

FlashValet Portal

High-Level Reports Overview

Here is an overview of recommended reports. This list includes sample reports for revenue, transactional, and vehicle activity reporting.

Topics:

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[Refund Report](#)

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How to Pull a Report

1. Select the **Reports** tab on top left menu of the FlashValet Portal (<https://portal.flashvalet.com>).
2. Choose a report and select a time and date range.
3. Select **Submit**.

Summary Reports

Location Summary Hotel

This report provides an executive-level summary of tickets processed per price per kiosk. It also provides a payment summary broken down by tender type and includes a sub-report that provides the number of vehicles processed per fee.

Hotel with Ticketless Valet						11 Feb 2018 - 13 Mar 2018																																	
Location Summary Hotel						www.flashvalet.com																																	
Payment Kiosk	Type	Vehicles	Fee	Discount	Total Discount	Total																																	
Hotel with Ticketless Valet	Overnight - Stayover	160	\$1.00	\$0.00	\$0.00	\$160.00																																	
Hotel with Ticketless Valet	Standard	1	\$52.00	\$0.00	\$0.00	\$52.00																																	
Hotel with Ticketless Valet	Standard	2	\$1.00	\$0.00	\$0.00	\$2.00																																	
Hotel with Ticketless Valet	Full Validation	1	\$0.00	\$1.00	\$1.00	\$0.00																																	
Payment Totals:		164			\$1.00	\$214.00																																	
Hot Cars: 81						Payments																																	
Average Customer Retrieval Time: 576.0 Minutes						<table border="1"> <thead> <tr> <th>Tender Type</th> <th>Vehicles</th> <th>Tips</th> <th>Fees</th> <th>Total</th> <th>Refunds</th> </tr> </thead> <tbody> <tr> <td>Complimentary</td> <td>1</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>No</td> </tr> <tr> <td>Cash</td> <td>3</td> <td>\$0.00</td> <td>\$54.00</td> <td>\$54.00</td> <td>No</td> </tr> <tr> <td>Front Desk</td> <td>160</td> <td>\$0.00</td> <td>\$160.00</td> <td>\$160.00</td> <td>No</td> </tr> <tr> <td>Totals:</td> <td>164</td> <td>\$0.00</td> <td>\$214.00</td> <td>\$214.00</td> <td></td> </tr> </tbody> </table>				Tender Type	Vehicles	Tips	Fees	Total	Refunds	Complimentary	1	\$0.00	\$0.00	\$0.00	No	Cash	3	\$0.00	\$54.00	\$54.00	No	Front Desk	160	\$0.00	\$160.00	\$160.00	No	Totals:	164	\$0.00	\$214.00	\$214.00	
Tender Type	Vehicles	Tips	Fees	Total	Refunds																																		
Complimentary	1	\$0.00	\$0.00	\$0.00	No																																		
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Front Desk	160	\$0.00	\$160.00	\$160.00	No																																		
Totals:	164	\$0.00	\$214.00	\$214.00																																			
Average Vehicle Price: \$1.30						Credit Card Summary																																	
Ticket Range						<table border="1"> <thead> <tr> <th>Type</th> <th>Mobile Fees</th> <th>Tips</th> <th>Fees</th> <th>Total</th> <th>Refunds</th> </tr> </thead> <tbody> <tr> <td>Totals:</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td></td> </tr> </tbody> </table>				Type	Mobile Fees	Tips	Fees	Total	Refunds	Totals:	\$0.00	\$0.00	\$0.00	\$0.00																			
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Totals:	\$0.00	\$0.00	\$0.00	\$0.00																																			
Start	End	Total	Variance	Replacements	Duplicates	Customer Account Summary																																	
12	12	1	0	0	0	<table border="1"> <thead> <tr> <th>Type</th> <th>Loaded</th> <th>Payments</th> <th>Refunds</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>Totals:</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> </tr> </tbody> </table>				Type	Loaded	Payments	Refunds	Difference	Totals:	\$0.00	\$0.00	\$0.00	\$0.00																				
Type	Loaded	Payments	Refunds	Difference																																			
Totals:	\$0.00	\$0.00	\$0.00	\$0.00																																			
087343	087345	3	0	0	0																																		
087413	087413	1	0	0	0																																		
087429	087429	1	0	0	0																																		
1000036	1000038	2	1	0	0																																		
Totals:		8	1																																				
Variance Detail																																							
1000037																																							

Vehicles Per Hour

This report summarizes hourly vehicle activity. It breaks down parked and retrieved vehicles hour by hour and displays the number of man hours.

