



south bank
corporation

FREQUENTLY ASKED QUESTIONS (FAQs)

About the new ticketless parking system

How does ticketless parking work?	<p>The smart license plate recognition technology eliminates the need for a physical car park ticket, allowing for a contactless entry and exit experience.</p> <p>When you enter the car park, the automatic license plate recognition camera will read your license plate and automatically raise the boom gate, without issuing a ticket.</p> <p>When you are ready to exit the car park, your parking fee will be calculated using your car's license plate and the time you spent in the car park. You will have the option to pay at one of the three paying stations or pay with a debit credit card via payWave directly at the exit gate machine.</p> <p>So, no more scrambling your bag, wallet or pockets to find your car park ticket. No more fees for lost tickets!</p>
Will there be any changes for early-bird parkers?	<p>With the new ticketless system, the process for early-bird parking has been simplified.</p> <p>Instead of having to validate a ticket, the system will utilise cameras for registration and validation. Simply enter the car park and the automatic license plate recognition camera will read your license plate and automatically raise the boom gate.</p> <p>When driving down to the early-bird area, a camera will detect your entry time and license plate and register you as an early-bird parker.</p> <p>Please note, you must remain in this area unless advised otherwise by our car park staff. If you park in a different area than the designated early-bird section, normal casual rates will apply. To ensure compliance, a second camera has been installed.</p> <p>Even though we are going ticketless, our friendly and helpful Car Park team will still be available to help should you require further assistance.</p> <p>You can visit the team on Level 1 of the car park at the southern entrance, email access@south-bank.net.au or call (07) 3867 2022 within Car Park trading hours (Monday-Sunday, 5am-1am).</p>
What happens if I don't park in the correct early-bird area?	<p>If you park in a different area than the designated early-bird section, normal casual rates will apply.</p> <p>It is important to ensure you are parking in the correct area to take advantage of the early-bird rates.</p>
How can I pay for my	All payments will be cashless. There are three payment options available:

<p>early-bird parking?</p>	<ol style="list-style-type: none"> 1. Online account: You can register your vehicle and debit credit card details online via https://multiscanhub.com/mshubportal/auth/login for automated digital payment. Once registered, you simply drive out and we will automatically charge your early-bird parking fee to your nominated credit debit card. 2. Pay Station: Pay at one of the three cashless pay stations located in the Level B1 car park. Enter your license plate details, pay with your debit credit card, and proceed to the exit. 3. Direct exit: Pay at the exit gate via payWave with your debit credit card. <p>Remember when paying at a pay station, you will need your license plate number.</p> <p>After payment, the exit boom gate will automatically raise.</p>
<p>What if I forget my license plate?</p>	<p>You only need your license plate if paying at a pay station, otherwise you can drive to the exit and pay with a debit credit card via payWave at the exit gate machine.</p>
<p>Where are the ticketless pay stations located?</p>	<p>The ticketless pay stations are located as follows:</p> <ul style="list-style-type: none"> • Southern Lift foyer, Level B1, Section C • Main walkway, Level B1, Section I • Northern Lift foyer, Level B1, Section N
<p>Do you have a privacy policy?</p>	<p>Yes, personal details provided by you are secure and in accordance with the South Bank Corporation privacy policy, which can be found here. You can also find the Car Park access Privacy Collection Statement here.</p>
<p>Forgot to pay before leaving the car park?</p>	<p>You can pay at the exit gate with a debit credit card via payWave.</p>
<p>Why have you introduced ticketless parking?</p>	<p>We have introduced ticketless parking to provide you with a more seamless, convenient and contactless parking experience at South Bank.</p> <p>The smart license plate recognition technology eliminates the need for a physical ticket, allowing for a seamless journey and less queuing at entries and exits.</p> <p>The new system will help to improve the flow of traffic in the car park, reduce congestion, and improve overall experience for all customers.</p>
<p>What are the benefits of ticketless parking?</p>	<p>With License Plate Recognition, there is no more scrambling to find your car park ticket. The system captures a picture of your license plate when you enter and exit the car park, allowing for a seamless journey and less queuing at entries and exits.</p> <p>It also eliminates the fees for lost tickets.</p>

How do I register my vehicle?	Once the system is live, you will be able to register online at https://multiscanhub.com/mshubportal/auth/login .
Why should I register my vehicle?	<p>By pre-registering online for ticketless parking, you can avoid pay stations and get home faster. Simply drive out, and we will automatically charge the early-bird fee to your nominated card.</p> <p>Pre-registered customers can also preload funds to their accounts, access statements and update personal details online as needed.</p> <p>Pre-booking a car park is also easier with online registration.</p>
Who can I contact regarding the ticketless car park system?	<p>For any questions or assistance, you can contact our friendly and helpful Car Park team:</p> <p>Phone: (07) 3867 2022 (during Car Park trading hours: Monday-Sunday, 5am-1am)</p> <p>Email: access@south-bank.net.au</p> <p>Visit: southbankcorporation.com.au/resources-links/parking-and-transport/</p>