

LOT\$ Season Parking App

User Guide

As of June 2025

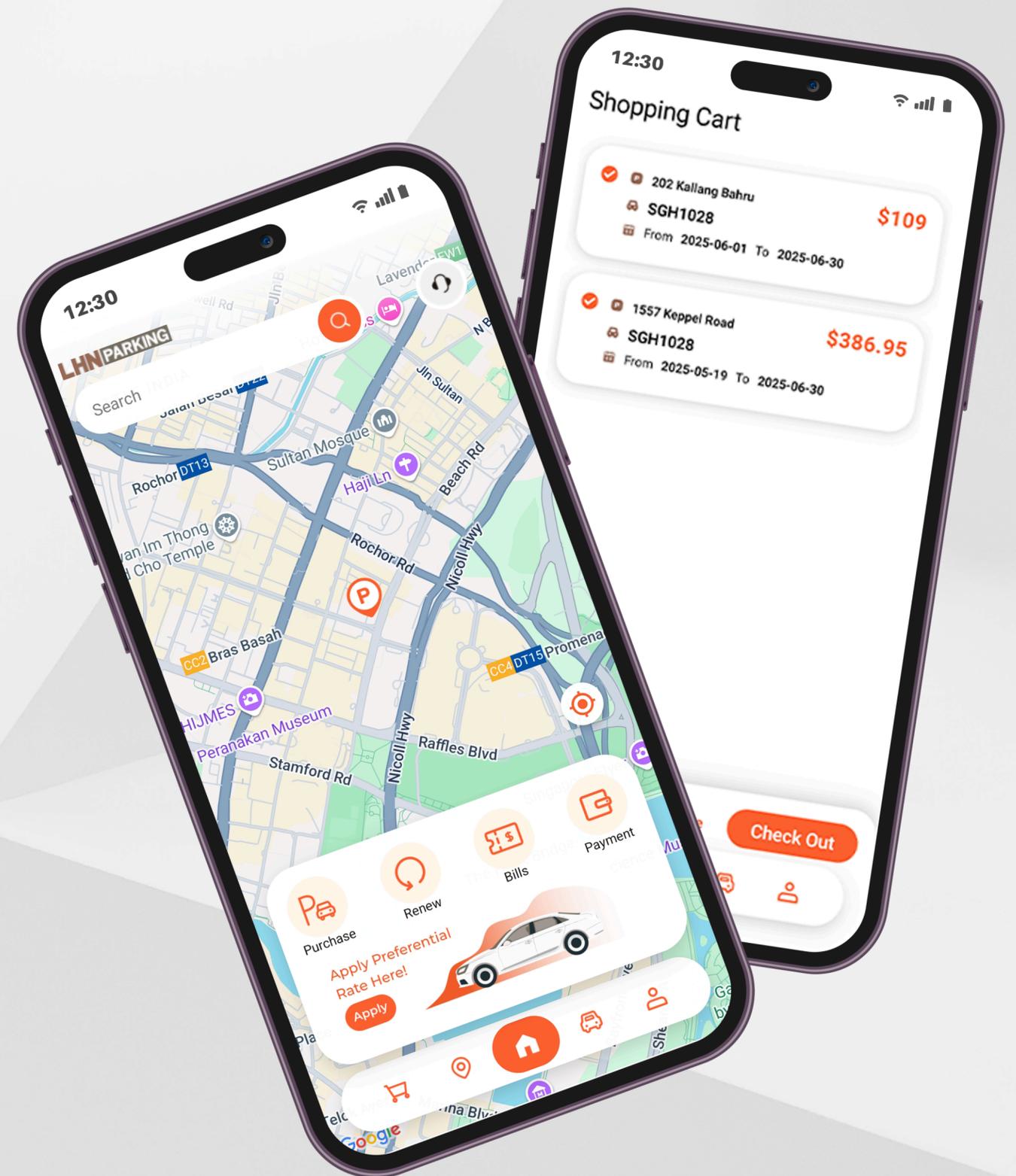
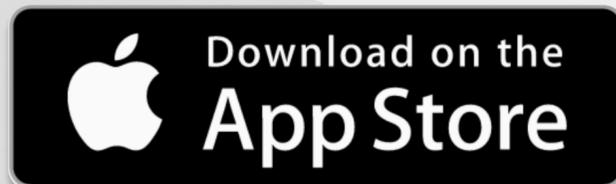
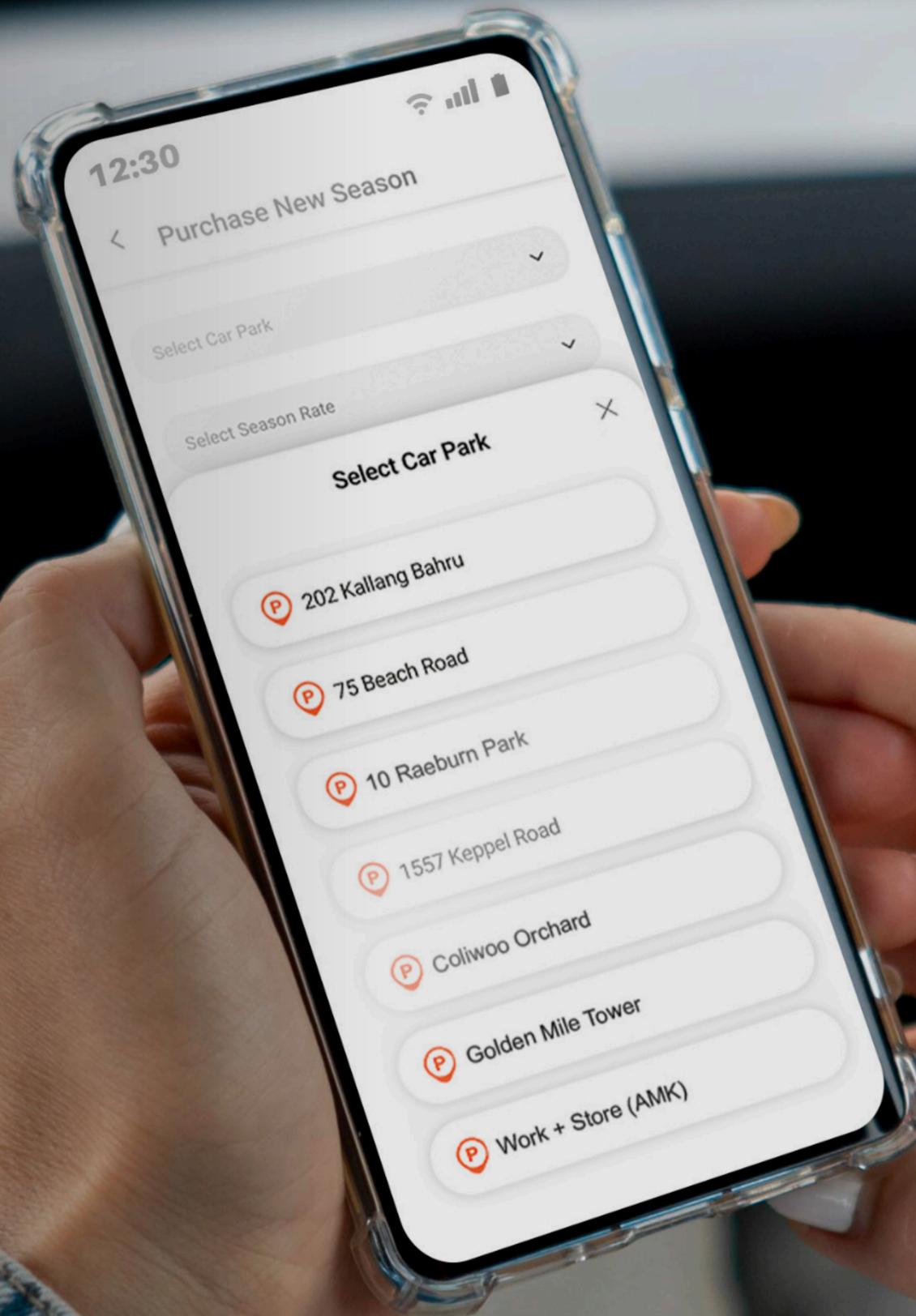




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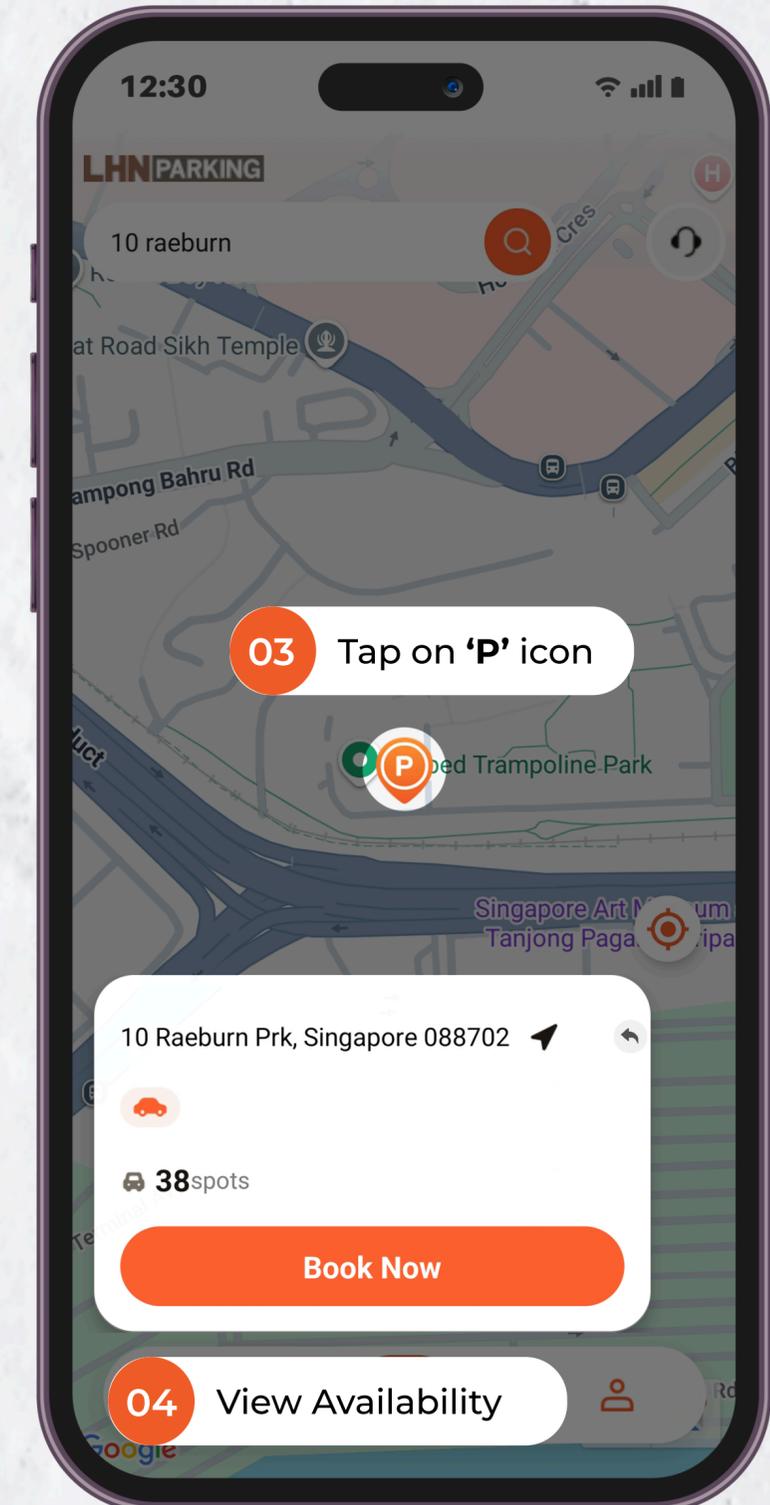
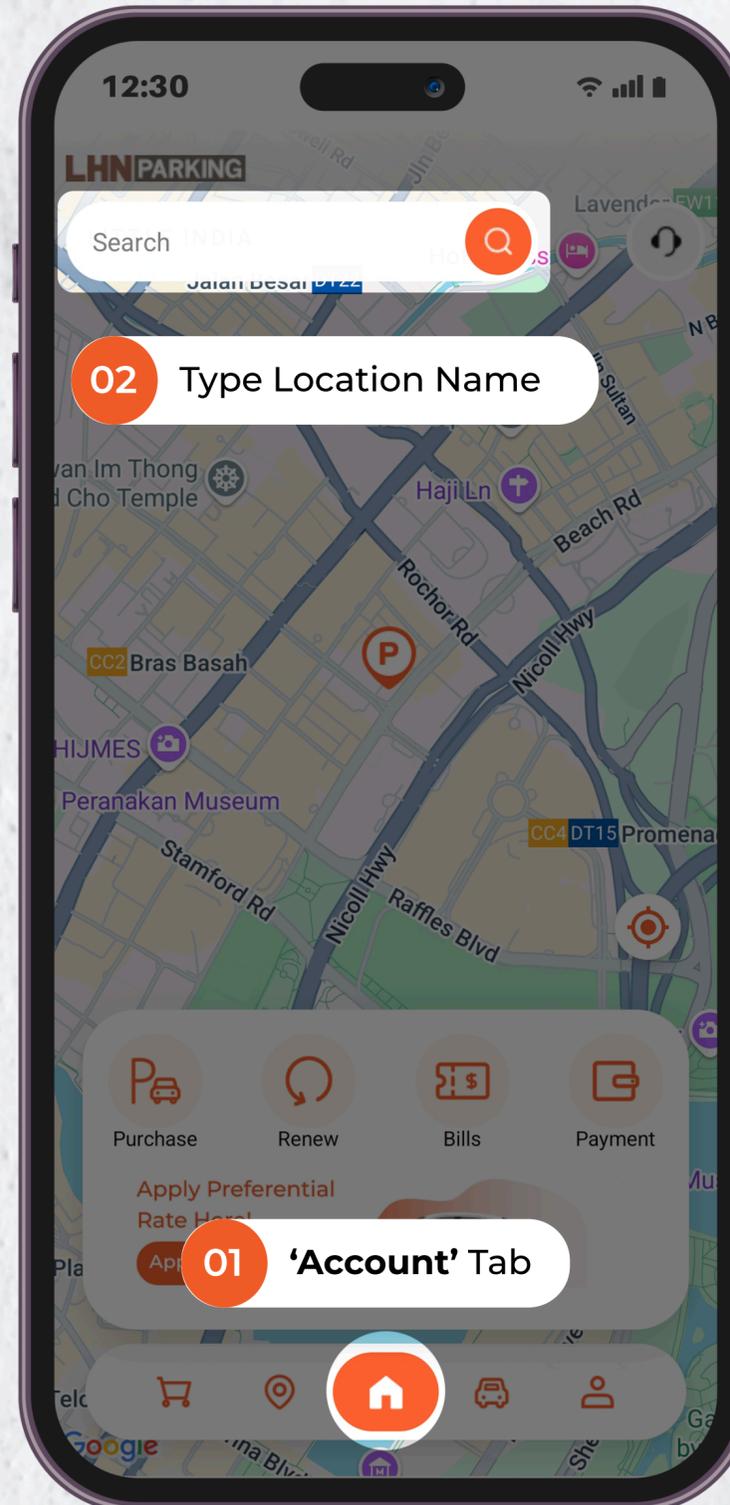


Search for Carpark

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



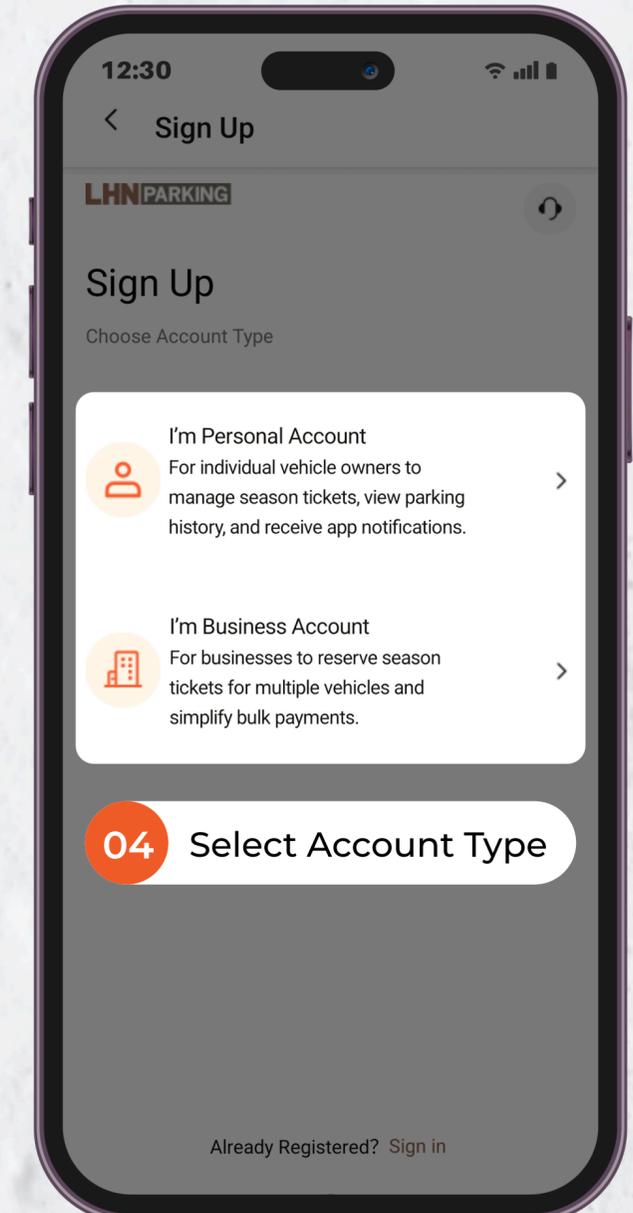
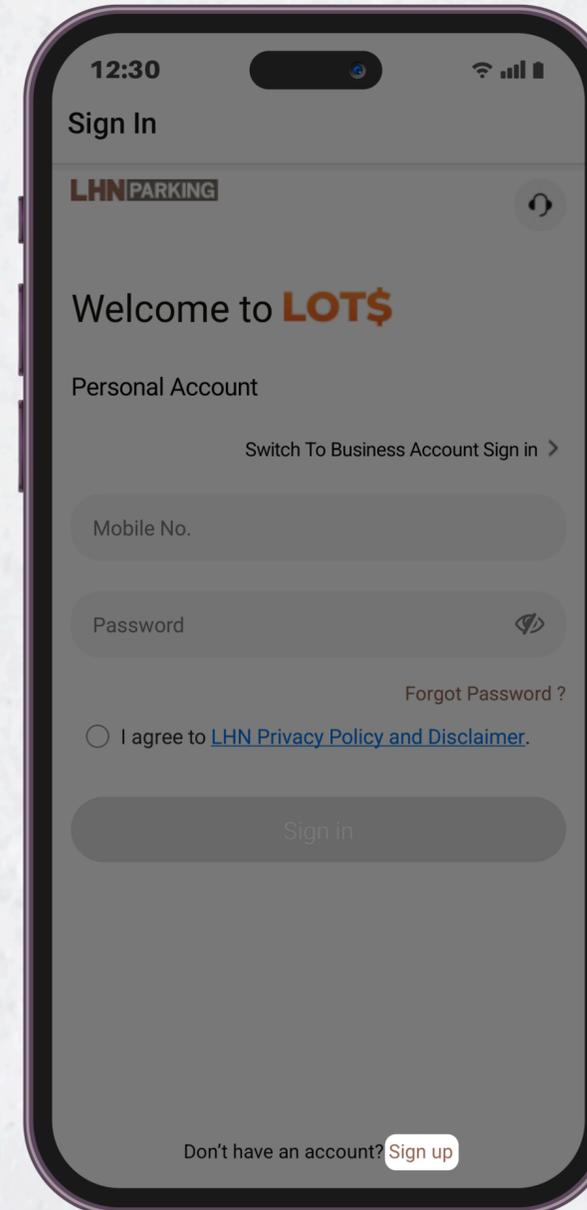
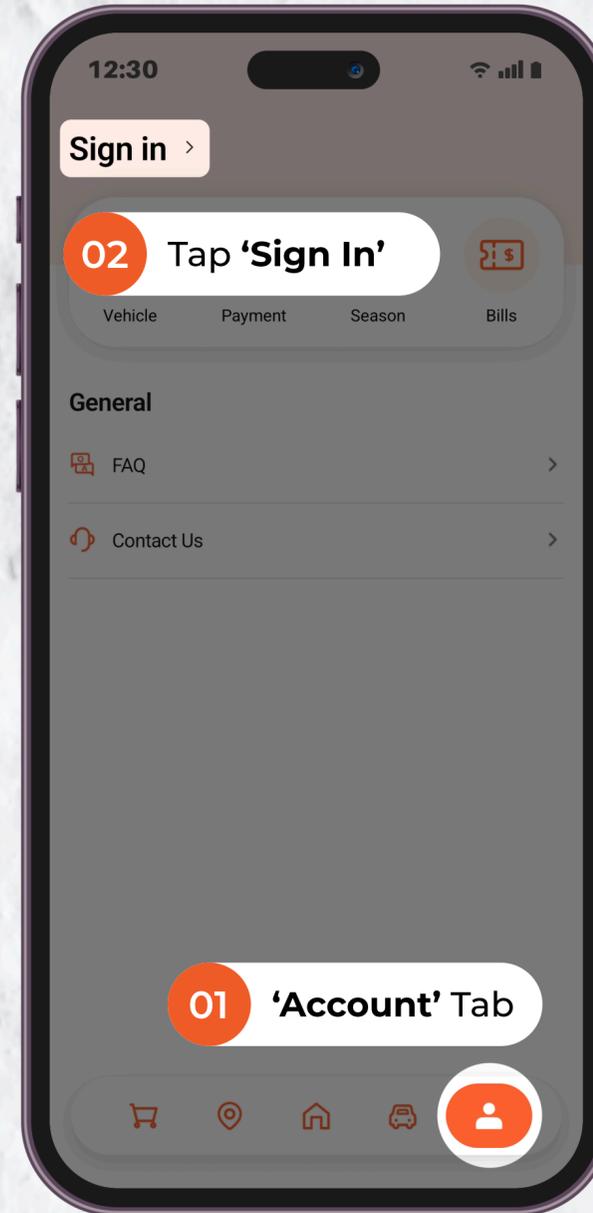


Sign Up for An Account

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



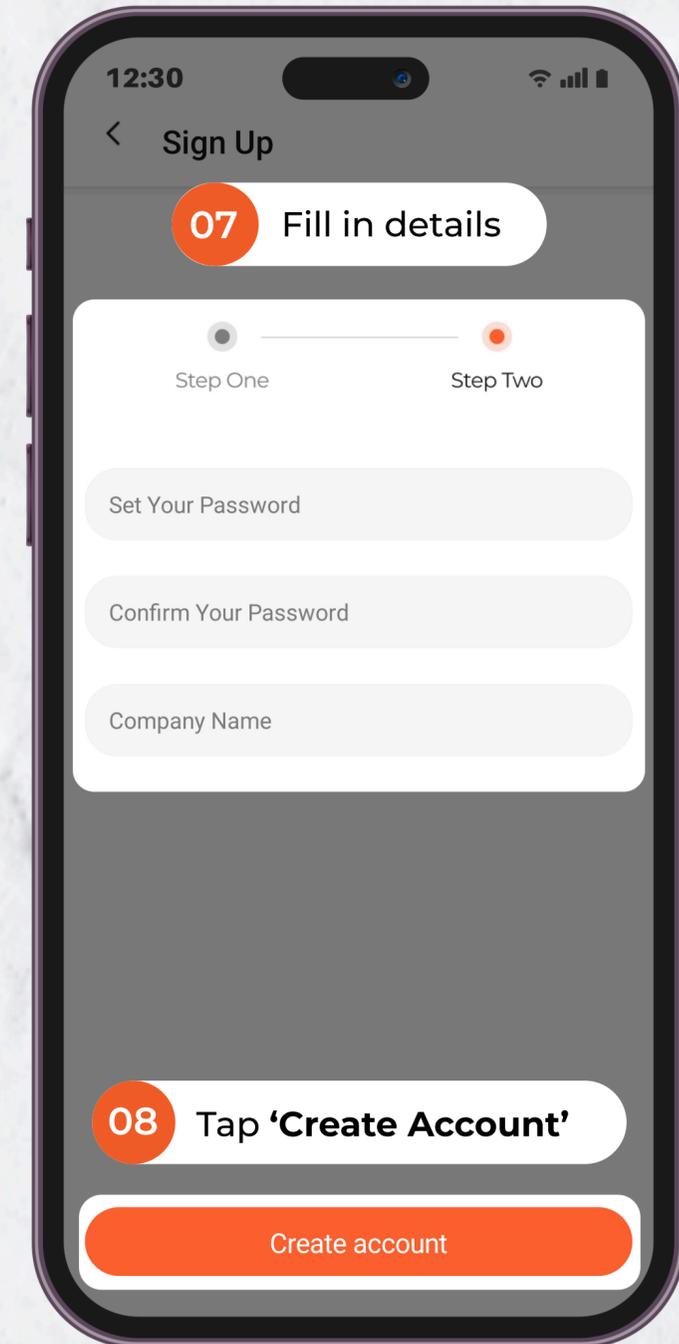
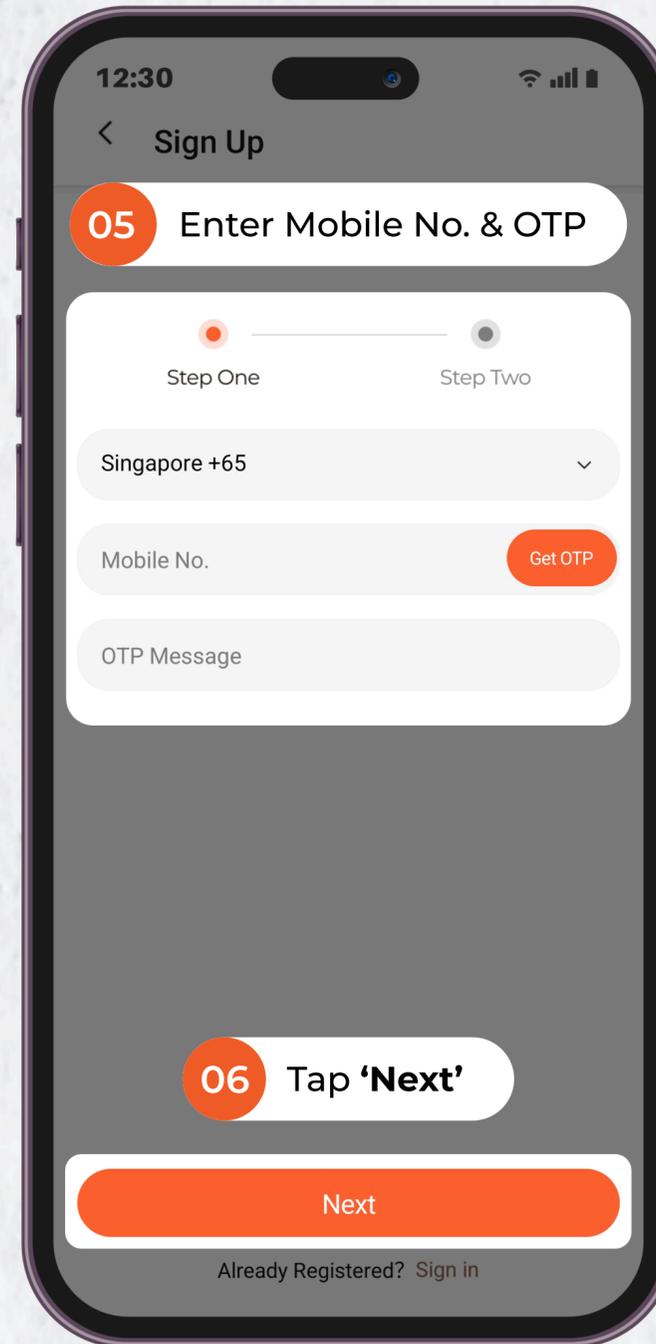


