

LAZ SUBSCRIPTION
NEW USER GUIDE

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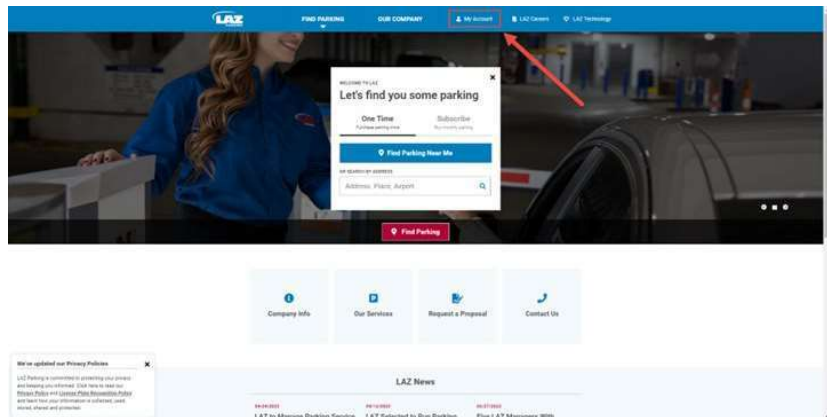
WELCOME TO LAZ ONLINE SUBSCRIPTION BILLING!

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. You can also access your account by navigating directly to go.lazparking.com.



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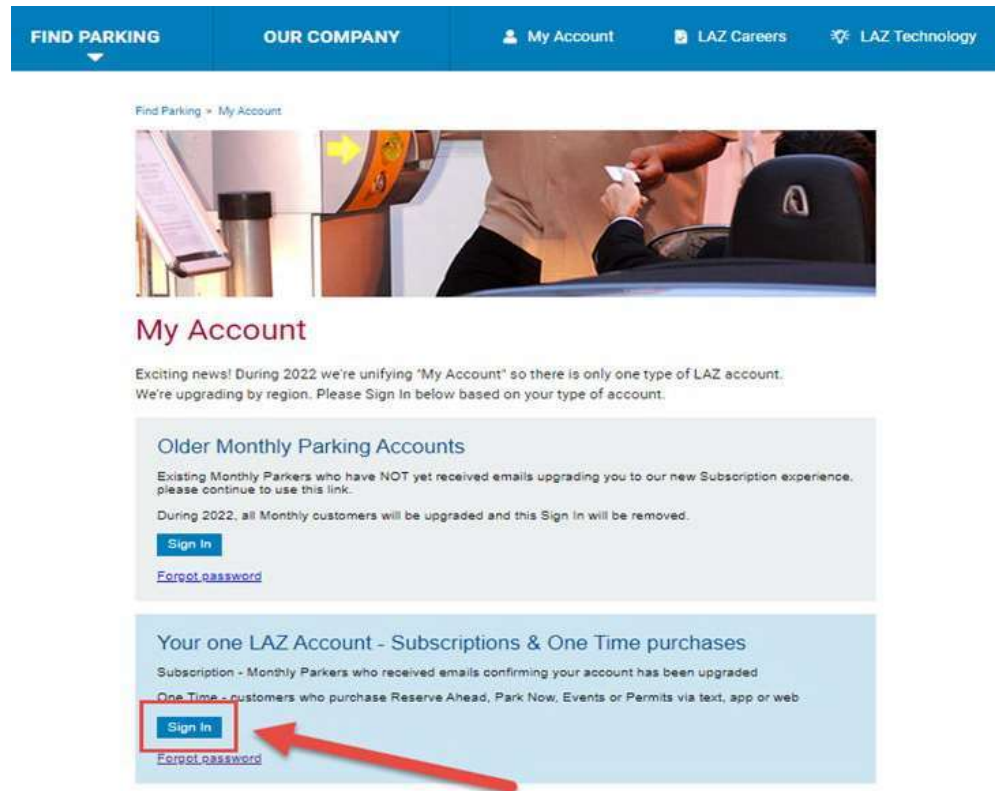
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Select **SIGN IN** under **Your one LAZ Account – an all-NEW experience!** on the next screen.



