

City of **FORT LAUDERDALE**



City of Fort Lauderdale, Florida

Request For Proposals  
Multi-Space Parking Meters  
RFP 524-10918

Prepared by:

Global Parking Solutions USA  
March 22<sup>nd</sup>, 2012

Deliver to:

City of Fort Lauderdale  
City Hall  
Procurement Department  
Suite 619  
100 N. Andrews Avenue  
Fort Lauderdale  
Florida 33301

Due:

2:00 PM EST  
March 22<sup>nd</sup>, 2012

**COPY**

## **Table of Contents**

- Tab 1: Bid/Proposal Signature Page
- Tab 2: Non-Collusion Statement
- Tab 3: Proposal Pages – Cost Proposal
- Tab 4: Letter of Interest / Cover Letter
- Tab 5: Professional Licenses and Certificates /Sample insurance certificate
- Tab 6: Evidence of Insurance.
- Tab 7: Company Profile
- Tab 8: Joint Venture
- Tab 9: Qualifications / Experience
- Tab 10: Staff
- Tab 11: Technical Approach
- Tab 12: Milestones, Deliverables and Proposed Benchmark Timetable
- Tab 13: Financial Documentation
- Tab 14: References
- Tab 15: Submittals (Include)
- Tab 16: Warranties / Extended Maintenance And Software Support
- Tab 17: Detailed list of Offering
- Tab 18: Proposal Pages – Specification Requirements Compliance
- Tab 19: Training Workshop Outlines\
- Tab 20: METRO Operating and Servicing Manual
- Tab 21: PCI DSS Level 1 Certification

**Tab 1: Bid/Proposal Signature Page**

This section contains the following:

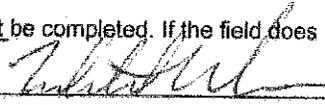
1. Bid/Proposal Signature Page

**BID/PROPOSAL SIGNATURE PAGE**

**How to submit bids/proposals:** Proposals must be submitted by hard copy only. It will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Department, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this bid/proposal.

**Please Note:** All fields below must be completed. If the field does not apply to you, please note N/A in that field.

Submitted by:  March 22, 2012  
(signature) (date)

Name (printed) Michael Kavur Title: President

Company: (Legal Registration) Global Parking Solutions USA LLC

**CONTRACTOR, IF FOREIGN CORPORATION, MAY BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUTE §607.1501 (visit <http://www.dos.state.fl.us/>).**

Address: 200 West Washington Square, Suite 200

City Philadelphia State: PA Zip 10106

Telephone No. 215 399 1475 FAX No. 215 399 1504 Email: mkavur@globalparkingusa.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): 60 days

Payment Terms (section 1.04): Net 30 Total Bid Discount (section 1.05): N/A

Does your firm qualify for MBE or WBE status (section 1.09): MBE N/A WBE N/A

**ADDENDUM ACKNOWLEDGEMENT** - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No. 1

Date Issued March 12, 2012

**P-CARDS: Will your firm accept the City's Credit Card as payment for goods/services?**

YES \_\_\_\_\_ NO X

**VARIANCES:** State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. **HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS.** If this section does not apply to your bid, simply mark N/A in the section below.

Variations: As detailed in Part IX – Proposal Pages - Section AA Variances to Technical Specifications Listed Above

\_\_\_\_\_

## **Tab 2: Non-Collusion Statement**

This section contains the following:

1. Non-Collusion Statement

**NON-COLLUSION STATEMENT:**

By signing this offer, the vendor/contractor certifies that this offer is made independently and free from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

**3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).**

**3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.**

**Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.**

**NAME**

**RELATIONSHIPS**

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.**

### Tab 3: Proposal Pages – Cost Proposal

This section contains the following:

1. Proposal Pages – Cost Proposal (see over)
2. Pricing Clarifications
3. Spare Parts Pricing (see over)
4. Extended Parts Warranty

#### Proposal Pages – Cost Proposal

Completed form attached (see over)

#### Pricing Clarifications

Base Metro configuration consist of :

- Metro MK5 BNA, standard color, coin, credit card, bill validator.
- Pay by Space or Pay and Display user interface
- GPRS modem
- 10 W solar panel
- 2 coin boxes, 2 bill cassettes included per meter.
- 500 note standard cassette.
- Includes installation and commissioning.
- 2-year warranty included

Standard delivery times (60 days) can be met with the above configuration.

Years 3-7 Optional Extended On-Site Maintenance/Software Support: The \$240 fee allows for 2 hours of on-site maintenance labor and software support per meter per year.

Years 3-7 Extended Parts Warranty: Offered at \$450 per meter per year. See detail of included items below.

Ezicom Central Management System Back Office, GPRS data and on-line authorization fee: \$40 per meter per month.

Additional audible alarm is available at \$450 per meter.

Receipt paper (polythermal rolls) @ \$35 per roll.

Installation and civil work costs: The meter pricing includes installation costs to a flat prepared concrete surface. If concrete works to create a 2' x 2' x 2' concrete pad are needed, we can offer this at \$1200 per pad.

### Spare Parts Price List

Price list attached (see over).

### Extended Parts Warranty

An Extended Warranty (EW) for year 3-7 is offered. EW covers all major electronic components but excludes batteries and consumable items. The warranty extension is contingent upon; 1) warranty payments (if any) are current; 2) the equipment is not abused or damaged in any way and maintained according to the manufacturer's requirements; 3) only GPS supplied or approved consumable items such as receipt paper are used AND 4) routine preventative maintenance has been performed and documented for the life of the machine.

Warranty extension allows for supply of parts, exchange and/or replacement and excludes on-site labor. Acts of vandalism, abuse, neglect or force majeure are not covered.

Replacement/exchange parts are supplied ex-works (West Palm Beach, FL or Philadelphia, PA) or other location as may be required. Any freight and/or delivery costs are the responsibility of the Customer.

**PART VII - PROPOSAL PAGES – COST PROPOSAL - REVISED**

Cost to the City: Contractor must quote firm, fixed, rate for all services identified in this request for proposal. This firm fixed rate includes any costs for travel to the City. No other costs will be accepted. This firm fixed rate will be the same for the initial contract period.

PROPOSER NAME Global Parking Solutions USA LLC

<u>ITEM</u>	<u>QUANTITY</u>	<u>DESCRIPTION</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
1.	35 EA (Estimated)	Purchase and Installation of <b>Pay-and-Display</b> Multi-space Receipt Dispensing Parking Meters	\$9,500____/EA	\$332,500.00
2.	17 EA (Estimated)	Purchase and Installation of <b>Pay-by-Space</b> Multi-space Receipt Dispensing Parking Meters	\$9,500____/EA	\$161,500.00
3.	52 EA	<b>Year 3</b> – Optional Extended On-site Maintenance/Software Support	\$240**____/EA	\$12,480.00
4.	52 EA	<b>Year 4</b> – Optional Extended On-site Maintenance/Software Support	\$240**____/EA	\$12,480.00
5.	52 EA	<b>Year 5</b> – Optional Extended On-site Maintenance/Software Support	\$240**____/EA	\$12,480.00
6.	52 EA	<b>Year 6</b> – Optional Extended On-site Maintenance/Software Support	\$240**____/EA	\$12,480.00
7.	52 EA	<b>Year 7</b> – Optional Extended On-site Maintenance/Software Support	\$240**____/EA	\$12,480.00

SUB TOTAL OF METERS & MAINTENANCE                      \$556,400.00

10.    52 EA            Monthly Communication Fees (price per meter per month)  
                          \$45.00\_\_\_\_/EA X 52 meters = \$2,340.00\_\_\_\_ X 12 months = \$28,080.00\_\_\_\_ annually

**GRAND TOTAL                      \$584,480.00**

\*\* Does not include optional Extended Parts Warranty. See Tab 3 Pricing Clarification notes



# GLOBAL

PARKING SOLUTIONS USA

## GPS USA Parts Price List (October 2011)

Reference	PART NAME	QTY	US\$
ITS202785	18AH BATTERY	1	\$137
ITS203945	ANTENNA MODEM CABLE	1	\$156
CCCST500MP1L	BILL STACKER STD 500	1	\$220
CCMSM3002US8318	BILL VALIDATOR STD WITH INLET	1	\$1,100
ITS204918	CARD READER SCR100	1	\$759
ITS203102	CASH BOX LID ASSY	1	\$271
ITS205120	CASH BOX SML COMPLETE	1	\$533
ITS204018	Coin Card Bezel	1	\$67
ITS204701	COIN ESCROW	1	\$336
ITS204941	COIN MECH - USA	1	\$545
ITS204723	COIN REJECT MECH	1	\$110
ITS205078	COIN SHUTTER - USA	1	\$206
ITS203897	DRAWER SLIDE BRACKET	1	\$42
ITS203974	ESCROW LOOM	1	\$67
ITS203975	FUSED BATTERY LOOM	1	\$16
ITS204029	GAS STRUT	1	\$38
ITS203930	I-BUTTON SWITCH	1	\$49
ITS203925	LCD SCREEN DS-F-51854GNFJ-G	1	\$435
ITS202792	MICROSWITCH	1	\$6
ITS204934	MICROSWITCH ACTUATOR ASSY	1	\$190
ITS203948	MICROSWITCH LOOM	1	\$34
ITS204940	MODEM - USA	1	\$362
ITS203923	MOTOR	1	\$75
ITS203950	PARKING SIGN	1	\$29
ITS204024	PCA ACTUATOR	1	\$270
ITS205218	PCA MAIN METROPOLIS	1	\$1,972
ITS204742	PCA-LCD ADAPTER	1	\$179
ITS202655	PRINTER	1	\$1,247
ITS202661	PRINTER MOUTH	1	\$28
ITS202657	PRINTER SENSOR	1	\$38
ITS203973	REMOTE REJECT LOOM	1	\$28
ITS204035	RIBBON FLAT #145-5404 LCD/INTERFACE CABLE	1	\$61
ITS203982	S.A. ANTENNA LOOM	1	\$48
ITS203969	S.A. CABINET LOOM	1	\$107
ITS205573	SOLAR PANEL ASSY 10W	1	\$440
ITS203970	TOP DOOR LOOM	1	\$180
ITS203955	UI ASSY - STD	1	\$434
ITS204908	UI ASSY 44 BUTTON (PBP)	1	\$707
ITS203977	UI LOOM	1	\$57

Note: Prices shown above do not include sales tax, freight costs or volume discounts, if applicable.

Proprietary and Confidential.

All Rights Reserved 2011

FLL MK5 GPS USA Parts & Price list OCT 2011

## **Tab 4: Letter of Interest / Cover Letter**

This section contains the following:

1. Letter of Interest / Cover Letter

March 22, 2012

City of Fort Lauderdale  
City Hall  
Procurement Department, Suite 619  
100 N. Andrews Avenue  
Fort Lauderdale, FL 33301

FAO: Ms. AnnDebra Diaz, Procurement Specialist

**RFP 524-10918**  
**Multi-Space Parking Meters**

Dear Ms. Diaz:

Please find enclosed our completed response to the above-mentioned RFP. One (1) marked original and two (2) copies are included. Additionally, ten (10) electronic copies on CD are included.

The METRO pay station proposed is relatively new to the US although it has proven to be well suited to the Florida environment. Our first US installations were in Florida. I suggest you review our reference and contact them to confirm the excellent performance of the METRO solar powered pay station.

Several key elements underscore our offer and are summarized:

- Our standard offering is suited to your environment, comprised of stainless steel and aluminum being non-corrosive materials.
- Our pricing is consistent, realistic and sustainable. We may not meet all requirements (see exceptions), however, you will find we are excellent value for money.
- We offer "true" solar power autonomy performance with bill acceptance and on-line credit card authorization. Please check with Florida-based references for confirmation of performance in your harsh environment.
- We understand our product is relatively new to the US market place. To mitigate perceived risk and to demonstrate a level of commitment not seen in the US multi-space parking business today, the original equipment manufacturer (Global Integrated Solutions) has offered, in writing (see Tab 13) to guarantee and/or offer a performance bond.

- We have involved a local company, United Parking Systems of West Palm Beach, to provide local support as may be necessary. UPS is an experienced parking management company and also a user of METRO parking pay stations - they have direct experience with support and performance of the meter we are offering the city.
- Our system is designed to transmit all meter data to the back office in real time. Our modem is always on, so our transaction authorization times are the fastest in the industry.
- If you are looking for alternatives to existing resident card schemes, we can offer assistance in developing a solution to meet your needs.

I look forward to working with the city.

Should you have any questions, please contact me by:

Email: [mkavur@globalparkingusa.com](mailto:mkavur@globalparkingusa.com) or

Phone: 215 399 1475 ext 1 or

Cell: 267 288 3766

Sincerely,



Michael Kavur  
President

## **Tab 5: Professional Licenses and Certificates**

This section contains the following:

1. Global Parking Solutions USA business registration
2. Global Parking Solutions USA foreign company registration in Florida
3. Sample Certificate of Insurance



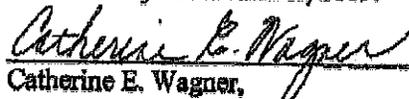
State of Delaware  
Secretary of State  
Division of Corporations  
Delivered 04:22 PM 11/13/2009  
FILED 04:22 PM 11/13/2009  
SRV 091017760 - 4753585 FILE

**CERTIFICATE OF FORMATION**  
**OF**  
**GLOBAL PARKING SOLUTIONS USA LLC**

1. The name of the limited liability company is Global Parking Solutions USA LLC.

2. The address of its registered office in the State of Delaware is: Corporation Trust Center, 1209 Orange Street, Wilmington, New Castle County Delaware 19801. The name of its registered agent at such address is The Corporation Trust Company.

3. IN WITNESS WHEREOF, the undersigned has executed this Certificate of Formation of Global Parking Solutions USA LLC this 13<sup>th</sup> day of November, 2009.

  
Catherine E. Wagner,  
Authorized Person

# Delaware

PAGE 1

*The First State*

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "GLOBAL PARKING SOLUTIONS USA LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE THIRTEENTH DAY OF NOVEMBER, A.D. 2009.

4753585 8300

091017760

You may verify this certificate online  
at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)



  
Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 7641721

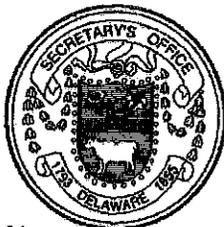
DATE: 11-13-09

# Delaware

PAGE 1

*The First State*

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "GLOBAL PARKING SOLUTIONS USA LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE THIRTEENTH DAY OF NOVEMBER, A.D. 2009.



4753585 8300

091017760

You may verify this certificate online  
at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)

  
Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 7641722

DATE: 11-13-09

February 1, 2011

GLOBAL PARKING SOLUTIONS USA LLC  
200 W. WASHINGTON SQUARE, STE 200  
PHILADELPHIA, PA 19106

Qualification documents for GLOBAL PARKING SOLUTIONS USA LLC were filed on January 31, 2011, and assigned document number M11000000460. Please refer to this number whenever corresponding with this office.

Your limited liability company is now qualified and authorized to transact business in Florida as of the file date.

This document was electronically received and filed under FAX audit number H11000025571.

To maintain "active" status with the Division of Corporations, an annual report must be filed yearly between January 1st and May 1st beginning in the year following the file date or effective date indicated above. If the annual report is not filed by May 1st, a \$400 late fee will be added. It is your responsibility to remember to file your annual report in a timely manner.

A Federal Employer Identification Number (FEI/EIN) will be required when this report is filed. Contact the IRS at 1-800-829-4933 for an SS-4 form or go to [www.irs.gov](http://www.irs.gov).

Please be aware if the limited liability company address changes, it is the responsibility of the corporation to notify this office.

Should you have any questions regarding this matter, please contact this office at the address given below.

Leslie Sellers  
Regulatory Specialist II  
Registration/Qualification Section  
Division of Corporations

Letter Number: 411A00002633

**COVER LETTER**

**TO:** Registration Section  
Division of Corporations

**SUBJECT:** GLOBAL PARKING SOLUTIONS USA LLC  
Name of Limited Liability Company

The enclosed "Application by Foreign Limited Liability Company for Authorization to Transact Business in Florida," Certificate of Existence, and check are submitted to register the above referenced foreign limited liability company to transact business in Florida..

Please return all correspondence concerning this matter to the following:

Michael Kavur  
Name of Person

Global Parking Solutions USA LLC  
Firm/Company

200 West Washington Square, Suite 200  
Address

Philadelphia, PA 19106  
City/State and Zip Code

mkavur@globalparkingusa.com  
E-mail address: (to be used for future annual report notification)

For further information concerning this matter, please call:

Peggy Routzahn at ( 215 ) 399-9450  
Name of Person Area Code & Daytime Telephone Number

**MAILING ADDRESS:**  
Division of Corporations  
Registration Section  
P.O. Box 6327  
Tallahassee, FL 32314

**STREET ADDRESS:**  
Division of Corporations  
Registration Section  
Clifton Building  
2661 Executive Center Circle  
Tallahassee, FL 32301

Enclosed is a check for the following amount:

- \$125.00 Filing Fee
- \$130.00 Filing Fee & Certificate of Status
- \$155.00 Filing Fee & Certified Copy
- \$160.00 Filing Fee, Certificate of Status & Certified Copy

**APPLICATION BY FOREIGN LIMITED LIABILITY COMPANY FOR AUTHORIZATION TO  
TRANSACTION BUSINESS IN FLORIDA**

*IN COMPLIANCE WITH SECTION 608.503, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN  
LIMITED LIABILITY COMPANY TO TRANSACTION BUSINESS IN THE STATE OF FLORIDA:*

1. Global Parking Solutions USA LLC  
(Name of Foreign Limited Liability Company; must include "Limited Liability Company," "L.L.C.," or "L.I.C.")

n/a

(If name unavailable, enter alternate name adopted for the purpose of transacting business in Florida and attach a copy of the written consent of the managers or managing members adopting the alternate name. The alternate name must include "Limited Liability Company," "L.L.C.," "L.I.C.")

2. Delaware 3. 27-1348021  
(Jurisdiction under the law of which foreign limited liability company is organized) (FEI number, if applicable)

4. 11/13/2009 5. perpetual  
(Date of Organization) (Duration: Year limited liability company will cease to exist or "perpetual")

6. upon filing  
(Date first transacted business in Florida, if prior to registration.)  
(See sections 608.501 & 608.502 F.S. to determine penalty liability)

7. 200 West Washington Square, Suite 200  
Philadelphia, PA 19106  
(Street Address of Principal Office)

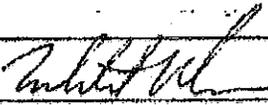
8. If limited liability company is a manager-managed company, check here

9. The name and usual business addresses of the managing members or managers are as follows:

Michael Kavur, Sole Member  
200 West Washington Square, Suite 200  
Philadelphia, PA 19106

10. Attached is an original certificate of existence, no more than 90 days old, duly authenticated by the official having custody of records in the jurisdiction under the law of which it is organized. (A photocopy is not acceptable. If the certificate is in a foreign language, a translation of the certificate under oath of the translator must be submitted.)

11. Nature of business or purposes to be conducted or promoted in Florida: Parking equipment, management and payment solution sales

  
Signature of a member or an authorized representative of a member.

(In accordance with section 608.408(3), F.S., the execution of this document constitutes an affirmation under the penalties of perjury that the facts stated herein are true. I am aware that any false information submitted in a document to the Department of State constitutes a third degree felony as provided for in s.817.155, F.S.)

Michael Kavur, Sole Member

Typed or printed name of signee

**CERTIFICATE OF DESIGNATION OF  
REGISTERED AGENT/REGISTERED OFFICE**

PURSUANT TO THE PROVISIONS OF SECTION 608.415 or 608.507, FLORIDA STATUTES, THE UNDERSIGNED LIMITED LIABILITY COMPANY SUBMITS THE FOLLOWING STATEMENT TO DESIGNATE A REGISTERED OFFICE AND REGISTERED AGENT IN THE STATE OF FLORIDA.

1. The name of the Limited Liability Company is:

Global Parking Solutions USA LLC

If unavailable, the alternate to be used in the state of Florida is:

n/a

2. The name and the Florida street address of the registered agent and office are:

C T Corporation System

(Name)

1200 South Pine Island Road

Florida Street Address (P.O. Box **NOT** ACCEPTABLE)

Plantation

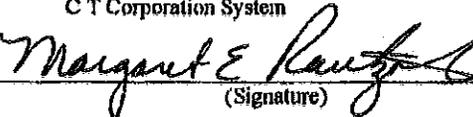
FL 33324

City/State/Zip

*Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent as provided for in Chapter 608, Florida Statutes.*

C T Corporation System

By:



(Signature)

MARGARET E. ROUTZAHN  
Special Assistant Secretary

\$ 100.00	Filing Fee for Application
\$ 25.00	Designation of Registered Agent
\$ 30.00	Certified Copy (optional)
\$ 5.00	Certificate of Status (optional)

# Delaware

PAGE 1

*The First State*

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "GLOBAL PARKING SOLUTIONS USA LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE TWENTY-EIGHTH DAY OF JANUARY, A.D. 2011.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL TAXES HAVE BEEN PAID TO DATE.

4753585 8300

110093295

You may verify this certificate online  
at [corp.delaware.gov/authvar.shtml](http://corp.delaware.gov/authvar.shtml)



  
Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 8526740

DATE: 01-28-11



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
5/17/2011

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Denise M. Bernardini Humphries-Sorella Insurance 1309 E Township Line Rd Suite 103 Blue Bell PA 19422 INSURED  GLOBAL PARKING SOLUTIONS USA PSFS BUILDING 200 W WASHINGTON SQ STE 200 PHILADELPHIA PA 19106-3581	<b>CONTACT NAME:</b> Barbara Piotrowski <b>PHONE (A/C, No, Ext):</b> (610) 277-2550 <b>E-MAIL ADDRESS:</b> <b>PRODUCER CUSTOMER ID #:</b> 00001335	<b>FAX (A/C, No):</b> (610) 277-4397
	<b>INSURER(S) AFFORDING COVERAGE</b>	
	<b>INSURER A:</b> Erie Insurance Exchange	<b>NAIC #</b> 26271
	<b>INSURER B:</b> Hartford Accident and Indemnity	<b>NAIC #</b> 22357
	<b>INSURER C:</b>	
	<b>INSURER D:</b>	
	<b>INSURER E:</b>	
	<b>INSURER F:</b>	

**COVERAGES**      **CERTIFICATE NUMBER** Master      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL ISUR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	X	Q40-2950706	4/29/2011	4/29/2012	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea. occurrence) \$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					MED EXP (Any one person) \$ 5,000
A	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		Q40-2950706	4/29/2011	4/29/2012	COMBINED SINGLE LIMIT (Ea. accident) \$ 1,000,000
						BODILY INJURY (Per person) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DEDUCTIBLE		Q28-2970210	4/29/2011	4/29/2012	EACH OCCURRENCE \$ 3,000,000
	RETENTION \$					AGGREGATE \$ 3,000,000
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A 39WECJL1678	4/12/2011	4/12/2012	WC STATUTORY LIMITS    OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

PSU Purchase Order #: E10-066109  
 Purchasing Agent: Becky Fike  
 Penn State University is listed as an additional insured.

**CERTIFICATE HOLDER****CANCELLATION**

Penn State University  
 Attn: Becky Fike

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

D Bernardini / BARBAR *Denise M. Bernardini*

## **Tab 6: Evidence of Insurance**

This section contains the following:

1. Copy of Declarations - Business Liability Insurance



RENEWAL CERTIFICATE

AGENT	ITEM 2. POLICY PERIOD	POLICY NUMBER
AA3721 HUMPHRIES INS GROUP INC	04/29/11 TO 04/29/12	Q40 2950706 A
ITEM 1. NAMED INSURED AND ADDRESS		ITEM 3. OTHER INTEREST

GLOBAL PARKING SOLUTIONS USA  
PSFS BUILDING  
200 W WASHINGTON SQ STE 200  
PHILADELPHIA PA 19106-3581

POLICY PERIOD BEGINS AND ENDS AT 12.01 A.M. STANDARD TIME AT THE STATED ADDRESS OF THE NAMED INSURED.

THE INSURANCE APPLIES TO THOSE PREMISES DESCRIBED AS PER THE ATTACHED SUPPLEMENTAL DECLARATIONS. THIS IS SUBJECT TO ALL APPLICABLE TERMS OF THE POLICY AND ATTACHED FORMS AND ENDORSEMENTS

DEDUCTIBLE (PROPERTY PROTECTION ONLY)- \$ 200.

COVERAGES:

PROPERTY PROTECTION - AS PER THE ATTACHED SUPPLEMENTAL DECLARATIONS	DEPOSIT PREMIUM
1. BUILDINGS	\$
2. BUSINESS PERSONAL PROPERTY AND PERSONAL PROPERTY OF OTHERS	\$ INCL
3. INCOME PROTECTION	\$
4. GLASS AND LETTERING	\$
5. SIGNS, LIGHTS AND CLOCKS	\$

LIMITS OF INSURANCE

PREMIUM BASIS - COSTS, SALES	\$	INCL
EACH OCCURRENCE LIMIT	\$ 1,000,000	
DAMAGE TO PREMISES RENTED TO YOU LIMIT	\$ 1,000,000	ANY ONE PREMISES
MEDICAL EXPENSE LIMIT	\$ 5,000	ANY ONE PERSON
PERSONAL & ADVERTISING INJURY LIMIT	\$ 1,000,000	ANY ONE PERSON OR ORGANIZATION
GENERAL AGGREGATE LIMIT	\$ 2,000,000	
PRODUCTS/COMPLETED OPERATIONS AGGREGATE LIMIT	\$ 2,000,000	

OPTIONAL COVERAGES

SEE NEXT PAGE

TOTAL DEPOSIT PREMIUM - - - - - \$ 2,784.

APPLICABLE FORMS - SEE SCHEDULE OF FORMS

OPTIONAL COVERAGES

ADDITIONAL INSURED - MANAGERS OR LESSORS OF PREMISES (CG2011)	\$	INCL
NON-OWNED AND HIRED AUTO LIABILITY INS COV	\$	INCL
BODILY INJURY - \$1,000,000 PER PERSON		
\$1,000,000 PER ACCIDENT		
PROPERTY DAMAGE - \$1,000,000 PER ACCIDENT		

Q40 2950706

CONTINUED ON NEXT PAGE



RENEWAL CERTIFICATE

100 Erie Insurance Place  
PA 16530

AGENT

ITEM 2. POLICY PERIOD

POLICY NUMBER

AA3721 HUMPHRIES INS GROUP INC

04/29/11 TO 04/29/12

Q40 2950706 A

ITEM 1. NAMED INSURED AND ADDRESS

ITEM 3. OTHER INTEREST

GLOBAL PARKING SOLUTIONS USA  
PSFS BUILDING  
200 W WASHINGTON SQ STE 200  
PHILADELPHIA PA 19106-3581

SUPPLEMENTAL DECLARATIONS

LOCATION 1, BUILDING 1

LOCATION OF PREMISES

OCCUPANCY/OPERATIONS

PSFS BUILDING, 200 W WASHINGTON SQ,  
SUITE 200, PHILADELPHIA,  
PHILADELPHIA CO, PA 19106

OFFICE - IMPORTATION, INSTALLATION  
AND/OR MAINTENANCE OF PARKING  
METER KIOSKS / PAY STATIONS

INTEREST OF NAMED INSURED IN SUCH PREMISES - TENANT

PROPERTY PROTECTION

COVERAGES

CO-INS %

AMOUNT OF INSURANCE

- 1. BUILDINGS
- 2. BUSINESS PERSONAL PROPERTY AND  
PERSONAL PROPERTY OF OTHERS
- 3. INCOME PROTECTION

90

\$ 5,000

OCCURRENCE

OPTIONAL COVERAGES - PROPERTY PROTECTION

## Tab 7: Company Profile

### **Global Parking Solutions USA LLC**

Corporate HQ:  
200 West Washington Square, Suite 200  
Philadelphia, PA 19106

Florida:  
20801 Biscayne Boulevard, Suite 403  
Aventura, FL 33180

Free Call: 888 863 1266  
Tel: 215 399 1475  
Fax: 215 399 1504  
Email: [info@globalparkingusa.com](mailto:info@globalparkingusa.com)  
Web: [www.globalparkingusa.com](http://www.globalparkingusa.com)  
Office Hours: 9 to 5 PM EST

Company formed in November 2009.  
Registered to conduct business in State of Florida: February 1, 2011.

Service clients throughout North America including Vancouver, B.C., Canada, Pennsylvania, New Jersey and Florida in the US.

**Local Florida Support Partner** (provides warehouse facility, spare parts inventory and technical support as required):

United Parking Systems Inc.  
301 Clematis Street, Suite 3000  
West Palm Beach, FL 33401  
Tel: 561 312 8202



#### NEW ZEALAND

Global Integrated Solutions Limited  
Integrated Technology Solutions Limited  
NZ Head Office: 21 William Pickering Drive  
North Harbour, North Shore City, Auckland

Postal: P O Box 100 890, North Shore City. 0745 Auckland

TEL +64 9 415 6588 FAX +64 9 415 6599

#### AUSTRALIA

Global Integrated Solutions Pty Limited  
Integrated Technology Services Pty Ltd  
TEL Toll Free 1800 177 967

enquiries@GISONLINE.COM

GISONLINE.COM

# GIS/ITS Experience

Pay & Display Parking  
Car Park Control Systems  
Ticketing Machines  
Payment Terminals  
Change Machines  
Cash Handling Equipment



*Jump the queue...with GIS*

## INTRODUCTION

## INTRODUCTION

### **Global Integrated Solutions Limited (GIS) purchased CHS in April 2009.**

CHS Management and Staff who transferred to GIS were directly involved with the design and manufacture, sales and service for the products and systems installed at the customer sites as displayed in this document. (Sales and Service)

GIS designs, manufactures and distributes a range of parking, self-service transaction terminals and cash handling solutions, and has established itself as a major player in the Australasian market. A significant competitive advantage for GIS is the ability to merge a range of disparate skills in order to develop a finished product, i.e. product design, component sourcing, software development and product building.

### **Parking Meters & Car Park Terminals**

CHS originally entered the parking market in 1996 by developing a Pay & Display meter for Wellington City. This approach of developing personalized solutions to meet the needs of customers is continued by GIS.

