

# PayTix™

## **What is PayTix™?**

PayTix™ has partnered with cities across the US to enable users to pay for parking tickets in a safe and secure mobile environment without any added usage fee other than a member cities convenience fees (if applicable). PayTix™ has direct connections to member cities parking systems and is a partner of the cities listed in our supported city list.

## **No App Usage Fee Commitment:**

PayTix™ is FREE! We feel adding app “usage fees” on top of what you pay for a parking ticket is unfair and burdensome to you, the “public”, and we are totally committed to keeping PayTix™ FREE. We do not charge a “usage fee” to use the PayTix™ app nor will we ever. Please note, some member cities may apply a convenience fee to transactions to cover the cost of providing services to the public but, there are no PayTix™ usage fees.

## **Why use PayTix™?**

Since PayTix™ is fully supported by member cities you can be assured that your payment is handled with the same security safe guards that are available to you on our member cities payment websites. We do not store your credit card data (anywhere) and we are fully PCI DSS compliant. When you pay for your parking tickets with PayTix™, you are paying with the same service that processes payments for the member cities today. Also, since PayTix™ is supported by member cities we don't have to spoof or hijack city payment websites. PayTix™ has native interfaces to our member cities systems. And oh, did we mention, PayTix™ is FREE!!!!

In the following sections, you will find the description of the features of the PayTix™ app that will allow constituents to pay for their tickets directly from their cell phone.

PayTix™ App Icon

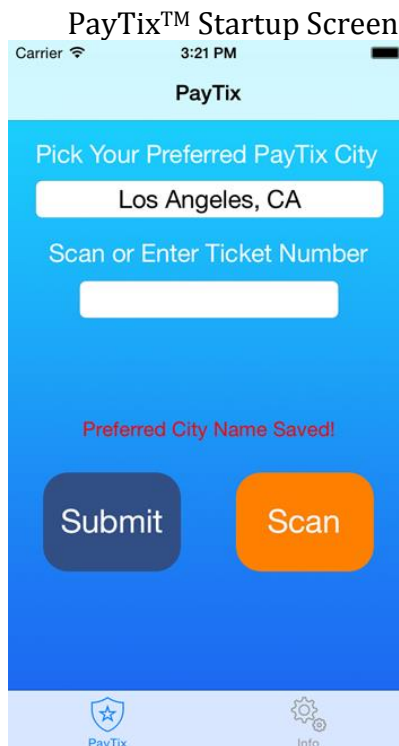


PayTix™ Splash Screen



## PayTix™ “Initial Scene”

- a) **Pick Your Preferred PayTix City:** Because Xerox services so many Cities, the user can select the City with which they want to pay their ticket. When the City is selected the business rules pertaining to that City are picked up and used to determine some of the input – for example some Cities may not accept American Express Cards. The application will know that when the City is selected.
- b) **Scan or Enter Your Ticket:** Users have the ability to manually enter their ticket number or press the “Scan” button to scan the barcoded ticket number directly from the ticket. Basic ticket number checks insure the ticket number is between 7 and 11 digits and can accept Alpha characters. PayTix™ will not let users advance to the next scene until a valid ticket number is entered.
- c) **Submit:** Once the “Preferred City” and “Ticket Number “fields are completed and validated, users advance to the “Inquiry” screen by pressing the “Submit” button. The “Submit” button will trigger a real time inquiry against eTIMS® and present the user with all the basic ticket details needed for paying a ticket in the “Inquiry” scene.



## Pick Your Preferred City

- d) **Pick Your Preferred City:** Users have the ability to select their preferred City from a list of our participating clients by touching the “Pick Your Preferred PayTix™ City” box.

