



# User Manual

November 2019

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# Admin Portal

## How to Add New Admin Users

1. Select the **Users** tab in the left menu of the Admin Portal <https://portal.flashvalet.com>.
2. Select **Add New**.
3. Enter the user information and include an **Email Address** for the username.
4. Select **User Type** to manage the new user's access to the **FlashValet App**.

		Use Cases	
		Log in to Location	Log in to Garage (For Valet Only)
User Types	Valet		
	Dispatcher	x	
	Garage Manager		x
	Garage and Dispatcher	x	x

5. Select **Roles** to manage the new user's access to the **Admin Portal**.

		Use Cases		
		Location Manager	Monthly Accounts FlashValet	Accounting
Roles	Monthly Accounts	x	x	
	Operations	x		
	Payroll	x		
	Reports Only			x
	Time and Attendance	x		

## How to Add Prices

Flat and complimentary prices can be created in the Admin Portal. Any price with a grace period or hourly calculations should be submitted to [support@flashparking.com](mailto:support@flashparking.com).

### Flat and Comp Prices

1. Select the **Locations** tab on the left side menu of the Admin Portal <https://portal.flashvalet.com>.
2. Select a **Location**.
3. Click the **Ticket Types** tab at top menu and select the PARCS Transient ticket type (ticket type labels will vary per location).
4. Scroll to the bottom and select the **Add New** button under the Add Ticket Type Price section.
5. Input **Price Name** and **Amount** and select Save.

**Optional:** select the Hidden flag to hide this new price from being selectable as the active price in the app.

### Discount Prices

1. Select the **Locations** tab on the left side menu of the Admin Portal <https://portal.flashvalet.com>.
2. Select a **Location**.
3. Click the **Ticket Types** tab at top menu and select the PARCS Transient ticket type (ticket type labels will vary per location).
4. Scroll to the bottom and select the **Add New** button under the Add Ticket Type Price section.
5. Input **Price Name**.
6. Set **Discount Type:** Dollar, Percentage, or Time.
7. Select the **Full Price:** this will be the price that your new discount price will deduct from (typically this will be your Standard price).
8. Input **Amount:** this will be the number of dollars off, percentage off, or number of minutes off, depending on the Discount Type set.

9. Select **Hidden** to ensure this discount price is not available to be selected through the app.

## How to Manage PARCS Prices

The default price can be switched another preprogrammed rate either through the Admin portal or the Flash iOS app.

### Admin Portal

1. Select the **Locations** tab on the left side menu of the Admin Portal <https://portal.flashvalet.com>.
2. Select a **Location**.
3. Click the **Ticket Types** tab at top menu and select the PARCS Transient ticket type (ticket type labels will vary per location).
4. Select the new default price
5. Check the “**Selected**” box and **Save** the changes

	* required field
<b>Price Name</b>	* Standard
<b>Amount</b>	* Hourly
<b>Full Price</b>	<input type="text"/>
<b>Discount Type</b>	<input type="text"/>
<b>Valid From</b>	<input type="text"/>  
<b>Valid To</b>	<input type="text"/>  
<b>Lost Ticket Price</b>	<input type="checkbox"/>
<b>Pre-Pay Price (FlashPARCS)</b>	<input type="checkbox"/>
<b>In-Out Price (FlashPARCS)</b>	<input type="checkbox"/>
<b>Late Override (FlashPARCS)</b>	<input type="checkbox"/>
<b>Do Not Validate</b>	<input type="checkbox"/>
<b>Late Fee Price</b>	<input type="checkbox"/>
<b>Selected</b>	<input checked="" type="checkbox"/>
<b>Hidden</b>	<input type="checkbox"/>
<b>Billing Hours (FlashPARCS)</b>	<input type="checkbox"/>
<b>Late Price</b>	<input type="text"/>

## Scheduling a Temporary Price

1. Instead of checking the “Selected” box, enter a date and time in the **Valid From** and **Valid To** fields to make this price automatically the Selected price during this time frame.

<b>Price Name</b>	* Event \$25
<b>Amount</b>	* \$25.00
<b>Full Price</b>	<input type="text"/>
<b>Discount Type</b>	<input type="text"/>
<b>Valid From</b>	<input type="text"/>  
<b>Valid To</b>	<input type="text"/>  

## Using the Ticket Search

The Ticket Search is a tool that can be used to research ticket details, view ticket activity, payment details, and to process refunds.

### Searching for a Ticket

1. Select the Ticket Search tab on the left side menu of the Admin Portal  
<https://portal.flashvalet.com>.
2. Select a Location and input at least one of the following search credentials:
  - Ticket Number
  - Customer Name
  - Last four digits of credit card used for payment
  - Vehicle information
3. Click Search.
4. View search results at the bottom of the page and select the ticket to open ticket details.

### Issuing a Refund

1. After searching for a ticket and opening ticket details (steps 1 through 4 above), click on the **payment** record.
2. Select **Refund** and input amount to refund (full or partial) along with notes pertaining to the refund.

## Creating Access Codes for Transient Parkers

Transient parkers can enter the facility by entering an access code. Access codes are typically used to provide special/discounted parking to certain groups. The access code will be provided to the parker in advance, and upon entering the facility the parker will select **Other Options > I have an access code**. After entering the access code using the touchscreen keypad, the kiosk will print a barcoded ticket. The parker will use this ticket to exit the facility.

Contact [support@flashparking.com](mailto:support@flashparking.com) to enable the access code feature. Once the feature is enabled, follow the steps below to create Access Codes.

