

Awaiting Payment (Lockers)

This article describes the **Lockers Awaiting Payment report**, a 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 tools for sending payment reminders. This guide is intended for OPSCOM administrators.

Using this Feature

The report allows administrators to filter for users with unpaid locker reservations and provides several tools for communication and management.

Generating the Report

1. Go to **Locker Management** and click **Awaiting Payment**.
2. On the **Lockers Awaiting Payment** page, use the drop-down menus 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 lockers:

- **Email Listed Users:** Click this button to send a single, bulk email to all users displayed in the search results.

- **Envelope Icon:** Click the envelope icon in a user's row to send an email to that individual user only.
 - **Username:** Click a user's name to navigate directly to their user profile page.
 - **Locker Number:** Click the locker number to open a pop-up window with the locker's details. You can update fields like **Condition** and add **Comments**. Click **Update Locker** to save changes.
 - **Building Area:** If applicable, click the link in the **Building Area** column to view or edit details about that location. Click **Update this Area** to save any changes.
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Best Practices & Considerations

- **Use the Email Listed Users button to send out periodic payment reminders.** This can help reduce the number of abandoned reservations and ensure timely payment.
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