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.
- 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.
- 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 less than $10.00.
- 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.

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>No Refund: Permits &amp; Services</th>
<th>Payments &amp; Refunds for Permits &amp; Services</th>
<th>Cancellation</th>
<th>Refund Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Checks</td>
<td>- Department reserved stalls&lt;br&gt;- Motorcycle permits&lt;br&gt;- Moped permits&lt;br&gt;- Temporary permits (not returned two full working days before effective date)&lt;br&gt;- NSF check payments&lt;br&gt;- Monthly permits&lt;br&gt;- Restricted permits&lt;br&gt;- Shields&lt;br&gt;- Replacement bus pass&lt;br&gt;- Administrative fee for lost permits&lt;br&gt;- Administrative fee for permit exchanges</td>
<td>- Prorated:&lt;br&gt;  - Afternoon permits&lt;br&gt;  - Annual base lot&lt;br&gt;  - Bicycle locker/cage (pro-rated monthly)&lt;br&gt;  - Business alternate&lt;br&gt;  - Department limited permits&lt;br&gt;  - Moped permits&lt;br&gt;  - Motorcycle permits&lt;br&gt;  - Night permits&lt;br&gt;  - Park and ride&lt;br&gt;  - Service permits&lt;br&gt;  - UW Disabled annual permits&lt;br&gt;  - Vendor permits&lt;br&gt;- Non-Prorated:&lt;br&gt;  - Citations&lt;br&gt;  - Temporary permits (returned 2 full working days before effective date of permit; 50% administrative fee)&lt;br&gt;  - Refunds less than $10 will not be processed.</td>
<td>- All permits and keys must be returned to UW Transportation Services if employment is terminated or student withdraws from classes.&lt;br&gt;- Permit cancellation effective on date product is received by UW Transportation Services.&lt;br&gt;- Temporary permits must be returned two full working dates before effective date of permit.</td>
<td>- Accounting Services (allow six weeks)</td>
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<td>Visa/MC Debit &amp; Credit Cards</td>
<td>- Department reserved stalls&lt;br&gt;- Motorcycle permits&lt;br&gt;- Moped permits&lt;br&gt;- Temporary permits (not returned two full working days before effective date)&lt;br&gt;- NSF check payments&lt;br&gt;- Monthly permits&lt;br&gt;- Restricted permits&lt;br&gt;- Shields&lt;br&gt;- Replacement bus pass&lt;br&gt;- Administrative fee for lost permits&lt;br&gt;- Administrative fee for permit exchanges</td>
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| Payroll Deduction | • Afternoon permits  
- Annual base lot permits  
- Bicycle locker/cage  
- Business alternate permits  
- Moped permits  
- Motorcycle permits  
- Night Permit  
- Park and ride permits  
- UW Disabled annual permits  
- All payroll deductions effective 9/1/2018 will be post-tax. | • No refunds for payroll deductions.  
- 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.  
- Parking Assignments and payroll deductions are cancelled on the date all permits are returned to Transportation Services. | • All permits and keys must be returned to UW Transportation Services if employment is terminated.  
- Two consecutive missed payroll deductions will result in the cancellation of parking.  
- Three missed payroll deductions may result in loss of payroll deduction eligibility. | • Not applicable |
| UW-Madison Billing Number | • Department reserved stalls  
- Restricted permits  
- Temporary permits (not returned 2 full working days before effective date)  
- Administrative fee for lost permits | **Prorated:**  
- Department limited permits  
- Department service permits  
- Bicycle locker/cage *(pro-rated monthly)*  
**Non-Prorated:**  
- Temporary permits (returned 2 full working days before effective date of permit; 50% administrative fee)  
- Validations  
- Value permits  
- Refunds less than $10 will not be processed. | • Permit cancellation effective on date product is received by UW Transportation Services. | • Credit issued against Department Billing Number |

**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:**

<table>
<thead>
<tr>
<th>Policy Number</th>
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<tbody>
<tr>
<td>TS-48</td>
<td>3/2003</td>
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