Sign Up for An Account - Personal Account

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'**



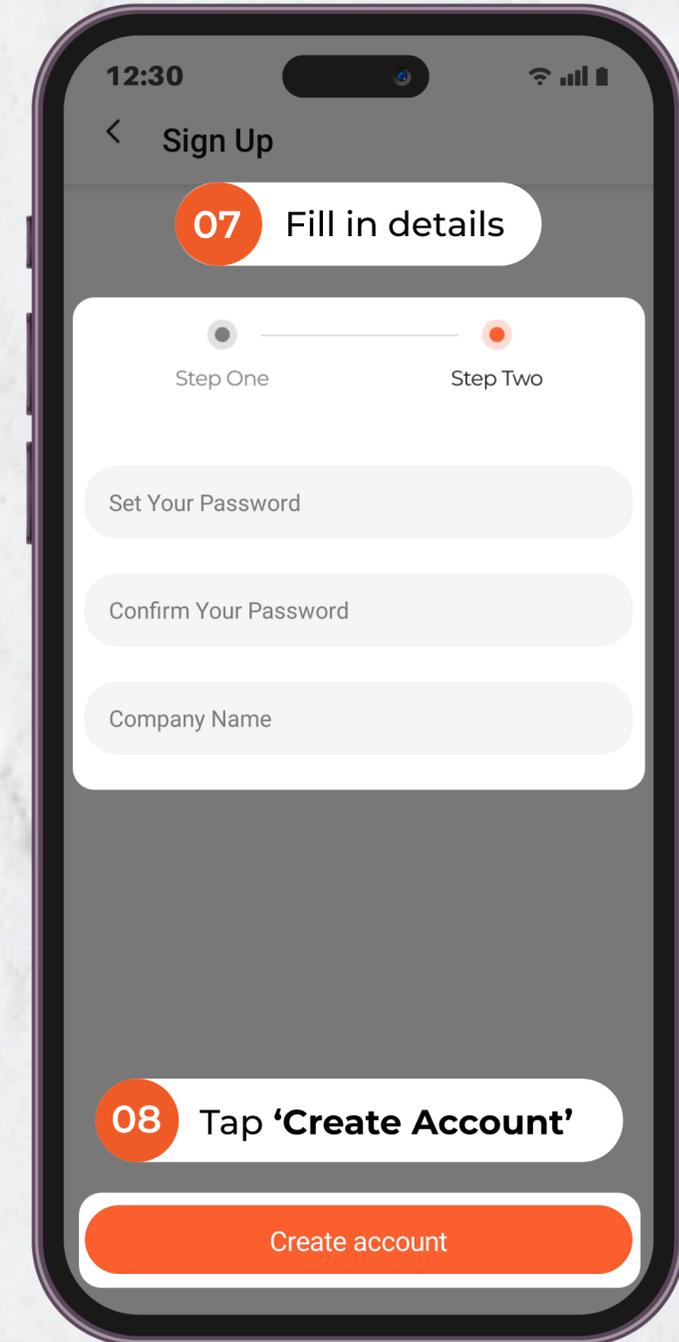
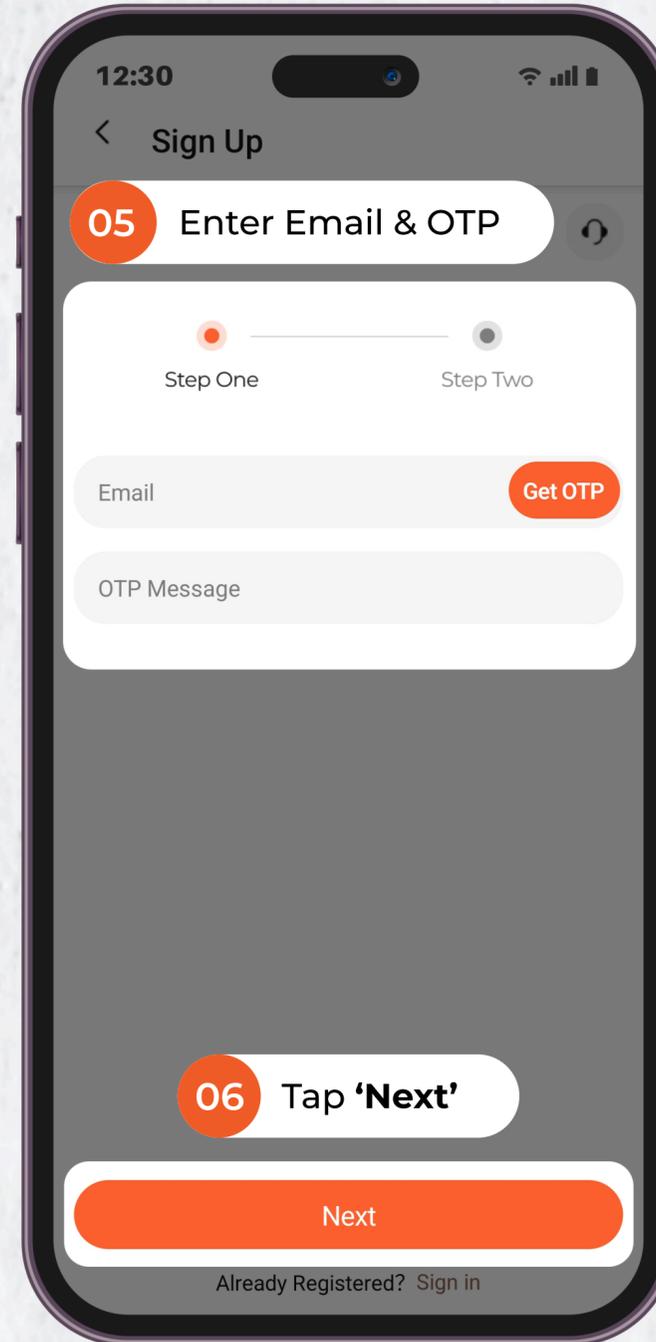


Sign Up for An Account - Business Account

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'**





Sign Up for An Account

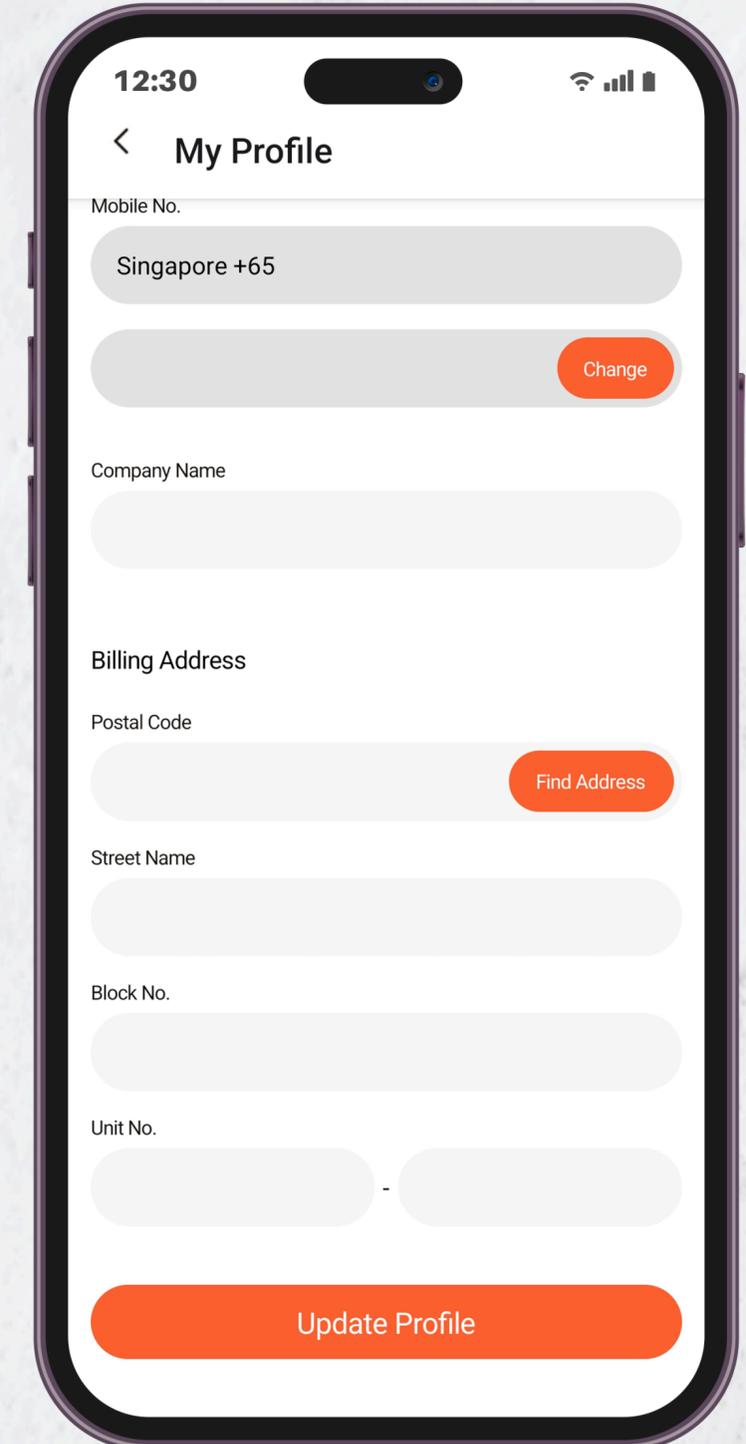
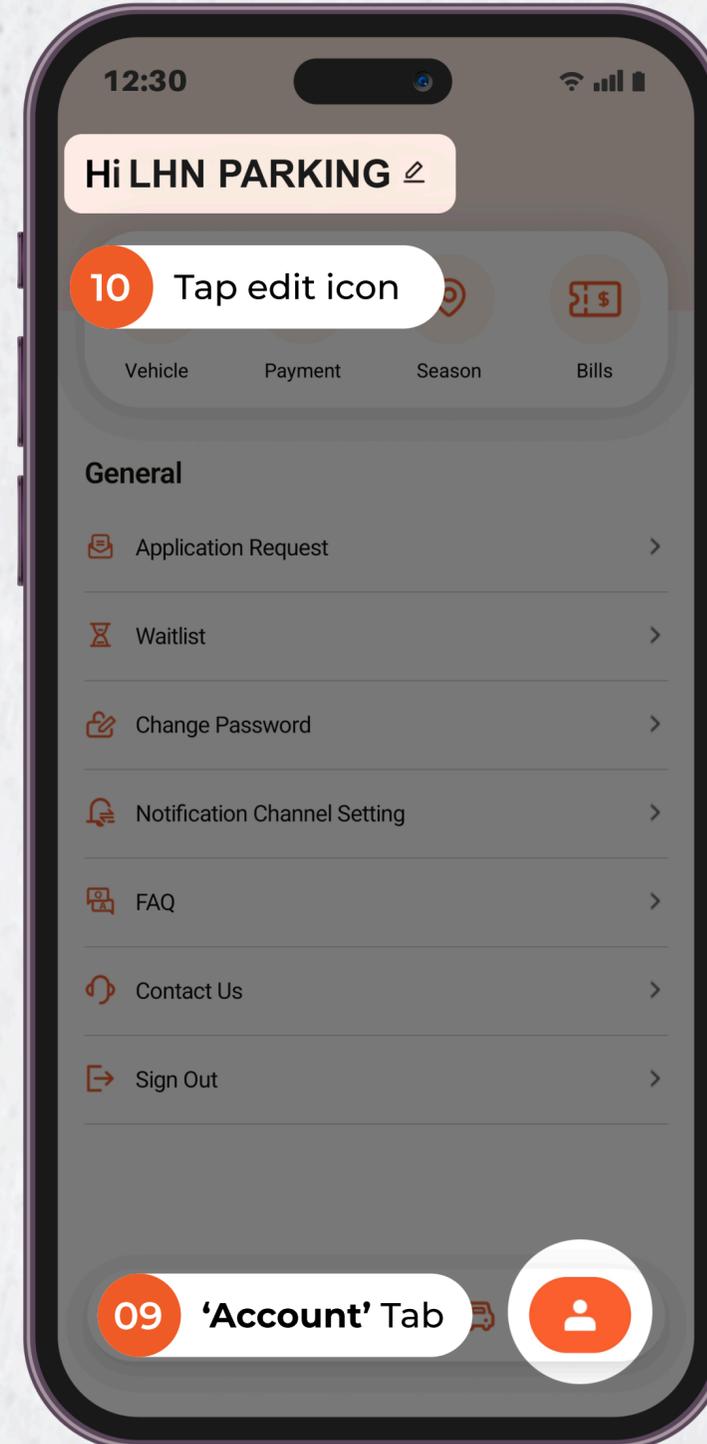
After signing up, don't forget to complete your profile to help us serve you better.

To Update Profile:

9. Navigate to the **'Account' Tab**

10. Tap edit icon

11. Fill in all the details and click on **'Update Profile'**



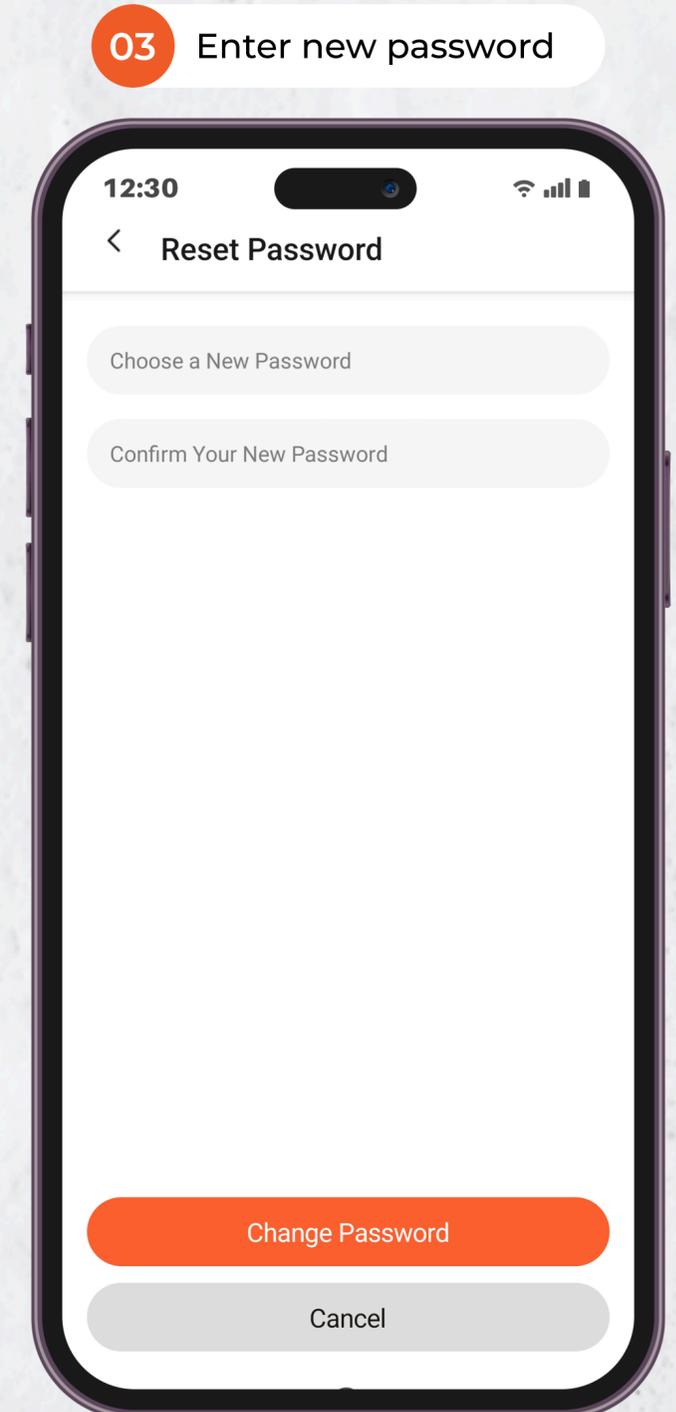
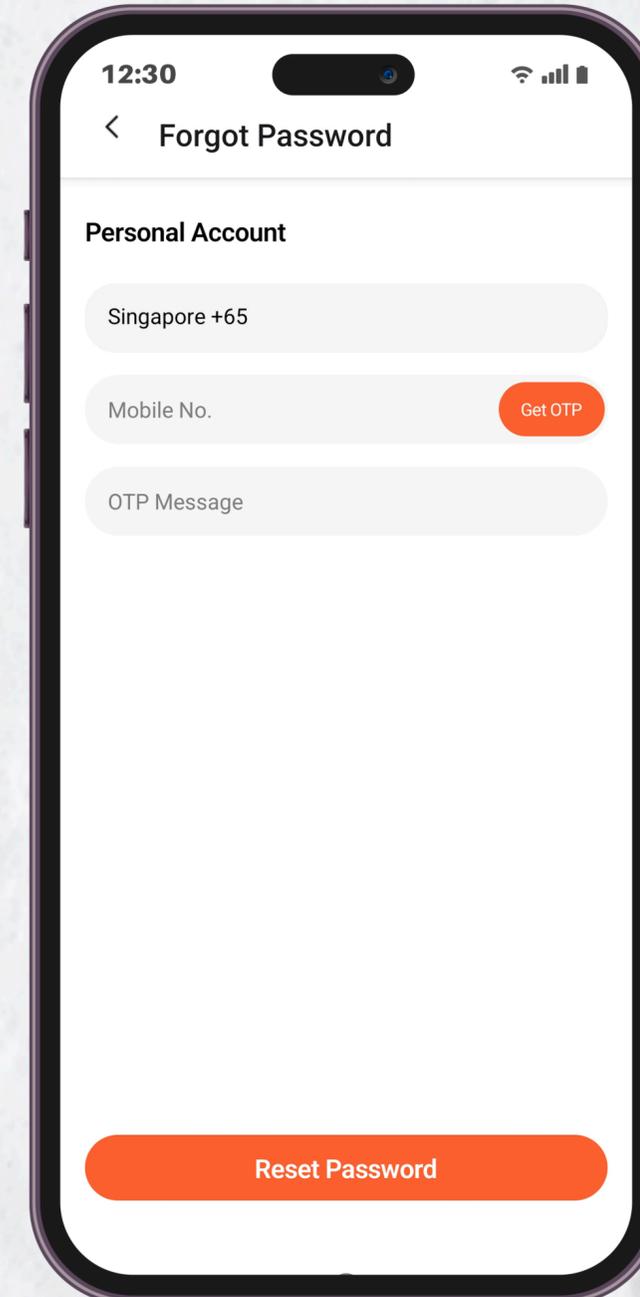
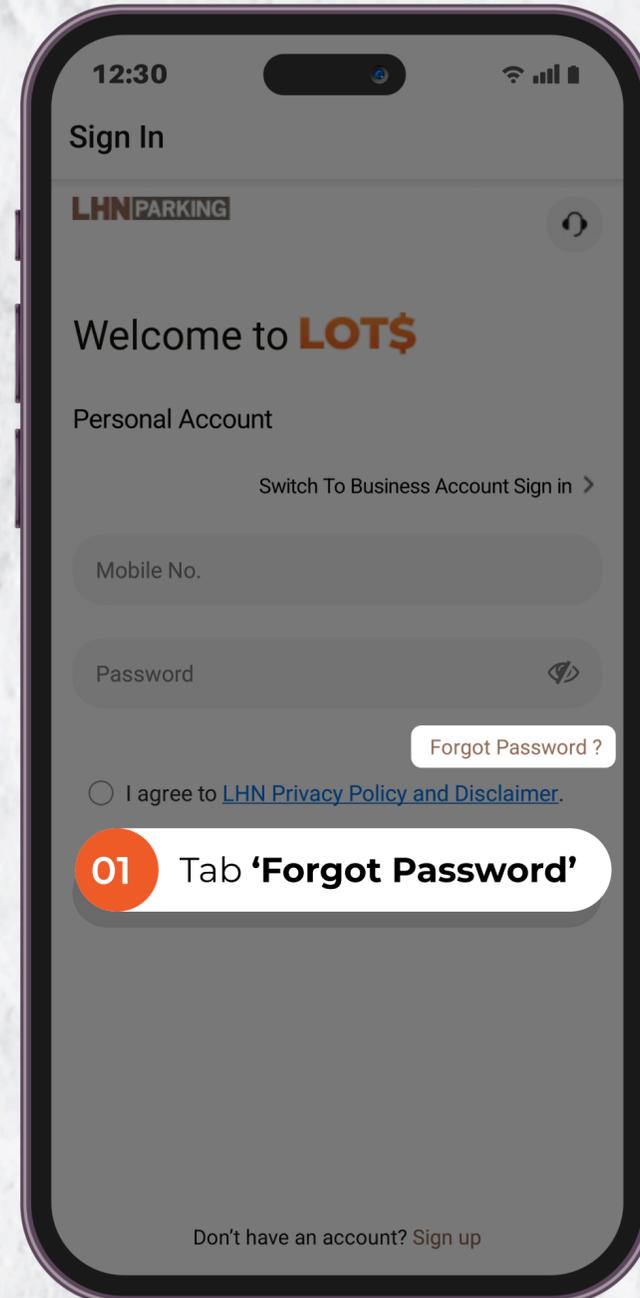


