Subscription Verification Report

> The Subscription Verification Report automatically identifies users who have stored credit card information but are not enrolled in the automated permit rollover subscription. Its primary purpose is to provide administrators with a centralized view to proactively engage with these customers, encourage subscription enrollment, and streamline future permit renewals. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

Accessing and running the Subscription Verification Report requires specific administrator permissions. If you do not have access, you must update the permissions for your administrative role.

1. Hover over **System Configuration**, click **Admin Management**, and select **Manage Roles**.
2. Locate the specific role you want to update (e.g., Permit Manager or Billing Admin) on the Manage Administrator Roles page.
3. Click the **Permissions** button next to that role.
4. Click the **Parking** tab, which is represented by a car icon.
5. Enable the **Access Subscription Report** checkbox.
6. Click **Save Permissions**.

Using this Feature

Administrators can use this report to view the list of eligible customers and quickly navigate to their profiles to assist with subscription enrollment.

Accessing the Report

1. Hover over the **Permits** icon and click **Subscription Verification Report**.

> As soon as you click the menu item, the report will load automatically, displaying the list of customers who have stored credit card information but lack an active permit rollover subscription.

Available Actions and Buttons

- **Username**: Click the hyperlinked username to navigate directly to that customer's profile page. This allows you to quickly view their details, access contact information, and enroll them in the rollover subscription.
- **CSV**, **Excel**, **Copy**, **Print**: Click the respective export buttons located on the report page to save the data for offline use, copy it to your clipboard, or print the report for further analysis.

Best Practices and Considerations

- **Integrate the report into your permit renewal workflow: Run this report approximately a month before permit expirations to identify users for targeted outreach.** Proactively contacting customers who are ideal candidates for automated permit rollovers can significantly improve renewal rates and overall customer satisfaction.
- **Ensure data compliance: Always ensure any outreach or data usage complies with your organization's privacy policies and**

relevant financial regulations. When utilizing the contact information gained from the customer profile link, be sure your communications adhere to all local data protection guidelines.

- **Run the report regularly:** Make it a habit to check this report frequently during peak sales windows to keep your data current and ensure you are addressing all relevant customers promptly.

Revision #13
Created 10 June 2025 12:28:39
Updated 9 July 2026 14:59:06