Once you click **SIGN IN**, this will open a new window prompting you to enter the email address that LAZ has on file for your account and your password. After entering your credentials, select the **SIGN IN** option. If you have never had an account with LAZ previously, select **Register** to create an account. If you do not remember your account password, select **Forgot Password** to reset it.



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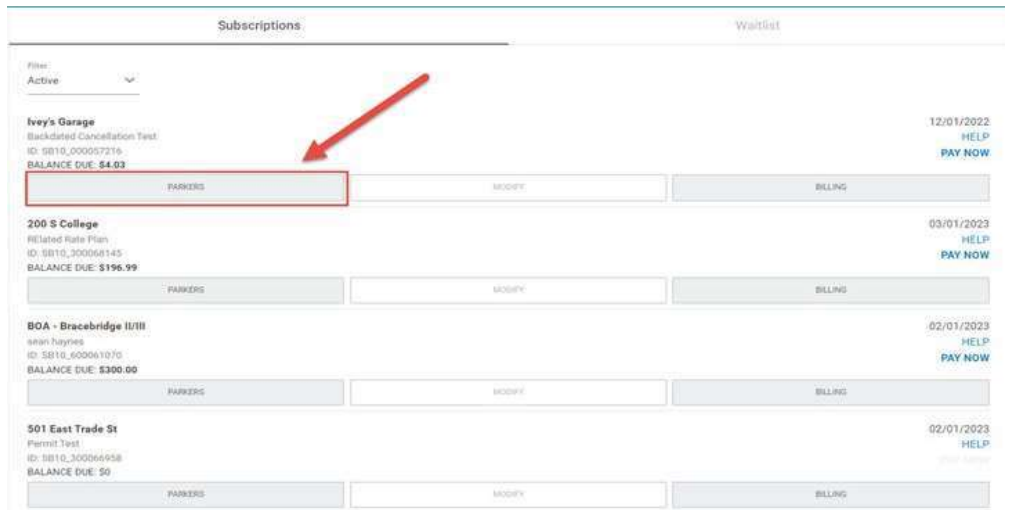
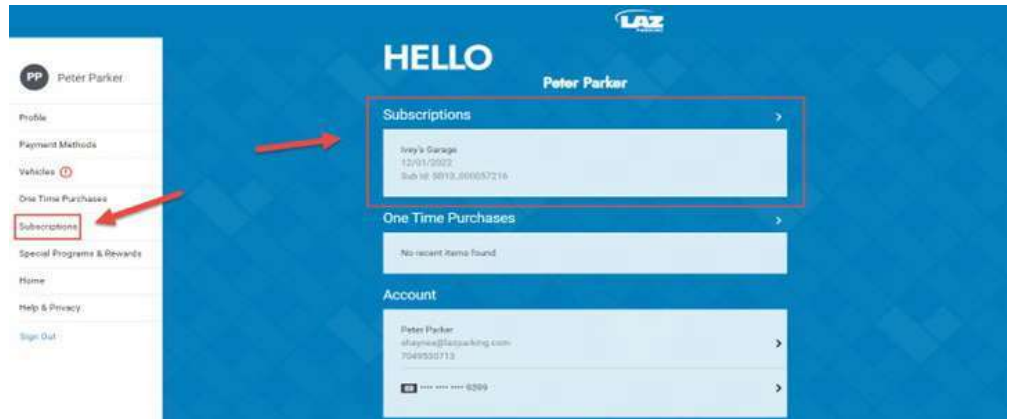
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MAKE CHANGES TO SUBSCRIPTIONS

After registering/entering your credentials at the previous screen, you will be redirected to your LAZ Account home 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.



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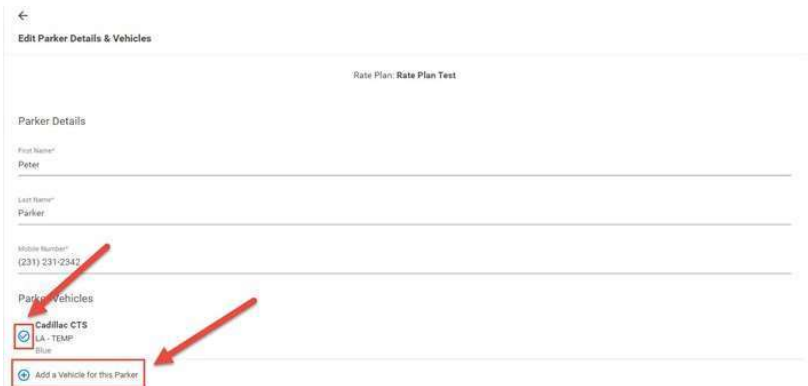
MAKING CHANGES TO PARKERS

This page will show all subscriptions across all LAZ locations. Click the **Parkers** button below the applicable subscription to make changes to the parker information associated with the subscription. From this screen you can edit parker information by clicking on the parker you are interested in editing. 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 if there is space available at the location.