The preferred control method for on-street parking is Pay & Display meters. GIS has maintained the dominant market share in New Zealand which includes the major Cities of Auckland, Wellington, Christchurch, Dunedin, Tauranga, Nelson and Palmerston North with other smaller Councils.

Our machines are exported to the Australian market with a substantial database comprising major sites such as Brisbane, Geelong, Gold Coast and Toowoomba in Queensland, Darwin in Northern Territory and Newcastle, Parramatta, Lane Cove, Manly and Willoughby in New South Wales together with other smaller Councils, Universities, Airports and other car parking private operations.

Our Pay and Display meters offer user payment by coins, mobile phone (# *TXT-a-Park*) and Credit Card (\* *in Real time*). GIS also offers Barrier Arm Control Terminals and Ticketing Systems that offer Eftpos and payment by banknotes with change giving; designed specifically for the off-street car park market.

# *TXT-a-Park* was launched in NZ in early 2004. To this day *TXT-a-Park* only operates on GIS meters.

\* *Credit Card in Real time* was pioneered for the Australasian market on our meters in September 2004.

### **Change Machines, Ticketing Machines, Kiosk & Car Wash Terminals**

Entering the kiosk terminal and ticket machine market was a natural progression after having manufactured and supplied over 10,000 pay & display parking meters and change machines to the Australasian market.

GIS is also the authorised distributor and support agents for the critical components used in the kiosk terminals for payment, cash processing and printing.

### **Cash Handling Equipment and Vending Components**

A core competency of GIS in NZ is cash handling equipment, which includes the sales and servicing of everything from world leading brands of coin mechanisms and banknote validators (MARS/MEI/MUNZPRUFER) for the vending industry, to high end coin processing equipment (SCAN COIN) for the CIT companies such as Armaguard, ADT and Chubb, and desktop cash counting and sorting machines for the banking and retailing industries.

Self-service cash depositing is another market becoming popular in banking and in particular in the transport industry where we have integrated systems for numerous bus companies in New Zealand and Australia for bus drivers to deposit cash (notes and coins) at the end of their shifts.

## ARTA



February 2008

### Self-service bus ticketing system on North Shore a first for New Zealand

Life just got easier for thousands of bus commuters travelling each month along Auckland's North Shore Bus way as they now have the option to purchase their bus tickets at self-service ticketing machines.

The machines are manufactured by a local North Shore company Cash Handling Systems (now GIS) and are installed at all three unmanned Northern Bus way Terminals.

The Auckland Regional Transport Authority [ARTA] required a reliable and user friendly self-service ticketing system also capable of handling numerous ticket types and payment structures.

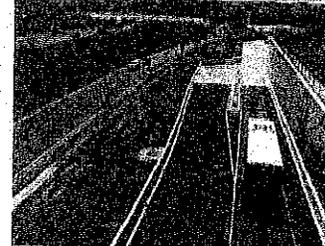
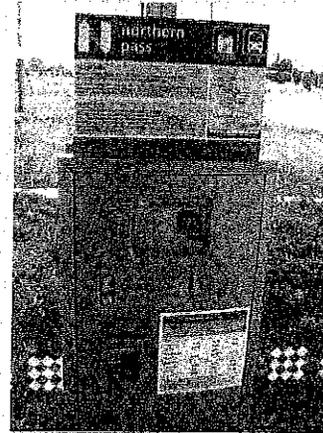
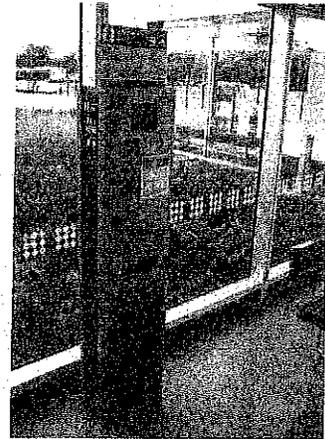
The ARTA Northern Pass system offers many prepaid ticket types such as two hour, one day and seven day passes. The machines have large full colour touch screens with an easy-to-follow menu which helps for fast and efficient transactions.

Customers are also spoilt for choice when it comes to making payment. The GLOBAL eTM accepts banknotes and gives change, together with an ON-LINE Credit Card payment facility.

Only authentic banknotes are accepted and as the Credit Card transactions are processed in real time any reported stolen cards or credit limits reached are automatically rejected. The machines also take coins. ARTA's main aim is to make ticket purchasing as easy and as painless as possible.

The GLOBAL eTM electronic ticketing system reflects ARTA's vision of keeping their Bus way facilities at the forefront of technological development. Equipped with GPRS modems the eTM machines communicate all data in REAL TIME to a monitoring and management system.

## TICKETING



SkyCity



## CHANGE MACHINE KIOSKS

April 2008

### New banknote exchange kiosks for SkyCity

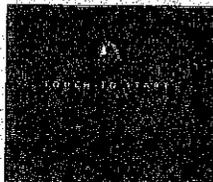
10 new NX2000 note exchange kiosks have been installed at Sky City Auckland.



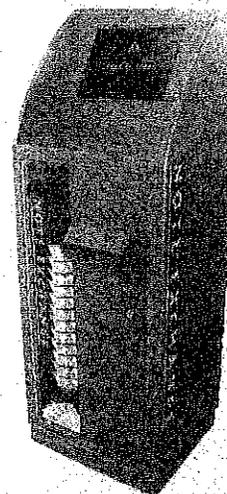
The new kiosks have been designed for supervised environments.

Sky City patrons will find the kiosks simple to use with customer prompts on the touch screen.

Colourful graphics and on screen animations can be individually customised with logos and colours to reflect the client's brand and image.



The kiosks can be programmed to suit most banknote exchange applications including single note acceptance or acceptance of multiple banknotes up to a predetermined limit per transaction.



## Queen Charlotte Track



## TICKETING

### Ticket machine in Picton to vend \$5 tickets to Queen Charlotte Track Trampers

The Queen Charlotte Track (QCT) runs almost the entire length of New Zealand's Queen Charlotte Sound.



This 71 kilometre spectacular walking track passes through historic sites, secluded bays and lush coastal bush. Important steps have been taken to protect the future of the QCT to ensure it will always be a place of rare beauty and freedom.

From 1 October 2007 all adult unguided track visitors contribute \$5 to the QCT Tribute Fund. QCT Tribute tickets are purchased from the dedicated ticket machine located at Picton Town Wharf prior to departure on a track experience.

The money collected through the tribute system is invested in a trust fund that will be used to look after the best interests of the track.

VODAFONE

## TOP UP VOUCHERS FOR VODAFONES

May 2008



### Self-service top up vouchers now available from Vodafone Shops

Vodafone's prepaid mobile phone users now have the option to purchase their top-up vouchers from self-service kiosk terminals.



The transaction kiosks from CHS (now GIS) on Auckland's North Shore have been specially designed for Vodafone's billing system and new-look retail stores. They accept payment by credit card, eftpos and cash. Customers will also receive change in banknotes.

The kiosks do not store any personally identifiable customer information and any user authentication credentials are not stored in the system.

All communications with the Credit-card / EFTPOS payment service bureau, authentication credentials, personal data transfers, and remote access for maintenance and support are supported by SSL encryption.



## AIRBUS



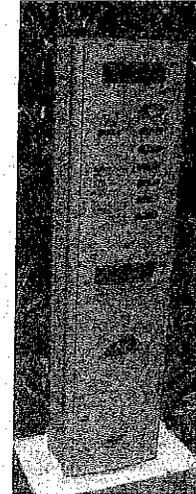
### Self-service ticket vending machine at Auckland International Airport bus stop



A GLOBAL ticket vending machine from CHS (now GIS) is located at the busy International Arrivals Bus Stop.

The ticket machine provides business travelers and tourists with the only credit card payment facility to purchase Air Bus tickets which can cost up to \$22 for an adult return trip to Auckland's CBD.

## TICKETING



## BREAKAWAY



## BOOKING & PAYMENT SYSTEM

### Self-service car park booking system near Auckland International Airport

The eTM GLOBAL electronic ticket machine operating in Breakaway's long term car park is operating as a self-service vehicle check-in and payment system.

The machine also allows the motorist to input their motor vehicle registration number via the eTM's touch screen.



## ARTA | MAXX



## BUS INFORMATION TERMINAL

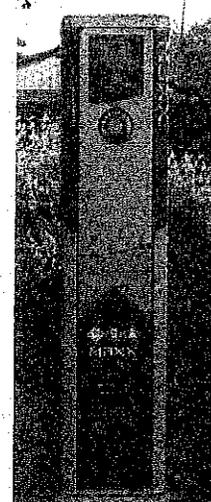
### GLOBALS for Bus Information Terminals on Auckland's North Shore



**The Challenge:** Existing bus information system for MAXX had high purchase costs and high implementation costs due to power and infrastructure costs.

**The Solution:** A solar/battery powered bus information device that is updated via GRPS.

**The Result:** A solution with significantly reduced capital cost and an implementation cost that is a fraction of the original solution.



## YARRA TRAMS | METLINK



## CHANGE MACHINE TERMINAL

### Self-service change giving machine for Melbourne trams

A GLOBAL change machine is located in the financial hub district of Melbourne providing change giving facilities for Yarra Tram commuters to purchase Metcards with the correct coin(s).

Melbourne's automated ticketing system operates on all train, tram and bus services in the metropolitan area with electronically-encoded tickets called Metcards which can be purchased from Metcard ticket machines at train stations and on trams.



## SYDNEY OLYMPIC PARK



## CHANGE MACHINE TERMINAL

### Self-service change giving machine for Stadium Car Park

A high security AUTO Change machine is located in the Pay & Display car park area of Olympic Stadium, Homebush Bay, Sydney.

There are 1,200 car parking spaces in the Pay & Display car park (out of a total of 10,000 available at Sydney Olympic Park)

The change machine which accepts banknotes is housed in a weather proof security safe due to the outside location and its remoteness when the stadium is empty.



# Auckland City



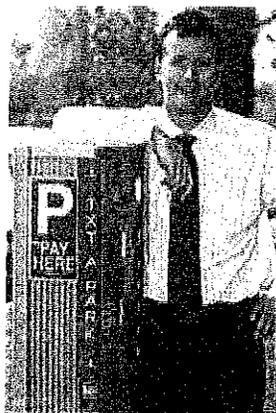
## New Zealand Herald 16<sup>th</sup> September 2005

Business is booming for an Albany company as city councils in New Zealand and Australia switch to meters that accept parking charges by text messaging, credit cards - and cash. In the past six months, CHS Parking Systems (now GIS) has won contracts in Sydney, Melbourne, Wellington, and now Auckland City for its EZiPark Global pay-and-display parking meter.

Rather than scrambling for change, motorists can pay by mobile and the fee is charged to their monthly phone bill. The telecommunications companies then pay the fees to the council in a lump sum. Motorists can also swipe their credit card for the payment - and the machine will still accept coins.

Aucklanders now have over 850 of the sleek, silver, solar-powered meters in the central city. This followed the successful trial of a dozen EZiPark meters on Princes St near the University of Auckland.

EZiPark meters offer a "walk-up-start" which means cellphones do not need to be pre-registered for the service. Credit card payments are pre-authorised for transaction security, which means the city councils will not get ripped off.



General Manager Mr. David Gould (at left above) says that in a cashless society councils were looking to provide other means of paying for street parking, a revenue source that earns Auckland City \$25 million a year. Increases in charges meant fewer people had the right amount of change.

Gould says the new method also makes it easier for sales reps to keep track of work expenses as the tariff was charged direct to the company credit card or mobile phone account.

# PARKING



New Zealand Sunday Times  
March 19th 2008

going up  
going down



**Coke Zero**  
The new low-calorie Coke really does taste like the full-sugar version. Vastly superior to Diet Coke.

**The 1 Word**  
Terrible time slot. Fantastic show. Mondays, 11.30pm, TV2.

**Fast and credit card parking**  
Auckland City Council has ended the nightmare of parking meters. No more begging shopkeepers for change - you can now pay by text or credit card in the inner city. May this fabulous invention spread swiftly through the land.

**Australian softeners**  
Now is the time to head for Europe or book an island holiday. It's low season in the travel industry and that means bargain prices.

**Tom Ford eyewear**  
The former Gucci god's new sunglasses range is gorgeous, but we're protesting against the pricing. Cough up \$500 and you can start browsing the bottom of his range.



**Boggy Bourne**  
No more magazine covers. Please.

Dunedin

PARKING



# Otago Daily Times

Christchurch | Dunedin | Invercargill | Timaru | Gore | Blenheim

## Meters make parking high tech

Home • News • Dunedin

Fri, 26 Jun 2009

New Year • Dunedin | Street • Dunedin

Dunedin drivers will soon have a new choice, with 150 new Dunedin City Council parking machines allowing them to pay by text message or credit card, as well as cash.

However, the new machines come at a price - increased parking charges.

Motorists now pay between \$1.50 and \$1.80 per hour for on-street parking and this will rise to as much as \$4 from July 3.

The 30-minute free parks on George St will also disappear.

The four-zone charging system was introduced in response to last year's council residents' opinion survey, which showed people were very concerned with shoppers finding parks occupied by commuters, and inner-city residents finding their special residents' parking areas taken over by shoppers and commuters.

"All their prayers have been answered. There will be more parks and longer staying periods. Main street machines mean parking spaces are freed up on a regular basis," council development services manager Kevin Thompson said.

If user patterns in other parts of the country were repeated in Dunedin, an estimated 30% of people would pay by text or credit card, the technician in charge of the meter installation project, Keith Robinson said.

Most people were moving to "a cashless society", in which the Metro machines would be more user friendly, he said.

"The machines are pretty widespread. They have them in Wellington, Auckland, Queenstown and Invercargill."

The machines were unlikely to be out of action for long, parking meter technician Keith Randall said.

If a machine had a fault, a web server would notify technicians immediately.

"We used to get phone calls [from motorists] if this happened, but now we can fix the fault before it happens."

The machines' batteries were charged by solar panels, which he said would decrease their carbon footprint.

The new parking machines will have plastic covers until they become operational on July 3.



Technician Keith Randall on Ethel Benjamin Pl, with one of the Dunedin City Council's new Metro pay and display parking machines. Photo by Gerard O'Brien.

Brisbane



PARKING

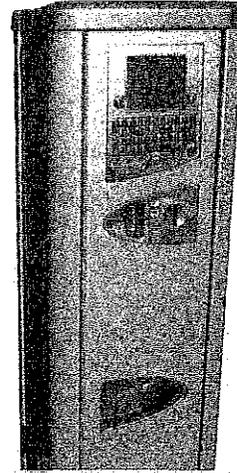
## Brisbane parking meters 'cry for help'

Marissa Calligeros  
April 8, 2009

Brisbane City Council will retire its old-style coin-slot parking meters to make way for computerised pay-and-display machines capable of sending SOS text messages should they come under attack from coin thieves or vandals.

The council delayed the \$14 million city-wide roll-out of the new machines to allow police investigating an alleged \$800,000 parking meter theft racket to gather evidence.

While some automated meters are already on trial around the CBD, 1900 remaining single-space, spring-loaded parking meters in the CBD and inner-suburbs will be replaced from July 1.



The new Brisbane parking meter is the METRO Pay by Plate from GIS



Brisbane City Council Ambassadors pictured here with a new METRO Pay By Plate Meter – the new Car Registration PIN Code and Couponless parking scheme which is fully integrated to their Infringement software and iPark mobile phone payment system.

## Coin Change



## PARKING

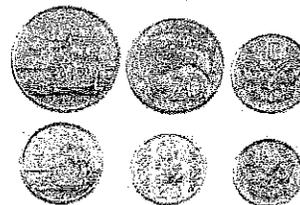
Australian Press Release Parking Magazine - September 2006

### Hundreds of parking meters upgraded as new coins released in New Zealand

Over the past few weeks New Zealanders have been grappling with nine different coins.

In July the Reserve Bank of New Zealand released new coins to replace their 10, 20 and 50 cent coins. The new 20 and 50 cent coins are smaller and lighter, the 10c is copper coloured and the 5 cent coin is being taken out of circulation altogether. There is no change to the \$1 and \$2 coins.

The kiwis have until the 31<sup>st</sup> October 2006 to empty their piggy banks of old coins when they will no longer be accepted for payment by businesses and this includes parking meters and vending machines.



The new NZ coins (bottom row) are much smaller and lighter with the 10c now being copper coloured.

CHS Parking Systems, (now GIS) the largest supplier in New Zealand of Pay & Display parking meters and coin mechanisms to the vending industry ensured that their customers were prepared for the coin changeover well in advance.

"We started reprogramming machines six months ago to ensure any disruption to business was kept to a minimum" reports Project Manager Richard Oliver. "There were those that left it to the last minute, but we ramped up our operations to help out the latecomers and in general the coin changeover is going smoothly".

Parking meters capable of accepting both the old and the new coins simultaneously have proven to be of huge benefit to operators. The meters will be reprogrammed again in time to begin rejecting the old coins after 1<sup>st</sup> November says Oliver.

Some meter operators discovered that reprogramming was either unavailable or cost prohibitive on their old meters. Faced with annual budget constraints or insufficient time available to Invite Tender Submissions for new equipment CHS has helped out with loan meters. "We blew the dust off some of our second hand 1995 CLASSIC meters and re commissioned these. All of our meters can accept both coin sets," says Business Development Manager Keith Robinson.

Three Councils that chose to purchase new parking machines selected the new METRO Pay & Display launched this year. "It has been hectic as we have had to install over 600 meters to replace thousands of lollipops and beat that July deadline."

## Wellington City



June 2004

### New meters are a hit with Capital City Motorists

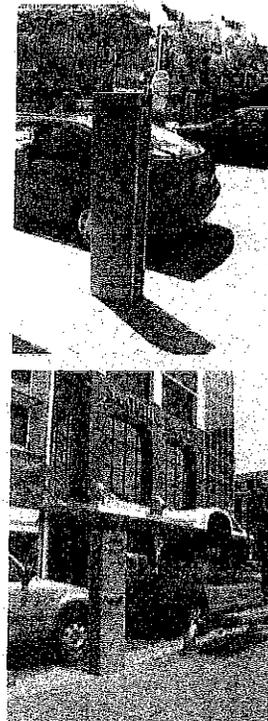
Wellington City reports that the TXT-a-Park and CREDIT CARD payment systems installed on their GLOBAL Pay and Display Meters have proved a hit with Wellington motorists.

"By introducing a variety of payment options the compliance rate of motorists will always improve. However it is the user friendliness of these options that ultimately determines the level of improvement," says Wellington City Parking Manager; Wayne Tacon

Over 500 Pay & Display Meters are installed throughout the Wellington Central Business District.

The meters are fitted with modem communications and are monitored by the EZiCom CMS system. Payment methods include Coin, Credit Card and TXT-a-Park. The service contract includes responsibility for ongoing maintenance services and cash collections.

## PARKING



## North Shore City



2006

### 'Poppa Smurf' waves good bye to Takapuna's old lollipop parking meters



## PARKING

CHS (now GIS) was awarded the contract for the supply of over 70 METRO Pay & Display Meters complete with Coin, Credit Card and TXT-a-Park payment facilities with responsibilities for ongoing maintenance services and cash collections.

*'Poppa Smurf' one of North Shore City's friendly Parking Enforcement Officers receives training on the new METRO from GIS Technician Peter Reynolds in Auckland's trendy beachside suburb of Takapuna.*

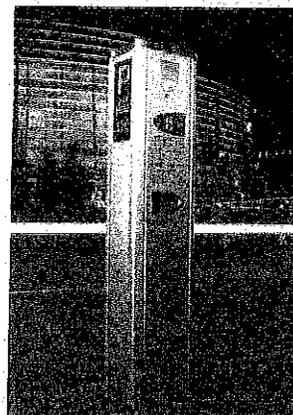
## Christchurch City



August 2006

### New Zealand's Cathedral City installs METRO meters

CHRISTCHURCH CITY COUNCIL purchased 400 new METRO Pay & Display Meters to replace thousands of their old lollipop meters. The new meters come complete with Coin, Credit Card and TXT-a-Park payment facilities. CHS (now GIS) has also taken responsibility for Christchurch's ongoing meter maintenance services and cash collections.



A METRO meter stands on guard outside the Christchurch Art Gallery



Christchurch Mayor Garry Moore (pictured at left) visits the METRO factory based locally in Christchurch.

The Mayor was the first to use the new machines that accept coins, credit cards or cellphone TXT, giving drivers greater flexibility in how they pay for parking.

'The new machines are very easy to use. You just select your payment option and follow the on-screen instructions, collect your receipt and place it on the passenger side of your dashboard.' Garry Moore says.

## Nelson City



October 2006

### Biggest Fishing Port in Australasia chooses METRO Pay & Display Meters

Nelson area's population of 54,500 ranks it as New Zealand's 10th most populous city with its port harbour being the biggest fishing port in Australasia.



Nelson also delivers New Zealand's highest sunshine hours where 70 solar powered METRO pay & display meters now control Nelson's parking. The new meters come complete with Coin, Credit Card and TXT-a-Park payment facilities.

The meter upgrade was scheduled to coincide with the 2006 NZ coin change.

## PARKING

## Tauranga City



## PARKING

February 2008

### METRO Pay & Display Meters head for Tauranga's Bay of Plenty streets

Tauranga offers a huge range of attractions, activities, recreational pursuits and some of the finest restaurants, cafes and shopping set next to some of New Zealand's most amazing east coast beaches.

After a tender process and a successful pilot programme in late 2007, a contract was awarded for METRO Pay & Display Meters complete with Coin, Credit Card and TXT-a-Park payment facilities with responsibilities for ongoing maintenance services. There are now 159 METRO Pay & Display Meters operating in the central business district.



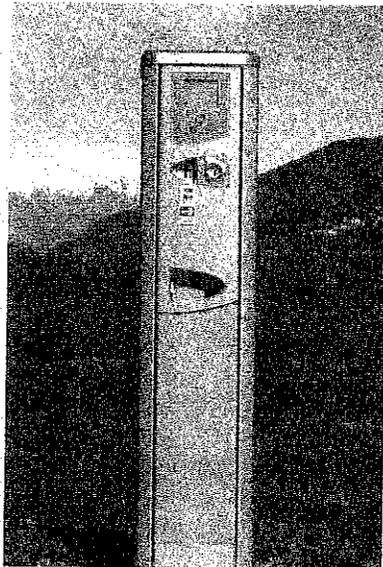
## Queenstown



## PARKING

November 2007

### Metro Meters now control the parking in the Adventure Capital of the World



From AJ Hackett bungy jumping to Shotover Jet boating; Queenstown is world renowned for its exciting activities.



Queenstown is one of New Zealand's busiest tourist hubs attracting thousands of visitors each year. Its downtown area is a compact and picturesque shopping precinct with a vibrant retail scene with shops open all day and much of the evening, 365 days of the year.



METRO pay and display parking meters now control all of Queenstown's on-street parking.

## Antarctic Centre

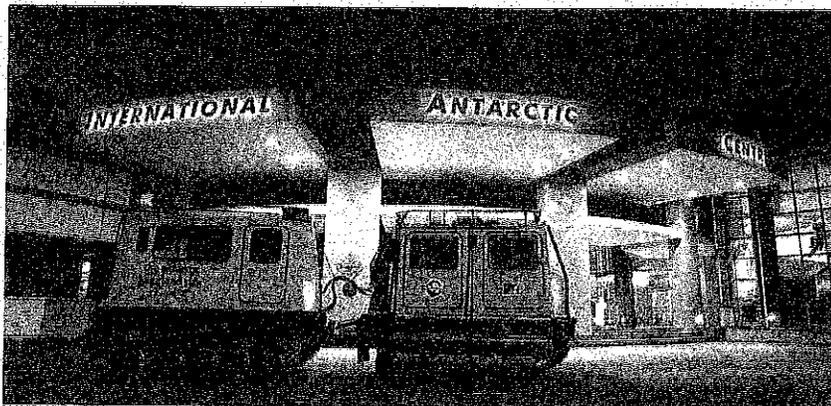


## PARKING

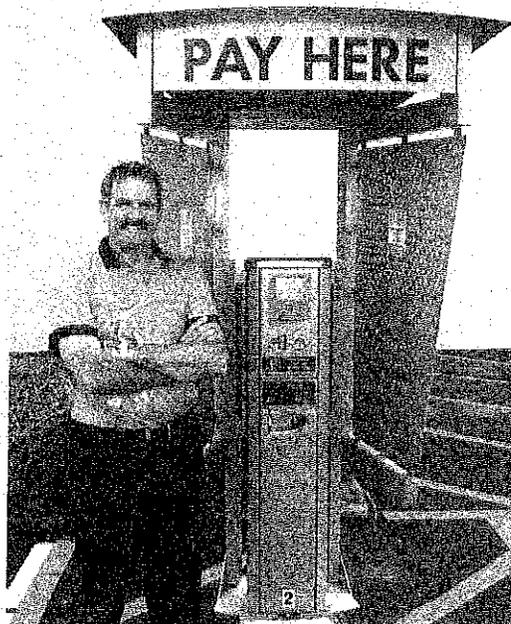
November 2006

### METRO Parking Meters operating in the International Antarctic Centre Car Park

How do you manage the car park for a popular tourist attraction when it is only 5 minutes walk to a busy international airport?



The International Antarctic Centre has been operating for 15 years and is located adjacent to New Zealand's busy Christchurch International Airport.



Mike Hyde – Manager Corporate Services, Antarctic Centre in their Centre Car Park. The METRO Pay & Display Meters are installed with airforce built challenge

With campaigns stimulating tourism growth and new airline services now operating, airline passenger movements are at record levels. While the airport offers 1700 spaces with free parking for the first 15 minutes in the uncovered car park, space will continue to be at a premium.

"A free car park will always be the most popular so our Centre's car park was being constantly used by airport visitors. We had to find a way to make the 80 spaces available to our customers," says Mike Hyde – Manager Corporate Services.

Last year the Centre introduced paid parking using the METRO pay & display system. "While our hourly rate is substantially lower than what is charged at the Airport it has had the desired affect and the 'freeloaders' have disappeared."

The Antarctic Centre Management was mindful of the negative effect by charging its customers for both parking and an entrance fee to the attraction. "Our reason for introducing paid parking was not to seek extra revenue but to purge the 'freeloaders'. We have achieved this objective and will now look into passing on some of this revenue as donations to Conservation Trusts and Associations that work with the rehabilitation of wounded and sick penguins. Hopefully a campaign of this nature will help soften the blow dealt to our customers - even if it is only \$1 an hour."

# Manukau City

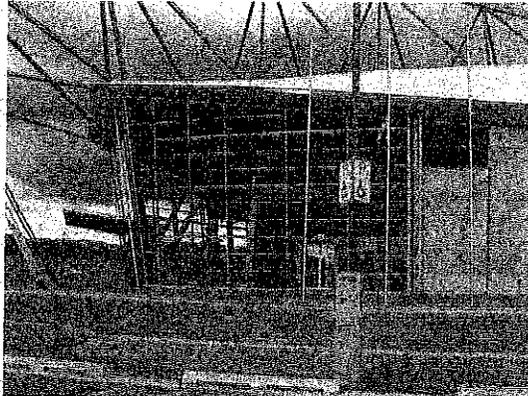


## PARKING

November 2007

### New Zealand's third largest city introduces paid parking

With a population of over 335,000, Manukau is New Zealand's third largest city. In September 2007 Manukau City Council invested in 38 METRO Pay & Display Parking Meters to control their parking around the Manukau CBD area. This is the first on-street paid parking for Manukau.



MANUKAU CITY  
TELSTRA STADIUM  
Pictured at left - Installation and ongoing maintenance services for 19 Pay & Display Meters complete with ON LINE Credit Card Payment, TXT-a-Park and the EZiCom Communications and Management System

# Hutt City



## PARKING

November 2006

### Hutt City replaces lollipops with METRO Pay & Displays

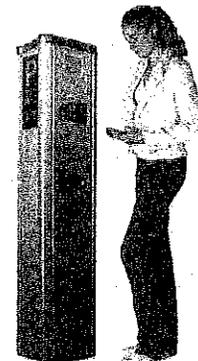
Hutt City awarded the contract for the supply of 120 new METRO Pay & Display Meters complete with Coin, Credit Card and TXT-a-Park payment facilities with responsibilities for ongoing maintenance services and cash collections.



The meter upgrade was scheduled to coincide with the 2006 NZ coin change.

GIS Wellington Branch is located in the Hutt City suburb of Petone.

The Hutt City area has a resident population of nearly 100,000.



## Palmerston North



## PARKING

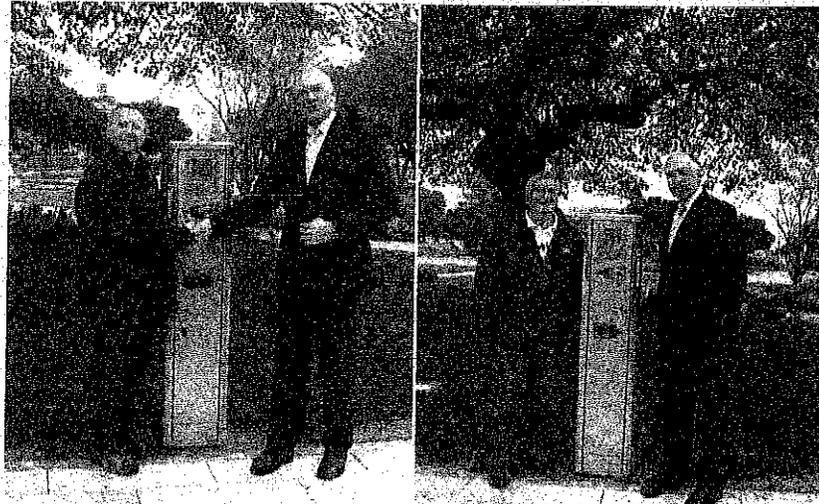
October 2008

### Palmerston North City introduces the METRO Pay & Display

**In July Palmerston North City Council approved a replacement programme to upgrade their on-street parking meters with 180 METRO meters.**

There were five different types of parking meters used in the city and although some were working satisfactorily, many were unreliable and could only be repaired by cannibalizing machines from low occupancy areas. Council parking technicians regularly attempted to repair machines and deal with the constant complaints received from the public. With meters out of action, any shortfall in parking revenue must be met from general rates.

