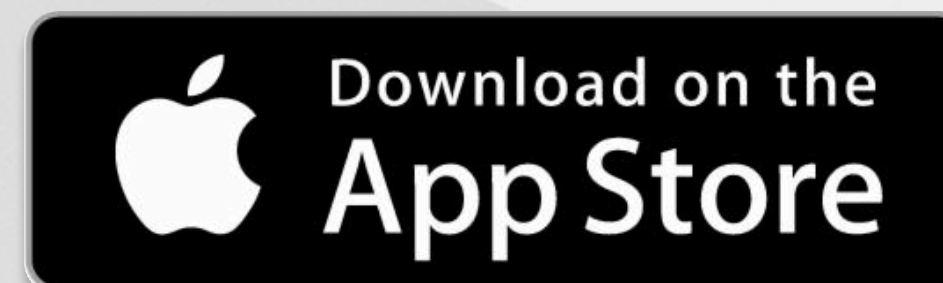


LOTS Season Parking App

# User Guide

As of June 2025





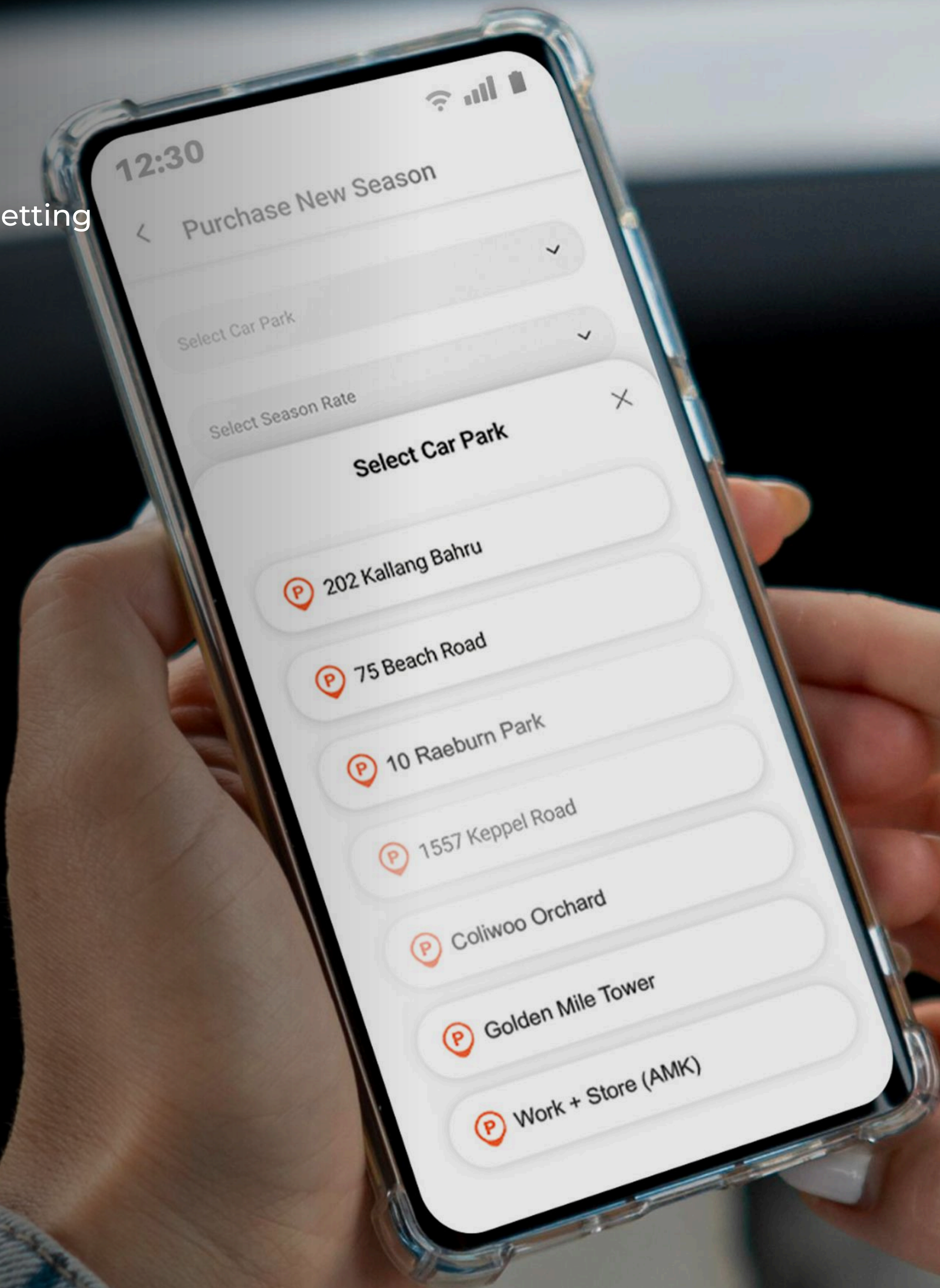


LOTS SEASON PARKING APP - USER GUIDE

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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.

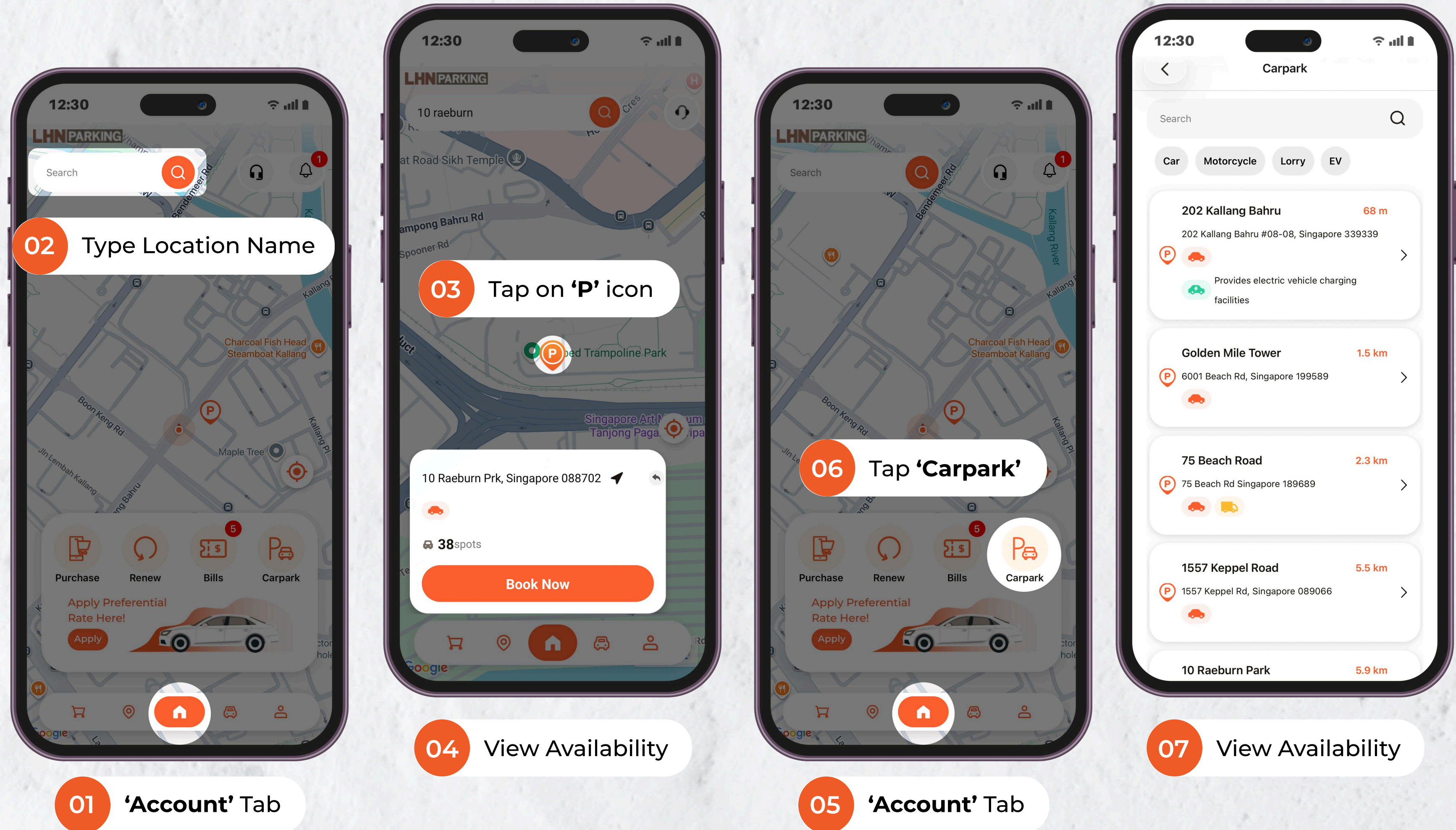
To search for a carpark:

### Option 1

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

### Option 2

5. Navigate to the **'Account' Tab**
6. Tap **'Carpark'**
7. View availability of parking spots in the list





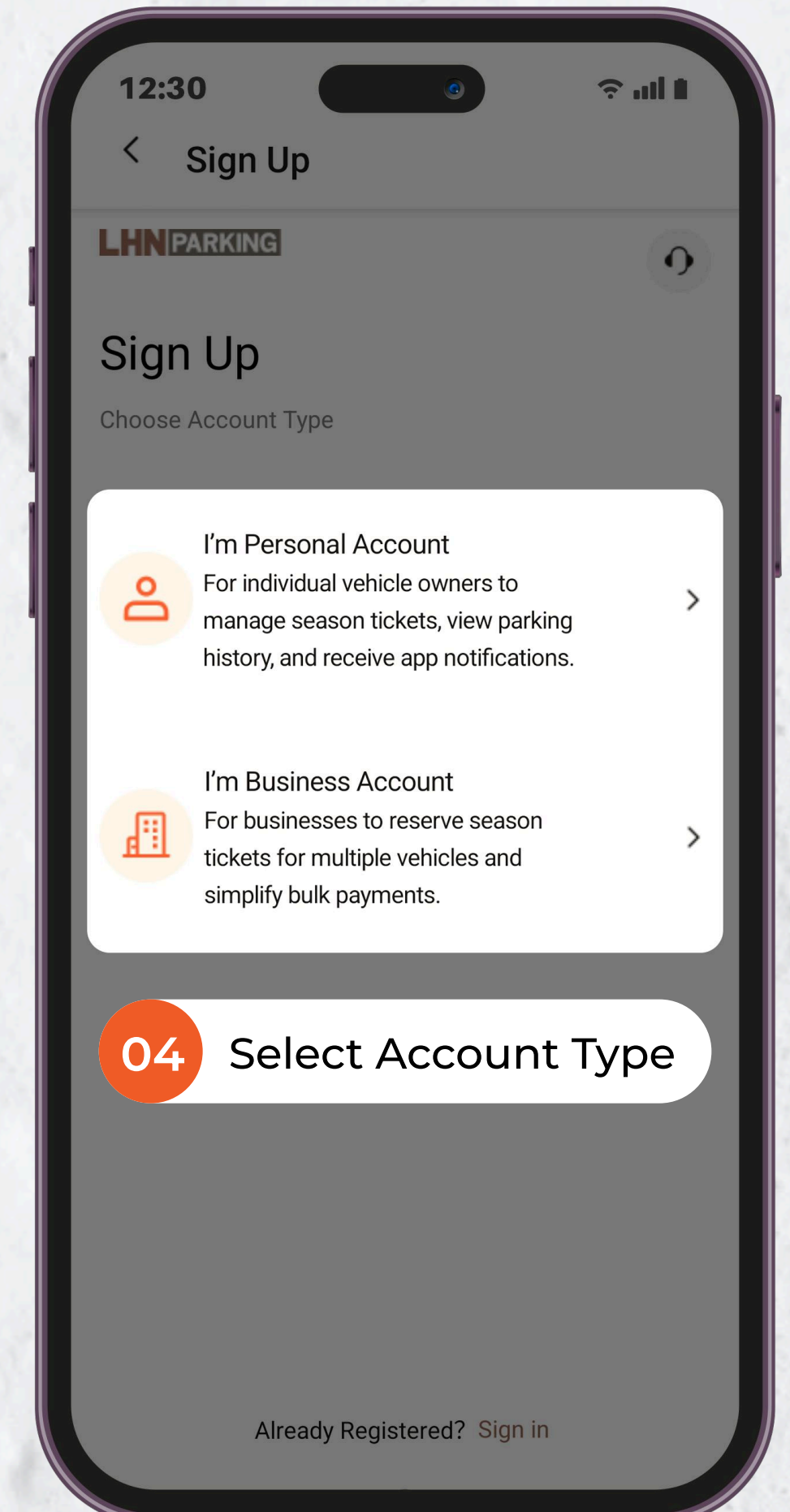
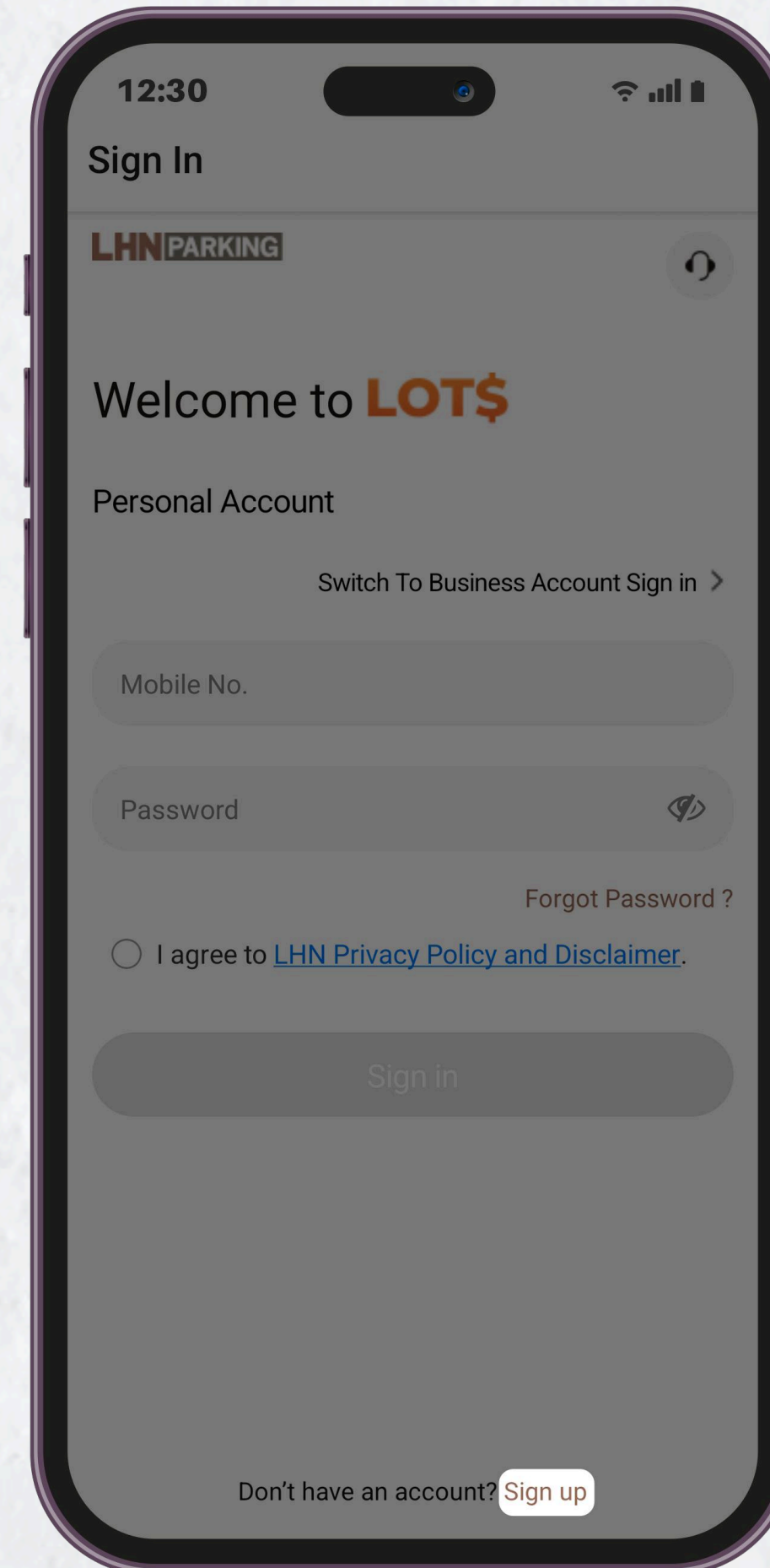
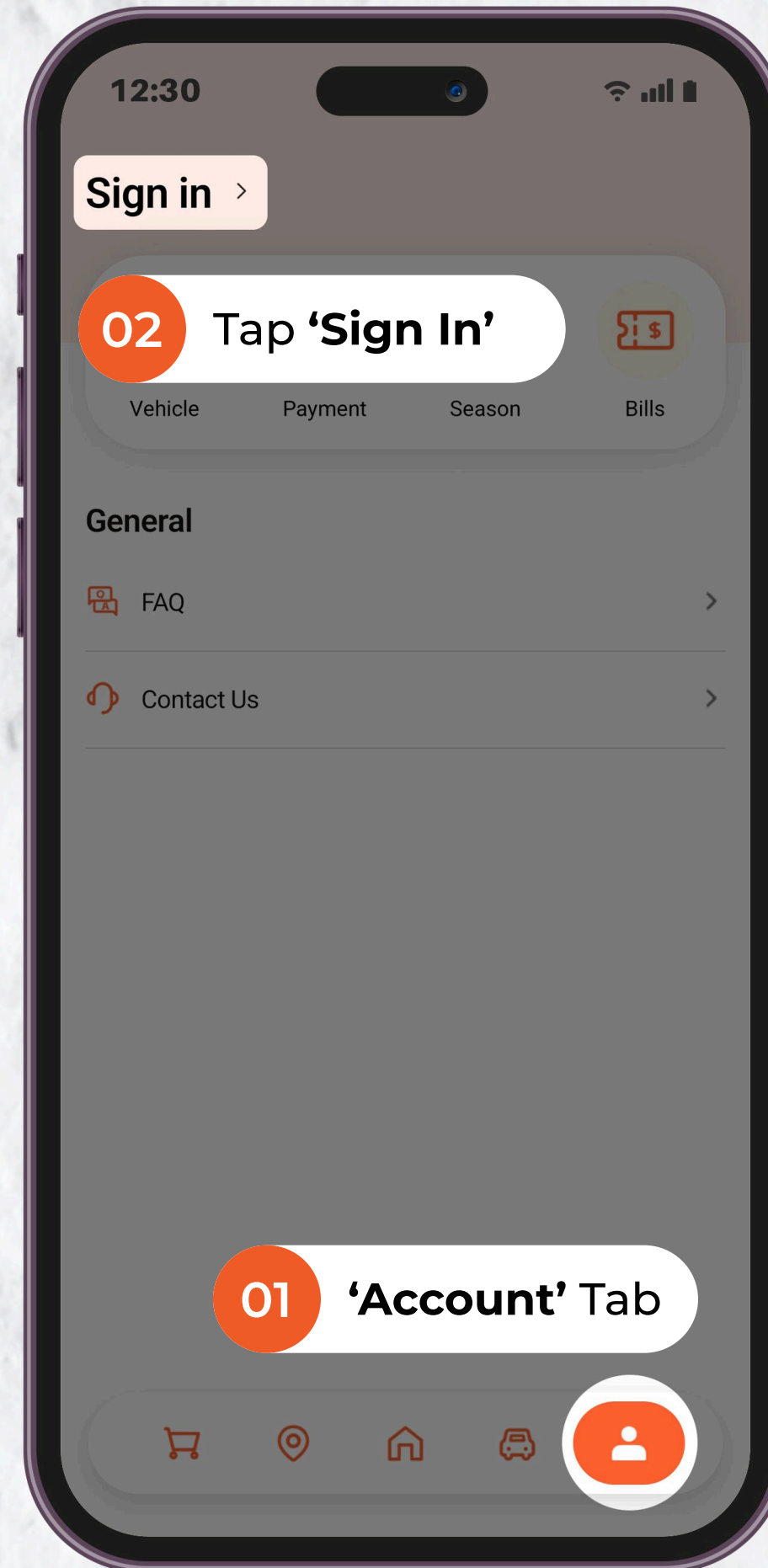


## Sign Up for An Account

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'**

The screenshot shows the 'Sign Up' screen with a progress indicator at the top showing 'Step One' as the active step. Below the indicator are three input fields: a dropdown menu for the country code (currently set to 'Singapore +65'), a text field for the 'Mobile No.', and a text field for the 'OTP Message'. A red 'Get OTP' button is positioned to the right of the 'Mobile No.' field. At the bottom of the screen, a red 'Next' button is visible, and a link for 'Already Registered? Sign in' is located just above it.

The screenshot shows the 'Sign Up' screen with a progress indicator at the top showing 'Step Two' as the active step. Below the indicator are three input fields: 'Set Your Password', 'Confirm Your Password', and 'Company Name'. At the bottom of the screen, a red 'Create account' button is visible, and a link for 'Already Registered? Sign in' is located just above it.





## 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'**

The screenshot shows the 'Sign Up' screen with a progress indicator at the top showing 'Step One' as the active step. Below the indicator are two input fields: 'Email' and 'OTP Message'. A red 'Get OTP' button is positioned to the right of the 'Email' field. At the bottom of the screen, a red 'Next' button is visible, and a link for 'Already Registered? Sign in' is at the very bottom.

The screenshot shows the 'Sign Up' screen with a progress indicator at the top showing 'Step Two' as the active step. Below the indicator are three input fields: 'Set Your Password', 'Confirm Your Password', and 'Company Name'. At the bottom of the screen, a red 'Create account' button is visible.





## Sign Up for An Account

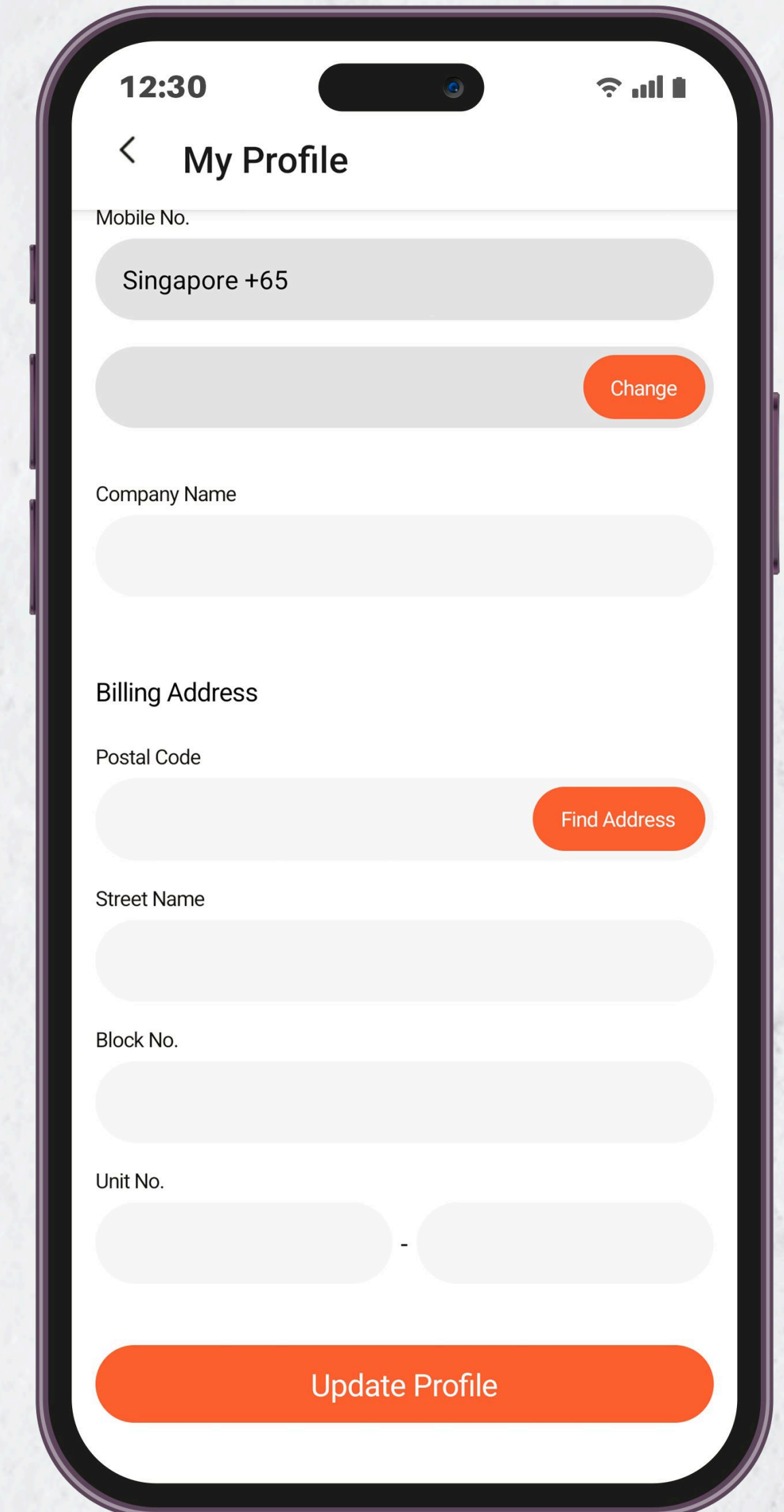
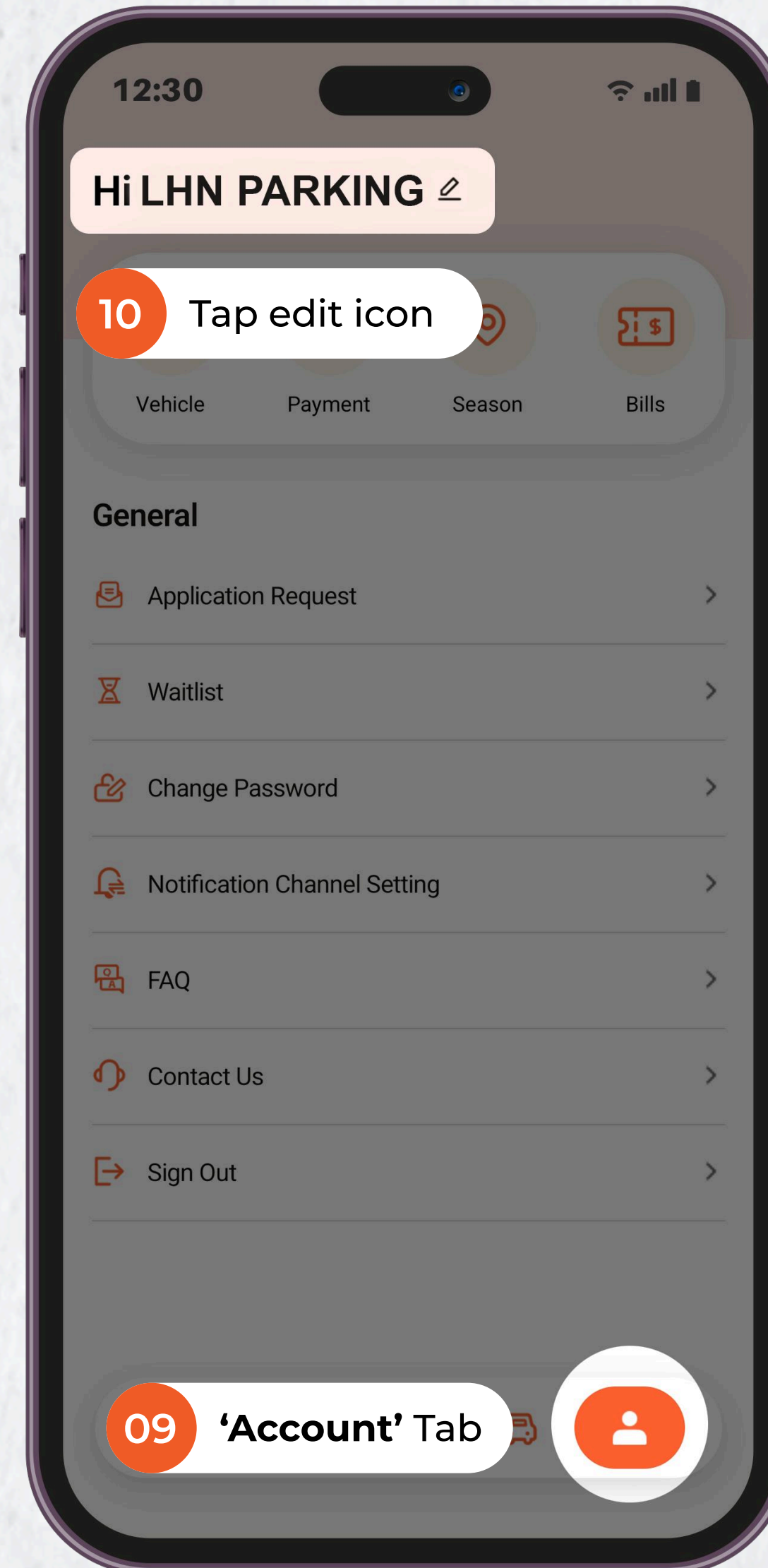
After signing up, don't forget to complete your profile to help us serve you better.

To Update Profile:

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

10. Tap edit icon

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





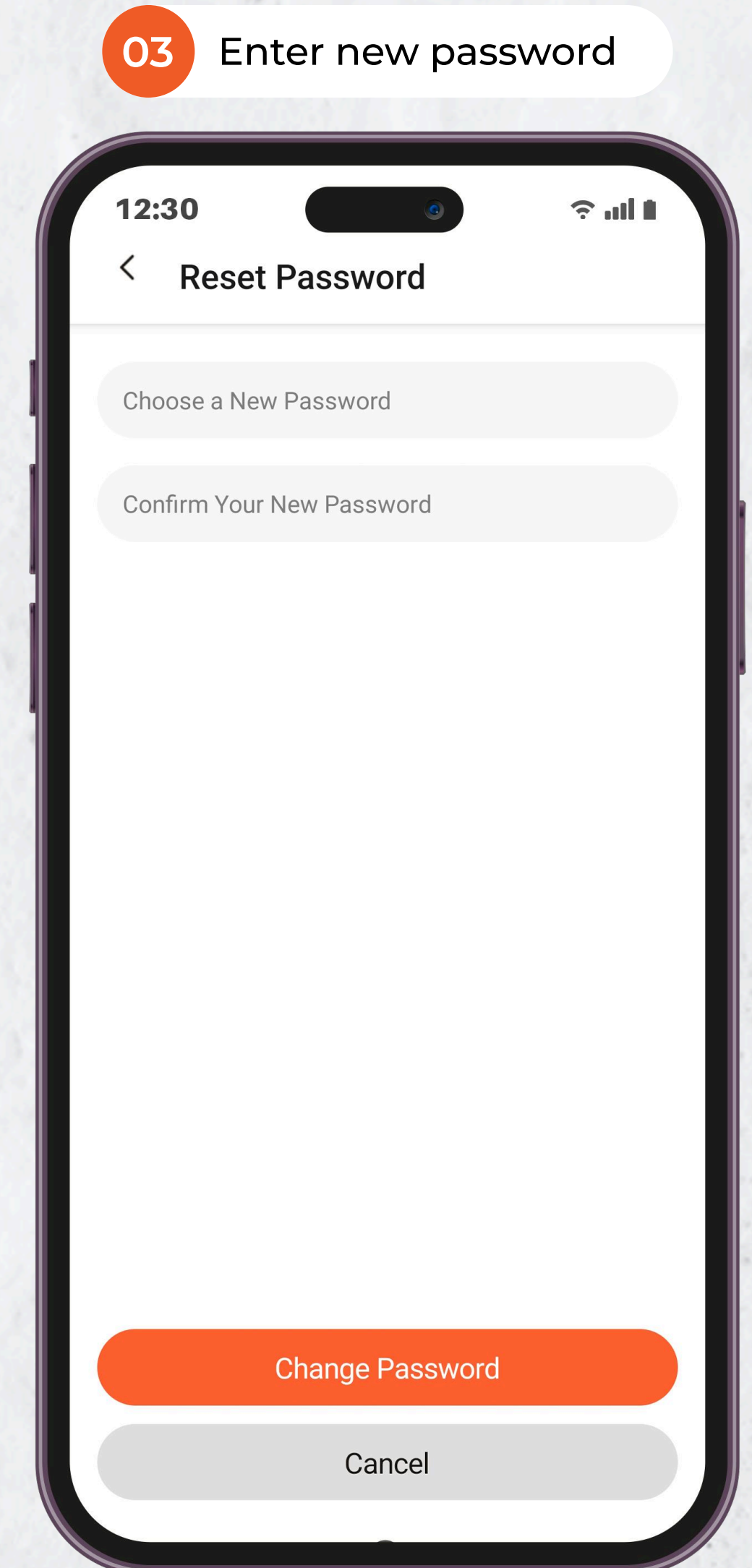
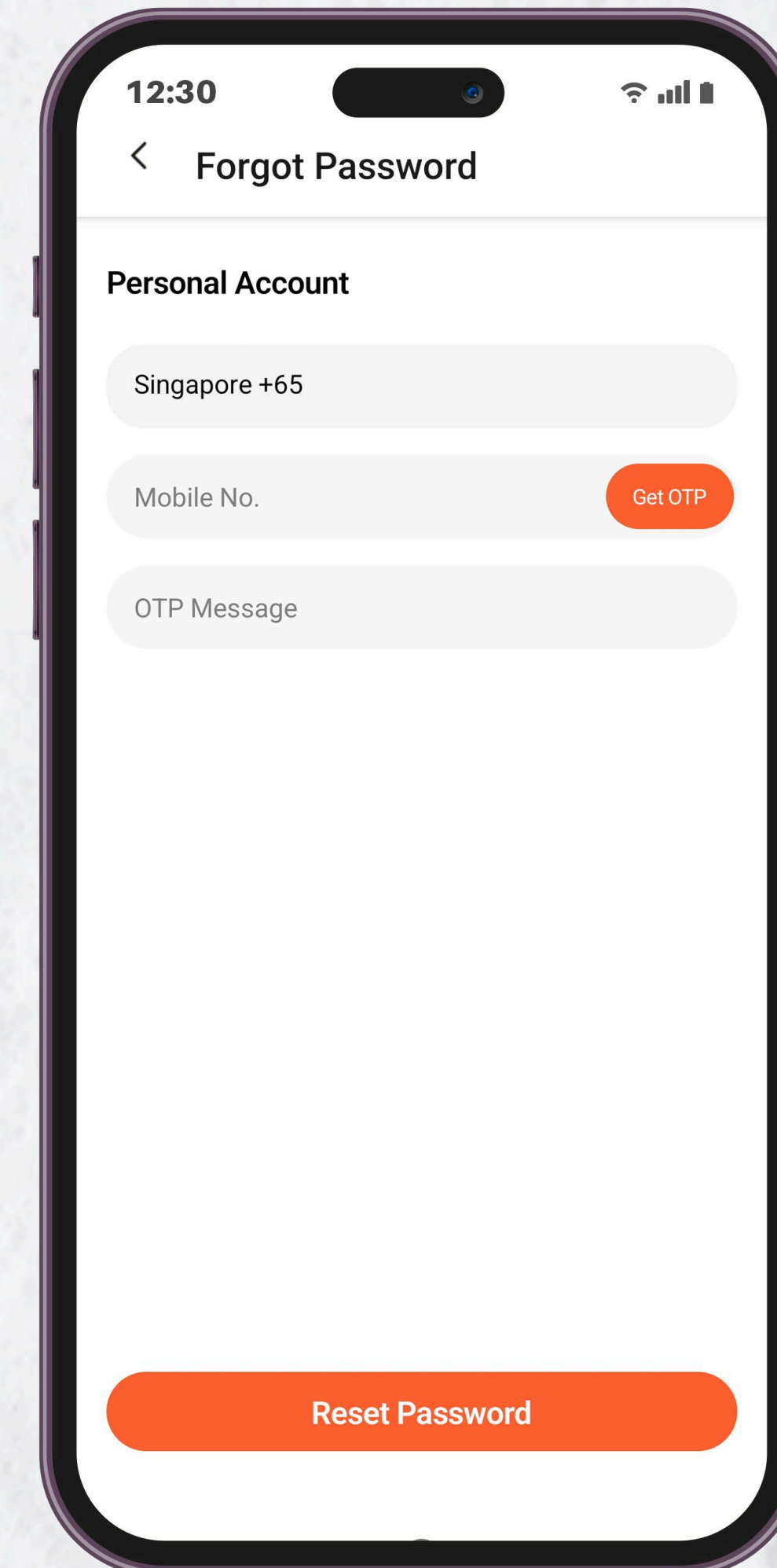
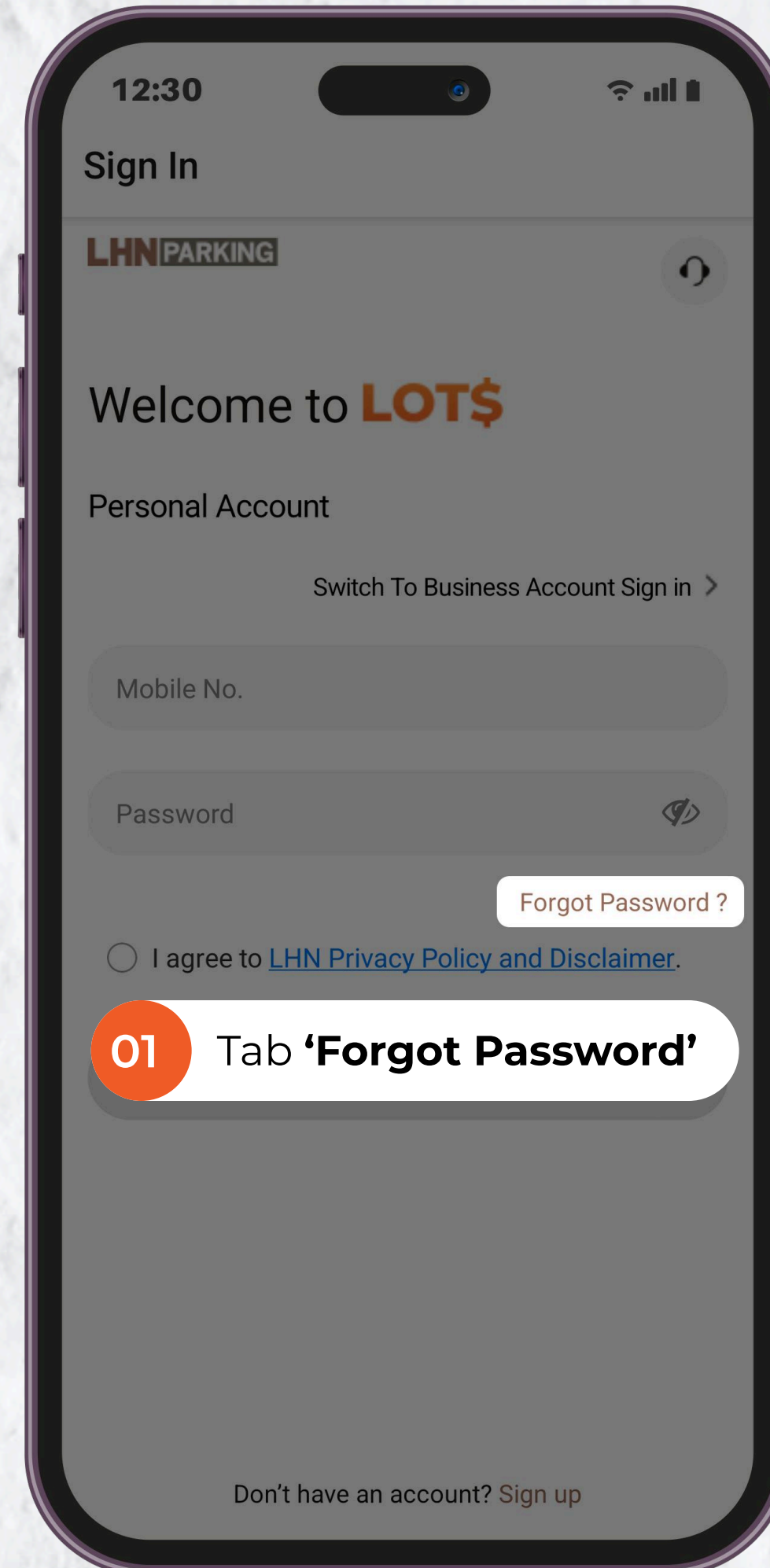


## Reset Password - Personal Account

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





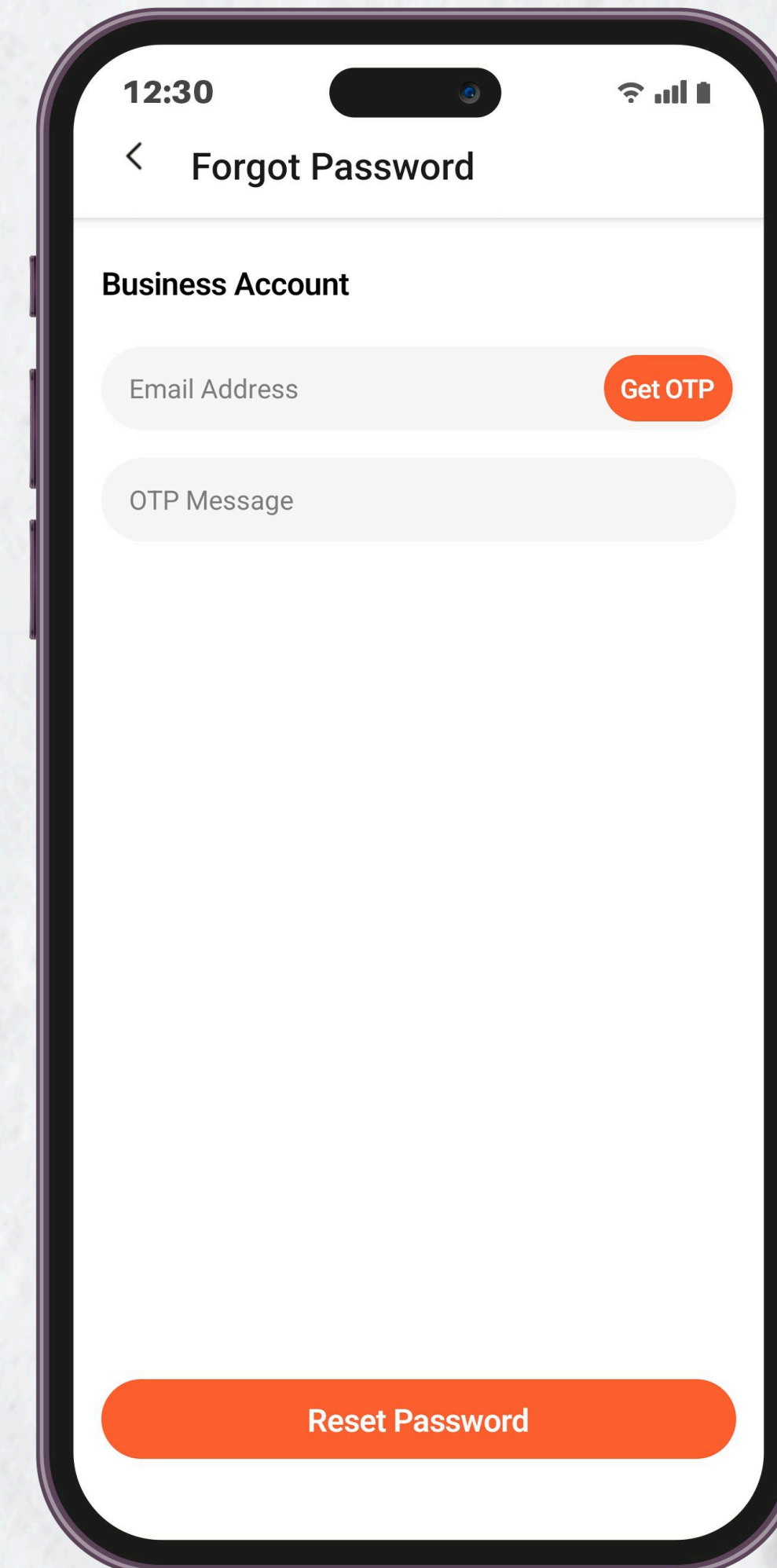
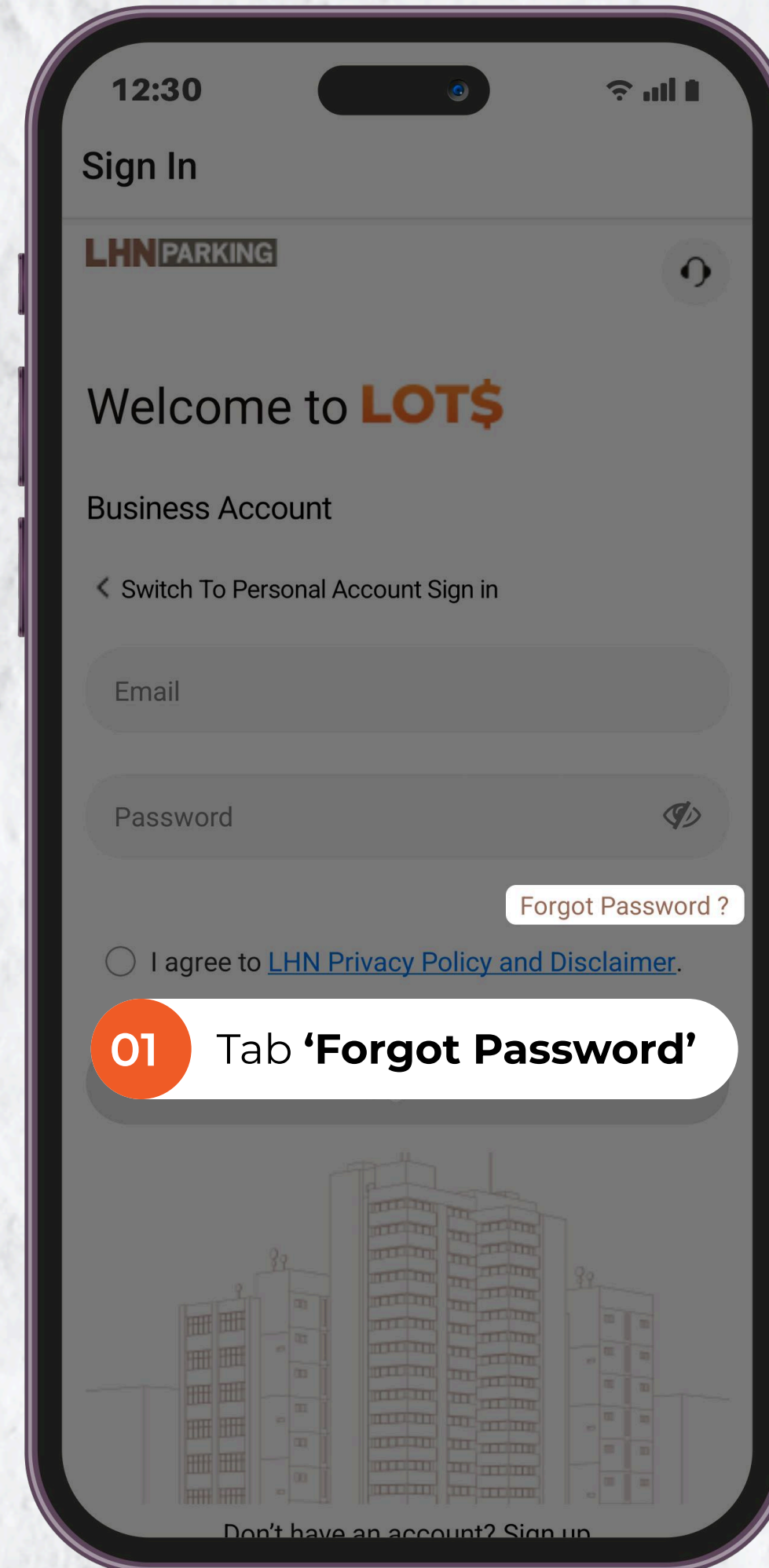


## Reset Password - Business Account

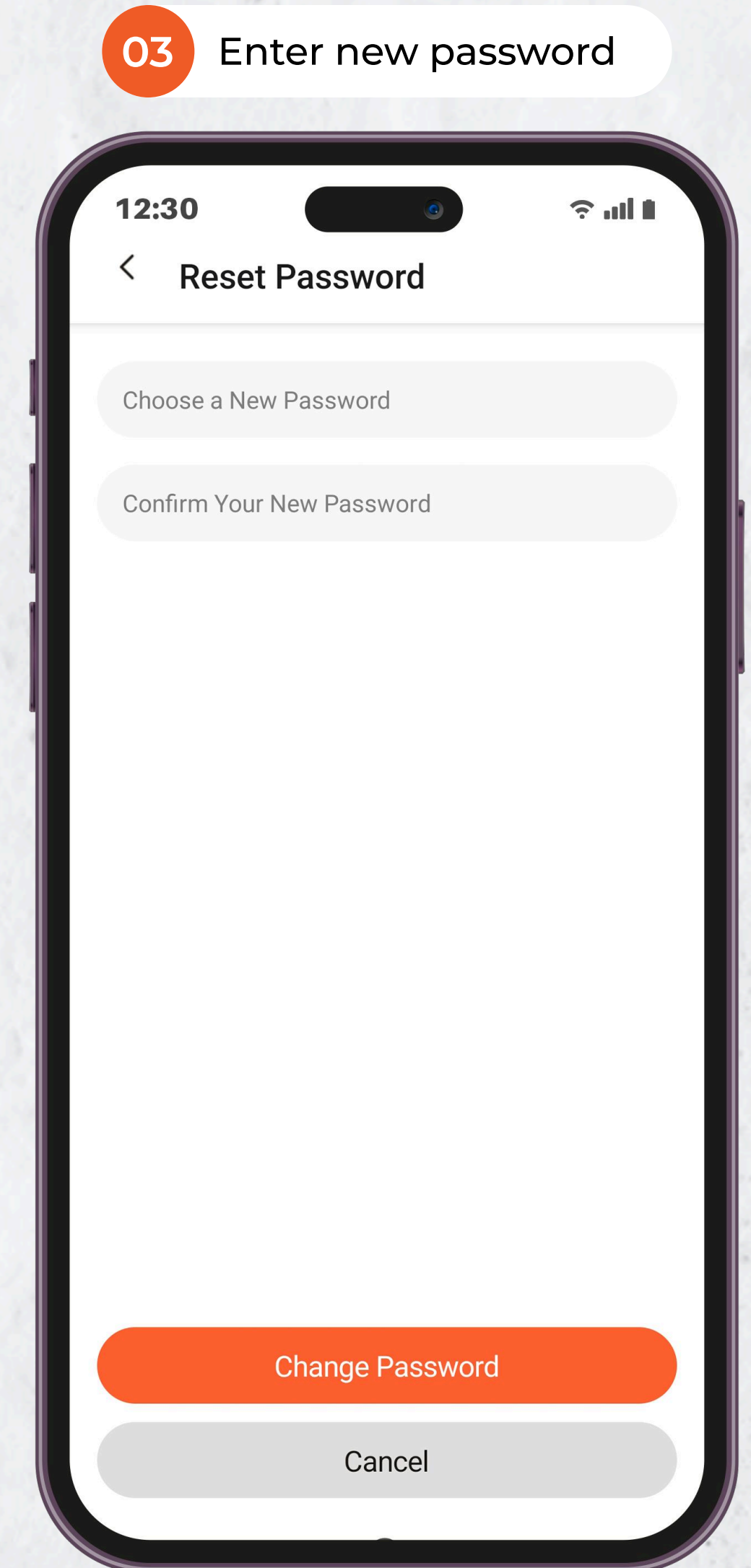
Forgot your password? No worries — resetting your password is quick and easy.