CHANGING A PARKER'S VEHICLES/MOBILE NUMBER

To change the vehicles associated with a parker, click on the parker and add the necessary vehicles to your parker entry. Once you have added your vehicles, select the **checkmark** next to each vehicle to add/remove it from the parker. The parker's **mobile number** can also be edited from this screen. Select the **Save** option once finished to save any additional changes.



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ADDING A PARKER TO YOUR SUBSCRIPTION

If your parking facility allows for additional parkers, you can add parkers to your subscription by navigating back to the **Parkers** page, and selecting the **Add a Parker to this Subscription** option below your active parkers. A new window will open prompting you for parker information.



Once the new window opens, first add the parker's **first name, last name and mobile number** followed by the **vehicle information**. Once you have entered all applicable parker information, you can select the **Save** option to add your parker to the subscription. **NOTE: Adding a parker will increase your monthly parking bill by 1 additional parker.**

The screenshot shows the 'Add Parker Details & Vehicles' form. At the top, there is a back arrow and the title 'Add Parker Details & Vehicles'. Below the title, there is a 'Rate Plan: Rate Plan Test' label. The form is divided into two sections: 'Parker Details' and 'Parker Vehicles'. The 'Parker Details' section has three input fields: 'First Name*', 'Last Name*', and 'Mobile Number*'. A red box with a red circle containing the number '1' is placed to the right of these fields. The 'Parker Vehicles' section has a button labeled '+ Add a Vehicle for this Parker' with a red circle containing the number '2' next to it. At the bottom right, there is a blue button labeled 'SAVE' with a red circle containing the number '3' next to it.

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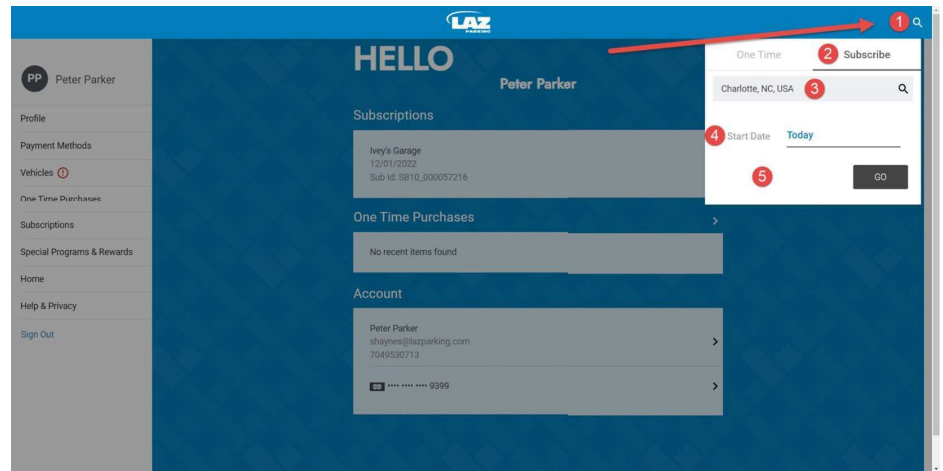
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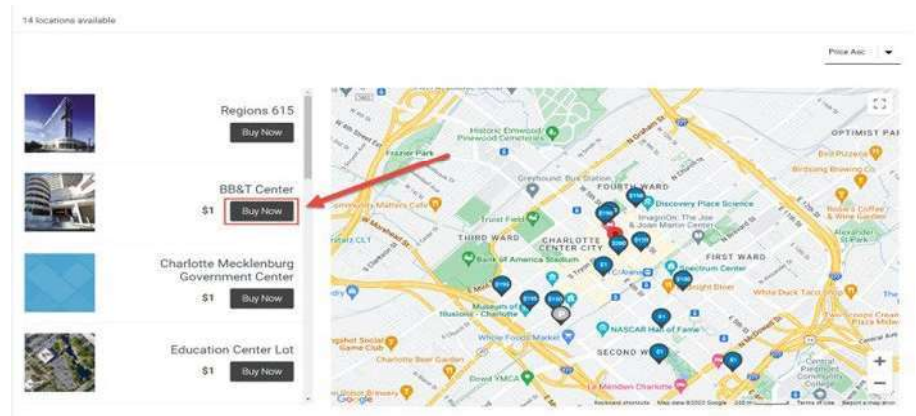
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PURCHASING A NEW SUBSCRIPTION

