

PARKING SERVIS APP



User Manual

„Parking Servis“ App User Manual

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1. User Profile

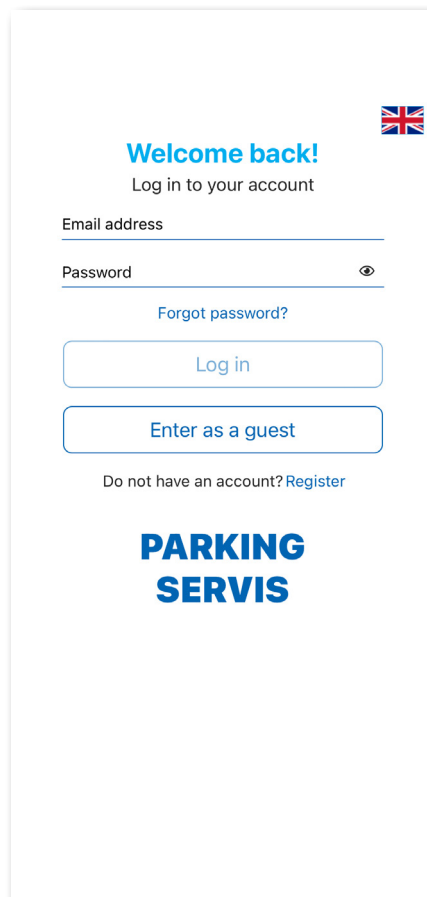
You have the option to use the application as a guest or to register for full access.


As a guest, you can:

- pay for the parking service by SMS in the zoned area and on the public parking lots without time limit (described in point 4);
- navigation to free spaces in all street parking lots, where parking spaces have been equipped with sensors and guidance to free parking spaces in garages and parking lots (described in point 6).

If you are a registered user, you can:


- pay for the parking service by SMS in the zoned area and on the public parking lots without time limit;
- Payment for parking services can be made using credit or payment cards, or by deposit payment within the zoned area or general parking lots, which do not have a time limit.
- pay for parking in garages and parking lots with payment/credit cards or deposit;
- navigation to free spaces in all street parking lots, where parking spaces have been equipped with sensors and guidance to free parking spaces in garages and parking lots .



Welcome back! 

Log in to your account

Email address

Password 

[Forgot password?](#)

[Do not have an account? Register](#)

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SERVIS**

Pic. 1

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1.1 Creating user

For language selection use the flag icon in the upper right corner.

Click “Register” and fill requested data. Password has to consist of at least 8 characters, letters and numbers.

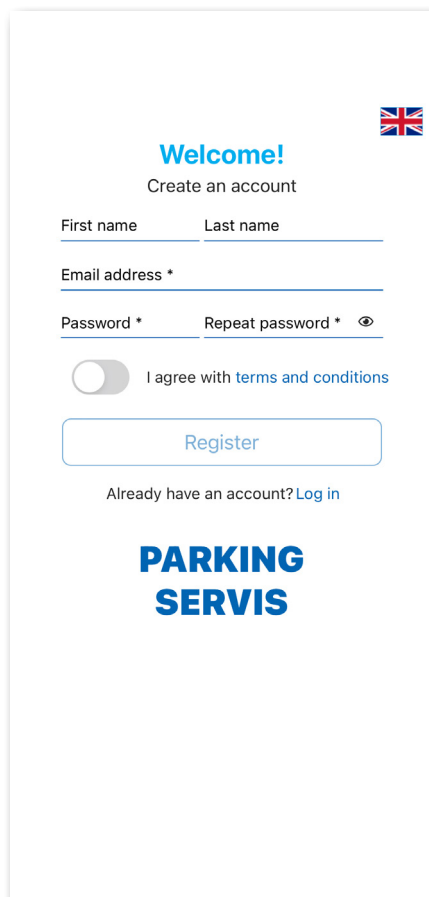
Read and click if you agree with the Terms and Conditions.

1.2 Lost password

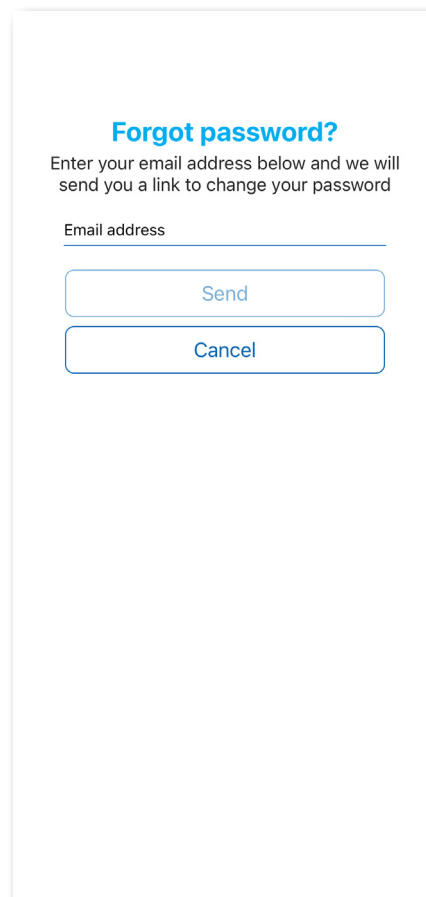
In case you have forgotten the password to access the account, you need to click on “Forgot password?”. In the window that will appear for changing the password (Pic. 3), enter the email address in the field.

E-mail address (the address used for the account creation) and confirm on “Send”.

A link to reset your password will be sent to the specified email address.



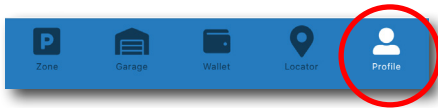
Pic. 2



Pic. 3

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2. Profile



At the bottom of the application screen, you may find the “Profile” icon.

2.1 Account

- In the “User data” section you can edit data about you (Pic. 4).
- To Change your Password, you have to input the old password, then the new one twice and click the “Confirm” button (Pic. 5).

A screenshot of a mobile app screen titled "User data". It features two input fields: "First name" and "Last name". Below the fields are two buttons: "Save" and "Cancel". At the bottom of the screen is a large, light gray circular graphic composed of dashed segments.

Pic. 4

A screenshot of a mobile app screen titled "Change your password". It features three input fields: "Old password", "New password", and "Repeat new password". Each field has an eye icon to its right. Below the fields are two buttons: "Confirm" and "Cancel".

