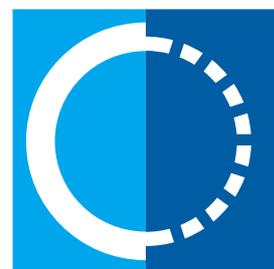


PARKING SERVIS APP



**PARKING
SERVIS**



User Manual

„Parking Servis“ App User Manual

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1. User Profile

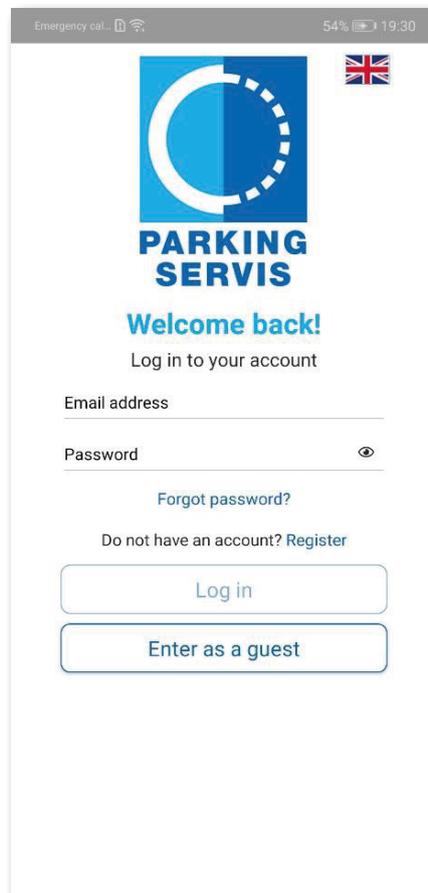
According to your needs you may use application as a known user (with a user account) or as a guest user.

As a guest user:

- using the app makes m-parking (SMS payment) easier within zoned area of the city;
- app may navigate your vehicle to the closest or most convenient available parking space within garages, car parks or street zoned area where parking sensors are installed.

If you create a personal account, you may:

- even easier use m-parking for parking time payment (our known SMS payment method)
- use payment cards or deposited money for purchasing parking time within zoned area of the city;
- use payment cards or deposited money for purchasing parking time within garages or car parks;
- use the app to easily find and navigate your vehicle to the closest or most convenient available parking space within garages, car parks or street zoned area where parking sensors are installed.

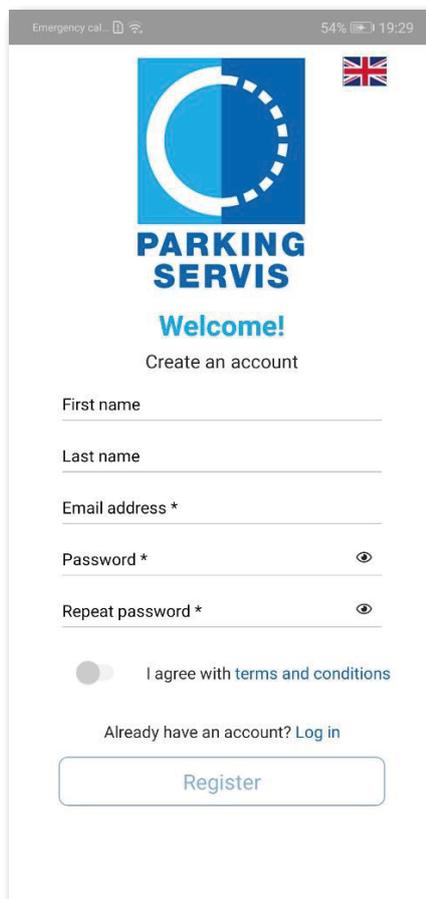


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1.1 Create Account

For safety reasons you need to create personalised account if you want to use all of the options and experience all benefits provided by the “Parking servis” app. It is mandatory for you to fill in the form at the screen, and accept Terms of Use.

Language selection is under flag button.

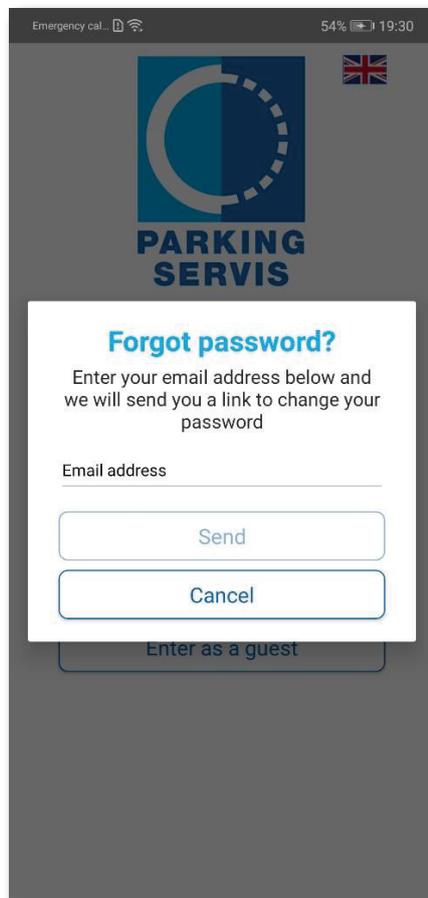


The screenshot shows the registration screen of the Parking Servis app. At the top, there is a status bar with "Emergency cal...", signal strength, Wi-Fi, 54% battery, and the time 19:29. The app logo, a blue square with a white circle and a dashed line, is centered. To the right of the logo is a UK flag button. Below the logo, the text "PARKING SERVIS" is displayed in bold blue letters, followed by "Welcome!" in blue. Underneath, it says "Create an account". The form contains five input fields: "First name", "Last name", "Email address *", "Password *", and "Repeat password *". Each field has a small eye icon to the right. Below the fields is a toggle switch for "I agree with terms and conditions", which is currently turned off. At the bottom, there is a link "Already have an account? Log in" and a "Register" button.

