Westminster Online Suspensions (OLS)

User Guide
Login / Register

New users will need to register for an account. Click “Register” and select either a personal or company account.

You will then need to enter your details, including a telephone number and email address (which will act as your login).

The Westminster Suspension T&Cs must be accepted before confirming the account.

You will then receive an email to confirm your registration, (you may need to check your junk/spam folder).
Login / Register

Once you have successfully registered you can login to OLS using your email address & password. You will then be able to book, amend or cancel your own suspensions.

Suspensions booked via self serve will require a payment to be made by debit or credit card, at the time of booking. If you are unable to pay by card, please contact us by email at parkingsuspensions@westminster.gov.uk You may be granted temporary permission to pay later, in which case you will receive an invoice after you have confirmed your suspension(s).

London Joint Utility Group (LJUG) members:

Once you have registered, please email parkingsuspensions@westminster.gov.uk with evidence of your LJUG membership, so that we can apply the correct permissions to your account. This only needs to be completed once and then you will be able to book suspensions on OLS at the discounted rates.
Book a suspension

Select “Book a suspension”

Please note that emergency suspensions required at very short notice (less than 3 days) cannot be booked by self serve. Emergency applications should be sent to: parkingsuspensions@westminster.gov.uk Please include your OLS registered email address with your application.
Book a suspension

Enter the start and end dates of the suspension and click “Confirm dates”.

This will update the map data for the selected date range.

Book a parking suspension

Dates

When do you need the parking spaces suspended?

If your suspension starts within the next 11 days you may need to pay a short notice fee

Start date
For example 30 06 2021

Day   Month   Year
22     2       2019

End date

Day   Month   Year
22     2       2019

Confirm dates
Select a Location

There are several ways to search the map.

Search Street
Search Post Code
Pan and Zoom to location
Choose space(s)

When you search (or zoom to appropriate level) you will see the bay data on the map.

Click on the spaces(s) you require to book.

There will also be an explanation below the map of the spaces you have chosen (bay type, zone and number of bays selected).

If possible, try to avoid suspending special use bays and disabled bays, coloured orange and purple.
Exceptions and Times

Select any days to be excluded (Saturday / Sunday / Bank Holidays) and select the relevant times for the suspension.
Select a reason

A description of each reason is displayed once a reason is selected.

The VRM is an optional field.
Description

The description of the suspension is required at this point. A thumbnail of the location is visible to assist with this.

The house numbers shown on the map will not always be visible on street, so other checks, for example using Google Maps, may be useful to ensure the description will be clear to motorists.

You do not need to include the street name and space type as these are automatically populated. Only the location of the space(s) is required.

There is a preview of the text that will appear on the sign below the text box.
Description

Be specific when using property names and numbers as reference. For example, if the space to be suspended is outside a building, make sure that the text description specifies which part, e.g. “OUTSIDE ENTRANCE TO BUILDING A” not just “OUTSIDE BUILDING A”.

If all spaces within a bay are to be suspended, use “ALL SPACES”.

Other things to note:

Use “OUTSIDE”, not “O/S”

Use “OPPOSITE”, not “OPP”

Use “NUMBER” not, “NO.”

Use “5 – 6” or “5 TO 6”, not “5/6”
Add to basket

A reference number field is available if you want to provide an internal reference.

A contact number is mandatory at this point and is the number we will use should we need to contact you for any reason in relation to the suspension.
Your Basket

The basket gives an overview of all of the suspensions that have been created, but not yet confirmed.

You can edit or remove a suspension that is in your basket and also book more spaces.

When you are ready to complete the booking of the suspension(s) in your basket, click “Pay now” and this will take you to the MasterCard payment page.
Confirmation

Once the payment has been completed, the suspension(s) will be booked and a confirmation email sent to you. Your suspension(s) will then be reviewed by the Suspensions Team.

Parking suspension booking confirmed

Your suspension reference number is:
- 190212088: 1 space (Resident Bay)

We have sent you a confirmation email.

What happens next?
Your parking suspensions are booked and will be reviewed to make sure everything is in order.

If we need any further information regarding your suspension we will contact you via the correspondence details provided.

For further information and guidance including payments, please see our parking suspensions page (opens in a new window).

This is a new service - please give us feedback to help us improve it.

The council reserves the right to cancel or withdraw a suspension without notice as and when it is deemed necessary to do so, for example in connection with a major event, incident or emergency. Any payments made will be refunded as appropriate.
Amend & Cancel

You can find the suspension you wish to amend or cancel by clicking “Show” next to either “Search” or “Current and future suspensions”.

Using the current and future suspensions option means you would have to look through all currently active suspensions to find the one you are looking for.
Search

When using the search option, you can search using:

Suspension reference number
Your internal reference (if provided when booking)
Street name
Suspension dates
Search Results

Once the search results are returned you are able to perform a number of actions.

Amend the suspension
Cancel the suspension
View audit history

Current and future suspensions

MORETON TERRACE
Reference number: 190212088
Saturday 22 Feb 2020 to Saturday 22 Feb 2020 (1 day)
Suspended daily between 08:30 to 17:30
Tree works
Show more...
Total: £46.00
Amend Suspension

To amend a suspension, click the pencil icon.

You can edit the suspension by going through the same process as the original booking, making any amendments to the already populated fields.

An email will be sent to you to confirm the amendment.
Cancel a suspension

To cancel a suspension, click the red cross.

You will be given the option to confirm the cancellation.

An email confirming the cancelation will be sent to you.
Audit history

To view the history, click the clock icon.

The audit history will show each action that has been taken on the account including:

Booking
Amendments
Emails sent

Current and future suspensions

MORETON TERRACE

Reference number: 190212088
Saturday 22 Feb 2020 to Saturday 22 Feb 2020 (1 day)
Suspended daily between 08:30 to 17:30
Tree works

Show more...

Total: £46.00

History for suspension reference 190212088

<table>
<thead>
<tr>
<th>Date and time</th>
<th>Actions and changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 Feb 2019 16:01</td>
<td>Confirmation email sent</td>
</tr>
<tr>
<td>12 Feb 2019 16:01</td>
<td>Outstanding amount £46.00</td>
</tr>
<tr>
<td>12 Feb 2019 16:01</td>
<td>Payment method: internal recharge</td>
</tr>
<tr>
<td>12 Feb 2019 16:01</td>
<td>Suspension cost £46.00</td>
</tr>
<tr>
<td>12 Feb 2019 16:01</td>
<td>Suspension booked</td>
</tr>
</tbody>
</table>

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Contacts

If you have any queries or you would like assistance using OLS, please contact the Suspensions Team:

Email: parkingsuspensions@westminster.gov.uk

Tel: 0207 823 4567 (option 4) lines are open from 8am to 8pm, Monday to Sunday