

Active Deposit Report

The Active Deposit Report provides OPS-COM administrators with a comprehensive overview of all security deposits currently held within the system. This report is designed to help staff track outstanding funds, identify orphaned deposits without active permits, and manage financial rollovers during sales cycles.

Setup and Configuration

While the Active Deposit Report is a standard feature, its accuracy depends on proper permit type configuration.

- Ensure that permit types requiring a deposit have the Deposit Amount field populated within Permit Management and Lot Administration.
- Verify that financial departments have established a General Ledger (GL) Code specifically for deposit accounts to ensure seamless reporting between OPS-COM and external accounting software.
- Instructions for initial permit setup can be found on the Permit Configuration page.

Using this Feature

Administrators use this report to audit current liabilities and ensure that deposits are either refunded, consumed, or renewed when a user's parking status changes.

Accessing the Report

1. Hover over Parking Management in the main navigation menu.
2. Click Reports.
3. Click Active Deposit Report.
4. The Deposit Report By Lot page will load, displaying a breakdown of deposits categorized by their assigned parking area.

Visual Cues and Status Indicators

To assist with quick auditing, the report uses specific color-coding to highlight records requiring attention:

- **Yellow Highlighting:** Indicates deposits that have been rolled over to a new permit cycle but have not yet been fully processed or reconciled.
- **Red Highlighting:** Indicates "orphaned" deposits where the user no longer has an active permit associated with the funds, or the sales window has closed without action.

Key Information Displayed

- **User Name:** The account holder associated with the deposit.
- **Permit Number:** The specific permit linked to the funds.
- **Lot Name:** The physical location the deposit is secured against.
- **Deposit Amount:** The total value held by the organization.
- **Date Added:** When the deposit was originally paid.

Managing Active Deposits

When a user finishes parking or a permit expires, administrators must manage the deposit through the User Profile. There are three primary methods for handling these funds:

Refunding

Use the Refund action if the user is finished parking and the deposit item (e.g., a physical gate key or hangtag) is returned in good standing. This returns the original amount paid back to the user's initial payment method or via a manual check.

Consuming

The Consume action is used when the user is finished parking but the deposit funds are being retained by the organization. This is common when:

- The user did not return the deposit item.
- The item was returned damaged or not in good standing.
- The user lost the item.

Note: Consuming a deposit does not trigger a refund or a new charge; it simply moves the funds from a "held" status to an "earned" status for the organization.

Renewing

The Renew action is used when a user intends to continue parking but their original deposit has been forfeited due to damage or loss. This allows the administrator to require a new deposit payment for the upcoming permit period while closing out the previous record.

Best Practices and Considerations

- Perform regular monthly audits of the Active Deposit Report to identify orphaned deposits (highlighted in red) and ensure your liability accounts match your physical inventory.
 - Establish a clear business rule for the timeframe in which a deposit must be claimed. Organizations should decide if a deposit is automatically consumed if a permit has been expired for more than 30 or 60 days.
 - Always verify the condition of hardware (transponders, fobs, or keys) before selecting the Refund button to prevent financial loss.
 - Document the reason for consumption in the User Notes section of the User Profile whenever a deposit is not returned to provide a clear audit trail for the customer.
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