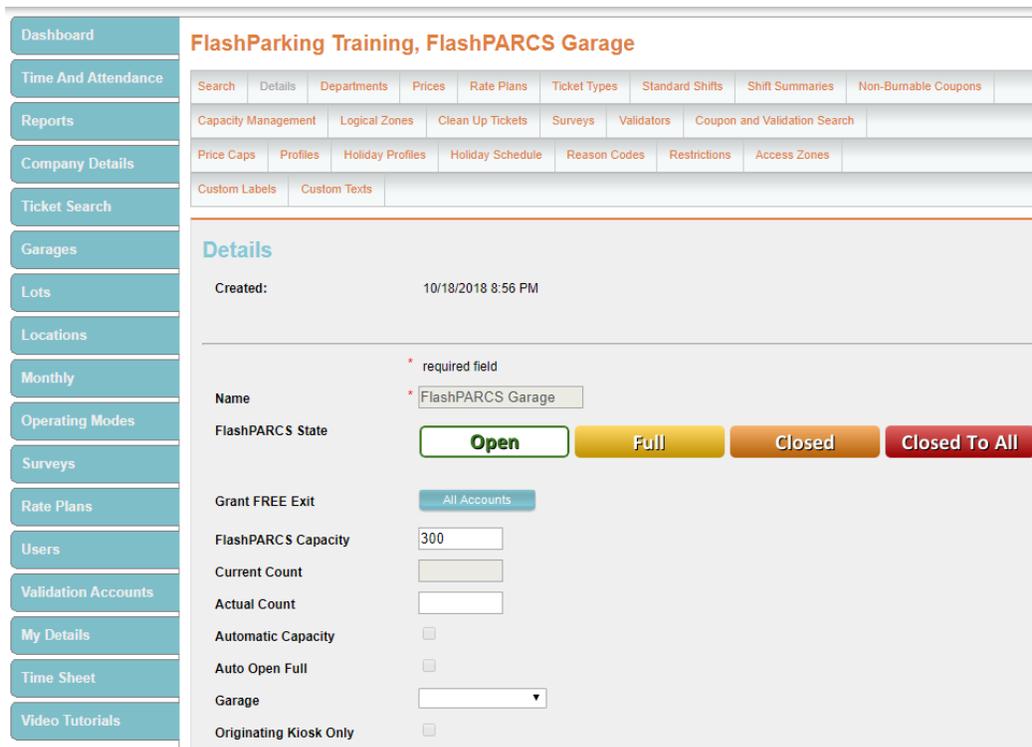
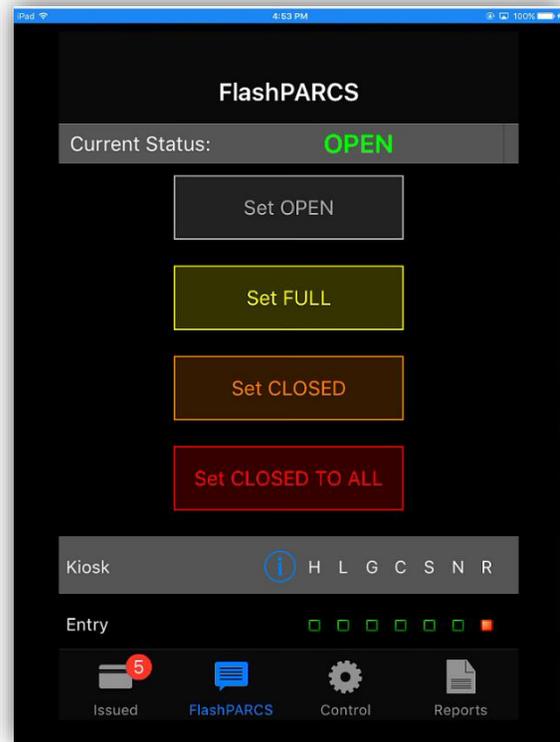
### Create Access Code/PIN

1. Select the **Locations** tab in the left menu of the Admin Portal <https://portal.flashvalet.com>.
2. Select the **Non-Burnable Coupons** tab from the top menu.
3. Click **Add New** and input the **Coupon Name**.
4. Set the Coupon Type to **None**.
5. Select **Price**.
6. Input 0 (zero) for both **Coupon Amount** and **Coupon Minutes**.
7. Set **Valid From and To** date/times to limit the validity of this Access PIN.
8. Input **Code** – must be 4 or 5 numeric digits.
9. Select **Save**.
10. Select **Non-Burnable Coupons** tab from top menu.
11. Find and **select** newly created coupon.
12. Select **Use Ticket Type** and **Is Hidden** for the PARCS Transient ticket type.

# How to Update the Facility Status

The facility status can be changed from the Admin Portal or the FlashValet App.

- **Open:** Facility open to all parkers.
- **Full:** Facility open only to monthly parkers (Kiosk presents message that the facility is full and instructs transient parkers to pull a ticket and exit the facility immediately).
- **Closed:** Facility open only to monthly parkers (kiosk presents message that the facility is closed for maintenance and instructs transient parkers to pull a ticket and exit the facility immediately).
- **Closed to All:** Facility closed to both transients and monthlies.



## How to use Automatic Capacity

When enabled, the Automatic Capacity feature will set the facility status to **Full** automatically once the capacity has been reached.

### How Does It Work?

Automatic Capacity uses the value set in the **FlashPARCS Capacity** to determine if the garage is **Full**. The **Current Count** displays the current number of tickets issued at a point in time (this includes transient and monthly parkers).

Once the value in the Current Count **matches** the value in the FlashPARCS Capacity, the system will automatically set the status of the facility to **Full**.

