

# Cashier Manual For Parking.Logic Systems

Features and Functions of the Manual Pay Station

Author: Karen Blasing Pradhan

Version: 5.0  
04.01.2015

**Cashier Manual – Software version R25 / V8.0****SKIDATA Inc.**

One Harvard Way, Suite 5

Hillsborough, NJ 08844

Tel: +1 908 243 0000

Fax: +1 908 243 0660

Web: [www.skidatausa.com](http://www.skidatausa.com)

Email: [info@skidatausa.com](mailto:info@skidatausa.com)

**Copyright**

© 2015 by SKIDATA, Inc. All rights reserved. The information provided in this document is protected by copyright law. No part of this documentation may be copied or reproduced without the prior written consent of SKIDATA, Inc. SKIDATA, Inc. reserves the right to make changes to the specifications and other information contained in this documentation without prior notice.

**Note**

Great care has been taken to make the information contained in this documentation as correct and accurate as possible. Although this documentation is updated regularly, SKIDATA, Inc. cannot guarantee the absolute correctness and completeness of the information contained herein.

**Trademarks**

This documentation may contain representations of registered product or service trademarks owned by SKIDATA, Inc. or third parties, as well as references to proprietary know-how protected by copyright laws or other legal provisions. In any case all rights remain exclusively with their respective owners.

SKIDATA® is a registered trademark of SKIDATA AG in the USA, the European Union and other countries.

**PCI Compliance**

Without limiting any other requirements set forth in this document, all distributors, resellers, customers, merchants and any other user of the SKIDATA payment application(s) (collectively, “Users”) must fully comply with the requirements set forth in the SKIDATA Secure Implementation Guide, as SKIDATA may update or amend it from time to time, as SKIDATA determines in its sole discretion.

Users acknowledge and agree that any statement that a SKIDATA product is “verified,” “approved,” or is otherwise PCI-SSC compliant means only that the User’s use of that product in accordance with (a) all terms and conditions relating to that use and (b) the requirements set forth in the SKIDATA Secure Implementation Guide, will not impact the User’s ability to obtain site-specific approval from PCI SSC. Further, Users understand that in order to achieve and maintain site-specific compliance from PCI SSC, Users will need to comply with the standards promulgated by PCI SSC, including, without limitation, PCI’s Data Security Standard, as that document and those standards may be updated by PCI SSC from time to time.

| Version History |         |            |  |
|-----------------|---------|------------|--|
| Date            | Version | Changed by | Description of Changes                       |
| 03/13/2002      | 1.0     | PRKA       | Document Creation                            |
| 10/01/2009      | 2.0     | PRKA       | Updated to Release 20 / V3 / Coder Unlimited |
| 11/23/2011      | 3.0     | GIDA       | Update to Release 23 / V6                    |
| 08/1/2012       | 4.0     | PRKA       | Final Update to Release 23/ V6               |
| 04/1/2015       | 5.0     | PRKA       | Update to Release 25 / V8 / Power.Gate       |
|                 |         |            |  |



# Contents

|             |   |           |
|-------------|---|-----------|
| <b>1</b>    | <b>About this Documentation.....</b>            | <b>1</b>  |
| <b>1.1</b>  | <b>Print Layout .....</b>                       | <b>1</b>  |
| <b>1.2</b>  | <b>Symbols .....</b>                            | <b>1</b>  |
| <b>2</b>    | <b>Introduction .....</b>                       | <b>3</b>  |
| <b>2.1</b>  | <b>Welcome .....</b>                            | <b>3</b>  |
| <b>2.2</b>  | <b>Basic Operation .....</b>                    | <b>4</b>  |
| 2.2.1       | Keyboard, Mouse and Touch-screen Controls ..... | 4         |
| 2.2.2       | Menu Control .....                              | 5         |
| <b>2.3</b>  | <b>Pay Station Screen .....</b>                 | <b>6</b>  |
| <b>3</b>    | <b>Tasks.....</b>                               | <b>7</b>  |
| <b>3.1</b>  | <b>Cashier Procedures .....</b>                 | <b>7</b>  |
| <b>3.2</b>  | <b>Shift Start.....</b>                         | <b>8</b>  |
| 3.2.1       | Logging On to a Main Shift .....                | 8         |
| 3.2.2       | Main Shift Breaks .....                         | 11        |
| 3.2.3       | Entering a Shift Float.....                     | 16        |
| <b>3.3</b>  | <b>Shift End .....</b>                          | <b>18</b> |
| 3.3.1       | Performing an Outpayment .....                  | 18        |
| 3.3.2       | Performing a Total Payment.....                 | 20        |
| 3.3.3       | Logging Off of a Shift.....                     | 20        |
| <b>3.4</b>  | <b>Processing a Ticket .....</b>                | <b>21</b> |
| 3.4.1       | Normal Ticket Procedure .....                   | 21        |
| 3.4.5       | Split Payments.....                             | 24        |
| 3.4.6       | Receipts .....                                  | 25        |
| 3.4.7       | Manual Validation .....                         | 26        |
| 3.4.8       | Manually Entering a Credit Card.....            | 27        |
| <b>3.5</b>  | <b>Processing Exception Tickets.....</b>        | <b>29</b> |
| 3.5.1       | Replacing a Lost Ticket .....                   | 29        |
| 3.5.2       | Special Parking Ticket .....                    | 29        |
| 3.5.3       | Damaged Ticket .....                            | 31        |
| 3.5.4       | Special Sale.....                               | 33        |
| 3.5.5       | Processing a Credit Ticket.....                 | 34        |
| 3.5.6       | Single Exit Tickets .....                       | 34        |
| 3.5.7       | Nil Payment .....                               | 36        |
| <b>3.6</b>  | <b>Insufficient Funds Transactions .....</b>    | <b>37</b> |
| <b>3.7</b>  | <b>Towed Vehicle Transactions .....</b>         | <b>38</b> |
| <b>3.8</b>  | <b>Reading a Ticket .....</b>                   | <b>39</b> |
| <b>3.9</b>  | <b>Clearing Jammed Tickets .....</b>            | <b>41</b> |
| <b>3.10</b> | <b>Manual Cashiering .....</b>                  | <b>45</b> |

|             |   |           |
|-------------|---|-----------|
| <b>3.11</b> | <b>Barrier Gate Control .....</b>   | <b>47</b> |
| 3.11.1      | Opening the Barrier Gate .....  | 47        |
| 3.11.2      | Locking the Barrier Gate Open .....                                       | 49        |
| 3.11.3      | Unlocking (Closing) the Barrier Gate .....                                | 50        |
| <b>3.12</b> | <b>Intercom.....</b>  | <b>51</b> |
| 3.12.1      | Receive Remote Intercom Call .....  | 51        |
| 3.12.2      | Make Remote Intercom Call .....   | 51        |
| <b>4</b>    | <b>Equipment .....</b>  | <b>52</b> |
| <b>4.1</b>  | <b>Maintenance Instructions .....</b>                                     | <b>52</b> |
| <b>4.2</b>  | <b>Cleaning Card Instructions.....</b>                                    | <b>53</b> |
| <b>4.3</b>  | <b>Desktop Coder Tickets.....</b>   | <b>54</b> |
| <b>4.4</b>  | <b>Parking Column Tickets.....</b>  | <b>55</b> |
| 4.4.1       | Opening/Closing the Parking Column.....                                   | 55        |
| 4.4.2       | Loading Tickets/Receipts into the Parking Column .....                    | 57        |
| <b>4.5</b>  | <b>Transaction Panel Tickets .....</b>                                    | <b>61</b> |
| 4.5.1       | Opening/Closing the Transaction Panel .....                               | 61        |
| <b>4.6</b>  | <b>Clearing Jammed Tickets from the Column and Transaction Panel.....</b> | <b>63</b> |
| <b>5</b>    | <b>Glossary.....</b>  | <b>67</b> |
| <b>6</b>    | <b>Index .....</b>  | <b>69</b> |

# 1 About this Documentation

This documentation contains **step-by-step instructions** for selected procedures required for the SKIDATA Manual Pay Station. It does not claim to be complete.

The procedures described in this manual do not include troubleshooting. In case of problems, please send an accurate problem description to your SKIDATA Customer Service representative.

This manual documents features and functions of the SKIDATA Manual Pay Station using the system's language selection of **US English**.

## 1.1 Print Layout

For optimum printing, set your printer to **Color** and **Double-Sided** Printing.

## 1.2 Symbols

Important text passages and notes are marked by symbols and special typefaces throughout this Manual.

The following symbols are used:



**Danger:** Risk of injury.

---



**Notice:** Warns against actions that might cause hardware and/or software damage.

---



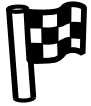
**Hint:** Provides explanations on the proper use of the device or software.

---



**Task:** Specifies particular tasks to be completed.

---



**Goal:** Describes the learning objectives of the chapter or section.

---



**Example:** Describes practical applications to illustrate features, functions, etc.

---



## 2 Introduction

### 2.1 Welcome

Welcome to the SKIDATA Parking.Logic / APT450.Logic Parking Access Revenue Control System (PARCS). This manual will introduce you to the system and guide you through the tasks needed to perform cashiering duties.

The PARCS is made up of several parts. These parts could include:

- Entrance column and barrier gate to dispense tickets, read cards, and prevent unauthorized entry.
- Manual Pay Station where cashiering duties are performed.
- Keyboard and mouse for entering information into the system. A touch screen monitor could also be included.
- Desktop coder for reading tickets, credit cards and debit cards, printing tickets, and printing receipts.
- An Automatic Pay Machine if a customer does not need to go to a cashier.
- Exit column or Transaction Panel and barrier gate to collect payment and prevent unauthorized exit.

All terminal devices of the Parking.Logic / APT 450 System will accept the following tickets:

- Parking Entrance tickets: Permit their holders to enter and exit the parking facility in accordance with the ticket's validity.
- Contract Parking Cards: Permit their holders to enter and exit the parking facility in accordance with the behaviour characteristics of the card.
- Discount cards and tickets: These represent a cashless means of payment or reducing the fee due for parking.
- Special tickets: Used for special system functions.

This manual will provide instructions on how to process tickets, collect payment, control entry and exit from the facility, and perform maintenance tasks on the equipment.

## 2.2 Basic Operation

If you have little or no experience in the use of graphical user interface environments, please read on. The section below contains a brief introduction to some of the basic features you should be familiar with when working with the Administration Unit, Pay Station, and the Automatic Payment Machine.

### 2.2.1 Keyboard, Mouse and Touch-screen Controls

Most functions are accessible with the keyboard or the mouse, or from touch-screen controls (Release 20/V3 and higher) if the system is equipped with a touch screen monitor. For instance, you could use the mouse, the appropriate key combination, or just touch the screen to select a menu. Throughout this manual, instructions are given for the keyboard, mouse, and touch-screen. Look for the keyboard, mouse and touch-screen icons for the instructions you need.



#### Keyboard Controls

All functions can be accessed via the keyboard by certain keystroke combinations (without the use of a mouse).


- The Tab key can be used to move from one field to the next on the screen.
- The Enter key is used to confirm your actions and input them into the system.
- The Alt key can be used to access the Function Menus at the top of the program screen.
- The Arrow keys can be used to move up, down, left, right in a field or window.

There are also several special keys on the SKIDATA Parking Access System keyboard that can be used to quickly access special features.



#### Mouse Controls

You can use the mouse to access control buttons or select options from menus or lists.

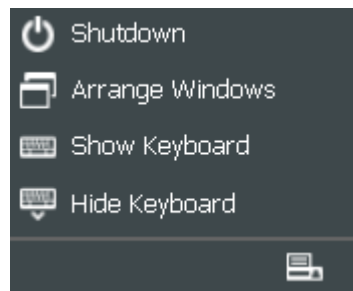
- To 'click' an item on the screen, move the mouse pointer over the on-screen object and press the left mouse button. Unless otherwise noted, 'click' always refers to pressing the left mouse button.
- To browse through the items in a list, click the scroll arrows to the right of the selection box or click the scroll bar and hold the button down while moving the mouse up or down.
- To display the items in a list, click the down arrow .
- Some lists allow you to select multiple items. To do this, 'right-click' the drop down arrow by pressing the right mouse button. This will bring up a context menu that lets you either select all options at once ('Select All') or cancel the selection ('Unselect All').
- To discover the function of a button or key (in the Action Pad at the bottom of the screen), hover over the item with the mouse and the object label will appear.



## Touch-screen Controls

All cashiering functions can be accessed by simply touching the screen.

- Touch the Action Pad keys or select options from menus or lists on the screen with a fingertip (not a fingernail) to activate that function. The Action Pad has scroll right and scroll left buttons to view more Action Pad options.
- With some functions, a touch keyboard will appear on screen where you can “type” letters and numbers. This keyboard also contains a Close key (red down arrow) a Tab key (green right arrow) and a Backspace key (green left arrow).
- You can activate the keyboard immediately by selecting Show Keyboard after pressing the Options Menu icon in the bottom right corner of the screen.



- The Touch-screen uses the same control buttons and menus that you would use with a mouse.
- In order for the Touch-screen to work, the system must be equipped with a Touch-screen monitor and the system must be running R20/V3 or higher software.

### 2.2.2 Menu Control

System functions and commands are grouped together in menus. Each program has its own menu items, which are displayed along the menu bar at the top of the screen.

Alternatively, you can open a menu by pressing and holding down the ALT key while pressing the underlined character of the menu item if you are using the keyboard.

## 2.3 Pay Station Screen

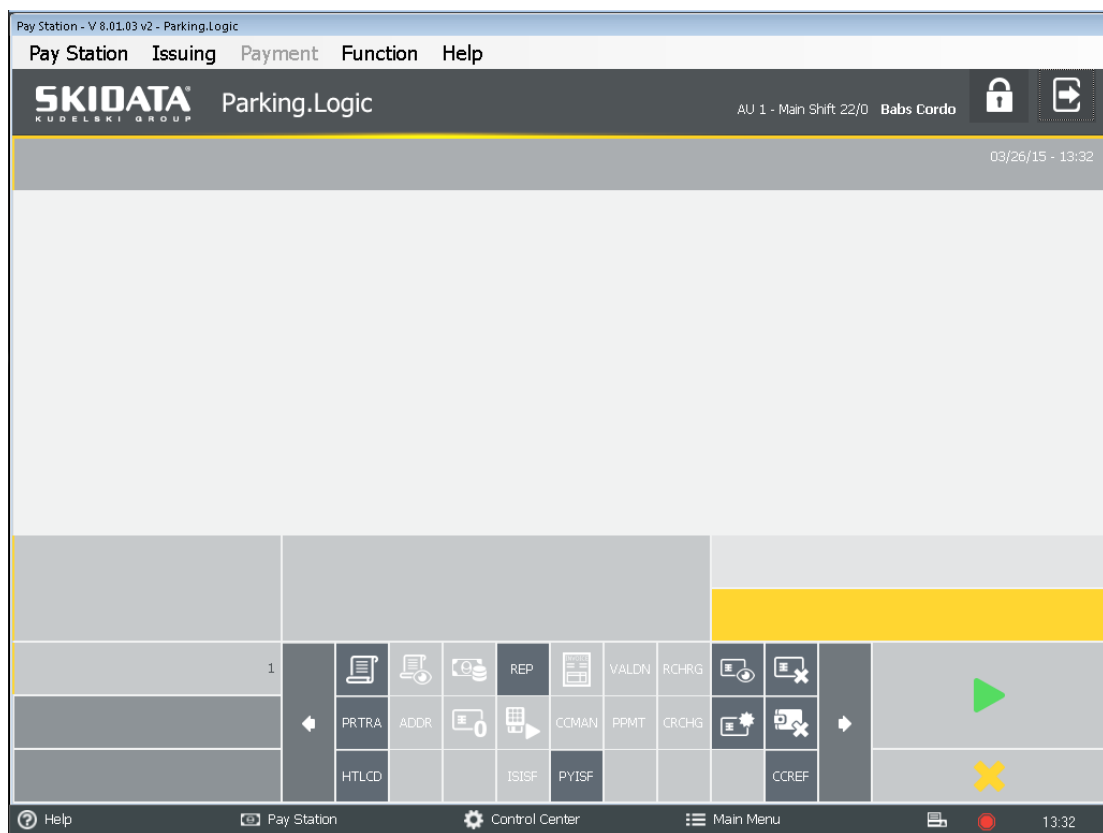
The Pay Station screen, shown below in Figure 2.1, is the screen where you will perform payment and ticketing procedures.



**Pay Station icon**

Open the screen by pressing the Pay Station key (F2 by default) on the keyboard, selecting the Pay Station option from the menu, clicking the Pay Station icon with the mouse, or touching the Pay Station icon if the system is touch-screen equipped.

**Figure 2.1 – The Pay Station Screen**



## 3 Tasks

### 3.1 Cashier Procedures

This chapter describes how to perform standard procedures for the Pay Station. It contains information on the following tasks:

| Tasks                              | Summary  | Instructions                                |
|------------------------------------|--|---|
| Start my shift.                    | Log-on to the system.  | Shift Start on page 8.                      |
| Relief Shifts                      | Start or end a Relief Shift  | Relief Shifts on page 14.                   |
| Enter Float.                       | Enter the cash float for the shift.  | Shift Float on page 16.                     |
| End my shift.                      | Perform a cash disbursement or Total Payment and log-off.  | Shift End on page 18.                       |
| Process a parking ticket.          | Insert the ticket into the desktop coder and accept payment.   | Processing a Ticket on page 21.             |
| Apply discount to the parking fee. | Insert the validation ticket, or use the designated keys to apply the discount.                            | Manual Validation on page 26.               |
| Enter a credit card payment.       | Insert the card, or if the coder won't read the card, use the CCMAN key to enter the credit card manually. | Manually Entering a Credit Card on page 28. |
| Help a customer with their ticket. | Use the RDTKT key to read the ticket details.  | Read Ticket on page 39.                     |
| Process a lost ticket.             | Use the REP key to create a new ticket and charge a flat fee.  | Replace Lost Ticket on page 29.             |
| Process a damaged ticket.          | Create a new ticket by copying the time from the old ticket.   | Damaged Ticket on page 31.                  |
| Create a single exit ticket.       | Use the SE key to allow the customer to leave without paying.  | Single Exit on page 34.                     |
| Clear jammed tickets.              | Open the coder and remove the jammed ticket.   | Clear Jammed Tickets on page 41.            |
| Manually raise the barrier gate.   | Go to the Control Center and use the Manual Open key to open the gate.                                     | Open Barrier Gate on page 47.               |
| Lock gate in the open position.    | Go to the Control Center and use the Keep Open key to lock the gate open.                                  | Lock Barrier Gate on page 49.               |



**Hint:** Every parking facility is set up differently. Some options may not apply to your situation, or may not be available (they may be grayed out on the screen).

