

INTERMITTENT SYSTEM DOWNTIME DURING UPGRADES

USC Transportation is changing our technology backbone system over the summer – the new system will be much more user-friendly, and include many customer benefits and functionality improvements. We're excited to be making these changes, and there will be updates posted online and announced via various channels as we roll out our new system.

Changes to the system will be occurring **between Friday June 5 and Friday June 12**. Some parts of the system may be temporarily unavailable during this time.

NEW PERMIT SALES

Summer permit sales are not affected by the system upgrades, and are available through our partner, Offstreet. Complete details, a video how-to tutorial, and links to the process are all available on our permits page: <https://transnet.usc.edu/index.php/how-to-purchase-a-permit-2/> **NOTE:** This process requires a minimum two-week permit purchase. New employee permits effective starting July 1 will not be available until June 25.

CUSTOMER ACCOUNT CHANGES

Customers will not be able to make vehicle record changes in the existing customer portal online during this system upgrade. To request vehicle deletions, update license plates, add a rental vehicle, etc., please send us a detailed email to auxtrans@usc.edu. **Please use the subject line "ACCOUNT CHANGES", and be sure to include your ten-digit USCID on all emails.**

Beginning Monday, June 15, you will be able to make many additional changes yourself online in our new system once the new customer portal becomes available.

CITATION PAYMENTS/APPEALS

Citation payments and appeals will not be available online or in our office while the system is being upgraded. All Citations currently outstanding, or in any stage of internal processing, will have their deadlines extended by one week in recognition of this downtime. *Example 1:* If your citation had an initial due date of June 8, that will be extended automatically to June 15. *Example 2:* If your citation fine was due to escalate on June 10, that will automatically be extended to June 17. **There is no action you need to take related to these extensions, they are automatically being applied while our system is being upgraded.**

Please address your citation in a timely manner in our new system once the new customer portal becomes available on our website starting Monday June 15. Please contact our Enforcement team directly if you have any questions at parkingcitations@usc.edu.