



LAZ PARKING ONLINE USER GUIDE

Subscription Edition

LAZ PARKING
One Financial Plaza 14th Floor Hartford, CT 06103



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Welcome to LAZ Online Subscription Billing!

Dear Valued Customer,

Thank you for choosing LAZ Parking! LAZ Subscription Online will allow you to access and manage your parking subscription conveniently from your desktop or mobile device. With your LAZ Online account, you can easily view your account history and print invoices. You can also make payments, sign up for automatic recurring payments, add parkers, and modify your vehicle information.

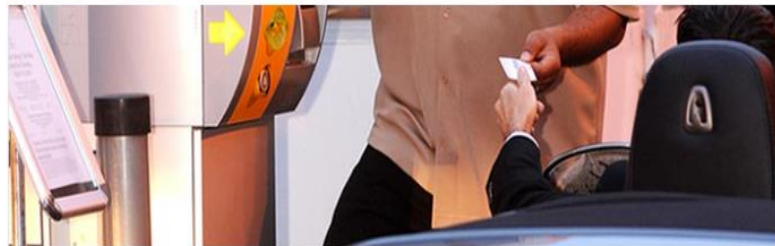
Accessing your Account: To access your online account, please go to www.lazparking.com and select **My Account** on the upper right corner of the home page.

A screenshot of the LAZ Parking website. The top navigation bar is blue and contains the LAZ PARKING logo, "FIND PARKING", "OUR COMPANY", "My Account" (circled in red with a red arrow pointing to it), "LAZ Careers", and "LAZ Technology". Below the navigation bar is a video player showing two men in suits making peace signs. A white search overlay is centered on the video, featuring the text "WELCOME TO LAZ", "Let's find you some parking", "One Time" and "Subscribe" buttons, a "Find Parking Near Me" button with a location pin icon, and a search input field with the placeholder text "Address, Place, Airport..". A red "Find Parking" button is visible at the bottom center of the video player.

Select **Sign in** under **Your one LAZ Account – an all NEW experience!** on the next screen.

My Account
About LAZgo

Find Parking > My Account



My Account

Exciting news! During 2021 we're unifying "My Account" so there is only one type of LAZ account. We're upgrading by region. Please Sign In below based on your type of account.

Older Monthly Parking Accounts

Existing Monthly Parkers who have not yet received emails upgrading you to our new Subscription experience. During 2021, all Monthly customers will be upgraded and this Sign In will be removed.

[Sign In](#)

[Forgot password](#)

Your one LAZ Account - an all NEW experience!

Subscription - Monthly Parkers with emails confirming your account has been upgraded to our new experience
One Time - customers who purchase Reserve Ahead, Park Now, Events or Permits via text, app or web

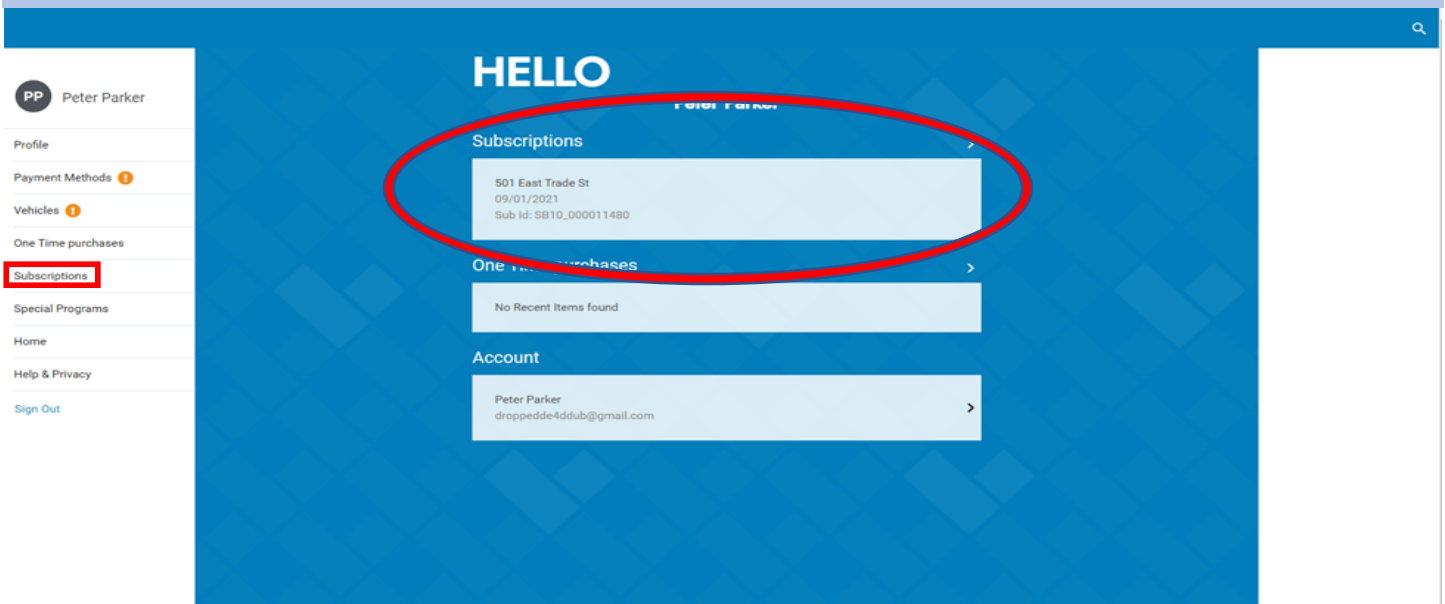
[Sign In](#)

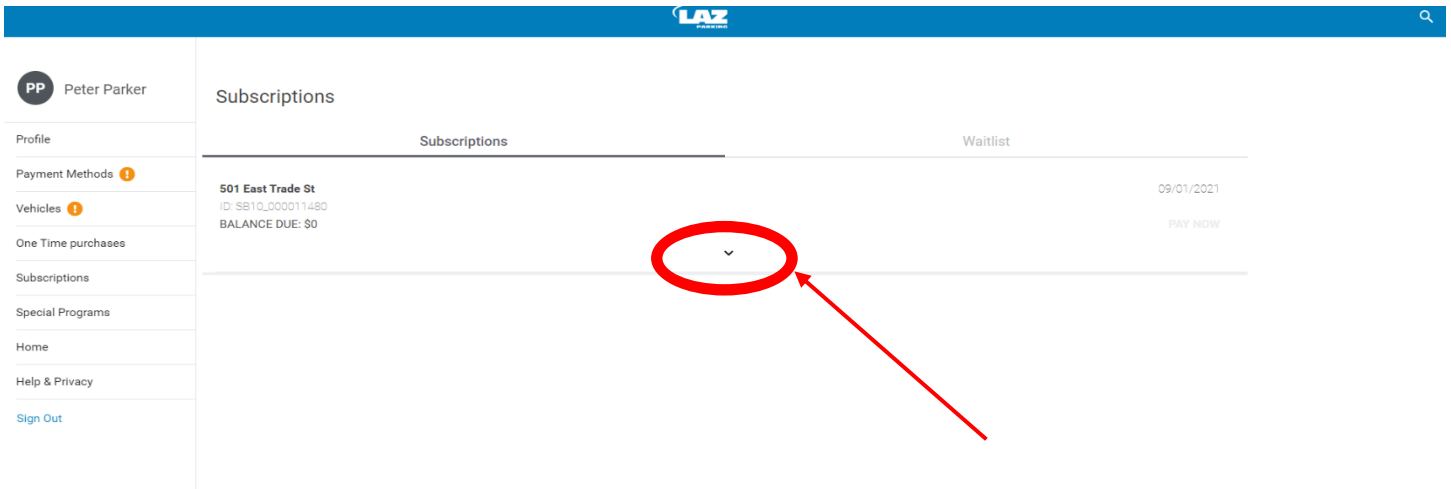
[Forgot password](#)

Once you click **Sign In**, this will open a new window prompting you to enter your email address and password. If this is your first time signing, use the **click here to reset your password** link. If not, enter your credentials and click the Sign In button.