When the facility is Full, **transient parkers are not allowed access** and the display on the kiosk will indicate the facility is currently full.

There are **two options** to offer your transient parkers when the facility is Full:

1. Full status, parker cannot take a ticket and must back out of the lane
2. Full status, parker is issued a ticket and instructed to exit the facility immediately (this option is used when the physical space in the lane does not allow for the parker to back out)

The screenshot shows a control panel for FlashPARCS. At the top, there are four buttons for facility status: 'Open' (green), 'Full' (yellow), 'Closed' (orange), and 'Closed To All' (red). Below these are several configuration options:

FlashPARCS State	Open
Grant FREE Exit	All Accounts
FlashPARCS Capacity	777
Current Count	151
Actual Count	151
Automatic Capacity	<input checked="" type="checkbox"/>
Auto Open Full	<input checked="" type="checkbox"/>

### How to Adjust your Actual Count

The **Actual Count** field allows you to update the Current Count **manually**. For example, if the exit gate has been broken and parkers exit the facility without scanning out, your Current Count will be inflated because of the exits that were not processed.

The Actual Count can be adjusted as manual car counts are completed by inputting the new value into the Actual Count field and selecting Save at the bottom of the page. This will update the Current Count to match.

# How to use Capacity Management

## How Does It Work?

Capacity Management allows you to reserve spaces based on the time and day each week for expected monthly parkers and eParking reservation holders.

In the Capacity Management tab in the Admin Portal, graphs display the average monthly and transient vehicle counts. These graphs display the average counts over the previous three weeks.

Using the average counts in the monthly graph, you can determine about how many spaces need to be reserved for monthly parkers during certain times of the day and days of the week.

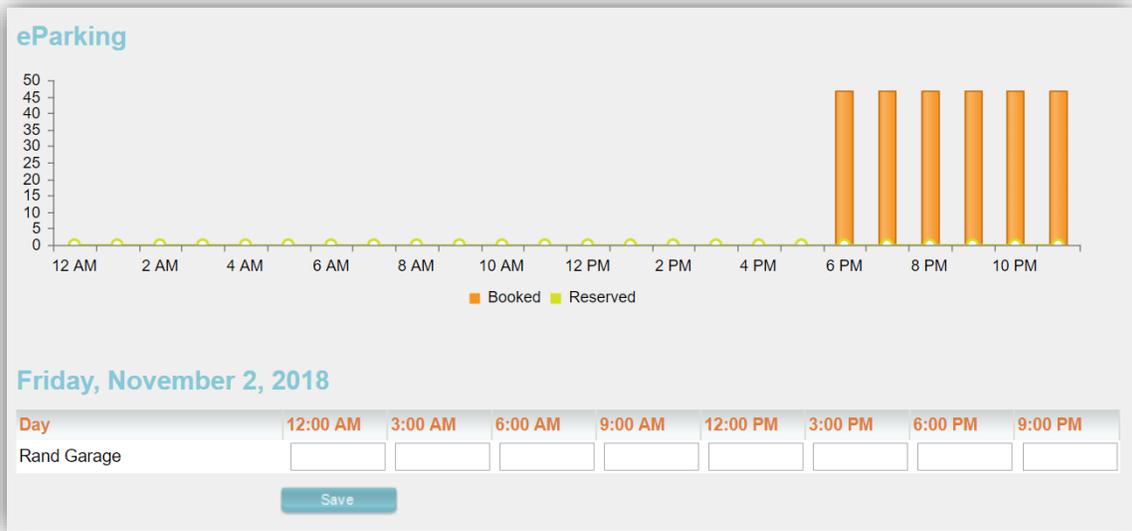
## How to Set Reserved Values

Set the number of spaces to reserve for monthlies in the appropriate field in the table.

Day	12:00 AM	3:00 AM	6:00 AM	9:00 AM	12:00 PM	3:00 PM	6:00 PM	9:00 PM
Monday	0	0	350	350	0	0	0	0
Tuesday	0	0	350	350	0	0	0	0
Wednesday	0	0	350	350	0	0	0	0
Thursday	0	0	350	350	0	0	0	0
Friday	0	0	0	0	0	0	0	0
Saturday	0	0	0	0	0	0	0	0
Sunday	0	0	0	0	0	0	0	0

Save

This example indicates the facility has reserved 350 spaces for monthly parkers from 6:00 AM to 12:00 PM, Monday through Thursday. During this period, the system will include 350 to the current count to ensure the spaces are reserved for the monthly parkers. Once the Current Count reaches the value set in the FlashPARCS Capacity field, the facility will automatically be set to Full, preventing transient parkers from entering but allowing monthly parkers to enter.



The same process will be used for eParking reservations. The graph indicates the current number of reservations sold per day for the respective times. This will give you the number of spaces to reserve for these prepaid parkers each day.

# Reports

## Location Summary Hotel (Not just for hotels!)

This report provides an executive level summary of tickets processed per price per kiosk. The Location Summary Hotel can be pulled per logical zone and includes a payment summary with a credit card type breakdown. This report also breaks out the mobile payment transactions.