The replacement programme will provide the latest parking meter technology with the introduction of METRO meters. They are currently in use throughout New Zealand including Wellington, Christchurch, North Shore and Manukau City in Auckland, Tauranga, Lower Hutt, Blenheim, Queenstown, and at Massey University's Centennial Drive campus, so Palmerston North was able to assess their experiences with this technology before taking the decision to purchase this meter model for Palmerston North.



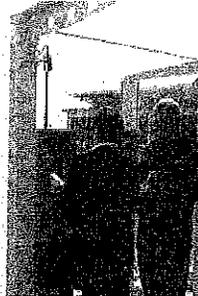
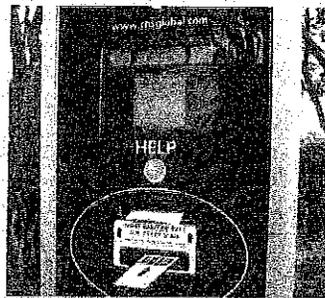
*Palmerston North Road Planning Team Leader, David Lane meets GIS Product Manager Andy Appleton.*

*Palmerston North Road Planning GIS Business Development Manager Keith Robinson.*

## Airport Parking



**Gisborne Airport** is located on Aerodome Road, within five kilometres of the central business district; 5 to 6 minutes drive from the centre of Gisborne. The airport has both **short and long term paid parking**. The car park is controlled by our CPS solution.

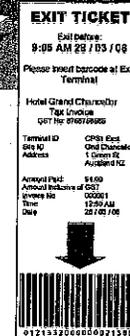
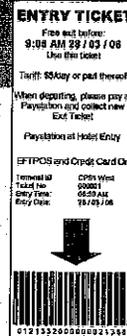
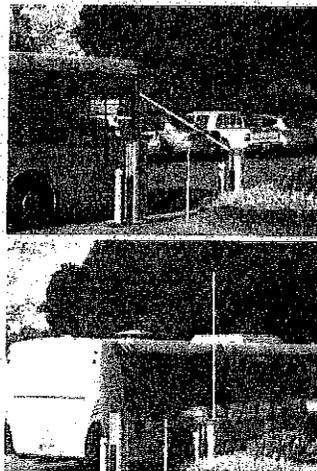


**New Plymouth Airport** is located on Airport Drive, Bell Block approximately 12 kilometres (15 minutes) from the centre of New Plymouth. The airport has both **short and long term paid parking**. The car park is controlled by our CPS solution.



## Hotels | Universities

## CAR PARK SOLUTIONS



The **GLOBAL CPS Car Park Solution** is an automated Barrier Arm Control System for off-street car parks complete with self-service payment facilities.

Barrier Arms are controlled by CPS Entrance & Exit Terminals with a CPS Payment Station conveniently sited for Motorists returning to their vehicles.

The Payment Station offers a variety of secure payment methods including EFTPOS, CREDIT CARD ON LINE, Coin and Banknotes with self replenishing change giving.

Massey University - Palmerston North - Hotel Grand Chancellor - Centra Auckland Airport Hotel.  
Gisborne Airport | New Plymouth Airport

## Gold Coast



Gold Coast City Council

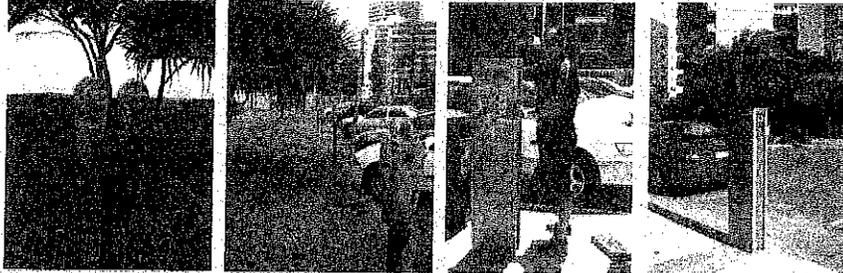
## PARKING

February 2006

### 400 Pay & Displays replace thousands of lollipops

In 2005 GLOBAL Pay & Display meters were installed throughout the Gold Coast.

Thousands of lollipop meters have been removed to make way for 411 GLOBAL Meters installed in the tourist areas of Surfers Paradise, Broadbeach and Burleigh Heads, and commercial business suburbs of Bundall and Southport. A further 50 units were installed in 2007.



CHS (Now GIS) supplied and installed the new meters and provides after sales support to the Gold Coast City Council Technical Services Parking Team who maintain the machines.

The meters are monitored by EZICom in real time and are able to accept payment by Credit Card ON LINE as well as coins.



*After 40 years pounding the parking beat, Queenslanders believe that the bikini-clad good Samaritans have contributed to the States identity and have been nominated as a cultural icon. News.com.au 6<sup>th</sup> August 2006*

## Brisbane



## PARKING

May 2007

### METRO meters installed in Brisbane City

100 METRO meters have been installed throughout Brisbane City.

The meters are monitored by EZICom in real time and are able to accept payment by Credit Card as well as coins.

NEWSFLASH: June 2009 Brisbane City Council has just selected GIS to install over 900 METRO parking meters in their city.





## Parramatta



*Parramatta City Council's Paul Finnerty - out on site with one of their GLOBAL Pay & Display Parking Meters.*

February 2006

### First parking meters for Parramatta City Council

As Australia's 6<sup>th</sup> largest CBD, Parramatta City Council has invested in GLOBAL Pay & Display Parking Meters to control their parking and traffic flows.

With over 75% of commuters using private vehicles to visit the CBD, Parramatta City Council introduced paid parking in 2005 to improve car park turnover.

Research showed that long-stay parkers continued to occupy available spaces limiting the opportunities for shoppers and residents' parking. This was particularly evident around the busy transport hub of the train station.

366 GLOBAL Pay & Display Meters have now been installed which have improved parking space accessibility for visitors.

The meters are monitored by remotely in real time and are able to accept payment by Credit Card ON LINE as well as the traditional 'fist full of coins'.

## Willoughby | Lane Cove



*Paul Gomez - Group Leader Infrastructure & Parking Management Willoughby City Council*

February 2006

### Pay & Display Parking Meters transformed into works of art

Last year in September 150 new GLOBAL Pay & Display Parking Meters were installed on street for Lane Cove and Willoughby City Councils.

The GLOBAL cabinet has a modern and fresh look lending itself for a variety of promotional applications. The cabinet design allowed Willoughby City Council to use their meters as 'canvases' for works of art.

"Willoughby City Council has a public art program which aims to find opportunities to integrate art into the streetscape." says Paul Gomez - Group Leader Infrastructure & Parking Management. "Council's new parking meters presented a unique opportunity to undertake this artwork. The artwork reflects the natural environment, high-rise buildings and elements of federation style buildings which are all found in Willoughby". The artwork was transformed onto strong UV resistant decals and applied to the front door panels.

The meters are monitored by EZICOM in real time and are able to accept payment by Credit Card ON LINE as well as coins.



*Wayne Rylands - Executive Manager Open Space & Urban Services Lane Cove Council*

## Newcastle



## PARKING

Australian Press Release Parking Magazine - 2005

### City of Newcastle goes GLOBAL

In 2005 Newcastle City installed over 70 GLOBAL Pay and Display Meters with another 30 units added to their fleet in 2006.

With a permanent resident population of around 150,000 and increasing visitors and tourism, Newcastle's busy parking areas were in need of reliable and user friendly meters.

"We chose GLOBAL Meters because of their reliability, audit capabilities and streamlined looks," says Mike Heather - *Parking Services Coordinator for City of Newcastle*

Our Service Technicians also wanted reliable modem communications to monitor and manage our meter fleet.

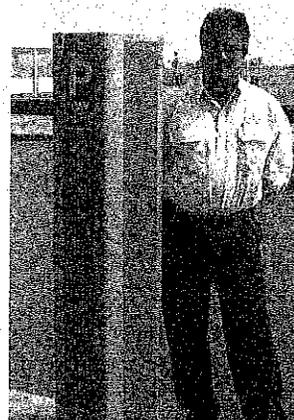
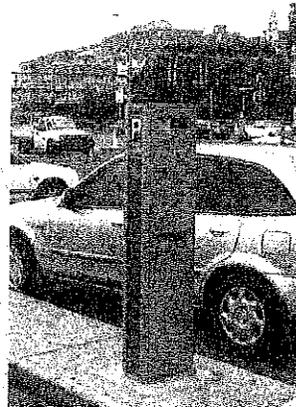
Within minutes of a fault occurring, our technicians are alerted via an SMS message from the meter to their mobile phones. The message tells them what the problem is before they get there which enables us to respond quickly keeping downtime to a minimum."

Back at the office the EZiCom Management Software enables Newcastle City Personnel to check on their new meters' performance. They can also see exactly how much coin there is in each of the Meters' cash vaults at any time during the day, and generate an array of reports to satisfy the fussiest of Department Heads.

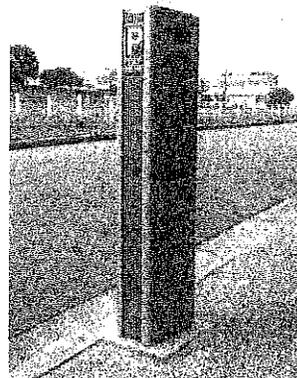
"With EZiCom being a web based system it allows us the flexibility to login at any time to see what is happening with our machines."

The GLOBAL's on-line communications are in REAL TIME, which means that if the day comes when Newcastle offers Credit Card Payment for payment of their parking fees, all transactions will be pre authorised ON LINE. (None of that 'black listed' card data needs to be held in the machine memory which needs to be constantly updated every day when transactions are made with off-line batching)

Being a coastal city the solid aluminium extruded cabinet will for many years out perform all other construction materials with rust free and non-corrosive attributes.



*Mike Heather - Project Officer/  
Parking Services Coordinator for City  
of Newcastle visits a new meter site*



## University of NSW

## PARKING



January 2006

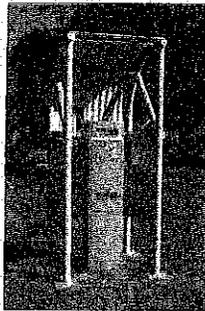
### University in Sydney installs CHS Meters

In 2005 UNSW awarded the contract for the supply of six GLOBAL Pay & Display Meters complete with the Communications and Management System – EZICom.

*Administration Assistants Mary Robinson & Vanessa Carregel receive their GLOBAL product knowledge training on campus.*

## Charles Darwin University

## PARKING



January 2006

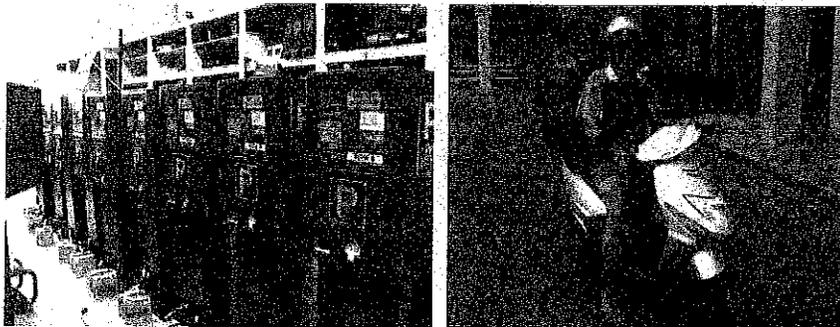
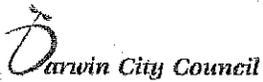
### Charles Darwin University choose GLOBAL

GLOBAL Pay & Display Meters are installed in the University Car Park.

Shelters were installed for shade and protection for the students from torrential downpours while using the machines.

## City of Darwin

## PARKING



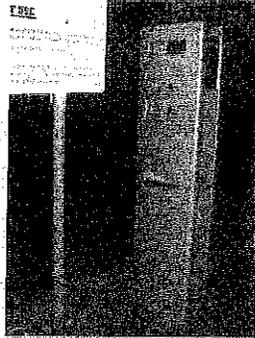
Back in 2002 300 EZIPark CLASSIC Pay & Display Meters were installed on-street built to withstand the extreme weather conditions in Darwin. These were the first parking meters to be installed on-street for Darwin City.

## Other Queensland Sites



## PARKING

ESSE



**Toowoomba**  
88 GLOBAL Meters  
installed 2006



**Townsville**  
15 GLOBAL Meters  
installed 2003



**Cairns**  
3 GLOBAL Meters  
installed 2003

35 METRO Meters  
installed April 2007

## Other Victoria Sites



## PARKING



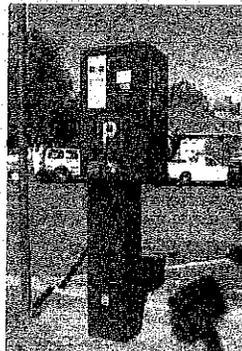
**Docklands**  
12 GLOBAL Meters



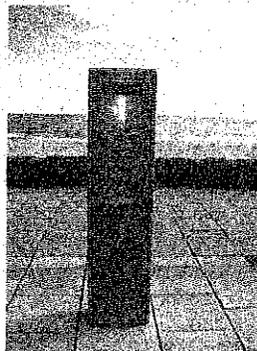
**Maribyrnong**  
GLOBAL Meters



**Whitehorse**  
30 CLASSIC Meters



**Wangaratta**  
44 CLASSIC Meters



**Port Phillip**  
30 GLOBAL Meters



**Horsham - 40 Winks**  
METRO Meters

## Manly



### Manly Council installs meters with Credit card



## PARKING

**Manly is the main public transport gateway for the Peninsula, serviced by a regular ferry and bus transport system.**

Ferry and jet-cat services travel to and from Sydney's CBD within 30 minutes, so long term parking control is particularly critical around the busy ferry terminal precinct.

23 METRO meters are operating in Manly car parks providing the motorist with the convenience of credit card payment as well as coin.

## Morialta Reserve



## PARKING

**Morialta Conservation Park is located 10 km northeast of Adelaide's CBD.**

The park covers an area of 533 hectares and is a popular destination for both locals and tourists offering superb bushwalking opportunities, just minutes from Adelaide's urban fringe.

In 2003 a GLOBAL barrier arm control system in the Reserve's car park was installed.

The system has banknote and coin acceptance with self replenishing change giving facilities at the control barrier terminal.

The Terminal also issues a receipt to the motorist if required.

A similar system is operating at Hanging Rock Reserve in Victoria.

## Hanging Rock Reserve



## PARKING

**Hanging Rock is located in a rural setting approximately 80km (1 hour) to the north of Melbourne.**

The reserve is a popular destination for both locals and tourists offering bush walks, tennis, cricket and café dining. In 2005 CHS was commissioned by Macedon Ranges Shire Council to install a parking system in the main car park. It operates as a pay and display system for a variety of vehicles with pricing structures by vehicle type: buses, cars, campervans... also using a bar coded ticket to exit the car park being controlled by barrier arm terminals.

## Geelong



**Geelong is the second largest city in Victoria, and is the largest regional centre in the state.** It is a port city with an urban population of over 160,000 and one of the largest provincial cities in Australia.

The city is located 75 kilometres south-west of Melbourne, the state's capital.

In late 2007 after a Council Tender process Geelong Council elected to install METRO Pay & Display Parking meters.

NEWSFLASH May 2009: Geelong has selected to install a further 66 METRO meters.



## PARKING

## Care Park



Care Park Operations Manager, Michael Lombardi with one of the new EZiCashier GLOBAL eTM electronic ticketing machines.

## PARKING

August 2005  
Australian Parking Magazine

### eTM system for Care Park

GLOBAL eTM electronic ticketing machines have been installed in Care Park's Toorak Road undercover car park in Melbourne.

"We required a reliable and user friendly system capable of handling both resident parking and non-resident fee payment structures," says Care Park Operations Manager, Michael Lombardi.

With a large full colour LCD screen the easy-to-follow menu makes customer transactions fast and efficient.

Customers are also spoiled for choice when it comes to making payment. The GLOBAL eTM accepts banknotes and gives change, together with an ON-LINE Credit Card payment facility.

Only authentic banknotes are accepted and as the Credit Card transactions are processed ON LINE any reported stolen cards or credit limits reached are rejected at the time of transaction.

"So there is little chance for fraudulence" adds Michael Lombardi. "There is also some solace for luddites\* as the machines still take coins. Our main aim is to make parking as easy and painless as possible"

[ \* somebody who opposes technological or industrial innovation ]

Equipped with GPRS modems the eTM machines communicate all data in REAL TIME to Care Park's remote monitoring and management system.

## Real Time Credit Card



Celebrations in September 2004 with Banking Executives from the National Australia Bank at Docklands, Melbourne, commemorating the FIRST SWITCH ON of REAL TIME Credit Card Payment on a Parking Meter in Australasia - Fully approved with the security of GLOBAL ON LINE Modem Connectivity.

DPS manages the process of integrating payments with this parking technology, to provide clients with the first online, real time payment platform promoting best practice industry standards, security and scalability.

This means that parking fee payments made via Credit Card and mCommerce applications are pre authorised at the time of transaction. The turnaround time is approximately 3-5 seconds, measured from the parking machine to the issuing bank and back.

DPS has been certified fully compliant with Visa International's stringent account information /cardholder data protection requirements as per the current AIS standards.

## INNOVATION



## TXT - a - Park



### TXT-a-Park gets the thumbs up !

TXT-a-Park is a joint venture design between CHS (now GIS) and Synergy International ( one of NZ's leading edge software development firms), and Vodafone incorporating SMS messaging for payment of parking fees.

The implementation was the January 2004 launch in the City of Wellington of a fleet of GLOBAL Pay & Display Meters incorporating GPRS Communications and Payment by Mobile through TXT-a-Park. This was a significant achievement in parking technology because it was the first Australasian implementation of an Integrated Mobile Telephone Payment System in parking.

Revenue from this payment method has exceeded all expectations with the take-up rate being far greater than any mCommerce payment system for Parking Meters. Both Vodafone and Telecom New Zealand provide the platforms for TXT-a-Park meaning that TXT-a-Park is available to all NZ mobile phone users.

TXT-a-Park is now operating on thousands of GIS Meters at major centres throughout New Zealand such as Auckland, Wellington, North Shore, Christchurch, Tauranga, and Queenstown.

The high take up rate of TXT-a-Park can be attributed to three main factors:

- Walk up starts No pre-registrations required
- No pre-payments Fees are charged on the User's Phone's Bill – or in the case of a Prepaid – just deducted
- User-friendliness A most user friendly customer interface designed for fast parking fee payment

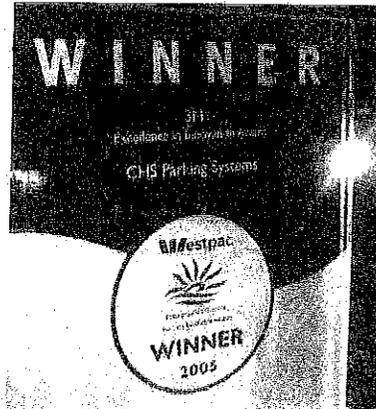
## INNOVATION



Mayor of Wellington City – Kerry Prendergast at the Media Launch of TXT-a-Park

## Excellence Award

## INNOVATION



At the Awards function held in Auckland with over 650 applicants in attendance CHS was a finalist in two categories, winning the 2005 Year Award for Innovation and also scooping the prize as first runner up for the Export Award.

The Innovation Award sponsored by 3M was presented to CHS by 3M Group General Manager Mr Kim Novak.

On addressing the audience the judges recognized that the Innovation from CHS staff (now working at GIS) delivered a number of firsts for the Australasian Parking Market such as TXT-a-Park and on-line Credit Card Payment.

## Design Award

## EXCELLENCE

### METRO Meter wins prestigious Good Design Award in USA.



**About the Good Design Awards:** Founded in 1950 by the Chicago Athenaeum - Museum of Architecture and Design, the Good Design™ awards ([www.chi-athenaeum.org](http://www.chi-athenaeum.org)) bestow international recognition upon the world's most prominent designers and manufacturers for advancing new, visionary, and innovative product concepts, invention and originality, and for stretching the envelope beyond what is considered basic product and consumer design.

The METRO Pay & Display Meter was selected from hundreds of award submissions from over 26 nations for products such as the new 787 Boeing airplane to the Mercedes-Benz C-Class.

Mark Oliver, GIS Technical Director is delighted that the METRO Parking Meter has won international acclaim. He says, "The fact that the Good Design award has been won by some highly noted designers

and design teams, including Apple for the latest iPods and BMW for the Z4 Roadster, puts into perspective the level of quality design work for our METRO Meter. The METRO is today one of our best selling products and it is exciting that InFact our design company here in New Zealand has achieved International recognition for their design contribution."

The design of the METRO Pay and Display Parking Meter marked a radical shift away from the coin operated standard parking meter to a high tech self-service ticketing machine. Clever design work provided a host of new user-friendly features including remote programming of tariff parking fees and display messages, a dramatically improved security door system, and a choice of secure on-line payment methods - such as on-line credit card payment and TXT-a-Park - for the parking motorist.

Design Award

EXCELLENCE

### METRO Meter wins silver in NZ Design Award



The METRO parking meter also won the silver award in the Product/Non Consumer Category judged by the Designers Institute of New Zealand. Entries were judged on the basis of originality, creativity, appropriateness, technical innovation, craftsmanship, skill, use of resources and ability to meet the brief. Judges took special account of how well the design solution met the requirements of the client and the needs of the end user.

Front Cover - May 08

NZ BUSINESS MAGAZINE

# NZ Business

BIG ON SMALL BUSINESS

## Driven by Design

What good design does for business performance

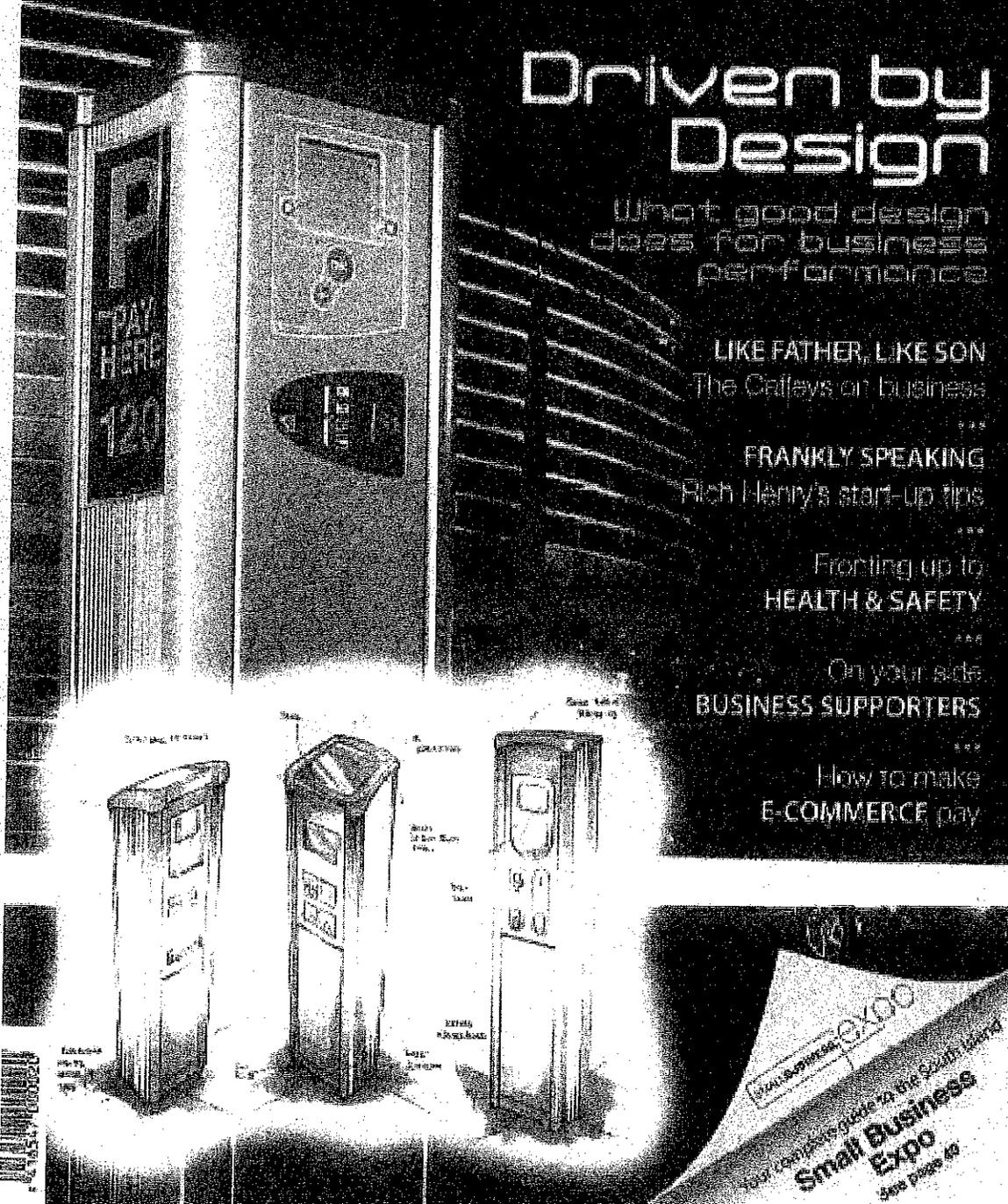
LIKE FATHER, LIKE SON  
The Caffeys on business

FRANKLY SPEAKING  
Rich Henry's start-up tips

Fronting up to  
HEALTH & SAFETY

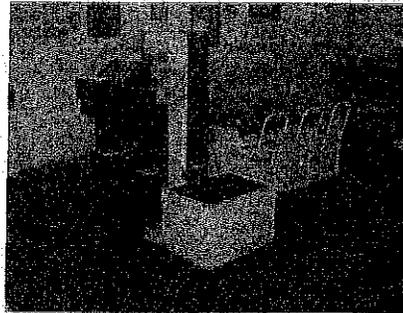
On your side  
BUSINESS SUPPORTERS

How to make  
E-COMMERCE pay

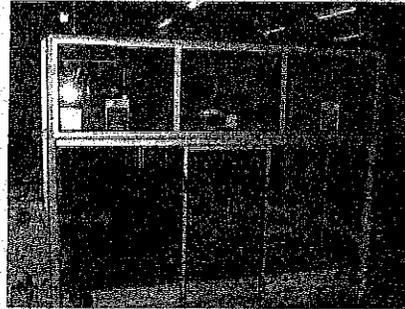


CIT Companies

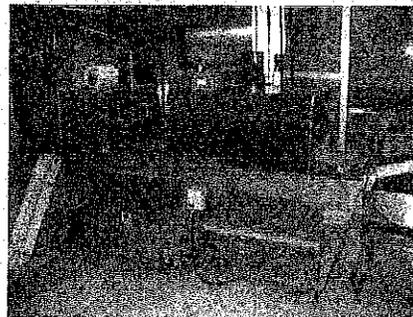
## CASH HANDLING EQUIPMENT



**BULK COIN LIFTING  
HIGH SPEED COIN COUNTING  
COIN SORTING  
CONVEYANCE  
STORAGE WAGONS  
BULLION PACK COIN PACKAGING  
SHRINK WRAPPING  
SACHET PACKAGING  
CAGE LOADERS**



GIS supplies the Cash Security Industry with SCAN COIN bulk high speed coin counting and sorting systems with automated conveyance of sorted coin to bulk storage wagons. The bulk storage wagons are stackable, alleviating floor space shortages in the coin rooms.



Major CIT Security Companies contract GIS to install automated systems (as seen in pictures) for the improvement of productivity levels and reduction in operating costs for the counting and sorting of mixed coin and temporary storage of mixed coin prior to packaging.

## Bus Companies

## CASH DEPOSIT SYSTEMS



### STATE TRANSIT AUTHORITY OF NEW SOUTH WALES

Supply & Installation of 50 x SCAN COIN Self Service Cash Deposit Systems throughout 13 Bus Depots in NSW, Australia.