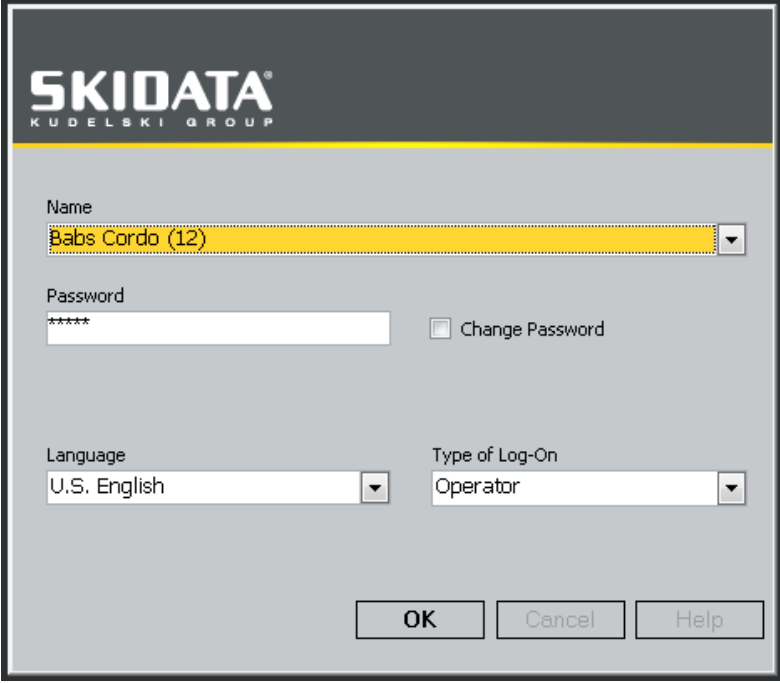
## 3.2 Shift Start

In order to process transactions in the PARCS, you must be logged onto the system. The system assumes that at the beginning of your shift, you log on and enter the amount of cash float in the cash drawer. Likewise, at the end of your shift, you are required to enter the amount of cash disbursements so that the necessary reports can be run.

### 3.2.1 Logging On to a Main Shift

The Parking System requires all users to log on to the system. The *Log-on* screen, shown in Figure 3.1 will appear when the system is started, or after the *Shift Closure* procedure has been run. If the Log-On screen does not display when you are ready to start your shift, see your supervisor.

Figure 3.1 - The Log-On Screen

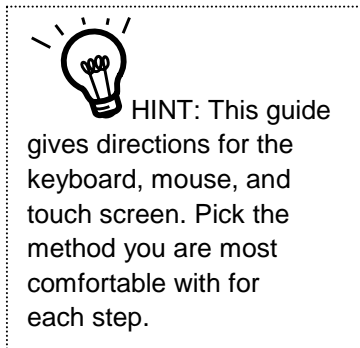






The image shows a log-on screen for SKIDATA KUDELSKI GROUP. The screen has a dark gray header with the company logo. Below the header, there are several input fields and buttons. The 'Name' field is a dropdown menu with 'Babs Cordo (12)' selected. The 'Password' field is a text box with '\*\*\*\*\*' entered, and there is a 'Change Password' checkbox next to it. The 'Language' field is a dropdown menu with 'U.S. English' selected. The 'Type of Log-On' field is a dropdown menu with 'Operator' selected. At the bottom, there are three buttons: 'OK', 'Cancel', and 'Help'.

| SKIDATA <sup>®</sup><br>KUDELSKI GROUP |  |
|--|--|
| Name<br>Babs Cordo (12) ▼              |  |
| Password<br>*****                      | <input type="checkbox"/> Change Password |
| Language<br>U.S. English ▼             | Type of Log-On<br>Operator ▼             |
| OK Cancel Help                         |  |




**How to Log on:**

1. Select your user name from the *Name* list:



|   |  |
|---|--|
|  | Use the arrow keys to highlight your name. When your name is in the field, press the tab key on the keyboard. You can alternatively press the first letter of your name to go to the first name in the list that starts with that letter. Then tab to the <b>Password</b> field. |
|  | Click the drop down arrow to display the list and select your name by clicking on it. When your name is displayed in the field, click your mouse on the <b>Password</b> field.   |
|  | Touch the drop down arrow to display the list and select your name by touching it. When your name is displayed in the field, touch the tab key to move to the <b>Password</b> field.   |
|  | If you have a Personnel ID card, scan the card with the desktop coder and your name will automatically be selected from the list.  |




2. Enter the 4 - 25 digit PIN-Code into the **Password** field. For security reasons, the input will be displayed as asterisks (\*\*\*\*).

|   |  |
|---|--|
|  | If using the number pad, make sure that the Num Lock light is on, and the Caps Lock is NOT on.   |
|  | <p>If you are using a touch screen, touch the Options Menu button  and touch the Show Keyboard key.</p> <p>When the Keyboard appears, touch the appropriate keys to enter your PIN code.</p> <p>Touch the red Close arrow to close the keyboard.</p> |






**Notice:** Entering an incorrect PIN code for the specified user more than three times will lock you out of the system for one hour.




3. Select Language if it is not already selected: This manual is written for U.S. English.

|   |  |
|---|--|
|  | Press the tab key and use the arrow keys to select <b>Language</b> . |
|  | Click on the down arrow and select <b>Language</b> with the mouse.   |
|  | Touch the down arrow and then touch the desired language.            |

4. Select **Operator** from the options at the bottom of the window if it is not already selected:


|   |  |
|---|--|
|  | Press the tab key and use the arrow keys to select <b>Operator</b> . |
|  | Click on the down arrow and select <b>Operator</b> with the mouse.   |
|  | Touch the down arrow and then touch <b>Operator</b> .                |

5. Complete the log on process:

|   |   |
|---|---|
|   | Press the <b>Enter</b> key.   |
|  | Click the <b>OK</b> button with the mouse.  |
|  | Touch the <b>OK</b> button. You can also select the enter key from the touch screen keyboard. |

6. The Pay Station screen opens, ready to process the next transaction.



**Hint:** The Pay Station button  is located both on the keyboard (in the F2 position) and at the bottom of the Parking System screen. You can press or click or touch this button at any time to open the Pay Station screen. The system will automatically switch to the Pay Station screen whenever a ticket is inserted into the desktop coder.



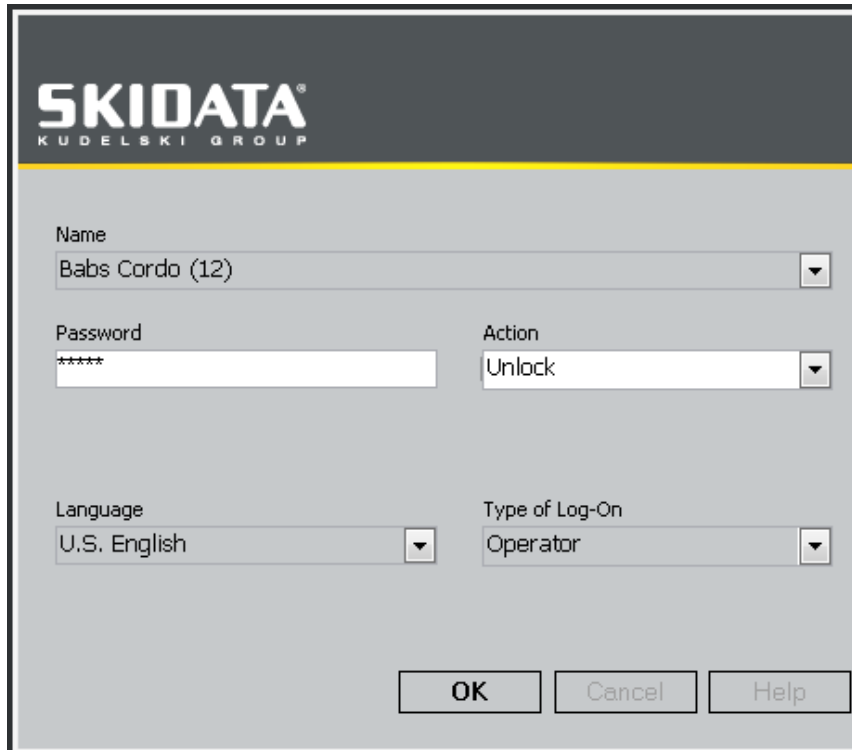
### 3.2.2 Main Shift Breaks

The parking system allows the main cashier to take a break, and Lock the Pay Station.



In order to take a break from the main cashier shift, select the Lock icon at the top right corner of the screen. The Unlock screen appears as shown below.




Figure 3.2 - The Unlock Screen

The image shows a software window titled 'SKIDATA KUDELSKI GROUP'. Inside the window, there are several input fields and buttons. At the top, the name 'Babs Cordo (12)' is displayed in a dropdown menu. Below this, there is a 'Password' field with six asterisks and an 'Action' dropdown menu set to 'Unlock'. Further down, there is a 'Language' dropdown menu set to 'U.S. English' and a 'Type of Log-On' dropdown menu set to 'Operator'. At the bottom of the window, there are three buttons: 'OK', 'Cancel', and 'Help'.




At this point the main cashier can or Log off directly or return from their break to Unlock the Pay Station.

### How to Log Off the main shift on Break:

1. Make sure "Log Off" is selected from the **Action** list. If not:

|   |   |
|---|---|
|  | Tab to the <b>Action</b> list and use the arrow keys to highlight "Log Off".                        |
|  | Click the drop down arrow to display the <b>Action</b> list and select "Log Off" by clicking on it. |
|  | Touch the drop down arrow to display the <b>Action</b> list and select "Log Off" by touching it.    |

2. Complete the logoff process:

|   |   |
|---|---|
|  | Press the Enter key.  |
|  | Click the <b>OK</b> button with the mouse.  |
|  | Touch the <b>OK</b> button. You can also select the enter key from the touch screen keyboard. |




3. The Log On screen opens, ready for the next Operator to Log on.






**Hint:** If the system is not set up for Administration overrides, or if overrides are set up but the user does not have Authorization rights to directly Log Off, an Error message will appear.

### How to Unlock the Main Shift on break:

1. Make sure "Unlock" is selected from the **Action** list. If not:

|   |  |
|---|--|
|  | Tab to the <b>Action</b> list and use the arrow keys to highlight "Unlock". Tab to the <b>Password</b> field.  |
|  | Click the drop down arrow to display the <b>Action</b> list and select "Unlock" by clicking on it. When this is displayed in the field, click your mouse on the <b>Password</b> field.       |
|  | Touch the drop down arrow to display the <b>Action</b> list and select "Unlock" by touching it. When this is displayed in the field, touch the tab key to move to the <b>Password</b> field. |




2. Enter the 4 - 25 digit PIN-Code into the Password field. For security reasons, the input will be displayed as asterisks (\*\*\*\*).

|   |   |
|---|---|
|  | If using the number pad, make sure that the Num Lock light is on, and the Caps Lock is NOT on.  |
|  | <p>If you are using a touch screen, touch the Options Menu button  and touch the Show Keyboard key.</p> <p>When the Keyboard appears, touch the appropriate keys to enter your PIN code.</p> <p>Touch the red Close arrow to close the keyboard</p> |




**Notice:** Entering an incorrect PIN code for the specified user more than three times will lock you out of the system for one hour.

3. Complete the log on process:

|   |   |
|---|---|
|  | Press the Enter key.  |
|  | Click the <b>OK</b> button with the mouse.  |
|  | Touch the <b>OK</b> button. You can also select the enter key from the touch screen keyboard. |

4. The Pay Station screen opens, ready to process the next transaction.



**Hint:** The Pay Station button  is located on the keyboard and at the bottom of the Parking System screen. You can press, click, or touch this button at any time to open the Pay Station screen. The system will automatically switch to the Pay Station screen whenever a ticket is inserted into the desktop coder.

## Logging On to a Relief Shift

The parking system allows a cashier to take a break, and alternately, allows for a Relief Cashier to temporarily Log on. A Relief Cashier may have their own cash drawer. This second cash drawer will be activated when the Relief Cashier Logs on, and all transactions will be handled out of it. This second cash drawer will be disabled when the Relief Cashier Logs off.

Figure 3.3 - The Unlock Screen




The screenshot shows the SKIDATA KUDELSKI GROUP Unlock Screen. It has a grey background with a yellow header bar. The fields are as follows:

- Name:** Babs Condo (12)
- Password:** \*\*\*\*\*
- Action:** Change of Shift
- Language:** U.S. English
- Type of Log-On:** Operator




At the bottom, there are three buttons: OK, Cancel, and Help.

### How to Log On as a Relief Cashier:




1. Select "Change of Shift" from the **Action** list:

|   |   |
|---|---|
|  | Tab to the <b>Action</b> list and use the arrow keys to highlight "Change of Shift". Tab to the <b>Name</b> field.  |
|  | Click the drop down arrow to display the <b>Action</b> list and select Change of Shift by clicking on it. When your name is displayed in the field, click your mouse on the <b>Name</b> field.    |
|  | Touch the drop down arrow to display the <b>Action</b> list and select "Change of Shift" by touching it. When this is displayed in the field, touch the tab key to move to the <b>Name</b> field. |

2. Select your user name from the **Name** list:

|   |  |
|---|--|
|  | Use the arrow keys to highlight your name. When your name is in the field, press the tab key to go to the <b>Password</b> field.   |
|  | Click the drop down arrow to display the list and select your name by clicking on it. When your name is displayed in the field, click your mouse on the <b>Password</b> field.       |
|  | Touch the drop down arrow to display the list and select your name by touching it. When your name is displayed in the field, touch the tab key to move to the <b>Password</b> field. |




3. Enter the 4 - 25 digit PIN-Code into the Password field. For security reasons, the input will be displayed as asterisks (\*\*\*\*).

|   |   |
|---|---|
|  | If using the number pad, make sure that the Num Lock light is on, and the Caps Lock is NOT on.  |
|  | <p>If you are using a touch screen, touch the Options Menu button  and touch the Show Keyboard key.</p> <p>When the Keyboard appears, touch the appropriate keys to enter your PIN code.</p> <p>Touch the red Close arrow to close the keyboard</p> |




**Notice:** Entering an incorrect PIN code for the specified user more than three times will lock you out of the system for one hour.

4. Complete the log on process:

|   |   |
|---|---|
|  | Press the Enter key.  |
|  | Click the <b>OK</b> button with the mouse.  |
|  | Touch the <b>OK</b> button. You can also select the enter key from the touch screen keyboard. |

- The Pay Station screen opens, ready to process the next transaction.



**Hint:** The Pay Station button  is located on the keyboard and at the bottom of the Parking System screen. You can press, click, or touch this button at any time to open the Pay Station screen. The system will automatically switch to the Pay Station screen whenever a ticket is inserted into the desktop coder.

### 3.2.3 Entering a Shift Float

The Parking System will track the dollar amount of all transactions that occur. In order for this amount to be accurate, you must enter the cash drawer float, or cash that is in the register when you start your shift.

#### How to Enter the Shift Float Amount:

- Select Inpayment:




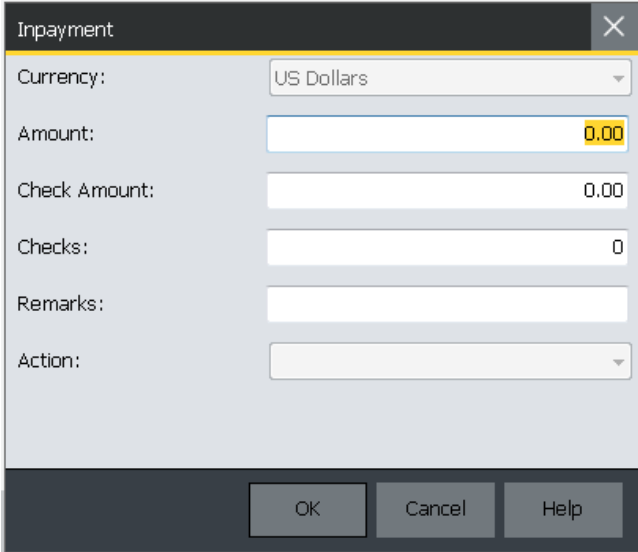



|   |   |
|---|---|
|    | Press the Inpayment (INPMT) key.<br>-or- Press Alt+P to activate the menu and use the down arrow key to select Inpayment. |
|   | Click the Pay Station menu and select Inpayment.  |
|  | Touch the Pay Station menu and select Inpayment.  |

Figure 3.4 – The Inpayment Screen






2. Enter the float amount in the Amount field:

|   |   |
|---|---|
|  | Press the Tab key to move to the <b>Amount</b> field if it is not already highlighted and enter the float amount.                                       |
|  | Click in the <b>Amount</b> field and enter the amount of the float.   |
|  | Touch the <b>Amount</b> field, and the Number pad will appear. Enter the amount of the float. Touch the green Right Arrow key to tab to the next field. |






**Hint:** Leave the Check fields blank. Any number put in these fields will change the float amount.




3. Enter a comment in the Remarks field:

|   |  |
|---|--|
|    | Press the Tab key to move to the <b>Remarks</b> field and enter "Float" or other description of the Inpayment. |
|    | Click in the <b>Remarks</b> field and enter "Float" or other description as the description of the Inpayment.  |
|  | Tab to the <b>Remarks</b> field and enter "Float" or other description of the Inpayment.                       |

4. Choose a predefined Action from the list if necessary.

|   |  |
|---|--|
|  | Press the Tab key to move to the <b>Action</b> field and use the down arrow to choose a predefined Action for the Inpayment. |
|  | Click in the down arrow next to the <b>Action</b> field to choose a predefined Action for the Inpayment.                     |
|  | Touch the down arrow next to the <b>Action</b> field and choose a predefined Action for the Inpayment.                       |

5. Enter the float into the system:

|   |  |
|---|--|
|  | Press the <b>Enter</b> key.                |
|  | Click the <b>OK</b> button with the mouse. |
|  | Press the <b>Enter</b> key.                |

6. A receipt may print if it is set up to do so.

## 3.3 Shift End

During your shift, you may need to perform an Outpayment for a bank deposit or vault drop. At the end of your shift, you will need to perform a complete disbursement, or Total Payment, of the transactions that occurred on your shift. You will then need to end your shift.