Reset Password - Personal Account

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



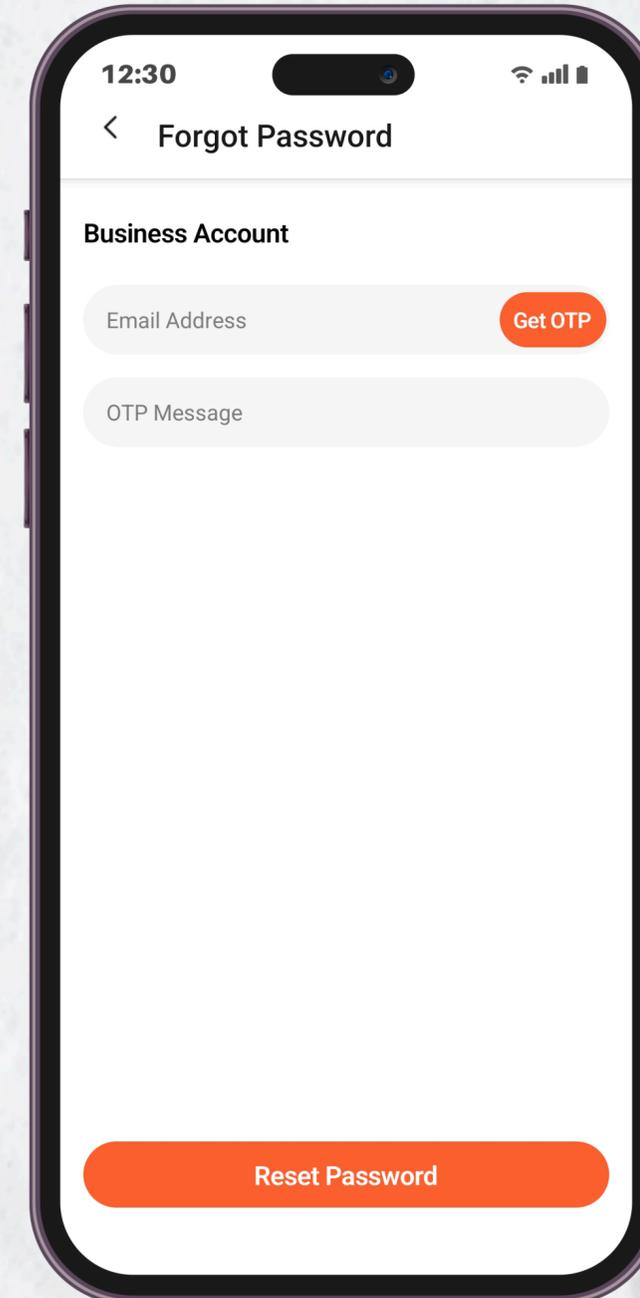
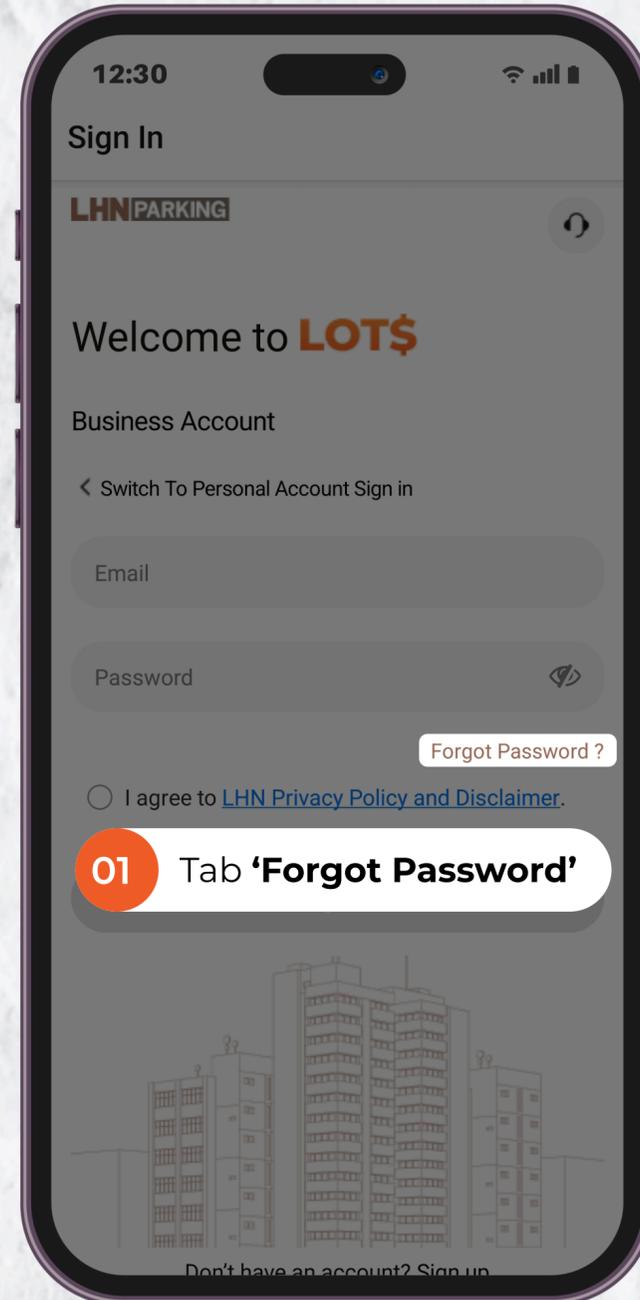


Reset Password - Business Account

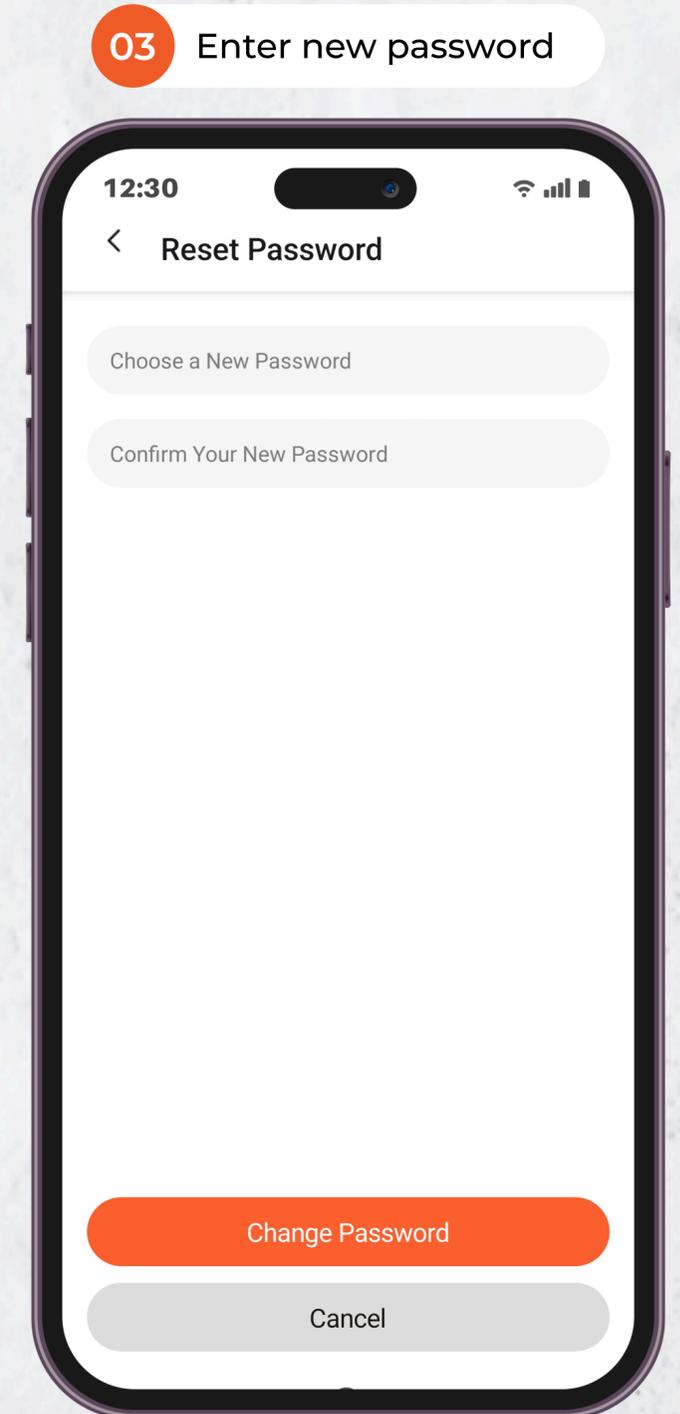
Forgot your password? No worries — resetting your password is quick and easy.

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



02 Enter Email & OTP



03 Enter new password

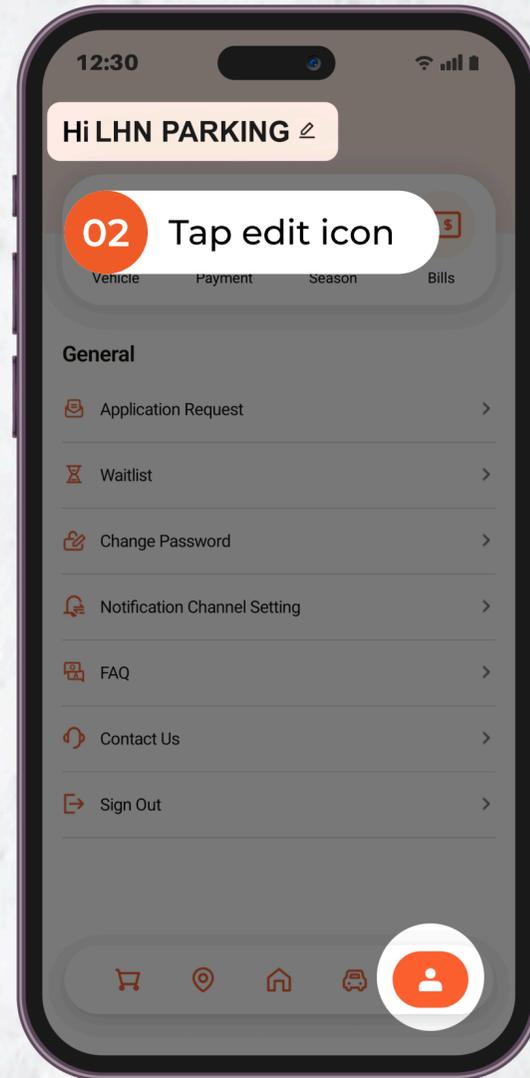


Change Mobile Number

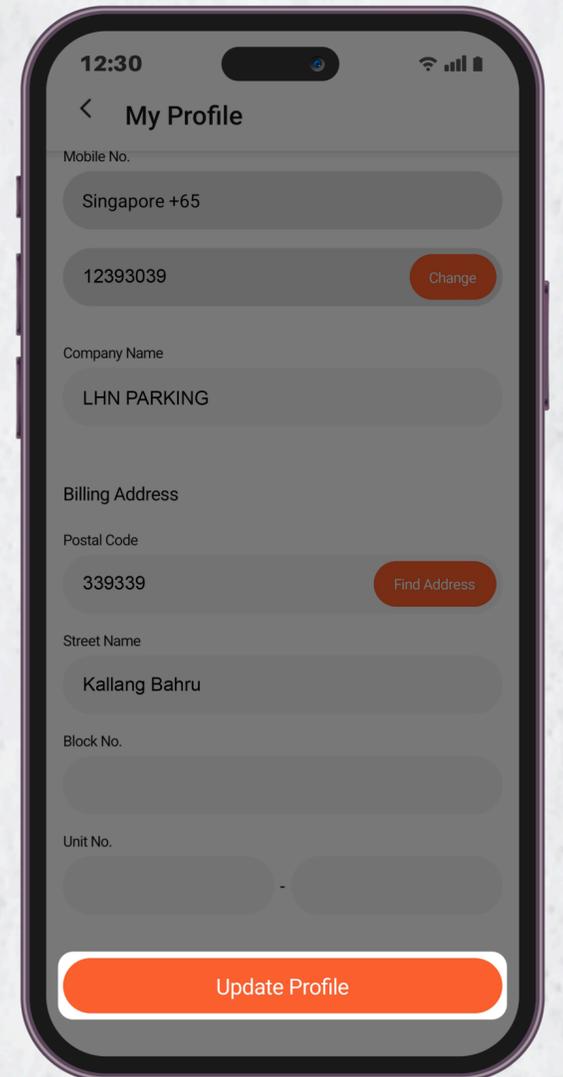
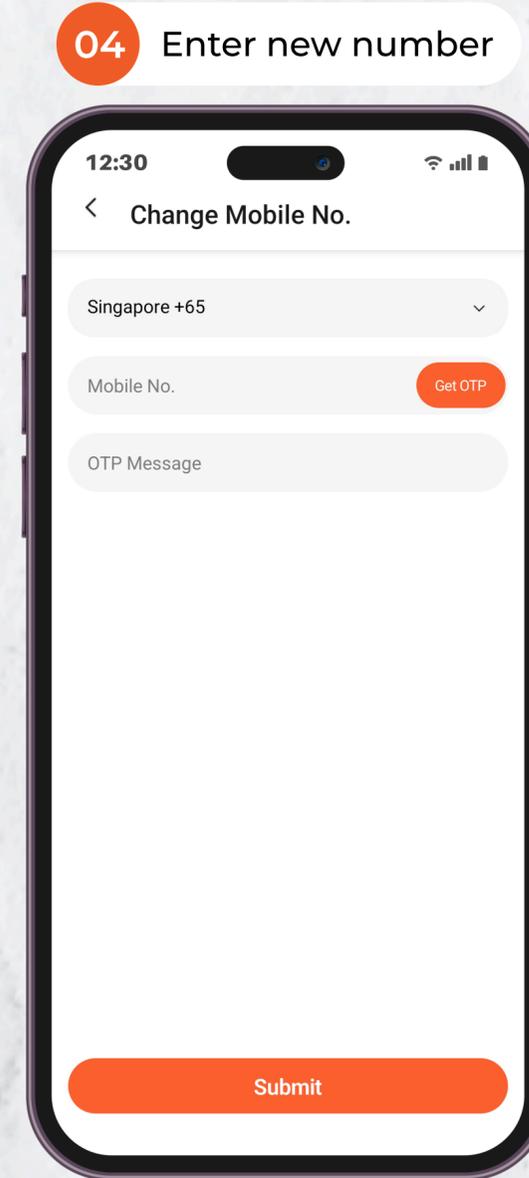
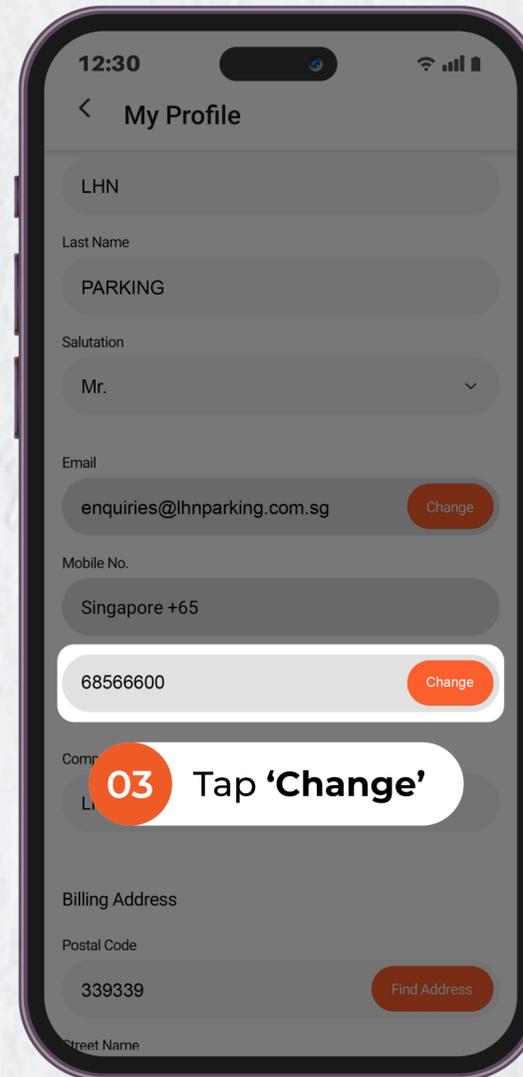
Need to update your phone number?
Follow these simple steps to change the
phone number linked to your account.

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'**



01 **'Account'** Tab



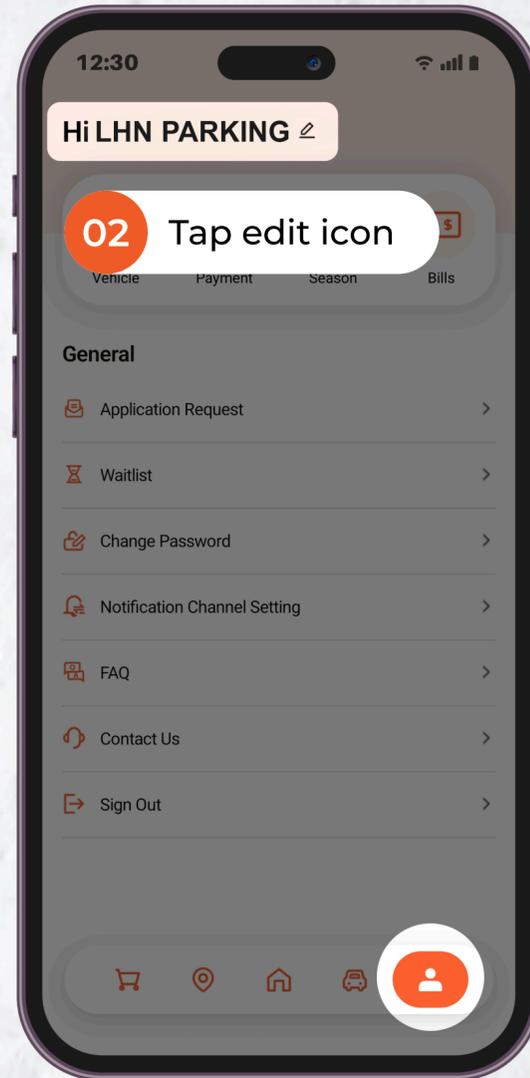


Change Email Address

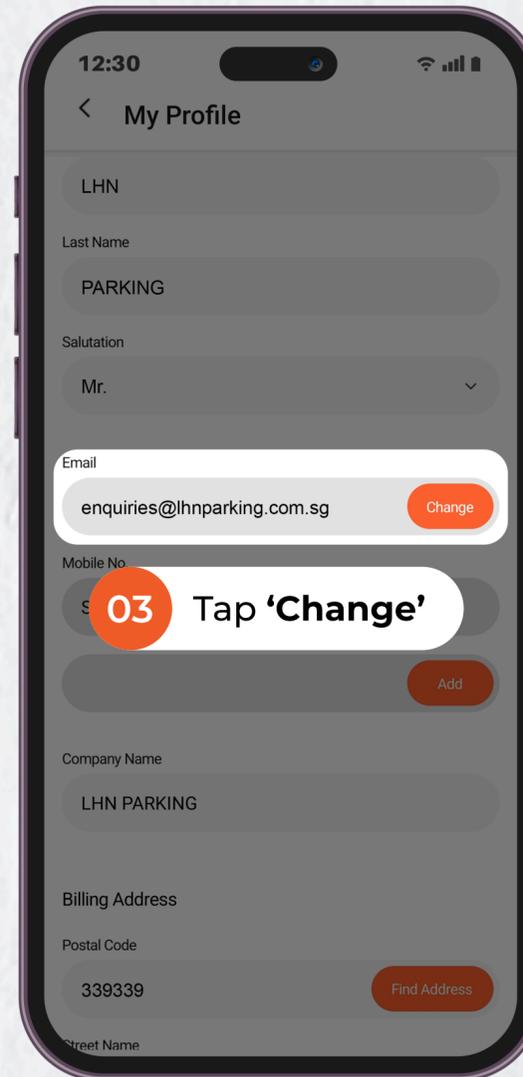
Need to update your email address?
Follow these simple steps to change the
email linked to your account.

To Change Email Address:

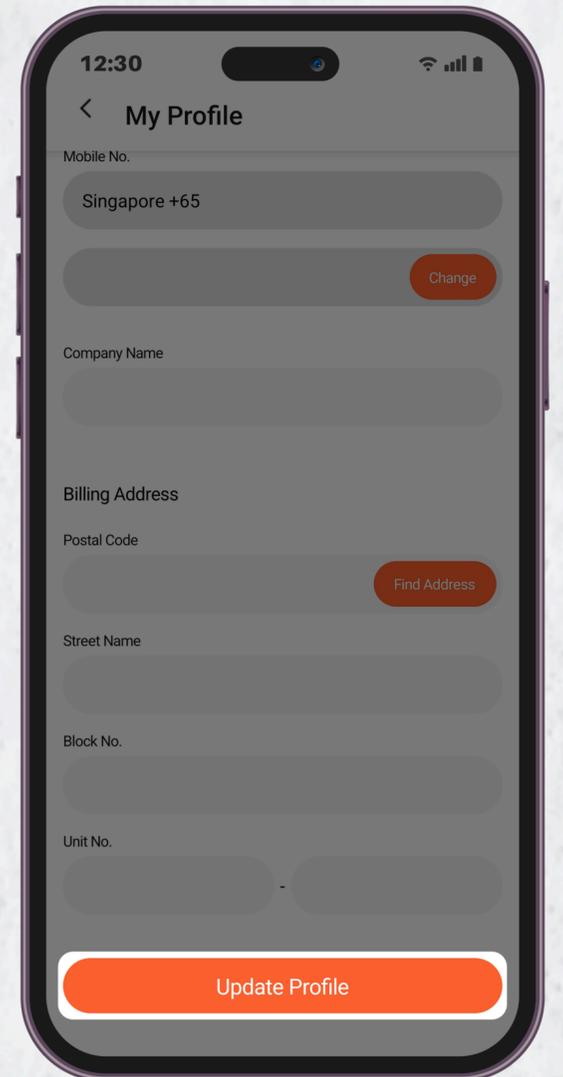
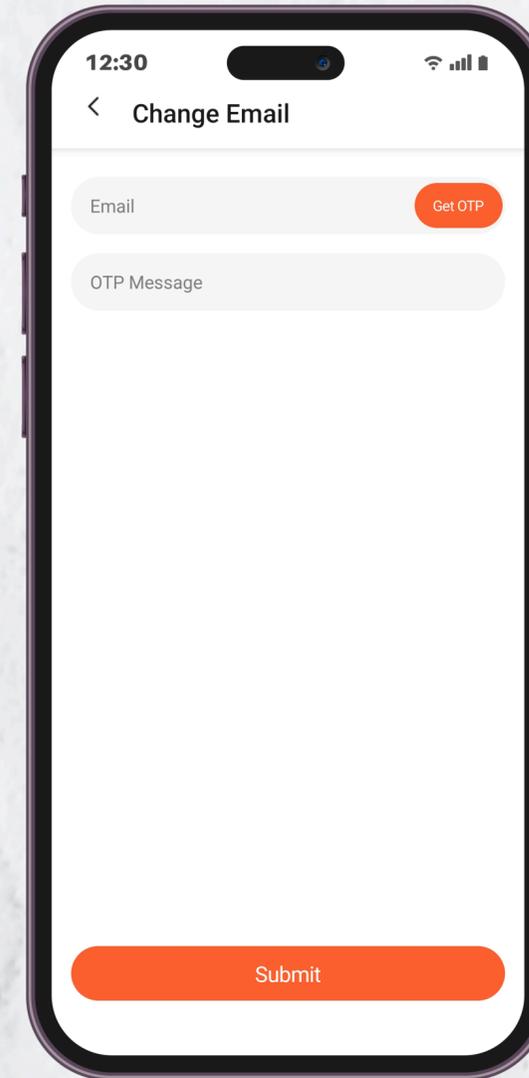
1. Navigate to **'Account'** Tab
2. Tap edit icon next to your name
3. Tap **'Change'** button
4. Enter your new **'Email'**, tap **'Get OTP'**,
and key in the OTP code under **'OTP
Message'** and tap **'Submit'** button
5. Tap **'Update Profile'**



01 **'Account'** Tab



04 Enter new email



05 Tap **'Update Profile'**

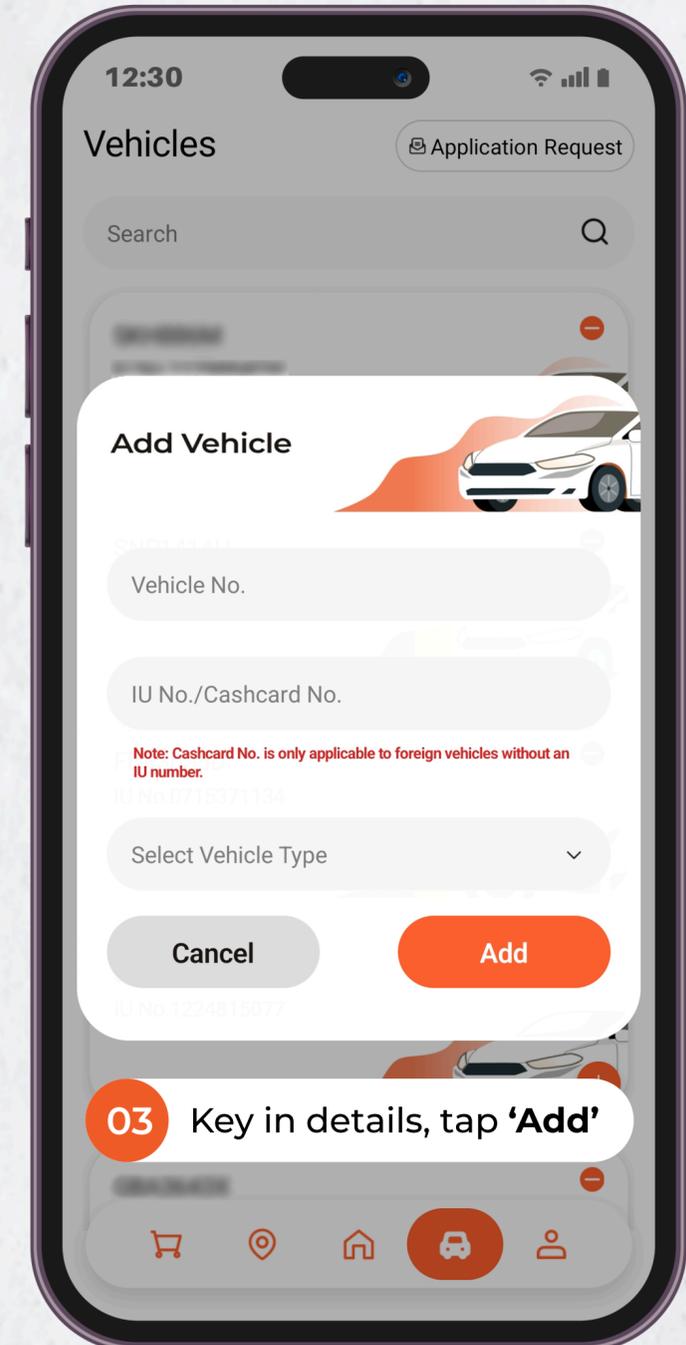
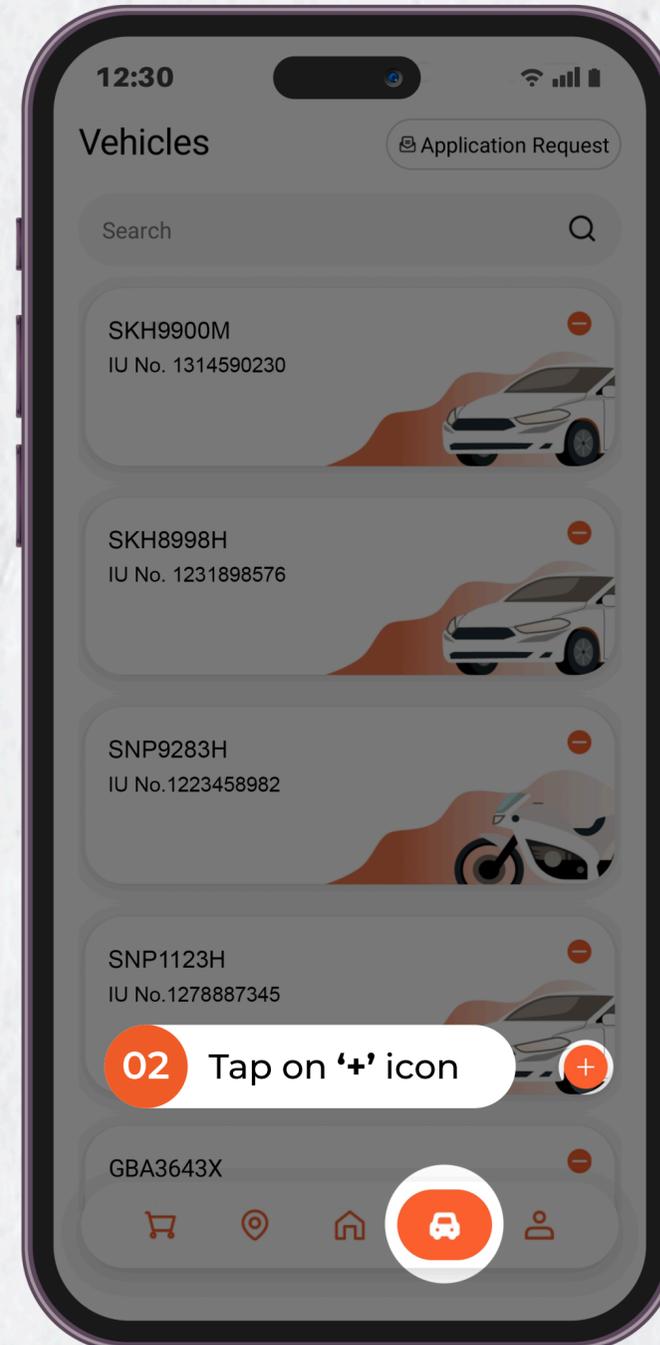


Register Vehicles - Personal Account

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





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.