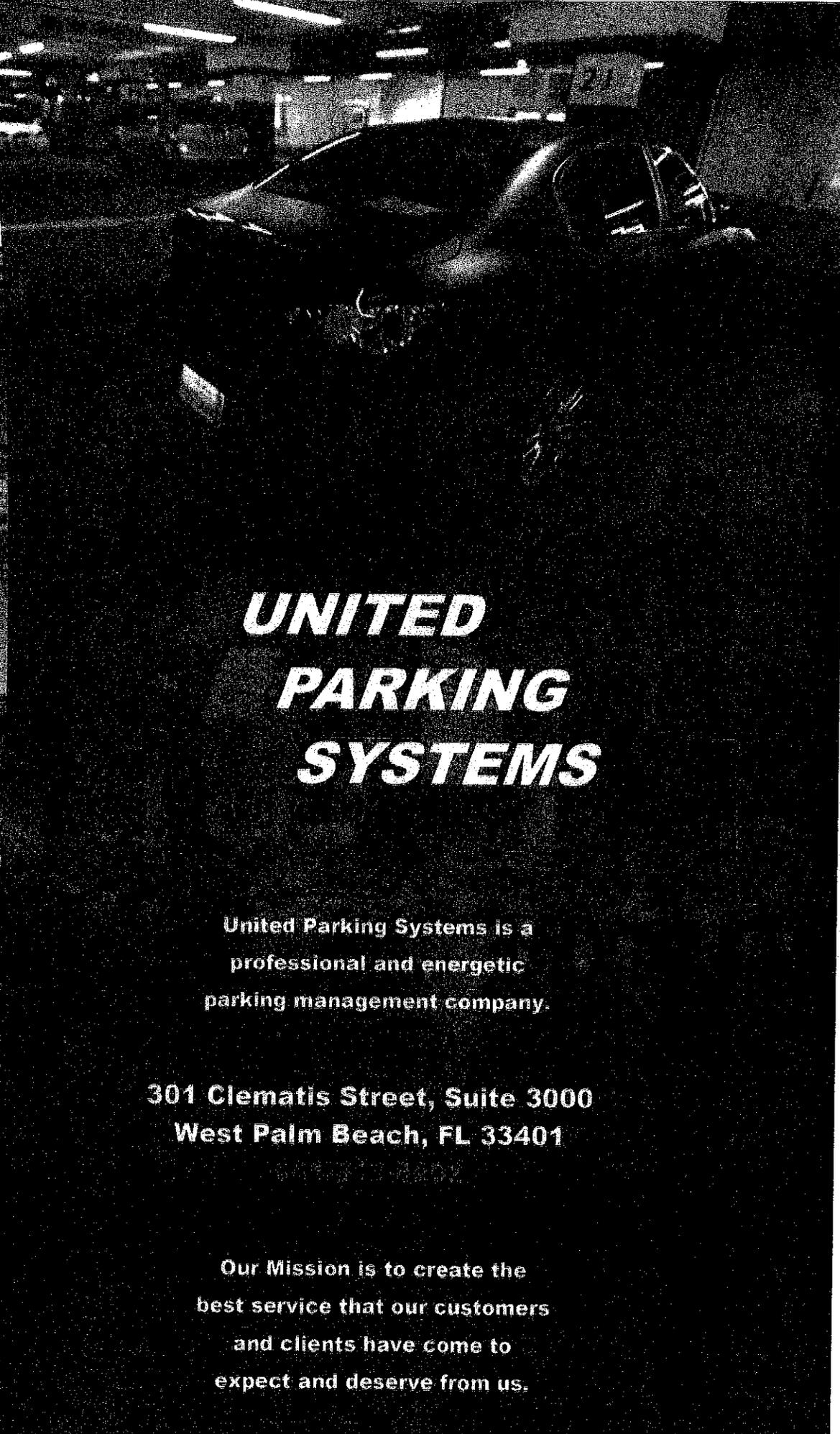
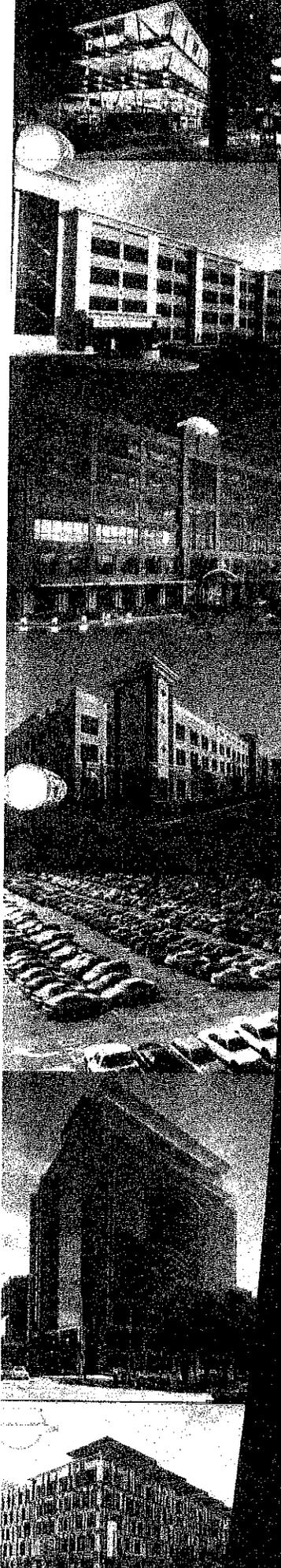
- Self Service depositing of mixed coins and banknotes
- Fully integrated on-line system with connection to the STA TORAS System, with full audit trail and secure storage of cash in bins and wagons ready for uplifting by Cash Collection Contractor.

### AWARD NOMINATION

CHS was nominated in 2003 for the NSW Premiers Award for the Cash Deposit System for STA.

### OTHER SITES

Birkenhead Buses  
Red Buses  
Howick and Eastern Buses  
Ritchies Bus Company  
GO BUS  
Sky City Casino  
Darwin Bus Company



# ***UNITED PARKING SYSTEMS***

United Parking Systems is a professional and energetic parking management company.

**301 Clematis Street, Suite 3000  
West Palm Beach, FL 33401**

Our Mission is to create the best service that our customers and clients have come to expect and deserve from us.

## **Tab 8: Joint Venture**

This proposal does not include for a Joint Venture arrangement.

However, in order to eliminate perceived risk with purchasing a relatively new product in the US, the Original Equipment Manufacturer, Global Integrated Solutions Ltd (GIS) has offered to a guarantee and/or a performance bond as outlined in their letter of support in Tab 13: Financial Documentation. GIS also confirm availability of spare parts for seven (7) years.

## **Tab 9: Qualifications / Experience**

### **Global Parking Solutions USA**

Global Parking Solutions USA is pleased to offer the METRO parking pay station solution to the City of Fort Lauderdale. Headquartered in Philadelphia PA, the Company was formed in 2009 specifically to service North American parking clients with the mission of providing best-in-class parking payment and ticketing systems by implementing advanced parking and transportation solutions to municipal government, public transport agency and private-sector clients.

The METRO series pay station is available in 1) Pay and Display, 2) Pay-by-Plate or 3) Pay-By-Space configuration. All are available with coin, bill and credit card payment modes.

As the North America exclusive distributor, Global Parking Solutions USA has teamed with system designer and original equipment manufacturer, Global Integrated Solutions Limited (GIS) headquartered in Auckland, New Zealand. GIS has been involved in parking payment terminal manufacture and supply for over 14 years. Since introduction of the METRO Series pay station in 2007, more than 5,000 METRO pay stations have been deployed and are in use today.

We have proven experience installing large projects of 1000+ meters deployed in the City of Brisbane, Australia. Since August 2009, more than 1000 METRO pay stations have been installed and are in operation. All meters are configured for pay-by-plate operation significantly reducing the number of meters required (30% less when compared to pay and display meters as there is no need to return to the vehicle so meter spacing is higher).

In North America, over the last 2-years we have installed METRO meters in Florida, New Jersey, Pennsylvania and in Vancouver, B.C., Canada.

**WE HAVE A COMPLETE UNDERSTANDING OF CITY OF FORT LAUDERDALE'S MULTI-SPACE PARKING REQUIREMENTS AND GAINED THAT EXPERIENCE OVER MANY YEARS SERVICING MANY CITIES AND OPERATORS.**

Global Parking's ongoing investment in best-practice and good design culminated in the METRO pay and display terminal being recognized by and awarded the prestigious Good Design 2007 TM award for International Industrial and Graphic Design Awards (see link below and/or following page).

<http://www.chi-athenaeum.org/gdesign/2007/transportation/index.html>



# GOOD DESIGN 2007

- ELECTRONICS
- ROBOTICS/MECHANICAL
- MEDICAL
- FURNITURE
- TEXTILES
- INDUSTRIAL
- ENVIRONMENT
- HARDWARE
- TOOLS
- BATH
- KITCHEN
- FLOORCOVERING
- TABLETOP
- HOUSEHOLD PRODUCTS
- PERSONAL
- OFFICE PRODUCTS
- TRANSPORTATION**
- CHILDREN'S PRODUCTS
- SPORTS
- LIGHTING
- GRAPHICS
- PACKAGING

## TRANSPORTATION

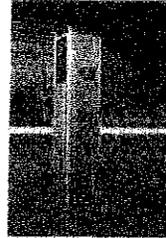
Boeing 787 Dreamliner  
Boeing Corporation



Challenger MT885 Series Tractor  
Montgomery Design International, Inc



Metro Pay and Display Parking Meter  
InFact Design Team



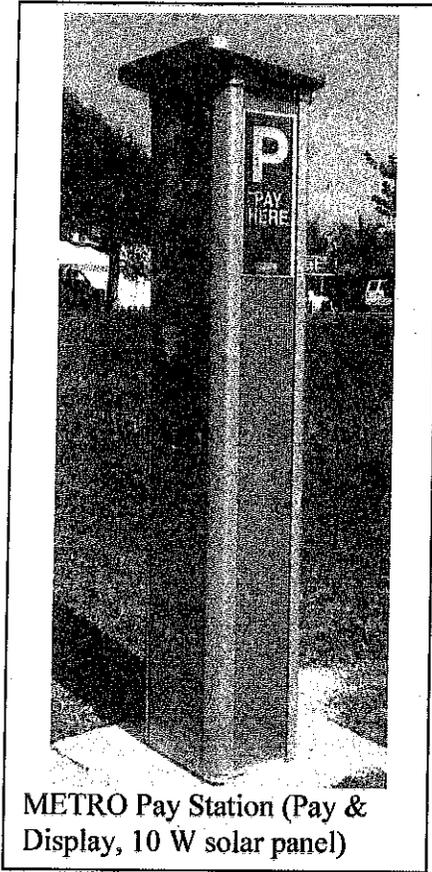
QPE 2000 Series Exit Fixture  
Gad Shanan Design



Additionally, The METRO pay station has been the subject of an independent 2008 study for World Usability Day. The subject was Parking Meters. Independent experts reviewed parking meter usability and reported on their findings (see link below). The METRO was superior in many aspects of the customer user interface and design. These good design features have been recognized by professionals and lead to fewer customer complaints and an improved customer interface and experience.

<http://www.uxalliance.com/ideas/publications/user-intelligence-international-parking-meters-study>

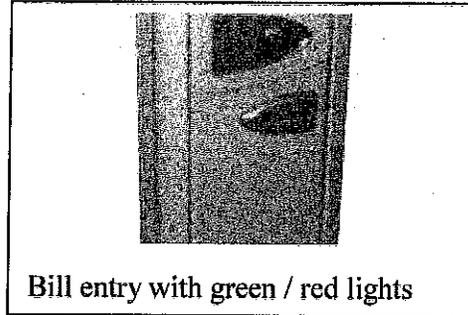
**METRO Pay Station** – All units are solar powered with a fully integrated 10 W solar panel. An AC Mains power supply option is available. All pay station data communications is on a wireless private and secure GPRS data network. The following payment options are available: COIN, BILL and CREDIT CARD with real time on-line authorization.



**METRO Pay Station (Pay & Display, 10 W solar panel)**



**METRO Pay-by-Space or Plate  
Full 44 Button User Interface (UI)**



**Bill entry with green / red lights**

## **Recent Project Experience**

A list of recent USA/Canada/Australia & New Zealand references follows.

**United Parking Systems, Inc**  
301 Clematis Street, Suite 3000  
West Palm Beach, FL 33401  
Mr. Freddy Torres, President  
Ph: 561 312 8202  
[unitedparking@att.net](mailto:unitedparking@att.net)

5 solar Metro BNA meters with license plate input since November 2010.

In early 2010, United Parking Systems approached GPS to enquire about our new pay station technology and solution to improve their local West Palm Beach parking operation. The Pay by Plate user interface requiring license plate entry at the meter for each transaction was deployed immediately eliminating pass back of receipts for unused time.

The additional benefit came from the improvement in enforcement as the booting contractor now has the ability to ensure a customer not paid and will be unable to dispute a boot. Paid plate data is sent in real time to the Ezicom back office and accessible via a PDA. All key access is tracked and reported in real time so booting activity is recorded and monitored in real time.

Additionally, UPS is the first parking management company to offer on-line credit card payments for small surface lots in the area.

### **Borough of Haddonfield**

242 Kings Hwy East  
Haddonfield, NJ 08033  
Ms. Deborah Fesi, PEO  
Ph: 856 429 4700 x 211  
[dfesi@haddonfield-nj.gov](mailto:dfesi@haddonfield-nj.gov)

15 solar Metro BNA (6 P&D) and (9 PBS) since September 2011.

Borough of Haddonfield had been researching multi-space pay stations for several years. In 2011 following a competitive bid process, GPS was awarded a contract to supply multi-space parking meters. The key issues for the borough were:

- Improved aesthetic appearance of the METRO pay station including the small foot print
- Simple and easy to use user interface
- Fast credit card authorization time (3 second average)
- Stainless steel and aluminum housing construction combating corrosive winter environment

**Penn State Harrisburg**  
777 West Harrisburg Pike  
Middletown, PA 17057  
Chief Kevin Stoehr, Penn State Harrisburg Police  
Ph: 717-948-6232  
[kvs3@psu.edu](mailto:kvs3@psu.edu)

6 Metro BNA P&D terminals (2 AC mains; 4 solar powered) since July 2011.

In 2002, PSH purchase three (3) Classic model meters directly from GIS in New Zealand. They were shipped and installed by a local contractor and worked out of the box for over 8 years. In 2011, following a competitive bid, GPS was awarded a replacement contract and the university purchase three (3) additional units. The university was very pleased with the performance of the older Classic model meter, requiring little support and maintenance for 8 years.

**EasyPark / City of Vancouver, B.C., Canada**

209 - 700 West Pender Street  
Vancouver, B.C. V6C 1G8  
Mr. Mel McKinney, General Manager  
Ph: +1 604 717 7356  
[mel@easypark.ca](mailto:mel@easypark.ca)

68 solar Metro Pay-by-Plate meters installed in Stanley Park, Vancouver, Canada.

In 2011, EasyPark was awarded the parking management contract for Stanley Park for the City of Vancouver Parks Board in Vancouver, B.C., Canada. A Pay by Plate solution was needed. GPS was able to demonstrate that we had the most experience with pay-by-plate meters installed and operational with 1000+ pay-by-plate Metro meters installed in Brisbane, Australia from 2009. To our knowledge, Brisbane has the largest pay-by-plate installation in the world.

**City of Miami Beach (7-month on-street trial of 2 meters)**

Parking Department  
1837 Bay Road, 2nd Floor  
Miami Beach, FL 33139  
Mr. Marcel Couso, Parking Department Operations Manager  
Ph: 305 216 5797  
[MarcelCouso@miamibeachfl.gov](mailto:MarcelCouso@miamibeachfl.gov)

2 solar Metro BNA P&D meters installed February 2011 - September 2011 (meter test for evaluation purposes only).

**Miami Parking Authority (6-month on-street trial of 4 meters)**

40 NW 3rd Street, Suite 1103  
Miami, FL 33128  
Mr. Luis Choter, Senior Operations Director  
Ph: 305 494 9451  
[lchotter@miamiparking.com](mailto:lchotter@miamiparking.com)

4 solar Metro BNA meters (P&D) installed August 2010 - January 2011 (meter test for evaluation purposes only).

**City of Wellington, New Zealand**

Ms. Colleen Thessman

Manager Parking Services

Ph: +64 4 803 8138

Email: [colleen.thessman@wcc.govt.nz](mailto:colleen.thessman@wcc.govt.nz)

300 solar Global P&D meters (2004) + 227 solar Metro P&D meters (2010)

**Brisbane City Council, Australia**

Mr. Ric Simpson,

Senior Transportation Engineer

Ph: +61 7 3027 5279

Email: [ric.simpson@brisbane.qld.gov.au](mailto:ric.simpson@brisbane.qld.gov.au)

1,000 Metro pay-by-plate meters installed 2009.

**Dunedin City Council, Dunedin, New Zealand**

Citifleet/Citipark

DDI + 64 3 4743882

Mobile + 64 27 2916533

Email: [brent.bachop@dcc.govt.nz](mailto:brent.bachop@dcc.govt.nz)

154 Metro Pay and Display Meters, Manufacture, Supply and Training

**City of Greater Geelong, Australia**

Colin Robertson,

Team Leader, Parking Facilities

Ph: +61 3 5272 4501

Email: [crobertson@geelongcity.vic.gov.au](mailto:crobertson@geelongcity.vic.gov.au)

66 Metro P&D meters installed.

## Tab 10: Staff

### Team Members:

#### Global Parking Solutions USA

Our management team has many years experience working with City of Fort Lauderdale parking staff, and fully understand the extreme operating environment.

Mr. Michael Kavur, President, has more than 18-years professional experience in the specialized fields of traffic, transit and parking gained in Australia, United Kingdom and the United States of America where he was Group President for Parkeon, Inc., based in Moorestown, New Jersey from April 2004 to December 2008. Michael is based in Philadelphia, PA.

Mr. Philippe Swale, Director of Operations, brings 18-years experience with Schlumberger (now Parkeon) parking and transit systems to this project. Philippe is based in Philadelphia, PA.

The above team members were directly involved in the installation and ongoing support of several thousand of multi-space parking meters (previously for Parkeon and now for Global Parking) in Fort Lauderdale, the greater U.S.A and Canada.

#### United Parking Systems Inc.

United Parking Systems (UPS) is a professional and energetic parking management company located in West Palm Beach, Florida. As a corporation, UPS embraces the benefits of new technology and approaches in improving parking management. UPS are active users – and early adopters- of the Metro parking pay station. Specifically, UPS implemented license plate input for all payments (coin, credit card and bills) eliminating pass back of tickets and improving booting efficiency.

UPS will provide a supporting role to Global Parking Solutions with local technician support, additional spare parts and warehouse space, and a physical presence as may be required by GPS to support the City of Fort Lauderdale.

Mr. Freddy Torres, President, has over 19 years parking management industry experience. Freddy is based in West Palm Beach, Florida.

Mr. Luis F. Godoy, Technician, has extensive experience with various parking equipment, now including the Metro pay station. Luis is based in West Palm Beach, Florida.

#### Global Integrated Solutions / Integrated Technology Services (New Zealand)

With over 15-years experience developing and implementing parking systems, GIS is a leading original equipment manufacturer and supplier of innovative products and systems for the parking, self service ticketing and payment, vending and cash handling industries.

The product range is developed for the following main market sectors:

- Parking Equipment
- Ticket Machines
- Payment Terminals

As a major supplier of parking meters and ticketing systems, GIS has a large installed base in Australia, New Zealand, United Kingdom, USA and Canada. With over 5000 METRO series pay stations installed since 2007, the management and staff at GIS are also recognized for delivering a number of firsts to the Australasian parking market such as on-line credit card payment and TXT-a-Park™.

- Cash Handling Equipment & Deposit Systems

From counting, sorting, and dispensing, to self service depositing and packaging, GIS offers reliable equipment suitable for all cash volumes, making cash handling easy.

- Vending Equipment & Access Control

GIS offers reliable technical support to the vending industry together with a range of integral components and finished products for change giving, ticketing, coin boxes and access control.

#### Direct Payment Solutions LLC (DPS)

Direct Payment Solutions are headquartered in New Zealand with a staffed sales and support office in Los Angeles, CA.

DPS provide a complete connection from the Metro meter credit card reader to the merchant processor. DPS is the backbone of our solution and a major reason why it is so fast and reliable. Our entire system data solution (meter data, events and credit card authorization) is handled by a PCI DSS Level 1 certified provider specializing in credit card payments.

DPS is a specialist merchant systems integrator and switching company, leading the world in transaction processing technology with its Payment Express® suite of services. Certified with 50+ banks, globally, DPS is internationally recognized as a leader in its field.

DPS is compliant to the highest global security standards and is a one stop shop for all aspects of electronic processing. In addition, DPS is a private and profitable company with no bank debt, well positioned to invest and capitalize during the current economic environment. DPS is PCI DSS compliant to Level 1.

Payment Express is a Visa and MasterCard certified solution, developed by DPS, which facilitates electronic payments seamlessly from multiple access points i.e. Web, EFTPOS, Billing, IVR (Interactive Voice Response), CRM, Vending, MOTO (Mail Order / Telephone Order) and Wireless.

*Note: Following is a company profile for the above-mentioned solution providers.*

## **Tab 11: Technical Approach**

Global Parking Solutions USA (GPS) will support the initial meter testing and rollout phase from out Philadelphia office.

GPS will be supported by our local support partner, United Parking Systems Inc. (UPS) as required, including staging of meters and preassembly and testing prior to deployment in Fort Lauderdale.

The GPS project manager will coordinate all aspects of the project, including planning, training and installation works. The project will be under the direct supervision of and supported by the following key and experienced parking professionals.

Mr. Michael Kavur, President, GPS, has more than 18-years professional experience in the specialized fields of traffic, transit and parking gained in Australia, United Kingdom and the United States of America where he was Group President for Parkeon, Inc., based in Moorestown, New Jersey from April 2004 to December 2008. Michael is based in Philadelphia, PA.

Mr. Philippe Swale, Director of Operations, GPS, brings 18-years experience with Schlumberger (now Parkeon) parking and transit systems to this project. Philippe is based in Philadelphia, PA.

Mr. Freddy Torres, President, UPS, has 19-years experience in the parking management business. Freddy is located in West Palm Beach, Florida.

Mr. Luis F. Godoy, Technician, UPS has many years experience with parking system support and meter maintenance. Luis is located in West Palm Beach, Florida.

### **Parts Availability**

Spare parts will be available from either 1) City of Fort Lauderdale on-site inventory, 2) local stocks (West Palm Beach, FL) or 3) our HQ (Philadelphia, PA) as required.

## Tab 12: Milestones, Deliverable and Proposed Benchmark Timetable

Initially, a limited meter test will be implemented for 90 days for 2 meters. Following successful operation for 30 continuous days, a recommendation for award and contract executions will be made.

Upon confirmation of the final scope of services (which may change as a result of this proposal and subsequent evaluation), a Project Plan will be prepared, submitted for review and agreed with city. The Project Plan will clarify ambiguous aspects of the project, avoiding doubt or confusion and facilitate a clear project rollout.

A sample project outline plan (per phase) is detailed below.

<b>DOCUMENTATION and DESIGN DEVELOPMENT</b>																		
Contract Negotiated and Signed																		
Pay Station Hardware Configuration Confirmed																		
Pay Station Software Configuration Confirmed																		
Merchant Account Established for CC payment																		
<b>CIVIL WORKS</b>																		
Site survey completed																		
Confirm wireless connectivity at machine locations																		
Confirm correct orientation for solar power use																		
<b>MACHINE SUPPLY &amp; DELIVERY</b>																		
Configuration finalized, key configuration																		
Confirm software requirements, tariff structure, rates, etc																		
Confirm software requirements have not changed																		
Hardware Manufacture and Delivery (phased)																		
<b>INSTALLATION &amp; TRAINING</b>																		
System pre-check and sign-off																		
Installation and commissioning (to 5 meters per day)																		
Removal and Installation signs, posts, bollards.																		
Training for maintenance, collections, enforcement																		
Training for Ezicom back office																		

Following system implementation, we plan to schedule routine project update meetings for the purposes of monitoring and evaluating the features and performance of the system.

## **Tab 13: Financial Documentation**

This section contains the following:

1. Manufacturers letter of support for Global Parking Solutions USA (GPS) including:
  - a. Commitment of ongoing support and availability of parts for 7-years.
  - b. Offer to provide a guarantee and/or performance bond
2. Auditors Report on the Financial Report of Linfox Armaguard Pty Ltd.
3. Linfox Group Structure.



20 March 2012

City of Fort Lauderdale  
Procurement Services Division  
100 N. Andrews Avenue, Room 619  
Fort Lauderdale, FL 33301

Attn: Ms. AnnDebra Diaz

Dear AnnDebra

Re: Metro parking meter supply

GIS is pleased to learn of your interest in our Metro parking meter.

GIS confirms that we are in a position to support the Metro parking meter for a period of seven years and we fully support Michael Kavur and Global Parking Solutions USA.

As the original manufacturer of the Metro parking meter, GIS stands behind our products both in terms of supply and service.

As a show of confidence in our solution, GIS is prepared to discuss offering the City of Fort Lauderdale a guarantee and/or performance bond.

This guarantee would be based on the performance criteria as set out in the supply agreement and could be drawn upon if the criteria were not achieved.

GIS is prepared to become party to the supply contract as guarantor, with "step-in rights" in the event that the performance criteria is not achieved. If the clause is triggered, GIS would have the option to step-in and perform the obligations in accordance with the performance criteria and if that is not achieved in a reasonable period, the City of Fort Lauderdale may draw upon the performance bond.

The value of the bond would in proportion to the value of the initial supply agreement.

The above guarantee and performance bond is specifically for the initial supply agreement, GIS would also be prepared to discuss an arrangement for the on-going supply and services.

We trust the above provides you a better appreciation of our extensive commitment to our partner, Global Parking Solutions USA and correspondingly to the City of Fort Lauderdale.

We look forward to dealing with you in the future.

David Gould  
General Manager  
Global Integrated Solutions Ltd

Keith Broadhouse  
Managing Director  
Linfox Armaguard Pty Ltd

*\*By way of information Global Integrated Solutions Ltd is a subsidiary of Linfox Armaguard Pty Ltd*

## Report on the Financial Report of Linfox Armaguard Pty Ltd

We have audited the accompanying Schedule of Financial Information ("Schedule"), which was derived from the financial report of Linfox Armaguard Pty Ltd for the 53 week period ended 30 June 2010. We expressed an unmodified auditor's opinion on that financial report in our auditor's report dated 18 October 2010.

### The Responsibility of the Directors for the Schedule

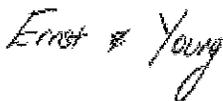
The Directors are responsible for the preparation and presentation of the Schedule. This responsibility includes establishing and maintaining internal controls relevant to the preparation and presentation of the Schedule that is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the Schedule based on our procedures, which were conducted in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements.

### Auditor's Opinion

In our opinion, the information reported in the Schedule is consistent, in all material respects, with the financial report from which it was derived. For a better understanding of the scope of our audit, this auditor's report should be read in conjunction with our audit report on the financial report.



Ernst & Young



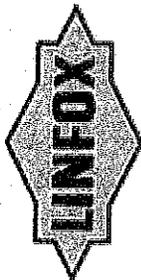
Jason Perry  
Partner  
Melbourne  
26 November 2010

**SCHEDULE OF FINANCIAL INFORMATION OF LINFOX ARMAGUARD PTY LTD**

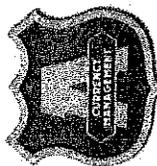
	Linfox Armaguard Pty Ltd	
	30 June 2010	24 June 2009
Net Assets	> than A\$210,000,000	> than A\$165,000,000
Total Assets	> than A\$450,000,000	> than A\$405,000,000
Total Liabilities	< than A\$245,000,000	< than A\$245,000,000
Total Revenues	> than A\$415,000,000	> than A\$395,000,000

# Linfox Group Structure

Linfox Group  
(Location Australia, New Zealand plus Asia Pacific)

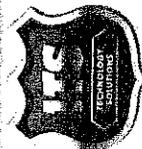


Linfox Armaguard Pty Ltd  
(Location Australia)



ACM Holdings (NZ) Ltd  
(Location New Zealand)

ITS Pty Ltd  
(Location Australia)



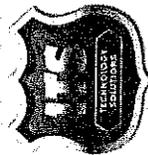
ACM NZ



GIS



ITS NZ



Innovative End to End Solutions for Retail, Parking, and Banking

## Tab 14: References

The METRO MK5 series pay station is relatively new to North America. However, it should be noted that more than 5000 METRO series pay stations have been deployed globally.

A list of recent USA/Canada/Australia & New Zealand references follows.

References are available from the following:

### **United Parking Systems, Inc**

301 Clematis Street, Suite 3000

West Palm Beach, FL 33401

Mr. Freddy Torres, President

Ph: 561 312 8202

[unitedparking@att.net](mailto:unitedparking@att.net)

5 solar Metro BNA meters with license plate input since November 2010.

### **Borough of Haddonfield**

242 Kings Hwy East

Haddonfield, NJ 08033

Ms. Deborah Fesi, PEO

Ph: 856 429 4700 x 211

[dfesi@haddonfield-nj.gov](mailto:dfesi@haddonfield-nj.gov)

15 solar Metro BNA (6 P&D) and (9 PBS) since September 2011.

### **Penn State Harrisburg**

777 West Harrisburg Pike

Middletown, PA 17057

Chief Kevin Stoehr, Penn State Harrisburg Police

Ph: 717-948-6232

[kvs3@psu.edu](mailto:kvs3@psu.edu)

6 Metro BNA P&D terminals (2 AC mains; 4 solar powered) since July 2011.

### **EasyPark / City of Vancouver, B.C., Canada**

209 - 700 West Pender Street

Vancouver, B.C. V6C 1G8

Mr. Mel McKinney, General Manager

Ph: +1 604 717 7356

[mel@easypark.ca](mailto:mel@easypark.ca)

68 solar Metro Pay-by-Plate meters installed in Stanley Park, Vancouver, Canada.

**City of Miami Beach (7-month on-street trial of 2 meters)**

Parking Department

1837 Bay Road, 2nd Floor

Miami Beach, FL 33139

Mr. Marcel Couso, Parking Department Operations Manager

Ph: 305 216 5797

[MarcelCouso@miamibeachfl.gov](mailto:MarcelCouso@miamibeachfl.gov)

2 solar Metro BNA P&D meters installed February 2011- September 2011 (meter test for evaluation purposes only).

**Miami Parking Authority (6-month on-street trial of 4 meters)**

40 NW 3rd Street, Suite 1103

Miami, FL 33128

Mr. Luis Choter, Senior Operations Director

Ph: 305 494 9451

[lchotter@miamiparking.com](mailto:lchotter@miamiparking.com)

4 solar Metro BNA meters (P&D) installed August 2010 – January 2011 (meter test for evaluation purposes only).

**City of Wellington, New Zealand**

Ms. Colleen Thessman

Manager Parking Services

Ph: +64 4 803 8138

Email: [colleen.thessman@wcc.govt.nz](mailto:colleen.thessman@wcc.govt.nz)

300 solar Global P&D + 227 solar Metro P&D meters ongoing since 2004

**Brisbane City Council, Australia**

Mr. Ric Simpson,

Senior Transportation Engineer

Ph: +61 7 3027 5279

Email: [ric.simpson@brisbane.qld.gov.au](mailto:ric.simpson@brisbane.qld.gov.au)

1,000 Metro pay-by-plate meters installed 2009.

**Dunedin City Council, Dunedin, New Zealand**

Citifleet/Citipark

DDI + 64 3 4743882

Mobile + 64 27 2916533

Email: [brent.bachop@dcc.govt.nz](mailto:brent.bachop@dcc.govt.nz)

154 Metro Pay and Display Meters, Manufacture, Supply and Training

**City of Greater Geelong, Australia**

Colin Robertson,

Team Leader, Parking Facilities

Ph: +61 3 5272 4501

Email: [crobertson@geelongcity.vic.gov.au](mailto:crobertson@geelongcity.vic.gov.au)

66 Metro P&D meters installed.

## **Tab 15: Submittals**

This section contains the following:

1. METRO pay station brochures (P&D and PBS/PBP)
2. Sample reports in the Ezicom Profile Summary
3. Installation Manual including drawings and specifications (pages 16-27)



July 2011



## Profile Summary

### Section

1. **Welcome to EZicom<sup>2</sup>**
2. **Understanding the Modules**
3. **Navigation**
4. **Reports**

Appendix A - Screen Samples

Appendix B - Report Samples

## Section 1

# Welcome to EziCom<sup>2</sup>

EziCom<sup>2</sup> is a high speed new generation on-line system for remote monitoring and efficient management of Metro and Global Series Parking Machines. It is also compatible with most meter models and other equipment (e.g. note exchanger)

The EziCom<sup>2</sup> suite provides Maintenance, Revenue and Asset Management, Customer Service and Support with a vast array of prebuilt Reports that can be scheduled at any time easily.

