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Our Parking Brands



Dear Valued Customer:

Standard Parking is committed to providing our valued customers with convenient payment alternatives. Our web-based *Monthly Parker Online Payment System* provides you with 24/7 access to your monthly parking account. Enhancements include:

- Ability to maintain payment account information
- Flexibility in determining payment method and payment schedule
- Enhanced security of credit card and bank account information

Enrolling is easy! Visit: spplus.com and click the *Monthly Payment* link to begin the enrollment process. Detailed enrollment instructions can be found on the next page of this letter. You will need the following account-specific information to start the enrollment process:

- **Account Number**
- **Zip Code (That is on file with your parking facility.)**

To ensure that your monthly payments are processed accurately please complete the following two items:

1. Set-up your User Profile (log-in credentials).
2. Set-up Auto Payment as your preferred payment method if that is your preference.

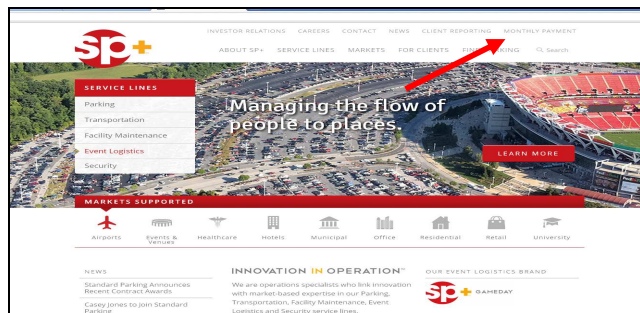
Note. Manual payment is the default payment method setting if you do not proceed with the automatic payment set-up.

If you have any questions, please feel free to contact us as outlined on the next page.

Monthly Parker Online Payment System Instructions – New Customers

Section A – Enrolling

1. Visit: spplus.com and Click the **"Monthly Payment"** link in the upper right side of the home page. Select **"STANDARD PARKING."**
2. From the *Welcome screen*, in the **"Enroll"** section enter the following account-specific information:
 - **Account Number:** Your Standard Parking Customer Account number.
 - **Zip Code:** Billing Zip Code.
 - **T&C Code:** Please select **"Click here to view Terms and Conditions."** The Code will automatically populate when you agree to the Terms & Conditions.
3. Click **Enroll Now**.



Section B – Setting Up Your User Profile

4. Enter **Personal Information**.
 - a. **Account Nickname:** The account Nickname helps you to identify your account(s) (e.g., Parking, Work).
 - b. **Email Address:** The email address entered will be used to log in to the Online Payment System and where temporary passwords and notifications will be sent.
 - c. **Password:** Enter a personalized password. Password requirements are listed on the right side of this page. Passwords are case-sensitive.
 - d. **Challenge Question:** Select a challenge question from the drop down list and type the appropriate response. Responses are case-sensitive. Click Continue.
 - e. Click **Complete Enrollment** to submit the information.

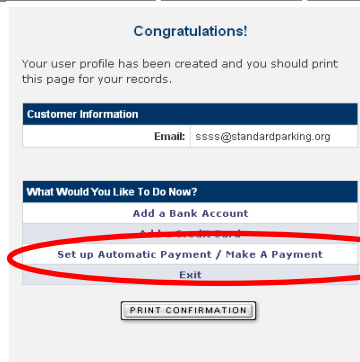
Password Requirements

- The password you select must contain both alpha and numeric characters and must be at least 8 characters in length.
 - If only one letter or number appears in your password, it cannot be in the first or last position (i.e., 'password1' is not allowed).
- Note:** Passwords and Challenge question responses are case-sensitive.

Section C – To select Automatic Payment as your Preferred Payment Method

The **Congratulations!** screen appears indicating your user profile has been created. You can now select your preferred payment method. To select **Automatic Payments**:

5. Click the **Set up Automatic Payment/Make A Payment** link found on the page.
6. Click the **ADD AUTOMATIC PAYMENT** button. Select your **Funding Account** type from the funding account drop down list click **Continue**.
7. Complete all necessary fields, click **Continue** then **Confirm**. You have successfully enrolled. Print the Confirmation page for your records.



One-time payments are made by clicking the *Pay Now* button on the *Account Summary* page. If you are entering a payment amount and payment date from the *Initiate Payment* screen, you are making a manual payment. Instructions regarding setting up automatic payments are on the left of this section.

Who can I contact for additional help?

- Facility Manager
- Email customersupport@spplus.com
- Leave a voicemail on our **Customer Support Hotline** at **312.274.2100** and a member of our team will return your call within 1 business day.