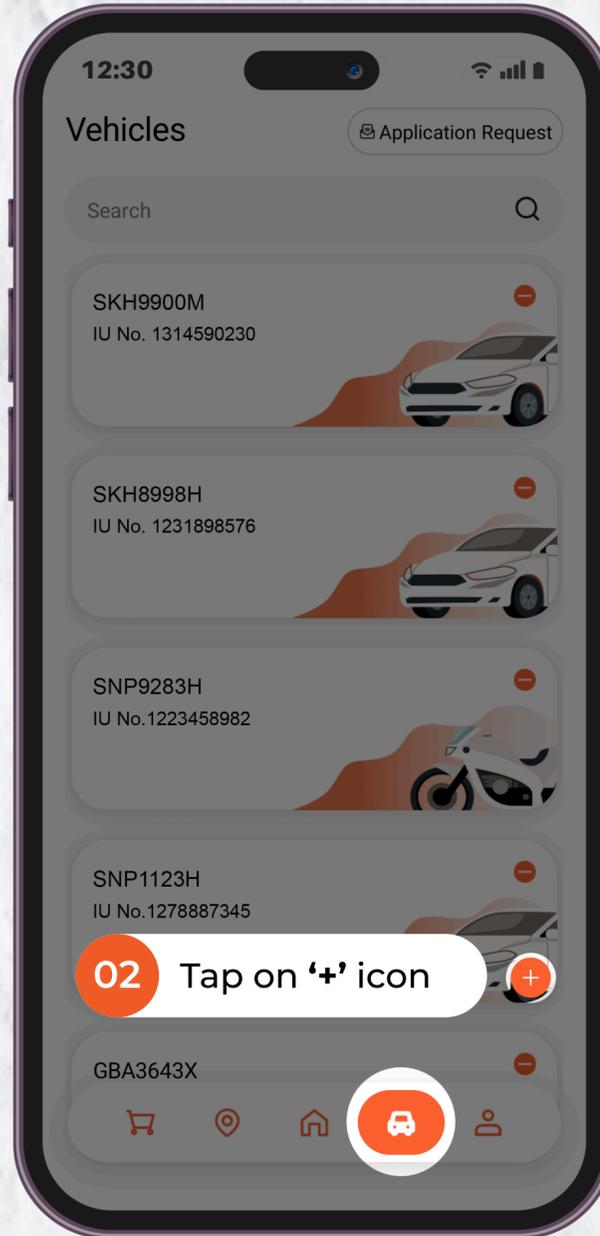
To Register Vehicles:

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

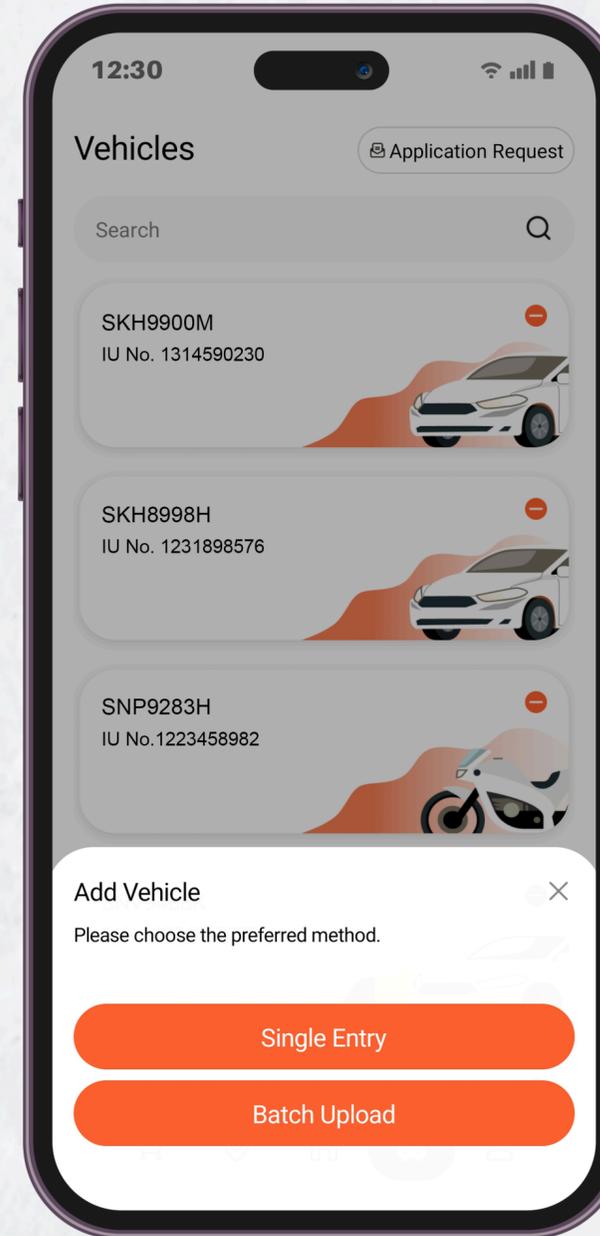
or

Batch Upload

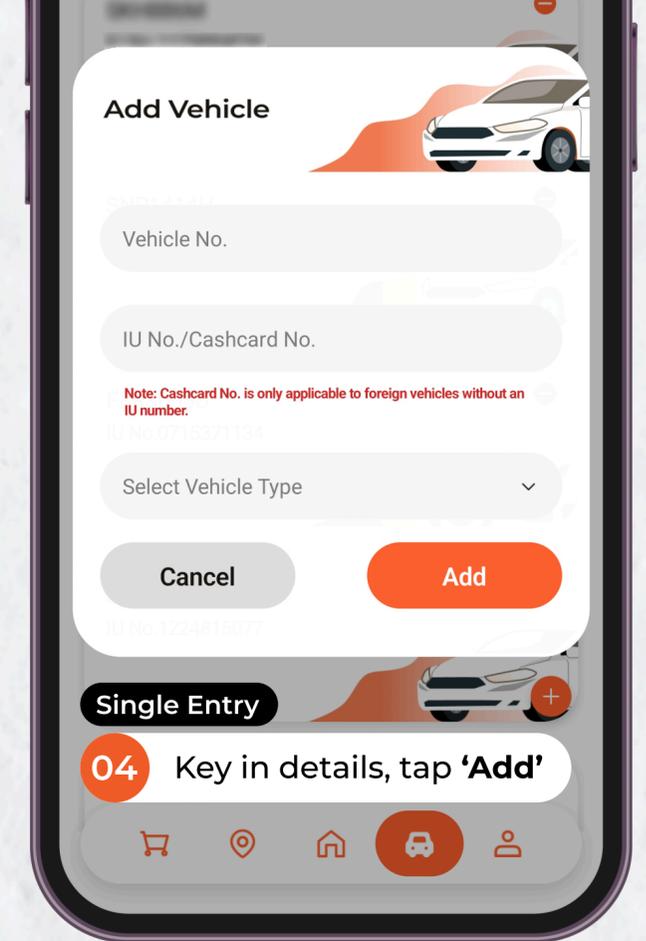
Click **'Download Template'**, fill in all vehicle details. Save the file, then click **'Select File'** to upload in batch



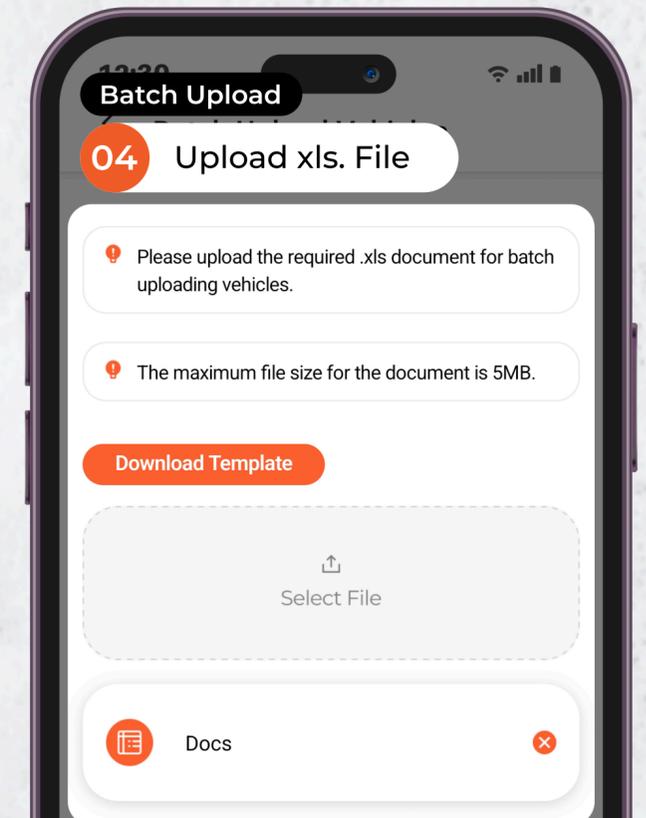
01 'Vehicle' Tab



03 Select Add Vehicle Options



04 Key in details, tap 'Add'



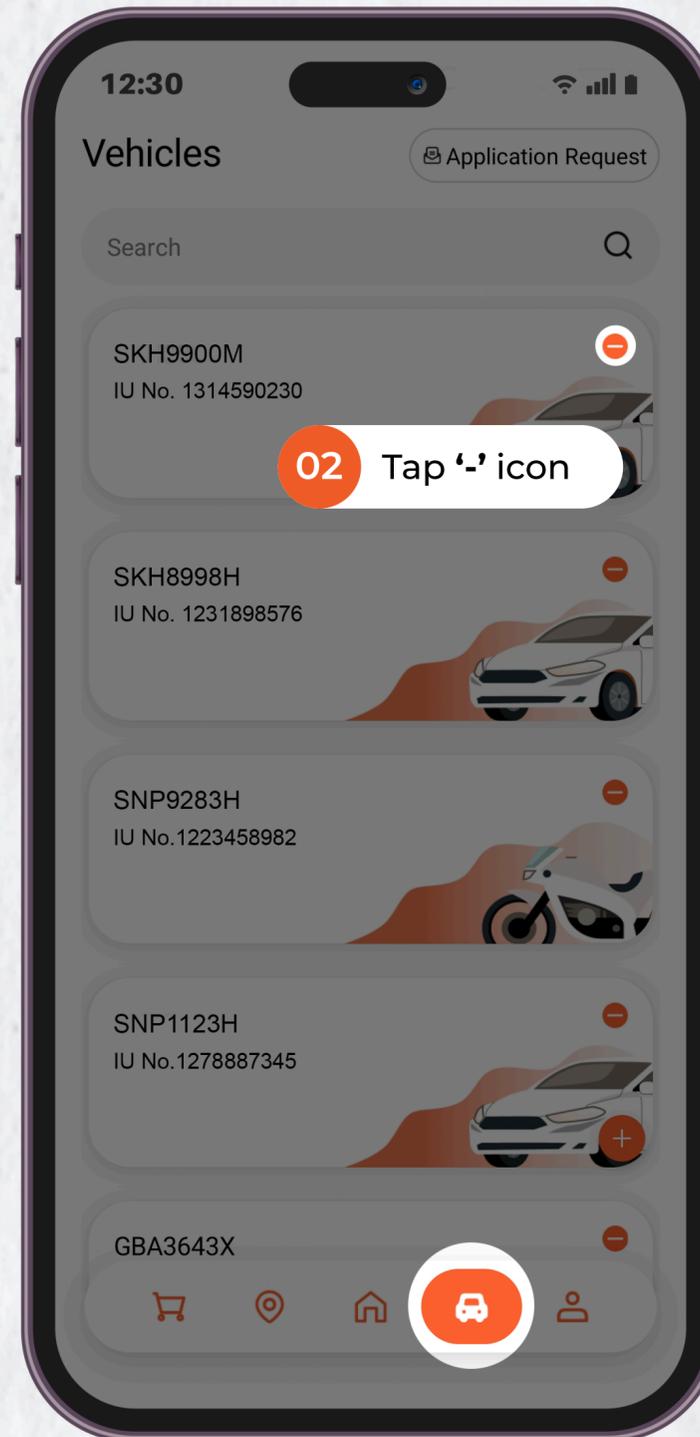


Remove Vehicle

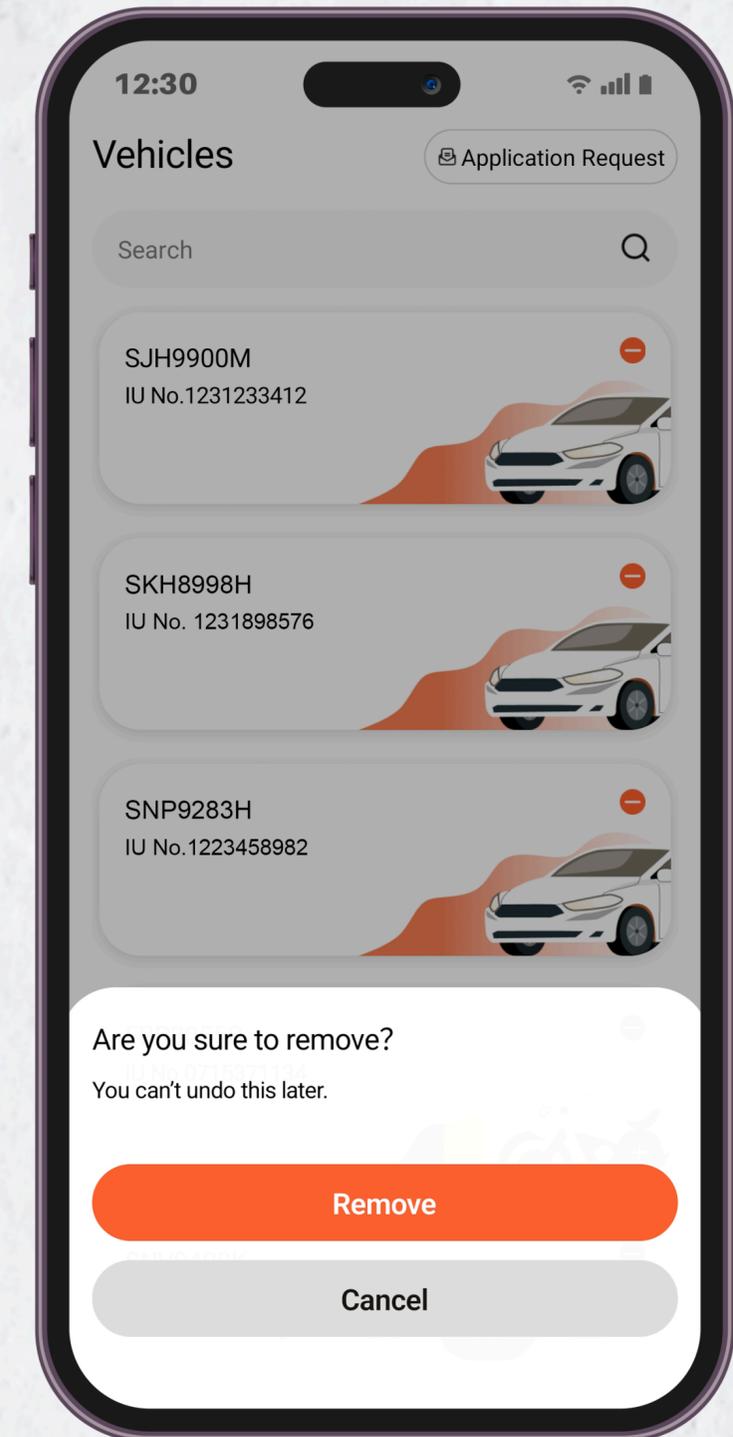
If your vehicle plate number or IU number is no longer in use, you can easily remove it from the app to keep your Vehicle tab neat and organised.

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



01 'Vehicle' Tab



03 Tap 'Remove'

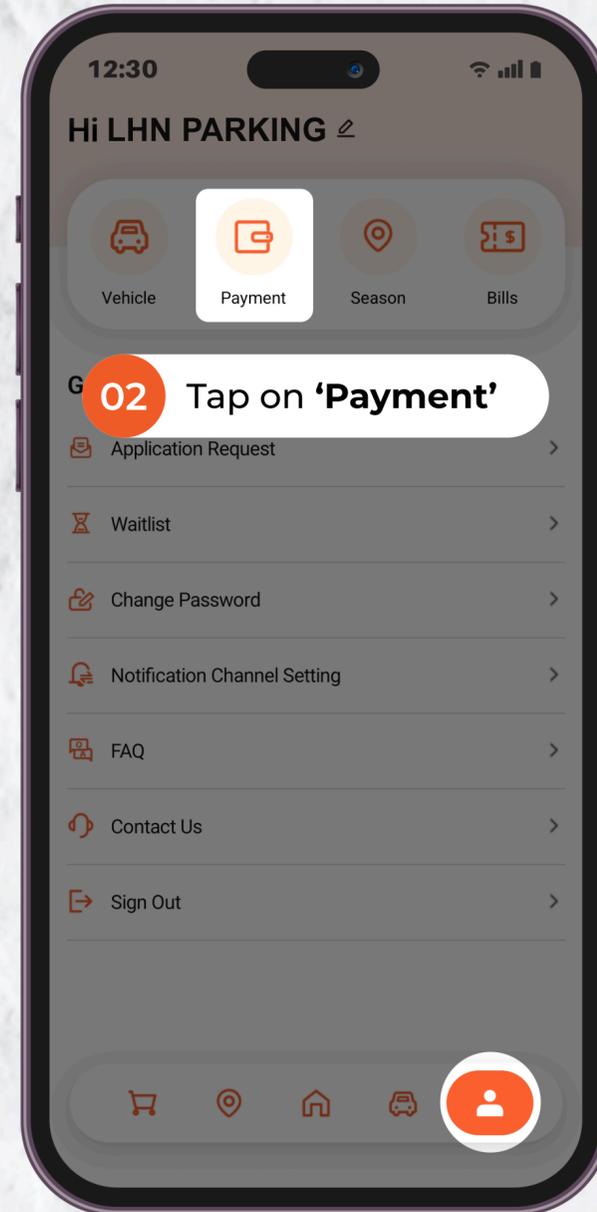


Set up Payment Information

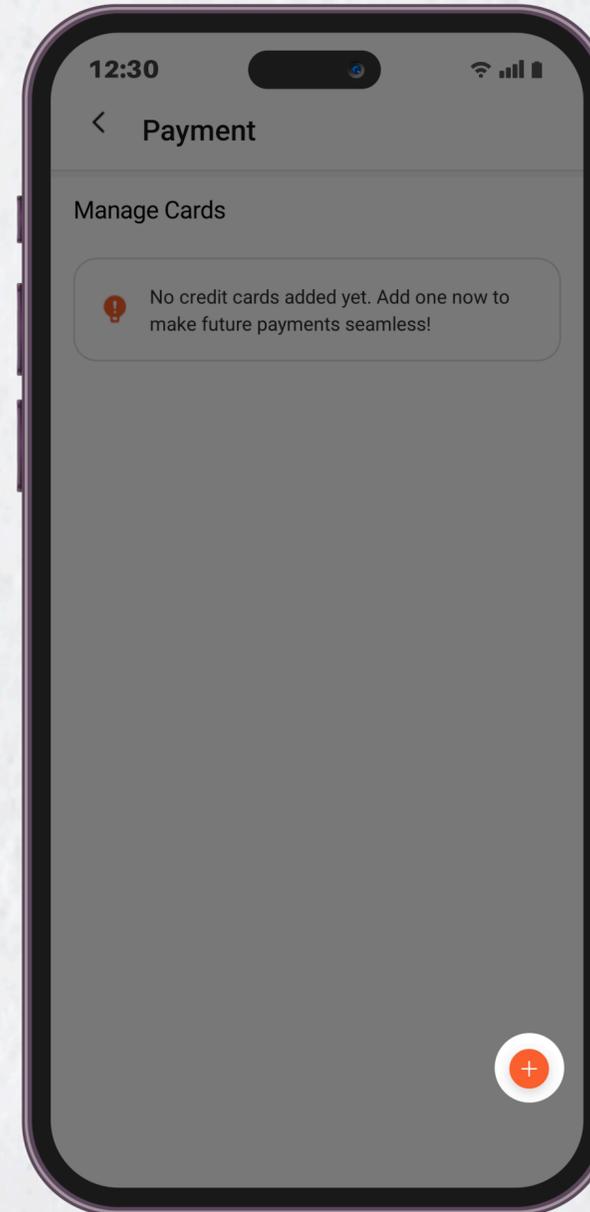
Your payment information is safe in our system. Enter your payment information once and it allows you to continue paying for your parking charges without having to enter your credit card details again.

