Awaiting Payment - Permits

> The Awaiting Payment Permits report is an administrative 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 efficient tools for sending payment reminders and processing payments. This article is intended for OPS-COM administrators.

Setup and Configuration

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

Admin Side: Administrators do not need to configure any settings. The report automatically aggregates and displays data based on user permit reservations and their current payment status.

User Side: End-users do not have access to this administrative report, but they will receive the email notifications and payment reminders 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 outstanding permit payments.

Generating the Report

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

Available Actions and Buttons

The report provides several actions for managing the listed users and their pending payments:

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

Best Practices and Considerations

- **Target specific transaction types: Remember that 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 critical tool for

managing non-credit card transactions.

- **Send bulk reminders: Use the Email Listed button to send bulk payment reminders to all users on the report.** This is a highly efficient way to prompt users to complete their purchases and finalize their reservations.
- **Establish a routine: Run this report weekly and send an email reminder for users to remit payment.**

> Establish a regular cadence (such as weekly or bi-weekly) for reviewing this report and dispatching reminders. Consistent communication helps reduce the number of abandoned reservations and ensures timely revenue collection.

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