Pic. 5

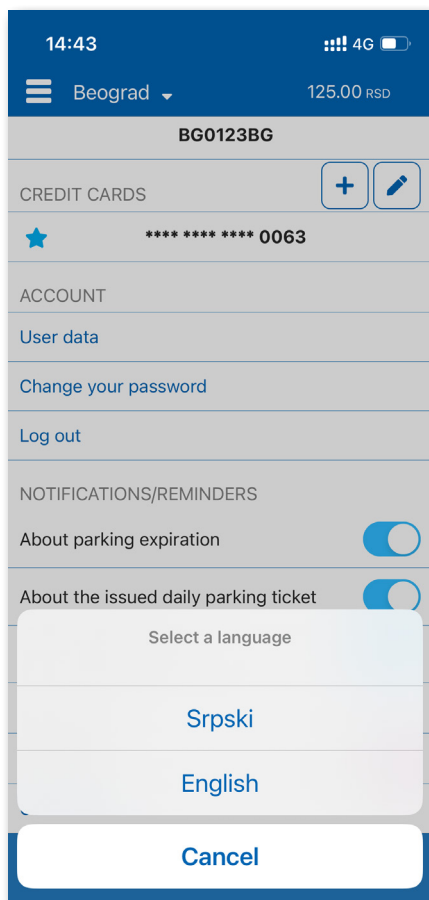
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2.2 Settings

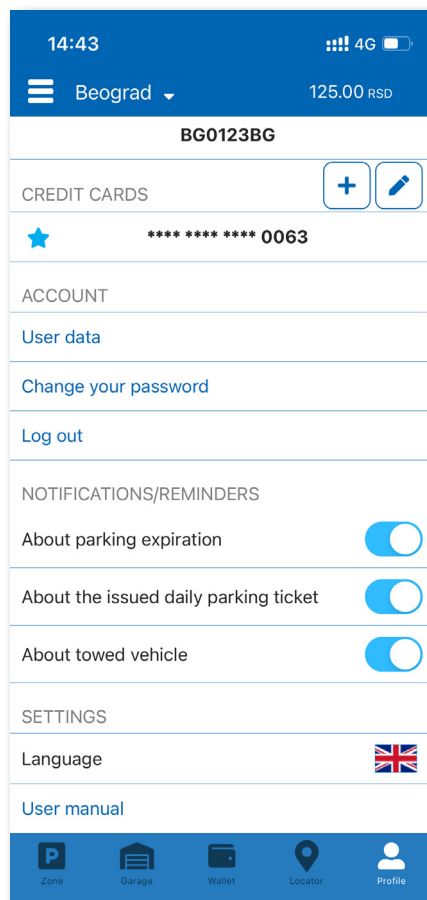
- Change user interface language by clicking the flag (Pic. 6).

2.3 Notifications/reminders

- Turn on or off notifications about parking expiration, issued daily parking tickets or towed vehicles. We suggest keeping all notifications turned on (Pic. 7).




Pic. 6








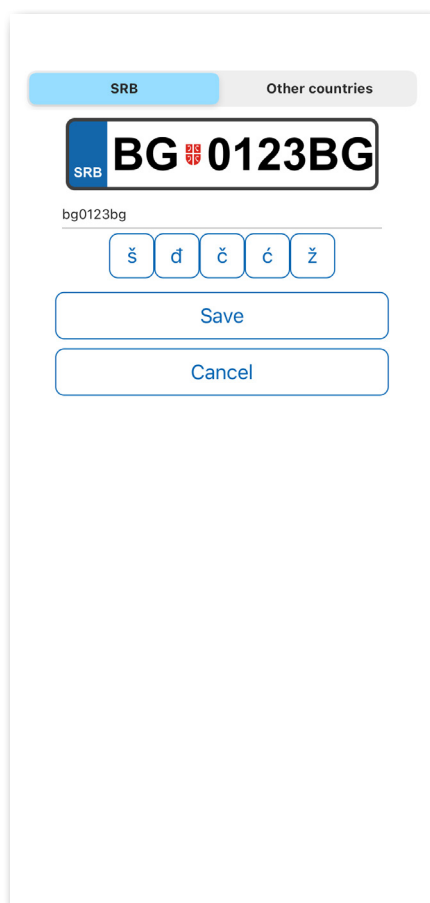
Pic. 7

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2.4 License plates

Click  to add a new license plate number (Pic. 8).

- Select SRB if a car is registered in Serbia or “Other Countries”.
- Enter the license plate using the English alphabet and do not use any symbols. If you need special characters,      choose them from the palette below.
- Check your license plate number and click “Save”.



Pic. 8

Click on  will allow you to delete license plate numbers or you can change your favorite plate by selecting star on the left side. (Pic. 9).



Pic. 9

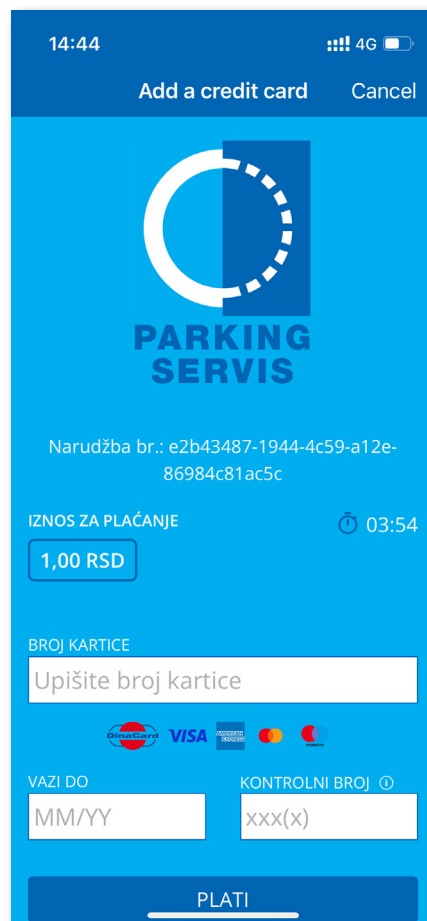
Selecting your favorite license plate will not affect your ability to receive notifications. You will receive notifications for all of the cars you save in the application.

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2.5 Credit cards

- Same operations you have with credit cards as you have with license plates.

For adding a new credit card, we use the WSPay service, which will take 1 dinar from your card for checking (Pic. 10). Funds will be returned.



Pic. 10

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3. Side menu

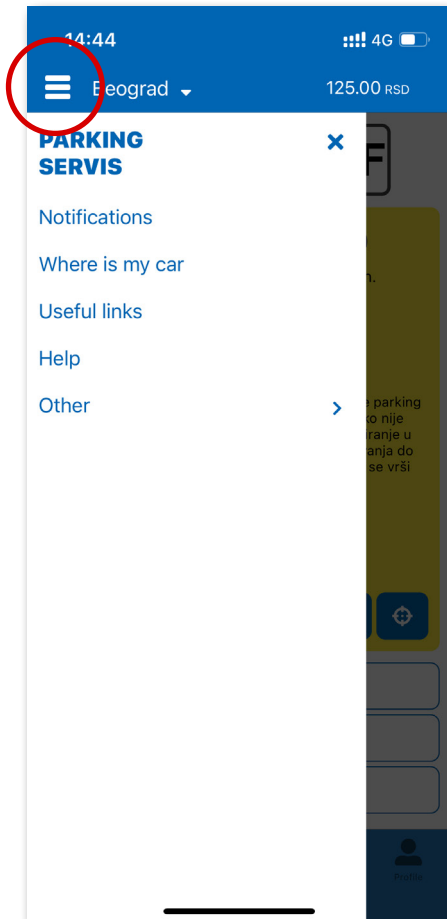
Side menu you may find in the upper left corner (Pic. 11).