To add a new credit card:

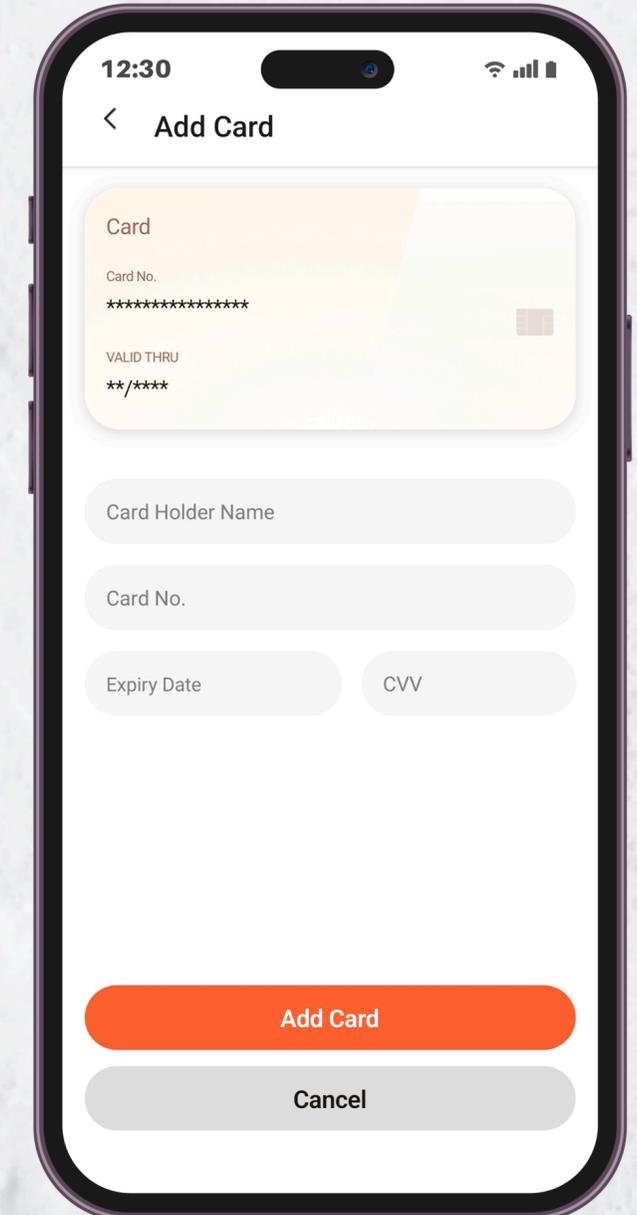
1. Navigate to **'Account' Tab**
2. Tap on **'Payment'**
3. Tap on **'+' icon**
4. **Enter card details** and click on **'Add Card'**



01 'Account' Tab



03 Tap on '+' icon



04 Key in details, tap 'Add Card'

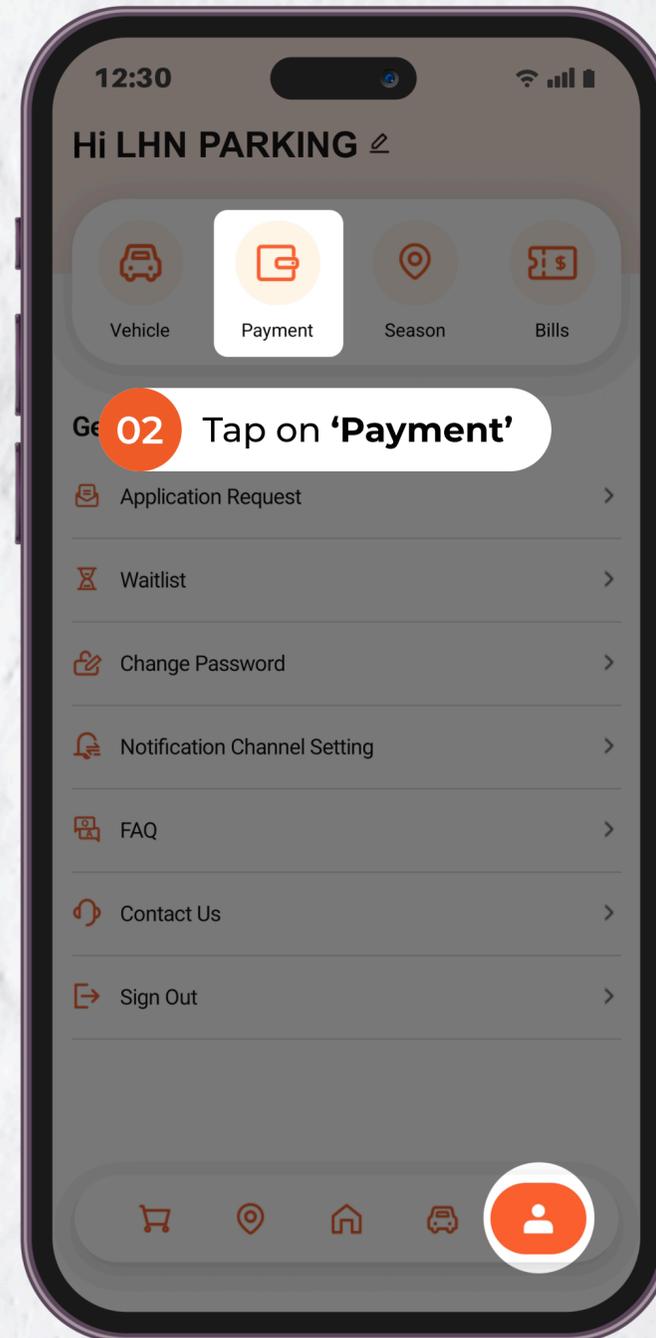


Remove Card Details

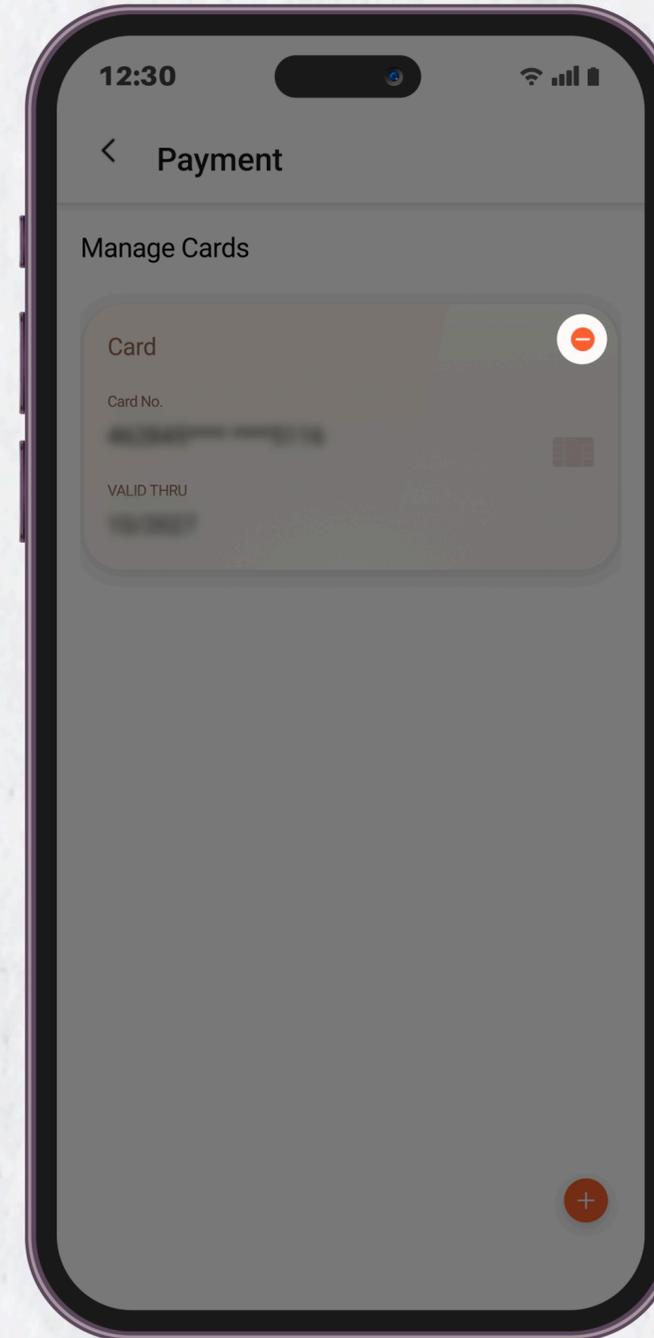
You may wish to remove your credit card information at any time and change your mode of payment to us.

To remove existing credit card:

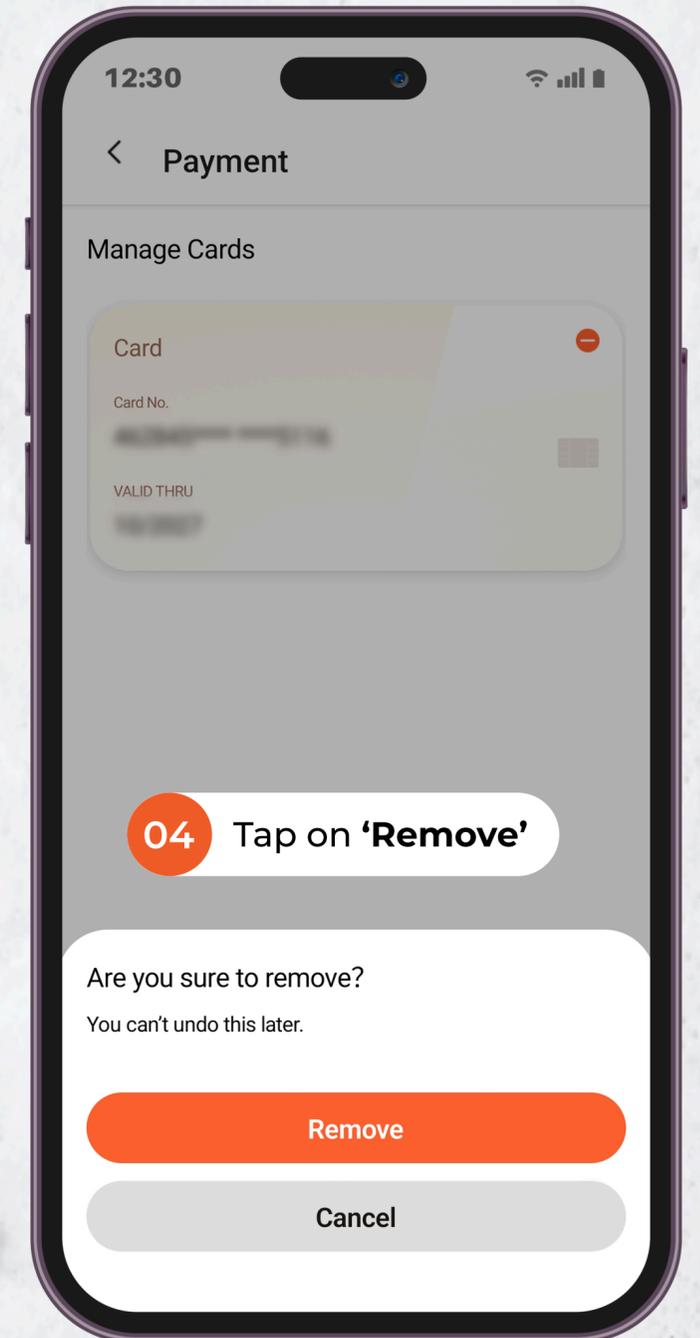
1. Navigate to **'Account' Tab**
2. Tap on the minus icon at the top right corner of your card
3. Tap on **'Remove'** to delete your card from the app



01 'Account' Tab



03 Tap on Minus icon



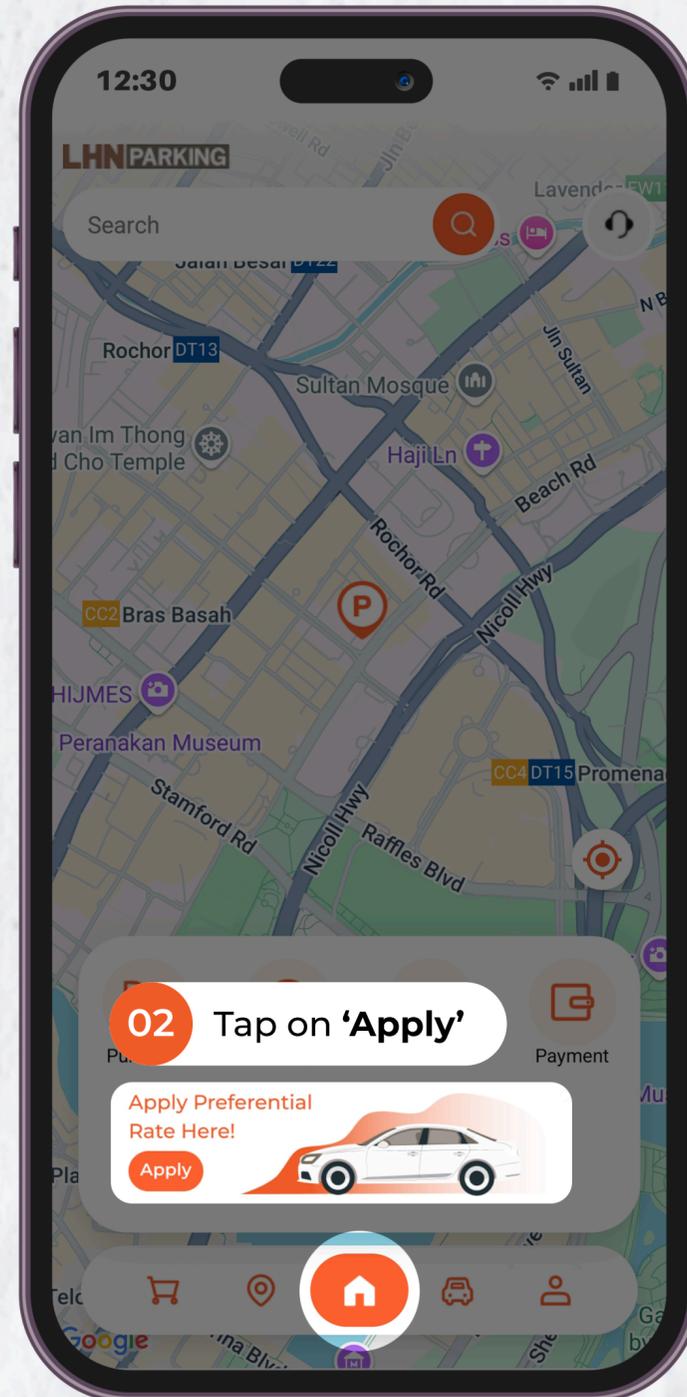


Apply for Preferential Rates

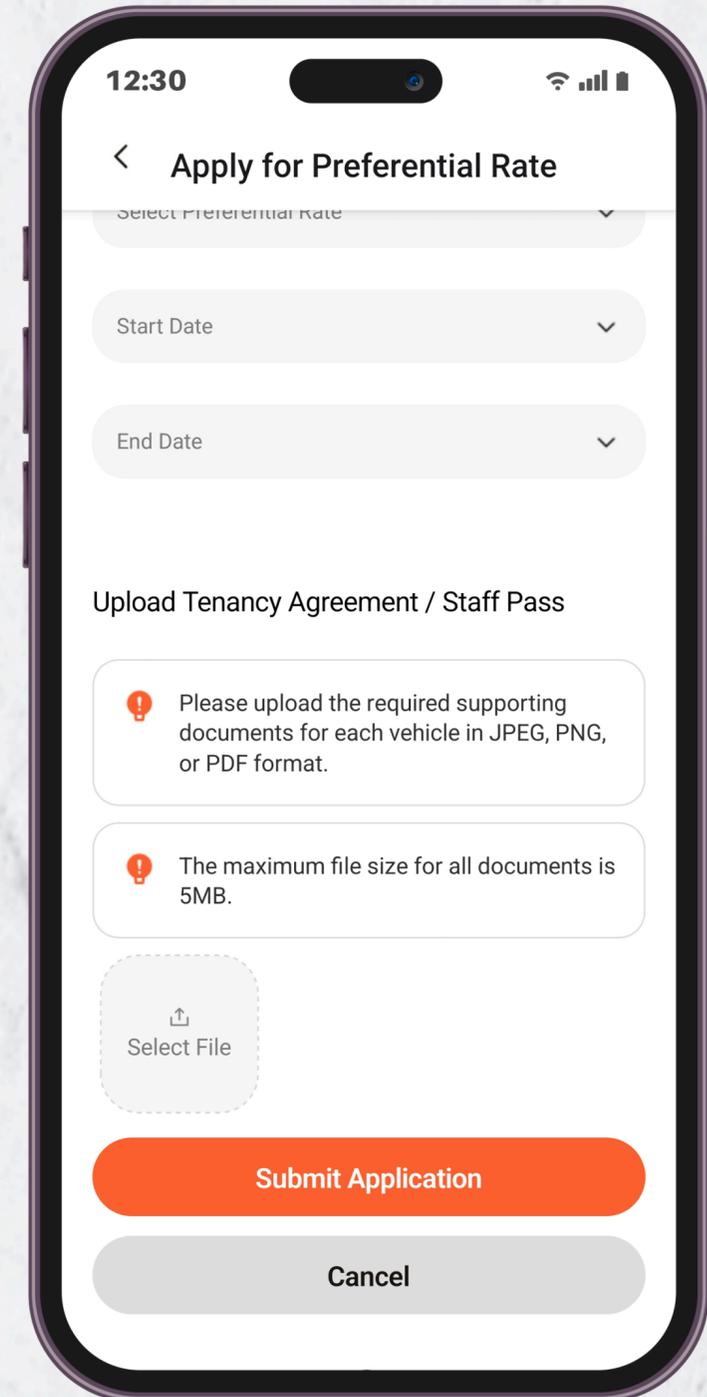
Submit your proof of ownership/tenancy to confirm your eligibility for special Owner/Tenant Season Parking rates at applicable car parks.

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



01 'Home' Tab



03 Complete the form and submit

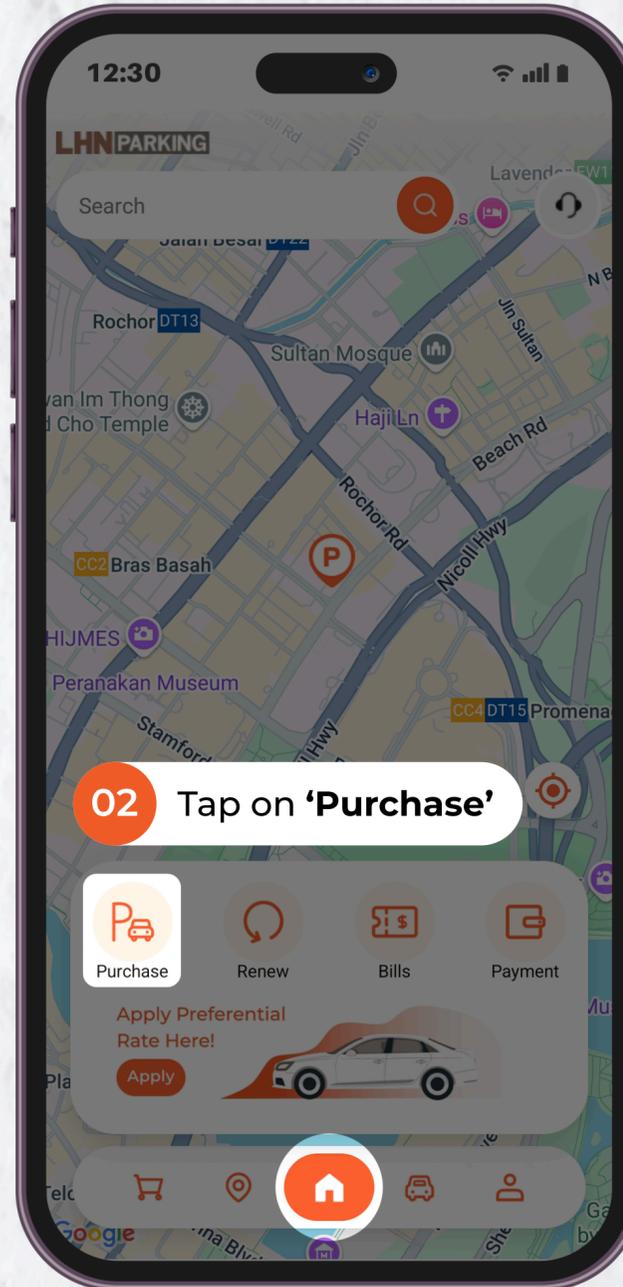


Purchase Season Parking for Single Season Ticket

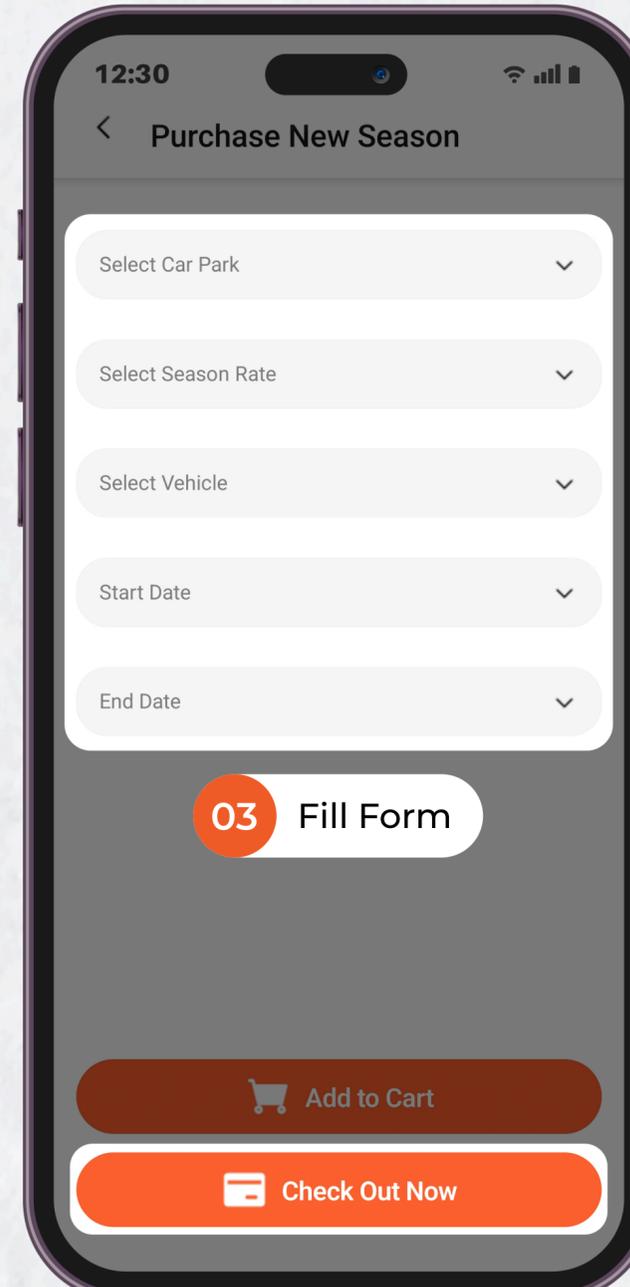
Purchase season parking for a single location and proceed directly to checkout.

To purchase a new Season Parking:

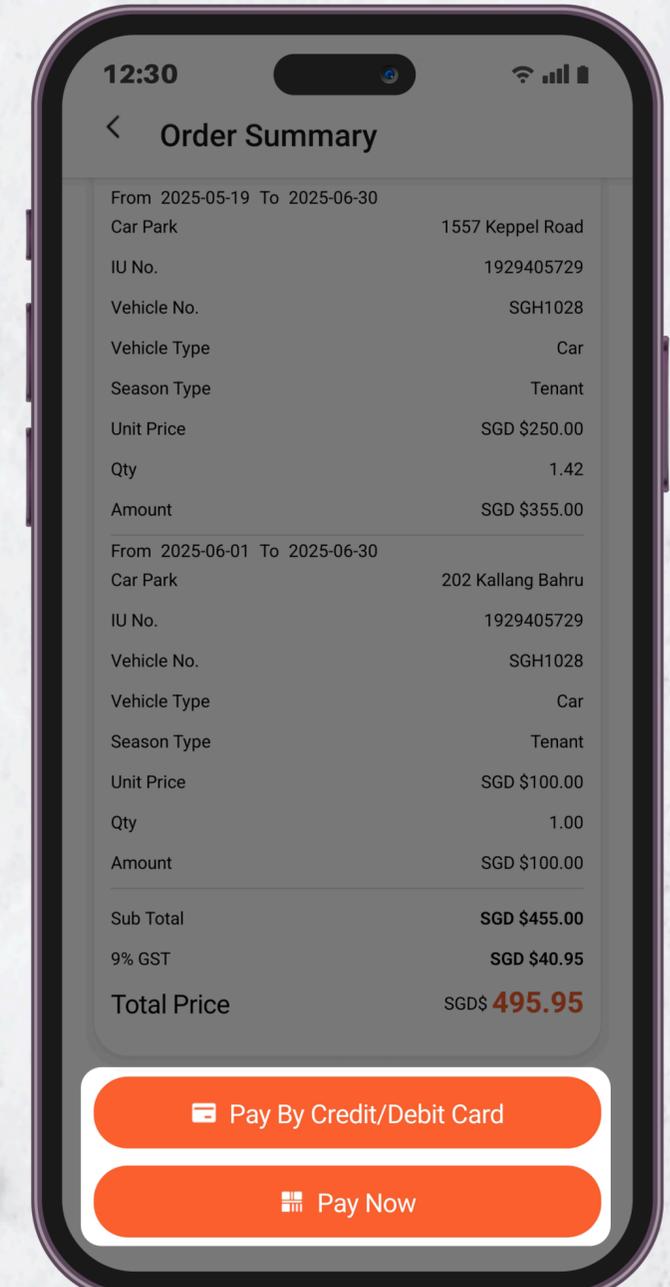
1. Navigate to **'Home' Tab**
2. Tap on **'Purchase'**
3. Fill up the form, confirm before proceeding to payment
4. Tap **'Check Out Now'** to purchase season parking for a single season ticket
5. (a) Payment Method: Credit Card
(b) Payment Method: Paynow



01 'Home' Tab



04 Tap on 'Check Out Now'



05 Select Payment Option

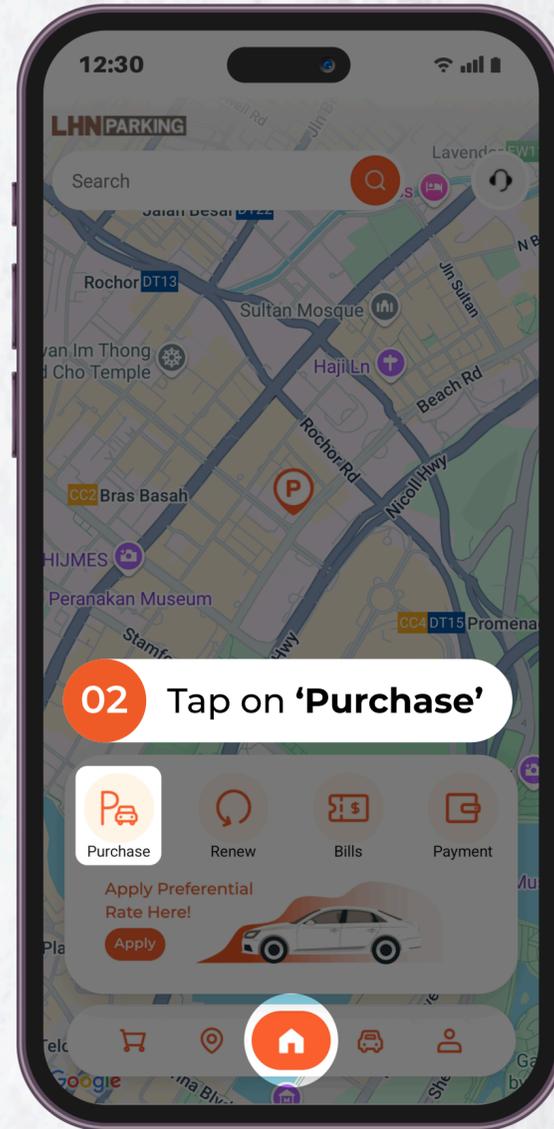


Purchase Season Parking for Multiple Season Tickets

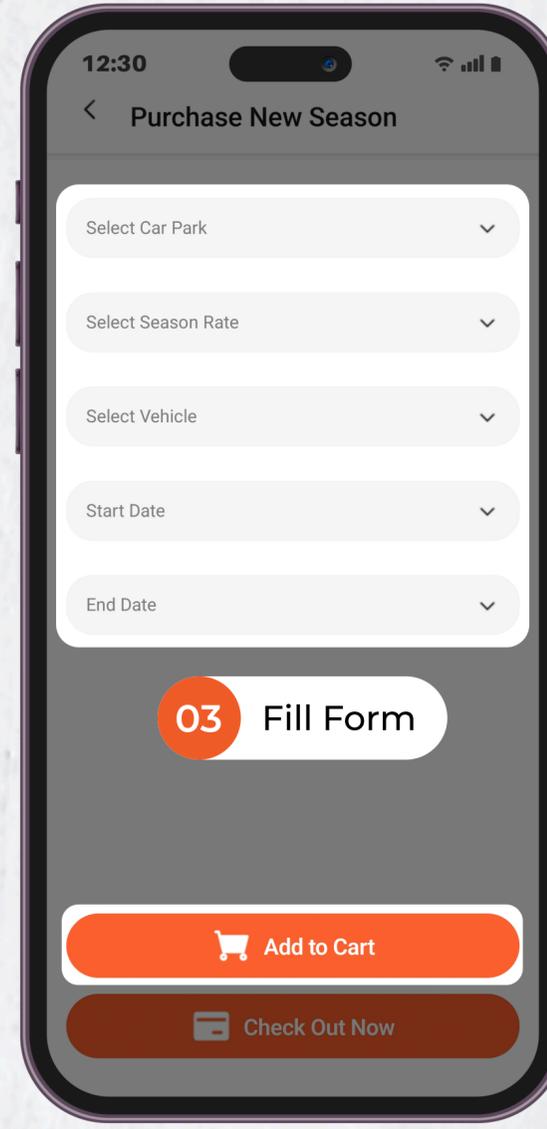
Purchase season parking for multiple carparks.

