LOT\$ Season Parking App

User Guide

As of June 2025





LOT\$ SEASON PARKING APP - USER GUIDE

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LOT\$ SEASON PARKING APP - USER GUIDE Search for Carpark

Want to know how many spots are left at your desired car park? Use the search bar to find out in seconds.

To search for a carpark:

- 1. Navigate to the 'Account' Tab
- 2. Use the search bar to type in the location name
- 3. Tap on the **'P'** icon
- 4. The number of available spots will be displayed under the carpark name





b LOT\$ SEASON PARKING APP - USER GUIDE Sign Up for An Account

Create an account to enjoy easy purchase, renewal, and upcoming app features.

To sign up for a new account:

- 1. Navigate to the 'Account' Tab
- 2. Tap 'Sign in'
- 3. At the bottom of the screen, tap on **'Sign up'**
- 4. Select the account type based on your needs



LOT\$ SEASON PARKING APP - USER GUIDE Sign Up for An Account - Personal Account

If you're signing up for your own vehicle, please register with a personal account. For companies, select a business account to efficiently upload multiple vehicles.

To sign up for a personal account:

- 5. Enter your 'Mobile No.', tap 'Get OTP', and key in the OTP code under 'OTP Message'
- 6. Tap 'Next'
- 7. Set your 'Password' and 'Company Name'
- 8. Tap 'Create Account'





LOT\$ SEASON PARKING APP - USER GUIDE **Sign Up for An Account - Business Account**

If you're signing up for your own vehicle, please register with a personal account. For companies, select a business account to efficiently upload multiple vehicles.

To sign up for a business account:

- 5. Enter your 'Company's Email', tap 'Get OTP', and key in the OTP code under 'OTP Message'
- 6. Tap 'Next'
- 7. Set your 'Password' and 'Company Name'
- 8. Tap 'Create Account'





LOT\$ SEASON PARKING APP - USER GUIDE Sign Up for An Account

After signing up, don't forget to complete your profile to help us serve you better.

To Update Profile:

- 9. Navigate to the **'Account' Tab**
- 10. Tap edit icon
- 11. Fill in all the details and click on 'Update Profile'

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Company Name		
Billing Address		
Postal Code		
		Find Address
Street Name		
Block No.		
Unit No.		
	-	
	Update Profile	

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Fill in details and 'Update Profile'

LOT\$ SEASON PARKING APP - USER GUIDE **Reset Password - Personal Account**

Forgot your password? No worries — resetting your password is quick and easy.

To Reset Password:

- 1. Tap 'Forgot Password' on the login screen.
- 2. Enter your 'Mobile No.', tap 'Get OTP', and key in the OTP code under 'OTP Message' and tap 'Reset Password'
- 3. Create a new password, then tap **'Change Password'** to complete the process

12:30
Sign In
Welcome to LO
Personal Account
Switch To Bu
Mobile No.
Password
I agree to <u>LHN Privacy Po</u>
01 Tab 'Forgo

Don't have an account? Sign up



LOT\$ SEASON PARKING APP - USER GUIDE **Reset Password - Business Account**

Forgot your password? No worries — resetting your password is quick and easy.

To Reset Password:

- 1. Tap 'Forgot Password' on the login screen.
- 2. Enter your 'Email', tap 'Get OTP', and key in the OTP code under 'OTP Message' and tap 'Reset **Password'**
- 3. Create a new password, then tap 'Change **Password'** to complete the process



D LOT\$ SEASON PARKING APP - USER GUIDE **Change Mobile Number**

Need to update your phone number? Follow these simple steps to change the phone number linked to your account.

To Change Mobile Number:

- 1. Navigate to **'Account'** Tab
- 2. Tap edit icon next to your name
- 3. Tap **'Change'** button
- 4. Enter your new 'Mobile No.', tap 'Get OTP', and key in the OTP code under 'OTP Message' and tap 'Submit' button
- 5. Tap 'Update Profile'







LOT\$ SEASON PARKING APP - USER GUIDE Change Email Address

Need to update your email address? Follow these simple steps to change the email linked to your account.

To Change Email Address:

- 1. Navigate to **'Account'** Tab
- 2. Tap edit icon next to your name
- 3. Tap **'Change'** button
- Enter your new 'Email', tap 'Get OTP', and key in the OTP code under 'OTP Message' and tap 'Submit' button
- 5. Tap 'Update Profile'





LOT\$ SEASON PARKING APP - USER GUIDE **Register Vehicles - Personal Account**

Before you can apply for a Season Parking Ticket, make sure your vehicle details are added.

