

Pay-in-Lane/Pay-on-Foot Customer Refund Procedures

Definition & Purpose

This policy defines the qualifications and procedures for issuing refunds to students, staff, faculty and visitors, from Pay-in-Lane (PIL) or Pay-on-Foot (POF) transactions. PTS understands there are circumstances when a PIL or POF may not issue appropriate change owed to a customer. PTS strives to ensure customers receive any monies owed as soon as possible.

Rules and Regulations

Cash Refund Qualifications:

Customers may be entitled to a refund due to a PIL or POF machine error if:

- The machine printed a "Change Shortage" receipt and the customer did not receive his/her change due. *When a customer receives a change shortage receipt it means they did not receive all of their change from the PIL or POF station.*
- The machine did not print a ticket and the customer did not receive his/her change due.

PTS Procedures for Issuing Refunds:

- When the customer contacts PTS (via the Dispatch office, Customer Service, email, etc.) indicating they did not receive all of their change from the PIL or POF station, they should be directed to the PTS Technology Square office to speak with an attendant, manager or supervisor to receive their refund. The office is located on the "ground" level of the E81 parking deck – just inside the Spring Street entrance.
- The attendant/supervisor/manager will collect and verify the original Change Shortage receipt from the customer (see below for example of the Change Shortage receipt) and verify the date of the shortage.
- If the Change Shortage receipt is older than 10 days, it will not be accepted, and the customer is not eligible for a refund.
- If the shortage was 10 days or less the Attendant/Supervisor may refund the money due.
- To issue a refund, the original Change Shortage receipt must be dated within 10 days of the current date. If a change receipt was not issued to the customer, the supervisor/manager must review the Change Shortage report (example below) to confirm the date and the amount to be refunded.
- Prior to refunding the money, the Attendant/Supervisor will log date, amount shorted, ticket number and location of the shortage in the Change Shortage Log.
- Original receipts will be taped to the back of the log.
- The attendant/supervisor then issues the money due to the customer.

Restrictions

- Cash refunds are made in person and cannot be sent via US mail.
- All receipts collected from the customer must be the original receipt issued from the PIL or POF. Photo copies/scanned receipts will not be accepted.

Sample Change Shortage Recipe



References

Petty Cash Refund Procedures.

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