Manage Subscriptions: After resetting your password and entering your credentials at the previous sign in screen, you will be redirected to your account page. From this page you can navigate your various subscriptions, view one-time purchases, and make any necessary changes to your account information. Click the **Subscriptions** button or your subscription to navigate to your subscriptions.

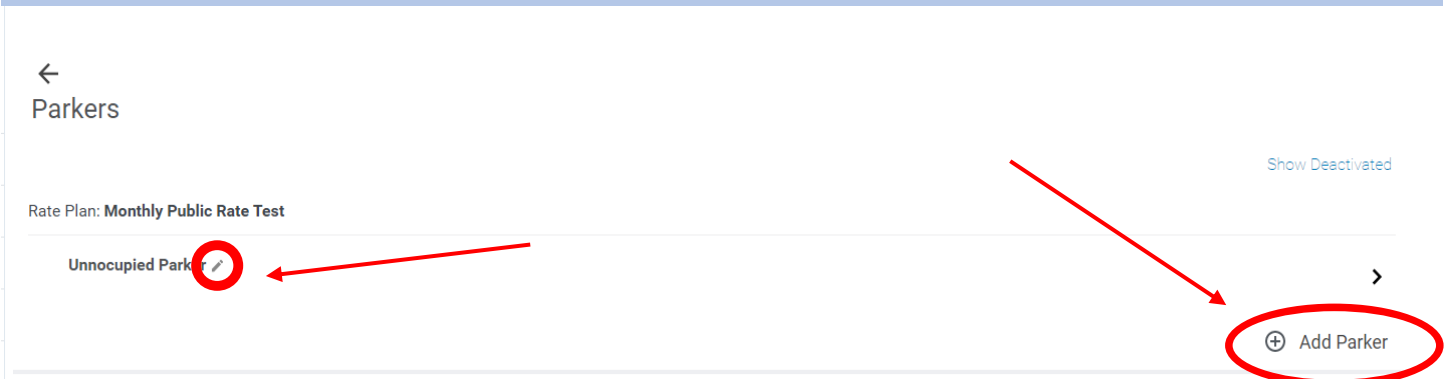




Manage/Add Parkers: This page will show all of your subscriptions across all LAZ locations. Click the **drop-down arrow** located below each subscription to view details about that subscription. After you click the drop-down arrow, you will be able to see the **Parkers** button. Click the **Parkers** button to make changes to the parker information associated with the subscription.



From this screen you can edit parker information by clicking the **pencil icon** location next to each parker's name. Editing parkers allows you to change parker name and vehicle information. You can also use the **Add Parker** button to add more parkers to a subscription as long as there is space available at the location.



View Waitlist Submissions: You can also use the **Subscriptions** screen to view any locations that you are currently on the waitlist for. From the **Subscriptions** screen, click on the **Waitlist** tab. Currently this account is on the waitlist for two different facilities. You can see the date that the account submitted the waitlist request, the quantity of parking spaces requested, and the desired date of parking. To **Modify** the date requested, click the **drop-down arrow** shown below.

Subscriptions

Subscriptions Waitlist

901 East Fourth
2
Created Date: 09/24/2021
Quantity: 1

Education Center Lot
2
Created Date: 09/24/2021
Quantity: 1

10/01/2021

10/01/2021

Quantity Requested

Date Request Submitted

Desired Date of Parking

After clicking the **drop-down arrow**, click **Modify** and enter your new desired date of parking or quantity, and click the Modify button shown below. This will update your waitlist request. You can also press **Cancel** to cancel your waitlist request.

