

4.0 Introducing Coupons for LUKE and SHELBY

This release allows you to set up coupons for offline and online LUKE and SHELBY pay stations. Coupons can be used to provide discounted parking to the public or groups:



Coupon Examples

- Loyalty or rewards program for merchant customers or area businesses
- Discounts for special events or promotions
- Free parking for visiting dignitaries, film crews, news media.
- Free tickets to reimburse parkers in the event of malfunctions such as coin or bill jams.
- When the pay station can't accept credit cards, coins or bills but will dispense tickets, parkers can enter a coupon number a proof of payment.

After you set up coupons, parkers need to enter the coupon number at the pay station; this allows the parker to use a discounted rate.

You can track how coupons are used by generating reports in BOSS or EMS.

Flexible Setup Options

- **BOSS or EMS.** The coupon number can be defined in BOSS or EMS (but not in both). For offline pay stations, you use BOSS to set up coupons. BOSS has the option to enable online (EMS) or offline coupons but not both. An online pay station can also use offline coupons set up in BOSS. Coupons in EMS are independent from those set up in BOSS. EMS and BOSS store coupon data in separate databases.
- **Coupon numbers.** You can issue the same coupon number to multiple parkers or you can create unique coupon numbers for each parker or organization you provide coupons to. If you are issuing a large number of coupons, you can import coupons you set up in Excel.
- **One-time or ongoing use.** You control how often and how long coupons can be used for. Coupons can be used on a one-time basis (for example, for a particular event) or be used ongoing and indefinitely. For coupons you set up in EMS, you can control the precise number of uses during the period coupons are valid for. For example, you can allow "x" free or discounted parking per year or other timeframe.
- **Valid dates.** You can specify the dates that coupons are valid for. Or, you can set an immediate start date and leave the end date open.
- **Stalls.** You can choose the stalls that coupons are valid for. Your coupons can support either **Pay and Display or Pay By Stall or both.** If coupons are specified for PND only, the coupon must be used for a PND rate.
- **Custom prompts.** You can customize messages that appear on the pay station for coupons.

Setup Overview

Here is an overview of the setup steps you need to take. The details are described on the following pages. Note that the setup is different for offline and online coupons.

1. Set up one or more coupon records. Or, import a file for multiple coupons.
2. Set up prompts and messages you want displayed on LUKE and SHELBY.
3. For offline pay stations, upload the information from your BOSS workstation to a BOSS Data Key and transfer from the Data Key to the pay station.

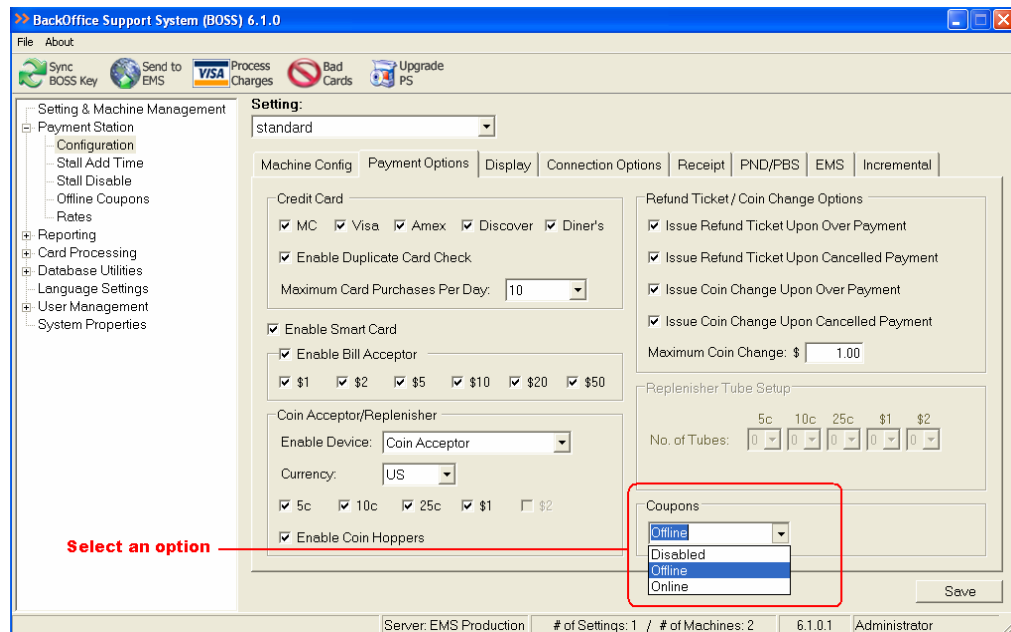
Once coupons are in effect, you can generate reports to monitor how they are used.

How to Set Up Offline Coupons

The following pages cover steps for offline LUKE and SHELBY pay stations.

