Awaiting Payment (Lockers)

> The Lockers Awaiting Payment report is an administrative tool used to manage and communicate with users who have pending locker payments. Its primary purpose is to provide administrators with a centralized view of unpaid locker reservations and offer quick actions for sending payment reminders. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

This report is a standard feature within the locker management module and does not require any specific configuration.

Admin Side: Administrators do not need to configure any settings. The report automatically pulls from existing unpaid locker reservation data.

User Side: End-users do not have access to this administrative report, but they will receive the email notifications dispatched from it to their registered email addresses.

Using this Feature

Administrators can use the following instructions to generate the report, filter results, and communicate with users who have pending payments.

Generating the Report

1. Hover over **Locker Management** and click **Awaiting Payment**.

2. Use the drop-down menus on the Lockers Awaiting Payment page to filter by **Locker Area** and select a **Sort Type** (e.g., by building area, by user).
3. Click the **Search** button to generate the list.

Available Actions and Buttons

The report provides several actions for managing the listed users and their respective lockers:

- **Email Listed Users:** Click this button to send a single, mass email to all users currently displayed in the search results.
- **Envelope Icon:** Click the envelope icon located in a user's row to compose and send an email to that individual user only.
- **Username:** Click the user's name to navigate directly to their main user profile page.
- **Locker Number:** Click the locker number to open a pop-up window displaying the locker's details. From here, you can update fields like **Condition** and add internal **Comments**. Click the **Update Locker** button to save any changes.
- **Building Area:** Click the link in the **Building Area** column to view or edit details about that specific location. Click the **Update this Area** button to save any structural changes.

Best Practices and Considerations

- **Proactively manage reservations: Use the Email Listed Users button to send out periodic payment reminders.** This proactive communication helps significantly reduce the number of abandoned

reservations and ensures timely revenue collection.

> Establish a regular cadence (such as weekly or bi-weekly) for reviewing this report and dispatching reminders. If a user fails to pay after multiple reminders, you can confidently clear their reservation to make the locker available for other users.

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