

Payments

- [Manage your Payment Methods & Subscriptions](#)
- [How to Make a Payment in Your User Profile \(Or as a guest\)](#)
- [Quick & Easy Guest Payments](#)

Manage your Payment Methods & Subscriptions

The Manage Payment Methods and Subscriptions feature allows end-users to securely store their credit card information on the User Portal for recurring payments and permit rollovers. Its primary purpose is to enable self-service financial management, streamlining subscription renewals and reducing manual administrative tasks. This article is intended for OPSCOM administrators to help them understand and support the user payment method workflow.

Setup and Configuration

This feature requires the organization to have an integrated payment gateway (e.g., Moneris, Bambora, EdgeExpress) that supports tokenization and secure profile storage.

Admin Side: Ensure that your system's payment settings are configured to allow users to save their credit cards. Additionally, administrators must manually configure alternative subscription payment methods, such as Payroll Deduction or EFT, on behalf of the user, as these cannot be set up independently via the portal.

User Side: Users access these management features directly from their profile on the user portal dashboard.

OPSCOM does not store user credit card information locally on its servers. All sensitive financial data is hosted, tokenized, and stored exclusively by the organization's integrated payment provider to ensure strict PCI

Using this Feature

Administrators can use the following instructions to guide users through adding a new payment method, setting up a permit rollover, or removing an old credit card.

Adding a Payment Method

1. Log in to the user account on the user portal and click the profile name.
2. Click **Manage Credit Cards**.
3. Click the **Add Payment Method** button.
4. Choose the desired payment subscription type from the available options.
5. Follow the on-screen instructions to enter the credit card details.
6. Click the **Add Payment Method** button to submit the information.

When successfully added, the stored credit card will appear in the Stored Subscription Payment Methods area, accompanied by a green confirmation message indicating the card was successfully stored.

Available Actions and Buttons

- **Trash Can Icon:** Click this icon located next to a saved credit card to permanently remove it from the stored payment methods.
 - **Permit Rollover:** Toggle this setting on to authorize the system to automatically use the stored credit card to pay for recurring monthly permits.
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Best Practices and Considerations

- **Communicate feature limitations: Clearly inform users how their stored cards can be used based on your organization's configurations.** Depending on your portal settings, stored cards may be authorized to pay for one-off items like temporary parking, or they may be strictly restricted to subscription-term parking payments only.
- **Establish internal procedures for offline payments: Administrators must actively manage offline subscription methods like Payroll Deduction or EFT.** Since users cannot initiate these setups themselves on the portal, organizations should establish a clear communication protocol for users to request these alternative billing options.

How to Make a Payment in Your User Profile (Or as a guest)

The User Portal Payments feature allows end-users to securely pay for permits, violations, and other services directly from their account. Its primary purpose is to provide a self-service checkout experience, streamlining revenue collection and offering flexible payment methods like online credit cards or in-person promises to pay. This article is intended for OPS-COM administrators to help them understand and support the user-facing payment workflow.

Setup and Configuration

This feature is a core component of the user portal's financial tracking and checkout system.

Admin Side: Administrators must ensure that payment gateways (e.g., credit card processors) are properly integrated and active within the global system settings. Additionally, administrators control whether alternative offline payment methods, such as Cash or Cheque (Promise to Pay), are enabled and visible for users to select during checkout.

User Side: Users access the payment module directly from their dashboard and must have pending items in their cart, outstanding violations, or active subscriptions to initiate a transaction.

Using this Feature

Administrators can use the following instructions to guide users through initiating a checkout and completing a transaction using their preferred payment method.

Initiating a Payment

1. Log in to the User Profile and navigate to the **Payments** tab.
2. Enable the checkboxes next to the specific items you intend to pay for.
To select or deselect all items at once, hold the Shift key and click a checkbox.
3. Click the **Continue to Checkout** button to proceed to the payment method screen.