I. Enable offline coupons as follows:

- a) In BOSS, select **Payment Station** from the menu pane.
- b) Under **Payment Station**, select **Configuration**.
- c) Select the **Payment Options** tab.
- d) Go to the **Coupons** drop-down list and choose **Offline**.

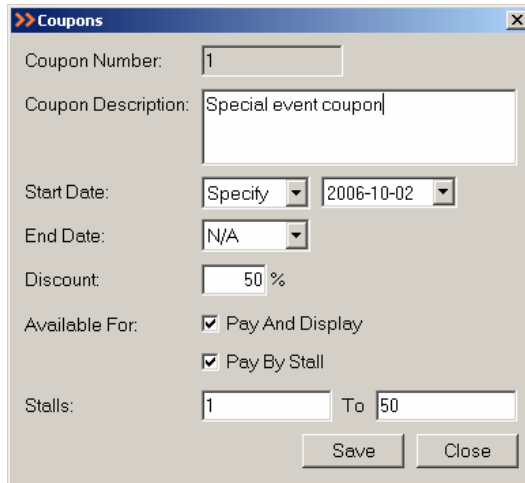


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2. Follow these steps to create individual coupons. To set up a group of coupons, skip to the next section, *How to Import Coupons for Offline Pay Stations*.

Note: You can assign values “temporarily” and change them later.

- a) From the left-hand menu pane, select **Offline Coupons** under Payment Station.
- b) Click **New**. The Coupons dialog box appears:



- c) In the **Coupon Number** field, enter a coupon number up to **8** digits long. You can enter any combination of numeric digits.

This is a reference number that appears in reports to help you track coupon usage.

Coupon numbers must be unique for coupons within a rate setting.

In the **Coupon Description** field, enter up to **49** characters. You can use punctuation and symbols including: z - ` ,/#*\$^&!~@?!()=}{[];

You can enter a merchant or customer name in the Description field or a comment about how the coupon will be used. This field is a reference that allows you to uniquely identify the coupon user or event associated with a coupon.

- d) In the **Start Date** and **End Date** fields, choose N/A or specify the effective dates for the coupon.

- **N/A.** If you choose this, the coupon will be effective immediately (start date is the current date) and will continue indefinitely (no end date).
- **Specify.** This lets you select a different date than the default date.

There are few restrictions on dates you can use except for the requirement that the end date can't be earlier than the start date.

For a coupon that is only valid on one day only, set the start date to be the same as the end date. A coupon that has a start date but no end date takes effect on the start date.

- e) In the **Discount** field, specify a discount percentage by entering a value between 0 and 100.
- f) Specify **Pay By Stall**, **Pay And Display**, or both. You need to choose at least one option.

If you select **Pay By Stall**, the coupon will only work for a specified stall range. **You need to enter the stall numbers coupons can be used with.**

For **Pay And Display**, the coupon must be used for the PND rate.

Note: If you have globally disabled Pay And Display or Pay By Stall mode, that option will appear but it will be disabled (not available for selection).

- g) Enter a range of stalls to designate which stalls the coupon can be used for.
 - The values in the **Stalls** and **To** fields can be the same.
 - The **To** stall number can't be lower than the starting stall number although the two values can be the same.
 - If pay by stall is enabled, stall numbers can't be zero.
- h) Click **Save**.

A confirmation message appears to let you know that the coupon was added.

How to Import Coupons into BOSS

Importing coupons provides a faster setup method than creating individual coupons in BOSS. Rather than using the Coupons page, you create a file in Notepad or Excel with the coupon values and save the file as a .CSV file.

Sample CSV File

The term CSV refers to “comma-separated values”. The file is a set of values separated by commas. Note that the first row **must have a header string followed by rows of values.**

This is an example of a coupon file:

```
CouponNumber,AvailableFor,StartStall,EndStall,StartDate,EndDate,Description,Discount
223457,1,30,99,12/1/2006 0:00,12/1/2006 0:00,vip,100
223458,1,30,99,12/1/2006 0:00,12/1/2006 0:00,vip,100
223459,1,30,99,12/31/2006 0:00,12/31/2006 0:00,vip,100
223451,1,30,99,12/31/2006 0:00,12/31/2006 0:00,vip,100
```

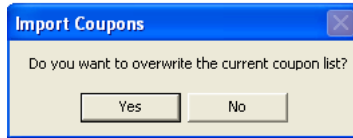
Coupon Data Values

Refer to this table as you create your .CSV file.

