

## REFUND PROCESSING

1. Go to the **INVOICE HISTORY** tab to find the purchased permit you wish to have Refunded
2. Click the blue **REFUND** button. (\*\*Note if it has been requested already it will say **PENDING**, if it is past the 5 day limit it will say **EXPIRED**, if it has already been Refunded it will say **REFUNDED**)

RESET LIST
SORT BY DATE
SORT BY PERMIT TYPE

Date	Company	View Permit	Permit Type	Total	Refund
2017-09-14	PWAST	<a href="#">13L-141-190-610</a>	(P) Drilling Rig Move	\$ 367.50	<span style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 3px;">refund</span>
2017-08-10	PWAST	<a href="#">18L-101-180-410</a>	(P) Drilling Rig Move	\$ 367.50	<span style="background-color: #ffc107; color: white; padding: 2px 5px; border-radius: 3px;">expired</span>
2017-09-29	Bondy Movers	<a href="#">A9L-K92-E90-420</a>	(P) Primary Plus - Per Trip - Non-divisible Loads	\$ 157.50	<span style="background-color: #17a2b8; color: white; padding: 2px 5px; border-radius: 3px;">pending</span>
2017-07-17	PWAST	<a href="#">10L-171-170-410</a>	(P) Drilling Rig Move	\$ 367.50	<span style="background-color: #ffc107; color: white; padding: 2px 5px; border-radius: 3px;">expired</span>
2017-08-10	RM of Wilton No. 472	<a href="#">44L-301-380-910</a>	(P) Drilling Rig Move	\$ 472.50	<span style="background-color: #dc3545; color: white; padding: 2px 5px; border-radius: 3px;">refunded</span>

3. You will then be presented with the Refund processing form – it will populate all fields automatically from the Permit purchased. All you will be required to fill in is **REASON FOR REFUND**

**REQUEST A PERMIT REFUND OR CANCELLATION** ▶ SIGN OUT

1. Refunds will only be granted if this form is filled out and submitted within 5 days of the purchase of the permit.
2. Credit card refunds will be applied back onto the original credit card.
3. All permit refunds are at the discretion of the permit administrator or RM Chief Administrative Officer.

*(The only information you are able to enter is the **reason for refund**. Everything else is taken directly from the permit information and cannot be modified.)*

Refund request date:

Name of Company:

Name of Requestor:

Requestor Phone Number:

Permit Number to be refunded:

Purchase date of permit:

Total Amount to be refunded:

Reason for Refund:

Automatically pulled in from the purchased permit

REQUEST REFUND

- Once you click **REQUEST REFUND** you will be presented with a confirmation screen

**REQUEST A PERMIT REFUND OR CANCELLATION**

You have requested a permit refund for A4L-K82-E90-410, for the following reason:  
 test

Once it has been processed, you will be notified.  
 Request email sent.

- And receive an email to confirm the Office has received the request:

**From:** Northwest Municipal Services [mailto:noreply@nwroadpermits.com]  
**Sent:** Monday, October 02, 2017 12:56 PM  
**To:** permits; Krista Bondy  
**Subject:** Permit Refund Request

Permit refund requested for Bondy Movers

Permit Number: A4L-K20-E01-510  
 Issued on: 2017-10-02  
 Refund Amount: 367.50  
 Reason: TESTING  
 Requested By: Krista Testing

- Once the Permit Office has processed the refund you will receive notification via email
- You can confirm the completion of the refund process by viewing your **Permit and/or Invoice History**

PURCHASE PERMIT UNITS PERMIT HISTORY YOUR INVOICES COMPANY INFO PAYMENT MANAGEMENT HOME							
SEARCH PERMITS							SIGN OUT
Searching by Date:							
This screen displays a maximum of 50 items.							
Refunded or cancelled permits cannot be viewed.							
Date	View Permit	Origin	Destination	Cost	Paid	Refunded	Cancelled
2017-09-28	permit refunded	-- 1 1 1 1W3	-- 1 1 1 1W3	150.00	✓	✓	✗
2017-09-29	permit refunded	-- 8 10 12 1W3	-- 1 1 1 1W3	150.00	✓	✓	✗