3.1 Notifications

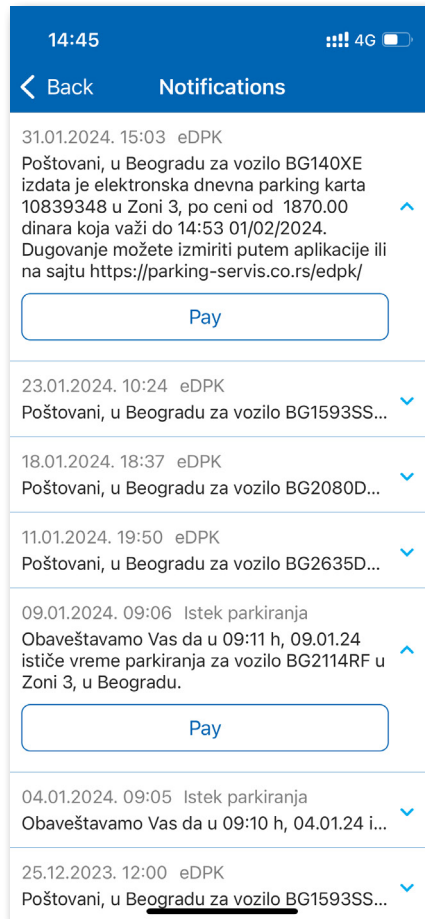
In the Notifications section of the Application, you can view all information about saved vehicles (Pic. 12).

- Location where the car was towed due to violating traffic rules
- The exact location where the vehicle was moved due to providing conditions for city events, and by order of the public communal services
- The time when parking for a vehicle initiated through the Application expires. Use the “Pay” button to extend parking time (Pic. 13)
- Details about eDPT (electronic daily parking ticket) and “Pay” button

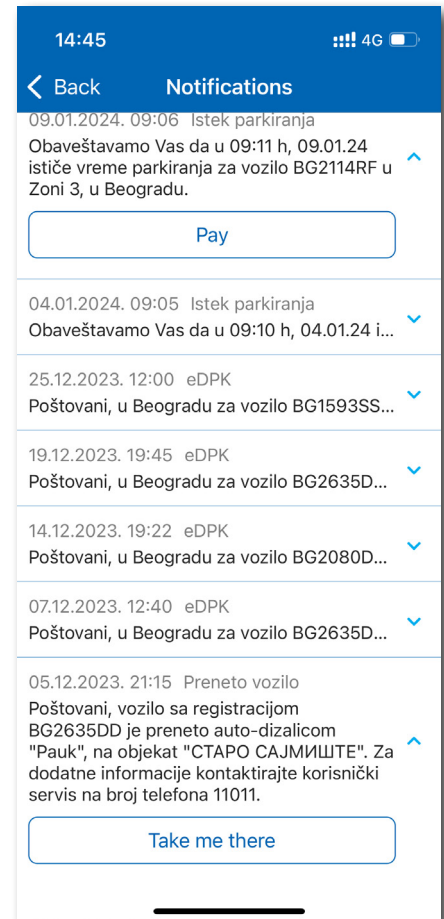
All notifications are stored for 30 days and cannot be received retroactively. Only new license plates will trigger new notifications.



Pic. 11



Pic. 12



Pic. 13

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3.2 Where is my car?

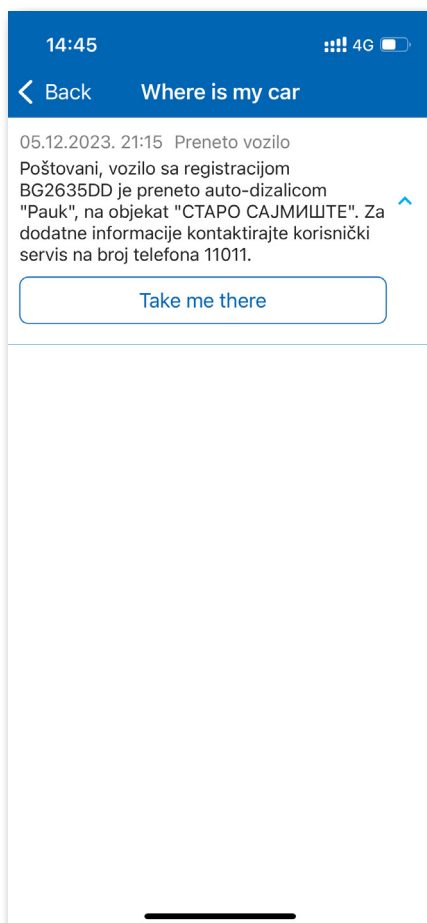
Information about towed cars, requested by traffic police, with GPS guidance button (Pic. 14).

3.3 Useful links

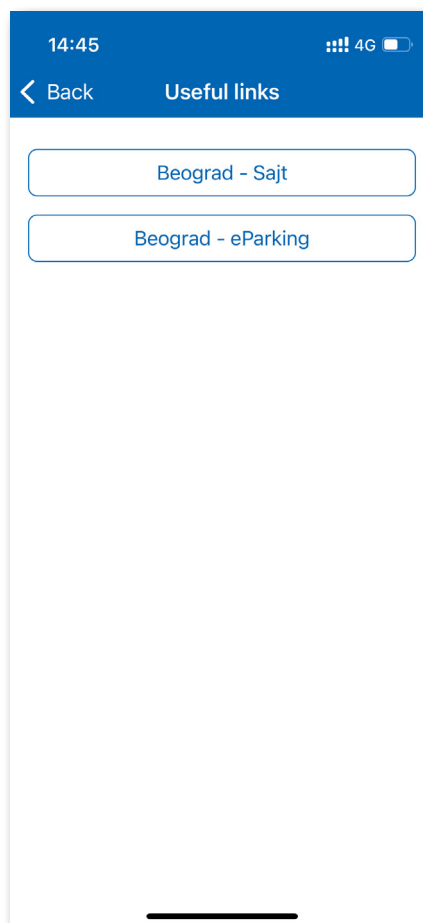
Quick links to the official site of the “Parking servis” and electronic counter desk, eParking (Pic. 15).

3.4 Help

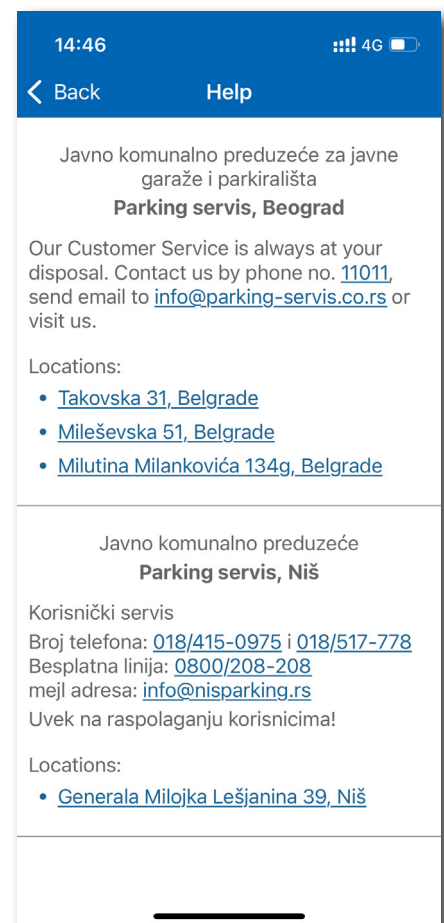
The Parking servis customer support locations, telephone and email contact details (Pic. 16).



