

## Preventing Permit Rollover after Cancellation

Purchase a permit as an Administrator for any user. Locate the permit on the **Profile** page and click the permit button to reveal the **Parking Permit Information** window.

The screenshot shows the user profile page for John Doe (johndoe). The navigation bar includes Profile, Lockers, Vehicles, Parking, Payments, History, and Incident History. The profile information is displayed in a table format. The 'Active Permits' section is highlighted, showing a table with columns for Ticket, Issued, Lot Name, and Amount. A tooltip 'View Parking Permit info' is visible over the 'CSL-03' permit button.

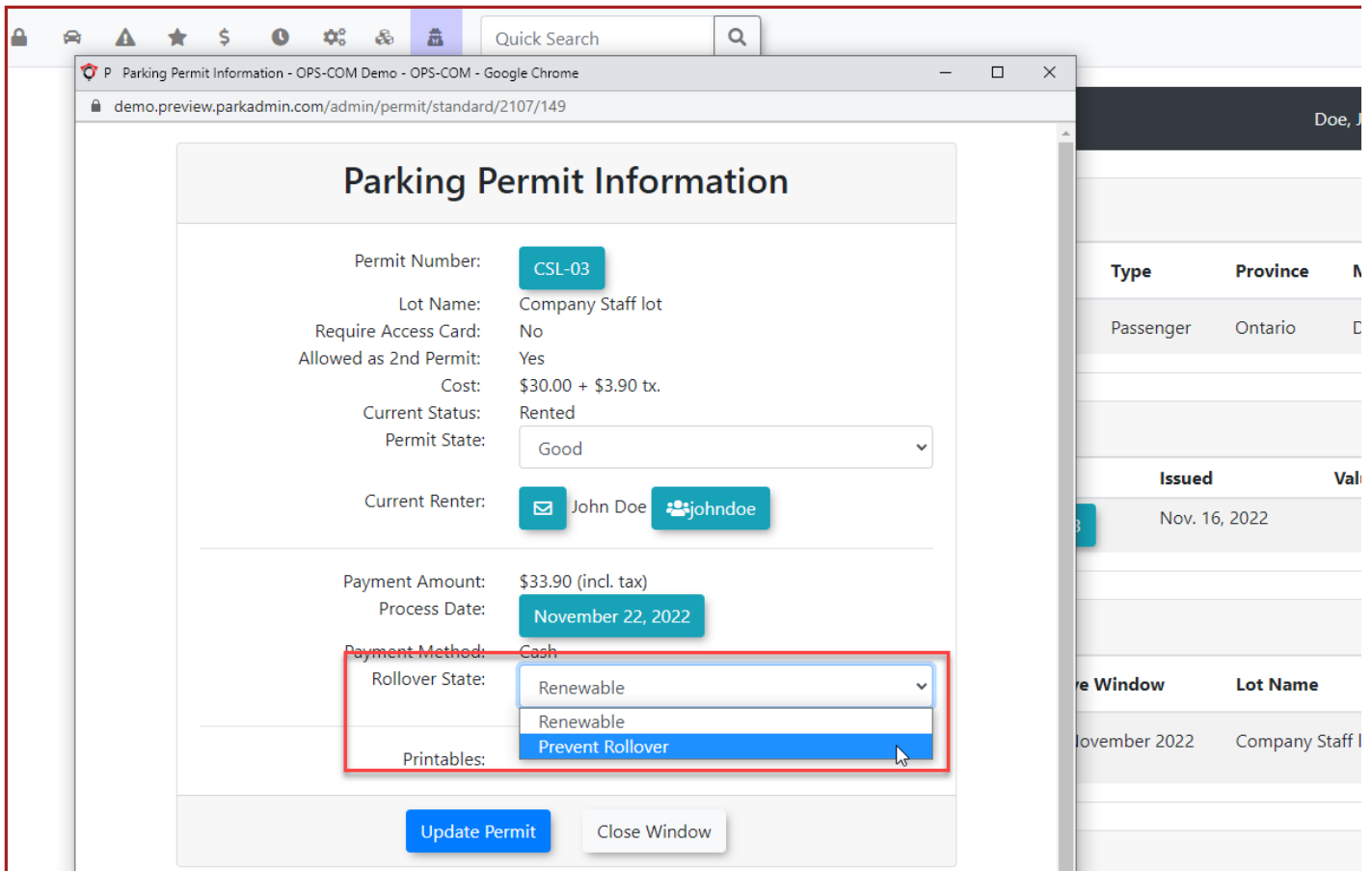
Enabled	Value
Yes	
User Directory	OPSCOM
Unique ID	ead1845e-d28e-43bc-a75f-b8c25a97b41d
User Type	Company Staff
Username	johndoe
Name	Mr. John Bob Doe
Email Address	john.doe@tomahawk.ca
Preferred Language	English
Auto Login Address	Login as user ?

