

Payments and Transaction Flow

When do we use this?

The below flowchart depicts the flow of payment information through the system

The flow is a 3 step process, which includes:

1. User/Admin link item to user
2. User makes payment promise
3. Admin processes payment

Step #1:

A user or an administrator links a permit to the user. At this point, there is no payment link and the item is "**Awaiting Payment**" since the user has not selected a payment method (*made a promise of payment*). As well, items (permits) are not accessible to any other system user. *There is a midnight clearing list which can automatically release permits linked to users that do not have promises for payment.*

Step #2:

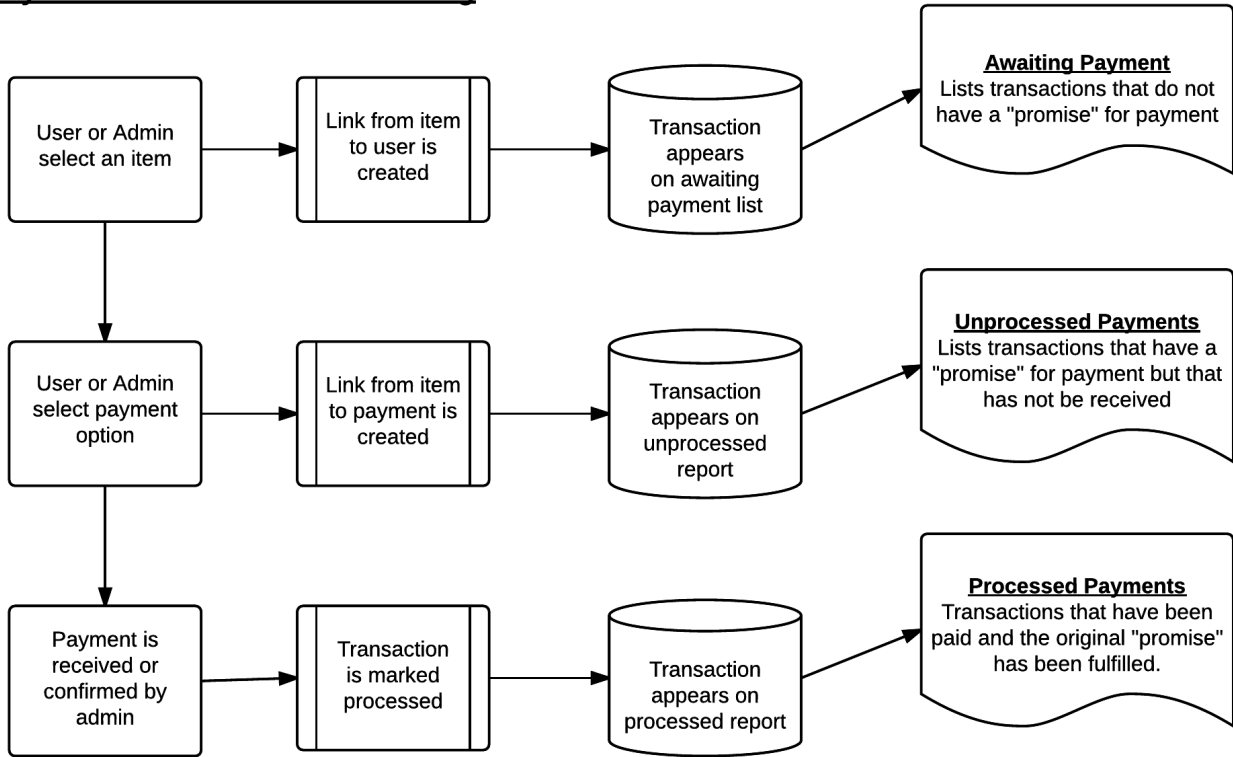
User or admin links a **payment type** (ie. cheque, cash, etc.) This puts the user on the **Unprocessed Payments** list, and that list needs to be checked regularly. This allows a user to mail in a cheque or to stop by the office to make payment. In these cases, a user has "promised" to pay. We suggest that permits be released (Drop Payment) after 2 weeks since that offers users enough time to make payment.

Step #3:

Once payment is received (cheque is received in the mail, or the user stops by the office to make a payment) the transaction is marked as **processed** and the user is linked to the item. At this point, the item is marked processed and is actually (completely) linked to the user.

NOTE: In the case of paying online with a credit card, these steps happen virtually at the same time since we get the promise to pay and the actual payment seconds later.

Payment & Transaction Processing



Effect of Allocations on Transactions