To purchase multiple Season Parking:

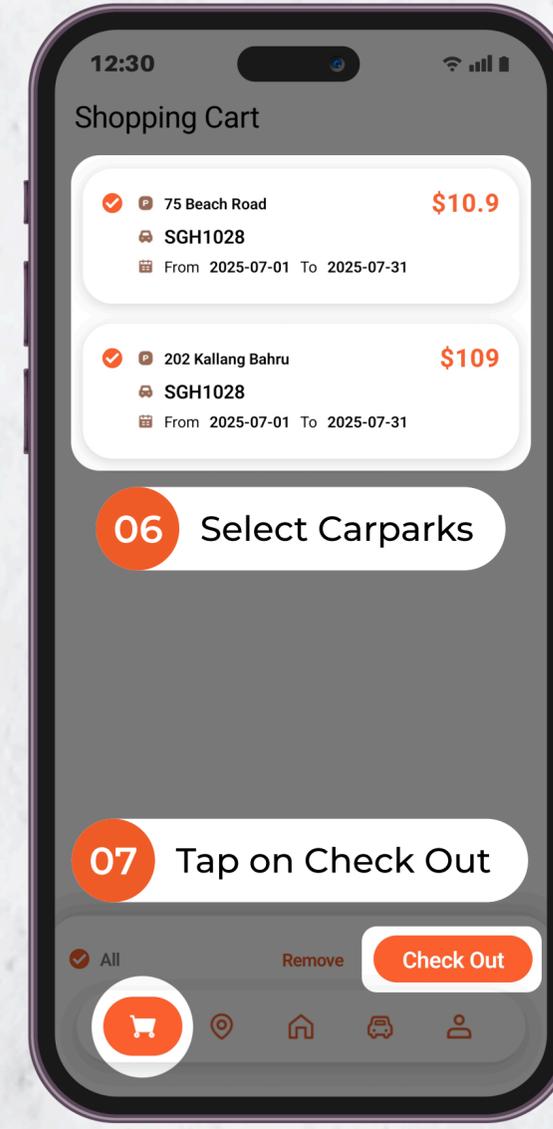
1. Navigate to **'Home' Tab**
2. Tap on **'Purchase'**
3. Fill up the form
4. Tap **'Add to Cart'** and repeat steps 1 to 4 for other carparks you'd like to include
5. Go to **'Cart' Tab**
6. Select the carparks you'd like to check out
7. Tap on **'Check Out'**
8. (a) Payment Method: Credit Card
(b)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



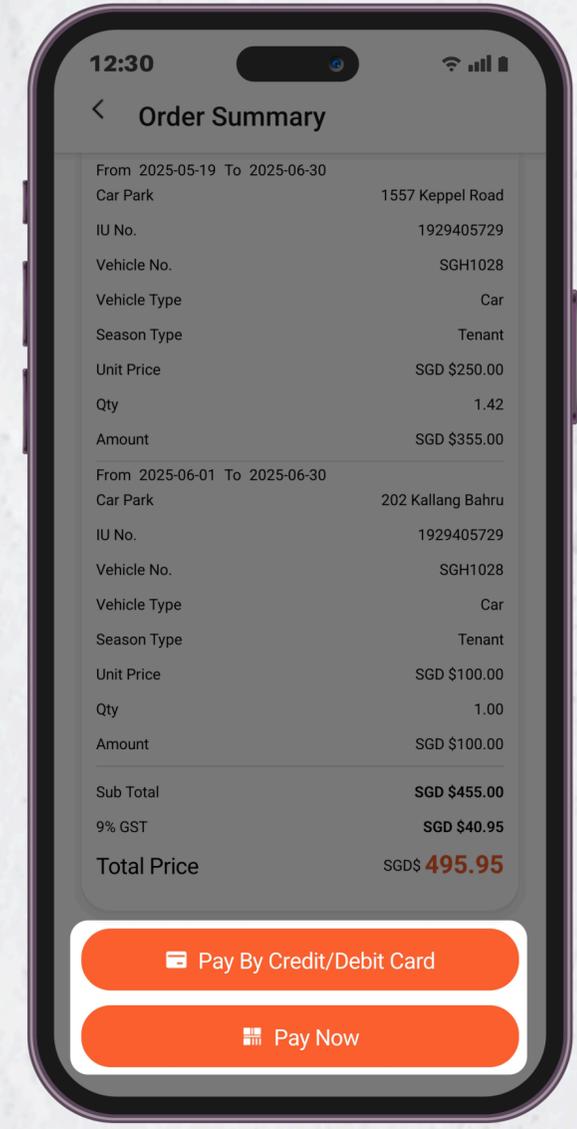
01 'Home' Tab



04 Tap on 'Add to Cart'



05 'Cart' Tab



08 Select Payment Option

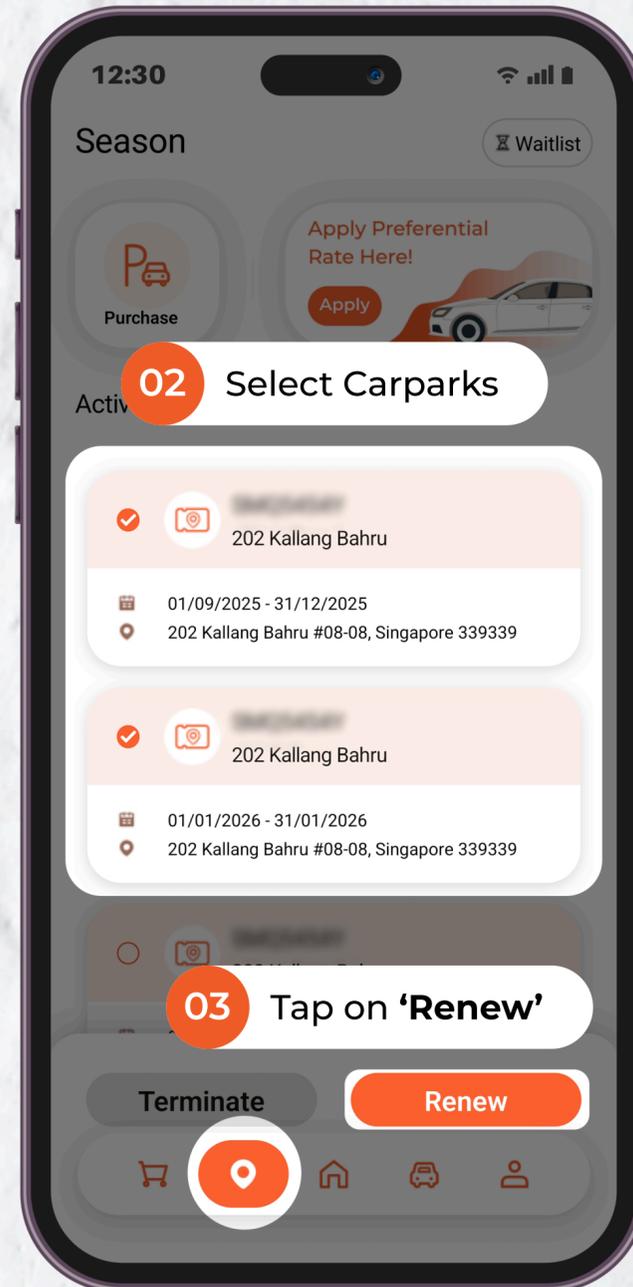


Renew Season Parking Ticket

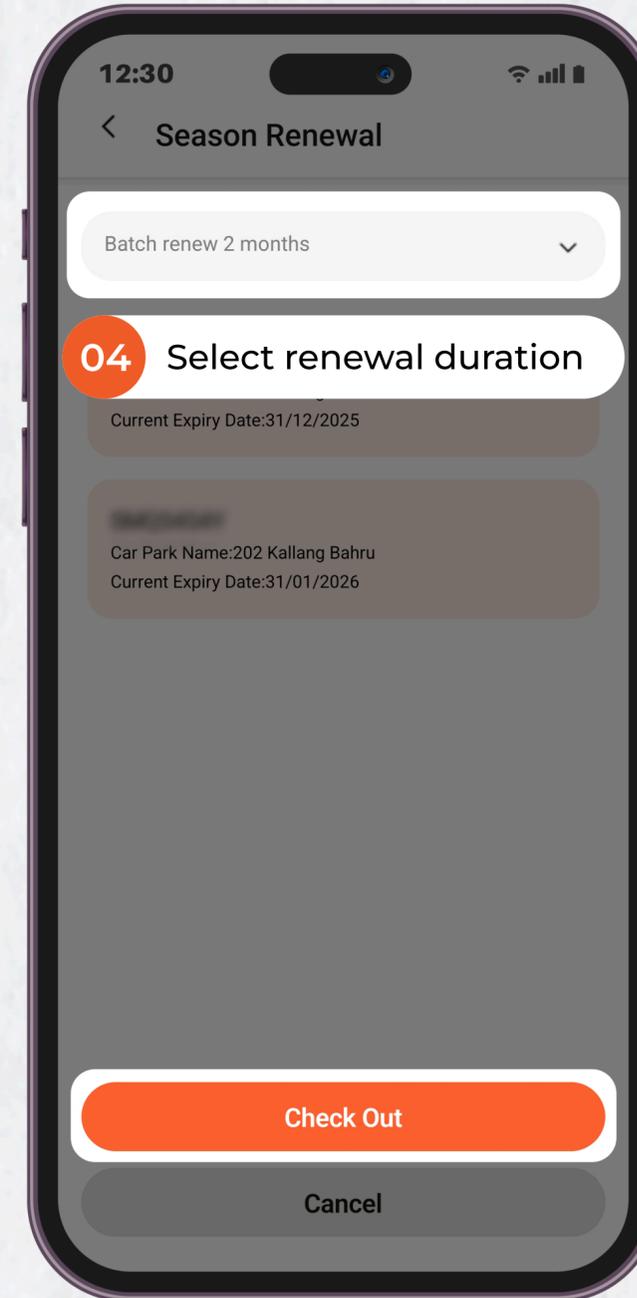
Renew existing Season Parking Ticket with ease through our system.

To renew existing Season Parking:

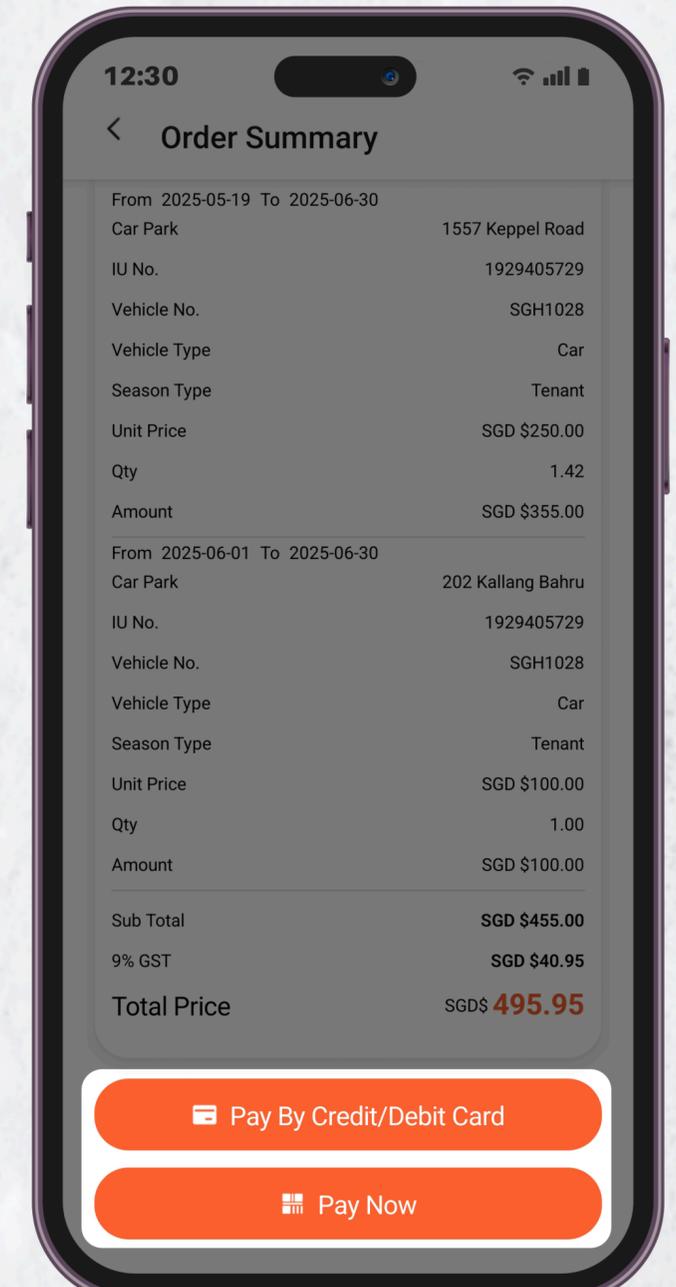
1. Navigate to **'Season' Tab**
2. Select the carpark(s) you wish to renew
3. Tap on **'Renew'**
4. Tap on **'Select Renewal Period'** and choose the number of months to renew
5. Tap on **'Check Out'**
6. (a) Payment Method: Credit Card
(b) Payment Method: Paynow



01 'Season' Tab



05 Tap on 'Check Out Now'



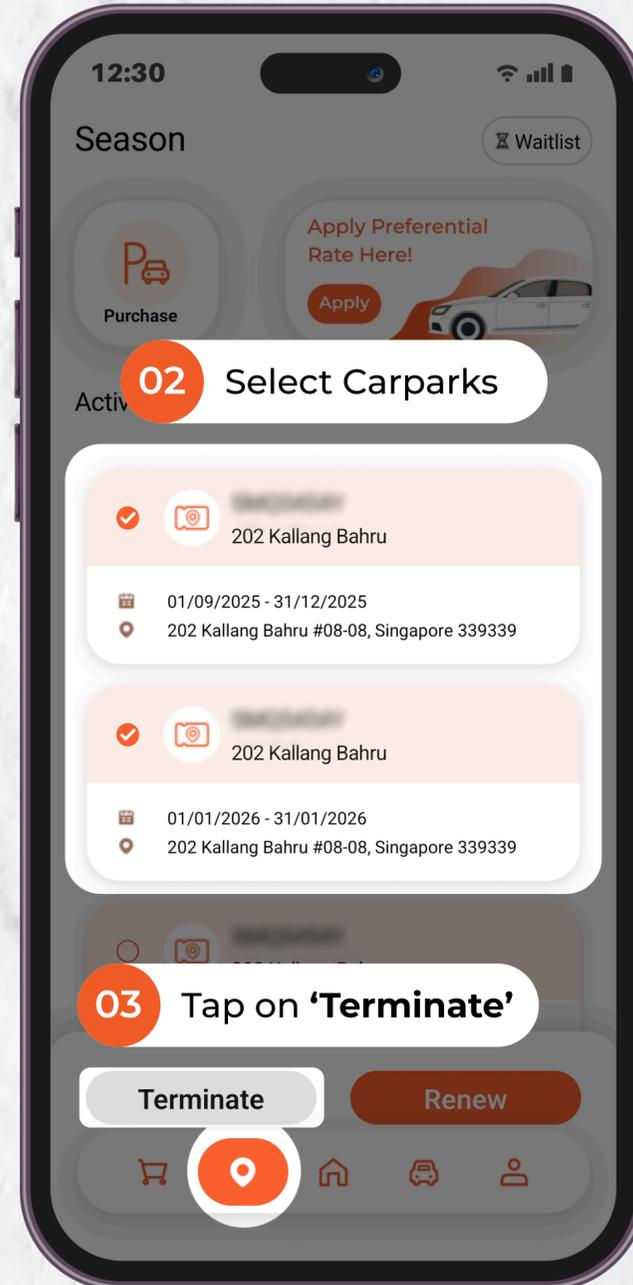


Terminate Season Parking Ticket

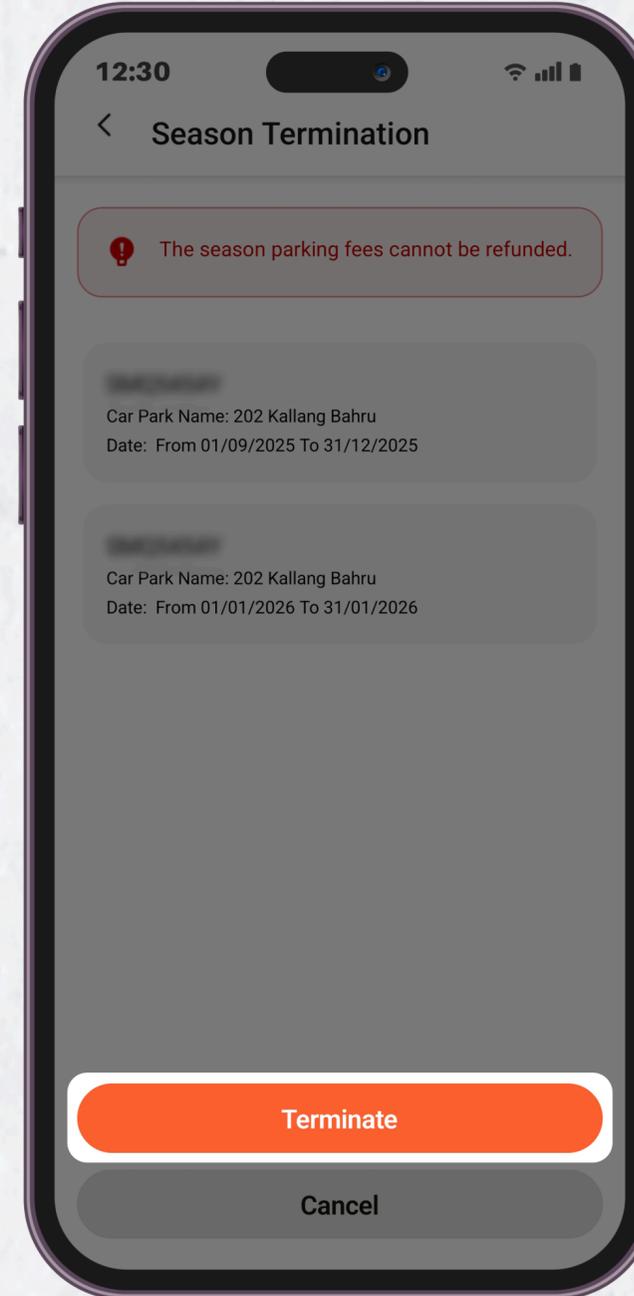
You may terminate your Season Parking service at any time, but payments are non-refundable.

To terminate Season Parking Service:

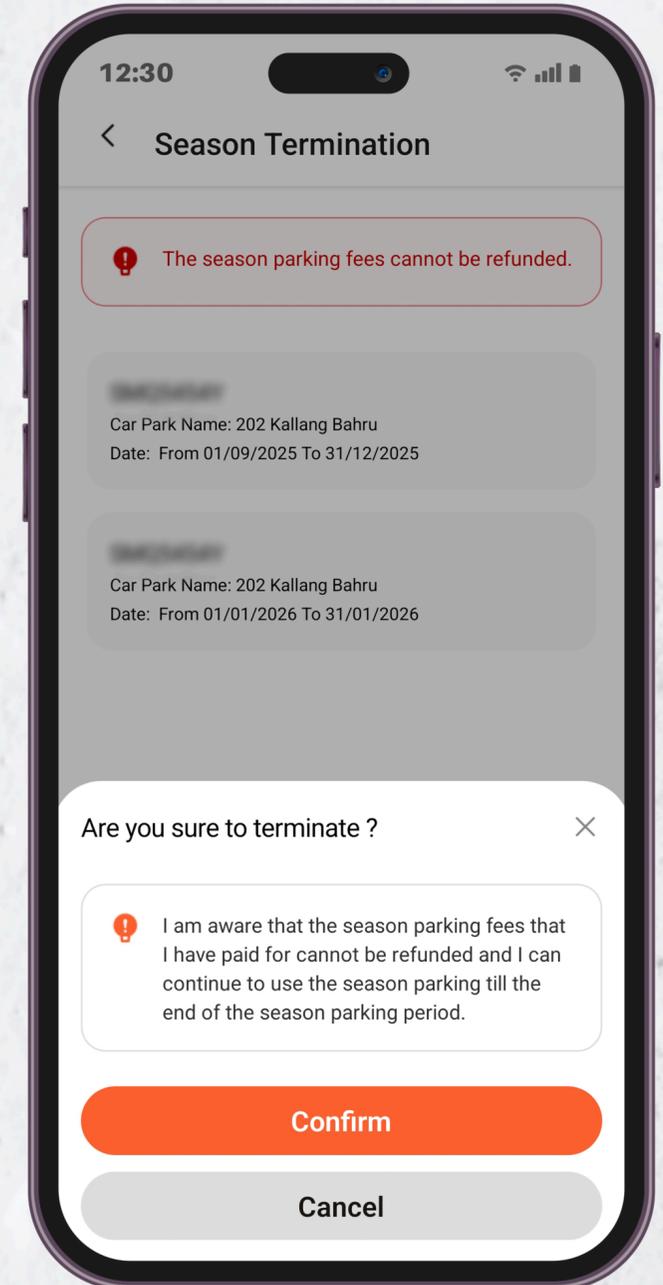
1. Navigate to **'Season' Tab**
2. Select the carpark(s) you wish to terminate
3. Tap on **'Terminate'**
4. Review your selected carpark(s) carefully — termination is non-refundable. Tap **'Terminate'** to proceed
5. Tap on **'Confirm'**



