

Managed Waitlist

The OPSCOM Managed Waitlist system automates the process of assigning available permits to waitlisted users. When a permit becomes available, the system reserves it, notifies designated administrators, and allows them to assign it to a user, who then has a specific timeframe to complete the purchase before the permit is released back to the waitlist.

Setup & Configuration

1. Hover over **System Configuration** and click **System Settings**.
2. Click the **Permits** tab.
3. Find and enable the **Enable Managed Waitlist** checkbox.
4. Enter admin emails into the **Waitlist Email Managers** field. Multiple email addresses can be separated by commas. These email addresses will be notified when a permit becomes available for waitlisted users.
5. Enter the amount of time that is being given to users to purchase permits in the **Waitlist Reservation Duration** box. This value is measured in days.

Enabling the Managed Waitlist setting makes the core waitlist system active, but you must still enable waitlists on individual lots for them to be used.

Enabling Waitlists on Individual Lots

- **Enabling Waitlists for Lots:** Instructions for enabling waitlists for specific lots can be found on the [Pricing & Lot Admin](#) page, under the **Standard Permits** section. Waitlists can be set up for individual lots or configured as grouped waitlists that cover multiple locations.
- **"Only Allow Waitlist after lot is Full" Setting:** This setting determines whether users will see the option to join a waitlist even before all permits for a designated lot are sold out, or only once the lot reaches full capacity.

User Side Setup and Experience

You can configure the option to allow users to see their rank on the waitlist or not. To do this, follow the steps below:

1. Hover over **System Configuration** and click **System Settings**.
2. On the **Permits** tab, find and enable the **Show Waitlist Rank** checkbox.
3. Refer to [this page to see the User Experience](#).

The Managed Waitlist emails sent to users now include both the purchase deadline **date and time** to prevent users from losing their spot.

Waitlist Email Templates

There is a standard email template you can configure for communicating with your users. To learn more about working with email templates, [refer to this wiki article](#).

Working with the Managed Waitlist

Assigning a User a Permit from the Waitlist

When a permit becomes available in a lot with a waitlist the admin will be notified via the email address that was setup for **Waitlist Email Managers**. The permit will be reserved for assignment to users on the waitlist.

To assign the permit to a specific person on the waitlist, follow the instructions below.

1. Go to **Parking Management**, then **Waitlists**, and click **Waitlist**.
2. On the **Waitlist** screen, select **Assign** to associate the selected user to the permit you wish them to have.

Releasing or Extending an Assigned Permit

If the amount of time you set in the **Waitlist Reservation Duration** passes and the user hasn't purchased a permit, the admin will be sent an email. The admin has the option to **Release** the permit, so that it can be assigned again or to **Extend** the users time to pay for the permit. To do this:

1. Return to the **Waitlist** page, and select the Permit icon beside the username.
2. From the **Parking Permit Information** page, select **Release Permit** or click **Extend** to add 10 more days.

Additional Waitlist Management Actions

- The **Remove Selected From Waitlist** button allows administrators to remove individual or multiple records from the waitlist.
- The **Email All Listed Users** button allows administrators to send a single email message to all users currently displayed in the table.

- The **Email Selected Users** button allows administrators to send an email only to those users they have individually selected.
 - The **Export to Excel** button exports the entire waitlist table as an Excel spreadsheet for further analysis or external use.
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Best Practices & Considerations

- **Clear Communication:** Customize the **Waitlist Selected** email template to clearly inform users about the permit offer, the purchase deadline, and next steps.
 - **Defined Process:** Establish internal procedures for managing permit offers, extensions, and removals from the waitlist to ensure consistency and fairness.
 - **Monitor Email Managers:** Ensure the email addresses in **Waitlist Email Managers** are actively monitored by the appropriate staff to facilitate prompt assignment and follow-up.
 - **Waitlist Reservation Duration:** Set a realistic and fair reservation duration, balancing user convenience with the need to quickly reassign permits if offers are not taken up.
 - **Leverage Reporting:** Use the **Waitlist Report** and export features to analyze demand, identify trends, and refine your permit allocation strategies.
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