

OperationsCommander - <https://opscom.wiki>

Understanding & Controlling Active Vehicles

Question

What is an active vehicle and how does it relate to the permits a user buys?

In our scenario, we require our end users to buy a permit for every active vehicle on their account. So if you have two active vehicles you must have two permits. What happens on rollovers though? If they only have one permit roll over but they still have two active vehicles? Does the system deactivate one vehicle?

Answer

Think of an Active Vehicle as any license plate you've told our system is ready to use a parking permit.

- It's a "Ready" Status: This status just means the vehicle is registered and eligible. It doesn't mean it's currently assigned to a valid permit.
- The Limit: The [maximum number of vehicles you can have "Active" is set by your User Type](#).

The answer in your scenario is No, the system does not automatically deactivate the extra vehicle.

- The system treats your vehicle's status as "STICKY". It assumes you might want to use that same vehicle again.

- So, if you had two Active Vehicles and only bought one permit for the new year, the system leaves you with two Active Vehicles and one Active Permit.
- This creates that mismatch you asked about! Your staff must use the **Active Vehicle Report**. This report finds every customer who has more active vehicles than permits. You can use it to deactivate the extra vehicle and make sure your vehicle count matches your permit count.

Remember...

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- **Too Many Cars, Too Few Permits?** If you have 2 active vehicles but only 1 permit, you may need to need to reach out to your users to get them to clean it up.
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Revision #4

Created 21 November 2025 14:59:56

Updated 17 March 2026 08:50:45