### 3.3.1 Performing an Outpayment

An outpayment is a disbursement of cash from the cash drawer. For example, an outpayment might be a bank deposit.

#### How to Create an Outpayment:

1. Select Outpayment:




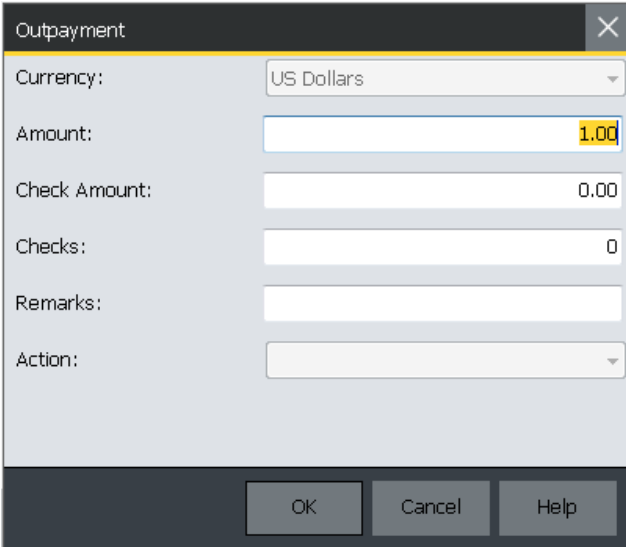
|   |   |
|---|---|
|  | Press the Alt key to activate the Pay Station menu bar and use the down arrow key to select Outpayment. |
|  | Click the Pay Station menu and select Outpayment.   |
|  | Touch the Pay Station menu and select Outpayment  |




Figure 3.5 – The Outpayment Screen






|                |            |   |
|----------------|------------|---|
| Outpayment     |            | ✕ |
| Currency:      | US Dollars |   |
| Amount:        | 1.00       |   |
| Check Amount:  | 0.00       |   |
| Checks:        | 0          |   |
| Remarks:       |            |   |
| Action:        |            |   |
| OK Cancel Help |            |   |






2. Enter the Outpayment amount in the Amount field:

|   |   |
|---|---|
|  | Press the Tab key to move to the <b>Amount</b> field and enter the amount of the outpayment.  |
|  | Click in the <b>Amount</b> field and enter the amount of the outpayment.  |
|  | Touch the <b>Amount</b> field, and the Number pad will appear. Enter the amount of the float. Touch the green Right Arrow key to tab to the next field. |




3. Enter the total Check Amounts in the Outpayment screen.

|   |   |
|---|---|
|  | Press the Tab key to move to the <b>Check Amount</b> field and enter the total dollar amount of any checks in the outpayment. |
|  | Click in the <b>Check Amount</b> field and enter the total dollar amount of any checks in the outpayment.                     |
|  | Tab to the <b>Check Amount</b> field and enter the total dollar amount of any checks in the outpayment.                       |




4. Enter the total number of Checks in the Outpayment screen.

|   |  |
|---|--|
|    | Press the Tab key to move to the <b>Checks</b> field and enter the total number of Checks in the outpayment. |
|  | Click in the <b>Checks</b> field and enter the total number of Checks in the outpayment.                     |
|  | Tab to the <b>Checks</b> field and enter the total number of Checks in the outpayment.                       |




5. Enter a comment in the Remarks field:

|   |   |
|---|---|
|  | Press the Tab key to move to the Remarks field and enter the reason for the outpayment. |
|  | Click in the Remarks field and enter the reason for the outpayment.                     |
|  | Tab to the Remarks field and enter the reason for the outpayment.                       |

6. Coose a predefined Action from the list if necessary.

|   |   |
|---|---|
|  | Press the Tab key to move to the <b>Action</b> field and use the down arrow to choose a predefined Action for the Outpayment. |
|  | Click in the down arrow next to the <b>Action</b> field to choose a predefined Action for the Outpayment.                     |
|  | Touch the down arrow next to the <b>Action</b> field and choose a predefined Action for the Outpayment.                       |

7. Enter the Outpayment into the system:




|   |                                     |
|---|-------------------------------------|
|  | Press the Enter key.                |
|  | Click the OK button with the mouse. |
|  | Press the Enter key.                |

8. A receipt may print if it is set up to do so.




### 3.3.2 Performing a Total Payment

#### How to Create a Total Payment:

1. Select Total Payment:

|   |  |
|---|--|
|  | Press the Alt key to activate the Pay Station menu bar and use the down arrow key to select <b>Total Payment</b> . |
|  | Click the Pay Station menu and select <b>Total Payment</b> .   |
|  | Touch the Pay Station menu and select <b>Total Payment</b> .   |

2. A dialog will appear, asking if you want to disburse the entire cash balance. To confirm:

|   |                                      |
|---|--------------------------------------|
|  | Press the Enter key.                 |
|  | Click the Yes button with the mouse. |
|  | Touch the Yes button.                |

3. The system will automatically calculate the total amount in the register.  
 4. The system will then print a transaction record to be included with the shift report, if set up to do so.

### 3.3.3 Logging Off of a Shift

When a Shift is completed, you must log off of the system and take your cash drawer with you, if needed.



To Log off, select the Log off icon at the top right corner of the screen.

- An Amount dialog may appear if the system is set up to do so. Enter the Amount in the drawer and click OK.
- If a Relief Shift is being Logged off, the Unlock screen will appear. If the Main Shift is being logged off, the main Log On screen will appear.
- A Shift report will print if your system is set up to do so.

## 3.4 Processing a Ticket

If your parking system is equipped with an Exit Column or Transaction Panel in the exit lane, the parking customer has the option of inserting tickets, discount vouchers, and credit cards into the Column or Panel to perform the transaction. A cash transaction must always be performed by you, the cashier.






**Hint:** A parking transaction must be completed on the device where it was started.

- If a ticket is inserted into a Column or Transaction Panel, the entire transaction must be completed on that device – the cashier cannot perform any part of the transaction with the Pay Station.
- If a transaction is started at the Pay Station, that transaction must be completed at the Pay Station - no part of it can be performed at the Column or Transaction Panel.
- If a customer begins a transaction at the column or Transaction Panel and cannot complete it for some reason (Manual Validation, wants to pay with cash, etc.) the cashier should inform the patron to cancel the transaction so that the cashier can start the transaction over again at the Pay Station.

### 3.4.1 Normal Ticket Procedure



#### How to Process a Ticket:

1. Insert the ticket into the desktop coder. There are three types of tickets:



| Barcode tickets  | Magnetic strip   | KeyCard   |
|--|--|---|
| <p>Insert with the barcode facing up and the notched end toward the coder.</p>  <p><i>notch</i></p> | <p>Insert with the stripe facing down and on the right.</p> <p><i>magnetic stripe on back of card</i></p>  | <p>Hold the KeyCard over the yellow symbol on the top of the desktop coder.</p>  |

2. The system will automatically switch to the Pay Station screen, calculate the parking fee for that ticket, and display the amount due on the screen.

3. Enter any discounts to the parking fee:

| Validation Card  | Barcoded Stamp   | Other Validation  |
|--|--|---|
| <p>Insert the voucher into the desktop coder to automatically apply the discount to the fee.</p>  | <p>The system will automatically apply the discount based on the validation stamp on the parking ticket.</p> <p><i>barcoded stamp</i></p>  | <p>Press the Validation (VALDN) key and select from the list.</p> <p>-or-</p> <p>Press the key that is set up for that specific validation.</p> <p>See Manual Validation on page 34 for more details.</p> |

4. Accept payment for the parking fee from the customer:

|  <b>Cash</b>  | <b>Credit Card</b>  |  <b>Check</b>  |
|---|---|--|
| <p>Press the Enter key if the customer hands you exact change.</p> <p>Otherwise, use the number pad to enter the cash amount, then press the Enter key, and the system will display the change.</p> | <p>Insert the credit card into the desktop coder to charge the full fee to the credit card.</p> <p>If the card cannot be read, see Manually Entering a Credit Card Payment on page 37 for further directions.</p> | <p>Press the Check key, enter the check amount, and press the Enter key.</p> <p>Check payments must be made for the exact amount of the parking fee.</p> |








**Hint** If the patron wishes to use multiple payment methods, the Split Payment function must be activated before any payment is made. Select the SPLPA key on the keyboard for each payment type and then proceed as above. You must enter in the amount for each payment method. See Split Payments on page 33.

5. Select the Enter key to process the payment. The desktop coder will return the ticket and print a receipt (if necessary). If multiple payment types were used, multiple receipts may be printed. The barrier gate will automatically open and allow the car to exit.

### 3.4.3 Cancelling a Transaction

#### How to Cancel a Transaction:

1. When a transaction is in process, you can cancel the transaction.

|   |  |
|---|--|
|  | Press the Esc key on the keyboard.   |
|  | Click the Cancel  icon on the action pad. |
|  | Touch the Cancel  icon on the screen.     |

2. If you have inserted a ticket into the coder, the ticket will be returned.

### 3.4.4 Transaction Reversal





If a transaction has been completed and the vehicle has not yet left the lane, the transaction can be reversed. This might occur if the customer forgets to ask for a validation until after the transaction is complete.



**Hint** The vehicle must still be on the arming loop to reverse a transaction.

#### How to Process a Transaction Reversal

1. After completing a transaction, and before the vehicle has left the exit lane, select Transaction Reversal.

|   |   |
|---|---|
|  | Click on the Transaction Reversal  button on the Action Pad. |
|  | Touch the Transaction Reversal  button on the Action Pad.    |




2. A message appears asking if you want to Proceed with Cancellation. Click **Yes**.
3. The gate will come down. Re-insert the ticket and process it again.

### 3.4.5 Split Payments

Sometimes a customer may want to pay part of a parking fee by cash and part with a credit card, or pay with more than one credit card. This is called a split payment.

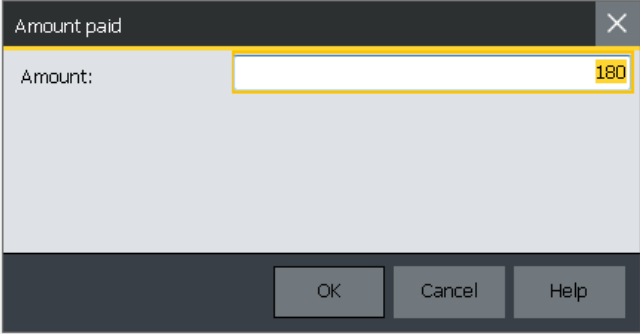
#### How to Enter a Split payment:


1. After you have inserted the ticket into the desktop coder, select Split Payment.

|   |  |
|---|--|
|  | Press the SPLPA key on the keyboard.         |
|  | Click on the SPLPA button on the Action Pad. |
|  | Touch the SPLPA button on the Action Pad.    |

2. The Amount Paid screen appears. Enter the amount that the customer wants to pay by credit card. (If paying with two credit cards, enter the amount for the first card.)

**Figure 3.6 – Amount Paid Screen**



3. You do not have to enter the decimal or cents if it is an even dollar amount.
4. Select OK or click the Enter key.
5. The Split Payment icon  appears on the Pay Station window.
6. Insert the credit card for this portion of the payment. The amount you entered will be charged to the card and the remaining balance will appear on the screen. A receipt will print for each credit card transaction.
7. If you want to enter another partial payment, select Split Payment again and repeat Steps 1 through 6.
8. If the customer wants to charge the remaining balance to a credit card, insert a credit card without selecting Split Payment (no Split Payment icon on the screen). If the customer wants to pay the remaining balance with cash, select the green arrow or press the Enter key with no Split Payment icon on the screen.



**Hint:** Unless the Split Payment icon is on the screen, the full amount shown will be charged any time you insert a credit card. If a partial amount will be paid by cash, either make the cash payment last, or select the cash icon and enter the amount of cash received. The remaining amount will appear on the screen.

### 3.4.6 Receipts



If the system does not automatically print a receipt you can print one (until 20 seconds after the transaction is completed) by pressing the Receipt key.

If a Patron requests a receipt after this time, this can be accomplished by the Belated Receipt function.

#### How to produce a Belated Receipt with a ticket or card:

1. Press the Receipt key while there is no other transaction on the screen.
2. A Dialog box will appear asking if you want to read in card data. If you have the ticket or card used in the transaction in question, select **Yes**.
3. Insert the ticket into the desktop coder, or hold the KeyCard on the yellow icon on the top of the desktop coder.
4. The system will read the ticket or card, and the system will search for transactions.
5. If more than one transaction is found, a list will appear. Select the transaction from the list for the desired receipt and select **OK**.
6. A dialog box will appear to fill in the name and address of the customer. Use the keyboard to fill in each field. Use the Tab key to move to the next field.
7. When the address input is completed, the Receipt will appear on the screen.
8. If you want to print a copy of this receipt, enter the number of copies desired, and press the Print button. The receipt will then print.

#### How to produce a Belated Receipt without a ticket or card:

1. Press the Receipt key while there is no other transaction on the screen.
2. A Dialog box will appear asking if you want to read in card data. If you do not have the ticket or card used in the transaction in question, select **No**.
3. A Belated Receipt Dialog box will appear.
4. Enter as much as you know about the transaction in question, including the Time and Date of payment, Ticket Number, etc and press **OK**.
5. If more than one transaction is found, a list will appear. Select the transaction from the list for the desired receipt and select **OK**.
6. A dialog box will appear to fill in the name and address of the customer. Use the keyboard to fill in each field. Use the Tab key to move to the next field.
7. When the address input is completed, the Receipt will appear on the screen.
8. If you want to print a copy of this receipt, enter the number of copies desired, and press the Print button. The receipt will then print.

### 3.4.7 Manual Validation

Parking tickets that do not have a validation stamp or a separate validation ticket can still have validation discounts applied to them. This can take the form of inked stamps on the ticket, separate slips of paper, or a rate reduction. These validations can be applied by pressing the VALDN key, or by pressing specific keys that are set up for specific validations.



**Hint:** Specific validation keys are different for each parking facility, and may not be set up at all. See your supervisor for a list of these keys (if any)

#### How to Select a Discount to a Parking Fee:

1. If you haven't already inserted the parking ticket into the desktop coder, do so now. The system should calculate the standard parking fee for that ticket.
2. Open the Manual Validation screen, shown in Figure 3.7:




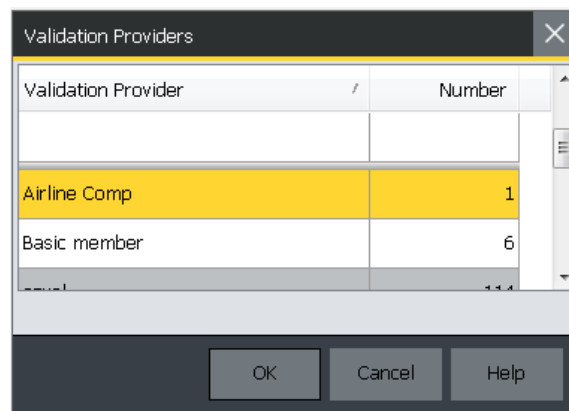
|  |   |
|--|---|
|   | Press the Validation ( <b>VALDN</b> ) key.    |
|   | Click the <b>VALDN</b> key on the Action Pad. |
|  | Touch the <b>VALDN</b> key on the Action Pad. |




Figure 3.7 - Manual Validation Screen



| Validation Provider | Number |
|---------------------|--------|
| Airline Comp        | 1      |
| Basic member        | 6      |




OK Cancel Help

3. Select the Validation Provider:

|   |   |
|---|---|
|  | Use the arrow keys to highlight the provider name, or tab to the Number field and enter the provider number.  |
|  | Click in the list to highlight the provider name, or click in the Number field and enter the provider number. |
|  | Touch provider name or number to highlight it.  |



4. Apply the validation you have selected to the parking fee:




|   |                             |
|---|-----------------------------|
|  | Press the <b>Enter</b> key. |
|  | Click the <b>OK</b> button. |
|  | Touch the <b>OK</b> button. |

5. The Validation discount is applied to the parking fee and displays in the Pay Station screen.
6. Accept payment from the customer and press the **Enter** key to process the ticket.

#### How to Use a Customized Key to Apply a Discount:

Sometimes the parking facility has certain validation types set up as keys on the keyboard. If your facility has this option set up, you can apply a validation by pressing the appropriate key.

