

Parkonect Add-On System Manual

V11.13.17
PARKONECT, LLC

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OVERVIEW YOUR SYSTEM

PARKONECT'S FULL SYSTEM AT A GLANCE

INTRODUCTION

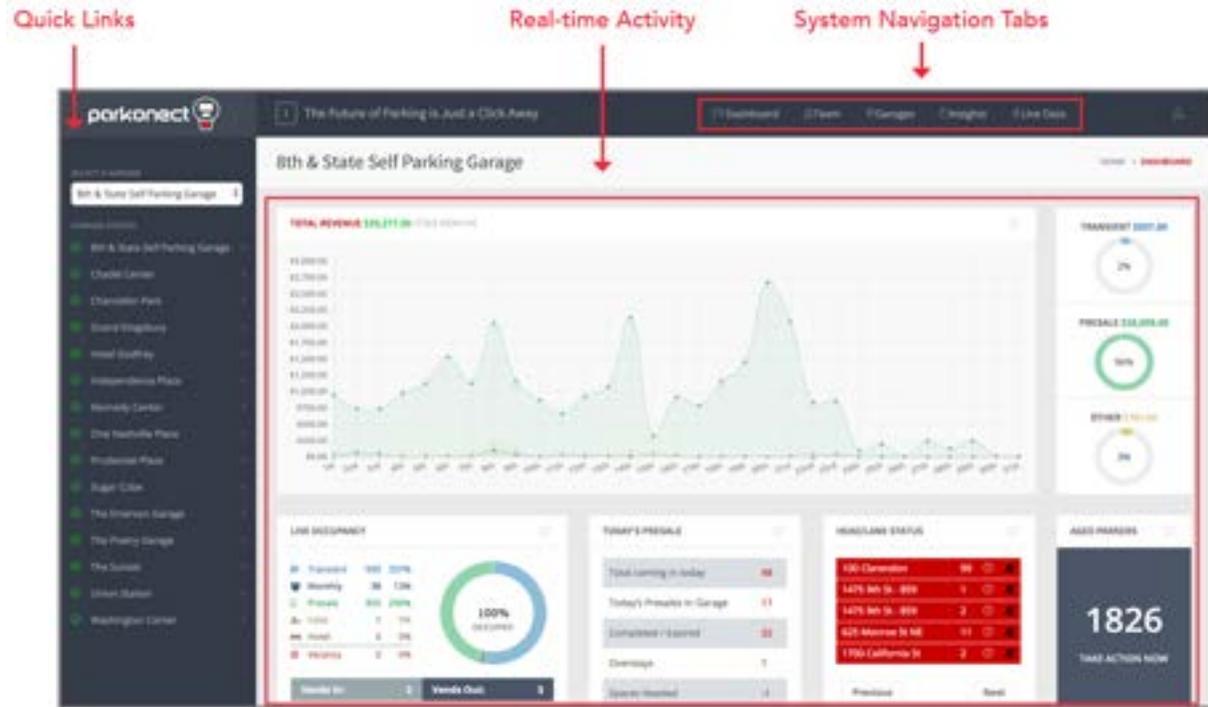
Parkonect's barcode reader and gate controller is a state-of-the-art scanning system capable of scanning one or two-dimensional barcodes, whether they are printed on paper, a hard pass, or displayed on a smartphone. Our cloud-based garage management solution (herein "software") is a remote revenue and access control system that provides detailed customer tracking information in real time.

This manual is a how to guide for using Parkonect's cloud-based software.

Our software is accessible to all approved users by visiting secure.parkonect.com and entering a unique username and password. We provide for multiple permission levels within our system, giving management teams the flexibility to determine who sees what information on a customer or garage level basis. Access and user types are established by the Customer Administrator associated with a garage's account. Please contact your Customer Administrator to get your specific username and password

THE DASHBOARD

The Dashboard is the nerve center of your Parkonect system. From secure.parkonect.com, you can control your garage, view live data, and run detailed reports. Figure 0.1 shows the Dashboard and its main functions.



(Figure 0.1: Dashboard)

QUICK LINKS

The Quick Links bar on the left side of the Dashboard gives you “One Click” power to quickly navigate to the pages you will use most in your Parkonect System. Simply select the garage and the menu of Quick Links will appear.



(Figure 0.2: Quick Links)

REAL TIME ACTIVITY



(Figure 0.3 Real Time Activity)

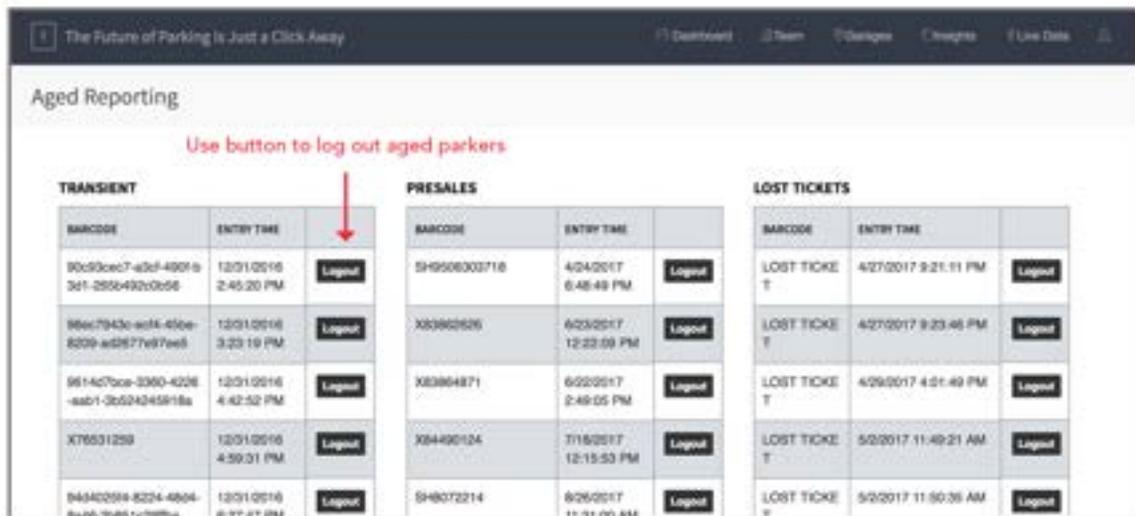
1. **Total Revenue Chart:** View your garage's sources of revenue for the month at-a-glance. This chart is interactive and will show you daily values if you run your mouse across the data.
 - Transient revenue includes traditional ticket sales as well as collections made by On Demand apps such as ParkMobile.
 - Presale revenue is for reservation sales, including third party sales such as SpotHero and Parkwhiz as well as reservation sales made using the Parkonect Reservation Engine. All Presales are calculated based on start date.
 - Other revenue includes validation sales and early entry/overage fees collected at the garage for presales that have stayed in excess of their purchased time.
2. **Live Occupancy:** We show you a categorized chart of live occupancy along with gate vends for the day just below. If you click on each category value, the system will instantly generate a detailed report showing counts by type by hours.
3. **Today's Presales:** For garages preselling parking, you can see in real-time how many parkers have pre-purchased for the day and how many of these are in the garage, have left the garage and have yet to check in. If you click any of the values shown, a detailed report will appear giving you further transactional information.
4. **Heads Status:** Instantly see the status of your Parkonect equipment. Your Parkonect equipment routinely does a "hand shake" with the Parkonect cloud. From this process, if we determine the equipment has gone offline, the lane will become red on the dashboard and email notifications will be sent out to team members you pre-select, as shown in Figure 0.5 below. To disable lane down notifications, you simply "click" the alarm icon and a confirmation message will appear before notifications are turned off. When

the lane goes back online, the system will send a “lane up” email; however, notifications will need to be re-enabled to get emails for future head status changes.



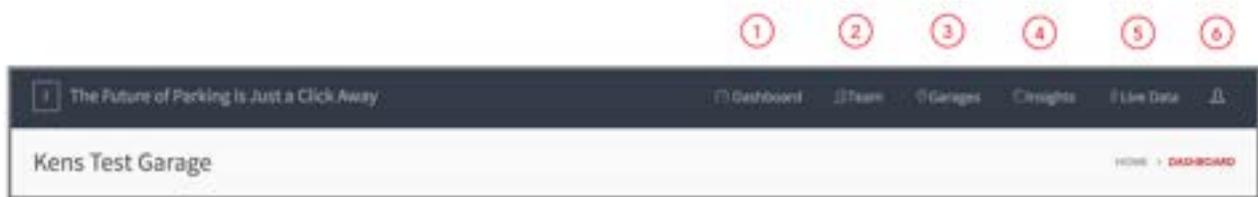
(Figure 0.4 Head Down Status Tile)

- Aged Parkers:** Keeping your garage counts accurate is very important. Our Aged Parker section accumulates transient and presale customers that have been in the garage for an extended time period. By clicking the Aged Parker number (i.e. the “36” in Figure 0.3 above), our system will show you a detailed report of each Aged Parker and gives you the ability to take action (log them out or otherwise), as shown in Figure 0.5 below. If a parker is logged out using the Aged Parker function, this activity will show up in the Manual Check-in/Out report.



(Figure 0.5 Aged Parker Action Page)

SYSTEM NAVIGATION TOOLS



(Figure 0.6 System Navigation Tools)

1. **Dashboard:** Click from any page to return to the Dashboard.
2. **Team:** Manage users and your Company's account settings.
3. **Garages:** Edit garage-level settings, view scheduled rates, and manage residential vouchers.
4. **Insights:** Run detailed reports at any time from any Internet-connected device. View detailed sales & utilization data with the analytics feature.
5. **Live Data:** View all garage activity in real time and list reservation information for your garage.
6. **Profile (icon):** Edit your personal settings, see any purchases you have made on a Parkonect reservation page and log-out.

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:

- Verifies a vehicle is present. When a vehicle is not detected, the screen will say "No Vehicle Present" and return to the start screen.
- 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.
- 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.
- 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 defined for your site.
 - A barcode number that 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:

- Verifies the vehicle is present.
- 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.
- 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.
- 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.
- 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 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.
- Any unsuccessful verifications at 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 that has been disabled.
 - An incomplete or invalid credit card transaction.

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

MOST FREQUENTLY USED IN PARKONECT

GET MORE DONE WITH COMMON LIST OF TASKS

INTRODUCTION

This chapter is your Parkonect cheat-sheet, listing four types of common tasks you can perform:

- Track Activity,
- Research and Assist a Parker,
- Add or Modify a Monthly Parker, and
- Edit Rates/Validations/Grace Periods.

TRACK GARAGE ACTIVITY

HOW DO I KNOW WHO'S IN THE GARAGE AND OCCUPANCY?

Using either the Quick Links feature or Live Data tab, select **Garage Log**. The Garage Log shows you a breakdown of transactional activity by parker in real time, sorted by key usage type:

- Pay-at-garage/transient,
- Monthly,
- Presale, and
- Failed scans.

On the Garage Log, you will also be able to see real-time car counts and occupancy by parker type and vendor. Simply go to the action tab on the Garage Log (**Live Data > Garage Log**) and click “Enhanced Counts” (See Page 27 for detailed discussion).



(Figure 1.1 Enhanced Counts tab on the Garage Log)

Alternatively, Parkonect has a series of reports that can show you garage activity, including our Garage Summary Report, Vend Detail Report, and the Car Count by Type Report. Using the system navigation tab, click: **Insights > Reports**.

Alternatively, Parkonect also has a series of monthly specific reports that give you further insight behind your contract parking.

- Our Account Summary Report shows usage data for any cardholder assigned to a monthly account—you can search by first and last name over a specific date range. Go to the **Dashboard > Insights > Reports**. Select your garage and choose the Account Summary Report
- Our Monthly User History Report shows individual monthly parker’s activity (reference).

HOW DO I TRACK MANUAL LOGINS AND LOGOUTS?

Parkonect has a report that shows all manual log in and log out activity. Go to the **Dashboard > Insights > Report**, then find your garage and select Manual Logins & Logouts.

HOW DO I TRACK PRESALES?

Presales can be tracked in a variety of ways:

- The Dashboard tile “Today’s Presales” shows all incoming presale parkers with links to expanded data. (See Page 6)
- The Garage Log shows actual check-in/out activity for each presale parker. If any of the presale parkers have balances due (because they are early or overstay their reservation period), these balances also captured in the Garage Log (under the “Pay at Garage” section). (See Page 24)
- We also have detailed reservation information and a powerful search engine specific to Presales only called the **Presale Log**. Using the Presale Log, you can search by name, email, vendor, reservation and more. Within the Presale log, you can see usage, check a parker in/out or even email a reservation to the customer (for Parkonect reservation sales). (See Page 29)

HOW DO I RESEARCH A PARKER'S ACTIVITY?

All activity in the Parkonect system is tracked in the Garage log and almost every transaction is associated with a barcode. Obtain the parker's barcode.

- Using the Quick Links feature, select Garage Log
- In the "Filter by Barcode" box, enter all or part of the barcode (See Page 22)

Make sure you pay attention to the Failed Scans tab (See Page 26). This section of the garage log will provide a reason code if entry or exit is being denied by the system.

If the parker is an online presale and you want more detailed information, using the Parker's order ID, go to the **Dashboard > Live Data > Presale Log**. Enter all or part of the order ID and select an appropriate date range. When you find the parker, click View Details (See Page 30).

HOW DO I MANUALLY LOG IN A PARKER?

The Garage Log includes features that let you manually log a parker into the garage.

On the Garage Log, click the **Manual Enter** button. Depending on parker type, select Transient or Other and enter a date, time, barcode, and reason code. The date and time will serve as the parker's entry time. You may choose whether to vend the gate. (Refer to page 21 for more information.)

For presales, you can also manually enter a parker using the Presale Log (**Dashboard > Live Data > Presale Log**). Just search for the parker (via name, order ID, vendor, etc) and you will have the option to click a **Login button** for any presale parker that has not already entered the garage. Using this function, you are not given the option to vend the gate.

HOW DO I MANUALLY LOG OUT A PARKER?

Parkers can be logged out in a variety of ways:

- **Garage Log:** Using the Garage Log's filtering, enter all or part of your parker's barcode or order ID. Scroll down to view the results. Click **the Logout button** on the right side of your parker's entry in the log. You may choose whether or not to vend the gate in the lane you select. (See Page 20)
- **Presale Log:** Using the Presale Log's filtering, find the parker and click **the Logout button**. Using this function, you are not given the option to vend the gate. (See Page 30)
- **Aged Parkers:** As previously discussed, you can log out parkers through the Aged Parkers function. Using this function, you are not given the option to vend the gate. (See Page 7)

HOW DO I PUSH A LOST TICKET RATE TO A PARKER?

Using the Quick Links feature, select Garage Log. In the Lost Ticket box, observe the default rate or enter a custom rate (if allowed), select a lane, and click **Send Lost Ticket**. The in-lane equipment will display the amount due and prompt the parker for payment. Upon payment, the gate will vend the loop sense must be triggered to vend successfully (See Page 23). Note: this feature may not be available at all garages.

