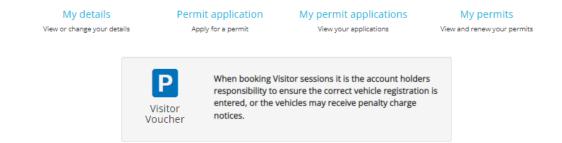
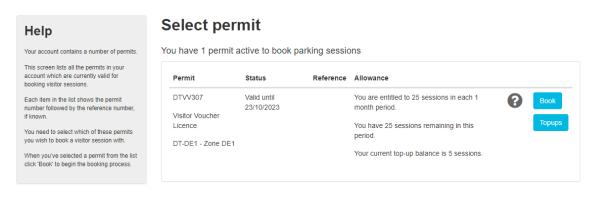
# **VoucherSmarti (Visitor Permits)**

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.

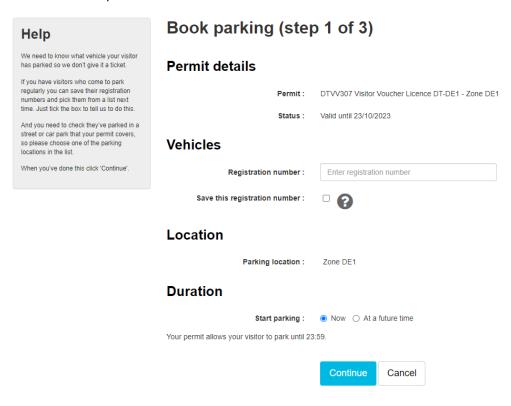


Click on the 'P' and you will be directed to a new page which is your visitor permit portal. This page displays the visitor voucher details and current top-up and usage status. From this page you are able to book a visitor session or top-up your account with visitor sessions.

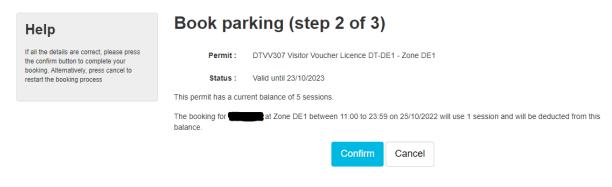


### **Booking a session**

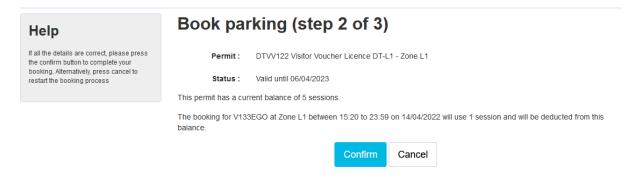
Click 'Book' to set up a visitor session. 'Book parking' step one asks for the vehicle details and when the session is required. This can be booked as a visitor arrives or in advance.



'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.



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



#### My Visitors

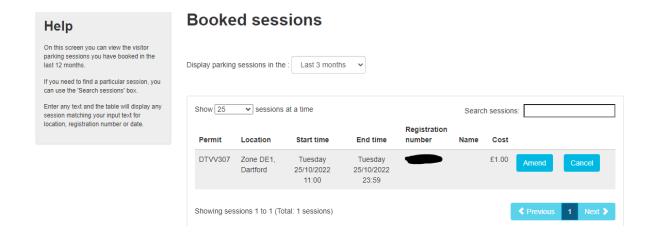
If you click the 'My Visitors' page, you will be able to add the details of any visitors you wish. This may be a useful tool if you have the same vehicles visiting regularly.



### **My Bookings**

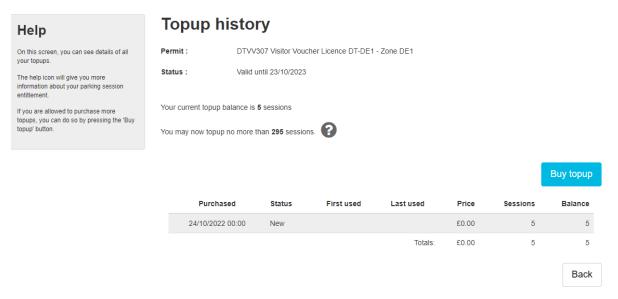
If you click 'My Bookings', you will be able to view any booked visitor sessions. This includes past, current and future bookings. If you have booked a session for a future time/date you are able to change the vehicle registration number or cancel the session by clicking 'Amend' or 'Cancel'. If you click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



# 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:



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.