Pic. 14



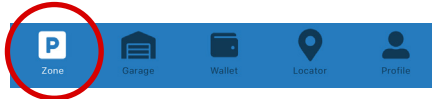
Pic. 15



Pic. 16

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4. Zone system

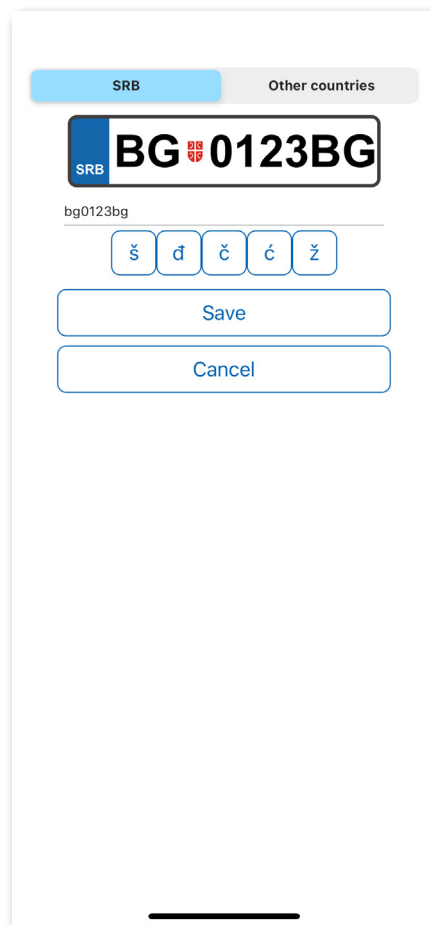


In the bottom menu, you may find Parking icon, if you use parking capacities on the street in zoned areas

4.1 License plate number

If you have not added license plates in Profile (described in point 2.3), you can do so on this screen as well.

- Select SRB if a car is registered in Serbia or “Other Countries”, if it is registered elsewhere.
- Enter the license plate using the English alphabet and do not use any symbols. If you need special characters, choose them from the palette below.
- Check your license plate number and click “Save”. (Pic. 17).

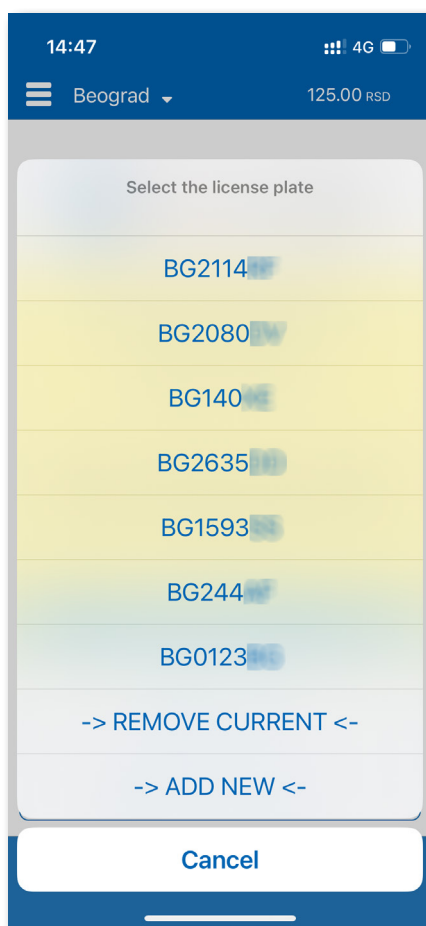


Pic. 17

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If you touch the license plate, you can perform following actions (Pic.18):

- select the license plate
- remove current
- add new



Pic. 18

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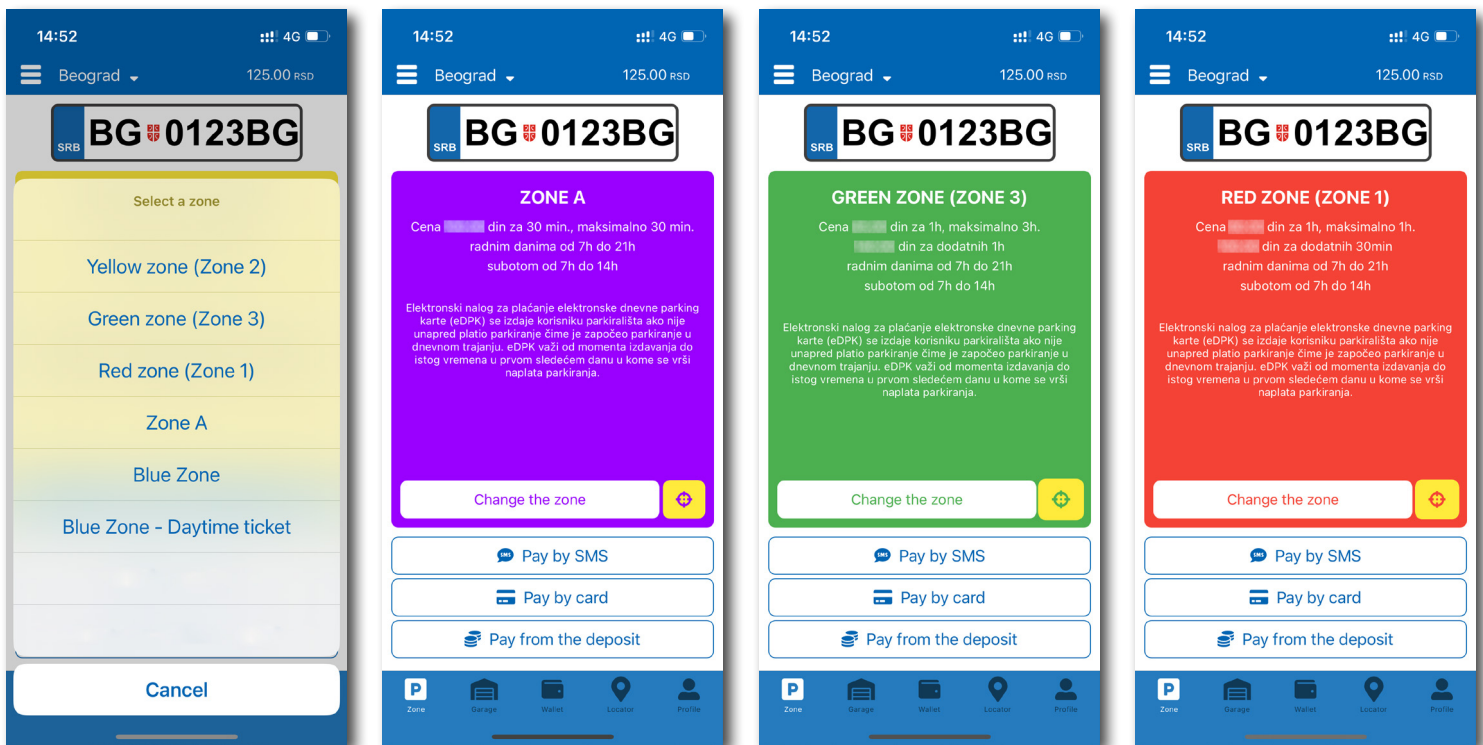
4.2 Parking paying in zoned areas

If you have allowed the Application to use location services of a mobile device, you can press



to

If you want to pay parking fee for another zone, press the “Change the zone” button (Pic. 19).



