

# Payment/Refund/Cancellation Policy

## Definition & Purpose

This policy defines the qualifications for 1) accepting products and services, 2) submitting payment, 3) requesting a refund, and 4) canceling the product or service.

## Policy

- UW Transportation Services requires all citation and fees are paid prior to applying, accepting or purchasing any permit.
- UW Transportation Services reserves the right to require payment in full for all products and services for which we are unable to collect a payroll deduction.
- All UW-Madison payroll deductions will be withheld post-tax. UW affiliates will determine payroll methods for their employees. The number of deductions withheld will be 9, 12, or 24 based on the payroll status of each permit holder.
- There are no refunds for products purchased via payroll deduction. Products must be returned to avoid additional charges.
- Two consecutive missed payroll deductions may result in the cancellation of parking if payment is not received.
- Three or more missed payroll deductions may result in the revocation of payroll deduction eligibility.
- Faculty and staff with a valid UW Wiscard/UW Health ID on a leave of absence are required to submit monthly payments by the first of each month to hold their parking assignment while off the payroll system.
- Permits are property of Transportation Services and must be returned upon termination of employment or student withdraws from classes.
- Canceling an annual base lot, Flex, or park and ride assignment will result in the cancellation of all parking applications and waitlists for the current year.
- Bus passes must be returned within 14 calendar days of the end of employment or cancellation in order to receive any eligible refunds. Passes may not be used after an employment appointment ends. Refunds will be prorated.
- Credit card payments:
  1. Credit card payment will be accepted for the account balance only. UW Transportation Services will not provide cash back to customer.
  2. Credit card payments will not be accepted via email. Transportation Services recommends submitting payment for permits or citations through the online services secured webpage, in person at any of the Transportation Services offices, or by telephone.
  3. If the credit card company refuses to submit payment, UW Transportation Services reserves the right to cancel the product or service purchased by the customer.
  4. If the credit card company refuses to submit payment on citations, further enforcement action may include late fees, suspension fees, suspension of license plates and referral to a debt collection agency.
- Refunds will not be issued for amounts \$10 or less.
- Cancellation is based on the date the products, (permit /bus pass/bicycle locker key) are received by UW Transportation Services.

- Unpaid fees or citations may result in the cancellation of a parking permit.
- UW Transportation Services requires cash or credit card payment for all non-sufficient fund (NSF) checks received in payment for products or services.
- Refunds are not issued for parking purchased at cashier lots or ramps, or shields.
- Attached chart defines payment method, refunds and cancellation process.

<b>Payment Method</b>	<b>No Refund: Permits &amp; Services</b>	<b>Payments &amp; Refunds for Permits &amp; Services</b>	<b>Cancellation</b>	<b>Refund Method</b>
<b>Cash</b>  <b>Checks</b> <ul style="list-style-type: none"> <li>• No 2-party checks</li> <li>• Exact amount only</li> </ul>	<ul style="list-style-type: none"> <li>• Department reserved stalls</li> <li>• Value permits (not returned two full working days before effective date)</li> <li>• NSF check payments</li> <li>• Monthly permits</li> <li>• Restricted permits</li> <li>• Shields</li> <li>• Administrative fees</li> </ul>	<b>Prorated:</b> <ul style="list-style-type: none"> <li>• Afternoon permits</li> <li>• Annual base lot</li> <li>• Bicycle locker/cage (<i>pro-rated monthly</i>)</li> <li>• Business alternate</li> <li>• Department limited permits</li> <li>• Moped permits</li> <li>• Motorcycle permits</li> <li>• Night permits</li> <li>• Park and ride</li> <li>• Service permits</li> <li>• UW Disabled annual permits</li> <li>• Vendor permits</li> </ul> <b>Non-Prorated:</b> <ul style="list-style-type: none"> <li>• Citations</li> <li>• Value permits (returned 2 full working days before effective date of permit; 50% administrative fee)</li> <li>• Refunds \$10 or less will not be processed.</li> </ul>	<ul style="list-style-type: none"> <li>• All permits and keys must be returned to UW Transportation Services if employment is terminated or student withdraws from classes.</li> <li>• Permit cancellation effective on date product is received by UW Transportation Services.</li> <li>• Value permits must be returned two full working dates before effective date of permit.</li> </ul>	<ul style="list-style-type: none"> <li>• Accounting Services (allow six weeks)</li> </ul>
<b>Visa/MC Debit &amp; Credit Cards</b> <ul style="list-style-type: none"> <li>• Exact amount only</li> </ul>	<ul style="list-style-type: none"> <li>• Department reserved stalls</li> <li>• Value permits (not returned two full working days before effective date)</li> <li>• NSF check payments</li> <li>• Monthly permits</li> <li>• Restricted permits</li> <li>• Shields</li> <li>• Administrative fees</li> </ul>	<b>Prorated:</b> <ul style="list-style-type: none"> <li>• Afternoon permits</li> <li>• Annual base lot</li> <li>• Bicycle locker/cage (<i>pro-rated monthly</i>)</li> <li>• Business alternate</li> <li>• Department limited permits</li> <li>• Moped permits</li> <li>• Motorcycle permits</li> <li>• Night permits</li> <li>• Park and ride</li> <li>• Service permits</li> <li>• UW Disabled annual permits</li> <li>• Vendor permits</li> </ul> <b>Non-Prorated:</b> <ul style="list-style-type: none"> <li>• Citations</li> <li>• Value permits (returned two full working days before effective date of permit; 50% administrative fee)</li> <li>• Refunds \$10 or less will not be processed.</li> </ul>	<ul style="list-style-type: none"> <li>• All permits and keys must be returned to UW Transportation Services if employment is terminated or student withdraws from classes.</li> <li>• Permit cancellation effective on date product is received by UW Transportation Services.</li> <li>• Value permits must be returned two full working dates before effective date of permit.</li> </ul>	<ul style="list-style-type: none"> <li>• Credit back to same account</li> </ul>