Hotel with Ticketless Valet		23 May 2017			
Vehicles Per Hour		www.flashvalet.com			
Location	Period	Parked	Retrieved	Man Hours	Cars/Man Hr.
Hotel with Ticketless Valet	2:00 am to 3:00 am	0	0	2.6	0.0
	3:00 am to 4:00 am	0	0	0.7	0.0
	4:00 am to 5:00 am	0	0	0.0	
	5:00 am to 6:00 am	0	0	0.0	
	6:00 am to 7:00 am	0	0	0.0	
	7:00 am to 8:00 am	0	0	0.0	
	8:00 am to 9:00 am	0	0	0.0	
	9:00 am to 10:00 am	0	0	0.0	
	10:00 am to 11:00 am	2	2	0.8	5.0
	11:00 am to 12:00 pm	3	3	2.3	2.6
	12:00 pm to 1:00 pm	1	1	2.5	0.8
	1:00 pm to 2:00 pm	1	2	1.4	2.1
	2:00 pm to 3:00 pm	1	2	1.9	1.6
	3:00 pm to 4:00 pm	0	0	1.0	0.0
	4:00 pm to 5:00 pm	0	0	1.0	0.0
	5:00 pm to 6:00 pm	0	0	1.0	0.0
	6:00 pm to 7:00 pm	0	0	1.0	0.0
	7:00 pm to 8:00 pm	0	0	1.0	0.0
	8:00 pm to 9:00 pm	0	0	1.0	0.0
	9:00 pm to 10:00 pm	0	0	1.0	0.0
10:00 pm to 11:00 pm	0	0	1.0	0.0	
11:00 pm to 12:00 am	0	0	1.0	0.0	
12:00 am to 1:00 am	0	0	1.0	0.0	
1:00 am to 2:00 am	0	0	1.0	0.0	

Detail Reports

Location Trans Detail

This report is ideal for viewing each transaction in detail—including ticket number, arrival, departure, duration, and payment information. At the end of the report is the total amount transacted as well as an average duration and coupon summary.

Location Trans Detail										12 Mar 2018
Hotel with Ticketless Valet										www.flashvalet.com
Ticket	Name	Arrival	Departure	Duration	Description	Vehicle	Received By	Checked Out By	Payment Type	Amount
10	Firstname Last Name	1/10 11:36 AM			Overnight		A Noblitt		Front Desk	\$1.00
10007	Cory Matthews	1/22 1:50 PM			Overnight	Hummer	A Slater		Front Desk	\$1.00
10008	Topanga Lawrence	1/22 1:51 PM			Overnight	Porsche	A Slater		Front Desk	\$1.00
10010	Mark Cooper	1/22 2:02 PM			Overnight	Volkswagen	A Slater		Front Desk	\$1.00
11	Test2	1/10 11:37 AM			Overnight		A Noblitt		Front Desk	\$1.00
Total Records:	5	Avg. Transient/Visitor Duration:		-					Total Amount:	\$5.00
		Avg. Overnight/Guest Duration:		-						

Electronic Payments

This report provides details for each credit card transaction and breaks down subtotals per credit card type.

FlashParking Sales							15 May 2017 - 26 May 2017
Credit Card/PayPal Payments							www.flashvalet.com
Hotel with Ticketless Valet							
Reference	Recorded At	Ticket #	Status	Payment Info	Mobile	Amount	
1543137701	5/17/2017 05:11 pm	1619	Processed	Visa 5236		\$0.10	
1545728825	5/19/2017 01:49 pm	1621	Processed	Visa 5236		\$0.10	
1548566067	5/22/2017 12:19 pm	087023	Full Refund	MasterCard 4994		\$0.00	
1548634027	5/22/2017 12:59 pm	087048	Full Refund	MasterCard 4994		\$0.00	
1548842622	5/22/2017 03:16 pm	521032	Full Refund	Visa 4610		\$0.00	
1549582077	5/23/2017 10:45 am	087061	Full Refund	Visa 5024		\$0.00	
1549614717	5/23/2017 11:09 am	087059	Full Refund	Visa 9454		\$0.00	
1549666914	5/23/2017 11:42 am	087060	Processed	Visa 9454		\$1.00	
1549859764	5/23/2017 01:50 pm	087051	Processed	Visa 9454		\$3.00	
1549877899	5/23/2017 02:03 pm	087027	Processed	Visa 9454		\$3.00	
Total						\$7.20	

