

T2 eBusiness Solutions

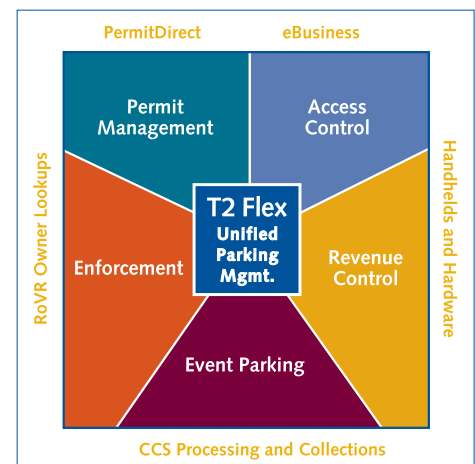
Today's parkers are sophisticated and want to be serviced quickly and efficiently - and you need the right tools to meet your customers' changing demands. T2's eBusiness Solutions have the flexibility to meet the specific needs of your parking operation and move your customers from being "in line" to "online".

With T2 eBusiness Solutions you get a team of parking professionals that analyze your parking operation and work with you to implement an online solution that best meets your needs. We develop a parking website that will provide faster communication and improved customer service. You'll realize greater efficiency as well as additional revenue opportunities.

eBusiness Solutions for Convenient Online Transactions

When you implement T2 eBusiness Solutions, your operation will see improved efficiency by eliminating the long lines associated with permit purchases and other customer needs. Using our base modules as the foundation, we build an e-commerce website that supports your operation's business rules and objectives. Your customers will be able to purchase parking permits, pay citations, submit an appeal, access waitlists and update personal account information - all online. The different components of T2 eBusiness Solutions include:

- **Online Permit Sales** - Eliminate the hassle of long lines and improve the efficiency of your permit sale process.
- **Online Ticket Payment** - Make it convenient for your customers to pay citations and watch collections increase.
- **Online Appeals** - Free your staff from the time-consuming details and customer service nightmare of the appeals process.
- **Online Parking Account** - Let customers update their own information and save your staff's time for other projects.
- **Online Waitlists** - Once available permits sell out, allow customers to sign up for a waitlist to receive a permit once space becomes available.
- **Event Parking** - Enable parkers to print barcoded permits online prior to the event.
- **Privileged Parker** - Allow non-parking staff and external stakeholders to distribute their group's permits.



T2 eBusiness Solutions are built with best-practices in mind and fully integrate with your T2 Flex™ database. We've built hundreds of parking websites so we've learned what works and what doesn't - and we know the parking industry so you don't pay for any learning curve. Whichever solution or combination of solutions you choose, all will include:

- Shopping cart functionality
- Integration with approved CC Internet Payment Gateway (if applicable)
- Integration with the look and feel of your organization's web pages
- Semi-custom page layouts
- Authentication
- E-mail receipt to customers

With the latest releases of eBusiness, T2 has introduced the ability for the parking office to have much greater control over its online presence. Now you have control over the text and settings on your website. Need to put up a special announcement? Need to keep customers from buying permits for a few days? Want to add special instructions to a page that customers have questions about? You can do all this and more with the eBusiness Administration Console.

Following is a list of the standard features included with each of T2's eBusiness offerings. Of course custom work is also available if requested.

Online Permit Sales

- Unlimited permit types
- Can require customers to pay outstanding citation balances before purchasing a permit
- Permit restriction by customer (limit the number of permits a customer can have) with availability filtered by T2 Flex's customer subclassification field; customers see only the choices Flex says they should
- Permit restriction by property (limit the number of permits a property can have)
- Electronic Signature (customer checks a box to say they understand the rules and want to continue with the sale)
- Limit the number of vehicles associated to a permit by the physical type of permit
- Associate vehicles to a permit
- Permit/credential number automatically assigned during sale process
- User defined payment methods by customer group
- User defined fulfillment methods (pick-up, mailing, etc.)
- Print temporary permit until permanent permit is received
- Customers can pay for and conduct permission renewals; no need to select a new vehicle
- Built-in integration with PermitDirect, T2's third-party permit fulfillment solution

Online Permit Waitlist

- Ability to add to an available waitlist
- Unlimited waitlists with availability filtered by T2 Flex's customer subclassification field; customers see only the choices Flex says they should
- Can require customers to pay outstanding citation balances before signing up for a waitlist
- Electronic Signature (customer checks a box to say they understand the rules and want to continue with the sale)