Location Summary Hotel						www.flashvalet.com
Payment Kiosk	Type	Vehicles	Fee	Discount	Total Discount	Total
TMC Garage1 Exit1	US 2 Validation	1	\$3.00	\$2.00	\$2.00	\$3.00
TMC Garage2 Exit1	US 2 Validation	1	\$3.00	\$2.00	\$2.00	\$3.00
Demo LZ2XG1	Demo LZ 02 FlashPass	4	\$1.00	\$0.00	\$0.00	\$4.00
Demo LZ2XG1	Demo LZ 02 FlashPass	4	\$0.99	\$0.00	\$0.00	\$3.96
Bluetooth-Dev	Demo LZ 02 Standard Transient	16	\$0.04	\$0.00	\$0.00	\$0.64
Demo LZ1XG2	Demo LZ 01 Standard Transient	8	\$0.05	\$0.00	\$0.00	\$0.40
Demo LZ1XG1	Demo LZ 02 Lost Ticket	2	\$0.20	\$0.00	\$0.00	\$0.40
Demo LZ1XG1	Demo LZ 01 Standard Transient	7	\$0.05	\$0.00	\$0.00	\$0.35
Bluetooth-Dev	Demo LZ 01 Standard Transient	6	\$0.05	\$0.00	\$0.00	\$0.30
Demo LZ1XG1	Demo LZ 01 Late on Kiosk	2	\$0.13	\$0.00	\$0.00	\$0.26
Demo LZ1XG2	Demo LZ 01 FlashPass	8	\$0.03	\$0.00	\$0.00	\$0.24
Demo LZ1XG1	Demo LZ 03 Lost ticket	1	\$0.23	\$0.00	\$0.00	\$0.23
Demo LZ2XG1	Demo LZ 02 Lost Ticket	1	\$0.20	\$0.00	\$0.00	\$0.20
Demo LZ1POF Regular	Demo LZ 02 Lost Ticket	1	\$0.20	\$0.00	\$0.00	\$0.20
Demo LZ1XG2	18 Cents flat	1	\$0.18	\$0.00	\$0.00	\$0.18
Demo LZ2POF Regular	Demo LZ 02 Standard Transient	4	\$0.04	\$0.00	\$0.00	\$0.16
Demo LZ1XG2	Demo LZ 01 FlashPass	4	\$0.02	\$0.00	\$0.00	\$0.08
Demo LZ2XG1	Demo LZ 02 Standard Transient	2	\$0.04	\$0.00	\$0.00	\$0.08
Demo LZ1EG1	Demo LZ 01 Standard Transient	1	\$0.05	\$0.00	\$0.00	\$0.05
Demo LZ2POF Regular	Demo LZ 01 Standard Transient	1	\$0.05	\$0.00	\$0.00	\$0.05
Garage Exit 3	one penny off	1	\$0.00	\$0.01	\$0.01	\$0.00
Demo LZ1XG2	Demo LZ 01 FlashPass	4	\$0.01	\$0.00	\$0.00	\$0.04
Demo LZ1XG2	Demo LZ 03 Standard	1	\$0.03	\$0.00	\$0.00	\$0.03
Demo LZ2XG1	Demo LZ 01 Standard Transient	1	\$0.00	\$0.00	\$0.00	\$0.00
Demo LZ2XG1	Demo LZ 02 FlashPass	1	\$0.00	\$0.00	\$0.00	\$0.00
Demo LZ2XG1	Demo LZ 02 Standard Transient	3	\$0.00	\$0.00	\$0.00	\$0.00
SpotHero-Entry	spothero eparking	1	\$0.00	\$0.00	\$0.00	\$0.00
Not Paid	-	259	-	-	-	-
<b>Payment Totals:</b>		<b>346</b>			<b>\$4.01</b>	<b>\$17.85</b>

<b>Hot Cars: 0</b>	<b>Payments</b>
Average Customer Retrieval Time: 7.0 Minutes	
Average Vehicle Price: \$0.21	
<b>Ticket Range</b>	

Tender Type	Vehicles	Tips	Fees	Total	Refunds
Complimentary	5	\$0.00	\$0.00	\$0.00	No
Cash	25	\$0.00	\$7.14	\$7.14	No
Voucher	1	\$0.00	\$0.00	\$0.00	No
Credit Card	33	\$0.00	\$2.38	\$2.38	Yes
Mobile Credit	1	\$0.00	\$0.05	\$0.05	No
FlashPass	20	\$0.00	\$8.28	\$8.28	No
<b>Totals:</b>	<b>85</b>	<b>\$0.00</b>	<b>\$17.85</b>	<b>\$17.85</b>	

Credit Card Summary					
Type	Mobile Fees	Tips	Fees	Total	Refunds
Visa	\$0.35	\$0.00	\$2.43	\$2.78	Yes
<b>Totals:</b>	<b>\$0.35</b>	<b>\$0.00</b>	<b>\$2.43</b>	<b>\$2.78</b>	

## Location Trans Detail (XLS)

This report displays the details of each transaction/ticket processed. The fields included on this report are: Ticket Number, Arrival Kiosk, Paid Kiosk, Name, Arrival, Departure, Duration, Description (price name), Parked At Zone, Payment Type, Discount, Amount Paid, Validation #, Notes.

## Electronic Payments

This report details every credit card transaction that has been processed, broken down by date and by card type. It indicates which transactions are mobile payments and includes the \$0.35 convenience fee in the totals.

## Credit Card Settled Detail

This report separates all of the credit card payments that have settled from any credit card payments that have not settled. Typically, credit card payments settle shortly after your operating window the following day. The settlement time of each transaction depends on the issuing bank of the credit card used and can vary between 1 – 7 business days before settling. This report groups transactions by card type and shows the last four digits of the card used, the transaction reference, the ticket number, date/time processed, date/time settled, and the amount charged, including \$0.35 mobile payment fees.