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



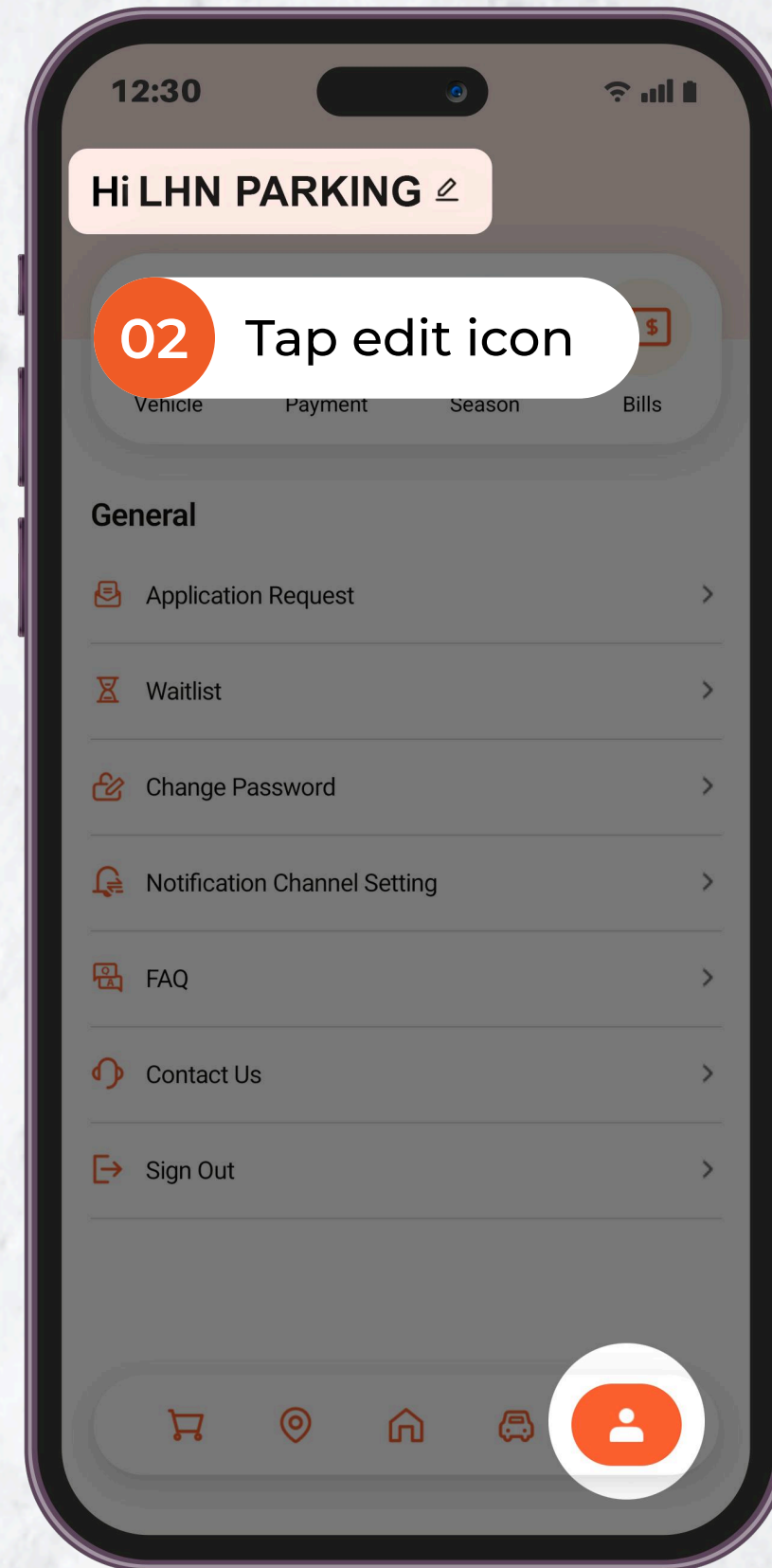


## Change Mobile Number

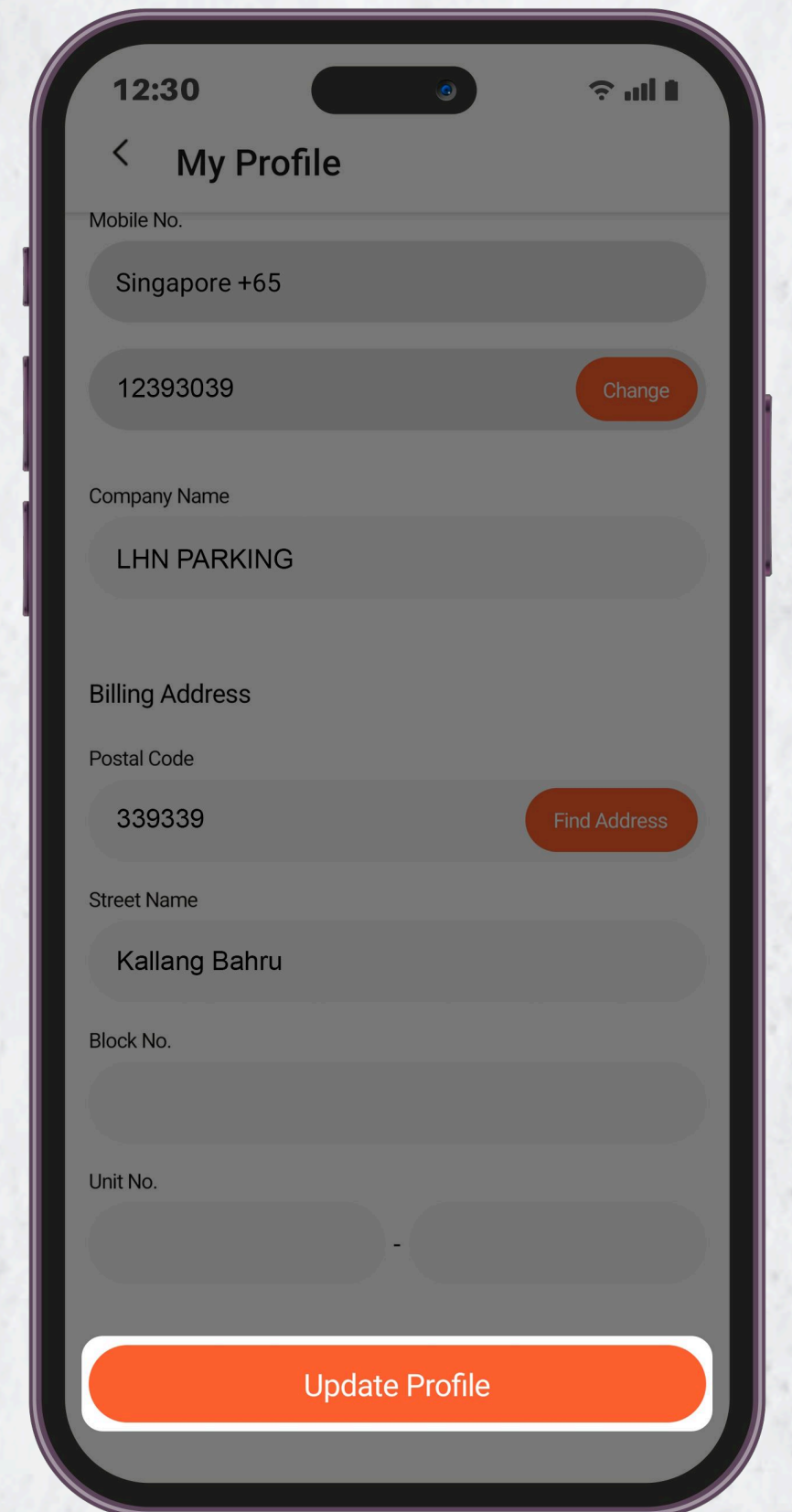
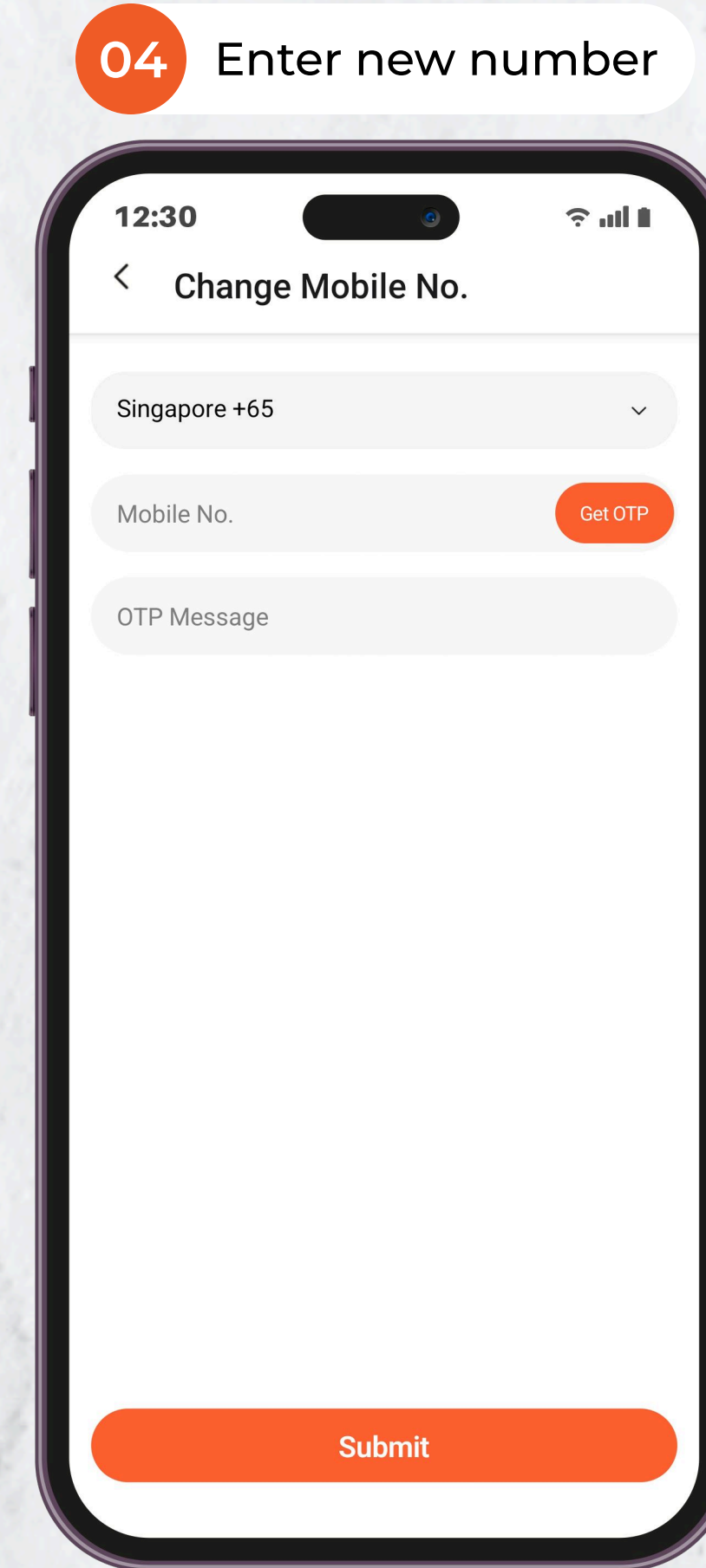
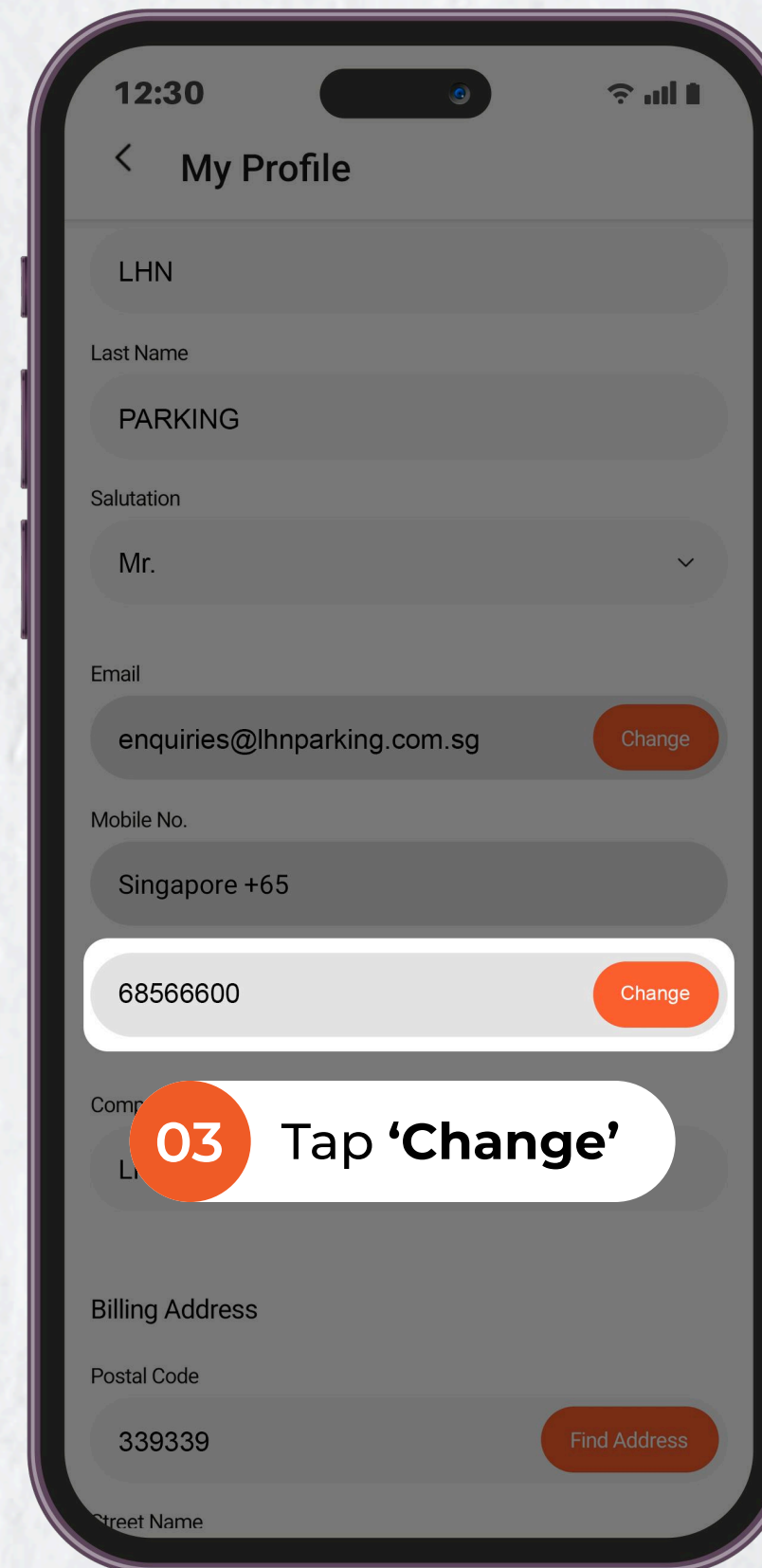
Need to update your phone number?  
Follow these simple steps to change the  
phone number linked to your account.

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





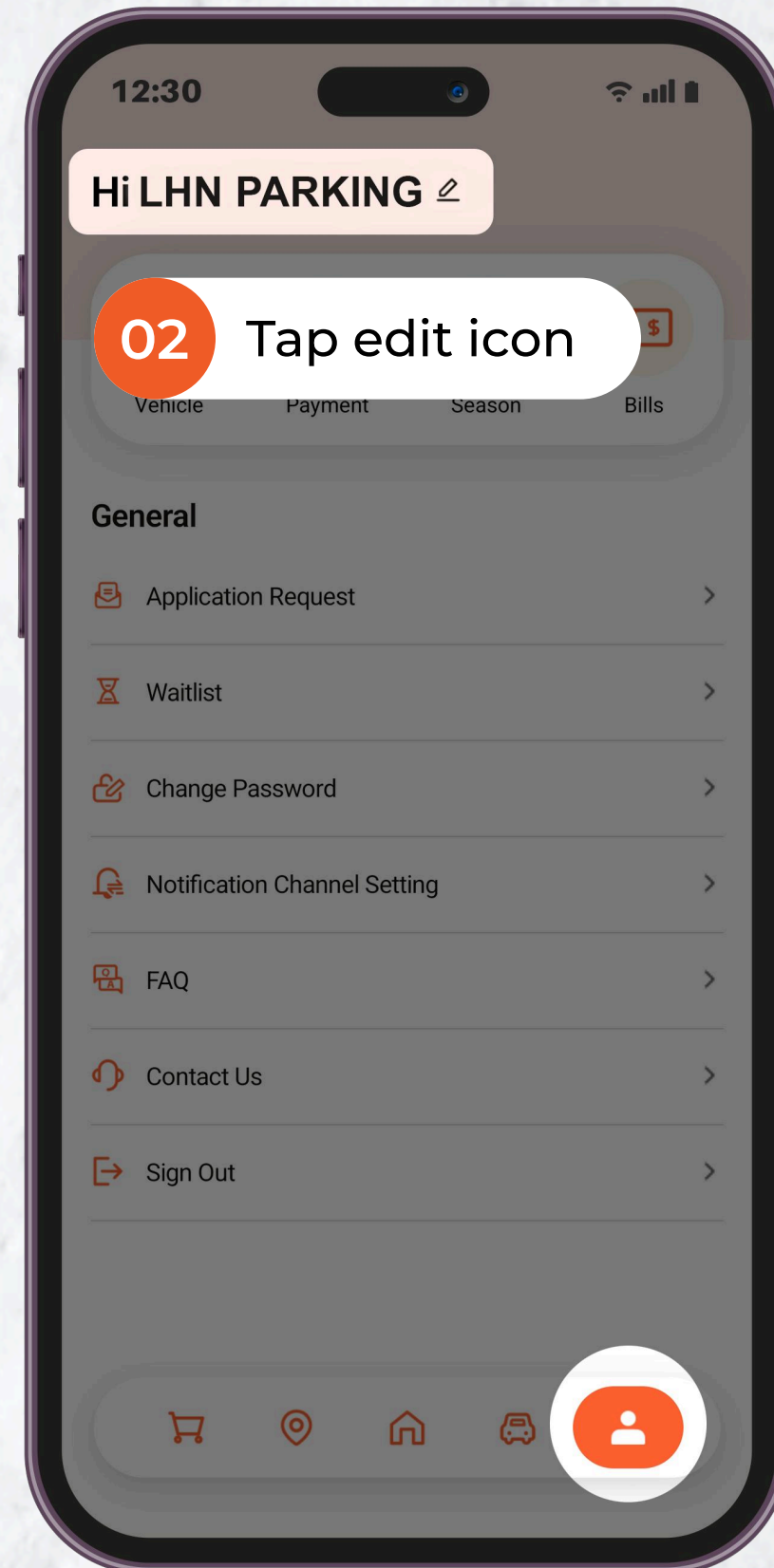


## Change Email Address

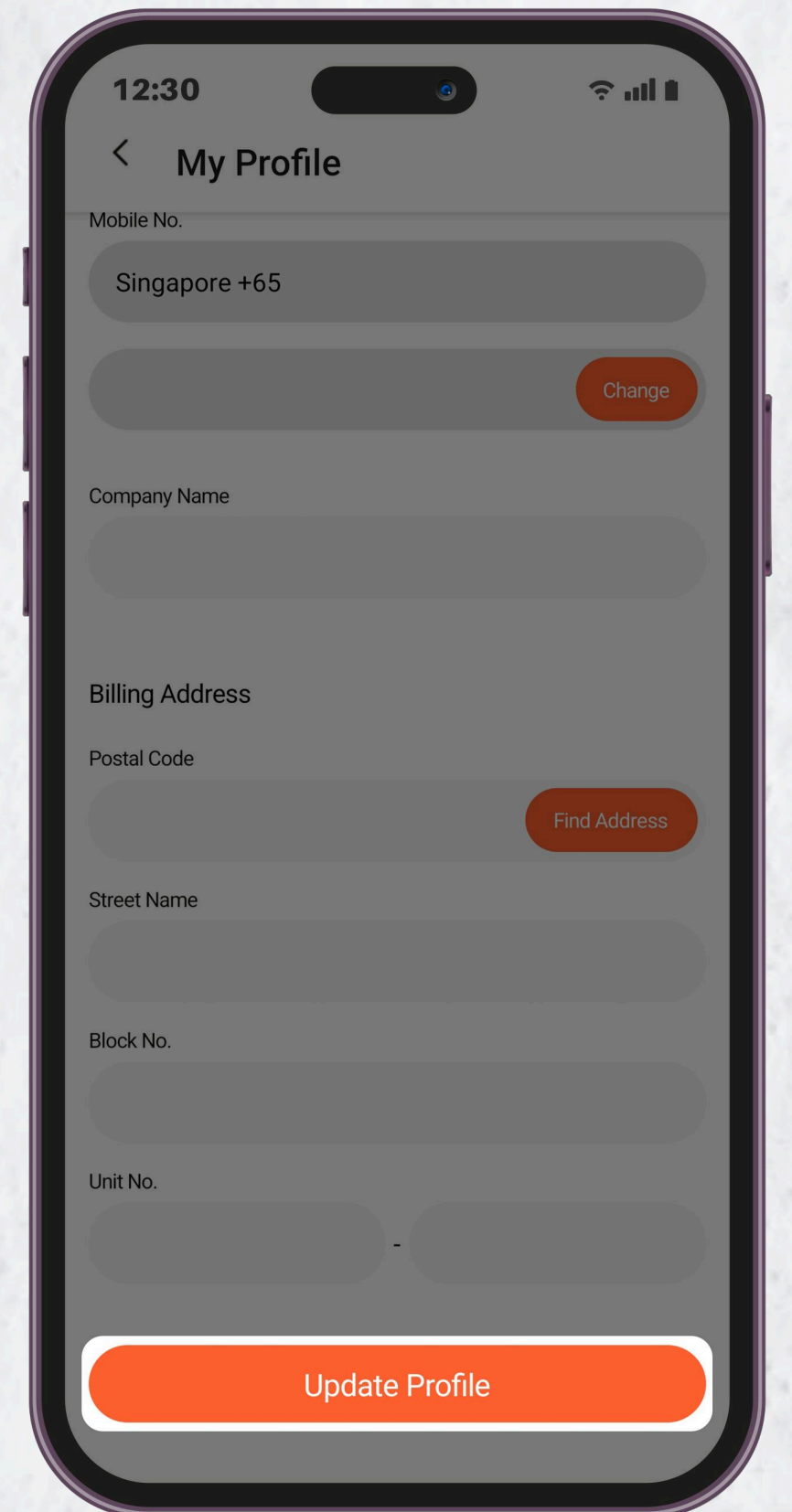
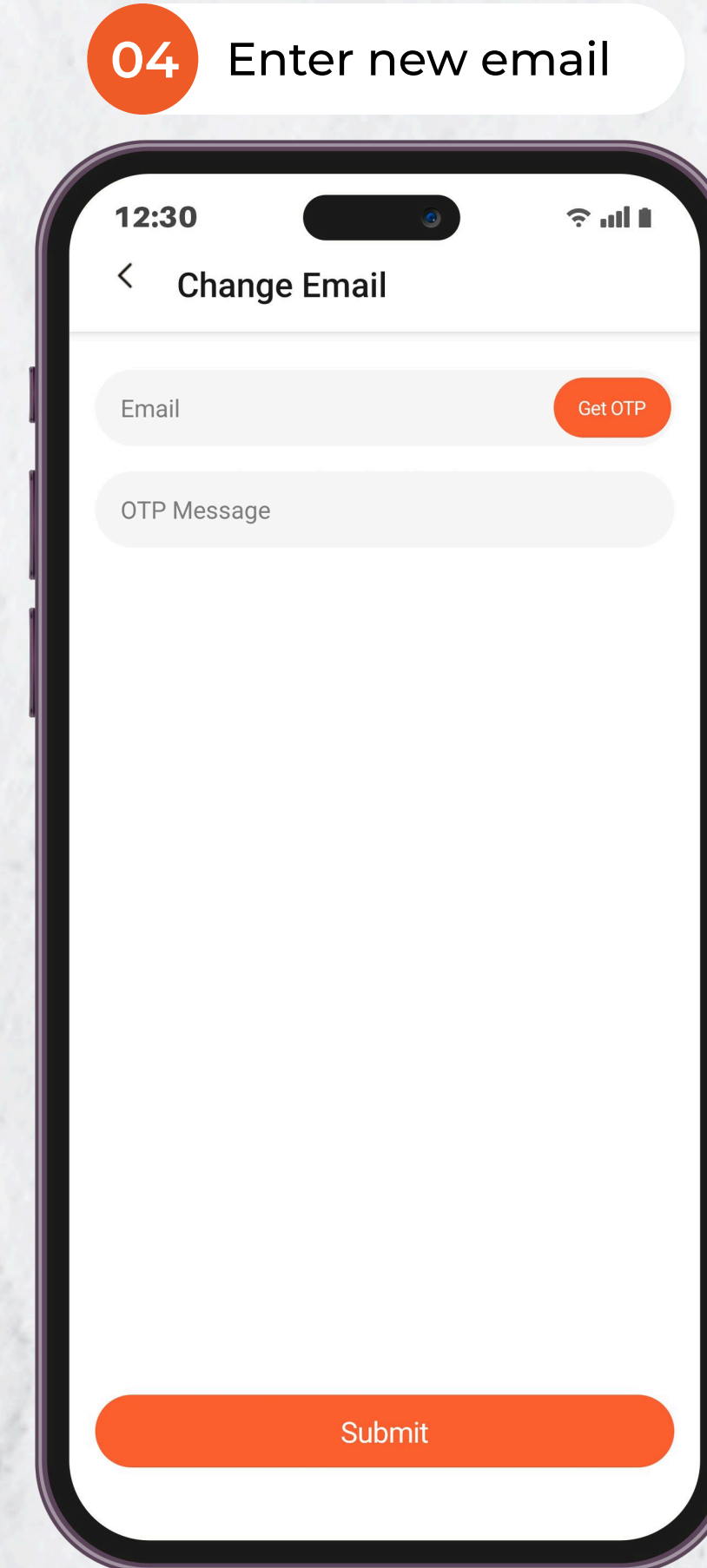
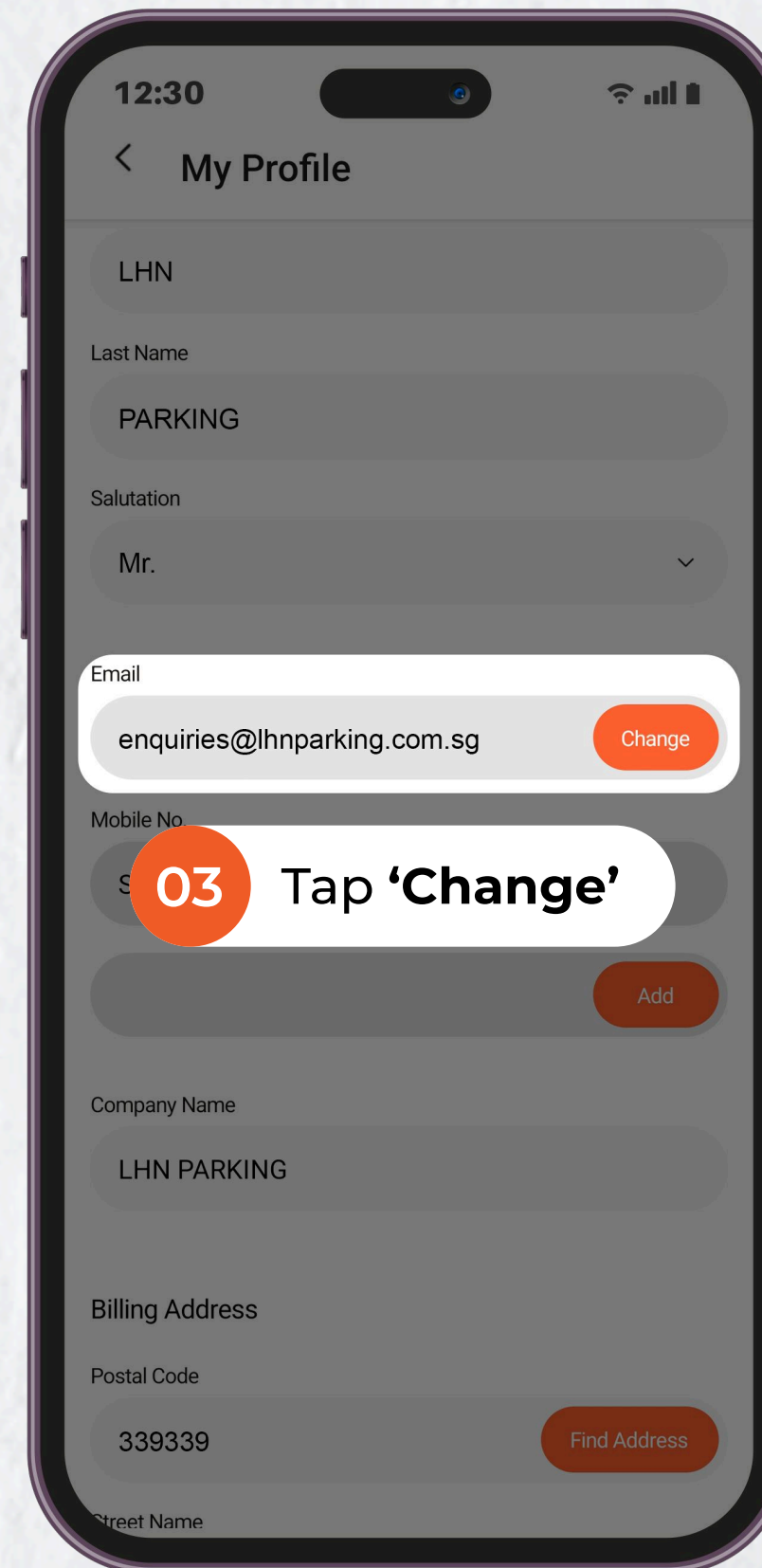
Need to update your email address?  
Follow these simple steps to change the  
email linked to your account.

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





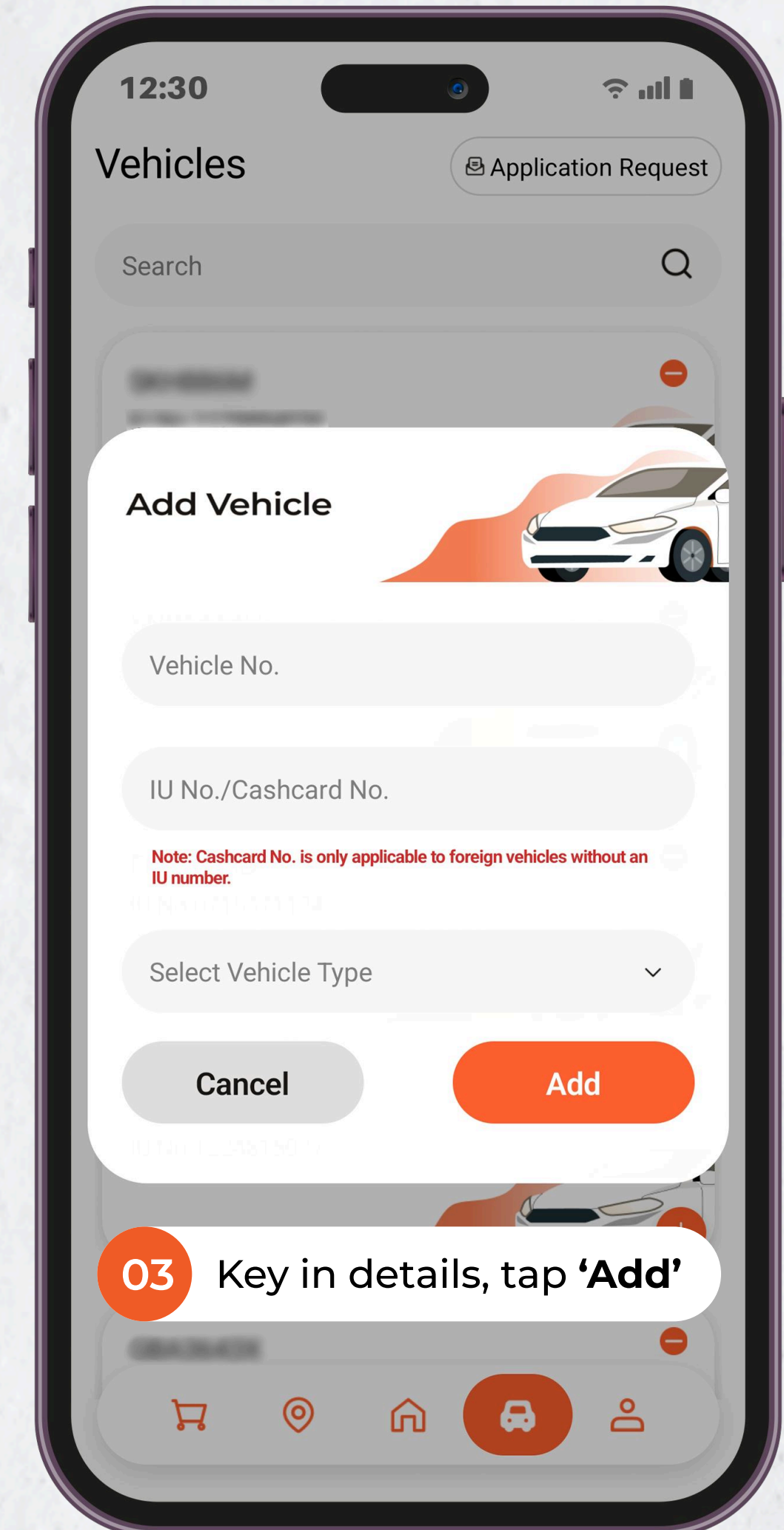
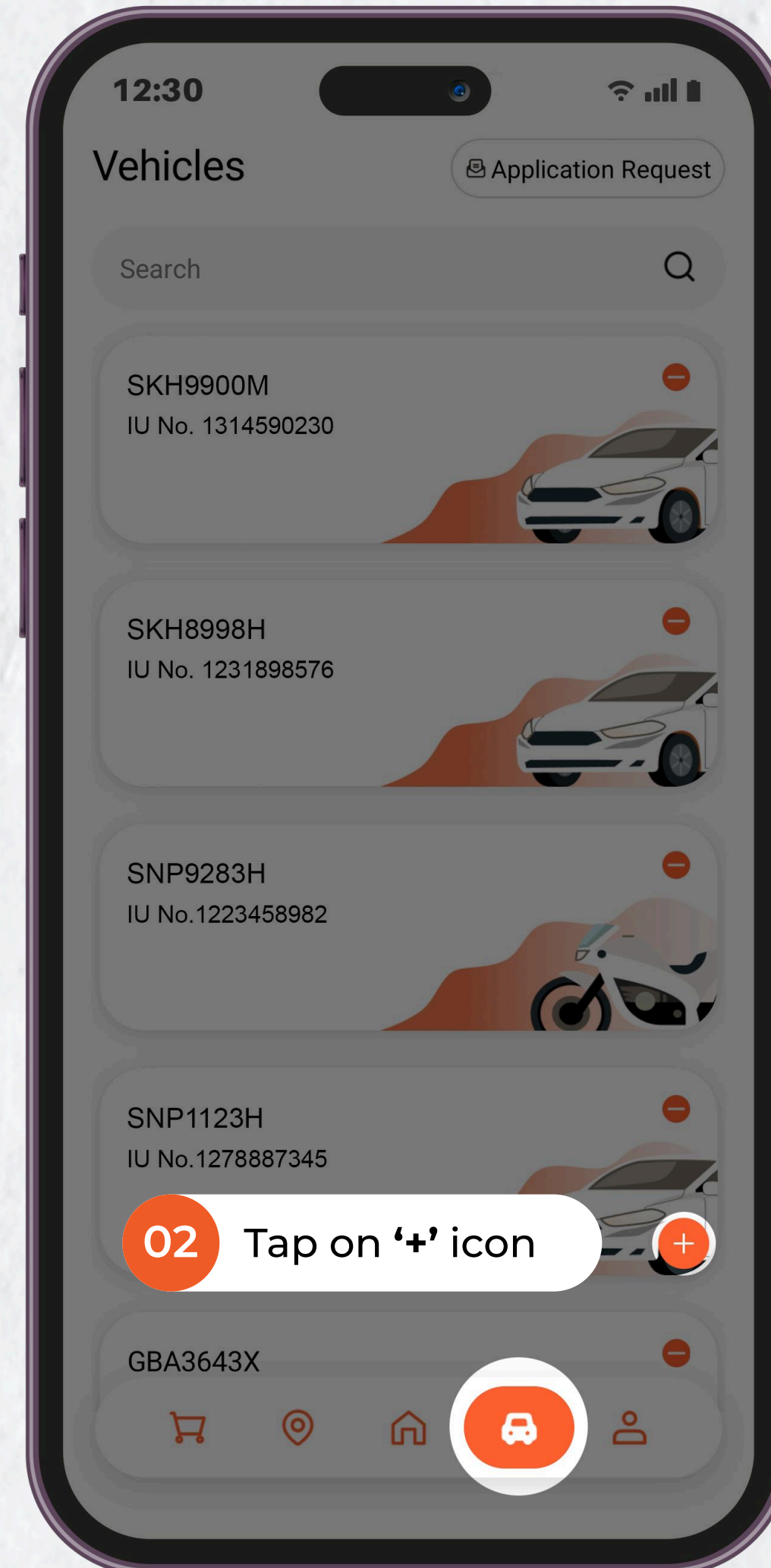


## Register Vehicles - Personal Account

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.

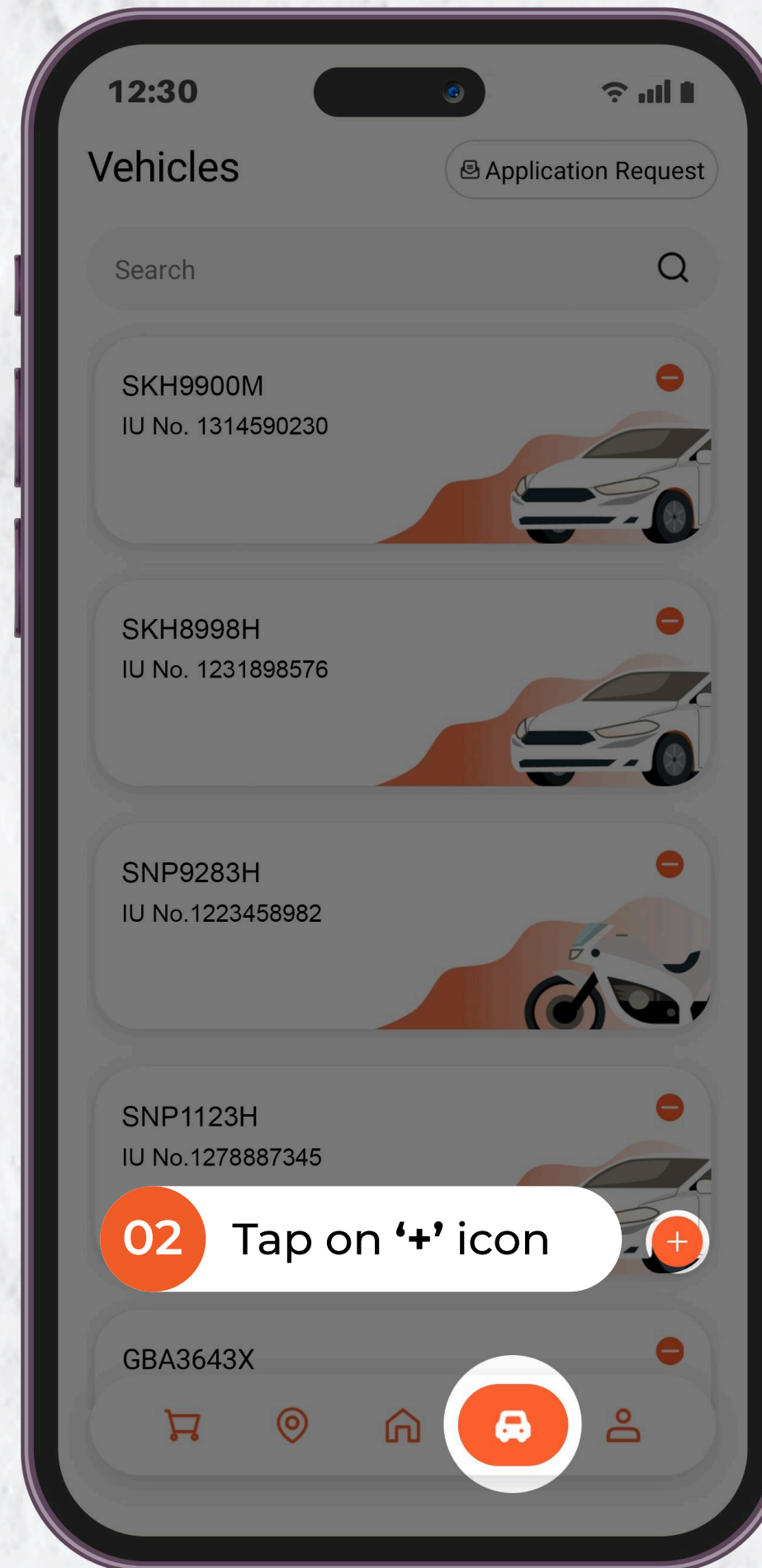
To Register Vehicles:

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

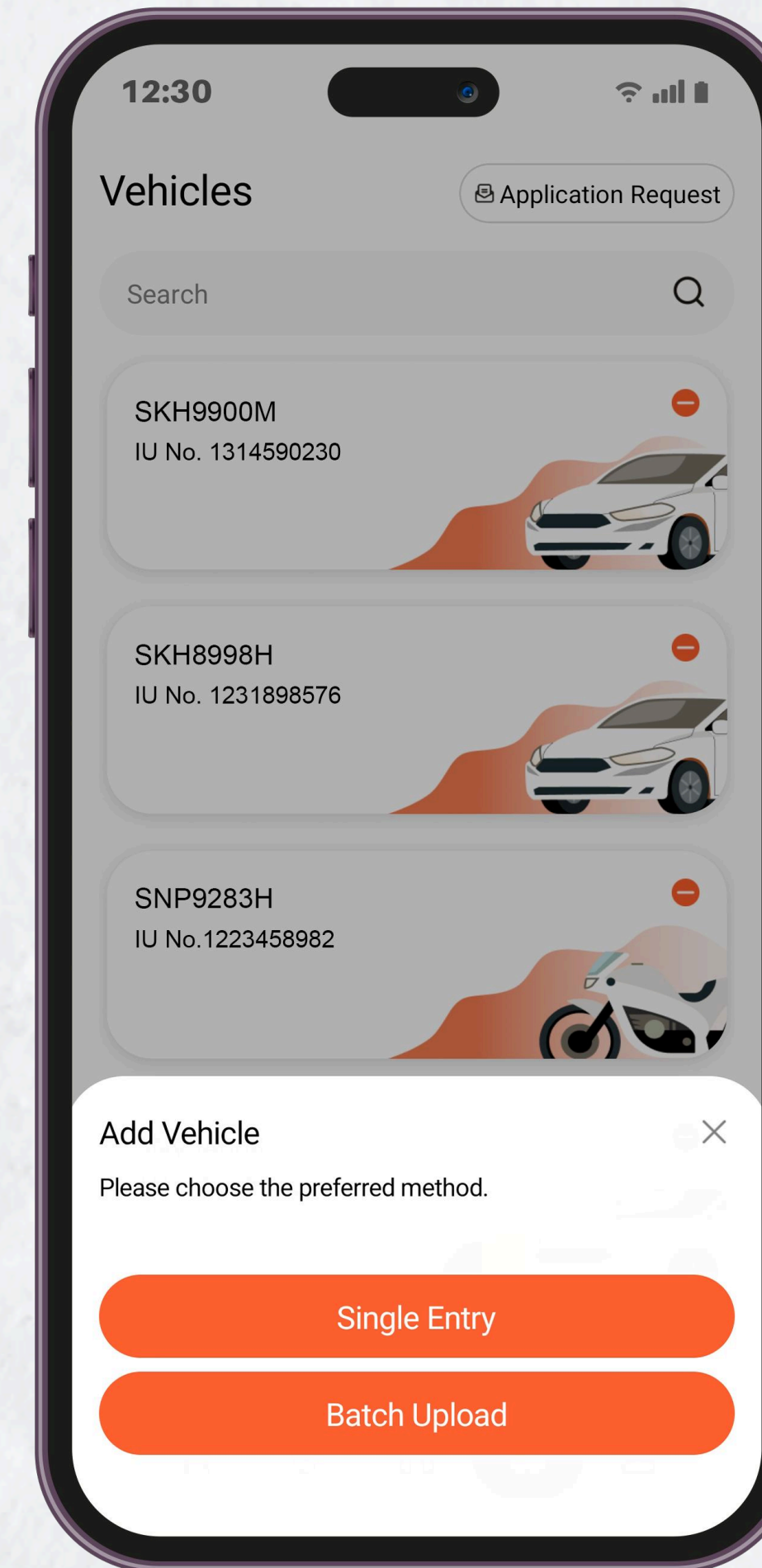
or

### Batch Upload

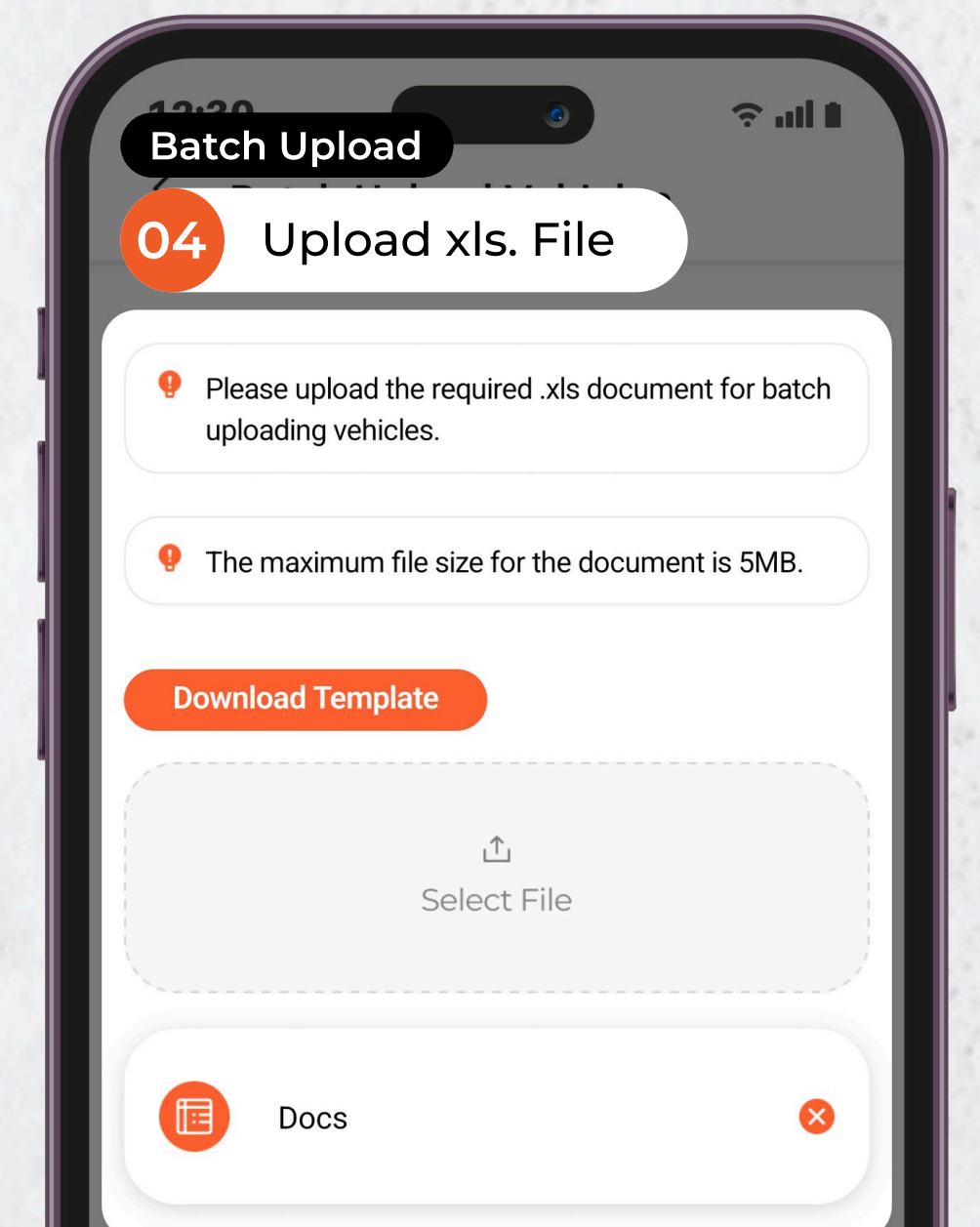
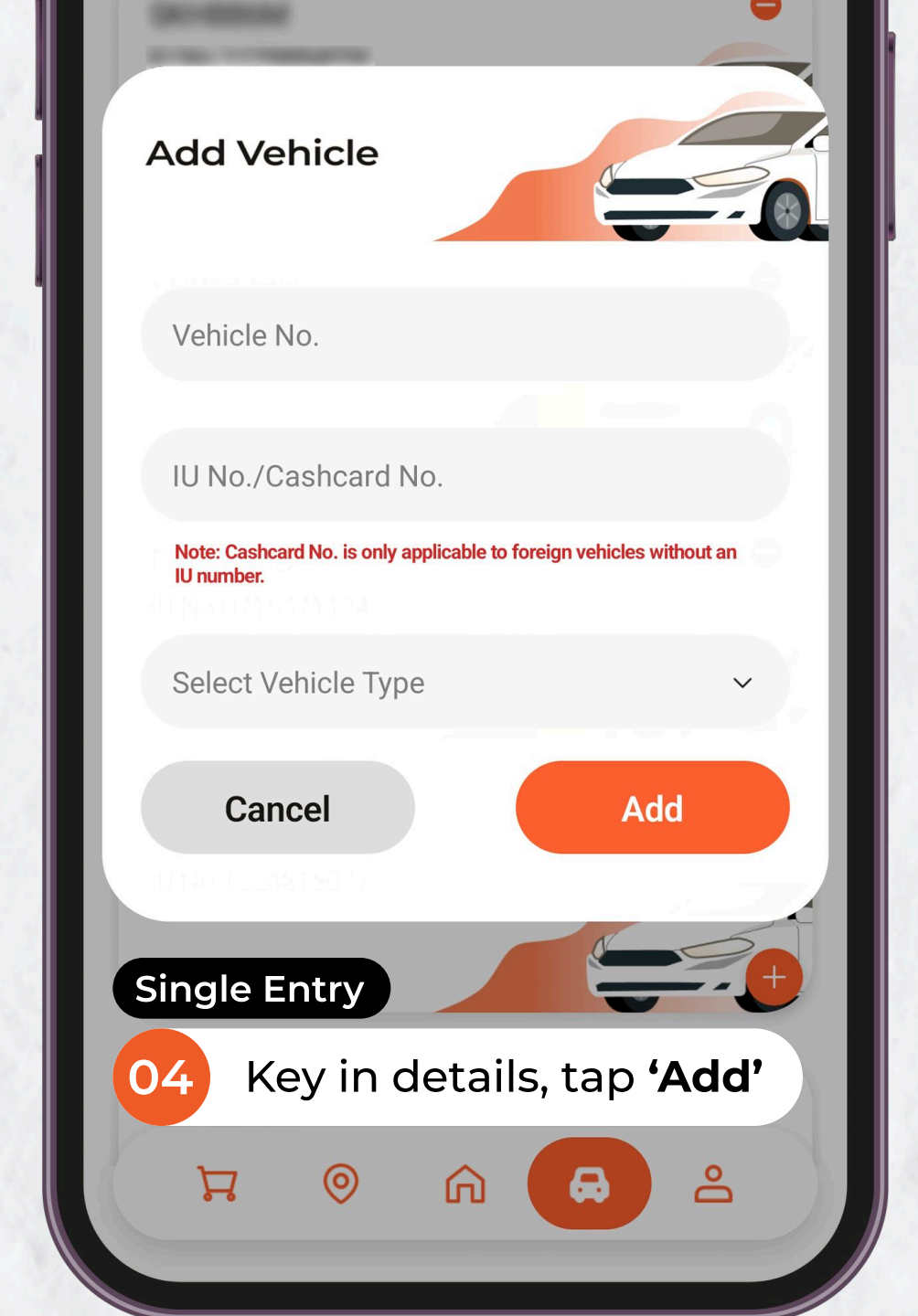
Click **'Download Template'**, fill in all vehicle details. Save the file, then click **'Select File'** to upload in batch



