

Permit Management

Parkwise's **Permit Management** application is designed to automate and simplify the processing of municipal parking permit issuance and processing. It facilitates business processes with a complete web enabled solution including providing customers online self-service capability. The end result is a solution that will:

- Increase customer service by enabling them to apply and pay for parking permits on-line;
- Maintain controls over permit issuance, renewal and enforcement; and,
- Establish a foundation of data and processes to manage permit processes.

The Permit Management application is designed to be utilized as a central repository for Permit Management. It supports both back-office use through a central desk that issues and manages permits as well as the ability to support online permit applications and renewals.

Back-office Permit Processes

There are three core Permit Management processes: issue a permit, renew a permit and permit enforcement. These core processes are executed by a centralized service desk, where customers come to your location with their relevant details to get parking permits. Key elements supported by the processes include:

- Support for different type and category of permit;
- Confirmation of permit validity (identity of permit holder etc.);
- Accepting and tracking payments for permits; and,
- Physical issuance of permits.

In addition to these core operational processes Permit Management also includes the ability to administer and report from the application. Reporting is provided in 3 categories, data query, statistical and financial.

Self-Service Features

The Self-Service module of Permit Management allows customers to apply for permits through a secure online website. After completing an application and submitting relevant payment permit administration reviews the application and related information to confirm and send out permit details to customers. For subsequent permits, users can renew their permits based on dual authentication to simplify the process of applying to extend issued permits.

Financial Flow

The Permit Management application has the ability to collect payments online as well as recording of payments received in person. The application simply tracks all payments that are made through the permit issuance and renewal lifecycle. A complete audit trail exists for each permit. For funds remitted online, on a monthly basis a report is produced identifying all permit payments received online.