Education Center Lot
2
Created Date: 09/24/2021
Quantity: 1

10/01/2021

MODIFY

CANCEL

Modify

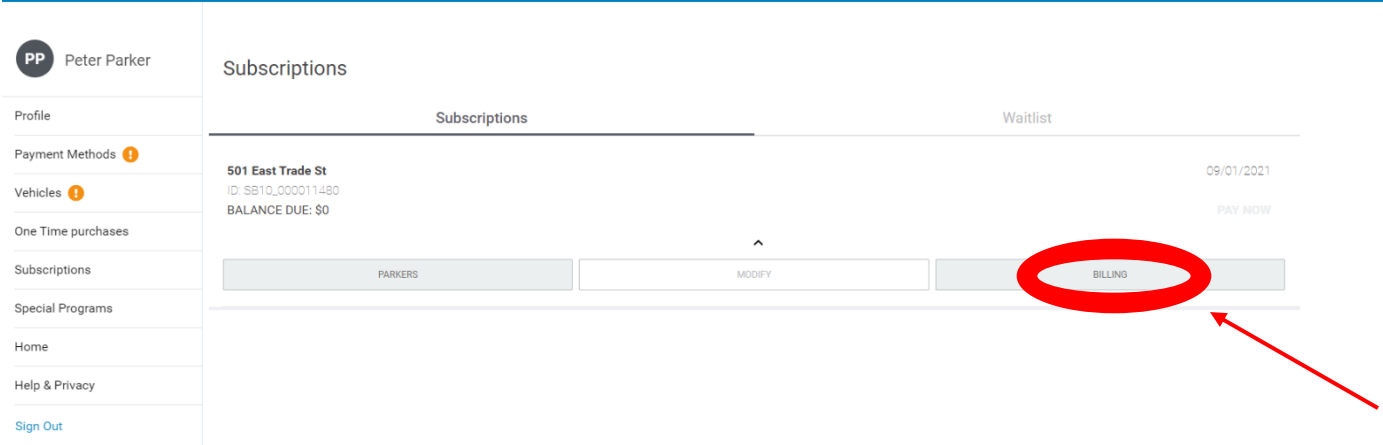
Quantity
1

Requested Date
10/01/2021

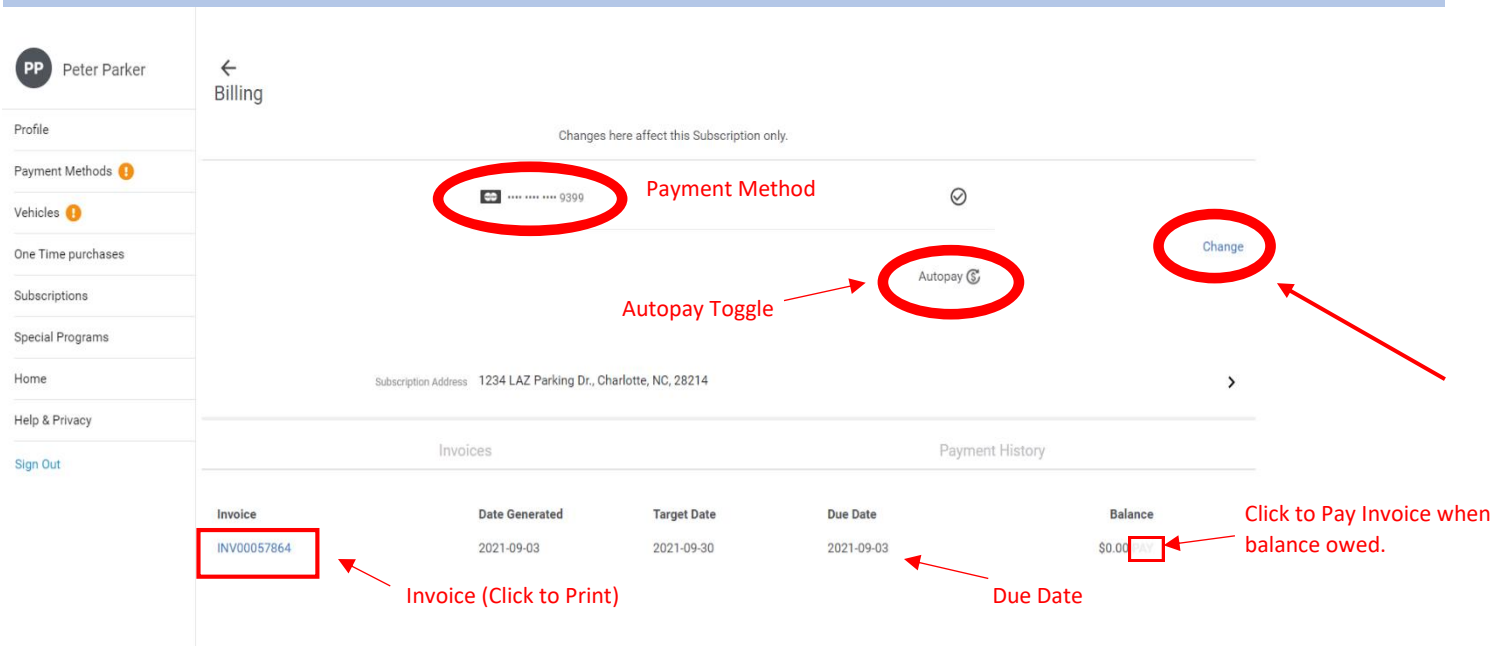
Close

Modify

Manage Billing/Pay Invoice: From the subscription menu you can also use the **Billing** button to navigate to any invoices associated with the subscription.



This page also shows the default payment method associated with the subscription and allows you to setup Autopay. The invoices for this subscription are shown in the bottom section of the Billing screen. You can click on a specific invoice to open a copy of that invoice. The balance for each invoice is shown under the **Balance** column. If there is a balance associated with an invoice, click the **Pay** button to make a payment. If you need to use a different payment method, click the **Change** button to change the payment method associated with the subscription.



When you click the invoice in the bottom left corner of the screen, the invoice will open in a new window. A sample invoice is shown below. Each invoice will have the account and invoice information in the top right corner and will have the remittance information in the bottom right corner. The invoice will show the prior month's charges/payments, combined with the current month's charges, equaling the amount due. If payment is being sent to the lockbox, include the bottom portion with the payment.



One Financial Plaza 14th Floor
Hartford, CT 06103

Invoice
Number

Account A00005681
Invoice INV00052955
Invoice Date 09/01/2021
Printed on 8/26/2021
Peter Parker
Total Due: \$100.00
Parking for 09/01/2021

Please remit all check payments directly to the address shown at the bottom of this invoice. Reference your customer account number in the check memo line and include the bottom remittance section. You can find your customer account number at the top and bottom of your invoice.

Peter Parker
1234 LAZ Parking Dr.
Charlotte, North Carolina 28214

Prior Month Items:	
Ending Balance:	\$0.00
Current Charges: Billing for 09/01/2021	
1 Parker:Non-Reserved - Time Warner Cable Arena @ \$100.00 09/01/2021-09/30/2021	\$100.00
Parking	\$100.00
Sales Tax	\$0.00
Total Current Charges:	\$100.00
Total Due:	\$100.00
Parker Details:	

Please detach and return this stub with your payment

	One Financial Plaza 14th Floor Hartford, CT 06103	Account A00005681 Location 810446 Invoice INV00052955 Total Due 09/01/2021 \$100.00
--	--	--

Peter Parker
1234 LAZ Parking Dr.
Charlotte, North Carolina 28214

Amount Enclosed _____

Remittance Information →

Remit To:
Laz Parking Georgia, Llc
P.O. Box 281093,
Atlanta, GA 30384-1093
shaynes@lazparking.com

Change Subscription Payment Method: If you need to change your card on file or would like to set up a Pre-Authorized Debit payment, click the **Change** button to change your payment method. *Any changes made from the Billing screen will affect that Subscription only.* After clicking **Change**, navigate to either the **Use Another Card** button to add another credit/debit card, or the **Add Pre-Authorized Debit/ACH**, to link your subscription to a bank account.

←
Billing

Changes here affect this Subscription only.

••••• 9399

Autopay

Subscription Address 1234 LAZ Parking Dr., Charlotte, NC, 28214

Invoices | Payment History

Invoice	Date Generated	Target Date	Due Date	Balance
INV00057864	2021-09-03	2021-09-30	2021-09-03	\$0.00 PAY

Change



←
Billing

Changes here affect this Subscription only.

••••• 9399

Subscription Address 1234 LAZ Parking Dr., Charlotte, NC, 28214

Invoices | Payment History

Invoice	Date Generated	Target Date	Due Date	Balance
INV00057864	2021-09-03	2021-09-30	2021-09-03	\$0.00 PAY

Use Another Card
Add Pre-authorized Debit/ACH



Add Pre-Authorized Debit Payment: If paying via ACH/Pre-Authorized Debit payment, click **Add Pre-Authorized Debit/ACH** as shown above, and enter your account information on the screen shown below. Once you have entered your information, click the **Save** button.

←
Billing

Changes here affect this Subscription only.

Name on Account
Peter Parker

Bank Name
Bank of America

Checking

Account Number
000000000000

Routing Number
00000000

Back to Payments

SAVE

Subscription Address 1234 LAZ Parking Dr., Charlotte, NC, 28214 >

Once you click **Save**, you will see your new payment method shown in the **Billing** screen, as shown in the picture below.

←
Billing

Changes here affect this Subscription only.

Checking
Ending in 0000

Autopay



Change

Subscription Address 1234 LAZ Parking Dr., Charlotte, NC, 28214 >


View Payment History: You can also use the **Billing** screen to view past payments made on the account. Click on the **Payment History** tab to view these payments. Each payment shows the payment reference number, the date the payment was made, the payment approval status, and the amount of the payment that has been applied.

←
Billing

Changes here affect this Subscription only.


 Checking
 Ending in 0000 


[Change](#)

Autopay 


Subscription Address 1234 LAZ Parking Dr., Charlotte, NC, 28214 >

Invoices
Payment History


Payment	Type	Paid Date		Amount	Amount Applied
P-00010739	Electronic	2021-09-03		\$1.00	\$1.00