Status	Plate	Type	Province	Make	Year
Active	ABC316	Passenger	Ontario	Dodge	2000

Ticket	Issued	Value	Notes
TT-19013	Nov. 16, 2022	\$75.00	

View Parking Permit info	Active Window	Lot Name	Amount
CSL-03	M : November 2022	Company Staff lot	\$33.90


Change the **Rollover State** to **Prevent Rollover**. Enter a comment to explain why you are changing the state. This is mandatory.



Click Update Permit.

A message will display to let you know you have changed the flag.

P Parking Permit Information - OPS-COM Demo - OPS-COM - Google Chrome  
demo.preview.parkadmin.com/admin/permit/standard/2107/149

 This permit has been flagged to not renew. It will not be rolled over when you run your rollovers.

### Parking Permit Information


Permit Number: CSL-03  
Lot Name: Company Staff lot  
Require Access Card: No  
Allowed as 2nd Permit: Yes  
Cost: \$30.00 + \$3.90 tx.  
Current Status: Rented  
Permit State: Good  
Current Renter: John Doe johndoe  
Payment Amount: \$33.90 (incl. tax)  
Process Date: November 22, 2022  
Payment Method: Cash  
Rollover State: Prevent Rollover


You should also add notes to indicate why the flag was changed.


Lot Name: Company Staff lot  
Require Access Card: No  
Allowed as 2nd Permit: Yes  
Cost: \$30.00 + \$3.90 tx.  
Current Status: Rented  
Permit State: Good  
Current Renter: John Doe johndoe  
Payment Amount: \$33.90 (incl. tax)  
Process Date: November 22, 2022  
Payment Method: Cash  
Rollover State: Prevent Rollover

Printables:

[Update Permit](#) [Close Window](#)

Permit Notes 

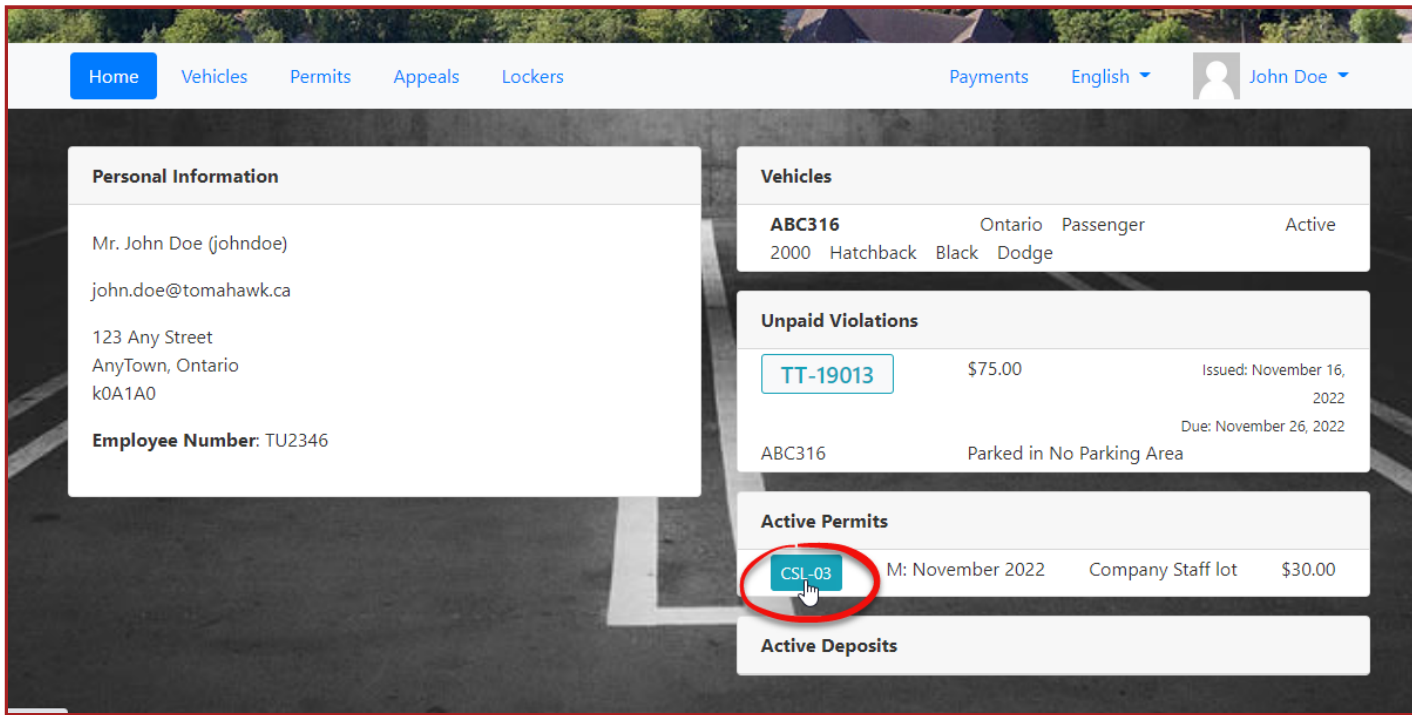
John @ Tomahawk  Action Prevent Rollover: User cancelled in email 11/16/2023 10:31 am

