Setting Permit State for a Lost or Stolen Permit

> This article describes the process for managing a lost or stolen permit. Its primary purpose is to guide administrators through switching a user to a replacement permit and changing the original permit's status to remove it from active circulation. This guide is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

This process utilizes standard administrative search and permit management tools, requiring no specific system configuration to function.

Admin Side: Administrators do not need to configure any special settings to use this feature. The standard permit states are built into the system by default.

User Side: End-users cannot mark their own permits as lost or stolen; they must report the issue directly to an administrator to securely process the replacement and update the permit state.

> Setting a permit's state to **Lost** or **Stolen** immediately removes it from active circulation. It will no longer be available for purchase or assignment from the Admin Portal, purchase from the User Portal, or selection within the permit switching tool.

Using this Feature

This process is divided into two distinct parts: first, switching the user to a new permit, and second, deactivating the old one.

> You must switch the user to a new permit before setting the old permit's state to **Lost** or **Stolen**. Failing to do so will prematurely remove the old permit from circulation, making it completely unavailable for the switch process.

Switching the User to a New Permit

1. Use the **Quick Search** bar to find the permit number that has been reported lost (e.g., PW21).
2. Click the **Switch** button from the search results.
3. Click the drop-down menu on the right side of the permit switch screen to select a new, available replacement permit for the user (e.g., PW19). The user's current permit will correctly appear on the left.
4. Click the **Switch Permits** button to complete the change. A pop-up notice will confirm the switch is complete.

Setting the Old Permit State to Lost or Stolen

1. Use the **Quick Search** bar again to find the original permit number (e.g., PW21).
2. Click the permit number link from the search results to open the permit details page.
3. Click the **Permit States** drop-down menu and select **Lost** or **Stolen**.
4. Wait for the system to confirm the update. The old permit is now officially out of circulation and will no longer appear in available permit lists.

Best Practices and Considerations

- **Temporarily hide high-demand inventory: During busy sales periods, consider temporarily hiding the new permit you plan to switch the user into.** This safely prevents another user from accidentally purchasing it from the public portal during the brief moment the switch is being manually processed by the administrator.
- **Reverse states if found: The Lost or Stolen state is entirely reversible.** If a missing permit is eventually found and returned, you can easily navigate back to its details page and change its state back to an active, usable status.

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