## Location Voids

This report indicates any tickets that have been voided, including monthlies. Tickets are voided if the closing loop in the entry lane is not triggered. For example, if a visitor pulls up to the entry kiosk and pulls a ticket, then backs out of the lane before crossing the closing loop, this ticket will be voided.. Voids can also occur if vehicles leave the arming loop and take more than 5 seconds to reach the closing loop. If there are an excessive number of voids for a particular kiosk, this could indicate a faulty closing loop and it is advised to recalibrate the loops (see Recalibrating Loops section for more details).

Location Voids					www.flashvalet.com
Ticket	Type	Kiosk	Issued Date	Voided Date	
10021539	Ticket	G4EK2N	13 Sep 2018 03:35:AM	13 Sep 2018 03:32:AM	
# 3 FLASH PARKING	Monthly	G4EK1N	13 Sep 2018 03:38:AM	13 Sep 2018 03:38:AM	
# 3 FLASH PARKING	Monthly	G4EK2N	13 Sep 2018 03:39:AM	13 Sep 2018 03:39:AM	
10021545	Credit Card	G4EK2N	13 Sep 2018 03:48:AM	13 Sep 2018 03:48:AM	
10021546	Mobile Number	G4EK2N	13 Sep 2018 03:49:AM	13 Sep 2018 03:49:AM	
CARD GARAGE 4 LAZ PARKING	Monthly	G4EK2N	13 Sep 2018 05:10:AM	13 Sep 2018 05:08:AM	
10024318	Ticket	G4EK1S	13 Sep 2018 10:07:AM	13 Sep 2018 10:08:AM	
10024530	Ticket	G2EK2E	13 Sep 2018 10:40:AM	13 Sep 2018 10:40:AM	
MEDBERY SUP. LAZ PARKING	Monthly	G4EK1N	13 Sep 2018 01:00:PM	13 Sep 2018 01:01:PM	
10025265	Ticket	G1EK2	13 Sep 2018 01:04:PM	13 Sep 2018 01:04:PM	
10025600	Ticket	G1EK2	13 Sep 2018 02:11:PM	13 Sep 2018 02:11:PM	
10025771	Ticket	G2EK1E	13 Sep 2018 02:48:PM	13 Sep 2018 02:48:PM	
10025917	Ticket	G4EK1N	13 Sep 2018 03:31:PM	13 Sep 2018 03:31:PM	
10026962	Ticket	G4EK1S	13 Sep 2018 09:45:PM	13 Sep 2018 09:46:PM	
10027054	Ticket	G1EK2	13 Sep 2018 11:36:PM	13 Sep 2018 11:38:PM	
<b>Total Voids:</b>	<b>15</b>				

## Smart Alerts

The FlashPARCS system will automatically send an email alert to a specified list of recipients in four instances:

### 1. Low Paper

When the system detects the roll of receipt/ticket paper is low, we'll send an email alert that includes the vendor information for reordering paper. If paper on an entry kiosk runs out completely, the system will remove the **Get a Ticket** button and only allow ticketless entry options (credit card entry and mobile number entry) until more paper is loaded.

### 2. Cash

- a. Low cash in recycler: If an individual recycler is low on bills, an alert will be emailed identifying which denomination needs to be replenished.
  - b. Full: If the cash box is full and needs to be emptied, an alert will be emailed.
  - c. Bill jam: If a bill jam is detected in the cash machine, an alert will be emailed indicating the section of the cash machine where the jam was reported.
  - d. Improper cash removal: If the cash box is removed without going through the proper steps in the cash management tool, an alert will be emailed.
3. **Disconnect** – When the system does not detect an internet connection for 3 minutes this alert will be sent out. The back-up cellular modem will activate within 2 minutes of detecting the primary line down, so this disconnect alert is designed to go out if the attempt to connect to the back-up line fails.
4. **Refunds** – An email alert is sent out immediately after a refund is processed.

All system alerts will come from [noreply@flashvalet.com](mailto:noreply@flashvalet.com). Please ensure this address is added to the safe senders list in your email client.

# Monthly Parkers

## Manage Monthly Parkers

FlashPARCS offers several options for monthly account holders to access the facility. Regardless of the method used, the passback rules per account still apply.

Proximity Cards

Access Code/PIN

AVI/Toll Tags

Monthly Interactive Voice Response

License Plate Recognition

Bluetooth Low Energy

**Proximity Cards (Prox cards):** Prox cards are contactless RFID cards that monthly parkers will tap on the prox card reader on the kiosk for access. Prox cards are linked to the monthly account through the **RFID Tag** field in the **Contacts** section of the monthly account details.



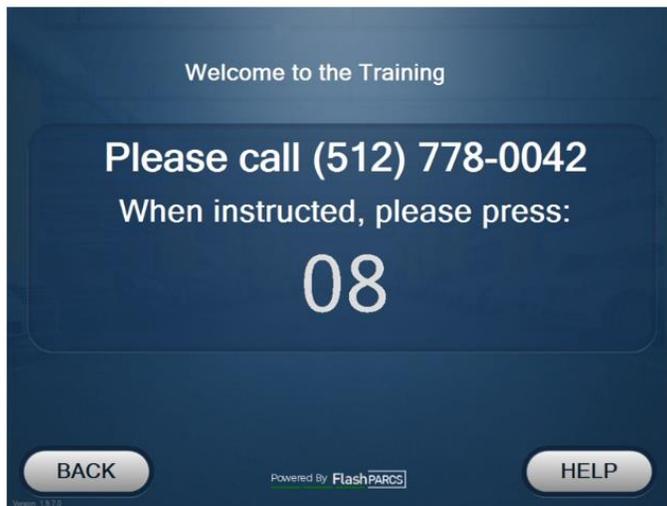
**AVI/Toll Tags:** AVI tags are adhered to the monthly parker's vehicle near the rearview mirror and are automatically detected by readers positioned above the lane as the vehicle enters/exits. The reader is typically mounted on the ceiling above the gate or on a pole angled towards the gate. AVI and Toll Tags are linked to the monthly account through the **RFID Tag** field in the **Cars** section of the monthly account details.