Pic. 19

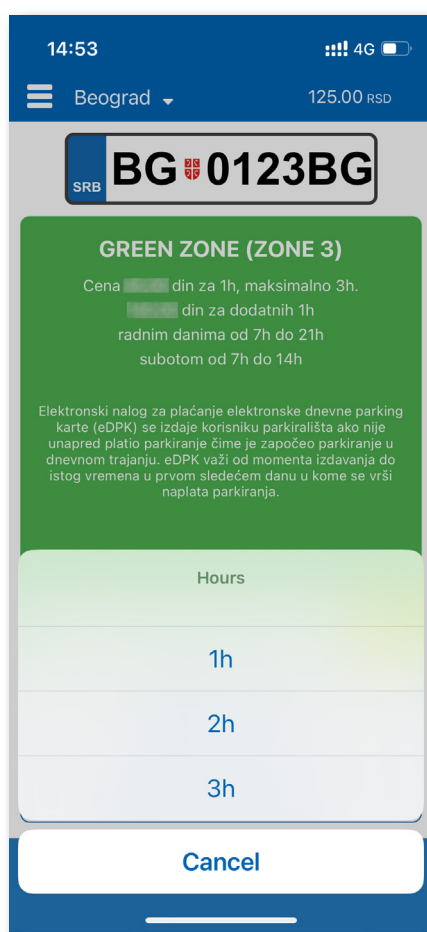
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When the appropriate zone is selected, the next step is checking payment method:

- Pay by SMS – available only for subscribers of Serbian mobile networks
- Pay by card – use a credit card (VISA, MasterCard, American Express, Dina card, Maestro)
- Pay from the deposit

Please take note that when paying for parking using a card, a bank commission will be charged to the user for each transaction that is up to 199 RSD and amounts to 10 RSD. However, PUC “Parking servis” will bear the costs of bank commissions for transactions that are greater than 200 RSD, as well as for funds that are deposited in the Application.

After selecting the payment method, you can choose the duration for which you wish to pay for parking. This should be done while keeping in mind any time restrictions in the selected zone (as shown in Pic. 20).



Pic. 20

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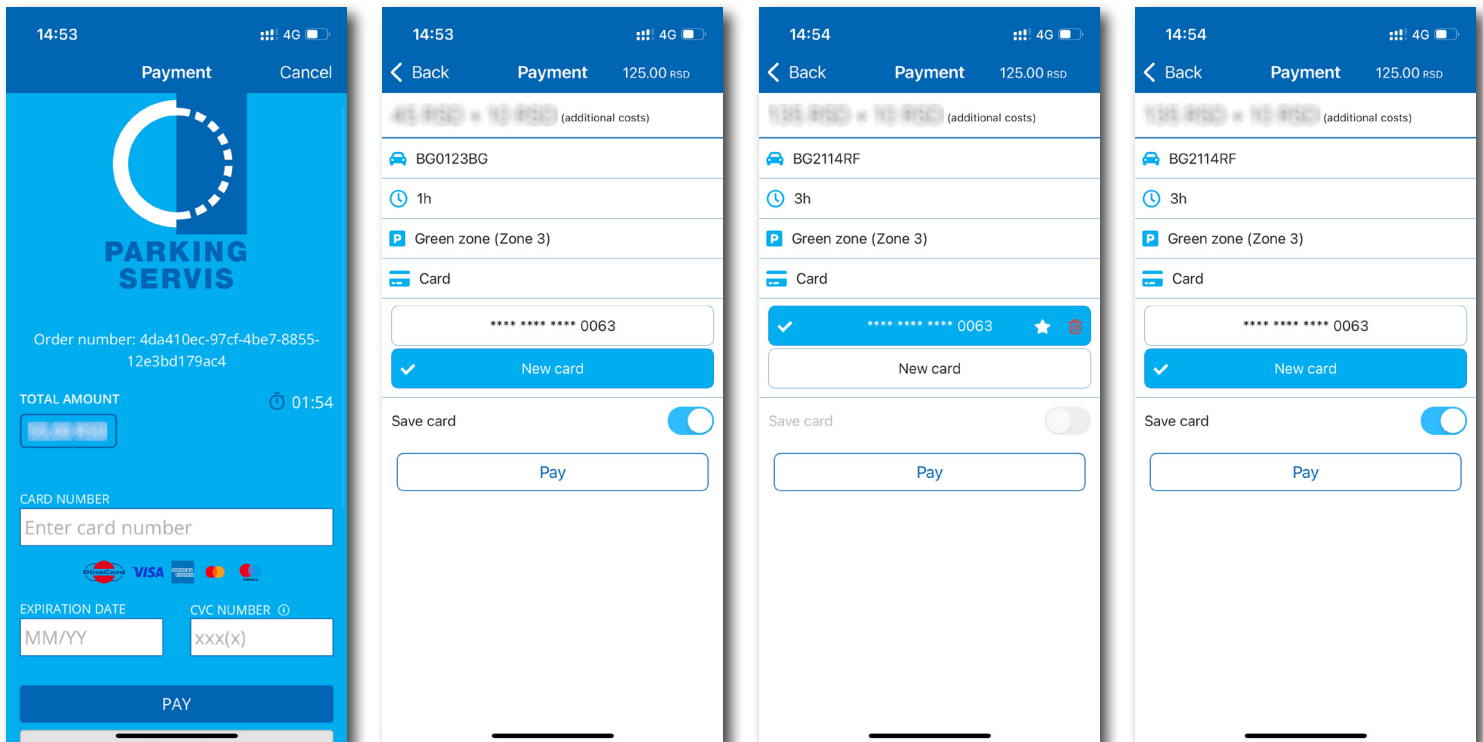
4.2.1 Pay by card

To add a new card as a payment method, simply select “Pay by card”. Although you can enter a new card each time, it’s more convenient to save one or more cards for faster payments. You can manage your saved cards in your Profile as well.

For credit card importing you have to provide following data:

- card number;
- Expiration date;
- CVC number;

Please review the information you have entered and click on the “Pay” button to complete your payment. Your credit card details will be automatically saved in the card payment section (Pic. 21). For future payments, you can either choose to pay from a saved card or add a new one by clicking on “New Card.” In case you have saved multiple credit cards, you can mark your favorite one by clicking on the star icon on the right side of the credit card number. The favourite card will always be the first option for making payments. You can change your preferred card anytime you want.