01 **'Vehicle' Tab**



03 Select Add Vehicle Options





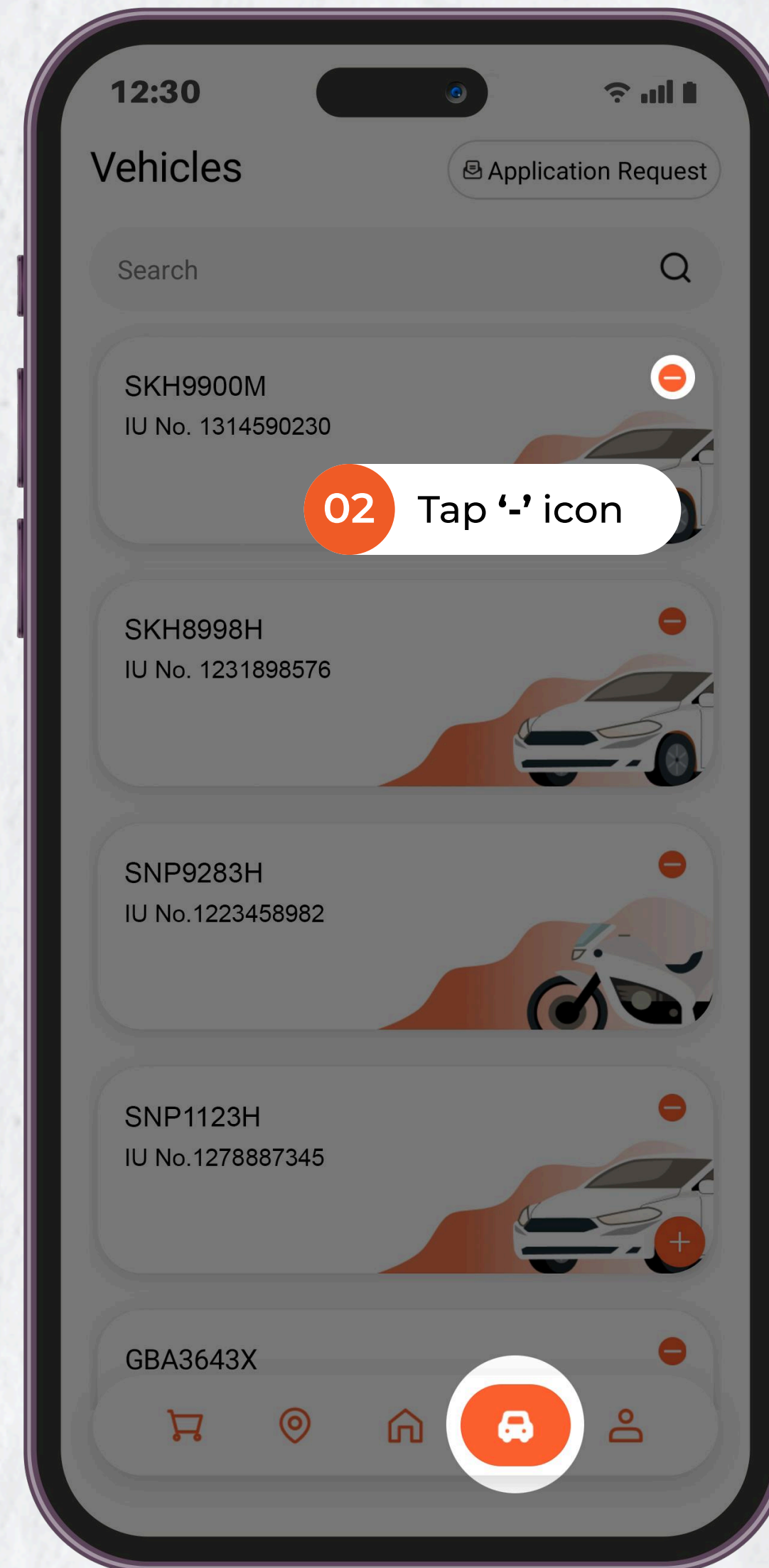


## Remove Vehicle

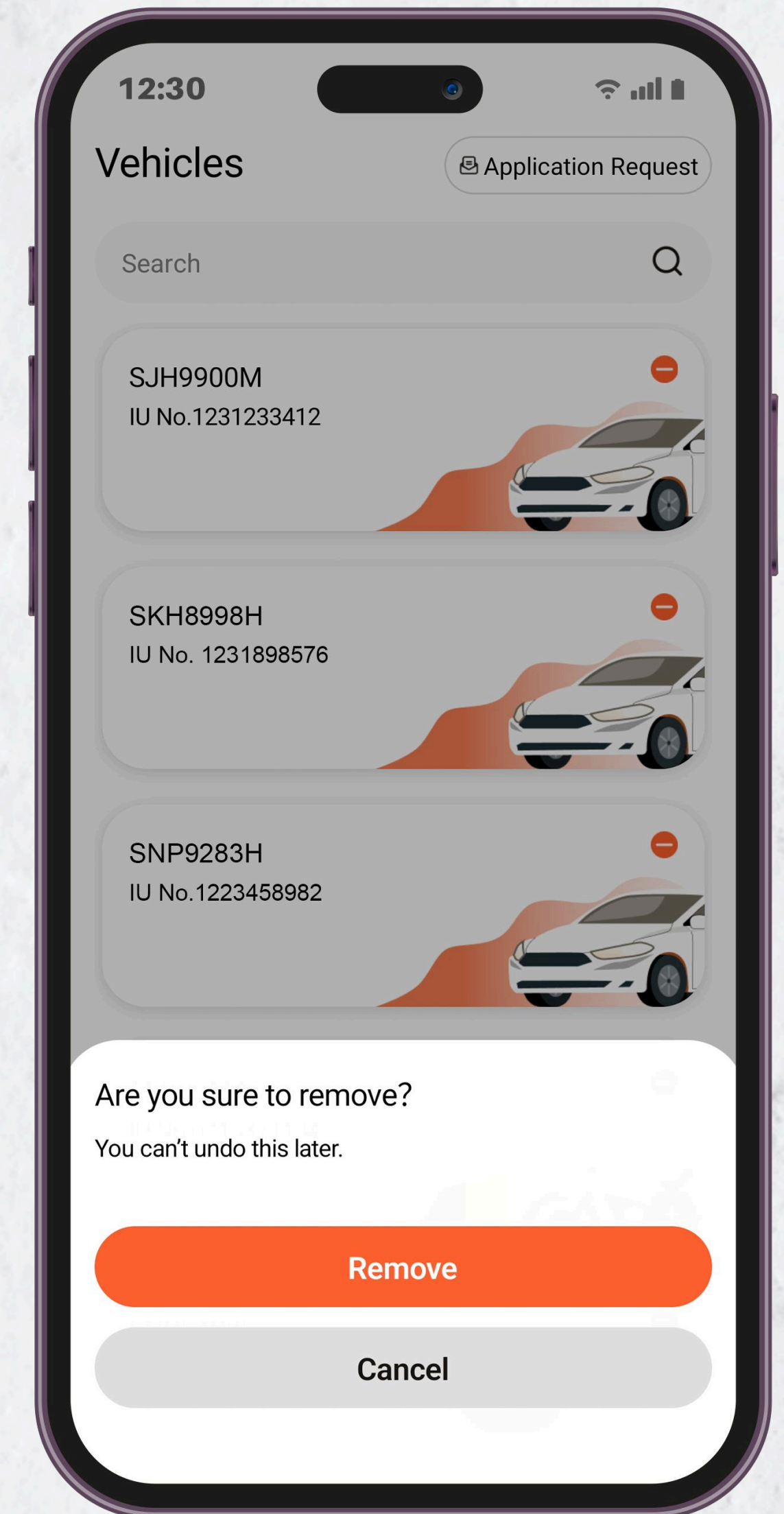
If your vehicle plate number or IU number is no longer in use, you can easily remove it from the app to keep your Vehicle tab neat and organised.

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'



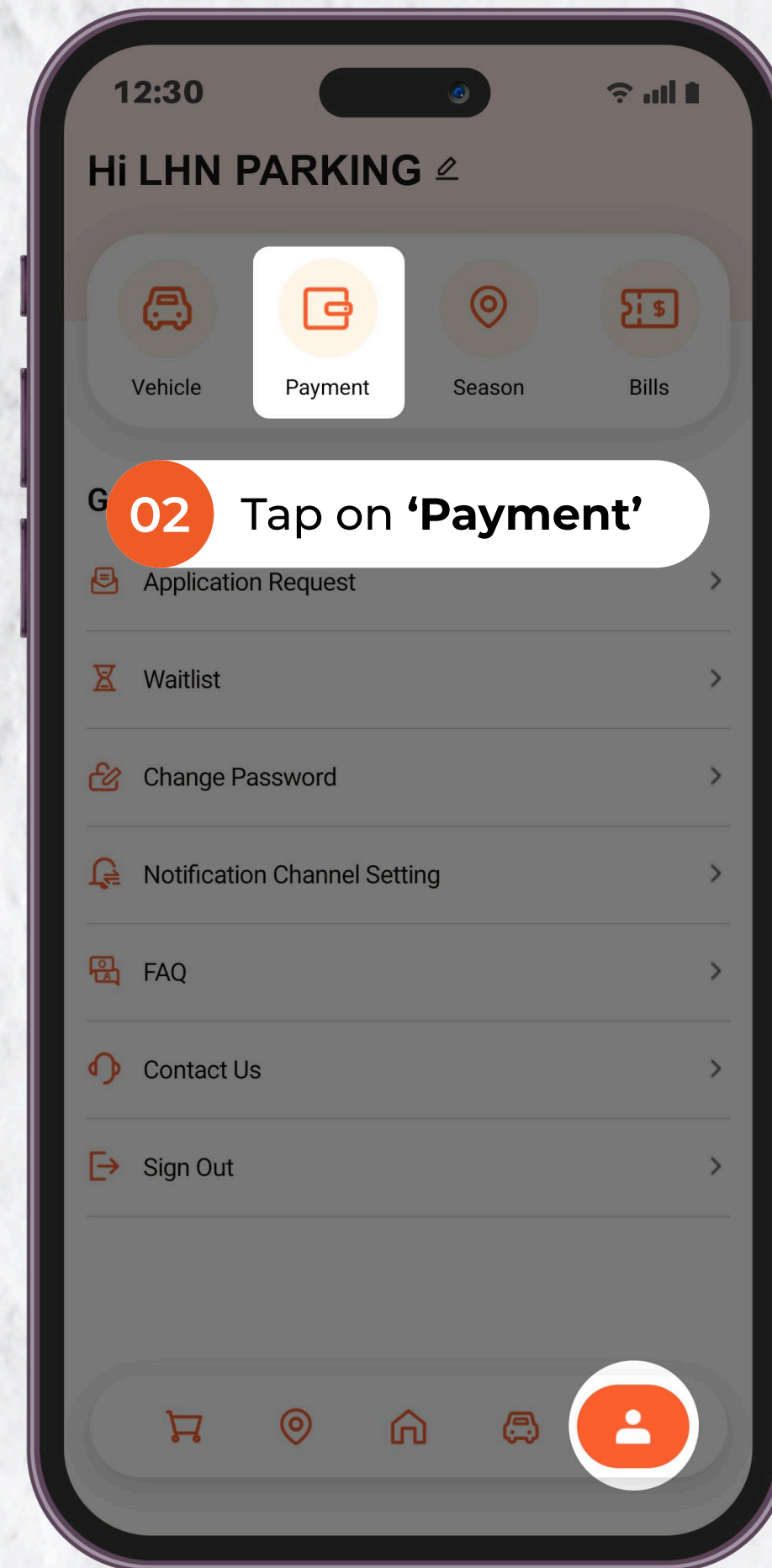


## Set up Payment Information

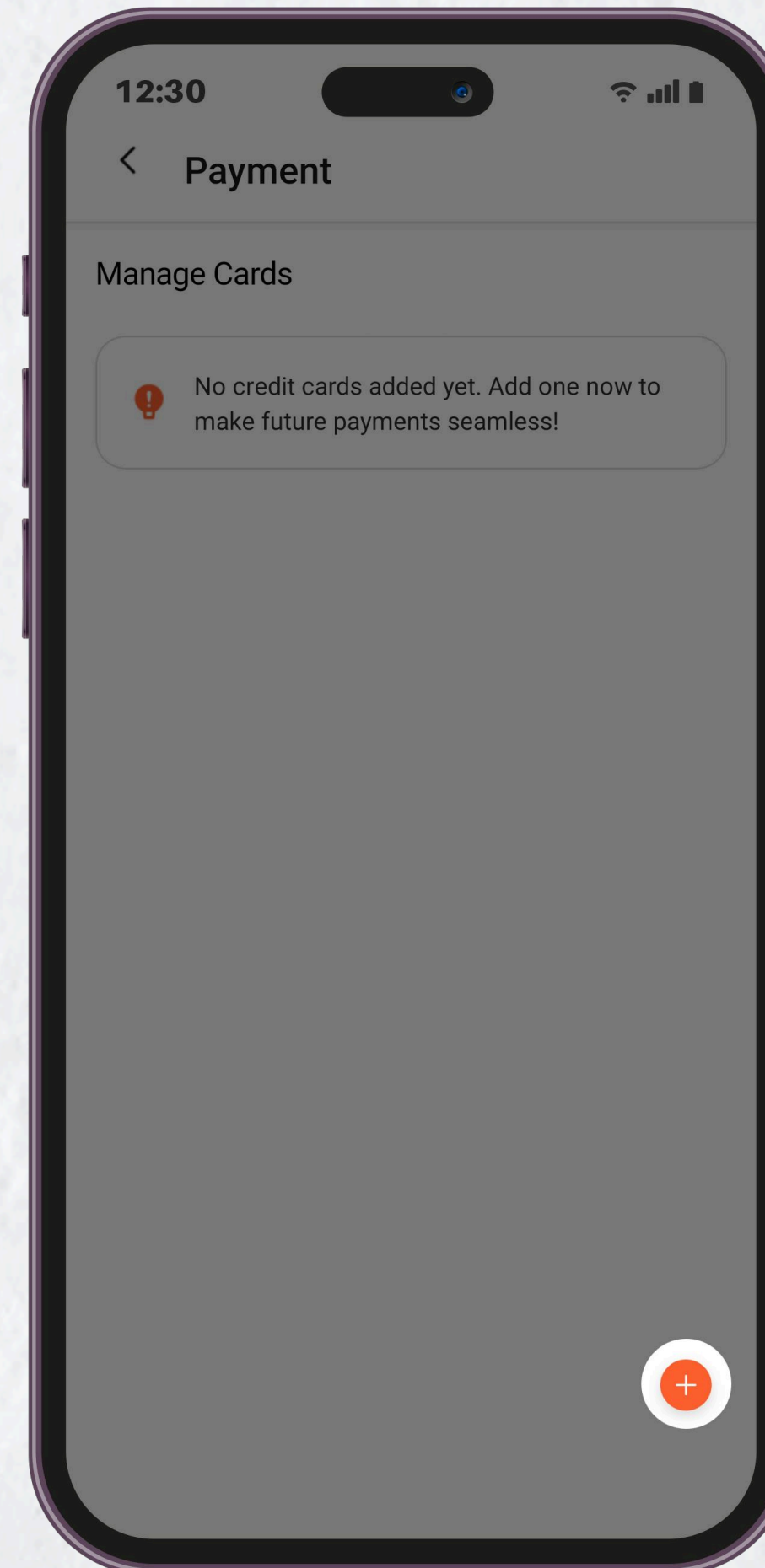
Your payment information is safe in our system. Enter your payment information once and it allows you to continue paying for your parking charges without having to enter your credit card details again.

To add a new credit card:

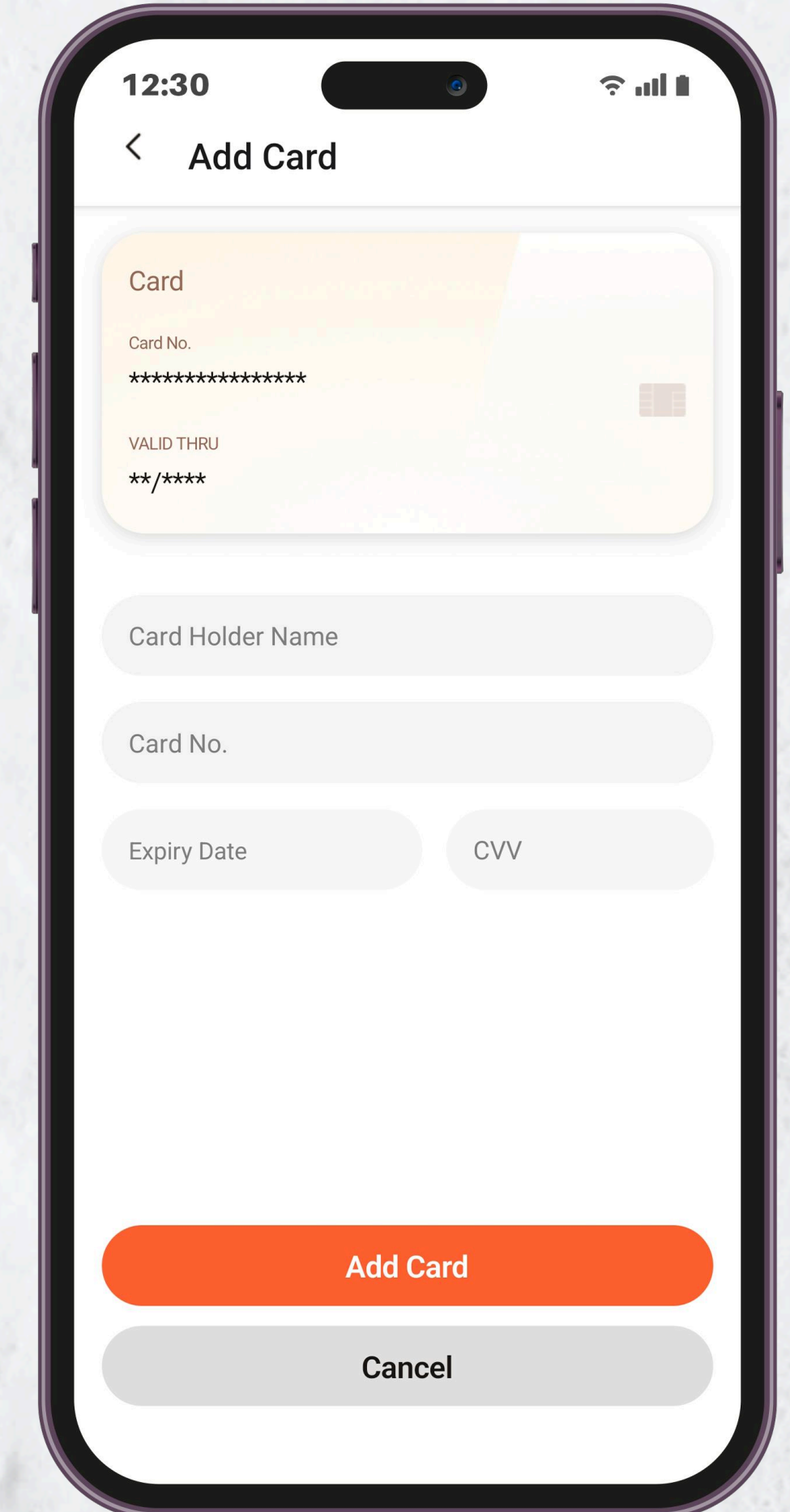
1. Navigate to **'Account' Tab**
2. Tap on **'Payment'**
3. Tap on **'+' icon**
4. **Enter card details** and click on **'Add Card'**



01 'Account' Tab



03 Tap on '+' icon



04 Key in details, tap 'Add Card'



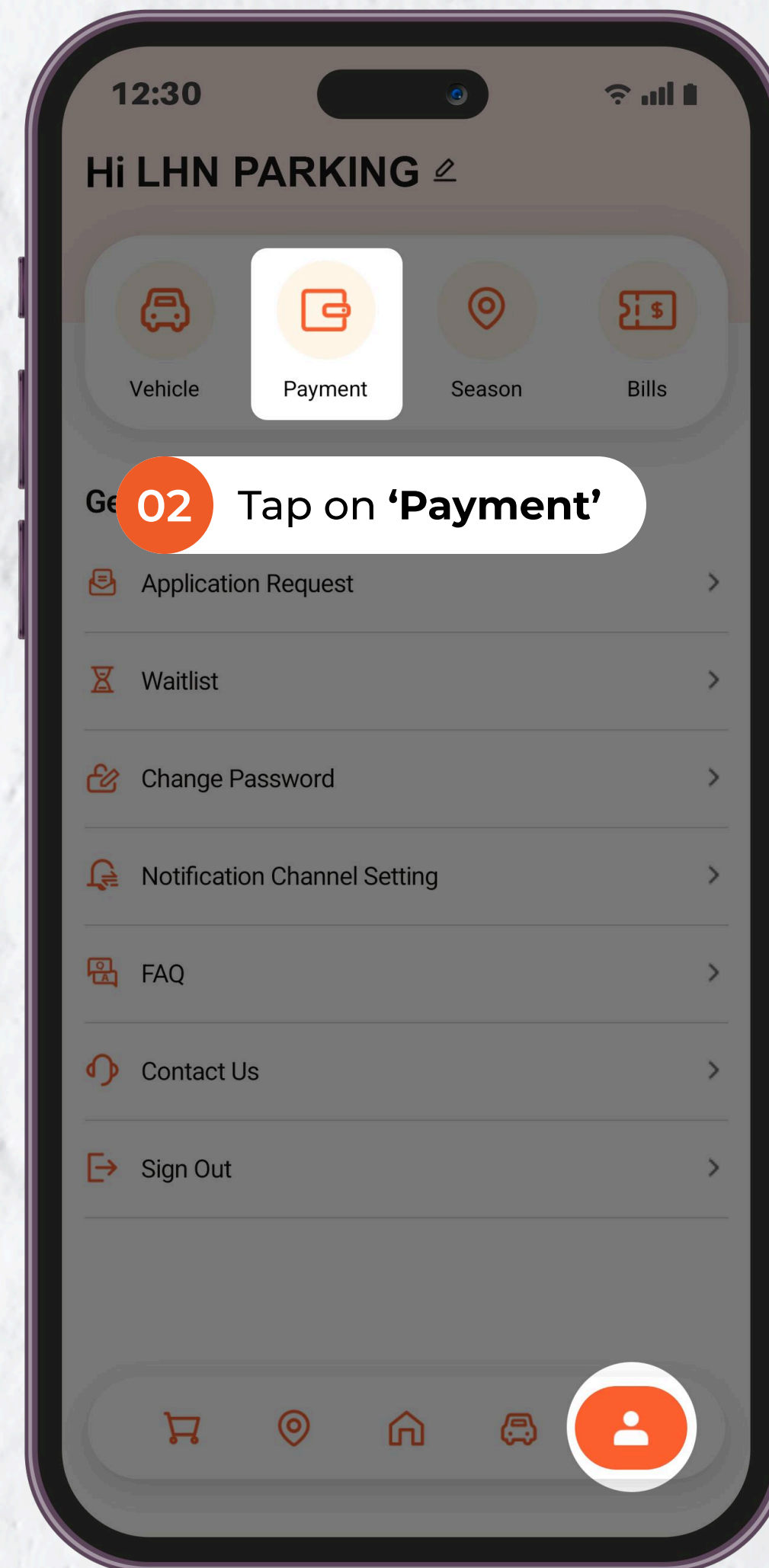


## Remove Card Details

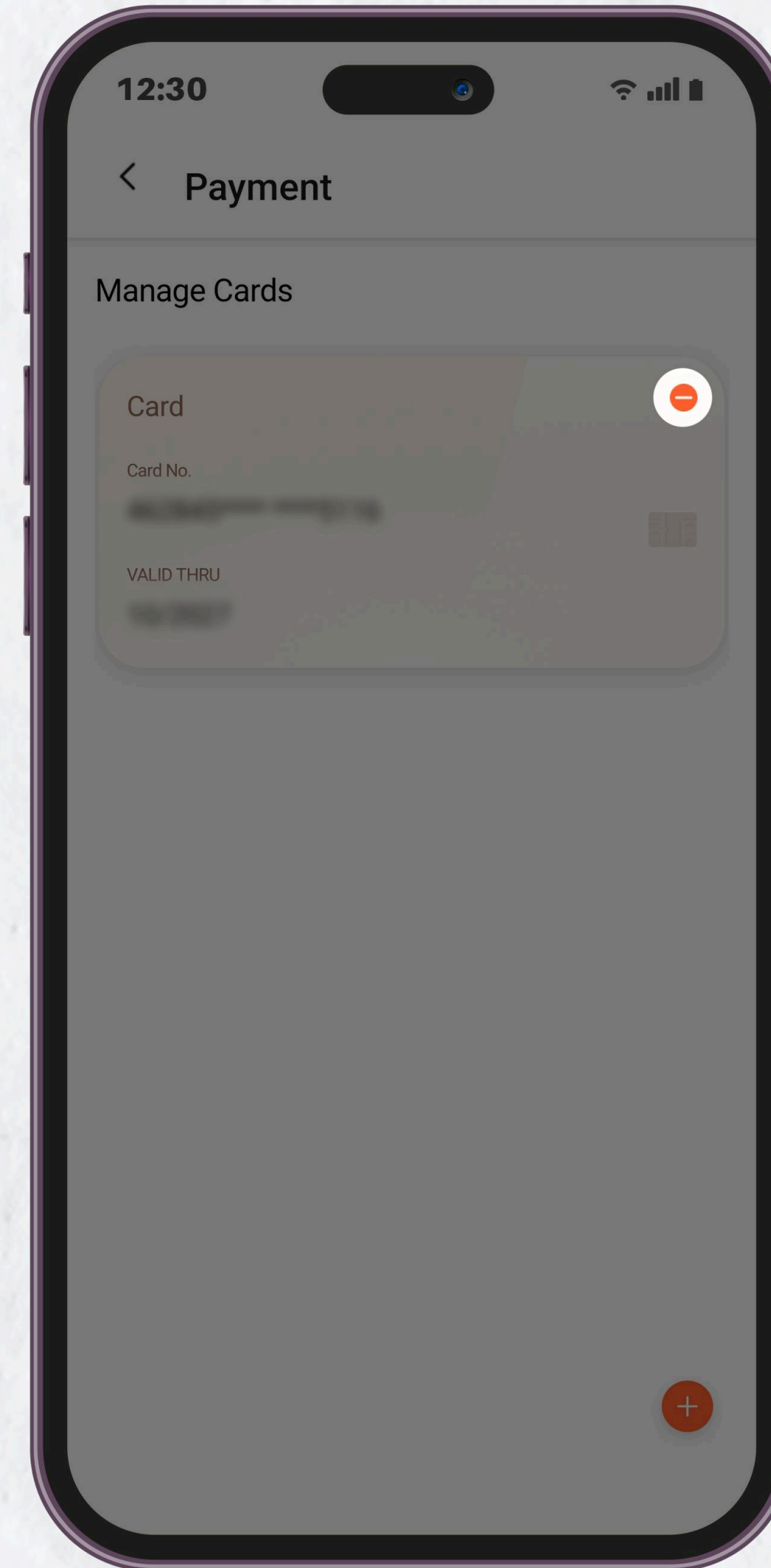
You may wish to remove your credit card information at any time and change your mode of payment to us.

To remove existing credit card:

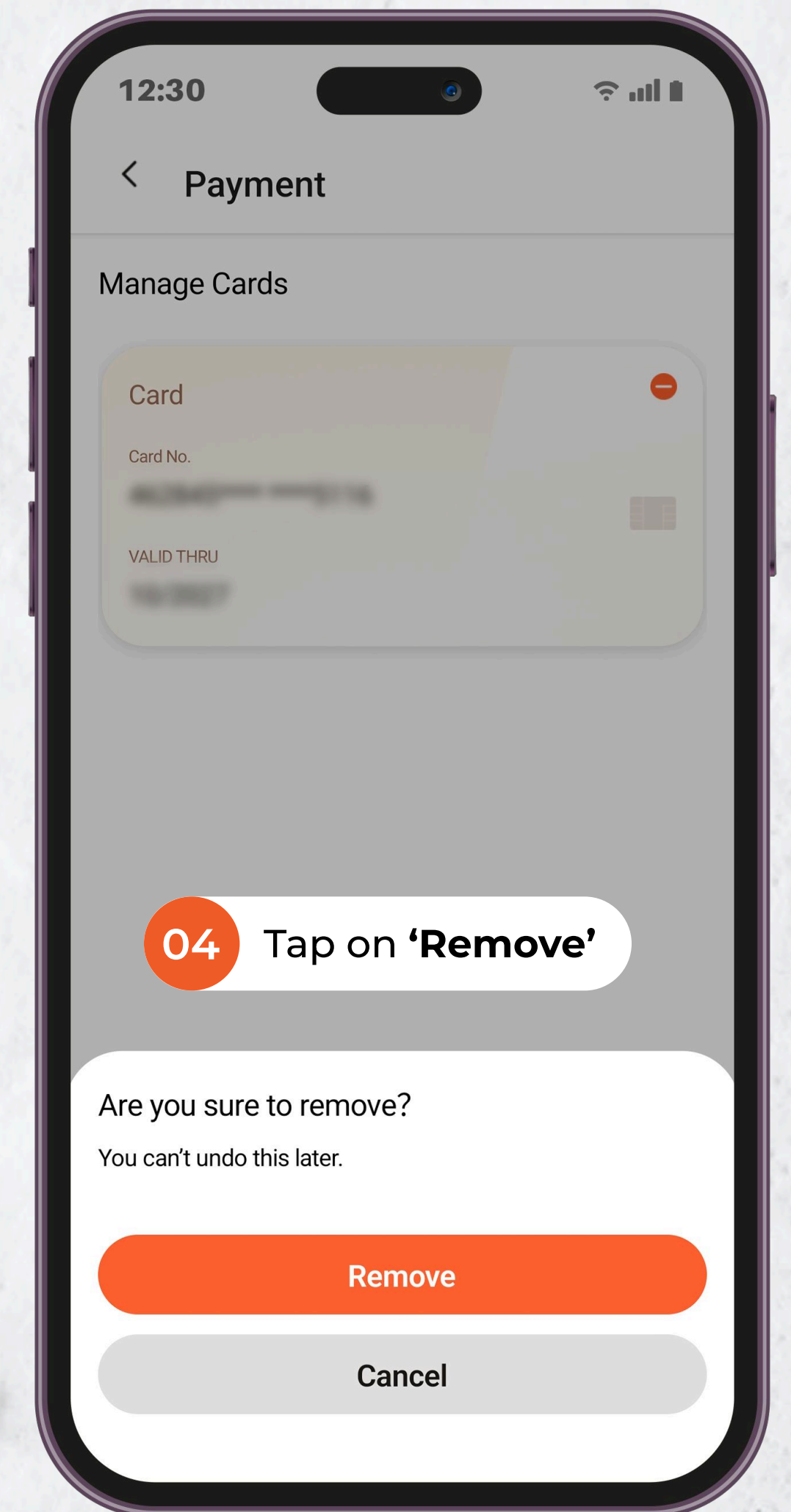
1. Navigate to **'Account' Tab**
2. Tap on the minus icon at the top right corner of your card
3. Tap on **'Remove'** to delete your card from the app



01 'Account' Tab



03 Tap on Minus icon





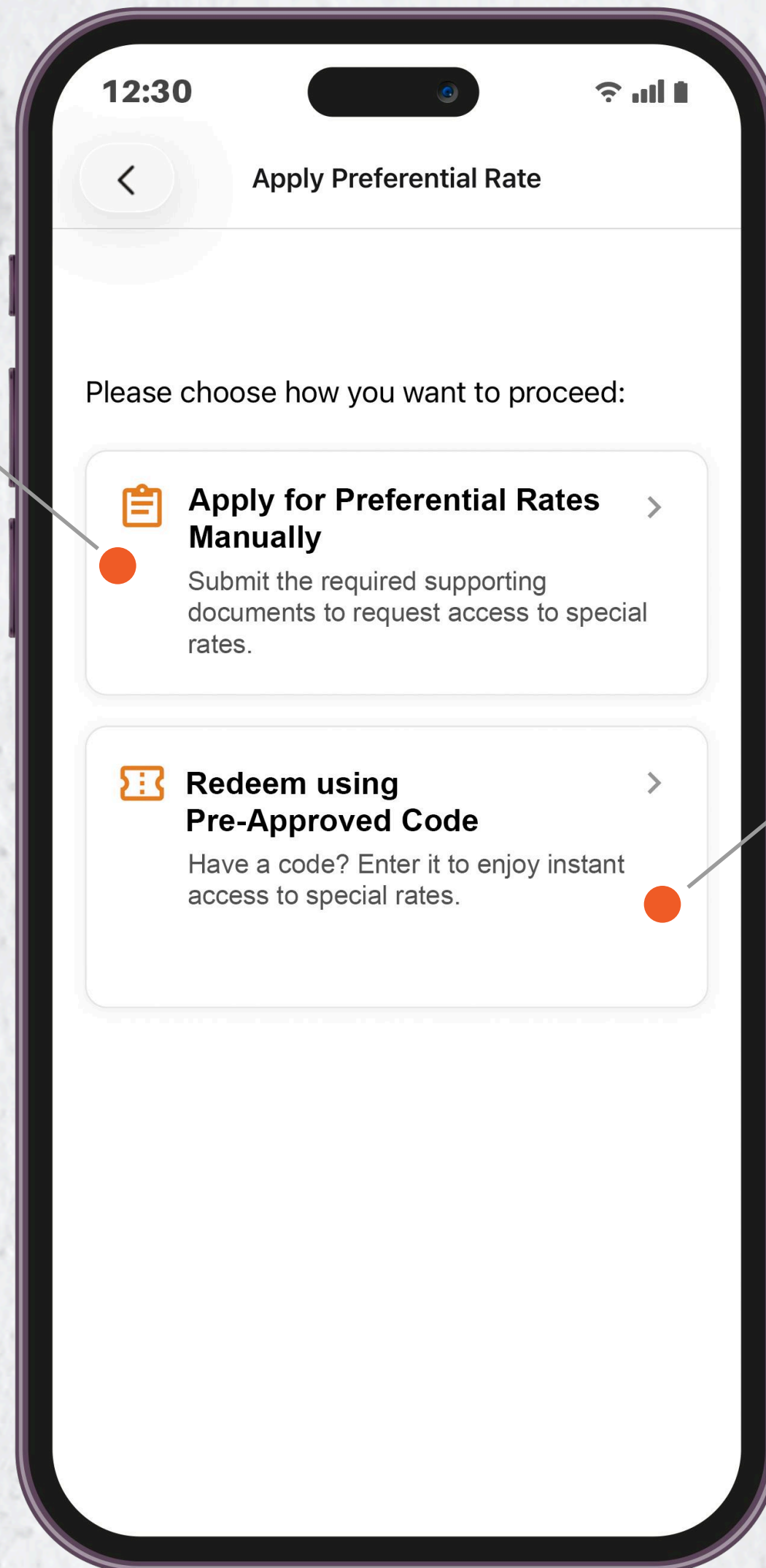


## Preferential Rates vs. Pre-Approved Preferential Rates

### Apply Preferential Rate

**Apply Preferential Rate** is intended for newly joined tenants or existing tenants who wish to apply for season parking for the first time.

They are required to submit an application along with supporting documents, which will be reviewed and approved by an administrator within 3 working days (may take up to 7 working days if special approval required).



### Redeem using Pre-Approved Code

**Redeem Code** is a quick onboarding method available when landlords or building owners have pre-registered their tenants' details with LHN.

Upon registration, tenants will receive an email containing a QR Code, which they can scan or enter to instantly activate their preferential season parking rate without waiting for approval





## Apply for Preferential Rates

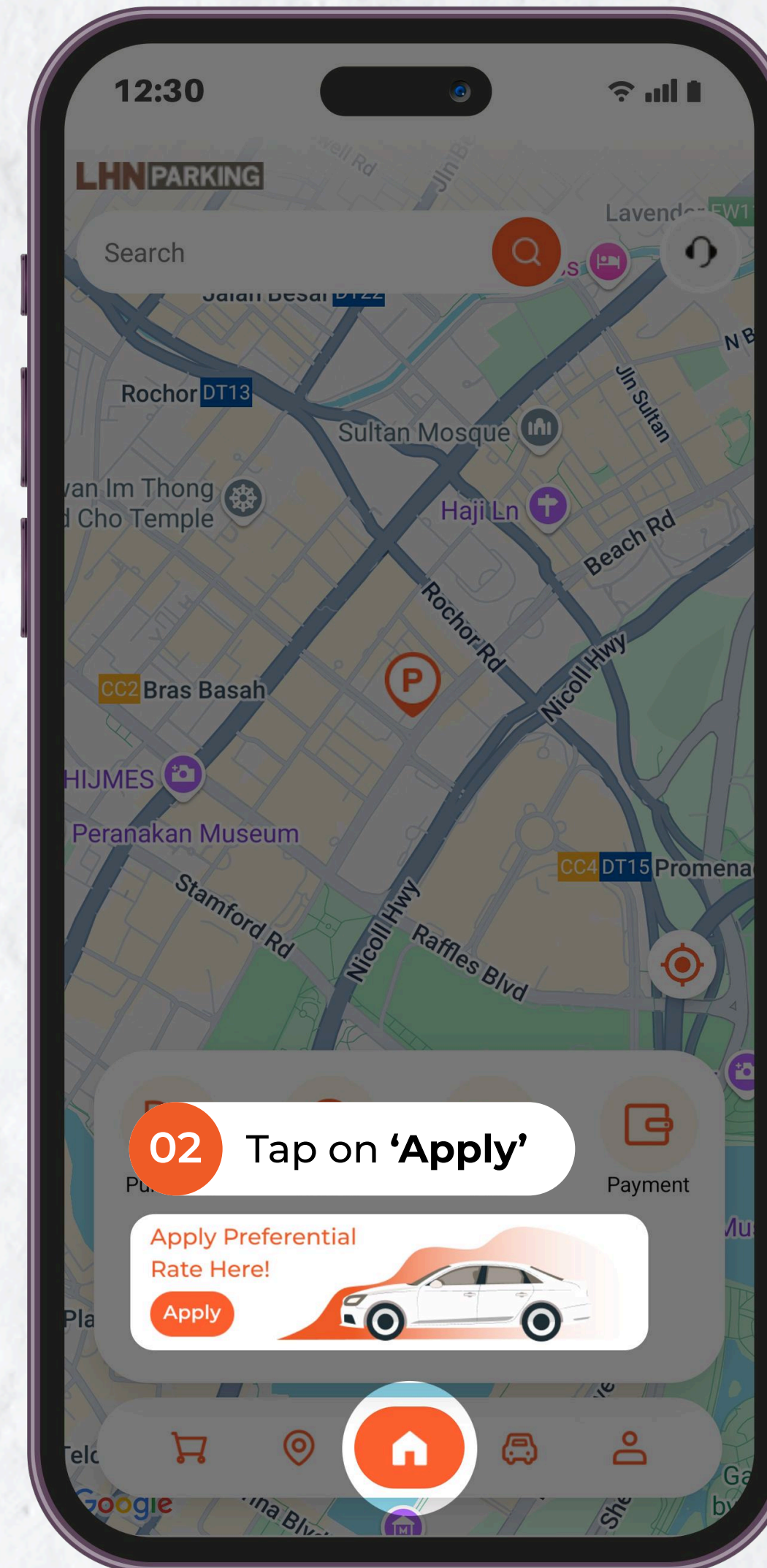
Submit your proof of ownership/tenancy to confirm your eligibility for special Owner/Tenant Season Parking rates at applicable car parks.

To apply for Preferential Rates:

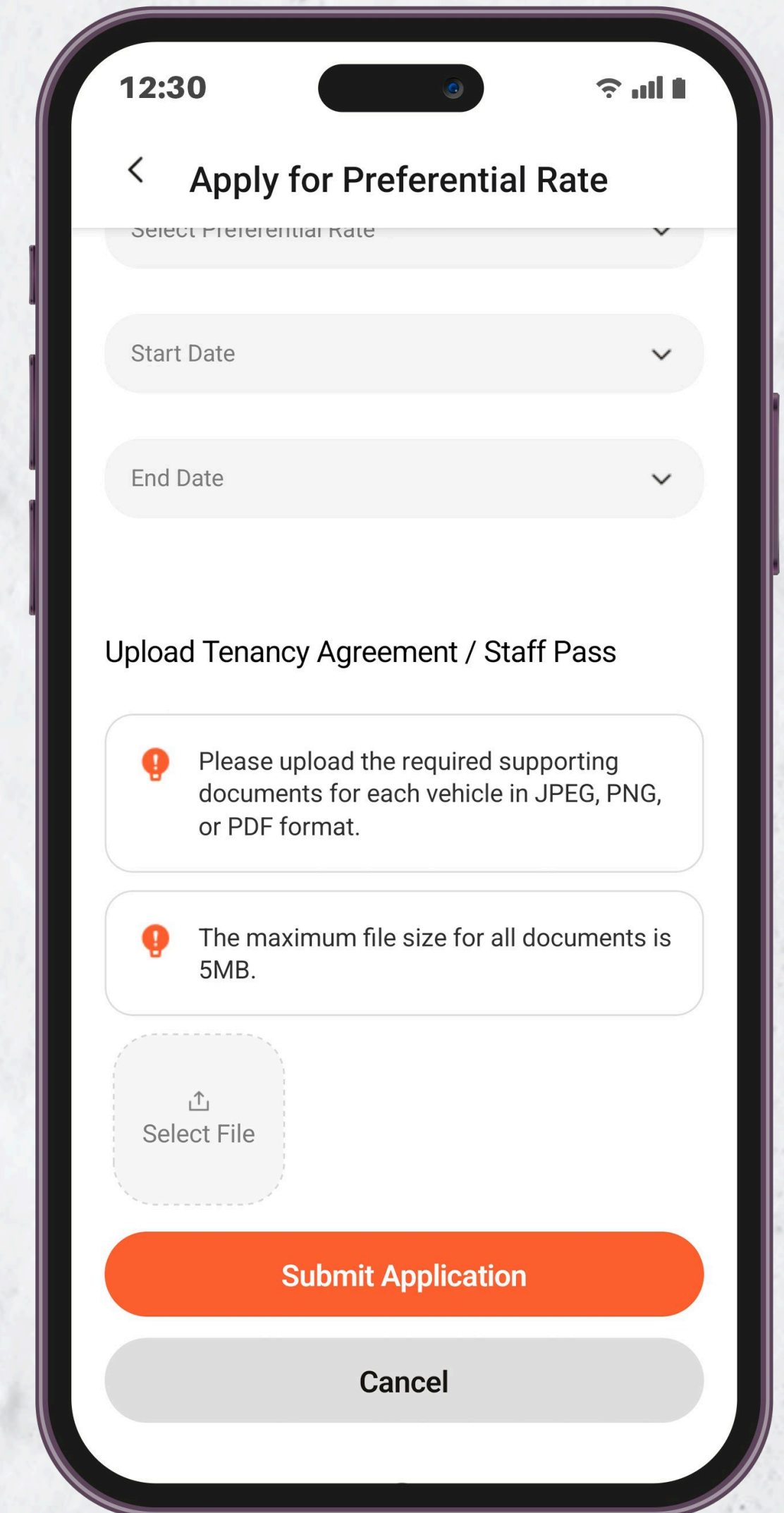
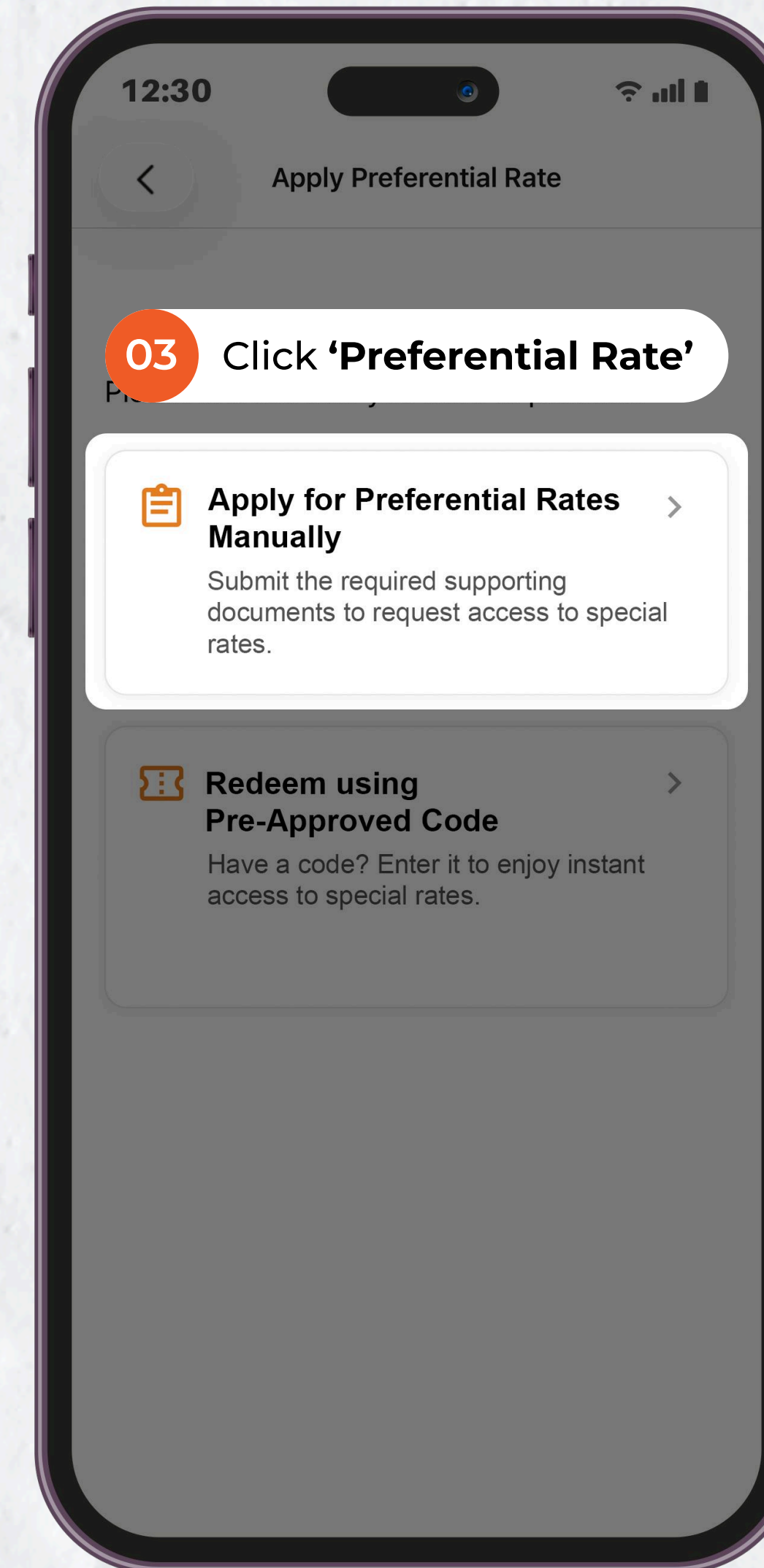
1. Navigate to '**Home**' Tab
2. Tap on '**Apply**'
3. Click '**Apply Preferential Rate**'
4. Complete all the selections, fill in the effective start and end dates, and don't forget to include **supporting documents** such as proof of tenancy before submitting application

Terms and Conditions:

- Preferential rate applications will be approved within **3 working days** (may take up to 7 working days if special approval required).
- Upon approval, **complimentary** season parking will be activated within 30 minutes.
- For **paid season parking**, proceed to **Page 21** to complete your purchase after approval.