**License Plate Recognition:** LPR uses a set of cameras mounted at the entry and exit to read the license plate of the passing vehicle. To use LPR, ensure the correct **license plate** information is added to the **Cars** section of the monthly account details.

**Access Code/PIN:** PINs can be created and distributed to monthly parkers to access the facility. The PIN will be assigned through the **Contacts** section of the monthly account details.

**Monthly Interactive Voice Response (IVR):** Monthly IVR allows the monthly parker to dial out to a number presented on the kiosk from their registered mobile number to access the facility. The system will use caller ID to verify the registered monthly parker. The **mobile number** must be saved in the **Contacts** section of the monthly account details.



**Bluetooth Low Energy (BLE):** BLE access allows monthly parkers a method of contactless entry by using the FlashParking application downloaded on their phone. Monthly parkers will download the FlashParking app onto their mobile phone and verify their phone number. Ensure the **mobile number** is saved to the **Contacts** section of the monthly account details prior to having the monthly parker install the app on their mobile device.



## Monthly Parking Billing Options

### Manual Mode

Manual mode provides tracking only for monthly parking accounts. With this mode, each account must be maintained manually and updated to Valid or Invalid as needed.

### Automatic Mode

Automatic mode provides a full monthly billing software solution. With Automatic monthlies, monthly parking packages are added to each account and the system will automatically invoice each account every month. Monthly parkers have access to a Monthly Parker Portal to manage their account and add a credit card for auto-payment.

### PARIS Integration Mode

Paris integration mode is a full integration with Integrapark's PARIS monthly management software. With this mode, the monthly parking account details in the Admin Portal will be read-only. To maintain account integrity, this integration is a one-way communication; all account updates must be done through Paris directly.

## Monthly Parking Enforcement Options

### Restrictions

Restrictions are linked to the monthly parker profile in the system and are created to limit a group's access to the facility. Restrictions are created in the Admin Portal and consist of the allowed days and times that the group can enter the facility.

### Hard Restrictions

When hard restrictions are set, a monthly parker trying to enter the facility outside their allowed days and times will be rejected. The kiosk will display a message indicating that they are not within their allowed times. Hard restrictions will only prevent a parker from exiting the facility outside their allowed times if the late fee at the kiosk feature is also enabled.

### Soft Restrictions

With soft restrictions, monthly parkers are not prevented from entering the facility if they arrive outside their allowed times. Instead, their activity is recorded in a violations report.

### Monthly Parker Late Fee at Kiosk

In conjunction with hard restrictions, you can elect to charge the monthly parker a late fee if they exit outside their allowed times.

### Monthly Parker Late Fee on Report/Bill Back

Another option used with restrictions is to charge a late fee in the form of a bill back account if the parker is exiting outside their allowed times. With this option, the monthly parker is not paying at the exit kiosk if they leave outside their window, but instead their excess duration is recorded and presented on a report that can be billed back to an account.

## Add New Monthly Account

Please note, this process is not used when using PARIS Integration monthly mode.

1. Select the **Monthly** tab in the left panel of the Admin Portal <https://portal.flashvalet.com>.
2. On the Accounts page, click **Add New**.
3. Complete the required information.
  - a. **Manual Mode**: Enter the number of parking spots allowed for this account in the **Parks** field. Example: 2 parks = this account is allowed 2 parking spots at a time.
  - b. **Automatic Mode**: Add a **package** to the account to allow access. Example: 1 package = 1 parking spot at a time.
4. Click **Save**.
5. Enter **Contact** information.
  - a. **Prox Cards**: Use the following format: [facility code][colon][card ID number].
  - b. **Mobile Number**: Add the parker's mobile number to allow access to the facility using their mobile phone.
  - c. **PIN**: Select Create New PIN to automatically generate an Access PIN or manually input a numeric value to set as the PIN.
6. Click **Save**.

**Please note**: Once you save the contact details, the prox card/mobile number/PIN will be activated and ready to use in a neutral state.

7. Select **Add New** under **Cars**:
  - a. **AVI/Toll Tag**: Use the following format: [facility code][colon][card ID number]. Please see table below for facility codes pertaining to Toll Tag types:

Tag Label	Facility Code
HCTR	1
MTHH	1
DNT.	2
TEX.	2
OTA.	15

- b. License Plate: Input the license state and plate details to register this plate as a monthly parker to be recognized by the LPR cameras on entry/exit.

### Disable or Set Account to Invalid

1. Select the **Monthly** tab in the left panel of the Admin Portal <https://portal.flashvalet.com>.
2. On the Accounts page, search for and **select** the monthly account to view details.
  - a. To **Disable** a contact in the monthly account:
    - i. Select the contact under the Contacts section
    - ii. Select Disable
    - iii. Select Enable to re-enable the contact when ready
  - b. To **Set Account to Invalid**:
    - i. Select Invalid from the Status dropdown menu OR
    - ii. Choose a future date to set the account automatically to invalid on that date

Please Note: Individual contacts within the monthly account can be **disabled**, or the entire account can be set to **invalid**.

## Review Monthly Parking Activity

The monthly activity can be reviewed for troubleshooting purposes. This will provide the history of the account's activity: all entries and exits with corresponding time and date stamps as well as the device used (entry/exit kiosk name).

