PARCS: Sweb.Validate Training

Transportation & Parking
Agenda

System Terminology

Account Setup

Fund Requests

Validation Process

Reports

Frequently Asked Questions
System Terminology

• **Validation Provider Account**: Account that holds funds for validation for a Department or Department Unit

• **Validation Administrator**: User can manage and send fund requests to Transportation and Parking (T&P), validate patient/visitor parking, generate reports, and add other Validation Administrators and Associates

• **Validation Associate**: User can submit fund requests to the Validation Administrator for approval, validate patient/visitor parking, generate reports, and add other Associates

• **Fund Request**: Funds added to the Validation Provider Account through Customer Billing Management (CBM), Credit Card and P-Card, or Check

• **Validation Types**: Methods of validation including Full Validation, Cash Value, Time Value, and Percentage
Validation Provider Account Setup

**Department Account**
- Setup Validation Provider Account for all programs, regardless of funding source
- Use naming convention “Primary Department” for account (ex. School of Dentistry)
- Add funds for general Department use
- Department's validation team reviews validation report monthly
- Department identifies validation use and bills to the appropriate Chartfield String (CFS)

**Unit Account**
- Setup each Validation Provider Account by funding source
- Use naming convention "Primary Department – Unit" for account (ex. School of Dentistry - Pediatrics)
- Add funds by unit
- Unit reviews monthly file transactions and bills to the appropriate CFS
Validation Provider Account: Department Setup

Instructions

1. Department's Parking Coordinator must request Account set-up from T&P
2. T&P creates Validation Provider Account and emails sweb.Validate login information to Validation Administrator
3. Validation Administrator must login to account and will be prompted to change default password
4. Validation Administrator can create other users to validate

<table>
<thead>
<tr>
<th>Pros</th>
<th>Cons</th>
</tr>
</thead>
<tbody>
<tr>
<td>One sign-in</td>
<td>No dollar amount restriction on fund requests</td>
</tr>
<tr>
<td>Department controls CFS</td>
<td>All units share funds from one Department funding source</td>
</tr>
<tr>
<td>Only one user needed to manage multiple funding sources</td>
<td></td>
</tr>
</tbody>
</table>
Validation Provider Account: Unit Setup

Instructions

1. Department's Parking Coordinator to request Unit set up from T&P
2. T&P will create Validation Provider account and will email log in information
3. Validation Administrator must log in and will be prompted to change default password
4. Validation Administrator can create other users to validate

<table>
<thead>
<tr>
<th>Pros</th>
<th>Con</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restrictions use of funds to a single unit</td>
<td>Different login for each Validation Provider Account or funding source</td>
</tr>
<tr>
<td>Easily identifiable in reports</td>
<td></td>
</tr>
<tr>
<td>Department can select CFS</td>
<td></td>
</tr>
</tbody>
</table>
Note: Tenant Name for all users: UNCCapelHill (case sensitive)
Managing Users

Adding Users

- Select "Manage Users"
- Press “Add”
Managing Users

Adding Users

• Select Role: Validation Administrator or Validation Associate

• Identify Username: First Initial, Last Name (e.g., JSmith) -- If the username is unavailable, add either a middle initial or a number at the end (e.g., JSmith1 or JWSmith)

• Create default password: New user prompted to change default upon initial login (one uppercase, one numeric, one special character, minimum 8 characters)

• Identify Name, Email, and Preferred Language

• Select Capabilities "Allow multiple validations" and "Enable Ticket Number Input" – "Allow mobile registration" optional

• Email new users to including:
  • Tenant Name (UNCChapelHill)
  • Username
  • Default Password
  • Login link sweb.Validate (skidata.com)
Managing Users

User Capabilities

• Allow Multiple Validations: Users can validate the same ticket multiple times in the event a patron needs additional time

• Allow Mobile Registration: User can sign up for the mobile app. Validation Provider Accounts are set up with a default of one mobile license. Additional licenses must be requested through T&P

  o Enable Ticket Number Input: Validation Administrators and Associates can enter the last-six digits of the ticket into the validation line on the mobile app
Fund Requests

Sweb.Validate has two Payment Type options: **Bill** and **Check**

- “Bill,” represents CBM transfer
- “Bill,” represents Credit Card & P-Card transaction
- “Check,” represents check transaction

- Fund Requests will be reviewed by the Parking Accounts Receivable
- To cancel Fund Request, contact billing@move.unc.edu
- **Digital Parking Validation**: Step-by-step instructions for each payment method under “Fund Requests” tab
## CBM Transfer

<table>
<thead>
<tr>
<th>Validation Provider</th>
<th>Trans and Parking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Type</td>
<td>Bill</td>
</tr>
<tr>
<td>Currency</td>
<td>US Dollar ($)</td>
</tr>
<tr>
<td>Status</td>
<td></td>
</tr>
<tr>
<td>Details</td>
<td>6-Digit Department Number</td>
</tr>
</tbody>
</table>

### Request Info

- Issued By
- Date
- Amount 100
- Request Type: Select an option
- Remarks

### Approval Info

### Issue Info

- Issue as Adjustment
# Credit Card & P-Card Transaction

<table>
<thead>
<tr>
<th>Validation Provider</th>
<th>Trans and Parking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Type</td>
<td>Bill</td>
</tr>
<tr>
<td>Currency</td>
<td>US Dollar ($)</td>
</tr>
<tr>
<td>Details</td>
<td>P-Card, Mastercard, Visa</td>
</tr>
</tbody>
</table>