01 'Home' Tab



04 Complete the form and submit





## Pre-Approved Preferential Rates

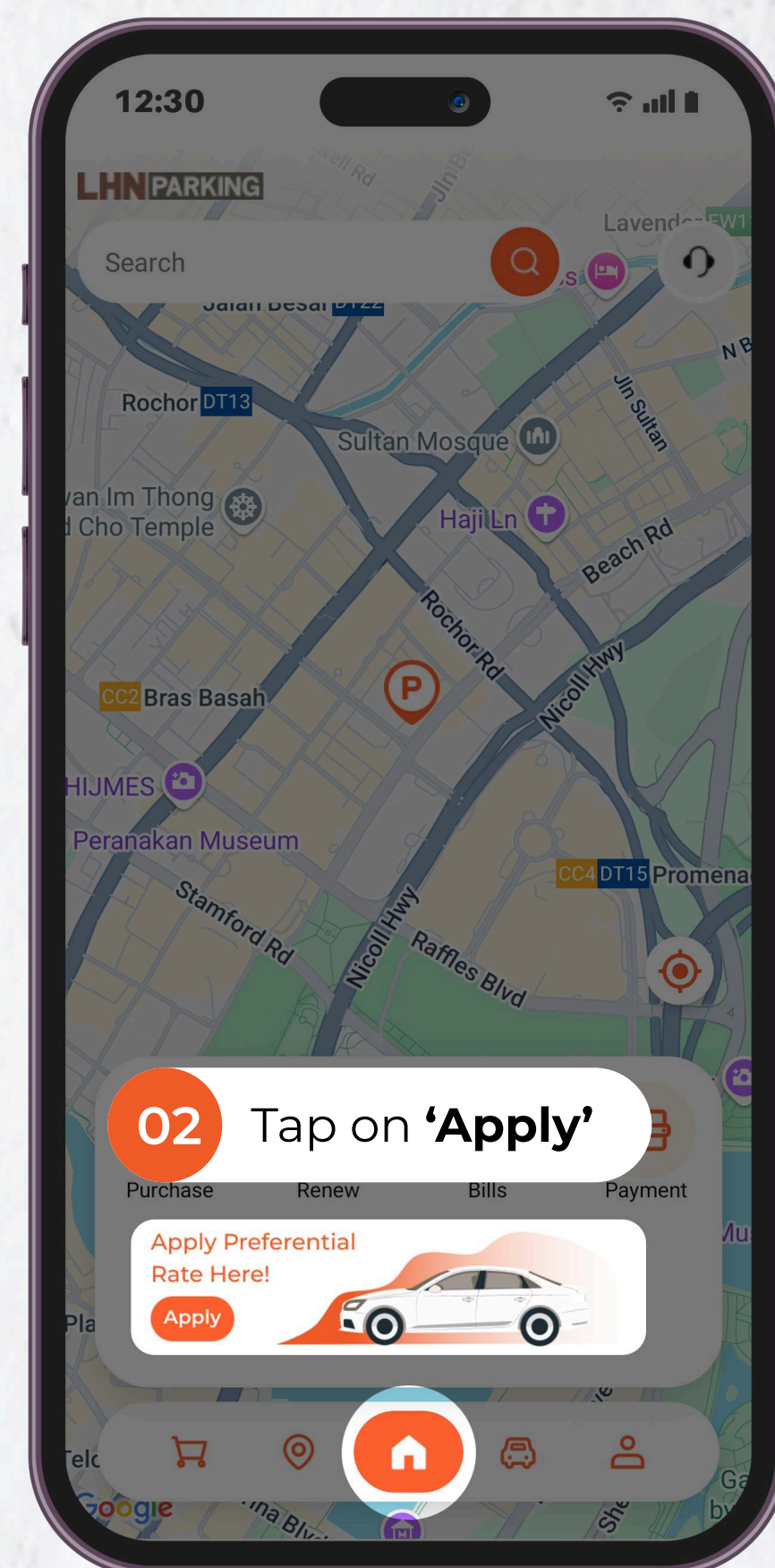
Existing tenant season holders at newly onboarded carpark will receive an email with a QR Code to redeem their preferential season parking rate.

To apply for Preferential Rates:

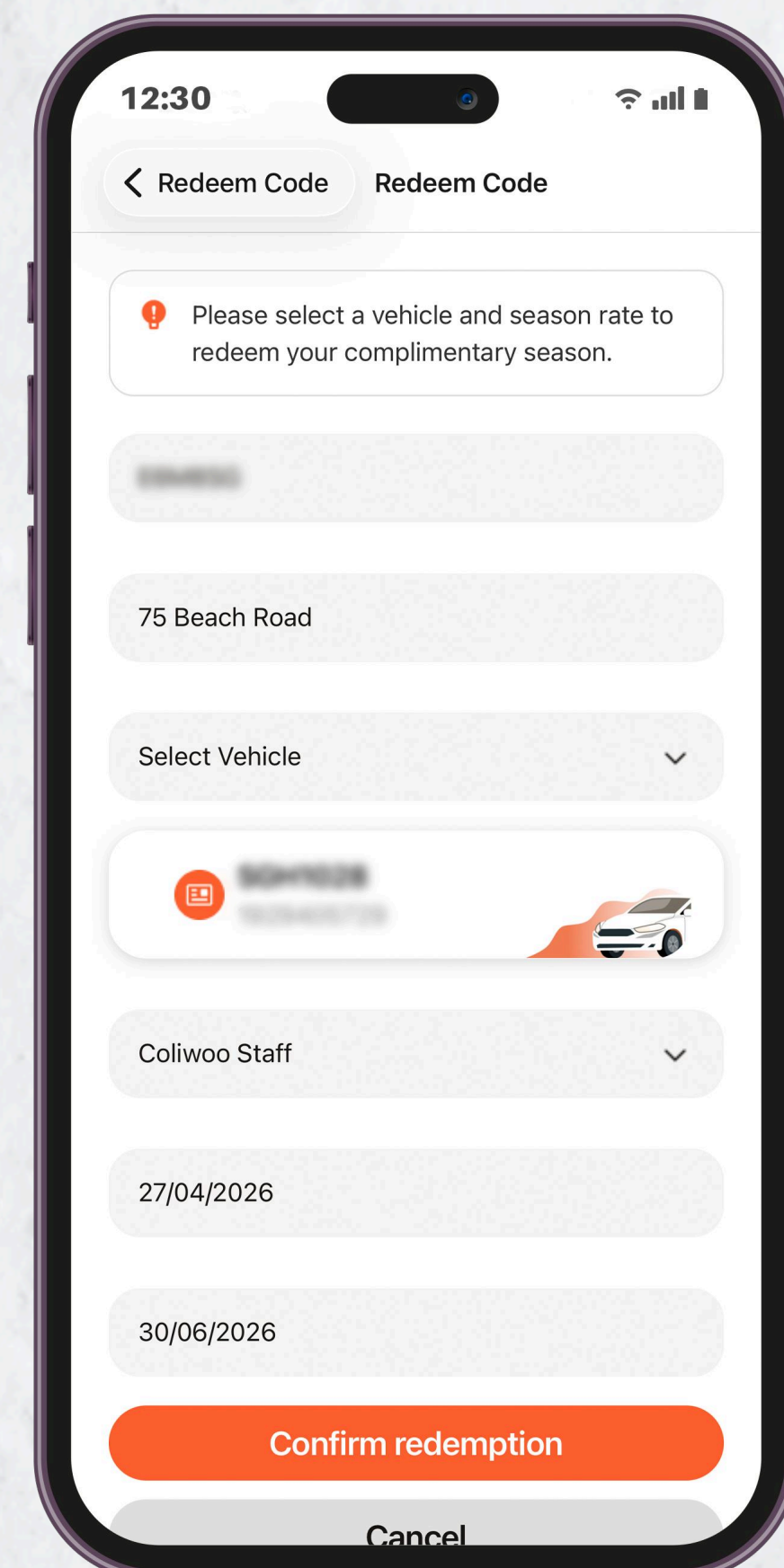
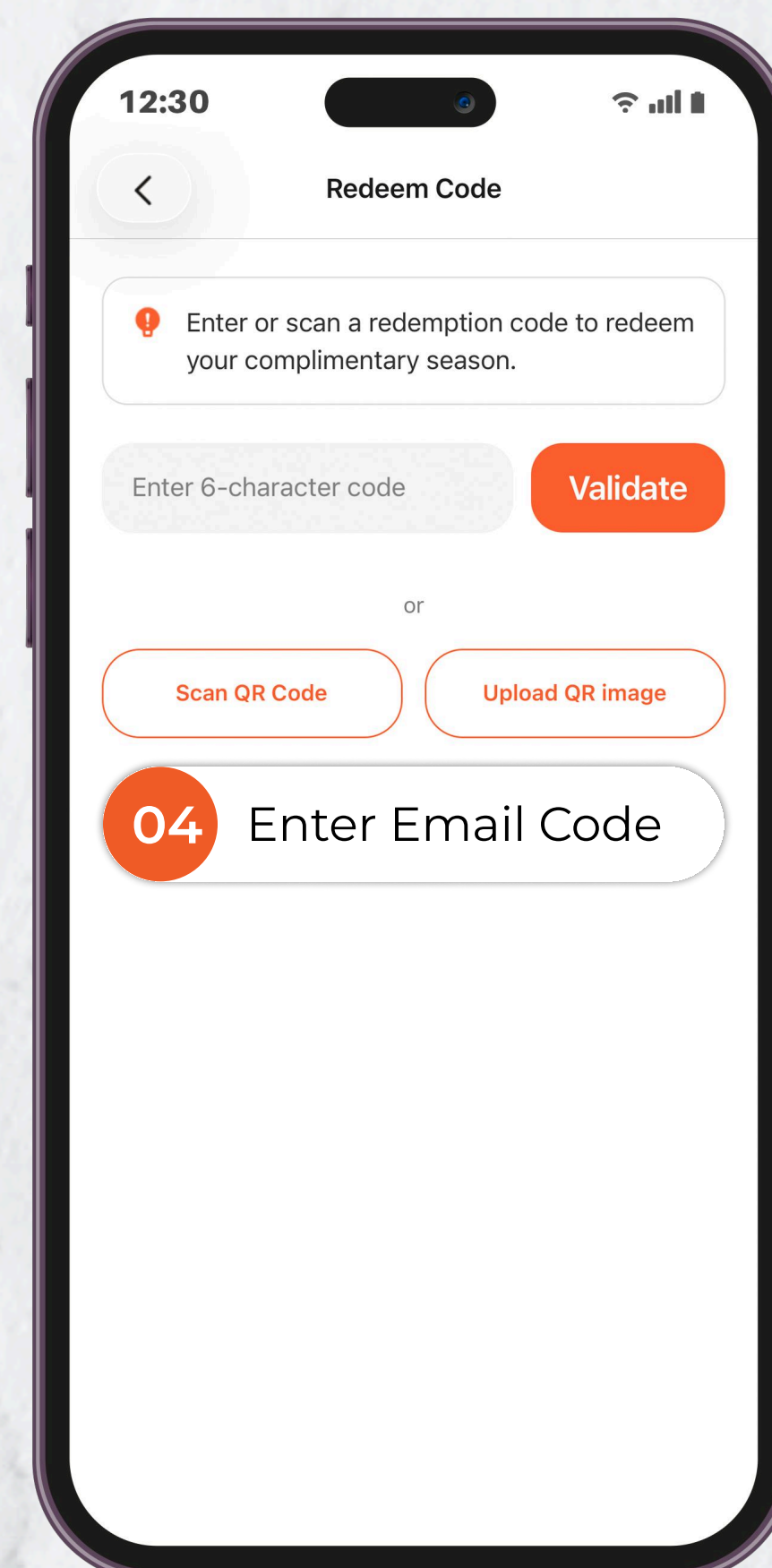
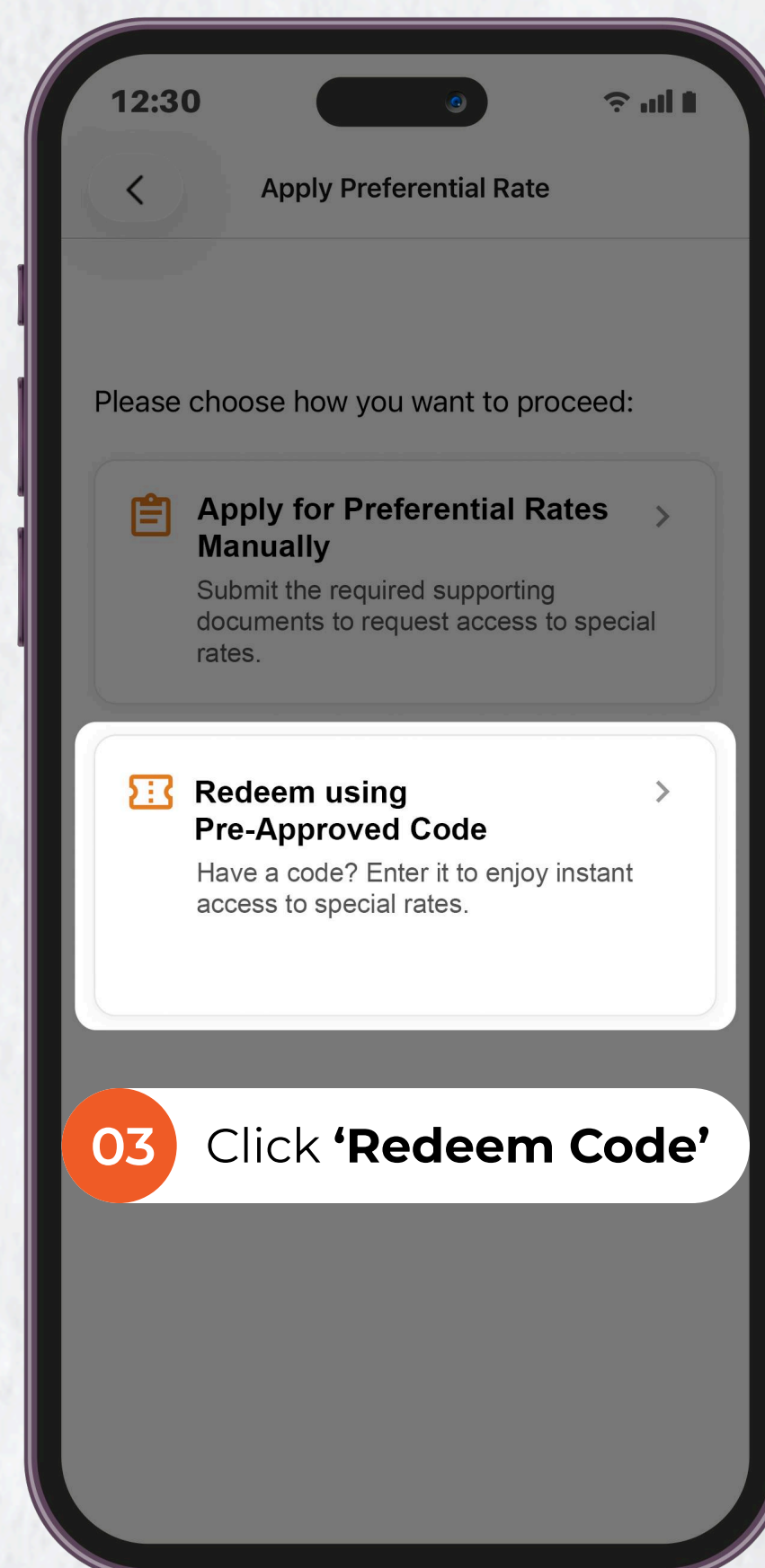
1. Navigate to **'Home' Tab**
2. Tap on **'Apply'**
3. Click **'Redeem Code'**
4. Enter the 6-character code, or scan/upload the QR Code from your email, then tap **'Validate'**
5. Select vehicle and click **'Confirm'**

Terms and Conditions:

- Upon confirmation, **complimentary** season parking will be activated immediately.
- For **paid season parking**, proceed to **Page 21** to complete your purchase after confirmation.



01 'Home' Tab



05 Select vehicle and click **'Confirm'**





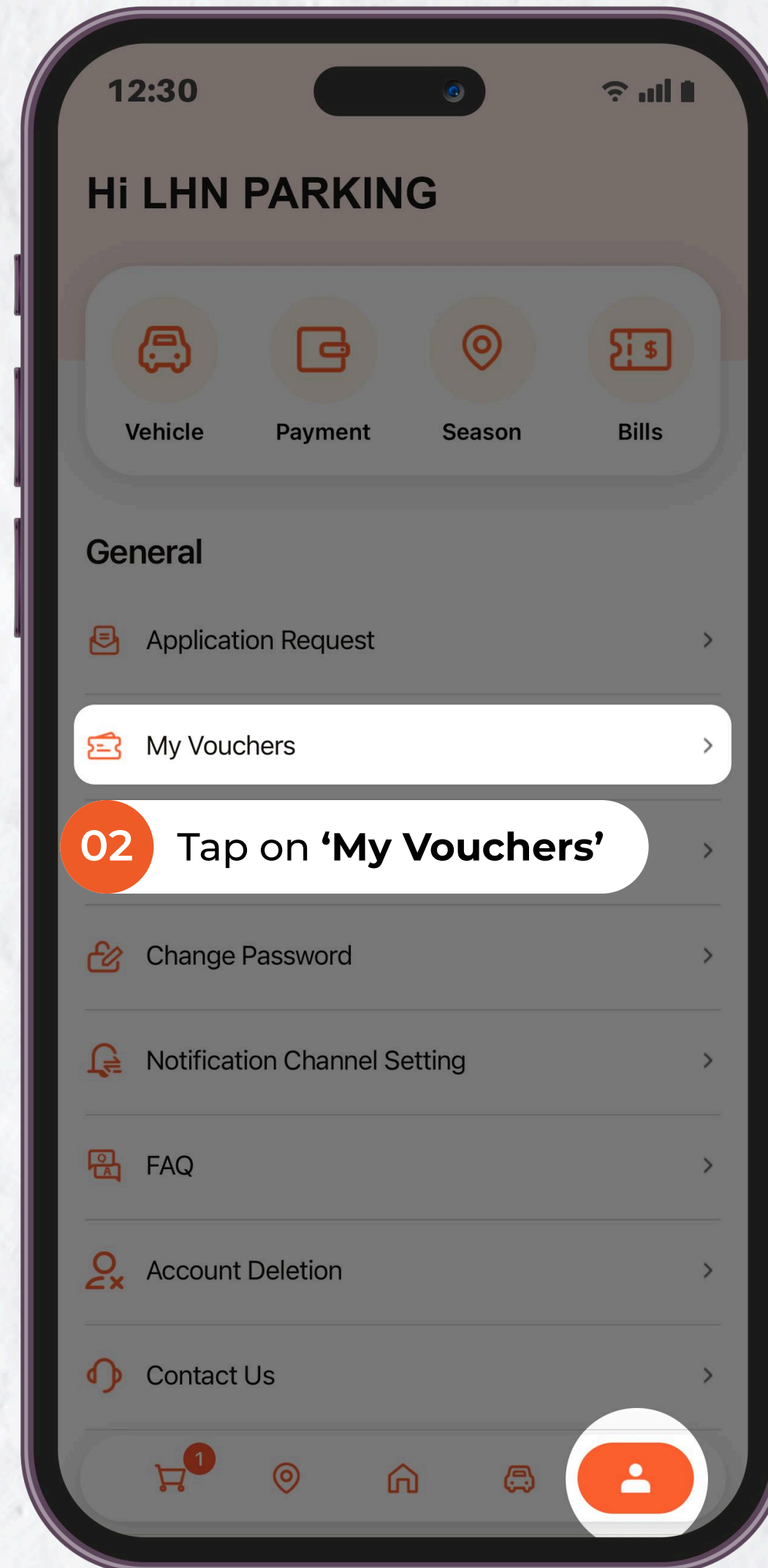
## Redeem via My Vouchers

Redeem available vouchers to enjoy discounts on eligible season parking purchases. Simply select a voucher, choose an eligible carpark, and the discount will be automatically applied during checkout.

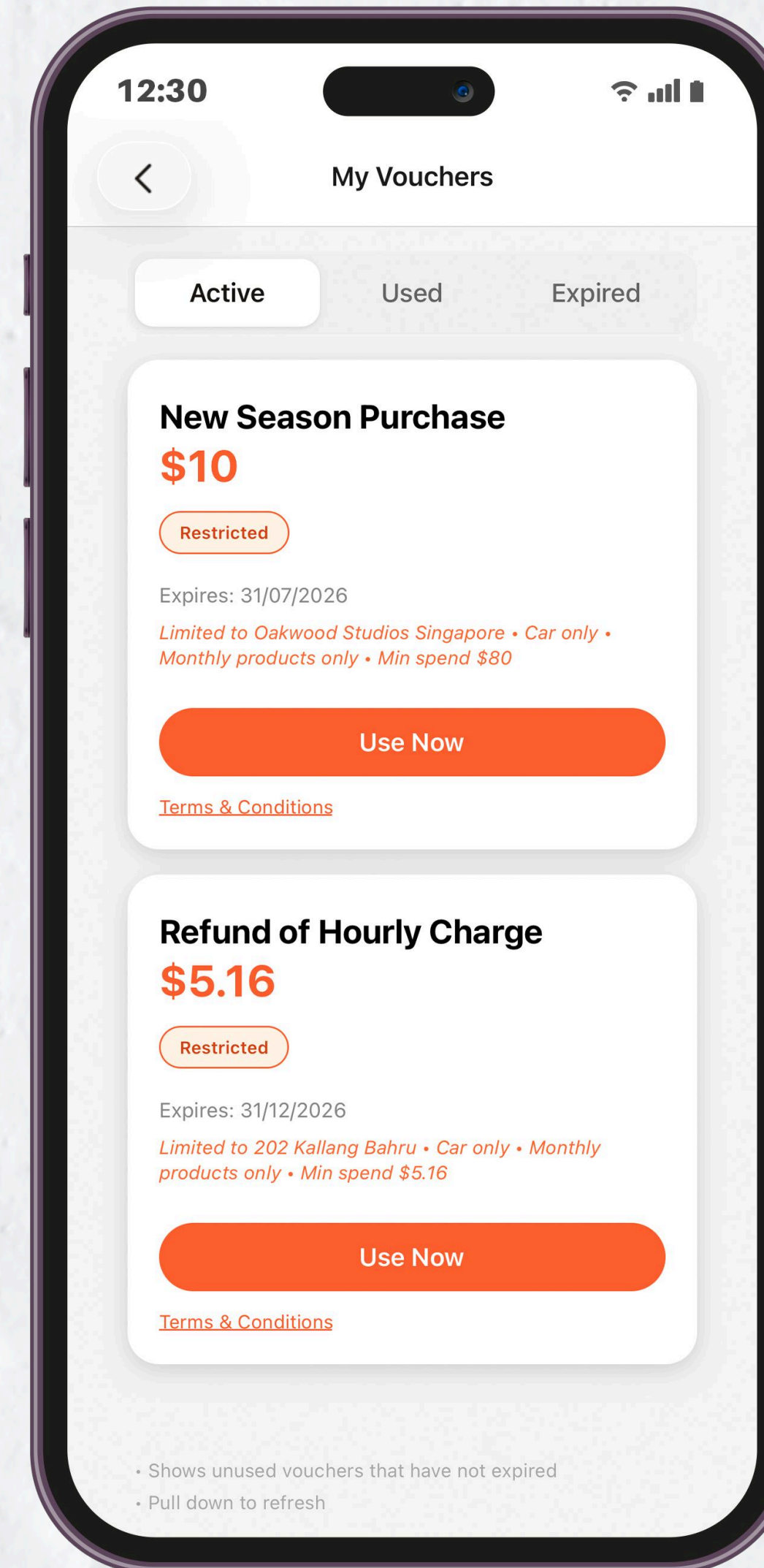
How to Redeem Vouchers:

1. Navigate to **'Account' Tab**
2. Tap on **'My Vouchers'**
3. Select an active voucher and tap **'Use Now'**
4. Choose an eligible car park to proceed with your voucher redemption.

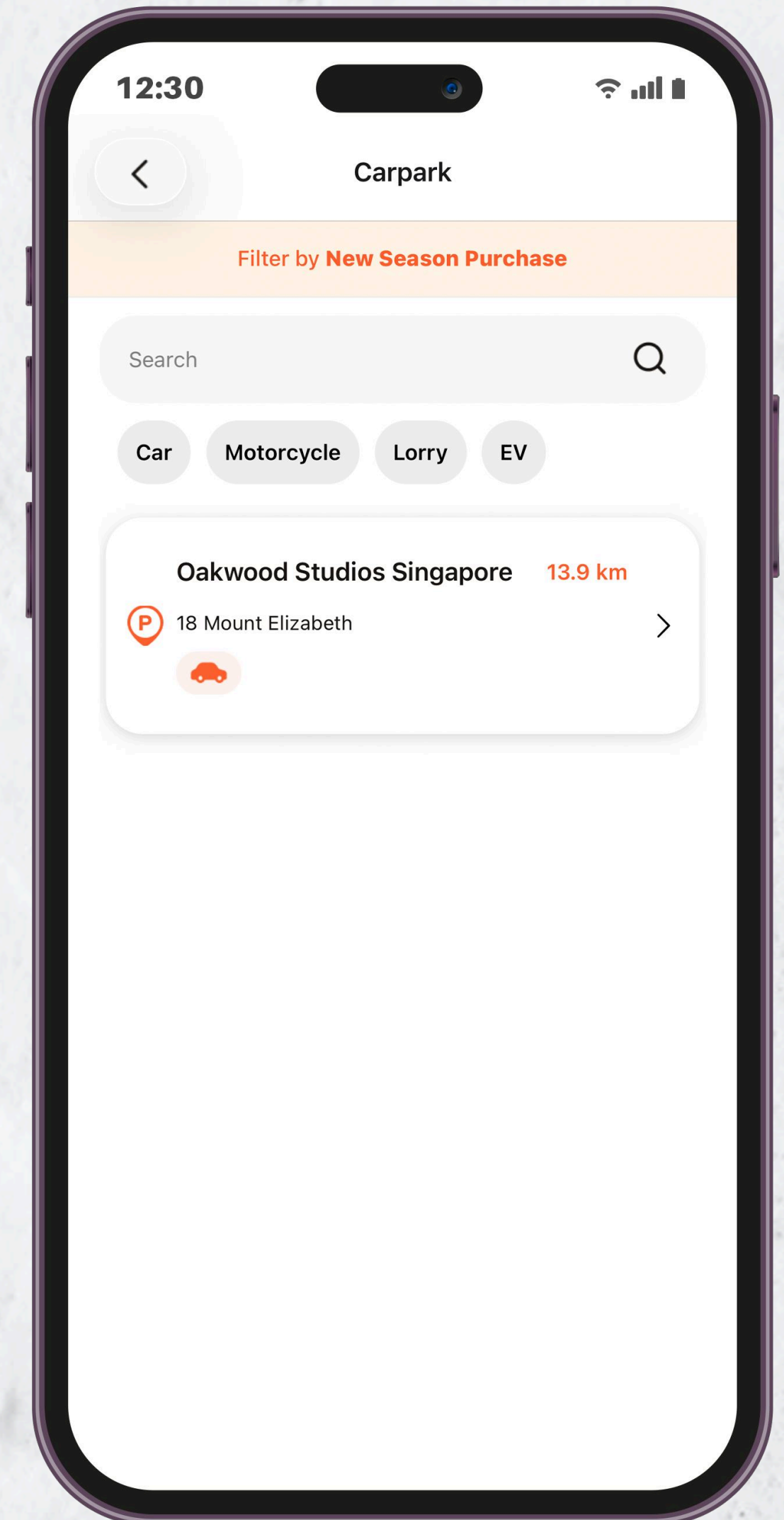
Proceed to the next page to complete your booking



01 **'Account' Tab**



03 **Select & Tap 'Use Now'**



04 **Select the Carpark**

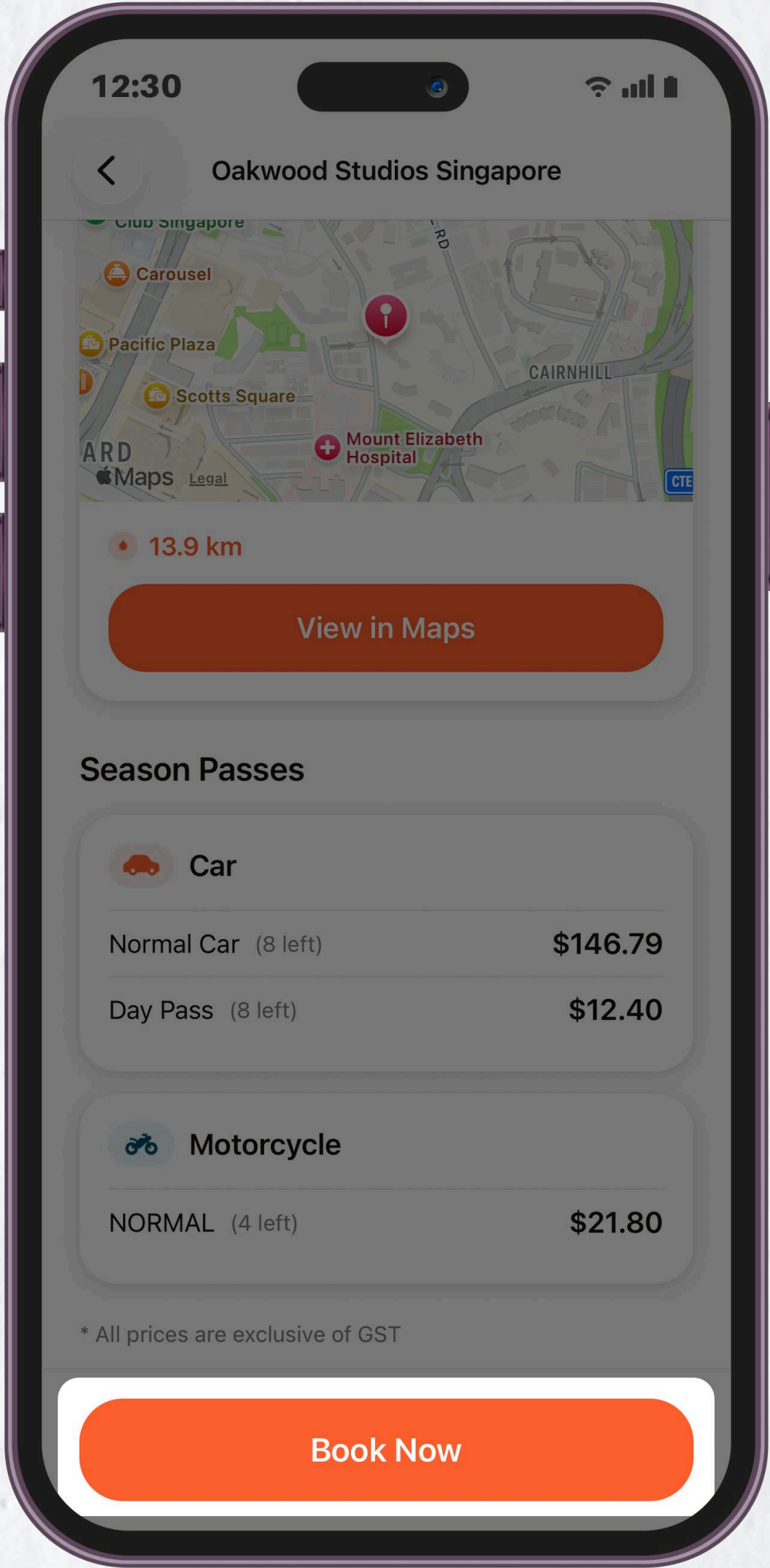




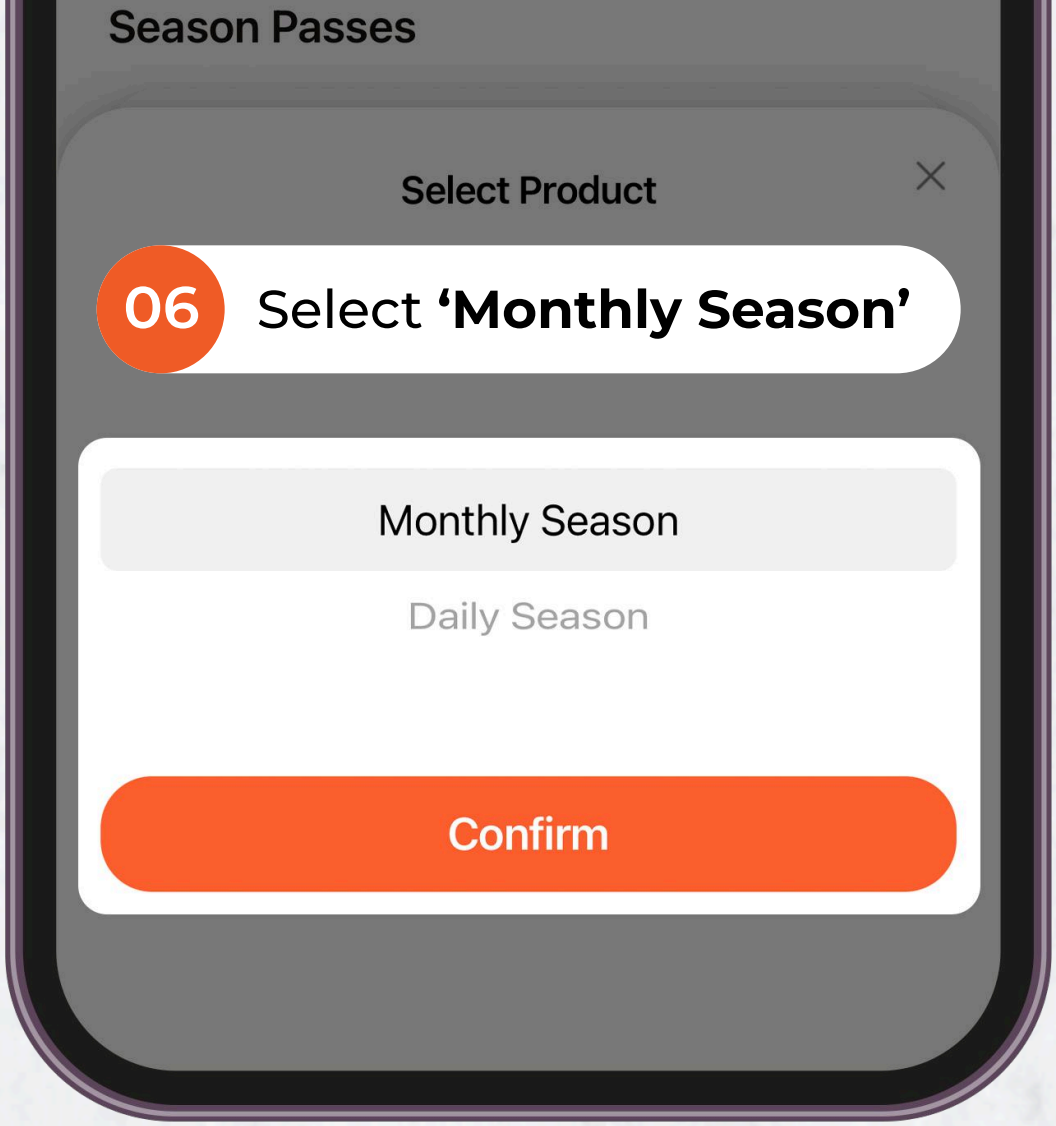
# Redeem via My Vouchers

Redeem available vouchers to enjoy discounts on eligible season parking purchases. Simply select a voucher, choose an eligible carpark, and the discount will be automatically applied during checkout.

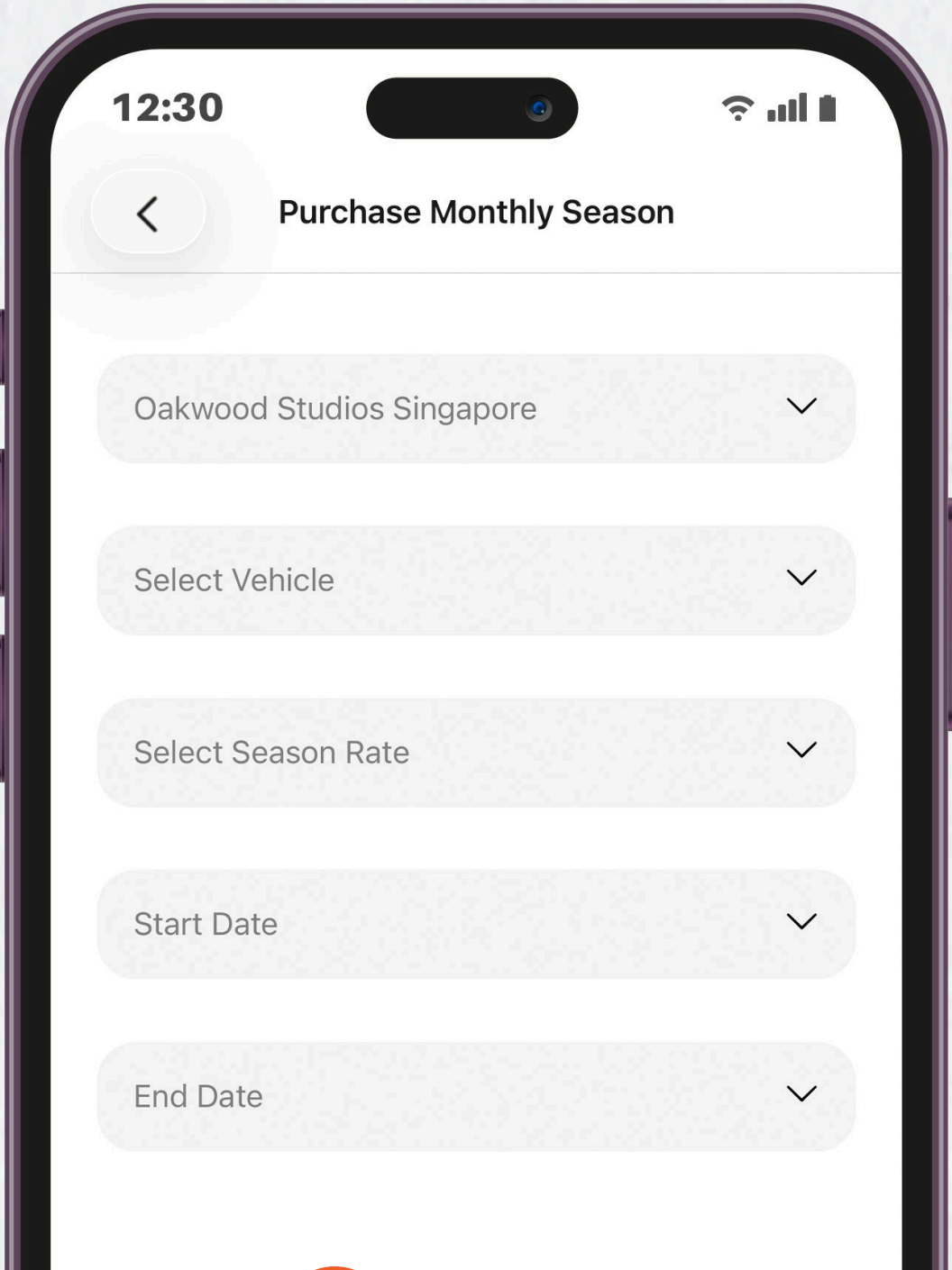
- How to Redeem Vouchers:
- 5. Tap on **'Book Now'**
  - 6. Select **'Monthly Season'**
  - 7. Complete the required information, confirm your details, then tap **'Check Out Now'** to proceed to payment.
  - 8. Verify that your voucher has been applied and complete the payment using your preferred payment method.



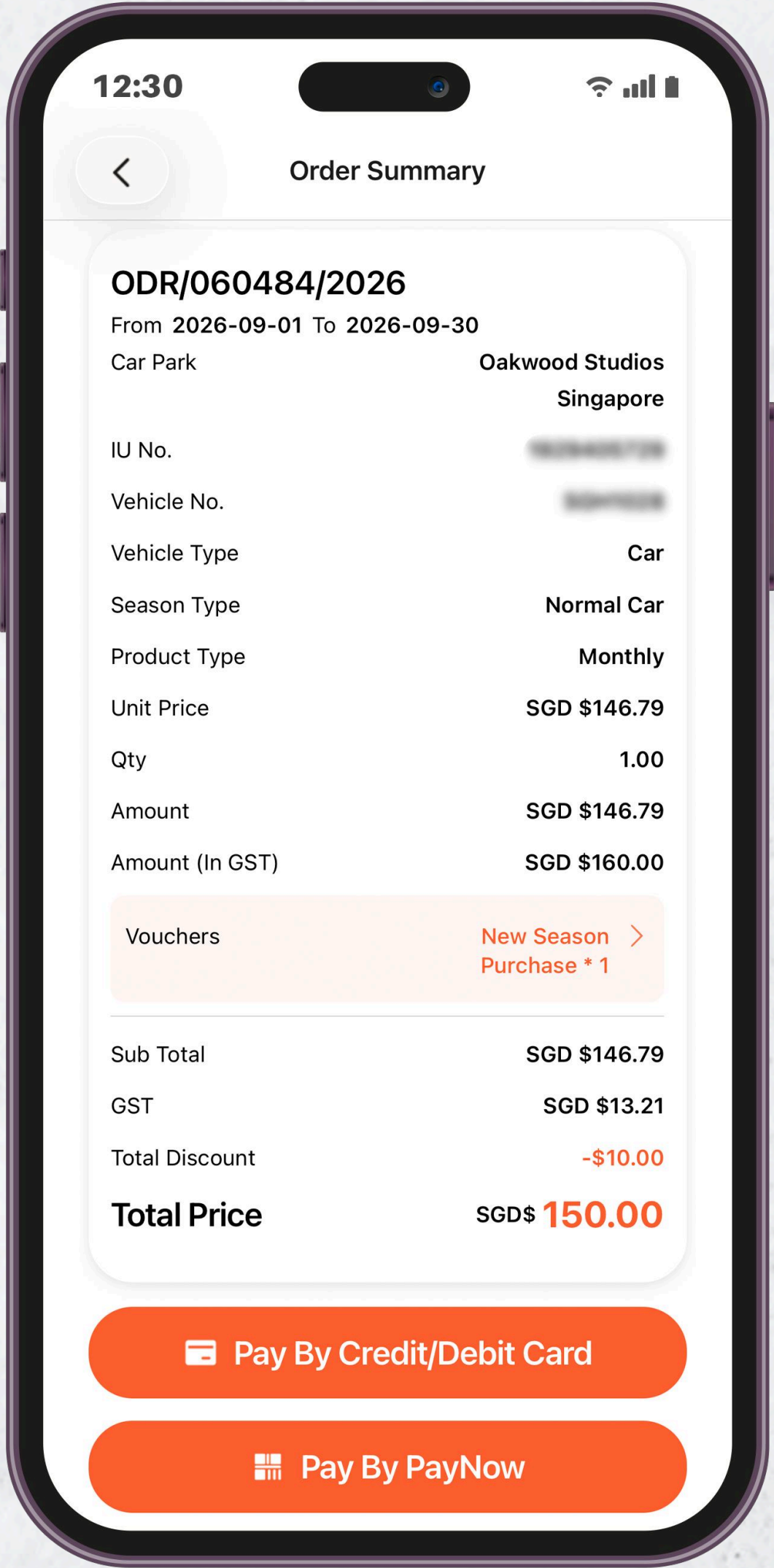
05 Tap on **'Book Now'**



06 Select **'Monthly Season'**



07 Fill Form



08 Voucher Applied



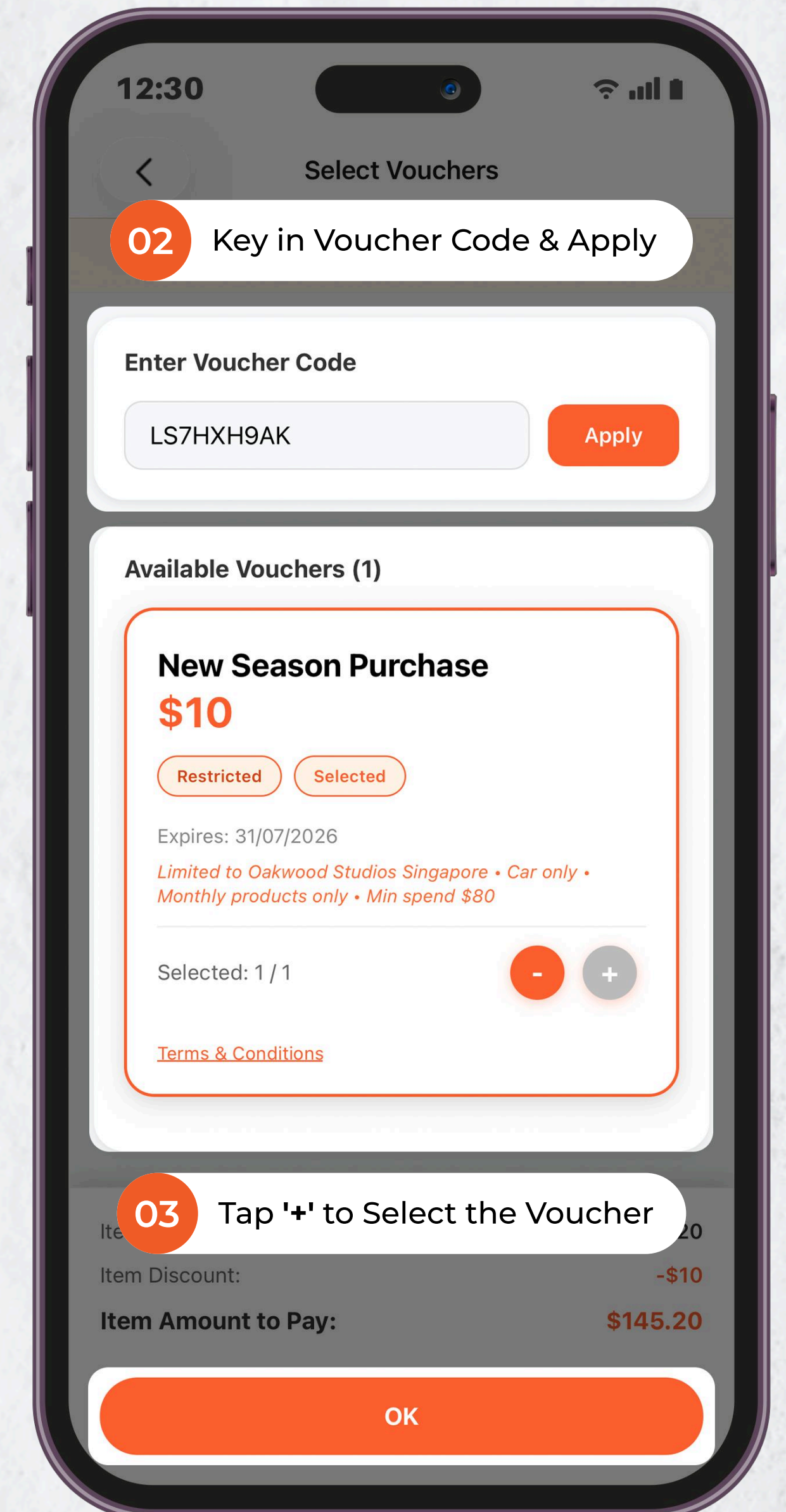
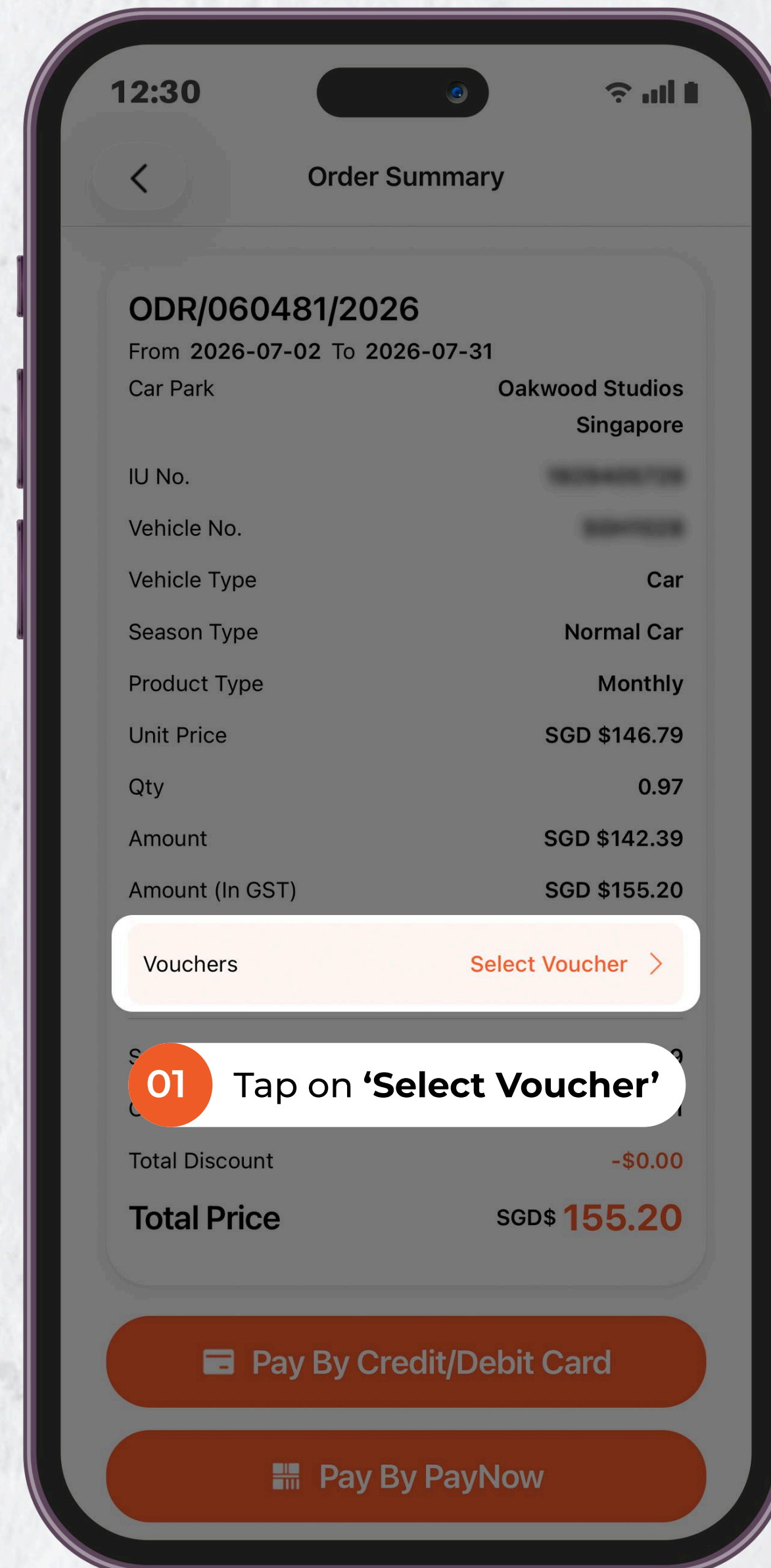


## Redeem with Voucher Code

Enter a valid voucher code during checkout to redeem discounts on eligible season parking purchases. Once applied, select the voucher and the discount will be reflected in your order summary.

