

Prepaid parking card

User guide



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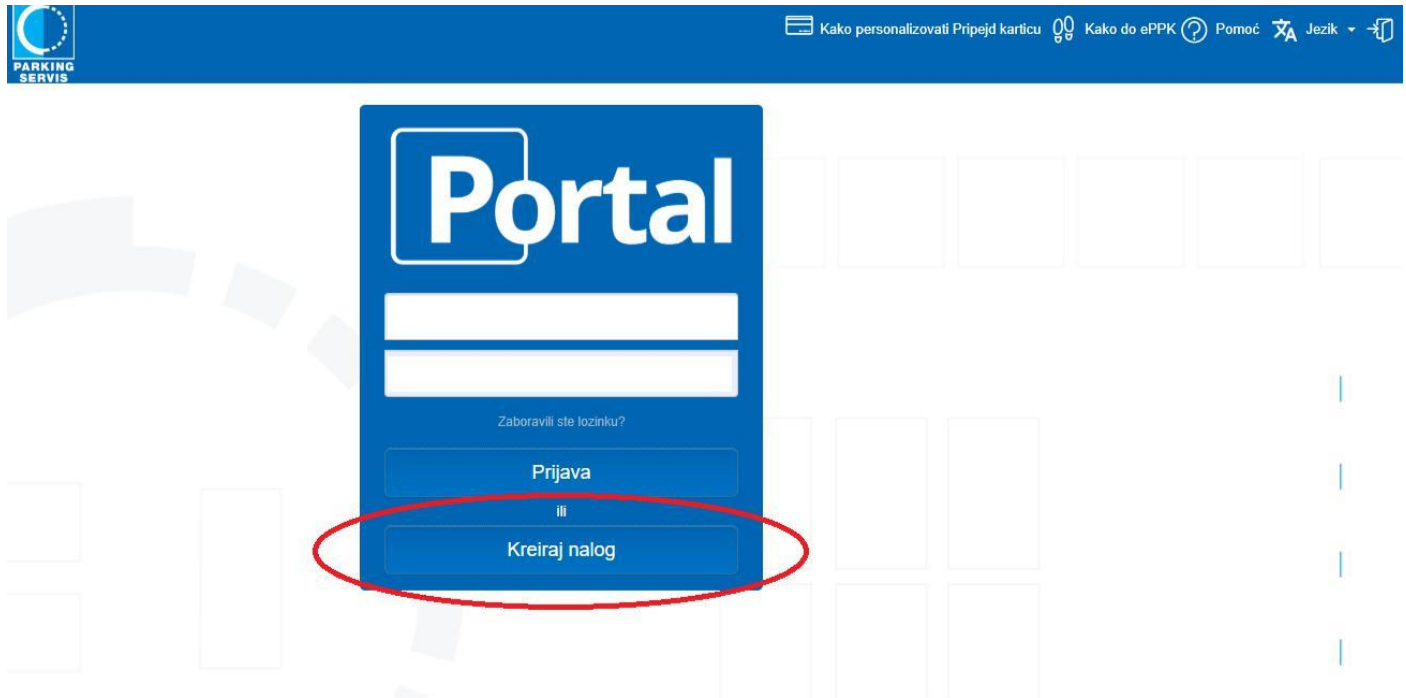
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1 User registration

1.1 Account creation

User registration starts by visiting the portal <https://portal.parking-servis.co.rs> where it shows a login form, by selecting the option “Create an Account”.



Note: If you already have an Account, for using E-PPT, the very same account should be used as well for Prepaid card. Please follow step 2

If you do not have an Account on the Portal, first you should consider registration upon factors for individuals or legal entities, and then fulfill all the required fields.

- Personal and contact data (matching data within the existing database)
- ID Address Data or registration of the company (necessary for issuing the bill)
- Data related to the Portal Account (User name and password)
 - o Password must contain at least one **Capital** letter, at least one lower case letter and at least one number.
- Confirmation that the account is made by a person, and not an automated spamming system. (Necessary for an automated abuse-prevention system)
- Data Validations (In case of wrong data, please write an email to info@parking-servis.co.rs)

Portal

Регистрација корисника

Тип коментента

Лични и контакт подаци

Име

Презиме

Матични број

Мобилни

Подаци о пребивалишту из личне карте/адреса правног лица

Општина x v

Место x v

Адреса x v x v


ПАК

Подаци за логовање

Емаил

Унесите лозинку

Поновите лозинку

Нисам робот 
Приватност - Услови

или уколико имате налог

By clicking on the Create an account, and valid insertion of data, account creation confirmation message will appear.

