

Customers and Internet Virtual Permits

Customer Process

- Step 1 Apply to facilities manager for permit allocation
 - Step 2 Register for ongoing account (if not registered)
 - Step 3 Confirm valid email address supplied (if first time)
 - Step 4 Choose permit type from authorised list
 - Step 5 Confirm payment (if permit requires payment)
 - Step 6 Receive confirmation text if chosen
- Use account to review all visits, print receipts, print expense claims, manage permit and more

Back Office Process

- Step 1 Customer follows external permit application process
- Step 2 Facilities manager authorises permit allocation
- Step 3 Customer / Manager creates mipermit account
- Step 4 Mipermit system generates validation email
- Step 5 Returned valid email unlocks mipermit account
- Step 6 Mipermit account provides a range of functions
- Step 7 Mipermit contacts facilities permit system
- Step 8 Mipermit processes the permit issue chosen
- Step 9 Mipermit contacts bank authority service (if needed)
- Step 10 Mipermit confirms permit and generates receipt entry
- Step 11 Mipermit master system updates facilities manager
- Step 12 Mipermit customer account updated
- Step 13 Mipermit processes customer payments
- Step 14 Bank authority service transfers money to bank account

Payments

Payments can be routed directly into a parking service provider (eg a local authority) nominated bank account. Alternatively, the payment can be routed into the master mipermit client account. The exact payment route is confidential and specific to the service provider and their automated payments merchant id.

Facilities Management Stay Information

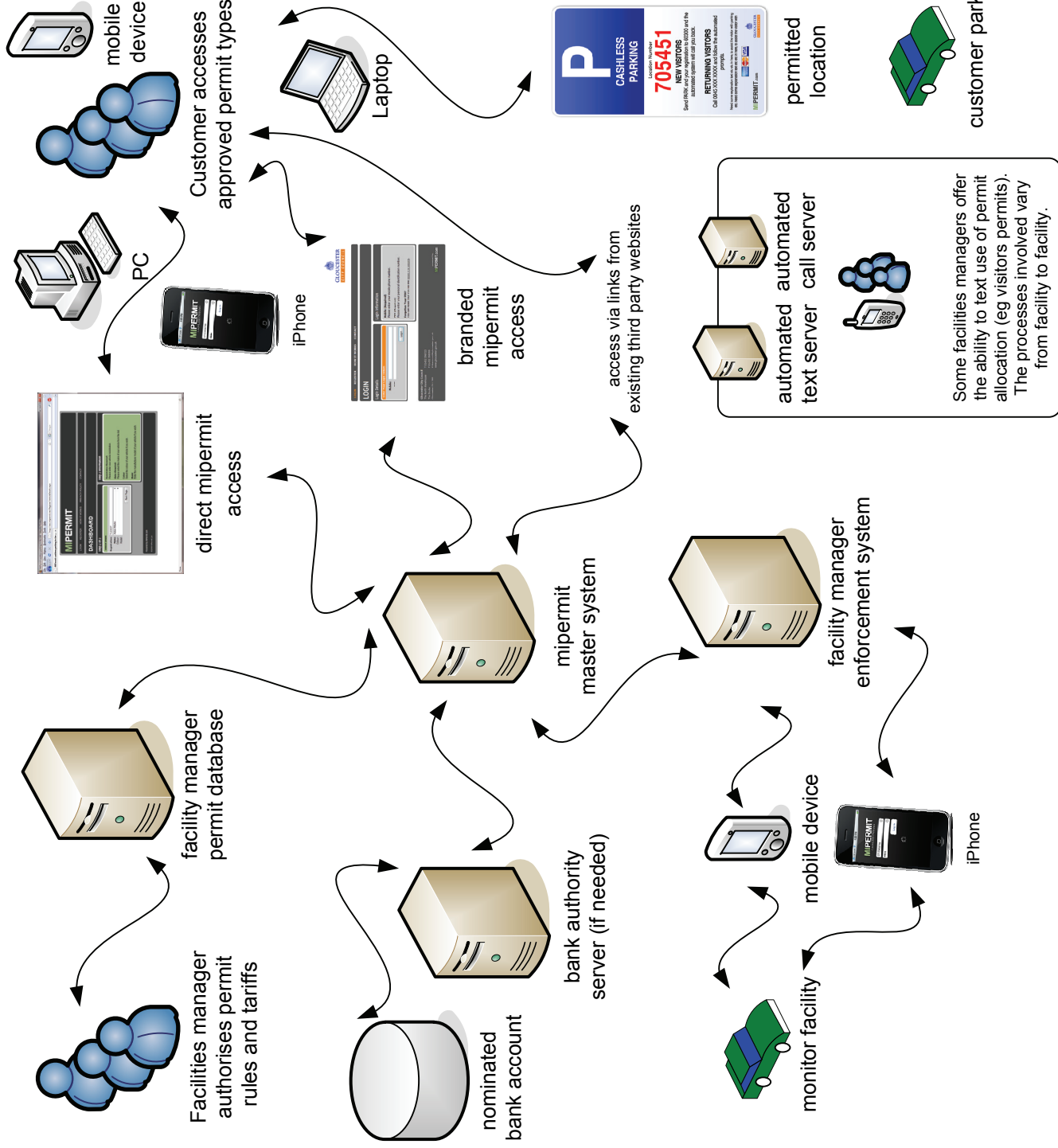
The exact nature of updating the facilities management teams about permits authorised in their location will be agreed with the parking service provider and, if relevant, their enforcement system.

Mipermit Account Holders

For security reasons, customers using the web are asked to validate their email address and to create an account. Customers with an account are presented with a range of permit options that will vary from facility to facility depending on local permit rules.

Customer Support

Our team is available to assist the customer with all aspects of the mipermit service.



Virtual Permits Business Process Schematic

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