To Register Vehicles:

- 1. Navigate to the 'Vehicle' Tab
- 2. Tap on **'+'** icon
- 3. Fill in all vehicle details and tap the 'Add' button





LOT\$ SEASON PARKING APP - USER GUIDE **Register Vehicles - Business Account**

If you have multiple vehicles to register, you can skip the hassle of adding them one by one — simply use the batch upload feature to import them all at once.

To Register Vehicles:

- 1. Navigate to the 'Vehicle' Tab
- 2. Tap on '+' icon
- 3. Select options to register vehicle (Single Entry) / vehicles (Batch Upload)
- 4. Single Entry Fill in all vehicle details and tap the 'Add' button

or

Batch Upload

Click 'Download Template', fill in all vehicle details. Save the file, then click 'Select File' to upload in batch





Add Vehicle
Vehicle No.
IU No./Cashcard No.
IU number.
Select Vehicle Type ~ Cancel Add
IU No.1224815077
04 Key in details, tap 'Add'
Batch Upload xls. File
 Batch Upload Upload xls. File Please upload the required .xls document for batch uploading vehicles.
 Batch Upload Upload xls. File Please upload the required .xls document for batch uploading vehicles. The maximum file size for the document is 5MB.
 Batch Upload O4 Upload xls. File Please upload the required xls document for batch uploading vehicles. The maximum file size for the document is 5MB. Download Template Lage Select File



LOT\$ SEASON PARKING APP - USER GUIDE Remove Vehicle

If your vehicle plate number or IU number is no longer in use, you can easily remove it from the app to keep your Vehicle tab neat and organised.

To Remove Vehicle(s):

- 1. Navigate to the 'Vehicle' Tab
- 2. Tap on '-' icon next to the vehicle you want to remove
- 3. Tap the **'Remove'** button to confirm





Det up Payment Information

Your payment information is safe in our system. Enter your payment information once and it allows you to continue paying for your parking charges without having to enter your credit card details again.

To add a new credit card:

- 1. Navigate to 'Account' Tab
- 2. Tap on **'Payment'**
- 3. Tap on **'+'** icon
- 4. Enter card details and click on 'Add Card'

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LOT\$ SEASON PARKING APP - USER GUIDE Remove Card Details

You may wish to remove your credit card information at any time and change your mode of payment to us.

To remove existing credit card:

- 1. Navigate to 'Account' Tab
- 2. Tap on the minus icon at the top right corner of your card
- 3. Tap on '**Remove'** to delete your card from the app

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LOT\$ SEASON PARKING APP - USER GUIDE **Apply for Preferential Rates**

Submit your proof of ownership/tenancy to confirm your eligibility for special Owner/Tenant Season Parking rates at applicable car parks.

To apply for Preferential Rates:

- 1. Navigate to 'Home' Tab
- 2. Tap on 'Apply'
- 3. Complete all the selections, fill in the effective start and end dates, and don't forget to include **supporting** documents such as proof of tenancy before submitting application





LOT\$ SEASON PARKING APP - USER GUIDE **Purchase Season Parking for Single Season Ticket**

Purchase season parking for a single location and proceed directly to checkout.

To purchase a new Season Parking:

- 1. Navigate to 'Home' Tab
- 2. Tap on 'Purchase'
- 3. Fill up the form, confirm before proceeding to payment
- 4. Tap 'Check Out Now' to purchase season parking for a single season ticket
- 5. (a) Payment Method: Credit Card (b) Payment Method: Paynow



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From 2025-05-19 To 2025-06-30 Car Park	1557 Keppel R
IU No.	1929405
Vehicle No.	SGH1
Vehicle Type	
Season Type	Ter
Unit Price	SGD \$250
Qty	1
Amount	SGD \$355
From 2025-06-01 To 2025-06-30 Car Park	202 Kallang Ba
IU No.	1929405
Vehicle No.	SGH1
Vehicle Type	
Season Type	Ter
Unit Price	SGD \$100
Qty	1
Amount	SGD \$100
Sub Total	SGD \$455
9% GST	SGD \$40
Total Price	SGD\$ 495.

📰 Pay Now

05

Select Payment Option



DLOT\$ SEASON PARKING APP - USER GUIDE **Purchase Season Parking for Multiple Season Tickets**

Purchase season parking for multiple carparks.