Ticket Activity Detail

This report is used to gain a full history of individual tickets. It indicates the time the ticket was first issued and when it was last completed. It displays each time the ticket was requested and accepted and provides retrieval time per ticket.

Ticket Activity Detail														
Hotel with Ticketless Valet														
ID	Name	Vehicle	License	Issued	Source	Requested	Accepted	Completed	Duration	Accepted	Customer	Description	Received By	Checked Out By
25		Ford - Gold		02/09/18 4:50 PM	Manual	02/10/18 7:33 AM	02/10/18 7:33 AM	02/10/18 7:42 AM	14 hrs 52 min	0 hrs 09 min	0 hrs 09 min	Executive - Comp	J.Doe	A.Nuñez
0114		Mercedes-Benz CLS300 - Black		02/09/18 9:58 AM	Manual	02/09/18 11:28 AM	02/09/18 11:28 AM	02/09/18 11:42 AM	26 hrs 34 min	0 hrs 14 min	0 hrs 14 min	Visitor	C.Hernandez	E.Diaz
0167	Lane	Infiniti - White		02/09/18 0:51 PM	Manual	02/09/18 4:34 PM	02/09/18 4:34 PM	02/09/18 5:07 PM	22 hrs 16 min	0 hrs 33 min	0 hrs 33 min	Visitor	C.Hernandez	A.Nuñez
0172	Wright	BMW - Silver		02/09/18 7:21 PM	Manual	02/09/18 12:37 PM	02/09/18 12:37 PM	02/09/18 12:45 PM	17 hrs 24 min	0 hrs 08 min	0 hrs 08 min	Visitor	C.Hernandez	J.Rodriguez
0218		BMW - Black		02/09/18 9:42 PM	Manual	02/09/18 2:02 AM	02/09/18 2:02 AM	02/09/18 2:47 AM	5 hrs 05 min	0 hrs 45 min	0 hrs 45 min	Executive - Comp	C.Hernandez	S.Uñat
0223	Anthony	Lincoln - Gray		02/09/18 10:05 PM	Manual	02/09/18 2:23 AM	02/09/18 2:23 AM	02/09/18 2:44 AM	4 hrs 38 min	0 hrs 20 min	0 hrs 20 min	Visitor	C.Hernandez	S.Uñat
0224		Honda - Gray		02/09/18 10:08 PM	Manual	02/09/18 2:27 AM	02/09/18 2:27 AM	02/09/18 2:47 AM	4 hrs 39 min	0 hrs 20 min	0 hrs 20 min	Executive - Comp	C.Hernandez	S.Uñat
0226	Miguel	Black - White		02/09/18 10:35 PM	Manual	02/09/18 2:32 AM	02/09/18 2:32 AM	02/09/18 2:47 AM	4 hrs 12 min	0 hrs 45 min	0 hrs 45 min	Executive - Comp	S.Goodner	S.Uñat
0227		Honaa - White		02/09/18 8:02 AM	Manual	02/09/18 9:30 AM	02/09/18 9:30 AM	02/09/18 9:49 AM	1 hrs 47 min	0 hrs 10 min	0 hrs 10 min	Sales & Marketing - Comp	J.Doe	S.Uñat
0231	Bella	Audi A4		02/09/18 8:11 AM	Manual	02/09/18 2:40 PM	02/09/18 2:40 PM	02/09/18 3:27 PM	7 hrs 16 min	0 hrs 41 min	0 hrs 41 min	Executive - Comp	J.Doe	E.Diaz
0236		Cadillac - Silver		02/09/18 10:54 AM	Manual	02/09/18 3:47 PM	02/09/18 3:47 PM	02/09/18 3:58 PM	5 hrs 03 min	0 hrs 10 min	0 hrs 10 min	Group Event	J.Doe	J.Rodriguez
0237		BMW - Black		02/09/18 10:54 AM	Manual	02/09/18 1:06 PM	02/09/18 1:06 PM	02/09/18 3:26 PM	4 hrs 32 min	0 hrs 20 min	0 hrs 20 min	Executive - Comp	J.Doe	J.Rodriguez
0238				02/09/18 11:31 AM	Manual	02/09/18 11:31 AM	02/09/18 11:31 AM	02/09/18 11:47 AM	0 hrs 11 min	0 hrs 11 min	0 hrs 11 min	Visitor	E.Diaz	E.Diaz
0276	Parker	Mercedes-Benz - Black		02/10/18 12:18 PM	Site	02/10/18 3:29 PM	02/10/18 3:31 PM	02/10/18 3:49 PM	3 hrs 31 min	0 hrs 18 min	0 hrs 20 min	Visitor	S.Goodner	S.Uñat
0244		Dodge - Red		02/09/18 11:30 AM	Manual	02/09/18 11:51 AM	02/09/18 11:51 AM	02/09/18 11:54 AM	0 hrs 23 min	0 hrs 02 min	0 hrs 02 min	Visitor	J.Doe	J.Rodriguez
0245				02/09/18 11:55 AM	Manual	02/09/18 11:55 PM	02/09/18 11:55 PM	02/09/18 1:38 PM	0 hrs 23 min	0 hrs 23 min	0 hrs 23 min	Spa	J.Rodriguez	J.Rodriguez
0246		Chrysler - Silver		02/09/18 11:55 AM	Manual	02/09/18 2:42 PM	02/09/18 2:42 PM	02/09/18 2:54 PM	2 hrs 58 min	0 hrs 12 min	0 hrs 12 min	Spa	J.Doe	J.Rodriguez
0332		Chevrolet - Green		02/09/18 9:49 PM	Manual	02/09/18 11:54 PM	02/09/18 11:54 PM	02/10/18 12:01 AM	2 hrs 12 min	0 hrs 07 min	0 hrs 07 min	Visitor	C.Hernandez	S.Uñat
Total Records:				18	Average Accepted Time:		0 hrs 19 min							
					Average Customer Time:		0 hrs 19 min							

