QR Code User Experience

> The QR Code User Experience allows parkers to quickly purchase a temporary permit for a specific lot by scanning a physical QR code. Its primary purpose is to provide a streamlined checkout process for both guest parkers and registered users, facilitating rapid parking payments via mobile devices. This article is intended for OperationsCommander (OPSCOM) administrators to understand the mobile end-user workflow.

Setup and Configuration

This feature primarily relies on the physical placement of generated QR codes and the user's mobile device.

Admin Side: Administrators must generate the lot-specific QR codes from the lot administration tools and post them visibly in the physical parking locations. No other specific system configuration is required for the checkout flow itself.

User Side: End-users simply need a mobile device with a camera capable of scanning QR codes. They can choose to check out as a guest or log into their user portal for an accelerated payment process.

Using this Feature

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

Guest Checkout

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

Registered User Checkout (Accelerated)

1. Tap the QR code link or scan the code while actively logged into the **User Portal** (this can be in a closed browser tab, as long as the session is still active).
2. Review the pre-populated vehicle and payment information retrieved from your stored account details.
3. Tap the **Duration** drop-down menu to choose your stay length.
4. 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, entirely removing the need for manual data entry in the field.

Key Information Displayed

Whether checking out as a guest or a registered user, the following key information is displayed:

- **Lot Selection:** Since the QR code is lot-specific, the lot is automatically 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 email address they were required to enter during checkout as a guest user).

Best Practices and Considerations

- **Encourage user registration: Encourage user registration to allow parkers to take advantage of the accelerated checkout.** This reduces friction during the parking process and improves overall compliance.
- **Verify physical signage: Verify physical signage regularly to ensure QR codes are legible and linked to the correct, active lot in the system.** Weather, fading, and vandalism can negatively impact scanability.
- **Establish guest refund policies: Organizations should establish a clear policy for managing guest refunds.** Because these transactions are not tied to a permanent user profile in the same way as registered accounts, they may require different administrative handling.

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