HOW DO I VEND THE GATE FREE OF CHARGE?

Using the Quick Links feature, select Garage Log. In the Vend Gate box, select a lane and type in a reason describing why the gate required a no charge vend. Click Vend Gate (the loop must be triggered to vend successfully).

HOW DO I RESEARCH, ADD, MODIFY OR SET A MONTHLY/CONTRACT PARKER TO NEUTRAL?

Monthly/contract parker information and settings are part of the garage's setup and are managed under the system's **Garage Settings**.

When using the Quick Link's Garage Settings tab, the Quick Links bar will be altered to a list of garage specific modules. To add/edit/review monthly/contract parkers, select the **Accounts** module.

HOW DO I ADD A MONTHLY ACCOUNT?

Using **Quick Links > Garage Settings > Accounts**, select "Add a New Account" (See Page 44).

HOW DO I ADD A MONTHLY PARKER?

Using **Quick Links > Garage Settings > Accounts**, select the account you want to add the parker to and then click **Edit Cardholders**, and click **Add New Parker** (See Page 45).

HOW DO I EDIT OR DEACTIVATE A MONTHLY PARKER?

Using **Quick Links > Garage Settings > Accounts**, use the **Search Parkers** tool to perform a wildcard search, either by last name or card number. When you find the parker you wish to edit or delete, click **Select**.

Make your changes, or uncheck the "Active" box to disable the cardholder's pass (See Page 46). Note the cardholder will remain in the system though inactive.

HOW DO I SET AN ACCOUNT OR PARKER TO NEUTRAL?

Monthly parkers can be set to neutral in three ways:

- **Set All Accounts to Neutral:** This function should be used if you want to set every parker in the garage to neutral. Using **Quick Links > Garage Settings > Accounts**, use the button “Set All Accounts to a Neutral State.” You will be prompted to log all monthly parkers out at the same time as setting them to neutral. This is generally recommended if you have put the gate in the upright position or if you have turned passback off.
- **Set All Cardholders in an Account to Neutral:** This function should be used to set all parkers within a specific account to neutral, not all parkers for the garage. Using **Quick Links > Garage Settings > Accounts**, select the account you want to set to neutral. Once in the account, use the button “Set All Cardholders to a Neutral State.” Please note, unlike the above function, you will not be prompted to log the parkers out. If this is desired, you should use the Enhanced Count tab on the Garage log and log them out individually.
- **Set a Specific Cardholders to Neutral:** To set a specific cardholder to neutral, perform a search and select the desired cardholder and check the “Neutral State” check box. Be sure to click **Update** once you have made changes.

HOW DO I CHANGE MY DEFAULT LOST TICKET RATE?

Go to **Quick Links > Garage Settings > Garage > Profile**. Search for the **Lost Ticket Amount** field. Enter desired amount for the lost ticket rate and click Update.

HOW DO I CHANGE MY GARAGE'S GRACE PERIOD?

Exit grace periods can either be individually added to each rate table or a default grace period can be set for the whole garage. To change the default setting, go to **Quick Links > Garage Settings > Garage > Profile** and adjust the "Grace Period" field and hit "Update". (More information can be found on page 39)

Parkonect also has a unique grace periods specific to early entry for online parkers called Entry Grace Period, as well as an Early Entry Cap that limits how early a presale parker can enter the garage. (More information can be found on page 41)

LIVE DATA

INTRODUCTION

There are two main searchable databases in the Parkonect system: The Garage Log and the Presale Log. While the Garage Log allows you view/search records of all garage activity sorted by type of parking transaction or search individual parker activity by barcode, the Presale Log allows you to search and view detailed information corresponding to online presales, including searches by name, email, vendor and order number.

GARAGE LOG

GARAGE LOG OVERVIEW

The screenshot displays the 'Garage Logs' interface. At the top, there is a dropdown menu for selecting a garage, currently set to '9th & State Self Parking Garage - Chicago, IL', with a 'Manual Enter' button next to it. Below this are three main action panels: 'Filter By Barcode' with a search field and 'Reset'/'Filter' buttons; 'Lost Ticket' with fields for 'Lane' (set to 2) and 'Amount' (set to 25.00), and a 'Send Lost Ticket' button; and 'Vend Gate' with fields for 'Lane' (set to 1) and 'Reason', and a 'Vend Gate' button. At the bottom, there is a 'View Individual Logs' section with a row of tabs: 'View All', 'Pay At Garage', 'Monthly', 'Parkonect Engine Pressales', '3rd Party Pressales', 'Failed Scans', 'Pre-Paid Validations', 'Early Entry', and 'Enhanced Counts'.

(Figure 2.1: Garage Log)

To access the Garage Log, simply use the Quick Links feature on the left side of the Dashboard page. The Garage Log (partially shown in Figure 2.1) is an action center that not only details transactions as they occur in real-time, it allows Parkonect users to take instant action, including logging parkers in or out vending gates and/or pushing fees. The following are the key actions that can be taken on the Garage Log:

1. **Manual Enter:** Manually log in a parker.
2. **Filter By Barcode:** Enter all or part of a barcode or order ID to search and display the related data.
3. **Lost Ticket:** When enabled, you may enter a custom rate and push it to any exit station at your site for instant collection. The loop must be triggered to vend once payment is processed.
4. **Vend Gate:** When enabled, you may select a lane and vend the gate. If loop sense is active, a car must be triggering the loop for this feature to work.
5. **Log by Type Tabs:** Sort data by type of parking transaction, as further defined below.

MANUAL ENTER

Clicking Manual Enter at the top of the Garage Log will open a popup window (see Figure 2.2 below). From this window, you can log in a parker by defining parker type (transient or other – where “other” includes monthly and/or presale parkers), the date and time of entry, the parker’s barcode, and a reason code.

Manual Enter Parker

8th & State Self Parking Garage 819 S. State Street Chicago, IL 60605

Parker Type: Transient
 Monthly, Presale or Parkconnect Parking Pass
 Other

Date: 10/23/2017

Time: 06 : 03 : PM

Barcode:

Reason/Comment:

Submit

(Figure 2.2: Manual Enter)

When manually entering for monthly and presale parkers, the system will provide a list of authorized parkers based on the barcode entered, as shown below:

Manual Enter Parker

8th & State Self Parking Garage 819 S. State Street Chicago, IL 60605

Parker Type: Transient
 Monthly, Presale or Parkconnect Parking Pass
 Other

Date: 1/23/2017

Time: 06 : 06 : PM

Barcode: 111222

Reason/Comment: Parker for Card

Submit

Monthly Parkers

Barcode Prefix	Barcode	First Name	Last Name	Account Name	Login
111222	111222	Harsh	Kap	Southblock	Login
111222	111222	Eric	Letelle	Southblock	Login

(Figure 2.3: Manual Enter Results)

Select the appropriate parker and click the “Login” button. Please note, **you will have the option to vend a gate of your choice or proceed without a gate vend** when performing this manual transaction.

Once a parker has been manually entered, they are treated the same as if they had correctly entered the garage at the time you appointed.

All manual entries are listed in the Manual Logins & Logouts Report (see the Reports menu). *Note that any barcode you enter must be a valid monthly parker's barcode or part of a valid range for your garage.* View available transient barcodes or add a new range from the Barcodes module. View monthlies from the Accounts module.

If your garage has subplot or nests, you will have to select the “lot” you want the manual transaction applied to. Please refer to our Nest Manual for more details.

FILTER BY BARCODE

The easiest way to navigate the Garage Log is by specifically reducing the presented data by using the “Filter By Barcode” section which provides for a wildcard search. Our database will return transactions (barcodes and order IDs) that match the string of numbers you enter. The garage log is more efficient and more user-friendly, allowing you to see the necessary data from both your desktop and mobile devices. The plus icon (+) allows you to expand every garage record and view additional details associated with that specific barcode. (See Figure 2.4.A: Filter By Barcode “123”)

The screenshot shows the 'Garage Logs' interface. At the top, there is a dropdown menu for 'Please Select a Garage' with '8th & State Self Parking Garage - Chicago, IL' selected and a 'Manual Filter' button. Below this are three filter panels: 'Filter By Barcode' with a text input containing '123' and 'Reset'/'Filter' buttons; 'Lost Ticket' with 'Lane: 3' and 'Amount: 25.00' and a 'Send Lost Ticket' button; and 'Vend Gate' with 'Lane: 1' and a 'Send Gate' button.

(Figure 2.4: Filter By Barcode)

The screenshot shows the 'View Individual Logs' interface. It features a navigation bar with tabs: 'View All', 'Pay At Garage', 'Monthly', 'Parked Engine Presses', '3rd Party Presses', 'Failed Scans', 'Pre-Paid Validations', 'Early Entry', and 'Enhanced Counts'. Below the tabs, there is a status bar: 'Auto Refresh - Times shown below are represented in Central Time unless otherwise specified - Last Refresh: 10/23/2017 5:58:51 PM'. The main content is a table titled 'Pay at Garage Records' with columns: Barcode, Entry Lane, Entry Time, Exit Lane, Exit Time, and Amount. A red arrow points to the first row.

Barcode	Entry Lane	Entry Time	Exit Lane	Exit Time	Amount
514920944123	2	5/11/17 4:00:00 PM	2	5/11/17 4:20:08 PM	25.00
332123218	2	5/11/17 4:30:00 PM	2	5/11/17 4:31:39 PM	25.00
307481123	2	25/17 10:30:00 PM	2	25/17 12:27:54 PM	25.00

(Figure 2.4.A: Filter By Barcode “123”)

LOST TICKET & VEND GATE

The image shows two side-by-side panels. The left panel is titled 'Lost Ticket' and contains a dropdown menu for 'Lane' with the value '3' selected, a text input field for 'Amount' with the value '25.00', and a black button labeled 'Send Lost Ticket'. The right panel is titled 'Vend Gate' and contains a dropdown menu for 'Lane' with the value '1' selected, a text input field for 'Reason', and a black button labeled 'Vend Gate'.

(Figure 2.5: Lost Ticket & Vend Gate)

The Lost Ticket and Vend Gate functions allow users to take action on the garage hardware directly through the Cloud portal.

When enabled, **Lost Ticket** allows you to push a rate to any exit lane. The default rate is set under Garage Settings but at certain garages, this rate can be manually entered as needed.

- Choose the lane and enter the rate.
- After pressing the “Send Lost Ticket” button, a new Pay-at-Garage record will be created called “Lost Ticket” and the patron will see the lost ticket rate in the garage.
- The patron will have 20 seconds to pay the lost ticket rate. Once payment is collected, the lost ticket transaction will be closed and the gate vended.

Please note that each Lost Ticket created increases the car count in the garage and therefore, if the Lost Ticket is not collected, it is important to manually log-out the transaction to keep the car counts/occupancy of the garage accurate.

Lost tickets are counted as a separate line item in the vend section of the Garage Summary report, as well as captured on the garage’s Manual Log-In/Out Report. (See Pages 58, 61)

Vend Gate lets you choose a lane to remotely vend the gate, an invaluable feature for support staff. Each vend is recorded in the system and requires a reason explaining the event, as all vends through this function are captured in the Manual Log-In/Out Report. In general, if a transaction is shown on the Garage Log without a number in the “Entry Lane” or “Exit Lane” fields, it likely denotes a manual action occurred.

Please note that if loop sense is enabled at the lane and a car is not in lane to trigger it, the vend gate or lost ticket function will return an error and not vend the gate.

PAY AT GARAGE TAB

The Pay at Garage section of the Garage Log (see Figure 2.6) shows all transactions that result in charges that are to be collected in the garage. In general, transient parkers (pulled tickets), On Demand transactions (ParkMobile, others) and fees associated with early entry/overage collections on reservation sales are found in the Pay at Garage section.

Barcode	Entry Lane	Entry Time	Exit Lane	Exit Time	Amount
0800104579	1	10/23/17 3:13:40 PM	2	10/23/17 4:28:18 PM	\$0.00
0700175600	3	10/23/17 3:29:37 PM	4	10/23/17 4:27:27 PM	\$0.00
Duration: 33 Mins Last Scan: 10/23/17 4:27:31 PM Promo Code: V35**** Use Time CR: 1440 minutes Logout					
0800104582	1	10/23/17 3:22:37 PM	2	10/23/17 4:27:07 PM	\$4.00
Transaction ID: 8294324 Duration: 1 Hr 5 Mins Last Scan: 10/23/17 4:28:55 PM Status: Approved Logout					
0700175556	3	10/23/17 2:44:22 PM	4	10/23/17 4:27:52 PM	\$0.00
0700175488	3	10/23/17 1:37:08 PM	4	10/23/17 4:28:39 PM	\$0.00

(Figure 2.6: Pay at Garage Tab)

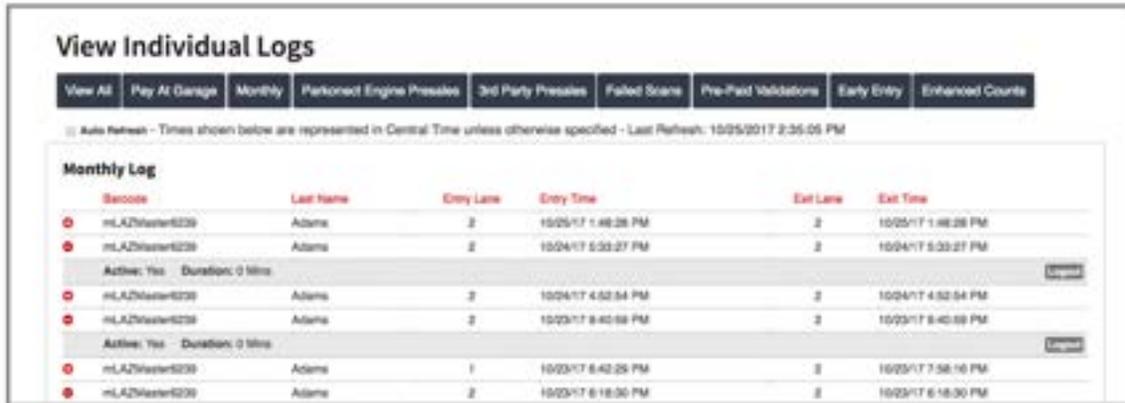
The information on this sub-log is sorted by barcode and includes the following information:

- Promo/validation code – if used, the log will show the validation number as well as a description of the validation used.
- Entry lane, date and time
- Exit lane, date and time
- Duration
- Amount– this is the amount that is due on the transaction. If collected at the garage, there will be a corresponding credit card transaction ID (“TransID”).
- Message – if collection was successful, this will say “Approved”. Otherwise, this section will provide information if another action was performed, such as a manual log-out or the amount was collected by another mechanism (such as by 3rd party vendors). If there is no message and no TransID, it means the amount was NOT collected.
- Order ID – if the transaction corresponds to a presale, the Order ID will help in researching in the Presale Log.
- Last Scan – this shows the date and time of the last event activity in the garage for the transaction.

Transactions that have not been collected will have a “Logout” button. Click “Logout” to manually log out a parker.

