

## Refund Customer While in the Park in OMS – How To

**Use Refunds only if the reservation is in the past.**

**Use Cancellation/Change if the reservation is present or in the future.**

**(See Cancellation How To for instructions on full and partial cancellations (ex. Person is leaving the park early))**

Refunds in the park can only be done within the date range of the reservation while the customer is in the park. If a refund needs to be done after the reservation has passed, it will need to be forwarded to headquarters. The Park Manager must approve the refund. The information needed to complete the refund at headquarters is the reservation number, the amount to be refunded and reason for the refund. If the park manager is unsure that a refund should be given, he/she should contact headquarters to discuss the issues.

1) \_ Go to 'Edit Reservation' under 'Site' on the 'Main Menu' page:



a) This will take you to the 'Reservation Search' page. Enter the Reservation No. (or whatever information you have). View Reservation NOTE: If the reservation is for the next calendar year, you will need to change the 'Year' dropdown box to 'All' or you will not find the reservation.

b) Choose the "View" button

## 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
Renner, Kathy	REN98020-001	05/06/2013	Lake Sakakawea	99	Single	06/30/2013 (Sun)	5 Nights	<a href="#">View</a>   <a href="#">Edit</a>

c) Choose the "Refund" button

## Reservation Details

Order Number: [REN98020](#)

Reservation Number: **REN98020-001**

Park: Lake Sakakawea  
Site: 99  
Arrive: 06/30/2013 (Sun)  
Depart: 07/05/2013 (Fri)  
Nights: 5

Payment Status: Paid

### Camper 1

[Kathy Renner](#)  
1800  
Mandan, NE 58554  
701-663-9749  
krenner@nd.gov  
Purchased Daily Permit(s)

### Reservation History

Activity	Type	Site	Arrive	Depart	Nights	Cost	Fee*	Daily Permit	CC Return	Check Return	Action
05/06/2013 3:35 PM	Purchased	99	06/30/2013 (Sun)	07/05/2013 (Fri)	5	\$100.00	\$6.00	\$25.00			<a href="#">Details</a>
05/06/2013 3:36 PM	Cancelled	99	06/30/2013 (Sun)	07/05/2013 (Fri)	5	-\$100.00	\$40.00	-\$25.00	\$85.00	\$0.00	<a href="#">Details</a>

\*Non-refundable

- d) Put in the amount of the refund and the reason a refund is given. Choose the “Recalculate Total” button before hitting submit. Enter notes in the “Comment” field. Keep in mind that the comments may be seen by staff members and are considered open records if requested by the public, therefore keep your comments appropriate and professional. You can refund multiple items on this page, the reservation, daily permits, and fees. The amounts do not need to be the complete dollar amount of the reservation or fees, however the amount entered in “Refunded Amount” column cannot exceed the column to the left.
- e) Customer will be refunded in the same payment method used to create the reservation.
- f) Choose “Submit”.

**Refund**

Order No: [REN98020](#)  
 Reservation No: REN98020-001  
 Name: Kathy Renner  
 Address: 1800  
 Mandan NE 58554  
 Park: Lake Sakakawea  
 Site: 99  
 Arrive: 06/30/2013 (Sun)  
 Depart: 07/05/2013 (Fri)  
 Nights: 5

		Refund Amount	Memo
Reservation:	\$0.00	0.00	
Daily Permit:	\$0.00	0.00	
Non-Refundable Fee:	\$6.00	0.00	
Cancellation Fee:	\$40.00	40.00	customer service
Previous Refund:	\$0.00		
Balance:	\$46.00		

\*Total Refund Amount: 40.0

Comment: Manager Approved

## Issue Refund Complete

The refund has been **successfully** issued.

**Was refunded to the credit card: \$40.00**