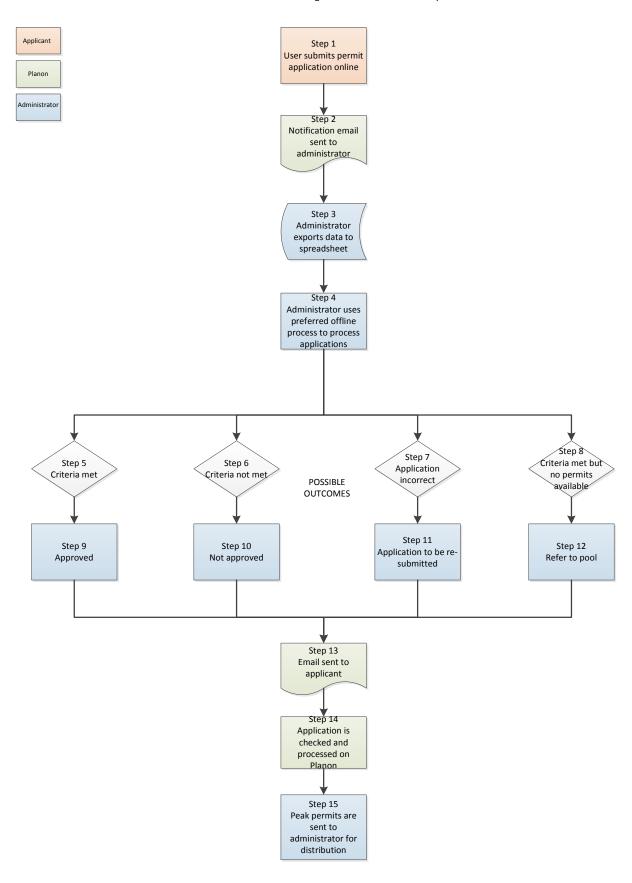# Process for managing peak parking permits by departmental parking administrators

Please refer to attached guidance notes for each step

Applicant

Planon

Administrator

Step 1
User submits permit application online

Step 2
Notification email sent to administrator

Step 3
Administrator exports data to spreadsheet

Step 4
Administrator uses preferred offline process to process applications

POSSIBLE OUTCOMES

Step 5
Criteria met

Step 6
Criteria not met

Step 7
Application incorrect

Step 8
Criteria met but no permits available

Step 9
Approved

Step 10
Not approved

Step 11
Application to be re-submitted

Step 12
Refer to pool

Step 13
Email sent to applicant

Step 14
Application is checked and processed on Planon

Step 15
Peak permits are sent to administrator for distribution

Notes to accompany peak permit process for departmental parking administrators

Step 1	Applicant logs on to permit web site using Planon username and password and submits application online. Note the Administrator will receive applications for peak permits only. Off-peak applications will be processed automatically and can be applied for at any time of year. Applications submitted by Blue Badge holders and Formal Car Sharers will be received and processed by the Estates Travel Officer
Step 2	Automated email is sent to administrator advising receipt of application
Step 3	Administrator logs on to administrators' area on permit website and runs report to view all applications. This report can be exported to Excel if required.
Step 4	Administrator uses preferred 'offline' process to decide who will be allocated a permit and allocate shares where appropriate (note that shares should be divided into half day units and the administrator should ensure the number of units are calculated correctly and the day/ times can be accommodated.
Step 5	Application meets the necessary criteria and a peak permit will be granted
Step 6	Application does not meet the criteria and the peak permit will not be granted
Step 7	Application is incorrect or requires amendments, eg the number of half day units for a shared permit needs to be amended.
Step 8	Application meets the necessary criteria for submitting to the pool for consideration by the Estates Travel Officer
Steps 9, 10, 11 and 12	Administrator logs on to administrators' area on permit website and selects appropriate option
Step 13	An automated email is sent out to the applicant. The content of the email is copied from Annex A of the Car Parking Guide for Administrators
Step 14	The approved application is checked for eligibility against department allocations and other criteria such as electric plug-in car model validation and online shop payment check where applicable.
Step 15	The printed permits are sent to the administrators for distribution. Payment is deducted from salary for University staff