The screenshot shows a mobile app interface titled "Pick Your Preferred City". At the top, the status bar displays "Carrier", signal strength, "3:20 PM", and battery level. Below the title bar, the app name "PayTix" is centered. The main content area has a blue background and contains the text "Pick Your Preferred PayTix City" above a white text input field containing "Los Angeles, CA". Below this is the text "Scan or Enter Ticket Number" above another white text input field. A red message "Preferred City Name Saved!" is displayed in the center. At the bottom, there is a dark blue bar with a "Done" button on the right. Below this bar is a list of cities: "Columbus, OH", "Washington, DC", "Denver, CO", "Los Angeles, CA" (highlighted in bold), "San Francisco, CA", "Berkeley, CA", and "West Hollywood, CA".

Pick Your Preferred City

Carrier 3:20 PM

PayTix

Pick Your Preferred PayTix City

Los Angeles, CA

Scan or Enter Ticket Number

Preferred City Name Saved!

Done

Columbus, OH  
Washington, DC  
Denver, CO  
**Los Angeles, CA**  
San Francisco, CA  
Berkeley, CA  
West Hollywood, CA

## Save Your Default Info

- a) **“Save your Info Settings”** : Users can save their basic information (First Name, Last Name, Billing Zip and Email) to the PayTix™ default settings that will be used every time when the App launches and during a session.

PayTix™ Billing Info Screen

Carrier 8:40 AM

< Inquiry Billing Info

Enter your first and last name as it appears on your credit card along with your billing zip code and email address below.

First Name: Bob

Last Name: Sacamano

Billing Zip: 12345

Email: bob.sacamano@vandelay.com

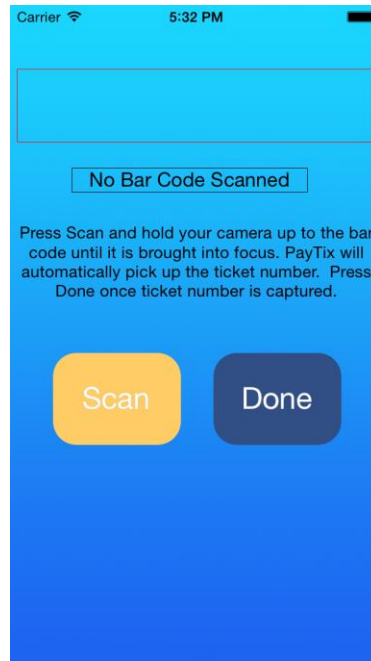
Press Save to store this information to your profile. All card details are securely transmitted.

Save Credit Card Info

## Scan Your Ticket Number

- a) **Scan:** Users have the ability to “Scan” the ticket number from the 1D barcode that is on the physical ticket. The user simply presses the “Scan” button and the Imager will appear. The user just has to point their phone Camera at the bar code and the PayTix™ barcode scanner will bring the barcode into focus and read decode the bar code to show the embedded ticket number. Once the user is satisfied that the ticket number has been successfully captured, they can then press the “Done” button which will take them back to the “Initial Screen” and then press “Submit”.

### PayTix™ Ticket Barcode Scanning



## Inquiry

- a) **Inquiry:** Once all the necessary fields are completed “Preferred City” and “Ticket Number”, users advance to the “Inquiry” screen. If the ticket is not found, users are presented with a message telling them to recheck their ticket number. If the ticket amount due is \$0.00, users are presented with a message and must go back to the “Initial Screen”. If everything is satisfactory the user presses the “Pay” button, which takes them to the next scene called, “Billing Info”.

PayTix™ Inquiry Screen

Carrier 8:49 AM

< PayTix Inquiry

Ticket Number: 000172885

State/Plate: NYABC123

Issue Date: 10/09/2014

Violation: 00000

Amount Due: 20.00

Pay

## PayTix™ “Ticket Not Available”

- a) **Ticket Not Found:** When a user goes to pay ticket that is not yet available in the eTIMS® system, they will be presented with the information in the “Ticket Not Found” screen below and given the option of adding their ticket to a “Ticket Lookup List” that will be used as the basis for sending ticket availability notifications that will appear in the iPhone “Notifications Banner” and when they 1<sup>st</sup> launch the PayTix™ app (see “Notifications” section for more details on this feature). In the interest of system performance and limiting the potential of unnecessary lookups, we recommend limiting the number of tickets that can be added to this list to a maximum of 6. Once the ticket is added to the list, the user has the ability to modify the list and delete any tickets they no longer want to be notified about.