MONTHLY TAB

The Monthly Tab (see Figure 2.7) displays all monthly parker activity. Entries are sorted in reverse chronological order (most recent scans first) by barcode, last name, entry lane, entry date and time, exit lane, exit date and time, the parker’s activity status, and the duration of their stay. The plus icon (+) allows you to expand every garage record and view additional details associated with that specific barcode.



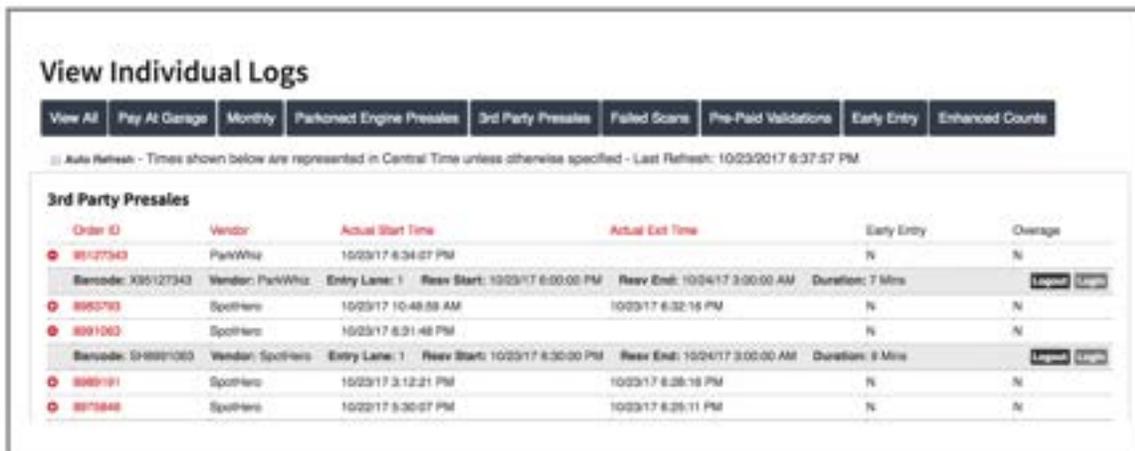
(Figure 2.7: Monthly Tab)

Click “Logout” to manually log out a monthly parker.

If you want to log out all monthly parkers or set monthly parkers to neutral, please refer to the “Set Parkers to Neutral” section of this manual (See Page 45).

3RD PARTY PRESALES TAB

The 3rd Party Presales Tab (see Figure 2.8) displays all online presale garage activity. The plus icon (+) allows you to expand every garage record and view additional details associated with that specific barcode.



(Figure 2.8: 3rd Party Presales Tab)

Entries are sorted by barcode in reverse chronological order and each line item includes:

- Barcode
- Vendor
- Order ID
- Purchased entry and exit date (this is their reservation time they purchased)
- Actual entry lane, date and time and actual exit lane, date and time
- Overstay or Early Entry – If early entry or overage charges apply to a presale parker, the appropriate field will say “Yes” and a corresponding ticket will also appear in the Pay at Garage records using the same barcode.
- Duration

Click “Logout” to manually log out an online parker. To view more details about a presale parker, go to, the **Presale Log** (See Page 29), and use the order ID to search for the transaction.

There is also a tab for **Parkonect Engine Presales**. This is the same as the above, just for reservations made using the Parkonect reservation system instead of external 3rd party solutions.

FAILED SCANS TAB

The Failed Scans Tab (see Figure 2.9) displays all recent failed scans in the garage. The plus icon (+) allows you to expand every garage record and view additional details associated with that specific barcode.

Barcode	Lane ID	Event Time	Reason
S-9022958	1	10/25/17 2:23:25 PM	Invalid Barcode
S-9022958	1	10/25/17 2:23:18 PM	Invalid Barcode
Rate: (\$1.00) Full Reason: Invalid Barcode			
S-9022958	1	10/25/17 2:23:18 PM	Invalid Barcode
S-9022958	1	10/25/17 2:22:58 PM	Invalid Barcode
Rate: (\$1.00) Full Reason: Invalid Barcode			
01302548981358355814	2	10/25/17 1:45:41 PM	Invalid Barcode

(Figure 2.9: Failed Scans Tab)

Entries are listed in reverse chronological order and sorted by barcode associated with the scan, whether a promo code was applied, the rate displayed in lane (-1 indicates no rate was displayed), lane number, event time, order ID, and a reason code.

Use the reason codes as a first-line troubleshooting tool for your Parkonect system. Common reason codes are listed below:

- **Invalid Barcode:** This barcode does not belong to a valid monthly parker or range for transient parkers, and is not a valid online presale. It may also belong to a valid transient range and have been used already.
- **Invalid Monthly Parker:** This parker is not a valid monthly parker and may have been deactivated. Sometimes, barcodes from other sources (receipts, tags, etc.) display this message when scanned.
- **Invalid Track Data:** Commonly indicates a bad credit card swipe. Uncommonly, this may indicate an error with the credit card reader or gateway.
- **Rate Lookup Error:** This parker may have already left or never entered. Online parkers triggering this error may have mistakenly pulled a ticket upon entry. Accidental double scans may trigger this.
- **Vehicle Not Present:** Loop sense is active and not triggered by a parker's scan.
- **Third-Party Barcode Already Checked-In or Invalid Time Range:** This parker may have already entered the garage and is attempting to enter again, violating passback. Alternatively, this parker may be attempting to enter outside your designated early entry cap for online presales. Accidental double scans may trigger this.

ENHANCED COUNTS TAB

The Enhanced Counts Tab (see Figure 2.10) displays the garage's occupancy in real-time, categorized by parker type and includes (as part of the live count) online presales scheduled to arrive within the next two hours. Any **red** text indicates linked data, displaying a breakdown of all parkers in a category.

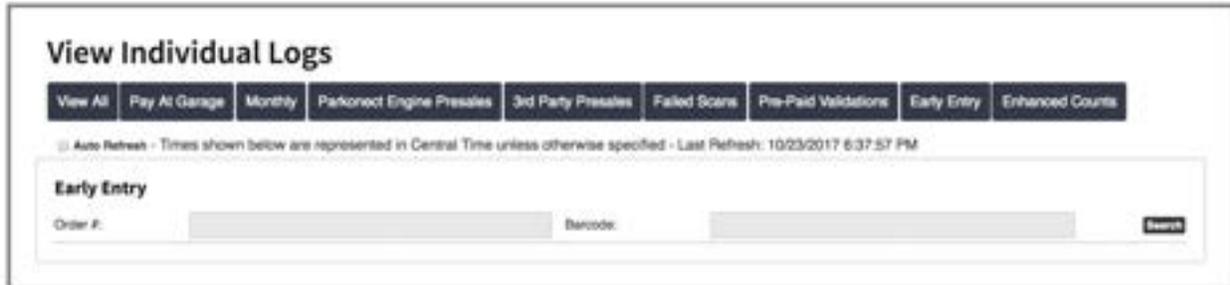
View Individual Logs	
View All Pay At Garage Monthly Parknet Engine Presales 3rd Party Presales Failed Scans Pre-Paid Validations Early Entry Enhanced Counts	
<small>Auto Refresh - Times shown below are represented in Central Time unless otherwise specified - Last Refresh: 10/23/2017 6:37:57 PM</small>	
Enhanced Counts	
Account Adjustment Counter:	<input type="text"/>
Min. Adjustment Counter: 0	<input type="text"/>
IN FACILITY	
Transient Parkers	900
Monthly Parkers	30
ParkingPanda	30
ParkWhiz	201
SpotHero	551
Parknet	0
Total in Facility	1813
Staff Count	296
Staff Available	0
NOT IN FACILITY	
SpotHero	2
Parknet	0
Total Not Checked In	2

(Figure 2.10: Enhanced Counts Tab)

Manual adjustments to the count can be made either by a general adjustment or applying adjustment to monthly accounts. This can be done by pulling down the desired account and clicking the “+/-” buttons displayed at the top of the page.

EARLY ENTRY TAB

The Early Entry Tab (see Figure 2.10) is an advanced function for manually applying early entry fees to presale parkers.



(Figure 2.11: Early Entry Tab)

Search by barcode or order ID, or click Search with blank fields to display all online presales for your garage. To cancel a parker’s early entry charges, click Apply \$0 Fee. To charge a fee based on current rates, click Apply Calculated Fee.

PARKING EQUIPMENT STATUS

At the bottom of the Garage Log is the Parking Equipment Status (see Figure 2.12).

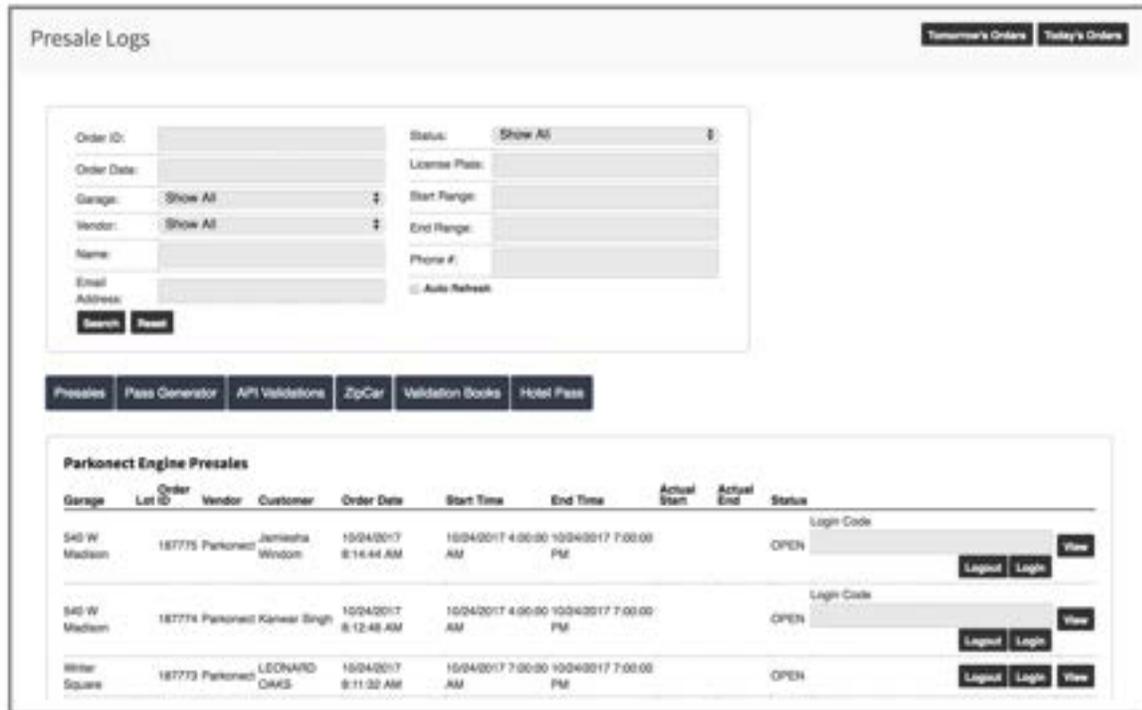
Parking Heads						
Lane #	Name	Mac Address	Status	Last Heartbeat - Central Time	Minutes	Status
3	8th and State - West Exit	00:d0:89:44:17:A1	Exit Lane	10/24/17 8:04:33 AM	4	READY
1	8th Street Mini Entry	00:D0:89:45:D6:14	(Mini) Entry Lane	10/24/17 8:03:30 AM	5	READY
2	8th and State - Center Lane	00:d0:89:42:d3:26	Exit Lane	10/24/17 8:03:29 AM	5	READY

(Figure 2.12: Parking Heads Diagnostics)

Each Parkonect product at your garage is listed here and reports to the Cloud server every 5 minutes. Green indicates a head is operational; red indicates it is not. If a piece of hardware stops communicating with the server for more than 10 minutes, email notifications are sent out every 10 minutes until the hardware is either back online or the notifications have been turned off.

PRESALE LOG OVERVIEW

The Presale Log (see Figure 2.13) is a database that allows you to pull detailed information behind presales, guest passes, API validations, and hotel passes.



(Figure 2.13: Presale Log)

Go to **Live Data > Preale Log** to get started. Examine the list below for a brief description of each function:

- **Order ID:** Wildcard search by order ID (“8” will match “30803” as well as “80303”).
- **Order Date:** Search by the date an order was placed.
- **Garage:** Select the garage to search.
- **Vendor:** Show all reservations or filter by vendor (Parkonect, SpotHero, ParkWhiz, etc.).
- **Name:** Search by name.
- **Email Address:** Search by email address.
- **Status:** Show all reservations or filter by status (active or canceled).
- **Start Range:** Search by scheduled start time.

- **End Range:** Search by scheduled end time.
- **Presales/Pass Generator/API Validations/Hotel Passes:** Switch between views of incoming third-party reservations, validations issued through our Parking Pass Generator custom validation web app, third-party validations, and hotel passes issued using Parkonect's Hotel Portal.
- **Login/Logout:** Manually login a parker who has not yet checked in, or manually logout a parker who has already checked in.

UNDERSTANDING THE PRESALE LOG DATA

When you run a search from the Presale Log screen, your results will be displayed at the bottom of the page, as shown below in Figure 2.14. Reservations matching your criteria can be sorted by garage, order ID, vendor, customer name, order date, scheduled start and end time, actual start and end time, type (daily, in-and-out, etc.), and status (canceled, etc.).

Garage	Order Let ID	Vendor	Customer	Order Date	Start Time	End Time	Actual Start	Actual End	Status	
Walter Square	187778	Parkonect	Hilary Lear	10/24/2017 8:18:55 AM	10/24/2017 7:00:00 AM	10/24/2017 7:00:00 PM			OPEN	Logout Login View
540 W Madison	187777	Parkonect	Elizabeth Piro	10/24/2017 8:18:28 AM	10/24/2017 4:00:00 AM	10/24/2017 7:00:00 PM			OPEN	Login Code Logout Login View
210 North Wells Self Park	187776	Parkonect	Matthew Thompson-Wilde	10/24/2017 8:18:26 AM	10/24/2017 8:30:00 AM	10/24/2017 5:00:00 PM			OPEN	Logout Login View
540 W Madison	187775	Parkonect	Jamarena Windsor	10/24/2017 8:18:44 AM	10/24/2017 4:00:00 AM	10/24/2017 7:00:00 PM			OPEN	Login Code Logout Login View
540 W Madison	187774	Parkonect	Kamrar Singh	10/24/2017 8:12:46 AM	10/24/2017 4:00:00 AM	10/24/2017 7:00:00 PM			OPEN	Login Code Logout Login View
Walter Square	187773	Parkonect	LEONARD OAKS	10/24/2017 8:11:32 AM	10/24/2017 7:00:00 AM	10/24/2017 7:00:00 PM			OPEN	Logout Login View
Walter Square	187772	Parkonect	Asta Bedale	10/24/2017 8:09:08 AM	10/24/2017 7:00:00 AM	10/24/2017 7:00:00 PM			OPEN	Logout Login View
Kennedy Center	187771	Parkonect	Catherine Page	10/24/2017 8:04:15 AM	10/29/2017 8:00:00 AM	10/29/2017 11:00:00 PM			OPEN	Login Code Logout Login View
Kennedy Center	187770	Parkonect	Ana Rubio de Saja	10/24/2017 7:58:41 AM	10/25/2017 8:00:00 AM	10/25/2017 11:00:00 PM			OPEN	Login Code Logout Login View
Walter Square	187769	Parkonect	Sharon Roth	10/24/2017 7:58:19 AM	10/24/2017 7:00:00 AM	10/24/2017 7:00:00 PM			OPEN	Logout Login View

(Figure 2.14: Presale Log Data)

You may also manually log in a parker from this screen by entering a reason code and clicking the Login button, or log out a parker by clicking the Logout button.

