

FlashValet Portal

How to manage Monthly and Residential Accounts with Automatic Mode

Here is how you manage monthly accounts and invoicing with FlashValet.

Topics:

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[How to Link Packages to a Monthly Account](#)

[How to Process Transactions](#)

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How to Add New Monthly Accounts

1. Select the **Monthly** tab in the left panel of the FlashValet Portal <https://portal.flashvalet.com>.

2. Select a Location and click Add New.
3. Complete the required information and click **Save**. (Figure 1)

* required field

Account Type	* Monthly
Company Name	<input type="text"/>
Department Name	<input type="text"/>
First Name	* <input type="text"/>
Last Name	* <input type="text"/>
Email Address	<input type="text"/>
Mobile Number	<input type="text"/>
Street Address	* <input type="text"/>
	<input type="text"/>
Unit Number	<input type="text"/>
City	* <input type="text"/>
State	* Texas
ZIP Code	* <input type="text"/>
Country	* United States
Status	Valid
Allow Passback	<input type="checkbox"/>

Figure 1

Save New Cancel

4. Enter **Contact** and **Vehicle Information**.
5. Add a Mobile Number to Contact section to allow parker to text request their vehicle.

Contacts

First Name	Last Name	Mobile Number	ID Tag
Jane	Doe	(555) 555-5555	

Add New

Cars

Name	Make	Model	Color	State	License	Decal	ID Tag
BlueAccord	Honda	Accord	Blue	TX	123ABC	XXX123456	

Add New

Figure 2: Screenshot from the FV manual monthly document

6. Add Decal numbers to the Cars section in the following format: monthly location alpha prefix then the 6-digit number on the tag.
7. Add credit card details under Cards to store a credit card to enable automatic withdrawals.

How to Link Packages to a Monthly Account

1. Select the Monthly tab in the left panel of the Admin Portal
<https://portal.flashvalet.com>.
2. Select a Location.
3. Search for and select the monthly parking account
4. On the account details page, scroll to the **Packages** section and select **Add New**.

The screenshot displays the account details page with four sections: Cars, Packages, Cards, and Rate Codes. Each section has an 'Add New' button.

Cars

Name	Make	Model	Color	State	License	Decal	ID Tag
BlueAccord	Honda	Accord	Blue	TX	123ABC	XXX123456	

Packages

Description	Paid Thru	Type
No records to display.		

Cards

Name On Card	Last Four	Card Type	Card_Nickname
No records to display.			

Rate Codes

Rate Code	Action
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5. Select a package from the **Select Package** dropdown menu. (Optional: enter Rate Code if applicable to enable selection of special rates).

6. Select Add Package. Continue to add additional packages if parker will be purchasing multiple parking packages.

Select Package

Package Code

Select Start Date

First Invoice Due

Select Package

Standard Monthly	Parking Period		
\$100.00 1 Month	22 Feb 2018 to 01 Mar 2018	\$100.00	<input type="button" value="Remove Package"/>
	Total	\$100.00	
Total Amount		\$100.00	