How to Redeem with Voucher Code:

1. Tap **'Select Voucher'** during the season parking checkout.
2. Enter your voucher code and tap **'Apply'**.
3. Tap **'+'** to select the voucher.
4. Tap **'OK'** to apply the voucher and return to the Order Summary page.





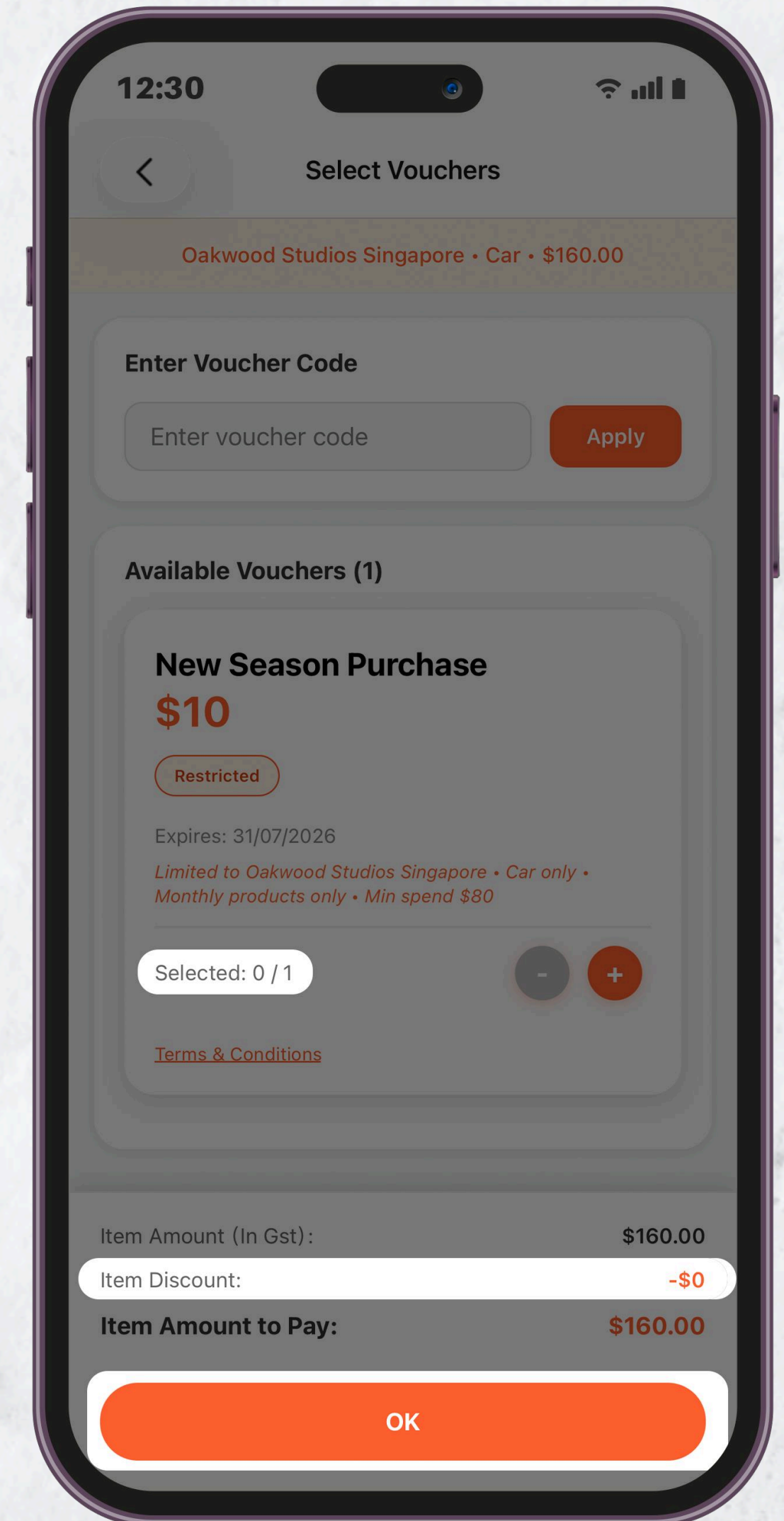
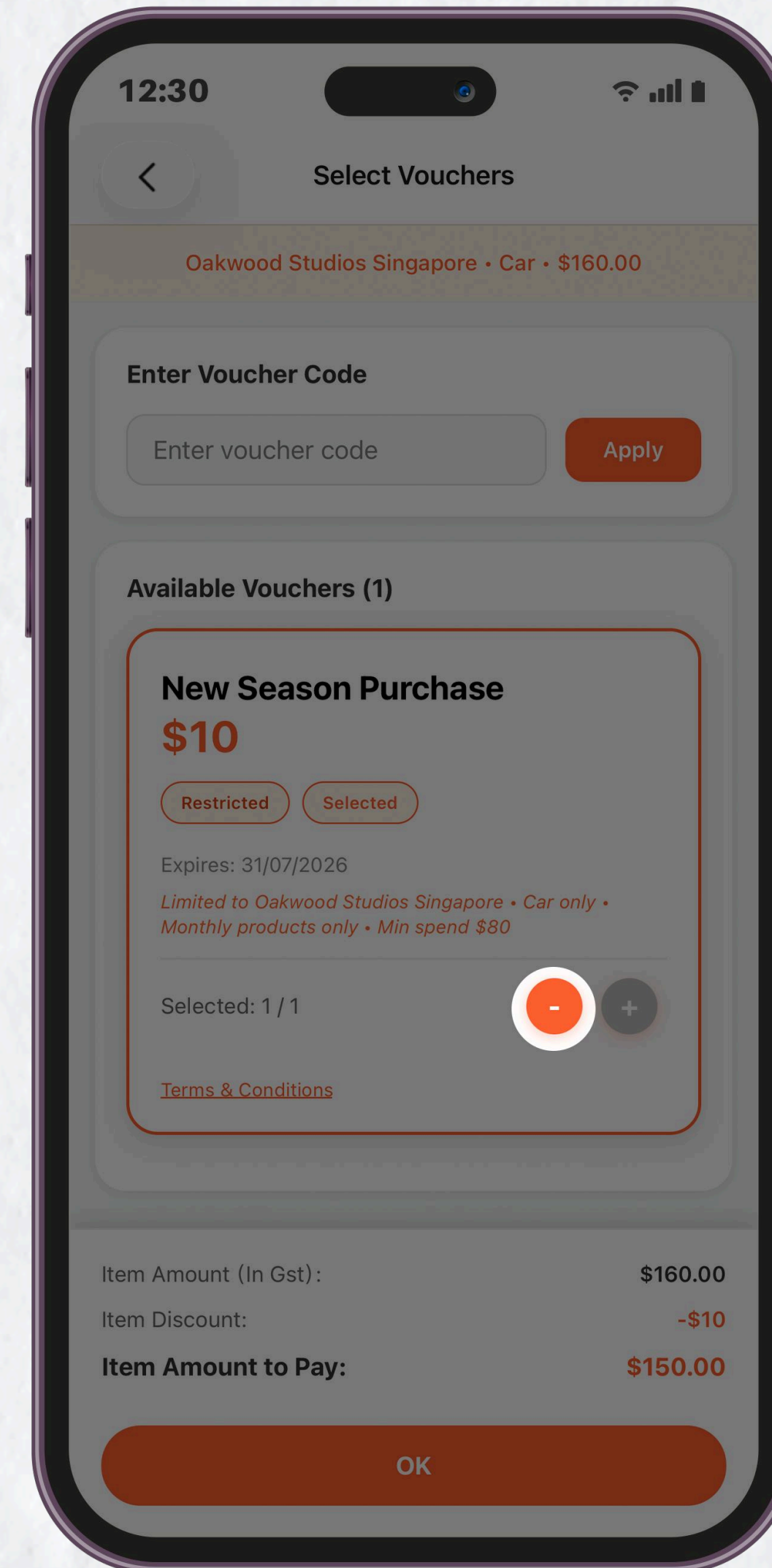
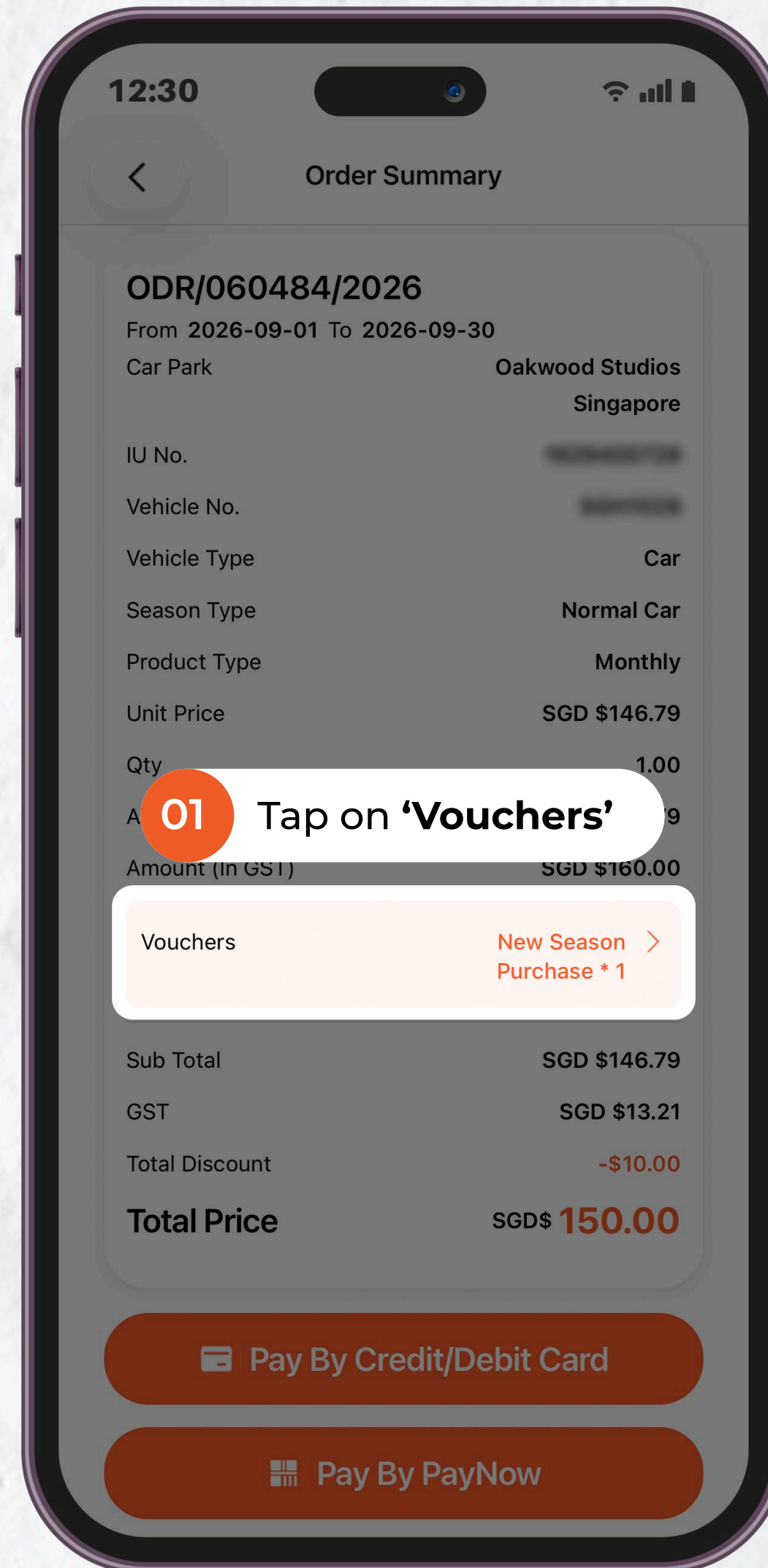


## Deactivate Voucher

Remove an applied voucher before completing your purchase. The order total will be updated once the voucher has been removed.

How to Deactivate Voucher:

1. During your season parking checkout, tap **'Vouchers'**.
2. Tap '-' to deselect the voucher.
3. Confirm the removal, then tap **'OK'**.





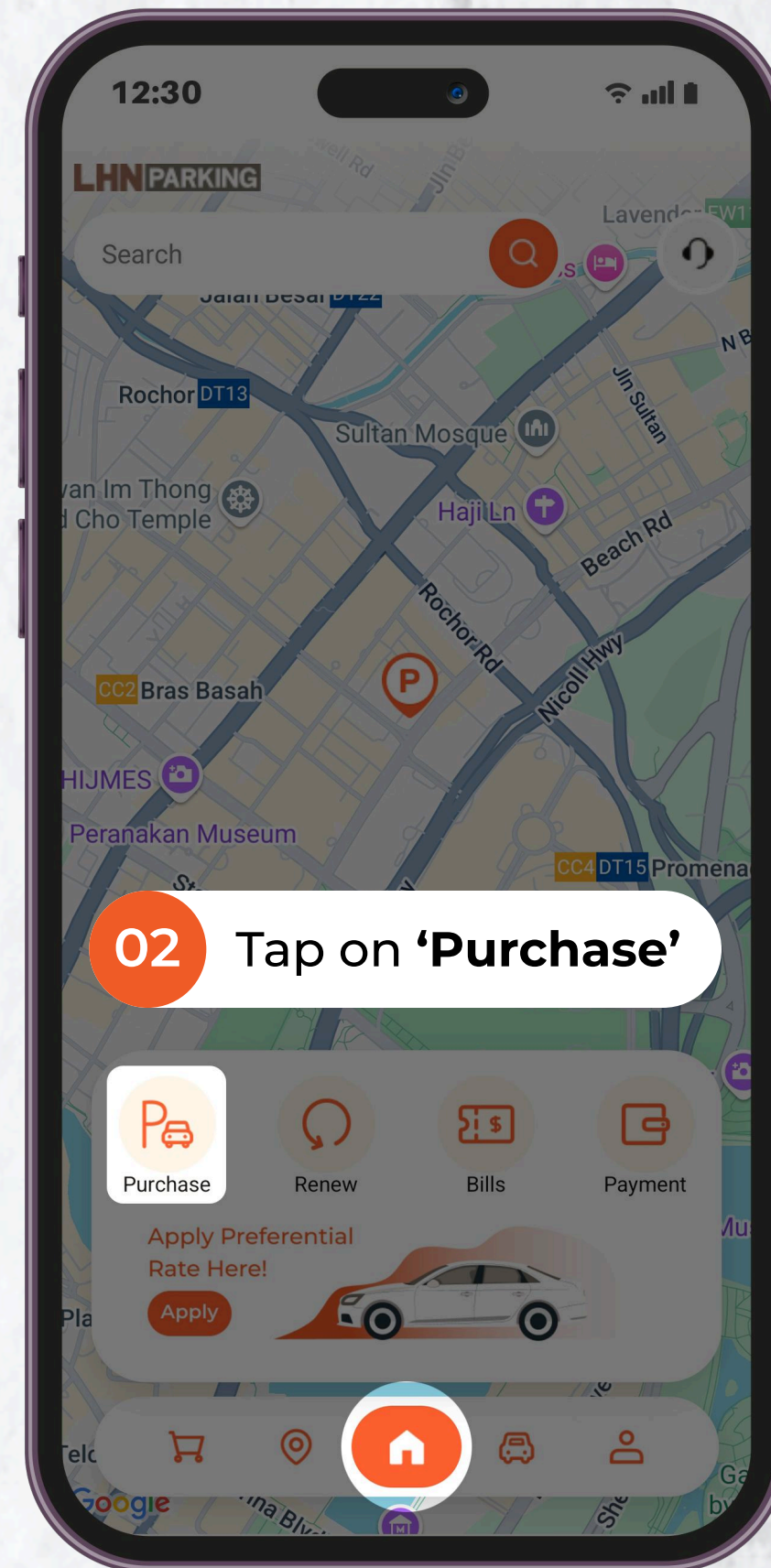


## Purchase Season Parking for Single Season Ticket

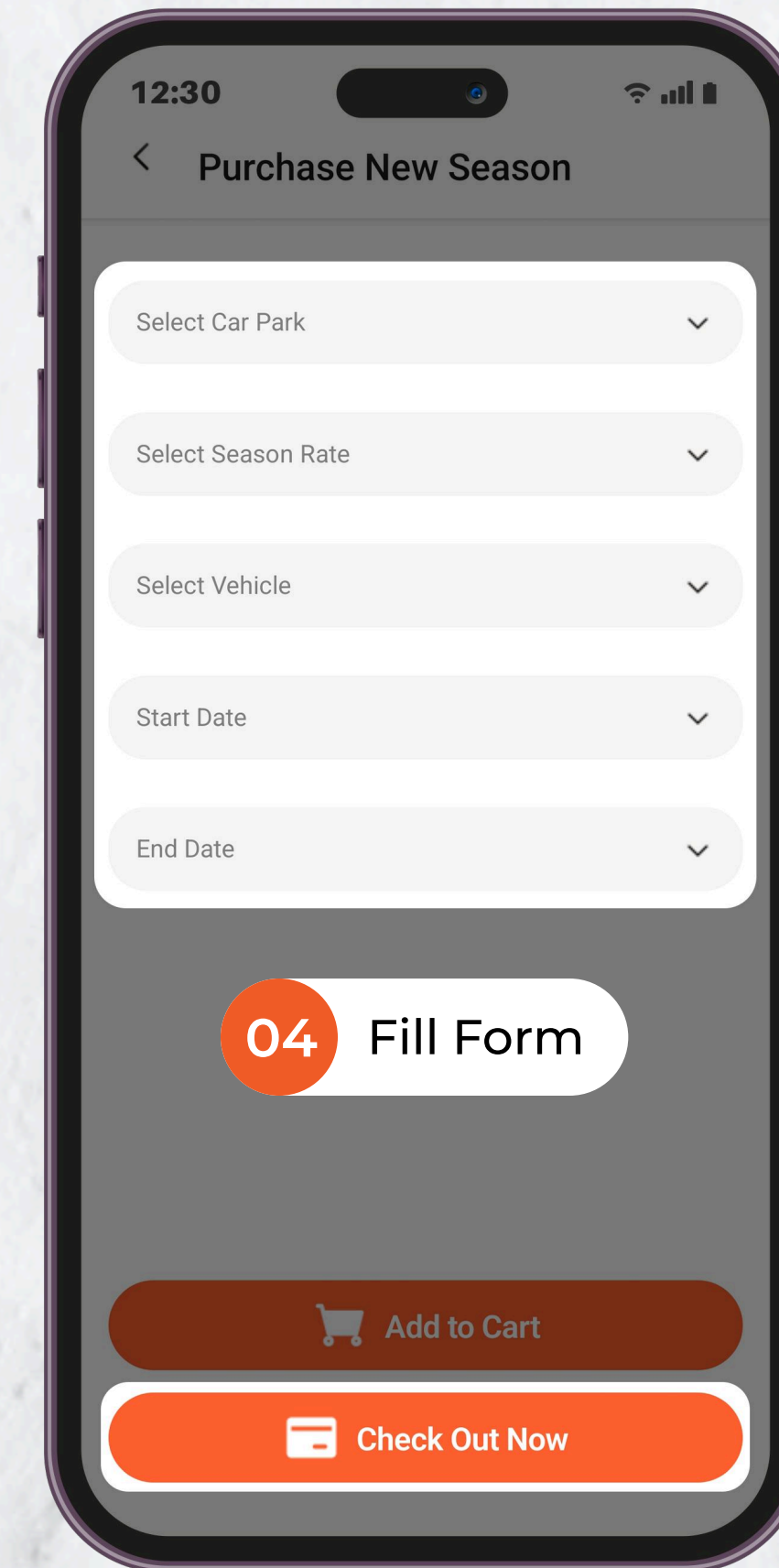
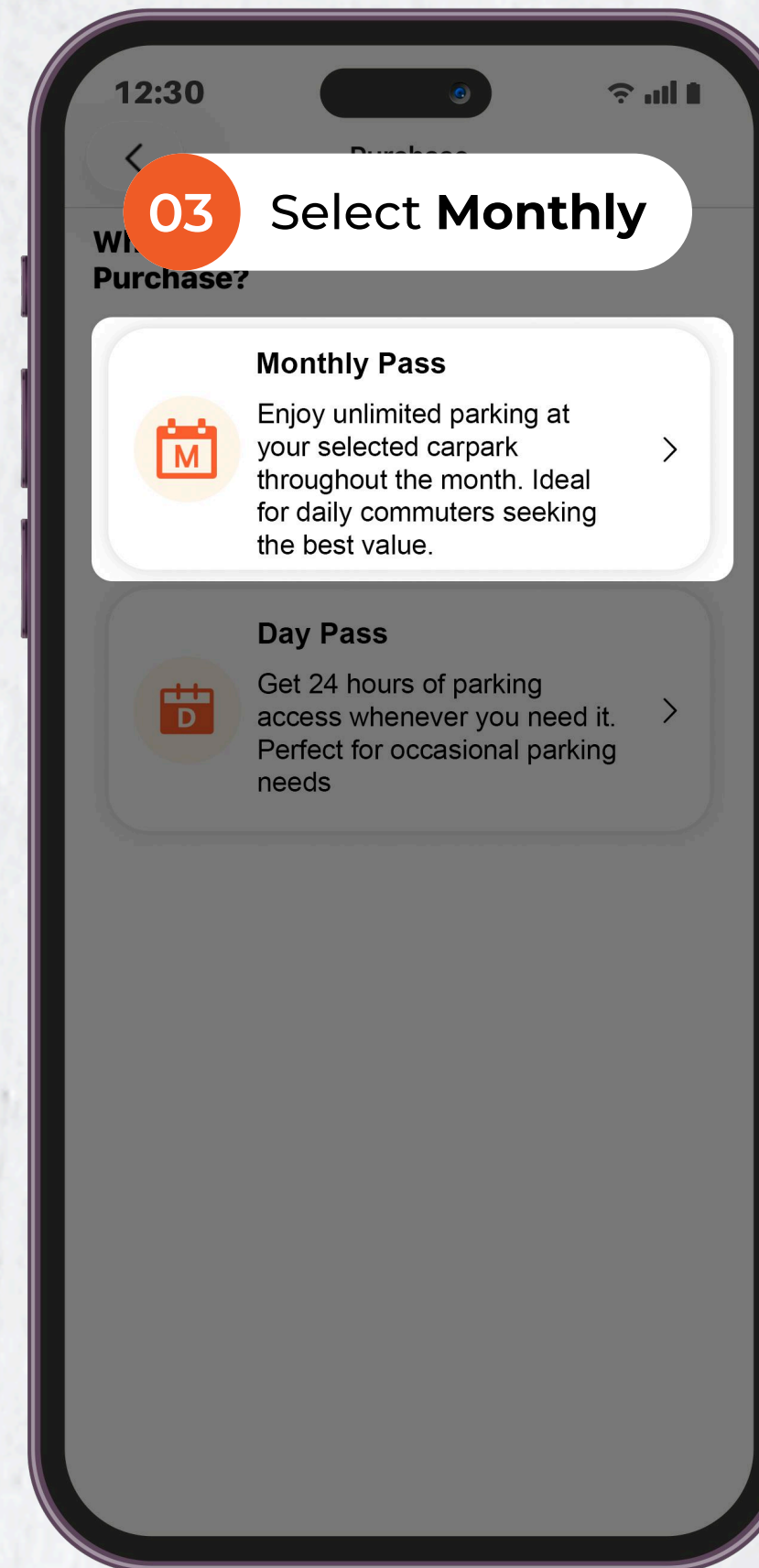
Purchase season parking for a single location and proceed directly to checkout.

To purchase a new Season Parking:

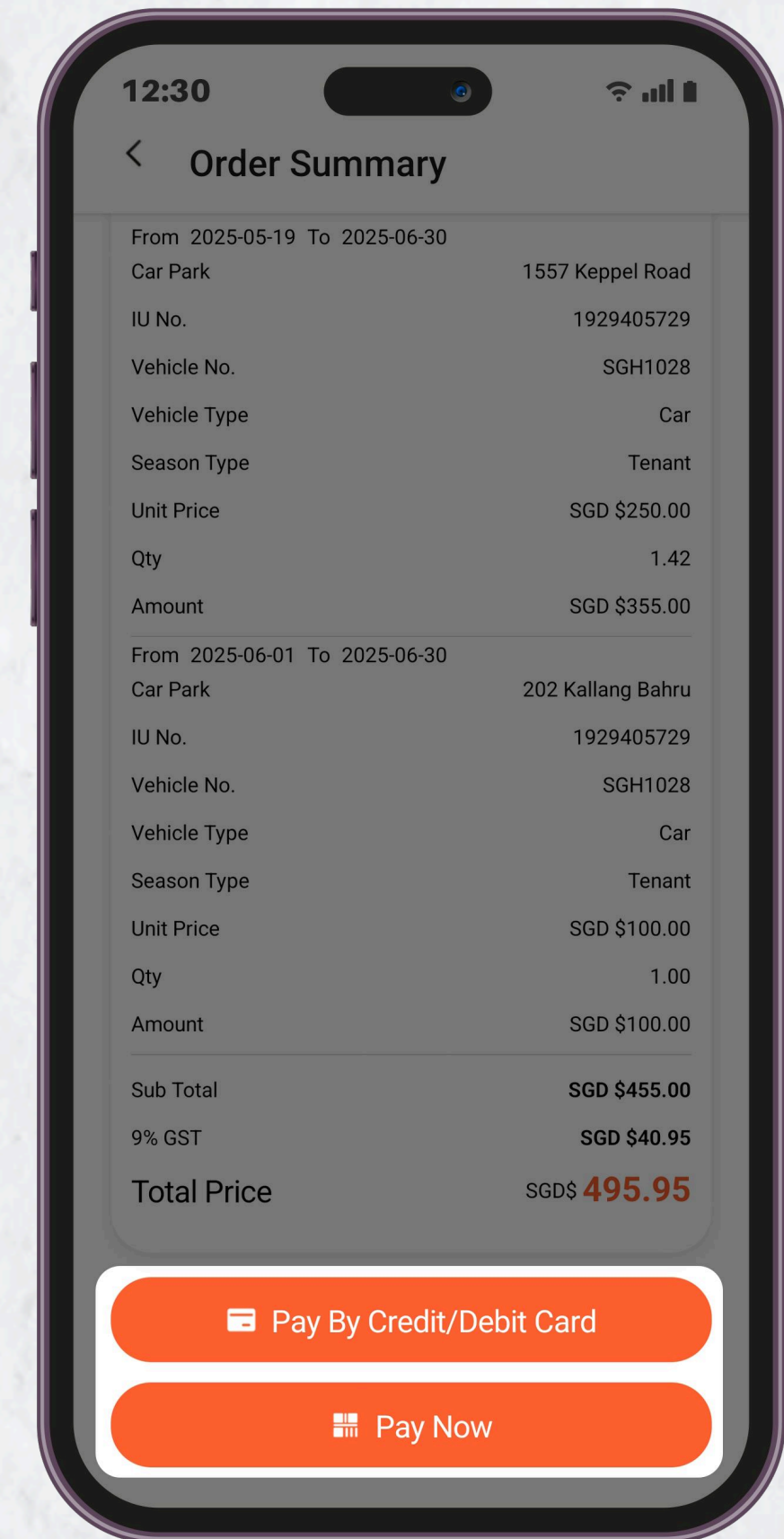
1. Navigate to **'Home' Tab**
2. Tap on **'Purchase'**
3. Select **'Monthly'**
4. Fill up the form, confirm before proceeding to payment
5. Tap **'Check Out Now'** to purchase season parking for a single season ticket
6. (a) Payment Method: Credit Card  
(b) Payment Method: Paynow



01 'Home' Tab



05 Tap on 'Check Out Now'



06 Select Payment Option



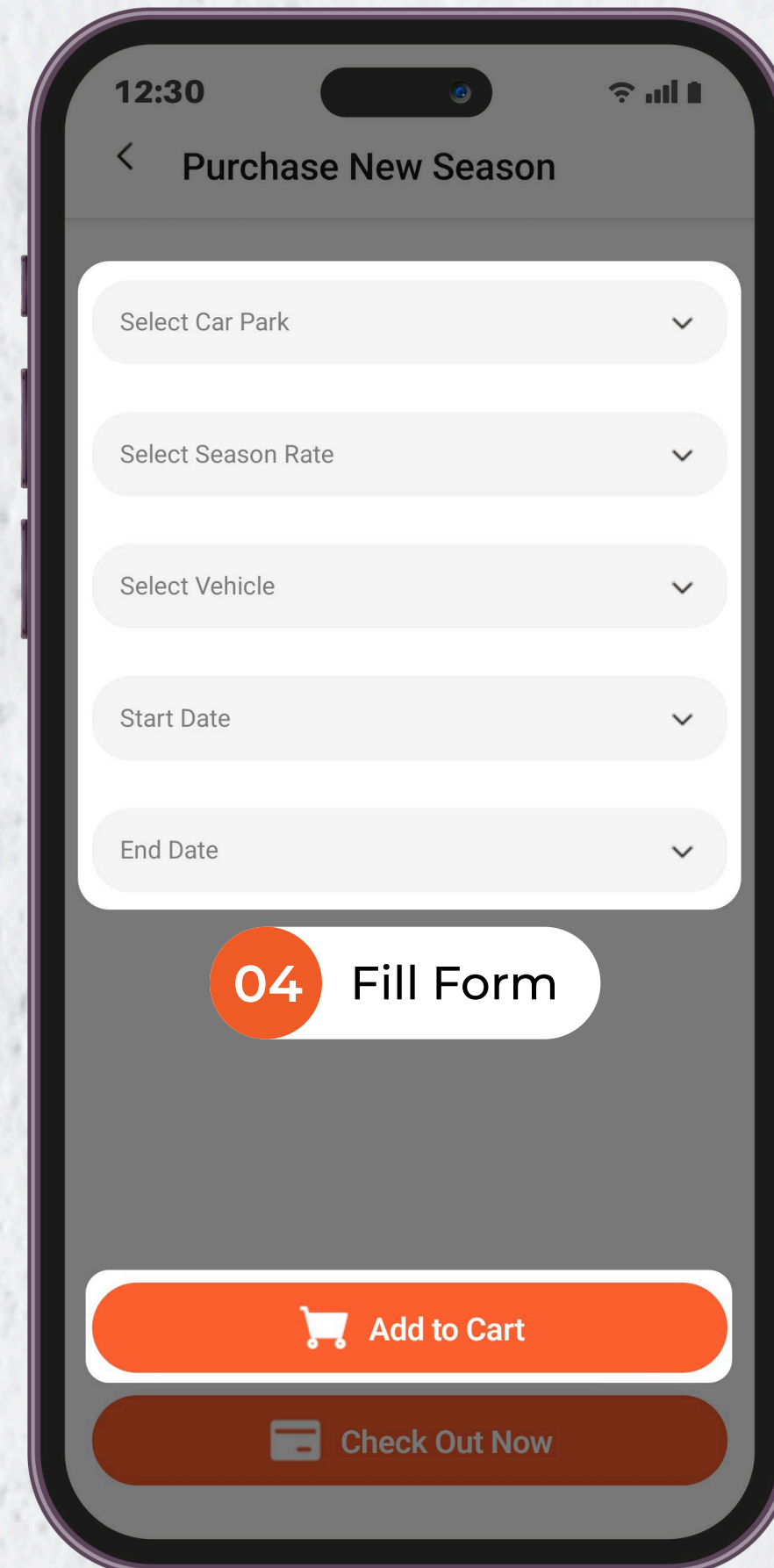


## Purchase Season Parking for Multiple Season Tickets

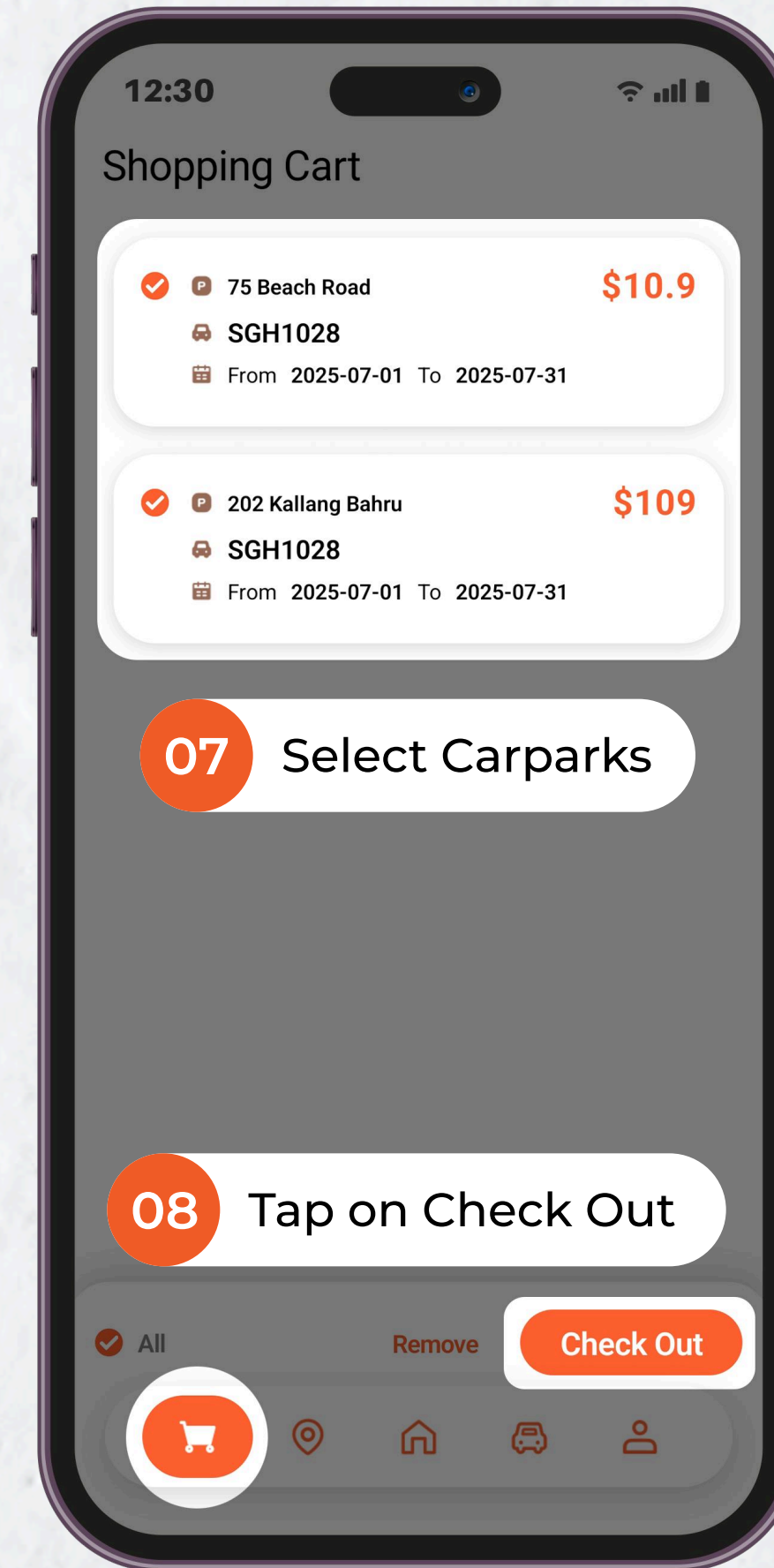
Purchase season parking for multiple carparks.

To purchase multiple Season Parking:

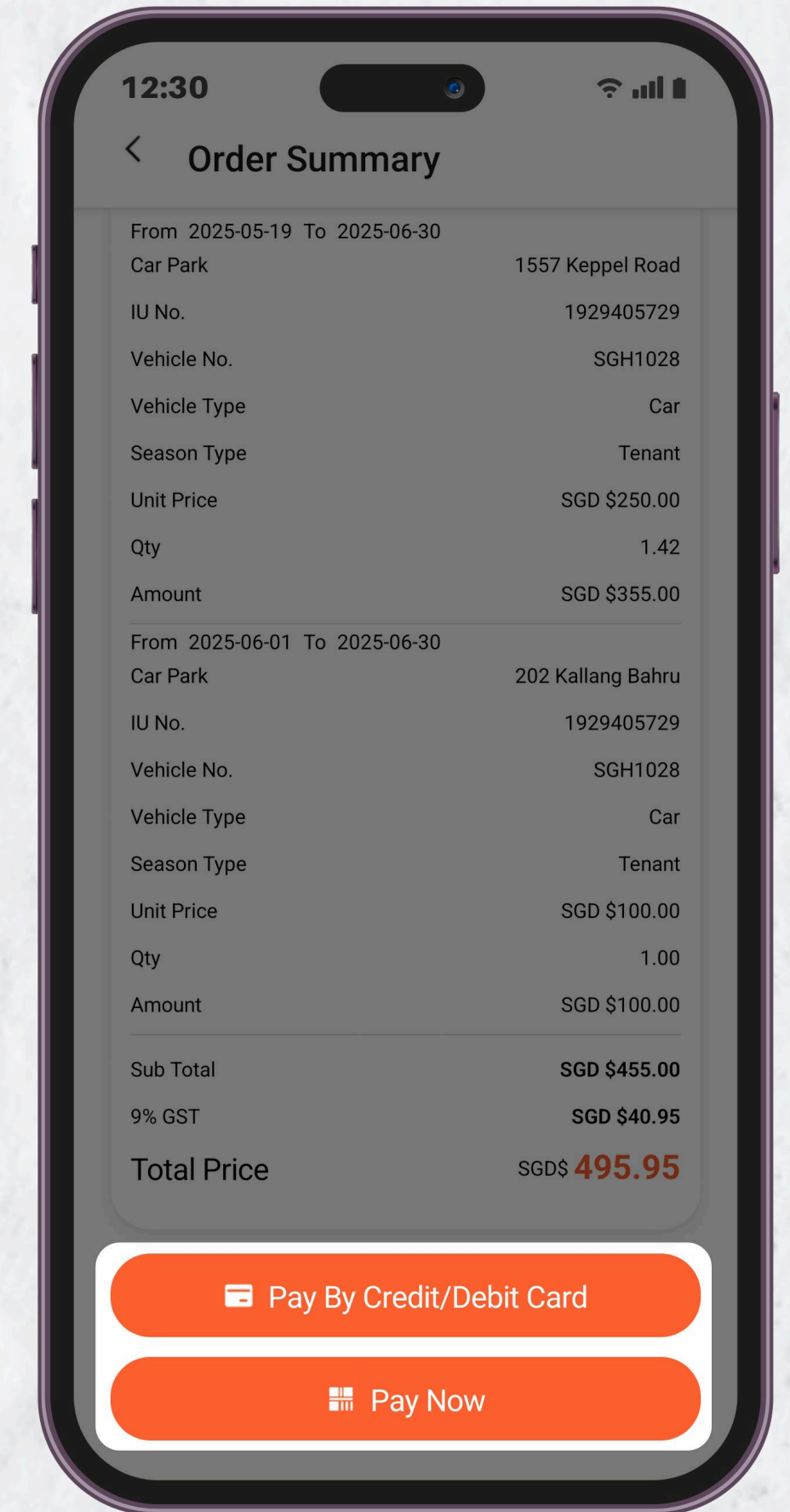
1. Navigate to **'Home' Tab**
2. Tap on **'Purchase'**
3. Select **'Monthly'**
4. Fill up the form
5. Tap **'Add to Cart'** and repeat steps 1 to 4 for other carparks you'd like to include
6. Go to **'Cart'** Tab
7. Select the carparks you'd like to check out
8. Tap on **'Check Out'**
9. (a) Payment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



05 Tap on **'Add to Cart'**



06 **'Cart'** Tab



09 Select Payment Option

**Step 1 to 3 follows "Page 21"**





## Purchase Day Pass

Save more on extended parking with a Day Pass — a cost-effective alternative to hourly rates.

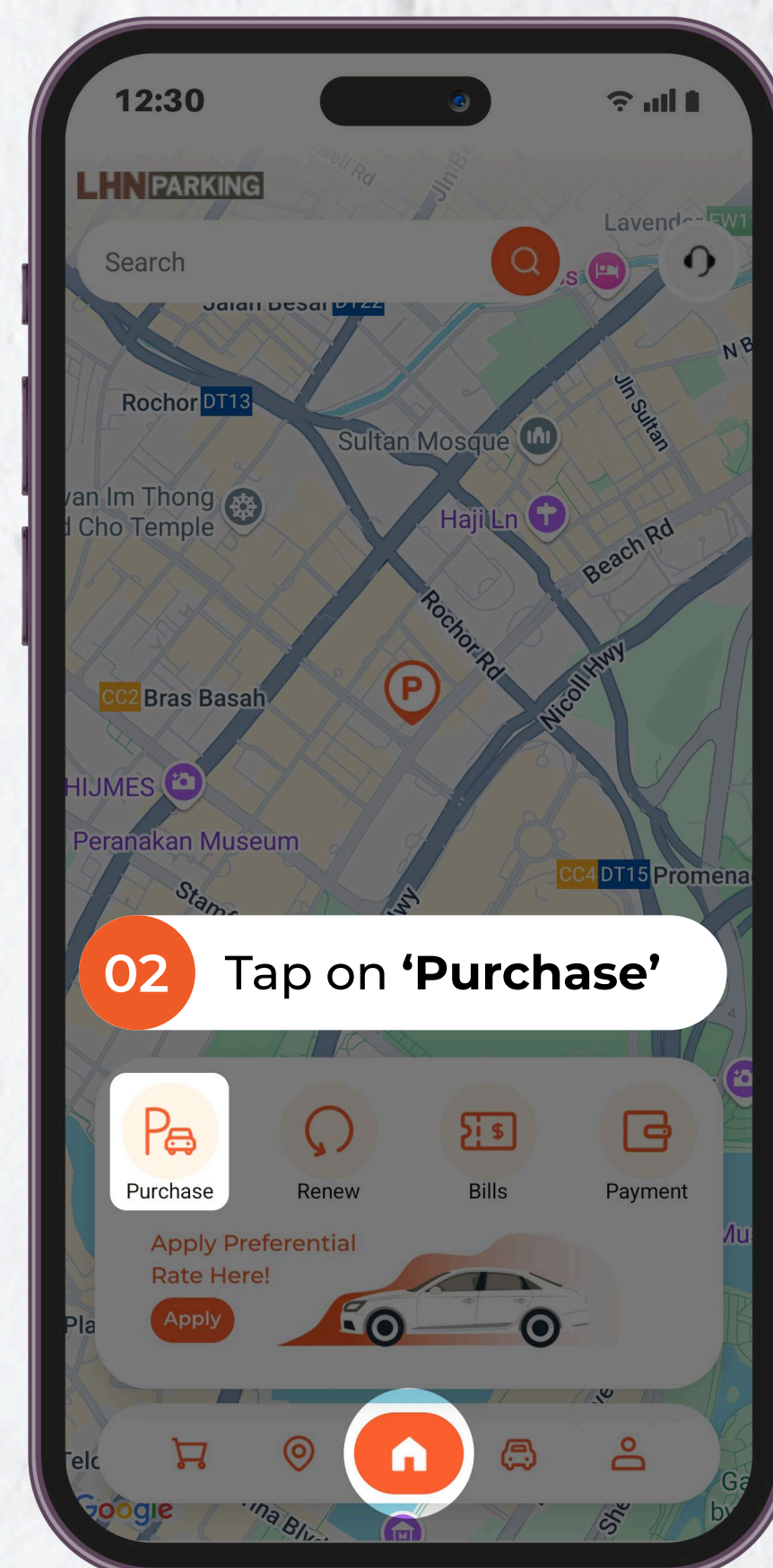
To purchase Day Pass:

1. Navigate to **'Home' Tab**
2. Tap on **'Purchase'**
3. Select **'Day Pass'**
4. Fill up the form
5. Tap **'Check Out Now'**
6. Choose your payment method

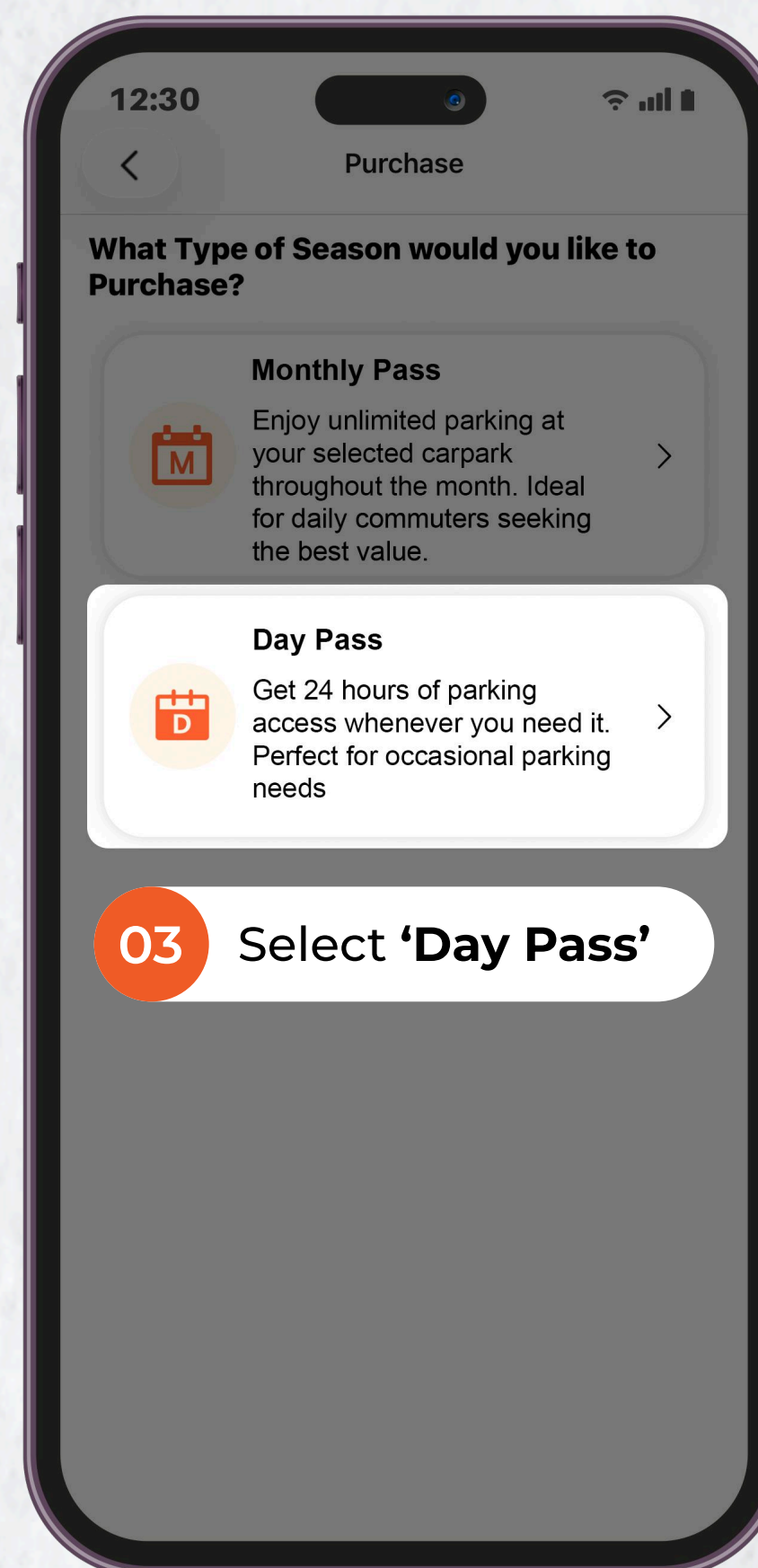
Terms & Conditions:

- For **multi-day parking**, select the corresponding **quantity of Day Passes** required.
- Day Pass quantity is subject to availability at the selected carpark.
- Availability is renewed on a monthly basis.
- Current season holders **CANNOT** purchase a Day Pass for the same carpark and vehicle.