## Set Monthlies to Neutral

### Soft Closing

Soft closing monthly accounts allows the parker's next action to be an entry. This effectively removes their monthly "ticket" from being a currently issued ticket. This action affects the facility's current count in relation to the capacity. If a monthly is soft closed but still present in the facility, they will not experience any issues on exit. With soft closes, the system knows to reopen their ticket if in fact they are still in the facility when their monthly ticket is soft closed.

1. Log into the Admin Portal (<https://portal.flashvalet.com>) and select your **Location**.
2. Select the **Clean Up Tickets** tab from the top menu.
3. Select **Monthly Ticket Type** and set Issued Before Date.
4. Click **Search**.
5. Select the monthly tickets to soft close and click **Soft Close Selected Tickets**.

### Free Exits

Granting a free exit to monthly accounts allows the parker's next action to be an exit. Free exits cannot be set to individual accounts, only processed to all accounts. When free exits are granted, the system will check each monthly account and determine which accounts need a free exit. If the account's most recent activity is an entry, this account will not get a free exit because they're already in sequence.

1. Log into the Admin Portal (<https://portal.flashvalet.com>) and select your **Location**.
2. Select Grant Free Exit to **All Accounts**.

### Set to Neutral per Account

Individual accounts can also be set to neutral as needed. Resetting to Neutral will process a soft close and a free exit on the individual account and put the account in a neutral state.

1. Select the **Monthly** tab in the left panel of the Admin Portal <https://portal.flashvalet.com>.
2. On the Accounts page, search for and **select** the monthly account to view details.
3. Select **Reset to Neutral**.

# Monthly Profiles

Profiles are linked to monthly parking accounts to manage each account's access and consist of **restrictions** set per **access zone**.

## Add New Profile

1. Select the **Locations** tab in the left panel of the Admin Portal <https://portal.flashvalet.com>.
2. Select the **Profiles** tab from the top menu.
3. Select **Add New** > Input profile name > **Save**.

## Add Restriction

1. Select the **Locations** tab in the left panel of the Admin Portal <https://portal.flashvalet.com>.
2. Select the **Restrictions** tab from the top menu.
3. Select **Add New**
4. Set the **allowed** days and times for the restriction and select **Save**.

## Link Restrictions to Profile

1. Select **Profiles** tab from the top menu.
2. Select **Profile** to link new restriction to > choose new restriction from the dropdown menu and **Save**.

- Dashboard
- Time And Attendance
- Reports
- Company Details
- Ticket Search
- Garages
- Lots
- Locations
- Monthly
- Operating Modes
- Surveys
- Rate Plans
- Users
- Validation Accounts
- My Details
- Time Sheet
- Video Tutorials

## FlashParking Training, FlashPARCS Garage

Search	Details	Departments	Prices	Rate Plans	Ticket Types	Standard Shifts	Shift Summaries	Non-Burnable Coupons
Capacity Management	Logical Zones	Clean Up Tickets	Surveys	Validators	Coupon and Validation Search			
Price Caps	Profiles	Holiday Profiles	Holiday Schedule	Reason Codes	Restrictions	Access Zones		
Custom Labels	Custom Texts							

### Details

Created: 12/17/2018 12:13 PM

\* required field

Name

Restriction

Access Zone

Parking Enforcement

Late Price

On Account Late Price

FlashPass Late Price

Late Charging

Holiday Profile

## Add Access Zone

1. Select the **Locations** tab in the left menu of the Admin Portal <https://portal.flashvalet.com>.
2. Select **Access Zone** tab from the top menu and click **Add New**.
3. Name Access Zone and **set desired access** per entry kiosk and select **Save**.

Dashboard

Time And Attendance

Reports

Company Details

Ticket Search

Garages

Lots

Locations

Monthly

Operating Modes

Surveys

Rate Plans

Users

Validation Accounts

My Details

Time Sheet

Video Tutorials

### FlashParking Training, FlashPARCS Garage

Search
Details
Departments
Prices
Rate Plans
Ticket Types
Standard Shifts
Shift Summaries
Non-Burnable Coupons

Capacity Management
Logical Zones
Clean Up Tickets
Surveys
Validators
Coupon and Validation Search

Price Caps
Profiles
Holiday Profiles
Holiday Schedule
Reason Codes
Restrictions
Access Zones

Custom Labels
Custom Texts

---

#### Details

**Created:** 12/17/2018 12:13 PM

---

**Name** \* required field

**Restriction**

**Access Zone**

**Parking Enforcement**

**Late Price**

**On Account Late Price**

**FlashPass Late Price**

**Late Charging**

**Holiday Profile**

## Validations vs Coupons

Validations	Coupons
Applying a validation to a ticket will change the price from the original ticket price (typically a "Standard" transient price) to the validation price and apply the new price logic (typically discounted from the "Standard" price).	Applying a coupon to a ticket will simply deduct the coupon amount from the ticket. The ticket will keep the same price name that it was originally assigned upon entering the facility.

### Determining which to use:

Both validation prices and coupons are assigned to each validation account individually to maintain control of which validators have access to each available validation price or coupon. Detailed usage reporting is available for both validations and coupons.

The primary difference between the two is the ability for coupons to be combinable or non-burnable. Only coupons will allow a customer to apply multiple discounts to their ticket to get a higher discount. Additionally, a facility can use a mix of some coupons that are combinable while other coupons are not combinable. Non-burnable coupons are used when Access Codes/PINs are enabled for transient parkers.

