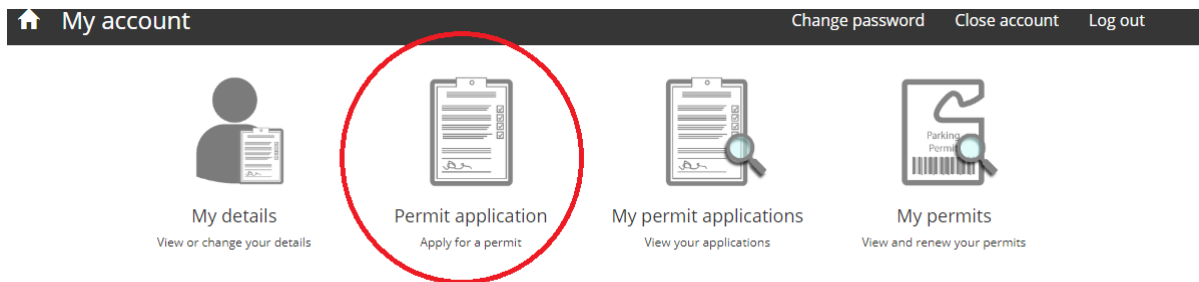# APPLYING FOR AND USING VIRTUAL VISITOR VOUCHERS

1. Applying for Virtual Visitor Vouchers
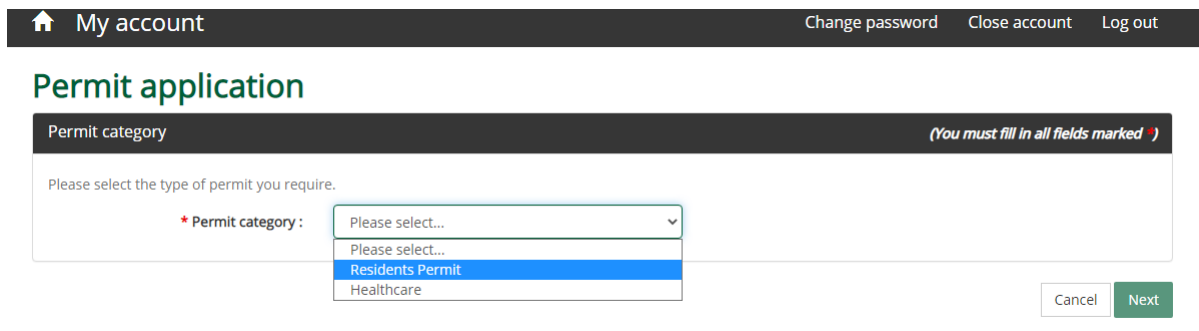
Log in to your account at https://permits.paysmarti.co.uk/acct/stevenage/

If you are a new user, you will have to create a new account: see the other guide, "Creating an account and applying for a permit".

On the home screen, click on "Permit application"

Select permit category "Residents Permit" and then click "Next".

The address on this 'TEST' account is for permit zone OT which offers residents the chance to apply for up to three Resident permits in a household, for visitor vouchers and for Caring Visitor Parking permits. These can be on paper (in which case the word "paper" is in the name) or as virtual permits that only exist in digital form.

The system will only offer permits that are available at your address.

If you select "Paper visitor vouchers" and continue through this process, you will receive a set of scratchcards that have to be displayed in the windscreen. On these, you have to clearly scratch off the silver coating to reveal the background on the day of the week's (name), day of the month (number) and month (name), and write the car's registration.

Selecting "Virtual Visitor Vouchers" allows you to purchase digital vouchers. These are held on your account and you assign them to your visitor's vehicle online at any time – including for future days.

Permit application

Permit type	(You must fill in all fields marked *)

Please choose a particular permit.

* Permit type : [Please select... ▾]

> Please select...
> Paper Visitor Vouchers
> Caring Visitors Resident
> Paper Caring Visitors Permit
> **Virtual Visitor Vouchers**
> Resident Permit Old Town
> Paper Resident Permit - Old Town

Cancel   Back   Next

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In this example, "Virtual Visitor Vouchers" has been chosen. As we don't have to provide physical scratch cards that we have to buy in and send to you we have been able to make these cheaper than paper ones.

