



## Case Study: Southern Adventist University

Using Rydin PermitExpress™ to streamline citation and appeals management.

### Overview

Southern Adventist University is a four-year college located in Collegedale, TN. Southern Adventist University implemented Rydin PermitExpress™ in July 2012 in order to simplify their vehicle registration process and their citation management.

One of the top-tier schools in their category, Southern Adventist issues 5,865 parking permits each year. The university was specifically looking for a parking management system that would help them streamline their ticketing and citation appeals process. With only six members on their team, the goal was to find a system that was web-based and easy to use.



### The Challenges

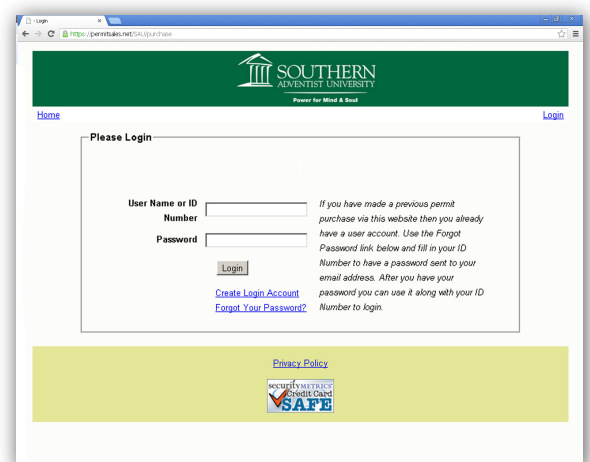
With approximately 100 citations issued per month, Southern Adventist needed a system that would reduce the amount of time staff members needed to manage the administrative side of their citation and appeals processes. They needed a system that would allow students to register vehicles online, as well as pay and appeal citations.

Southern also wanted to own their ticketing equipment instead of renting it for a monthly fee.

### The Solution

- End User Accounts:** Allows students to purchase their parking permits online and update their account information. The responsibility of data entry and data maintenance was moved from the Southern team to the student. From this portal, end users can also view citations and warnings that have been issued against their permit record.

*Rydin PermitExpress™ enables schools to bring citation payment and the appeals process online.*



In business for over 50 years, Rydin Decal offers practical solutions to meet your individual parking needs. We look forward to providing a solution to help you increase the safety, control, efficiency and revenue of your parking program.

### For more information:

p. 800.448.1991 | e. sales@rydin.com

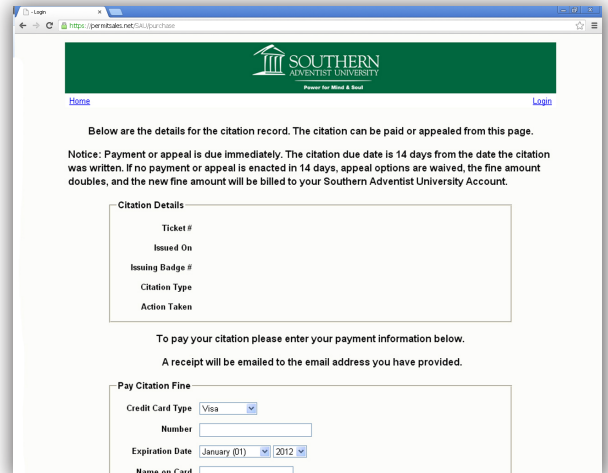
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- **Online Citation Payment:** Allows students to pay for citations online, 24/7. When a citation is issued, the permitted driver receives an email with a notice of the citation and a link to pay online. Students can pay for their citations with a credit card. Rydin processes the transaction for Southern Adventist and is responsible for PCI compliance.
- **Online Citation Appeals:** Allows students to appeal their citations online. The Southern team can easily manage each appeal from the user friendly interface.
- **Reporting Function:** It is important for administrative users to access the data they need. Twelve standard reports are available and custom reports can be built at no additional charge.
- **Ticketing Solutions:** There are no monthly equipment rental fees with Rydin PermitExpress™. Rydin offers all the equipment you need for successful ticketing.



## The Results

Implementing Rydin PermitExpress™ helped streamline Southern Adventist's citation and parking management processes. It was now quicker and faster to do appeals, reporting, and process administrative actions. In fact, the time to run administrative reports was cut by 75 percent.

**"We wanted to have a vehicle registration system where we could have input, ownership of equipment, and ease of use. All that was accomplished with Rydin PermitExpress™."**

— Don Hart, Access Manager at Southern Adventist University

**NEW:** Rydin PermitExpress™ Mobile allows your enforcement officers to quickly and easily issue citations directly from an Android device.

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