

Subscription Verification Report

The **Subscription Verification Report** in OPS-COM automatically identifies users who have stored credit card information but are not enrolled in the automated permit rollover subscription. This report provides administrators with a centralized view to proactively engage with these customers, encourage subscription enrollment, and streamline future permit renewals.

Setup & Configuration

Accessing and running the Subscription Verification Report requires specific administrator permissions.

1. Hover over **System Configuration**, then **Admin Management**, and click **Manage Roles**.
2. On the **Manage Administrator Roles** page, find the desired role (e.g., "Permit Manager," "Billing Admin") you want to update.
3. Click the **Permissions** button next to that role and click **Parking** tab (represented by an the car icon).
4. Enable the **Access Subscription Report** checkbox.
5. Click **Save Permissions**.

Using this Feature

1. Hover over **Permits**, then **Rollovers**, and click **Subscription Verification Report**.

As soon as you click, the report will load automatically, displaying a list of customers who have stored credit card information but do not have an active permit rollover subscription.

Available Actions

- **Explore Customer Details:** The **Username** displayed in the report is a clickable button. Clicking on it will take you directly to that customer's profile page, allowing you to quickly view their details, contact information, and take any necessary action (e.g., to enroll them

in the rollover subscription).

- **Export Your Data:** The report has built-in functionality to export the information for offline use or further analysis. Look for the export options on the report page to:
 - Save as **CSV** format.
 - Save as **Excel** format.
 - **Copy** the report data to your clipboard.
 - **Print** the report.
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Best Practices & Considerations

- **Proactive Engagement:** Use this report to identify customers who are ideal candidates for automated permit rollovers. Proactively contacting them can improve renewal rates and customer satisfaction.
 - **Targeted Communication:** Utilize the contact information gained from the customer profile link to send targeted communications about the benefits of automated rollovers.
 - **Data Accuracy:** Regularly run this report to keep your data current and ensure you're addressing all relevant customers.
 - **Workflow Integration:** Integrate this report into your permit renewal workflow. For instance, you might run it a month before permit expiration to identify users for outreach.
 - **Compliance:** Ensure any outreach or data usage complies with your organization's privacy policies and relevant regulations.
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