**Payment
Number**



**Date of
Payment**

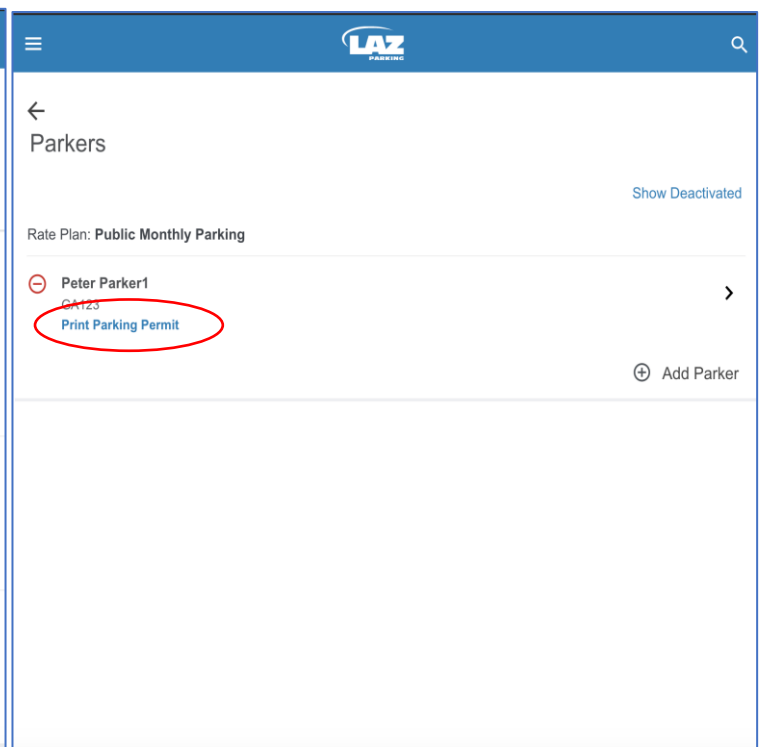
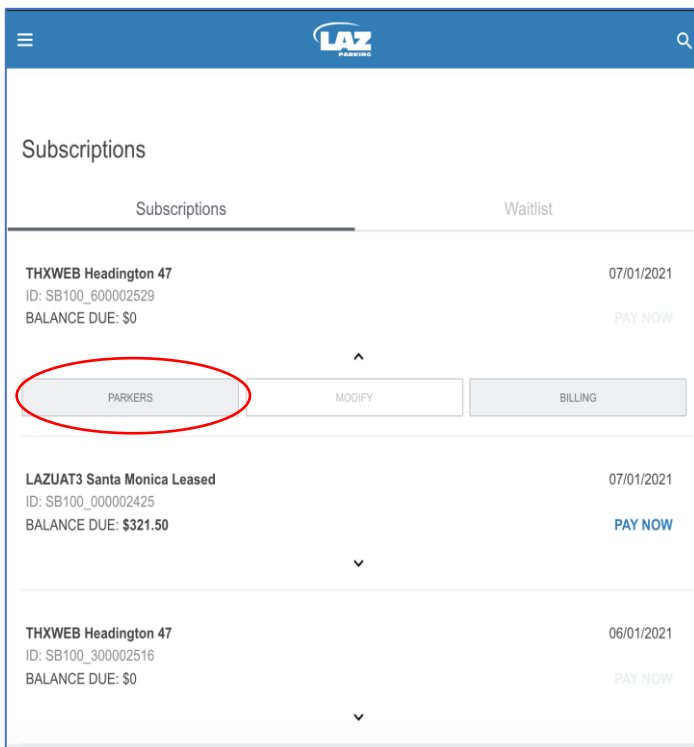
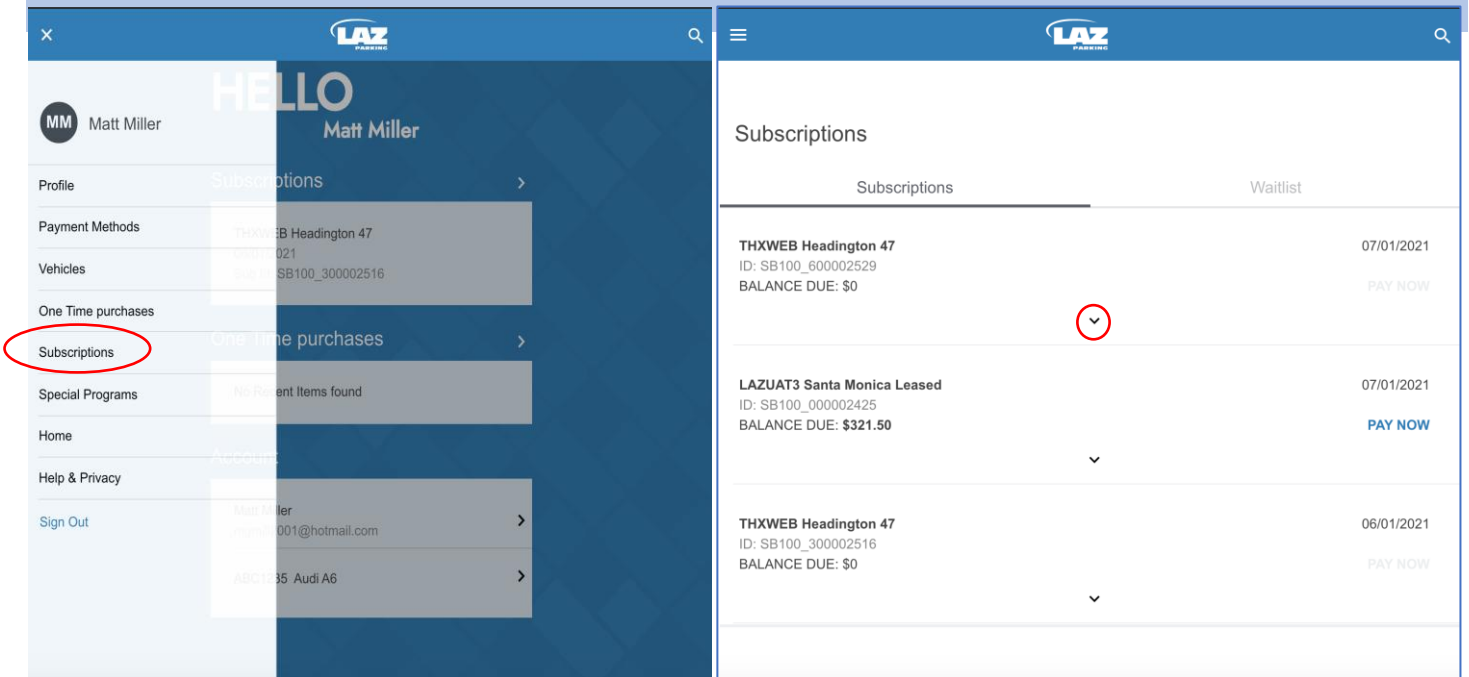


**Payment
Approval Status**



**Amount of
payment/Amount
Applied**

Print a Parking Permit: To print a parking permit, navigate to the **Subscriptions** tab and click the **drop-down arrow** on the subscription you would like to print the permit for. Once the three buttons appear below the subscription, click the **Parkers** button under that subscription. You should not see the **Print Parker Permit** button, which will open the permit in a new window. An example of a location parking permit is visible on the next page.



Below is a screenshot of a parking permit on the LAZ Parking website. You can click **Save** to save the permit to a folder on your computer. From there, you can print the PDF version of the permit as needed. Each permit contains the location number, the tenant (if listed), the permit number and the license plate # for the vehicle assigned to the parker.