### a) Web Browser Interface

- The data is handled by a SQL Server database and all site information is displayed via any web browser.
- No additional software needs to be installed.

### b) ITS Hosting

- EziCom<sup>2</sup> is hosted by our secure data centre providing full backup, security and redundancy systems.
- Hosting does not require additional server licensing as all licences are maintained by ITS.
- Maintenance and upgrades are included in the annual EziCom<sup>2</sup> fee.
- Minimum Requirements for a User PC: MS Explorer 6.0 and Internet Connection.

### c) Key Advantages with a Web Browser Interface & ITS Hosting

- Secure remote access from any Web enabled PC.
- Remote hosting via low cost internet connections.
- No special software to be installed and maintained on Customers' PCs.
- No need for modems connected to Management PC.
- The Supplier's hosting with data back up, and software maintenance.

### d) Software and Licensing

- EziCom<sup>2</sup> is supplied with an application User Licence.
- Additional licences can be added on request.

Section 1 - Welcome to EziCom<sup>2</sup>**e) Key Features****General**

- No messy software to install | Compatible with most browsers
- Compatible with most meter models and other equipment (e.g. note exchanger)
- Unlimited machines can be added to the system database
- Multi-user access | Multi-level access
- Real-time communications for all transactions and events
- SMS Alert notifications for machine errors or warnings
- Machine GPS mapping feature | Meter fleet displayed on map for fast locating
- Secure access provided by Class 2 - 128bit Digital encryption
- Mobile device compatible
- Tariff update and deployment over the air
- Machine silent alert for machines offline

**Integration & 3<sup>rd</sup> Party Enforcement Systems & External Links**

- Ability to link to third party applications and databases.
- Pay by Plate Enforcement functionality
- Pay By Plate/Pay by Space Event information
- iPad, PDA and Smartphone access
- Customised links to external applications and databases are available on application

**Searching & Sorting**

- High speed navigation | Very fast interactive web application
- Visual machine status updates via a dynamic window
- Simple one click search for machines out of order and with warnings
- Fast searches by Machine ID, Serial No, Area, Group, Location, Status
- Quick identification of when machines last communicated and last transaction
- All data is accessible - faults - transactions - events - raw logs
- Access to 'sanitised' Credit Card transactions

**Reporting on demand 24/7**

- Reports scheduling from any screen (csv, pdf, excel)
- Over 20 prebuilt reports for performance analysis
- Schedule enabled reporting engine with routing to designated users
- Tariff structure parameters enables system recognition for statistical data reporting
- Cash box prediction report for volume based cash clearances
- Credit Card bank reconciliation report
- Revenue and Audit reports
- Machine availability reports to measure machine and field maintenance performance
- Machine occupancy reports to blueprint and analyse parking volumes/movements
- Additional customized reports are available on application

**f) Security**

**SSL Certificate**

- The EziCom<sup>2</sup> website is protected by a 128 bit SSL Level 2 certificate. This means that when accessing the EziCom<sup>2</sup> website <https://www.EziCom2.com/Client ID Name>, the data being submitted over the Internet is being blocked/protected from being intercepted and viewed by unintended recipients.
- SSL is a secure technology that allows our customers' browsers to communicate to our server via a secure encrypted link, thus preserving data integrity and confidentiality.
- In addition our clients can rely on SSL for assurance that they are doing business with their ITS Parking System and not a third party representing themselves as the Supplier.

**EziCom<sup>2</sup> Login and Access Levels**

- A username and password is required to login to the EziCom<sup>2</sup> Website.
- Each user name and password denotes the level of access the user has within EziCom<sup>2</sup>.  
e.g. An administrator has full access; technicians may only need access to the Maintenance Module. These access levels are customisable.

**g) CMS Back Up**

- The EziCom<sup>2</sup> data host follows the highest standards as part of meeting PCI/Banking standards obligations.
- There is a daily backup of the main database to encrypted tape. The tapes are collected daily by a security company and stored offsite.
- Customers can also run a monthly csv report detailing all transactions if customers require own back up. This report can also be set up as an auto report.

## Section 2

# Understanding the Modules (Screens)

<b>MAINTENANCE</b>
• Events
• Device Log
• PBP/PBS Events
<b>REVENUE</b>
• Transactions
• Cash Removal
<b>REPORTS</b>
• Scheduled
• History
<b>ASSET MANAGEMENT</b>
• Area
• Precinct
• Locations
• PBP Zones
• PBP Locations
• Coins Vault Limit
• Notes Vault Limit
<b>ADMINISTRATION</b>
• Assign Technicians
<b>TARIFFS</b>
<b>LOGOUT</b>

### Maintenance

Ezicom2 defaults to the Maintenance Screen upon Site opening.

This screen displays current machine status (and Error description if applicable) the current vault contents (Fuel gauge), the time of the last event message, and the time of the last revenue transaction payment.

Status History and Events listing by machine are also accessible from this screen and can be searched by machine, group, location (street, car park) or fleet.

### Revenue

This screen displays current cash value in the vault.

Historical Transactions listings of all payment types (Coins, Notes, Credit Card, etc) and Cash Removals are also accessible from this screen and can be searched by machine, group, location (street, car park) or fleet.

### Reports

This screen displays the standard reports that can be created. Listings of Scheduled and Reports History are also accessible.

### Asset Management

This screen displays a listing of the machines by ID, Serial Number, Model, Location, Area and Precinct. Historical Transactions listings of all payment types (Coins, Notes, Credit Card, etc) is also available from this screen.

Clicking on the Machine ID opens the Edit Device screen for editing of machine details. This is where each machine's Street, Precinct, Zone, Tariff type, Vault Limit etc are stored for reporting purposes.

Clicking on Map (next to the machine ID) opens Google maps and displays machine location on the map. (Longitude and Latitude coordinates must be inserted)

Setting up for the Areas, Precincts, Locations (Streets, Car parks) Zones and Vault Limits is also from this module.

### Administration

This module is for the setting up Site Users, Access rights, Passwords and Machine Alert destinations

### Tariffs

This module is for setting up the Tariff database for reporting purposes. (Machine availability and occupancy)

See Appendix A for Screen Samples

## Section 3 Navigation

### a) Getting to know your way around

First time users find EziCom<sup>2</sup> simple to navigate with report scheduling being fast and easy.

- Report scheduling can be actioned from any screen
- Page selection (Up to 20 item lines per page)
- Main Menu
- Machine Status Selection

**Devices**

Machine Id Serial Number Area Precinct Location Status

Search

Status	Machine Id	Area	Location	Error/Warning Description	Coins Vault	Notes Vault	Last Message	Last Transaction	Version Changed	Status History	Events
🟢	GCC_BB13-AE	Broadbeach	Albert Avenue		11%		5+ hours ago	5+ hours ago		Status History	Events
🟢	GCC_BB14-AE	Broadbeach	Albert Avenue		17%		5+ hours ago	5+ hours ago		Status History	Events
🟢	GCC_BB15-AE	Broadbeach	Albert Avenue	Printer paper low, or Exco-equipped units only - change level low	21%		5+ hours ago	5+ hours ago		Status History	Events
🟢	GCC_BB17-AE	Broadbeach	Albert Avenue		21%		5+ hours ago	5+ hours ago		Status History	Events
🟢	GCC_BB18-AE	Broadbeach	Albert Avenue		14%		5+ hours ago	5+ hours ago		Status History	Events
🟢	GCC_BB19-AE	Broadbeach	Albert Avenue		8%		5+ hours ago	5+ hours ago		Status History	Events
🟢	GCC_BB43-AE	Burleigh Heads	Alex Black Car Park		2%		24 minutes ago	2+ hours ago		Status History	Events
🟢	GCC_BB44-AE	Burleigh Heads	Alex Black Car Park		2%		3 minutes ago	40 minutes ago		Status History	Events
🟢	GCC_BB45-AE	Burleigh Heads	Alex Black Car Park		0%		18 minutes ago	7+ hours ago		Status History	Events
🟢	GCC_S815-AE	Surfers Paradise	Appell St		3%		5+ hours ago	5+ hours ago		Status History	Events
🟢	GCC_S179-AE	Southport	Athol Patterson Car Park		21%		20 minutes ago	50 minutes ago		Status History	Events
🟢	GCC_S171-AE	Southport	Athol Patterson Car Park		32%		0 minutes ago	0 minutes ago		Status History	Events
🟢	GCC_S173-AE	Southport	Athol Patterson Car Park		12%		17 minutes ago	26 minutes ago		Status History	Events
🟢	GCC_S178-AE	Southport	Bay Street		7%		5+ hours ago	5+ hours ago		Status History	Events

#### Machine Locations and Status Searching

- Machine ID Number
- Machine Serial Number
- Area, Group or Precinct
- Location, Street or Car park
- Machine Status: Errors, Warnings

See next page

#### Column Sorting

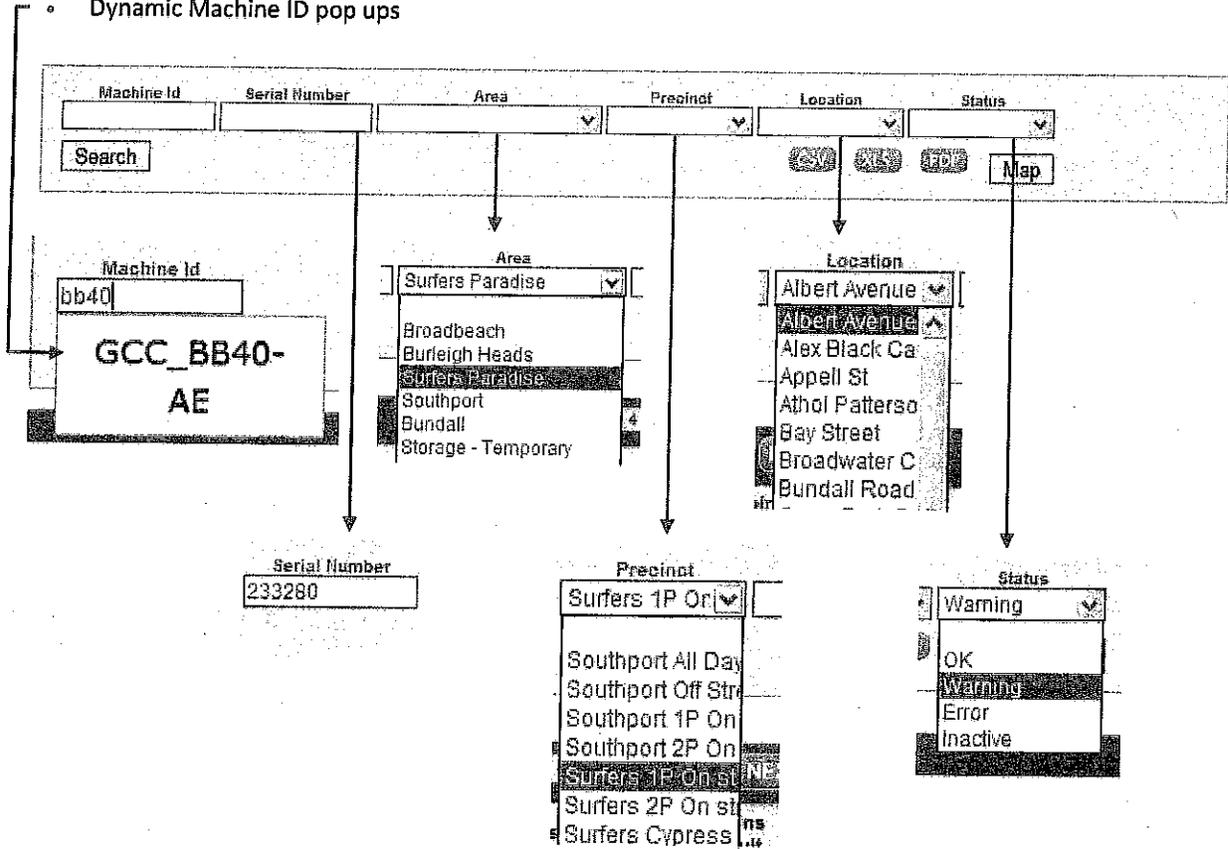
- Machine ID
- Area
- Location
- Time of last event message
- Time of last transaction

See next page

Section 3 - Navigation

b) Machine, Locations and Status Searching

- Dropdown boxes for fast machine(s) search by Machine ID, Serial No, Area, Precinct, Location and Status
- Dynamic Machine ID pop ups



c) Column Sorting

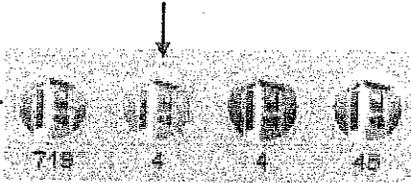
Column headers can be toggled to sort the data in order (and into reverse order) in the column selected.

Status	Machine Id	Area	Location	Error/Warning Description	Coins Vault	Notes Vault	Last Message	Last Transaction	Version Charged
🔍	GCC_BB13-AE	Broadbeach	Albert Avenue		11%	5+ hours ago	5+ hours ago		Status History
🔍	GCC_BB14-AE	Broadbeach	Albert Avenue		17%	5+ hours ago	5+ hours ago		Status History
🔍	GCC_BB16-AE	Broadbeach	Albert Avenue	Printer paper low, or Exp-equiped units only - change level low	21%	5+ hours ago	5+ hours ago		Status History
🔍	GCC_BB17-AE	Broadbeach	Albert Avenue		21%	5+ hours ago	5+ hours ago		Status History

Section 3 - Navigation

d) Coloured Machine Status Icons

- In all modules the screen shows coloured machine icons indicating the current status of the individual machines. A click on one of the coloured icons brings those machines onto the screen.  
e.g. Warnings (Gold)



- GREEN = OK
- GOLD = WARNING
- RED = OUT OF ORDER
- BLACK = NOT IN SERVICE / INACTIVE MACHINES

**Legend:**

- GREEN = OK
- GOLD = WARNING
- RED = OUT OF ORDER
- BLACK = NOT IN SERVICE / INACTIVE MACHINES

**Devices Screen:**

Machine Id: [ ] Serial Number: [ ] Area: [ ] Precinct: [ ] Location: [ ] Status: [ Warning ]

Status	Machine Id	Area	Location	Error/Warning Description	Coins Vault	Notes Vault	Last Message	Last Transaction	Version Changed	Status History	Events
Gold	GCC BP16-AE	Broadbeach	Alban Avenue	Printer paper low, or Exco-equipped units only - change level low	21%		8+ hours ago	9+ hours ago		Status History	Events
Gold	GCC S130-AE	Southport	Bay Street	3V backup/standby battery low	7%		8+ hours ago	10+ hours ago		Status History	Events
Gold	GCC BL27-AE	Burleigh Heads	Park Avenue	Printer paper low, or Exco-equipped units only - change level low	14%		8+ hours ago	10+ hours ago		Status History	Events
Gold	GCC BL27X-AE	Burleigh Heads	Park Avenue	Printer paper low, or Exco-equipped units only - change level low	15%		8+ hours ago	8+ hours ago		Status History	Events

e) Status History & Events

A click on Status History or Events brings up the most recent event and status history for the machine selected.

See next page

e) Status History & Events continued

Status History

Status history for GCC\_BB16-AE

From 2011-05-25 00 00 To 2011-06-24 00 00

Search

SYSTEM  
MAINTENANCE  
Events  
Device Log  
PBR/PBS Events  
REVENUE  
Transactions  
Cash Removal

Status Update	Errors	Warnings	Error/Warning Description
2011-06-23 13:26	0	800000000000	Printer paper low, or Exco-equipped units only - change level low)
2011-05-23 13:07	0	800000000000	Printer paper low, or Exco-equipped units only - change level low)
2011-05-23 12:58	0	0	
2011-05-23 12:26	0	0	

Events History

Events

Machine Id: GCC\_BB16-AE Level: Source: Event Id:

From 2011-05-25 00 00 To 2011-06-24 00 00

Search

Device	Source	Event Id	Level	Details	Date Created
<a href="#">Details</a> GCC_BB16-AE	System 100		Warning	Device is silent for more than 40 minutes	2011-06-23 20:11:43
<a href="#">Details</a> GCC_BB16-AE	System 100		Warning	Device is silent for more than 40 minutes	2011-06-23 18:11:28
<a href="#">Details</a> GCC_BB16-AE	System 100		Warning	Device is silent for more than 40 minutes	2011-06-23 16:10:57
<a href="#">Details</a> GCC_BB16-AE	System 100		Warning	Device is silent for more than 40 minutes	2011-06-23 14:10:39
<a href="#">Details</a> GCC_BB16-AE	System 3		Error	Got a Complete without a preceding Auth (device:'GCC_BB16-AE', txnRef:22062011123058009564)	2011-06-22 14:32:49
<a href="#">Details</a> GCC_BB16-AE	System 3		Error	Got a Complete without a preceding Auth (device:'GCC_BB16-AE', txnRef:05062011091304002881)	2011-06-08 11:14:23

f) Automated Alarms and Warnings

- Machine warnings and alarms alert the system with SMS or email messages going out to field maintenance staff for fast response times to fault rectifications.
- Individual meters, locations, streets or precincts can be assigned to different field staff for receiving the SMS or email alert warnings.

g) Cash Vaults

- Fuel Gauges show the current capacity of coin tin (and notes vault for the BNA model)
- A red flag appears once the capacity reaches 80%.
- The screen below is the Maintenance module.

### Devices

Machine Id    Serial Number    Area    Precinot    Location    Status

Status	Machine Id	Area	Location	Error/Warning Description	Coins Vault	Notes Vault	Last Message	Last Transaction	Version Changed	Status History	Events
	WCC_8058-NZ	W05	Abel Smith		60%		10 minutes ago	8+ hours ago		<a href="#">Status History</a>	<a href="#">Events</a>
	WCC_8140-NZ	W05	Abel Smith		68%		8 minutes ago	8+ hours ago		<a href="#">Status History</a>	<a href="#">Events</a>
	WCC_8141-NZ	W05	Abel Smith		18%		11 minutes ago	8+ hours ago		<a href="#">Status History</a>	<a href="#">Events</a>
	WCC_8184-NZ	W05	Abel Smith		82%		8 minutes ago	8+ hours ago		<a href="#">Status History</a>	<a href="#">Events</a>
	WCC_8220-NZ	W05	Abel Smith		16%		11 minutes ago	7+ hours ago		<a href="#">Status History</a>	<a href="#">Events</a>

- Coin Vault and Notes Vault limits are set in the Asset Management module.
- The limits can be tailored to suit different machines within the fleet.
- The standard limit is set at \$1,500 for Occupational Health & Safety regulations. (Australia & NZ)

### Coins Vault Limits

**NEW**

Vault Limit	
\$1,500.00	Basic
\$2,000.00	WCC Threshold

**g) Cash Vaults continued**

Full vault details are available from the Revenue module

**REVENUE**

- Transactions
- Cash Removal

Machine Id	Location	Coins Amount	Notes Amount	Total Amount	Coins Vault	Notes Vault	Txns	Cash Removals
WCC_9189-NZ	Abel Smith	\$907.30	\$0.00	\$907.30	80%		Txns	Cash Removals
WCC_9140-NZ	Abel Smith	\$992.00	\$0.00	\$992.00	86%		Txns	Cash Removals
WCC_9141-NZ	Abel Smith	\$270.10	\$0.00	\$270.10	18%		Txns	Cash Removals
WCC_9184-NZ	Abel Smith	\$1,238.80	\$0.00	\$1,238.80	82%		Txns	Cash Removals
WCC_9220-NZ	Abel Smith	\$249.10	\$0.00	\$249.10	18%		Txns	Cash Removals

**h) Transaction & Cash Removal History**

Selecting Txns or Cash Removals brings up the historical revenue transactions and cash removals for the machine selected.

See below and next page.

A specific time period can be selected to display the cash removals information.  
A report can be scheduled directly from this screen.

**Cash Removals**

Machine Id: WCC\_9194-NZ    Area: [v]    Precinct: [v]    Location: [v]

From: 2011-05-26 00:00 To: 2011-06-25 00:00

[Search]    [Print]    [Refresh]

Device	Sequence Number	Removal Date	Amount Coins	Counted Coins	Amount Notes	Counted Notes
WCC_9194-NZ	29	2011-06-01 04:48	\$1,282.80		\$0.00	

h) Transaction & Cash Removal History continued

A specific time period can also be selected. A report can be scheduled directly from this screen.

Transactions

From    To

	MOP	Device	Txn Id	Amount	Txn Time	
Details	S	Cash	WCC_8099-NZ	7,144	\$2.00	2011-06-23 17:37:16
Details	S	Cash	WCC_8099-NZ	7,143	\$1.50	2011-06-23 17:28:29
Details	S	Cash	WCC_8099-NZ	7,142	\$5.10	2011-06-23 16:51:06
Details	S	Cash	WCC_8099-NZ	7,141	\$2.00	2011-06-23 15:11:30
Details	S	Cash	WCC_8099-NZ	7,140	\$1.50	2011-06-23 14:48:19
Details	S	CC	WCC_8099-NZ	7,139	\$6.50	2011-05-23 14:05:04
Details	A	CC	WCC_8099-NZ	7,138	\$5.50	2011-06-23 14:04:55
Details	S	Cash	WCC_8099-NZ	7,138	\$1.00	2011-06-23 13:34:25
Details	S	CC	WCC_8099-NZ	7,137	\$3.50	2011-06-23 13:07:14
Details	A	CC	WCC_8099-NZ	7,137	\$3.50	2011-06-23 13:07:06
Details	S	Cash	WCC_8099-NZ	7,135	\$4.40	2011-06-23 11:58:49
Details	S	Cash	WCC_8099-NZ	7,134	\$3.00	2011-06-23 11:19:15
Details	S	Cash	WCC_8099-NZ	7,133	\$1.50	2011-06-23 11:18:37
Details	S	CC	WCC_8099-NZ	7,132	\$5.50	2011-06-23 11:07:00
Details	A	CC	WCC_8099-NZ	7,132	\$5.50	2011-06-23 11:06:51
Details	S	Cash	WCC_8099-NZ	7,131	\$0.10	2011-06-23 11:06:03
Details	S	Cash	WCC_8099-NZ	7,130	\$2.50	2011-06-23 10:48:37
Details	S	Phone	WCC_8099-NZ	7,129	\$4.50	2011-06-23 10:10:52
Details	S	Cash	WCC_8099-NZ	7,128	\$3.00	2011-06-23 10:09:19
Details	S	CC	WCC_8099-NZ	7,127	\$5.50	2011-06-23 09:52:32
Details	A	CC	WCC_8099-NZ	7,127	\$5.50	2011-06-23 09:52:23
Details	S	Phone	WCC_8099-NZ	7,126	\$3.00	2011-06-23 09:37:59
Details	S	CC	WCC_8099-NZ	7,125	\$3.50	2011-06-23 08:23:51
Details	A	CC	WCC_8099-NZ	7,125	\$3.50	2011-06-23 08:23:43
Details	S	Cash	WCC_8099-NZ	7,124	\$0.20	2011-06-22 17:50:34

## Section 4

# Reports

Easy step instructions with failsafe parameters means that report set ups are quick and easy to schedule and successful every time. Reports are usually available within seconds or a few minutes.

Reports can be created:

- as required in different formats on demand - *Excel, CSV, PDF*
- immediately or be prescheduled
- to automatically email to designated recipients
- from all module screens

Reports may be set up to capture data for:

- selected time periods (to the minute)
- just the operating or tariff fee hours (providing true occupancy and machine availability reports)
- individual meters; or by meter groups such as zones, precincts or streets, or the entire fleet.

Customised links to external applications and databases, and additional customized reports are available on application.

A collection of standard reports are available.

*See next page*

See Appendix B for Report Samples

Current Reports	
Report Name	Report Description
Asset Management Report	Listing all devices with their status
Availability by Day <b>Tariff Hours</b>	Availability by Day report base on tariff hours
Availability by Day All Hours	Availability by Day report based on 24x7 hours
Battery Change Report	Battery Change Report
Card Summary Report	Credit Card Summary report by device
Cash Removal Audit	Lists all cash removals for a period
Cash Removal Audit EziCom1	EziCom1 compatible Cash Removal Audit report
Cash Removal Estimate	Reports devices estimated to have threshold of cash in few days
Downtime by Day All Hours	Reporting downtime hours by day <b>by fault</b>
Downtime by Day Tariff Hours	Reporting downtime tariff hours by day <b>by fault</b>
Downtime by Machine All Hours	Reporting downtime hours per device per location
Downtime by Machine Tariff Hours	Reporting downtime tariff hours per device per location
Machine Availability All Hours	Device availability report based on 24x7 hours
Machine Availability Tariff Hours	Device availability report based on <b>Tariff</b> hours
Machine Vault Status Report	Machine Vault Status Report
Occupancy by Day - <b>Tariff Hours</b>	Occupancy by day report <b>based on Tariff Hours</b>
Occupancy by Machine - <b>Tariff Hours</b>	Occupancy by Machine report <b>based on Tariff Hours</b>
Revenue by Hour Report	Reports devices revenue by hour when it was earned
Revenue Summary	Revenue Summary
Transactions Report	Simple transactions report (up to 1 month, but not more than 7000 machine days)
Transactions report <i>EziCom1</i>	EziCom1 compatible Transaction report (up to 1 month, but not more than 3000 machine days)

# Appendix A EZiCom 2 Modules (Screen Samples)

## Maintenance Module | Main Screen

### Maintenance

Machine Id	Area	Location	Event/Warning Description	Color Vault	Notes Vault	Last Message	Last Transmission	Version Changed
SCC_BB14-AE	Southport	Broadwater Car Park ALL DAY	MPU fault on the Eszrak unit (either Accept or Reject channel) has jerrinas opened or closed.	0%	7 minutes ago	7 minutes ago	8 minutes ago	Events
SCC_BB14-AE	Southport	High Street	3V backup-standby battery low	1%	26 minutes ago	26 minutes ago	2+ hours ago	Events
SCC_BB14-AE	Southport	Sarnborough Street	Cash in bag exceeds preset limit	1%	38 minutes ago	38 minutes ago	38 minutes ago	Events
SCC_BB14-AE	Broadbeach	Main Flise Car Park		5%	14 minutes ago	14 minutes ago	18+ hours ago	Events
SCC_BB14-AE	Broadbeach	Queensland Avenue		7%	3 minutes ago	3 minutes ago	18+ hours ago	Events
SCC_BB14-AE	Broadbeach	Surf Parade		9%	10 minutes ago	10 minutes ago	10 minutes ago	Events
SCC_BB14-AE	Broadbeach	Albert Avenue		13%	12 minutes ago	12 minutes ago	17+ hours ago	Events
SCC_BB14-AE	Broadbeach	Albert Avenue		13%	15 minutes ago	15 minutes ago	24 minutes ago	Events
SCC_BB14-AE	Broadbeach	Albert Avenue		13%	24 minutes ago	24 minutes ago	28 minutes ago	Events
SCC_BB14-AE	Broadbeach	Albert Avenue		13%	3 minutes ago	3 minutes ago	3 minutes ago	Events
SCC_BB14-AE	Broadbeach	Albert Avenue		13%	5 minutes ago	5 minutes ago	7 minutes ago	Events
SCC_BB14-AE	Broadbeach	Albert Avenue		16%	19 minutes ago	19 minutes ago	60 minutes ago	Events
SCC_BB14-AE	Broadbeach	Charles Avenue		11%	22 minutes ago	22 minutes ago	22 minutes ago	Events
SCC_BB14-AE	Broadbeach	Charles Avenue		13%	3 minutes ago	3 minutes ago	32 minutes ago	Events
SCC_BB14-AE	Broadbeach	Charles Avenue		20%	12 minutes ago	12 minutes ago	12 minutes ago	Events
SCC_BB14-AE	Broadbeach	Charles Avenue		11%	25 minutes ago	25 minutes ago	25 minutes ago	Events
SCC_BB14-AE	Broadbeach	Surf Parade		20%	22 minutes ago	22 minutes ago	35 minutes ago	Events
SCC_BB14-AE	Broadbeach	Queensland Avenue		12%	14 minutes ago	14 minutes ago	35 minutes ago	Events
SCC_BB14-AE	Broadbeach	Queensland Avenue		5%	6 minutes ago	6 minutes ago	17+ hours ago	Events
SCC_BB14-AE	Broadbeach	Gold Coast Highway Broadbeach		17%	21 minutes ago	21 minutes ago	17+ hours ago	Events

Maintenance Module | Status History Screen

### Status history for GCC\_SF41-AE

From: 2011-08-12 00:00 To: 2011-07-12 00:00

Status Update	Errors	Warnings	Errors/Warnings Description
2011-07-11 12:07	0	0	
2011-07-11 11:37	0	0	
2011-07-11 11:07	0	0	
2011-07-11 10:37	0	0	
2011-07-11 10:07	0	0	
2011-07-11 09:37	0	0	
2011-07-11 08:57	0	0	
2011-07-11 08:37	0	0	
2011-07-11 08:07	0	0	
2011-07-11 07:37	0	0	
2011-07-11 07:07	0	0	
2011-07-11 00:37	0	0	
2011-07-11 00:07	0	0	
2011-07-10 23:37	0	0	
2011-07-10 23:07	0	0	
2011-07-10 22:37	0	0	
2011-07-10 22:07	0	0	
2011-07-10 21:37	0	0	
2011-07-10 21:07	0	0	
2011-07-10 20:37	0	0	
2011-07-10 20:07	0	0	
2011-07-10 19:37	0	0	
2011-07-10 19:07	0	0	
2011-07-10 18:37	0	0	
2011-07-10 18:07	0	0	



