

## Using a Gift Certificate on OMS – How To

The North Dakota Parks and Recreation Department no longer sells gift certificates. In the event that a customer wants to redeem a gift certificate that was purchased previously, the department will accept the gift certificate.

A gift certificate cannot be used when a customer is making the reservation on the OMS system. The customer must wait until they get to the park and the adjustment to that reservation will be done at that time. The adjustment can only be made within the date range of the reservation while the customer is in the park. The gift certificate is treated like a "refund", but it must be noted in the comment field that a gift certificate was used.

If for some reason the adjustment for the gift certificate was not done while the customer was in the park, the refund can be done in the Bismarck Office only if the park has collected the gift certificate from the customer.

1. Park Staff will make written adjustments on the gift certificate with a permanent marker. Write the reservation number and the dollar amount that is to be refunded to the customer on the certificate. If there is a balance left on the gift certificate, cross off the original amount of the gift certificate, note the amount left on the certificate, make a copy to keep with your records, and return the original certificate to the customer. If there is no more dollar value left on the gift certificate, keep the certificate and mail it into the Bismarck Office.

**NEVER give cash back for the gift certificate.**

North Dakota State Parks

*Lake Sakakawea*

No 003

  

A gift for Todd + Nikki Jones

Valued at Forty 00/100

For Todd + Nikki Joersz

Presented by Dawn Alder in's Super Value employees <sup>Bills</sup>

Park Staff Authorization Emily Huelcks

Date issued 12/19/05

\$ ~~40.00~~ \$25 Used on Reservation No. #####

Staff Use Only		
Balance	Date	Initials
\$ <u>15</u>	<u>7/12/09</u>	<u>kr</u>
\$ _____	_____	_____

VALID FOR ENTRANCE, CAMPING OR CABIN FEES AT STATE PARKS MANAGED BY THE ND PARKS & RECREATION DEPARTMENT  
 NO REFUNDS - NOT REDEEMABLE FOR CASH - EXPIRES 2 YEARS FROM DATE OF ISSUE

2. Edit Reservation.

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3. View Reservation

[Main Menu](#) User: Kathy Renner

**Reservation Search**

**Search Criteria**

Last Name:

First Name:

Zip Code:

Order No:

Reservation No:

Year:

**Search Results**

Name	Reservation No.	Created	Park	Site	Type	Arrive	Duration	Action
Williams, b. Robert	WIL27214-001	05/17/2008	Grahams Island	Perch	Cabin	05/16/2009 (Sat)	6 Nights	<a href="#">Change</a>   <a href="#">Cancel</a>   <a href="#">View</a>   <a href="#">Edit</a>
Winking, J. Barb	WIN03854-001	11/04/2008	Lake Metigoshe	Loon Lodge	Cabin	01/16/2009 (Fri)	6 Nights	<a href="#">View</a>   <a href="#">Edit</a>
Wirrenga, W. Dion	WIR05951-001	03/06/2009	Lake Sakakawea	114	Single	07/10/2009 (Fri)	2 Nights	<a href="#">Change</a>   <a href="#">Cancel</a>   <a href="#">View</a>   <a href="#">Edit</a>
Wolfe, A. Kathleen	WOL18410-001	07/05/2008	Lake Metigoshe	Slemmen Lodge	Cabin	07/02/2009 (Thu)	3 Nights	<a href="#">Change</a>   <a href="#">Cancel</a>   <a href="#">View</a>   <a href="#">Edit</a>
wold, jay	WOL59794-001	06/08/2008	Grahams Island	Bass	Cabin	06/06/2009 (Sat)	4 Nights	<a href="#">Change</a>   <a href="#">Cancel</a>   <a href="#">View</a>   <a href="#">Edit</a>

4. Press Refund Button.

**Reservation Details**

Order Number: [WIR05951](#)

Reservation Number: [WIR05951-001](#)

Park: Lake Sakakawea  
 Site: 114  
 Arrive: 07/10/2009 (Fri)  
 Depart: 07/12/2009 (Sun)  
 Nights: 2  
 Payment Status: Paid

**Camper 1**  
[Dion W. Wirrenga](#)  
 2205 Santa Barbara Dr  
 Bismarck, ND 58504  
 701-255-7312  
 dwirrenga@state.nd.us  
 Purchased Daily Permit(s)

**Reservation History**

Activity	Type	Site	Arrive	Depart	Nights	Cost	Fee*	Daily Permit	CC Return	Check Return	Action
03/06/2009 9:45 AM	Purchased	114	07/10/2009 (Fri)	07/12/2009 (Sun)	2	\$30.00	\$6.00	\$10.00			<a href="#">Details</a>

\*Non-refundable

5. Enter the amount of the Gift Certificate and note "Gift Certificate" in the comment field. Press Submit. "Issue Refund Complete" message should appear.

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### Refund Reservation

Order No: [WIR05951](#)  
Reservation No: WIR05951-001  
Name: Dion W Wirrenga  
Address: 2205 Santa Barbara Dr  
Bismarck ND 58504  
Park: Lake Sakakawea  
Site: 114  
Arrive: 07/10/2009 (Fri)  
Depart: 07/12/2009 (Sun)  
Nights: 2

Reservation: \$30.00  
Daily Permit: \$10.00  
Fee: \$6.00  
Previous Refund: \$0.00  
Balance: \$46.00

\*Refund Amount:   
Comment:

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### Issue Refund Complete

The refund has been **successfully** issued.  
**Was refunded to the credit card: \$25.00**