Refundable Parking Deposits

> The Refundable Parking Deposits feature allows administrators to associate mandatory deposit fees—such as those for access cards or physical hang tags—with specific parking lots. Its primary purpose is to ensure that required deposits are automatically included in the total cost during the permit purchasing process and to track assigned inventory numbers. This article is intended for OPS-COM administrators.

Setup and Configuration

Before a deposit can be charged during a permit sale, administrators must apply the pre-configured deposit types to the appropriate parking lots.

Admin Side:

1. Hover over **Parking Management**, hover over **Lot Administration**, and click **Pricing and Lot Admin**.
2. Click the specific lot name you wish to apply the deposit to.
3. Click the **Standard Permits** tab to view the available deposit types.
4. Click the deposit you wish to apply from the **Deposits** list. Hold the **Ctrl** or **Shift** key to select multiple deposit types simultaneously.
5. Save your lot configuration changes.

> Once a deposit type is successfully associated with a lot, it will automatically be included in the purchase of a permit in that lot for

> administrative transactions only.

User Side: End-users do not interact with the setup or configuration of refundable deposits.

Using this Feature

Administrators can use the following instructions to process a permit sale that includes a mandatory deposit and accurately record the assigned physical inventory.

Processing a Permit with a Deposit

1. Navigate to a user's profile and click the **Parking** tab.
2. Click the **Standard Parking Permit** link to begin the permit purchasing process.
3. Select the lot you wish to register the client to (ensure it is a lot configured with a deposit).
4. Click the **Register Permit** button.
5. Review the **Confirm Parking Permit Registration** window. Verify that the required deposits are included and listed correctly in the **Total Owing** costs.
6. Click the **Purchase this Permit** button to begin the payment process.

Editing Assignable Text (Access Cards and Hang Tags)

During the payment process, administrators can record specific identifiers for the physical items being handed out (such as an access card number or a hang tag number).

1. Click the specific **Deposit Item** name (e.g., Access Card Deposit) on the payments screen.
2. Enter the physical item's number in the **Assigned Text** field within the **Deposit Information** pop-up window.
3. Click the **Update Deposit** button.
4. Verify that the assigned number now appears on the **Payments** screen under the **Deposits** section.
5. Proceed with completing the purchase and processing the payment in the usual manner.

Best Practices and Considerations

- **Understand administrative limitations: Remember that deposit types associated with a lot are only included in the purchase of a permit when processed by an administrator.** They are not automatically applied to self-service purchases made by end-users on the public portal.
- **Utilize assignable text: Always use the assignable text feature to record access card or hang tag numbers at the time of sale.** This practice maintains accurate inventory records and is essential for properly processing the eventual refund when the physical item is returned.

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