# CONTENTS

## TABLES

# FAQ

| How can I use this service? | Activate the service in the [third party app] app. Make sure to check if the number plate was entered correctly! From this moment on, the barrier will open automatically when your number plate is recognised. |
|---|---|
| How can I stop this service? | De-activate the service in the [third party app] app. Next time you park, please take a parking ticket. |
| How can I delete or change the number plate? | Input from partner |
| I have a Q-Park season ticket. Can I use this service for other car parks? | Yes, at the barrier a priority check will be performed to see if you have an active season ticket. If so, no parking session starts through [third party app]. If not, a parking session starts with [third party app]. |
| What do I do when the barrier does not open when driving into a Q-Park car park? | It may take up to 5 seconds for the barrier to open. In case nothing happens, please push the black intercom button at the entrance and explain you are user of [third party app] (make sure you have given consent for number plate recognition. In case you do not get an answer quickly and a queue is forming behind you, take a parking ticket and pay via the machine. |

# SCENARIOS

## Table 2: Access

| | |
|---|---|
| What do I do when the barrier does not open when driving into a Q-Park car park? | It may take up to 5 seconds for the barrier to open. In case nothing happens, push the black intercom button (for at least 1 second) at the entrance and explain you are user of [third party app] (make sure you have given consent for number plate recognition before trying to access). In case you do not get an answer quickly and a queue is forming behind you, take a ticket and pay via the machine. |
| Q-Park | 1. Known number plate: manually start the parking session and open the barrier.<br>2. Unknown number plate: ask the customer to take a paper ticket. |
| Partner | 1. Check whether the customer has given ANPR consent.<br>2. No consent: ask customer consent, their number plate will be synced.<br>3. Consent: investigation is needed why there was no sync. |

## Table 3: Exit

| | |
|---|---|
| What do I do when the barrier does not open when exiting the car park (accessing was successful)? | Push the black intercom button (for at least 1 second) at the barrier and explain that you parked/entered via number plate recognition via [third party app]. The Q-Park employee will open the barrier and let you exit the car park. |
| Q-Park | In case of an active parking session, the barrier will be opened and the parking session will be stopped, automatically triggering a check-out.<br><br>Investigate why the barrier didn't open. |
| Partner | No action. Refer to aforementioned solution. |

## Table 4: Access + Ticket

| | |
|---|---|
| My number plate is recognised but a parking ticket is also presented at the barrier. | You won't need the parking ticket. If the barrier opened, the parking session started correctly. (Throwing the ticket away?) |
| Q-Park | No action<br><br>Refer to aforementioned solution |
| Partner | No action<br><br>Refer to aforementioned solution |

### Table 5: Payment

| How do I know whether I paid or not? | When exiting the car park, the parking session end will be sent to the [third party app] and the parking session is moved to the activity/history section in the app. It is possible to set various reminders within the app to get an additional reminder/notification of events (start parking, stop parking, reminder every x minutes, etc.). |
|---|---|
| Q-Park | No action<br><br>Refer to aforementioned solution |
| Partner | No action<br><br>Refer to aforementioned solution |

### Table 6: Payment disagreement

| What do I do when I disagree with the parking amount charged for a parking session? | Contact the [third party app] customer support, they will verify the costs charged and take appropriate actions when deemed valid. |
|---|---|
| Q-Park | No action<br><br>Refer to aforementioned solution |
| Partner | Verify costs charged and take appropriate actions if deemed valid and give explanation to the customer.<br><br>Compare tariffs in app vs. Q-Park website.<br><br>*\* Make sure we have a disclaimer in our tariff info stating tariff/costs as received from Q-Park are leading and customer should always check the actual tariff with Q-Park.* |

# GUIDELINES

## GENERAL

### PaSS

Q-Park has taken parking convenience a step further – from cashless to ticketless to contactless parking – no bank or credit card required at the parking facility at all. This technology is embodied in the PaSS and PlatePay solutions.

