|  |  |  |  |
| --- | --- | --- | --- |
|  | **PAYMENT** |  |  |
|  | Customer |  | System |
| 1 | Insert ticket in pay station | 2 | Validate ticket, compare with stored data |
|  |  | 3a | If valid, calculate and display price, display instructions. |
|  |  | 3b | If invalid, display go to office. **(process continues at alternative2)** |
|  |  | 4 | Display if change is available |
| 5 | Insert money | 6 | Check money, if invalid return money and display money not accepted |
|  |  | 7 | Count valid money, if exceeds or matches price validate ticket |
|  |  | 8 | Return change if necessary and possible, display transaction finished and amount of change due and amount of change returned. |
|  |  | 9 | Ask if customer wants a receipt. |
| 10 | Take change if necessary |  |  |
| 11a | Press receipt button | 12a | Print receipt with Council address, car park address, VAT number, date and amount paid. |
| 11b | Press continue | 12b | Exit payment menu |
|  |  | 13 | Add payment date and time to the ticket and eject the ticket |
|  |  | 14 | Display “take ticket back to your car and leave the car park within 15 minutes” |
| 15 | Take ticket |  |  |
|  |  |  |  |
|  | **ALTERNATIVE, if not valid at 2** |  |  |
|  | Customer |  | Attendant |
| 1 | Hand over ticket | 2 | Scan barcode |
|  |  | 3 | Calculate charge |
| 4 | Pay attendant | 5 | Register payment |
|  |  | 6 | Validate ticket and give it back |
| 7 | Take ticket |  |  |