

## Q. I have created an account, what happens next?

### Pre-Pay Accounts

The Pre-Pay facility allows you to use your credit or debit card to top-up and maintain a credit balance on your autopay account which will then be used to pay for parking.

**i** Your balance can either be automatically topped up or manually topped up.

#### If you choose automatic top-ups:

- ✓ You need to ensure you have a valid debit/credit card always stored within your account.
- ✓ You can choose a pre agreed amount to top up by or choose to top up by the amount required to maintain a specified balance.
- ✓ Upon your departure, the tariff you need to pay will be automatically calculated and deducted within 3-14 days.

**i** You will be able to view the individual parking transactions by reviewing your autopay account statements.

#### If you selected a manual top up to your account:

- ✓ Always ensure that your account has a credit balance before you leave the car park.
- ✓ You need to manually top up your account to be able to use this feature correctly.
- ✓ If you do not top up your account and keep it in credit, you will not be able to have any monies deducted automatically.

### Pay as you Park

The Pay as You Park option will enable you to register valid credit or debit card detail within your autopay account. The card you register needs to be the card that you want your parking transactions to be charged to.

Each individual parking transaction will be debited to your credit or debit card shortly after concluding your parking session. If charged to a credit card, then the parking charges will be settled as and when you pay the credit card bill.

**Remember, you will still be able to view the individual parking transactions by reviewing your autopay account statements.**

If you use a pay as you park account, then you need to always ensure you have a valid credit/debit card registered to your autopay account. Should you choose to use a debit card but not have any credit in your bank account, the transaction may fail and it may result in a Parking Charge Notice being issued.

## Q. I have received 3 texts to advise you to have tried to take money from my account, I've just put money in now so you can process the transaction.

As the account holder, you are responsible to ensure your account details are correct and up to date. You are also responsible for ensuring that your autopay account is topped up or a valid debit/credit card is always registered to your autopay account.

We will attempt to take the transaction twice. After 2 failed attempts, it will be deemed that you have not paid and you may receive a Parking Charge Notice. We cannot make any further attempts to take a transaction after 2 failed attempts. It is your responsibility, as the account holder, to act after you receive the first text message alert. **We will not action any requests into this inbox to attempt to take transactions and any e mails relating to this subject will be automatically deleted.**

**i** Should you receive a Parking Charge Notice, we advise that you follow the appeal process detailed on the reverse of the Parking Charge Notice. You should include in your appeal as much detail as possible.

## Q. I've received a Parking Charge Notice, how do I appeal?

The information to make an appeal can be found on the reverse of the Parking Charge Notice. **We will not accept any appeals into this e mail address and any e mails relating to an appeal will be automatically deleted. You must follow the appeal process.**

## Q. I parked but cannot see the transaction debited from my account.

Please note it can take 3-14 working days (dependent upon your bank) for these to appear on your account history. You can also download a detailed transaction report from your account section both in PDF and Excel format. Should you not see the transaction after 14 working days, please contact your bank. **We will not action any requests for transaction history made to this e mail inbox. E mails relating to this subject will be automatically deleted.**

## Q. I need to change the registration of a vehicle linked to my account.

You can make this change yourself in the "my account section" on the website. **Emails that are asking us to make changes to your registration details will not be actioned and will be automatically deleted.**

## Q. I tried to update/change registration but there remains an issue - it appears the vehicle is registered on another account?

**We are sorry you are experiencing an issue changing your vehicle on the website.**

For you to be able to make the change yourself, you need to be the registered keeper of the vehicle via the DVLA. This means that you need to have received the V5 form back from the DVLA with your name as the registered keeper. Until you have this, you will not be able to action the change in registration yourself, and we will not be able to action the change for you as we do not have any evidence that you are the registered keeper.

If you are still experiencing difficulties in changing the vehicle registration assigned to your account, and you have tried to action this yourself, please send a copy of the V5 form to this inbox.

**i Requests to change vehicle registrations without a copy of the V5 form will not be actioned.**

## Q. I have tried to reset my account but I have not received the email link to change it?

If you are using a corporate or public sector email address to contact us on, in some instances the cyber security of your organisation will quarantine emails from autopay. Please try and reset your password and check your junk folder in your mail items. If this doesn't work, you may need to use a personal e mail address and link this to your autopay account.

## Q. My browser isn't opening the autopay website.

Please change the web browser you are using and use either Google chrome or Edge. Please also ensure you clear your cache and cookies are enabled.

## Q. My bank has blocked payments with you so it isn't working, can you help?

Transactions are taken as debit transactions. If there is anything blocking the payments from being successful, you will need to speak directly to your bank.

**i Emails requesting us to speak to your bank will not be actioned and will be automatically deleted.**

## Q. I want to withdraw surplus funds from my account – how do I do this?

Please email us and let us know how much you want to withdraw. We also need to know if you wish to leave your account active or, de-activate it.

We will action your request within 5 working days and funds will be back with you – either onto your debit or credit card – within 14 working days after we have actioned the request.

**i Please note, emails to chase funds within the 19 working day time period will not be actioned and will be automatically deleted.**

## Q. I want to remove my payment details from my account – can you help?

We are unable to remove your payment details and leave your account as live. If you remove the payment details, you have to de-activate your account.

If you do want to continue with removal and deactivation, please reply to this email with full confirmation you wish to proceed. Requests will be processed within 14 working days.

## Q. I want to de-activate my account.

We are sorry to hear you wish to de-activate your account with us. Please note we have other autopay sites up and down the UK and you could use your account on these sites as a registered user.

If you do want to continue with deactivation, please reply to this email with full confirmation you wish to proceed. Requests will be processed within 14 working days.

## Q. I have received a Parking Charge Notice - I tried to pay and/or I paid for the wrong registration.

Should you receive a Parking Charge Notice and you feel that you have grounds for appeal, please follow the appeals process as detailed on the reverse of the Parking Charge Notice. You should include as much detail as possible within your appeal.

**i Requests to appeal a Parking Charge Notice will not be accepted in this inbox and will automatically be deleted. Your appeal does not register with us until you follow the appeals process.**