You can use your LAZ Parking web account to search for and purchase parking at nearby LAZ locations. From your account home page, select the **magnifying glass** in the top right corner. After clicking the **magnifying glass**, select **Subscribe**, and enter the address/city/zip code of the garage desired. Set your desired start date and click **GO** to navigate to the location results page.



Once you are on the location results page, use the map or the location list to find the garage you are interested in purchasing parking for, and select the **Buy Now** option below the applicable garage.



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Once on the location page, you have the option of entering a promo code at the top to show applicable hidden rates. You can also use the date selector to change your desired start date. Once you have chosen your desired start date, select the **+** icon next to the desired rate, which will begin the checkout process.

The screenshot shows a parking rate selection interface. At the top, there is a text input field labeled "Have a group rate code?" with an "APPLY" button to its right. Below this is a date selector showing "Start MON, MAY 01 2023". A list of parking rates is displayed below the date selector. The "BB&T Test Rate" is highlighted with a red box and a red arrow. Other rates include "51-7 After Hours/Weekends \$80", "76-11 Monthly Parking", "Waitlist Test", and "4-5 Motorcycle Only Parking".

On the first screen of the checkout process, enter the subscription billing contact information in the top section, followed by the subscription billing address, subscription parker information and the parker's license plate (this is a required field). Once you have entered all the required information, select the **Next** option to proceed to the next step.

The screenshot shows the checkout process form. The form is titled "BB&T Test Rate" and has a price of "\$1.00". It contains several sections: "Subscription Billing Contact" with fields for "First Name" (Peter), "Last Name" (Parker), "Email" (wpayne@lazparking.com), and "Phone Number" ((704) 953-0713); "Subscription Billing Address" (3338 Buckvalley Dr, Charlotte, NC 28214); "Subscription Parker" (Peter Parker, (704) 953-0713); and "License Plate" (a required field). At the bottom, there are "BACK" and "NEXT" buttons. Red arrows point to the form fields and the "NEXT" button.

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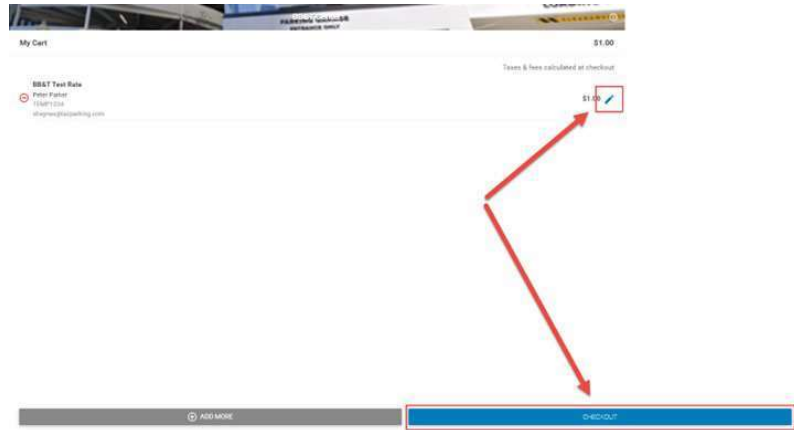
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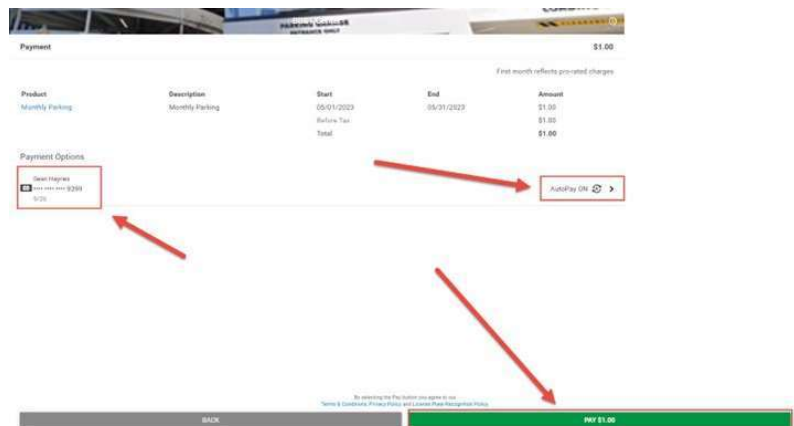
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These parker information fields can be edited after purchase by navigating to your [Subscriptions](#), and selecting the [Edit Parkers](#) option.