Parking Permit Preview

Aug 08/2021

Location #: 620159
Tenant:
Permit #: ABC123555
License #: GA123

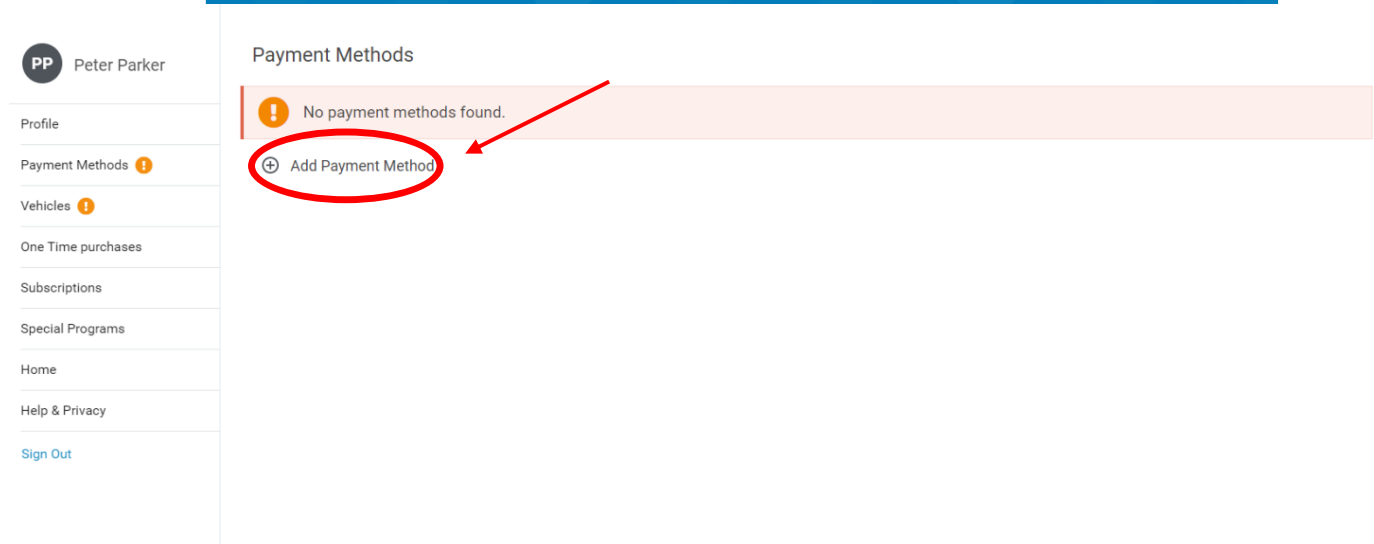
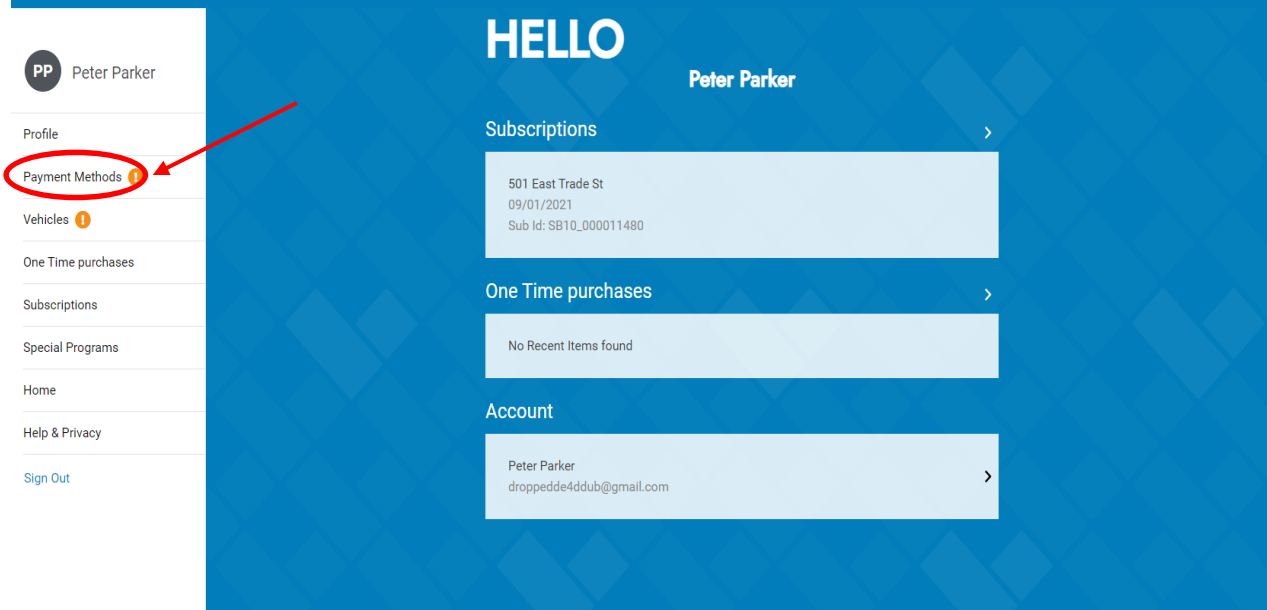
Please ensure permit information above is clearly readable through glass.

Terms & Conditions

This card is good for one month only. The month valid for is printed on the front. Patrons who fail to renew their contract by the 5th of the month are subject to a \$20.00 late fee and or will possibly be charged the daily rate for parking services rendered. The monthly card must be displayed visibly on the vehicle at all times. \$10 fee will be charged for lost, misplaced or stolen tags. This pass is transferable only to vehicles registered with LAZ Parking. We assume no liability for fire, theft, or damage in any case, except through our own negligence. In no event will we assume liability for damage or injury sustained due to faulty brakes. All Claims for adjustments must be presented before vehicle is taken from parking facility. Not responsible for articles left in car. The acceptance of payment relieves this company of any responsibility for fire, theft or accidents.

Save **Cancel**

Add Payment Method: In order to add a payment method to your account, click the **Payment Methods** link below. From this screen, select **Add Payment Method**. Follow the prompt to add the payment method to the account. Once finished click **Save**.



← Add Payment Method

Name on card
Peter Parker

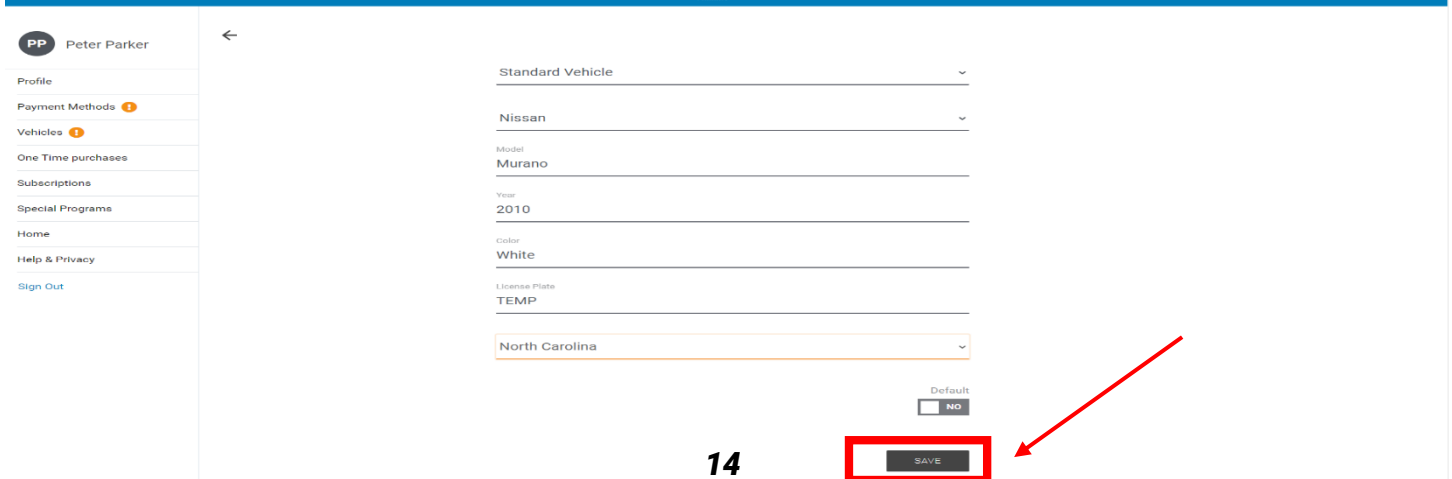
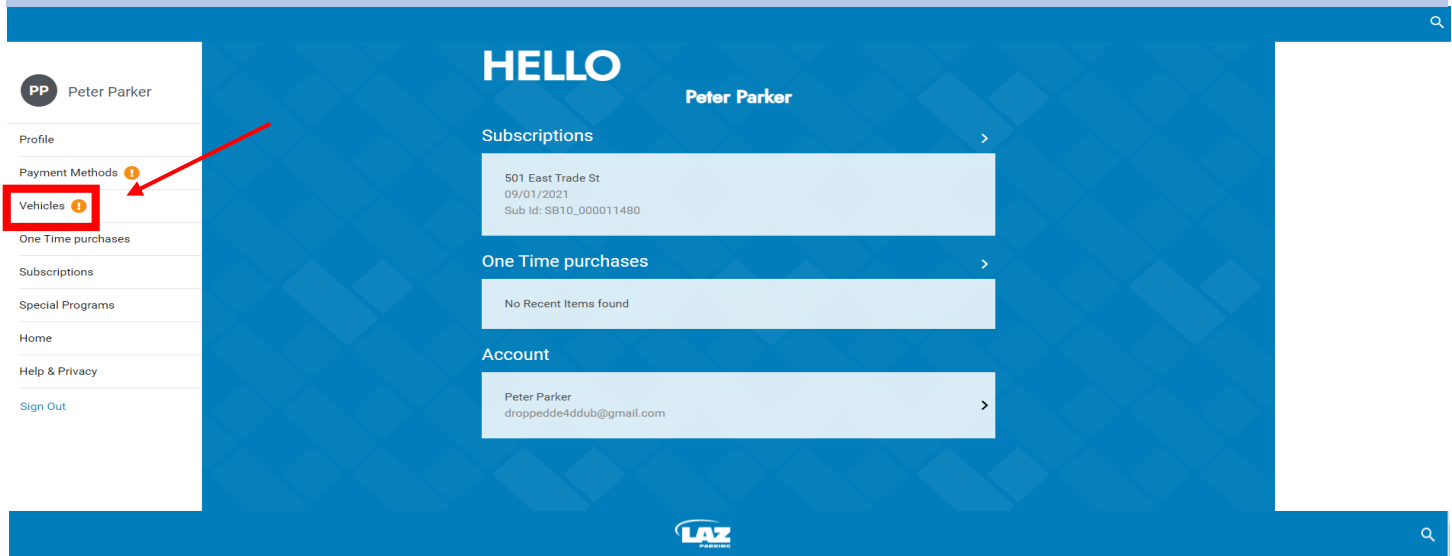
Card Number

