🧾 Parking Rate Update Process Documentation

Project: Parking Rate Configuration and Deployment
Location: A-Center
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🎯 Purpose

To document the full process of updating parking rates in the A-Center parking system. This includes planning, testing, deployment, and validation steps to ensure rate accuracy and system stability.

📋 Process Overview

1. Rate Configuration Planning

- Received the approved rate matrix from the mall operations team.

- Reviewed signage and billing policy for consistency with expected outputs.

- Ensured the new rate structure covers all vehicle types and expected durations.

2. Test Environment Simulation

- Backed up the live production database to ensure safety.

- Restored the backup into a test instance separate from production.

- Connected the parking system to the test database.

- Uploaded the new rate masterfile for validation.

- Simulated various entry and exit timestamps.

- Printed sample receipts to verify accurate rate computation.

3. Pre-Deployment Preparation

- Coordinated with operations team for Z-read schedule.

- Verified that all terminals completed **Z-read** (end-of-day reports).

- Ensured all terminals and network devices were online and responsive.

4. Deployment Execution

- Scheduled upload at **Windows time midnight** (June 30 to July 1).

- Uploaded the validated **rate masterfile** to each terminal.

- Checked version control and configuration status post-upload.

- Rebooted or refreshed terminals to apply the new settings.

5. Post-Deployment Validation

- Printed test receipts from each terminal.

- Verified that printed rates match approved signage.

- Checked system logs for any deployment-related errors.

- Monitored early transactions to ensure no disruption.

6. Monitoring and Confirmation

- Provided on-site monitoring during business hours on July 1.

- Ensured no user complaints or billing inconsistencies occurred.

- Informed mall operations of successful deployment.

✅ Outcome

- Parking rates were successfully updated without operational downtime.

- All ticketing terminals now reflect the correct pricing matrix.

- System logs confirmed stable operations after configuration update.

- Documentation and sample ticket proof were created for record-keeping.