

Westminster City Council

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City of Westminster

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).

The screenshot shows the Westminster City Council login/register interface. At the top, there is a dark blue header with the City of Westminster logo and name. Below this is a yellow banner with the text "Login into your account". The main content area is white and contains two input fields: "Email address" and "Password". Below the password field is a link for "Forgot your password?". At the bottom, there are two buttons: "Login" and "Register".



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).

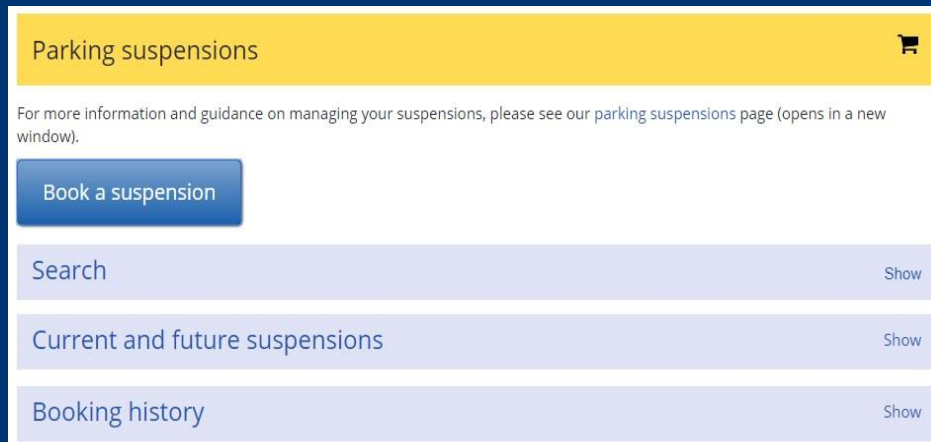
London Joint Utility Group (LJUG) members:

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			End date		
For example 30 06 2021					
Day	Month	Year	Day	Month	Year
<input type="text" value="22"/>	<input type="text" value="2"/>	<input type="text" value="2019"/>	<input type="text" value="22"/>	<input type="text" value="2"/>	<input type="text" value="2019"/>



Select a Location

There are several ways to search the map.

- Search Street
- Search Post Code
- Pan and Zoom to location

Location

Search by street name or postcode

Type in the street or postcode and select from the list

Key

- Unavailable space
- Selected space
- Standard space
- Special use space
- Other space e.g. disabled space e.g. loading bay

A standard space length is approximately 5 metres



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.

Type in the street or postcode and select from the list

Key

- Unavailable space
- Selected space
- Standard space
- Special use space
- Other space e.g. disabled space e.g. loading bay

Leaflet | © Crown Copyright 2017 Ordnance Survey 100019726

A standard space length is approximately 5 metres



Exceptions and Times

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

Date exceptions

Select the days of the week you wish to exclude (optional)

- Exclude Saturdays
- Exclude Sundays
- Exclude Bank holidays

Times

- Between certain times each day
(e.g. 08:30 to 17:30)
- For a continuous period
(e.g. 08:30 on Monday until 17:30 on Thursday)
- 24 hours a day
(midnight to midnight)

Start time

24 hour clock, for example 08:30

Hour	Minute
<input type="text" value="08"/>	<input type="text" value="30"/>

End time

24 hour clock, for example 17:30

Hour	Minute
<input type="text" value="17"/>	<input type="text" value="30"/>



Select a reason


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

The VRM is an optional field.

Suspension reason

Please select a suspension reason from the drop down

Reason

Please select a reason 

Vehicle registration number (optional)

Unauthorised use (optional)

This suspension is associated with unauthorised use

Next Back



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.

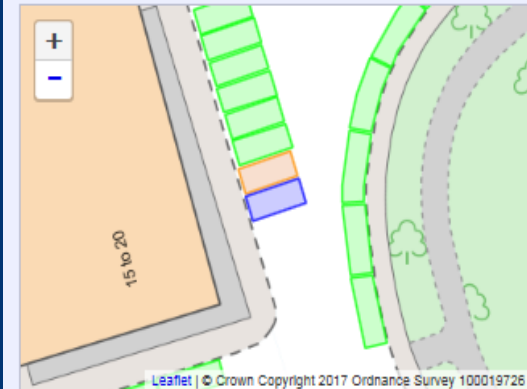
You do not need to include the street name and space type as these are automatically populated. Only the location of the space(s) is required.

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

Suspension 1

Manchester Square. 1 space : Car Club

Thursday 14 Dec 2017 08:30 to Thursday 14 Dec 2017 17:30



Location description

Clearly describe where the spaces are located. This will be shown on the suspension sign.

e.g. "Outside the butchers", or "Outside house numbers 82 - 86, at the end of the parking bay".

Text on sign

Manchester Square 1 space: Car Club



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.

Text on sign

MORETON TERRACE 1 space : Resident Bay outside number
25

Your reference (optional)

Contact number

07123465789

Cancel

Add to basket



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.

City of Westminster will haldane My account Logout

Suspensions dashboard

Your basket Total: £46.00

TACHBROOK STREET ✎ 🗑

Saturday 09 May 2020 to Saturday 09 May 2020

Domestic move

1 space : Resident Bay

outside number 138

Contact number: 012345678910 Suspension charge: £46.00

Total: £46.00

This suspension is reserved till 30 Apr 2019 00:37:06 after that it will be removed from the basket.

Subtotal: £46.00

Total: £46.00

I have read and accept the [terms & conditions](#)

[Book more spaces](#) [Pay now](#)



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.

The screenshot shows a web interface for parking suspensions. At the top, there is a yellow header with the text "Parking suspensions" and a shopping cart icon. Below the header, there is a line of text: "For more information and guidance on managing your suspensions, please see our parking suspensions page (opens in a new window)." Underneath this text is a blue button labeled "Book a suspension". Below the button are three light blue horizontal bars, each with a label on the left and a "Show" link on the right. The labels are "Search", "Current and future suspensions", and "Booking history".



Search

When using the search option, you can search using:

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

[Book a suspension](#)

Search Hide

Suspension reference number

Customer reference number

Street name

Enter suspension dates
You can enter a date range to search

From
Day Month Year

To
Day Month Year

[Search](#) [Reset](#)




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 Hide

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.

Current and future suspensions Hide

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

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 **End date**

For example 30 06 2021

Day	Month	Year	Day	Month	Year
<input type="text" value="22"/>	<input type="text" value="2"/>	<input type="text" value="2019"/>	<input type="text" value="22"/>	<input type="text" value="2"/>	<input type="text" value="2019"/>



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 cancellation will be sent to you.

Current and future suspensions Hide

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

Cancel suspension

MORETON TERRACE

Reference number : 190212088

Saturday 22 Feb 2020 to Saturday 22 Feb 2020

Tree works

1 space : Resident Bay

outside number 25

Contact number: 07123465789

Suspension charge: £46.00
Admin charge: £0.00
Short notice charge: £0.00
Calculated refund cost: £0.00

[Confirm cancellation](#) [Back](#)





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 Hide

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

Date and time	Actions and changes
12 Feb 2019 16:01	Confirmation email sent
12 Feb 2019 16:01	Outstanding amount £46.00
12 Feb 2019 16:01	Payment method: Internal recharge
12 Feb 2019 16:01	Suspension cost £46.00
12 Feb 2019 16:01	Suspension booked

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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