


VoucherSmarti (Visitor Permits)

Once you have been issued a Visitor Voucher Licence, you will notice that there is a new button, 'Visitor Voucher', on your permit account home screen.

[My details](#) [Permit application](#) [My permit applications](#) [My permits](#)
View or change your details Apply for a permit View your applications View and renew your permits



Visitor Voucher

When booking Visitor sessions it is the account holders responsibility to ensure the correct vehicle registration is entered, or the vehicles may receive penalty charge notices.

Click on the 'P' and you will be directed to a new page which is your visitor permit portal. This page displays the visitor voucher details and current top-up and usage status. From this page you are able to book a visitor session or top-up your account with visitor sessions.

Help

Your account contains a number of permits.

This screen lists all the permits in your account which are currently valid for booking visitor sessions.


Each item in the list shows the permit number followed by the reference number, if known.

You need to select which of these permits you wish to book a visitor session with.

When you've selected a permit from the list click 'Book' to begin the booking process.

Select permit

You have 1 permit active to book parking sessions

Permit	Status	Reference	Allowance	
DTVV307	Valid until 23/10/2023		You are entitled to 25 sessions in each 1 month period.	 Book
Visitor Voucher Licence			You have 25 sessions remaining in this period.	Topups
DT-DE1 - Zone DE1			Your current top-up balance is 5 sessions.	

Booking a session

Click 'Book' to set up a visitor session. 'Book parking' step one asks for the vehicle details and when the session is required. This can be booked as a visitor arrives or in advance.

Help

We need to know what vehicle your visitor has parked so we don't give it a ticket.

If you have visitors who come to park regularly you can save their registration numbers and pick them from a list next time. Just tick the box to tell us to do this.

And you need to check they've parked in a street or car park that your permit covers, so please choose one of the parking locations in the list.

When you've done this click 'Continue'.

Book parking (step 1 of 3)


Permit details

Permit : DTVV307 Visitor Voucher Licence DT-DE1 - Zone DE1

Status : Valid until 23/10/2023

Vehicles

Registration number :

Save this registration number : 

Location

Parking location : Zone DE1

Duration

Start parking : Now At a future time

Your permit allows your visitor to park until 23:59.

[Continue](#)

[Cancel](#)

'Book parking' step two advises that the session will deduct one session from your balance. You should check that the details you have entered are correct and click 'Confirm' to process the booking.

Help

If all the details are correct, please press the confirm button to complete your booking. Alternatively, press cancel to restart the booking process

Book parking (step 2 of 3)

Permit : DTVV307 Visitor Voucher Licence DT-DE1 - Zone DE1

Status : Valid until 23/10/2023

This permit has a current balance of 5 sessions.

The booking for [REDACTED] at Zone DE1 between 11:00 to 23:59 on 25/10/2022 will use 1 session and will be deducted from this balance.

[Confirm](#)

[Cancel](#)

'Book parking' step three confirms your session has been booked.

Help

If all the details are correct, please press the confirm button to complete your booking. Alternatively, press cancel to restart the booking process

Book parking (step 2 of 3)

Permit : DTVV122 Visitor Voucher Licence DT-L1 - Zone L1

Status : Valid until 06/04/2023

This permit has a current balance of 5 sessions.

The booking for V133EGO at Zone L1 between 15:20 to 23:59 on 14/04/2022 will use 1 session and will be deducted from this balance.

[Confirm](#) [Cancel](#)

My Visitors

If you click the 'My Visitors' page, you will be able to add the details of any visitors you wish. This may be a useful tool if you have the same vehicles visiting regularly.

Help

You can save vehicles for as many visitors as you like.

If you have one visitor you see most often and you mark it as preferred we'll automatically put it at the top of the list for you.

If your vehicle is registered in a different country, or we cannot find it for any other reason, you can still add it but please make sure you have typed it correctly – we don't want you getting any parking fines!

My visitors

[Add visitor](#)

Preferred	Registration number	Name
•		

You have not yet registered any visitors

My Bookings

If you click 'My Bookings', you will be able to view any booked visitor sessions. This includes past, current and future bookings. If you have booked a session for a future time/date you are able to change the vehicle registration number or cancel the session by clicking 'Amend' or 'Cancel'. If you click 'Amend' you will be asked for a new registration number. If you click 'Cancel', your session will be removed from your booked sessions and your account will be credited with the session that you cancelled.

It is important to note that if the session has already started, you will not be able to amend or cancel the session.

Help

On this screen you can view the visitor parking sessions you have booked in the last 12 months.

If you need to find a particular session, you can use the 'Search sessions' box.

Enter any text and the table will display any session matching your input text for location, registration number or date.

Booked sessions

Display parking sessions in the : Last 3 months ▾

Show 25 ▾ sessions at a time Search sessions:

Permit	Location	Start time	End time	Registration number	Name	Cost		
DTVW307	Zone DE1, Dartford	Tuesday 25/10/2022 11:00	Tuesday 25/10/2022 23:59			£1.00	Amend	Cancel

Showing sessions 1 to 1 (Total: 1 sessions) [← Previous](#) 1 [Next →](#)

Top-ups

From the 'Book Parking' screen you can click the 'Topup' button. You will be directed to a page that shows your top up history:

Help

On this screen, you can see details of all your topups.

The help icon will give you more information about your parking session entitlement.

If you are allowed to purchase more topups, you can do so by pressing the 'Buy topup' button.

Topup history

Permit : DTVW307 Visitor Voucher Licence DT-DE1 - Zone DE1

Status : Valid until 23/10/2023

Your current topup balance is **5** sessions

You may now topup no more than **295** sessions.

[Buy topup](#)

Purchased	Status	First used	Last used	Price	Sessions	Balance
24/10/2022 00:00	New			£0.00	5	5
Totals:				£0.00	5	5

[Back](#)

Click 'Buy topup'. Select how many sessions you wish to purchase. They are sold in blocks of 5 sessions. Click pay and you will be prompted to enter your payment details. Once the payment is complete you will see the sessions have been added to your account. Whilst the system will allow for the purchase of more than 25 sessions the system will only allow you to use a maximum of 25 sessions per rolling month.