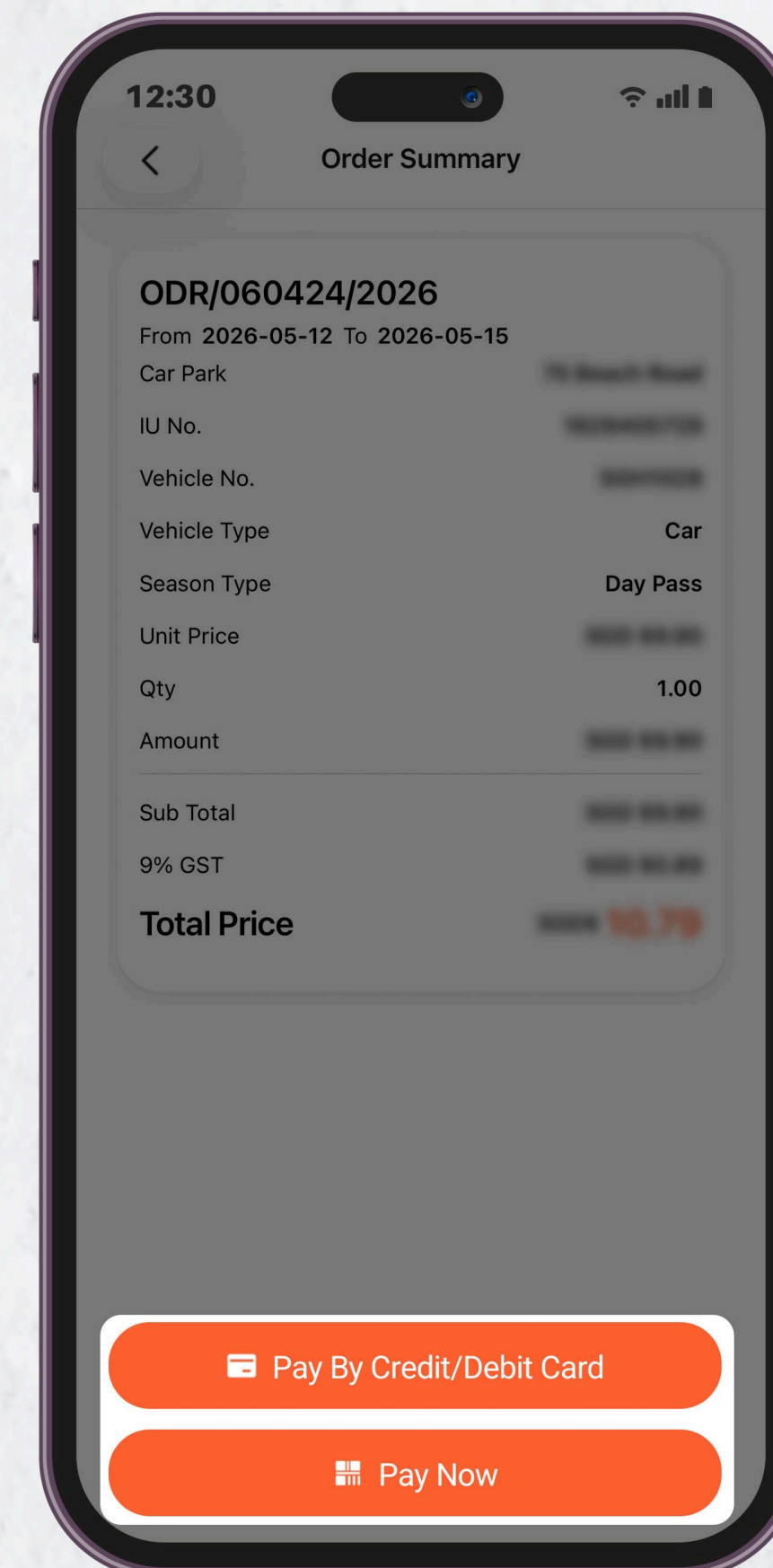
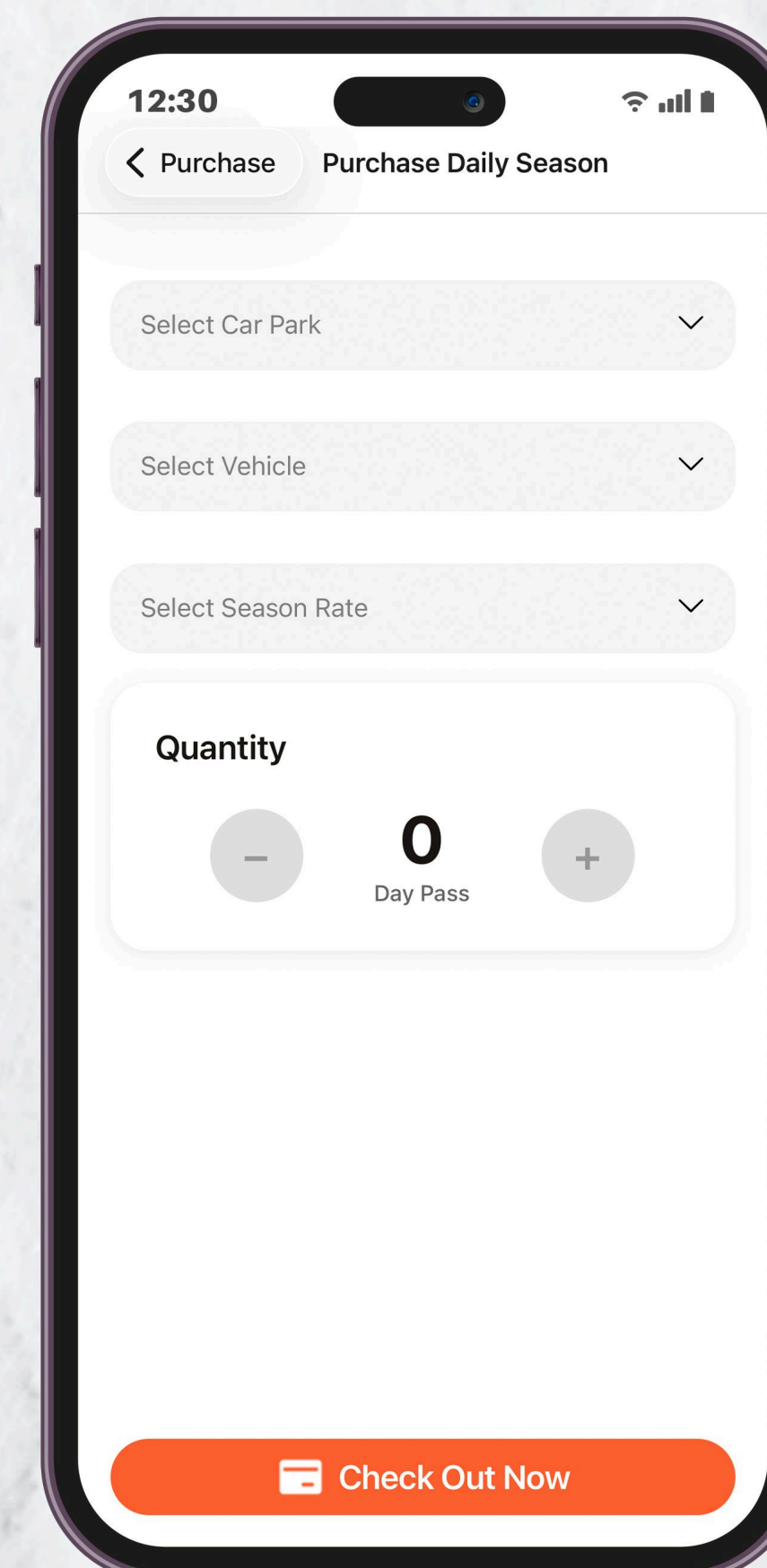
To activate your Day Pass, refer to Page 24.



01 'Home' Tab



04 Fill Form



05 Select Payment Method





## Activate Day Pass

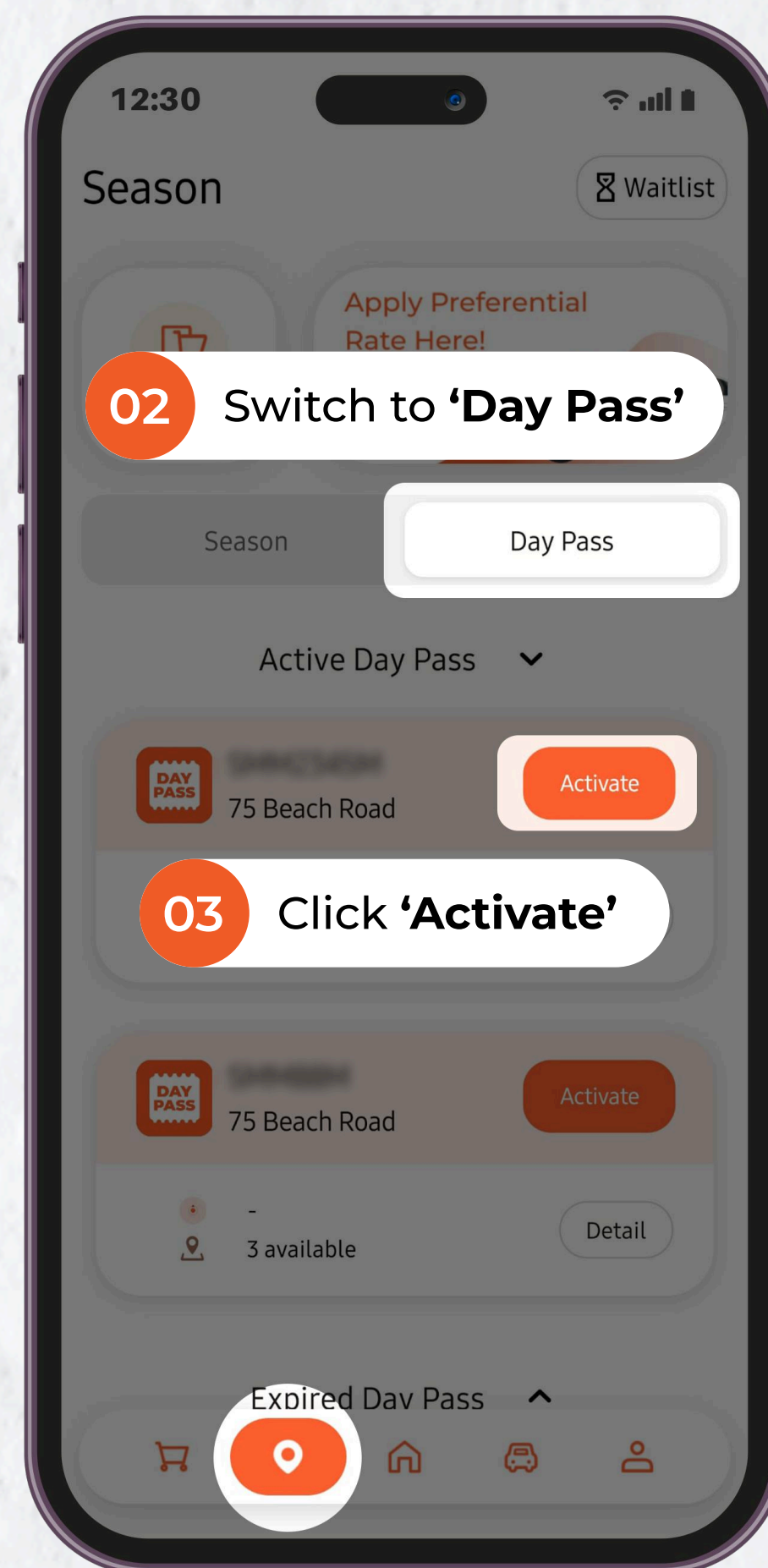
Activate your Day Pass after entering the carpark to begin your parking session.

To activate Day Pass:

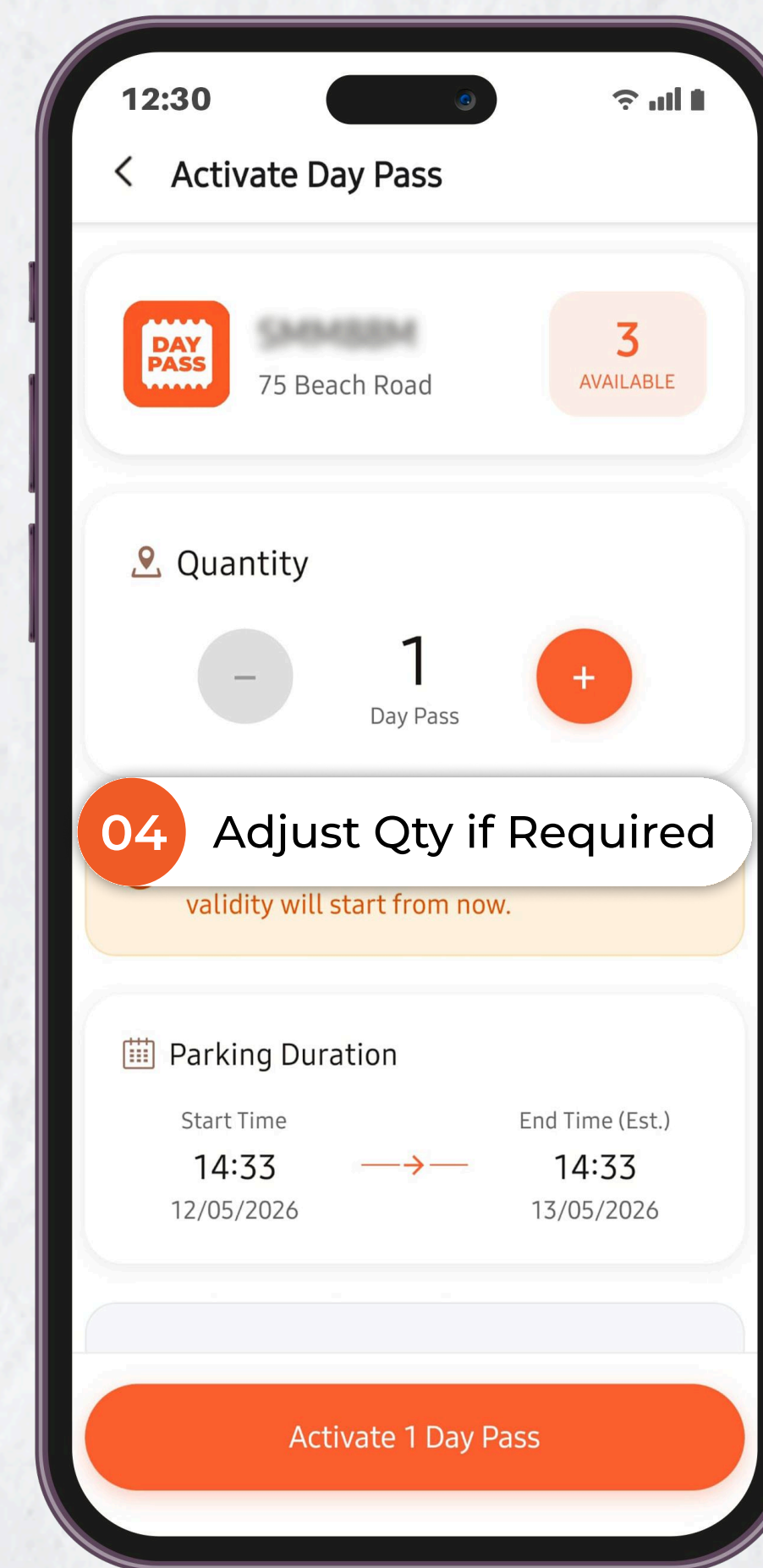
1. Navigate to **'Season' Tab**
2. Switch to **'Day Pass'**
3. Click **'Activate'**
4. **Adjust Quantity** if required
5. Click **'Activate'** if details are accurate
6. Click **'Detail'** to view your Day Pass
7. View **'Detail'** for purchase and usage records

Terms & Conditions:

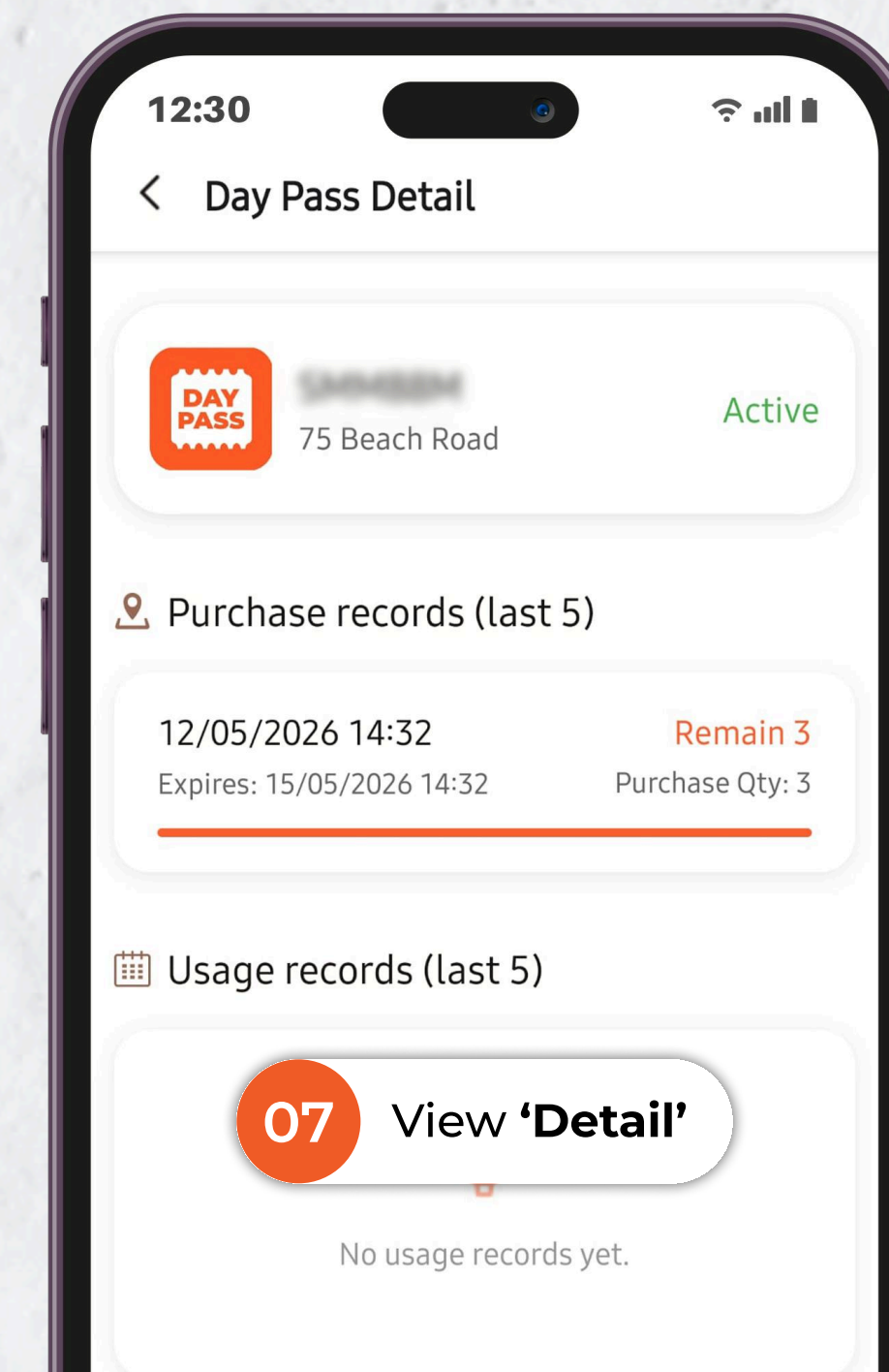
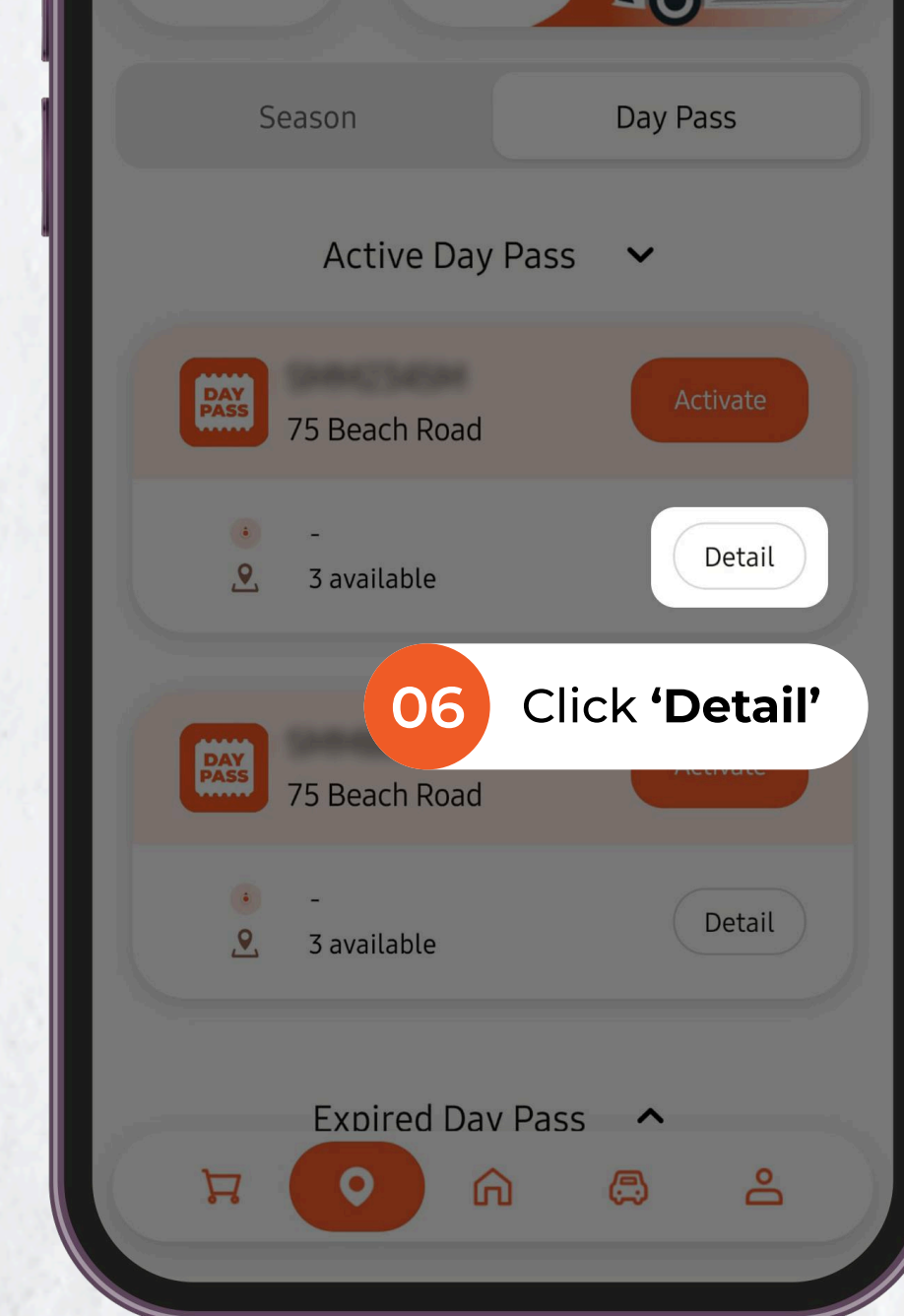
- A Day Pass is valid for 24 hours from the time of activation or carpark entry, whichever comes first.
- It is recommended to activate the Day Pass **only after entering the carpark**.
- To extend parking, activate the next Day Pass **before the current pass expires**. Any time gap will be charged at the hourly rate.



01 'Season' Tab



05 Click 'Activate'



07 View 'Detail'



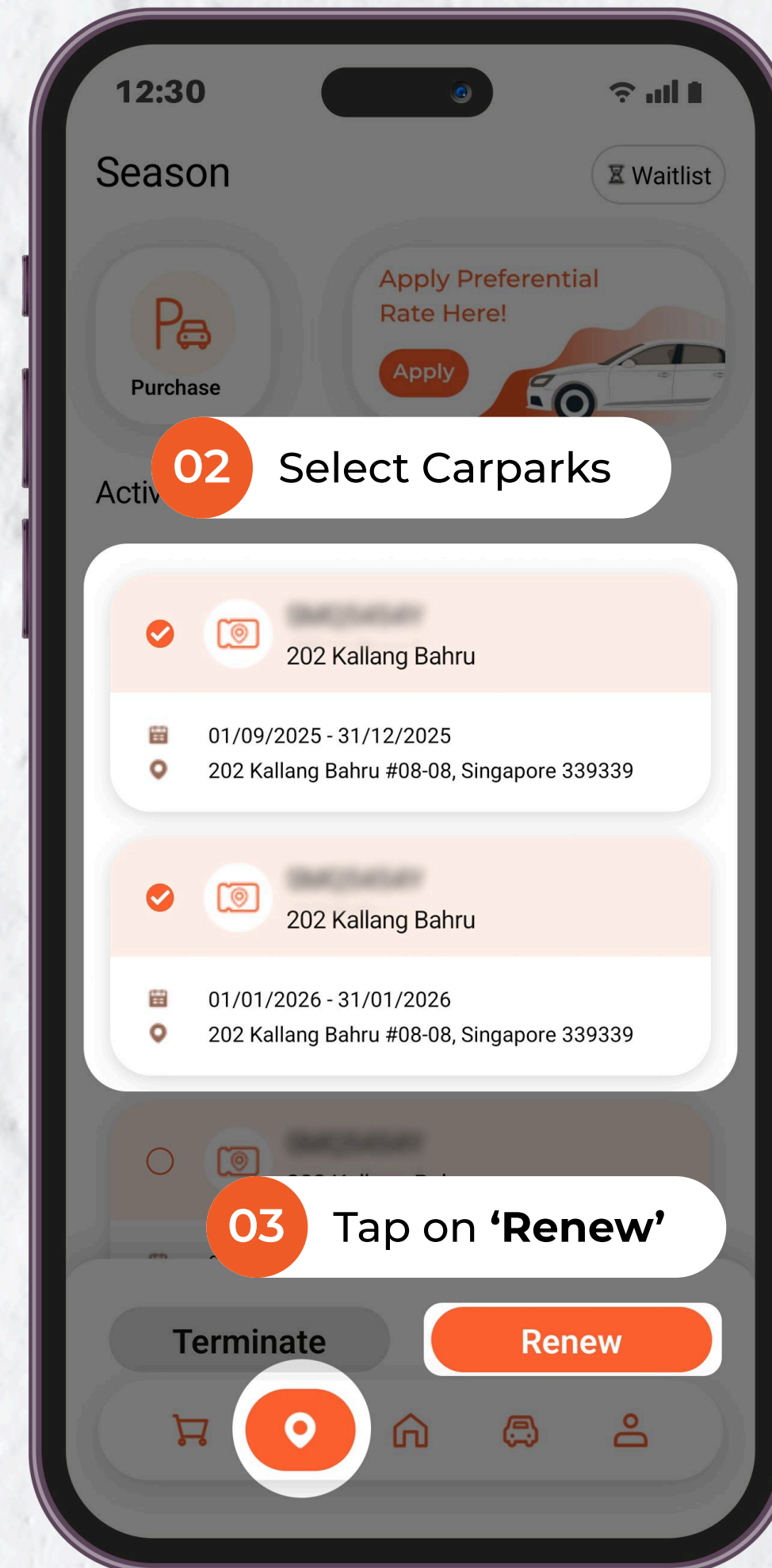


## Renew Season Parking Ticket

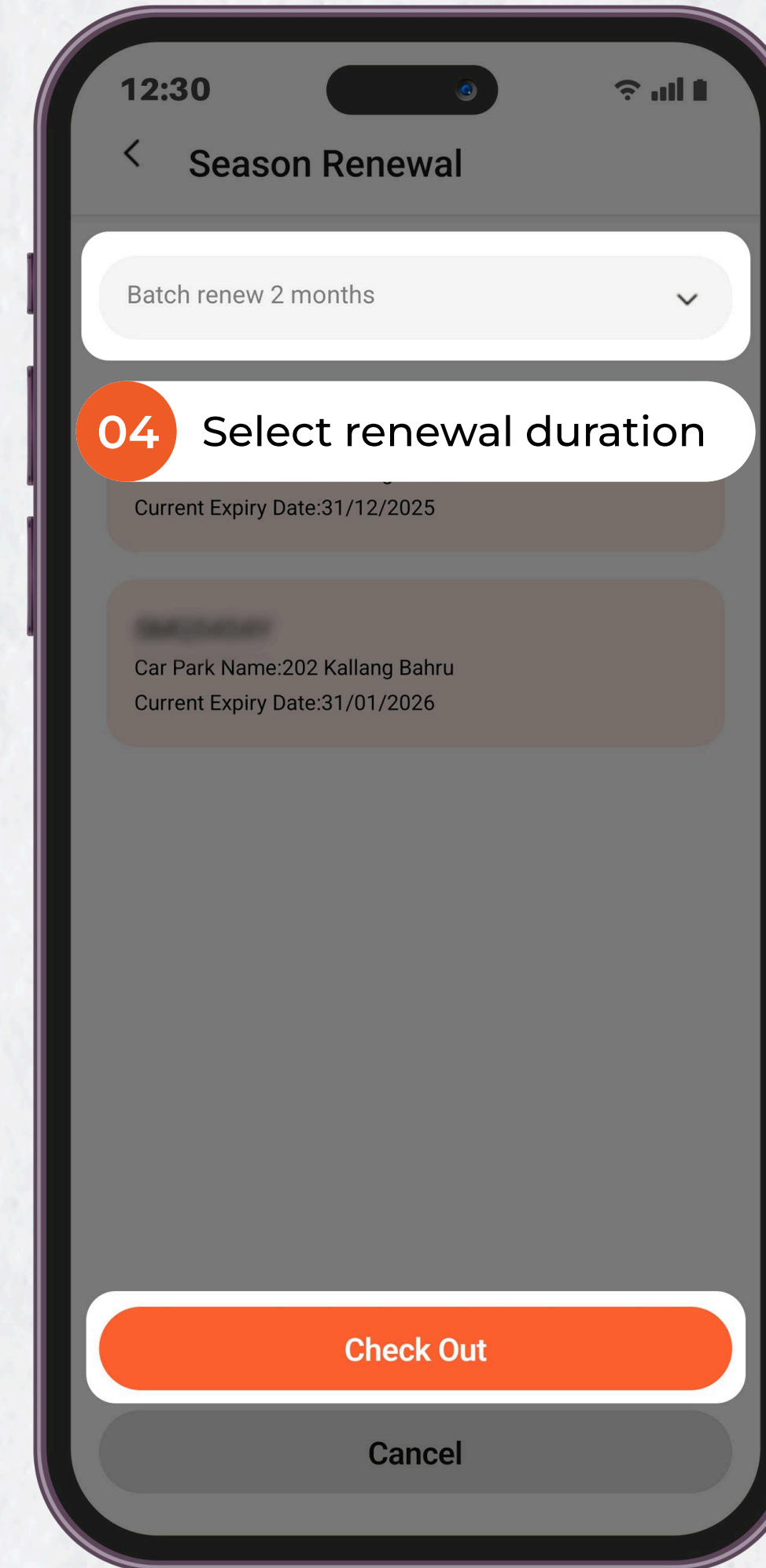
Renew existing Season Parking Ticket with ease through our system.

To renew existing Season Parking:

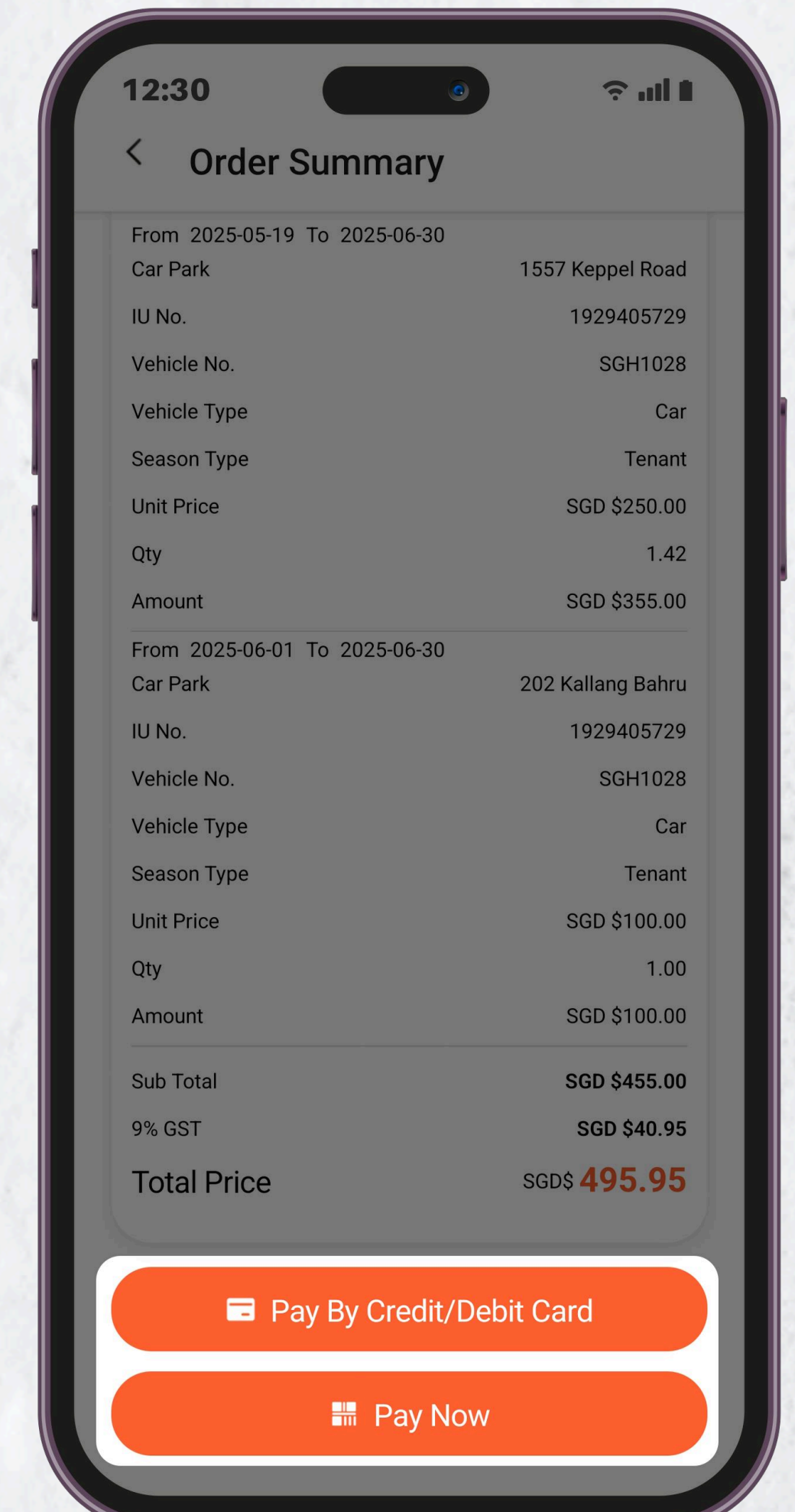
1. Navigate to **'Season' Tab**
2. Select the carpark(s) you wish to renew
3. Tap on **'Renew'**
4. Tap on **'Select Renewal Period'** and choose the number of months to renew
5. Tap on **'Check Out'**
6. (a) Payment Method: Credit Card  
(b) Payment Method: Paynow



01 **'Season' Tab**



05 Tap on **'Check Out Now'**



06 Select **Payment Option**



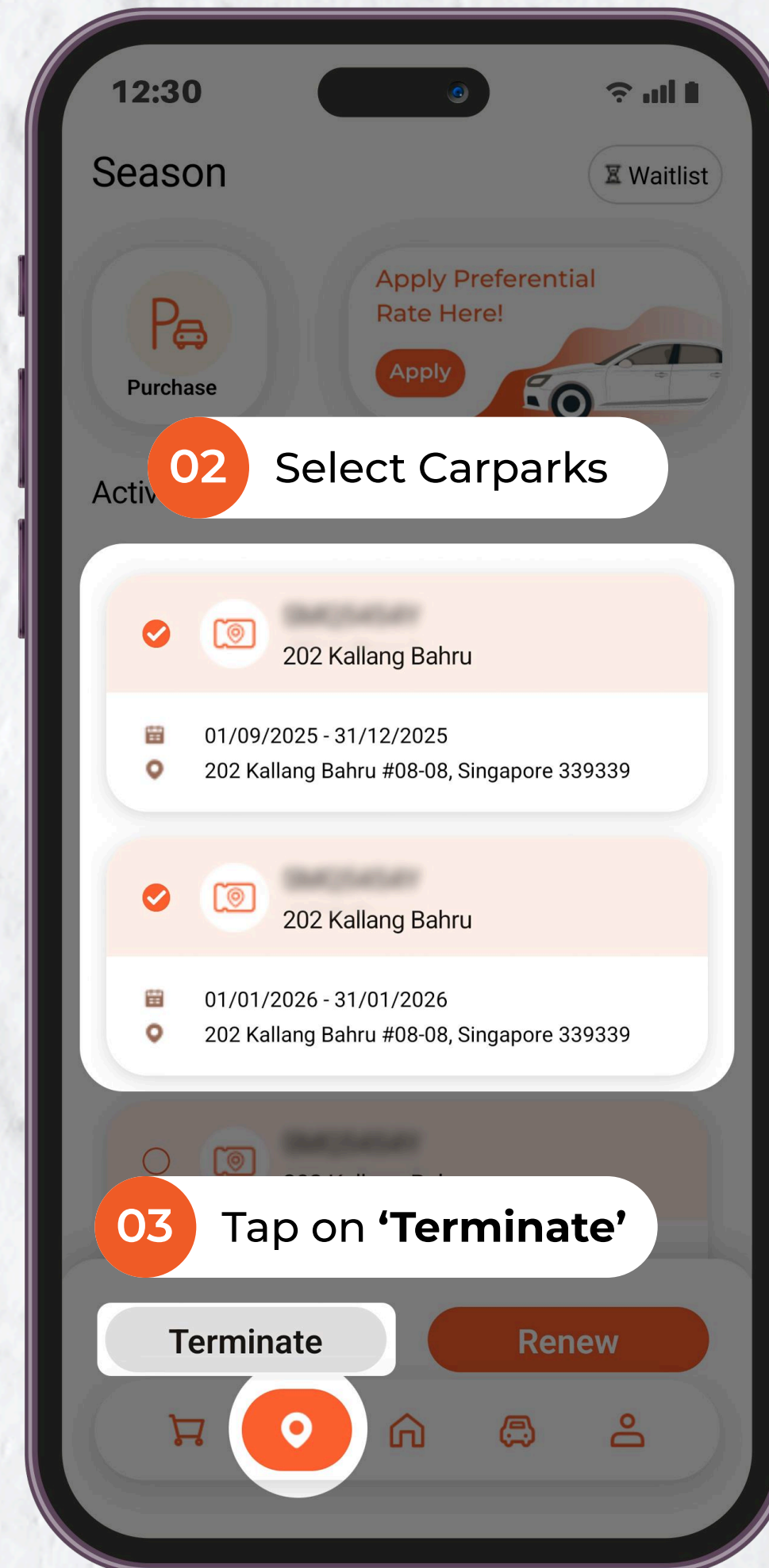


## Terminate Season Parking Ticket

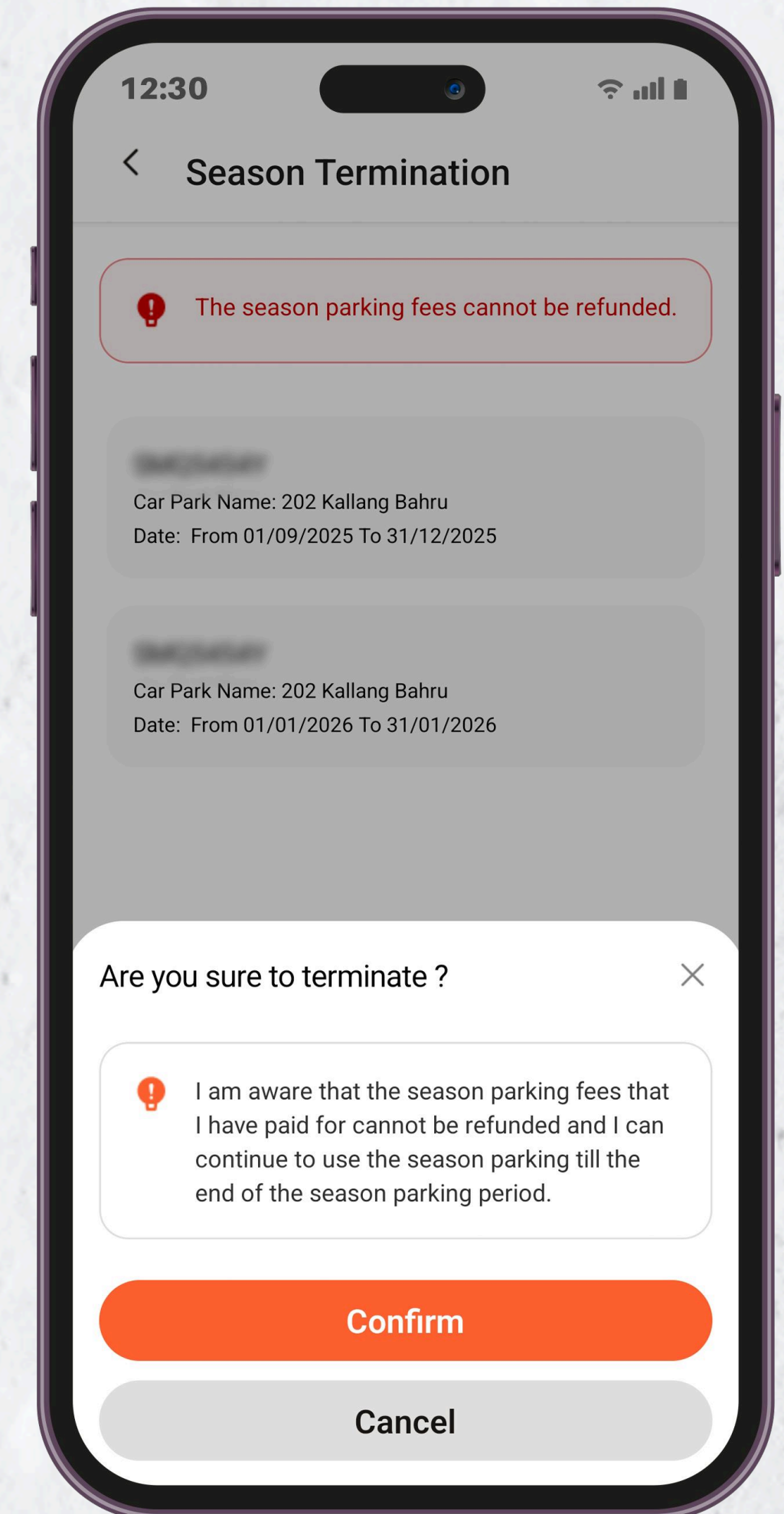
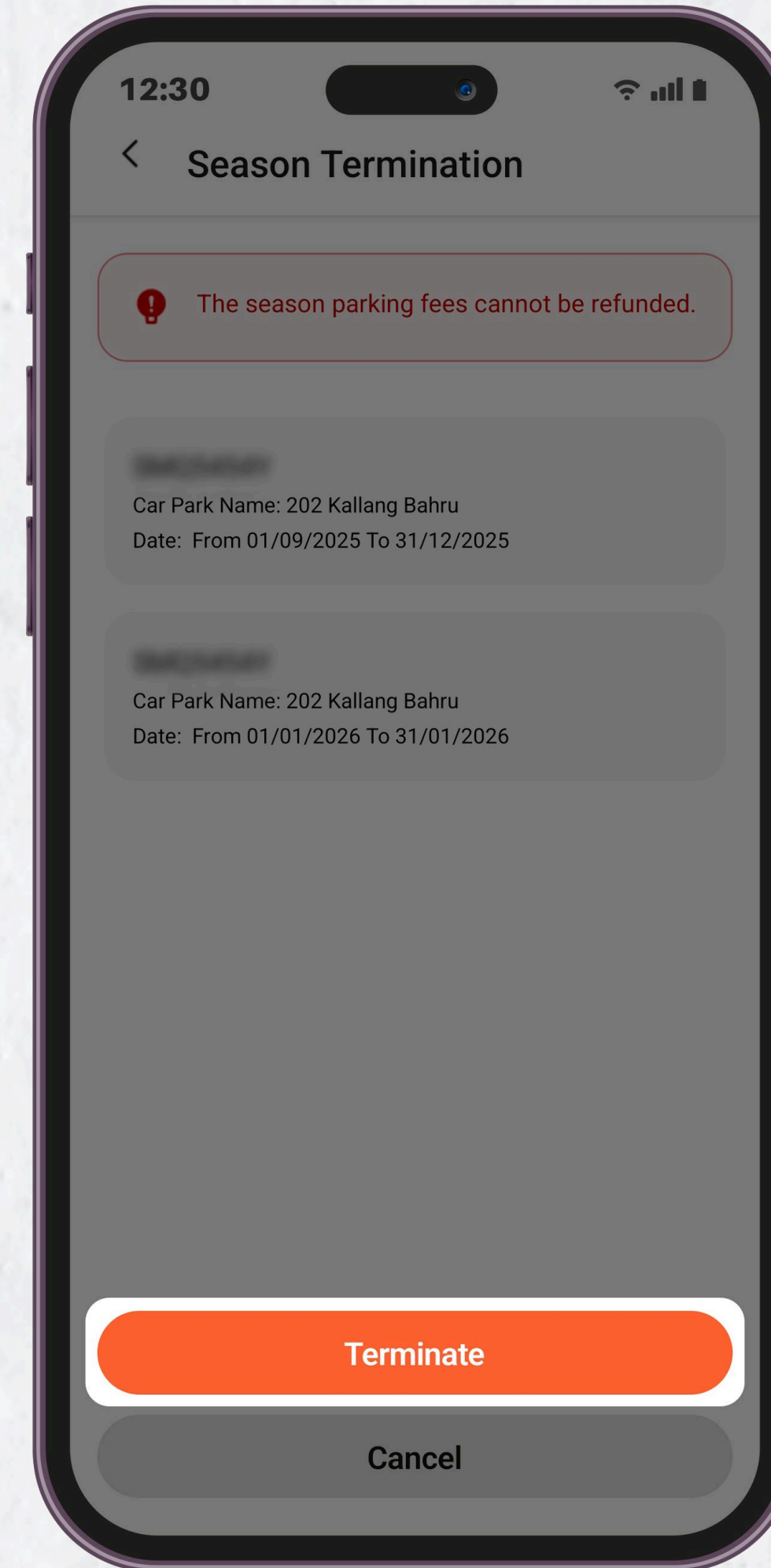
You may terminate your Season Parking service at any time, but payments are non-refundable.