### PayTix™ Ticket Not Found

Carrier 8:21 AM

< PayTix Inquiry

Ticket Number:

Your Ticket was not found in the system. Tickets can take up to 24 hours to get into the system. Please make sure you entered the correct Ticket Number or touch Add to have PayTix send you a notification when your ticket becomes available for payment.

Add

### PayTix™ Ticket Lookup List

Carrier 8:23 AM

Edit Ticket Lookup List

434543345
Cambridge, MA Listed: May 12, 2014, 11:40 AM
897987987
Boston, MA Listed: May 14, 2014, 9:39 AM
046104192
Cambridge, MA Listed: May 19, 2014, 8:23 AM

Done



## Billing Info

- a) **Billing Info:** This scene will initially look for user defaults saved either from the “Save Your Default Info” scene or from a previously saved session. This scene is used to capture the users basic info (First Name, Last Name, Billing Zip, and Email), that will be used as part of the payment process. The email address that the user provides here is the email address that their receipt will be mailed to. Users have the ability to save these preferences by pressing the green “Save” button. Once all these required fields are entered, users can advance to the next scene by touching the “Credit Card Info” button.

PayTix™ Billing Info Screen

Carrier 8:40 AM

< Inquiry Billing Info

Enter your first and last name as it appears on your credit card along with your billing zip code and email address below.

First Name: Bob

Last Name: Sacamano

Billing Zip: 12345

Email: bob.sacamano@vandelay.com

Press Save to store this information to your profile. All card details are securely transmitted.

Save Credit Card Info

## Credit Card Information

**Credit Card Information:** This is the final data capture scene that prompts the user for 3 basic pieces of card data; Card Expiration Date, Credit Card Number and the Security Code from their credit card. All three data elements are validated for format and field length. The custom date popup box allows users to pick a valid card expiration date and the “Card Number” must be at 16 digits and the “Security Code” must be between 3 and 4 digits. Users advance to the next and final scene, “Process Payment” by touching the “Process” button.



**Note:** For security purposes as well as PCI DSS Compliance; at no time during this process will the user’s Credit Card number be stored on their phone or within the eTIMS® application.

PayTix™ Credit Card Screen

Carrier 8:38 AM

< Billing Info Process

For your security, none of your card details are stored on the phone. All card details are securely transmitted.

Expiration Date: Required

Card Number: Required

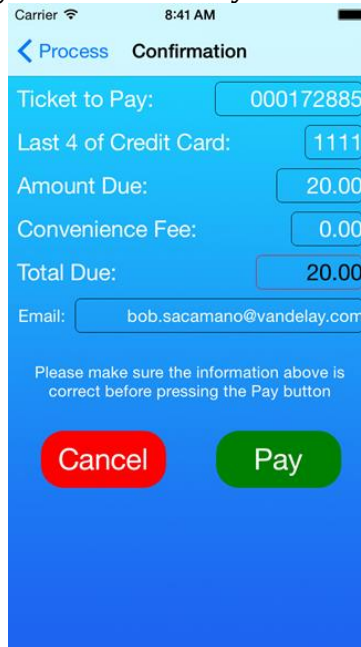
Security Code: Requir...

Process

## Process Payment

**Process Payment:** Users are presented with a confirmation scene and asked to verify that all the information displayed is correct. If the user acknowledges that all the information is correct, they can finalize their payment transaction by touching the green “Pay” button. The “Pay” button will then commit the payment to eTIMS® and also authorize and settle the credit card transaction via our secure PCI “Pay By Web” gateway service. When the payment is confirmed, the user is presented with a message notifying them that the payment was either successful or failed. Users can always cancel the PayTix™ payment process by touching the “Cancel” button and return back to the “PayTix™ Initial” scene or use the navigation link in the top left corner to go back through the previous scenes.

