

## Altering the Price of Unpaid Standard Permits

This article describes the process for editing the cost of an unpaid standard permit for a specific user. This feature allows administrators with the proper permissions to make one-time price adjustments for a single transaction without affecting the permit's default price for other users.

### Setup & Configuration

For an administrator to use this feature, their user role must have the **Edit Unpaid Permit Cost** permission enabled.

- Go to **System Configuration**, then **Admin Management**, and click **Manage Roles**.
- Select the administrator role you wish to modify.
- Go to the permissions list for that role.
- Locate and enable the **Edit Unpaid Permit Cost** checkbox.
- Save the changes to the role.

### Using this Feature

Once the permission is enabled, the price of an unpaid permit can be changed from two different locations in the Admin Portal.

#### Editing During Permit Reservation

- While booking a permit for a user, click the **edit cost** button that appears next to the permit price.

- In the fields that appear, enter the new price and a comment explaining the reason for the change.
- Proceed with booking the permit as normal. The adjusted price will be reflected in the user's cart.

### Editing from the Permit Information Page

- For a permit that is already in a user's cart but remains unpaid, navigate to the cart and click the permit name link to open the **Permit Info Page**.
- Click the **edit cost** button.
- Enter the new price and a comment.
- Click the **Update Permit** button to save the change.

**Viewing Price Change History** All changes made to a permit's price are logged for auditing purposes. You can view these changes in the user's profile under the **Recent History** and **Standard Permit History** sections. Any comments entered during the price change will also be visible in the notes on the **Permit Info Page**.

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### Best Practices & Considerations

- **This feature only affects unpaid permits.** Once a payment has been processed, the price cannot be changed using this tool. Any adjustments for paid permits must be handled through a separate *financial adjustment*.
- **Always enter a clear and specific comment** when changing a permit price. This provides an essential audit trail for other administrators and for resolving any future billing questions.

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