Admin Portal Cash, Cheque or Debit Payment

> The Admin Portal Manual Permit Payments feature allows administrators to process in-person, offline transactions—such as cash, cheque, money order, or debit card—when assigning a parking permit to a user. Its primary purpose is to facilitate front-desk permit sales while ensuring these off-gateway payments are securely and accurately logged within the system's financial records. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

There is no specific system configuration required to use this feature, provided your manual payment types and permit inventory are already established. Processing a manual payment is a standard administrative action available to users with the appropriate user management and payment processing permissions enabled on their account profile.

If you need to add or edit the manual payment methods available at your front desk, instructions can be found on the *Managing Payment Types* page.

Using this Feature

Administrators can navigate the assignment and checkout process for a manual permit purchase in just a few steps.

1. Navigate to the specific user's dashboard on the admin portal.

2. Click the **Parking** tab and click the **Standard Permit** button to access the permit purchase screen.
3. Choose either the next permit available or select a specific permit to assign to the user on the Confirm Parking Permit Registration page.
4. Click the **Purchase this Permit** button to proceed.
5. Select the desired manual payment type (e.g., Cash, Cheque, Money Order, or Debit Card) from the available options.
6. Click the **Submit Payment Information** button on the Payment Due screen.
7. Review the options presented on the Transaction Details screen:
    - **Process Manually:** This option will complete the transaction. You should select this option at the exact moment you physically collect the cash, cheque, money order, or process the external debit card.
    - **Cancel and Keep:** This option will terminate the transaction but keep the permit in an awaiting payment status on the user's profile.
    - **Cancel & Release:** This option will terminate the transaction and immediately release the permit back into the pool of available inventory.
8. Click the **Process Manually** button to complete the transaction.

Visual Cues and Status Indicators

- **Receipt Generation:** Once the manual payment is successfully processed, the screen will refresh to display a final confirmation screen and transaction record, confirming the purchase is complete and the permit is active.

Best Practices and Considerations

> **Managing Incomplete Transactions:** If a user realizes they forgot their wallet or chequebook during an in-person transaction, use the **Cancel and Keep** button. This safely holds the specific permit under their profile for future payment without forcing you to restart the entire assignment process when they return.

- **Physical Collection: Always collect the physical funds or process the debit terminal transaction before clicking Process Manually.** Clicking this button tells the OPSCOM system that the money has been successfully secured.
- **Releasing Inventory:** If a user changes their mind at the final checkout step and no longer wants the permit, ensure you click the **Cancel & Release** button so that the permit immediately becomes available for other users to purchase.

Revision #4
Created 15 May 2024 07:40:34
Updated 12 August 2026 12:27:33