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2. Forgotten password

In case, you have forgotten your password, just click on the link “Forgotten your password?” and enter your e-mail address. You will receive an e-mail with instructions to reset your password.



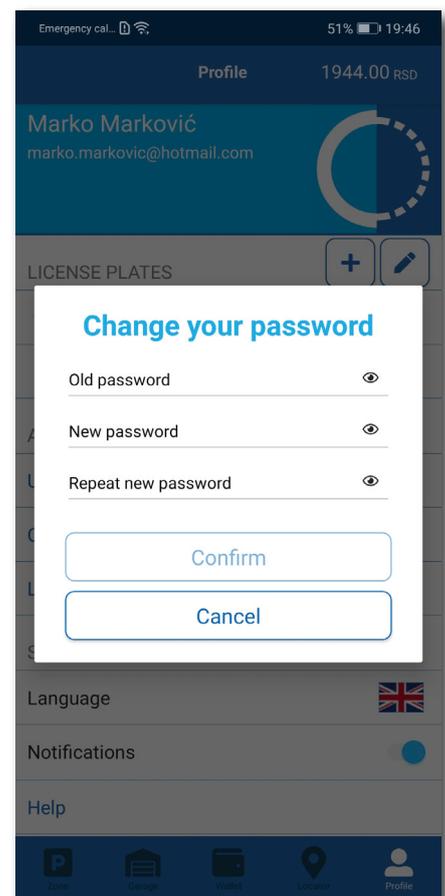
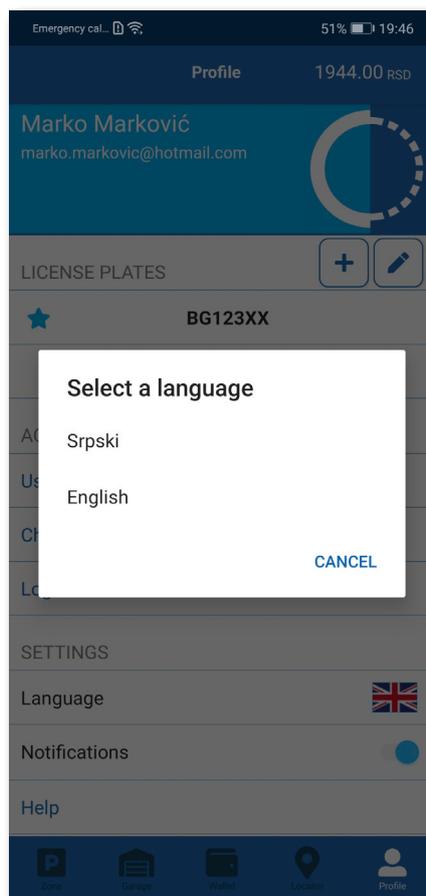
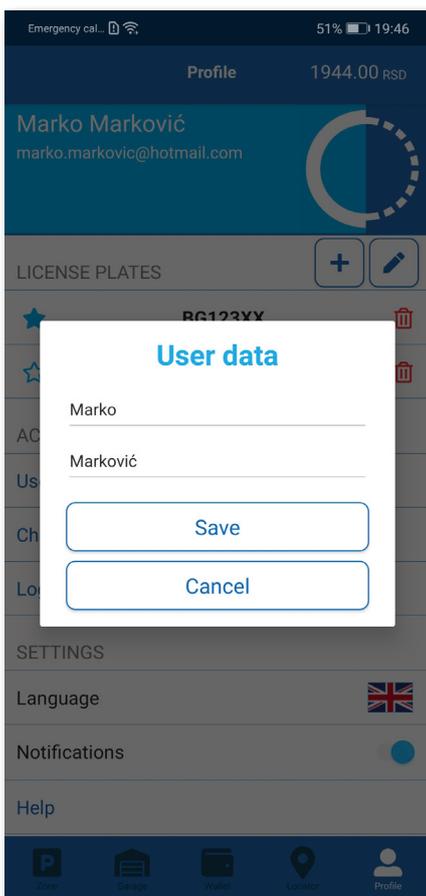
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2.1 Edit your profile or change password

If you want to change/edit:

- password,
- language,
- name,
- turn on/off notifications
- add, edit or delete registration plates you frequently pay for via app