# Revenue Module | Main Screen

## Revenue

Machine ID	Serial Number	Area	Precinct	Location	Status	Coins Returned	Notes	Notes Void	Total Amount	Coins Vault	Notes Vault
SCC-BE01-AE		Gold Coast Highway Broadbeach		AUD340.40	AUD0.00	AUD0.00			AUD340.40	24%	
SCC-BE02-AE		Gold Coast Highway Broadbeach		AUD287.45	AUD0.00	AUD0.00			AUD287.45	28%	
SCC-BE03-AE		Gold Coast Highway Broadbeach		AUD173.00	AUD0.00	AUD0.00			AUD173.00	11%	
SCC-BE04-AE		Gold Coast Highway Broadbeach		AUD282.00	AUD0.00	AUD0.00			AUD282.00	19%	
SCC-BE05-AE		Gold Coast Highway Broadbeach		AUD280.40	AUD0.00	AUD0.00			AUD280.40	17%	
SCC-BE06-AE		Queensland Avenue		AUD84.40	AUD0.00	AUD0.00			AUD84.40	5%	
SCC-BE07-AE		Queensland Avenue		AUD187.15	AUD0.00	AUD0.00			AUD187.15	12%	
SCC-BE08-AE		Surf Parade		AUD215.25	AUD0.00	AUD0.00			AUD215.25	21%	
SCC-BE09-AE		Charles Avenue		AUD167.55	AUD0.00	AUD0.00			AUD167.55	11%	
SCC-BE10-AE		Charles Avenue		AUD289.35	AUD0.00	AUD0.00			AUD289.35	26%	
SCC-BE11-AE		Charles Avenue		AUD199.35	AUD0.00	AUD0.00			AUD199.35	13%	
SCC-BE12-AE		Charles Avenue		AUD167.20	AUD0.00	AUD0.00			AUD167.20	11%	
SCC-BE13-AE		Albert Avenue		AUD187.60	AUD0.00	AUD0.00			AUD187.60	10%	
SCC-BE14-AE		Albert Avenue		AUD171.05	AUD0.00	AUD0.00			AUD171.05	11%	
SCC-BE15-AE		Albert Avenue		AUD205.90	AUD0.00	AUD0.00			AUD205.90	12%	
SCC-BE16-AE		Albert Avenue		AUD245.10	AUD0.00	AUD0.00			AUD245.10	15%	
SCC-BE17-AE		Albert Avenue		AUD204.70	AUD0.00	AUD0.00			AUD204.70	13%	
SCC-BE18-AE		Albert Avenue		AUD126.10	AUD0.00	AUD0.00			AUD126.10	9%	
SCC-BE19-AE		Surf Parade		AUD214.95	AUD0.00	AUD0.00			AUD214.95	14%	
SCC-BE20-AE		Queensland Avenue		AUD111.50	AUD0.00	AUD0.00			AUD111.50	7%	

Revenue Module | Transactions Screen

# Transactions

MOP:  Machine Id:  Area:  Precinct:  Location:  Auth/Sale:  Success:

From:  To:

Details	S	Cash	MOP	Device	Isn Id	Amount	Time
Details	S	Cash	GCC_BB20-AE	184	AUD2.50	2011-07-11 12:08:18	
Details	S	Cash	GCC_BB20-AE	183	AUD3.00	2011-07-11 11:35:20	
Details	S	Cash	GCC_BB20-AE	182	AUD2.50	2011-07-11 11:32:43	
Details	S	CC	GCC_BB20-AE	181	AUD2.40	2011-07-11 11:03:26	
Details	A	CC	GCC_BB20-AE	181	AUD2.40	2011-07-11 11:03:12	
Details	S	Cash	GCC_BB20-AE	180	AUD3.00	2011-07-10 18:41:55	
Details	S	Cash	GCC_BB20-AE	179	AUD3.00	2011-07-10 18:10:27	
Details	S	Cash	GCC_BB20-AE	178	AUD1.20	2011-07-10 17:57:12	
Details	S	Cash	GCC_BB20-AE	177	AUD1.00	2011-07-10 17:18:23	
Details	S	Cash	GCC_BB20-AE	176	AUD3.00	2011-07-10 17:13:41	
Details	S	Cash	GCC_BB20-AE	175	AUD1.50	2011-07-10 16:54:52	
Details	S	Cash	GCC_BB20-AE	174	AUD2.50	2011-07-10 16:46:27	
Details	S	Cash	GCC_BB20-AE	173	AUD2.50	2011-07-10 16:38:49	
Details	S	Cash	GCC_BB20-AE	172	AUD2.40	2011-07-10 16:32:32	
Details	S	Cash	GCC_BB20-AE	171	AUD2.00	2011-07-10 16:22:05	
Details	S	Cash	GCC_BB20-AE	170	AUD1.00	2011-07-10 15:52:20	
Details	S	Cash	GCC_BB20-AE	169	AUD2.50	2011-07-10 15:48:00	
Details	S	Cash	GCC_BB20-AE	168	AUD2.30	2011-07-10 15:17:25	
Details	S	Cash	GCC_BB20-AE	167	AUD2.40	2011-07-10 15:14:39	
Details	S	Cash	GCC_BB20-AE	166	AUD3.00	2011-07-10 15:02:05	
Details	S	Cash	GCC_BB20-AE	165	AUD1.00	2011-07-10 14:53:42	
Details	S	Cash	GCC_BB20-AE	164	AUD2.50	2011-07-10 14:46:31	
Details	S	Cash	GCC_BB20-AE	163	AUD2.40	2011-07-10 14:12:57	
Details	S	Cash	GCC_BB20-AE	162	AUD4.00	2011-07-10 14:08:37	
Details	S	Cash	GCC_BB20-AE	161	AUD2.50	2011-07-10 13:45:01	

Revenue Module | Cash Removals Screen

# Cash Removals

Machine Id:  Area:  Precinct:  Location:

From:  To:

Details	Device	Sequence Number	Removal Date	Amount Coins	Counted Coins
<a href="#">Details</a>	GCC_SF41-AE	0	2011-07-08 08:00	AUD82.20	
<a href="#">Details</a>	GCC_SF41-AE	92	2011-07-05 09:25	AUD187.20	
<a href="#">Details</a>	GCC_SF41-AE	95	2011-07-01 07:29	AUD193.70	
<a href="#">Details</a>	GCC_SF41-AE	94	2011-06-28 09:52	AUD172.95	
<a href="#">Details</a>	GCC_SF41-AE	93	2011-06-24 07:37	AUD141.45	
<a href="#">Details</a>	GCC_SF41-AE	92	2011-06-21 18:59	AUD294.25	
<a href="#">Details</a>	GCC_SF41-AE	91	2011-06-17 07:26	AUD169.15	
<a href="#">Details</a>	GCC_SF41-AE	90	2011-06-14 06:53	AUD186.10	

Reports Module | Main Screen

# Reports

<u>Schedule</u>	<u>Name</u>	<u>Description</u>
<u>Schedule</u>	Asset Management Report	Listing all devices with their statuses
<u>Schedule</u>	Availability by Day All Hours	Availability by Day report based on 24x7 hours
<u>Schedule</u>	Availability by Day Tariff Hours	Availability by Day report based on Tariff Hours
<u>Schedule</u>	Card Summary Report	Credit Card Summary report by device
<u>Schedule</u>	Cash Removal Audit	List all cash removals for a period
<u>Schedule</u>	Cash Removal Audit EziCom1	EziCom1 compatible Cash Removal Audit report
<u>Schedule</u>	Cash Removal Estimate	Reports devices estimated to have threshold of cash in few days
<u>Schedule</u>	Downtime by Day All Hours	Reporting downtime hours by day by fault
<u>Schedule</u>	Downtime by Day Tariff Hours	Reporting downtime tariff hours by day by fault
<u>Schedule</u>	Downtime by Machine All Hours	Reporting downtime hours per device per location
<u>Schedule</u>	Downtime by Machine Tariff Hours	Reporting downtime tariff hours per device per location
<u>Schedule</u>	Machine Availability All Hours	Device availability report based on 24x7 hours
<u>Schedule</u>	Machine Availability Tariff Hours	Device availability report based on Tariff hours
<u>Schedule</u>	Machine Vault Status Report	Machine Vault Status Report
<u>Schedule</u>	Occupancy by Day - Tariff Hours	Occupancy by day report based on Tariff Hours
<u>Schedule</u>	Occupancy by Machine - Tariff Hours	Occupancy by Machine report based on Tariff Hours
<u>Schedule</u>	Revenue by Hour Report	Reports devices revenue by hour when it was earned (when paid at device)
<u>Schedule</u>	Revenue Summary	Revenue Summary
<u>Schedule</u>	Transactions Report	Simple transactions report (up to 1 month, but not more than 7000 machine-days)
<u>Schedule</u>	Transactions report EziCom1	EziCom1 compatible Transaction report (up to 1 month, but not more than 3000 machine-days)

Reports Module | Schedule Screen

# Schedule "Revenue by Hour Report" report

Reports devices revenue by hour when it was earned (when paid at device)

Run

At

Area

Precinct

Location

Machine Id

Period From

Period To

Include Inactive

Format

Email To

Email CC

Email BCC

Schedule

Reports Module | Scheduled Screen

Report Schedules

Report

Asset Management Report  
 User: Heather  
 Area: All; Precinct: All; Location: All; Machine Id: All; Format: pdf; To: null;  
 On: at 2011-07-11 12:46  
 Timezone: Pacific/Auckland  
 Parameters

Reports Module | History Screen

Reports History

Report  Status

Report	Status	User	Report
Details Download		Heather	Asset Management Report
Details Download		DebbieT	Transactions Report
Details Download		DebbieT	Transactions Report
Details Download		DebbieT	Transactions Report
Details Download		Billy	Transactions Report
Details Download		Teresa	Transactions Report
Details Download		Teresa	Transactions Report
Details Download		admin	Asset Management Report
Details Download		Tessa	Transactions Report
Details Download		DebbieT	Transactions Report
Details Download		Teresa	Transactions Report
Details Download		Teresa	Transactions Report
Details Download		Tessa	Transactions Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Revenue Summary
Details Download		DebbieT	Revenue Summary
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Cash Removal Audit
Details Download		DebbieT	Cash Removal Audit

Report	Status	User	Report
Details Download		Heather	Asset Management Report
Details Download		DebbieT	Transactions Report
Details Download		DebbieT	Transactions Report
Details Download		DebbieT	Transactions Report
Details Download		Billy	Transactions Report
Details Download		Teresa	Transactions Report
Details Download		Teresa	Transactions Report
Details Download		admin	Asset Management Report
Details Download		Tessa	Transactions Report
Details Download		DebbieT	Transactions Report
Details Download		Teresa	Transactions Report
Details Download		Teresa	Transactions Report
Details Download		Tessa	Transactions Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Revenue Summary
Details Download		DebbieT	Revenue Summary
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Asset Management Report
Details Download		DebbieT	Cash Removal Audit
Details Download		DebbieT	Cash Removal Audit

Asset Management Module | Main Screen

Devices

Machine Id	Serial Number	Area	Precinct	Location	Status	Model	Address	Precinct	Notes
9CC 8B01AE	233296	Area		Gold Coast Highway Broadbeach	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK
9CC 8B02AE	233281	Area		Gold Coast Highway Broadbeach	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK
9CC 8B03AE	233284	Area		Gold Coast Highway Broadbeach	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK
9CC 8B04AE	233283	Area		Gold Coast Highway Broadbeach	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK
9CC 8B05AE	233312	Area		Gold Coast Highway Broadbeach	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK
9CC 8B06AE	233228	Area		Queensland Avenue	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B07AE	233305	Area		Queensland Avenue	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B08AE	233299	Area		Surf Parade	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B09AE	233295	Area		Charles Avenue	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B10AE	233283	Area		Charles Avenue	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK
9CC 8B11AE	233294	Area		Charles Avenue	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK
9CC 8B12AE	233218	Area		Charles Avenue	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK
9CC 8B13AE	233280	Area		Albert Avenue	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK
9CC 8B14AE	233221	Area		Albert Avenue	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B15AE	233311	Area		Albert Avenue	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B16AE	233310	Area		Albert Avenue	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B17AE	233291	Area		Albert Avenue	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B18AE	233219	Area		Albert Avenue	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B19AE	233317	Area		Surf Parade	OK	GLOBAL	Broadbeach	Broadbeach 1P On street	OK
9CC 8B20AE	233322	Area		Queensland Avenue	OK	GLOBAL	Broadbeach	Broadbeach 2P On street	OK

Asset Management Module | Edit Device Screen (accessible by clicking on the Machine ID on the main Asset Management screen)

Edit Device

Active	IT	Status	
Machine Id	GCC_BB03-AE	Error Flags	0
Serial Number	232312	Warning Flags	0
SCR		Last Message	2011-07-11 12:40 (12 minutes ago)
SBR		Last Transaction	2011-07-11 12:40 (12 minutes ago)
Description		Coins Total	AUD261.30
Notes		Notes Total	AUD0.00 (0 notes)
Model	GLOBAL	IP Address	10.92.2.146
Area	Broadbeach	Reported Versions	
Precinct	Broadbeach 2P On air		
Location	Bold Coast Highway 2V		
Location Comment			
FBP Zone			
FBP Location			
Latitude			
Longitude			
Firmware			
Tariff	Tariff 9 Broadbeach 2P		
Custom1			
Custom2			
Custom3			
Custom4			
Controlled Spaces			
Coins Tin Size	BASIC		
Notes Tin Size	None		
Technicians	<input type="checkbox"/> Andya <input type="checkbox"/> Billy Alert <input checked="" type="checkbox"/> Gary Alert <input checked="" type="checkbox"/> Hans Alert <input type="checkbox"/> JohnM <input type="checkbox"/> Maure Alert <input checked="" type="checkbox"/> Peter Alert		

Asset Management Module | Map Screen

Edit Device GCC\_BB05-AE

The image shows a Google Maps interface. The map displays a road network with 'Gold Coast Hwy' and 'Surf Parade' labeled. A search bar at the top contains the text 'GCC\_BB05-AE'. Below the search bar, there are two input fields for coordinates: 'Latitude' with the value '-28.02763403187919' and 'Longitude' with the value '153.43018233776092'. The Google logo and 'Map data ©2011 GBRMPA, Google, Whereby(R), Sensis Pty Ltd - Terms of Use' are visible at the bottom of the map area.

Asset Management Module | Area Screen

Area

- Broadbeach
- Burleigh Heads
- Surfers Paradise
- Southport
- Bundall
- Storage - Temporary

New Area

Asset Management Module | Precinct Screen

Precincts



Name	Description
Southport All Day On street	Southport All Day On street
Southport Off Street Car Parks	Southport Off Street Car Parks
Southport 1P On street	Southport 1P On Street
Southport 2P On street	Southport 2P On street
Surfers 1P On street	Surfers 1P On street
Surfers 2P On street	Surfers 2P On street
Surfers Cypress Cliff street	Surfers Cypress Cliff street
Broadbeach 1P On street	Broadbeach 1P On street
Broadbeach 2P On street	Broadbeach 2P On street
Broadbeach Main Pl Off street	Broadbeach Main Pl Off street
Bundall 1P On street	Bundall 1P On street
Bundall 2P On street	Bundall 2P On street
Bundall Off Street Car Parks	Bundall Off Street Car Parks
Burleigh Heads 2P On street	Burleigh Heads 2P On street
Burleigh Heads Off Street Car Parks	Burleigh Heads Off Street Car Parks

Asset Management Module | Precinct Screen

# Locations

NEW	2	NSM	Name
			<u>Albert Avenue</u>
			<u>Alex Black Car Park</u>
			<u>Appell St</u>
			<u>Arhol Ferguson Car Park</u>
			<u>Bay Street</u>
			<u>Brockwater Car Park ALL DAY</u>
			<u>Bundall Road</u>
			<u>Cerex Park Car Park</u>
			<u>Cecil Avenue</u>
			<u>Charles Avenue</u>
			<u>Clifford Street</u>
			<u>Clare Rose</u>
			<u>Clare Road Car Park</u>
			<u>Conner Street</u>
			<u>Cooper Street</u>
			<u>Cypress Car Park</u>
			<u>Davenport Street</u>
			<u>East Car Park East</u>
			<u>East Car Park West</u>
			<u>Essex Court</u>
			<u>Essex Lane</u>
			<u>Essex Street</u>
			<u>Gold Coast Highway Broadbeach</u>
			<u>Gold Coast Highway Burleigh</u>
			<u>Gold Coast Highway Southport</u>
			<u>Harlan Street</u>
			<u>Hicks Street</u>
			<u>Hill Street</u>
			<u>Hines Street</u>
			<u>Holben Place</u>
			<u>Holben Place Car Park</u>
			<u>James Street</u>
			<u>Kare Court</u>
			<u>Kare Court Res</u>

### Asset Management Module | Coins Vault: Limit Screen

## Coins Vault Limits

**NEW**

AUD1,500.00 Weekly Limit

### Administration Module | Users Screen

## Users

Active	Username	Role	E-mail	Phone	Allow Notifications	Button

### Tariffs Module | Main Screen

## Tariffs

**NEW**

- Tariff 5 Surfers 1P
- Tariff 057 Alex Black All Day
- Tariff 2 Surfers 2P
- Tariff 058 Southcott All Day
- Tariff 1 Southcott 2P
- Tariff 0510 Atchafalpa Beach 2P
- Tariff 3 Bursfell 2P
- Tariff 7 Burdolph Heads 2P
- Tariff 052 Cove Main Bay All Day
- Tariff 4 Southcott 1P
- Tariff 053 Fige & Kapp All Day
- Tariff 055 C.J. Duncker 2P
- Tariff 054 Halseen Place 2P
- Tariff 6 Burdell 1P
- Tariff 051 Mtal Bourse CP All Day
- Tariff 0
- Tariff 056 Southcott Beach
- Tariff 2 Bradbeach 2P
- Tariff 10 Bradbeach 1P
- Tariff 056 Biscuitvat CP All Day

### Tariff Module | Edit Tariff Screen

## Edit Tariff

**Name:**

**Version:**

**Description:**

**Lines:**

- MTWTFSS-09:00 - 19:00 @ AUD2.70
- -----S-09:00 - 17:00 @ AUD2.70

[Add TariffLine](#)

**Update**

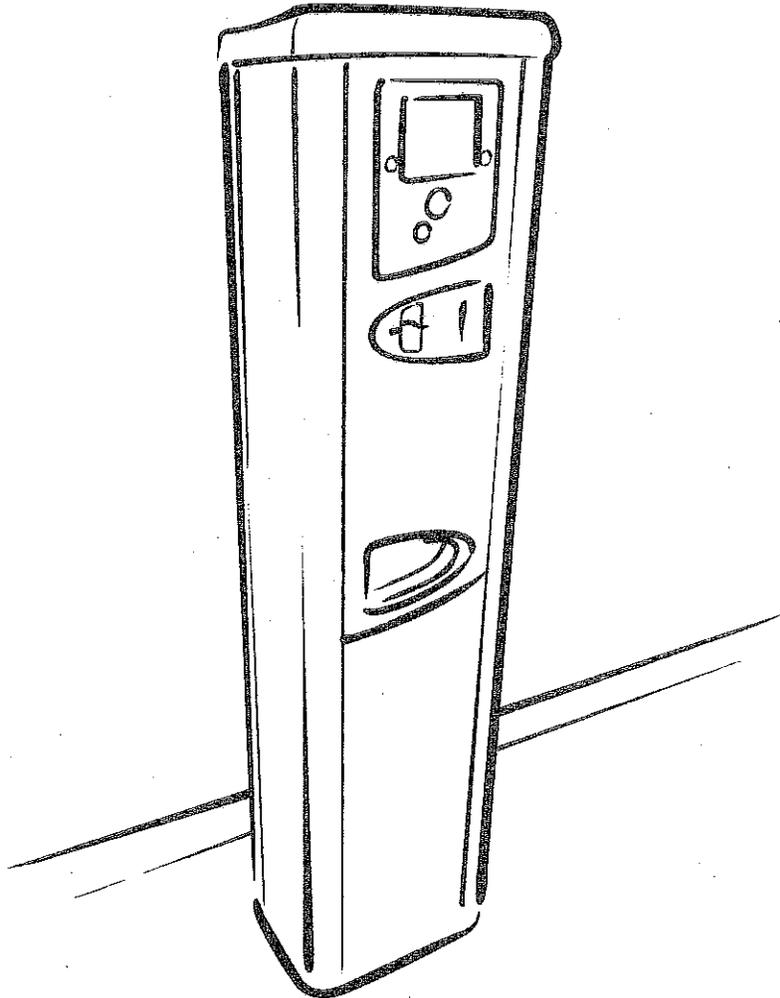
Appendix B  
**EziCom<sup>2</sup> Report Samples**

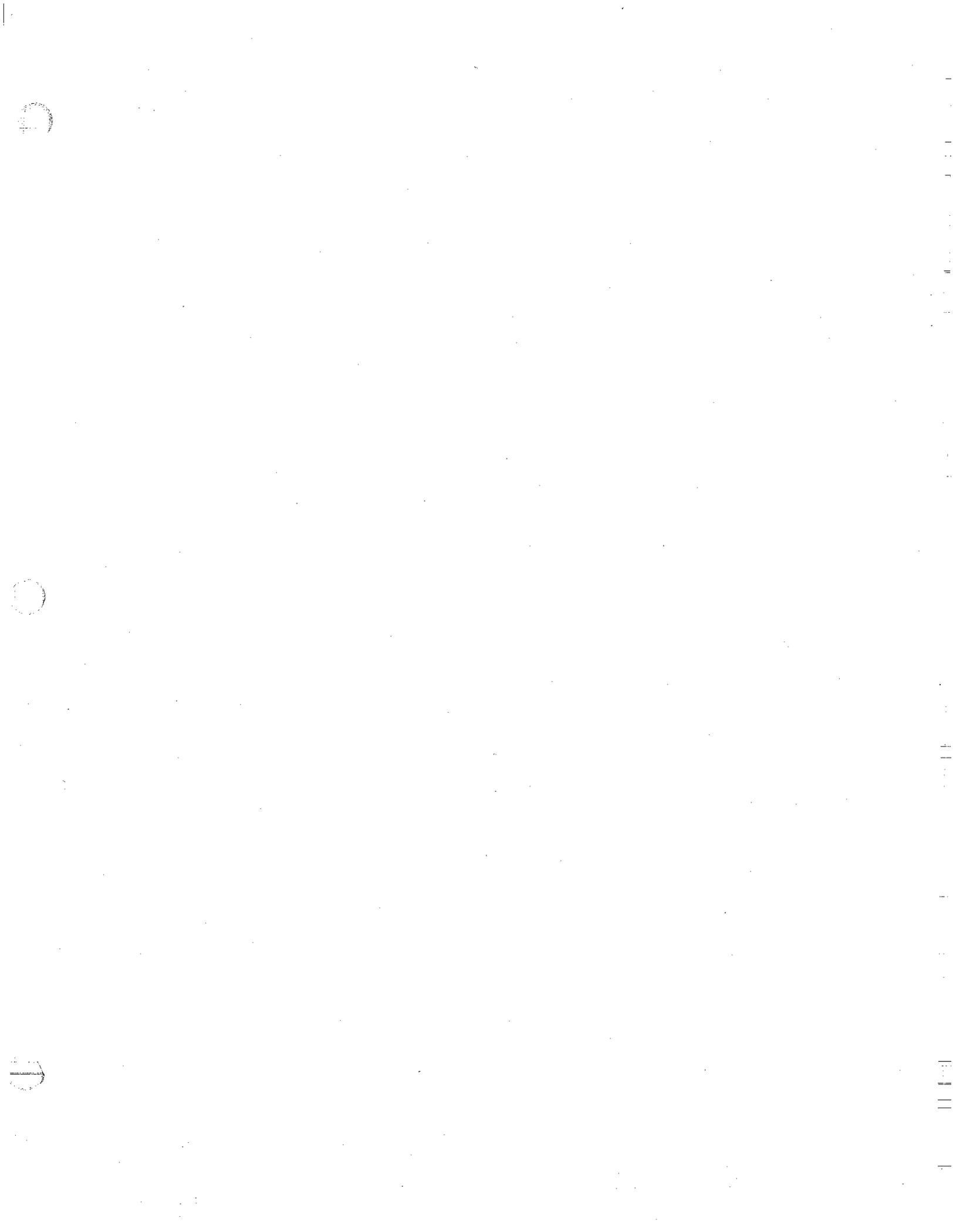
# METROPOLIS

## Parking Meter

With Bank Note Acceptor

INSTALLATION AND COMMISSIONING MANUAL

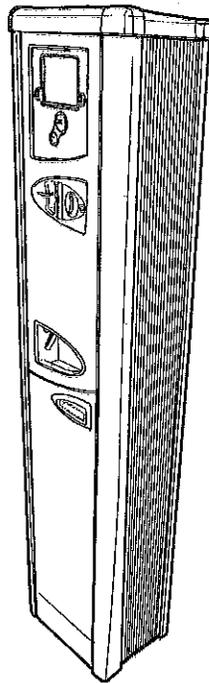




# Metropolis

**Parking Meter**  
With Bank Note Acceptor

**Installation and Commissioning Manual**



**15 September 2011**

## Conditions of Use

Global Integrated Solutions reserves the right to revise and improve its products as it sees fit. This publication describes this product at the time of publication and may not reflect the product at all times in the future.

This publication may cover in detail some optional features that are not delivered with your Metropolis.

This publication, or parts thereof, may not be reproduced in any form, by any method, for any purpose other than the purchaser's personal use, without the express permission of Global Integrated Solutions.

The supplier of the equipment accepts no responsibility for injury or damage to personnel or equipment if the equipment is altered in any way or used in a manner for which it was not intended at the time of delivery.

## Contact Details

### HELP DESK

New Zealand:  
0508 247HELP

Australia:  
1300 859 247

**EMAIL** [enquiries@gisonline.com](mailto:enquiries@gisonline.com)

**WEBSITE**  
[www.gisonline.com](http://www.gisonline.com)

### NEW ZEALAND

Global Integrated Solutions Ltd  
21 William Pickering Drive  
Albany  
North Shore, Auckland  
0632

Post:  
PO Box 100 890  
North Shore City  
0745

Tel: +64 9 415 6588  
Fax: +64 9 414 5996

### AUSTRALIA

Level 1  
37 Vaughan Street  
Airport West  
Victoria  
3042

Part Number: MET-9001-05-BNA  
Copyright ©2010 Global Integrated Solutions  
Developed by Streamliners Documentation Services

# Contents

<b>Introduction .....</b>	<b>1</b>
Metropolis Features .....	1
This Manual .....	2
Safety .....	2
Care of the Metropolis .....	2
Abbreviations .....	3
Components (Hardware) .....	3
Software .....	9
Menu Functions .....	10
Access to the Metropolis .....	10
Auditing .....	12
Event Logging .....	14
Wireless Communication .....	14
Cash Acceptance .....	15
<b>Installation .....</b>	<b>16</b>
Planning the Installation .....	16
Choose the Location .....	17
Select the Right Foundation .....	17
Option to Install with Mains Power .....	18
Plan for a Safe Installation .....	18
Install a Foundation Cradle .....	19
Equipment and Materials for Mounting the Metropolis .....	20
Prepare the Metropolis for Mounting .....	21
Mount the Metropolis on the Foundation .....	24
Secure the Metropolis .....	25
<b>Commissioning .....</b>	<b>28</b>
Overview .....	28
Equipment .....	29
Load Files from PC to SD Card .....	29
Open the Upper Door with the Manual Key .....	31
Install the SIM Card if Required .....	31
Energise the Metropolis .....	32
Activate the Menu with an iButton Key .....	33
Ensure the Correct Firmware is Loaded .....	33
Reset to the Default Configuration .....	34
Update the Configuration .....	34
Trigger an Update Check .....	36
Set the Device ID .....	37
Set the Date and Time .....	37
Set the Location .....	38
Load the Ticket Roll .....	38

Print a Test Ticket.....	39
Test the Remote Connection.....	39
Set the Coin Acceptor DIP Switches.....	39
Close the Service Door.....	40
Check Payment Options.....	41
Fit Decals if Required.....	42
<b>Appendix.....</b>	<b>43</b>
Technical Specifications.....	43
Service Menu.....	44
Metropolis Commissioning Checklist.....	48
<b>Index.....</b>	<b>51</b>

# Introduction

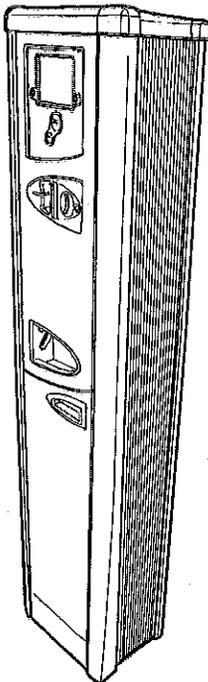
## In This Section

Metropolis Features .....	1
This Manual.....	2
Safety .....	2
Care of the Metropolis .....	2
Abbreviations.....	3
Components (Hardware).....	3
Software .....	9
Menu Functions.....	10
Access to the Metropolis .....	10
Auditing .....	12
Event Logging .....	14
Wireless Communication .....	14
Cash Acceptance .....	15

## Metropolis Features

The Metropolis is a state-of-the-art, self-service parking meter. There are three variations:

- Metropolis Pay & Display - prints a ticket for a customer to display on their vehicle's dashboard.
- Metropolis Pay by Plate - requires a customer to enter their vehicle registration number. Parking enforcers access registration details via handheld computers.
- Metropolis BNA – allows users to pay with bank notes in addition to the standard payment options. Available in Pay & Display and Pay By Plate configurations.



All versions have the following features:

- A choice of secure and reliable payment methods, including standard coin payment, as well as optional authorised payment by credit card or mobile phone. The Metropolis BNA also allows payment via bank notes.
- A user-friendly interface with a large graphical screen, clear instructions, and simple selection of available options.
- Optional wireless data communication allowing online authorisation of credit card and mobile phone transactions. This also gives real time access to information required for parking meter management, machine maintenance, and auditing.
- A microprocessor that runs highly configurable software with a wide range of setup options.
- An SD card slot that allows simple and secure updates to firmware and configuration files.
- Wireless data communication that allows easy remote updating of configuration and firmware.
- A menu system that gives access to a variety of electronic functions for use by service technicians, supervisors, and parking enforcers.
- A cash vault that is accessed via one door while the main serviceable components are accessed via a separate door.