Refund Report

This report captures all refunded transactions, along with the refund notes and amount. It shows the FlashValet user that refunded the transaction, and includes the ticket number, payment method, and the amount refunded.

FlashParking Sales						
Refund Report						
11 Feb 2018 - 13 Mar 2018						
Reference	Refunded By	Recorded At	Ticket #	Status	Payment Info	Amount
1844763743	Flash Monitor (AN)	2/16/2018 11:00 AM	104	Full Refund	Visa 2322	\$0.10
1844766330	Flash Monitor (AN)	2/16/2018 11:00 AM	103	Full Refund	Visa 4674	\$0.10
1844823031	Flash Monitor (AN)	2/16/2018 11:07 AM	100	Full Refund	Visa 2322	\$0.10
1844825129	Flash Monitor (AN)	2/16/2018 11:07 AM	101	Full Refund	Visa 4674	\$0.10
1844874867	Flash Monitor (AN)	2/16/2018 11:08 AM	105	Full Refund	Visa 2322	\$0.10
1844876260	Flash Monitor (AN)	2/16/2018 11:08 AM	102	Full Refund	Visa 4674	\$0.10
1853667109	Flash Monitor (AN)	2/20/2018 4:56 PM	110	Full Refund	Visa 2322	\$0.10
1872163932	Flash Monitor (KH)	3/6/2018 7:33 PM	01	Tip Refund	Visa 9821	\$0.20
1873144047	Flash Monitor (KH)	3/9/2018 11:21 AM	02	Partial	Visa 9821	\$0.05
1875588745	Flash Monitor (KH)	3/9/2018 12:58 PM	087379	Full Refund	Visa 9821	\$0.10
Total						\$1.05
Grand Total						\$1.05