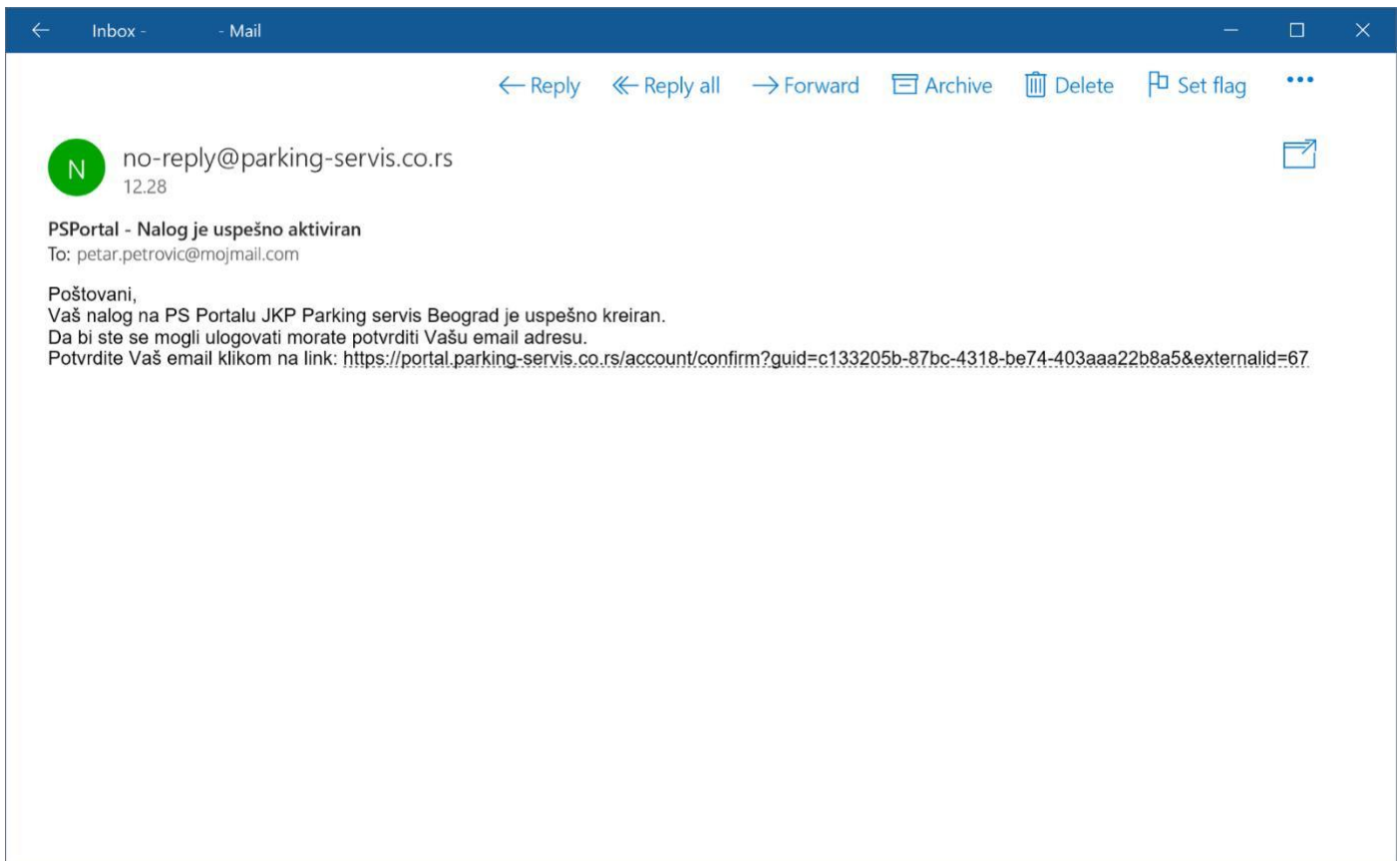
Portal

Успешно сте се регистровали. Потребно је још да упаримо Ваше податке са нашом базом комитената како би Ваш налог био активиран. Молимо Вас да сачекате активациони емаил.

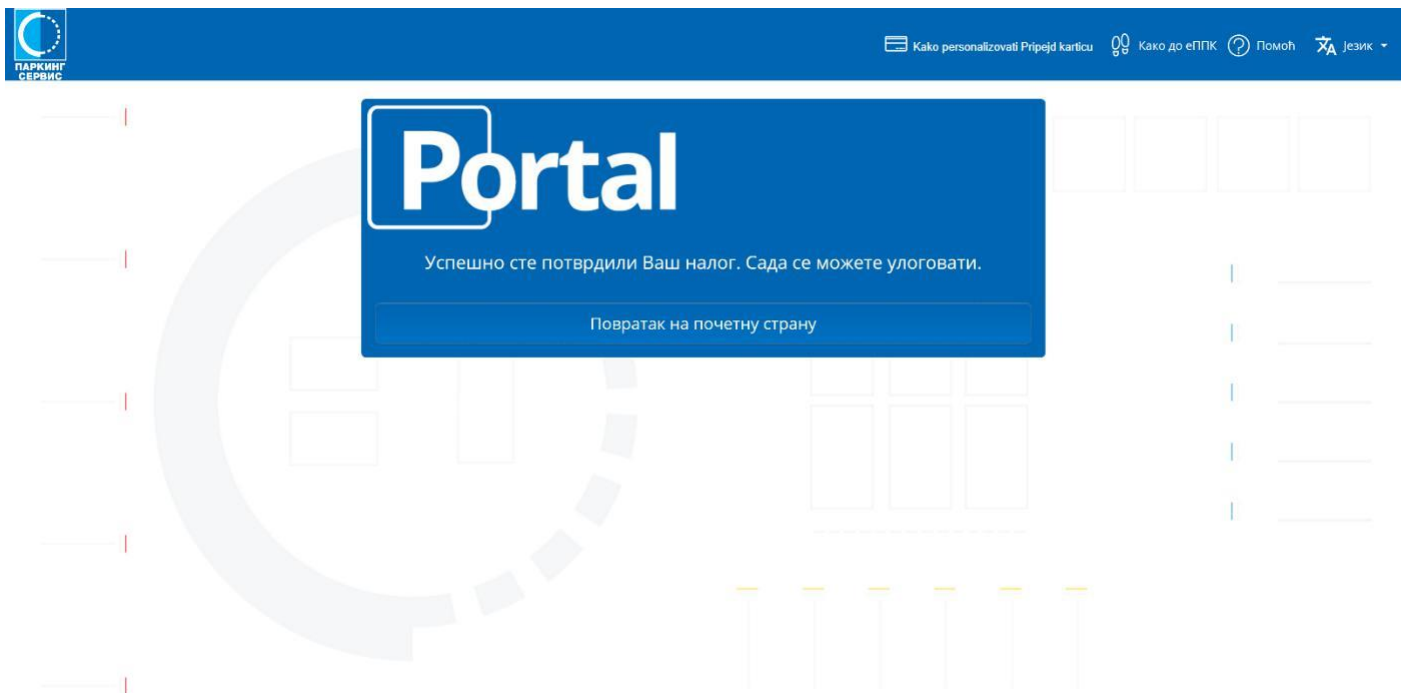
[Повратак на почетну страну](#)

1.2 Account activation

The system will create the User and try to match it with the existing customer base. Once successfully authenticated, a success confirmation message will be sent to your email.



Users can verify the email address by clicking on the link in the email. The confirmation page will be displayed.



Go back to main page and login there with username and password.

