

# Avoid Getting Locked into a One-Provider Parking System

## Don't Let Your Parking Provider Limit Your Options

### Transactional Fees

#### Understand the Value of Transactional Fees

- Per-transaction fees are disclosed by some providers, while others offer less transparency.
- Fee revenue structures vary — make sure you know how it impacts your bottom line.

### Payment Options

#### Offer Payment Options That Work for Everyone

- If your equipment only works with one provider's proprietary technology, your future options become limited.
- Open, flexible systems allow for smoother transitions and fewer costs if you ever decide to change providers.

### Hidden Costs & Transition Risks

#### Free Isn't Always Free

- "Free" equipment often includes ongoing platform fees that never expire.
- If owners ever select a new parking operator, the existing equipment cannot be reused or transitioned to a new operator.
- Owners are left without a revenue system until new equipment is installed.

### Customer Support

#### Reliable Support for You and Your Customers

- When issues arise — from billing errors to parking disputes — it should be clear who to contact and how to reach them.
- Support should be consistent, professional, and focused on timely resolution for both operators and customers.

### Equipment Ownership

#### Avoid Getting Locked Into a Proprietary System

- If your equipment only works with one provider's proprietary technology, your future options become limited.
- Open, flexible systems allow for smoother transitions and fewer costs if you ever decide to change providers.
- Choosing compatible technology today protects your operational freedom tomorrow.

### Prevent Overcharges Protect Customer Trust

#### Avoid Overcharges that Frustrate your Customers

- Customers should never be overcharged — whether it's for simply driving through a full garage, being double-billed, or incorrectly charged for a vehicle they don't own.
- Reliable technology must consistently charge the correct amount to the correct customer.
- Inaccurate billing damages customer trust, reduces repeat business, and reflects poorly on your brand.



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