-- --

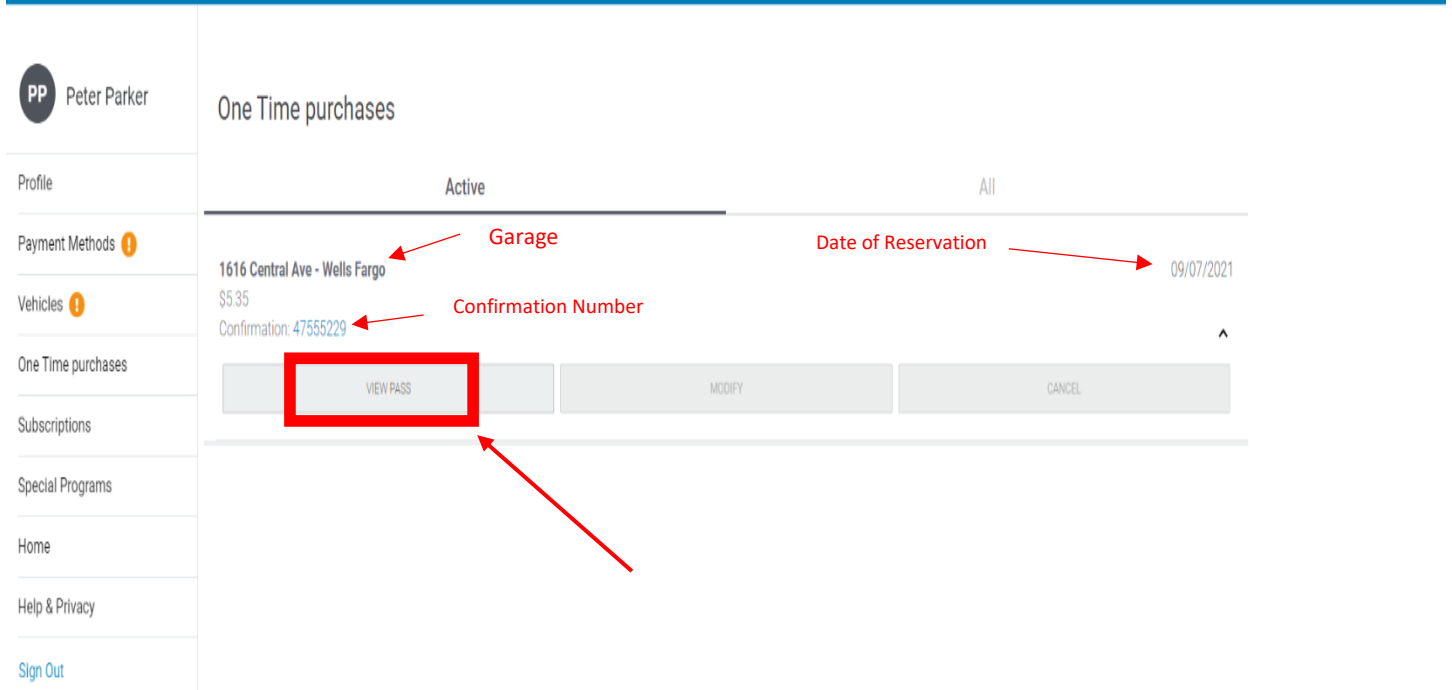
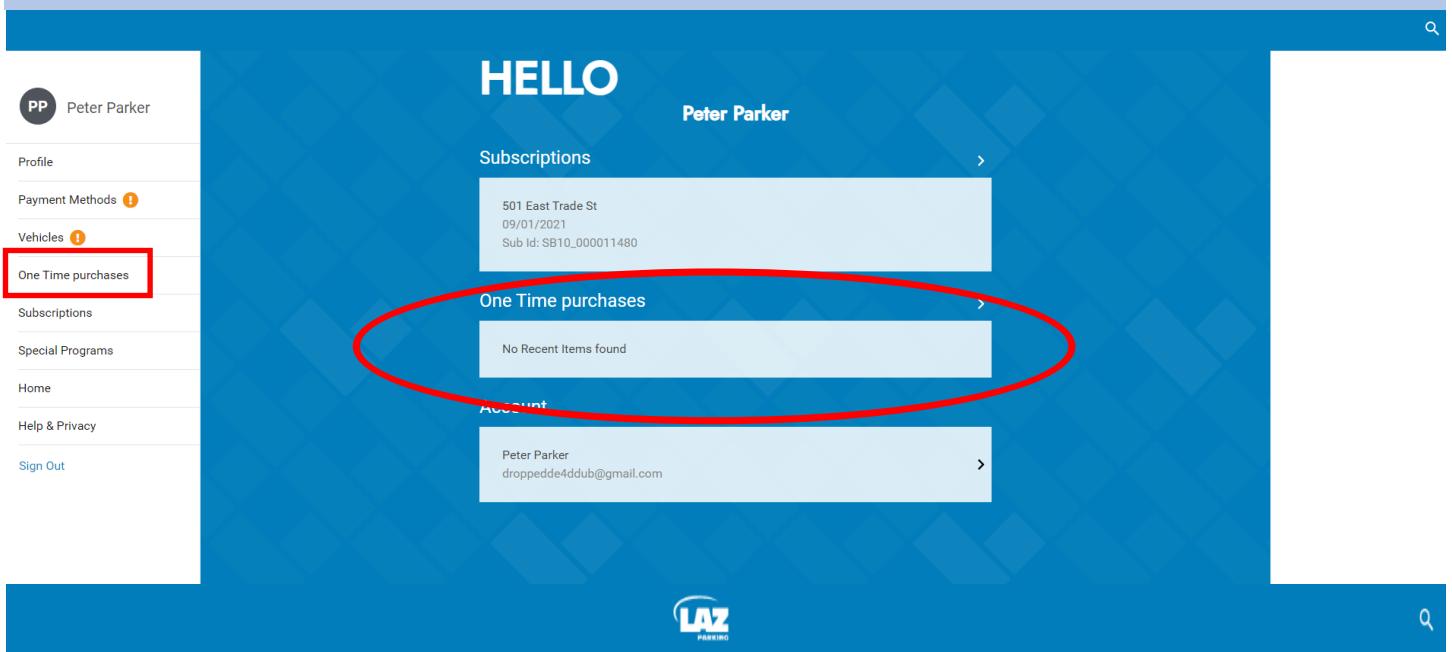
CVV CVC

SAVE

Add Vehicles: To make changes to the vehicles associated with your account, click the **Vehicles** button. Once on the vehicles screen, click **Add Vehicle**. Enter your vehicle information in the corresponding lines, and click **Save** once finished. You can toggle the **Default** option to make this your default vehicle across all subscriptions. Make sure any changes to vehicle information are also entered under the appropriate parker entry.



