

How does online validation setup work?

- 1) Prospective client submits Event Parking Agreement.
- 2) **EasyPark** reviews the request for approval.
- 3) Web Validation account is set up on the back end.
- 4) Usage instructions and/or online username and password are given to client
- 5) **EasyPark** will prepare and send the client's invoice after the event

Keep in mind...

- Discount options are controlled by the client online at the time of validation. For example:
 - 1) Customer gives garage entry ticket to the client (you).
 - 2) Client chooses the desired validation option (1Hr, 2Hr, 100% validation, etc.)
 - 3) Client returns ticket to customer.
 - 4) Upon exiting the garage, the customer receives their validation discount at the exit gate.
 - 5) The client pays **EasyPark** for all validation discounts given to their customers after their invoice is received.
- The client (you) can track how many of each validation discount is handed out, in their online validation account.

How does QR code validation setup work?

- 1) Prospective client submits Event Parking Agreement.
- 2) *EasyPark* reviews the request for approval.
- 3) A quote for the requested quantity of QR codes with a specific discount is approved and then sent to the client.
- 4) Upon accepting the quote, the client pays *EasyPark*.
- 5) The agreed upon quantity of QR validation/discount codes are then set up and printed. The client is notified via email when the QR codes are ready to be retrieved.

Keep in mind...

- Every QR code is unique. An order of 50 QR codes will be delivered as 50 individually printed codes.
- Any unused QR codes will cease to function after the agreed upon expiration date.
- All QR codes are single-use, meaning they will function only once.
- The client pays for their customer's discount up front, upon initiation of the validation agreement.
- The client's customers will then receive their discount upon exiting the parking facility and using their validation at the exit gate.

FAQ

Q - What if the customer loses their ticket?

A - Customer is required to pay the posted lost ticket fee and client is not invoiced for the transaction.

Q- What if the customer forgets to get his ticket validated?

A - Customer is required to pay full parking fees at the pay station.

Q - What if the customer's validated ticket is unreadable at the pay station?

A - The customer should press the call for help button and an *EasyPark* Representative or Security Officer will assist. *EasyPark* does not issue refunds in circumstances such as this. If ticket is validated for only 1 hour or 50% validation. Customer should expect to pay the remaining balance owed for time parked.

Q- What if the *EasyPark* pay on foot or pay in lane accepts the validated ticket, but fails to recognize the validation/discount?

A - The customer should press the call button and an *EasyPark* Representative or Security Officer will assist.

Q - Do validations really improve the exit flow?

A - Yes! Particularly when the exit transaction does not require the customer to pay.

Q - Who oversees the validation program at *EasyPark*?

A - The *EasyPark* Customer Service Manager is responsible for the validation program.

Q - Is there a minimum validation volume required for merchants and businesses that use the event agreement monthly or annually?

A - No.

A final word...

Please take note that no validation program ensures 100% accuracy. There will be instances of unreadable tickets and/or unrecognizable validations. The transaction itself relies upon a properly validated ticket, good customer care of the ticket, and a properly operating pay station. In the above situations the customer is responsible for seeking help from an **EasyPark** Representative or Security Officer by ringing the call button at the pay station.

If you have any issues with your parkers or the new validation system please track them and relay them via info@easyparkalaska.com and instruct the parkers at your event that if they have any issues exiting the garage to press the call for help button at the exit gate on the machine (see below). A call will go to our Dispatch Center at which point they should identify that they were validated by your agency and cannot get out. Dispatch will verify the ticket # and manually let them out of the garage. This will be added to your invoice.



If you need assistance:

Use the "call button" on the bottom-right side of the entry/exit gate or call 297-4471.