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 OperationsCommander (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 compliance.

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.

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.

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