To purchase multiple Season Parking:

- 1. Navigate to 'Home' Tab
- 2. Tap on 'Purchase'
- 3. Fill up the form
- 4. Tap **'Add to Cart'** and repeat steps 1 to 4 for other carparks you'd like to include
- 5. Go to **'Cart'** Tab
- 6. Select the carparks you'd like to check out
- 7. Tap on 'Check Out'
- 8. (a) Payment Method: Credit Card(b) Payment Method: Paynow



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Season Season	
Select Car Park	~
Select Season Rate	~
Select Vehicle	~
Start Date	~
End Date	~
03 Fill Form	
📜 Add to Cart	
Check Out Now	
Tap on 'Add to	Cart'





LOT\$ SEASON PARKING APP - USER GUIDE Renew Season Parking Ticket

Renew existing Season Parking Ticket with ease through our system.

To renew existing Season Parking:

- 1. Navigate to 'Season' Tab
- 2. Select the carpark(s) you wish to renew
- 3. Tap on 'Renew'
- 4. Tap on **'Select Renewal Period'** and choose the number of months to renew
- 5. Tap on 'Check Out'
- 6. (a) Payment Method: Credit Card(b) Payment Method: Paynow



12:30	÷ ul I
< Order Summary	
From 2025-05-19 To 2025-06-30	1557 Kappel Poad
	1929405729
Vehicle No	SGH1028
Vehicle Type	Car
Season Type	Tenant
Unit Price	SGD \$250.00
Qty	1.42
Amount	SGD \$355.00
From 2025-06-01 To 2025-06-30 Car Park	202 Kallang Bahru
IU No.	1929405729
Vehicle No.	SGH1028
Vehicle Type	Car
Season Type	Tenant
Unit Price	SGD \$100.00
Qty	1.00
Amount	SGD \$100.00
Sub Total	SGD \$455.00
9% GST	SGD \$40.95
Total Price	sgd\$ 495.95

Pay By Credit/Debit Card

📰 Pay Now



LOT\$ SEASON PARKING APP - USER GUIDE **Terminate Season Parking Ticket**

You may terminate your Season Parking service at any time, but payments are nonrefundable.

To terminate Season Parking Service:

- 1. Navigate to 'Season' Tab
- 2. Select the carpark(s) you wish to terminate
- 3. Tap on 'Terminate'
- 4. Review your selected carpark(s) carefully termination is non-refundable. Tap 'Terminate' to proceed
- 5. Tap on 'Confirm'





Tap on **'Confirm'**

05

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LOT\$ SEASON PARKING APP - USER GUIDE Pending Order List

Incomplete payment orders from the Cart will be moved to the Pending section under the Bill tab

To Pay Pending Order:

- 1. Navigate to 'Account' Tab
- 2. Tap on **'Bill'**
- 3. Select the pending order you wish to pay and tap the **'Pay'** button
- 4. (a) Payment Method: Credit Card(b) Payment Method: Paynow

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	Vehicle	Paymer	ıt	Season	
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	Pay		P	review	
OE 202 Sea Vel Car Dat	DR/000135 25-05-13 \$13 ason Type : D hicle No. : SL r Park Name : te : From 202	5/2025 .30 ay Season .R1797R : Test Carp: 25-05-13 To	ark 1 2025-05-31		
	Pay		P	review	

From 2025-05-19 To 2025-06-30	
Car Park	1557 Keppel Road
IU No.	1929405729
Vehicle No.	SGH1028
Vehicle Type	Cai
Season Type	Tenant
Unit Price	SGD \$250.00
Qty	1.42
Amount	SGD \$355.00
From 2025-06-01 To 2025-06-30	202 Kallang Bahri
	1929405729
Vehicle No.	SGH1028
Vehicle Type	Ca
Season Type	Tenant
Unit Price	SGD \$100.00
Qty	1.00
Amount	SGD \$100.00
Sub Total	SGD \$455.00
9% GST	SGD \$40.95
Total Price	SGD\$ 495.95
Pay By Credit/	Debit Card
🛲 Pay N	ow

LOT\$ SEASON PARKING APP - USER GUIDE Download Invoice

Need a copy of your invoice? You can download it directly from the app in just a few steps.