1. If you haven't already inserted the parking ticket into the desktop coder, do so now. The system should calculate the standard parking fee for that ticket.
2. Apply the Validation:

|   |   |
|---|---|
|  | Press the specific key on the keyboard that is set up for that validation.      |
|  | Click on the specific key on the Action Pad that is set up for that validation. |
|  | Touch the specific key on the Action Pad that is set up for that validation.    |

3. The validation discount will automatically be applied to the fee and display on the screen.
4. Accept payment from the customer and press the Enter key to process the ticket.

#### 3.4.8 Manually Entering a Credit Card

Normally, inserting a credit card into the desktop coder will automatically process the payment. If the desktop coder does not accept the credit card, however, you will need to manually enter the credit card information in order to process the payment.

### How to Manually Enter a Credit Card:

1. After you have inserted the ticket into the desktop coder and the parking fee has come up, if the desktop coder will not accept the credit card, you must enter it manually.
2. Open the Manual Use of Credit Card screen, shown in Figure3.8:




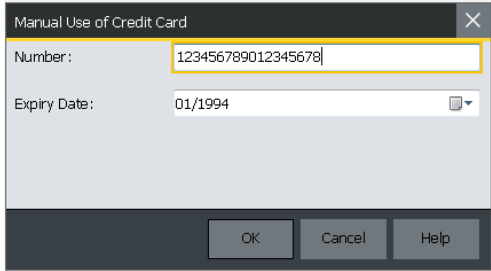



|   |   |
|---|---|
|  | Press the <b>CCMAN</b> key on the keyboard.         |
|  | Click on the <b>CCMAN</b> button on the Action Pad. |
|  | Touch the <b>CCMAN</b> button on the Action Pad.    |




Figure3.8 - Manual Use of Credit Card Screen



3. Use the number pad to enter the credit card number in the Credit Card **Number** field. You do not need to enter dashes.
4. Enter the **Expiry Date**:

|   |  |
|---|--|
|  | Press the Tab key to move to the <b>Expiry Date</b> field, and use the number pad to enter the date. |
|  | Click in the <b>Expiry Date</b> field with the mouse, and use the number pad to enter the date.      |
|  | Touch the Tab key to move to the <b>Expire Date</b> field and enter the date.                        |

5. Send the Credit Card information to the system:

|   |                             |
|---|-----------------------------|
|  | Press the <b>Enter</b> key. |
|  | Click the <b>OK</b> button. |
|  | Touch the <b>OK</b> button. |

6. The Pay Station screen will update the ticket details with the credit card information. Press the **Enter** key again to complete the transaction.
7. The system will process and return the ticket.

## 3.5 Processing Exception Tickets




Mistakes happen. People lose things. The following instructions tell you what to do when the customer has made their parking ticket unreadable by the desktop coder.

### 3.5.1 Replacing a Lost Ticket

If a customer loses the parking ticket and you are unable to tell how long they have been in the parking facility (by using License Plate Inventory, for example), you can charge a flat fee.

#### How to Print a Replacement Ticket:

1. Create a replacement ticket in the Article Sale screen:

|   |  |
|---|--|
|  | Press the Replacement Ticket ( <b>REP</b> ) key on the keyboard. |
|  | Click the <b>REP</b> key on the Action Pad.                      |
|  | Touch the <b>REP</b> key on the Action Pad.                      |




2. The Article Sale screen defaults to produce a Lost Ticket, for a quantity of 1. Press the **Enter** key or select **OK** to continue.
3. Accept payment for this fee from the customer.
4. Press the **Enter** key, or select the **OK** button to produce the ticket.
  - If the desktop coder prompts you for a ticket, you need to feed a blank ticket for it to use. Insert a blank ticket into the desktop coder, with the notch away from you and on the left side of the ticket.
  - If the desktop coder does not prompt you for a ticket, it should use the tickets already loaded.

### 3.5.2 Special Parking Ticket

If a customer loses the parking ticket, but you have a way to verify how long they have been parked in the facility (license plate check, itinerary, or other records) you can issue a Special Ticket [ST]. (You can also issue a Short-Term Parking Ticket [SPT], depending on your operational procedures.)

#### How to Print a Special Ticket:

1. Create a Special Ticket in the Article Sale screen:

|   |   |
|---|---|
|  | Press the Special Ticket ( <b>ST</b> ) key on the keyboard. |
|  | Click the <b>ST</b> key on the Action Pad.                  |
|  | Touch the <b>ST</b> key on the Action Pad.                  |

- The Article Sale screen appears as shown in Figure 3.9. The **Article Designation** and **Car Park** fields are disabled. The Time of Entry defaults to the current date and time.

Figure 3.9 - Article Sale Screen

| Article Designation | Article Number |
|---------------------|----------------|
| Special Ticket 01   | 71             |
| Special Ticket 02   | 72             |
|                     |                |

Car Park: Sun Life Stadium




Time of Entry: 08/30/15 14:39

Quantity: 1

Ticket feed: Manual

OK Cancel Help

- Edit the **Time of Entry** fields:

|   |  |
|---|--|
|  | Press the Tab key to move to the <b>Time of Entry</b> field and use the number pad to change the date and/or time. |
|  | Click in the <b>Time of Entry</b> field with the mouse, and use the number pad to change the date and/or time.     |
|  | Touch the <b>Time of Entry</b> field, and use the on screen keyboard to change the date and/or time.               |

- The Ticket Feed is selected by default. If you do not have tickets in the desktop coder already, select Manual and you will be prompted to insert a blank ticket to print. Otherwise, select Roll and the ticket will print from the stock already loaded.
- When you have entered the time and date and selected the printing option, press the Enter key or select OK to continue.
- The system will assign the appropriate fee, if necessary. Process the payment from the customer and press the Enter key or select OK. The desktop coder will print out a new parking ticket for the customer.





**Hint:** If the customer wants to leave the car park now, process the ticket normally, as described in the Processing a Ticket section.

### 3.5.3 Damaged Ticket




Tickets that are ripped, bent or folded will jam the desktop coder, and may not fit in the desktop coder at all. If you are given a damaged ticket that the coder cannot read, you can use the number on it to print a new ticket that can be safely read by the desktop coder.

#### How to Print a Replacement for a Damaged Ticket:

1. Specify that you need to make a New Ticket:

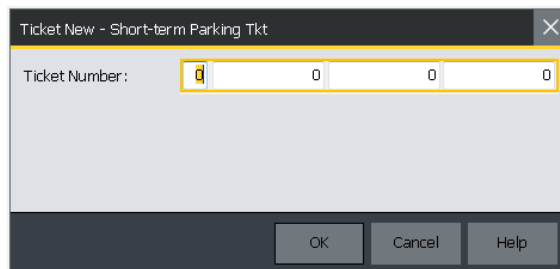
|   |  |
|---|--|
|  | Press the New Ticket  key on the keyboard.   |
|  | Click the New Ticket  key on the Action Pad. |
|  | Touch the New Ticket  key on the Action Pad. |

2. The New Ticket icon will appear at the bottom left of the Pay Station screen. Now open the Short-Term Parking Ticket screen to make the new ticket:

|   |   |
|---|---|
|    | Press the Short-Term Parking Ticket ( <b>SPT</b> ) key on the keyboard. |
|  | Click the <b>SPT</b> button on the Action Pad.                          |
|  | Touch the <b>SPT</b> button on the Action Pad.                          |

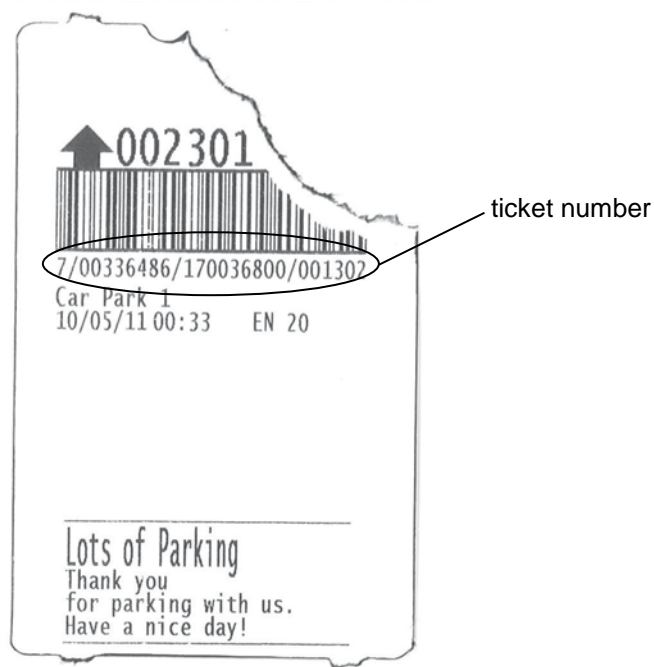
3. The Ticket New dialog box appears. The system defaults to Short Term Parking ticket. Press the Enter key or **OK** button to continue.
4. The Ticket New dialog box displays open fields for the ticket number as shown in Figure 3.10 below.

Figure 3.10 - New Ticket Screen



5. Fill in the ticket number from your damaged ticket and select **OK** to continue. A sample ticket number is circled in Figure 3.11.

Figure 3.11 - Damaged Ticket






6. The Ticket New screen will refresh and update the time, date and entry point displayed below the ticket number field. If this time and date are not logical, you may have entered the number incorrectly.
7. If the time and date look accurate, press the **Enter** key or select **OK**. The system will assign the appropriate fee, if necessary, and the desktop coder will print out a new parking ticket for the customer.
  - If the desktop coder prompts you for a ticket, you need to feed a blank ticket for it to use. Insert a blank ticket into the desktop coder, with the notch away from you and on the left side of the ticket.
  - If the desktop coder does not prompt you for a ticket, it should use the tickets already loaded.
8. After the desktop coder prints the ticket, accept cash, credit card or check payment for the ticket, or press ESC to return the ticket to the customer.

### 3.5.4 Special Sale

A Special Sale is a way to charge money for non-parkign related transactions. An Example is an abandoned change sale to account for cash that is left behind or found.

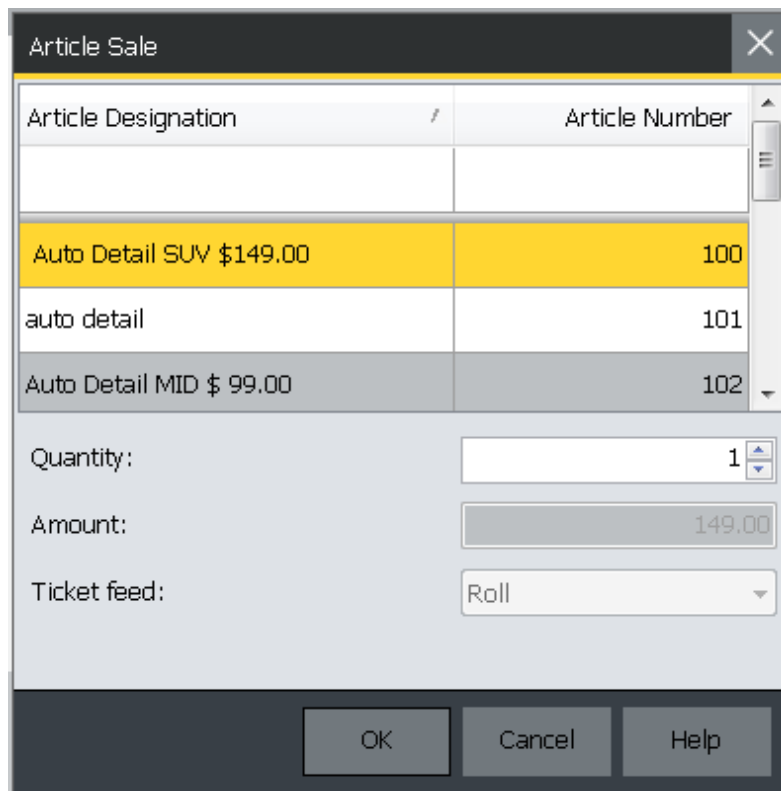
#### How to Process a Special Sale:

1. Open the Article Sale screen:

|   |   |
|---|---|
|  | Press the <b>SSALE</b> key on the keyboard to bring up a list, or the appropriate custom key. |
|  | Click the <b>SSALE</b> key or custom key on the Action Pad.                                   |
|  | Touch the <b>SSALE</b> key or custom key on the Action Pad.                                   |

2. The Article Sale screen appears. If a custom key was pressed, that item is automatically selected.

Figure 3.12 – Article Sale Screen



| Article Designation      | Article Number |
|--------------------------|----------------|
| Auto Detail SUV \$149.00 | 100            |
| auto detail              | 101            |
| Auto Detail MID \$ 99.00 | 102            |

Quantity: 1

Amount: 149.00

Ticket feed: Roll

OK Cancel Help




3. Enter the Amount of cash if needed. Do not change the Quantity.
4. Click **OK** or press **Enter**.
5. The charge appears in the Pay Station Main window. Process the transaction normally.
6. A receipt will print if your system is set up to print receipts.

### 3.5.5 Processing a Credit Ticket

Some tickets that are issued may have a credit balance. A credit ticket is processed just as a normal ticket, but the balance is paid out to the customer.

#### How to Process a Credit Ticket:

1. Insert the ticket into the desktop coder. There are three types of tickets:

| Barcode tickets  | Magnetic strip   | KeyCard   |
|--|--|---|
| <p>Insert with the barcode facing up and the notched end toward the coder.</p>  | <p>Insert with the stripe facing down and on the right.</p> <p><i>magnetic stripe on back of card</i></p>  | <p>Hold the KeyCard over the yellow symbol on the top of the desktop coder.</p>  |




2. The system will automatically switch to the Pay Station screen, calculate the credit amount for that ticket, and display the amount on the screen.
3. Pay the credit amount out of the cash drawer and click the green arrow or press the Enter key. A receipt will print if your system is set up to do so.

### 3.5.6 Single Exit Tickets

A single exit ticket can be used as a one-time voucher for the parking facility. Although these vouchers can be paid for in advance, the parking fee at the Pay Station will be \$0.00.

#### How to Produce a Single Exit Ticket:

1. Create a Single Exit Ticket in the Article Sale screen:

|   |   |
|---|---|
|  | Press the Single Exit Ticket ( <b>SE</b> ) key on the keyboard. |
|  | Click the <b>SE</b> key on the Action Pad.                      |
|  | Touch the <b>SE</b> key on the Action Pad.                      |

2. The Article Sale screen shown in Figure 3.13 describes the ticket it will print, including the time and date that it will be valid until. The program lets you choose how many tickets to print. This value defaults to 1. To change the default, type the new number of tickets in this field.



Figure 3.13 – Article Sale Screen




| Article Designation | Article Numb... | Period      | Ticket/Card .. |
|---------------------|-----------------|-------------|----------------|
| Single Exit 01      | 65              | 12 Month(s) |                |
| Single Exit 02      | 66              | 12 Month(s) |                |

|              |          |       |                          |          |       |
|--------------|----------|-------|--------------------------|----------|-------|
| Valid From:  | 03/30/15 | 15:45 | Expiry Date:             | 03/30/16 | 15:44 |
| Quantity:    | 1        |       | Amount:                  | 0.00     |       |
| Ticket feed: | Manual   |       | Thermo Re-Write Imprint: | None     |       |

OK Cancel Help

3. You may also need to change the **Valid From** date and time. The default is from midnight of today's date, but you may need to alter this field:

|   |   |
|---|---|
|    | Press the Tab key to move to the <b>Valid From</b> field and enter the new date, then press Tab again to move to the time field and enter the new time. |
|  | Click in the <b>Valid From</b> field and enter the new date, then click in the time field and enter the new time.                                       |
|  | Touch the <b>Valid From</b> field and enter the new date, then tab to the time field and enter the new time.  |

4. When you have entered the correct quantity and date, select **OK** or press the **Enter** key to continue.
5. Accept payment from the customer for the Single Exit Ticket(s). This amount may be zero.
6. Press the Enter key to print out the tickets.
  - If the desktop coder prompts you for a ticket, you need to feed a blank ticket for it to use. Insert a blank ticket into the desktop coder, with the notch away from you and on the left side of the ticket.
  - If the desktop coder does not prompt you for a ticket, it should use the tickets loaded.

### 3.5.7 Nil Payment

Under some circumstances you may need to let a customer exit the parking facility without paying the fee (service technicians, security, staff, etc.). This process is called a Nil Payment, and requires you to enter an explanation into the system.

#### How to Process a Nil Payment:

1. Insert the ticket into the desktop coder. The system will read the ticket, calculate the fee, and request payment.
2. Open the Nil Ticket screen, shown in Figure 3.14:







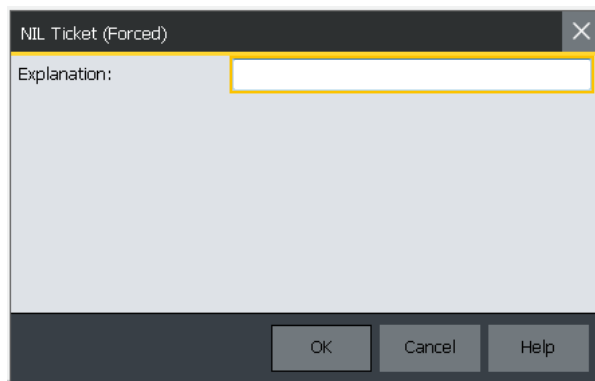
|   |   |
|---|---|
|  | Press the Nil Ticket  key on the keyboard.      |
|  | Click on the NIL ticket  button on the screen.  |
|  | Touch on the NIL ticket  button on the screen. |

Figure 3.14 - Nil Ticket Screen



3. Type in an explanation of why you are using the Nil Ticket option and press the Enter key or select **OK**.
4. The Amount owed will display as \$0.00. Press the **Enter** key or select the green arrow to process the ticket and open the barrier gate. A receipt will be printed for your records.