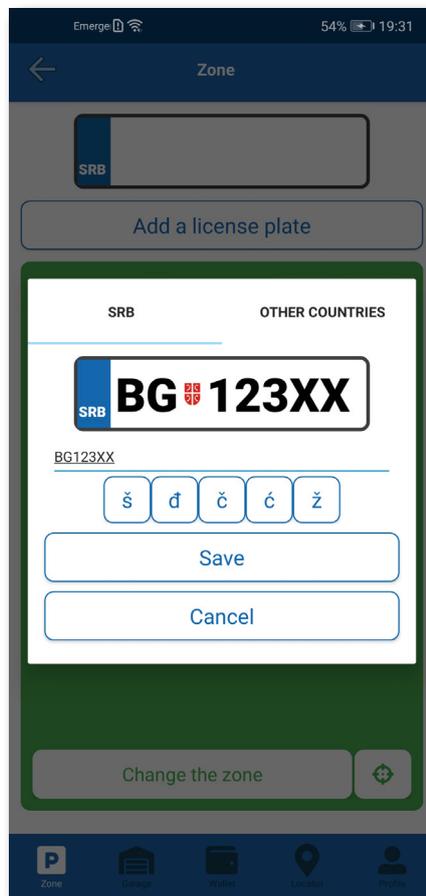
just go to “Profile” section



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3. Adding the first registration plate

Adding the first registration plate is easy, offered on the app opening screen. Entering the plates requires selecting the country, where the plates were issued, and exact and accurate letters and numbers within.

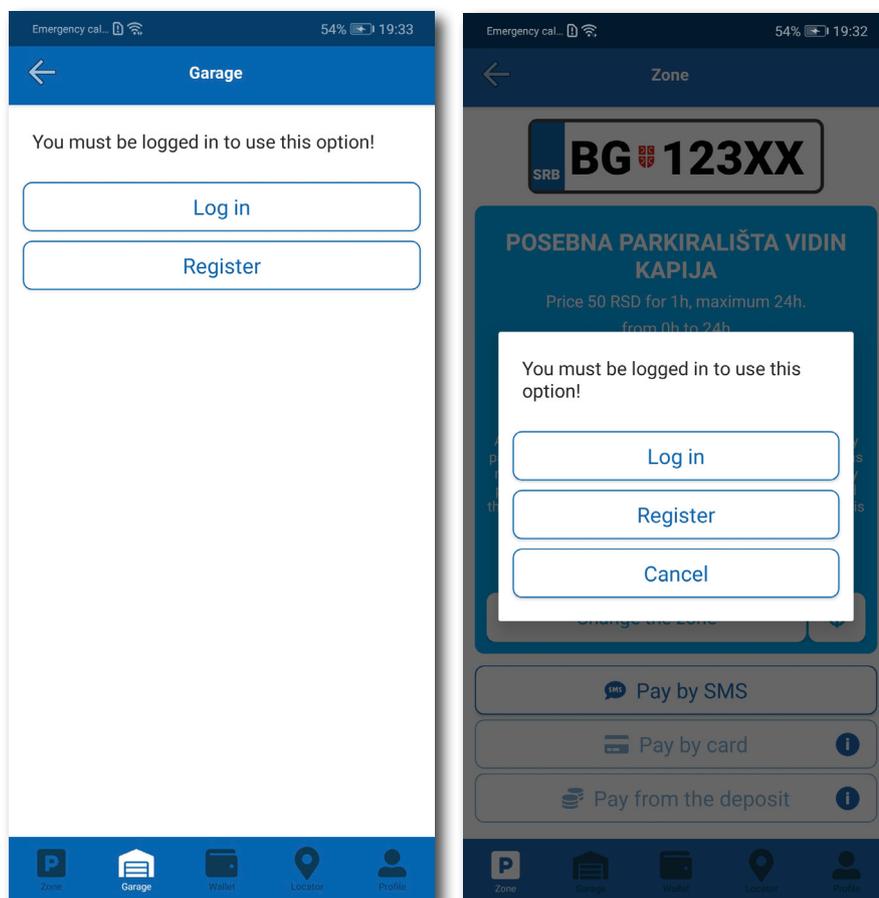


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4. Payment

Note: For safety reasons you need to create personalised account if you want to use all of the options and experience all benefits provided by the “Parking servis” app, besides m-parking.

All transactions and payment are in the accordance with The Decision on Public Car Parks and Rules of Conduct within garages.

