**sp+** INNOVATION IN OPERATION™

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Our Parking Brands
Standard Parking
Central Parking
USA PARKING

Dear Valued Customer:

Standard Parking is committed to providing our valued customers with convenient payment alternatives. Our web-based Monthly Parker Online Payment System provides you with 24/7 access to your monthly parking account. Enhancements include:

• Ability to maintain payment account information
• Flexibility in determining payment method and payment schedule
• Enhanced security of credit card and bank account information

Enrolling is easy! Visit: spplus.com and click the Monthly Payment link to begin the enrollment process. Detailed enrollment instructions can be found on the next page of this letter. You will need the following account-specific information to start the enrollment process:

• Account Number
• Zip Code (That is on file with your parking facility.)

To ensure that your monthly payments are processed accurately please complete the following two items:

1. Set-up your User Profile (log-in credentials).
2. Set-up Auto Payment as your preferred payment method if that is your preference.

Note. Manual payment is the default payment method setting if you do not proceed with the automatic payment set-up.

If you have any questions, please feel free to contact us as outlined on the next page.

# Monthly Parker Online Payment System Instructions – New Customers

## Section A – Enrolling

1. Visit: spplus.com and Click the **"Monthly Payment"** link in the upper right side of the home page. Select **"STANDARD PARKING."**

2. From the *Welcome screen*, in the **"Enroll"** section enter the following account-specific information:
   - **Account Number:** Your Standard Parking Customer Account number.
   - **Zip Code:** Billing Zip Code.
   - **T&C Code:** Please select **"Click here to view Terms and Conditions."** The Code will automatically populate when you agree to the Terms & Conditions.

3. Click **Enroll Now.**

## Section B – Setting Up Your User Profile

4. Enter **Personal Information.**

   a. **Account Nickname:** The account Nickname helps you to identify your account(s) (e.g., Parking, Work).

   b. **Email Address:** The email address entered will be used to log in to the Online Payment System and where temporary passwords and notifications will be sent.

   c. **Password:** Enter a personalized password. Password requirements are listed on the right side of this page. Passwords are case-sensitive.

   d. **Challenge Question:** Select a challenge question from the drop down list and type the appropriate response. Responses are case-sensitive. Click Continue.

   e. Click **Complete Enrollment** to submit the information.
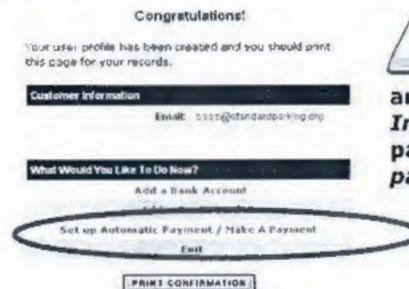
   ### Password Requirements
   - The password you select must contain both alpha and numeric characters and must be at least 8 characters in length.
   - If only one letter or number appears in your password, it cannot be in the first or last position (i.e., 'password1' is not allowed).

   **Note:** Passwords and Challenge question responses are case-sensitive.

## Section C – To select Automatic Payment as your Preferred Payment Method

The **Congratulations!** screen appears indicating your user profile has been created. You can now select your preferred payment method. To select **Automatic Payments:**

5. Click the **Set up Automatic Payment/Make A Payment** link found on the page.

6. Click the **ADD AUTOMATIC PAYMENT** button. Select your **Funding Account** type from the funding account drop down list click **Continue.**

7. Complete all necessary fields, click **Continue** then **Confirm**. You have successfully enrolled. Print the Confirmation page for your records.

**Congratulations!**

Your user profile has been created and you should print this page for your records.

**Customer Information**

Email: ssss@standardparking.org

**What Would You Like To Do Now?**

Add a Bank Account

Set up Automatic Payment / Make A Payment

Exit

[PRINT CONFIRMATION]

⚠ **One-time payments are made by clicking the *Pay Now* button on the *Account Summary page*.** If you are entering a payment amount and payment date from the *Initiate Payment screen*, you are making a manual payment. Instructions *regarding setting up automatic payments are on the left of this section.*

## Who can I contact for additional help?

- Facility Manager
- Email customersupport@spplus.com

- Leave a voicemail on our *Customer Support Hotline* at **312.274.2100** and a member of our team will return your call within 1 business day.

# MONTHLY PARKER AGREEMENT

**SP+**

| DATE | LOCATION NO. | LOCATION NAME | TRANSACTION □ NEW □ CHANGE □ DEACTIVATE | BY | NUMBER |
|---|---|---|---|---|---|

| CUSTOMER NAME | | CUSTOMER NUMBER | COMMENTS AND SPECIAL INSTRUCTIONS: |
|---|---|---|---|

**ADDRESS**

| CITY | STATE/PROV. | ZIP + 4 | |
|---|---|---|---|

| BUSINESS PHONE ( ) | HOME PHONE ( ) |
|---|---|

BILLING METHOD □ INVOICE □ OTHER SPECIFY OTHER _____

SALES TAX □ EXEMPT ID _____ □ MANUAL CALC. RATE _____ % OR $ _____

**PLEASE PRINT CLEARLY**

| KEY CARD NUMBER | STATUS | PARKER NAME | LICENSE PLATE NO. | SHIFT CODE | RESERVE SPACE | MONTHLY RATE | FOR MM/YY | CARD FEE | CARD DEPOSIT + | PARKING CHARGES + | = | TOTAL DUE |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
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**TERMS AND CONDITIONS**
I hereby certify that this information is true, and approve the terms and conditions herein and in the rules and procedures, if any, attached.

TOTAL

LESS AMOUNT PAID

CUSTOMER SIGNATURE: _____ DATE: ___/___/___

AMOUNT DUE

AG 18 (REV 02/15)

The card(s) will be operational when the first payment is received and the garage manager is furnished with the vehicle information. The monthly payment is due in advance, by the first business day of the month. If payment is not received by the fifth business day of the month, your access card will be deactivated and you will have to pay the daily rate until full monthly payment is made. Monthly parking is sold to customers as a convenience so that they will not have to be concerned with paying daily, but SP Plus Corporation cannot "finance" their parking for several days into the new month.

The owner/operator acknowledges and agrees that SP Plus Corporation shall not be responsible or liable for the loss of or damage to vehicles or articles of personal property left in vehicles parked in the premises, and each vehicle is parked at owner's and/or operator's risk.

Manager must be notified immediately if information furnished in the agreement/contract changes or if the vehicle will be left unattended for more than seven days. Vehicles parked for more than seven days without Manager's prior approval may be ticketed or removed from the garage at owner's expense.

Parking in unauthorized reserved stalls will result in your vehicle being towed from the facility at your expense. Parking in a handicapped stall without a permit will result in a police ticket and fine.

Manager must be notified in advance of cancellation. The card(s) are the property of SP Plus Corporation and must be returned in order to cancel your Monthly Parker agreement.

Your signature on this agreement/contract acknowledges that you have read and understand the terms and conditions of this contract. There are no outside conditions, warranties, verbal agreements or understandings.