

# Permit Waitlist Feature

## Overview

### **Welcome to the OPS-COM Waitlist Feature!**

This feature allows administrators to manage users waiting to purchase a permit in a specific lot or in a lot category. If enabled, this feature can save your team significant administrative time and ensure a fair allocation process.

## How Does the OPS-COM Waitlist Work?

There are two different ways you can leverage the Waitlist. You can use the waitlist report or you can enable the Managed Waitlist functionality.

### [Basic Waitlist Report](#)

When a user joins a waitlist, Admins can access a report to see the waitlists by lot, link to the user's profile or email users individually or in bulk.

### [Managed Waitlist Functionality](#)

If Managed Waitlist is enabled, the Admin will be notified when a permit becomes available to be assigned to users on a waitlist. It will automatically be reserved to be assigned to the users on the wait list. The admin will be able to choose who to assign this permit to add it to the user's cart. The Admin will email the user and give them a specific amount of time to pay for the permit before it expires and can be given to someone else.

Go to the linked pages to explore how to setup and work with either the Basic or Managed Waitlist functionality.

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