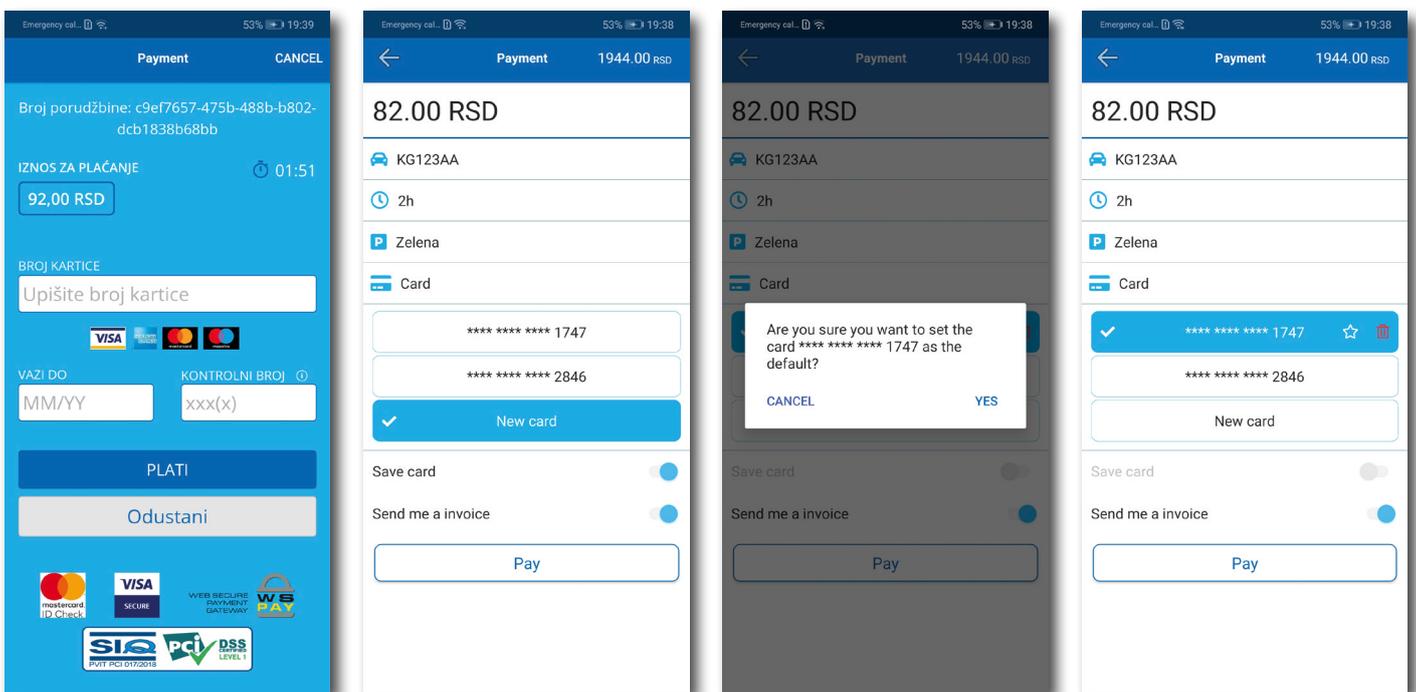


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4.1 Add payment Card

You may enter payment card whenever you choose card payment or save one or more to pay with it. You may even set one, preferred, card to be always your first, but not the only one choice.

You may always change your mind on the subject.



CVV is a 3-digit number stated at back of your card.

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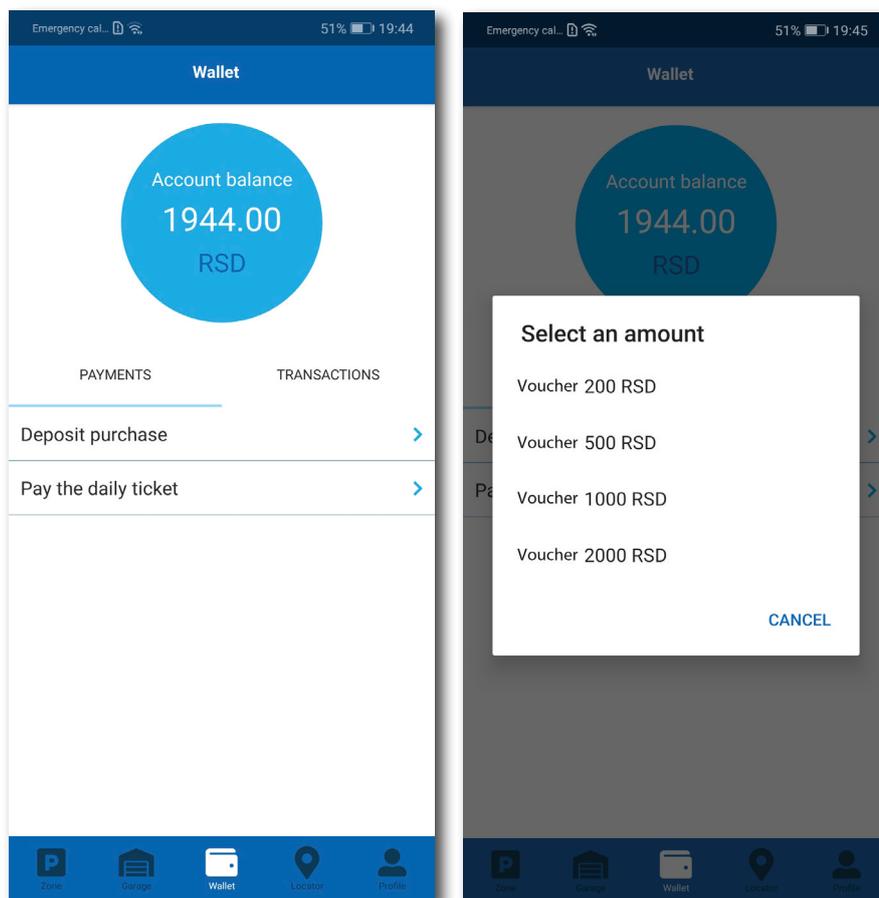
4.2 Deposit

To reduce your costs on banking transactions and track them more efficiently we introduced money deposit to your account

Reminder: you need to be logged-in, known, user.