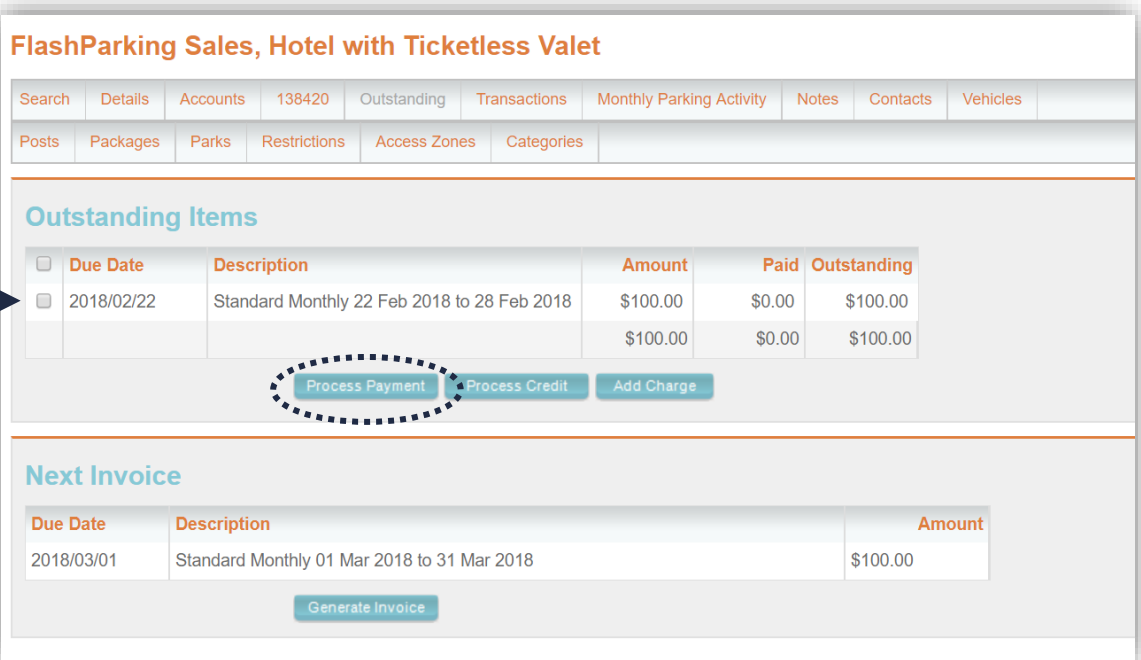
Current Packages

Location	Package	Type	Count
<input type="button" value="Save and Invoice"/>			

7. Select Save and Invoice to submit the packages and generate an invoice.

How to Process Transactions

1. Select the **Monthly** tab in the left panel of the FlashValet Portal <https://portal.flashvalet.com>.
2. Select a **Location**.
3. Use **Search** to find and select the monthly parking account.
4. Select **Outstanding** from top menu.
5. Check the box on the left for any to process outstanding items and select **Process Payment**.



FlashParking Sales, Hotel with Ticketless Valet

Search | Details | Accounts | 138420 | Outstanding | Transactions | Monthly Parking Activity | Notes | Contacts | Vehicles

Posts | Packages | Parks | Restrictions | Access Zones | Categories

Outstanding Items

<input type="checkbox"/>	Due Date	Description	Amount	Paid	Outstanding
<input type="checkbox"/>	2018/02/22	Standard Monthly 22 Feb 2018 to 28 Feb 2018	\$100.00	\$0.00	\$100.00
			\$100.00	\$0.00	\$100.00

Next Invoice

Due Date	Description	Amount
2018/03/01	Standard Monthly 01 Mar 2018 to 31 Mar 2018	\$100.00

Search	Details	Accounts	138420	Outstanding	Transactions	Monthly Parking Activity	Notes	Contacts	Vehicles
Posts	Packages	Parks	Restrictions	Access Zones	Categories				

Process Payment

Due Date	Description	Amount	Outstanding	To Pay
2018/02/22	Standard Monthly 22 Feb 2018 to 28 Feb 2018	\$100.00	\$100.00	100.00
		\$100.00	\$100.00	100.00

Payment Method

Reference

Send Receipt

Select Payment Date

Notes

Save

6. Input the amount to pay.
7. Select **Payment Method** (cash, check, credit card). (**Note:** the option to process a payment with credit card will only appear if the monthly account has a credit card stored.)
8. Input Reference note, if applicable
9. Check **Send Receipt** to send a receipt of payment to the email address on file for this account.
10. Select **Payment Date** and input any notes.
11. Click **Save**

Process Credit: This option will place a credit on the account in lieu of a payment. Use this only if you intend to credit (or partially credit) the account and not accept payment for this balance.

Frequently Asked Questions

What are Rate Codes?

Rate codes are used to hide special rate packages. Your parkers will be able to manage their entire account and add packages in the Monthly Parker Portal. The packages with a set rate code will be hidden from view unless you provide the parker with the rate code to enter. To allow access to special rate packages, enter the rate code in their monthly account.

The screenshot displays two sections of the FlashValet Portal interface. The top section, titled 'Cards', features a table with columns for 'Name On Card', 'Last Four', 'Card Type', and 'Card_Nickname'. Below the table, it states 'No records to display.' and includes an 'Add New' button. The bottom section, titled 'Rate Codes', features a table with columns for 'Rate Code' and 'Action'. Below the table, it states 'No records to display.' and includes an 'Add Code' button, a dropdown menu showing 'SPECIAL (Monthly - S)', and a 'Save' button.

Why does the package show as Inactive?


A package will show as Inactive if no payment has been processed for this package.

Where can I see previous payments and invoices?

View the complete history of invoices, payments, and credits in the [Transactions](#) tab in the top menu.

Search	Details	Accounts	138420	Outstanding	Transactions	Monthly Parking Activity	Notes	Contacts	Vehicles
Posts	Packages	Parks	Restrictions	Access Zones	Categories				

Account Transactions							
Action	Transaction Date	Type	Description	Debit	Credit	Download	Notes
▶	22 Feb 2018	Payment	Payment Processed: 22 Feb 2018	\$0.00	\$100.00	Receipt	
▶	22 Feb 2018	Purchase	Items Purchased: 22 Feb 2018	\$100.00	\$0.00	Invoice	

Export To Excel (xls): 

How do I refund a monthly parking account?

A refund can only be processed to an account if the package is being deleted. To refund a monthly parker and not delete the package, contact support@flashparking.com to process a refund directly to the monthly parker's credit card. Alternatively, you can process a credit to the monthly parkers account under the **Outstanding** tab. This will deduct the specified amount from their current outstanding balance or their future charges.

Can a monthly parker still park if they have no packages added to their account?

No. When valet is scanning in their monthly tag, they will receive an error message indicating that this monthly account is overdue. The same message will appear if the account does not have any active (paid) packages.