One Time Purchases: You can manage your **One Time Purchases** from this portal as well. Click the **One Time purchases** button to view any One Time purchases made with your LAZ Parking account. After clicking the **One Time purchases** button, the page will navigate to your Active One Time purchases. This page will show your confirmation number, the garage where the parking was purchased, and the date of your parking reservation, Click **View Pass** to open the pass associated with your One Time purchase.




Below is an example **Parking Pass** for a One Time purchase. This pass shows the date and time reserved, the QR code associated with the reservation, and also has the garage address and Maps view in the bottom right-hand corner. This screen also contains any useful information about the garage procedures and provides instructions on how to redeem the parking pass at each location.

Parking Pass
LAZGO

Confirmation: 47555229

QR Code



PETER PARKER

This is an automated location. Payment is verified via your license plate.

Date/Time Reserved

ENTER AFTER
09/07/2021
07:33 AM

EXIT BEFORE
09/07/2021
09:33 AM

P

1616 Central Ave - Wells Fargo

Mobile Rate

\$5.35

How to Redeem:

- 01

1. This is an automated location. Payment is verified via your license plate.
- 02


2. Do not park in spaces marked Wells Fargo customer/employee parking during times noted on signage.
- 03

3. Please leave before the expiration listed on your pass or purchase additional time as needed.

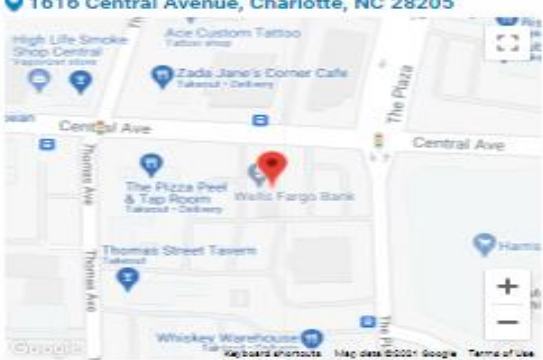
Need Help?

