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Parkmobile IVR flow

Parkmobile

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                          ◇ New or Existing? ◇
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New User
(Unrecognised Phone number)

Existing Customer
(Registered phone number, received welcome message)

Enter Account Management Menu at any stage by pushing *

1. Amend VRN
2. Change Payment Card
3. Hear T&C's
4. Connect to Helpdesk

Payment Card Entry
(Touch Pad entry)

Select VRN
(Registered VRN's are quoted. Adding new or amending existing available option)

VRN Entry
(Voice Recognition)

◇ **Active Parking Session** ◇

No   YES

T & C acceptance
(Customer listens to short T&C)

Location Code Entry

Option to Extend or Start a New Session

Parking Duration Entry

Start new Event
(Customers who have moved and wish to park in a new loction)

Extend Parking
(Location code is preselected)

Confirmation of Cost and end time
(Details quoted back)

Payment Card CVC Entry

Parking Activated
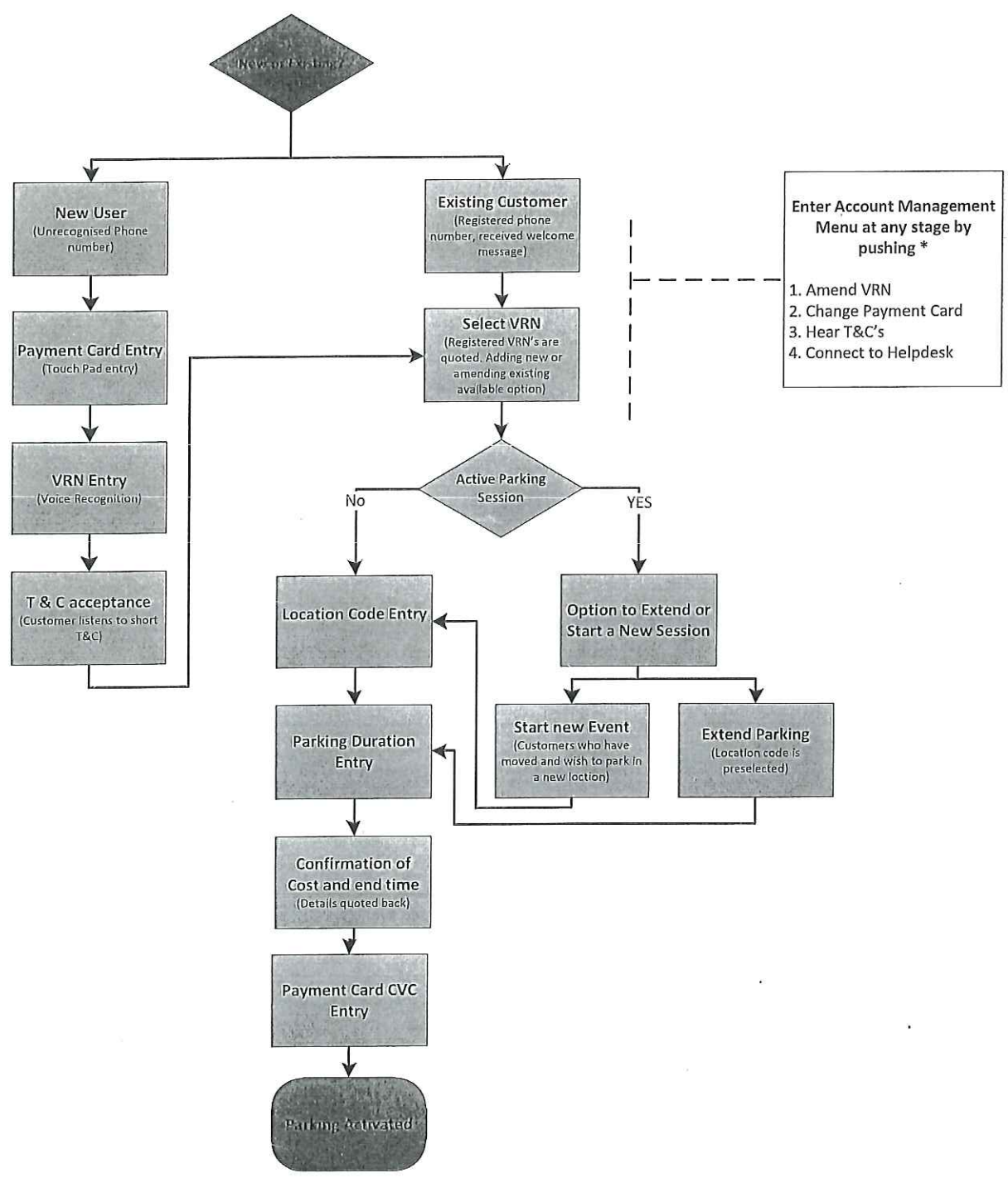
No coins?
Pay by mobile

Use

Or call
020 3003 2527
to start, stop or extend your parking
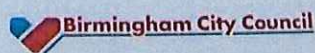
Quote this location code
7686
and pay by credit or debit card

Users pay 20p per transaction
in addition to normal parking charge

Manage your account and receipts:
www.parkmobile.co.uk

Smartphone Users
Download the free parkmobile App or
Text: 'Park URL' to '66644' for mobile web App

Parkmobile

Birmingham City Council

No coins? Pay by mobile

Use

7686

Quote this location code

Or call **020 3003 2527**

to start, stop or extend your [...]

and pay by credit or debit card

Manage your account and receipts: **www.parkmobile.co.uk**

New mobile phone parking users:
Registration is free, you will be asked to provide:
• registration number & vehicle details
• payment details

Users pay 20p convenience fee in addition to the normal parking charge

Paying to park
After registering you will be invited to pay to park.

After paying you will receive confirmation that your parking has started and the end time.
If this is not received or you are in doubt, please call 020 3003 2527 again or pay at the machine.

Note: You may get a Penalty Charge Notice if you leave your vehicle without receiving confirmation of payment.

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Pay to park with your mobile phone

1. To start your parking, call

020 3003 2527

(local rate number)

2. Enter location code

7762

To extend your parking or to stop early, call again.
Note: charges will be rounded up to the next tariff band.

New users: Registration is free, you will be asked to provide:

- registration number & vehicle details
- payment details

Users pay 20p per transaction in addition to normal parking charge

Smartphone Users

Download the free Parkmobile
App **or** Text: 'Park URL' to
'66644' for mobile web App

For receipts and mobile website: **www.parkmobile.co.uk**

Note: You may get a Penalty Notice if you leave your vehicle
without confirming the payment has been accepted. If in doubt,
call 020 3003 2527 for advice or buy a ticket from a machine.

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VISA