Click the **View** button and a complete list of the detailed information associated with any given reservation will be presented (see Figure 2.15).

Order Details	
Order ID:	187778
Garage Name:	Writer Square
Address:	1512 Larimer St Denver, CO 80202
Start Time:	10/24/2017 7:00 AM
End Time:	10/24/2017 7:00 PM
Subtotal:	\$10.00
Total:	\$10.00

(Figure 2.15: View Details)

USER SETTINGS

MANAGE USERS AND COMPANY SETTINGS

INTRODUCTION

It's easy to create, edit, and manage different types of users on your Parkonect system.

- If you want to adjust your personal settings, you will use the **Profile icon**.
- If you want to adjust team member's settings, you will use the **Teams** menu.



(Figure 3.1: Team and Profile Settings Navigation)

MY PROFILE

To edit your password, contact information, or other personal data, go to the **Dashboard > Profile icon** (see Figure 3.1).

The screenshot shows the 'My Profile' settings page. It features several sections for user management:

- Personal Information:** Fields for Username (Testing/Reservations), First Name, Last Name, Address, City (Chicago), State (Illinois), Zip Code, Phone Number, and Cell Phone.
- Alerts:** Toggle switches for 'Alert Via Email' and 'Alert Via Text'.
- Rewards:** Fields for 'Reward Member' and 'Reward Balance'.
- Update Password:** Fields for 'New Password' and 'Confirm' with an 'Update Password' button.
- Update Email:** Fields for 'Current Email', 'New Email', and 'Confirm Email' with an 'Update Email' button.
- My Vehicles:** A table with columns for MAKE & MODEL, YEAR, COLOR, VEHICLE TYPE, and LICENSE PLATE, with a 'Delete' button and an 'Add Vehicle' button.

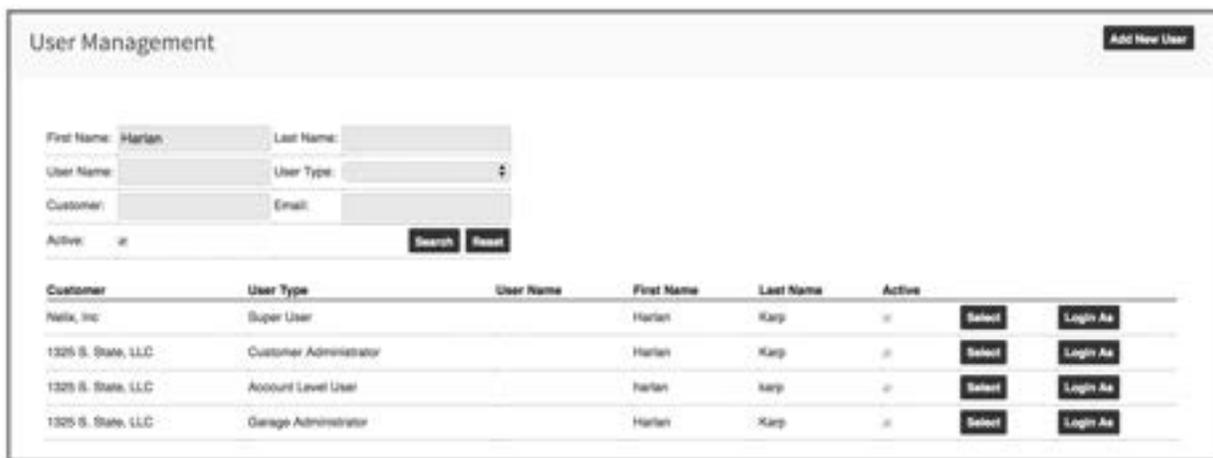
(Figure 3.2: Profile Settings)

- You can change your name, address, city, state, ZIP code, phone number, alert preferences, cell phone number, password, or email at any time.
- It is not necessary to add a vehicle to use your Parkonect system, but it is recommended.
- Note the Cell Carrier drop-down menu. Please select the correct cell carrier for the number you provide. Checking Alert Via Email is recommended.
- It is not possible to change your username. If you are unsatisfied with your username, you must ask your Customer Administrator to create a new Parkonect account for you.
- **You will be notified by email if you email address or password are updated.**

EDIT TEAM MEMBERS

To manage users under your authority, go to the **Dashboard > Team > Users**. From this menu, you may perform a wildcard search of users you are authorized to view. Search by:

- First or last name
- Username,
- User type,
- Customer
- Activity status.



The screenshot shows the 'User Management' interface. At the top right is an 'Add New User' button. Below it are search filters: First Name (with 'Harlan' entered), Last Name, User Name, User Type (dropdown), Customer, and Email. There is an 'Active' checkbox (checked) and 'Search' and 'Reset' buttons. Below the filters is a table with columns: Customer, User Type, User Name, First Name, Last Name, Active, Select, and Login As.

Customer	User Type	User Name	First Name	Last Name	Active	Select	Login As
Nelix, Inc	Super User		Harlan	Karp	<input checked="" type="checkbox"/>	Select	Login As
1325 S. State, LLC	Customer Administrator		Harlan	Karp	<input checked="" type="checkbox"/>	Select	Login As
1325 S. State, LLC	Account Level User		Harlan	Karp	<input checked="" type="checkbox"/>	Select	Login As
1325 S. State, LLC	Garage Administrator		Harlan	Karp	<input checked="" type="checkbox"/>	Select	Login As

(Figure 3.3: User Management)

You can select the user you would like to edit or you add a new one by clicking the “Add New User” button at the top right of the page.

- Authorized users may deactivate a managed user any time.
- It is possible to change a user’s password. It is not possible to change their username.
- You can only change users to a user type with fewer permissions than your user type.
- Check the garages or accounts you want a user to administer. Uncheck to remove privileges item-by-item.
- An email address may only be tied to one account at a time in our system.
- User types:
 - **Customer Administrator:** has master permissions for all sites associated with a parking operator (and Parkonect customer). Customer Administrators may control which sites any user type below them may supervise and edit. A customer administrator also has the ability to activate and deactivate a site.

- **Garage Administrator:** the garage administrator can view all logs, pull all reports and edit any garage level settings, including monthly accounts and rate tables.
- **Parking Manager:** has access to view all logs, pull all reports and modify/add monthly accounts and cardholders. Parking Managers cannot change any garage settings, including rate tables.
- **Account Level User:** account level users only have access to specifically chosen monthly account for add/edit/review functionality. These users have access to monthly/account related reporting only and have no access to garage level settings or financial information. Parking operators can provide Account Level User access to their clients, such as residential property managers
- **Accounting:** full access to reports, no access to garage level settings.
- **Validator:** Validator users are limited to validating transient or providing parking passes (via Parkonect’s Parking Pass Generator – see separately Parking Pass Generator Manual). Validator users are limited to the specific garage and validations that they are granted access to in their profile. These users have no access to logs, reports or garage level settings.
- **Tenant:** Tenant users are specific to Parkonect’s eCoupon function. Please refer to the eCoupon Book manual for further details.
- **Remote Users:** Users that cannot change garage-level settings but may view logs, manually enter and validate parkers and run reports in real time.

EDIT COMPANY

Customer Administrators may edit their company related settings. In addition to location information and custom design tools for your free reservation system, the Company page on the Team menu (see Figure 3.4) allows the creation of multiple parking management companies (i.e. regions) under one customer, enabling you to easily organize even the most diverse portfolio of garages and management partners.

General Information	
Active:	is
Company Name:	1325 S. State, LLC
Address 1:	1319 S. State Street
Address 2:	Suite B
City:	Chicago
State/Country:	Illinois
Zip/Postal Code:	60605
Phone Number:	312-431-0736
Fax Number:	
Website:	

Remit Information	
Address 1:	
Address 2:	
City:	Chicago
State/Country:	Alabama
Zip/Postal Code:	

Payment Method	
Current payment record:	None
Update Information:	

(Figure 3.4: Company Settings)

- You may change contact information for your organization at any time. These fields are separate from garage-level contact settings and will not override your garage-level preferences.
- Upload a custom logo and choose from several color schemes for your Parkonect Reservation system. For more information, please request Parkonect's Reservation System Manual.
- This page may only be accessed by Customer Administrators. If you require the ability to edit company-level settings but do not have the appropriate system permissions, please contact your Customer Administrator.

GARAGES

INTRODUCTION

This chapter contains instructions for changing the settings specific to your garage in the Parkonect system. **Please note that your system is live. Make changes with care!**

The Garage Management page (see Figure 4.1) is your central portal for controlling garage-level settings, from monthly accounts and validations to rates and grace periods.



(Figure 4.1: Garage Settings Landing Page)

To access this page, you can either go to: **Dashboard > Garages > Listing > [your garage]** or **Quicklinks > Garage Settings**

When in Garage Settings, the Quick-link bar changes to specific garage setting Modules, as follows:

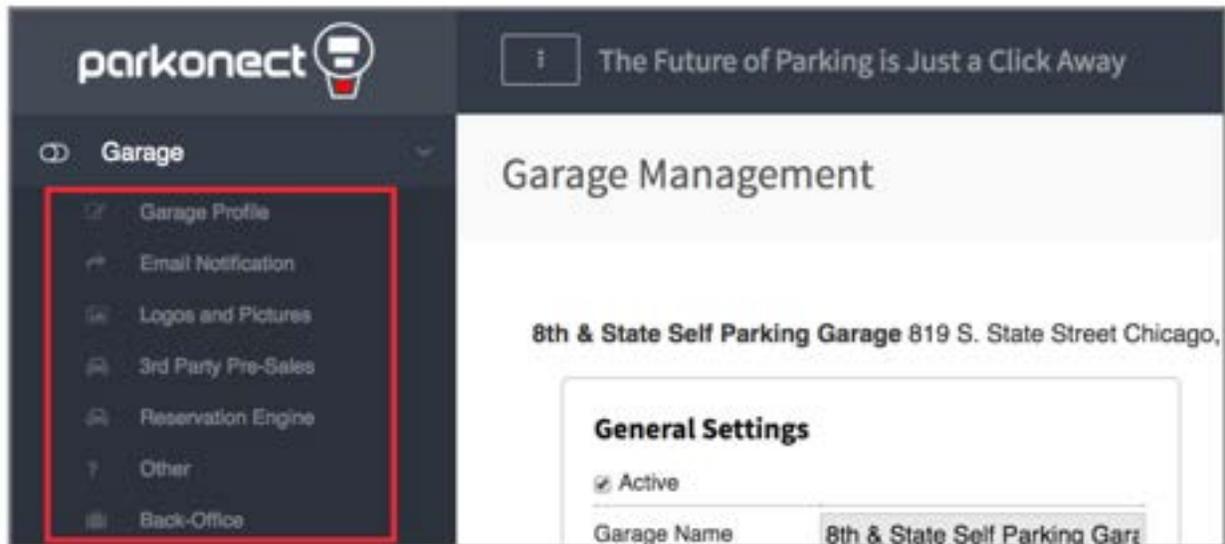
- Garage – these are your garage profile settings
- Accounts – monthly and contract parking
- Barcodes – setting barcode ranges for transient tickets and valets
- Lanes – Parkonect lane equipment settings
- Rates – rate tables
- Validations – validations settings, ranges and types
- Garage Rate Calendar
- API Overage Rate Calendar

The following modules also appear on the Garage Setting Quick Links bar, but they are specific to Parkonect's Reservation Engine and therefore are not discussed in this manual.

- Promos
- Advertising
- Services
- Post Parking
- Online Rate Calendar

GARAGE PROFILE SETTINGS

The “Garage” module has six distinct garage setting sections that let you define your garage. These items are generally set during onboarding with limited adjustment during the life of the garage.



(Figure 4.2: Garage Profile Settings)

- **Garage Profile:** This is the default view and shows contact and general garage information.
- **Email Notifications:** This lets you assign who receives a variety of Parkonect notifications via email. *You may add/remove any number of email addresses to receive notifications.*
- **Logos and Pictures:** Upload custom logos and pictures for your free reservation system.
- **3rd Party Presales:** Change presale grace periods, early entry caps, and other presale-related settings.
- **Reservation Engine:** Contact Parkonect for a Reservation System Manual to learn more.
- **Other:** When enabled, manage vouchers or your pay-on-foot station from this tab.

GARAGE PROFILE

You can find the following settings on the General Settings tab (see Figure 4.2):

The screenshot shows the 'Garage Management' interface with the 'General Settings' tab selected. The garage name is '8th & State Self Parking Garage' and its ID is '80'. The address is '819 S. State Street' in Chicago, IL 60605. The currency is 'Dollar' and the time zone is 'Central Time'. The 'Garage Settings' section includes 'Transient Grace Period' (0), 'Pay on Foot Grace Period' (0), 'Lost Ticket Amount' (25.00), and 'Allow Entry of Lost Ticket Rate' (checked). The 'Primary Contact' section shows 'NA' for the contact name and a 'Change' button.

Section	Field	Value
General Settings	Active	<input checked="" type="checkbox"/>
	Garage Name	8th & State Self Parking Garage
	Garage ID#	80
	Address1	819 S. State Street
	Address2	
	City	Chicago
	State/Country	Illinois
	Zip/Postal Code	60605
	Currency	Dollar
	Time Zone	Central Time
Garage Settings	Transient Grace Period	0
	Pay on Foot Grace Period	0
	Lost Ticket Amount	25.00
	Allow Entry of Lost Ticket Rate	<input checked="" type="checkbox"/>
	Intercom Lost Ticket A	0.00
	Intercom Lost Ticket B	0.00
	Intercom Lost Ticket C	0.00
Primary Contact	Name	NA
	Change	Change
Management Company		LAZ Parking Chicago
Operator Facility ID		600118
Number of Stalls		295

(Figure 4.2: General Settings Tab)

- **ID and Name:** Parkonect assigns a unique name and ID to every garage in our system.
- **Site Info:** General information about your site (e.g. address, contact phone and email, etc.).
- **Grace Period for transient overage (min.):** If parkers exit the garage within this window of time, the rate table will not be in effect and therefore no charges will be calculated until after the grace period has passed.
- **Pay on Foot Grace Period:** If your site has Pay-on Foot hardware or our Mobile POF, these is where you set the amount of time a parker has to exit the parking facility after they have made their payment. We generally recommend 20-30 minutes.
- **Lost Ticket:** As discussed in the Live Data section of this manual, Parkonect allows the pushing of rates from the Garage Log. The default lost ticket rate is programmed here. If you check "Allow Entry of Lost Ticket Rate" this rate can be manually adjusted in the Garage Log thereby giving more flexibility in amount that is pushed. If this is unchecked, users can only push the default rate.
- **Number of Stalls:** The maximum capacity of your garage. This parameter is used to determine occupancy, and will affect full systems with lot full signs.
- **Management Company:** This is used to select the parking manager or specific office/region for a parking management company associated with this garage.
- **Primary Contact:** This individual is the designated contact for all garage related inquiries. In order to apply a primary contact to a facility, the contact must be set up as a Parkonect user.

