Questions and Answers

Q How does PayStay work?

A PayStay allows for on-street car parking without having to buy a ticket or deposit coins into a meter. PayStay complements a Parking Operator's existing Meter/Pay & Display payment options. Simply set up an account by downloading the PayStay App or register at **www.paystay.com.au**

Q What credit cards can I use?

A The credit cards that are accepted by PayStay are MasterCard and Visa.

Q Can I register multiple vehicle registrations against one account?

A Yes, you can do this via the App or by logging into your PayStay Account at **www.paystay.com.au**

Q Where can I park and use PayStay?

A You can use the PayStay service where ever you see a PayStay sign and PayStay Zone number.

Q Do I have to be registered to use PayStay?

A Yes, you must be registered before you can use PayStay. You can register by simply downloading the PayStay App from AppStore (iPhone) or PlayStore (Android) or alternatively you can register online at **www.paystay.com.au** and complete the registration process as prompted.

If you have any more questions you can call PayStay on 1300 322 111, or visit www.paystay.com.au

PayStay · CITY OF DARWIN · DCA DATABASE CONSULTANTS AUSTRALIA

PayStay
CITY OF DARWIN

Start parking an easier way

A parking meter in your hand

> No need for cash

> No more ticket machines and pay-and-display tickets

> No more overpayments – you are only charged for the time you record

> Available at all City of Darwin car parks in the city.

www.paystay.com.au

How PayStay works

The PayStay pay-by-phone system provides 4 simple options to pay for your parking. Once registered, you can choose from the PayStay mobile app, our website, SMS or a phone call to record the start and end of your parking sessions.

It couldn't be easier. Say goodbye to coins, over payments and the stress of rushing around to top up your meter within the permissible parking period.

How to use PayStay

1

REGISTER Registration is a one-off and quick and easy process, so sign up now.

2

P **PARK** Parking locations covered by PayStay are clearly identified by signage that identifies the zone you are parked in.

3

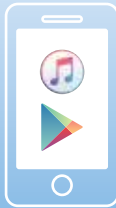**PAY** After parking, record the start and end times of your parking sessions.

SMARTPHONE
Apple and Android

> Download free from the iTunes App Store or Google Play Store for quick registration

Set and forget account parking

> Set up your account and never have to worry about coins again

> Register your account in a few simple steps with your car registration and account details

> Touch of a button parking - simply type in your zone number and away you go

> Start / Stop feature means you only pay for the time you park.

WEBSITE
www.paystay.com.au

View your history

> Keep track of your parking transactions by logging into your profile on our website and seeing exactly when you parked and for how long

Work purposes

> Using your car for work? By logging into the PayStay website, you can download your recent transactions for tax purposes and claims

Check your balance

> The PayStay app displays your current account balance

SMS
No smartphone

The phone number to send the SMS message to is **0419 962 119** with the following commands:

Start Message:

> **PARK** [Zone Number][Vehicle Registration]

Stop Message:

> **STOP** [Vehicle Registration]

If successful the user will be sent an SMS confirmation of their action

CALL CENTRE
Phone 1300 322 111

Uncomfortable with apps? Your PayStay account can be activated and used via our call-to-start service. You can start/stop your parking sessions via a quick call and entering the zone number.

Or you can call our friendly Australian based call centre for assistance with registration, starting/stopping sessions or any other enquiries you have regarding PayStay.