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**



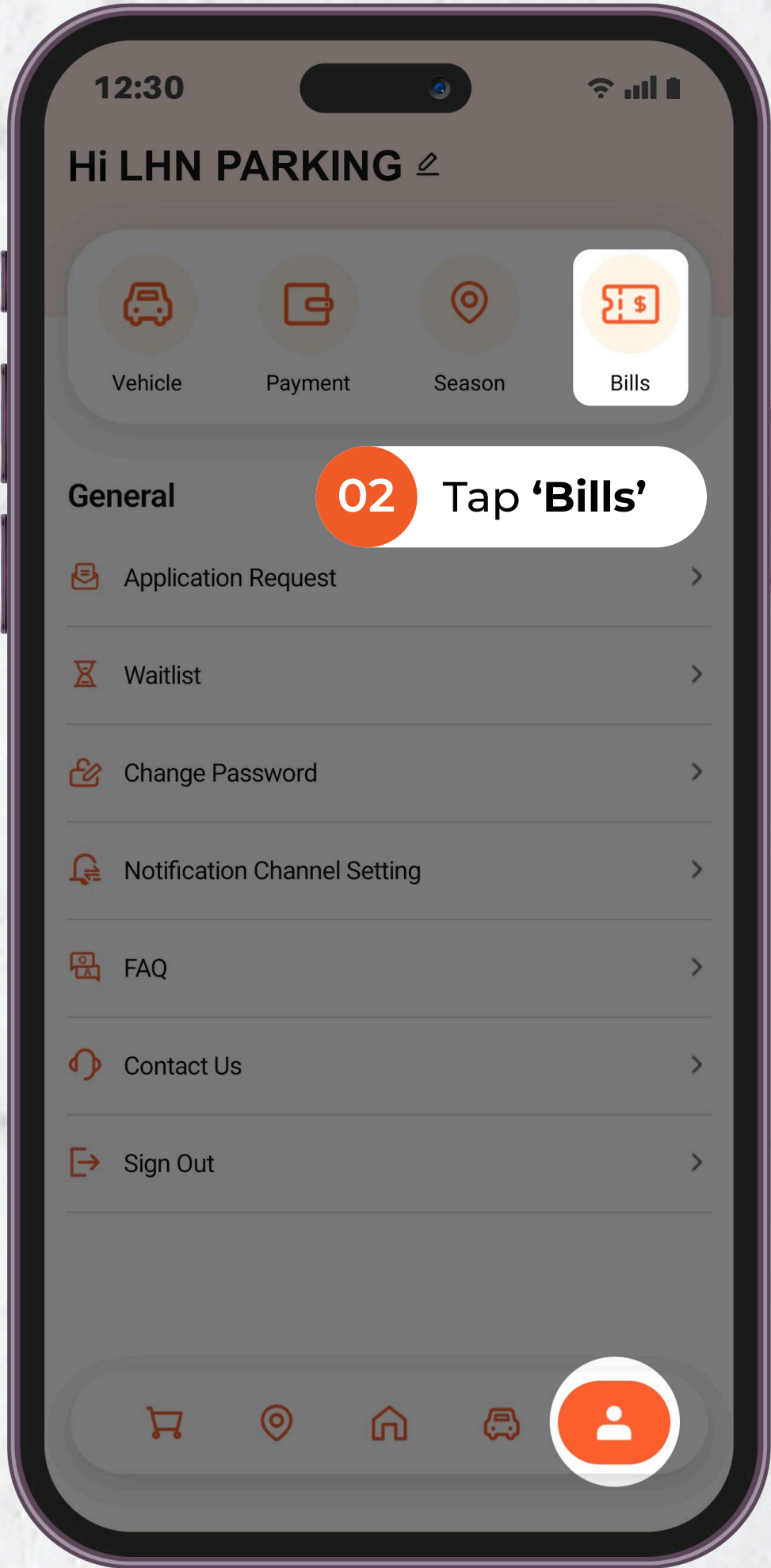




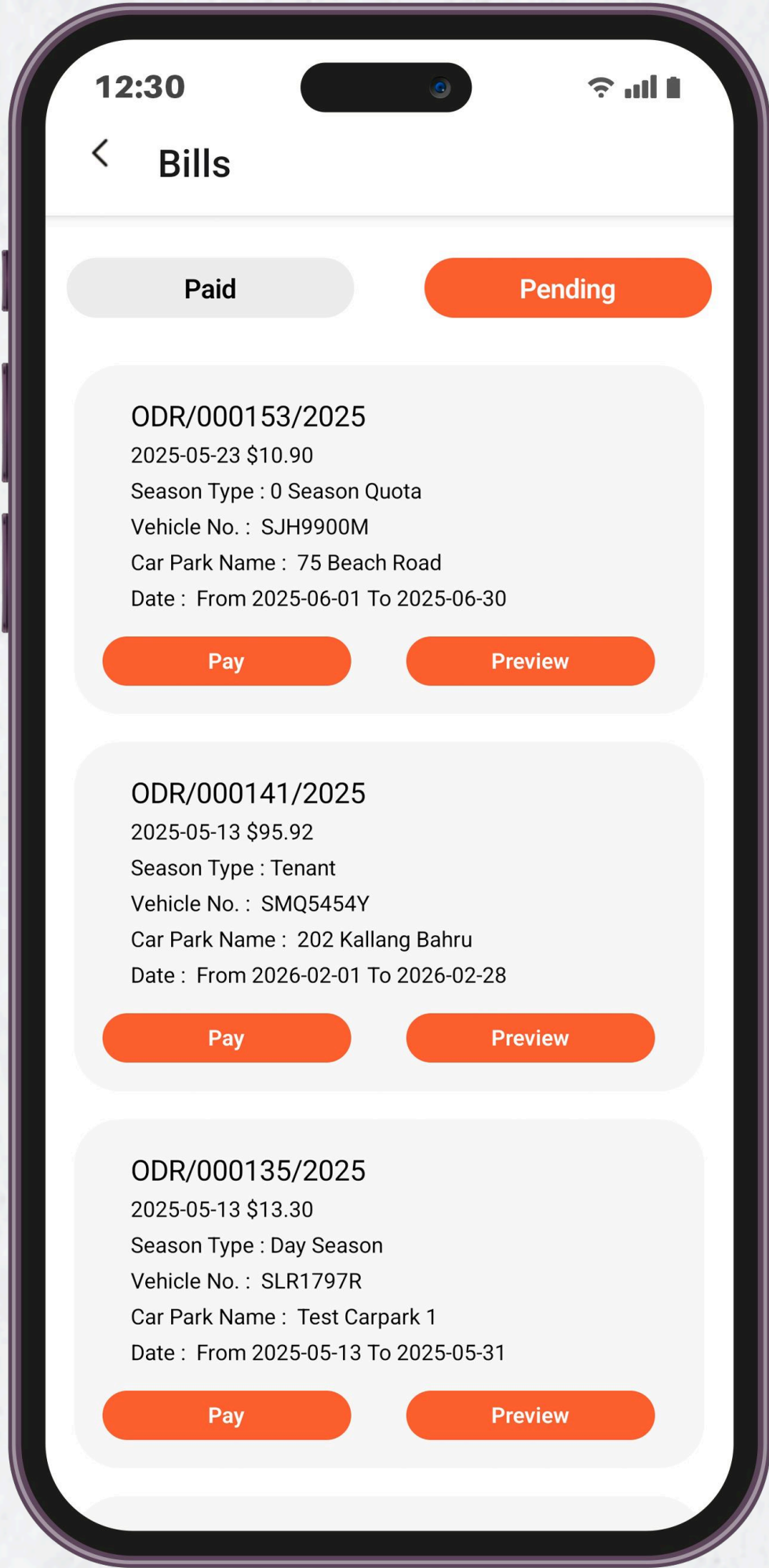
# Pending Order List

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

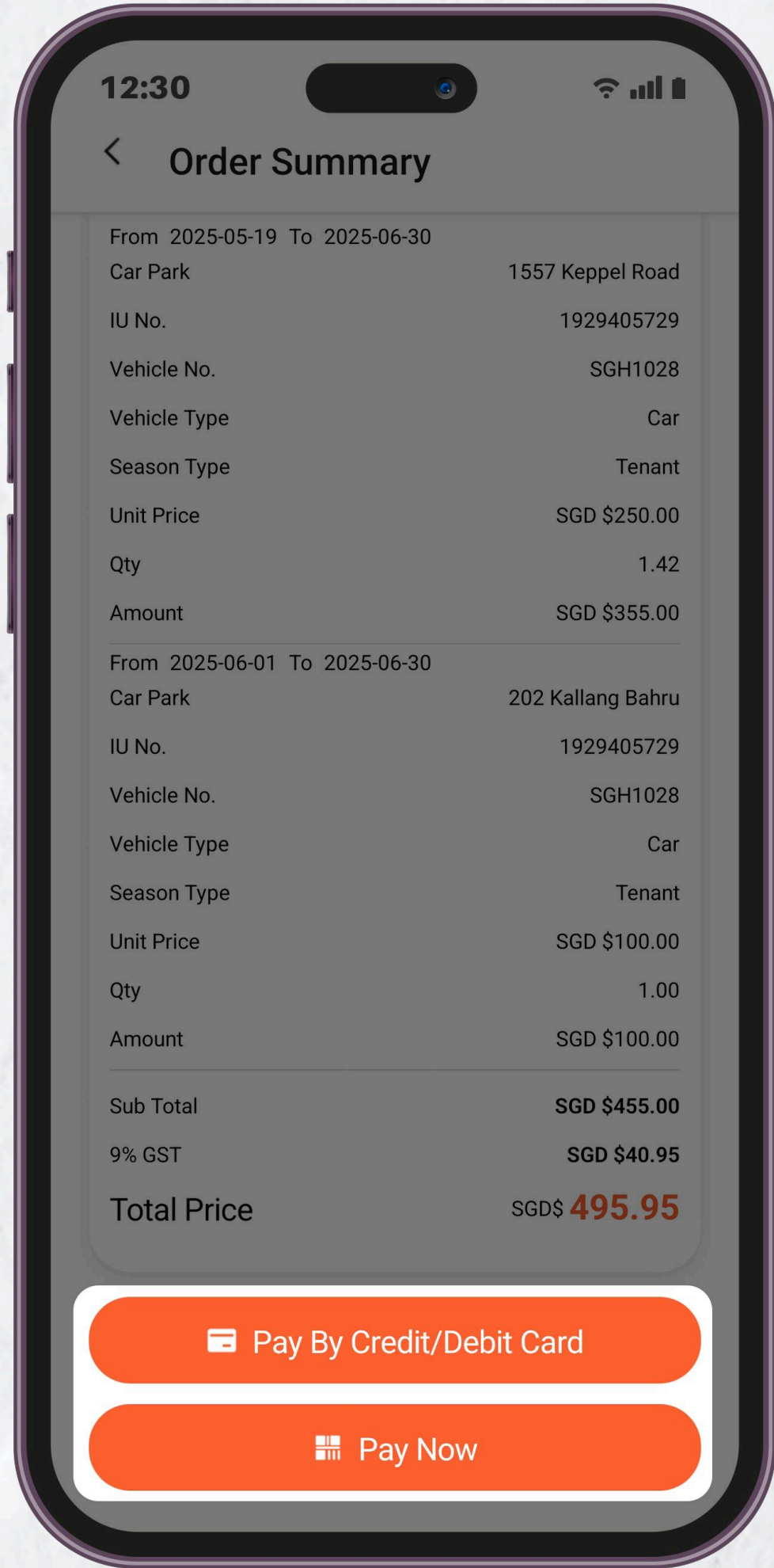
- To Pay Pending Order:
- 1. Navigate to **'Account' Tab**
  - 2. Tap on **'Bill'**
  - 3. Select the pending order you wish to pay and tap the **'Pay'** button
  - 4. (a) Payment Method: Credit Card  
(b) Payment Method: Paynow



01 **'Account'** Tab



03 Select & Pay



04 Select Payment Option



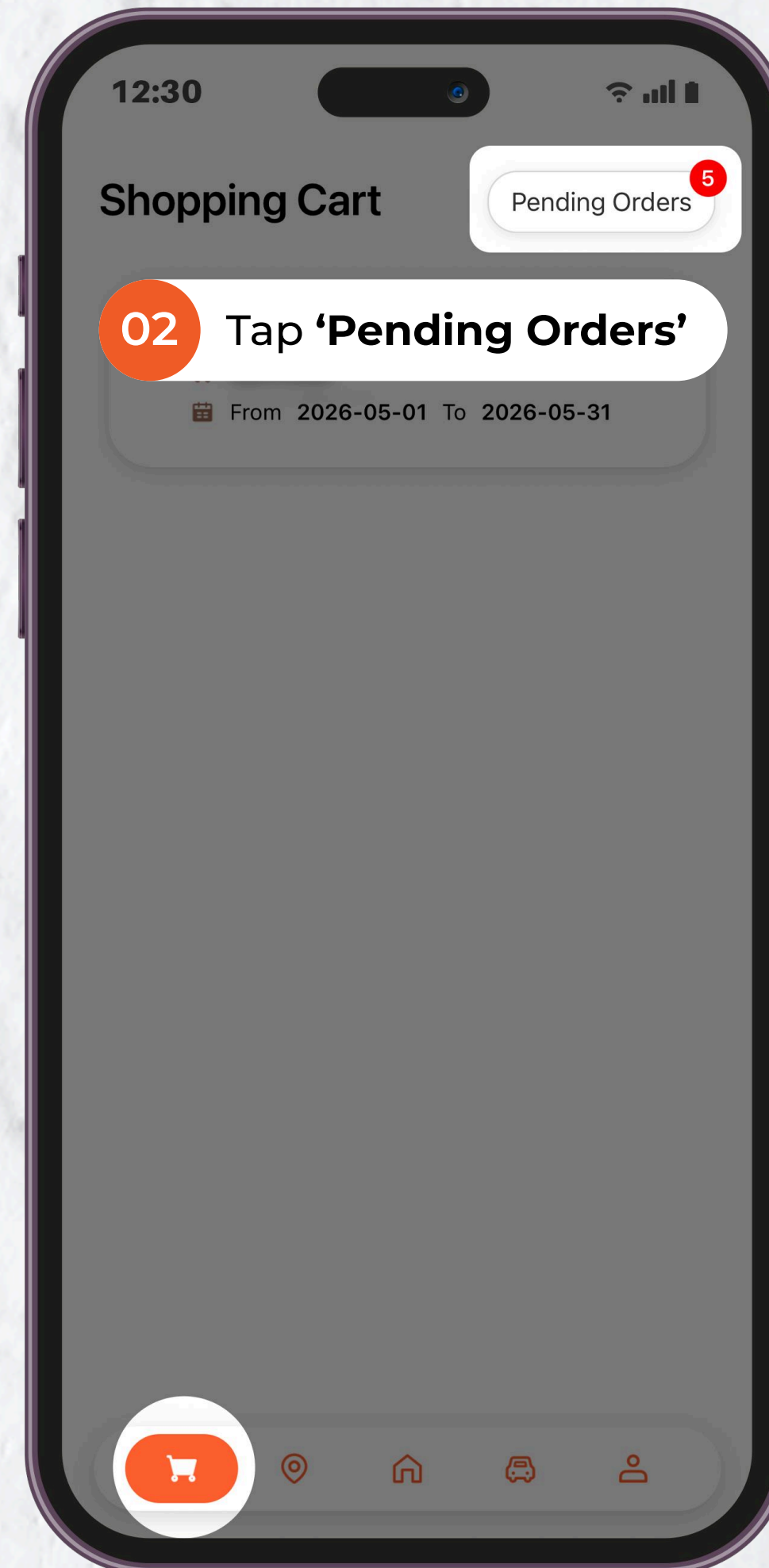


## Pending Order List

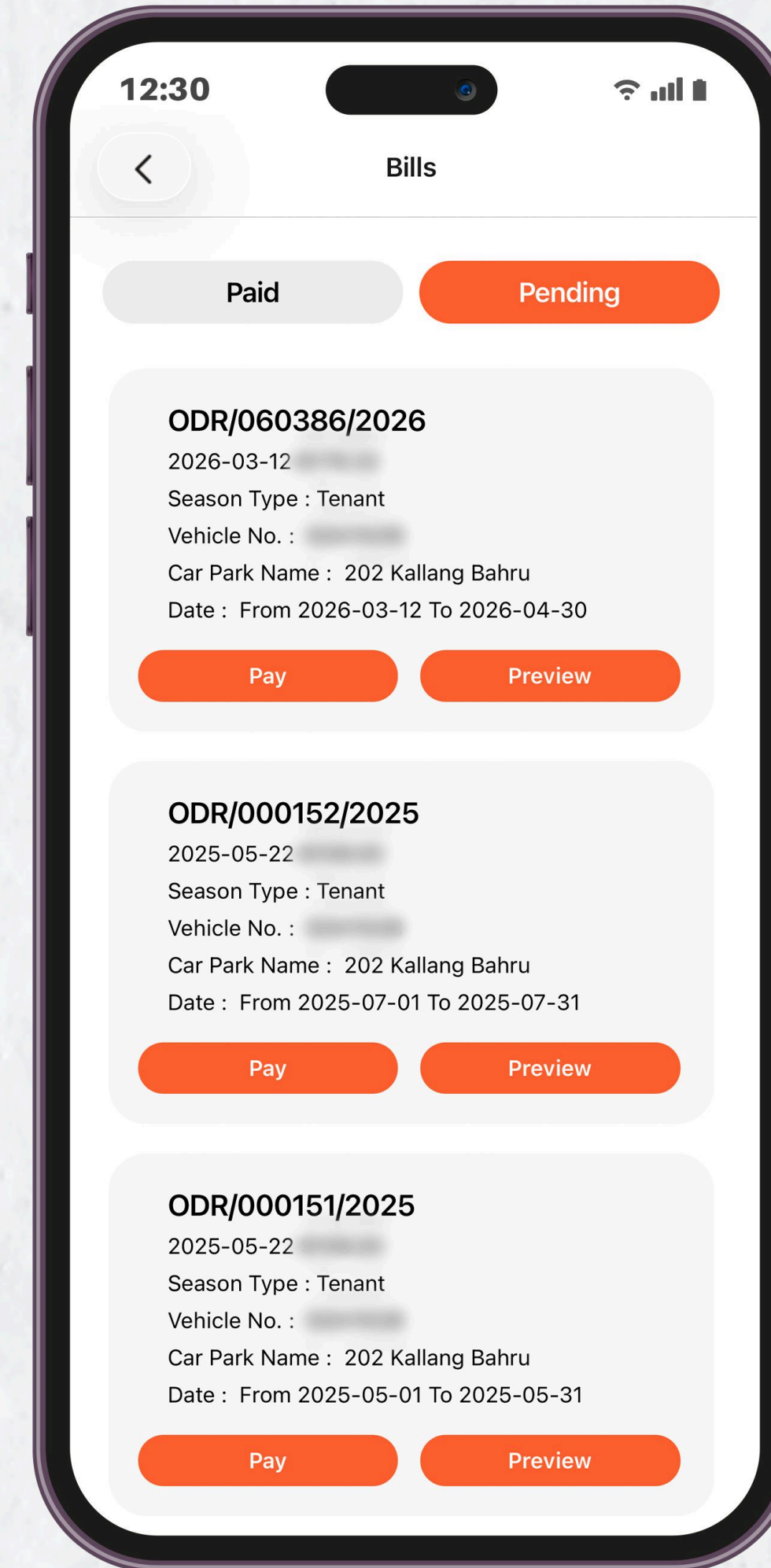
You can now view your pending orders in the Shopping Cart as well.

To View Paid / Pending Order(s):

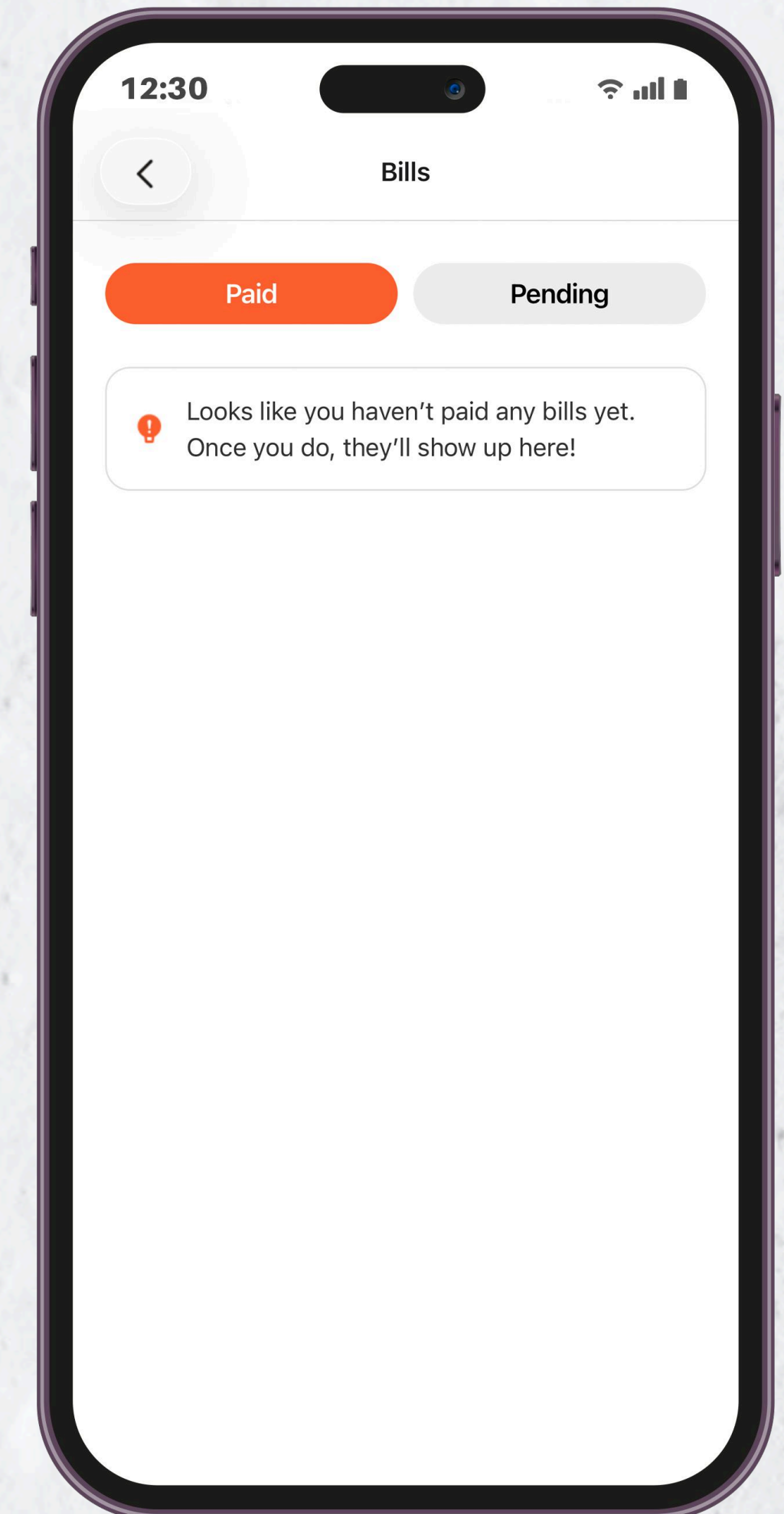
1. Navigate to **'Cart' Tab**
2. Tap **'Pending Orders'**
3. View your **pending orders** in the list
4. Tap the **'Paid'** tab to view completed orders



01 **'Cart' Tab**



03 View Pending Orders



04 View Paid Orders

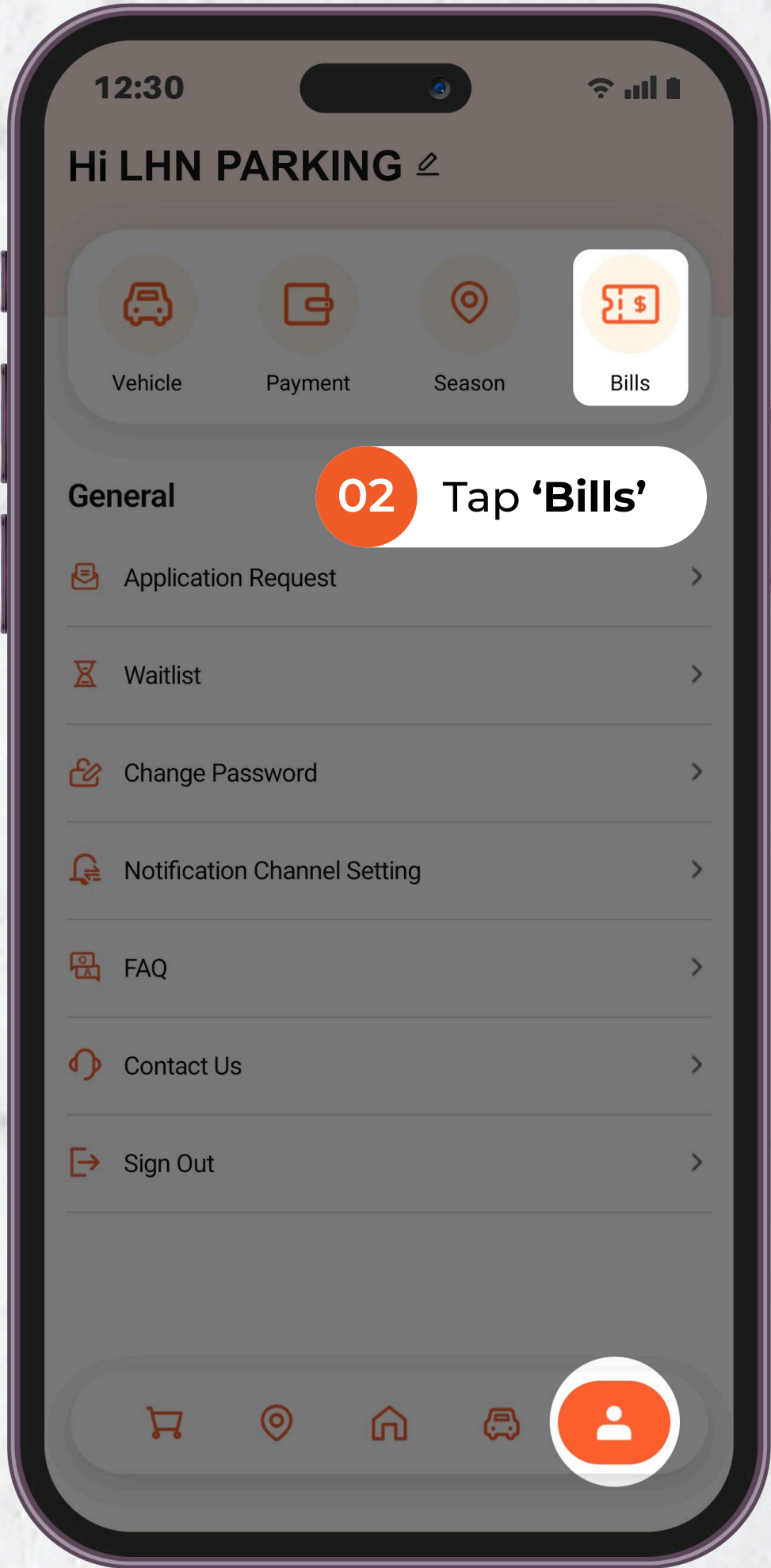




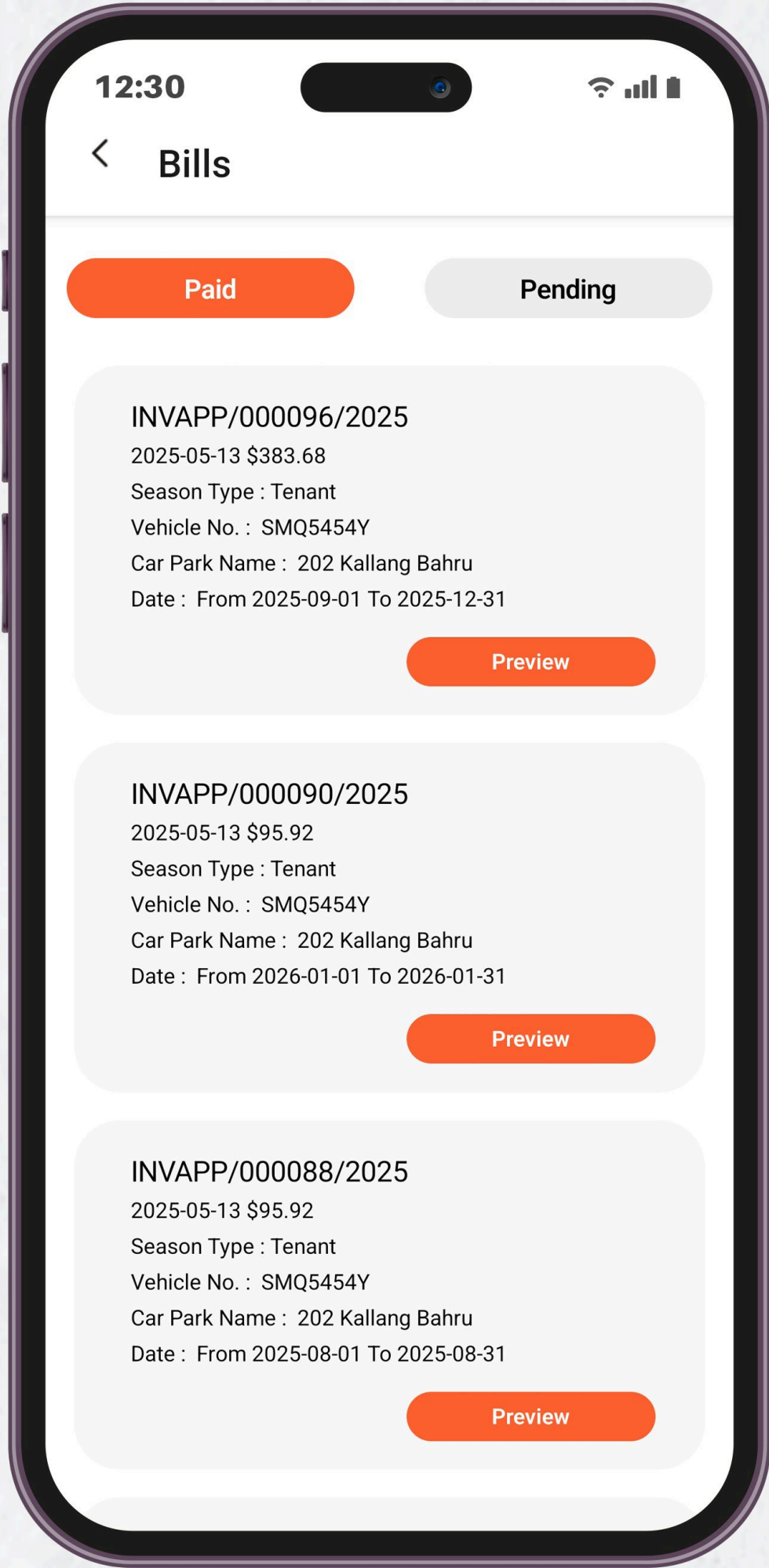
# Download Invoice

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

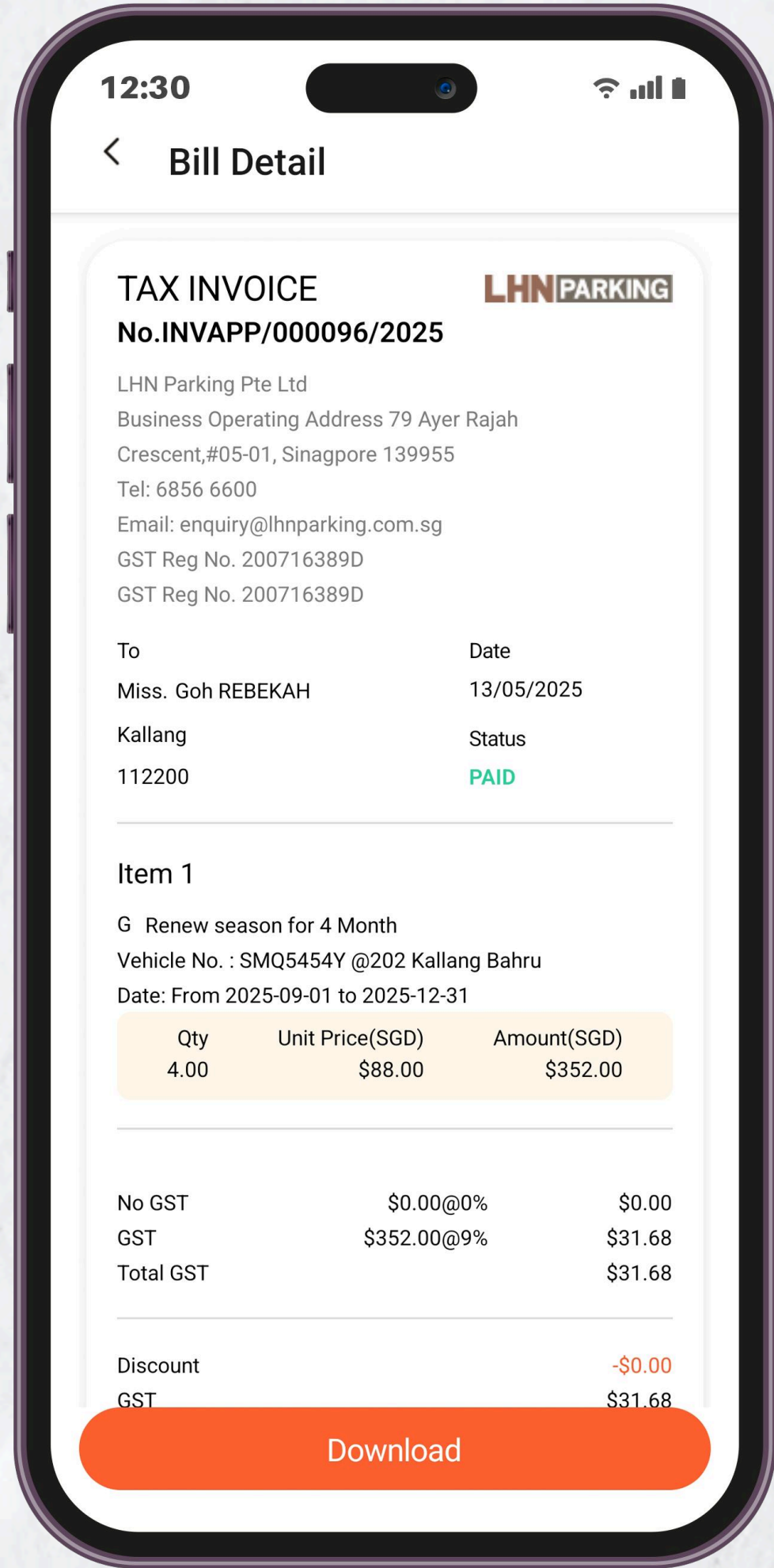
- To Download Invoice:
- 1. Navigate to **'Account'** Tab
  - 2. Tap on **'Bill'**
  - 3. Go to the **'Paid'** section, select the order you wish to view, and tap **'Preview'**
  - 4. Tap **'Download'** to save a copy of the invoice to your device



01 **'Account'** Tab



03 Select & Preview



04 Tap **'Download'**





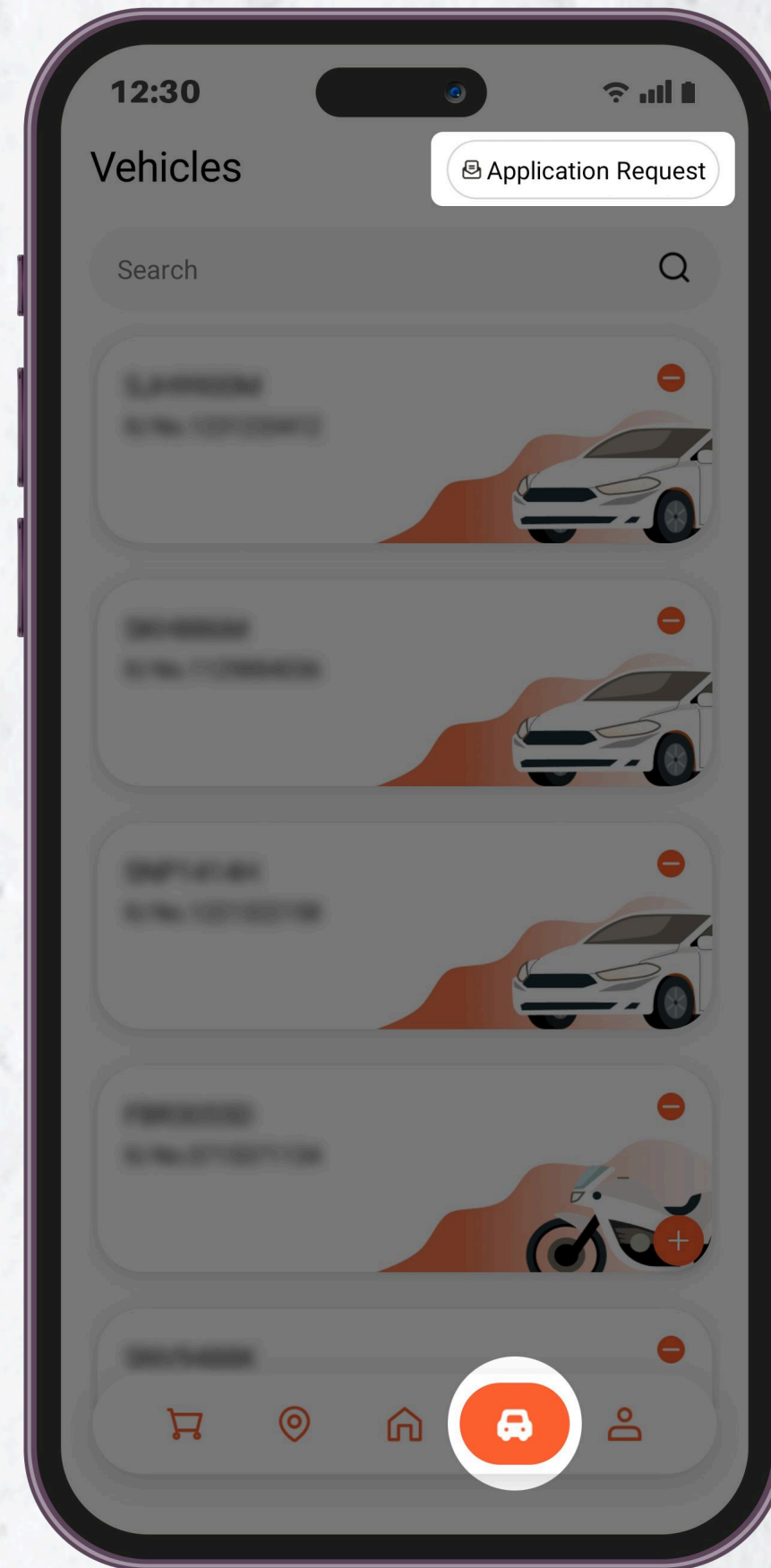
## Change Vehicle Number / IU / OBU Number

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

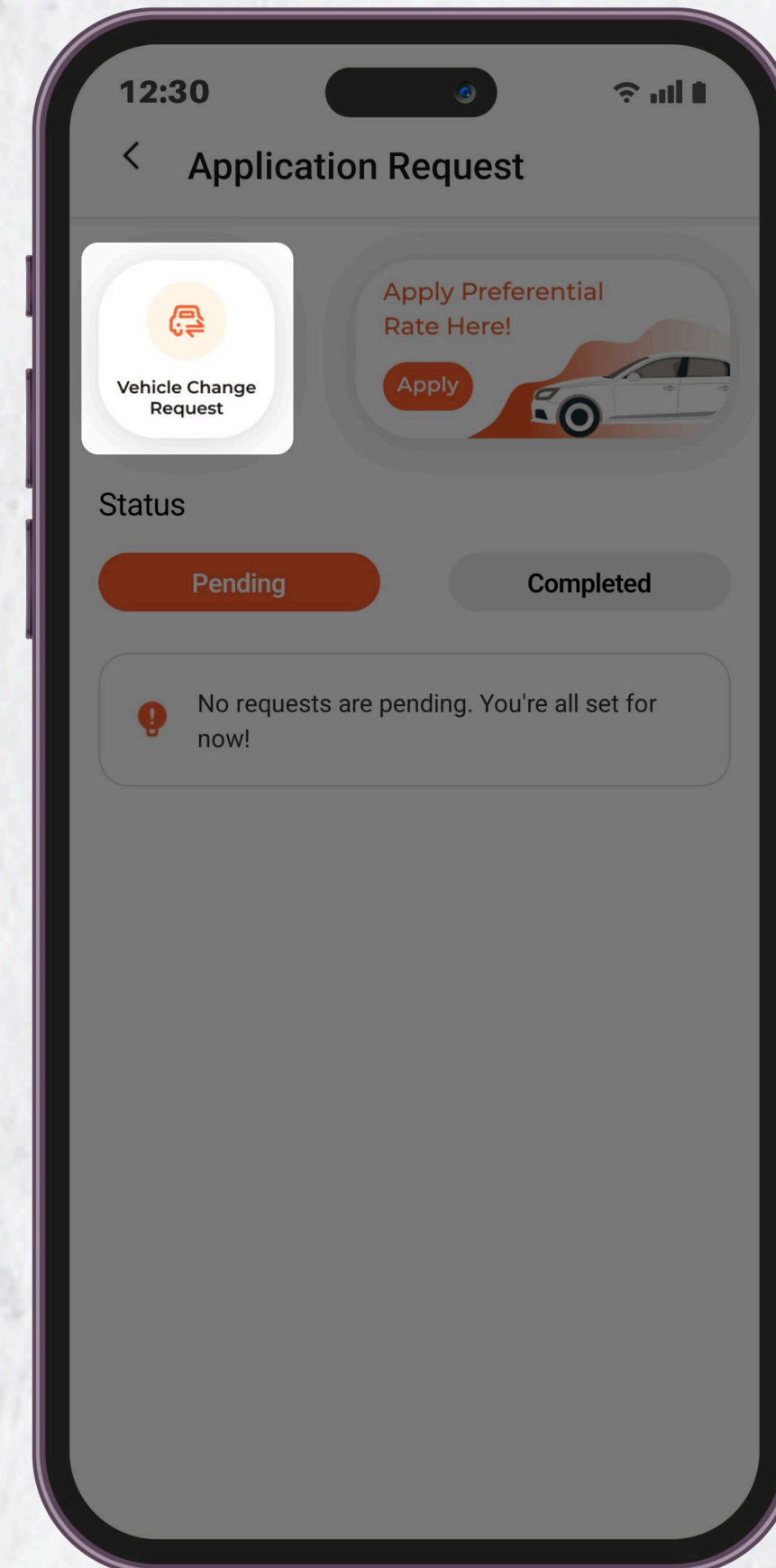
To change vehicle details:

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, and tap **'Change'** to proceed
5. Your request will be submitted and marked as pending. Please wait for approval.

### 02 Tap 'Apl. Request'

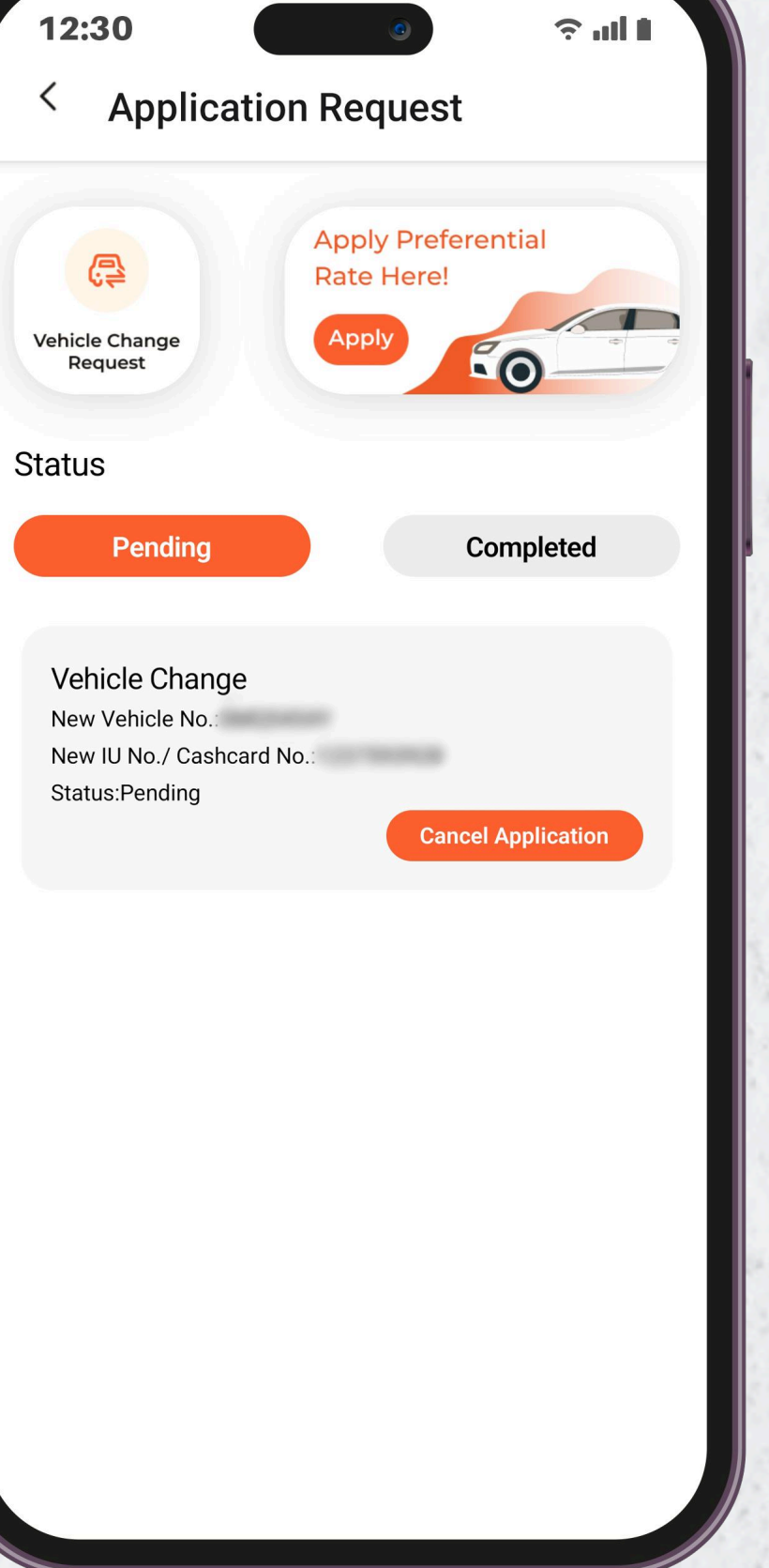
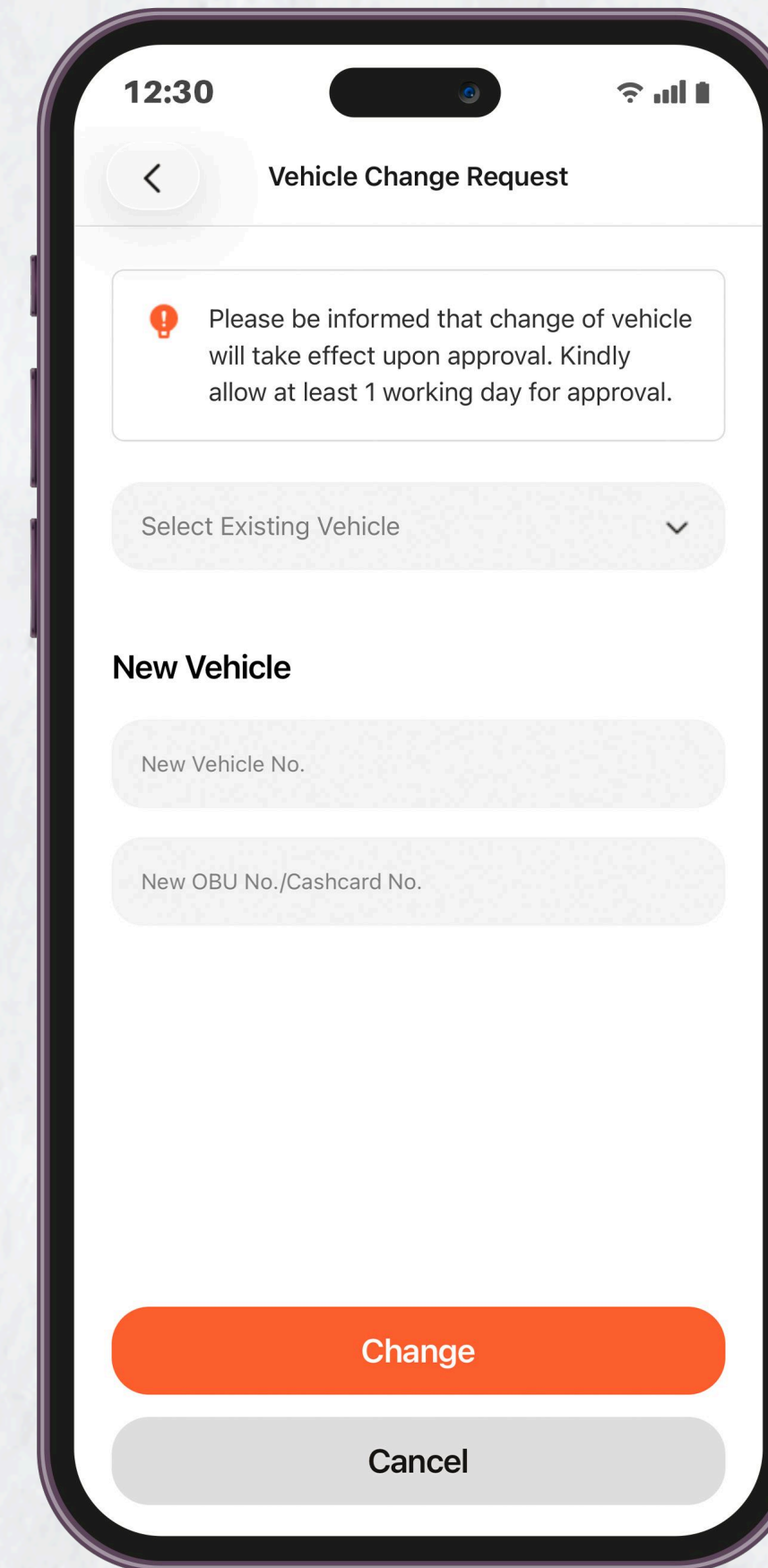


