

21 Questions to Ask

When Evaluating a Monthly Parking Software

Between online shopping carts, parking specific systems, and accounting software, today's parking operators are overwhelmed with choices. How do you know if you are making the right decision for your operation? Here are 21 critical questions to ask that will help you avoid unpleasant surprises and narrow down the playing field.



Implementation

Does your vendor have clear timelines, milestones, and plans to help your team implement the software?

How long will it take to implement and train staff?

How much does it cost to implement?

During onboarding, does the system allow for price flexibility for current pricing agreements? Or does the system only display 1 price for parkers?

Is a tech team required for setup?

#1

The #1 reason why IT projects fail is poor implementation planning

[\[Logic Software\]](#)

Request Management

Does the system track all the information you need for each parker like pass/permit number, vehicles, parking location, start/end date, contact and billing info?

Does your staff have to collect new card information over the phone or can monthlies update it on their own via your website?

Can parking applications be submitted online?

70%

Organizations report a reduction of up to 70% in call, chat and/or email inquiries after implementing automation software. [\[Gartner Research\]](#)

Billing Management

Can the system handle group accounts as well as individuals?

Are all types of payment methods accepted?

Are transactions automatically recorded or is manual entry by staff required?

Can you customize billing amounts on a per customer basis?

Does the system require you to call parkers when their payment fails?

Does the system pay out your money each month or does it deposit into your bank immediately?

90%

90% of manual invoice processing costs stems from labor.

[\[industryweek.com\]](http://industryweek.com)

Customer Facing Features

Can monthlies see all invoice histories and print off receipts?

Does this system display a map of all parking locations?

Can parkers and groups update their own vehicle, billing, and account information?

#1

The #1 factor in customer loyalty is reduction of customer effort.

[\[Harvard Business Review\]](#)

Total Cost of Ownership

What are the ongoing costs of maintaining this system?

Will product improvements and additional features get added at no additional cost?

Will the product and features capabilities improve over time?

Is PCI compliance your responsibility or the software?

\$75k+

Small-to-mid-sized businesses can expect the cost of custom built software and services combined to range anywhere from \$75,000 to \$750,000.

[Soltech]



Contact Us

For customized assistance in creating criteria to evaluate your software options, contact us at help@parkit.market or call 707-968-7034