01 'Season' Tab



04 Tap on 'Terminate'



05 Tap on 'Confirm'

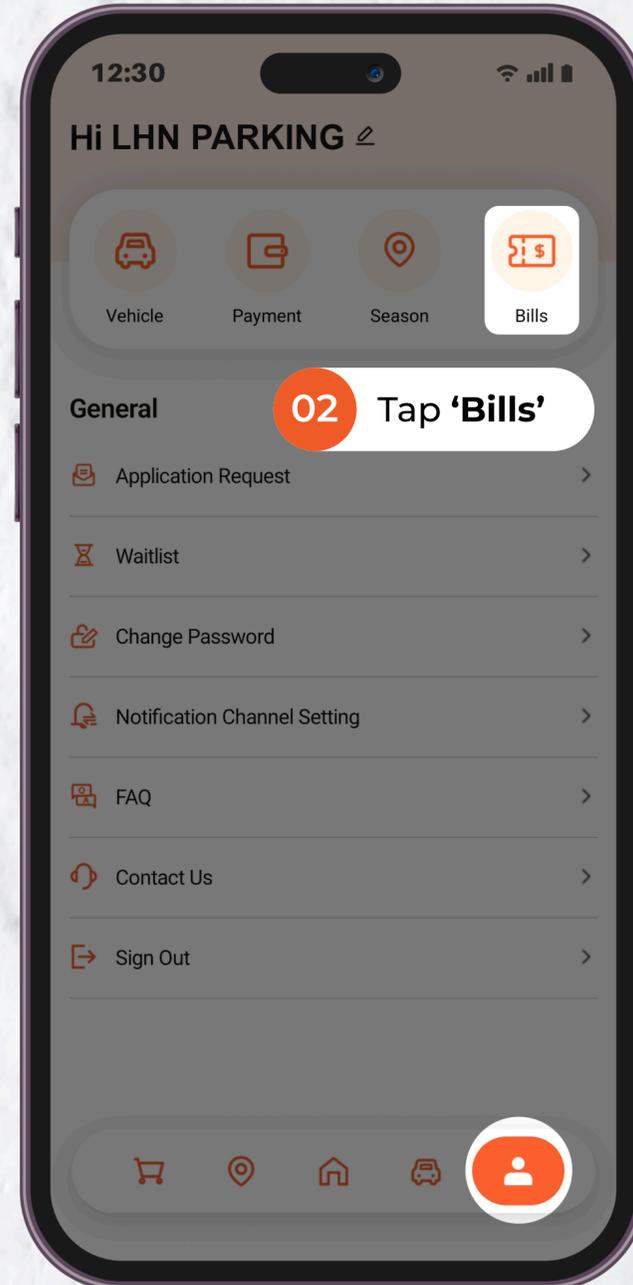


Pending Order List

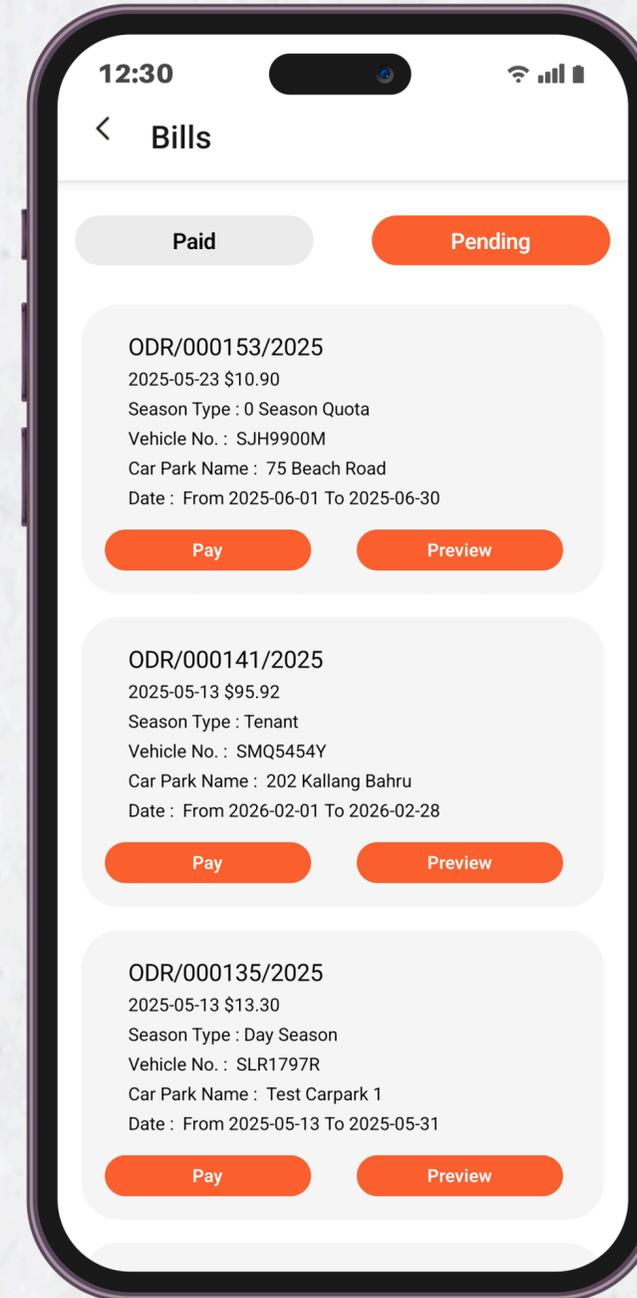
Incomplete payment orders from the Cart will be moved to the Pending section under the Bill tab

To Pay Pending Order:

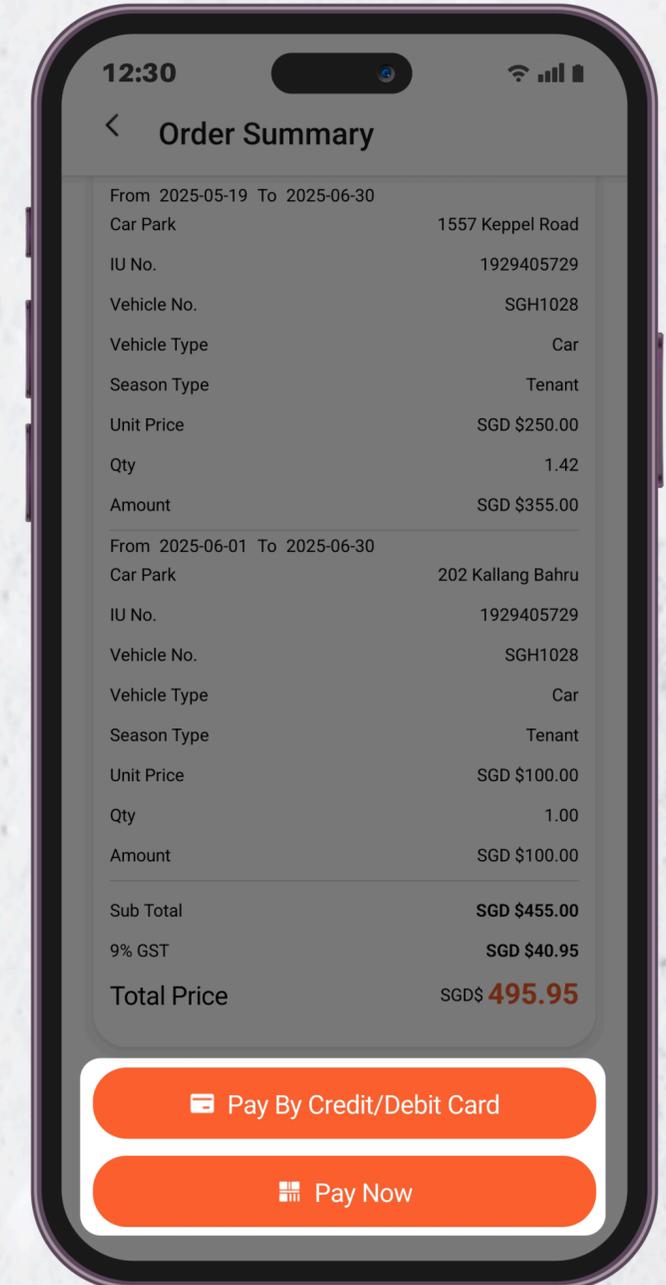
1. Navigate to **'Account' Tab**
2. Tap on **'Bill'**
3. Select the pending order you wish to pay and tap the **'Pay'** button
4. (a) Payment Method: Credit Card
(b) Payment Method: Paynow



01 **'Account' Tab**



03 **Select & Pay**



04 **Select Payment Option**

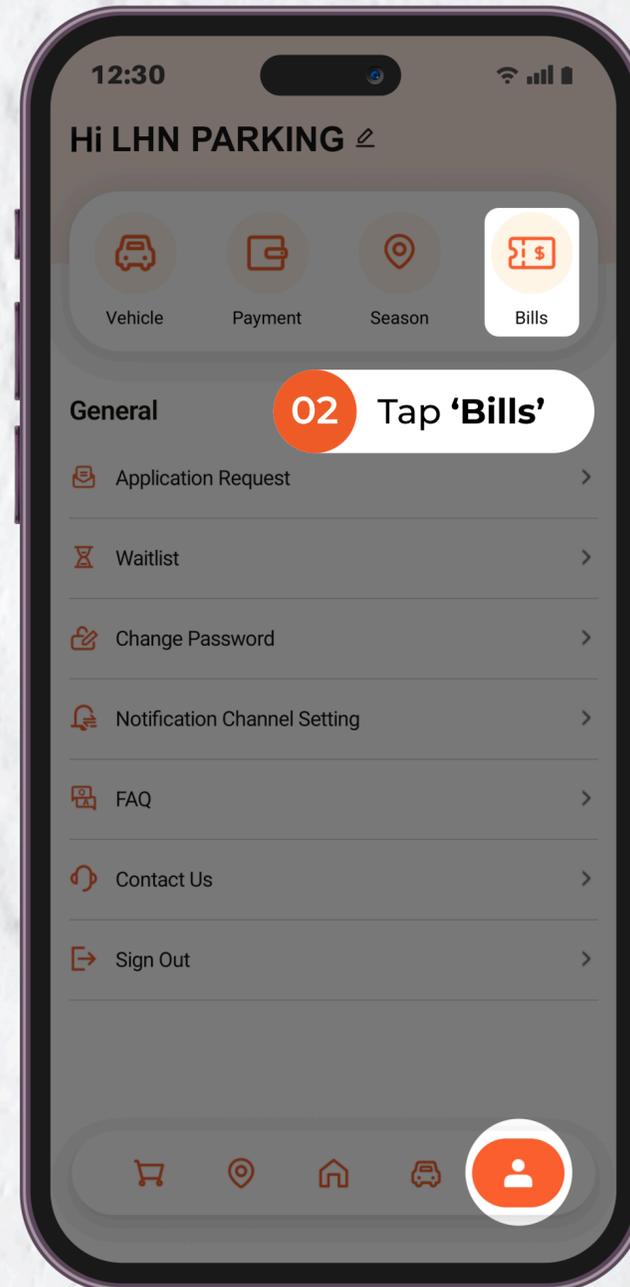


Download Invoice

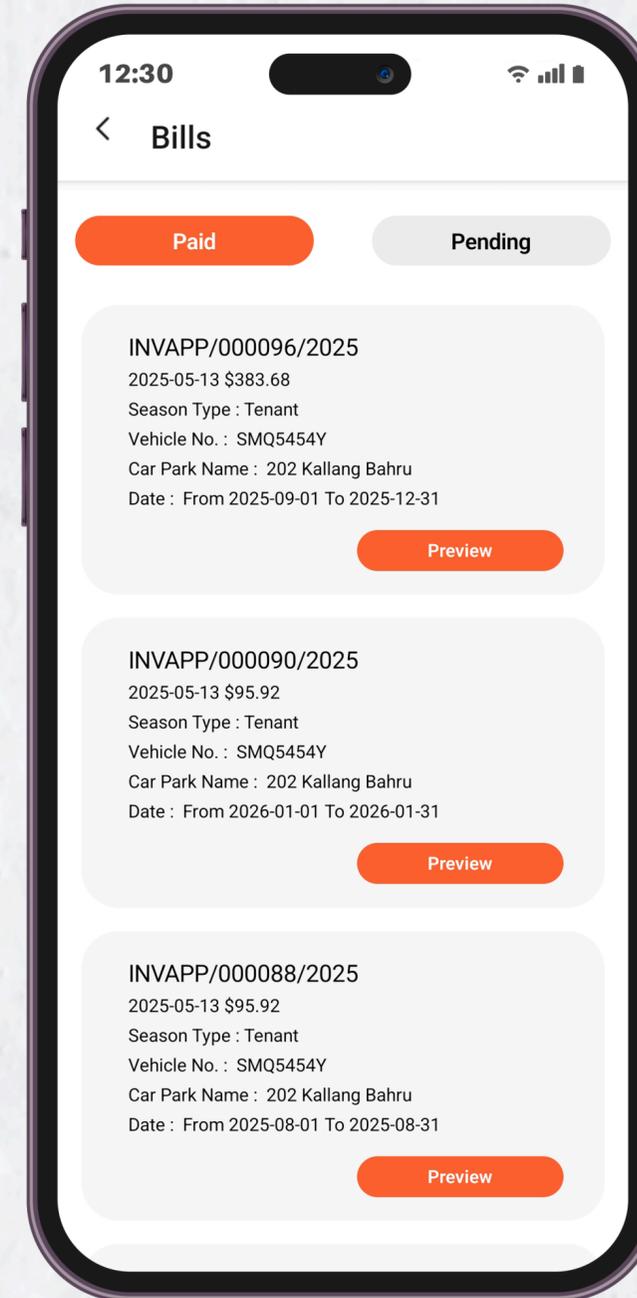
Need a copy of your invoice? You can download it directly from the app in just a few steps.

To Download Invoice:

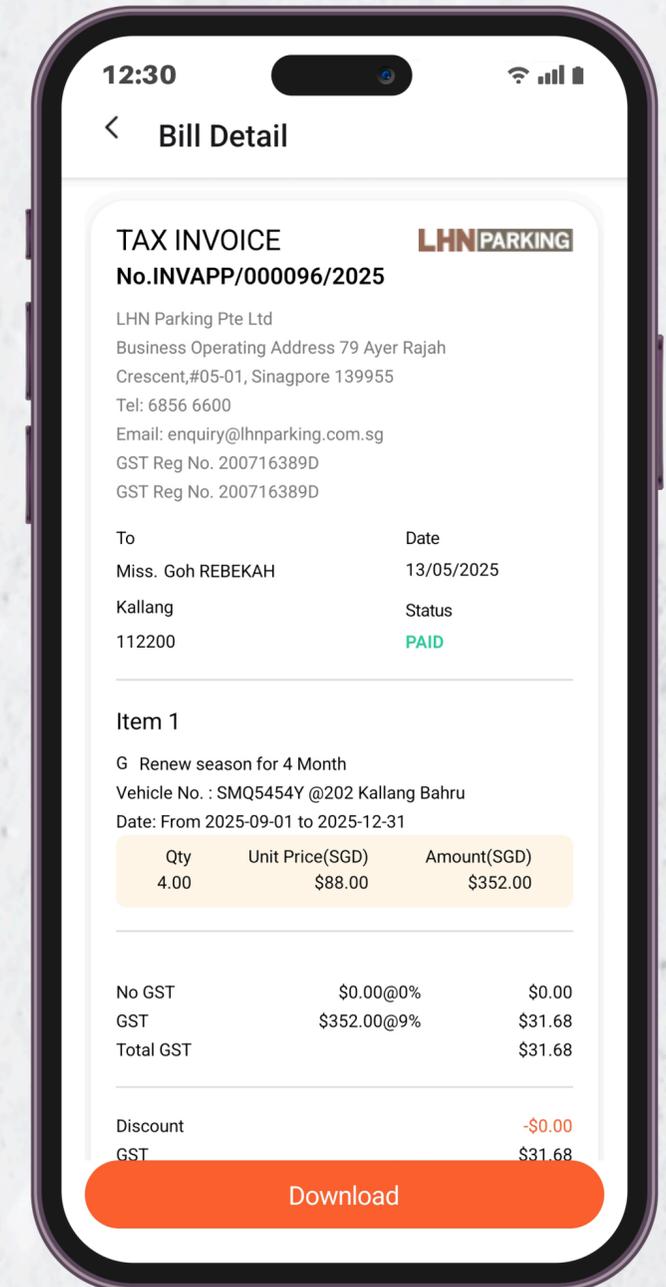
1. Navigate to **'Account'** Tab
2. Tap on **'Bill'**
3. Go to the **'Paid'** section, select the order you wish to view, and tap **'Preview'**
4. Tap **'Download'** to save a copy of the invoice to your device



01 'Account' Tab



03 Select & Preview



04 Tap 'Download'



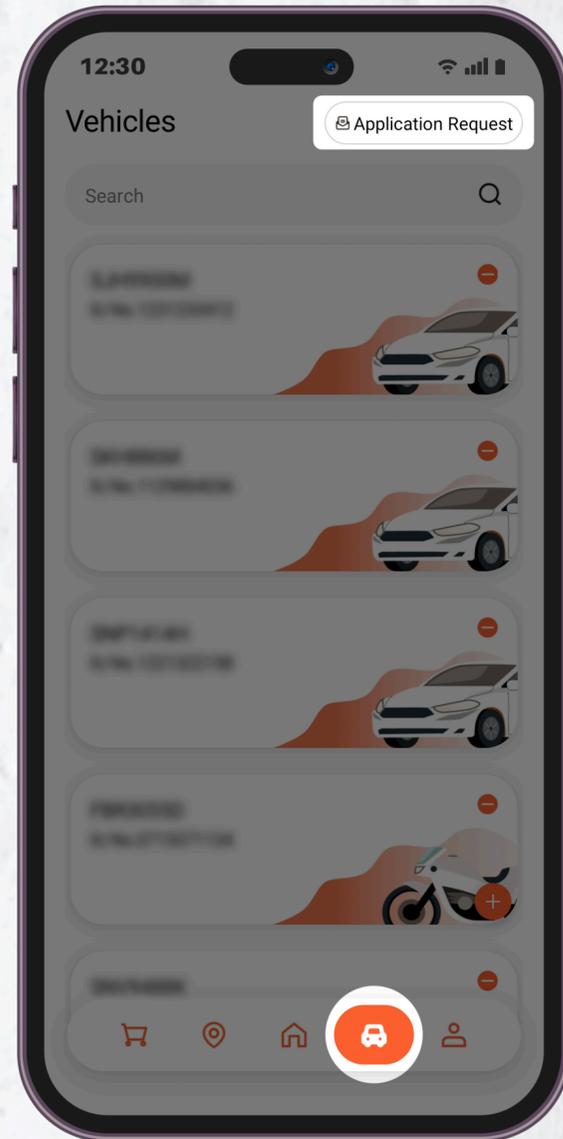
Change Vehicle Number / IU / OBU Number

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:

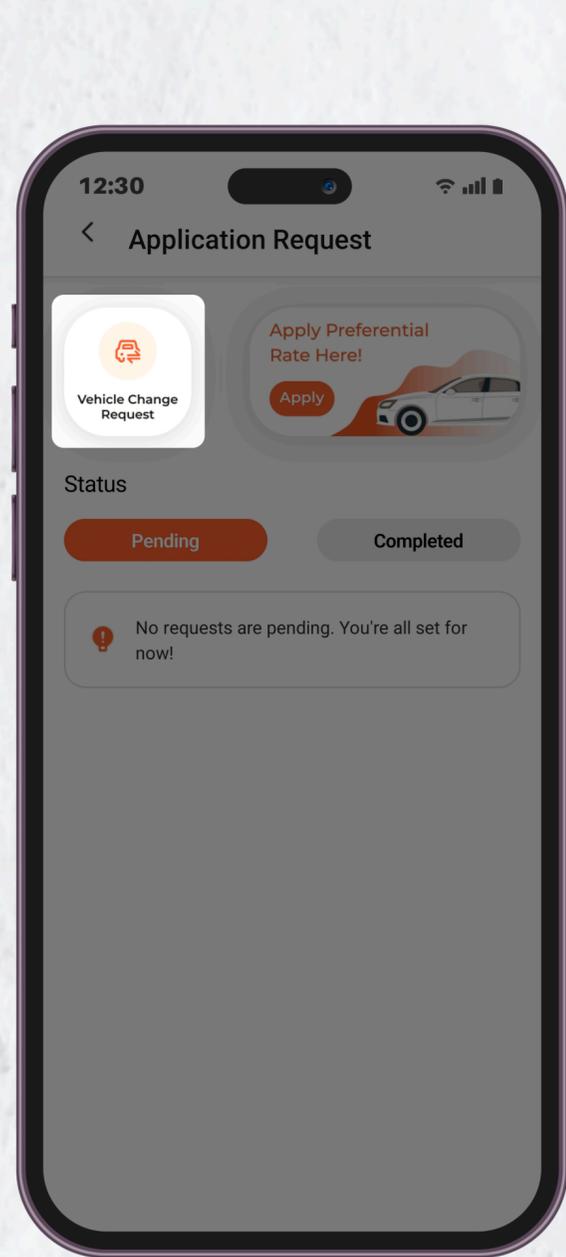
1. Navigate to **'Vehicle' Tab**
2. Tap **'Application Request'**
3. Select **'Vehicle Change Request'**
4. Select the existing vehicle you wish to change, enter the new vehicle details, choose the effective date for the change, and tap **'Change'** to proceed
5. Your request will be submitted and marked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

02 Tap 'Apl. Request'

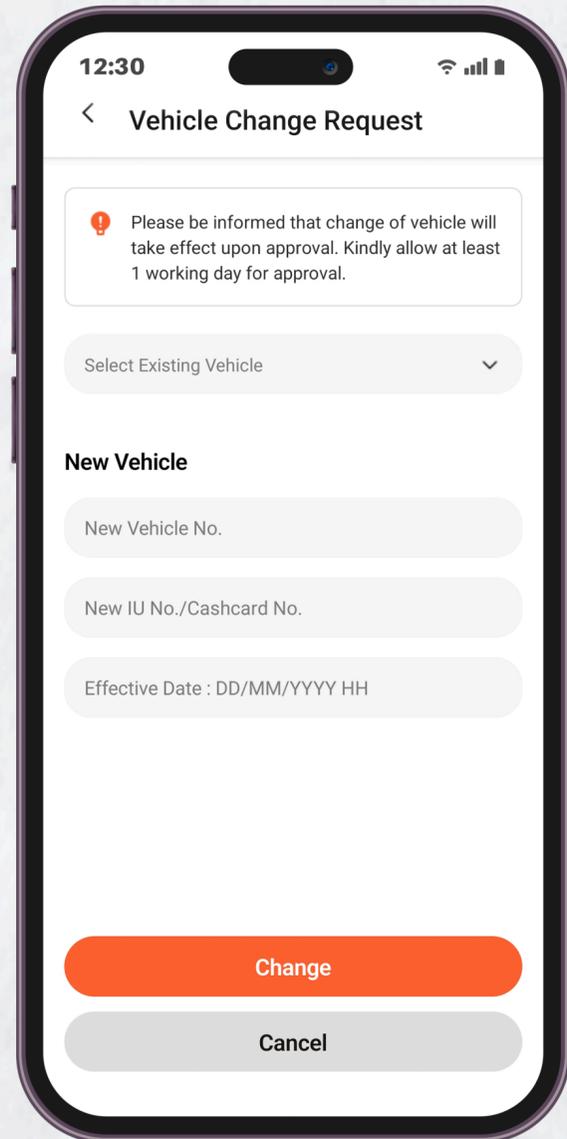


01 'Vehicle' Tab

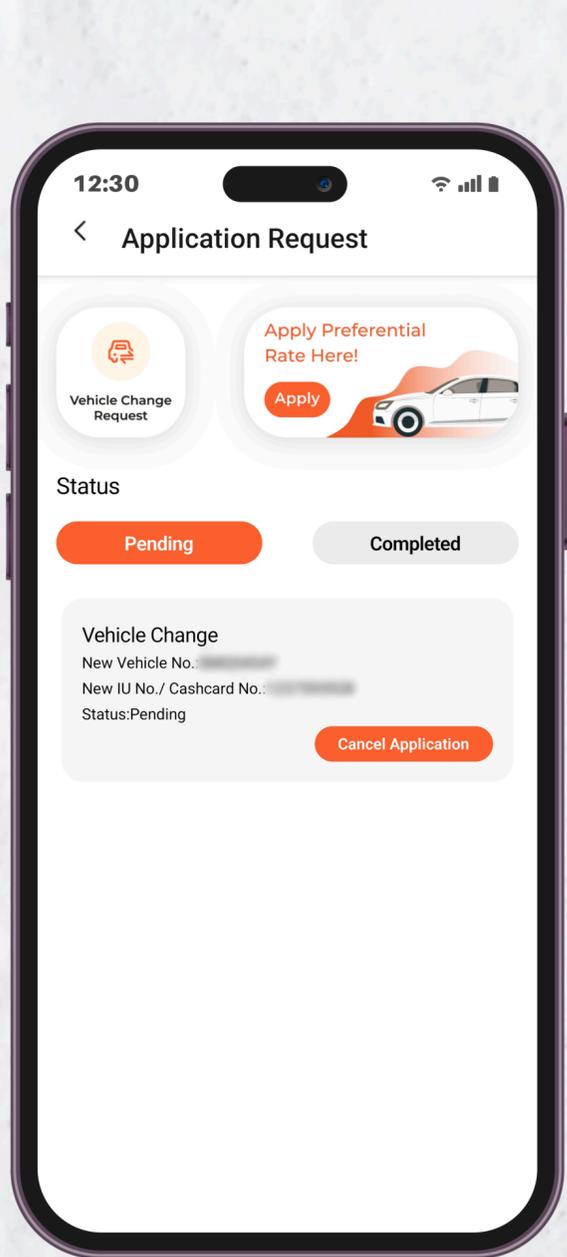
03 Tap 'Veh. Change Request'



