

# Setting Permit State for a Lost or Stolen Permit

This process will explain how to set the state of a permit to lost. It will also illustrate the process of switching the user to a new permit prior to setting the the permit state to lost and still be able to track it in the system. It would also be possible to reinstate the permit if it were ever returned or physically recreated.

If you are doing this process during a busy sales period you may want to be ultra safe by hiding the permit so it doesn't get bought during the brief moment it will be released from the owner during the switch process.

Setting the permit to Lost or stolen will essentially take the permit out of circulation and render it unavailable to both end user as well as Admin when performing any of the following:

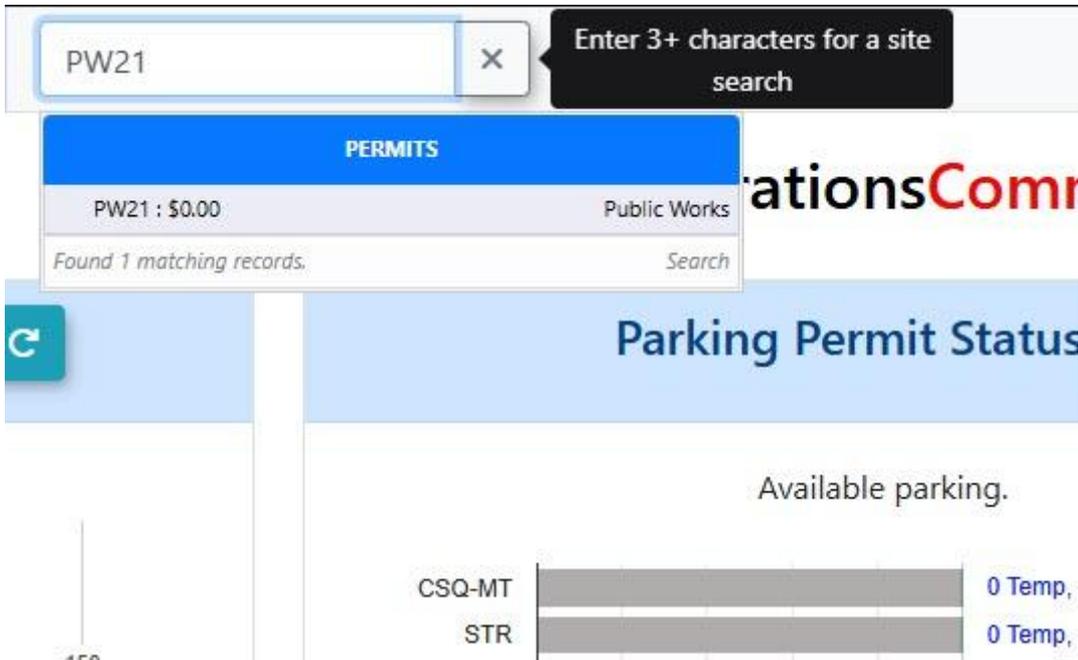
- Permit Purchase or assigning from the Admin Portal
- Permit Purchase from the User Portal
- Permit Switching from the Admin Portal

Since setting the state to lost or stolen renders the permit unavailable in this manner, you must perform the permit switch to replace the lost or stolen permit for the user before setting the state to Lost or Stolen.

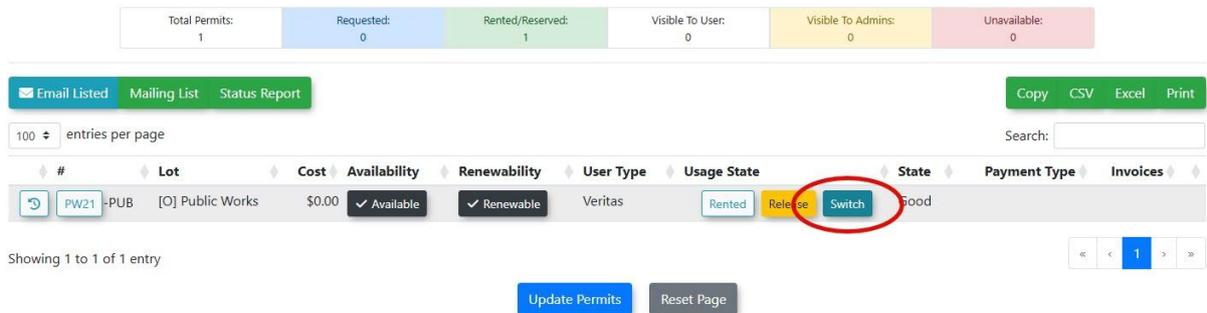
## Step-by-Step Instructions:

Let's look at the fastest way to handle the **permit switch**.

