Parkonect Hotel Portal Operator's Guide

For Parkonect Full Systems

CONTENTS

INTRODUCTION

Parkonect's Hotel Portal is a unique web-based tool that easily let's hotel staff convert a guest's self-parking ticket to a multi-use parking pass with in/out privileges while simultaneously giving parking operators a management solution for tracking, rebilling and reporting all hotel self-parking use.

This solution consists of two parts:

➢ A custom branded, responsive web-based portal that is accessible using any internet browser. This allows authorized hotel staff a simple means to issue or edit hotel parking passes.

➢ A detailed reporting and transaction log of all pass issuance and parking use as scanned through your Parkonect hardware.   This allows for tracking, reporting and rebilling by the parking operator.

The Hotel Portal is intuitive and simple to use.   Better yet, your garage can have multiple hotel accounts, each with their own settings, users and custom-branded hotel portal.

If you would like to add our Hotel Portal solution to your garage, please contact our sales team via email at sales@parkonect.com.

HOW IT WORKS

Patrons that self-park are issued a parking ticket from the Parkonect system upon entering the garage. In order for this Hotel Portal system to work, the customer must have their ticket with them at reception for it to be converted.
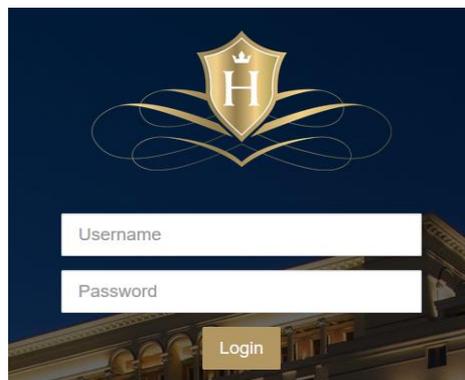
HOW IT WORKS FOR HOTEL STAFF

Parkonect's Hotel Portal is accessible on all internet connected devices.   Authorized hotel staff members will use their unique user name and password to log into the Portal.   From there, with three simple steps, they will be able to covert a parking ticket to a multi-use pass for the duration of the guest's stay.   Once the self-parking ticket is converted, the guest will have the option of using the original ticket pulled on entry or the pass they receive via text or email to get in and out of the garage during the duration of their stay.

It is important to note that:

➢ All parking under this system is for single vehicle use only and the system will not allow re-entry to the garage if the vehicle has not exited.

➢ Parking passes are set to expire at a designed time on check-out date and this expiration time can vary and be set on a hotel-by-hotel basis.

➢ Should a guest leave the garage after the pass expires, they will be subject to a fee that must be paid in the garage before they will be allowed to exit.

The Hotel Portal also includes lookup/edit function should the patron lose their ticket or require changes during their stay; however, a pass's expiration date cannot be "rolled back" or changed after expiration date.   Please refer to our manual *Hotel Portal – Staff (Full Systems)* for further details.

Hotel Portal Login – https://secure.parkonect.com/hotelportal/

Once the Hotel Self-Parking module is activated at your garage, your Parkonect 3.0 Cloud is ready with the following new features:

➢ **New "Hotel" User Type** – this is the user type for hotel staff are to have access to the Portal.

➢ **"Hotels" Quicklink in Garage Settings** – this is where a hotel's settings are configured, including parking expiration time and authorizing hotel portal users.

➢ **"Hotel Parkers" Tab in the Garage Log** – this is track transaction history by hotel pass number by parking staff or remote centers.

➢ **"Hotel Pass" on the Presale Log** – detailed search engine database for hotel passes by room #, first/last name, email address and more. Once a pass is selected, it will show you all use data, history of changes to the pass and the ability to update certain fields.

➢ **Hotel Specific Reports –** we have new reports for hotel pass usage that can be run by specific hotel based on start date and end date. These reports include original ticket numbers, time of ticket conversion and pass usage days for rebilling purposes, among other things.

Here's how the system works:

➢ The customer enters the garage by pulling a transient ticket from the Parkonect ticket dispenser.

➢ The customer takes their ticket to hotel reception and with three simple steps in the Portal, the hotel staff input name, check-out date and room number and convert the parking ticket into a hotel parking pass. The original ticket may be used, or a new one can be sent to the customer via text or email through the Portal.

➢ Within the Parkonect 3.0 Cloud, when the transient parking ticket is converted in the Portal, the virtual ticket in the "Pay at Garage" log is closed with a $0 value with an exit time equal to the original entry date/time and reopened as a "Hotel Record" with the original entry date/time. This keeps the garage counts accurate and maintains passback, while moving the parker out of the transient category and into the Hotel category for all Parkonect reporting.

➢ Hotel parking passes allow for repeated use of the parking facility for a single car from time issuance to the "default" expiration time on date of check-out (configurable by hotel). However, these passes are subject to pass-back, requiring that for every entry there is a corresponding exit before re-entry is allowed.