PayTix™ Process Payment Screen



The screenshot shows a mobile application interface for processing a payment. At the top, the status bar displays 'Carrier', signal strength, and the time '8:41 AM'. Below this is a navigation bar with a back arrow and the text 'Process Confirmation'. The main content area has a blue background and contains the following fields:

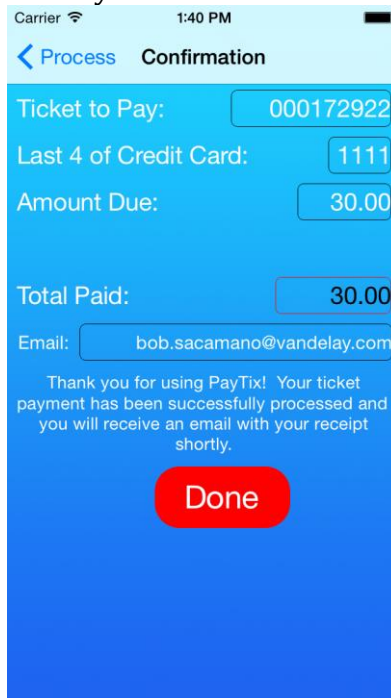
- Ticket to Pay: 000172885
- Last 4 of Credit Card: 1111
- Amount Due: 20.00
- Convenience Fee: 0.00
- Total Due: 20.00
- Email: bob.sacamano@vandelay.com

Below the fields, a message reads: 'Please make sure the information above is correct before pressing the Pay button'. At the bottom, there are two buttons: a red 'Cancel' button and a green 'Pay' button.

## Payment Confirmation

**Payment Confirmation:** If the payment is successful, the user will be presented with a payment confirmation message and a note telling them that they will receive an email receipt shortly. If for whatever reason the payment fails (Ex. Authorization failed), users will be presented with a message instructing them to retry the payment or verify their card information. Users can leave this scene and go back to the “PayTix™ Initial” screen by pressing done.

### PayTix™ Payment Confirmation Screen



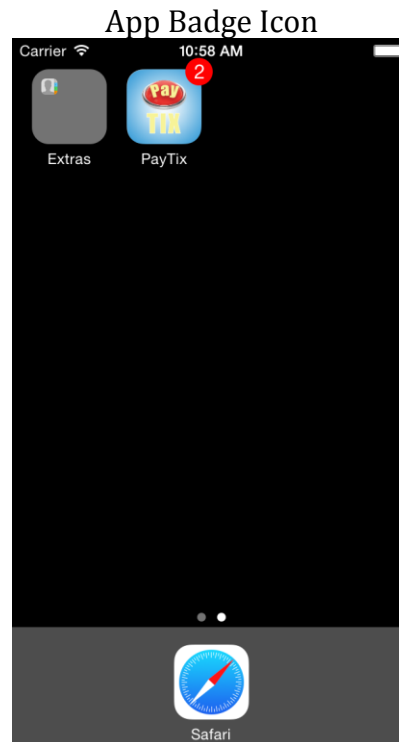
The screenshot shows a mobile application interface for payment confirmation. At the top, the status bar displays 'Carrier', signal strength, and '1:40 PM'. Below this is a navigation bar with a back arrow and the text 'Process Confirmation'. The main content area has a light blue background and contains the following fields:

- 'Ticket to Pay:' with a value of '000172922' in a light blue box.
- 'Last 4 of Credit Card:' with a value of '1111' in a light blue box.
- 'Amount Due:' with a value of '30.00' in a light blue box.
- 'Total Paid:' with a value of '30.00' in a light blue box.
- 'Email:' with a value of 'bob.sacamano@vandelay.com' in a light blue box.

Below these fields is a message: 'Thank you for using PayTix! Your ticket payment has been successfully processed and you will receive an email with your receipt shortly.' At the bottom of the screen is a large red button with the text 'Done' in white.