1. Search for the permit number in quick search. In this case we are looking for **PW21**.

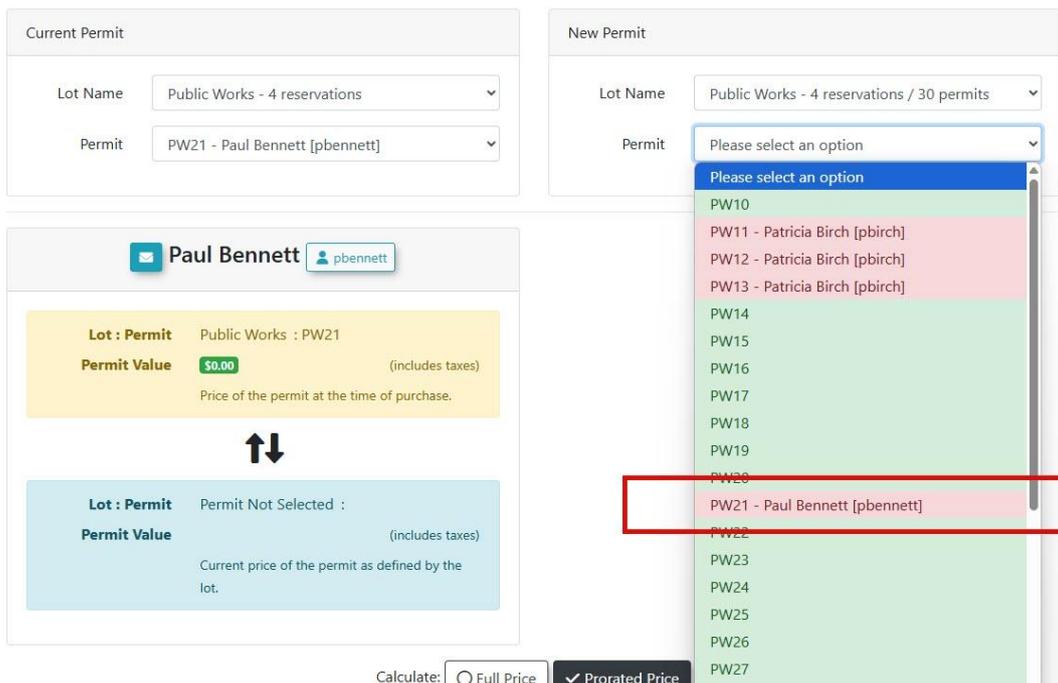


2. The search results will appear as follows. **Click the Switch** button to proceed.



3. The switch permit interface will open up. Your current permit (**PW21**) will appear on the left. The right hand side of the screen will present a dropdown list where you can see your current permit in the list.

### Permit Switch



- Simply select the permit you wish to switch the user to. In our case permit **PW19** is our new choice.

### Permit Switch

The screenshot shows the 'Permit Switch' interface. On the left, the 'Current Permit' section displays 'Lot Name: Public Works - 4 reservations' and 'Permit: PW21 - Paul Bennett [pbennett]'. Below this, a summary for the current permit shows 'Lot : Permit Public Works : PW21' and 'Permit Value \$0.00 (includes taxes)'. A double-headed arrow indicates a switch to a new permit. The 'New Permit' section shows 'Lot Name: Public Works - 4 reservations / 30 permits' and a dropdown menu for 'Permit' with 'Please select an option' selected. The dropdown menu is open, showing a list of permits from PW10 to PW28. 'PW19' is highlighted in blue and enclosed in a red box. At the bottom, there are radio buttons for 'Full Price' and 'Prorated Price', with 'Prorated Price' selected.

- It should look like this in the permit switch interface when **PW19** is selected.

### Permit Switch

The screenshot shows the 'Permit Switch' interface after selecting 'PW19'. The 'Current Permit' section remains the same. The 'New Permit' section now shows 'Permit: PW19'. The summary for the new permit shows 'Lot : Permit Public Works : PW19' and 'Permit Value \$0.00 (includes taxes)'. Below this, a 'Refund Value' section shows '\$0.00 (prorated)' and '\$0.00'.

- Click the Switch Permits** button to proceed. As long as you are switching permits in the same lot there should be no cost associated with the switch.

↑↓

**Lot : Permit** Public Works : PW19

**Permit Value** \$0.00 (includes taxes)

Current price of the permit as defined by the lot.

**Refund Value** \$0.00

**New Permit Value** \$0.00

**Switch Total** \$0.00

New Permit will be selected.

Calculate:  Full Price  Prorated Price

Reason for Action

Stolen Permit Switched from PW21 to PW19

Switch Permits

7. Once the process is complete you will receive a popup notice.

## Permit Switch Complete

**Paul Bennett** pbennett

**Lot : Permit** Public Works : PW19

**Permit Value** \$0.00 (includes taxes)

All records were successfully processed. No actions are needed for this user.

8. Now we can set the old permit to lost or stolen state.

9. First search for the permit again in the **Quick Search** bar.

★ \$ 🕒 ⚙️ 🏠 👤

✕

Enter 3+ characters for a site search

PERMITS

PW21 : \$0.00	Public Works
Found 1 matching records.	Search

**Paul Bennett** pbennett

**Lot : Permit** Public Works : PW19

**Permit Value** \$0.00 (includes taxes)

All records were successfully processed. No actions are needed for this user.