## 3.6 Insufficient Funds Transactions

There may be a time when a patron cannot pay all or a portion of the parking fee due. In this case, your facility may allow an Insufficient Funds transaction to take place, where the patron promises to pay the fee at a later time. There are two parts associated with Insufficient Funds. The first is when the original transaction takes place, called Issue Insufficient Funds. The second is when the patron returns to pay the amount due, called Pay Insufficient Funds.

### How to Issue Insufficient Funds in a transaction:

1. After a transaction has been started and the amount due is displayed on the screen, the patron requests an IOU covering the whole or partial amount due.
2. If the patron pays part of the amount due, accept that portion of the fee due first.
3. Select the Issue Insufficient Funds (**ISISF**) key on the Action Pad. The Insufficient Funds screen appears.

Figure 3.15 –Issue ISF Screen

The screenshot shows a software window titled "Insuf. Funds" with a close button (X) in the top right corner. The form is divided into two columns of input fields. The left column contains: Amount (181.00), Name (Frank Fortune), Street (1212 Harvard Place), City (Anytown), State (New York), ZipCd (99777), Telephone No. (555-1212), E-Mail, and Remarks. The right column contains: Vehicle Make (Yugo), Vehicle Model (Yugo), License Pl. (YUG 0000), License Plate - State (New York), ID Document No. (04389999), ID Document - State (New York), Towing Company, and Towing Co. driver. At the bottom right, there are three buttons: OK, Cancel, and Help. Fields for Name, Street, City, State, ZipCd, Telephone No., License Pl., and ID Document No. have bold borders, indicating they are required.

4. The Amount due appears in the Amount field but this can be changed.
5. Enter the patron's name, address, license plate, and any other information required. Required fields have bold borders. Select **OK**.
6. An additional Fee may be applied for the ISF transaction.
7. The system stores the final Amount Due with the receipt number.
8. The Pay Station Main window shows the transaction. Select the green arrow or press the **Enter** Key to complete the transaction.
9. The receipt is printed with additional ISF information printed on it, and the patron may leave the facility.

## How to Pay Insufficient Funds

1. A patron asks to make an Insufficient Funds payment. This can happen during another transaction, or as its own transaction.
2. Select the Pay Insufficient Funds (**PYISF**) key on the Action Pad. The Pay Insufficient Funds screen appears.

Figure 3.16 –Pay ISF Screen

| Receipt Date | Receipt | Name          | Street       | ZipCd | City    | ID Docu |
|--------------|---------|---------------|--------------|-------|---------|---------|
| 03/30/15     | 733     | Frank Fortune | 1212 Harv... | 99777 | Anytown | 0438999 |
| 03/17/15     | 716     | aaaaAs        | s            | s     | s       | s       |

OK Cancel Help




3. Select the appropriate transaction using the Receipt Date, Receipt number, or name and select the **OK** button.
4. The amount due will display on the Pay Station screen. Process the transaction as normal.

## 3.7 Towed Vehicle Transactions

When a tow truck driver wants to leave the facility with a towed vehicle, you must process both tickets—the one for the tow truck and the one for the towed vehicle.

### How to Process a Towed Vehicle Transaction:

1. Before inserting the ticket, select Towed Vehicle.

|   |  |
|---|--|
|  | Press the <b>Tow</b> key on the keyboard.  |
|  | Click the <b>Tow</b> button on the screen. |
|  | Touch the <b>Tow</b> button on the screen. |






2. The tow truck icon will appear on the screen. Insert the first ticket and process the transaction. The gate will remain down after the first transaction.
3. Insert the second ticket and process the transaction. After this transaction is complete, the gate will go up and remain up until the tow truck and towed vehicle have left the loop.

## 3.8 Reading a Ticket

Sometimes you may need to read a ticket or card without processing it. Rather than canceling out of the process by pressing the ESC key, you can just read the information on the ticket instead.

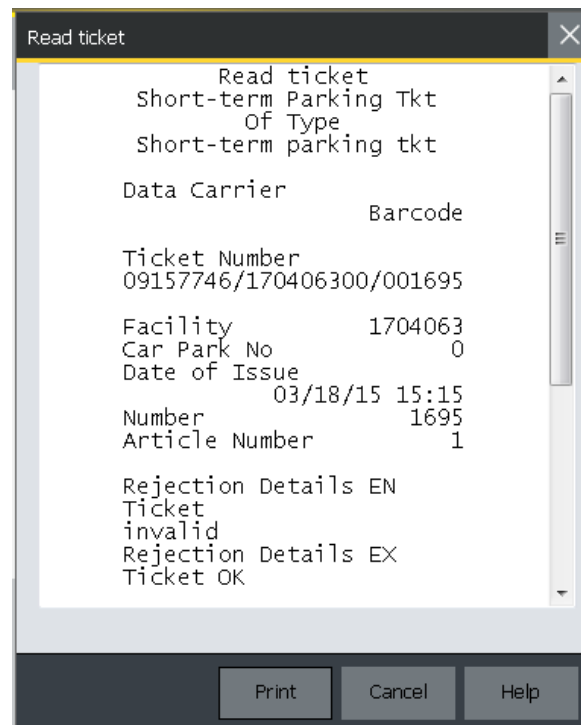
### How to Read a Ticket:

1. Activate the Read Ticket RDTKT function BEFORE you insert the ticket, otherwise the system will try to process it:




|   |   |
|---|---|
|  | Press the <b>RDTKT</b>  key on the keyboard.      |
|  | Click on the <b>RDTKT</b>  key on the Action Pad. |
|  | Touch the <b>RDTKT</b>  key on the Action Pad.    |

2. The system asks you to insert the ticket or card into the desktop coder.
3. The system will scan the ticket and display the Read Ticket screen, shown in Figure 3.15.

Figure 3.17 - Read Ticket Screen



4. Scroll through the window to read the ticket information:

|   |   |
|---|---|
|  | Use the arrow keys to move up and down through the details. Press the Enter key to print out the details.   |
|  | Click the scroll bar on the right side of the window and move the mouse up and down to move through the details. Click the Print button to print out the details.   |
|  | Touch the scroll bar on the right side of the window and move your finger up and down to move through the details. Touch the Print button to print out the details. |

#### How to Read the Rejection Details:

The Rejection Details display for the various devices that read the ticket. If a customer complains that they can't get into the parking facility, the ticket details may explain why.

| Message on Ticket                                   | Problem   |
|---|---|
| Rejection Details EN<br>or EX<br><br>Ticket invalid | Once this ticket is used at the Entrance or Exit, it is not valid there anymore.      |
| Rejection Details EX<br>or EN<br><br>Ticket Blocked | Customer needs to contact the parking facility operator to have the card re-instated. |
| Rejection Details EN<br><br>Wrong Car Park          | Customer is trying to enter using a card from another parking facility.               |

### 3.9 Clearing Jammed Tickets

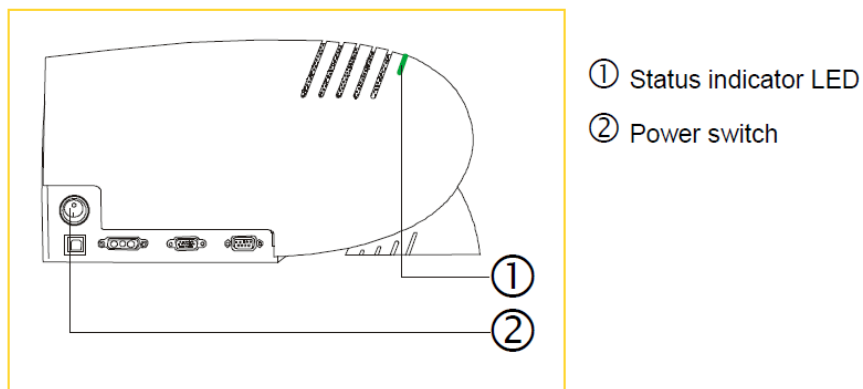
Sometimes tickets can get jammed inside the desktop coder.

| Ways to Jam the Tickets   | Ways NOT to Jam the Tickets  |
|---|--|
| Insert a ticket into the machine while it is trying to print a receipt.         | Wait for the receipt to print and remove it from the machine before trying to insert the ticket.                     |
| Insert a ticket that is damp, wet, badly wrinkled, or torn.                     | Create a new ticket using the Damaged Ticket procedure.  |
| Hardware failure due to dust on the optic sensors can cause the tickets to jam. | Use the cleaning card to clean the dust from the optic sensors.  |
| Hardware failure due to worn or damaged equipment.                              | Keep the equipment clean and report any problems immediately. Do not use sharp instruments to remove jammed tickets. |
| System fault that causes confusion between the PC and machine.                  | If system locks up or there are other strange problems, do not insert tickets into the machine.                      |

#### How to Remove a Jammed Ticket:

1. Before you try anything else, switch off the desktop coder by flipping the black switch on the left side of the coder. The Pay Station screen will display a picture of the desktop coder with an X on it when you turn off the desktop coder.

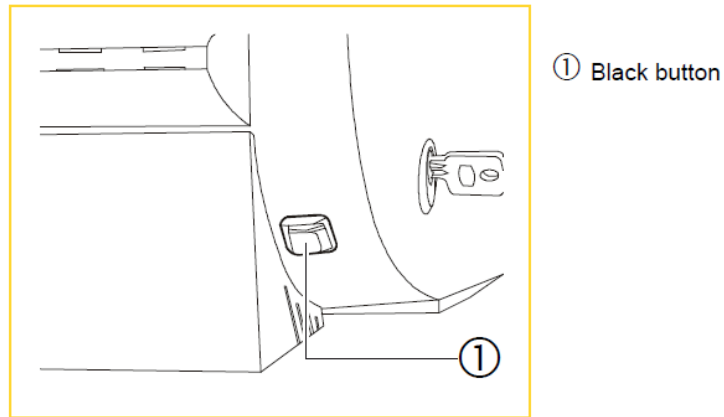
Figure 3.18 – Desktop Coder



2. Turn the desktop coder on again. The mechanism will cycle, and may clear any obstruction in the paper path.

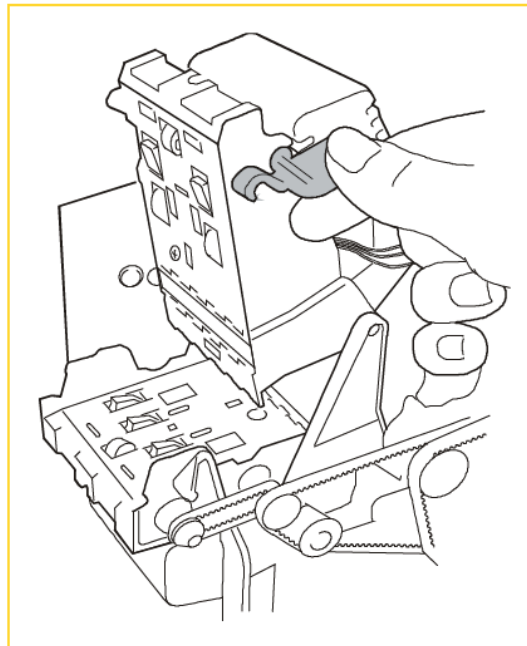
3. If that does not work, turn the desktop coder off again. Unlock the coder cover and press the button on the lower right corner on the front of the unit. While pressing the button down, carefully slide the cover towards you to remove it.

**Figure 3.19 - Opening the Desktop Coder**



4. Locate the green lever at the front of the mechanism on the right side. Lift up on the green lever to open the mechanism's front section. Remove any tickets or other obstructions in the paper path. Close the front section and snap the lever back into place.

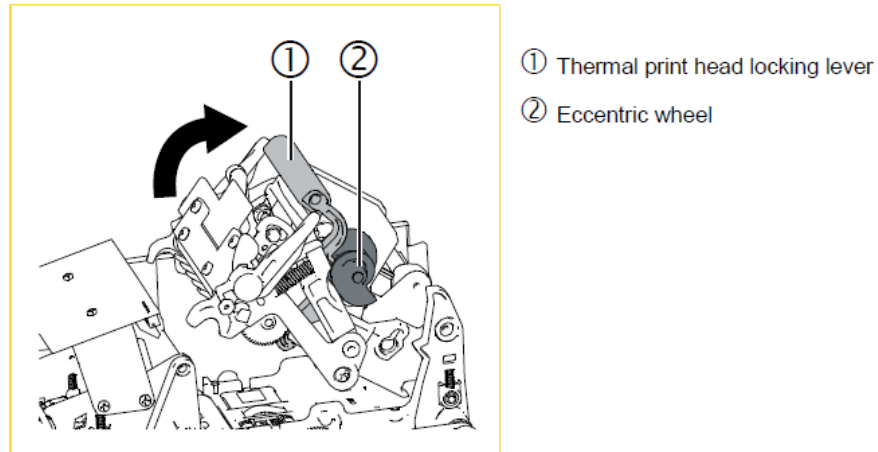
**Figure 3.20 – Opening the Mechanism Front Section**





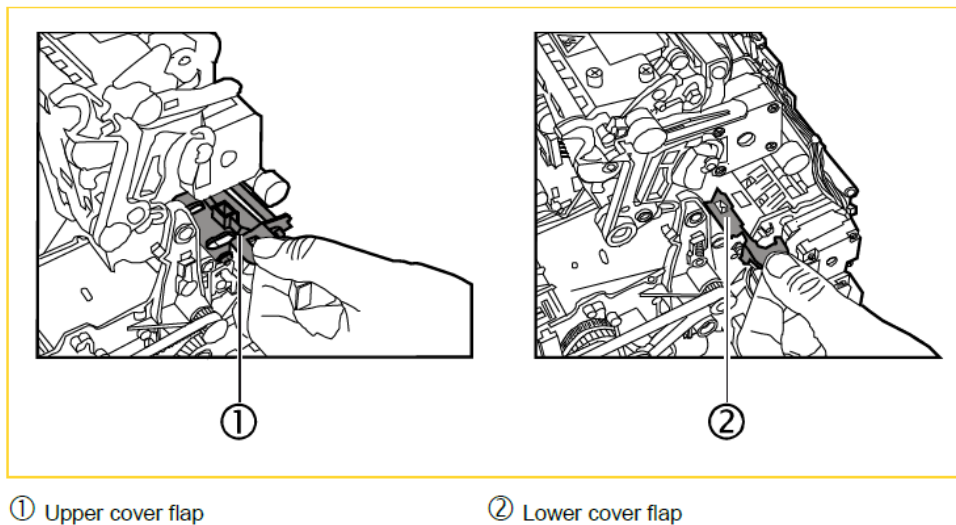
5. Locate the green locking lever across the top of the center section of the mechanism. Lift up on the bar to open the center section. Remove any tickets or other obstructions in the paper path. Close the center section and snap the bar into place. Be careful not to disturb the Eccentric Wheel.

**Figure 3.21 - Opening the Mechanism Center Section**



6. Locate the green upper and lower cover flaps at the rear of the coder on the right side. Lift up and remove the each flap to open the rear section. Remove any tickets or other obstruction in the paper path. Replace the green flaps and snap them back into place.

**Figure 3.22 – Opening the Coder Rear Section**



7. Replace the cover and lock it. Turn the coder on. If the coder is still jammed, call the service personnel to fix the problem.




8. The Pay Station screen will take a short time to recognize the desktop coder is turned on. When this happens, it will display a screen with the message "Coder Connection Restored". The message will display briefly before disappearing, but you can press the Enter key, or select the X button to make it disappear immediately.

## 3.10 Manual Cashiering

Manual cashiering allows you to process tickets even when the desktop coder is jammed or disconnected from the system.

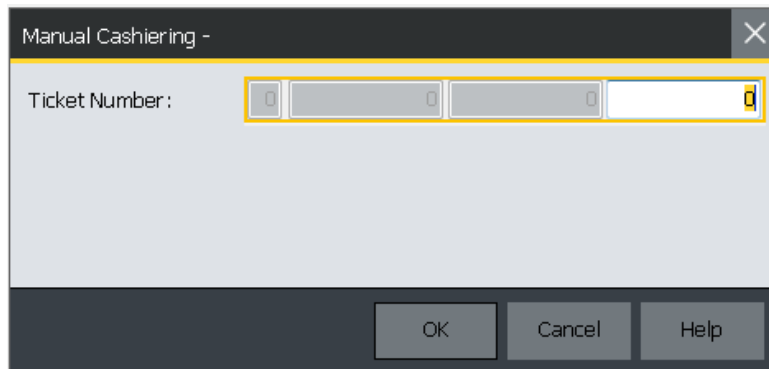
### How to Process a Ticket Manually:




1. Open the Manual Cashiering screen:

|   |  |
|---|--|
|  | Press the <b>MANCS</b> key.                      |
|  | Click the <b>MANCS</b> button on the Action Pad. |
|  | Touch the <b>MANCS</b> button on the Action Pad. |




2. The Manual Cashiering screen opens as shown in Figure 3.23. Enter the last six digits of the **Ticket Number**:

Figure 3.23 - Manual Cashiering Screen



|   |  |
|---|--|
|  | Enter the six-digit number then press Enter.   |
|  | Enter the six-digit number then click <b>OK</b> .  |
|  | Touch the Ticket Number field, enter the six-digit number using the keypad, then touch <b>OK</b> . |

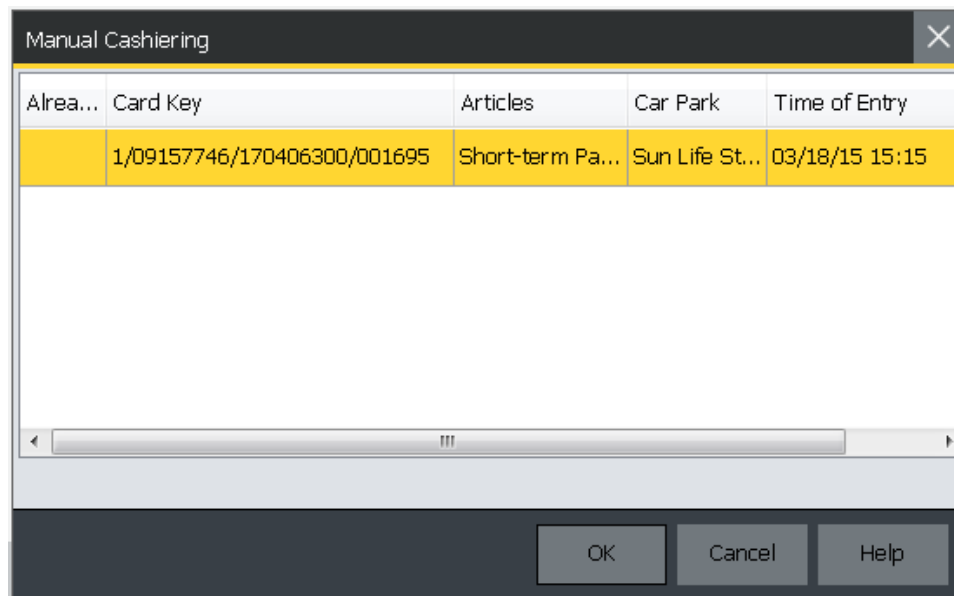
3. A second Manual Cashiering screen opens, with a list of transactions for that ticket. Select the transaction you want to process:

|   |   |
|---|---|
|  | Tab to the desired transaction then press Enter.      |
|  | Select the desired transaction then click <b>OK</b> . |
|  | Touch the desired transaction then touch <b>OK</b> .  |



**Hint:** A ticket can have more than one transaction associated with it, for example, when a patron pays part of the fee at an APM.