Q-Park PaSS is an evolutionary innovation combining ANPR technology with digital payment solutions and Q-Park's proprietary Back Office Calculation (BOC) module. Now, we can integrate the Parking Management System (PMS) at access and exit points with Q-Park's BOC to create a seamless, fair and transparent parking experience.

Q-Park PaSS is an ecosystem. It is a collaborative economic innovation as in recent years, boundaries between industries have become blurred and customers are hyper-connected. Everyone now has access to ambient intelligence and connectivity, boundless information and unlimited choices.

Understanding this created the opportunity to grow our business by delivering and capturing value from innovation with a variety of business partners. Together we considered how to:

▌ simplify the various steps a parking customer needs to take (literally and figuratively) and we innovated to make these steps as simple as possible;

▌ connect the various sales & service channels a customer uses and we innovated for transparency, flexibility and freedom of choice;

▌ plan adaptively for businesses who wish to offer parking as part of their service and we innovated to ensure seamless integration with their backoffice systems.

In Belgium, PaSS is already integrated with the following partner applications:

▌ KBC Mobile, providing effortless parking for their clients using their mobile banking app;

▌ EasyPark, providing an integrated on-street and off-street solution for their app users;

▌ Parkmobile, providing an integrated on-street and off-street solution for their app users.

PlatePay is the specific Q-Park implementation of this service and is available to any customer using the Belgian Q-Park Mobile-app. Customers register their number plate in the app and link it to a bank account. Their number plate then forms their key to access Q-Park car parks.

### Compliance

We are proud of the reputation we have built for quality, integrity and customer service. Q-Park aims to be the most preferred and recommended parking partner at strategic locations in West Europe, based on functional quality, operational excellence, customer satisfaction and sustainable financial performance.

Q-Park recognises that our goals can be met only with the dedicated input of committed employees and partners who share our passion for quality and customer service.

To protect our reputation, we find it important to ensure that future partners know what our expectations are (hence this manual). After all, a lot of customers are going to use our parking facilities through the integrated solution and we want to make sure that they experience the same customer friendly approach as our 'own-known' customers.

We focus on transforming the customer experience of parking into one that is a welcome part of any journey, as car parks often provide the first, and last, impression of the destination.

# Service definition

The service as agreed requires the third party to update customer data (only of customers who gave consent) towards Q-Park.

This enables your customers to use/park Q-Park parking facilities.

I     Q-Park will process updates of customer data from the third party.
I     Any customer arriving at Q-Park will be granted access when their number plate is recognised.

When the customer is identified, Q-Park will send parking session check-in and check-out messages to the third party for payment processing. The third party will process these and respond with a return/acknowledgment message. Confirming payment of the parking action.

The third partner also provides 4-digit access (PIN) codes or QR codes which will be added in the Q-Park white list. These codes can be found by the customer in the app and can be used to open the secured pedestrian doors of the car parks.

# COMMUNICATION FLOW

## Notifications & Reports

| From | Description | When | How |
|---|---|---|---|
| Q-Park | Planned maintenance or unavailability | 24 hours in advance | E-mail |
| Q-Park | Incident management | As soon as an incident is identified | E-mail, phone |
| Partner | Planned maintenance or unavailability | 24 hours in advance | E-mail |
| Partner | Incident management | As soon as an incident is identified | E-mail, phone |
| Q-Park & Partner | Partnership meeting | Every 3 months | Meeting, conf call |

## Incident management

An incident is an unplanned interruption to the service, or a reduction in the quality of the service. Incident management is the process to correct disturbances of the service as soon as possible, sometimes using workarounds. It involves both proactive as well as reactive incident resolution.

## Partnership meeting

Every 3 months a partnership meeting will be organised to discuss the overall results, the quality and the improvement opportunities of the service.

## Contacts

| Role | Name | Phone | E-mail |
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# MARKETING & COMMUNICATIONS

# CUSTOMER CARE

**Q**PARK  Quality in parking