When choosing to pay via deposit you are automatically directed to buy credit, deposit money on your account in amount of 200, 500, 1000 or 2000 RSD. Money from your card is transferred directly to the app, with no additions costs, i.e. provision for money transfer.

Within wallet section, you can always top-up the amount of money deposited on your account.



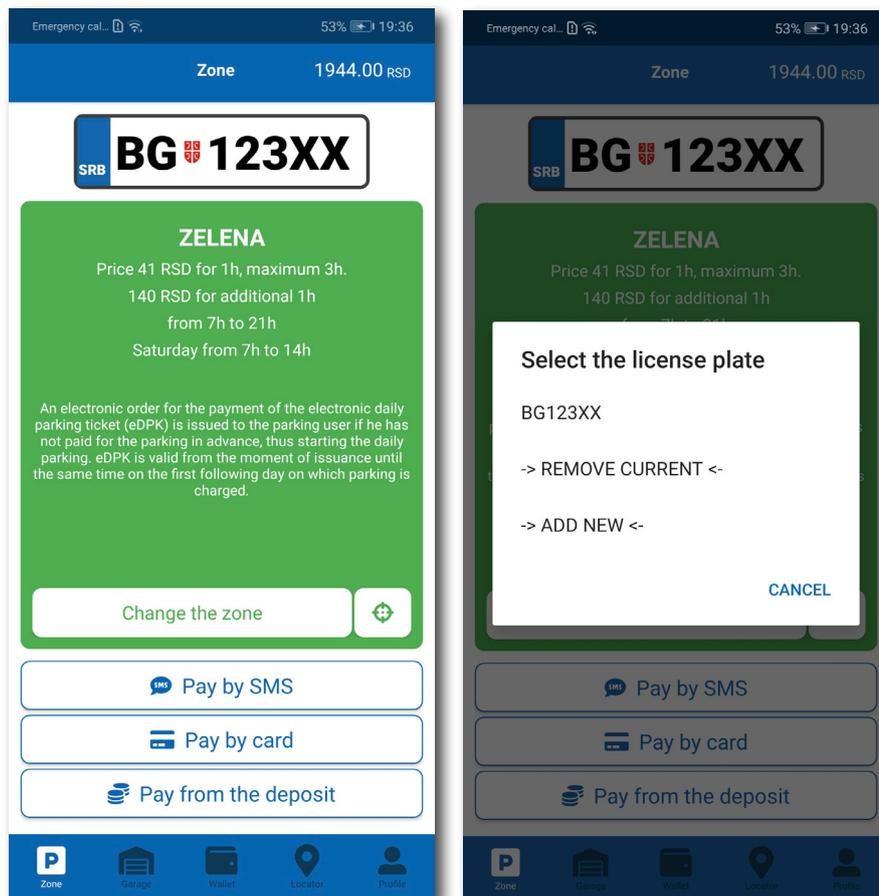
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4.3 Payment – Zone System

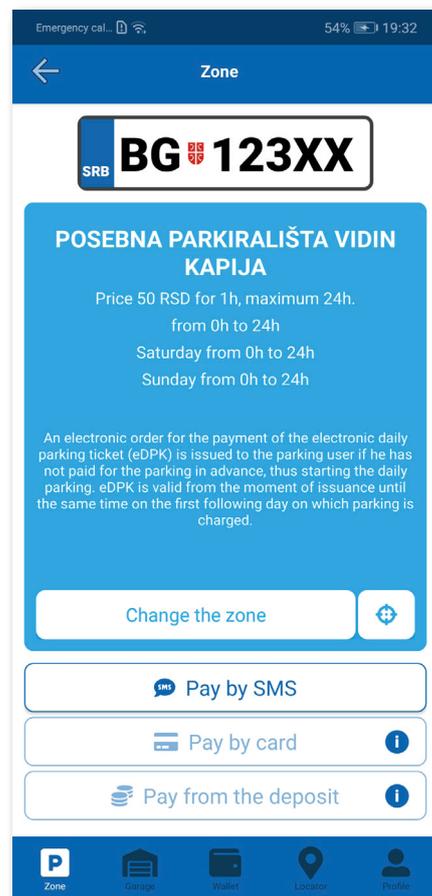
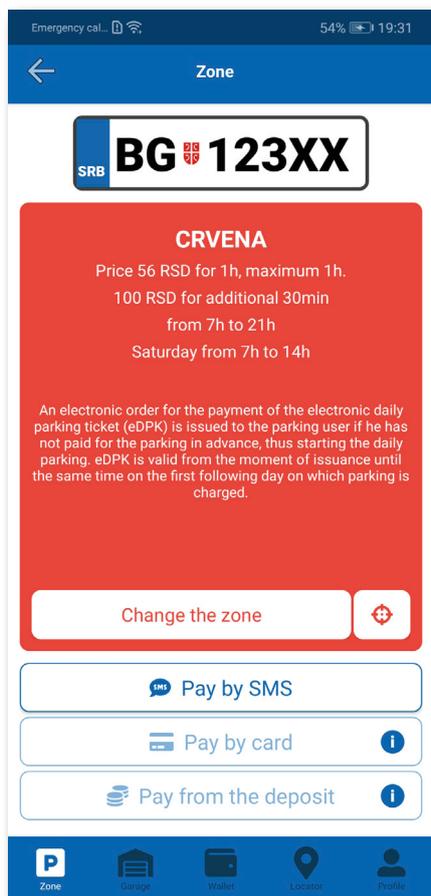
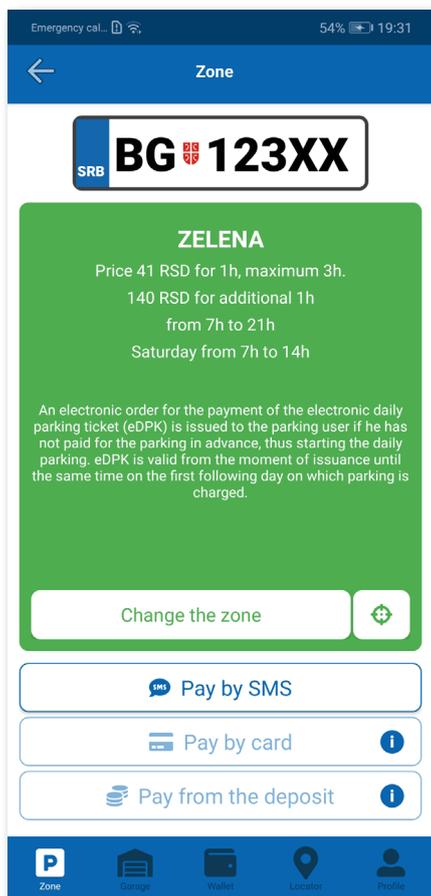
Application uses the GPS information on your location and suggests you which zone you should pay for if you want to park your car. If you would like to change any suggestion such as:

- License plate,
- Zone

you are just a click away from it.



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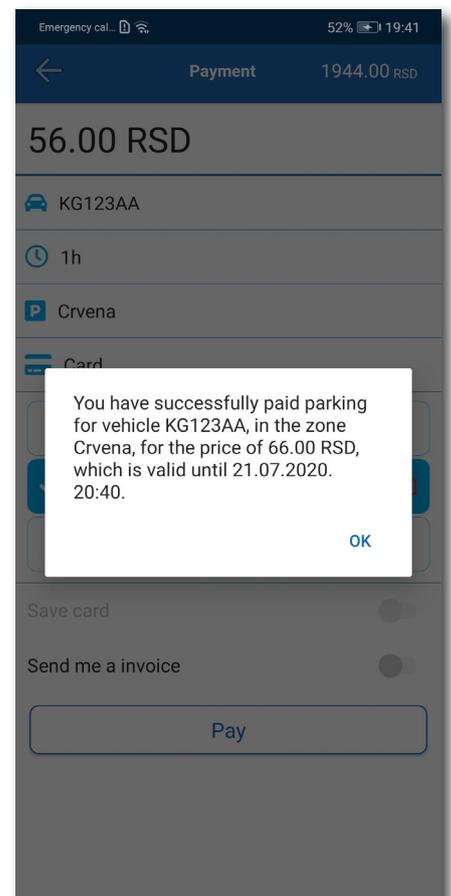
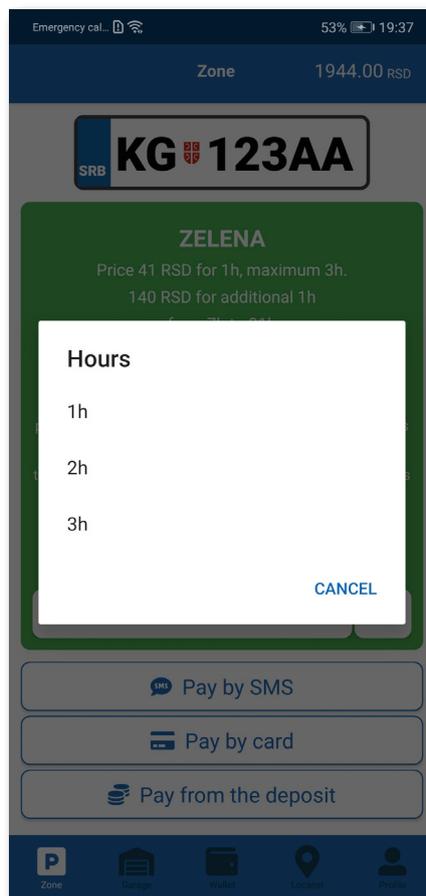
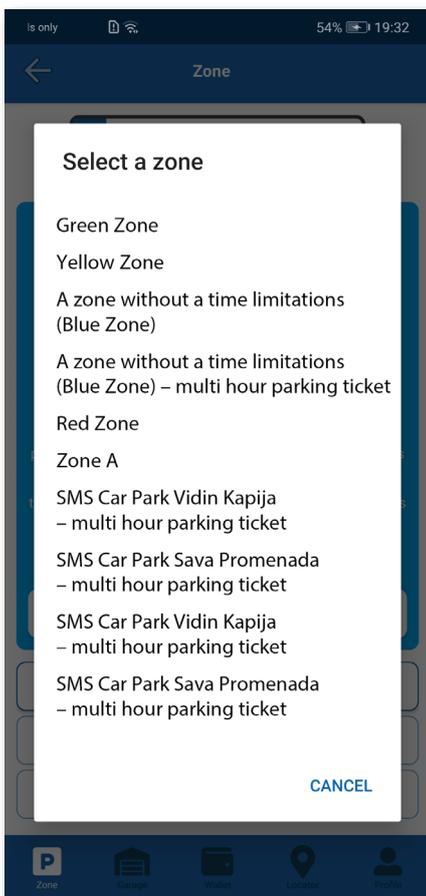
You may pay via:

- SMS,
- From your deposited money
- Payment card.