The last step of the checkout process is to confirm the parker's information. You can make any necessary changes by clicking on the [Pencil](#) icon, which will return you to the subscription information page. Once you are ready to finalize the purchase, select the [Checkout](#) option to navigate to the final page. On the last page, you can view the charges associated with your parker, change your payment method, and enable [Autopay](#) for your subscription. To change/add your payment method, click on the payment method section below [Payment Options](#). You can also use the [Autopay](#) toggle switch to enable/disable autopay for your subscription. Once your payment method is set up, you can finalize your purchase by selecting the green [Pay](#) button at the bottom of the page. Upon successful completion of this last step, you will be taken to a confirmation page confirming your new purchase.



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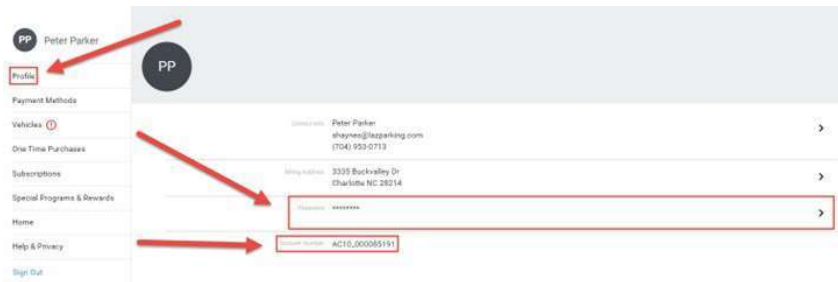
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VIEW YOUR SUBSCRIPTION
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CHANGING YOUR ACCOUNT INFORMATION/PASSWORD

All account information can be edited by selecting the **Profile** option from the browser on the left side of the home page. Because the account email address is linked to your web account, this field cannot be edited. Your LAZ Parking account number is also visible from this page. This AC10 account number is different from your subscription's unique Zuora account number, which is used to assign payments to invoices. You should reference your AC10 number when working with garage personnel to make changes to your account, and your A000 number when referencing invoices/payments. To change your account's password, click on the **Password** section and follow the prompts.



VIEW YOUR SUBSCRIPTION WAITLIST REQUESTS

Some LAZ Parking garages do not have immediate availability and will require you to apply for a waitlist prior to activating your subscription (if applying to a garage that does not have immediate availability, you will see an **Add to Waitlist** prompt rather than a **Buy Now** prompt). You can view your subscription waitlist applications by selecting the **Subscriptions** option from the browser and selecting the **Waitlist** shortcut at the top of the page. Below each application you can view the application date, the quantity of spaces requested, and the status of your application.



REQUESTING ASSISTANCE WITH YOUR LAZ SUBSCRIPTIONS

All our LAZ facilities have dedicated points of contact who can assist you with any questions or needs you may have with your LAZ subscriptions. You can request help with your subscription by navigating to the [Subscriptions](#) page and selecting the [HELP](#) icon above the [Pay Now](#) option on each of your subscriptions. It is important to make sure you request help on the correct subscription, as these requests are distributed to the subscription's applicable garage personnel. After selecting the [Help](#) button, a new email window will open with your location's contact information already populated.





LAZ PARKING
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