Portal

petar.petrovic@mojmail.com

[Заборавили сте лозинку?](#)

Пријава

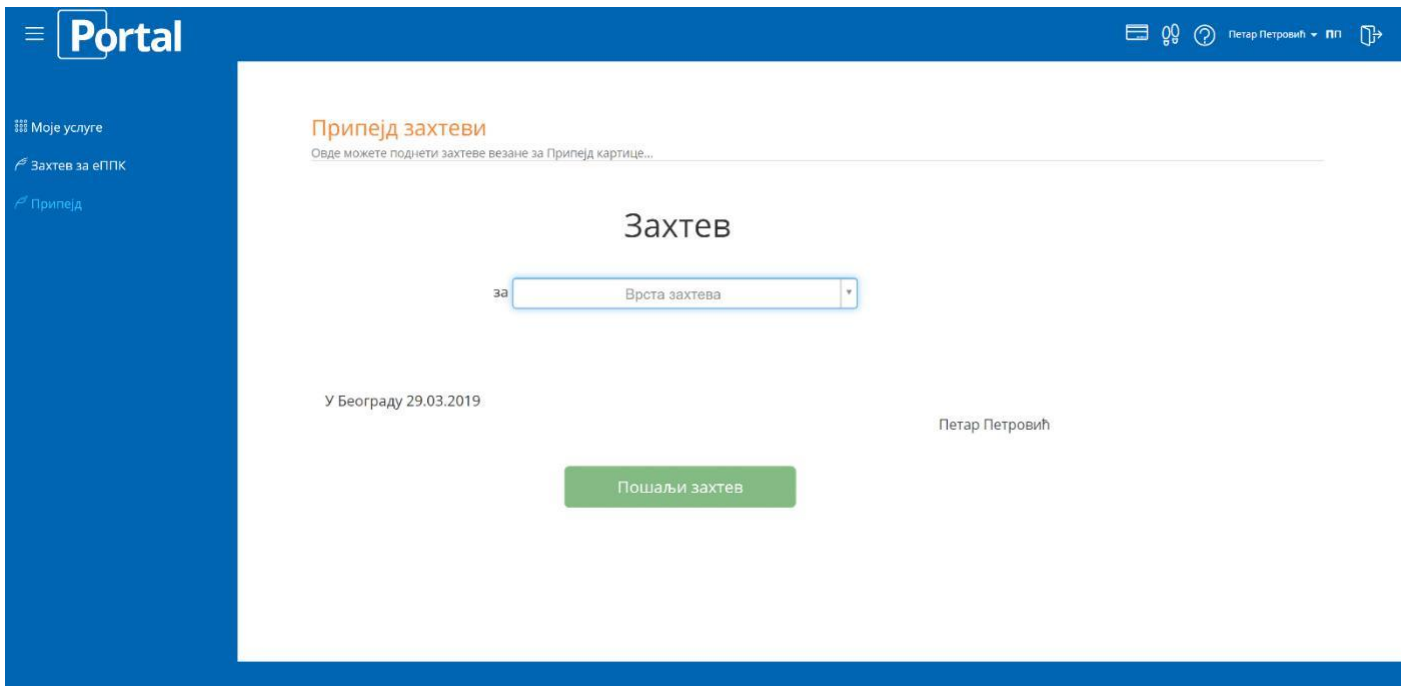
или

Креирај налог

2 Application form for “Prepaid card” Personalization

2.1 Request Creation for “Prepaid card” personalization

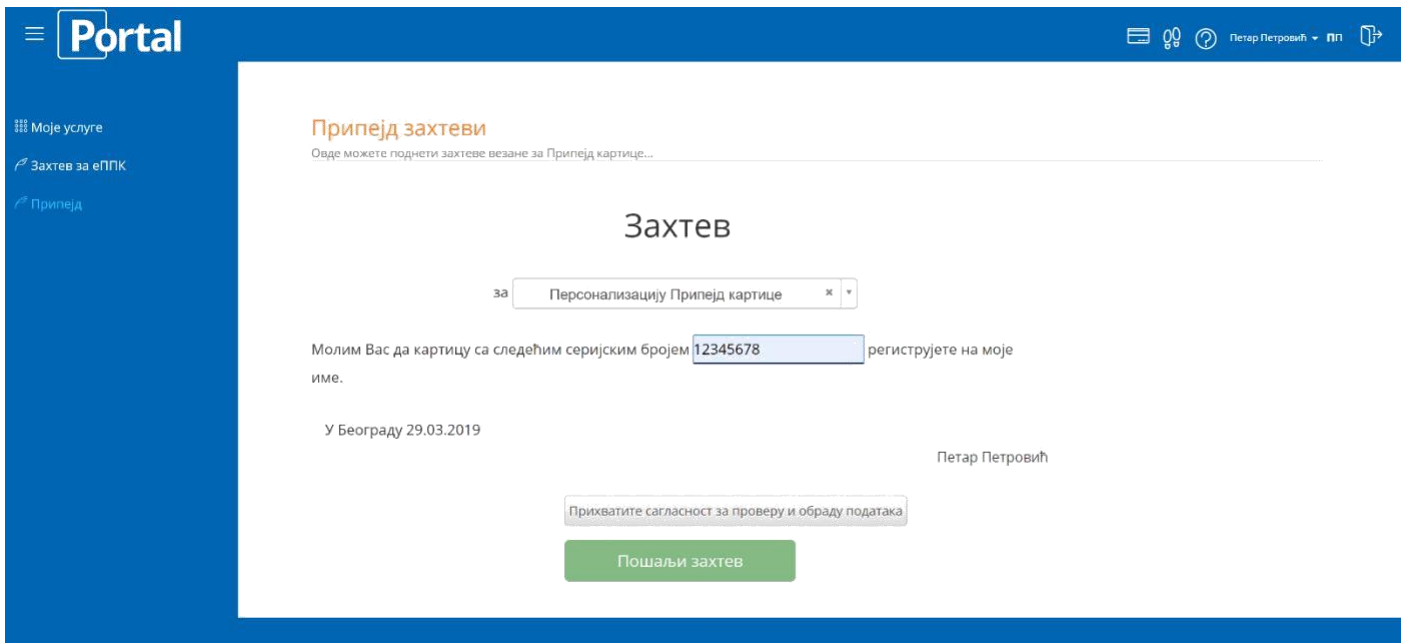
To create the request for “Prepaid card” personalization, User must log in to Portal and then access the Prepaid option.