EMAIL NOTIFICATIONS

Parkonect has certain system notifications that are sent by email. This module lets you assign these notifications by user and type, including:

- Parking heads up or down
- Lot full conditions
- Reservations booked/canceled through your Parkonect Reservation Engine.

Garage Management								
13th Street Demo Site 1319 S. State Suite II Chicago, IL 60605								
Notification							Add	
	Heads Down	Heads Up	Lot Full	Not Full	New Parkonect Reservation	Cancel Parkonect Reservation	Parkonect Announcements	Delete
ed@parkonect.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Delete
eric@parkonect.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Delete
scooby@mysterymachine.biz	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete					
wahmweb@delimiters.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete					

Authorized Users				
User Name	First Name	Last Name	User Type	Email
boblobipe	Bob	Loblaw	Garage Administrator	bob@parkonect.com
burt	Burt	Shairo	Enforcer	burt@southblock.com
Crumb	Ed	Crumb	Garage Administrator	ed@servicetrackingystems.net
ari	harlan	karp	Enforcer	ari@parkonect.com
generatortest	Generator	Test	Validator	genest@parkonect.com

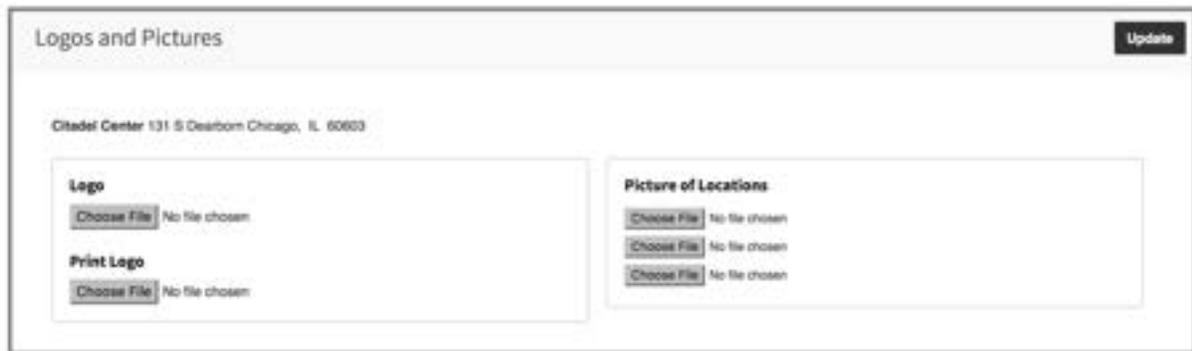
(Figure 4.3: Email Notifications Tab)

You may add/remove any number of email addresses to receive notifications by typing in an email address and click “Add”.

For a full list of authorized users that have access to the specific garage you are viewing, you can find them below the email notification table. The authorized users are registered Parkonect users with different access parameters to the portal.

LOGOS AND PICTURES

You can upload custom logos and pictures for your reservation system from the Logos and Pictures tab (see Figure 4.4). For more information, please contact Parkonect and ask for a Reservation System Manual.



(Figure 4.4: Logos and Pictures Tab)

THIRD PARTY PRESALES

You can set the following functions on the 3rd Party Presales tab (see Figure 4.5):

- **Entry Grace Period:** For presale early entry. If parkers are within this window, the gate will vend as if they were entering within their reservation period. They will not be charged an early entry fee.
- **Activate Early Entry Fee and Auto-Assign:** These must be checked to activate early entry fee collection. Most garages go with the “auto assign early entry fee” whereby a rate table is defined to be used for any early entry transaction (outside of the early entry grace period). You may select any active rate sheet to be the “Early Entry” Rate Sheet. Without the auto-assign feature, early entry can only be done through the manual function on the garage log.
- **Enforce Early Entry Cap:** This must be checked to implement the cap you define under Early Entry Cap (min.). The purpose of the “Early Entry Cap” is to stop presale parkers from entering the garage before they would incur significant early entry fees if they are unreasonably early. It is possible that a patron unknowingly attempts to use a reservation for a future date, in these instances, it is best to deny entry instead of automatically applying a charge corresponding to being more than 24 hours early. Parkonect recommends that the early entry cap be set between 4-6 hours, as any patron arriving more than 6 hours before a reservation should be manually handled.

- **Activate Third Party Overage Rate Sheet:** This must be checked to activate the overage rate table you will choose under the “3rd Party Overage Rate Sheet” drop down, which gives you the option to select any active rate sheet. If you would like to set a special overage rate instead of using the default overage rate table, use the API Overage Calendar to create a one day or ongoing exception rate. (See Page 53)
- **Single Lane Garage:** This function is specific to Parkonect’s gate kit and should likely be left blank.

(Figure 4.5: Third Party Presales Tab)

RESERVATION ENGINE AND OTHER

The Parkonect Reservation Engine contains all of the information for your Parkonect reservation system. For more details, please refer to the Reservation System Manual.

The settings under the “Other” tab are specialized functions that most garages do not require. We recommend contacting Parkonect with any questions on the setting in this section.

ACCOUNTS (MONTHLY AND CONTRACT PARKERS)

Parkonect's Account Module categorizes monthly parkers on an account level basis with each account having cardholders assigned to it. All cardholders must be associated with an account and therefore if you have one parker for an account, the process to enter them would be to (1) create the account and then (2) create the cardholder under that account.

To access the monthly accounts and parkers (cardholders) using the Accounts Module, go to the **Quick Links > Garage Settings > Accounts**. The Accounts Module landing page, as shown below, will appear.

Account Name	Bill Account	Bill Card	Active	
55 E. Jackson Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Select
ACE Master	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Select
AVI Test	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Select
AVI Test 1005	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Select
Hallen Hotel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Select

(Figure 4.6: Accounts Landing Page)

The landing page for the Account Module details all monthly/contract parking accounts that have been created for the garage. On this page, you can:

- Use the "Search Parkers" as a wildcard search function to search all accounts for a cardholder's barcode, name, or unit number
- Add or edit accounts and their related permissions
- Set all parkers to neutral status

Note: Parkonect generally uses a barcode based credential system for monthly parking. Other forms of monthly credentials can be used, including FOB, AVI and license plate; however, the application of these monthly credentials are in specialty manuals and the remainder of this section will solely discuss barcode credentials.

ADD A NEW MONTHLY ACCOUNT

To add a new monthly account, click the “Add New Account” and the Account Details page, shown below in Figure 4.7, will appear for you to enter the critical information required to setup an account.

(Figure 4.7: New Monthly Account Detail Page)

The following is a summary of the key items on the Account Details page:

1. **Account Name** – this is the name of the account. The account name can be whatever you choose and is used as a reference on numerous reports, logs and analytics within the Parkonect system. Please be sure to name the account accordingly.
2. **Barcode Prefix** - All monthly parking credentials consist of two parts: (1) the monthly account prefix and (2) the barcode number. The barcode prefix is set at the account level and must begin with “m”. The “barcode” portion of the credential is entered when the cardholder is created, not when the account is created. Please note: You may use the same prefix for multiple accounts with different permissions or assign a different prefix to each monthly account.
3. **RFID Only Access** – this setting is for garages that are using FOB or AVI credentials and therefore may not be relevant to your garage. This is used to add an extra layer of security to exclude barcode credentials that match the AVI/FOB credential from working.
4. **Pool Size Limit** – this setting lets you set a maximum number of parkers that an account can have in a garage at any time. For example, if you check the “Pool Size Limit” box and enter “10” in the valuation field, the account would only let a maximum of 10 parkers in the garage even if the account has 100 cardholders. The 11th cardholder will be denied access and would be required to pull a ticket to enter the garage.

5. **Monthly Charge** – this field is for information and reporting purposes only at this time. It is not a rebilling or collections feature.

Accounts can also be set for restricted parking rights. Due to the complicated nature of such settings, we recommend contracting a Parkonect specialist should you wish to use this functionality.

After completing the above information, you should hit the “Save” or “Save/Add Cardholders” button.

ADD A NEW PARKER (CARDHOLDER)

To add an individual parker, select the specific account which you want to add a new parker and then click **Edit Cardholders**, and on the following page, click **Add New Parker**.



(Figure 4.8: New Monthly Account Detail Page)



(Figure 4.9: Edit Monthly Parkers - Add New Parker)

When adding the parker (see Figure 4.10), you must enter:

- First and last name
- Barcode number
- Starting date.

Make sure “Active” is checked, and if the parker is already in the garage, check “Neutral State”. When complete, remember to click “Update”.

If you want to email the parker their barcode, simply click **Create Pass** to generate a copy of their credential.

CRITICAL: When creating the pass, the monthly parker's credential will include both the monthly account prefix followed by the barcode entered in the "barcode" field when editing/adding new cardholders (see figure 4.9). Cardholder John Doe's full credential as read by the Parkonect hardware should read "m104812345" (assuming his account was set with a prefix m1048). Notice that the credential (which is a QR code) is derived from the two fields.

Cardholder Information (Parker Status Log)	
Park ID	45271
First Name	John
Last Name	Doe
Barcode	1234
Active	<input checked="" type="checkbox"/>
Neutral State	<input checked="" type="checkbox"/>
Starting Date	
Expiration Date	
Email	
License Plate	
iPhone/Android	
Unit	
Access Level	27

Monthly Fee	
Fee	0.00

(Figure 4.10: Adding a Monthly Parker)

EDIT AN EXISTING PARKER (CARDHOLDER)

To edit or delete a parker, you follow the same process as adding a new parking. Select the cardholder you wish to edit. To deactivate a parker, we recommend unchecking the "active" box; however, you can also use the "Expiration Date" to programmatically set a time when the card will no longer be available for use.

SET PARKERS TO NEUTRAL

Monthly parkers can be set to neutral in three ways:

- **Set All Accounts to Neutral:** This function should be used if you want to set every parker in the garage to neutral. Using **Quick Links > Garage Settings > Accounts**, use the button "Set All Accounts to a Neutral State." You will be prompted to log out all open monthly parkers at the same time as setting them to neutral. This is generally recommended if you have put the gate in the upright position or if you have turned passback off.
- **Set All Cardholders in an Account to Neutral:** This function should be used to set all parkers within a specific account to neutral, not all parkers for the garage. Using **Quick Links > Garage Settings > Accounts**, select the account you want to set to neutral. Once in the account, use the button "Set All Cardholders to

a Neutral State.” Please note, unlike the above function, you will not be prompted to log the parkers out. If this is desired, you should use the Enhanced Count tab on the Garage log and log them out individually.

- **Set a Specific Cardholders to Neutral:** To set a specific cardholder to neutral, perform a search and select the desired cardholder and check the “Neutral State” check box. Be sure to click **Update** once you have made changes. Please note, unlike the above function, you will not be prompted to log the parkers out. If this is desired, you should use the Enhanced Count tab on the Garage log and log them out individually.

PASSBACK

Parkonect can control passback on an account level basis. If separate passback parameters are required for parkers within a single account, monthly access levels must be implemented.

PARKER STATUS LOG

Parkonect gives you the ability to see any changes made to a monthly cardholder within the accounts section. See figure above. (Figure 4.11: Parker Status Log below)

Parker Status Log				
LAST NAME	BARCODE	CHANGE DATE	ACTION	MOD USER
Yakel	456	10/25/2017 3:17:17 PM	Made Inactive	kyakel
Yakel	456	10/23/2017 12:20:15 PM	Made Active	kyakel
Yakel	123	10/23/2017 12:19:47 PM	Made Inactive,Remove Neutral	kyakel
Yakel	123	10/23/2017 12:19:07 PM	Made Neutral	kyakel

(Figure 4.11: Parker Status Log)

ACCESS LEVELS

Parkonect offers the ability to set parameters for individual parkers that control when a parker can or cannot enter a facility, whether passback is enforced, and what areas of the garage are accessible. For additional information on access levels, please contact us.

OTHER CREDENTIAL OPTIONS

Parkonect also offers GPS-enabled iPhone/Android passes that automatically activate when parkers enter your garage. If you decide to use these passes at your location, you can save a recovery link for every cardholder's pass under the iPhone/Android field on the cardholder settings page. Parkers simply visit this link to re-download the pass issued to them.

In addition, we offer a variety of traditional access control methods for monthly parkers, from hard passes to keytags and fobs. All scanning-based credentials such as hard passes and key-tags use the same QR code for each individual cardholder, allowing your monthly parkers to mix and match credentials to suit their unique needs.

Parkonect automatically prevents monthly credential misuse, and the use of multiple credential formats at one location will not interfere with passback or fraud prevention.

RATES AND SPECIALS

It's easy to change rates and add specialized rate tables on your Parkonect system. Go to **Quick Links > Garage Settings > Rates**. From this menu, you can:

- Test rates using the Calculator
- Add new rate table for the Garage or for your Parkonect Online Reservation System
- Edit existing rate tables.



(Figure 4.12: Rate Sheet Summary Portal)

Parkonect only allows one rate sheet to be designated as the “default” rate table, but you may create as many rate tables as you like and schedule the use of different rate tables using the Garage Rate Calendar. (See Page 52)

All rates sheets which reference “online” are specific to functionality that is part of Parkonect’s Reservation Engine, which has its own manual. As such, all remaining rate sheet discussion herein are specific to balances that are charged using your Parkonect hardware in the garage.

ADD A NEW RATE SHEET

To add a new rate sheet, click “New Garage Rate Sheet” as shown above in Figure 4.12.

The screenshot shows a web interface titled "Rates" for the "13th Street Demo Site 1319 S. State Suite B Chicago, IL 60605". The main section is "Rate Detail" with "Save Rate Sheet" and "Cancel" buttons. It is divided into several panels:

- Rate Sheet: Pay at Garage**: Includes a "Rate Sheet Name" field and a status indicator "Active" (checked) and "Default Rate Sheet" (unchecked).
- Add New Rate**: Includes fields for "Start Minutes", "End Minutes", and "Rate", with an "Add Rate" button.
- Current Rates**: A box stating "No rates currently added."
- Specials**: A box stating "No specials currently added."
- Add New Special**: Includes a "Special Name" field, a status indicator "Active" (checked), and time selection fields for "Commence in Time" (12:00 AM), "End in Time" (12:30 AM), and "Out by Time" (12:30 AM). It also has a "Next Day" checkbox, a "Daily Limit" field, and "Start Web Selling" and "Date" fields.