Note: when paying with your payment card for parking services priced less than 200,00 RSD you should know you will be charged with banking provision (10,00 RSD per transaction). For the greater costs banking provision is tarified on the PUC "Parking Servis" expanse

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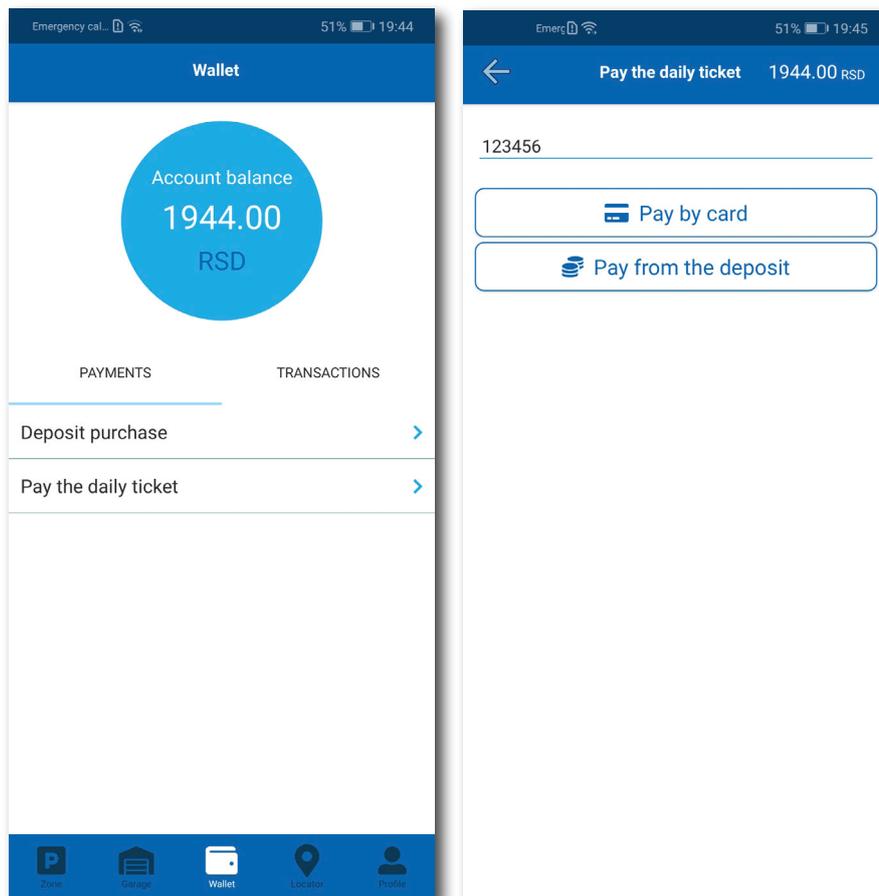
After deciding which payment method you will use, you are choosing a period of time you need to park your vehicle for, all in time limits of selected zone.



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4.5 Payment - eDailyParkingTicket

Electronic daily parking card is paid within wallet section. You need to type in 7-digitis number and choose any of the offered way of payment. Payment process is as any other already stated.

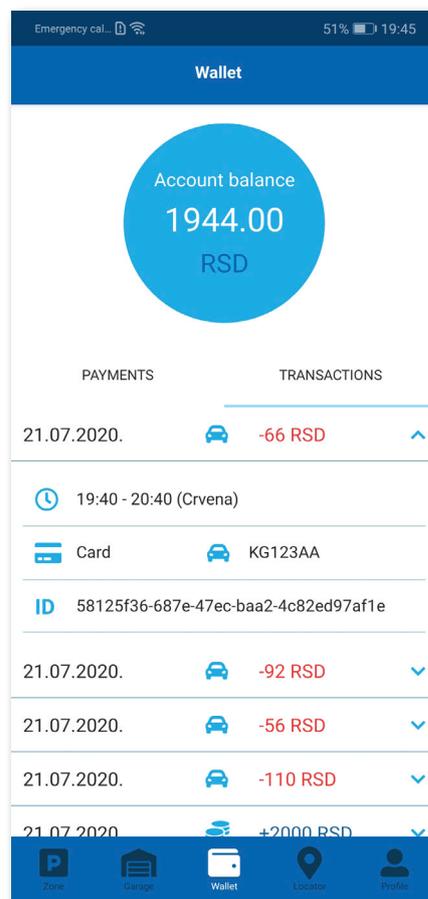
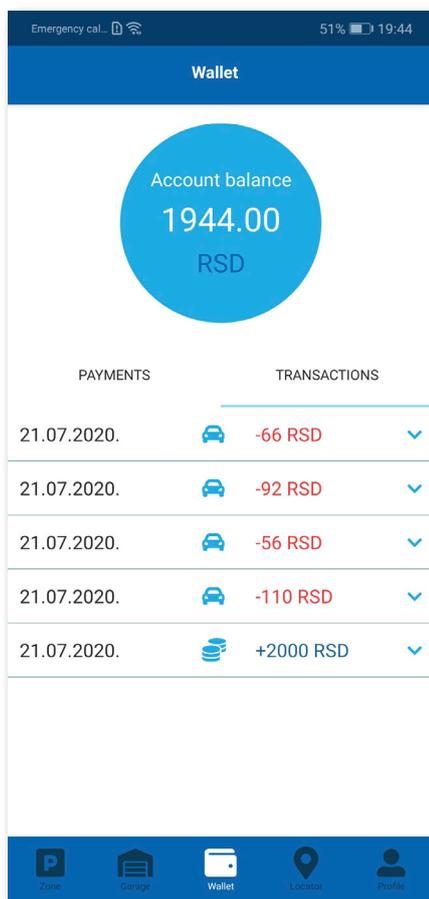