John @ Tomahawk  10:29 am

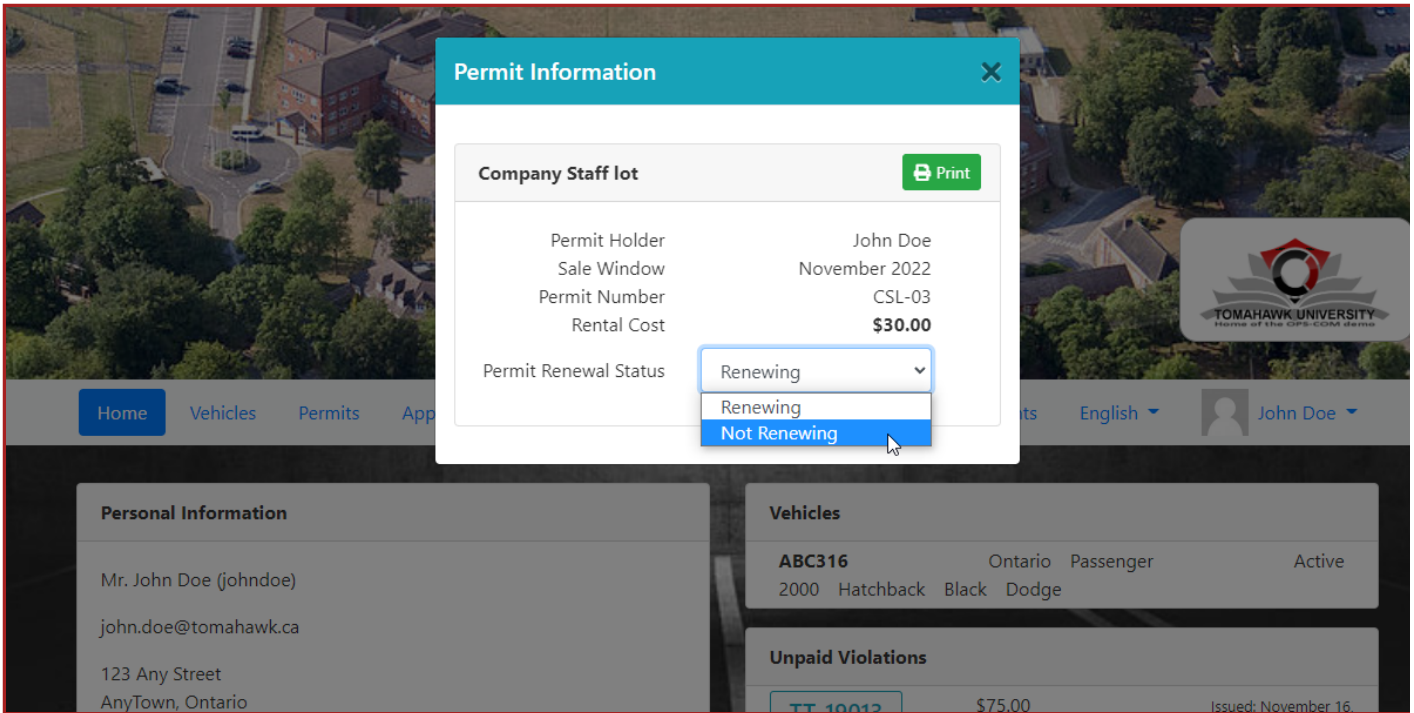
[Add Note](#)