The screenshot shows the 'Portal' application interface. The top navigation bar is blue with the 'Portal' logo on the left and user information 'Петар Петровић' on the right. A left sidebar contains 'Моје услуге' (My services) with sub-items 'Захтев за еППК' (Request for ePUC) and 'Припејд' (Prepaid). The main content area is titled 'Припејд захтеви' (Prepaid requests) and includes a sub-header 'Овде можете поднети захтеве везане за Припејд картице...' (Here you can submit requests related to Prepaid cards...). The form is titled 'Захтев' (Request) and features a dropdown menu labeled 'за' (for) with the option 'Врста захтева' (Request type). Below the dropdown, the location 'У Београду 29.03.2019.' (In Belgrade 29.03.2019.) and the user name 'Петар Петровић' (Petar Petrović) are displayed. A green button labeled 'Пошаљи захтев' (Send request) is positioned at the bottom of the form.

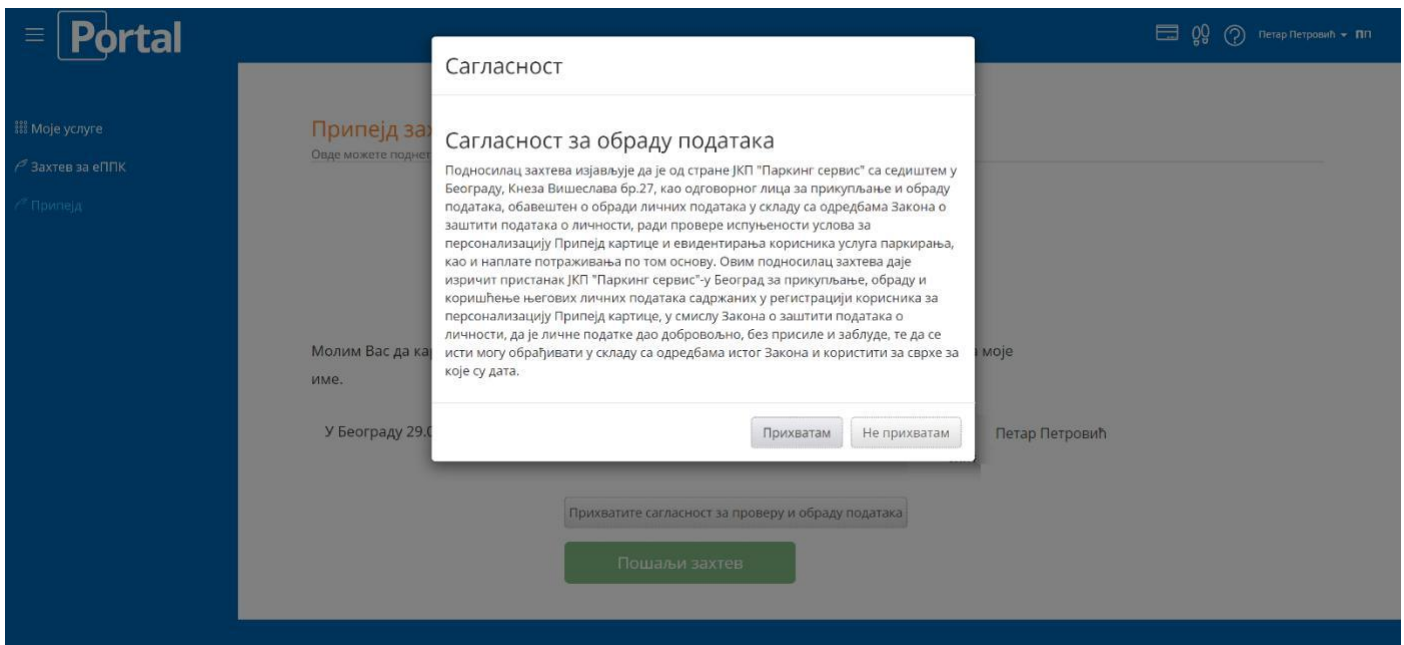
Please fill in all required fields in the request form.

- Type of request
 - o From the dropdown menu, you can see the types of various requests offered regarding Prepaid Card, that can be applied to PUC “Parking Servis”, Belgrade.
 - “Prepaid card” personalization
 - “Prepaid card” reload
 - “Prepaid card” credit transfers
 - “Prepaid card” listing
 - “Prepaid card” replacement (damaged or expired card)
 - “Prepaid card” serial number correction
 - o The condition for all other functions is that the card is being personalized and that you have been registered as a cardholder.
- The card's serial number:
 - o Enter a serial number of your card



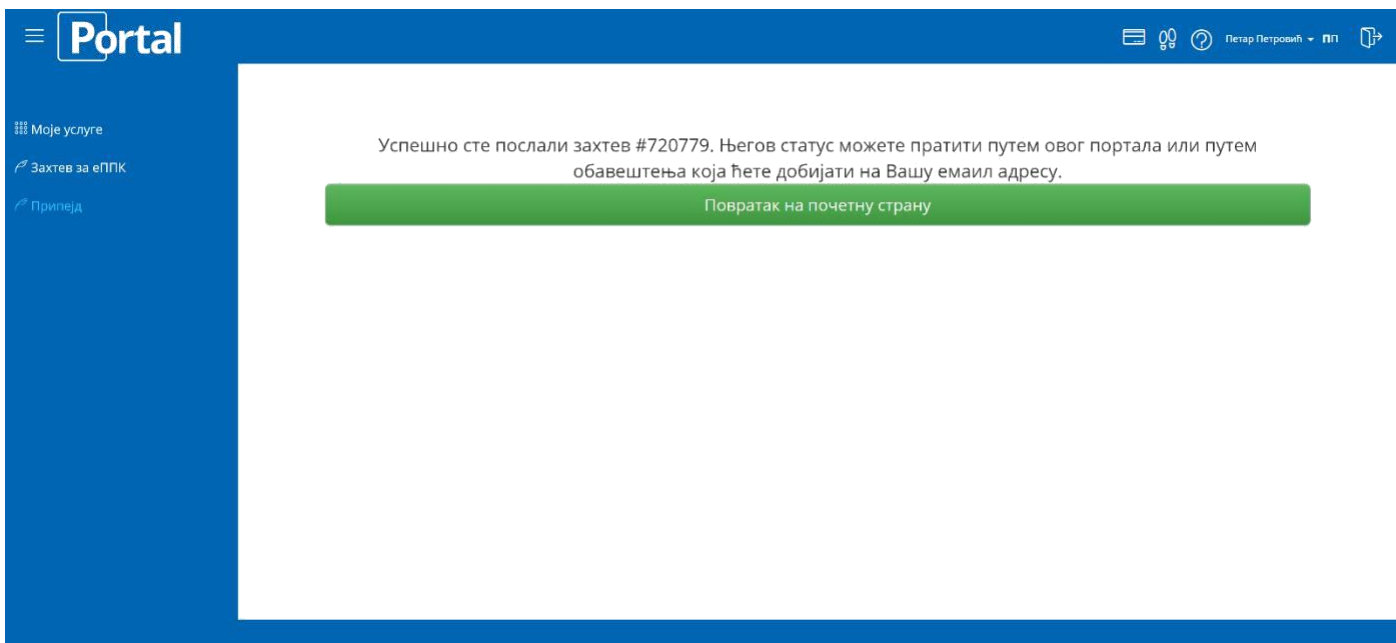
Once you have successfully entered all the required data, you have to confirm that:

- You give the consent to personal data processing



Upon consent, you may send the request by clicking on Send Request button.

The system will inform you of successful application and provide you with a unique number of your Prepaid Card Personalization process.

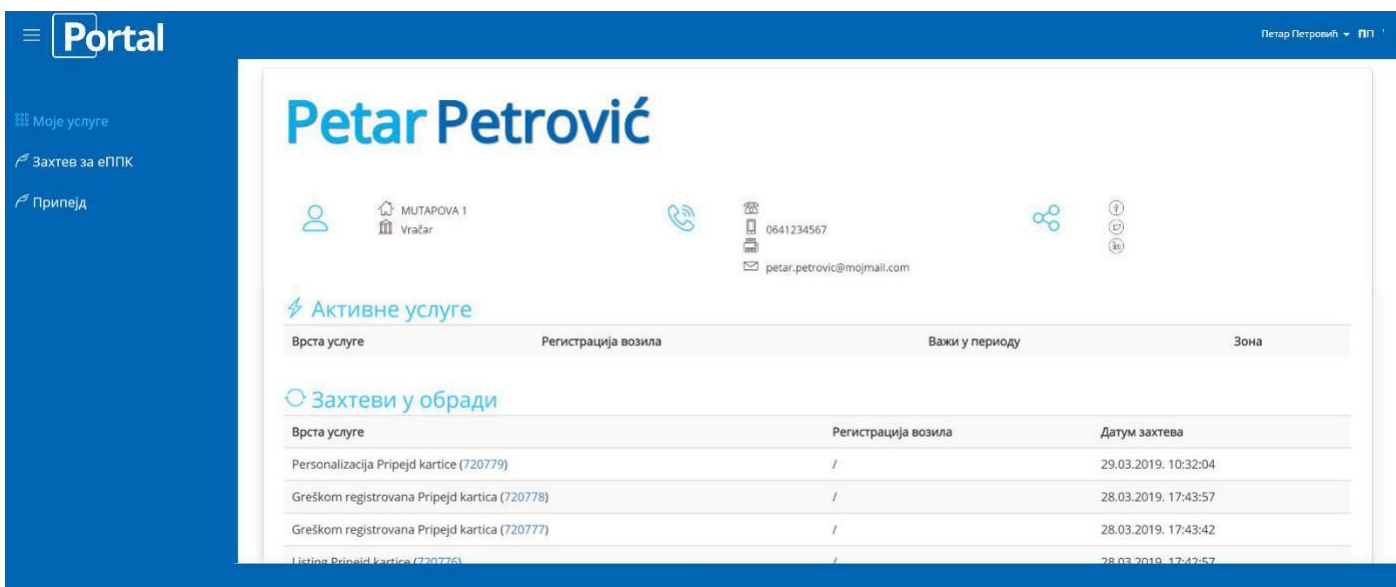


2.2 Data processing stage for “Prepaid card”personalization

Upon successful application, the system will check your application request in the following manner:

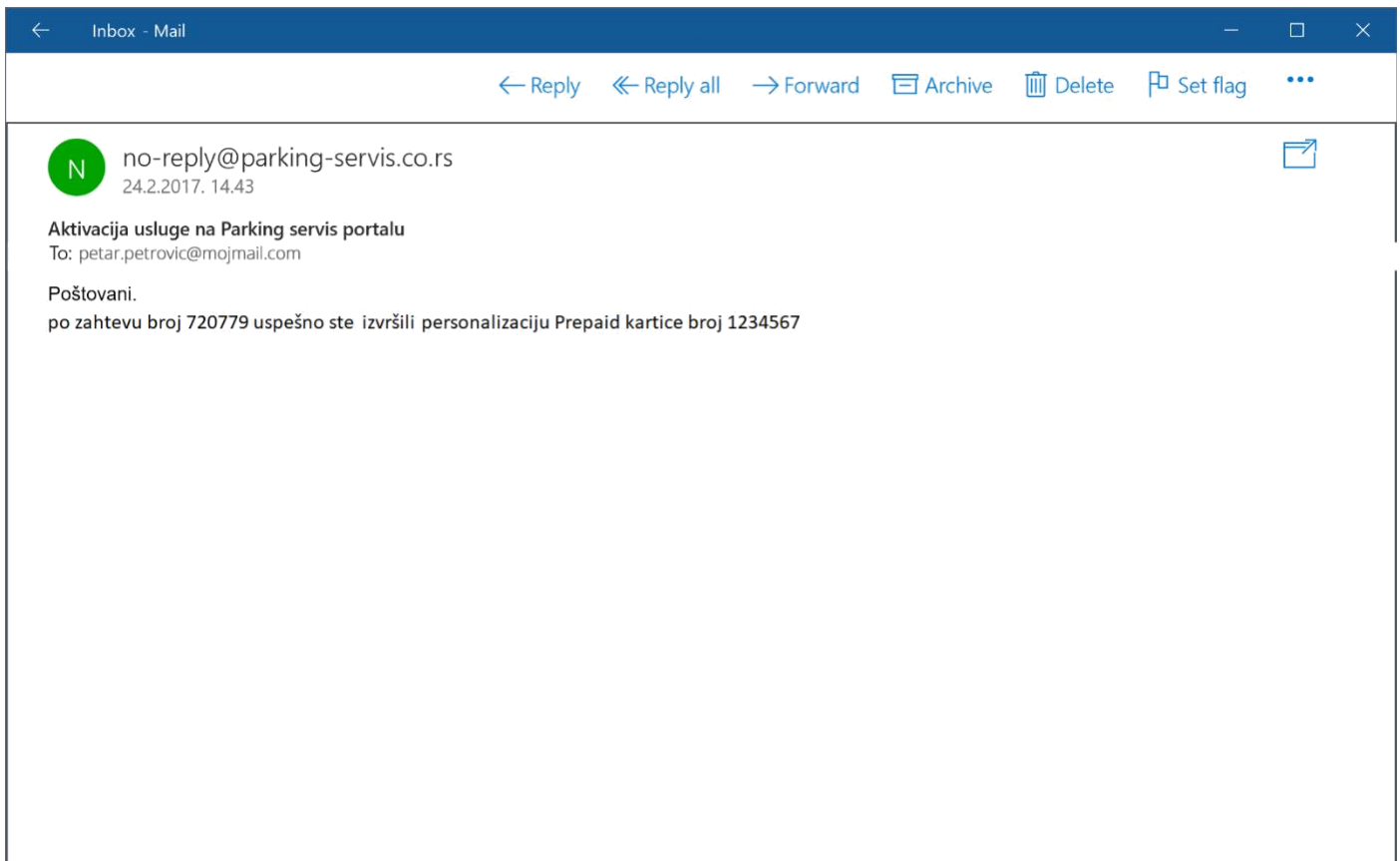
- Checking if the card is already registered under that specific number to another User Account.

If all fields contain valid data, the application request will be approved and you will be informed on the status via e-mail. To view the status of your request, click the Page – My Services, and then go to the Resolved requests.




2.3 Resolved requests

After your request has been processed the request will be under option Resolved requests. You will be able to create other requests regarding Prepaid card. You will be also informed about the status of your request by an automatic email message.



Appearance request form:

 **ЖКП „ПАРКИНГ СЕРВИС“**
11000 Београд, Кнеза Вишеслава бр. 27
Служба за заједничке послове

ПАРКИНГ СЕРВИС Одељење Кориснички сервис

Датум издавања потврде: 31.05.2017 14:53

Потврда о пријему захтева број: 325117

1. Подаци о подносиоцу захтева
Презиме и име / Назив: Петар Петровић
Адреса: Кнеза Вишеслава 27
Е-маил адреса: petar.petrovic@mail.com
Телефон: 0641234567
2. Назив услуге која је предмет захтева: Personalizacija pripejd kartice
3. Датум извршења услуге:
4. Место и датум када је захтев поднет: Паркинг сервис еПортал, 31 05.2017 14:53
5. Опис разлога захтева:
6. Текст захтева подносиоца:
7. Примедба обрађивача захтева:

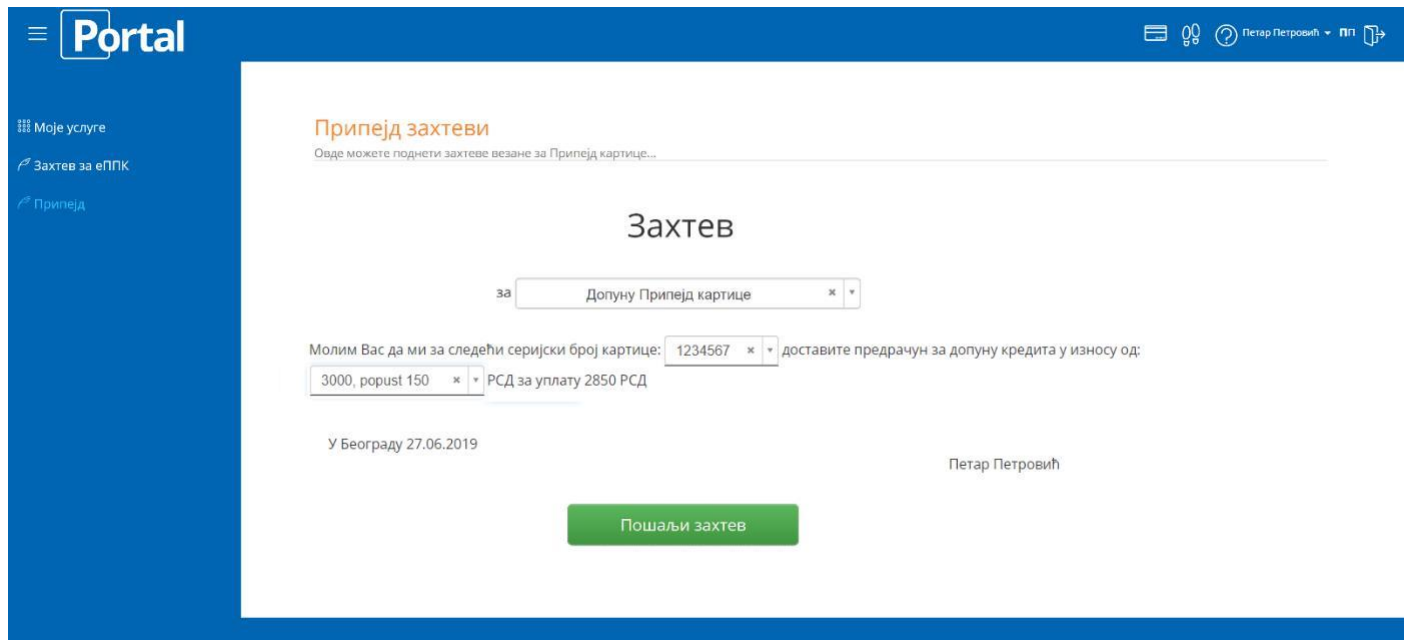
НАПОМЕНА:

- Подносилац захтева је од стране ЖКП „Паркинг сервис“, као одговорног лица за прикупљање и обраду података, обавештен о обради личних података у складу са одредбама Закона о заштити података о личности, ради евидентирања корисника услуга паркирања и наплате потраживања по том основу, и даје изричит пристанак ЖКП „Паркинг сервис“ Београд, за прикупљање, обраду и коришћење његових личних података у сврху за коју су дати, у смислу наведеног Закона.
- Подносилац захтева за издавање електронске повлашћене паркинг карте даје изричит пристанак ЖКП "Паркинг сервис" са седиштем у у Београду, Краљице Марије 7, да може уместо непосредног увида у личну карту и саобраћајну дозволу, податке наведне у регистрацији корисника и у захтеву за издавање електронске повлашћене паркинг карте, проверити у евиденцији МУП-а РС (адресу пребивалишта, а према регистарској ознаци возила да ли је подносилац захтева власник или корисник возила). Подносилац захтева изјављује да је од стране ЖКП "Паркинг сервис" Београд упознат да провера података наведених у захтеву за издавање електронске повлашћене паркинг карте, подразумева достављање информације од МУП-а РС, искључиво у форми обавештења да ли су подаци о адреси пребивалишта и власнику односно кориснику возила, наведени у захтеву, идентични или различити од података регистрованих у званичним евиденцијама МУП-а РС, без провере или достављања било каквих других података о личности подносиоца захтева.

2.4 Reload request for “Prepaid card”

For any of Prepaid Personalized cards, you may ask the **proforma invoice** for the reload of the card, according to the General terms.

1. Login to the Portal with Username and Password
2. Access the option “Prepaid”



The screenshot shows a web portal interface for submitting a prepaid card reload request. The page title is 'Припејд захтеви' (Prepaid requests). Below the title, there is a sub-header 'Захтев' (Request). The form includes a dropdown menu for the request type, currently set to 'Допуну Припејд картице' (Prepaid card top-up). Below this, there is a field for the card serial number, currently showing '1234567', and a field for the reload amount, currently showing '3000, popust 150'. A note indicates that the total amount to be paid is 'РСД за уплату 2850 РСД'. The form also displays the user's location as 'У Београду 27.06.2019' and the user's name as 'Петар Петровић'. A green button labeled 'Пошаљи захтев' (Send request) is at the bottom of the form.

3. Select the Reload Prepaid Card request from the dropdown menu - Type of request
4. Choose one of the Prepaid Card serial numbers, that you have previously personalized
5. Choose a reload amount
6. Send the request

Note: In accordance with the General terms and conditions, the “Prepaid card” cannot be reloaded to the amount that exceeds 9.990,00 RSD. Due to technical limitation, the referent must check your current balance on the Prepaid card and then approve the issuance of pro forma invoice for reloading service. If your current balance and requested amount to reload, together exceeds the 9.990,00 RSD, then the referent will approve the first lower amount allowed and generate a proforma invoice on that allowed amount, on which you will be notified upon request approval.

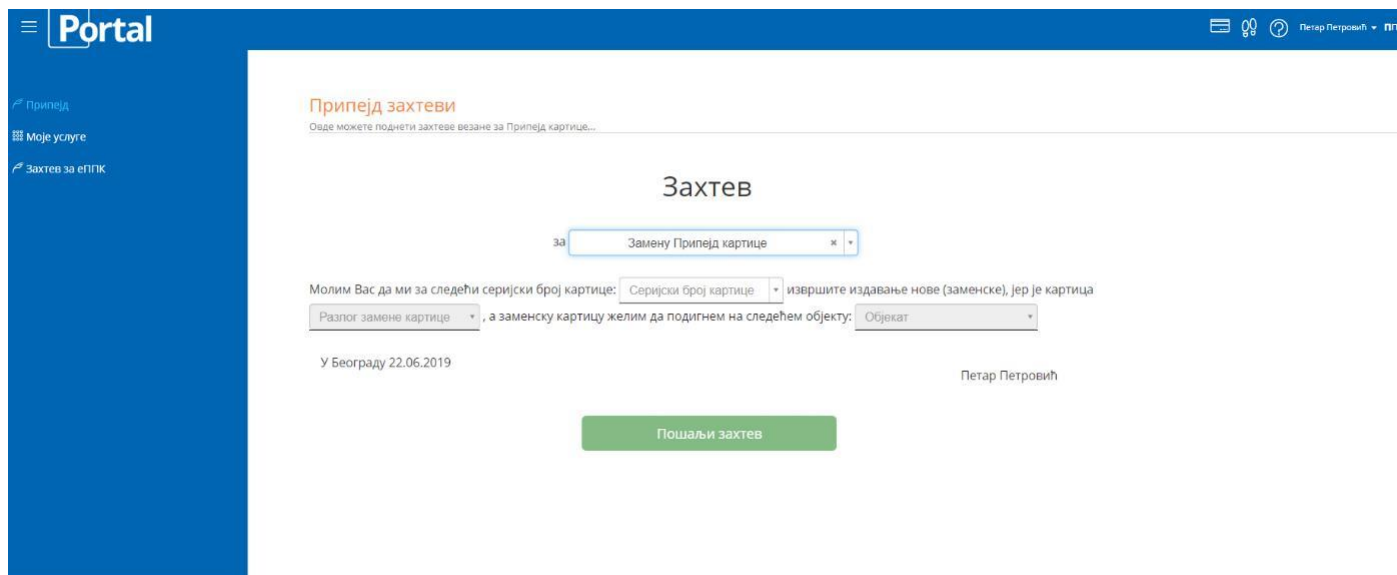
7. After processing the request, at the page My services/Resolved requests, you may find your pro forma invoice for credit reload service. Also, you will get an email message confirmation upon creating an invoice.
8. Make the payment with correct reference number, listed on a proforma invoice.
9. After evidence of payment via a bank statement, the referent will post-payment to account receivable, and your balance will be increased in the amount of the payment, following an email notification message.

