

Awaiting Payment - Permits

This article describes the Permits Awaiting Payment report, a tool used to manage and communicate with users who have pending permit payments. Its primary purpose is to provide administrators with a centralized view of unpaid permit reservations and offer tools for sending payment reminders and processing payments. This guide is intended for OPSCOM administrators.

Using this Feature

The report allows administrators to filter for users with outstanding permit payments and provides several tools for communication and management. This report is a standard feature of the permit management module and does not require any specific configuration. It automatically displays data based on user permit reservations and their payment status.

Generating the Report

1. Hover over **Permit Management** and click **Awaiting Payment**.
2. The **Permits Awaiting Payment** screen will load, displaying all users with pending payments.
3. Optionally, select a specific lot from the drop-down menu at the top of the page to filter the list.

Available Actions and Buttons

- **Email Listed:** Click this button to send a single, bulk email to all users displayed in the list. A pop-up will allow you to compose a message and add attachments.
 - **Export and Print:** Use the **Excel**, **CSV**, **PDF**, **Copy**, and **Print** buttons to export or print the current report data.
 - **Envelope Icon:** Click this icon in a user's row to send an email to that individual user.
 - **Profile Icon:** Click this icon to navigate directly to the user's profile page.
 - **Permit Number:** Click the link in this column to view or edit the permit's details and process any associated payments.
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Best Practices & Considerations

- **Use the Email Listed button to send bulk payment reminders** to all users on the report. This is an efficient way to prompt users to complete their purchases.
 - This report specifically targets users who have a 'promise to pay' on file (such as a pending cheque or payroll deduction) but whose payment has not yet been processed. It is a key tool for managing non-credit card transactions.
 - You are encouraged to run this report **weekly** and send an **email reminder** for users to remit payment.
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