

QR Code User Experience

The **QR Code User Experience** allows parkers to quickly purchase a permit for a specific lot by scanning a physical QR code. This feature provides a streamlined checkout process for **OPS-COM administrators** to offer both guest parkers and registered users, facilitating rapid payments via mobile devices.

Using this Feature

The workflow varies slightly depending on whether the parker is a guest or a logged-in user.

Guest Checkout

- Tap the QR code link or scan the physical code using a mobile device camera.
- Tap the **Accept** button when prompted by the **Guest Disclaimer**.
- Enter the vehicle information in the **Vehicle Plate** field.
- Tap the **Duration** drop-down menu and select the length of stay.
- Tap the **Payment Method** drop-down menu and choose the supported provider.
- Tap **Make Payment** after entering credit card details on the secure payment page.

Registered User Checkout (Accelerated)

- Tap the QR code link or scan the code while logged into the **User Portal**. (could be in a closed tab, as long as your session is still active.)
- Review the pre-populated vehicle and payment information retrieved from your stored account details.
- Tap the **Duration** drop-down menu to choose your stay length.
- Tap the **Make Payment** button to complete the transaction instantly using stored tokens from the payment processor.

Logged-in users experience a significantly faster checkout as the system automatically pulls stored **Vehicle Plates** and **Payment Profiles**, removing the need for manual data entry.

Key Information Displayed

- **Lot Selection:** Since the QR code is lot-specific, the lot is pre-selected and displayed at the top of the page.
- **Transaction Record:** An on-screen confirmation appears immediately following a successful payment.
- **User Receipt:** A receipt is automatically generated and sent to the user's registered email address (or the one they are required to enter on checkout, as a guest user).

Best Practices and Considerations

- **Encourage user registration** to allow parkers to take advantage of the accelerated checkout, which reduces friction and improves compliance.
- **Verify physical signage** regularly to ensure QR codes are legible and linked to the correct, active lot in the system.

- **Business Rules:** Organizations should establish a policy for managing guest refunds, as these transactions are not tied to a permanent user profile in the same way as registered accounts.
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