

FlashValet Portal

How to Issue Refunds in FlashValet Portal

Here is how you issue full and partial refunds in the FlashValet Portal.

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Search for a Ticket

1. Select the **Ticket Search** tab in the left menu of the FlashValet Portal (<https://portal.flashvalet.com>).

The screenshot shows the FlashValet Portal interface. On the left is a vertical menu with the following items: Dashboard, Time And Attendance, Reports, Company Details, Ticket Search (highlighted with a dashed circle), Areas, Tags, Garages, Lots, Locations, Monthly, Operating Modes, Surveys, Rate Plans, and Prices. The main content area is titled 'FlashParking Sales' and contains the following search options:

- Locations:** A dropdown menu currently set to 'All Locations'.
- Search By Ticket Number:** A text input field for 'Ticket Number' and a 'Search' button.
- Search By Details:** A section with several filters:
 - Date Range:** A date range selector currently showing 'Jan 25, 2018'.
 - Customer Name:** A text input field.
 - Credit Card Last Four:** A text input field.
 - Room Number:** A text input field.
 - Make:** A dropdown menu currently set to 'Select Make'.
 - Model:** A text input field.
 - Color:** A dropdown menu currently set to 'Select Color'.

2. Select a **Location**, enter the ticket number or other transaction details (customer's name, vehicle description, etc.), and select **Search**.

3. Find and click the ticket to view the details.

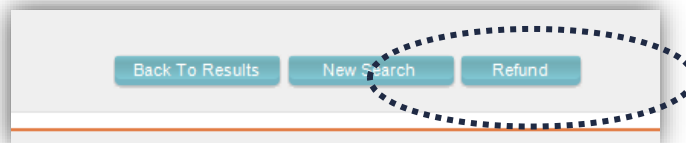
Location	Ticket	Name	Vehicle	License Plate	Room	Issued	Departure	Completed
Hotel with Ticketless Valet	1660					1/26/2018		
Hotel with Ticketless Valet	1661					1/26/2018		
Hotel with Ticketless Valet	1659					1/26/2018		
Hotel with Ticketless Valet	1659					1/26/2018		

Issue Full or Partial Refunds

1. Select the payment to refund in the Payments section of the Ticket Details.

Paid At	Total	Fee	Tip	Mobile Fee	Payment Method	Paid By
1/26/2018 3:54 PM	\$1.00	\$1.00	\$0.00	\$0.00	Cash	Flash Monitor (AN)

2. Click **Refund**.



3. Select the refund type in the Payment Refund box, add any additional details, and click **Refund**.

Payment Refund - Paid Amount \$1.00

Refund Type:

Fee Refund Amount:

Tip Refund Amount:

Notes:

Frequently Asked Questions

How long does it take for a refund credit back to the customer's account?

Typically refunds return to your customer's account within 7 business days. This time frame is depends on the issuing bank of the credit card.

If I require signatures on my credit card transactions, where can I find a record of that signature.

You can find the signature saved in the payment details (see step # 1 of Issue Full or Partial Refunds).

Can a partial refund be processed through the FlashValet App?

No, only the FlashValet Portal can process partial refunds.