(Figure 5.1: Editing a Rate Sheet)

The following are necessary when adding a new rate sheet

- All rate bands are measured in minutes. Each new band starts one minute after the previous band ends. For example, if the first rate band is 0 to 30 minutes, the next rate band must start at 31.
- Rate tables must total 1440 minutes with no gaps.
- When adding a new band, note that the new rate is added to the gross rate of the previous band.
- You may only have one default rate sheet at a time.
- Specials rates can be added within a rate sheet, but this can only be done after the rate sheet's 1440 rate bands are saved. See "Edit Rate Sheets" below for further information.
- To save your changes, click "Save Rate Sheet".

EDIT OR ADD A SPECIAL TO A RATE SHEET

Editing a rate sheet is very similar to adding a new rate sheet. Instead of clicking “New Garage Rate Sheet”, you click “Select” next to the existing rate sheet you wish to edit (see Figure 4.12).

Add specials, like Early Bird or Evening Specials to a rate sheet is simple. While editing the rate sheet, scroll down and click the “Add New Special” box.

All specials require the following information:

- Name and description
- Time period the person must enter the garage to qualify for the special, including the starting and ending “in times”. For example, must enter between 5am and 10am, where 5am would be the “Commence in Time and 10am would be the “End in Time”.
- Time period the person must exit the garage to qualify for the special. For example, if the Early Bird special is “In” between 5am and 10am and “Out” by 6pm, then 6pm would be the “Out by Time”. Make sure to check the “Next Day” box if your special goes past midnight.

Once you have completed the time frame for the special, enter the rate that you would like to charge for the special (see figure 5.1). All other fields (daily limit, starting web, ending web, etc) do not impact the functionality, but are required. We recommend putting 1000 in the daily limit, using the current date for the start web selling and using 12/20/25 as the end web date.

When complete, make sure you click “Update Rate Sheet”.

The image shows a web form titled "Add New Special". At the top, there is a "Status" field with a dropdown menu set to "Active". Below this is a "Special Name" text input field. The form then has three time selection fields: "Commence in Time" (12:00 AM), "End in Time" (12:30 AM), and "Out by Time" (12:30 AM), each with a dropdown arrow. Below these is a "Next Day" checkbox. The form continues with "Daily Limit", "Start Web Selling Date", "End Web Selling Date", "Special Rate", and "Description" (a large text area). At the bottom right, there is a black button labeled "Add Special".

(Figure 5.1.A Add New Special)

GARAGE RATE CALENDAR

The Parkonect hardware uses a calendar function to determine the rate sheet to be used for transactions and different rates sheets can be applied at the top of the hour and 30-minute point.

The following are the key attributes of how the rate sheet calendar function works:

- The rate sheet designated as the “default” (See Page 49) will always be used unless a specific rate sheet is applied to the Garage Rate Calendar.
- Rate sheets can be applied to the calendar on a default or exception basis.
 - Use the **DEFAULT rate sheet type** (see Figure 5.2 below) if you want a specific rate sheet to be used on a recurring day of week basis. For example, if you want a Weekend Rate Sheet to start every Friday at 5pm, you would use the DEFAULT type.

Use the **EXCEPTION** rate sheet type if you want a specific rate sheet to be used on a specific calendar date. This type of setting is generally used for events. For example, if you want an Event Rate Sheet for October 15th at 7pm, you would use the EXCEPTION type.

Garage Rate Calendar

13th Street Demo Site 1319 S. State Suite B Chicago, IL 60605

Add Rate

Rate Sheet Type: Default Exception

Rate Sheet: office Demo rate

Day: Sunday

Start Time: 12:00 AM

End Time: 12:30 AM

Add

Previous Week Current Week Next Week

Rate Calendar

	Sunday 10/22/2017	Monday 10/23/2017	Tuesday 10/24/2017	Wednesday 10/25/2017	Thursday 10/26/2017	Friday 10/27/2017	Saturday 10/28/2017
12:00 AM - 12:30 AM	Bears Game						
12:30 AM - 1:00 AM	Bears Game						
1:00 AM - 1:30 AM	Bears Game						

(Figure 5.2: Garage Rate Calendar)

- To set different rate tables to operate on different days of the week and post special event parking, find your location on the Garages listing and select Garage Rate Calendar from the Modules panel (see Figure 5.2 above). The rate calendar is organized by week. Default schedules a rate on the same day of the week, at the same time, every week. Exception schedules a one-time variation from the default rate table.
- You may plan rates in great detail. Each cell on the Garage Rate Calendar represents one half hour.

- To post the same rate table to different days of the week, select a different day each time. You may post a rate table more than once. For example, you can set a 10 AM - 7 PM event rate on Tuesday one week and Wednesday the next week. Note that the start of a reservation determines rates, so an event rate for a 12 PM football game should be in effect a few hours before and after.
- Click the black "X" to clear a schedule block.
- You do not need to fill every cell with a rate table. Clear cells revert to the default garage rate table.
- Use the Previous Week and Next Week buttons to navigate, or click Current Week from any calendar page.

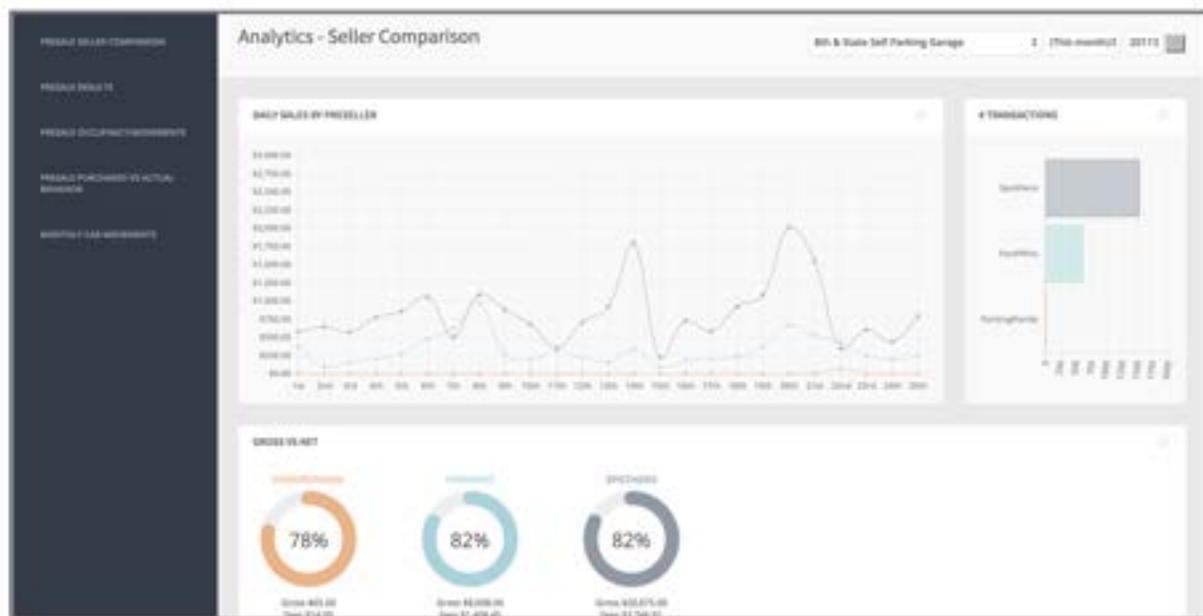
API OVERAGE RATE CALENDAR

Similar to the Garage Rate Calendar, Parkonect has created a rate calendar function for calculating overage balances due on presold reservations that have parked beyond their pre-purchased time. This function is specific to presales only and works the same as the Garage Rate Calendar described above.

INSIGHTS: ANALYTICS

INTRODUCTION

Similar to the Garage Log and the Presale Log reports, the Analytics portion within our Parkonect system displays a detailed view of complete garage activity from a daily and monthly basis. The Analytics portion allows you to view detailed information corresponding to online presales, presale comparisons, parker movement activity, and depending on locations that include monthly parkers, you can also view monthly parker activity within those particular garage locations.



(Figure 5.3: Analytics)

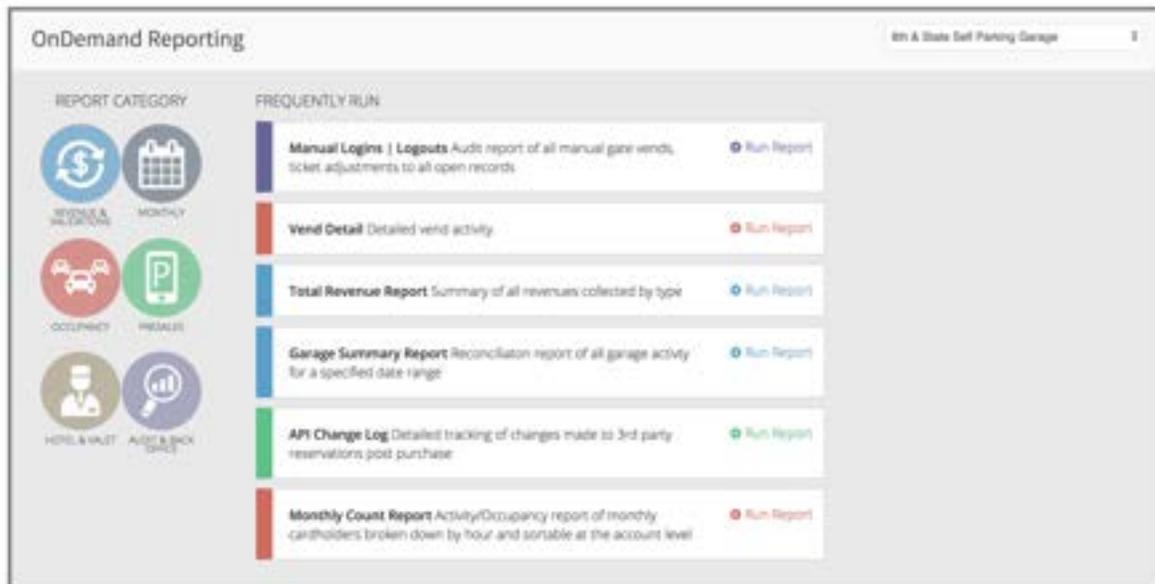
CATEGORIES OF ANALYTICS

- **Presale Seller Comparison:** A detailed report of generated sales through third party vendors.
- **Presale Results:** A daily summary report of presales corresponding to individual online presellers.
- **Presale Occupancy and Movements:** A weekly systemic breakdown of parker duration within garage.
- **Presale Purchased vs. Actual Behavior:** A detailed report showing purchased stay duration vs. actual parker stay duration.
- **Monthly Car Movements:** A detailed listing of monthly parker activity within garage.

INSIGHTS: REPORTS

TYPES OF REPORTS

Your Parkonect system lets you view live, exportable, cloud-based data. To get started, go to **Dashboard > Insights > Reports**. You will see the Report menu's navigation box and may generate reports or export them to Excel.



(Figure 5.4: Report Menu Navigation)

From the Reports menu, you will see a Reporting Category that is color coded to specific reports pertaining to different garage data. The “Frequently Run” section shows you all the reports that were accessed and viewed from newest to oldest.

The “Run Report” quick link allows you to access a particular report, build it around the garage preferences you need, and generate the data with one click of a button. As mentioned above, the OnDemand Reporting allows you to generate and export reports to Excel.

CATEGORIES OF REPORTS

➤ **Revenue & Validations Reports:**

- Garage Summary Report: Detailed activity records, including tickets issued, revenue collection, validation usage and vends by type.
- Credit Card Sales Report: Breakdown of credit card collections by credit card type and revenue channel.
- Total Revenue Report: Summary of revenue by type.
- Revenue by Rate Report: Breakdown of revenues by rate band.
- Rebill Vendor Report: Detail of balance to be collected from vendors using “On Demand” or direct rebill collection for penalty fees.

➤ **Occupancy Reports:**

- Car Count by Type Report: Hourly entries, exits and net car movements broken down by transient, monthly, presale and other types.
- Presale Count Report: Matrix of entries, exit and net car movements by hour by presale vendor.
- Monthly Count Report: Activity/Occupancy report of monthly cardholders broken down by hour and sortable at the account level.

➤ **Monthly Parking Reports:**

- Account Summary: A detail listing of monthly parkers in your garage.
- Account History Use Report: View in/out records for individual monthly parkers.

➤ **3rd Party Presale Reports:**

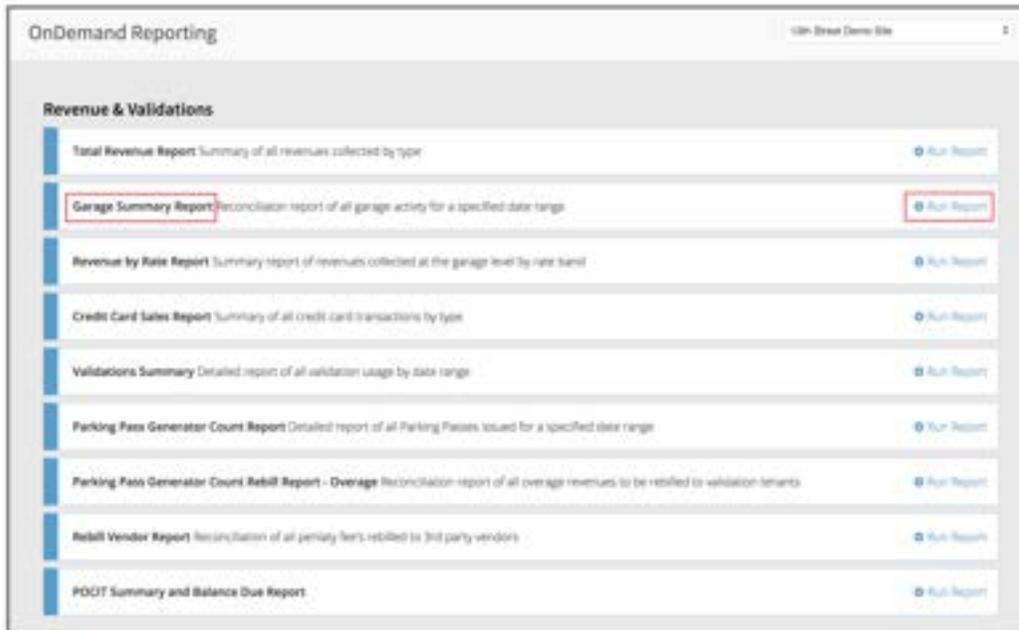
- Reservation Summary Report: Summary of reservations by vendor, including units sold, gross and net price and the ability to run this by start, end or order date.
- Reservation Sales Report: Transactional listing of reservations by vendor with the ability to run this by start, end or order date.
- API Change Log Report: Detailed tracking of changes made to 3rd party reservations post purchase.
- Reservation Cancellation Report: Detail of all reservations that have been cancelled by presellers/vendors.