Online Citation Payments

- Search of citation number and/or plate number or customer ID
- By default encourages parkers to pay all citations returned from their search
- User defined payment methods

Online Citation Appeals

- Require both citation number and plate number to appeal a citation
- Disallow appeal of a citation after a certain period of time
- Optionally require a citation to be paid before it can be appealed
- Customer selects method of correspondence (e-mail or letter)
- Allow customers to view attachments related to the citation to help cut down on frivolous appeals
- Parkers can attach their own photographic documentation to their appeal
- User defined payment methods

Online My Account

- Review/insert/update addresses
- Review/insert/update E-mail
- Review/insert vehicles
- Review citations
- Review citation appeals
- Review permits
- Associate a vehicle to a permit (after the sale)
- Review permit waitlist
- Sell permit and credentials*
- Pay citations and appeal citations*

* *must have purchased solutions separately*

Events with T2 PermitNow

- Enable parkers to print barcoded permits online prior to the event (streamline fulfillment)
- Integrates with other eBusiness Solutions
- Event parking options dynamically update as you add events in T2 Flex
- Sales capacity tracked in real-time with T2 Flex
- Gets cash out of the lane
- Plan your occupancy based on pre sale of permits
- Generate pre-event revenue
- Reduce post-event reconciliation

Privileged Parker Application

- Offload political administrative permit sections to ancillary stakeholders outside of the parking office
- Permit allotments
- Your external stakeholders distribute their group's permits; allow departmental staff to add parkers and remove them from permit allotments in T2 Flex
- Tools to allow non-parking staff to distribute their group's permits

Authentication

Because T2 Systems' infrastructure is based on a WISA (Windows, IIS, MS SQL, ASP) platform, T2 supports Flex Authentication, LDAP/LDAPS authentication, and custom authentication methods that can be implemented without installing software on T2's servers. However, T2 will support customer authentication methods and third-party authentication for self-hosted customers.

eBusiness Maintenance

T2 provides additional maintenance for your eBusiness Solution, giving you added benefits and convenience:

- Access to support for issues or questions
- The ability to upgrade your solution at no charge, keeping in step with T2 Flex upgrades and functionality. This ensures that as new features are added to T2 Flex, your eBusiness Solution will also be enhanced; all you need to do is schedule the upgrade.

Processing Credit Cards with T2 Flex

If you plan to process credit cards for payment and implement T2 Credit Card Solutions, be sure to consult the T2 PA-DSS Implementation Guide (available from your T2 representative).

Payment Gateway Partners

T2 eBusiness Solutions are certified as TouchNet Ready by TouchNet Information Systems, Inc., a leading provider of payment gateway solutions. As TouchNet Ready, T2's eBusiness Solutions can be used with version 4.7(or higher) of the TouchNet Payment Gateway with web services interface.

T2 eBusiness Solutions also work with CASHNet, Pay Flow Link (Pay Pal) and Sallie Mae Business Office Solutions, providers of solutions for controlling web commerce. T2 can develop interfaces to other gateways as well.

Hosting Options

T2 offers you the flexibility to choose how to manage your parking management solutions. Your organization may want to host T2 Flex and your parking website which means you manage all associated IT resources, such as servers and other related hardware. Or you can have T2 host the entire solution for you.

Benefits of T2 Hosting

When T2 hosts your application, you pay one yearly hosting fee and we take care of all IT management and administration. With T2 hosting, you'll benefit from faster deployment because we take care of server equipment, database maintenance and backups, scheduled virus scans and all system administration and maintenance. You'll also realize reduced costs because you won't need to invest in additional hardware or budget for future technology requirements.

In addition, the T2 Hosting Environment has received its official Report on Compliance (ROC) stating that it meets all PCI Data Security Standards. This means that T2 Systems is listed as a Level 1 Service Provider on the Visa website. There are many benefits to having T2 host your application, but as it relates specifically to credit card payments, choosing a vendor with a compliant hosting environment offers significant cost and time savings and much of the work and cost associated with pursuing PCI DSS compliance for your organization is alleviated.

Powerful Solutions from the Parking Experts

Since 1994, T2 Systems has delivered proven parking solutions that meet the ever-changing needs of the parking industry, and this commitment shows - in T2's quality of products and services, thought leadership and strong customer service relationships. With its broad range of software, hardware, management and technology services, T2 Systems is trusted by over 350 organizations in the US and Canada including universities, cities, towns, hospitals, private operators and airports.

For more information on how T2 Systems can help you manage your parking more efficiently, call 800-434-1502, or visit us on the web at www.T2systems.com.