**Figure 3. 24 - Manual Cashiering Screen - Select Transaction**



4. The amount of the transaction is displayed in the main window. You can now process the transaction just as if you had inserted a ticket into the coder.



**Hint:** No receipt can be printed for a Manual Cashiering transaction.

## 3.11 Barrier Gate Control

In certain circumstances, you may need to open the gate without processing a ticket.




**Hint:** If Justification is enabled for a function (like manually opening a barrier gate), you will be required to enter an Explanation before you can complete the function.

### 3.11.1 Opening the Barrier Gate

#### How to Open the Barrier Gate For a Single Vehicle:



1. Press the  Control Center key on the keyboard to open the Control Center screen.
2. Select the icon for the gate you wish to open.









The gate icons in the lower right corner will be enabled.

3. Press the F5  key.

If the system requires an explanation for why you are opening the gate, the Manual OPEN screen will open.

- Enter the reason in the Explanation field and tab up to highlight the appropriate device name for the barrier gate you wish to open.
- Press the Space Bar to check the box.
- Press the Enter key to open the gate.








4. The gate will open.

|  |  |
|--|--|
| <br> | <div data-bbox="889 199 1149 262"> Control Center</div> <ol style="list-style-type: none"><li>1. Select the  icon in the lower portion of the screen to open the Control Center screen.</li><li>2. Select the icon for the gate you wish to open.<div data-bbox="776 373 1003 688"><p>EX 211</p><p>Off-line</p></div><p>The gate icons in the lower right corner will be enabled.</p></li><li>3. Select the  Manual Open icon at the bottom right of the screen.</li></ol> <p>If the system requires an explanation for why you are opening the gate, the Manual OPEN screen will open.</p> <ul style="list-style-type: none"><li>▪ Enter the reason in the Explanation field and select the barrier gate you wish to open.</li><li>▪ Select <b>OK</b> to open the gate.</li></ul> <li>4. The gate will open.</li> |
|--|--|


### 3.11.2 Locking the Barrier Gate Open

If the gate needs to remain open for several cars to pass through, or if it needs to remain open for an extended amount of time, you will need to lock the barrier gate open.

#### How to Lock the Barrier Gate Open:

|  |   |
|--|---|
|   | <ol style="list-style-type: none"> <li>1. Press the  Control Center key on the keyboard</li> <li>2. Select the icon of the gate you wish to lock open. The gate icons will appear at the lower right corner of the screen.</li> <li>3. Press the F6  key.</li> <li>4. If the system requires an explanation for why you are locking the gate open, the Keep OPEN ON screen will open. <ul style="list-style-type: none"> <li>▪ Enter the reason in the Explanation field and tab up to highlight the appropriate device name for the barrier gate you wish to lock.</li> <li>▪ Press the Space Bar to check the box.</li> <li>▪ Press the Enter or OK key to lock open the gate.</li> </ul> </li> <li>5. The gate will lock open</li> </ol> |
| <br><br> | <ol style="list-style-type: none"> <li>1. Select the  Control Center icon in the lower portion of the screen.</li> <li>2. Select the icon of the gate you wish to lock open. The gate icons will appear at the lower right corner of the screen.</li> <li>3. Select the  Keep Open ON icon at the bottom right of the screen. Your system may ask you for an explanation of why you are locking the barrier gate open. Enter the reason in the Explanation field and select OK. The default barrier gate device will lock open.</li> </ol>  |










**Hint:** The gate will now remain open until you use the Keep Open OFF  function, as explained in Unlocking (Closing) the Barrier Gate on page 46.

### 3.11.3 Unlocking (Closing) the Barrier Gate

In order to close the barrier gate and return to normal functionality, you need to turn the Keep Open function OFF.

#### How to Close the Barrier Gate:

|  |   |
|--|---|
|   | <ol style="list-style-type: none"> <li>1. Press the  key on the keyboard</li> <li>2. Select the icon of the gate you wish to turn Keep Open OFF.</li> <li>3. Press the F7  key.</li> <li>4. If the system requires an explanation for why you are unlocking the gate, the Keep OPEN OFF screen will open. <ul style="list-style-type: none"> <li>▪ Enter the reason in the Explanation field and tab up to highlight the appropriate device name for the barrier gate you wish to unlock.</li> <li>▪ Press the Space Bar to check the box.</li> <li>▪ Press the Enter key to unlock the gate.</li> </ul> </li> <li>5. The gate will close and return to normally working procedures.</li> </ol> |
| <br><br> | <ol style="list-style-type: none"> <li>1. Click the  Control Center icon in the upper right hand corner of the screen.</li> <li>2. Select the icon of the gate you wish to turn Keep Open OFF.</li> <li>3. Select the  Keep OPEN OFF icon at the bottom right of the screen. Your system may ask you for an explanation of why you are closing the barrier gate. Enter the reason in the Explanation field and select OK. The default barrier gate device will close the gate and return to normally working procedures.</li> </ol>   |



## 3.12 Intercom

The Entrance/Exit columns and the Automatic Pay station come with a Commend intercom system so you can communicate with customers from the booth. Note that your system may not be using the Commend intercom system.

### 3.12.1 Receive Remote Intercom Call

When a customer presses the intercom button and speaks into the machine, the booth intercom communications system automatically turns on.

#### How to Respond to an Intercom Call:

1. When you hear the customer speaking, wait until they have finished.
2. Press the T button on the intercom hand piece and speak into it. Continue pressing the button while speaking.
3. Release the button when you have finished speaking and listen to the customer's response.
4. To end the communication (i.e. hang up), press the X button on the intercom.

### 3.12.2 Make Remote Intercom Call

#### How to Make an Intercom Call:

1. There may be one or several locations that you can call.
  - If there is only one location, press the T button while talking into the intercom.
  - If there are several locations, press the 'button address' of the location to connect you to the location.
2. Press the T button while talking into the intercom.
3. Release the T button to listen to the customer's response.
4. To end the communication, press the X button on the intercom.

## 4 Equipment

### 4.1 Maintenance Instructions

This section of the guide describes how to perform standard maintenance on the parking facility equipment. It contains information on the following tasks:

| Task   | Summary   | Instructions   |
|--|---|--|
| Clean the ticket/card reader.                  | Use the cleaning card and denatured alcohol cleaning fluid.   | Cleaning Card Instructions on page 58.                       |
| Refill the receipt paper in the desktop coder. | When the desktop coder is out of receipt paper it display a message on screen.  | Desktop Coder on page 59.                                    |
| Refill tickets in the parking column.          | The system computer will prompt you when the ticket box is empty. Open the parking column front and put in a new box of tickets.                    | Loading Tickets/Receipts into the Parking Column on page 62. |
| Empty tickets from the parking column.         | The rejected tickets collect in the ticket bin (entrance column) or the ticket basket (exit column). Open the parking column and empty the tickets. | Emptying Parking Column Tickets on page 65.                  |
| Remove jammed tickets in the parking column.   | Open the parking column front and top to remove the jammed tickets.   | Clearing Jammed Tickets on page 68.                          |

## 4.2 Cleaning Card Instructions

- The desktop coder, entrance/exit parking columns, transaction panels and the automatic payment machine have coding mechanisms that are sensitive to dust and dirt. Cleaning these coding mechanisms regularly will prevent many hardware failures.
- These machines should be cleaned once every week, or more often, depending on the degree of dirt and frequency of use. To properly clean the coding mechanism, there is a cleaning kit, which includes cleaning cards and cleaning fluid.
- Make sure you have the correct cleaning kit for your coder mechanisms. These instructions reflect the Coder Unlimited.

### How to Clean the Desktop Coder:

1. Pour a small amount of cleaning fluid on both sides of the cleaning card. Shake off any excess fluid. The card should be damp, but not dripping.
2. On the Pay Station screen, select Cleaning Mechanism from the Function menu.
3. Insert the cleaning card. It will be drawn into the coder and will move back and forth several times. The cleaning cycle will take about 45 seconds to complete.
4. When the card is ejected, the cycle is finished.



**Hint:** If the coding mechanism is very dirty, repeat the cleaning process using the reverse side of the cleaning card. You should only use the card once (on each side).

### How to Clean the Coder Unlimited (in parking columns, transaction panel and automatic pay machines):

1. Open the machine and prepare it for cleaning by removing any tickets.
  - If you are cleaning an automatic payment machine, you must log in and close the door.
  - If you are cleaning a parking column coder, open the parking column front, as described in Opening/Closing the Parking Column on page 60. Insert the initialization card or push the top button at the front of the coder.
  - If you are cleaning a transaction panel coder, open the transaction panel front, as described in Opening/Closing the Transaction Panel on page 66. Insert the initialization card or push the top button at the front of the coder.
2. Pour a small amount of cleaning fluid on both sides of the cleaning card. Shake off any excess fluid. The card should be damp, but not dripping.
3. Insert the cleaning card into the machine. It will be drawn back in several times during the cleaning procedure. The cleaning cycle will take about 2 ½ minutes to complete.



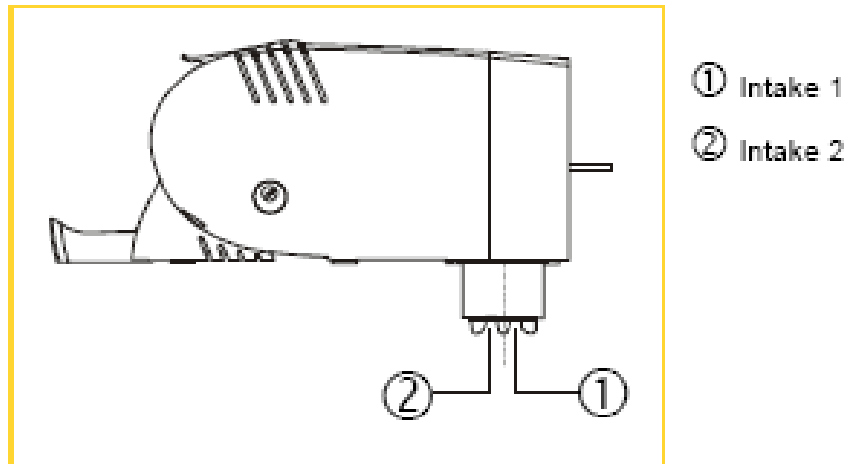
**Hint:** If the coding mechanism is very dirty, repeat the cleaning process using the reverse side of the cleaning card. You should only use the card once (on each side).

4. When the cleaning cycle has ended, remove the cleaning card and return the machine to the way you found it.

## 4.3 Desktop Coder Tickets

The Desktop Coder uses blank ticket stock for receipt paper. If you are using the desktop coder to print your receipts, you will need to re-load the blank tickets.

Figure 4.1—Desktop Coder



### Refill the Receipt Paper

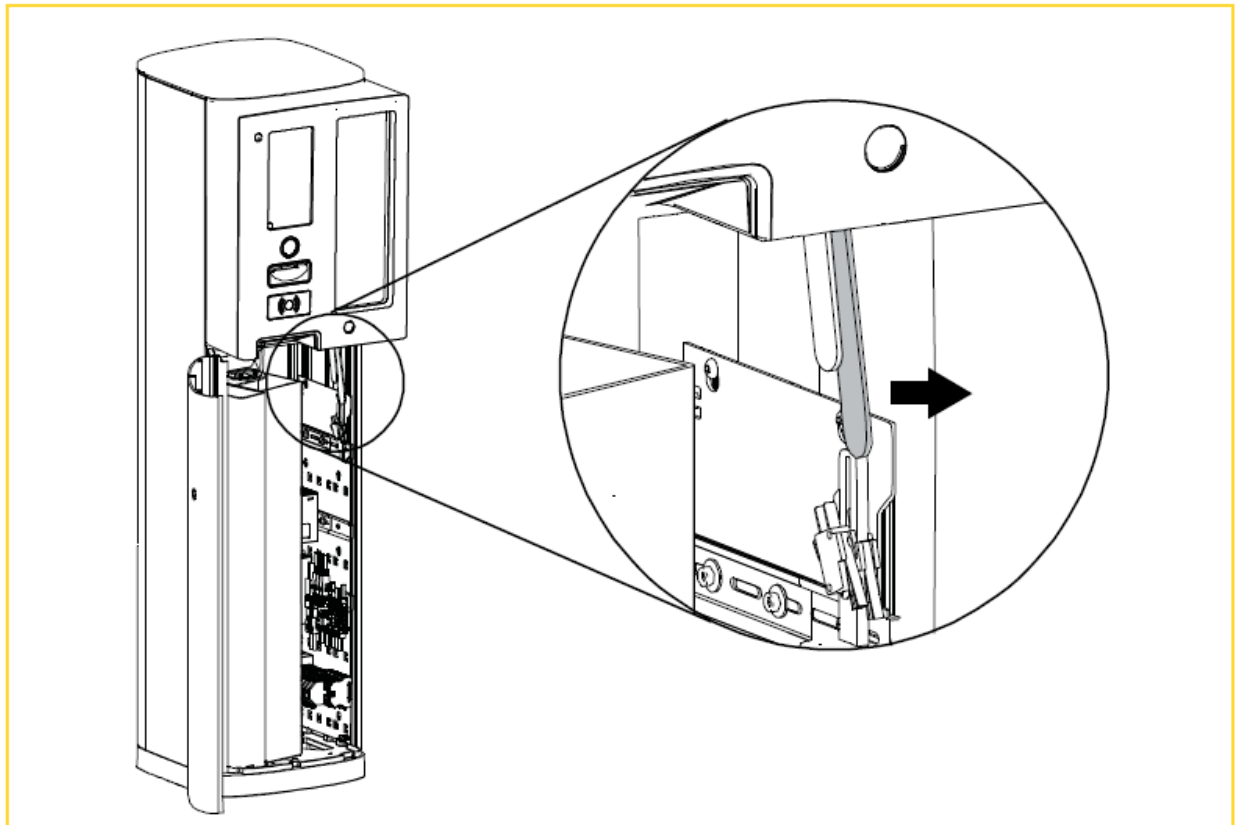
1. At the bottom of the coder are two intake slots. The rear intake slot (Intake 1) is used for receipts.
2. Insert the ticket stock into the intake so that the notch in the tickets is on the bottom left of the ticket as seen from the front of the coder. If there is a magnetic stripe on the ticket stock, it will be on the bottom of the ticket. The tickets will be automatically drawn into the coder.

## 4.4 Parking Column Tickets

### 4.4.1 Opening/Closing the Parking Column

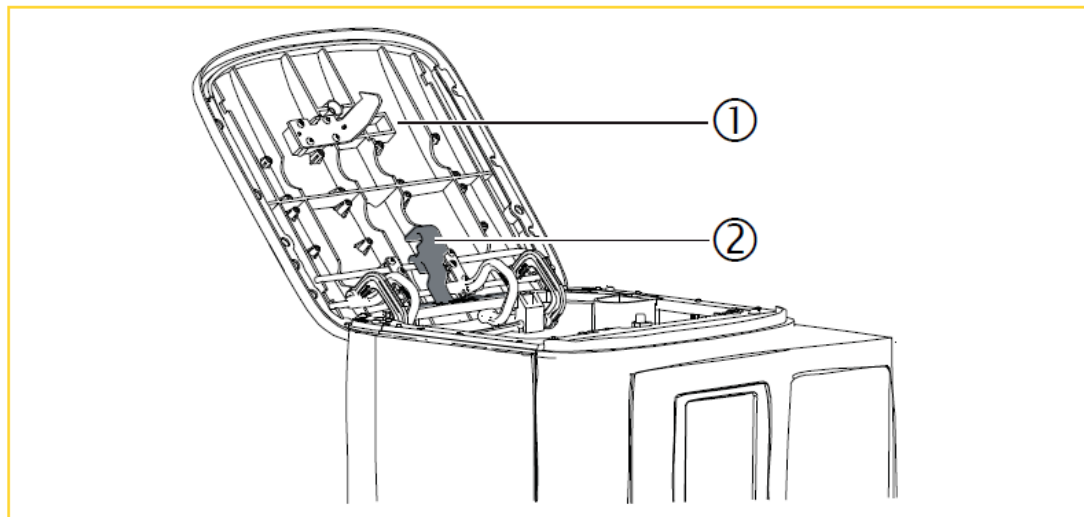
How to open the Parking Column

Figure 4.2 – Opening the Top Cover



1. Unlock and open the column front door.
2. Locate the long locking lever on the right side of the cabinet.
3. Pull the locking lever forward (see illustration).
4. Pull the top panel open.