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5. Transactions

All your payments and transaction details are available in wallet section, scrolling right to the transactions.

Besides costs, you may track your time consumptions of parking spaces or vehicles you paid for, as well as transaction IDs, so if you have any doubts considering the quality or price of the service you paid for you may always call our Customer Service with the stated details. Customer service working hours: Mon- Fri 07.00 – 21.00 and Saturdays 07-00 -14.00 h.



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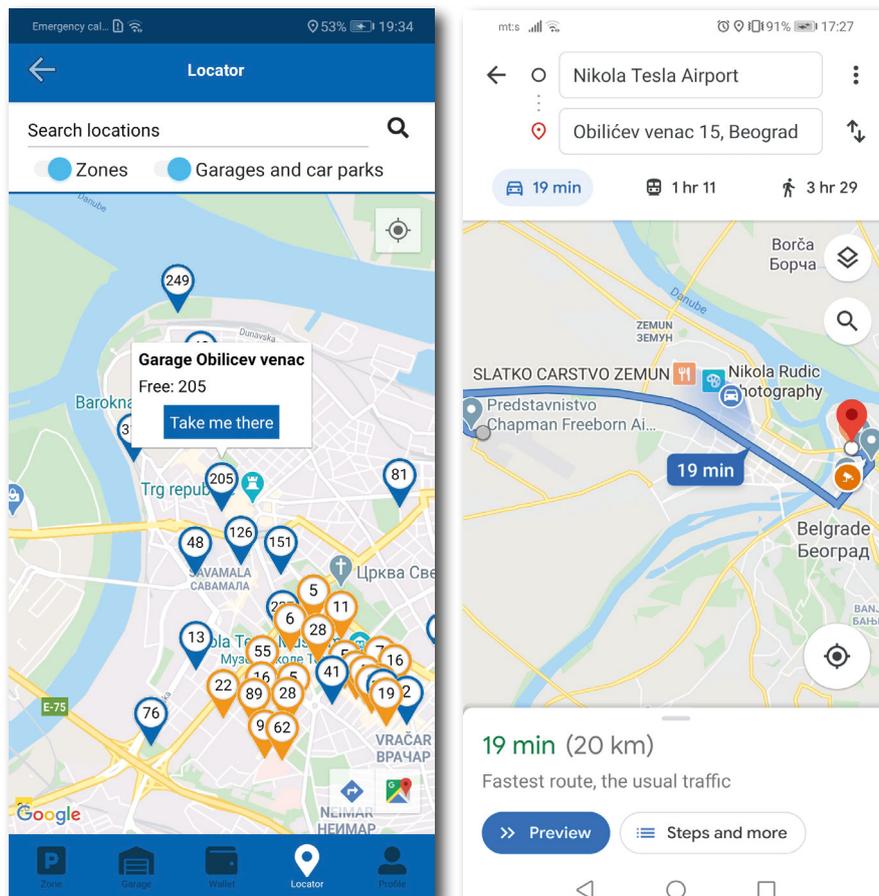
6. Location

Available in personalised or guest user mode. Phone location must be turned on.

App is suitable to navigate you to the closest or most convenient available parking space you selected, wherever the technical needs are met (garages and car parks, and street parking spaces where the parking sensors are installed)

Information on availability is real time

For your convenience or increased screen clarity, you may choose an option to view only garages and car parks, or street parking, but you may keep both boxes checked.



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7. Slider menu

In top left corner of screen, user may find Slider menu. **Notifications** section contains:

- Information about expiring parking, for service payments initialized through Application.
- Information if Electronic daily parking ticket has been issued for all licence plates saved in Application. User has option to instantly pay service through WSPay
- All notifications last 30 days in Application, but informations can't be received retroactively (for new licence plates)
- If car was towed due to any communal reason. Owner will receive precise address where car was moved.

Where is my car contains notifications about towed vehicles due to parking violations

In **Useful links** user may find links to web locations of Parking service site and eParking portal.

If user needs **Help** our Customer service is always at disposal. Phone number, email address and street addresses can be find here.