Pic. 21

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4.2.2 Pay from the Deposit

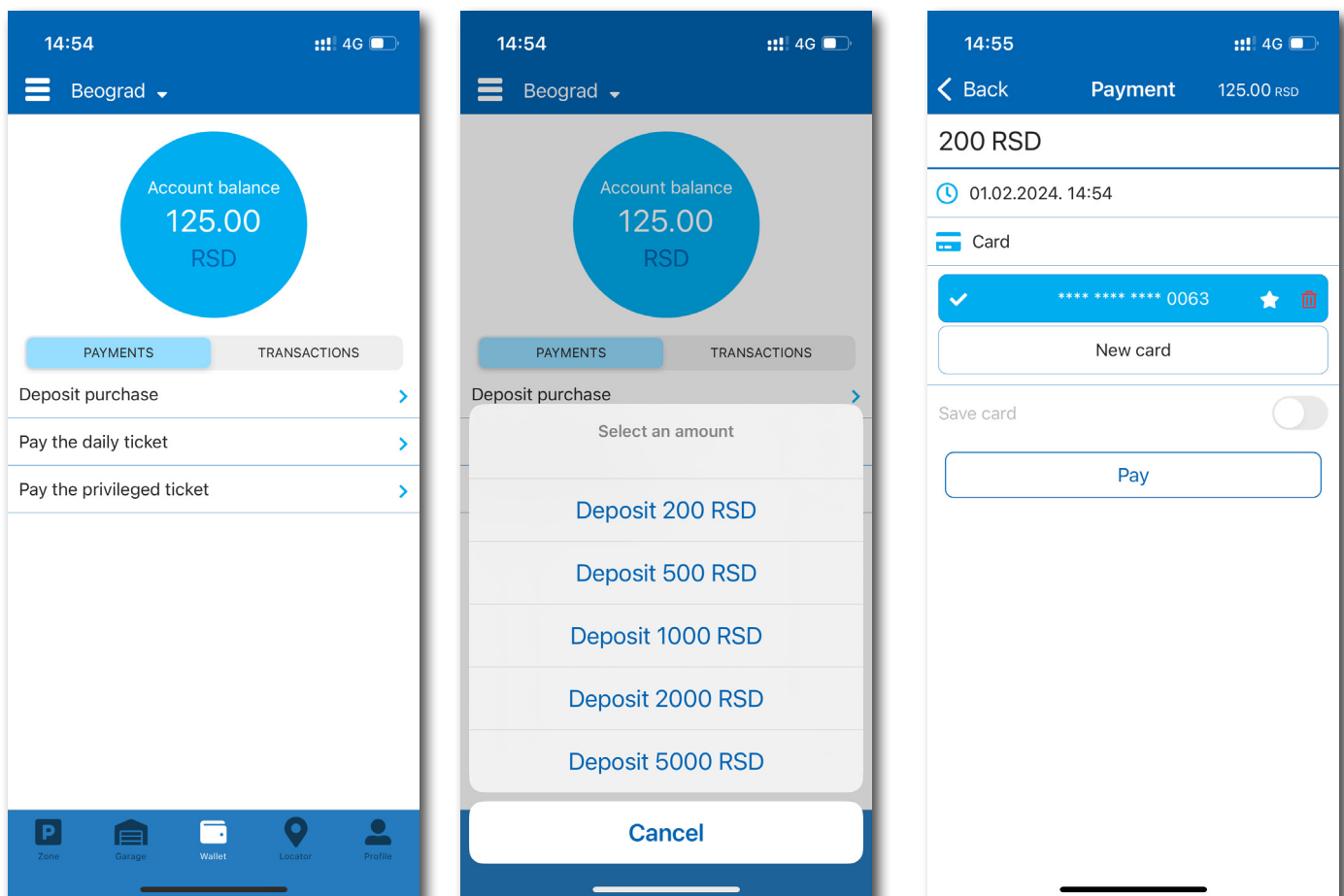
This is the quickest and most economical option available.

To begin, you need to transfer funds to your wallet. To do this, select the Wallet icon at the bottom of the screen and then go to the “Payments” tab.



From there, select “Deposit purchase” and choose one of the five predefined amounts (200, 500, 1000, 2000, or 5000 RSD) (refer to Pic.22).

Next, you need to select a credit card that you want to use for transferring the funds. You can either choose an existing one or add a new card. No commission will be charged for this transaction (refer to Pic.22).



Pic. 22

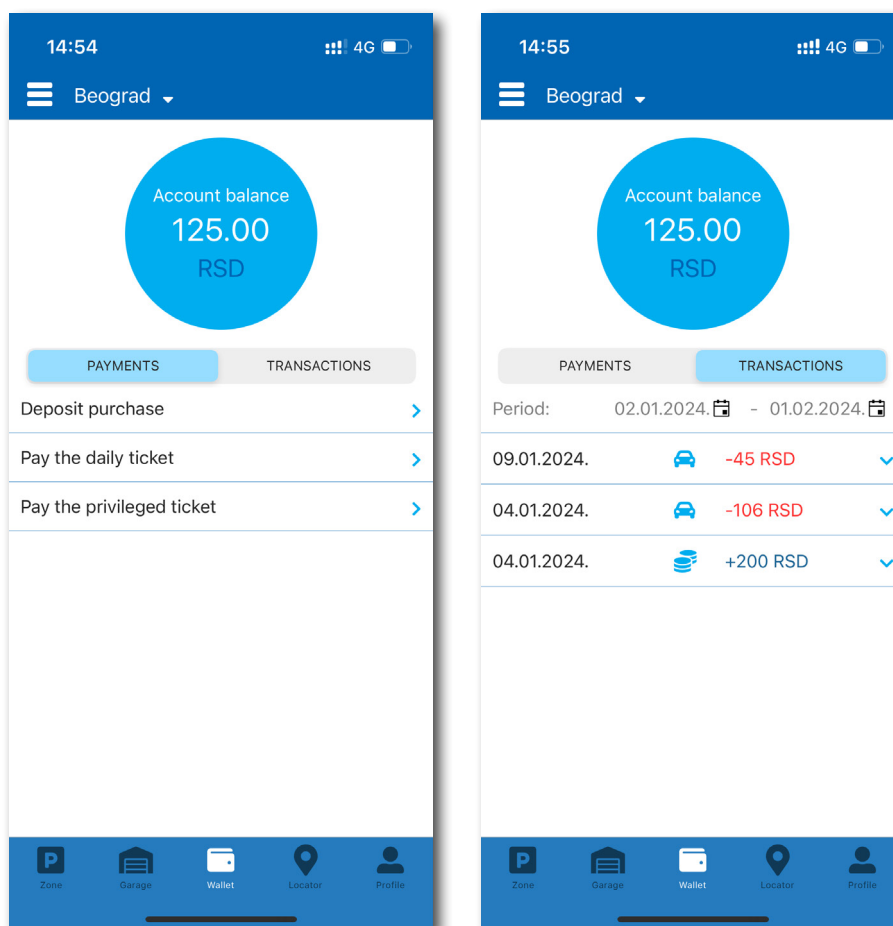
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5. Wallet



In the bottom menu, you may find Wallet icon, where you can:

- Purchase deposit (described above in 4.2.2),
- Pay the daily ticket,
- Pay the privileged ticket,
- Find specifications of all transactions for the requested period (Pic. 24).

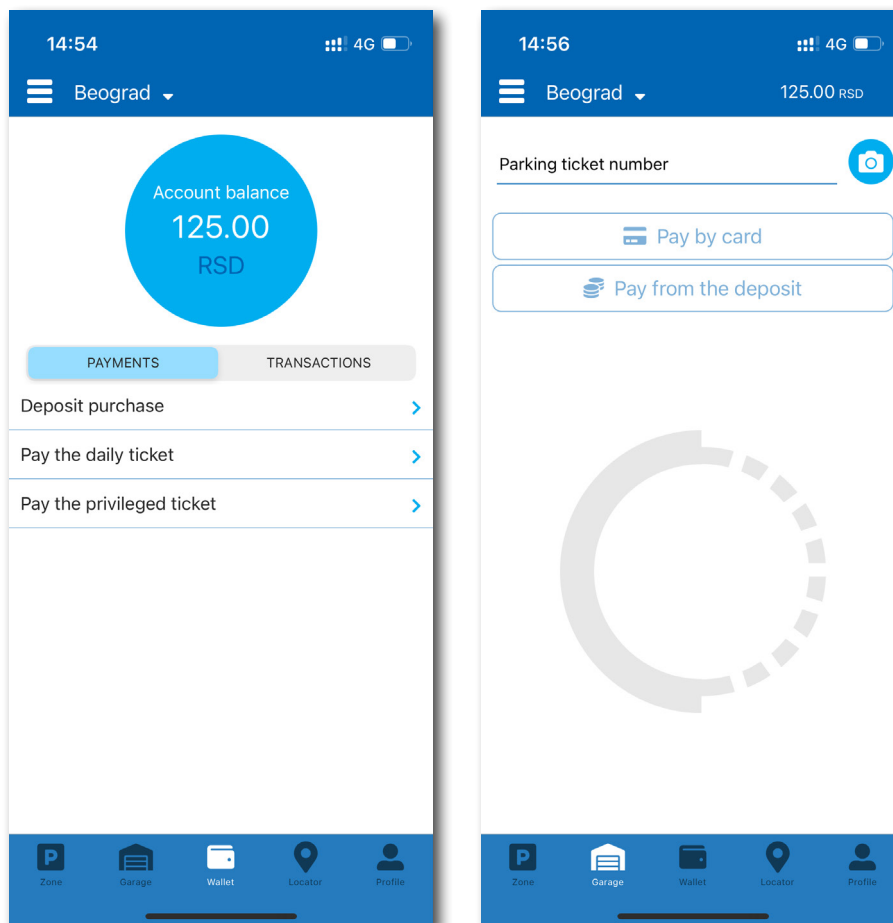


Pic. 24

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5.1 Pay for your daily ticket

