

NEW PLATFORM FEATURE: TEXT-TO-PAY



Our new text-to-pay feature is another way that we help your customers pay and get on their way quickly.

If your customer encounters an issue with the card reader in the lane or they do not have funds on their card, our customer service representatives (CSRs) can instantly send a secure PayPal link via text to the parking guest (or a friend) for easy payment.

Here's how it works:

- If the customer has PayPal on their phone already, the transaction takes less than 10 seconds to complete.
- All the tracking information for the transaction is then dropped into the notes section of the call for easy tracking, reporting and reconciliation.

Here are the benefits:

- Rather than a motorist having to give their address or other personal information out loud in the garage, the only information our CSR needs is their phone number.
- Plus, it saves your staff the headache of following up afterward to collect payment.

Note: if your PARCS provider has a text-to-pay option already available, we recommend you use that functionality instead of ours, to keep everything in one system.