If a user has a violation that is currently under appeal or review, they should not select the checkbox for it. Users should only pay for a violation after the appeal review process is completely finalized.

Paying with a Credit Card

This method allows users to complete their payment online immediately.

1. Select the **Credit Card** option on the payment method screen.
2. Follow the secure redirect to the payment provider's website.
3. Enter all required payment details into the provided fields, including the credit card number, expiration date, CVV code, and billing address.
4. Click the **Process Transaction** or **Pay Now** button to finalize the payment on the provider's portal.
5. Review the generated receipt page upon automatically returning to the system, confirming the transaction is complete.

If a user experiences issues with credit card payments failing to load on the web version, it is frequently caused by the Safari browser's pop-up blocker preventing the payment window from opening. Advise the user to adjust their Safari settings to turn off "Block Pop-ups" and try again.

Paying with Cash or Cheque (Promise to Pay)

This method allows users to indicate their intent to pay in person at the parking services office.

1. Select the **Cash or Cheque** option on the payment method screen.
2. Click the **Submit Payment** button.
3. Review the selected items, which will now automatically update to a status of Paid but not Processed.
4. Visit the parking provider's physical office to supply the cash or cheque to administrative staff to finalize the process.

Best Practices and Considerations

- **Communicate available payment options clearly: Ensure users understand which payment methods are accepted by your organization.** If your parking operation does not support in-person cash or cheque payments, ensure the Promise to Pay option is disabled in the system settings so users are exclusively routed to the credit card gateway.
- **Establish a reconciliation process: Administrators must actively monitor and reconcile Promise to Pay transactions.** Because these items are marked as "Paid but not Processed" until the user

physically visits the office, staff must promptly update the transaction status in the system upon receiving the physical funds to maintain accurate financial records and prevent revenue loss.

Quick & Easy Guest Payments

The Guest Payment process allows individuals to pay parking violations without creating or logging into a user account. Its primary purpose is to provide a streamlined quick-pay option that reduces friction for temporary visitors and minimizes unnecessary account creation overhead. This article is intended for OPS-COM administrators to help them understand and support the guest payment workflow.

Setup and Configuration

This feature is a core component of the violations and payment modules.

Admin Side: Administrators must ensure that guest payment functionality and supported hosted payment gateways (e.g., credit card processing) are enabled within the global system settings.

User Side: Users do not need a portal account. They only need their physical or digital citation, which contains the ticket number and the required security PIN.

Using this Feature

Administrators can use the following instructions to guide visitors through paying a citation without registering for an account.

Submitting a Guest Payment

1. Navigate to the main portal login page and click **Pay your Ticket**.

2. Enter the full ticket number along with the security PIN in the provided field.
3. Click the **Search** button to proceed to the ticket lookup screen.
4. Click the **Guest Payment** button to open the payment window.
5. Select the preferred payment method and enter a valid email address.
6. Click the **Submit Payment** button.
7. Enter the required credit card and billing information on the hosted payment gateway screen.
8. Click the **Pay Now** button to process the transaction and view the final confirmation screen.

The security PIN required for the ticket lookup is simply the last two characters of the citation number. For example, if the ticket number is TT-10133-3K, the user must enter the entire string TT-10133-3K, where 3K acts as the PIN.

Available Actions and Buttons

- **Pay your Ticket:** Click this link on the main login screen to bypass the user registration process and access the guest portal.
- **Guest Payment:** Click this button after locating the citation to proceed directly to checkout without logging in.

Best Practices and Considerations

- **Clarify the Security PIN format: Administrators should remind users that the security PIN is inherently built into their ticket number.** Clarifying that the last two characters act as the PIN can quickly resolve login issues for guests trying to access the quick-pay

system.

- **Emphasize the need for a valid email: Always advise guests to enter a valid email address during the checkout process.**

Because guest users do not have a portal profile with a saved history, this email address is their only method for receiving a digital receipt and payment confirmation for their records.