Selecting this makes the system show some more information/options.

The Zone is prepopulated with the correct area, and can't be changed.

The start date will be set automatically for immediate use, but you can postpone this if you want to.

Permit application

Permit type	(You must fill in all fields marked *)

Please choose a particular permit.

* Permit type :   Virtual Visitor Vouchers ▾

* Zone :   OT ▾

* Issue period :   12 months

* Start date :   19/11/2020   📅

Expiry date :   30/11/2021

Applicant details

Title :   Mr

Forename :   Test

Surname :   Account

You're also asked to confirm that you understand that the permit won't be valid if used on a vehicle with a maximum authorised mass for 3.5 tonnes or more, or that can carry 12 or more passengers. If a voucher is assigned to a vehicle that is 3.5 tonnes or more, or can carry 12 or more passengers, it won't be valid and the vehicle may receive a parking ticket.

Once you've done so, click "Next".

A summary screen will be shown. Please ensure that all information input is correct before you press "Proceed". If there are any errors, click "Back" and correct them.

You will receive a confirmation screen advising that your application has been confirmed.

Permit application confirmation

Application number :	617436
Application date :	19/11/2020
Permit type :	Virtual Visitor Vouchers
Start date :	19/11/2020
Period :	12 months
Price :	£10.00

Thank you for your permit application.

To move on to the next stage of the application you will now need to upload your proof documentation by clicking the "Upload Supporting Documents" button.

Once you have uploaded your documentation you will then need to make payment and then your Permit will be ready to use immediately.

PLEASE NOTE that If you press the "cancel" button without providing proof documents your application will be declined and you will be required to complete the application again.

Cancel   Save application   Upload supporting documents

You will now have to upload supporting documents. If you do not have your documents to hand, you can save your application and upload your documents later.

If you save your application you will be able to find it again from the home page under my permit applications.

Supporting documents can be scanned onto your computer or you can take a photograph of the document using a smartphone and upload the documents by following the step by step process.

You will need to supply evidence that you are living at the eligible address. One of the following list of proof documents must be uploaded. Accepted documents are:

- full UK driving licence;
- the current year's Council Tax Bill;
- a utility bill (water/ electricity/ gas/ landline telephone) less than three months old;
- a bank statement less than three months old; a current tenancy agreement signed by all parties dated within the last four weeks;
- documents from your solicitor or mortgage company confirming you have completed purchase of the property within the last four weeks.
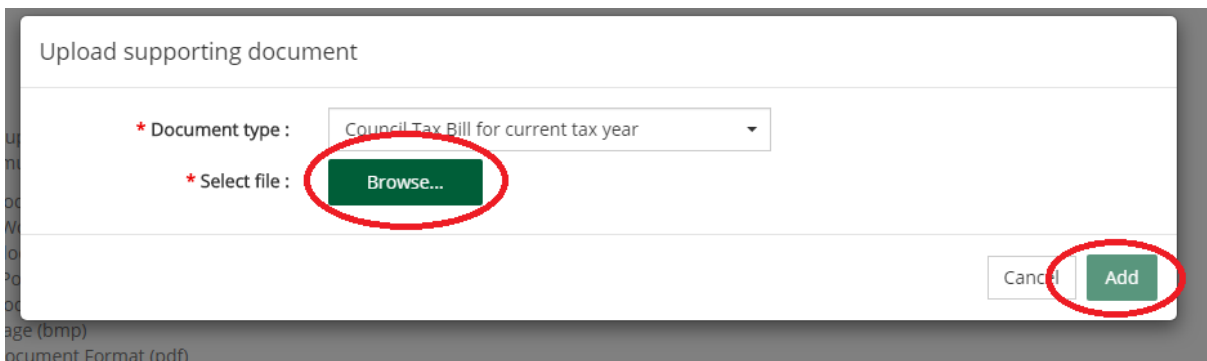
Each document should be loaded and named separately.

