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. Its primary purpose is to allow administrators to make one-time price adjustments for a single transaction without affecting the permit's default price for other users. This guide is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

For an administrator to use this feature, their user role must have the specific price editing permission enabled.

Admin Side:

1. Hover over **System Configuration** and click **Admin Management** then **Manage Roles**.
2. Select the administrator role you wish to modify.
3. Locate the permissions list for that specific role.
4. Enable the **Edit Unpaid Permit Cost** checkbox.
5. Save the changes to the role.

User Side: End-users do not have access to alter permit pricing. They will simply see the final, adjusted price reflected in their cart once an administrator completes the process.

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

1. Click the **edit cost** button that appears next to the permit price while booking a permit for a user.
2. Enter the new price and a clear comment explaining the reason for the change in the fields that appear.
3. Proceed with booking the permit as normal to see the adjusted price reflected in the user's cart.

Editing from the Permit Information Page

1. Navigate to the cart and click the permit name link to open the **Permit Info Page** for a permit that is already in a user's cart but remains unpaid.
2. Click the **edit cost** button.
3. Enter the new price and an explanatory comment.
4. Click the **Update Permit** button to save the change.

> 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 directly visible in the notes on the **Permit Info Page**.

Best Practices and Considerations

- **This feature only affects unpaid permits.** Once a payment has been processed, the price cannot be changed using this tool. Any required 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 is critical for quickly resolving any future billing questions or disputes.

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