

User Documentation

AUTOmatedPARK

Group 4

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AUTOmatedPARK

User Guide

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REGISTERED CUSTOMERS

Registration: You are required to register before you can make any reservations. In order to register, go to www.automatedpark.net and click on the 'Register' link. You will be prompted to enter your billing information, email address (which will act as your login) and a password and then click the submit button.

Logging Into Your Profile: Access the website @ www.automatedpark.net and click on the 'Login' tab. They are then prompted to enter the email address and password that they provided when creating their profile, before clicking 'Login'.

Editing a profile: If the user wants to change their existing profile information they need to login to their profile before clicking on the 'MyAccount' tab and then the 'Edit Account' tab. The user has the option to change their billing information, add/remove a license plate number, and/or password.

Creating Reservations: Once a user is logged into their account, they should click on the 'Reservations' tab and then the 'Make Reservation' tab. They are given the option to create either a Monthly Contract or a Timed Reservation.

- **Monthly Contract** is an agreement between the customer and the parking system to make sure that the customer can park on a daily basis during a predetermined period.

- **Timed Reservation** is for just one particular period of time.

For a Monthly Contract, the user checks on the box "Monthly Contract" then chooses the month from the list. For Regular reservation, the user checks on the box "One-time Reservation" and chooses the Month and Hour block. The system will check if there is an available spot for that period of time and if there is a spot available the user will be notified of the total amount for the reservation based on the rates set by the administrator. The user will now be prompted to enter an optional license plate number or given the option to use the default number used during registration. After that, user clicks on "I Accept the terms, conditions and responsibilities and clicks submit before the spot will be reserved. If there are no spots available the user will be informed and told to enter another time or check back later.

Modifying An Existing Reservation: The user has the opportunity to cancel or extend their reservations. After logging in, the user should click on the 'Reservation' tab and then 'Manage Reservation'. A list of all of the upcoming reservations is displayed and the user can click on the desired reservation and click edit. If they chose to cancel the reservation, the system will check if it is at least 30 minutes prior to the start of the reservation period. If it is, then the user will be allowed to cancel his reservation. If not then the user will not be able to cancel the reservation and will be charged for the reserved period of time. If a user wants to extend a reservation, the system will check to see if it is before the end of the reservation period. If so then it'll check to see if there are any available slots. If there is availability, the user will be allowed to extend the reservation time for a specified time period and the database will be updated. If there are no available spots then the user will not be able to extend the reservation period.

Bill Payment: A user has the option to pay online or through their monthly paper bill. After logging into their account, the user clicks on 'MyAccount' tab followed by the 'PayBill' tab. The user will see their balance and will have the option to pay. If they choose not to pay online, they will receive a monthly bill to their billing address by default.

Editing Billing Information: A user has the option to edit their billing information. After logging in, please click on the 'MyAccount' tab and then the 'Edit Account' tab followed by clicking on 'Change Billing Information'.

Reserved Parking: When a Registered Customer pulls in to park during a period of time that they have a reservation, AUTOMatedPARK will confirm this by querying the prompted user login or the license plate. In the event that the user is a guaranteed customer parking during their contract period, they have already prepaid for the spot and will not be charged any additional fee, they are however subject to an Overstay Penalty if they stay past their contract period. If the user is a confirmed customer they will be charged the amount that they agreed to when they made the reservation on the website. If the user stays past their reserved period, they are subject to Overstay penalties. Please see Registered Customers/Overstay.

Unreserved Parking: In the event that a Registered Customer pulls in to park during a period of time that they haven't reserved, AUTOMatedPARK will post the rate for that particular time period on the entry monitor and if the user agrees to park, they will be placed on a floor with available spots and will be charged the agreed upon rate every 15 minutes until they exit. Since no reservations were made, no guarantees can be made as to spot availability.

Overstay: If a reserved or contract customer does not leave the parking spot within the reserved period of time he/she will be charged at a higher rate for the extra time that he occupies the spot. Database will check every 15 minutes for overstays and charge the user for that amount of time. After the first check, the user will receive an email that notifies the user about user's overstay and warning him about the charge he/she will receive.

In the Event Of A Filled Lot: This does not pertain to guaranteed customers during their contract period because we will always keep each of our guaranteed customers' spots available. However, in the event that a spot is unavailable for a reserved customer, the user's account will be credited for a free session of the duration of the reservation that was unable to be met.

NON-REGISTERED CUSTOMERS

“Walk-In” Parking: A Walk-In customer is a non-registered customer. They will be permitted to park only if there is spot availability. As they pull-up to park, if there is availability, the rates will be displayed. If there is no availability they will be asked to try again later. They must pay before exiting the garage with either cash or credit. They also pay higher rates than registered customers. They must register if they want to utilize the enhanced features allotted to registered customers.

In the Event Of A Filled Lot: Non-Registered customers may only park when there is availability. If the lot is filled there are told to check back later.

Payment: They must pay before exiting the garage with either cash or credit. They also pay higher rates than registered customers.

FAQs

Q. What are my payment options?

A. Non-Registered users must pay by either cash or credit before exiting. Registered customers have the option (but it is not required) to pay on the website or through a monthly bill. Please lookup Payment for more information.

Q. What are the daily rates and hours of operation?

A. The rates change for different time periods and different usage scenarios (i.e. rates are lower on the weekends than on weekdays unless there is a special event and they are lower for registered customers than non-registered). Up to date information is always available on the website and on the entrance monitor.

Q. How can I change my billing information?

A. Please see Registered Customer/Edit Billing Information

Q. Can I create a monthly contract?

A. You must first create a user profile (Please see Registered Customer/Creating A Profile) and then create a monthly reservation (Please see Registered Customer/Create Reservations/Monthly Reservation).

Q. How do I make a reservation?

A. You must first create a user profile (Please see Registered Customer/Creating A Profile) and then create a monthly reservation (Please see Registered Customer/Create Reservations/Timed Reservation).

Q. Can I edit my reservation?

A. Of course, please see Registered Customer/ Modifying An Existing Reservation

Q. Can I arrange to pay my bill online?

A. Registered Customers have the option to use our online payment service. Please see Registered User/Bill Payment for more information.

Q. Where can I park my car?

A. AUTOMatedPARK will display your spot number on the floor that it places you on based on spot availability.

Q. What is a Confirmed Customer?

A. They are customers that are attempting to park during a specific Timed Reservation period.

Q. What is a Guaranteed Customer?

A. They are customers that are attempting to park during a specific Contract period.

Q. What is a Timed Reservation?

A. A timed reservation is a conventional reservation for a non-recurring period of time. In the event another customers Overstay inhibits a reservation from being met, the customer will be credited for the full amount that the parking session was agreed to cost when making the reservation.

Q. What is a Guaranteed Reservation?

A. A guaranteed reservation is the term for a recurring reservation (i.e. a monthly contract.). These reservations are guaranteed to be met for the entire contract duration.