## PayTix™ Notifications

Parking tickets don't always get added to the eTIMS® system at the moment they are issued. In some client cities it may take up to 24 hours for a ticket to get into the eTIMS system. PayTix™ creates and schedules notification reminders to alert users to when a ticket is now available for payment or when a ticket is currently available and waiting to be paid. PayTix™ will also set the PayTix™ app icon badge to the number of tickets that are listed in the users "Ticket Lookup List" in the "Available to be Paid" status.

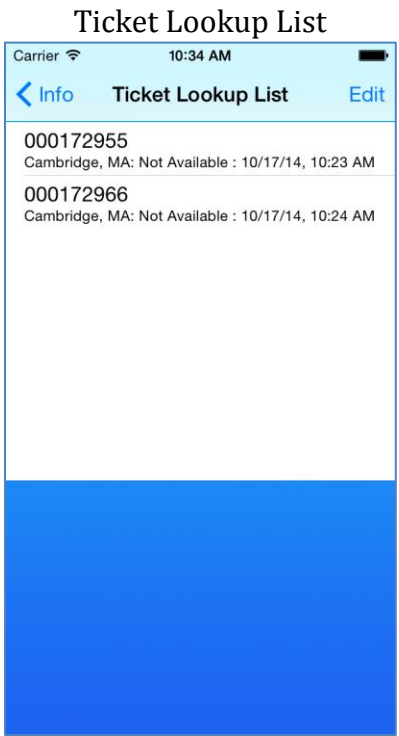


App Badge Icon showing the number of tickets available for payment.

### a) Ticket "Not Available" notifications

When a person first gets a ticket they can scan or enter it into PayTix™ and if the ticket is "Not Available" the user has the ability to "Add" it to the "Ticket Lookup List". The ticket status will show up in the "Ticket Lookup List" as "Not Available" and PayTix™ will then schedule a notification using the user's iPhone local notification scheduling facility to send them a reminder notification at 11AM the next day that their ticket may now be available for payment. When the user selects this notification or launches the PayTix™ app, PayTix™ will check the latest status and let the user know the ticket is now available for payment. When the ticket is

available for payment, the status of the ticket in the “Ticket Lookup List” is changed to “Available”.



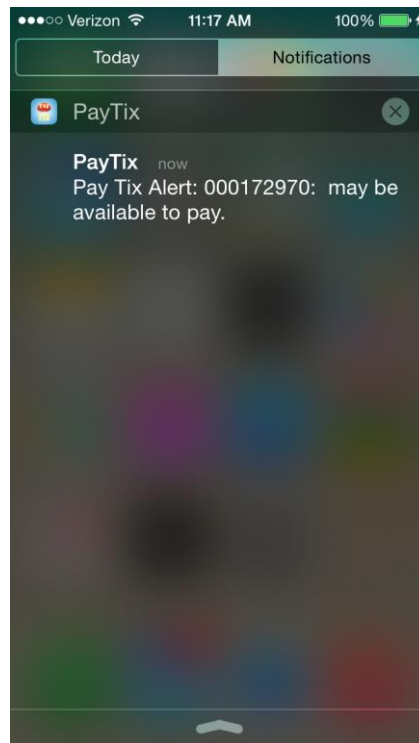
Ticket “Not Available” for payment status.

### PayTix™ Banner Notification



Ticket may be available for payment banner notification.

### PayTix™ Notification



Ticket may be available for payment notification from iPhone Notification Center screen.

