

## **APPENDIX 1**

The following steps briefly outline how the Automated Payment System provided by PayByPhone system works:-

### **1. Registration:**

- i. The Resident will need to register for PayByPhone before they can pay for parking. This can be completed in advance or at the same time as their first parking transaction. In order to register the Resident will need to provide an 11 digit phone number; this can be a mobile or a landline, a valid credit or debit card and a vehicle registration number (unless registering using the app/mobile web).
- ii. The Resident can register using the PayByPhone apps, mobile web, website or touchtone telephone service using local rate numbers. The recommended registration and payment method is via mobile app/mobile web or online.

### **2. App/Mobile Web Registration and Payment:**

#### **2.1 App/Mobile Web Registration**

- i. The Resident should visit [paybyphone.co.uk](http://paybyphone.co.uk) in their phone's web browser. If the Resident has a Blackberry, iPhone or android device then they will automatically be prompted to download the correct app for their phone or the Resident can choose to continue to the mobile web.
- ii. The Resident will need to select the "sign up now" button at the bottom of the screen.
- iii. The Resident will be promoted to enter the following information:
  - Their country code
  - Their telephone number
  - A numerical PIN
  - Whether they want to stay signed into the PayByPhone system to save time in future visits
  - Their full credit or debit card number and expiry date
  - Once the Resident's details are confirmed, the account is created and the Resident will receive confirmation of their account creation. The resident can now proceed to pay for parking.

## **2.2 App / Mobile Web Parking**

- i. If the Resident has just registered they can continue to pay for parking at the end of registration, alternatively they will need to log on to their account using their phone number and PIN.
- ii. The Resident will need to enter the location number for the car park in which they need to make payment and confirm by selecting next.
- iii. The Resident should select the vehicle that they wish to park, they can select this from a drop down list if the vehicle is already on the account or select “edit vehicles” to add a new registration number.
- iv. The Resident should enter the number of days that they wish to park the vehicle for and select confirm.
- v. The Resident’s requested parking session, including Location, Duration, Vehicle and Cost will be displayed. The resident should enter their CVV2 code (last 3 digits from the back of the card) to confirm parking.
- vi. Confirmation will be given that the parking is successful.

## **3. Online Registration and Parking**

### **3.1 Online Registration**

- i. The Resident can register for parking by visiting the [paybyphone.co.uk](http://paybyphone.co.uk) website and selecting “sign up” in the top right hand corner.
- ii. The Resident will need to complete the simple online form and provide the following information:
  - First Name
  - Last Name
  - County
  - Mobile Phone Number (this can also be a landline)
  - Email Address
  - PIN
  - Credit Card Number and Expiry Date
  - Name on the Card
  - A licence plate
- iii. The resident should select confirm and their registration is complete. The Resident can now proceed to pay for parking (by any method).

## **3.2 Online Payment**

- i. Once Registered the Resident can pay for parking online at [paybyphone.co.uk](http://paybyphone.co.uk) by selecting the “park now” button on the right hand side.
- ii. The Resident will be displayed with a payment portal that mimics the app/mobile web payment facility. The Resident will need to login to their account with their account number (telephone number) and PIN.
- iii. The Resident will need to enter the location number for the car park in which they need to make payment and confirm.
- iv. The Resident should select the vehicle that they wish to park; they can select this from a drop down list if the vehicle is already on the account or select “edit vehicles” to add a new registration number.
- v. The Resident should enter the number of days that they wish to park the vehicle for and select confirm.
- vi. The Resident’s requested parking session, including Location, Duration, Vehicle and Cost will be displayed. The resident should enter their CVV2 code (last 3 digits from the back of the card) to confirm parking.
- vii. Confirmation will be given that the parking is successful.

## **4. Telephone (via touchtone) Registration and Payment**

### **4.1 Telephone (via touchtone) Registration**

- i. The resident will call the PayByPhone automated touchtone service. The telephone number (using local rate numbers) will be advertised in newsletters, marketing communication, online and on signage within the car parks.
- ii. An automated voice message will ask the resident to confirm if this is the first time they are using the service by pressing \*.
- iii. The resident will need to select “1” to set up an account for parking
- iv. The resident will be asked to select a 4 digit PIN number.
- v. The resident will be asked to enter their 11 digit credit/debit card number using the keypad of their telephone.
- vi. The resident will be asked to enter the two digit expiry month.

- vii. The resident will be asked to enter the two digit expiry year.
- viii. The resident will be asked to enter the location number, they should enter the location number of the car park they are in.
- ix. The resident will then be transferred to the customer service contact centre where they will be asked to provide a vehicle registration number.
- x. The resident will be asked if they wish to receive reminder texts for an additional 10p per transaction.
- xi. The registration is completed, and the Resident will be transferred to the touchtone service to pay for parking if they wish.

#### **4.2 Telephone (via touchtone) payment**

- i. The Resident will either call the automated payment line or will have been transferred by the Contact Centre having completed registration.
- ii. The Resident will be requested to enter the 4 or 5 digit location number. (Each car park will have a unique identification number). This is done using the mobile phone key pad.
- iii. The Resident will receive a voice activated message and asking them to confirm the location/car park number. For example, “you have entered location (number) at location (name of car park). Press 1 to confirm, press 2 for different location.
- iv. The Resident will be asked if they wish to park the last vehicle parked on their account by pressing 1. The resident can choose to park another vehicle on their account by pressing 2 where any other vehicle details on the account will be read out for selection. The resident will also have the option to add a new registration number.
- v. If the Resident wishes to add another registration number they will be asked to enter their PIN and then will be transferred to Customer Services to provide their licence plate. Once provided the Resident will be returned back to the automated service to continue with their transaction.
- vi. Once the Resident has selected the vehicle that they wish to park the Resident will be asked to confirm the duration of their parking (in number of days) followed by the hash key. Again this information is entered using the mobile phone key pad.

- vii. The Resident will receive confirmation of the end time of the parking session and the cost of the parking. If the Resident wishes to proceed they will need to enter the three digit security code (CVV2 code) on the reverse of their registered card (on the signature strip) to confirm the transaction. The resident provides this information using the mobile phone key pad. The three digit security code is only stored for as long as required to authorise the payment and is then deleted.
- viii. The resident is asked to hold for a short while whilst the payment is being authorised.
- ix. A confirmation voice message will indicate whether or not the parking session has been successful.

#### General Information:

The average transaction time of a parking session for a first time user is 3 minutes, and 40 seconds for an existing user. The telephone number is charged at the local rate and the number used will be a local number.

The customer can view their account at [PayByPhone.co.uk](http://PayByPhone.co.uk) at any time where they can;

- Change their vehicle details
- Change their car payment details
- Request free email receipts
- Amend their optional text settings
- View and print receipts.