### 01 'Vehicle' Tab



### 03 Tap 'Veh. Change Request'

### 04 Fill Form



### 05 Wait for Approval



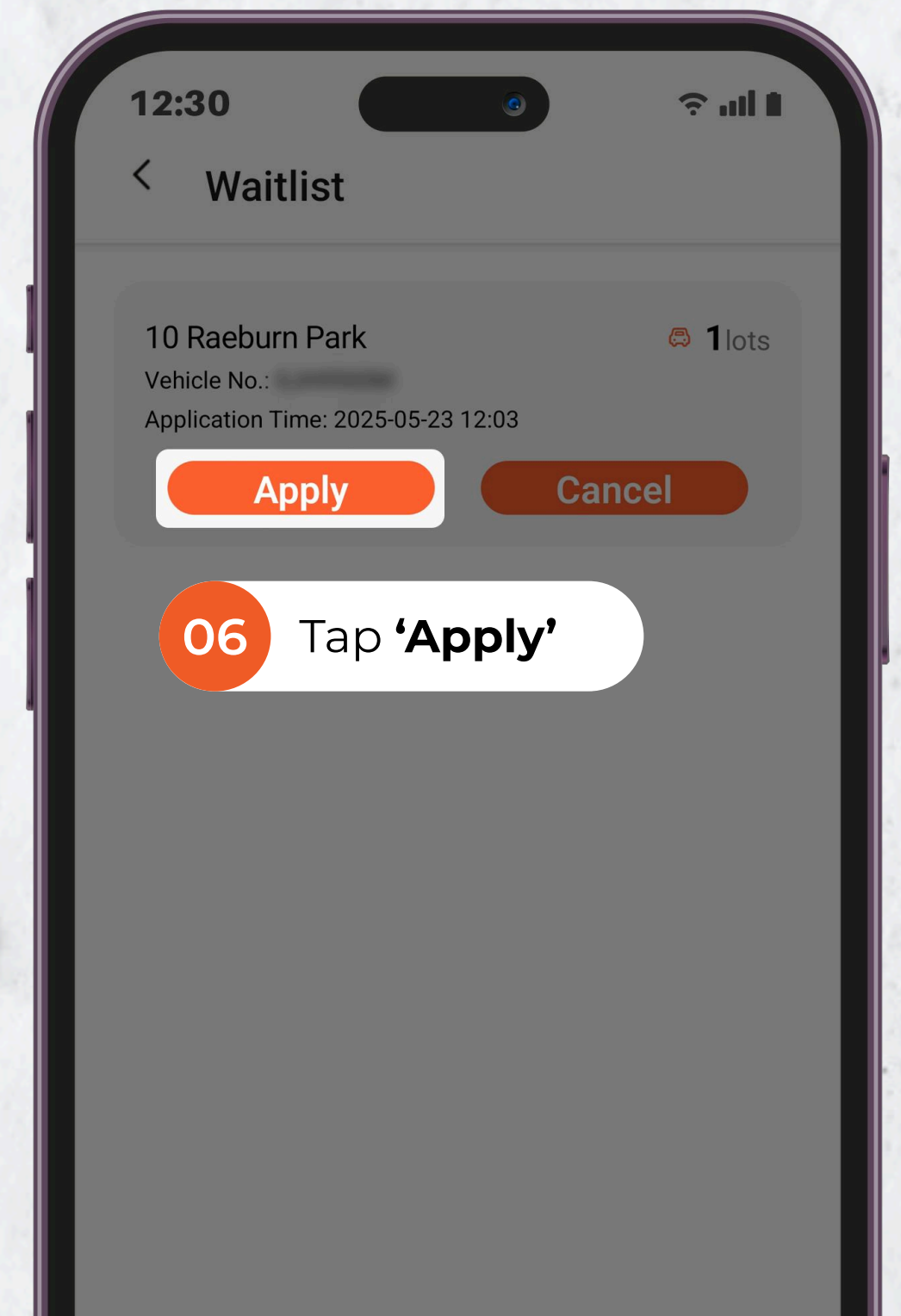
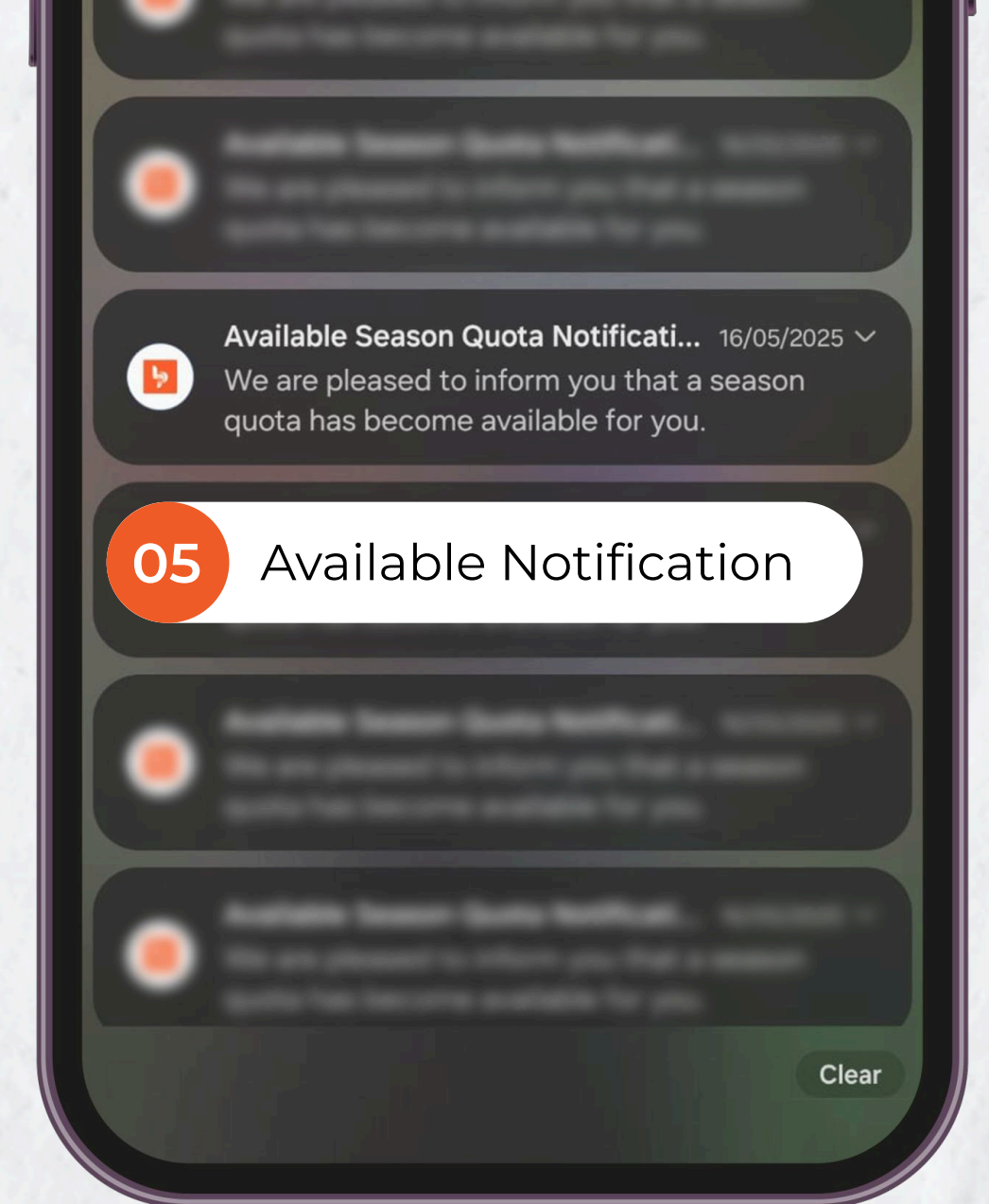
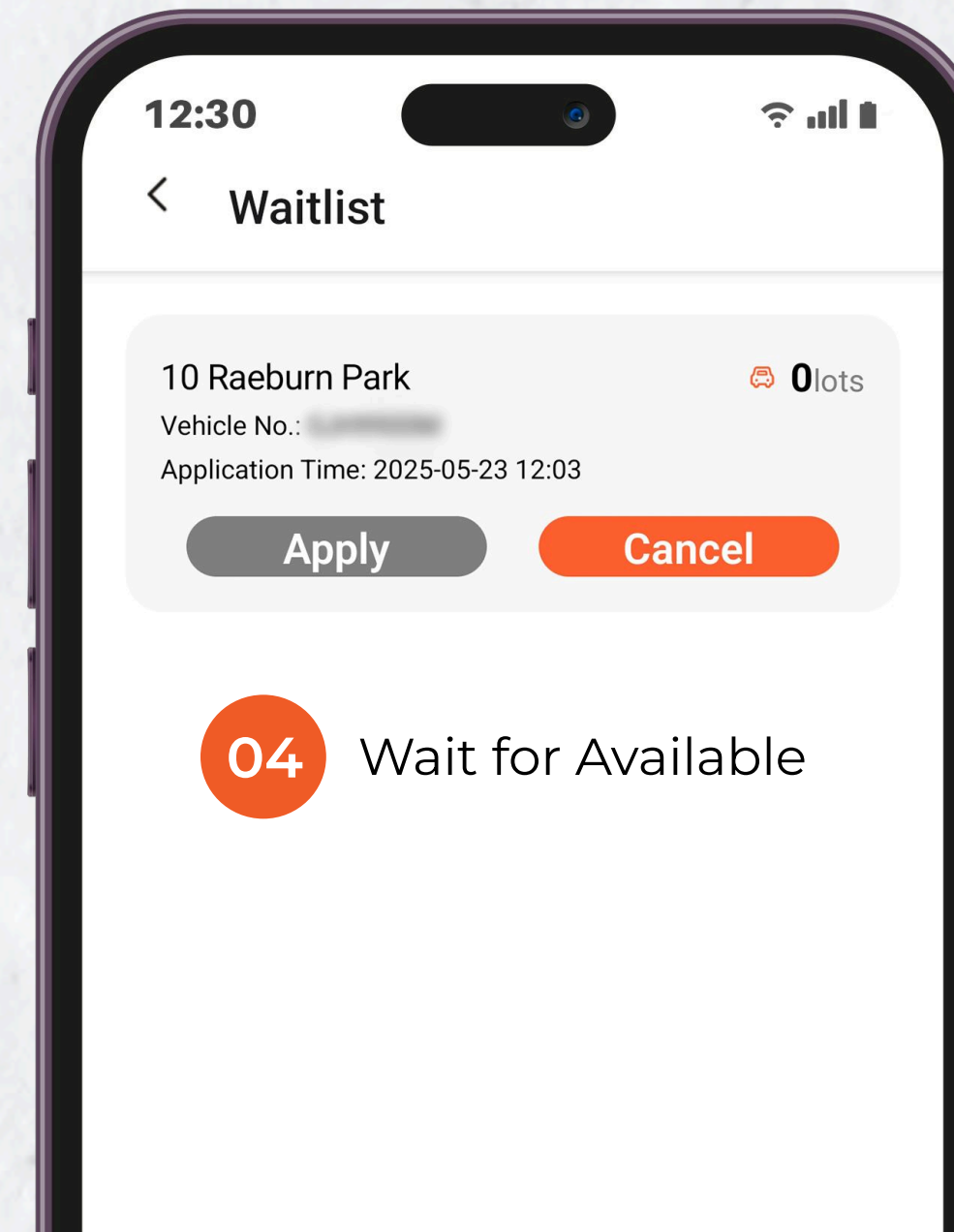
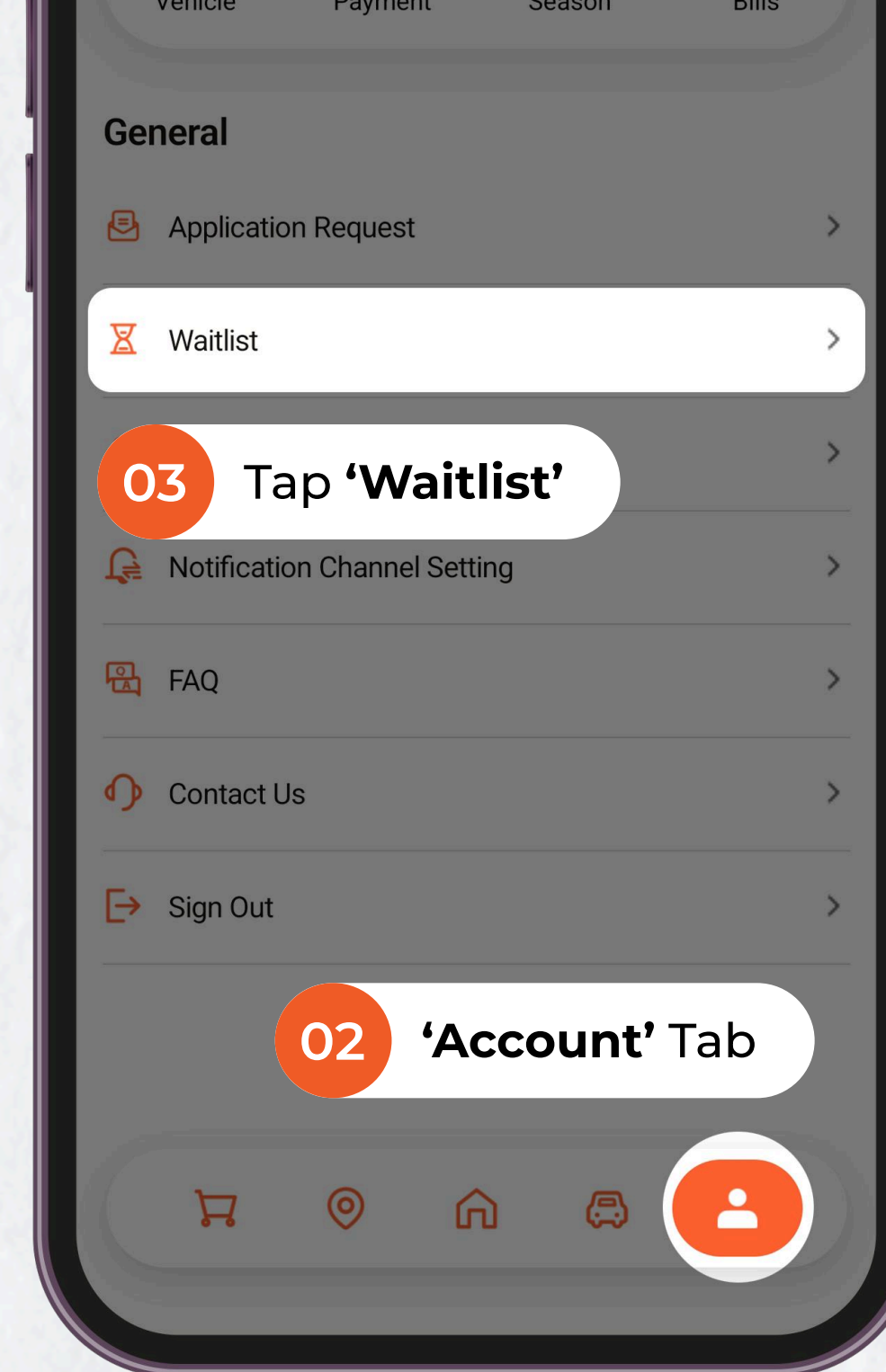
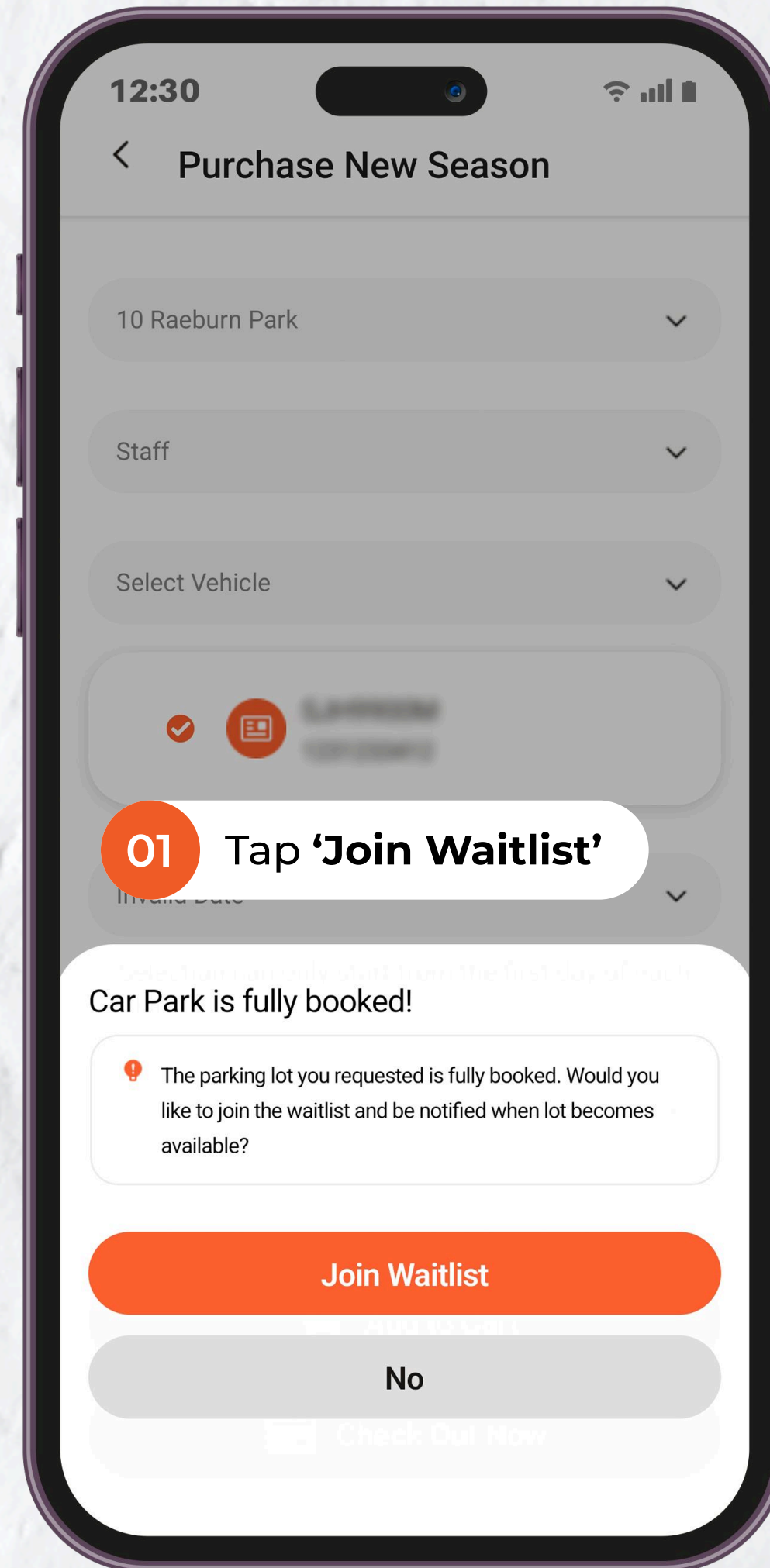


## Add to Waitlist

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

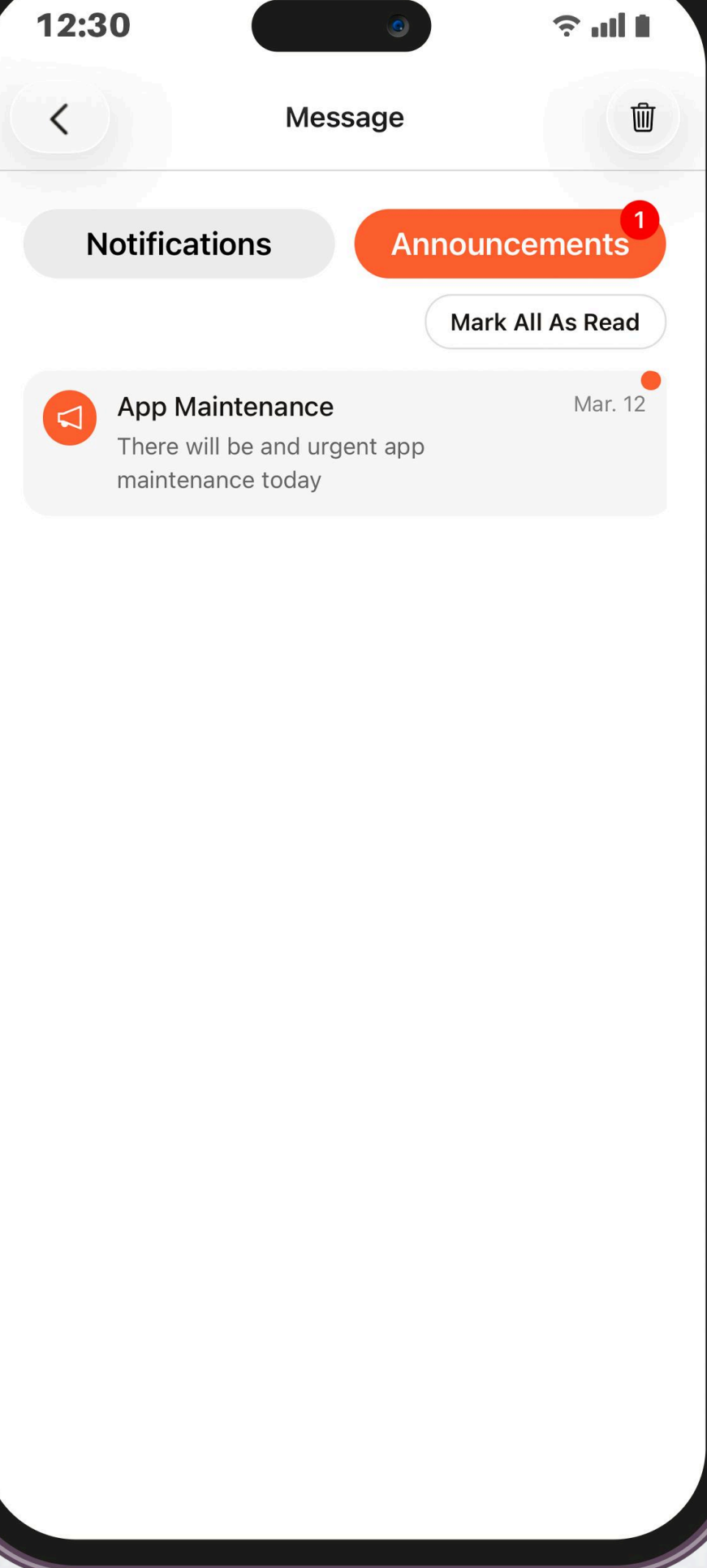
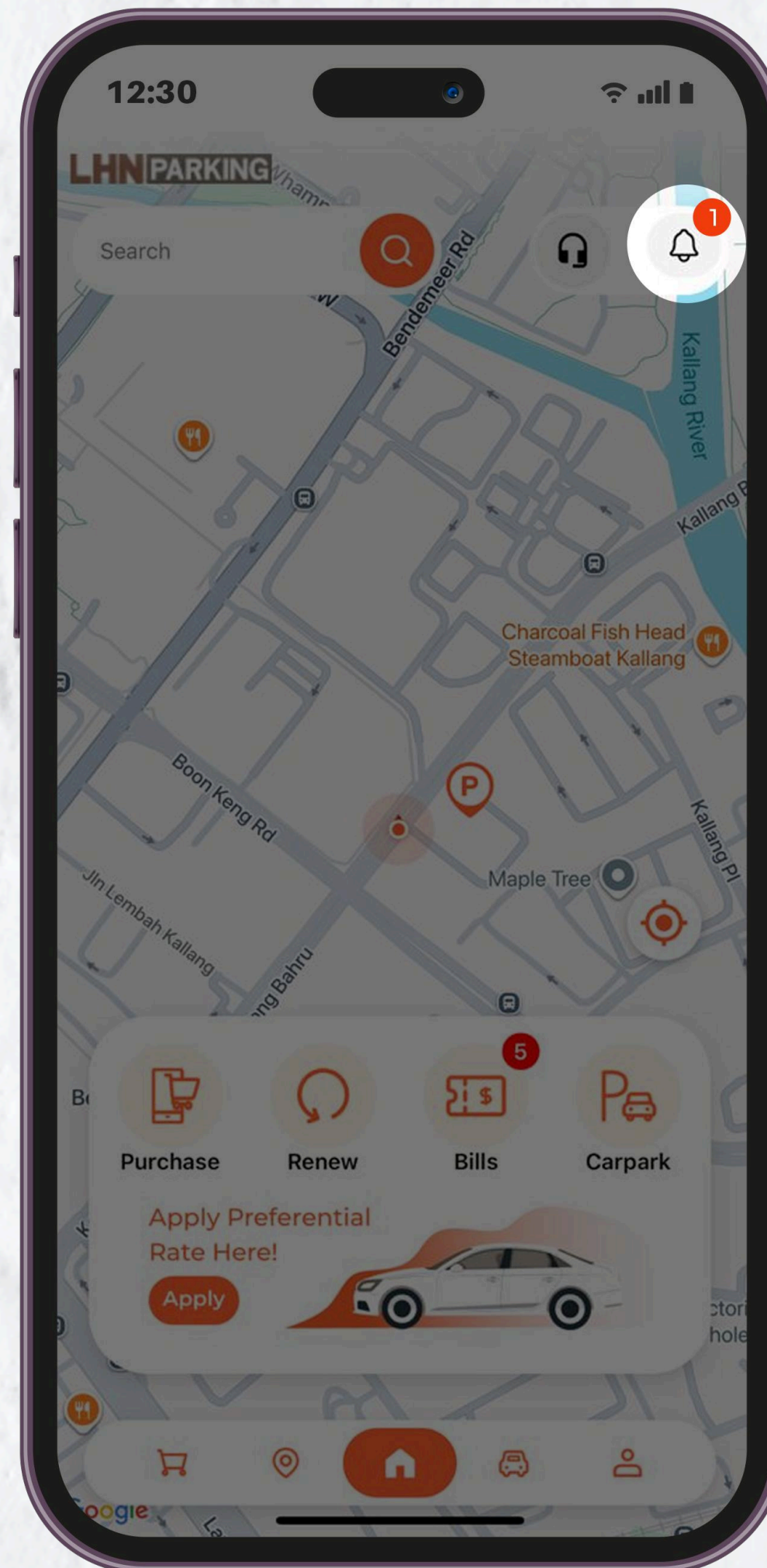
The **Announcements** section shows general information and updates, such as **app updates**, **system maintenance notices**, and **promotions**. These messages are **not related to your personal purchases or applications**.

**Notifications** display updates related to your account activities, such as **application results**, **vehicle registration updates**, **quota availability**, and **other actions related to your purchases or applications**.

To view notifications and announcements:

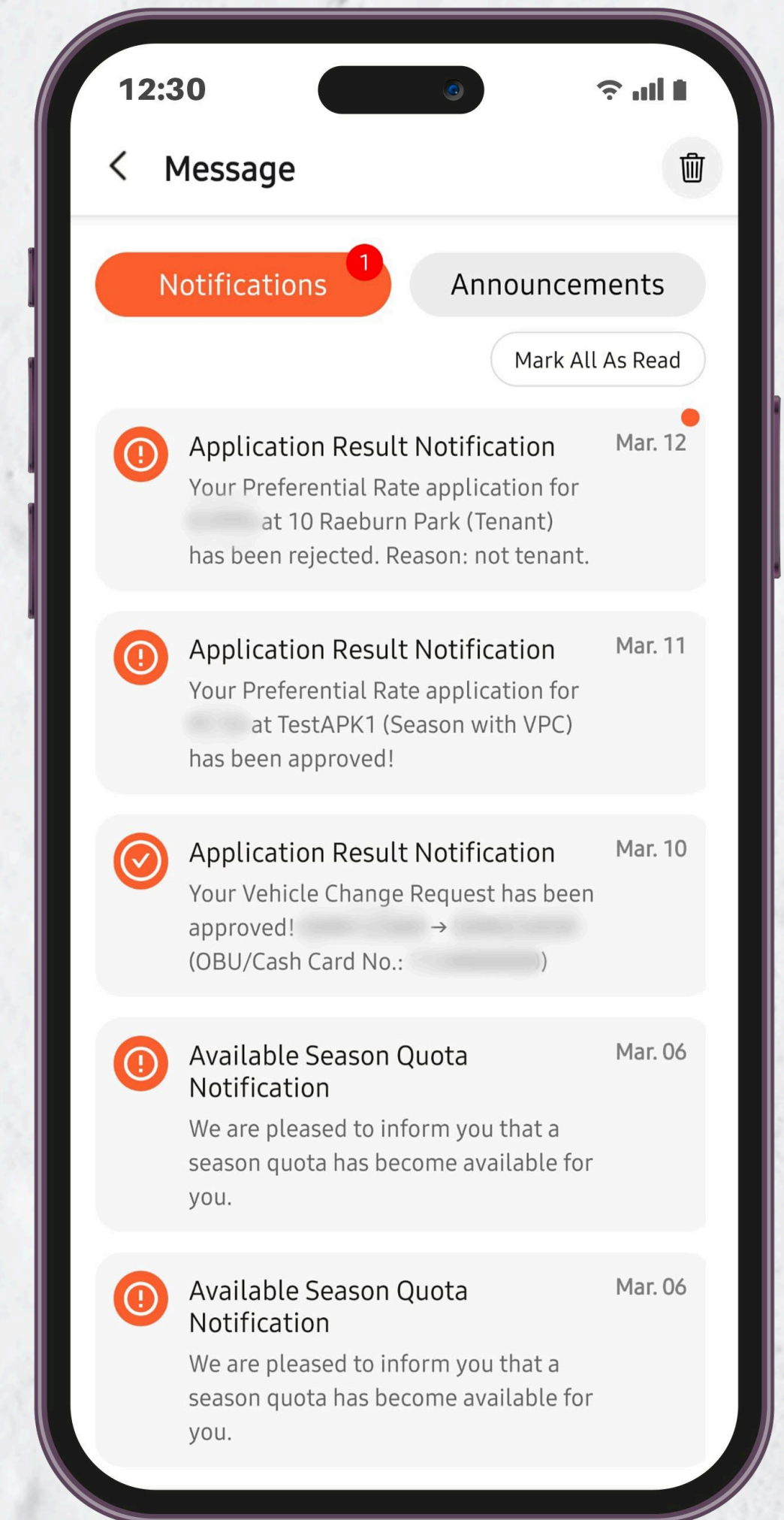
1. Tap the **'Notification'** icon
2. Tap **'Announcement'** to view general updates and information
3. Tap **'Notification'** to view updates related to your account activities

01 Tap **'Notification'** icon



02 Tap **'Announcement'**

03 Tap **'Notification'**







## Delete Notification

You can remove notifications or announcements from the message list if they are no longer needed.

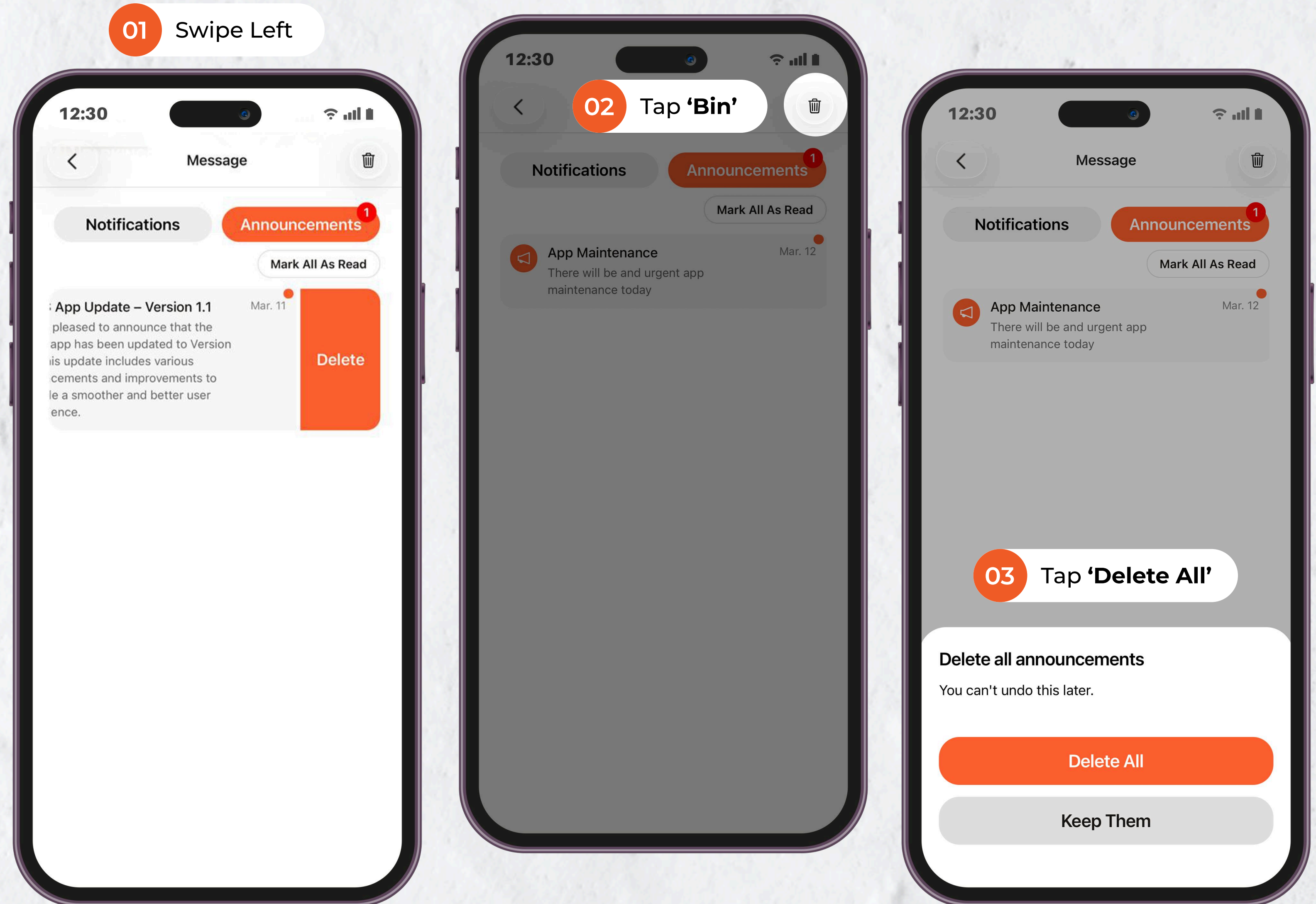
To delete notifications or announcements:

### Option 1: Delete a single notification

1. Select the notification or announcement you want to remove and **swipe left**
2. Tap **'Delete'** to remove the selected item

### Option 2: Delete all notifications

1. Tap the **'Bin'** icon
2. Tap **'Delete All'** to confirm and remove all notifications or announcements





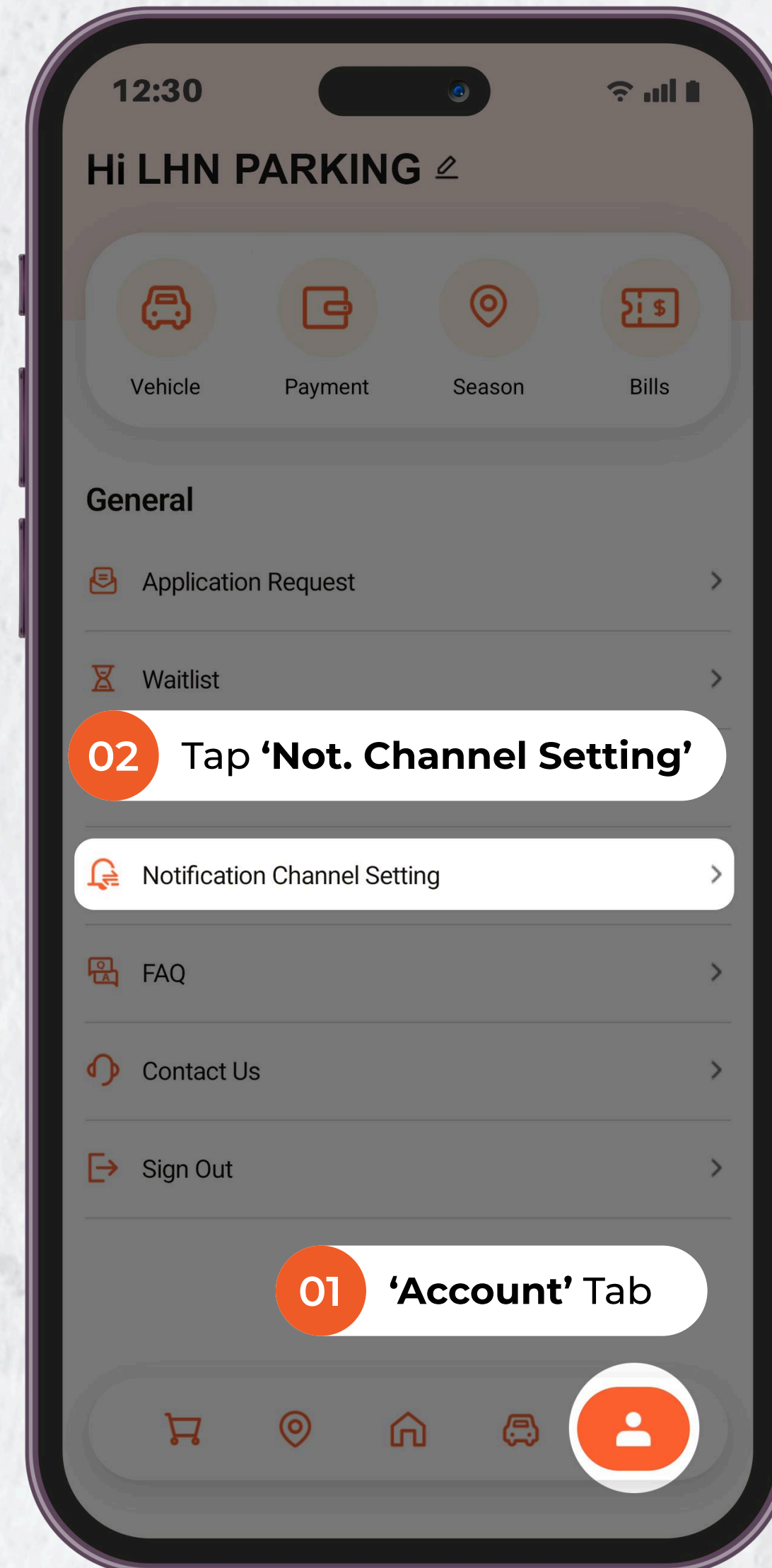


## Notification Channel Setting

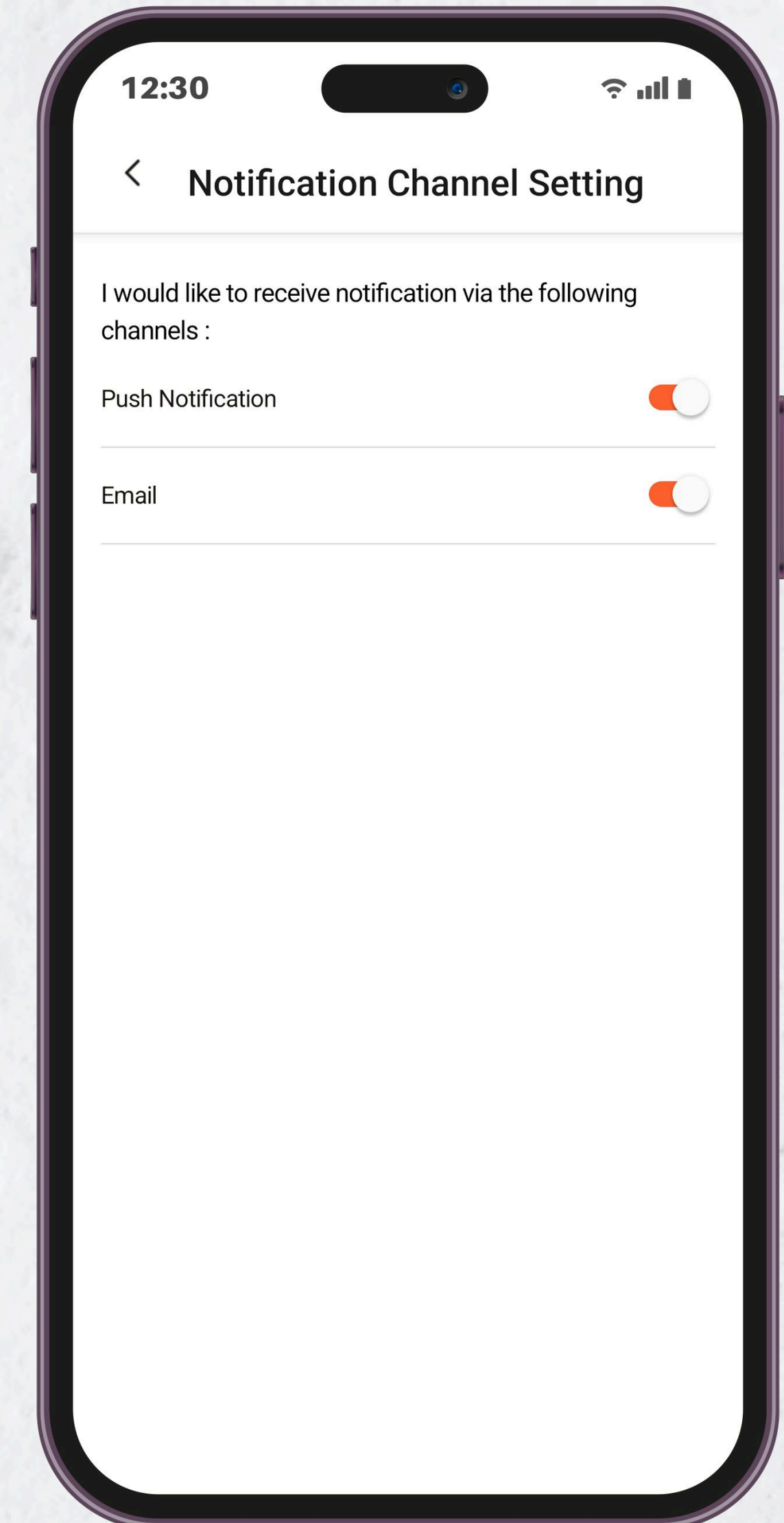
Choose how you want to receive important updates — via push notifications, email, or both.

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





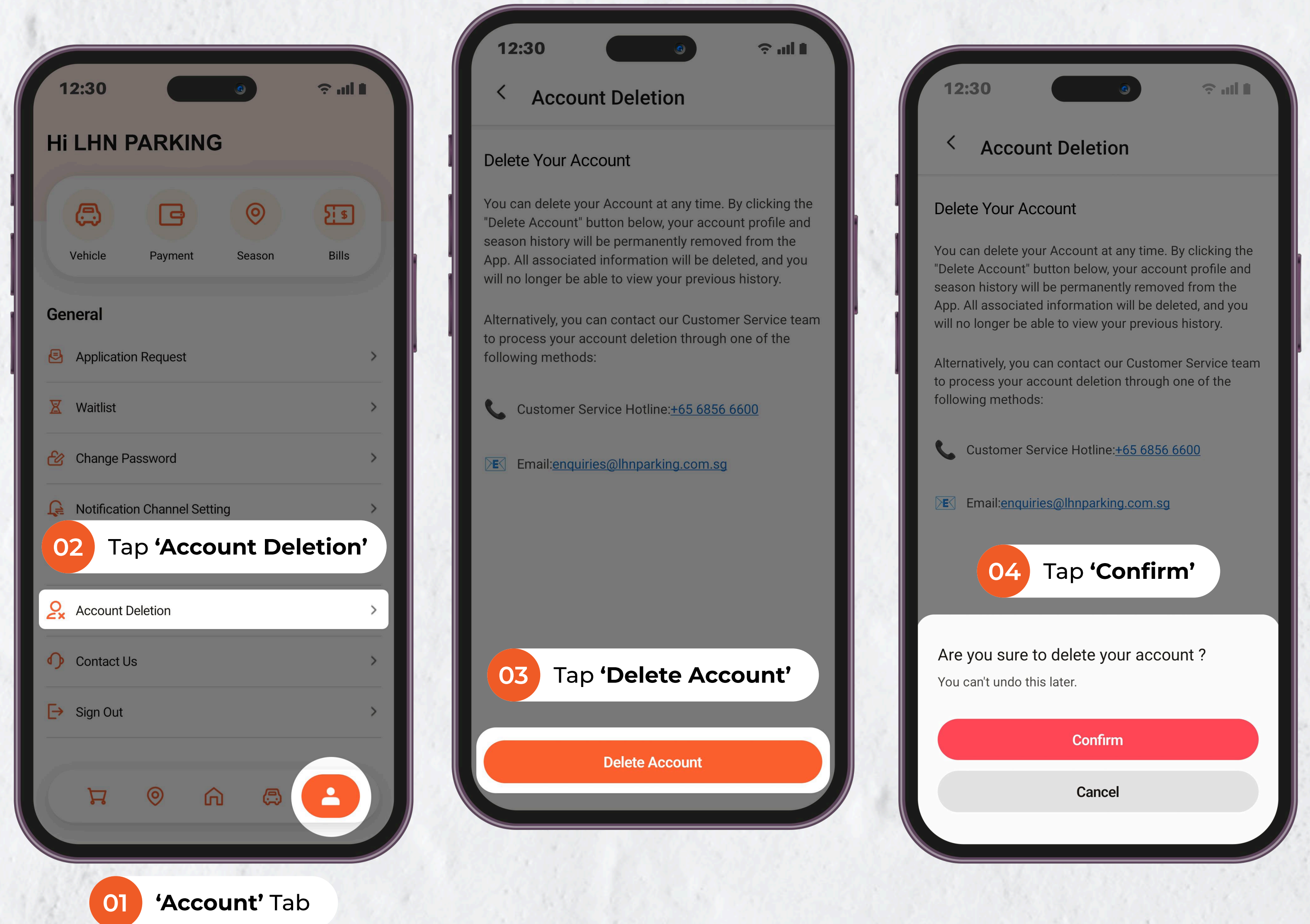


## Account Deletion

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





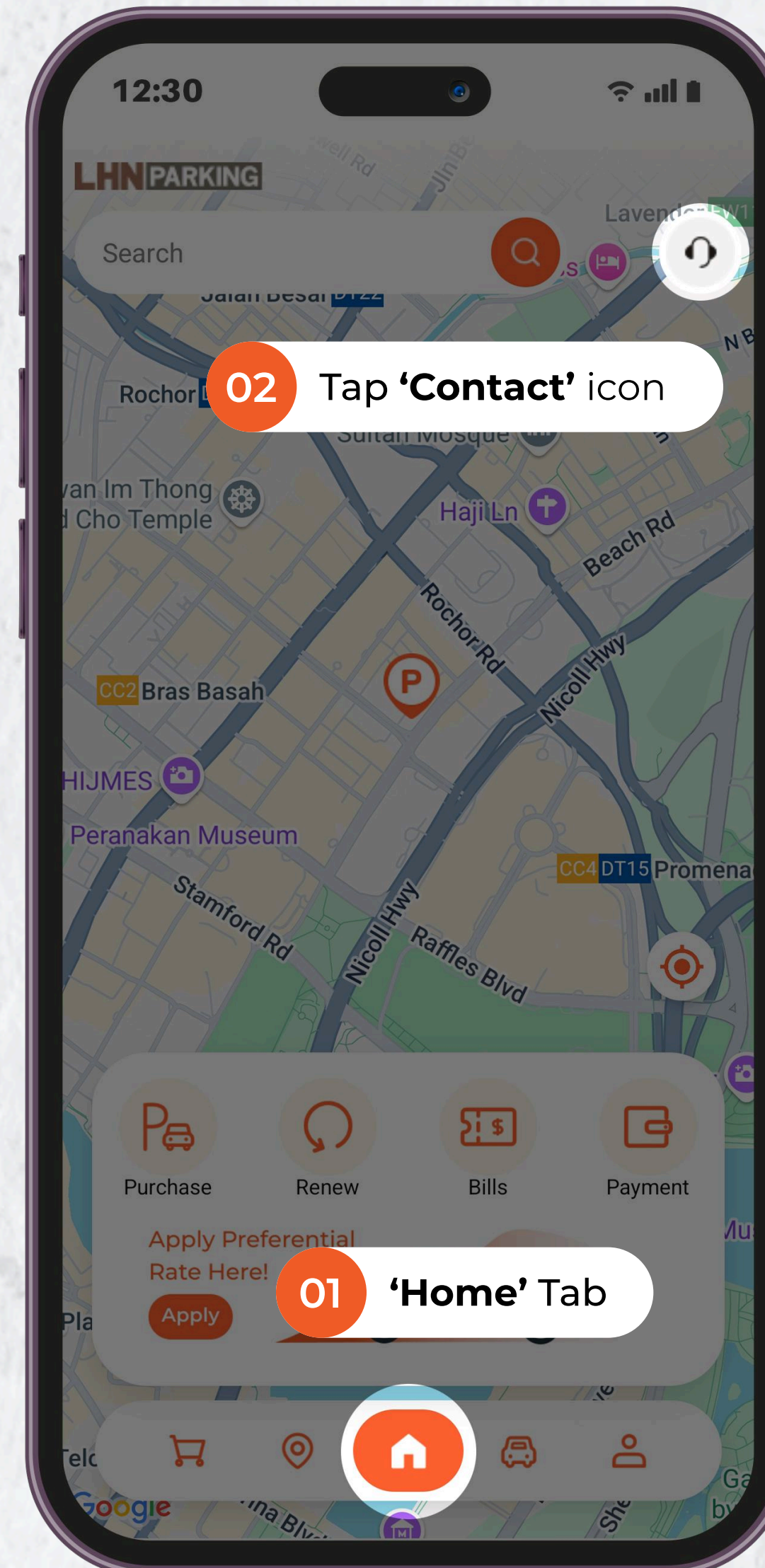


## Contact Us

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



### 03 Talk with us