	Validations	Coupons
Changes price assigned to ticket		
Applies a discount to ticket (dollar, time, or percentage off)		
Can be stackable/combinable		
Are burned when applied to a ticket (one-time use only per code)		
Can be non-burnable (same code used unlimited number of times)		
Usage can be tracked per validator		
Can be applied electronically or through a printed barcode		

## How to Add Validators

1. Select the **Validation Accounts** tab in the left menu of the Admin Portal (<https://portal.flashvalet.com>).
2. Select **Add New**.
3. Input validation account holder details
4. Click **Save**.

Note: Select the Prepaid Validations flag for any validation accounts that will be prepaid.

5. Select the **Locations** tab on left menu > Select location.
6. Select the **Validators** tab on the top menu > Add New.
7. Input individual validators' details (NOTE: These are the individual validator users within the organization. All validators will log into the validation portal with the main account holder username/password created in Step 3. Then, each will enter their PIN. The PIN is sent via email when you select **Save**).
8. Select **Can Validate** to provide access to validate.
9. Select **Can Print Validation** to provide access to print barcoded validations.
10. Select **Validation Accounts** tab on left menu.
11. Find and select the account that was created in Step 3.
12. Select Validation Prices to allow to this validation account > Save

<b>Email Address</b>	<input type="text" value="validator@flashparking.com"/>
<b>First Name</b>	* <input type="text" value="FlashParking"/>
<b>Last Name</b>	* <input type="text" value="Validator"/>
<b>Location</b>	* <input type="text" value="PARCS - Monthly"/>
<b>Location Department</b>	<input type="text" value="All Departments"/>
<b>Ticket Type</b>	<input type="text" value="Select one ..."/>
<b>Password</b>	<input type="password"/>
<b>Repeat Password</b>	<input type="password"/>
<b>Validator Skip PIN</b>	<input type="checkbox"/>
<b>Prepaid Validations</b>	<input checked="" type="checkbox"/>
<b>Current Prepaid Balance</b>	\$0.00

**Validation Prices**

## How to Add Validation Prices

1. Select the **Locations** tab on the left side menu of the Admin Portal <https://portal.flashvalet.com>.
2. Select a **Location**.
3. Click the **Ticket Types** tab at top menu and select the PARCS Transient ticket type (ticket type labels will vary per location).
4. Scroll to the bottom and select the **Add New** button under the Add Ticket Type Price section.
5. Input **Price Name** and select the **Discount Type**.
6. Select a **Full Price**. This will be the price that the amount will deduct from (typically the Standard transient price).
7. Enter the **Amount**:
  - a. Dollar Discounts: the number of dollars discounted from the Full Price
  - b. Percentage: the percentage to discount from the Full Price
  - c. Time: the number of minutes to discount from the Full Price
8. Select **Hidden** to ensure the price cannot be selected from the app (it can only be applied through electronic or printed validations).
9. Select **Save**.

## How to Add Coupons

Please note: to add coupons, coupons must first be enabled for your location. Please contact [support@flashparking.com](mailto:support@flashparking.com) to enable coupons.

1. Select the **Locations** tab on the left side menu of the Admin Portal <https://portal.flashvalet.com>.
2. Select a **Location**.
3. Click the **Coupon Types** tab at top menu and select the PARCS Transient ticket type (ticket type labels will vary per location).
4. Select the **Add New** button under the Add Ticket Type Price section.
5. Input **Price Name** and select the **Discount Type**.
6. Select a **Full Price**. This will be the price that the amount will deduct from (typically the Standard transient price).
7. Enter the **Amount**:
  - a. Dollar Discounts: the number of dollars discounted from the Full Price
  - b. Percentage: the percentage to discount from the Full Price
  - c. Time: the number of minutes to discount from the Full Price
8. Select **Hidden** to ensure the price cannot be selected from the app (it can only be applied through electronic or printed validations).
9. Select **Save**.

# How to Process Validations

## Electronic Validations

1. Log into the **Validation Portal** (<https://v.flashvalet.com>) with your assigned username and password.
2. Enter the **Ticket Number** and select the **Find Ticket**.
3. Select a **Validation Price**.
4. Click **Validate**.

The screenshot shows a web interface for validating a car. At the top, there are three tabs: "Validate Car" (with a green checkmark), "Print Validation/Coupon" (with a printer icon), and "Request History" (with a person icon). Below the tabs, the "Ticket Number" field is required (marked with a red asterisk) and has a "Duration:" label next to it. A note below the ticket number field states: "Entering only 4 digits will search on last four digits of their credit card. Entering 10 digits will search on their mobile number. You may also search by receipt number." Below this are three more input fields: "Validation Price", "Customer", and "Vehicle". A "Find Ticket" button is positioned below the "Vehicle" field. At the bottom of the form, a note reads: "Please allow significant time for customers to drive out via the exit lane. Usually 15 to 30 minutes."

## Printed Validations

## Print Individual and Bulk Validations

Print all validations on standard 7.5" x 11" computer paper or on Avery 5963 or 5160 mailing labels. Remember to disable browser pop-up blockers to allow the validation barcodes to generate.

### Individual Validation:

1. Select the Validation Price from the drop-down menu.
2. Click the first Print button.

### Bulk Validation:

1. Select the Validation Price.
2. Select Bulk Type: Avery Label 5963 or 5160.
3. Enter the Number to Print and click Print.
4. Wait for the system to generate a PDF of the validations in a separate tab.

## Validation Report

The eValidation Detail by Date, Dept, and Validator (XLS) report details each ticket that has been validated, broken down by individual validator and grouped by department, with subtotals for each department and a grand total of all validations.

The Discount column displays the amount to be billed back.