- To Download Invoice:
- 1. Navigate to 'Account' Tab
- 2. Tap on **'Bill'**
- 3. Go to the **'Paid'** section, select the order you wish to view, and tap **'Preview'**
- 4. Tap **'Download'** to save a copy of the invoice to your device

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Preview



Select & Preview

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SIII D	etall		
TAX INVO No.INVAPF	DICE 9/000096/2025	LHN	Parking
LHN Parking P Business Oper Crescent,#05-0 Tel: 6856 6600 Email: enquiry(GST Reg No. 2 GST Reg No. 2	te Ltd ating Address 79 Ayer 01, Sinagpore 139955 0 @Ihnparking.com.sg 00716389D 00716389D	Rajah	
То		Date	
Miss. Goh REB	EKAH	13/05/20	25
Kallang		Status	
G Renew seas Vehicle No. : S Date: From 202	son for 4 Month MQ5454Y @202 Kallar 25-09-01 to 2025-12-3	ng Bahru 1	+(SCD)
4.00	\$88.00	\$	352.00
No GST	\$0.00@	0%	\$0.00
GST Total GST	\$352.00@	9%	\$31.68 \$31.68
Discount			-\$0.00
GST	Download		531.68
	Download		

LOT\$ SEASON PARKING APP - USER GUIDE Change Vehicle Number / IU / OBU Number

What happens if your registered vehicle is under repair or you have purchased a new vehicle? Simply submit a change of vehicle details request.

To change vehicle details:

- 1. Navigate to 'Vehicle' Tab
- 2. Tap 'Application Request'
- 3. Select 'Vehicle Change Request'
- 4. Select the existing vehicle you wish to change, enter the new vehicle details, choose the effective date for the change, and tap 'Change' to proceed
- 5. Your request will be submitted and marked as pending. Please wait for approval.



12:30 💿 🗢 🖬 🗈 < Application Request	1
Apply Preferential Rate Here! Apply Logical Change Request	
Pending Completed	
Por requests are pending. You're all set for now!	
Tap 'Veh. Change Request'	

< Vehicle Change Request	
	12:30
 Please be informed that change of vehicle will take effect upon approval. Kindly allow at least 1 working day for approval. 	Application Request
Select Existing Vehicle	Vehicle Change Request
New Vehicle	Status
New Vehicle No.	Pending Completed
New IU No./Cashcard No.	Vakiala Okanara
Effective Date : DD/MM/YYYY HH	New Vehicle No.: New IU No./ Cashcard No.: Status:Pending Cancel Applicatio
Change	
Cancel	

Wait for Approval



LOT\$ SEASON PARKING APP - USER GUIDE Add to Waitlist

What happens if your desired car park has no available quota? Don't worry — we've got a new feature that allows you to join the Waitlist!

To add to waitlist:

- If your selected car park has no available quota, a prompt will appear allowing you to join the 'Waitlist'
- 2. Navigate to 'Account' Tab
- 3. Tap 'Waitlist'
- 4. You'll see all the car parks you've joined the waitlist for. When a car park becomes available, the **'Apply'** status will turn orange
- 5. You'll also receive a notification when a quota becomes available
- 6. Then, go to the **'Waitlist'** tab and apply for a Season Ticket

12	30 (Inclusion Season
10	Raeburn Park
Sta	ff
Sel	ect Vehicle
	Tap (Join) Maitligt
Car F	Park is fully booked!
•	The parking lot you requested is fully booked. Wo like to join the waitlist and be notified when lot bed available?
	Join Waitlist
	No







LOT\$ SEASON PARKING APP - USER GUIDE **Notification Channel Setting**

Choose how you want to receive important updates — via push notifications, email, or both.

To Update your Notification Settings:

- 1. Navigate to 'Account' Tab
- 2. Tap 'Notification Channel Setting'
- 3. Choose your preferred notification channels by toggling push notifications or email on/off

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Hi	LHN P	ARKING	G ∠	
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	Vehicle	Payment	Season	Bills
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LOT\$ SEASON PARKING APP - USER GUIDE **Account Deletion**

No longer purchasing season parking at any of our sites and want to remove your account from our app? Once your account is deleted, all associated data will be permanently removed and cannot be recovered.

To Delete Account:

- 1. Navigate to 'Account' Tab
- 2. Tap on 'Account Deletion'
- 3. Read the statement and tap 'Delete Account' if you agree
- 4. Tap **'Confirm'** to complete the deletion

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Need help? Our customer service team is available 24/7 to assist with any carpark related issues.

To Contact Us:

- 1. Navigate to 'Home' Tab
- 2. Tap the 'Contact' icon next to the search bar
- 3. Choose to call our hotline for immediate support, or email us and receive a reply within 3 working days

Search

IJMES 👛





Contact Information

Address Registered Address: 75 Beach Road #04-01 Singapore 189689

Business Operating Address: 202 Kallang Bahru #08-08 Singapore 339339

ieneral Enquiries LOT\$ 6 6600 (8.00am to 5.00pm, Mondays

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