### b) Ticket "Available" notifications

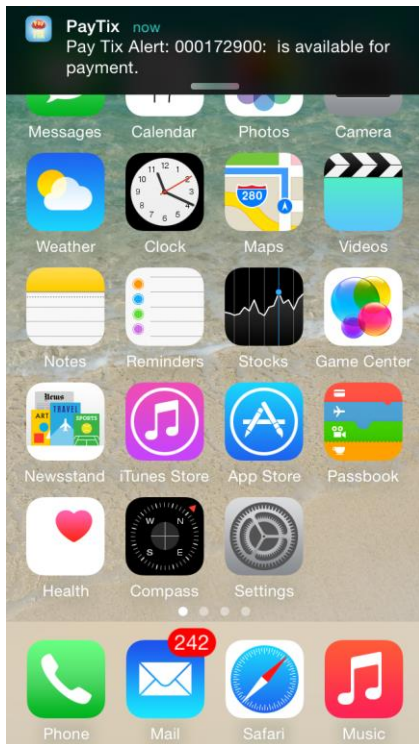
When the "Ticket Lookup List" contains tickets in the "Available" status, PayTix™ will use the user's iPhone's local notification scheduler to setup a notification that will remind them that they have tickets available for payment. The "Ticket Available" for payment notification occurs every day at 9AM and will continue to occur until the user removes the ticket from their "Ticket Lookup List" or pays the ticket.

Carrier		10:47 AM	
<a href="#">Info</a>		<b>Ticket Lookup List</b>	<a href="#">Edit</a>
000172955			
Cambridge, MA: Available : 10/17/14, 10:23 AM			>
000172966			
Cambridge, MA: Available : 10/17/14, 10:24 AM			>

Ticket Available for Payment status.

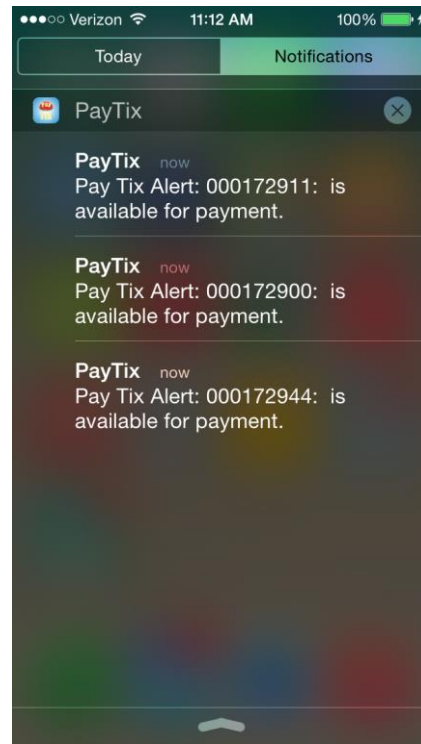


## PayTix™ Banner Notification



Ticket is available for payment banner notification.