04 Fill Form



05 Wait for Approval



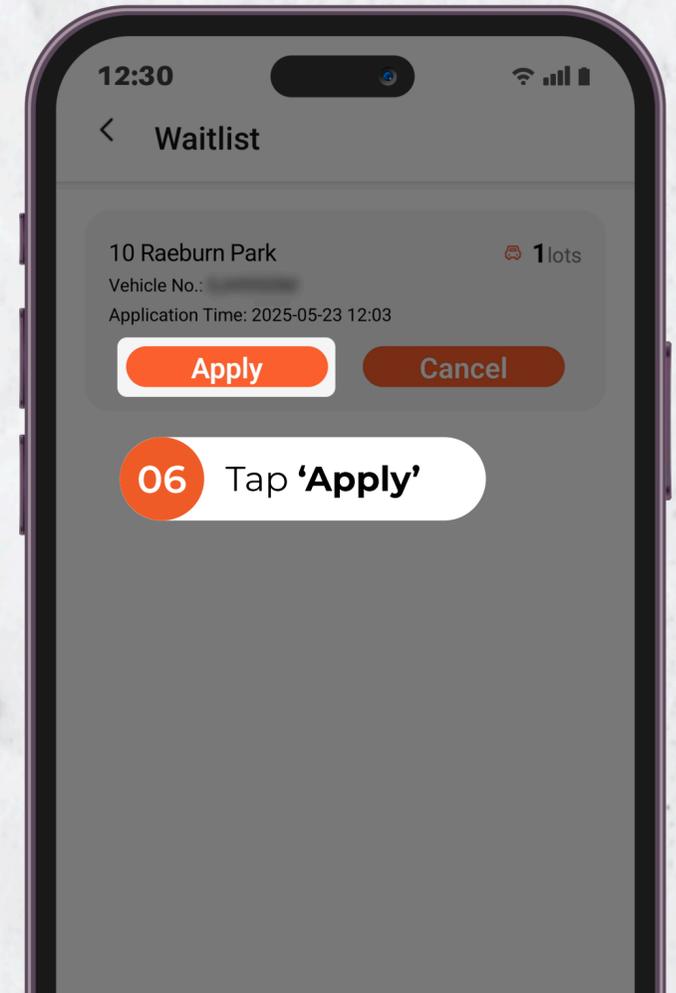
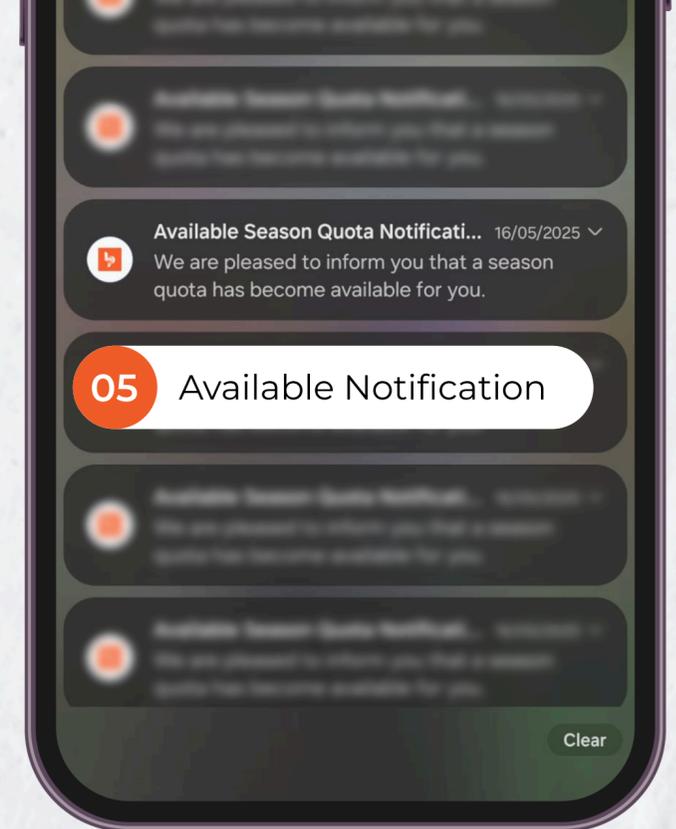
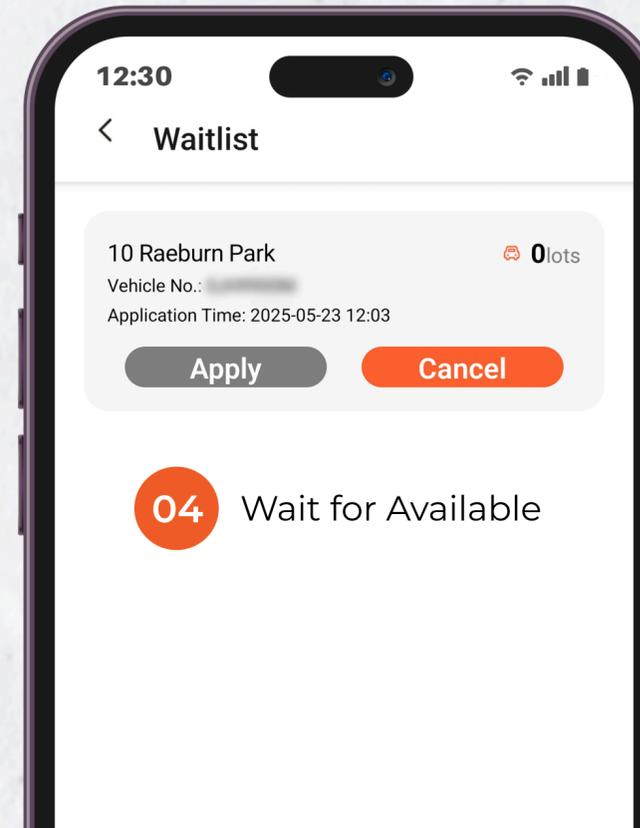
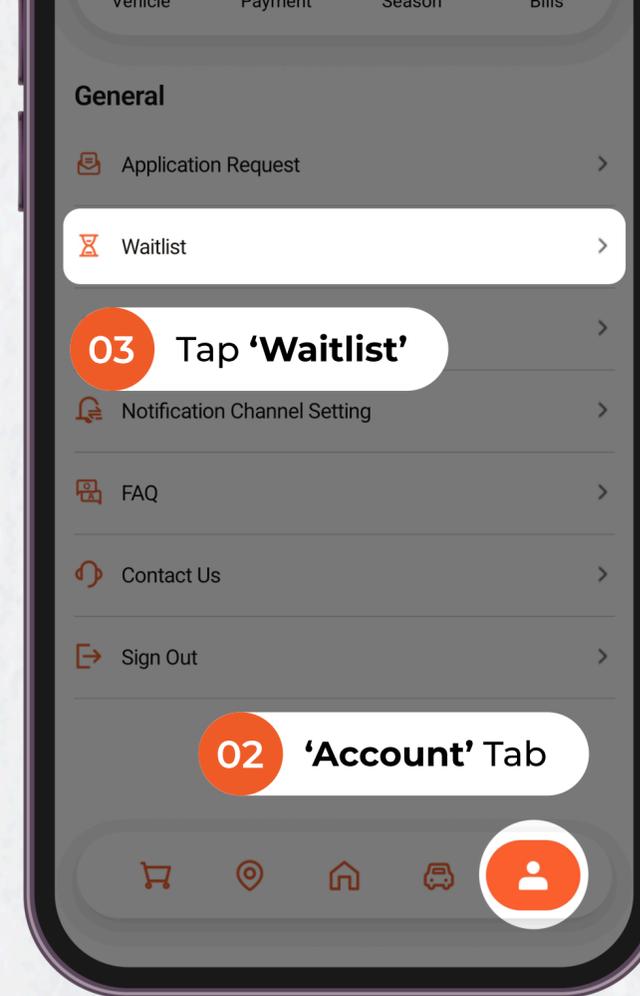
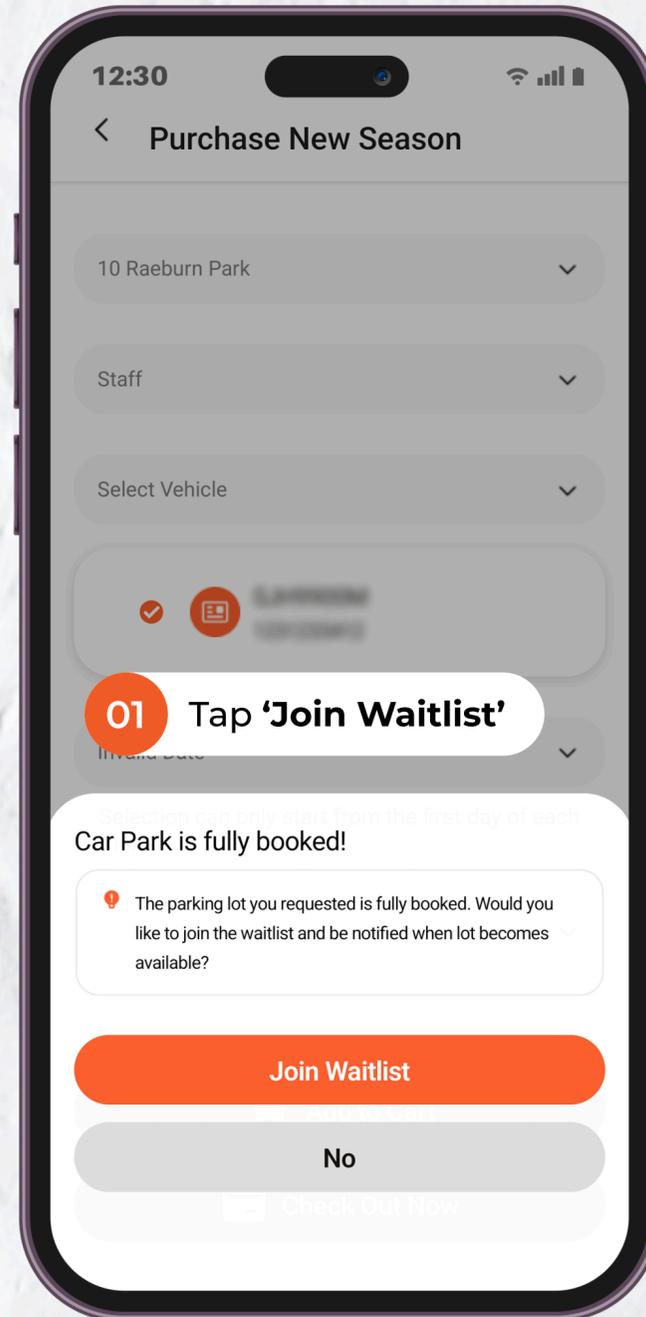


Add to Waitlist

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:

1. 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



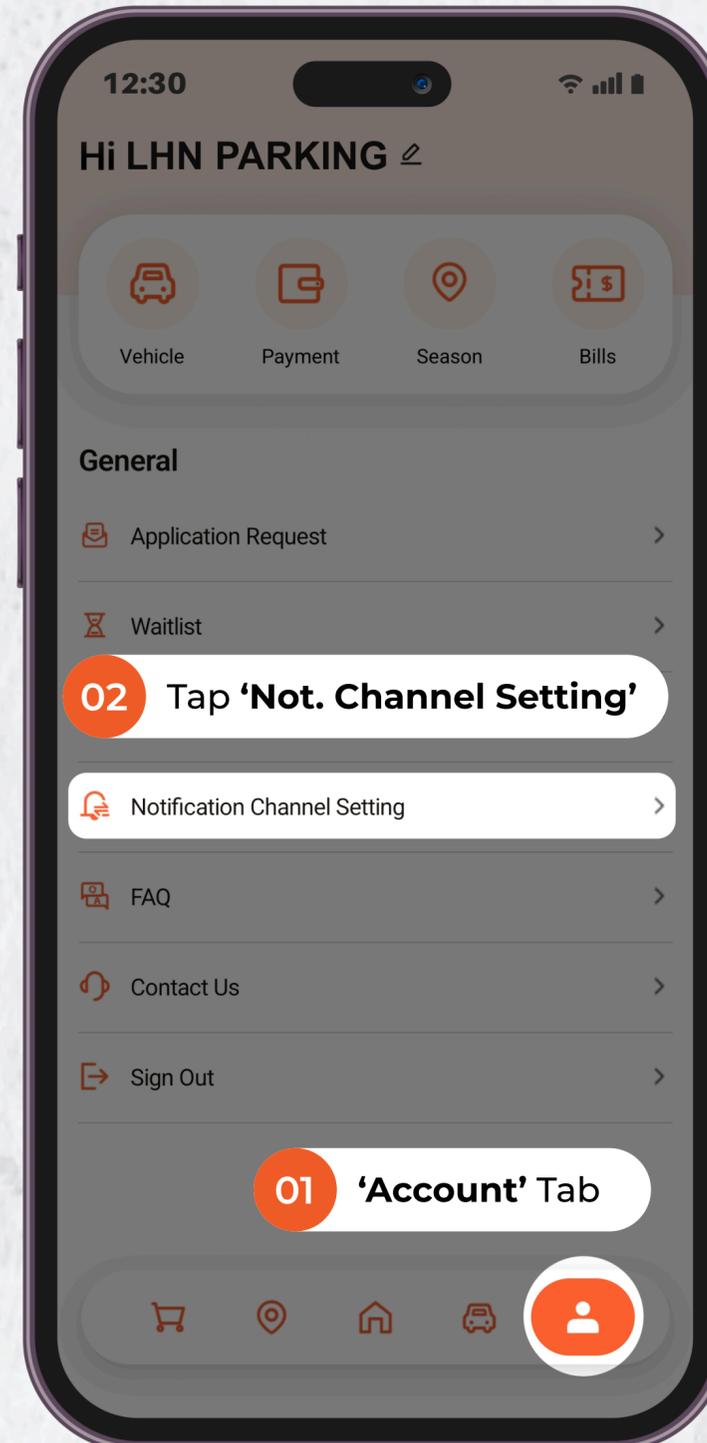


Notification Channel Setting

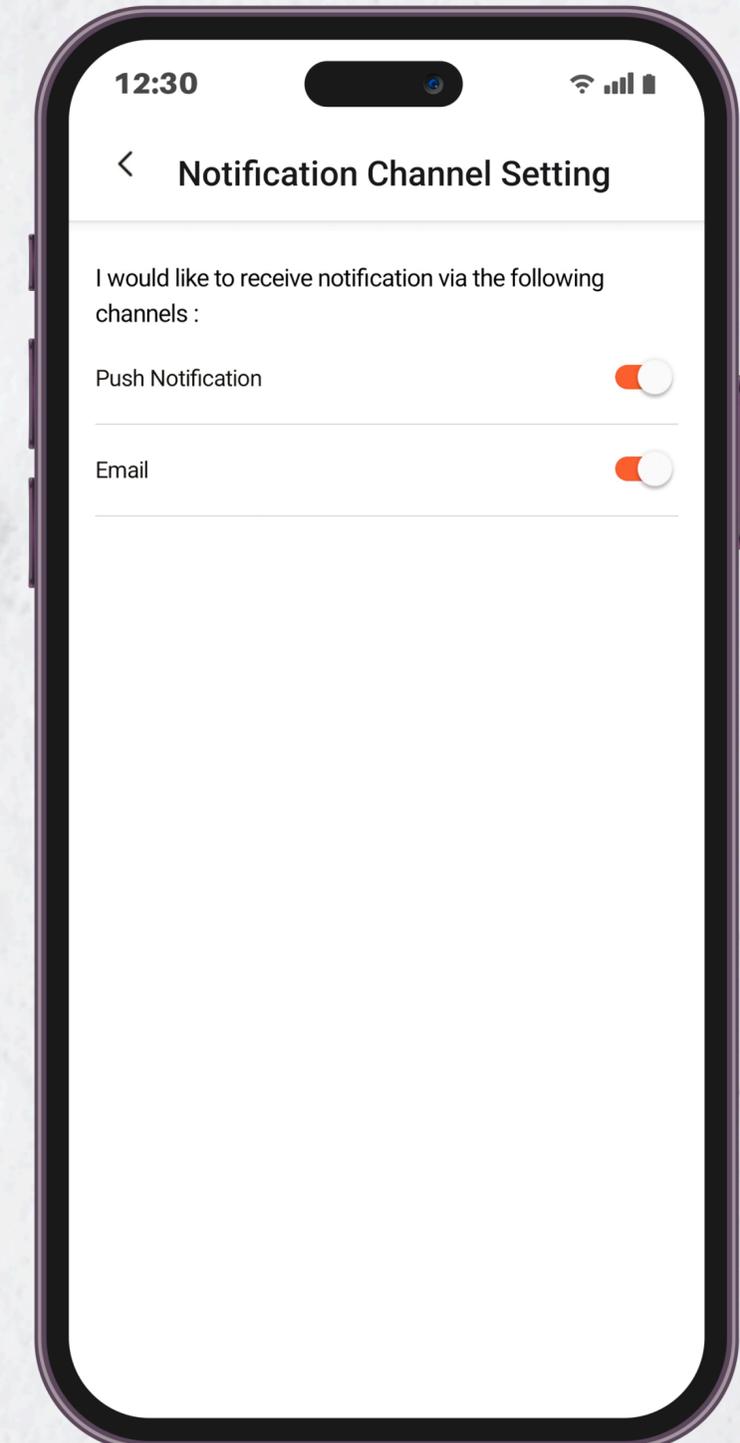
Choose how you want to receive important updates — via push notifications, email, or both.

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



03 Toggle ON/OFF the Channel



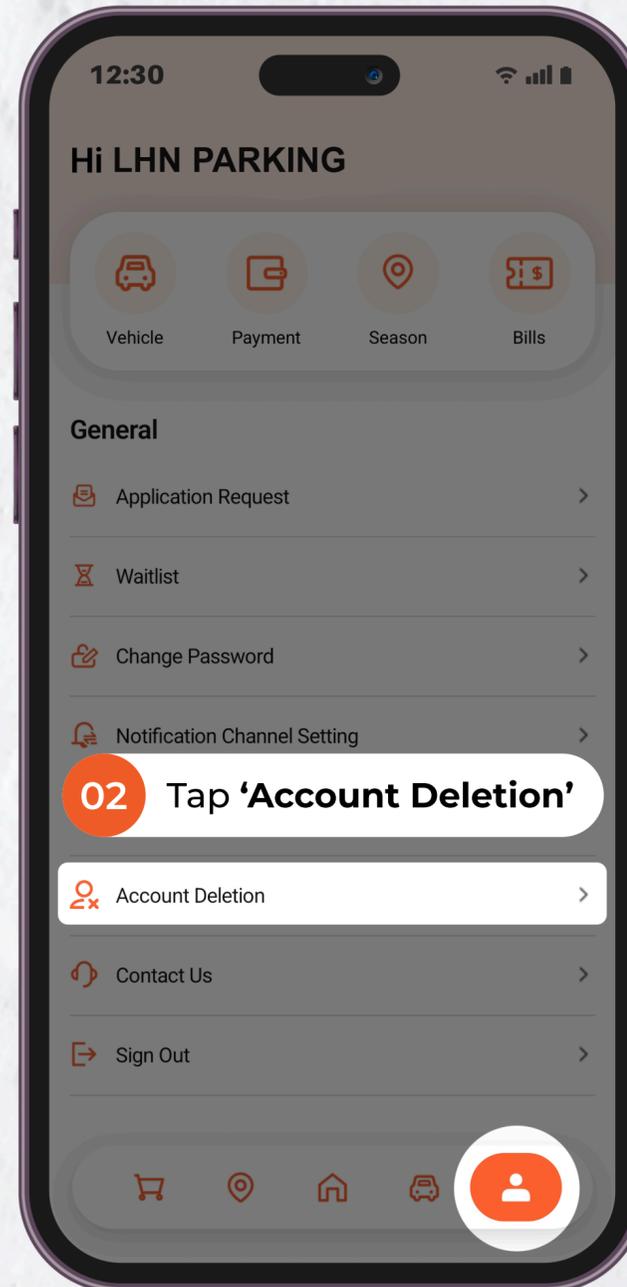


Account Deletion

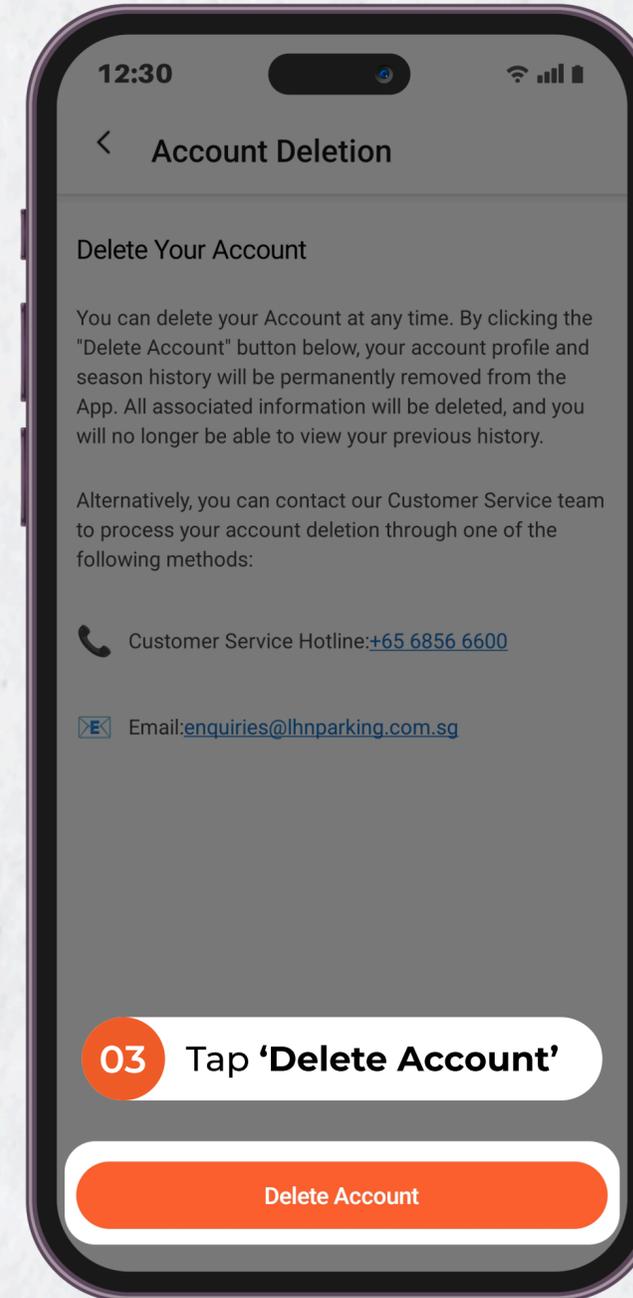
No longer purchasing season parking at any of our sites and want to remove your account from our app? Once your account is deleted, all associated data will be permanently removed and cannot be recovered.

To Delete Account:

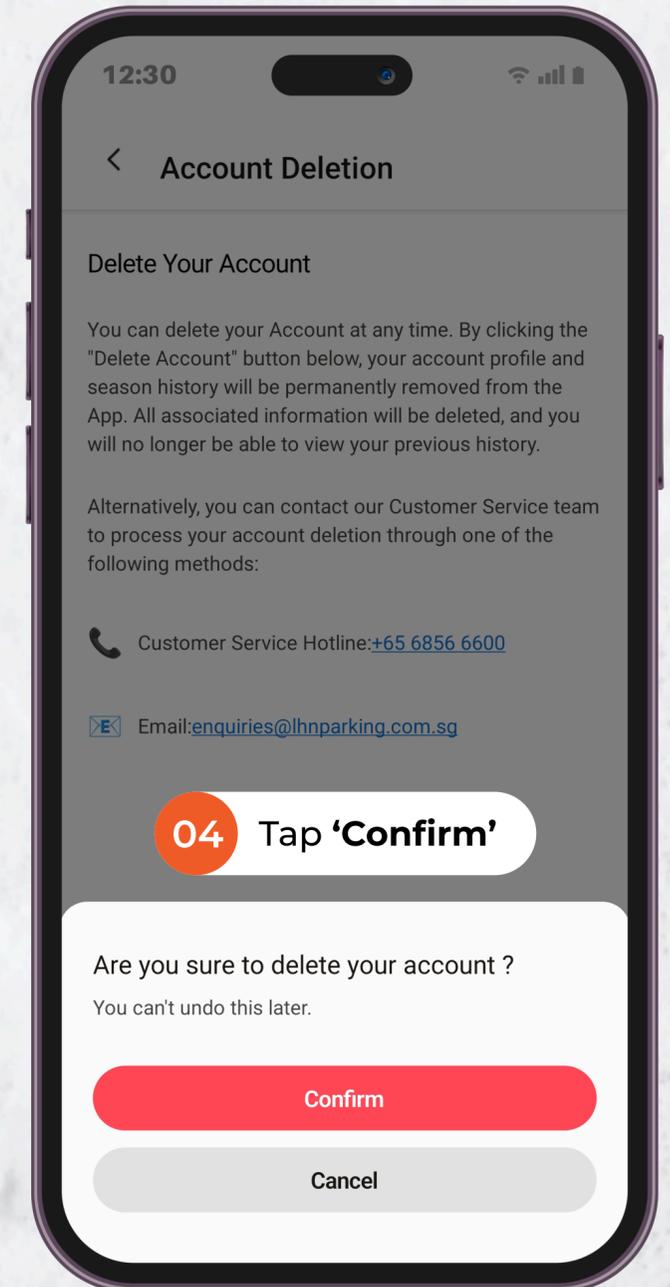
1. Navigate to **'Account' Tab**
2. Tap on **'Account Deletion'**
3. Read the statement and tap **'Delete Account'** if you agree
4. Tap **'Confirm'** to complete the deletion



01 'Account' Tab



03 Tap 'Delete Account'



04 Tap 'Confirm'



Contact Us

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