Payment Method	No Refund: Permits & Services	Payments & Refunds for Permits & Services	Cancellation	Refund Method
<b>Payroll Deduction</b>	<ul style="list-style-type: none"> <li>• Afternoon permits</li> <li>• Annual base lot permits</li> <li>• Bicycle locker/cage</li> <li>• Business alternate permits</li> <li>• Moped permits</li> <li>• Motorcycle permits</li> <li>• Night Permit</li> <li>• Park and ride permits</li> <li>• UW Disabled annual permits</li> <li>• All payroll deductions effective 9/1/2018 will be post-tax.</li> </ul>	<ul style="list-style-type: none"> <li>• No refunds for payroll deductions.</li> <li>• The number of deductions withheld (9, 12 or 24) will be based on the payroll status of each permit holder and their University appointment or affiliation.</li> <li>• Parking assignments and payroll deductions are cancelled on the date all permits are returned to Transportation Services.</li> </ul>	<ul style="list-style-type: none"> <li>• All permits and keys must be returned to UW Transportation Services if employment is terminated.</li> <li>• Two consecutive missed payroll deductions will result in the cancellation of parking if payment is not received.</li> <li>• Three missed payroll deductions may result in loss of payroll deduction eligibility.</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>
<b>UW-Madison Billing Number</b>	<ul style="list-style-type: none"> <li>• Department reserved stalls</li> <li>• Restricted permits</li> <li>• Value permits (not returned 2 full working days before effective date)</li> <li>• Administrative fees</li> </ul>	<p><b>Prorated:</b></p> <ul style="list-style-type: none"> <li>• Department limited permits</li> <li>• Department service permits</li> <li>• Bicycle locker/cage (<i>pro-rated monthly</i>)</li> </ul> <p><b>Non-Prorated:</b></p> <ul style="list-style-type: none"> <li>• Value permits (returned 2 full working days before effective date of permit; 50% administrative fee)</li> <li>• Refunds \$10 or less will not be processed.</li> </ul>	<ul style="list-style-type: none"> <li>• Permit cancellation effective on date product is received by UW Transportation Services.</li> </ul>	<ul style="list-style-type: none"> <li>• Credit issued against Department Billing Number</li> </ul>

**Related References**

- Accessible Parking Policy
- Afternoon Permit Policy
- Annual Base Lot Permit Policy
- Bus Pass Policy
- Department Permit Policy
- Flex Parking Permit Policy
- Vendor Permit Policy

**Policy Information:**

Policy Number	TS-48
Date Approved	3/2003

Revision Dates	<p><b>3/2004</b> – Department Limited permits pro-rated/refundable</p> <p><b>3/2005</b> – Added shields to the list of non-refundable items</p> <p><b>3/2006</b> – Added Moped/Motor Scooter permits to list of non-refundable &amp; non-prorated permits</p> <p><b>3/2007</b> – Added policy statement all citation and fees required prior to applying or accepting parking.</p> <p><b>3/2010</b> – Added Night Permit &amp; Administrative fee for permit exchange rates; updated citation fees.</p> <p><b>3/2011</b> – Business Alternate permits are now refundable &amp; pro-rated</p> <p><b>3/2012</b> – Payroll deductions (pre-tax only) will be withheld from all A &amp; B checks (i.e. either 9, 12 or 24 deductions based on permit holder payroll status.</p> <p><b>6/2017</b> – Revocation of payroll deduction eligibility</p> <p><b>4/2018</b> – Bus pass must be returned within 14 days of end of appointment to qualify for a prorated refund; payroll deduction ineligibility possible after 3+ missed payments; pre-tax eliminated</p>
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