For example, if you wish to upload a Council Tax Bill as proof of residence:

Select "+ Add document" then choose Council Tax Bill for current tax year in the document type drop down.
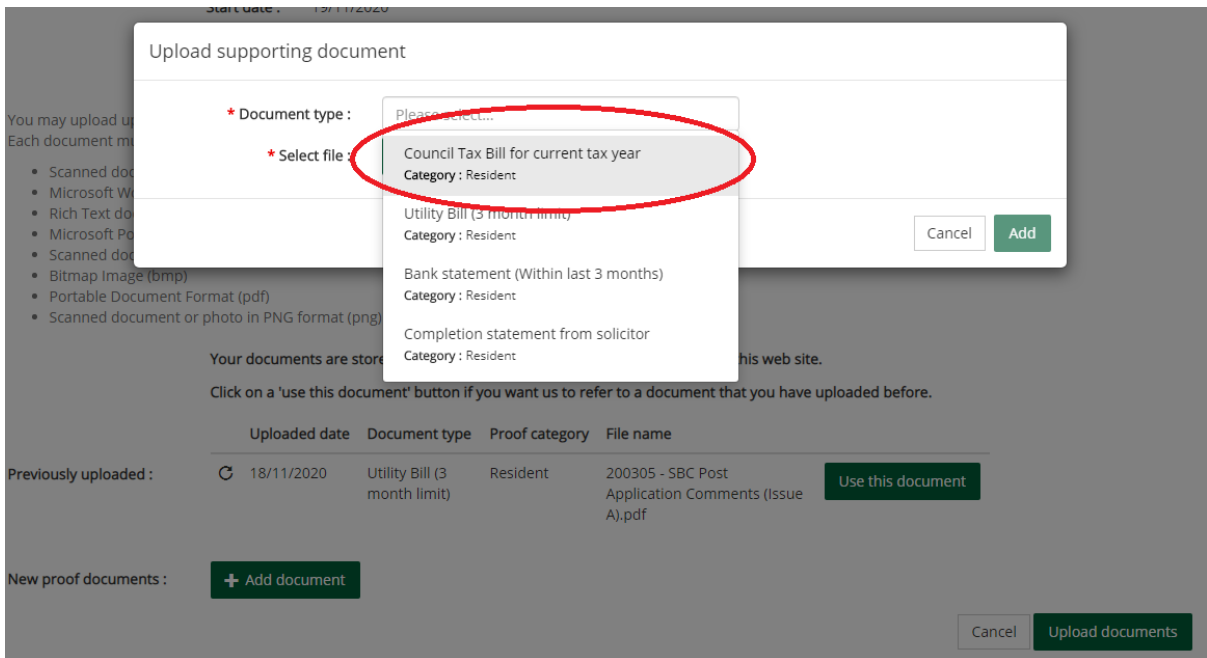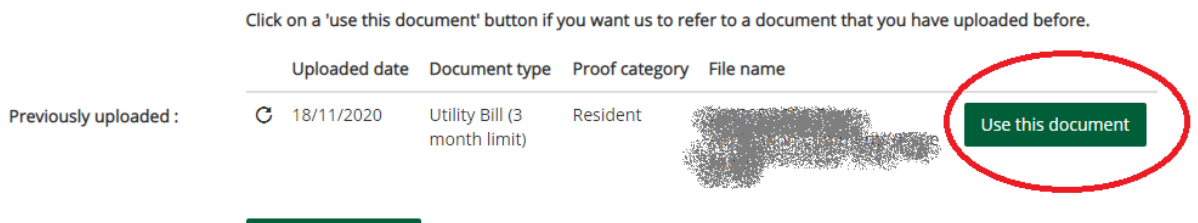
Then press browse button.

Drill down through your computer files to find the document, double click on the document then click "Add".

If you have uploaded a proof of address in the last six months, this will already be visible and you can simply select "Use this document".