➢ If a patron exits after the default expiration time, they will be charged for the excess amount of time based on the garage rate table from the time of pass expiration to the time of actual exit – ensuring you get paid for ALL parking use.

NAVIGATING AND UNDERSTANDING HOTEL SETTINGS

Using the either the quick-links feature on the Dashboard or the Garages tab in the navigation bar, choose your garage and go the Garage Settings page.   Here, your garage will have a "Hotels" quick-link, as shown below.

From here, you can select any of the hotels that are active at your garage and view/edit:

➢ Hotel details, including name, address and phone number. This information shows up on passes that are sent through the portal via text or email.

➢ Hotel pass start time/end.   These fields are necessary to define the cut-off time for when a hotel pass starts and expires for rebilling purposes. For example, if the hotel's policy for room check-in is 3pm, the garage may want to allow these patrons use of the garage starting at 10am. Once the start time is set to 10am, any patron that pulls a ticket from the ticket dispenser prior to 10am on the date of arrival and coverts it to a hotel pass will be charged an extra day of use in the garage.

Remember: the hotel pass conversion feature uses the time the ticket was issued by ticket dispenser as the start time – this is when they actually entered the garage, not the time the pass was converted, ensuring the entire duration of a ticket is calculated

Similarly, on the check-out date, it may be decided that parkers can use the garage until 4pm even though the hotel policy for room checkout is 11am.   If end-time is set to 4pm, then patrons leaving the garage after 4pm on the pass expiration date will be charged for the excess amount of time based on the garage rate table from the time of pass expiration to the time of actual exit time.   As an example, if the patron leaves at 5pm, they will be charged the 1hr rate and this must be collected at the exit terminal before the parker will be allowed to exit the garage.

➢ Add/delete hotel users – This is where you activate the users that will have access to the hotel facing portal, as defined in greater detail below.

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ADDING/EDITING HOTEL USERS TO A HOTEL ACCOUNT

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Since a garage can have multiple hotel accounts, it is essential that each hotel account have the ability to define the set of users that have access to issue hotel passes on a hotel-by-hotel basis.   This is done in a two-step process.

➢ **Step 1: Create the hotel user.**   Creating users is defined in the Parkonect System Manual.   For creating users that have access to the hotel portal, make sure you (1) select "Hotel User" as the user type and (2) activate the garage where the hotel account resides.

➢ **Step 2: Activate the hotel user at a hotel account.**   On the hotel settings page, as shown below, there is a section to add users.   When you click "Add User", a drop down box will appear allowing you to select a user to add to the hotel. This list is populated by performing Step 1 above.

To delete a user, simply click the "**x**".

VIEW HOTEL PARKER ACTIVITY

There are two main searchable databases in the Parkonect 3.0 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 on the parkers.

This section provides details of the additional transaction information you will find on the Garage Log.

NEW: HOTEL PARKERS TAB ON THE GARAGE LOG

The Hotel Parkers Log gives you a quick overview of the following information:

- ➢ Barcode
- ➢ Entry Date/Time/Lane
- ➢ Exit Date/Time/Lane
- ➢ Duration of Use
- ➢ Last Scan

All hotel passes are multi-use; however, passback is strictly enforced.   The **Hotel Parkers** log will show all in and out activity for a pass.   Passback violations, if any, will appear in the **Failed Scans** log, as it does for all other types of failed transactions.

UNDERSTAING HOW TRANSIENT TICKETS ARE CONVERTED BY VIEWING THE GARAGE LOG

As previously discussed in the *How it Works* section of this document, when the transient parking ticket is converted in the Hotel Portal, the open ticket record in the "Pay at Garage" log is closed with an exit time equal to the original entry date/time and reopened as a "Hotel Record" with the original entry date/time.   This keeps the garage counts accurate and maintains passback, while moving the parker out of the transient category and into the Hotel category for all Parkonect reporting. The original entry time of the transient record as the start time of the hotel pass is to ensure there is no leakage from the time a ticket is pulled vs the time of conversion.

Below, we have provided an example:

- ➢ Ticket 0100000021 was issue by the ticket dispenser and converted to a hotel pass.

- ➢ In the **Pay at Garage** section:

  - o The ticket *Exit Time* equals the ticket *Entry Time* and there is no exit lane number (in Parkonect, this means a manual adjustment has been performed.

  - o The *Status* says "Hotel Pass" – this tells us the transient ticket was converted to a hotel pass.

- ➢ In the **Hotel Parkers** section, the *Entry Time* equals original entry time of the transient ticket. Similarly, it also has no entry lane number.

In the next section of this document, we will show you how to lookup the actual time the pass was converted

Looking up and editing hotel passes can be done two ways:

- In the Parkonect 3.0 cloud, you can search, edit and view detailed information on all hotel passes using the **Presale Log**.

- In the Hotel Portal, hotel users can use the "recover" function to edit and reissue passes. For more information, please refer to the *Hotel Portal staff manuals*.