## Permit Switch Complete

10. In the search result this time we will click on the permit number to get to and edit permit details.

Total Permits: 1 Requested: 0 Rented/Reserved: 0 Visible To User: 1 Visible To Admins: 0 Unavailable: 0

Email Listed Mailing List Status Report Copy CSV Excel Print

100 entries per page Search:

#	Lot	Cost	Availability	Renewability	User Type	Usage State	State	Payment Type	Invoices
PW21	[O] Public Works	\$0.00	Available	Renewable		Good			

Showing 1 to 1 of 1 entry

Update Permits Reset Page

11. Once in the permit details you will see where you can change the state of the permit.

Parking Permit Information

Permit Number: PW21

Lot Name: Public Works

Require Access Card: No

Allowed as 2nd Permit: Yes

Sub-Total: \$0.00

GST 5% \$0.00

PST 8% \$0.00

Total: \$0.00

Status: Visible to site users

Permit State: Good

Update Permit Close Window

Created 2023-10-25 11:46 am

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12. Select from the list of Permit States. In our case we are selecting Lost. Lost or Stolen will basically have the same effect of rendering the permit unavailable. You do not have to additionally select Unavailable.

Parking Permit Information - OperationsCommander - OPS-COM - Google Chrome  
demo.preview-admin.parkadmin.com/admin/permit/standard/64/

## Parking Permit Information

Permit Number: PW21

Lot Name: Public Works

Require Access Card: No

Allowed as 2nd Permit: Yes

Sub-Total: \$0.00  
GST 5% \$0.00  
PST 8% \$0.00  
Total: \$0.00

Status: Visible to site users

Permit State: Good

Update Permit

Created

- Good
- Lost
- Not Returned
- Not Renewing
- Reserved / Hold
- Stolen

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13. Once selected you will get a confirmation.

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den o.preview-admin.parkadmin.com/admin/permit/standard/64/245

Permit Released: April 21, 2025

Admin updated permit successfully.

## Parking Permit Inform

Permit Number: PW21

Lot Name: Public Works

Require Access Card: No

Allowed as 2nd Permit: Yes

Cost: \$0.00 + \$0.00 tx.

Current Status: Rented

Permit State: Lost

Current Renter: Paul Bennett pbennett

Payment Amount: \$0.00 (incl. tax)

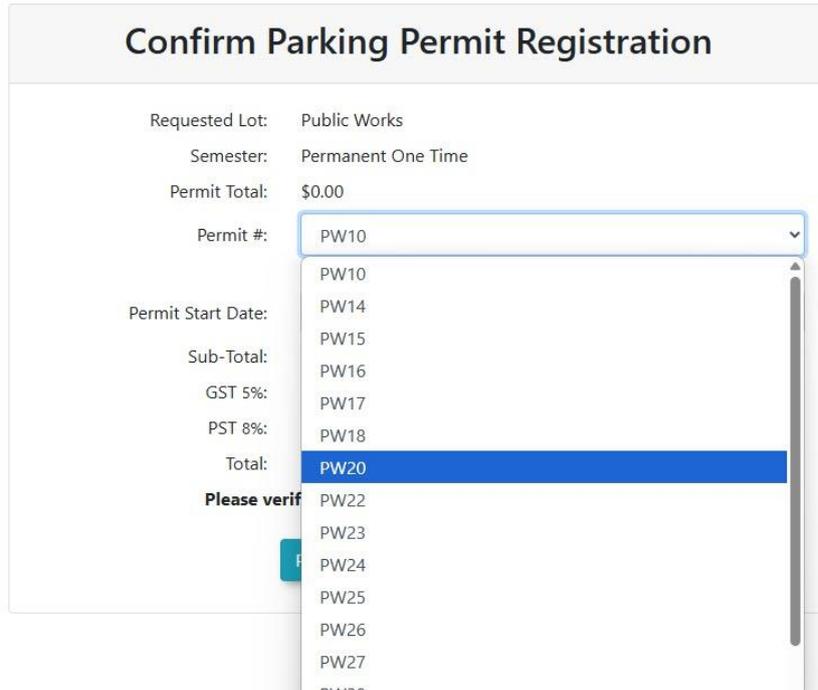
Process Date: January 15, 2025

Payment Method: Cash

Rollover State: Renewable

Printable:

14. Once the state is set to Lost or Stolen it will not appear in the list of available permits both in the Admin portal as well as the User Portal.
15. As we see here: **PW21** no longer in the list.



16. In Allocate permits the permit is now showing as lost. You can also see in this image the permit **PW19** as being rented thereby confirming the user's permit has been switched.

	PW26	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW25	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW24	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW23	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW22	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW21	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Lost
	PW20	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW19	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable	Veritas	<span>Rented</span> <span>Release</span> <span>Switch</span>	Good
	PW18	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW17	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW16	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW15	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW14	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable			Good
	PW13	-PUB	[O] Public Works	\$0.00	✓ Available	✓ Renewable	Staff - Full Time	<span>Requested</span> <span>Release</span> <span>Switch</span>	Good JS: Moneris

Revision #1

Created 22 April 2025 08:43:19 by Cedar Boulianne

Updated 5 May 2025 09:49:15 by Cedar Boulianne