Once you have uploaded a document or selected a previous one to reuse, you will see these at the bottom of the screen: then press "Upload documents".

Once the document has been uploaded you will move to the following screen and payment can be made. Click on "Make Payment" and you will be directed to an automated payment system.

Permit application confirmation

Application number :	617436
Application date :	19/11/2020
Permit type :	Virtual Visitor Vouchers
Start date :	19/11/2020
Period :	12 months
Price :	£10.00

Thanks, your documents have been received. To complete your application, you will need to make payment using the "Make Payment" button below. Once your payment is authorised your permit will be issued

PLEASE NOTE: If you cancel without paying your application will be declined and you will be required to complete the application form again.

Cancel + Add to basket Make payment

Alternatively, if you need several items choose "+ Add to basket" and will be taken to a "shopping basket" from which you can go on to make more applications. You can then pay for them all at once when you are ready after adding the last one to your basket, or by clicking the shopping trolley logo that will appear at the top of your home page.

Once you have made payment, you will receive an automated email confirming your Vouchers have been issued showing details of your permit.
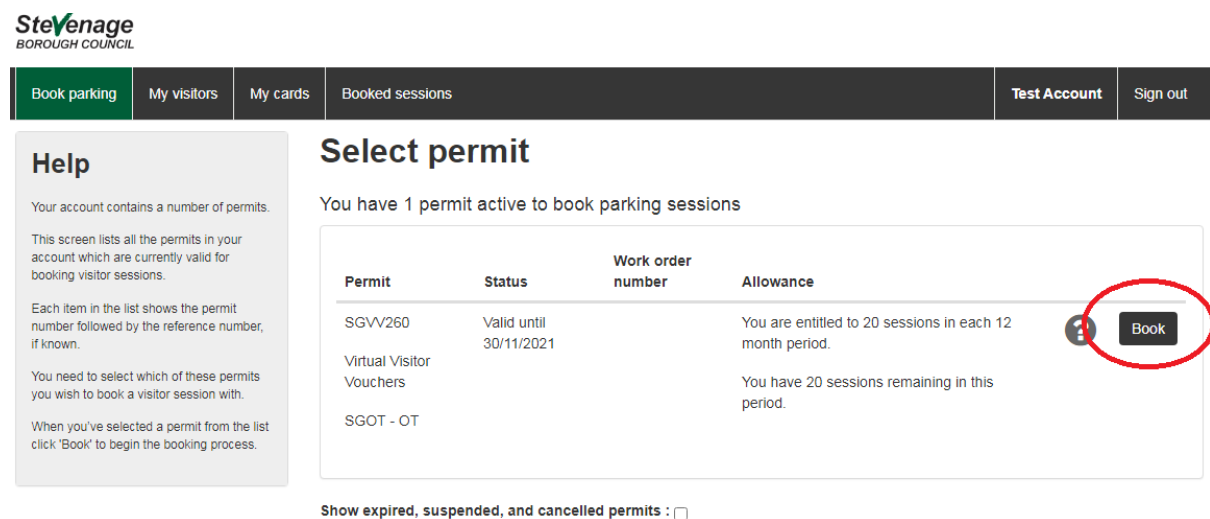
2. Using Virtual Visitor Vouchers

