type: none"> • All permits and gate cards must be returned to GT PTS if employment is terminated. • Two consecutive missed payroll deductions will result in the cancellation of parking privileges. 	<ul style="list-style-type: none"> • Not Applicable
Student Bursar Account	<ul style="list-style-type: none"> • SmartPark Permit • Temporary Permits • Motorcycle / Moped / Motor Scooter as a second vehicle • Gate cards 	<ul style="list-style-type: none"> • Annual Individual Parking Permit 	<ul style="list-style-type: none"> • Permit cancellation effective on date product is received by GTPTS 	<ul style="list-style-type: none"> • Student Bursar Account

Payment Method	No Refund Permits & Services	Refunds Permit & Services	Cancellation	Refund Method
GT Department PeopleSoft Number and Document ID	<ul style="list-style-type: none"> • Department Reserved Permit • Temporary permits. • Administrative fee for lost permits. • Dual Access • Multi/All access • SmartPark Permits • Official Business Permits • Gate cards • RALL permit 	<p>Non-prorated</p> <ul style="list-style-type: none"> • Citations (only if GTPTS error) • Refunds less than \$5.00 will not be processed. 	<ul style="list-style-type: none"> • Permit cancellation effective on date the permit is received by GT PTS. 	<ul style="list-style-type: none"> • Credit issued against department billing number.

References

Annual Individual Parking Permit

Annual Carpool Parking Permits

Official Business Permits

SmartPark Permits

PTS Rates

Department Reserved Permit

Number	PTS-
Effective Date	Permit Year 2015-16
Date Created	March 26, 2013
Date Approved	March 27, 2013
Date Reviewed by Legal	March 27, 2013
Revision Dates	February 27, 2015
File Location	