My Account
Manage Transactions

Email Us | 855-529-4040



1616 Central Avenue, Charlotte, NC 28205

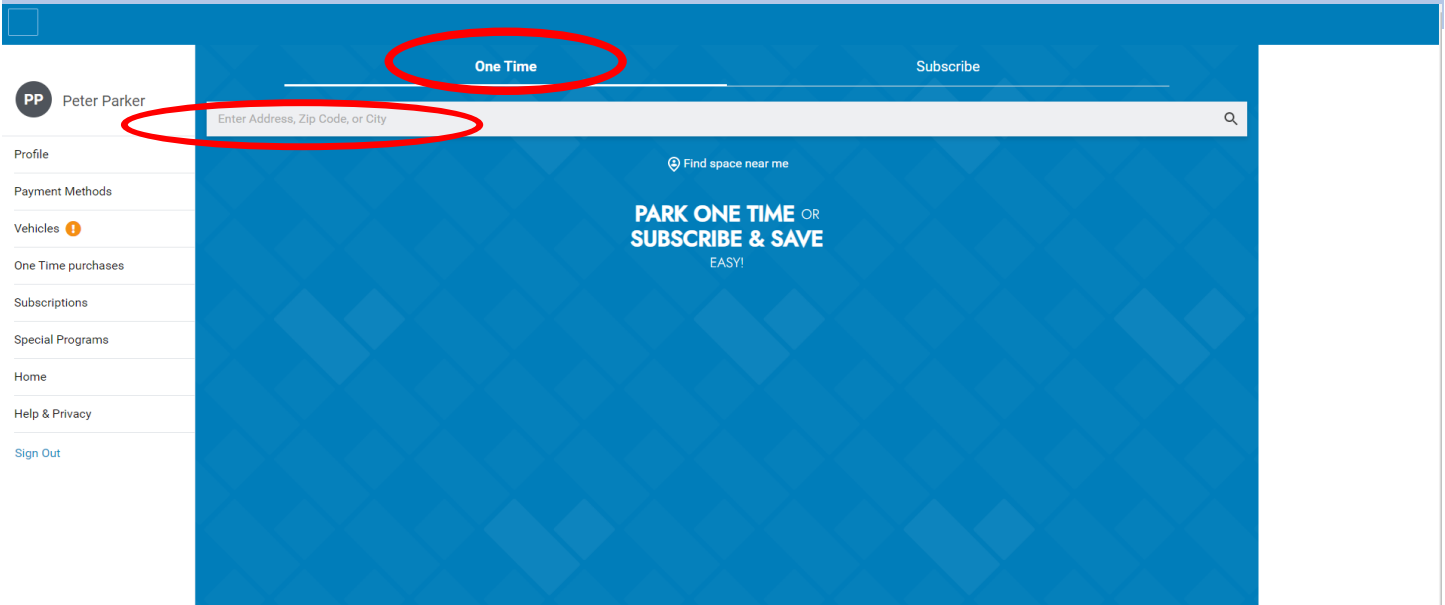


Restrictions

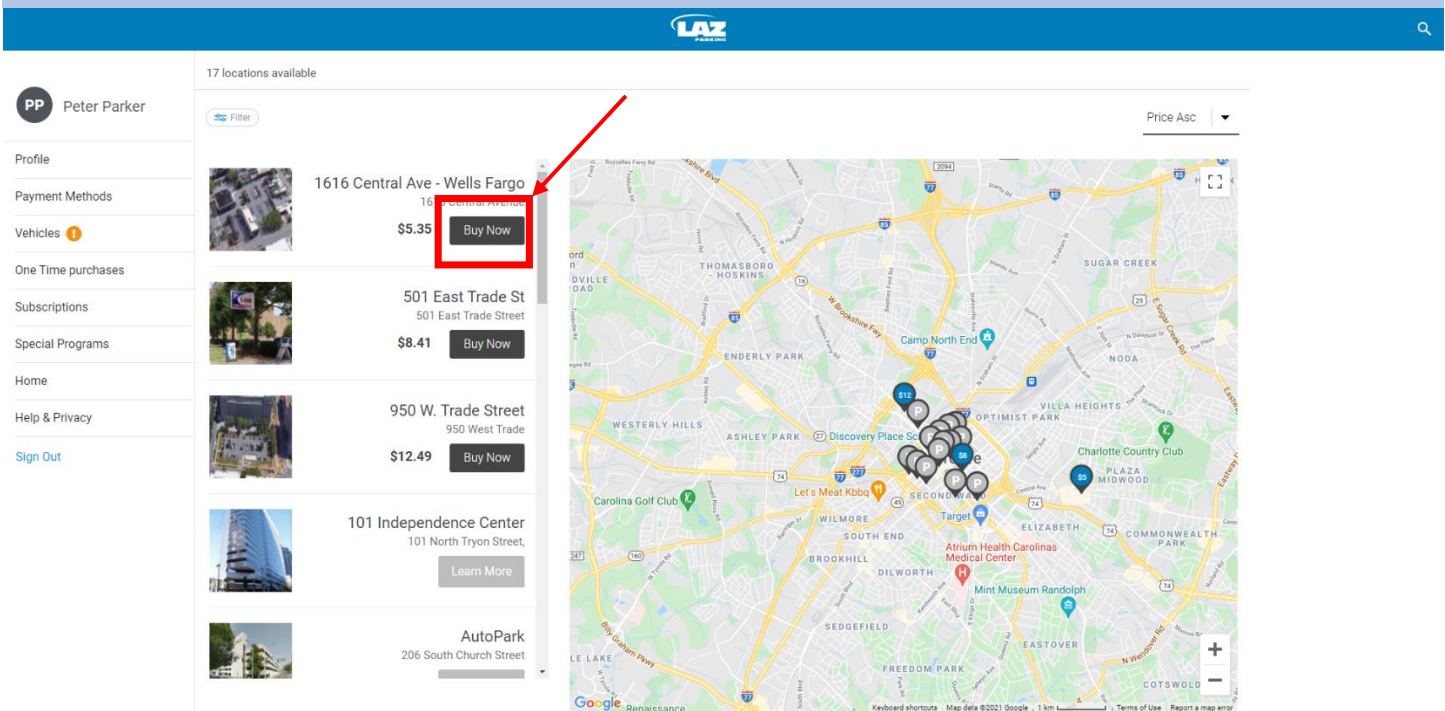
- Do not park in spaces marked Wells Fargo customer/employee parking during times noted on signage
- No overnight parking
- All sales are final
- Payment is verified via your license plate
- Parking is only available during the hours posted at the location
- All parking passes are date specific and cannot be exchanged for use on any other day

By Using this Service, you agree to our [Terms & Conditions](#)

In order to make a One-Time purchase, click the **One Time** button at the top and **enter the address or city/zip** where you would like parking. This will take you to a new page showing garages in the area offering one-time parking.



From this screen select the garage you would like to purchase the One Time parking for, and click the **Buy Now** button.



This will open a text box showing the garage's restrictions and procedures for One-time parking. Click **Okay** and use the **Clock Symbol** on the next page to select the hours you would like to park in the garage. Once finished, click **Add to Cart**.

HELLO
Thanks for parking with us

1616 CENTRAL AVE - WELLS FARGO

- Do not park in spaces marked Wells Fargo customer/employee parking during times noted on signage
- No overnight parking
- All sales are final
- Payment is verified via your license plate
- Parking is only available during the hours posted at the location
- All parking passes are date specific and cannot be exchanged for use on any other day

OK

Start	End	Price
TUE, SEP 07 07:33 AM	TUE, SEP 07 09:33 AM	\$5.35

ADD TO CART

Click to modify hours of use.

In the My Cart tab, you can use the **Pencil Icon** to edit the parker details for this reservation. Once you have entered the parker information, press the **Save** button to return to the My Cart screen. You can now press the **Checkout** button to proceed to the next step of the transaction.

My Cart \$5.35

Have a coupon code? **APPLY**

Mobile Rate
9/7/2021 7:33 AM > 9/7/2021 9:33 AM
Peter Parker
droppedde4ddub@gmail.com

ADD **CHECKOUT**

\$5.35

Mobile Rate \$5.35

9/7/2021 7:33 AM > 9/7/2021 9:33 AM

Who is this for?

First Name
Peter

Last Name
Parker

Email
droppedde4ddub@gmail.com

Vehicle Info:

License Plate

BACK **SAVE**

For the final step, enter in your payment information and click the **Authorize** button. You can also click the **Checkbox** above Authorize to save your payment information for future use.

LAZ PARKING

1616 Central Ave - Wells Fargo

PP Peter Parker

Payment \$5.35

Name on Card
Peter Parker

*****0000

January 2040

000

zip Code
28214

Save my info for next time

BACK AUTHORIZE \$5.35

Back to Payments

By selecting the Authorize button you agree to our Terms & Conditions, Privacy Policy and License Plate Recognition Policy.

This will take you to the confirmation screen where you can view your parking pass and see your confirmation number. This information will also be sent to your email address.

LAZ PARKING

1616 Central Ave - Wells Fargo

PP Peter Parker

Thank you for your purchase!

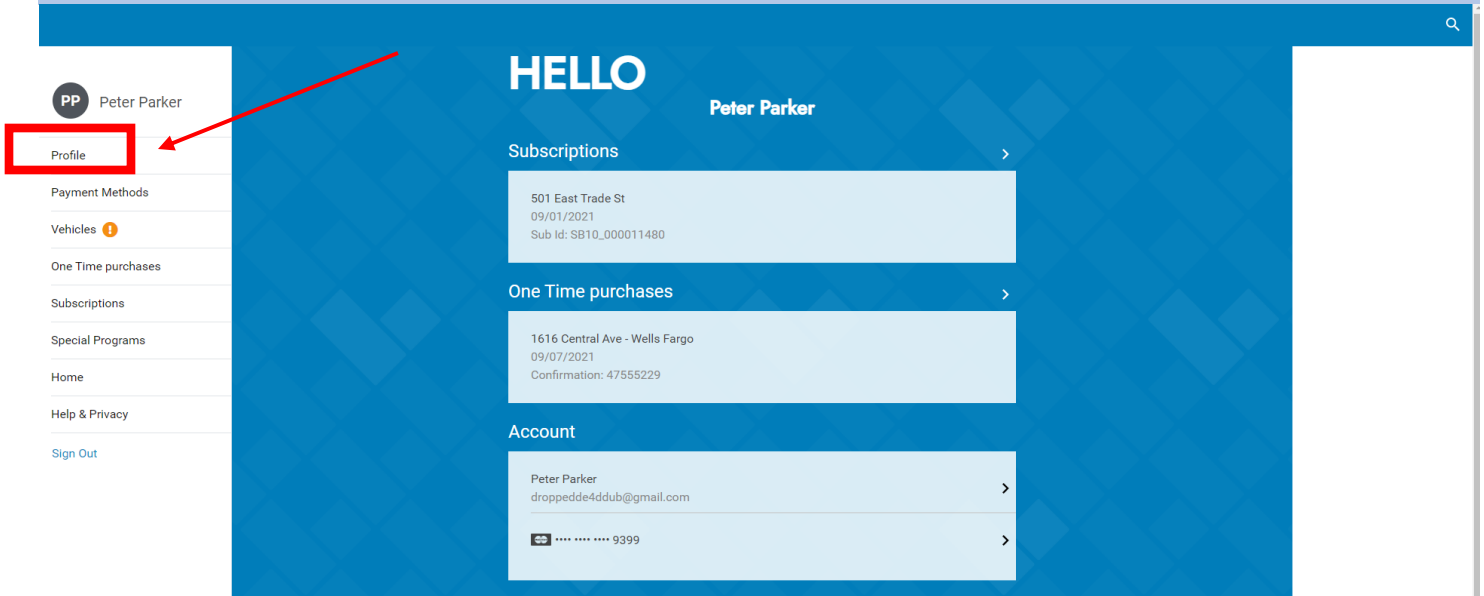
We've emailed you a receipt and a link to your Pass.
You can also view it below.

Mobile Rate
Peter Parker
Confirmation: 47555229

VIEW PASS

Confirmation Number

Edit Profile/Change Password: You can make changes to your account information or change your password by clicking the **Profile** button from the browser.



From the **Profile** screen, click the arrow next to the **Password** line item to change your password. To change your email address, name, or mobile number, click the arrow next to the **Contact Info** line item.