Once you have bought a set of Virtual Visitor Vouchers an icon will appear on your account home page:
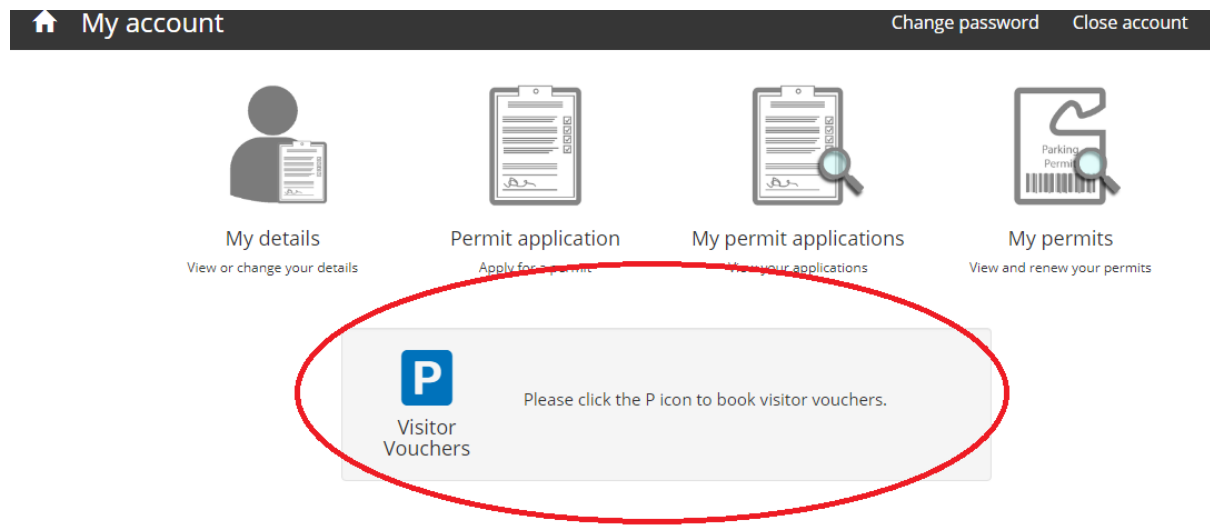
Click on the P icon to use visitor vouchers.

Where this screen says "You are entitled to 20 sessions in each 12 month period" don't be alarmed: you're not limited to 20 visitors a year! That is the number of vouchers in the set you have bought. You can buy more vouchers, and they'll appear here too.

To allow a visitor to park, just click "Book".

On the next screen:

1. Enter your visitor's vehicle registration.
    If the visitor is likely to come again you can save the registration to reuse without retyping it in future –you'll be asked to give it a name to help you to use it.
2. The parking location is precompleted with the correct permit area identifier for your property.
3. Choose if you want your guest to be able to park at once or in future – if you enter a future visitor and it turns out that they can't come, you can cancel this at any time before the scheduled parking session begins. Selecting "At a future time" prompts you to say on what day and from what time (the time defaults to the same time as you are online, so may need to be adjusted – please check carefully).
4. It is assumed that you'd like a confirmation email, but you can turn that off if you wish. Press Continue when you're ready.

A completed example is below.

You will then see a confirmation screen. Check the details, and continue if you're happy. Unfortunately there's no back button, so if there's a mistake you have to cancel and start again.

Finally you're shown a further confirmation:

Book parking (step 3 of 3)

Your visitor parking session has been booked.

Parking session details	
Vehicle registration number :	G865WFE
Location :	OT
Parking allowed until :	23:59
On date :	19/11/2020
Charge :	£0.00

Done

If you now go to the "Booked sessions" tab you can see the visitor vouchers you have assigned. In this example, there are two bookings – one that is currently in progress, and one for a future date.

The one in the future can be amended to change the vehicle, or cancelled using the buttons provided. If you cancel it, the voucher will be returned to you and available to use on another car.

To change the start time, you will have to cancel the voucher and rebook it.

Once a session has started you can't make any changes to it, so the one that has already begun doesn't have those options.

Booked sessions

Display parking sessions in the : Last 3 months

Show 25 sessions at a time   Search sessions:

Permit	Location	Start time	End time	Registration number	Name	Cost	
SGVV260	OT, Stevenage	20/11/2020 11:10	20/11/2020 23:59	G865WFE	Dad's volvo	£0.00	Amend Cancel
SGVV260	OT, Stevenage	19/11/2020 11:30	19/11/2020 23:59	G865WFE	Dad's volvo	£0.00	ⓘ

Showing sessions 1 to 2 (Total: 2 sessions)   ‹ Previous 1 Next ›

You can add or change the name on saved visitor details in the "My visitors" tab.