➤ **Audit & Back Office Reports**

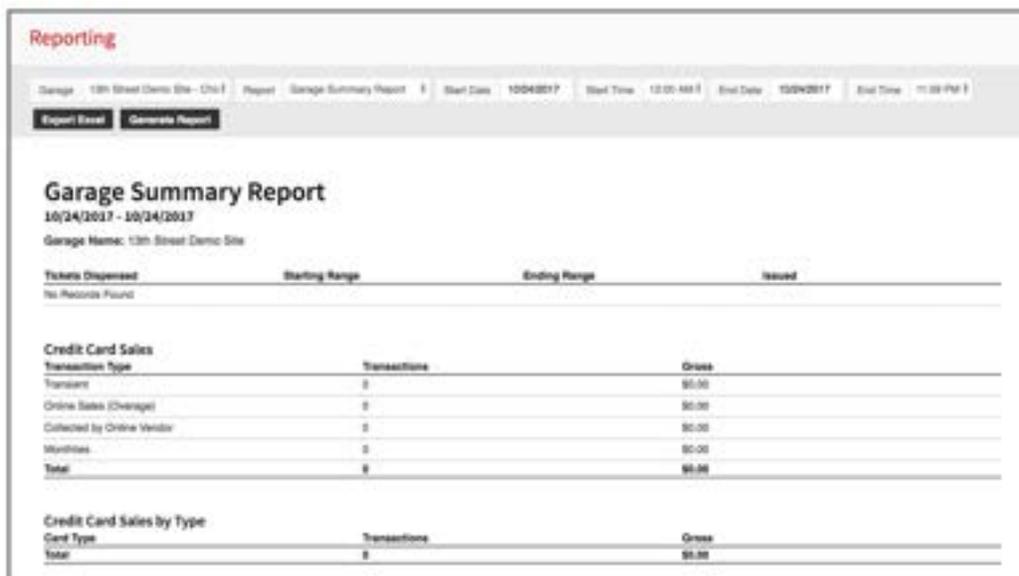
- Manual Logins & Logouts: Records of manual adjustments made by users.
- Pay at Garage Log: Transactional detail of all garage activity for a specified time period exported in excel.
- Monthly Parker Log: Transactional detail of all monthly cardholder activity exported in excel.
- Failed Scans Log: Detailed report of all failed scans exported in excel.
- API Vend Log: Report of all vends triggered by gate kits or through an API.

GARAGE SUMMARY REPORT

The Garage Summary Report (see Figure 5.5.A) is your primary tool for reconciling garage activity. Choose your garage from the drop-down menu and select a date range to generate a Garage Summary Report.



(Figure 5.5: Garage Summary Report)



(Figure 5.5.A: Garage Summary Report)

There are four main sections:

- **Tickets Dispensed:** This shows the starting, ending, and total number of tickets dispensed during the time range you select. The number of skipped tickets, if applicable, will also be displayed here.
- **Credit Card Sales:** Credit card transactions during the time range selected, broken down by parker type and point of sale. A separate field exists for presales. Red text indicates linked data: click and see a list of all parkers in a selected category, sorted by barcode.
- **Manually Entered:** A counter of manual logins and logouts during the time range selected.
- **Gate Vends:** A counter of gate vends during the time range. These are broken down by lane location and parker type.

Note that colored text represents linked data. Click these items to view a table of selected parkers sorted by barcode. To make effective use of the Garage Summary Report, observe how the different sections of the report relate to each other:

- Manual logins and logouts are counted as entry and exit vends, respectively.
- You can reconcile exit vends against the total number of credit card sales, and manual logins/logouts.

Some Parkonect systems include specialty products like fixed event modules or pay-on-foot stations. These products, when installed, have entries on the Garage Summary Report and, when appropriate, seamlessly integrate with the data generated by your standard Parkonect products.

ACCOUNT SUMMARY

The Account Summary (see Figure 5.6.A) lists the status of all monthly parkers.



(Figure 5.6: Account Summary)

The screenshot shows the 'Reporting' interface. At the top, it says 'Reporting'. Below that, there's a navigation bar with 'Garage: 13th Street Demo Site - Ch1', 'Report: Account Summary', 'Account: All Accounts', 'Account Status: All', and an 'Export Excel' button. A 'Generate Report' button is also present. The main content is titled 'Account Summary' for the period '10/24/2017 - 10/24/2017' at 'Garage Name: 13th Street Demo Site'. Below this is a table with the following columns: Account Name, Barcode, First Name, Last Name, Unit, Primary Lot, Active, Expired, Activate Date, Last Use, and Fee.

Account Name	Barcode	First Name	Last Name	Unit	Primary Lot	Active	Expired	Activate Date	Last Use	Fee
Xreport	X780105	Jack	Guy		Man	N	N	7/17/2012	10/18/2013	
Xreport	X304	Auto Add	Auto Add		Man	N	N	11/8/2012	11/8/2012	
LA Fitness	LS12385	Auto Add	Auto Add		Man	N	N	11/8/2012	11/8/2012	
Xreport	X123456	Auto Add	Auto Add		Man	N	N	11/8/2012	11/8/2012	
LA Fitness	LS151010	Auto Add	Auto Add		Man	N	N	11/10/2012	11/20/2012	
Harry Parking Accounts	m1048908	Harry	Teasing		Man	N	Y	11/12/2012	11/12/2012	
Harlan hotel	Mer04455	Iyu	lester		Man	N	Y	1/9/2013	1/10/2013	
Harlan hotel	Mer0753	bob	johm		Man	N	Y	1/15/2013		
Harlan hotel	Mer004karp		karp		Man	N	Y	2/4/2013		
Harlan hotel	Mer004yoham		yoham		Man	N	Y	2/6/2013		
Harlan hotel	Mer0123joe		joe		Man	N	Y	2/6/2013		
Harlan hotel	Mer0123kag		kag		Man	N	Y	2/6/2013	2/6/2013	
Harlan hotel	Mer0222jim		jim		Man	N	Y	2/11/2013		

(Figure 5.6.A: Account Summary)

Each parker is sorted by account, barcode, first and last name, activity status, activation date, and date of last use. You can filter results by account or by account activity status.

To view a log of all monthly activity, use the Monthly Tab on the Garage Log.

MANUAL LOGINS & LOGOUTS

The Manual Logins & Logouts Report (see Figure 5.7.A) shows a list of manual logins and logouts performed at your garage for the selected date range.



(Figure 5.7: Manual Logins & Logouts)

The screenshot shows the 'Reporting' interface. At the top, it says 'Garage 13th Street Demo Site - Chi'. Below that, there's a 'Report' dropdown menu set to 'Manual Logins | Logouts'. There are 'Start Date' and 'End Date' fields both set to '10/24/2017'. A 'Generate Report' button is on the right. Below this, the title is 'Manual Logins | Logouts' with the date range '10/24/2017 - 10/24/2017'. The 'Garage Name' is '13th Street Demo Site'. The table below has the following columns: Barcode Prefix, Barcode, Entry Time, Login Code, Login By, Exit Time, Reason/Comment, Logout By, and Log.

Barcode Prefix	Barcode	Entry Time	Login Code	Login By	Exit Time	Reason/Comment	Logout By	Log
	521521	5/21/2014 7:00:00 AM	stgsl	harp				Pay At Garage
	576976	8/11/2014 8:00:00 AM	tk test	harp				Pay At Garage
	234546	3/5/2015 4:00:00 AM	tk testing	harp				Pay At Garage
	LOST TICKET	8/10/2017 9:48:36 AM	LostTicket	BgEd				Pay At Garage
	LOST TICKET	8/10/2017 10:00:13 AM	LostTicket	BgEd				Pay At Garage
	LOST TICKET	8/10/2017 10:17:06 AM	LostTicket	BgEd				Pay At Garage
	LOST TICKET	8/25/2017 3:34:17 PM	LostTicket	BgEd				Pay At Garage
	LOST TICKET	8/25/2017 3:34:44 PM	LostTicket	BgEd				Pay At Garage
	LOST TICKET	8/25/2017 3:37:25 PM	LostTicket	BgEd				Pay At Garage
	LOST TICKET	9/12/2017 3:35:26 PM	LostTicket	BgEd				Pay At Garage
	LOST TICKET	10/24/2017 11:38:15 AM	LostTicket	BgEd				Pay At Garage

(Figure 5.7.A: Manual Logins & Logouts)

Each manual action is broken down by barcode, barcode prefix, entry time (if applicable), reason code, the user who performed the manual action, exit time (if applicable), and the section of the Garage Log on which the manual action was performed and may be further researched.

PRESALE COUNT REPORT

The Presale Count Report (see Figure 5.8.A) breaks down online presales by hour, by vendor, and feeds directly into the Gate Vends section of the Garage Summary Report.



(Figure 5.8: Presale Count Report)

The screenshot shows the 'Reporting' interface for '13th Street Demo Site - Chit 2'. The report is titled 'Reservation Sales Report' for the period '10/1/2017 - 10/24/2017'. The report includes a table with the following columns: Reservation ID, Order Date, Start Date, End Date, Email, Vendor, Name, Price, Fee, and Net Remit.

Reservation ID	Order Date	Start Date	End Date	Email	Vendor	Name	Price	Fee	Net Remit
SPFK0X	10/17/2017 4:54:28 AM	10/17/2017 4:04:06 AM	10/17/2017 4:54:27 AM		ParkJockey	Anonymous Anonymous	\$8.00	\$1.20	\$6.80
R29KAN	10/17/2017 2:54:03 AM	10/17/2017 2:03:48 AM	10/17/2017 2:54:01 AM		ParkJockey	Anonymous Anonymous	\$8.00	\$1.20	\$6.80
181771	10/3/2017 6:27:25 PM	10/4/2017 8:00:00 AM	10/4/2017 12:00:00 PM	kevin@servicetrackingystems.net	Parknet	Kevin Meyer	\$8.00	\$0.00	\$8.00
181772	10/3/2017 6:28:33 PM	10/4/2017 8:00:00 AM	10/4/2017 12:00:00 PM	kevin@servicetrackingystems.net	Parknet	Kevin Meyer	\$8.00	\$0.00	\$8.00
181773	10/3/2017 6:29:20 PM	10/4/2017 8:00:00 AM	10/4/2017 4:00:00 PM	kevin@servicetrackingystems.net	Parknet	Kevin Meyer	\$8.00	\$0.00	\$8.00
181774	10/3/2017 6:30:15 PM	10/4/2017 8:00:00 AM	10/4/2017 6:30:00 PM	kevin@servicetrackingystems.net	Parknet	Kevin Meyer	\$12.00	\$0.00	\$12.00
181736	10/3/2017 3:57:04 PM	10/4/2017 8:00:00 AM	10/4/2017 12:00:00 PM	kevin@servicetrackingystems.net	Parknet	Kevin Meyer	\$8.00	\$0.00	\$8.00
181706	10/3/2017 2:08:06 PM	10/4/2017 12:00:00 AM	10/4/2017 10:00:00 AM	kevin@servicetrackingystems.net	Parknet	Kevin Meyer	\$8.00	\$0.00	\$8.00
181736	10/3/2017 3:49:04 PM	10/3/2017 8:15:00 PM	10/3/2017 11:00:00 PM	kevin@servicetrackingystems.net	Parknet	Kevin Meyer	\$8.00	\$0.00	\$8.00
181779	10/3/2017 6:48:03 PM	10/3/2017 6:48:00 PM	10/3/2017 7:00:00 PM	kevin@servicetrackingystems.net	Parknet	Kevin Meyerseltz	\$2.00	\$0.00	\$2.00
181770	10/3/2017 6:20:48 PM	10/3/2017 8:15:00 PM	10/3/2017 6:30:00 PM	kevin@servicetrackingystems.net	Parknet	Kevin meyer	\$2.00	\$0.00	\$2.00
181788	10/3/2017 6:14:12 PM	10/3/2017 8:00:00 PM	10/3/2017 6:30:00 PM	kevin@servicetrackingystems.net	Parknet	Kevin Meyer	\$2.00	\$0.00	\$2.00

(Figure 5.8.A: Presale Count Report)

There are three ways to run this report: as an entry report, an exit report, or an in-garage count report. Make your selection from the Type drop-down menu. Each cell of the Presale Count Report contains linked data. Click on a cell to display barcodes and detailed arrival/exit information for each reservation sorted into that hour.

CAR COUNT BY TYPE REPORT

The Car Count by Type Report (see Figure 5.9.A) breaks down occupancy data by parker classification.



(Figure 5.9: Car Count by Type Report)

The screenshot shows the 'Reporting' interface. At the top, it says 'Reporting'. Below that, there's a navigation bar with 'Garage: 13th Street Demo Site - Chx', 'Report: Car Count by Type Report', 'Type: Net Count Report', and 'Date: 10/24/2017'. There's a 'Generate Report' button. Below the navigation bar, the main heading is 'Car Count by Type Report' with the date '10/24/2017'. Underneath, it says 'Garage Name: 13th Street Demo Site'. The main content is a table with the following data:

Start	End	Transient	Pre-Sales	Total
12:00 AM	1:00 AM	91	1	92
1:00 AM	2:00 AM	91	1	92
2:00 AM	3:00 AM	91	1	92
3:00 AM	4:00 AM	91	1	92
4:00 AM	5:00 AM	91	1	92
5:00 AM	6:00 AM	91	1	92
6:00 AM	7:00 AM	91	1	92
7:00 AM	8:00 AM	91	1	92
8:00 AM	9:00 AM	91	1	92
9:00 AM	10:00 AM	91	1	92
10:00 AM	11:00 AM	91	1	92
11:00 AM	12:00 PM	93	1	94

(Figure 5.9.A: Car Count by Type Report)

Furthermore, there are three ways to run the Car Count by Type Report: as an entry count report, an exit count report, or a net count report. Make your selection from the Type drop-down menu. Each red cell of the report contains linked data. Click on a cell to display barcodes and detailed information for each reservation sorted into that hour.

RESERVATION SUMMARY

The Reservation Summary (see Figure 5.10.A) shows the number of online presales for a selected date range, sorting by product type or vendor source.



(Figure 5.10: Reservation Summary)

The screenshot shows the 'Reporting' interface. At the top, there is a navigation bar with 'Garage: 13th Street Demo Site - Ctr 2', 'Report: Reservation Summary', 'Start Date: 10/1/2017', 'End Date: 10/24/2017', and 'Based On: Start Time, End Time, Order Time'. A 'Generate Report' button is present. Below this, the report title is 'Reservation Summary' for the period '10/1/2017 - 10/24/2017' at 'Garage Name: 13th Street Demo Site'. The report contains a table with the following data:

Name	Type	Sales (#)	Inventory	Gross	Fees	Net
Anytime Parking	Anytime Parking	17	Unlimited	\$83.00	\$0.00	\$83.00
Totals		17		\$83.00	\$0.00	\$83.00
ParkJockey	Third Party	2		\$16.00	\$2.40	\$13.60
Totals		2		\$16.00	\$2.40	\$13.60

(Figure 5.10.A: Reservation Summary)

Gross revenue, fees, and net remit are shown for each vendor. The aggregated parker-by-parker data is available in the Reservation Sales Report for a broader view of presale activity, including a vendor-by-vendor accounting of sales and revenue.