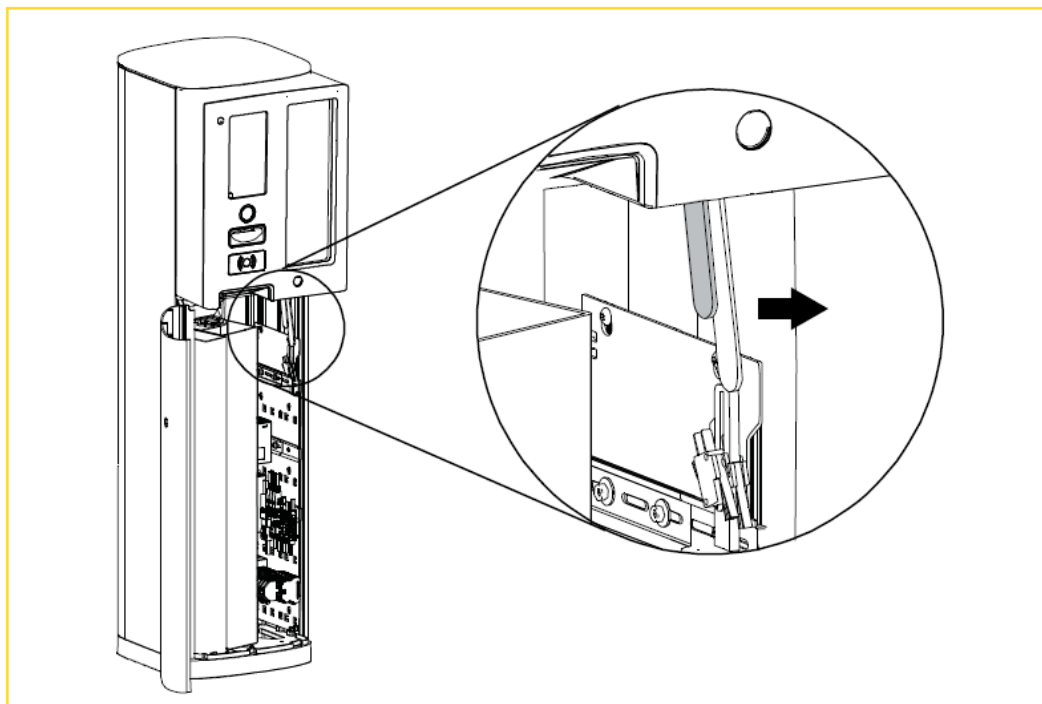
Figure 4.3 - Opening the Top Cover



(1) Column top section cover (2) Prop-up mechanism

5. Lock the top section open by using the prop-up mechanism.
6. Pull the short locking lever to open the column front panel.

Figure 4.4 Opening the Front Panel



### How to close the Parking Column

1. Close the front panel first, making sure it locks into place.
2. Unlock the top cover by pulling up on the prop-up mechanism. Close the top cover.  
Make sure the front lip of the top cover closes over the top lip of the front cover.
3. Make sure the top and front panel locks into place.
4. You can now lock the front door of the column.

#### 4.4.2 Loading Tickets/Receipts into the Parking Column

In the Power.Gate Parking Column, fanfold ticket stock for the coding unit is supplied from a single ticket box by default. A second box is required when using the optional second fanfold intake (this also requires a second ticket shortage sensor switch).

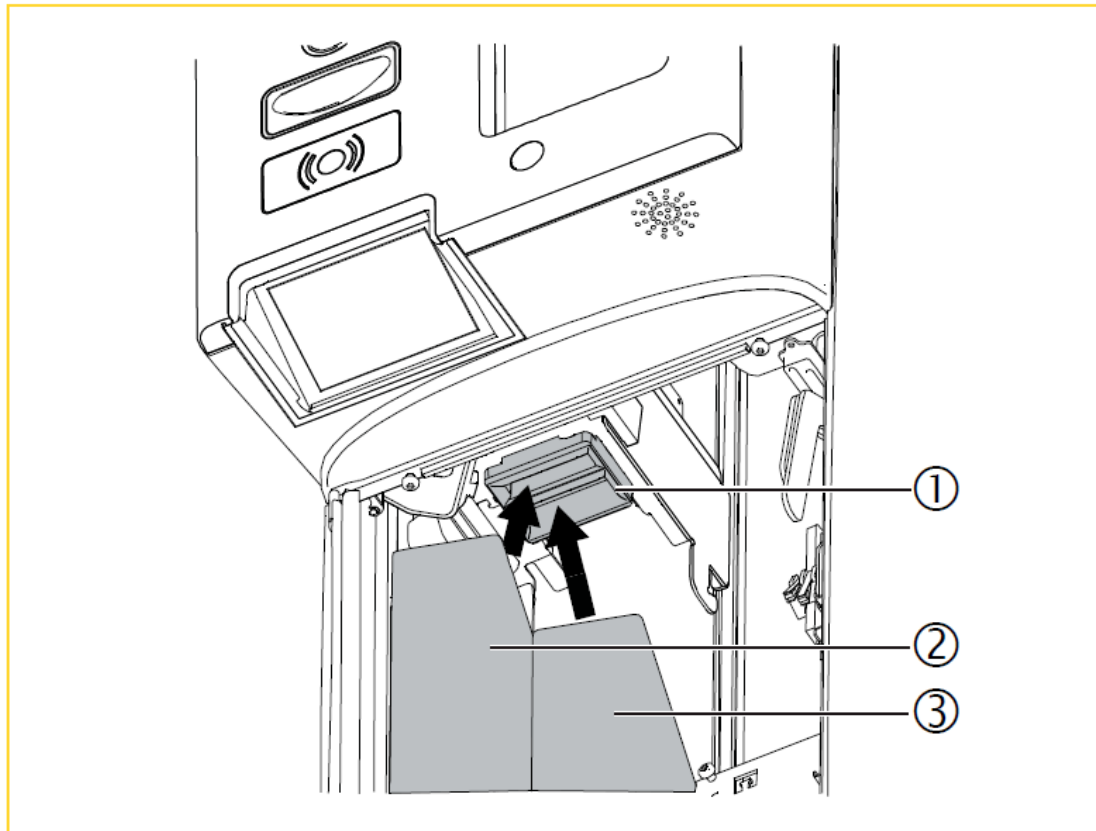


**Notice:** Do not drag the ticket box across the ticket shortage sensor on the floor panel, as this may damage the sensor.

#### How to load tickets/receipts:

1. Open the front door of the Parking Column.
2. Remove any remaining fanfold stock from the coder intake slot(s) and remove the empty container(s).  
Avoid dragging the container across the shortage sensor to prevent it from damage.
3. Tear off the perforated section on the bottom of the new ticket container and clear the
4. Tear off the top cover of the new ticket container and make sure that it is completely removed.
5. Insert the new ticket container with the printable side of the card stock facing upwards.  
Avoid dragging the container across the shortage sensor to prevent it from damage.
6. Load the first ticket into the rear intake on the coding unit. Hold the ticket so that the notch is down and to the left. The tickets will be drawn in automatically.
7. Repeat steps 3 – 6 for the second coder intake if a second ticket container is used.
8. Close and lock the door.

Figure 4.5 – Loading Tickets



(1) Ticket intake slot (2) Ticket container #2 (3) Ticket container #1



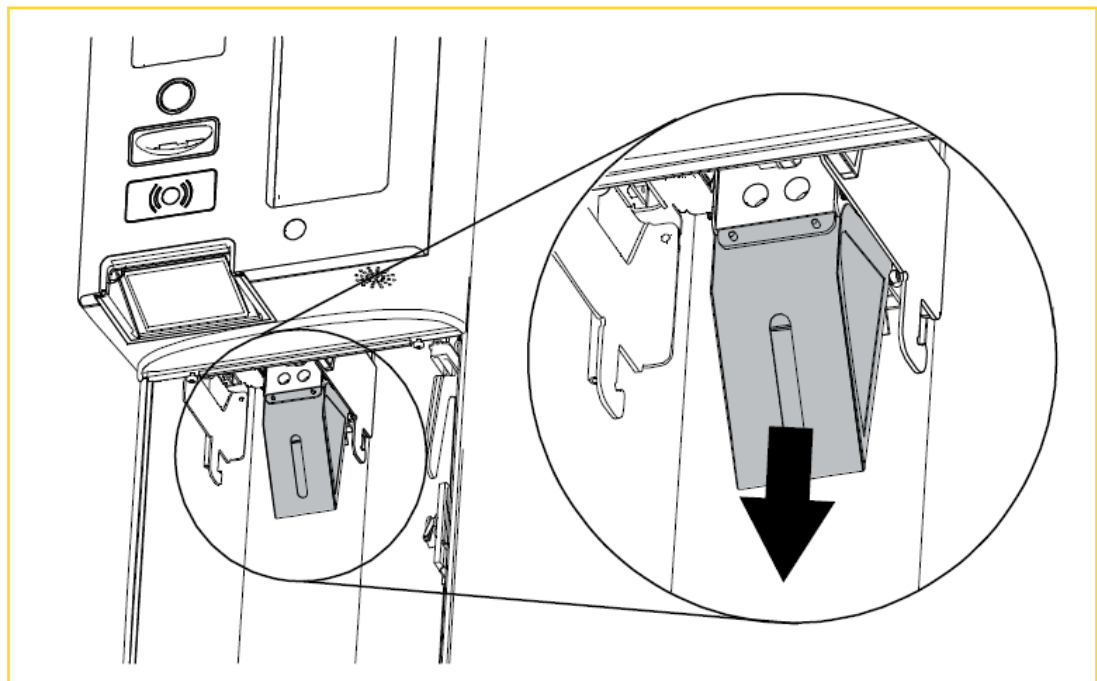
## Emptying Parking Column Tickets

Entry columns pre-print portions of tickets, including the date, to speed the ticket delivery process for customers. At midnight, pre-printed tickets are disposed of in the ticket bin beneath the coder in the bottom of the column. In addition, each ticket is checked when it is printed to make certain all parts are readable. If they are not, they are also disposed of. For an exit column, tickets that are maintained or disposed of are fed into the ticket basket in the base of the column.

### How to empty the ticket bin from an entry column:

1. Open the front door of the column.
2. Pull out the ticket bin in a downward motion.
3. Remove the tickets from the bin.
4. Place the ticket bin into its guide rails and push it back up until it clicks into position.
5. Close the front door of the column.

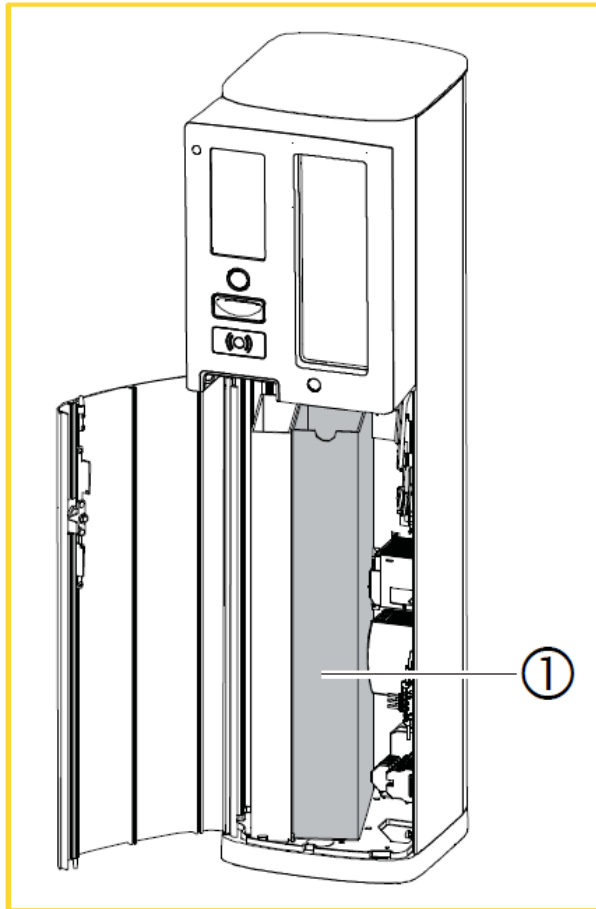
Figure 4.6 – Emptying the Entry Column Ticket Bin



**How to empty the ticket bin from an exit column:**

1. Open the front door of the column.
2. Remove the ticket bin.
3. Empty the contents of the bin.
4. Reinstall the ticket bin.
5. Close the column door.

**Figure 4.7 – Emptying the Exit Column Ticket Bin**



**(1) Ticket collecting bin**

## 4.5 Transaction Panel Tickets

The Transaction Panel is very similar to a Parking column, except that it is mounted into the wall of the cashier's booth.

### 4.5.1 Opening/Closing the Transaction Panel

#### How to Open the Transaction Panel

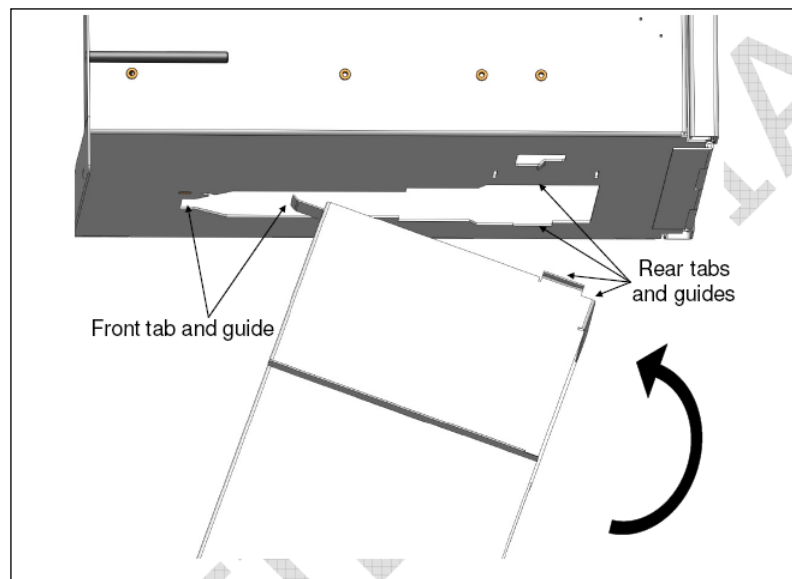
1. Unlock the rear door of the Transaction Panel, on the inside of the cashier's booth.
2. Locate the latch inside the panel, on the right side. Press down on the latch to open the front panel.
3. Locate the two pull rings located on either side of the rear door of the Transaction Panel. Pull both rings in towards the center of the machine to open the component drawer.
4. From the front of the unit, open the front panel and slide the component drawer out towards you. You can now access the coder inside the panel.

#### How to Close the Transaction Panel:

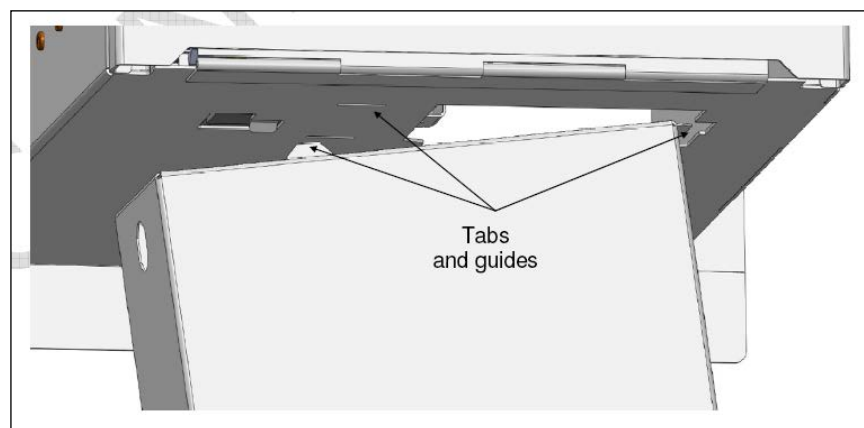
1. Close the front panel and make sure the lock latches.
2. Make sure the coder mechanism is lined up correctly with the ticket throat. You can reach inside the panel and push the coder plate down until it snaps into place.
3. Slide the drawer closed until it latches into place.
4. Lock the rear door of the Transaction Panel.

**How to Load/Empty tickets for the Transaction Panel:**

1. Unlock the Ticket Basket underneath the Transaction Panel. Slide the Basket out to empty it.
2. Slide the Ticket Stock Box towards the rear of the unit to remove it.
3. Remove any unused tickets.
4. Place a new ticket box inside the Ticket Stock Box.
5. Load the tickets into the coder mechanism through the ticket throat underneath the unit.
6. Install the Ticket Stock Box by lining up the front and rear tabs with the corresponding notches, then sliding the basket towards the front of the unit.

**Figure 4.8 – Replacing the Ticket Stock Box**

7. Next, install the Used Ticket Basket by aligning the tabs with their corresponding guides and slide the basket to the right side of the machine.

**Figure 4.9 – Replacing the Used Ticket Basket**

8. Lock the Used Ticket Basket in place.

## 4.6 Clearing Jammed Tickets from the Column and Transaction Panel

Sometimes tickets can get jammed inside the coder mechanism.

### How to Remove a Jammed Ticket:

1. Before you try anything else, open the front door and switch off the unit by flipping the black switch on the right side inside of the machine.