To pay for your daily ticket, please select this function and enter the seven-figure number of the ticket you wish to pay. If the number is correct, you will then proceed to the payment process (Refer Pic. 25).

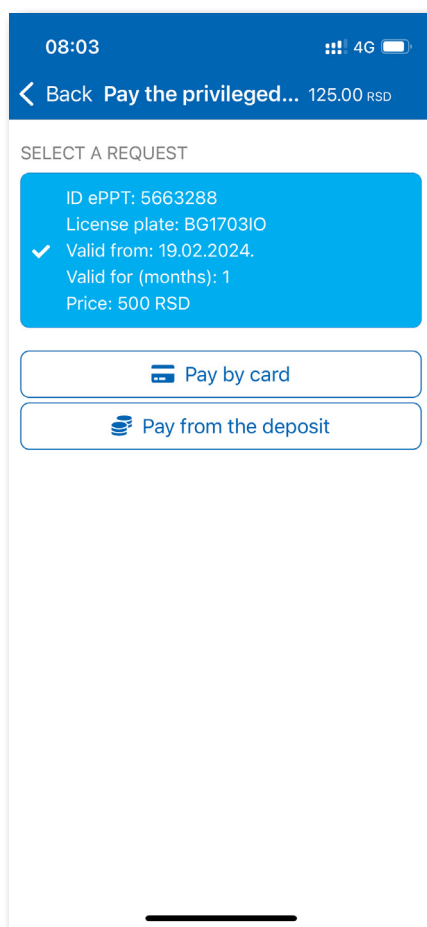


Pic. 25

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5.2 Pay for your electronic Privileged parking ticket (ePPT)

To use this function, you need to be a registered user of www.eparking.rs and log in with the same credentials that you use to access the Application. To get started, you should first apply for the ePPT through www.eparking.rs. If your application is approved, you will then be able to find an invoice for the ePPT in the Application. You can pay for it either through a deposit or via the WSPay process (Pic. 26).

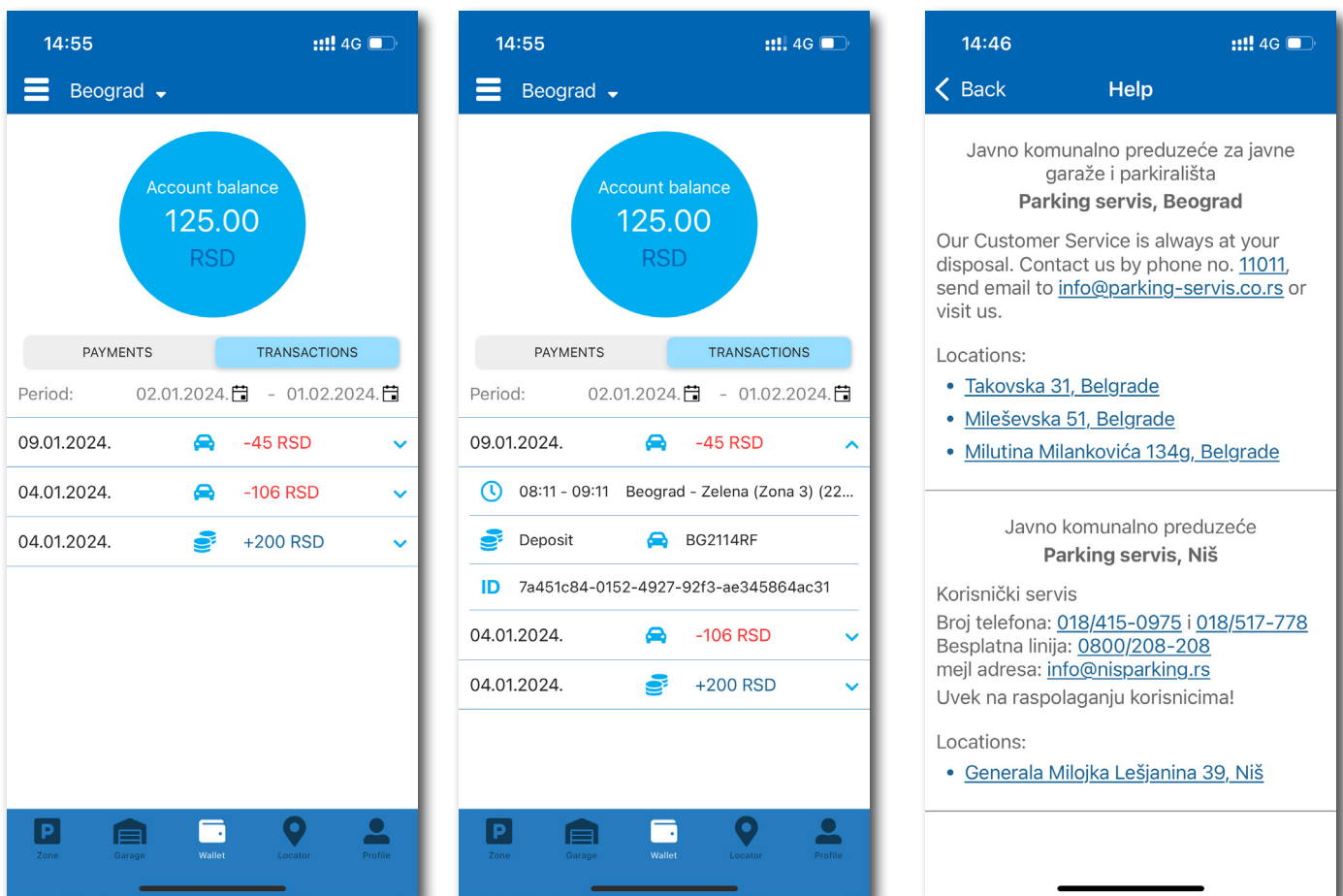


Pic. 26

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5.3 Transactions

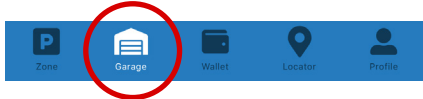
To pay for your daily ticket, please select this function and enter the seven-figure number of the ticket you wish to pay. If the number is correct, you will then proceed to the payment process (Pic. 27).