## Issue Info

<table>
<thead>
<tr>
<th>Issued By</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Amount</td>
<td>100</td>
</tr>
<tr>
<td>Request Type</td>
<td>Select an option</td>
</tr>
<tr>
<td>Remarks</td>
<td></td>
</tr>
<tr>
<td>Issue as Adjustment</td>
<td></td>
</tr>
</tbody>
</table>
## Check Transaction

<table>
<thead>
<tr>
<th>Validation Provider</th>
<th>Trans and Parking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Type</td>
<td>Check</td>
</tr>
<tr>
<td>Currency</td>
<td>US Dollar ($)</td>
</tr>
<tr>
<td>Status</td>
<td></td>
</tr>
<tr>
<td>Details</td>
<td></td>
</tr>
</tbody>
</table>

### Issue Info

| Issued By |                   |
| Date      |                   |
| Amount    | 100               |
| Request Type | Select an option |
| Remarks   |                   |

- Issue as Adjustment

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**UNCC Finance and Operations**
Create a Fund Request

- Select the "Fund Requests" tab on the top banner
- Press "Add"
Fund Requests

Creating a Fund Request

Required fields:
• Payment Type – “Bill” or “Check”
• Currency – US Dollar ($)
• Details – Department #
• Amount – Dollar amount of funds requested

Optional field:
• Remarks – Event names, event numbers, unit identifiers, CFS, etc.

Submit Request
• Press “Save” to submit request to T&P for processing
Fund Requests

Fund Requests “Date”, “Amount”, and approval “Status” can be found on the Fund Requests page

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount</th>
<th>Status</th>
<th>Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/22/24, 10:16 AM</td>
<td>1.01</td>
<td>Rejected (PM)</td>
<td>UNCChapelHill</td>
</tr>
<tr>
<td>8/14/23, 10:46 AM</td>
<td>100.00</td>
<td>Funds Issued (Direct Sale)</td>
<td>UNCChapelHill</td>
</tr>
<tr>
<td>4/29/24, 10:36 AM</td>
<td>1,000.00</td>
<td>Funds Issued</td>
<td>UNCChapelHill</td>
</tr>
<tr>
<td>4/29/24, 9:36 AM</td>
<td>5.00</td>
<td>Funds Issued</td>
<td>UNCChapelHill</td>
</tr>
</tbody>
</table>
Validation Types

Validation Providers can choose from the four types of validation:

• Full Validation – Total parking cost validated, no charge until exit
• Cash Value – Set dollar amount to validate
• Time Value – Set hour amount to validate
• Percentage – Set percentage to validate (e.g., 25%, 50%, 75%)

Note: Customers are responsible for any unvalidated parking costs and payments can be made at the pay station, in the mobile app, or pay-in-lane.
Default Validation Setting

Validation Provider Account must select a Default Validation type for validating tickets.

- Select Default Validation" tab
- Select one of the following Validation Types:
  - Full Validation
  - Cash Value
  - Time Value
  - Percentage

Note: Select the Department’s most widely used Validation option
Ticket Validation

How to Validate a Ticket

- Select the "Validate" tab
- Enter the last 6 digits of ticket number OR the license plate number in the ticket/plate input box
- Confirm the “Validation Type” and “Amount”
- Press the “Validate” button (next to ticket/plate input box)
Focus Mode

To minimize on-screen options on the screen and magnify the Ticket Search, "Enter Focus Mode."

Enter Focus Mode

- Select the “Validate” tab
- Press “Enter Focus Mode”
- Enter the last 6-digits of the ticket OR license plate
- Confirm the Validation Type and Amount
- Press "Submit"
Mobile Validation

Login

• Use Facility Number **1755537**, located on each ticket
• Use sweb.Validate website Username and Password
• Scan ticket or type in the license plate
Validation Kiosks

Tablets configured specifically for individual departments and ideal for departments with a single-validation funding source, who validate parking for most patients/visitors.

Validation Kiosk settings include:

- Manned: Administrator or Associate must scan and validate patient/visitor parking ticket
- Unmanned: Patient/Visitor can scan and validate their own ticket

Available for purchase through T&P
Report Types

- **Validation**: Details of each validation (user, ticket number, type of validation, amount deducted from account, etc.)
- **Validation Summary**: A summary of the above information
- **Fund Request**: Record of each validation request
- **Fund summary**: A summary of the above information
- **Invoice**: Same as Fund Request
- **User**: Administrator & Associate account info & status
- **Ticket Lookup**: Search past tickets & validations
Reports

Create a Report

• Select the “Reports” tab
• Select the Report type
• Insert start and end date of the data needed
• Select “Run Report”
• Optional: Filter out by custom options and text
• Download as an Excel spreadsheet or PDF
Frequently Asked Questions

How do I resolve the “Invalid Credentials/Login Failed” error message?
Ensure that your password and Tenant name (both case sensitive) are correct. If this does not work, contact your Validation Administrator to reset your password.

What should I do if the system will not validate the patient/visitor?
Check that you have enough funds available for validation. This amount can be viewed in the “Funds” tab. If no funds are available, submit a Fund Request, otherwise the validation will be unsuccessful.

Are departments charged fees for a Validation Provider Account?
There is no cost associated with a Validation Provider, Validation Administrator, or Validation Associate accounts.

How do I add more time to a patient/visitor ticket validation?
Validation Administrator and Associates have two options for adding more time to a validation. Users can:
1. Select the “Full Validation” option to cover the patient/visitor cost from the time of entry, until they exit
2. Validate the tickets multiple times, as long at the patient/visitor has not exited the lot