- Doors and menu functions accessed via electronic iButton keys. Different keys allow different levels of access for supervisors, service technicians, parking enforcement personnel, and guards. Each key is uniquely identified and access details can be monitored.
- Logging of transactions, errors, warnings, and electronic access to allow precise tracking of different events.
- Easy auditing as transaction totals are saved in the Metropolis's memory and printed when cash is collected.
- An outer cabinet made of an industry leading solid aluminium housing, with stainless steel doors and sealed openings. This combination optimises strength and durability, maximising security and resistance to corrosion, vandalism, and extreme weather.
- Battery power with solar power trickle charging to increase battery life between charging. There is also the option of trickle charging the batteries via an adaptor connected directly to the mains power grid.

## **This Manual**

This manual provides an introduction to the Metropolis Parking Meter Series, followed by guidelines and instructions for rapid, problem free installation and commissioning. It must be used by anyone planning or carrying out the installation or commissioning of a Metropolis.



**The symbol alongside highlights important information for avoiding personal injury or damage to the Metropolis.**

Refer to the Operating and Servicing Manual for further information.

## **Safety**



**WARNING – Risk of electric shock! If the Metropolis is connected to mains power, lethal voltages will exist in the machine. The machine must be correctly earthed and the mains power must be disconnected before installing, cleaning, or servicing the machine.**

## **Care of the Metropolis**

Minimise problems by taking good care of your Metropolis fleet.

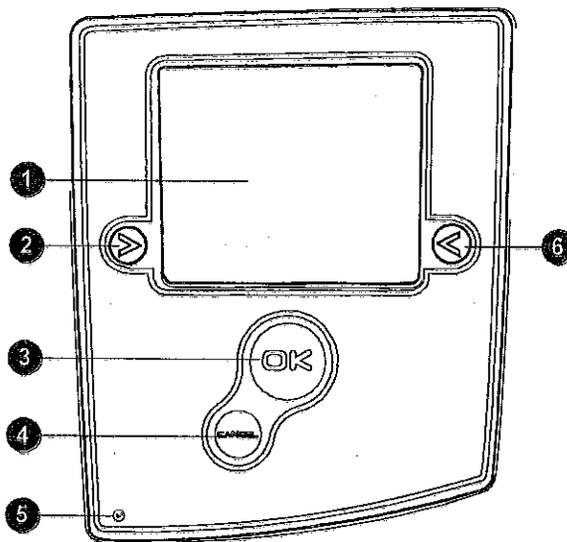
- Install and commission each Metropolis correctly.
- Clean, check, and maintain regularly.
- Observe any cautions and warnings in this manual.
- Treat the doors gently. If they do not open normally, do not force them.

## Abbreviations

LED	Light Emitting Diode
LCD	Liquid Crystal Display
MRU	Motorised Reject Unit
PCB	Printed Circuit Board
PCA	Printed Circuit Assembly - the PCB together with all attached electronic components
SD Card	Secure Digital memory Card
UI	User Interface
BNA	Bank Note Acceptor

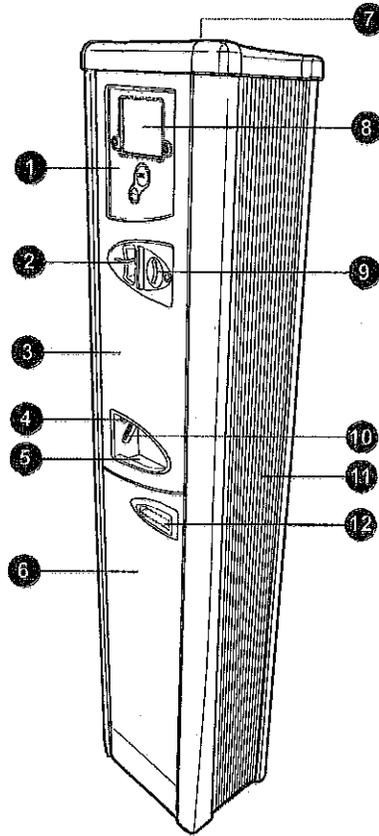
## Components (Hardware)

### User Interface



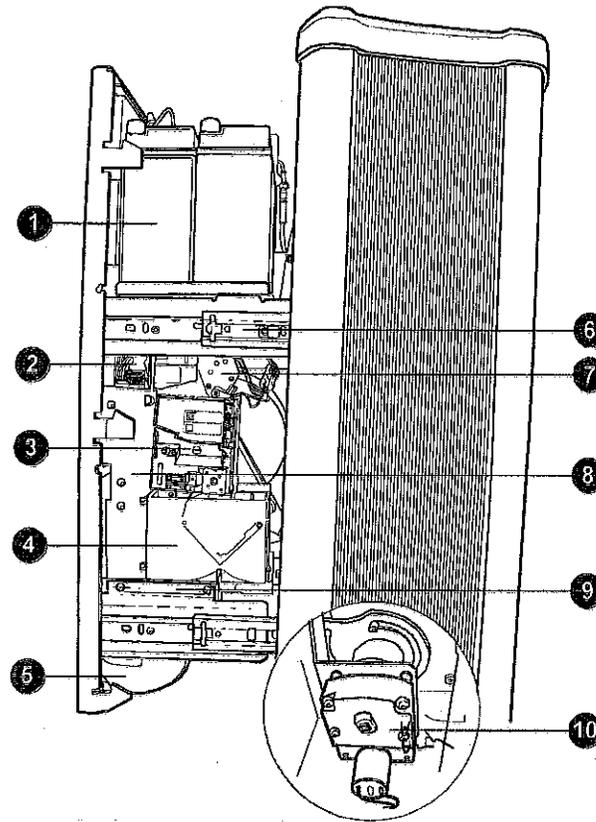
- |                              |                                                                                          |
|------------------------------|------------------------------------------------------------------------------------------|
| 1. Screen (LCD)              | Displays information to users.                                                           |
| 2. <b>Left Arrow</b> button  | Selects the option shown in the lower left corner of the screen.                         |
| 3. <b>OK</b> button          | Lets users proceed with the selected option or respond positively to an onscreen prompt. |
| 4. <b>Cancel</b> button      | Cancels a transaction or other process. Moves up a level when viewing the menu.          |
| 5. Ambient light sensor      | Detects the ambient light level to determine when to switch on the backlight.            |
| 6. <b>Right Arrow</b> button | Selects the option shown in the lower right corner of the screen.                        |

**External View**



- |     |                          |                                                                                                                                                       |
|-----|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | User interface (UI)      | A screen displays information. The buttons let users interact with the Metropolis. A small light sensor in the UI measures ambient light.             |
| 2.  | Credit card slot         | Lets customers insert a credit card into the card reader located inside the machine. The card reader reads the information stored on the credit card. |
| 3.  | Upper door               | Allows access to most components requiring servicing.                                                                                                 |
| 4.  | iButton sensor           | Detects identification information stored on an iButton key. These keys are used to access specific doors and menu functions.                         |
| 5.  | Reject tray              | Holds tickets and rejected coins until a customer retrieves them.                                                                                     |
| 6.  | Lower door               | Gives access to the coin tin, bank note acceptor, and bank note cassette.                                                                             |
| 7.  | Solar panel              | Transforms sunlight into electrical energy for trickle charging the batteries.                                                                        |
| 8.  | Screen (LCD)             | Displays information to users.                                                                                                                        |
| 9.  | Coin slot                | Where customers insert coins.                                                                                                                         |
| 10. | Ticket chute             | Provides a passage for tickets from the printer to the reject tray.                                                                                   |
| 11. | Cabinet                  | The outer casing of the Metropolis.                                                                                                                   |
| 12. | Bank Note Acceptor (BNA) | Lets customers pay with bank notes.                                                                                                                   |

## Upper Door - Right View

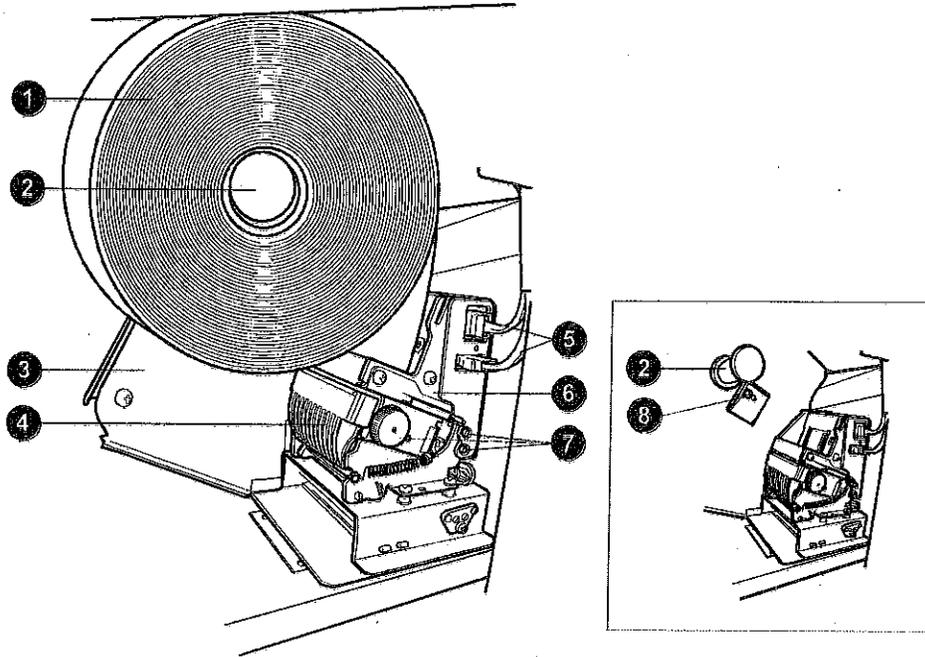


- |                                                |                                                                                                                                                                                       |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Batteries                                   | Two 12 volt batteries provide power.                                                                                                                                                  |
| 2. Coin shutter                                | Opens briefly when a metal object is held to the coin slot. It allows coins to be inserted while helping to keep out paper and other foreign objects.                                 |
| 3. Coin acceptor                               | Electronically checks the coin to ensure that it is valid and to identify it's value. Also called the coin mechanism.                                                                 |
| 4. Coin escrow                                 | Holds coins temporarily before directing them either to the cash tin or the reject tray, where the customer can retrieve them. Coins are returned if a transaction does not complete. |
| 5. Reject tray                                 | Holds tickets issued and rejected coins until a customer retrieves them.                                                                                                              |
| 6. Door rails                                  | Support the doors and attached components when the door opens.                                                                                                                        |
| 7. MRU                                         | Activates the reject arm on the coin acceptor to release a coin or inserted object when it is not accepted. The released object is directed to the reject tray.                       |
| 8. Bracket for coin acceptor and escrow        | Holds the coin shutter and coin acceptor in the correct positions.                                                                                                                    |
| 9. Reject chute (only the upper part is shown) | Directs rejected coins or other objects to the reject tray.                                                                                                                           |

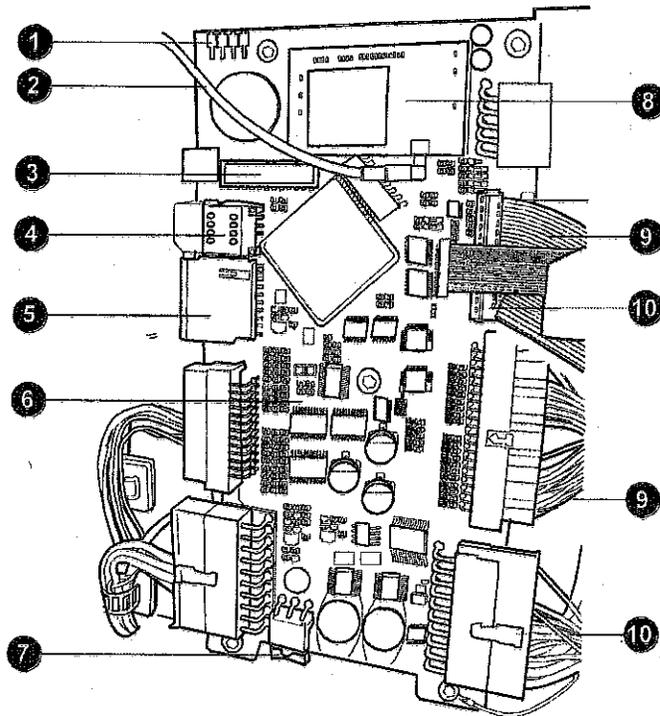
10. Upper Door  
Motor Assembly  
(inside)

Following iButton access, a motor inside the lower compartment provides the force to open the lock on the upper door.

**Printer**

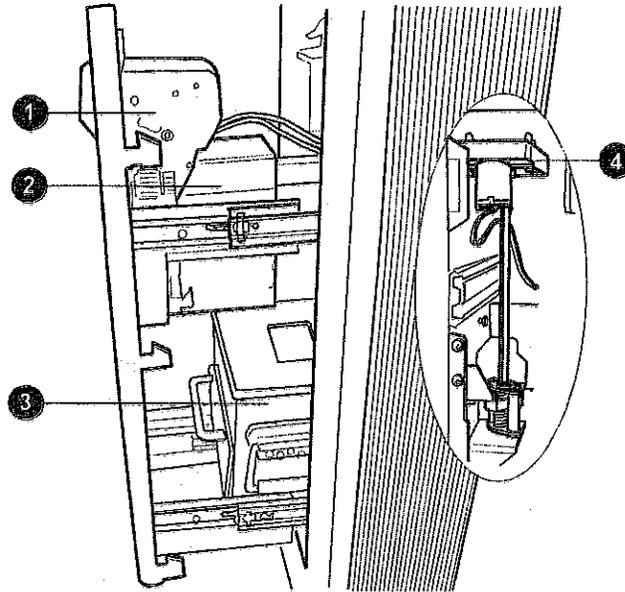


- |    |                         |                                                                                                                                                                                   |
|----|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Ticket roll             | For printing tickets.                                                                                                                                                             |
| 2. | Ticket roll support     | Holds the ticket roll.                                                                                                                                                            |
| 3. | Printer bracket         | Holds the ticket roll support, low ticket roll sensor, and printer in position, and allows them to be removed as a unit.                                                          |
| 4. | Anti-jam printer cover  | Lifts if there is an obstruction in the printer, which prompts the printer to take corrective action to prevent a jam.                                                            |
| 5. | Printer cables          | Separate cables bring power and data to the printer.                                                                                                                              |
| 6. | Thermal Printer         | Prints tickets.                                                                                                                                                                   |
| 7. | Manual printer controls | The feed knob (green) and "FEED" button feed the end of the ticket roll through the printer. The "PRINT" button feeds one ticket length through the printer then cuts the ticket. |
| 8. | Low ticket roll sensor  | Senses when the ticket roll is getting low so that a warning can be issued.                                                                                                       |

**Main PCA**

- |     |                                  |                                                                                                                        |
|-----|----------------------------------|------------------------------------------------------------------------------------------------------------------------|
| 1.  | <b>Diagnostic LEDs</b>           | Light to communicate diagnostic information, such as the power status and wireless communication status.               |
| 2.  | <b>Modem aerial cable</b>        | Connects to the aerial which assists with the transmission and reception of radio waves for wireless communication.    |
| 3.  | <b>COM port</b>                  | Port attached to the PCA, that allows communication between the Metropolis's microprocessor and an external computer.  |
| 4.  | <b>SIM card holder</b>           | Holds a SIM card required for wireless communication.                                                                  |
| 5.  | <b>SD card slot</b>              | Allows an SD memory card to be inserted for transferring firmware and configuration files to the PCA.                  |
| 6.  | <b>Main PCA</b>                  | Hardware for controlling major Metropolis functions. It consists of a PCB together with mounted electronic components. |
| 7.  | <b>Power switch</b>              | Switches the power supply to the Metropolis on and off.                                                                |
| 8.  | <b>Modem</b>                     | Enables wireless communication via a mobile phone network.                                                             |
| 9.  | <b>Electrical cables (wires)</b> | Transfer data and power between parts of the Metropolis.                                                               |
| 10. | <b>Electrical connectors</b>     | Connect groups of electrical wires to each other or to the PCA.                                                        |

### Lower Door



- |                                       |                                                                                                                                 |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| 1. Bank Note Acceptor (BNA)           | Lets customers pay with bank notes.                                                                                             |
| 2. Bank Note Cassette                 | Collects bank notes and allows them to be removed securely.                                                                     |
| 3. Self-locking cash tin              | Collects coins and allows them to be removed securely.                                                                          |
| 4. Lower Door Motor Assembly (inside) | Following iButton access, a motor inside the lower compartment provides the force to open and close the lock on the lower door. |

<b>Technician (blue key)</b>	<ul style="list-style-type: none"> <li>• Opens the upper door only, which gives access to all components that need regular maintenance.</li> <li>• Gives access to most menu items. This allows technicians to run various tests, view errors detected, generate audit reports, and update firmware and configuration.</li> </ul>
<b>Supervisor (red key)</b>	<ul style="list-style-type: none"> <li>• Gives access to both doors.</li> <li>• Gives access to all menu functions. The supervisor's key is the only key that allows all audit totals to be cleared.</li> </ul>

Each person who needs access should have their own iButton key. To access the machine, a key holder must touch the iButton key to the sensor in the reject tray.

Each iButton key has a unique identification number. The security configuration file loaded onto the Metropolis (see page 9) specifies the numbers of all keys granted access, as well as the category of access that is granted to each key.

Every time someone accesses the Metropolis with an iButton key, access details are logged in the machine's memory. If a wireless connection exists, access details are transmitted to a remote database and can be accessed via EZiCom (see page 15). This makes it possible to keep track of the exact date and time each user accesses the machine, enhancing security.

If an iButton key is lost, the security settings on all machines should be updated to exclude the lost key. Contact your Metropolis software administrator to update key authorisation.

### **Manual Keys**

When the Metropolis has no power or if the iButton system is faulty, iButton keys will not work and a technician must access the machine using a manual key. The manual key gives a technician to access to the motor drive shaft that allows the upper door to be opened. The technician can then restore power to the machine or repair a problem with the iButton system. This manual key does not give access to any menu functions or the lower door.

If the motor that opens the lower door fails, a technician will need a secondary manual key to access the motor drive shaft to allow the lower door to be opened manually. This manual key should only be available to staff who are authorised to access the lower door as it gives access to the stored cash.

Manual keys should only be used when the machine cannot be accessed with an iButton. Access to manual keys must be carefully regulated. The loss of a manual key can be very expensive as all locks opened by the lost key may need to be changed.

**Auditing****Transaction Records**

Details of recent transactions are saved in the Metropolis's memory. These details can be viewed by parking enforcers, technicians, and supervisors.

If wireless communication is enabled with information being transmitted to EZiCom, all transaction details may be accessed via the EZiCom system (see page 15).

**Transaction Totals**

Accumulated totals of all transactions are saved in the Metropolis's memory. These details can be viewed via the menu system. Separate details are recorded for each method of payment. For example, if coin, bank note, credit card, and mobile phone (text) payments are enabled, the following totals are saved:

	Type	Number of Transactions	Sales
<b>Audit totals</b> These are interim totals that are typically cleared when cash is removed.	Cash	169	Coin 113.00
			Note 135.00
	Card	89	160.50
	Text	60	126.80
	<b>Total</b>	<b>318</b>	<b>535.30</b>
<b>To date totals</b> These are grand totals that may be cleared as required, such as at the end of a financial cycle.	Cash	5699	Coin 2403.20
			Note 4105.00
	Card	3608	5006.50
	Text	2688	4789.00
	<b>Total</b>	<b>11995</b>	<b>16303.70</b>

Audit totals are cleared as follows:

- The coin audit total will be cleared to zero when cash is collected and the coin tin removed.
- The note audit total will be cleared to zero when cash is collected and the note cassette removed.
- A technician or supervisor can use the audit menu to clear audit totals.

Both the grand (to date) totals and interim audit totals are cleared when a supervisor uses the audit menu to clear ALL totals. This is the only way to clear the grand totals. Totals cannot be cleared remotely.

### Audit Reports

When the Metropolis is accessed with a guard's iButton key, the cash door opens automatically. Reports print automatically when cash is removed:

- If the coin tin is removed, a coin tin removal report will be printed.
- If the note cassette is removed, a note stacker removal report will be printed.

For example, the following information is provided if coin, bank note, credit card, and mobile phone (text) payments are all enabled:

Owner Name	Owner Name
Device ID & Location	Device ID & Location
<b>Note Stacker Removal Report</b>	<b>Coin Tin Removal Report</b>
Removal 000000	Removal 000000
Date	Date
Contents	Transactions
Note Count: 000000	Cash: 00000
Total Value: \$000.00	Card: 00000
	Text: 00000
	Total: 00000
Transactions	
Cash: 00000	
Card: 00000	
Text: 00000	
Total: 00000	
Sales	Sales
Coin: \$000.00	Coin: \$000.00
Note: \$000.00	Note: \$000.00
Card: \$000.00	Card: \$000.00
Text: \$000.00	Text: \$000.00
Total: \$000.00	Total: \$000.00

An interim audit report can also be printed by supervisors and technicians via the audit menu. This report shows total sales for each payment option since the last time the interim audit totals were cleared (normally since the last time cash was collected). It also shows the number of transactions during this period, the Metropolis's device ID, the date when the report was generated, and the cash removal sequence number.

Auditors can also view a variety of reports delivered via the EZiCom system if wireless communication is enabled with information transmitted to EZiCom (see page 15).

## Event Logging

The Metropolis detects and logs the following events:

<b>Errors</b>	Errors are problems that prevent correct functioning. When an error is detected the Metropolis will go out of order and an error code will display on the screen.
<b>Warnings</b>	Warnings are potential problems that will lead to an error unless corrective action is taken. When a warning is detected the Metropolis will continue to function and a warning code will be generated.
<b>Information messages</b>	Each time a person accesses the machine using an iButton key, the key code and type of authorisation are recorded in the Metropolis's memory. Other information codes are also logged.

The date and time of each event is logged, along with the relevant details. The status menu gives technicians access to a list of current errors and warnings, and to a log of past events. After taking corrective action errors and warnings must be cleared to return to normal service.

If a machine is online, logged information can also be transferred to a remote database. This information can be accessed by parking meter managers (see page 15) who can track changes and ensure that problems are fixed.

## Wireless Communication

If wireless communication is enabled, the Metropolis can connect to a remote server via a secure private network.

### Information Received by the Metropolis

The following information is sent from remote servers to the Metropolis:

<b>Authorisation of credit card and mobile phone payments</b>	Sent with every credit card or mobile phone transaction.
<b>Time and date updates</b>	Sent at set intervals and with each credit card and mobile phone transaction.
<b>Configuration file updates</b>	Sent at set intervals, if available (typically overnight).
<b>Firmware updates</b>	Sent at set intervals, if available (typically overnight).

If wireless communication is enabled, a Metropolis will typically check for updates at a set interval, for example once every 24 hours. If updates to either firmware or configuration files are available, the required files are downloaded from the remote computer to the Metropolis and installed.

### Information Sent from the Metropolis

A Metropolis can send the following information to remote servers:

<b>Credit card details</b>	Sent with every credit card transaction via the secure private network to the credit card clearance house for authorisation.
<b>Transaction details</b>	Sent with each transaction. Details sent include the device ID, transaction amount, method of purchase, machine transaction totals, date and time details, and error status.
<b>Scheduled report</b>	Sent at a set interval (for example, every half hour). Details sent include the device ID, transaction totals, error status, and date/time settings.
<b>Event report</b>	Sent when an error or warning is detected. Also sent when information code is generated, such as when the doors are accessed using an iButton key.

### Accessing Information via EZiCom

When wireless communication is enabled information can be logged onto the EZiCom Central Management System (EZiCom CMS).

The EZiCom CMS is a secure web based system enabling parking management to access the system with a user name and password. Each user is assigned a level of access which determines the information available to them. Technical service requirements, audit reports, and revenue transaction details are available on screen and in a variety of report formats. Reports can be configured to run at preset times, with an option for reports to be automatically emailed as attachments. Contact Global Integrated Solutions for further information.

### Cash Acceptance

The Metropolis is shipped with a coin acceptor appropriate for the region where it will be used. At commissioning, the DIP switches on the coin acceptor must be set (see page 39) to accept specific coin denominations and currencies to meet requirements. DIP switches must also be set on the BNA version to specify which bank notes will be accepted.

# Installation

## In This Section

Planning the Installation .....	16
Choose the Location .....	17
Select the Right Foundation .....	17
Option to Install with Mains Power .....	18
Plan for a Safe Installation .....	18
Install a Foundation Cradle .....	19
Equipment and Materials for Mounting the Metropolis .....	20
Prepare the Metropolis for Mounting .....	21
Mount the Metropolis on the Foundation .....	24
Secure the Metropolis .....	25

## Planning the Installation

It is important to plan parking meter installation carefully.

### Typical Installation Process

1. Choose appropriate locations  
↓
2. Select appropriate foundation  
↓
3. Plan for a safe installation  
↓
4. Prepare required tools  
and materials  
↓
5. Pour the foundation  
↓
6. Mount the unit

Standard installation uses battery power with a solar power trickle charge. The Metropolis may also be connected to the mains power grid - refer to Option to Install with Mains Power (see page 18).

## Choose the Location

Select locations with due consideration of important factors such as the:

- Proximity to traffic and likely impact zones.
- Visibility to drivers and customers.
- Proximity to parked vehicles.
- Space available for pedestrians on footpaths.
- Mobile phone reception.
- Light availability for solar power.
- Ease of preparing foundations.
- Location of underground power cables and pipes.
- Mains power supply source (if required).
- Exposure to flooding or excessive moisture.
- Aesthetic considerations.

Provide an adequate distance between the Metropolis and moving vehicles. Try to avoid locations where it is more likely to be hit by a vehicle, such as at intersections and behind reversing vehicles.

In more exposed situations or to comply with local regulations, you may consider erecting additional barriers such as bollards, but these are not generally required.

## Select the Right Foundation

There are two main variations in the type of foundation required:

- Bolt onto a foundation cradle (see page 24) cast in concrete (see page 19).
- Use anchor bolts to bolt onto an existing concrete foundation/ surface (see page 25).

Global Integrated Solutions can supply a foundation mounting cradle with each Metropolis purchased. The cradle offers the following benefits:

- It is likely to make installation faster, with fewer problems.
- It is extremely hard to remove and therefore secure.
- It guarantees that the Metropolis will be able to be turned 90 degrees if required.

If there is already a solid concrete surface strong enough to support the Metropolis, and if it is best to minimise damage to this surface, it may be an option to drill holes directly into the surface. Then use anchor bolts to bolt the Metropolis down (see page 25).

## Option to Install with Mains Power



**WARNING – Risk of electric shock! If the Metropolis is connected to mains power, lethal voltages will exist in the machine. The machine must be correctly earthed and the mains power must be disconnected before installing, cleaning, or servicing the machine.**

There is the option of trickle charging the Metropolis batteries via an adaptor connected directly to the mains power grid.

- A qualified expert should design an appropriate system that will function safely and correctly in your circumstances.
- The cabling and equipment installed inside the Metropolis must not be so bulky that it interferes with the operation of the doors.
- While laying the foundation, a qualified electrician must install the mains power cable that will be connected to the Metropolis. The cable must pass through the centre of the foundation cradle.
- When mounting the Metropolis on the foundation, the mains power cable must pass through the centre hole in the base of the machine.
- A qualified electrician must connect the mains power supply to the Metropolis.



**Mains power installation must be done by a qualified electrician and must adhere to all relevant codes and standards.**

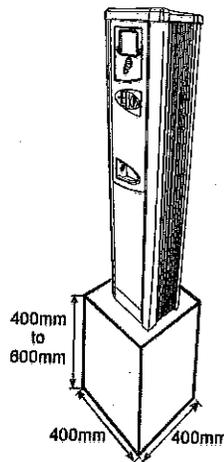
## Plan for a Safe Installation

Take appropriate safety precautions and preventative measures when installing the Metropolis, including the following:

- Locate existing underground cables and pipes by consulting the local territorial authority before installation.
- Ensure that adequate barriers and warning signs are erected to make the installation site safe - for the installers, motorists and pedestrians.
- Make provision for covering any unfilled foundation holes.
- Make provision for the safe lifting of the Metropolis. It weighs 90 kg and requires a minimum of two people to lift it from the pallet into position on the foundation.
- If mains power will be connected to the Metropolis, ensure that the power is switched off and isolated at the time of installation.

## Install a Foundation Cradle

1. Dig a hole. The recommended **minimum size of the foundation is 400 mm square by 400 mm to 600 mm deep**. This is particularly important when installing the foundation into turf.



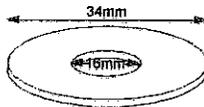
2. If connecting the Metropolis to the mains power grid (see page 18), a **qualified electrician** must install the mains power cable.
3. Lay concrete with the foundation cradle embedded in it. Note the following:
  - The **cradle must project about 5 mm above the concrete surface**, so that high points in the concrete will not press against the Metropolis when it is installed.
  - The **top of the mounting cradle must be precisely level** when the foundation is completed. Use a spirit level.
  - Dirt and concrete must not enter the bolt holes in the cradle.
  - If mains power is to be connected to the Metropolis, the electrical cable must pass through the centre of the cradle (see page 18). Ensure that the power is switched off at the time of installation.

Allow sufficient time for the concrete to set before mounting the Metropolis on the cradle.

## Equipment and Materials for Mounting the Metropolis

The following tools and equipment are required when mounting each Metropolis on the foundation:

- The Metropolis.
- Quick Start Guide.
- Cash tin lock and key.
- Upper door manual lock (if not already installed) and key.
- Mid plate lock (if not already installed) and key.
- Spanner to fit the locks (supplied with the locks).
- 7 mm socket screwdriver.
- T20 screwdriver and bit.
- Allen keys - 1.5, 2 and 3 mm.
- Cutting tool (for removing packaging).
- Spirit level.
- Small narrow nose pliers.
- Hammer.
- Thread lock compound (to prevent the nuts on the locks from working loose).
- Expansion foam or other suitable compound (to seal around the hole in the Metropolis base - recommended).
- 16 mm spanner/ socket (to fit the bolts that secure the Metropolis to the pallet).
- Galvanised spacers/ washers of varying thicknesses for levelling the Metropolis if required - typically with a 16 mm inside diameter (to fit the foundation bolts), and 34 mm outside diameter.