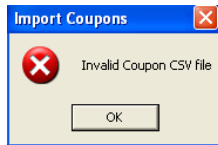
Field	Data values you can use
Coupon Number	Use numbers up to 8 digits long, for example, 1...99999999. Values must be numeric. Each time you set up a new coupon, you need a unique coupon number.
AvailableFor	For PND, you can use these values: '0','PND' For PBS, you can use these values: '1','PBS' For both PND and PBS: '2','PND PBS','PBS PND','PND/PBS','PND / PBS','PBS/PND','PBS / PND','PND&PBS','PND & PBS','PBS&PND','PBS & PND'
StartStall	Use values from 1 to 99999 (0 indicates no stalls).
EndStall	Use values from 1 to 99999 (0 indicates no stalls). The End Stall number can't be lower than the Start Stall number although the two values can be the same.
StartDate and EndDate	Use values in the format yyyy-mm-dd to specify dates when coupons are in effect. The End Date can't be earlier than the Start Date . There are no other restrictions on dates. You can choose a start date earlier than the current date. The start date can be the same as the end date. If you don't want to specify a Start Date or End Date , leave the values blank or set the values to 'n/a' or 'N/A'. By choosing N/A, the coupon will be effective immediately and be valid indefinitely.
Description	Use a description up to 49 characters including the following: 0123456789ABCDEFGHIJKLMNOPQRSTUVWXYZabcdefghijklmnopqrstuvwxyz - _ ` , # * \$.
Discount	Use a percent value from zero to one hundred: '0...'100'

How to Import Coupons

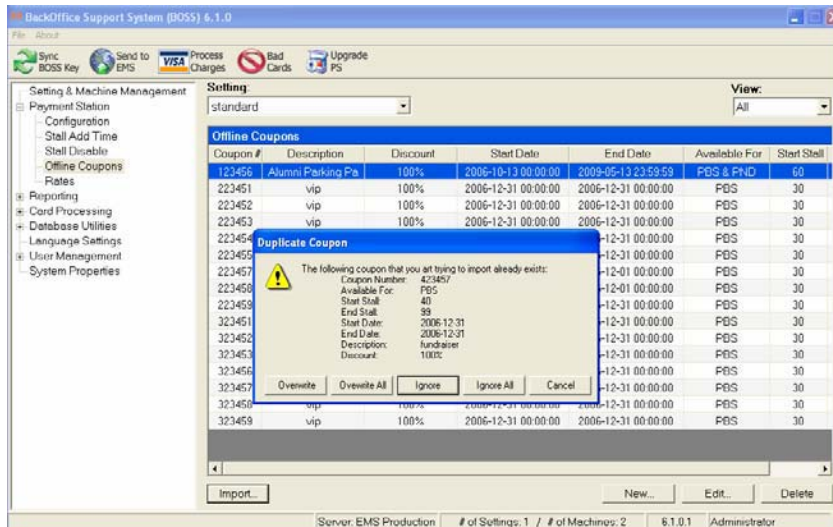
1. Select the option **Offline Coupons** under Payment Station.
2. Click on **Import**. If you have defined other coupons, a prompt appears asking if you want to overwrite existing coupons:



3. Click **No**.
4. If your import was successful, a confirmation message appears and the **Offline Coupons** table shows the coupons you added.
5. If your import failed, the following message appears:



6. Check your import file to ensure that fields appear in the required order and that the field values are valid. Then repeat steps 2 and 3. Note that duplicate coupons will result in an error message. A **Duplicate Coupon** message appears:



To overwrite an existing coupon, click **Override**. To cancel the import function, click **Cancel**.

- a. **Override** (this overwrites the duplicate coupon in question)
- b. **Override All** (this overwrites all duplicate coupons)
- c. **Ignore** (this ignores the duplicate coupon in question)
- d. **Ignore All** (this ignores all duplicate coupons).

How to Set Up Pay Station Coupon Prompts



Note: Follow this procedure to set up **prompts** on the display at LUKE or SHELBY pay stations that parkers see during payment. This procedure works for both online and offline coupons.

1. In BOSS, choose **Rates** (under Payment Station).
2. Select **New** to set up a coupon prompt for new rates. Choose **Edit** to set up a coupon prompt for pay stations using existing rates.
3. Using the **Prompt For Coupon** drop-down list, choose one of these options:
 - **No.** When you choose this option, the pay station won't prompt for a coupon. This prevents coupons from being used at the present time.
 - **Yes (Required).** When you choose this option, the pay station will prompt for a coupon, and if the parker enters an invalid coupon number, **payment can't proceed**. The parker won't be able to purchase a ticket.
 - **Yes (Optional).** When you choose this option, the pay station prompts the parker for a coupon but won't prevent the parker from purchasing a ticket. This option is recommended.
4. Press **Next** and continue with setup. Click **Save** at the last **Rate** dialog box.

Rate

Step 1: Rate Main Information

Rate Type: Valid For Display Priority: 50

Rate Label: Valid For in English

Enable Add Time

Add Rate To Label

Override Other Rates

Prompt For Coupon: No

Payment Methods:

- Accept Bills
- Accept Coins
- Accept Credit Card
- Accept Smart Card
- Accept Custom Card

<< Back Next >> Save Close



Note: The **Prompt for Coupon** selection list won't be available if you chose **Disabled** in the Coupons selection list under Configuration. Refer to in step 1 (Enable offline coupons) on page 11.