Figure 4.10 – Parking Column Main Switch

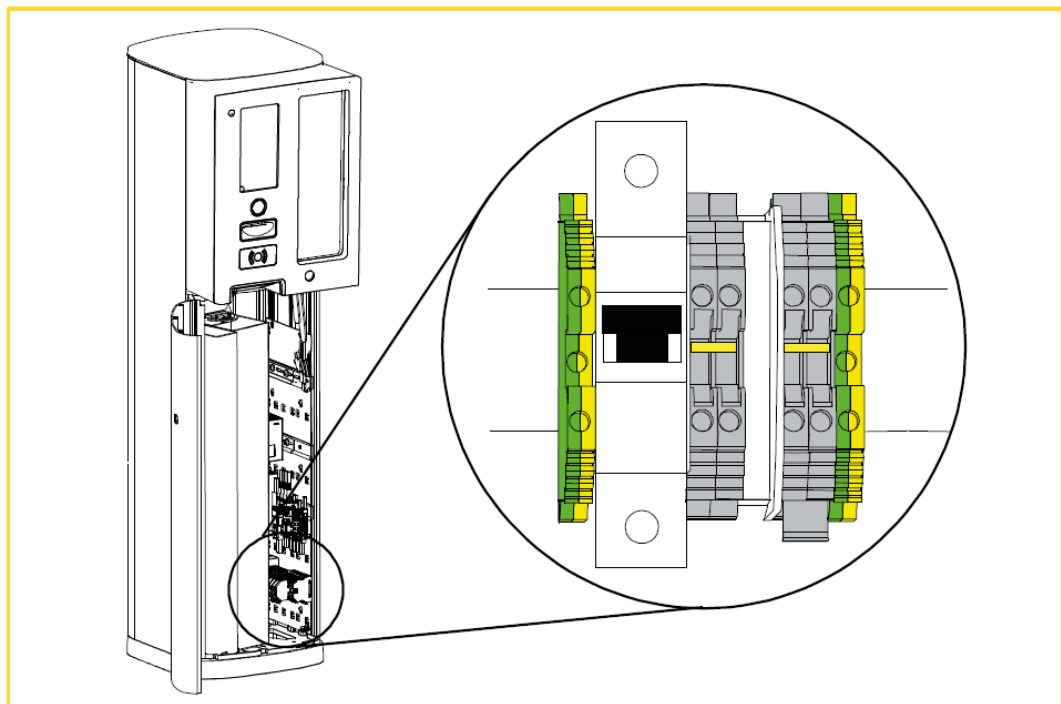
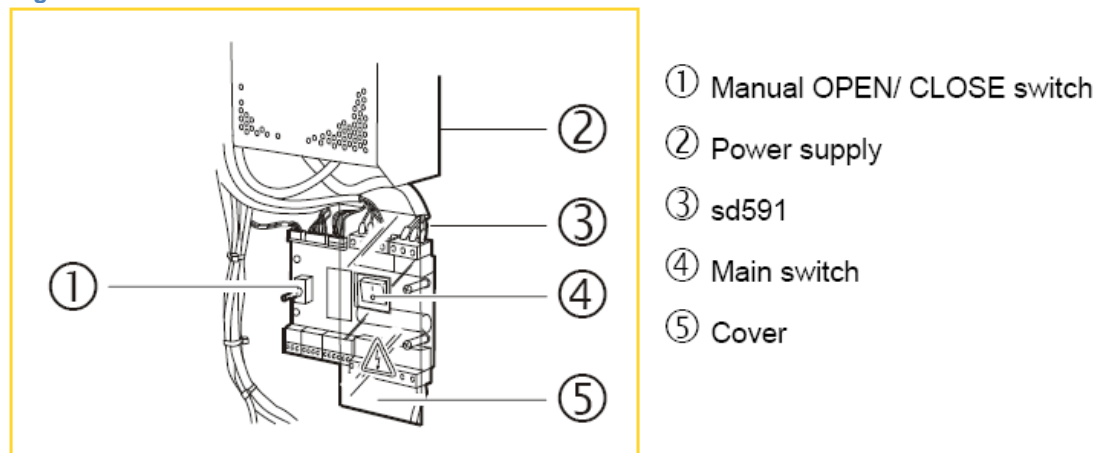
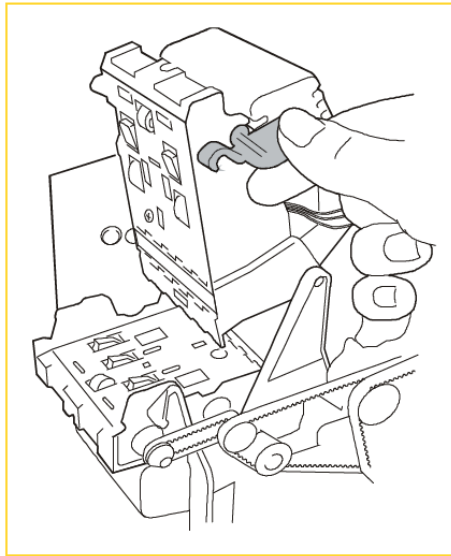


Figure 4.11 – Transaction Panel Main Switch



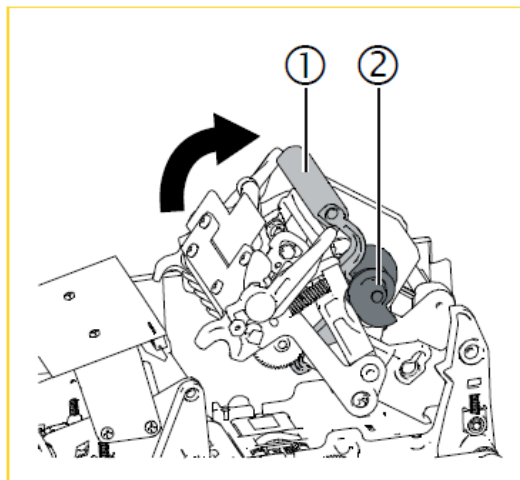
2. Turn the unit on again. The coder mechanism will cycle, and may clear any obstruction in the paper path.
3. If that does not work, turn the unit off again.
4. Open the front panel, top cover and front panel of the column; or the front panel and component drawer of the transaction panel.
5. Locate the green lever at the front of the mechanism on the right side. Lift up on the green lever to open the mechanism's front section. Remove any tickets or other obstructions in the paper path. Close the front section and snap the lever back into place.

**Figure 4.12 - Opening the Mechanism Front Section**



6. Locate the green locking lever across the top of the center section of the mechanism. Lift up on the locking lever to open the center section. Remove any tickets or other obstructions in the paper path. Close the center section and snap the bar into place. Be careful not to disturb the Eccentric Wheel.

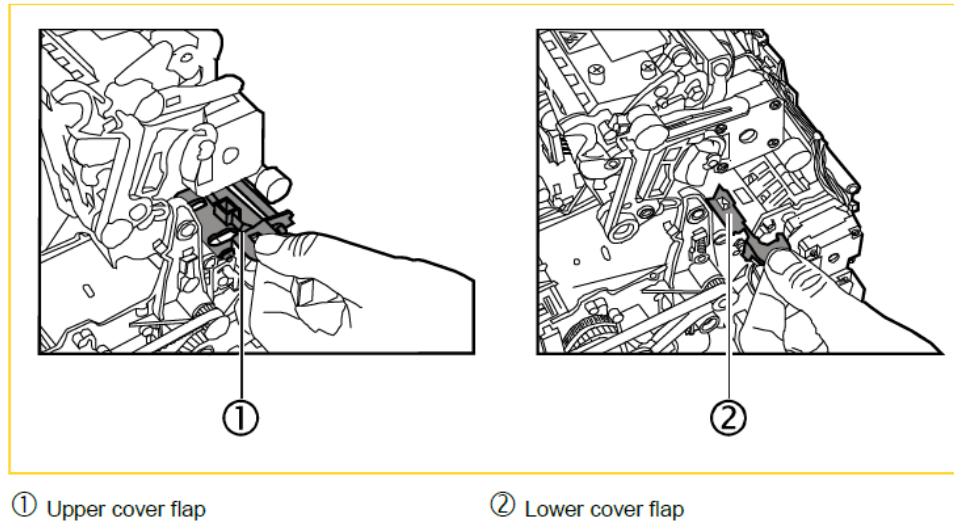
**Figure 4.13 - Opening the Mechanism Center Section**



- ① Thermal print head locking lever
- ② Eccentric wheel

7. Locate the green upper and lower cover flaps at the rear of the coder on the right side. Lift up and remove each flap to open the rear section. Remove any tickets or other obstruction in the paper path. Replace the green flaps and snap them back into place.

**Figure 4.14 - Opening the Coder Rear Section**



8. Turn the unit back on. If the coder is still jammed, call the service personnel to fix the problem.

The system will take a short time to recognize the unit is turned on. When this happens, an error message will no longer appear in the Control Center.





## 5 Glossary

**Abandoned charge**

See *Special Sale*

**APM**

See *Automatic Payment Machine*.

**Automatic Payment Machine**

This machine is placed in a central location so that a parking customer may pay for their parking before proceeding to their vehicle.

**Exception ticket**

A ticket that is not processed in the usual way. This could be a lost ticket, a damaged ticket, a special ticket, or a single exit ticket.

**Exit grace period**

The defined amount of time that a parking patron has after paying their parking fee at an Automatic Payment Machine or centrally located Manual Pay Station, until they use that ticket in an exit lane.

**Insufficient funds transaction**

A transaction where the the patron cannot pay all or a portion of the parking fee due. There are two parts associated with Insufficient Funds. The first is when the original transaction takes place, called Issue Insufficient Funds. The second is when the patron returns to pay the amount due, called Pay Insufficient Funds.

**License Plate Recognition**

License plate recognition. A system that identifies vehicles by their license plates. A LPR record is made of each vehicle that enters and exits the facility. In the case of a lost ticket, the LPR record can be used to establish a parking charge.

**LPR**

see *license plate recognition*

**Main shift**

A cashier's scheduled work shift.

**MPS**

Manual Pay Station, or the cashier terminal in the parking system.

**Nil payment**

A process used to allow a customer to exit without paying a parking fee.

**Outpayment**

A disbursement of cash from the cash drawer. For example, and outpayment might be a bank deposit, or a refill of an automatic payment machine.

**Relief shift**

A shift worked in place of a cashier on break or absent.

**Shift float**

The cash that is in the register when you start your shift. An accurate shift float entry is necessary to balance the amount of payments received during your shift.

**Short Term Parking Ticket**

This is the ticket that is normally issued at an entrance column when a parking patron enters the facility.

**Special parking ticket**

A ticket issued to a customer who has lost the parking ticket when you have a way to verify how long the customer has been parked in the facility (license plate check, itinerary, or other records). Depending on your operational procedures you may need to issue a Short-Term Parking Ticket [SPT] instead of a Special Parking Ticket.

**SPT**

Short term parking ticket.

**Special Sale**

A transaction not relating to parking, as a car wash or other service, or when abandoned change is found and entered into the cash drawer.

**Total payment**

A complete disbursement of the transactions that occurred on your shift. You make a total payment at the end of your shift.

**Validation ticket**

A ticket that validates parking or applies a discount to a parking fee. The cashier manager can create validation tickets, and they can be used in an exit column or in an Automated Payment Machine (APM).

## 6 Index

|  |        |  |    |
|--|--------|--|----|
| Amount paid screen .....                     | 24     | keyboard controls.....                           | 5  |
| applying a discount                          |        | loading tickets for transaction panel .....      | 62 |
| with a custom key .....                      | 27     | loading tickets into parking column              |    |
| Article Sale (ABC) screen .....              | 34     | from box #1 .....                                | 57 |
| Article Sale screen .....                    | 31, 36 | locking barrier gate open .....                  | 49 |
| barrier gate                                 |        | logging off main shift on break.....             | 12 |
| closing.....                                 | 50     | logging off of a shift.....                      | 20 |
| open for multiple vehicles.....              | 49     | logging on                                       |    |
| opening for single vehicle.....              | 47     | main shift .....                                 | 8  |
| belated receipt                              |        | logging on as relief cashier .....               | 14 |
| with a ticket or card.....                   | 25     | Log-on screen .....                              | 8  |
| without a ticket or card.....                | 25     | main shift log on.....                           | 8  |
| cancel transaction .....                     | 23     | main shift on break                              |    |
| cashier procedures.....                      | 7      | logging off.....                                 | 12 |
| clean coder.....                             | 53     | unlock .....                                     | 12 |
| cleaning card.....                           | 53     | main switch                                      |    |
| clear jammed ticket .....                    | 41     | parking column .....                             | 63 |
| closing barrier gate.....                    | 50     | maintenance instructions .....                   | 52 |
| closing parking column.....                  | 57     | make intercom call .....                         | 51 |
| closing transaction panel.....               | 61     | Manual Cashiering screen .....                   | 45 |
| coder  |        | Manual Cashiering Select Transaction Screen..... | 46 |
| cleaning .....                               | 53     | manual chashiering.....                          | 45 |
| controls                                     |        | Manual Use of Credit Card screen .....           | 28 |
| keyboard.....                                | 5      | manual validation .....                          | 26 |
| menu.....                                    | 6      | Manual Validation screen .....                   | 26 |
| mouse .....                                  | 5      | manually enter credit card .....                 | 28 |
| touch-screen .....                           | 6      | menu controls .....                              | 6  |
| create out payment .....                     | 18     | mouse controls.....                              | 5  |
| create total payment.....                    | 20     | New Ticket screen .....                          | 32 |
| credit card                                  |        | nil payment                                      |    |
| enter manually .....                         | 28     | processing .....                                 | 29 |
| credit ticket                                |        | Nil Ticket screen .....                          | 29 |
| processing .....                             | 35     | opening parking column.....                      | 55 |
| damaged ticket                               |        | opening the barrier gate.....                    | 47 |
| example .....                                | 33     | opening the transaction panel.....               | 61 |
| printing a replacement .....                 | 32     | out payment                                      |    |
| desktop coder                                |        | creating.....                                    | 18 |
| refilling receipt paper .....                | 54     | parking column                                   |    |
| discount                                     |        | closing .....                                    | 57 |
| with a custom key .....                      | 27     | emptying the ticket basket.....                  | 60 |
| discounting a parking fee .....              | 26     | emptying the ticket bin .....                    | 59 |
| empting the ticket basket .....              | 60     | loading tickets from box #1 .....                | 57 |
| emptying the ticket bin .....                | 59     | main switch.....                                 | 63 |
| emptying tickets for transaction panel.....  | 62     | opening.....                                     | 55 |
| entering shift float amount.....             | 16     | removing jammed tickets .....                    | 63 |
| how not to jam tickets.....                  | 41     | parking fee                                      |    |
| Insuf. Funds screen.....                     | 37     | select a discount.....                           | 26 |
| intercom call                                |        | Pay Insufficient Funds screen.....               | 38 |
| making .....                                 | 51     | Pay Station icon .....                           | 3  |
| responding .....                             | 51     | Pay Station Screen .....                         | 4  |
| issuing insufficient funds transaction ..... | 37     | paying insufficient funds .....                  | 38 |
| jammed ticket                                |        | printing   |    |
| removing.....                                | 41, 63 | a replacement ticket .....                       | 32 |

|   |        |  |        |
|---|--------|--|--------|
| replacement ticket .....                  | 30     | Nil Ticket.....                        | 29     |
| single exit ticket .....                  | 35     | Pay Insufficient Funds .....           | 38     |
| special ticket .....                      | 30     | Read Ticket .....                      | 39     |
| processing a credit ticket.....           | 35     | Unlock .....                           | 11, 14 |
| processing a nil payment .....            | 29     | select a discount to parking fee ..... | 26     |
| processing a ticket                       |        | shift                                  |        |
| manual procedure.....                     | 45     | log off.....                           | 20     |
| normal procedure .....                    | 21     | single exit ticket                     |        |
| split payments.....                       | 24     | printing.....                          | 35     |
| read rejection details .....              | 40     | special ticket                         |        |
| Read Ticket screen .....                  | 39     | printing.....                          | 30     |
| reading a ticket.....                     | 39     | split payments .....                   | 24     |
| refilling receipt paper                   |        | ticket                                 |        |
| desktop coder .....                       | 54     | reading .....                          | 39     |
| rejection details                         |        | ticket number .....                    | 33     |
| reading.....                              | 40     | ticket processing                      |        |
| relief cashier                            |        | normal procedure .....                 | 21     |
| log on.....                               | 14     | total payment                          |        |
| remove jammed ticket.....                 | 41     | creating.....                          | 20     |
| removing a jammed ticket .....            | 63     | touch-screen controls .....            | 6      |
| replace lost ticket .....                 | 30     | towed vehicle .....                    | 38     |
| replacement ticket                        |        | transaction                            |        |
| printing .....                            | 30     | issuing insufficient funds .....       | 37     |
| responding to intercom call .....         | 51     | paying insufficient funds.....         | 38     |
| reverse transaction.....                  | 23     | transaction cancellation .....         | 23     |
| screens                                   |        | transaction panel                      |        |
| Amount paid .....                         | 24     | closing .....                          | 61     |
| Article Sale .....                        | 31, 36 | emptying tickets.....                  | 62     |
| Article Sale (ABC).....                   | 34     | loading tickets.....                   | 62     |
| Insuf. Funds .....                        | 37     | opening.....                           | 61     |
| Log-on.....                               | 8      | removing jammed tickets .....          | 63     |
| Manual Cashiering.....                    | 45     | transaction reversal.....              | 23     |
| Manual Cashiering Select Transaction..... | 46     | transactions                           |        |
| Manual Use of Credit Card .....           | 28     | towed vehicle.....                     | 38     |
| Manual Validation .....                   | 26     | unlock main shift on break .....       | 12     |
| New Ticket.....                           | 32     | Unlock screen .....                    | 11, 14 |



