VOUCHERSMARTI - CLOUD BASED VIRTUAL VISITOR VOUCHERS

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VOUCHERSMARTI: AN OVERVIEW

VOUCHERSMARTI ENABLES RESIDENTS AND LOCAL BUSINESSES TO PURCHASE PARKING VOUCHERS FOR VISITORS, CUSTOMERS AND CONTRACTORS.

Residents and businesses will be required to log in to the council branded self-service hub using both their permit number and postcode for security.

Each permit number is allotted a pre-defined number of visitor vouchers dependent on postcode and permit type.

The VoucherSmarti interface is user-friendly with clearly defined 'help' boxes to help customers with their transaction. VoucherSmarti also enables residents or business owners to park multiple vehicles in one booking session without the need to submit individual applications for each Vehicle Registration Mark (VRM).

Drop-down parking location lists allow the resident or business owner to select parking from a list of areas that are covered within their permit.

Parking sessions can be booked immediately or in advance. The details of sessions which are booked to 'start now' are immediately available on Civil Enforcement Officer (CEO) handhelds, preventing Penalty Charge

Notices (PCNs) from being issued.
To speed up the booking process, users can save registration numbers to use again at a later date - this is a particularly useful feature if a VRM is associated with a regular customer, contractor or visitor.
The user is then presented with all relevant charges in line with Council tariffs'.

Payment is made through a Payment Card Industry Data Security Standard (PCI-DSS) compliant service guaranteeing complete security of the customer's personal and financial details.

The final step in the booking process confirms the details of the booking back to the user including; date, time and expiry of the session. The simple and effective three-step process guarantees that a user can apply for and purchase multiple or single visitor vouchers in less than a minute.

My Visitors

Customers can add the VRMs of regular visitors, customers and contractors. There is no limit on the number of VRMs a user is able to add, making it the ideal booking tool for business users.

My Cards

Customers can safely store their payment card details within the system. All details are stored in compliance with data protection requirements. To ensure that details are kept secure, customers MUST enter their three digit security code each time they complete a transaction.

My History

The history tab will display all parking sessions that have been booked by the user in the previous 12 months.
Customers can search for a particular session by entering the VRM of the first three letters of the parking location.

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www.imperial.co.uk

01179 251700

Imperial Civil Enforcement Solutions Ltd
Century House
1 The Lakes
Northampton
NN4 7HD

sales@imperial.co.uk