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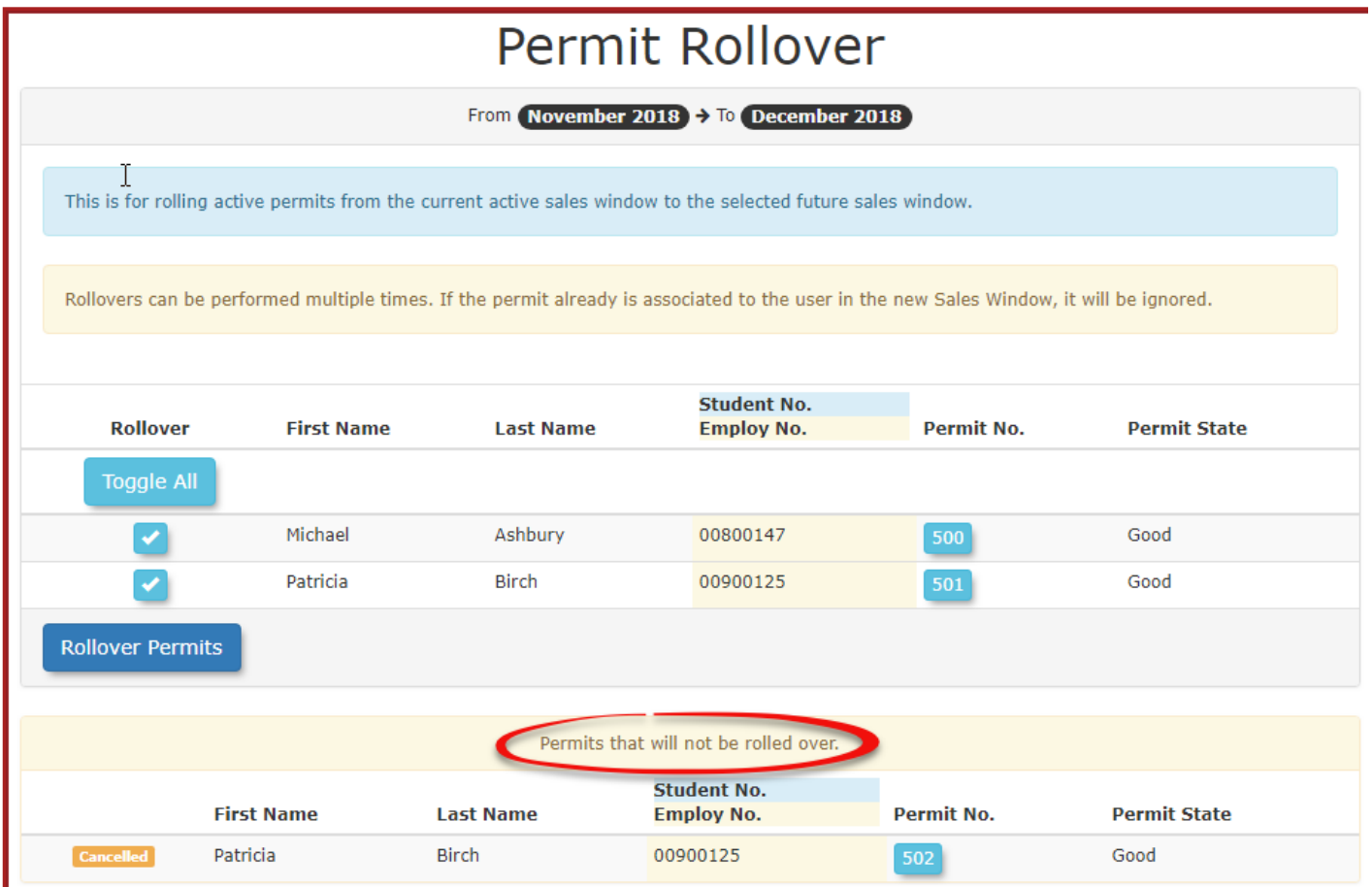
The process is almost the same for the user portal. An end user can set their permit to not renewing. Simply find the permit on the User Dashboard and click on the permit button.



Select **Not Renewing** from the dropdown list in Permit Information.



When you process the rollovers, this permit will not show up in the list. Instead, it will show up in a separate list called **"Permits that will not be rolled over."**



Revision #2

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