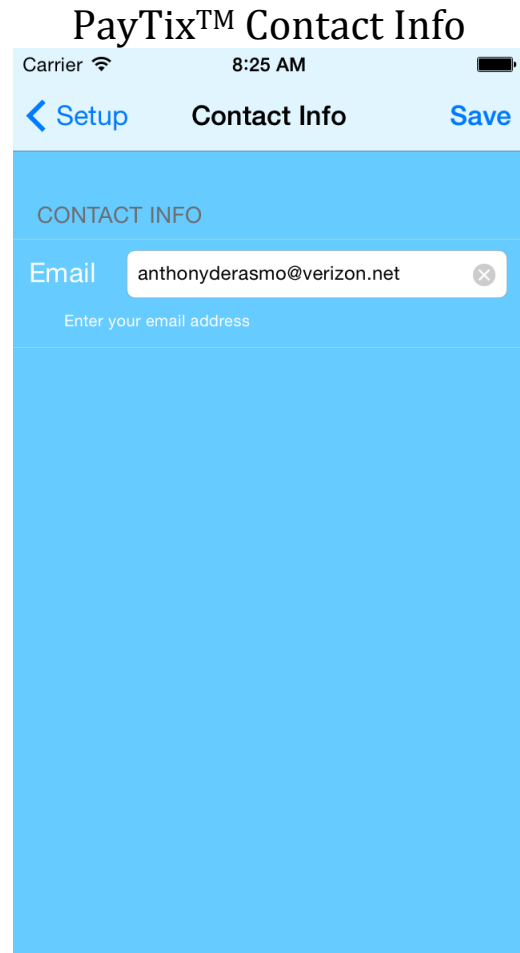
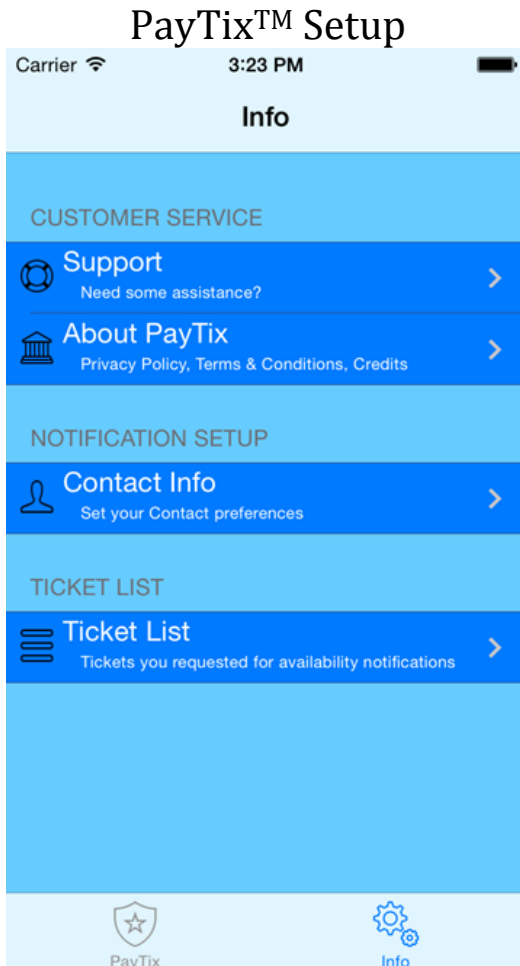
## PayTix™ Notification



Ticket is available notification from iPhone Notification center screen.

## PayTix™ “Info”

- a) **Info:** The PayTix™ Info function will be used to allow users to configure and setup their email address along with functions for support, legal, privacy and copyright information. Users will also have the ability to access and manage their “Ticket Look Up List” from the “Info” function.



## Support

- a) **Support:** The email screen to the bottom right appears when the user selects the support option. The “To:” address of the support email can be set to the common email box that is used by the City for gathering app or web based support inquiries.

**PayTix™ App Support**

Carrier

3:24 PM

[Cancel](#) PayTix App Support [Send](#)

To: [paytixsupport@xerox.com](mailto:paytixsupport@xerox.com)

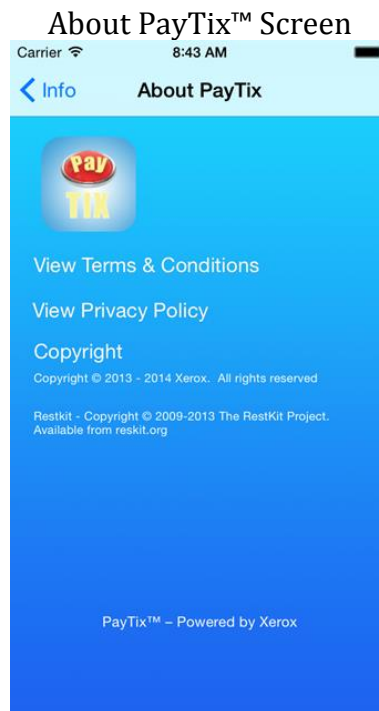
Cc/Bcc:

Subject: PayTix App Support

\*\*\* Please state the nature of the problem and the ticket number if available \*\*\*

## About PayTix™

- a) **About PayTix™**: The screen below appears when the user selects the “About PayTix™” selection from the main “Setup” screen. The purpose of this screen is to provide users with links to the Terms & Conditions of the app along with access to the Privacy Policy and any Copyright information.



## PayTix Website

<http://paytix.etimsportal.com>