

## **PrePaid Coupon Parking**

Coupons are date specific

### Exchanges:

- Request Patron to mail in coupon
- Enter Exchange Request CSI (leave open until coupon received and parking exchanged)
- Once coupon received, parking will need to be exchanged in original Order (no fee) for new date
- Update and close Exchange Request CSI
- Enter RePrint CSI

### Refund Requests (did not work at garage, paid again at garage, etc.):

- After educating patron on proper use (see KCG PrePaid Coupon Instructions), request patron to mail in coupon. Once received, parking will be refunded.
- Enter CSI (leave open until coupon received and parking refunded)
- Coupon will be scanned and saved in the Documents section of the Research Tab in Tessitura; process refund
- Update and close CSI

### Refund Request if Patron Paid for Parking at Unaffiliated Garage:

- After educating patron on proper use (see KCG PrePaid Coupon Instructions), request patron to mail in coupon. Once received, KCG parking will be refunded. We cannot assist in a refund for amount paid at unaffiliated garage as they are a separate company.
- Enter CSI (leave open until coupon received and parking refunded)
- Coupon will be scanned and saved in the Documents section of the Research Tab in Tessitura; process refund
- Update and close CSI