NEW: HOTEL PASS TAB IN THE PRESALE LOG

Parkonect's **Presale Log** allows you to perform customized searches on parking passes in the Parkonect system, including hotel passes. Navigate to **Live Date > Presale Log** and click the **Hotel Pass** tab.

You can search for a hotel pass by a variety of variables, including room number, ticket number, first/last name and more, as shown below.

After setting your search parameters, the resulting list will appear and you will be able to view the hotel pass's details.

In addition to viewing the passes details, usage and history, you have the ability to edit certain fields, as shown below.

Note: There are restrictions on updating the expiration date field: (1) it cannot be rolled back and (2) it cannot be updated after the pass has expired.

Hotel Pass

Hotel Pass # (Barcode)	0100000021
Original Ticket Number	0100000021
Garage	Jakes Test Garage
Account	Jakes Hotel
Created By	jakari
Created On	6/14/2017 4:37 PM
Expiration Date	6/18/2017 [Update]
First Name	Jakari
Last Name	Battie
Room #	123 [Update]
Email	jakari@parkonect.com [Update]
Phone Number	[Update]

Pass Update Log

Date	User	Field Changed	Old Value	New Value
6/15/2017 11:48 AM	jakari	Expiration	6/17/2017 12:00 PM	6/18/2017 12:00 PM

Pass Usage

Entry Lane	Entry Time	Exit Lane	Exit Time	Duration
99	6/15/2017 11:22 AM			
	6/14/2017 4:37 PM	99	6/15/2017 11:21 AM	18 Hrs 44 Mins

There are two specific reports in Parkonect 3.0 that provide information on hotel pass activity:

➢ The Hotel Pass Log
➢ The Hotel Report

HOTEL PASS LOG REPORT

The Hotel Pass Log report allows you to view all pass usage data during a selected date range. To run the report, navigate to **Insights > Reports > Hotel Pass Log**

The Hotel Pass Log presents the following information:

➢ Barcode
➢ Entry Date / Time / Lane
➢ Exit Date / Time / Lane
➢ Expiration Date
➢ Last Name
➢ Room Number
➢ Convert Time – the date and time when the parking pass was converted from a transient ticket to a hotel pass.

Hotel Pass Log
6/14/2017 - 6/15/2017

Garage Name: Jakes Test Garage

Barcode	Entry Date / Time	Entry Lane	Exit Date / Time	Exit Lane	Expiration Date	Last Name	Room Number	Convert Time
0100000022	6/15/2017 11:45 AM				6/17/2017 12:00 AM	Battie	112	6/15/2017 11:46 AM
0100000021	6/15/2017 11:22 AM	99			6/18/2017 12:00 AM	Battie	123	6/15/2017 10:35 AM
0100000021	6/14/2017 4:37 PM		6/15/2017 11:21 AM	99	6/18/2017 12:00 AM	Battie	123	6/15/2017 10:35 AM

The Hotel Report is a summary level report showing passes issued during a specified period, along with corresponding pass details. This report is used to reconcile/rebill passes converted by the hotel for a specified time period

The report can be run by hotel and date range, and the dataset can be generated off hotel pass start time or expiration date. To view the report, navigate to **Insights > Reports > Hotel Report**.

Before running the report, be sure to include:

- Garage Location
- Hotel Account (if more than one enabled)
- Start Date
- Start Time – it is important to remember, this field reflects the first entry of a ticket into the garage prior to being converted to a hotel pass.
- Expiration Date
- You can choose to prioritize the report on parking pass start time or expiration date

Hotel Report
6/17/2017 - 6/17/2017

Garage Name: Jakes Test Garage

Hotel	Hotel Pass #	Last Name	First Name	Room #	Pass Start Time	Pass Expiration	Usage Days	Issued By	Ticket #
Jakes Hotel	0100000021	Battie	Jakari	123	6/14/2017 4:37 PM	6/17/2017 12:00 PM	3	jakari	0100000021
Jakes Hotel	0100000022	Battie	Jakari	112	6/15/2017 11:45 AM	6/17/2017 12:00 PM	3	jakari	0100000022
Hotel Passes Issued 2						**Total Usage Days**	**6**		

As shown above, the report includes the following fields:

➢ Hotel Account Name

➢ Hotel Pass # - note that the hotel pass number in **red** is linked data. Clicking the hotel pass number will open a separate window with detailed data for each pass.

➢ Last Name

➢ First Name

➢ Room #

➢ Pass Start Time – This is when the customer pulled a ticket to enter the facility

➢ Pass Expiration

➢ Usage Days – This will denote how many days the pass is valid for billing purposes and is calculated based on the default pass start and end times. As previously outlined, the original entry time of the ticket denotes the start time of the pass and from there, usage days are calculated based on the start & expiration times configured in the hotel settings.

➢ Issued By – this will show the hotel user that issued the hotel pass.

➢ Ticket # -- Ticket pulled at entry

At the bottom of the report, total passes issued and total usage days are summed and displayed.