Note: If payment is made during the workdays until 17 o'clock, this payment will be visible on our account the following day, and then we can process the payment in a timely manner. If payment is made during the workdays after 17 o'clock and on weekend, payment will be visible on our account after two work days. Please take this into consideration when paying.

2.5 Replacement request for “Prepaid card”

In case of lost, damaged, or expired card, you may apply for a replacement card by following the details below:

1. Login to the Portal with Username and Password
2. Choose an option “Prepaid”
3. Choose an option “Prepaid card Replacement request”



The screenshot shows the 'Portal' interface for submitting a request. The main heading is 'Припејд захтеви' (Prepaid requests) with a sub-note: 'Овде можете поднети захтеве везане за Припејд картице...' (Here you can submit requests related to Prepaid cards...). The form title is 'Захтев' (Request). A dropdown menu is set to 'Замену Припејд картице' (Prepaid card replacement). Below this, a message asks for the card's serial number and the reason for replacement. The form includes fields for 'Серијски број картице' (Card serial number), 'Извршите издавање нове (заменске), јер је картица' (Issue new (replacement) card because the card is), 'Разлог замене картице' (Reason for card replacement), and 'Објекат' (Location). The location is set to 'У Београду 22.06.2019' (In Belgrade 22.06.2019) and the user is identified as 'Петар Петровић' (Petar Petrović). A green button at the bottom says 'Пошаљи захтев' (Send request).

4. Select a serial number of the card you want to replace.
5. Select the reason for a card replacement (lost, damaged, or expired).
6. Select a location where you want to pick it up.
7. Send the request.

Note: The fee for Prepaid card replacement is 650,00 RSD, except for expired card that had previously been reloaded with more than 30.000,00 RSD, during the validation period. In that case the replacement fee is 0,00 RSD.

8. Check the status of your request at “My Services” page.
9. After processing the request at “My Services” page, at the section “Solved requests” you may find an invoice for a Prepaid card (in case of replacement fee), payment notification will be also sent via email

Note: For a fee-free card, upon request completion, an email will be sent including information when and where your card is available for pick up.

10. Upon payment, put the correct reference number indicated on your invoice.
11. When a transaction is made, upon the bank statement, an email will be sent specifying that the card has been replaced and ready for pick up.

Note: All remaining funds from the previous card will be transferred and loaded onto your new card with a new serial number.

2.6 Balance transfer request

For all the personalized Prepaid card, a balance may be transferred from one to another Prepaid card, according to General terms

1. Login to the Portal with Username and Password
2. Choose an option “Prepaid”

The screenshot shows the 'Prepaid requests' section of the Portal. The main heading is 'Захтев' (Request). Below it, there is a dropdown menu for the source card, currently set to 'Пренос новца са Припејд картице' (Transfer of money from Prepaid card). The form asks for the serial number of the source card (12345678) and the serial number of the destination card (11111111). The date is set to 'У Београду 29.03.2019' and the user is identified as 'Петар Петровић'. A green button labeled 'Пошаљи захтев' (Send request) is at the bottom.

3. Choose a Balance Prepaid card transfer request
4. Select the serial number of a personalized card from the drop-down menu, from which you want to transfer the entire remaining balance
5. Select the serial number of a personalized card from which you want to transfer balance
6. Send the request
7. Check the status of your request at “My Services” page. After processing the request, you will be informed via email, and your request will be under section “Solved requests”

Note: A balance transfer from Prepaid Card must be transferred **entirely**.

2.7 Listing request for “Prepaid card”

For the personalized Prepaid card you may obtain a Listing for it.

1. Login to the Portal with Username and Password
2. Choose an option “Prepaid”

Припејд захтеви
Овде можете поднети захтеве везане за Припејд картице...

Захтев

за

Молим Вас да ми за следећи серијски број картице: доставите аналитички преглед коришћења за период од 01.02.2019 до 29.03.2019

Напомена : Листинг припејд картице се може добити за период од шест месеци од дана подношења захтева

У Београду 29.03.2019 Петар Петровић

Пошаљи захтев

3. Choose the Listing request for “Prepaid card”
4. Choose the personalized card’s serial number from a drop down menu, for which you want to get an overview.
5. Selected the date range for the data you want to view

Note: Prepaid card listing is available for a period of six months from the date of request

6. Send the request
7. Check the status of your request at “My Services” page. After processing the request, you may find it at section “Solved requests” with a listing data. You will be also sent an email informing you about the listing request.

2.8 Serial Number Correction Request for “Prepaid card”

In case you have mistakenly personalized the card’s serial number that is not in Your possession, or vice versa, here you can apply for a data correction

1. Login to the Portal with Username and Password
2. Choose an option “Prepaid”

Portal

Моје услуге
Захтев за еППК
Припејд

Припејд захтеви
Овде можете поднети захтеве везане за Припејд картице...

Захтев

за Исправку серијског броја Припејд картице

Поштовани, приликом персонализовања Припејд картице
грешком сам регистровао картицу са серијским бројем 12345678, па
Вас молим да за исту поништите регистрацију на моје име.

У Београду 29.03.2019

Петар Петровић

Пошаљи захтев

or

Portal

Моје услуге
Захтев за еППК
Припејд

Припејд захтеви
Овде можете поднети захтеве везане за Припејд картице...

Захтев

за Исправку серијског броја Припејд картице

Поштовани, приликом персонализовања Припејд картице
грешком је неко други регистровао картицу са серијским бројем
12345678, па Вас молим да извршите потребне радње у циљу исправке ове грешке, а
као доказ прилажем следећу слику **Choose File** card...ng картице која је у мом поседу.

У Београду 29.03.2019

Петар Петровић

Пошаљи захтев

3. Choose Prepaid card serial number correction
4. Choose one of the reasons for the correction
5. In case you have mistakenly personalized the card, from a drop down menu choose a serial number of a personalized card, for which you want to cancel the personalization.
6. In case of someone else's personalized card that You have it in your possession, type a serial number of the card and add a photo of a card with the clear view of the card's serial number.
7. Send the request
8. Check the status of your request at “My Services” page. After processing the request you may find it at “My Services” page, at section “Solved requests”. Further, depending on correction, you will be sent an email informing you about the new Prepaid card correction.