RESERVATION CANCELLATION REPORT

The Reservation Cancellation Report (see Figure 5.11.A) shows a detailed summary of all reservations canceled by third party sellers.

The screenshot shows the 'OnDemand Reporting' interface. At the top right, there is a dropdown menu for '13th Street Demo Site'. Below this, under the 'Presales' section, there are four report options, each with a 'Run Report' button. The 'Reservation Cancellation' report is highlighted with a red box. The other reports are: 'Reservation Summary', 'Reservation Sales Report', and 'API Change Log'.

(Figure 5.11: Reservation Cancellation Report)

The screenshot shows the 'Reporting' interface. At the top, there are filters for 'Garage: 8th & State Self Parking Gar', 'Report: Reservation Cancellation', 'Start Date: 10/1/2017', 'End Date: 10/24/2017', and 'Vendor: Show All'. A 'Generate Report' button is visible. Below the filters, the report title is 'Reservation Cancellation' with the date range '10/1/2017 12:00 AM - 10/24/2017 12:00 AM' and 'Garage Name: 8th & State Self Parking Garage'. The main content is a table with the following columns: 'Date of Cancellation', 'Order ID', 'Barcode', 'Reservation Start Date', 'Reservation End Date', and 'Reservation Gross Amount'.

Date of Cancellation	Order ID	Barcode	Reservation Start Date	Reservation End Date	Reservation Gross Amount
10/03/2017 6:52:37 PM	8993892	SH8993892	10/04/2017 12:30 PM	10/04/2017 4:00 PM	\$8.00
10/23/2017 12:58:48 PM	8991440	SH8991440	10/23/2017 6:00 PM	10/24/2017 3:00 AM	\$7.00
10/23/2017 12:14:51 PM	8990892	SH8990892	10/23/2017 6:00 PM	10/24/2017 3:00 AM	\$7.00
10/23/2017 8:05:33 AM	8988257	SH8988257	10/23/2017 1:00 PM	10/23/2017 11:00 PM	\$10.00
10/23/2017 6:22:33 AM	8986666	SH8986666	10/23/2017 11:30 AM	10/23/2017 9:30 PM	\$10.00
10/23/2017 5:49:54 AM	8986318	SH8986318	10/24/2017 8:00 AM	10/24/2017 6:00 PM	\$10.00
10/22/2017 10:58:52 AM	93029118	X93029118	10/23/2017 4:00 PM	10/24/2017 4:00 PM	\$33.00
10/22/2017 10:54:58 AM	93029082	X93029082	10/22/2017 4:00 PM	10/24/2017 4:00 PM	\$33.00
10/22/2017 3:47:28 AM	93989140	X93989140	10/22/2017 11:00 AM	10/22/2017 4:00 PM	\$27.50
10/21/2017 5:13:57 PM	8986223	SH8986223	10/21/2017 10:00 PM	10/22/2017 3:00 AM	\$7.00
10/21/2017 5:13:47 PM	8986222	SH8986222	10/21/2017 10:00 PM	10/22/2017 3:00 AM	\$7.00
10/21/2017 12:02:54 PM	8983888	SH8983888	10/21/2017 5:00 PM	10/21/2017 6:30 PM	\$7.00
10/21/2017 11:37:34 AM	8983553	SH8983553	10/21/2017 5:00 PM	10/22/2017 3:00 AM	\$7.00

(Figure 5.11.A: Reservation Cancellation Report)

Based on the data from the Reservation Summary Report, the Reservation Cancellation Report allows you to generate a detailed list of all the reservations canceled by third party sellers.

API CHANGE LOG REPORT

The API Change Log Report (see Figure 5.12.A) shows detailed tracking of changes made to third party reservations post purchase.



(Figure 5.12: API Change Log Report)

The screenshot shows the 'Reporting' interface with the 'API Change Log' report selected. The report is for the date range 10/1/2017 - 10/24/2017 at the '8th & State Self Parking Garage'. The table below shows the details of the changes.

Date changed	Reservation ID Barcode	Prior Start Date	New Start Date	Prior End Date	New End Date	Prior Gross	New Gross	Prior Fee	New Fee
10/1/2017 7:29:21 AM	93585545	X93585545		10/4/2017 7:30:00 AM	10/4/2017 7:30:00 AM				
10/1/2017 7:29:21 AM	93585545	X93585545		10/4/2017 7:30:00 AM	10/4/2017 7:30:00 AM				
10/1/2017 8:15:06 AM	93586834	X93586834		10/1/2017 1:30:00 PM	10/1/2017 1:30:00 PM				
10/1/2017 9:55:30 AM	93587524	X93587524		10/3/2017 9:30:00 AM	10/3/2017 9:30:00 AM				
10/1/2017 9:56:00 AM	93587524	X93587524		10/3/2017 9:30:00 AM	10/3/2017 9:30:00 AM				
10/1/2017 9:57:54 AM	93587640	X93587640		10/8/2017 2:00:00 PM	10/8/2017 2:00:00 PM				
10/1/2017 9:57:54 AM	93587640	X93587640		10/8/2017 2:00:00 PM	10/8/2017 2:00:00 PM				
10/1/2017 10:06:50 AM	93587737	X93587737		10/9/2017 12:00:00 PM	10/9/2017 12:00:00 PM				
10/1/2017 10:08:50 AM	93587737	X93587737		10/9/2017 12:00:00 PM	10/9/2017 12:00:00 PM				
10/1/2017 10:15:30 AM	93587798	X93587798		10/3/2017 10:00:00 AM	10/3/2017 10:00:00 AM				
10/1/2017 10:15:30 AM	93587798	X93587798		10/3/2017 10:00:00 AM	10/3/2017 10:00:00 AM				
10/1/2017 10:41:55 AM	93584553	X93584553		10/4/2017 4:00:00 PM	10/4/2017 4:00:00 PM				
10/1/2017 11:33:20 AM	93589857	X93589857		11/25/2017 3:00:00 PM	11/25/2017 3:00:00 PM				
10/1/2017 11:38:25 AM	93589958	X93589958		10/1/2017 10:00:00 PM	10/1/2017 10:00:00 PM				
10/1/2017 11:47:41 AM	93589857	X93589857		11/25/2017 3:00:00 PM	11/25/2017 3:00:00 PM				

(Figure 5.12.A: API Change Log Report)

Within the API Change Log Report, you can see specific changes that were made to third party reservations. Changes may include reservation cancellations and or time extensions.

RESERVATION SALES REPORT

Reservation Sales Report (see Figure 6.1.A) is a comprehensive list of online presales and represents a detailed view of the data presented in the Reservation Summary.



(Figure 6.1: Reservation Sales Report)

The screenshot shows the 'Reporting' interface with filters for 'Garage: 13th Street Demo Site', 'Report: Reservation Sales Report', 'Start Date: 10/1/2017', and 'End Date: 10/24/2017'. Below the filters is a 'Generate Report' button. The main content is a table titled 'Reservation Sales Report' for the period '10/1/2017 - 10/24/2017' at 'Garage Name: 13th Street Demo Site'. The table lists reservation details including ID, Order Date, Start Date, End Date, Email, Vendor, Name, Price, Fee, and Net Remit.

Reservation ID	Order Date	Start Date	End Date	Email	Vendor	Name	Price	Fee	Net Remit
8PFKWY	10/17/2017 4:54:28 AM	10/17/2017 4:04:06 AM	10/17/2017 4:54:27 AM		ParkJockey	Anonymous Anonymous	\$8.00	\$1.20	\$6.80
R294AN	10/17/2017 2:54:03 AM	10/17/2017 2:03:46 AM	10/17/2017 2:54:01 AM		ParkJockey	Anonymous Anonymous	\$8.00	\$1.20	\$6.80
181771	10/3/2017 6:27:25 PM	10/4/2017 8:00:00 AM	10/4/2017 12:00:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$8.00	\$0.00	\$8.00
181772	10/3/2017 6:29:33 PM	10/4/2017 8:00:00 AM	10/4/2017 12:00:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$8.00	\$0.00	\$8.00
181773	10/3/2017 6:29:30 PM	10/4/2017 8:00:00 AM	10/4/2017 4:00:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$8.00	\$0.00	\$8.00
181774	10/3/2017 6:30:15 PM	10/4/2017 8:00:00 AM	10/4/2017 6:30:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$12.00	\$0.00	\$12.00
181738	10/3/2017 3:57:04 PM	10/4/2017 5:00:00 AM	10/4/2017 12:00:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$8.00	\$0.00	\$8.00
181706	10/3/2017 2:08:06 PM	10/4/2017 12:00:00 AM	10/4/2017 10:00:00 AM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$8.00	\$0.00	\$8.00
181736	10/3/2017 3:49:04 PM	10/3/2017 8:15:00 PM	10/3/2017 11:00:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$8.00	\$0.00	\$8.00
181779	10/3/2017 6:48:03 PM	10/3/2017 8:45:00 PM	10/3/2017 7:00:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin MeyerWZ	\$2.00	\$0.00	\$2.00
181770	10/3/2017 6:20:48 PM	10/3/2017 8:15:00 PM	10/3/2017 6:30:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin meyer	\$2.00	\$0.00	\$2.00
181769	10/3/2017 6:14:12 PM	10/3/2017 8:00:00 PM	10/3/2017 6:30:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$2.00	\$0.00	\$2.00
181763	10/3/2017 5:41:03 PM	10/3/2017 5:30:00 PM	10/3/2017 8:00:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$2.00	\$0.00	\$2.00
181728	10/3/2017 3:10:15 PM	10/3/2017 4:00:00 PM	10/3/2017 4:15:00 PM	kevin@servicetrackingsystems.net	Parkonect	Kevin Meyer	\$2.00	\$0.00	\$2.00

(Figure 6.1.A: Reservation Sales Report)

Enter a start and end date and select whether you are searching by order date or start date. Each online presale is listed and sorted by order ID, order date, reservation start date and time, vendor, price, fee, and net remit. You may also refine your results by vendor.

Taken together with the Reservation Summary, the Reservation Sales Report provides critical information on your parkers' adoption of online sales, enabling you to make better-informed decisions about these ever-expanding sales channels.

OTHER REPORTS

Other reports you can run from the Reports menu (if applicable to your location) include:

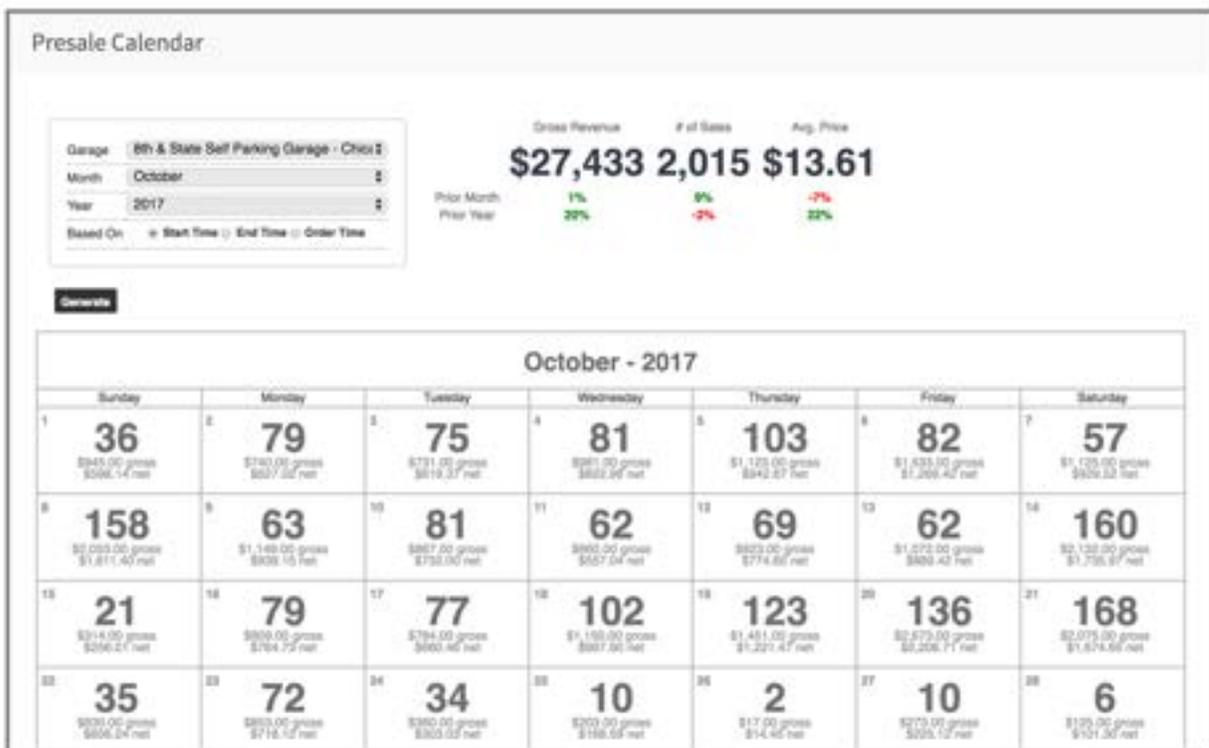
- **Account Rebill Count Report by Day:** Daily report of usage and billable spaces by monthly account.
- **Account Rebill Count Report by Month:** Monthly report of usage and billable spaces by monthly account.
- **Parking Pass Generator Count Report:** Detailed report of all Parking Passes issued for a specified date range.
- **Parking Pass Generator Count Rebill Report – Overage:** Reconciliation report of all overage revenues to be rebilled to validation tenants.
- **Promo Code Usage Report:** Promo-code redemption activity on reservations made through Parkonect’s reservation engine.
- **Vend Detail:** View all vends whether exit or entry for a specific date range sorted by time, vendor, and barcode.

INSIGHTS: PRESALE CALENDAR

INTRODUCTION

To locate the Presale Calendar, click on **Insights > Presale Calendar**.

Start by choosing the filters at the top of the page. Once the fields have been defined, click on **Generate**. The results will populate within the same window. (See Figure 6.2: Presale Calendar)



(Figure 6.2: Presale Calendar)

This portion of insights contains a broader view of online presales based on reservation bookings. Within the Presale Calendar, you are able to generate a detailed summary of expected online presales from each day of the month. In the Presale Calendar, you will find a list of detailed data corresponding to the overall revenue for the month, a total number of sales (**daily & monthly**), and the average price per sale.

INSIGHTS: MONTHLY CALENDAR

INTRODUCTION

To locate the Monthly Calendar, click on **Insights > Monthly Calendar**.

The Monthly Calendar is similar to the Presale Calendar, except the Monthly Calendar populates information for monthly parker activity. To generate the data you want, fill out the necessary filters before generating the report. (See Figure 6.3: Monthly Calendar)



(Figure 6.3: Monthly Calendar)

The Monthly Calendar is a great way to keep track of monthly parker activity and can be used as a quick way to determine the busiest days of the week in your garage. Within this summary report, you are able to view the in and out activity for individual monthly parkers in a particular garage by clicking on a particular day.