Pic. 27

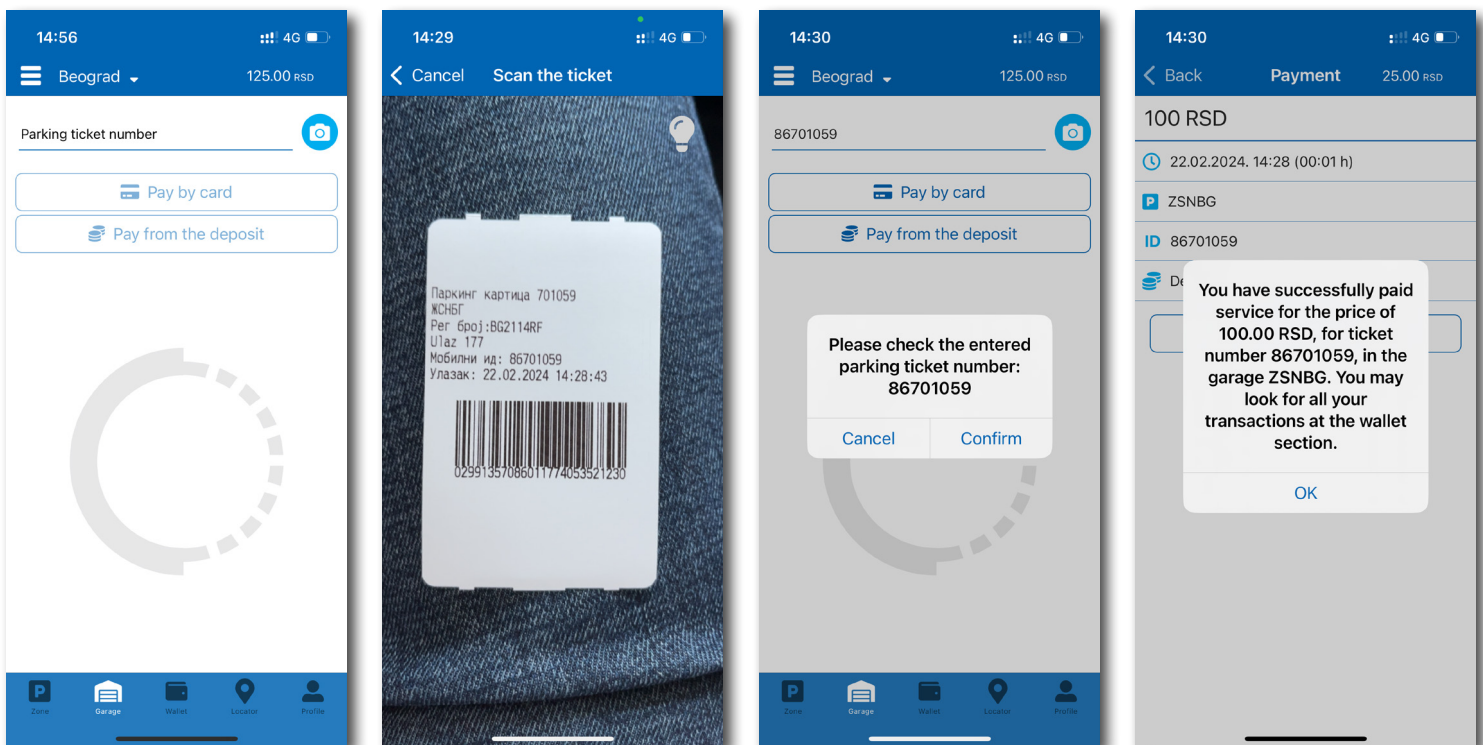
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6. Garages



To pay for parking in garages or parking lots, you need to select the Garage icon from the bottom menu. To identify yourself as a user, you need to provide us with your ticket number, which can be entered manually in the “Mobile ID” field or scanned using the camera icon on the app. It is mandatory to check if the Mobile ID number matches the number on your ticket. If the number is correct, you can choose to pay via credit card (4.2.1) or deposit (4.2.2).

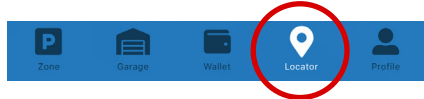
After a successful payment, you must leave the garage or parking lot within 15 minutes. Please note that all credit card payments for amounts under 199 RSD will be charged an additional 10 RSD for bank commission.



Pic. 28

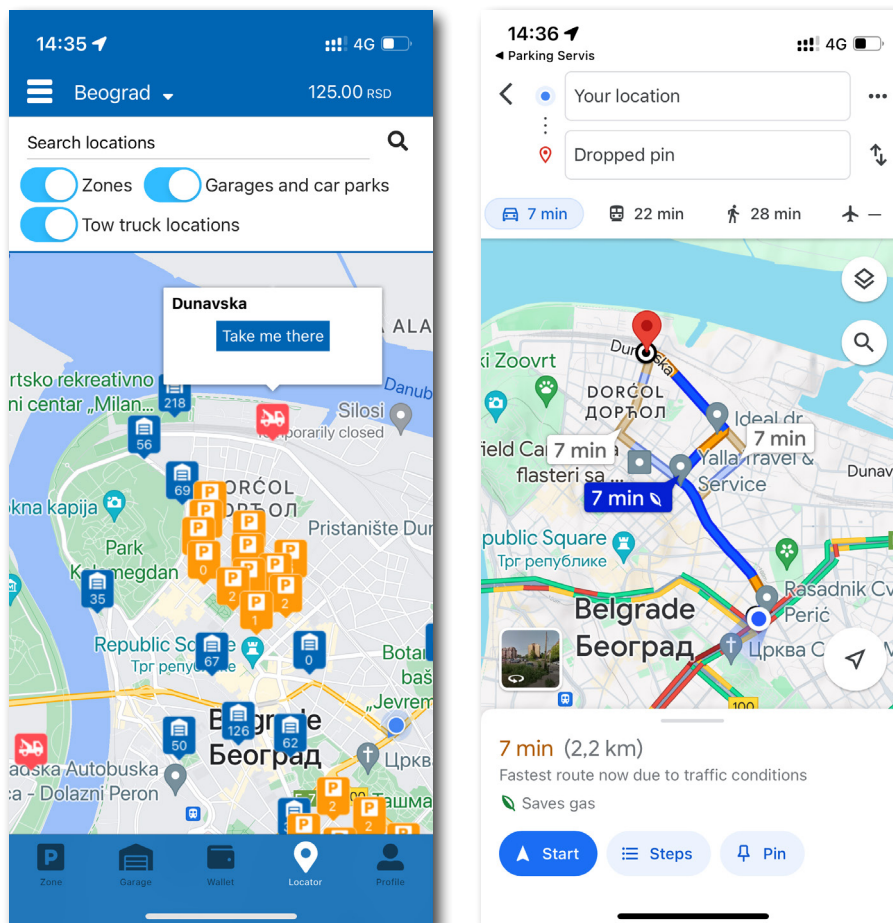
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7. Locator



You can find the Locator icon in the bottom menu. This section provides information about free parking spaces available in garages, parking lots, and on city streets (where parking sensors are installed). Simply select the location you want to go and click on the “Take me there” button. This will launch the navigation service of your mobile device and guide you to the desired location (Pic. 29).

This service is available for both registered users and guests. However, to use this service, you need to allow the Application to use the location services of your mobile device.



Pic. 29

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8. Service payment

Please take note that for security reasons, all payments processed through our system require a registered account, except for payments made through SMS message. It is important to mention that all transactions and payments for services via the application are in accordance with the Decision on public parking lots and the rules of behavior in garages and public parking lots.