Parkonect: System Overview

Parkonect General · https://qa.flashparking.com/docs/parkonect-system-overview/

Entry for Transient Parkers

Every Parkonect full system includes a barcode-enabled ticket dispenser designed to seamlessly operate in tandem with our barcode readers. When a transient parker arrives in the entrance lane, the equipment invites them to press the ticket dispensing button. Upon pressing this button, the hardware:

- Verifies a vehicle is present.
- After confirming the vehicle is present, the ticket dispenser will dispense a ticket. Upon pulling the ticket, the gate will vend and the screen will say “Thank You, Gate Opening”.

Entry for Monthly and Online Parkers

Our hardware in the garage is connected to the Internet and stands ready to accept a barcode. When a monthly or online parker arrives in the entrance lane, the equipment displays a welcome message and repeats the words “Please Scan Below.” Once a patron scans their barcode, the hardware:

1. Verifies a vehicle is present. When a vehicle is not detected, the screen will say “No Vehicle Present” and return to the start screen.
2. After confirming the vehicle is present, the scanned barcode is verified to ensure:
    - The reservation is for the correct garage.
    - The barcode corresponds to an unrestricted time period.
    - There are no open tickets with the same barcode.
    - The barcode is not in violation of passback.
3. Upon successful verification, the hardware:

- Displays the message “Thank You... Gate Opening,” sends a signal to vend the gate, and records a virtual ticket that includes the barcode number and date and time of entry on our cloud-based software.
- If the patron is early for a reservation, the equipment sounds an alert tone and displays the message “Early Entry Fee of $X is due at Exit” and send a signal to vend the gate

4. Upon unsuccessful verification, a warning tone will sound and the screen will display an error message (“Error... Please Press Help Button” or other) and does not vend the gate. Reasons for unsuccessful verification include:
   - A barcode number outside valid ranges is defined for your site.
   - A barcode number has been disabled.
   - A barcode number with an open balance due.
   - Scanning during a restricted time period.

Exiting for All Parkers

Similar to entry, our hardware stands ready to accept a barcode, whether from a transient, monthly, or online parker. When the patron arrives at the exit lane, the hardware displays a site-specific message and repeats the words “Please Scan Pass.” Once a patron scans their barcode, the hardware:

1. Verifies the vehicle is present.
2. Reads and matches the barcode to the virtual ticket that was opened upon entry, calculates the time elapsed between entry and exit, and checks for any applicable early entry fee.
3. At certain facilities, users may scan or have a validation virtually applied before final payment is calculated. Similarly, a barcode can correspond to a pre-programmed validation (i.e. health club user) or pre-paid period within the system (i.e. SpotHero, ParkWhiz, etc.). In any of these instances, the associated validation period is deducted from the duration to calculate the net duration.

4. If the net duration is zero or less (or an unrestricted monthly account where no calculation is necessary):
    - The virtual ticket is closed in our software.
    - The gate is vended.

5. If the net duration is greater than zero:
    - The overage time will be compared to the rate table in effect for the day, and the amount due will display on the screen.
    - If the transaction included an early entry fee, this will be added to the overage fee, and the gross fee will be displayed.
    - The patron will be required to swipe their credit card to complete payment. Upon a successful credit card transaction, the screen displays “Thank You... Gate Opening,” the virtual ticket closes, and the gate vends.

6. Any unsuccessful verification at the exit will trigger an alert tone. The screen displays the error message and the gate remains closed. Reasons for unsuccessful verification include:
    - An unknown barcode.
    - A barcode has been disabled.
    - An incomplete or invalid credit card transaction.

It is important to note that the Parkonect system does not accept cash.