FLEX PARKING

The less you park, the less you pay

FLEX PAY BY PHONE FAQ's

Do I have to register over the phone?
No. Transportation Services staff can assist you in registering with PayByPhone when you visit our office to pick up your permit or in person anytime we are open. You can also register online at www.PayByPhone.com.

Can I extend my parking time?
Yes, but you are charged the minimum $4 trip charge unless you add time after 4:30PM or on weekends when rates are $0.75/hour.

Must I have a cell phone to use the system? What if I forget my cell phone one day?
You do not have to have a cell phone to use the system. You can use any phone to call and pay for your parking. If you call from the phone number that is registered with your account, the system recognizes you and prompts you for your PIN. If you call from a number that is not registered with your account the system will prompt you for your 10-digit account number (phone number).

What if I want to park a different car?
You can park and pay for different cars. You must register the license plate of each car with your account and select the correct license plate when you park. If you do not confirm that the license plate you drove is the license plate you paid for, you are at risk of receiving a citation. To change or add plates in the phone system press “*” to access the “more options” menu. You may also change plates at the end of a transaction by hitting “2” instead of confirming payment.

What if the lot is full?
If you are unable to park in your permitted lot because it is full, you may park in the next closest (non-gated) permit lot. You still must pay for your parking during enforcement hours for your assigned lot using your normal PayByPhone location number. You also must complete and submit the lot full form location online: http://transportation.wisc.edu/home/tools_lotfull.aspx.

The PayByPhone system tells me that the lot number is not valid.
Your PayByPhone location number is a four-digit number that begins with “37” (i.e. 37xx). The number is printed on the back of your hangtag permit. Each flex parking lot has a unique PayByPhone location number. Location numbers are also listed at http://transportation.wisc.edu/parking/permit_flex.aspx.

The PayByPhone system tells me that my credit card is not valid.
Be sure that you have correctly entered your credit card information and that your credit card has not expired. PayByPhone only accepts Visa and MasterCard (disregard any information on their website that says otherwise). You can change your credit card information online or over the phone. Hit “*” at any time to get to a menu with the option to speak with PayByPhone customer service.

The PayByPhone system charged the wrong license plate even though I updated my plate online.
Call back and pay for the correct plate! Then contact flexparking@fpm.wisc.edu to request a refund. Include your PayByPhone account number (phone number registered with your account)!
How do I turn off my text reminders?
You can turn off text reminders by logging into your account and updating your text reminder settings at [www.paybyphone.com](http://www.paybyphone.com).

What is my PIN?
Your PIN is the last four digits of the credit card on your account unless you created your own PIN. You use this PIN to log into the online system or when you call into the system. You can turn off the PIN requirement in your account settings online. If you forget your PIN, visit [www.PayByPhone.com](http://www.PayByPhone.com), click the “Account” button on the upper right, then click the “Forgot PIN?” link.

I was charged the wrong amount, how do I get a refund?
Generally, refunds are only available when the system creates the error. Please contact [flexparking@fpm.wisc.edu](mailto:flexparking@fpm.wisc.edu) to inquire about a refund.

Where can I find the Flex parking policy?
You can find all of Transportation Services policies here: [http://transportation.wisc.edu/resources/policies.aspx](http://transportation.wisc.edu/resources/policies.aspx)

Other questions
PayByPhone
[www.paybyphone.com](http://www.paybyphone.com)

Transportation Services
[flexparking@fpm.wisc.edu](mailto:flexparking@fpm.wisc.edu) or 608-890-4542.