



Online Permit Purchase Program FAQ

- Q- Why has *EasyPark* introduced online parking permits?
A - Our customers have asked us for this service, recognizing the value of time saved and the enhanced security provided via a secure e-business site.
- Q - Does it cost extra to buy or renew a parking permit online?
A - No. There is a \$5 shipping fee for permits purchased online, when the purchaser opts to have the permits shipped.
- Q - Which *EasyPark* facilities are eligible for on line parking permit purchase?
A - Surface lots and on street permit areas. Please see our website, easyparkalaska.com.
- Q - Why are garage permits excluded?
A - Online permit sales for *EasyPark* garages will require an extensive revamp of our garage access program are slated for development, programming and sales in late 2012.
- Q - Why can't I give you my credit card information and authorize you to run my credit card each month?
A - This practice does not meet the high standard for customer identity security requirements we have set as an organization.
- Q - I have heard that the online permit program issues permits on a "first come – first served basis." Is this true?
A - Yes, but with safeguards that give existing permit customers (those who already possess a permit and seek to renew) an advantage. New customers are customers with whom we have never done business. They are thus, not in our parking database. These customers will not be able to purchase permits online. Instead, they must contact us to establish an account or "profile."
- Q - I am an existing permit customer. Is there a chance of my preferred parking lot "selling" out before I can buy a permit?
A - Yes. Your best defense against this is to buy the permit(s) well in advance. Please note also, that we sell online permits in increments of between one and six months.
- Q - Why can't I print the online permit on my PC printer?
A - The system we use at present does not produce a customer printable permit which protects the legitimate customer from unauthorized permit reproduction.
- Q - What does it mean if I access online permits and the system will not allow me to buy a permit for a particular facility?
A - It means we have reached the "cap" for online permit sales at that facility. You should select an alternate facility, or call us at 276-Park (7275) for details.

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- Q - Can I purchase more than one permit at a time online?
A - Yes. The secure online site is a “shopping cart” environment.
- Q - Previously, we were required to sign a Parking Agreement. Has this requirement been eliminated when purchasing online?
A - Yes. The online permit purchaser is prompted to place a check-mark in a box, confirming he/she has read and will comply with our permit parking rules and policies.
- Q - Do I have to pay multiple shipping fees, when purchasing multiple permits in one shopping cart transaction?
A - No. One shipping fee is assessed, per shopping cart.
- Q - How do I obtain a receipt?
A - You have two options:
1) Print the final page of your shopping cart transaction
2) Update your account at easyparkalaska.com to include a valid email address. Each online transaction will generate an auto-receipt, sent to your email.
- Q - Do I need a credit card or debit card to setup an online account?
A - Yes. Visa or Mastercard.
- Q - What do I do if I establish an online account, and my mailing address or other contact information changes?
A - Go to easyparkalaska.com and update your information, click on “Online Services” and select “Manage my Parking Account”.
- Q - If I receive a parking citation or infraction, can I use my online account to pay or appeal?
A - Yes. Online payments and appeals for parking violations have been in place nearly two years.

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