- If using the foundation cradle, you will need:
  - Galvanised M16 bolts provided with the cradle.
  - 24 mm spanner/ socket to fit the bolts.
  - Galvanised 16 mm spring washers (lock washers).
- If bolting the Metropolis directly into concrete, you will need:
  - Anchor bolts appropriate for the particular surface/ foundation material - typically galvanised 16 mm diameter anchor bolts at least 110 mm long.
  - Spanner/ socket to fit the anchor bolts.
  - Drill with the correct size and type bits to drill holes in the foundation.
  - Marker to mark hole positions on the foundation.

## Prepare the Metropolis for Mounting

### Remove the Packaging

The Metropolis is shipped packaged in cardboard and mounted onto a wooden pallet.



**Take care not to damage the exterior surface of the Metropolis with a cutting tool.**

1. Carefully remove the packaging - cut retaining straps and pull the packaging off the top of the Metropolis.
2. Dispose of the packaging appropriately, recycling it if possible.

### Open the Doors

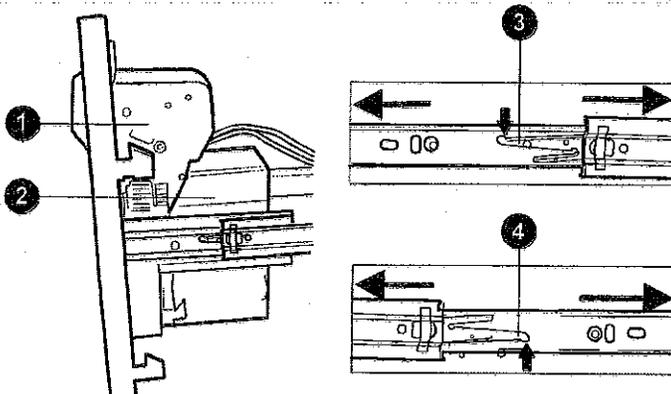
The Metropolis is shipped with the bottom door open - once packaging is removed, simply pull it open.

If the upper door lock is installed, open the door with the manual key (see page 31) - a label fixed inside the coin reject tray should allow you to identify the correct key. A special tool devised for the purpose allows a technician to open the top door via the small opening to the upper compartment created when the lower door is open (however, this is tricky to accomplish and ideally should not be relied on).

### Remove the Cash Tin

1. Remove the cash tin from the lower compartment (cash vault).
2. Open the cash tin. It is shipped without a lock.
3. Check that the following items are in the cash tin:
  - Ticket roll.
  - Cam for the cash tin lock.
4. Remove these items from the tin and place them safely aside for later use.

### Remove the Lower Door and Batteries



1. Bank note acceptor
2. Bank note cassette
3. Latch released
4. Latch released

1. Unplug the electrical connection to the bank note acceptor.
2. Release the latch on each of the four rails connected to the door. To release each latch:

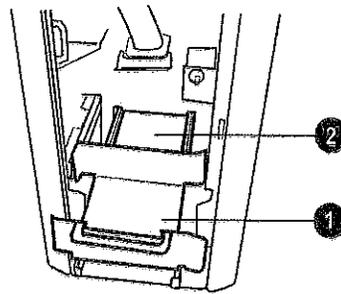
- Press down on a right side latch or up on a left side latch to release it, as pictured above.
- Pull the inner section of the rail off the latch.

Releasing the latches allows the separation of the inner and outer rail sections.

3. Hold the two top rails, each rail in one hand, and pull backwards to remove the door.
4. Remove the batteries from the bottom of the lower compartment where they are stored when the Metropolis is shipped.

### Remove the Coin Tin Slide

1. Remove the coin tin tray which is mounted on the inner rails at the bottom of the machine.
2. Unscrew the four fasteners holding the coin tin gear plate (the fasteners are underneath it to the rear), and remove it to give access to the base of the Metropolis.

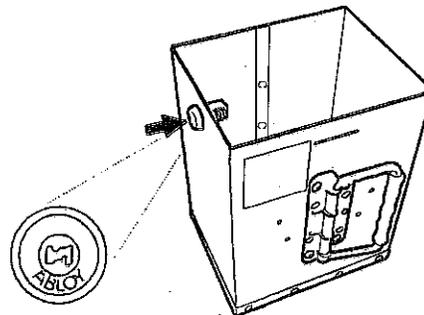


1. Coin tin tray
2. Coin tin gear plate

### Fit the Cash Tin Lock and Lid

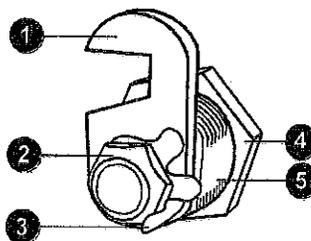
If not already fitted, fit the cash tin lid and lock:

1. Select the correct lock for the cash tin.  
**Do NOT confuse the cash tin lock, mid-plate lock, and manual door lock.**
2. Unscrew the small nut at the end of the lock and remove it together with the metal tag.
3. Unscrew and remove the large nut from the lock.
4. Insert the lock through the hole in the cash tin, oriented so that the name engraved on the lock is below the keyhole (shown below).



5. Screw the large nut onto the lock. Use a spanner to tighten it against the tin.

6. Fit the cam onto the lock in the orientation pictured below.



1. Cam
2. Small nut
3. Metal tag to secure the small nut
4. Large nut
5. Body of cash tin lock

7. Replace the metal tag.
8. Screw on and tighten the small nut to secure the cam.
9. Bend at least one section of the metal tag to prevent the small nut and cam working loose.
10. Use the cash tin key to test the lock.
11. Fit the lid on the cash tin:
  - Insert the free hinge into the slot in the cash tin and close the lid.
  - Lock the lid on the cash tin with the cash tin key.

#### Fit the Upper Door Manual Lock

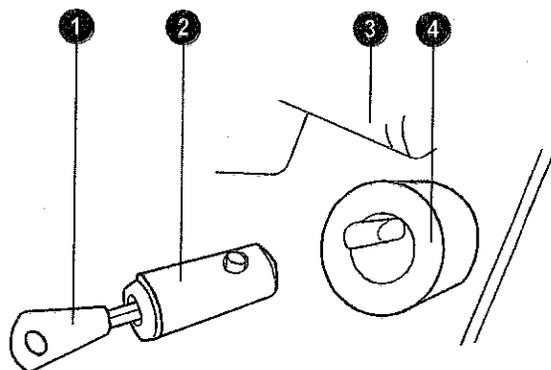
If not already installed, fit the upper door manual lock:

1. Simply slide the barrel lock into the housing.  
**Do NOT confuse the cash tin lock, mid-plate lock, and manual door lock.**
2. Use the key to test the lock, ensuring that it locks securely.

#### Fit the Mid-plate Lock

If not already installed, fit the mid-plate lock.

1. Simply slide the barrel lock into the housing.  
**Do NOT confuse the cash tin lock, mid-plate lock, and manual door lock.**
2. Use the key to test the lock, ensuring that it locks securely.
3. Leave it secured.



1. Manual key
2. Mid-plate lock
3. Upper door motor
4. Mid-plate lock housing and opening between the upper and lower compartments

## Mount the Metropolis on the Foundation

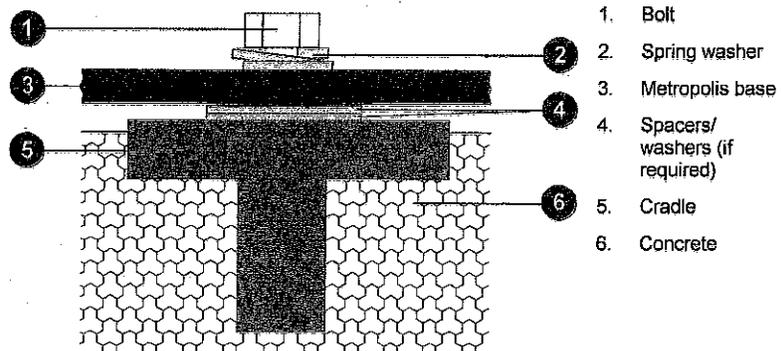
There are two main options for mounting the Metropolis on a foundation:

### Option 1: Bolting onto a Foundation Cradle

1. After the concrete has set, use a spirit level to check that the cradle is still level.

**If it is not precisely level, place spacers/ washers of the correct thickness over the cradle bolt holes before the Metropolis is mounted. Ensure that the Metropolis will be level when mounted.**

2. Check that there are no high points in the concrete that will put pressure on the base of the Metropolis when it is bolted down.  
**If there are high points, try to remove them, or else use spacers/ washers to raise the Metropolis above any high points.**
3. Ensure that the Metropolis is supported so that it will not fall over when unbolted from the pallet.
4. Unbolt it from the pallet.
5. Lift the Metropolis into place on the foundation cradle. It weighs 90 kg and requires a minimum of two people to lift it from the pallet into position on the foundation.
6. Ensure that the Metropolis is supported so that it will not fall over.
7. Use 4 x M16 bolts to bolt the base of the Metropolis to the foundation cradle which is embedded in concrete. Each bolt must pass through a spring washer located between the bolt head and Metropolis base. Tighten the four bolts evenly, a little at a time.



8. Tighten the bolts securely, but do not compress the spring washers completely.
9. Double check that the Metropolis is level - horizontally and vertically.



**It is important that the Metropolis is precisely level, that a high point on the foundation surface does not put pressure on the base of the unit, and that you do not overtighten the bolts. This is because excessive force on the base of the Metropolis can bend the frame and make the doors jam.**

It is advisable to seal around the edge of the Metropolis base hole with a suitable compound to prevent the ingress of dust and debris.

**Option 2: Bolting Directly into Concrete**

1. Use the base of the Metropolis or a suitable template to mark the hole positions on the foundation.
2. Drill a hole the required diameter and depth in each marked position.
3. Use a spirit level to check that the foundation surface is level.

**If it is not precisely level, place spacers/ washers of the correct thickness over the drilled holes before the Metropolis is mounted. Ensure that the Metropolis will be level when mounted.**

4. Check that there are no high points in the concrete that will put pressure on the base of the Metropolis when it is bolted down.
5. Support the Metropolis so that it will not fall and unbolt it from the pallet.
6. Lift the Metropolis over the holes, and support it so that it will not fall. It weighs 90 kg and requires a minimum of two people to lift it from the pallet into position on the foundation.
7. Use four anchor bolts to bolt the Metropolis to the holes in the foundation.

If spacers are used to level the unit, the bolts will pass through the spacers, with the spacers located between the Metropolis base and the foundation surface.

8. Tighten the anchor bolts. As they are tightened, they expand to grip the surrounding concrete.
9. Double check that the Metropolis is level - horizontally and vertically.

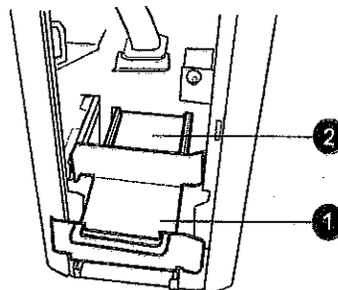


**It is important that the Metropolis is precisely level, that a high point on the foundation surface does not put pressure on the base of the unit, and that you do not overtighten the bolts. This is because excessive force on the base of the Metropolis can bend the frame and make the doors jam.**

**Secure the Metropolis****Replace the Coin Tin Slide**

After bolting the machine down:

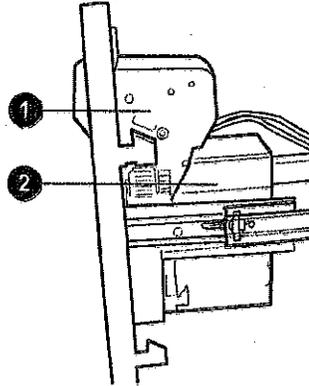
1. Replace coin tin gear plate and tighten the four fasteners.
2. Replace and secure the coin tin tray.



1. Coin tin tray
2. Coin tin gear plate

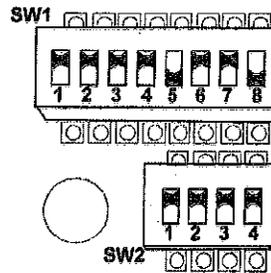
### Check BNA DIP Switches & Fit the Cassette

1. Unclip and remove the bank note cassette if not already removed.



1. Bank note acceptor
2. Bank note cassette (stores notes)

2. Ensure that the dip switches on the bank note acceptor are set as follows:



3. Replace and clip the bank note cassette in place.

### Fit the Lower Door

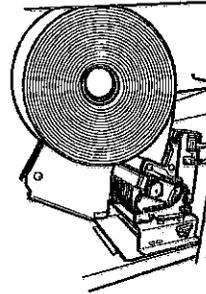


Be careful not to scratch the exterior surface with the sharp edges of the rails.

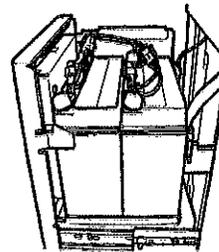
1. Replace the door so that each rail on the door fits into its partner rail protruding from the main cabinet.
2. Push each rail fully into place so that all four rail latches are re-engaged to prevent the door coming off the rails.
3. Replace the electrical connection to the bank note acceptor.

### Locate the Batteries and Ticket Roll

1. Fit the ticket roll onto the ticket roll holder on the printer bracket in the upper compartment (see page 6).



2. Place both batteries on the shelf in the upper compartment. They will be connected when the Metropolis is commissioned.



### Remove the Securing Tape

Remove the colourful adhesive tape securing loose components within the upper compartment.

### Close and Lock the Doors

Before closing the doors, ensure that all steps in the installation are complete.



**To prevent injury, keep your fingers out of the gap when closing the door.**

1. Close the upper door and make sure that it locks securely.
2. Insert the cash tin in the lower door.
3. Close the lower door and make sure that it locks securely.
4. **Put all keys away for safe keeping.**

# Commissioning

## In This Section

Overview .....	28
Equipment .....	29
Load Files from PC to SD Card.....	29
Open the Upper Door with the Manual Key .....	31
Install the SIM Card if Required .....	31
Energise the Metropolis .....	32
Activate the Menu with an iButton Key .....	33
Ensure the Correct Firmware is Loaded .....	33
Reset to the Default Configuration.....	34
Update the Configuration .....	34
Trigger an Update Check .....	36
Set the Device ID .....	37
Set the Date and Time .....	37
Set the Location .....	38
Load the Ticket Roll .....	38
Print a Test Ticket .....	39
Test the Remote Connection .....	39
Set the Coin Acceptor DIP Switches.....	39
Close the Service Door .....	40
Check Payment Options .....	41
Fit Decals if Required.....	42

## Overview

Commissioning involves:

- Installing the modem and SIM card (if required).
- Connecting power to the Metropolis and switching it on.
- Ensuring that the correct firmware is loaded.
- Ensuring that the machine is correctly configured.
- Setting the device ID.
- Setting the date, time, and location (if required).
- Loading the ticket roll.
- Checking that the Metropolis is functioning correctly.

Follow the commissioning steps **in the given order**. Use the commissioning checklist (see page 48) to ensure that all steps are completed.

## Equipment

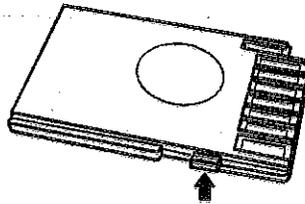
Before you start, make sure you have:

- Quick Start Guide.
- Manual key for the upper door.
- Technician or Supervisor's iButton key.
- SD card with required files.
- Correct SIM card for the local network.
- Small narrow nose pliers.
- Sharp scissors.
- Correct device IDs (may require a map).
- Correct location names (if required).
- Test credit card (if required).
- Customised decals (if required).

### Load Files from PC to SD Card

If firmware and configuration files will be updated manually from an SD card, Global Integrated Solutions sends the required files as email attachments. Follow this procedure to transfer files to an SD card which will be used to update firmware and/or configuration (see page 34). It is assumed that you receive the files on a computer running Microsoft® Windows® (XP or later version).

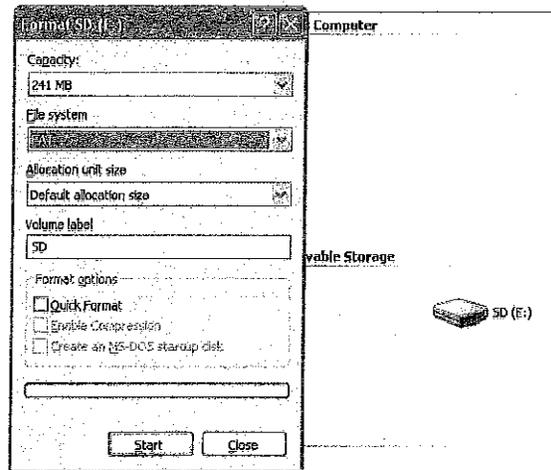
1. Check that the write-protect tab on the SD card is **not** locked, so that information can be written onto the card. The tab must be closest to the end with the metal connectors as shown below.



2. Insert the SD card into the card reader.
3. Plug the card reader into a USB port on the computer.
4. The computer may automatically open My Computer/ Windows Explorer with the SD card open. If it does so, go up a level  to My Computer. If not, open **My Computer** from your desktop or Start menu.
5. Find the **Removable Disk** or **SD** drive that represents the SD card and right click on it.

6. Select **Format** in the right click menu. The Format dialog box will appear. It will look similar to the picture below, but might differ slightly depending on your version of Microsoft® Windows®.

*Example:*



7. Under File System, select **FAT**. Leave the other fields unchanged.
8. Click the **Start** button on the Format dialog. The SD card will be formatted, which will take a few moments.

**If an SD card already holds a number of files, you cannot delete them in the normal way because the FAT file system required by the Metropolis is different from the normal Microsoft® Windows® file system. You must format the SD card as described above to delete any files or to prepare a new SD card for use.**

9. Open the email with attached files sent by Global Integrated Solutions. It will have all or at least some of the following files:
  - File for updating firmware - named FW-----.MFI, where ----- is the firmware version number.
  - Up to five configuration files (see page 9) - names start with TARF, HDWR, INST, OPER, and SECU.
10. Save each file to the SD card:
  - Right click the file in the email window.
  - Select **Save As** in the right click menu. A dialog will appear that lets you select a folder.
  - Navigate to My Computer and open the SD card so that you can save the file to it.
  - Click **Save**.
  - Repeat for each file sent in the email.
11. Use Windows Explorer/ My Computer to view files saved on the SD card.
12. Check that all the files sent in the email have been saved on the SD card.
13. Remove the card reader from the computer.
14. Remove the SD card from the card reader and label it if necessary.

The SD card contains the files required for updating the firmware and/or configuration (see page 34).

## Open the Upper Door with the Manual Key

1. Obtain the manual key for the upper compartment, as well as the unlocking tool for turning the upper door motor manually.
2. At the machine, remove the manual lock cover on the back of the Metropolis.
3. Insert the manual key into the exposed lock.
4. Turn the key to disengage the lock and remove the lock from the lock chamber.

**Do not use excessive force when turning the key as you can damage the lock.**

5. The drive shaft of the top door locking mechanism will now be exposed. Use the unlocking tool to rotate the drive shaft until the lock bars are fully raised.

**Use the unlocking tool slowly and carefully to avoid damaging the motor's gearbox.**

6. The door can now be opened by pulling outwards using the coin tray as a handle.

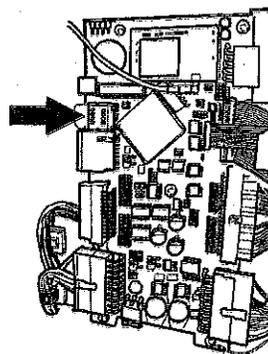
## Install the SIM Card if Required

Install the SIM card if the wireless connection will be enabled on the Metropolis and there is no pre-installed SIM card. Use the correct SIM card for your local network (consult your Metropolis software administrator if unsure).



**Before installing or removing the SIM card, ensure that the power is off or the SIM card and main PCA can be damaged.**

1. Unscrew and lift up the cover over the PCA (main board).
2. Carefully remove the SIM card from the storage holder, and insert it in the slot shown below. The notch in the card must be directed away from the slot and downward.

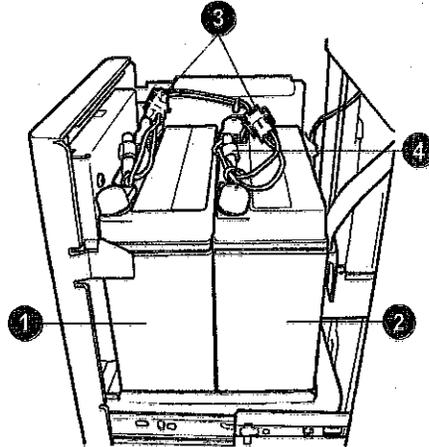


3. Reattach the PCA cover and tighten the screw hand tight.

## Energise the Metropolis

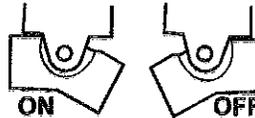
### Connect the Batteries and Switch On

The batteries are normally placed at the bottom of the lower compartment when a Metropolis is shipped. During installation they should have been moved to the shelf in the upper compartment where they are ready to be connected.



1. Battery A
2. Battery B
3. Electrical connectors
4. Fuse holder

1. Make sure that the power switch below the PCA is switched OFF.



2. Plug each battery into the correct electrical connector.
3. Switch on the power switch below the PCA.

### Connect to Mains Power if Required

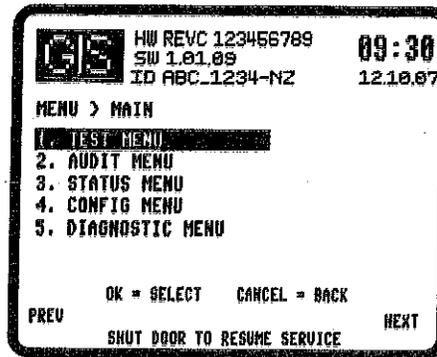


**WARNING – Risk of electric shock! If the Metropolis is connected to mains power, lethal voltages will exist in the machine. The machine must be correctly earthed and the mains power must be disconnected before installing, cleaning, or servicing the machine.**

Following the correct planning and installation with mains power (see page 18), a **qualified electrician** must connect the mains power supply to the Metropolis.

## Activate the Menu with an iButton Key

Hold a Technician or Supervisor's iButton key to the sensor at the side of the reject tray. The service menu will show on the screen.



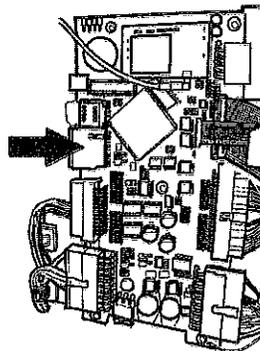
The firmware version is displayed after the letters "SW" near the top of the screen.

## Ensure the Correct Firmware is Loaded

A new Metropolis has production firmware installed. If this production firmware is not the correct version, you will need to upgrade the firmware to the latest version supplied by your Metropolis software administrator.

There are two ways to update the firmware. If wireless communication is installed, the firmware on all machines can be updated remotely - either automatically following regular update checks, or by triggering an immediate update at the machine see page 36. Alternatively a technician can update the firmware using an SD card as described below.

1. Make sure that you have the correct file supplied by your Metropolis software administrator, loaded on an SD card (see page 29). Ensure that the available configuration files and firmware are compatible or the Metropolis may not function correctly. Also determine if it will be necessary to reset to the default configuration after the update.
2. At the Metropolis, switch OFF the main power switch located below the PCA.
3. Insert the SD card into the slot on the PCA (shown below).



4. Switch ON the main power switch.
5. Select **Config Menu** and press **OK**.
6. Select **Update Firmware from SD Card** and press **OK**.
7. Press **OK** when prompted to insert the SD card.

8. A list of firmware files saved on the SD card will appear. If there is only one file, there will only be one option. Select the correct file for the update.
9. Press **OK** to update the firmware. Alternatively, press **Cancel** if you do NOT want to continue.

**The screen will go blank for more than one minute. Do NOT switch off the power.**

10. When a message appears indicating that the firmware has been updated, press any button to continue.
11. After updating the firmware:
  - Reset the configuration to the default values (see below), then
  - Update the configuration.

## Reset to the Default Configuration

When planning firmware updates, **consult your Metropolis software administrator to determine if it is necessary to reset to the default configuration.** You sometimes need to reset to the default configuration directly after a firmware update, notably when commissioning a Metropolis. You must update the configuration files immediately after resetting to the default configuration.



**Resetting to the default configuration will delete all of the current configuration details and all audit information will be lost. The loss of iButton information means that the iButtons will not work until the correct configuration is loaded.**

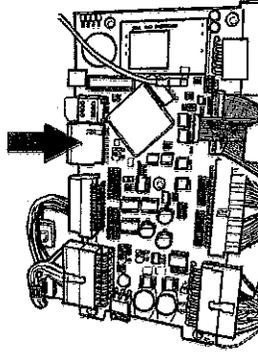
1. Select **Config Menu** and press **OK**.
2. Select **Reset to Defaults** and press **OK**.
3. Confirm when prompted.
4. After resetting to the default configuration, update the configuration files.

## Update the Configuration

There are two ways to update the configuration files. If wireless communication is installed, the configuration files on all machines can be updated remotely - either automatically following regular update checks, or by triggering an immediate update at the machine see page 36. Alternatively, a technician can update the configuration using an SD card as described below.

1. Make sure that you have the correct files supplied by your Metropolis software administrator, loaded on an SD card (see page 29). Ensure that the configuration files and firmware are compatible or the Metropolis may not function correctly.
2. If you want to view the configuration files currently installed on the machine:
  - Select **Config Menu** and press **OK**.
  - Select **View Config File Names** and press **OK**.
  - Press **Cancel** to return to the Config Menu.
3. Switch **off** the main power switch located below the PCA.

4. Insert the SD card into the slot on the PCA (shown below).



5. Switch on the main power switch.  
 6. Select **Config Menu** and press **OK**.  
 7. Select **Update Config from SD Card** and press **OK**.  
 8. Press **OK** when prompted to insert the SD card.

A list of configuration files on the SD card will appear.

9. Specify which file(s) should be used to update the configuration.

Use the arrow buttons to select each listed file. Press the **OK** button to toggle between "YES" and "NO" for each selected file. "YES" means the file will be used in the update.

The first part of the file name shows the type of file, as shown below:

File name starts with	Type of information
INST	Installation
HDWR	Hardware
OPER	Operation
SECU	Security
TARF	Tariffs

The rest of the file name will vary for different versions of the configuration file.

10. When the correct files are specified, select **Load Selected Files** at the bottom of the list of files and press **OK**.  
 11. When prompted, press **OK** to update the configuration. Alternatively, press **Cancel** if you do not want to continue.  
 12. When the update is complete, switch the power off, remove the SD card, then switch on again.

## Trigger an Update Check

A technician can update firmware and configuration (see page 34) using an SD card. As an alternative updates can occur via wireless communication. If wireless communication is enabled, a Metropolis will typically check for updates at a set interval, for example once every 24 hours. If updates to either firmware or configuration files are available, the required files are downloaded from the remote computer to the Metropolis and installed.

A technician can also trigger an update check from the machine as described below.

1. Use a credit card to check that the modem is connecting to the network. Alternatively, if the Metropolis is not in service, follow the procedure to Test the Remote Connection (see page 39).
2. Use a technician or supervisor's iButton key to activate the service menu.
3. Select the **Diagnostic Menu** and press **OK**.
4. Select **DPS Download Check** and press **OK**.

A message appears on the display indicating that the Metropolis is marked to check when next in service.

5. Close the door or press the back switch that is pushed in when the door closes.

The letters "OTAVCO" (Over The Air Version Check) display. The Metropolis will then establish a connection to the remote server.

If a firmware update is available, the letters "FW" and the version number will show on the screen. A counter will count from 0 to 100 while the new firmware file downloads. This will typically take about 10 minutes, but could take longer. When the download is complete, the screen will go blank for about two minutes while the Metropolis reboots and installs the new firmware.

If configuration file updates are available, each file name will display (check the versions are correct). The counter will rapidly count from 0 to 100 in each case. When all configuration files are downloaded, the Metropolis will reboot and should go back into service if normally in service at the current time.

6. If the firmware was updated, check the number after the letters "SW" at the top of the screen. This should be the latest firmware version number.
7. If configuration files were updated, select the **Config Menu** and press **OK**, then **View Config File Names** and press **OK**. Check that the latest configuration files are installed.

## Set the Device ID

When a Metropolis is commissioned it is essential that the correct device ID is entered into the machine so that each machine can be uniquely identified. This is critical for wireless updates and reporting, as well as for the authorisation of credit card and mobile phone payments.

1. Check that you have the correct device ID for the Metropolis at this location.

The device ID will typically follow the following format:

**AAA\_1234-CC**

- **AAA:** three letters that identify the Metropolis owner.
  - **\_:** merchant account identifier (an underscore by default).
  - **1234:** four numbers unique to the machine.
  - **-:** a hyphen.
  - **CC:** two letter country code.
2. Select **Config Menu** and press **OK**.
  3. Select **Install Menu** and press **OK**.
  4. Select **Set Device ID** and press **OK**.
  5. Select the correct first ID character. Press the **Right Arrow** to scroll through the alphabet, digits 1 to 9, an underscore, a hyphen, and space character. The **Left Arrow** scrolls backwards.
  6. When the first character is set correctly, press the **OK** button to set the second ID character.
  7. Repeat the above process until all the characters are set correctly.
  8. After pressing **OK** to set the last element (CC), shut the upper door (or depress the upper door closing switch) to enter the service screen. This will save the new device ID to memory.
  9. Check that the correct ID displays near the top left corner of the screen.
  10. Open the door and reactivate the menu with an iButton key.

## Set the Date and Time

If wireless data communication is installed, the date and time should be automatically updated remotely at regular intervals, as well as with each credit card and mobile phone transaction. If you need to reset the date and time manually, follow these steps:

1. Select **Config Menu** and press **OK**.
2. Select **Install Menu** and press **OK**.
3. Select **Set Date and Time** and press **OK**.

The following date-time elements will display with current values.

<b>hh</b>	hour
<b>mm</b>	minute
<b>YY</b>	year (08 means 2008)
<b>MM</b>	month
<b>DD</b>	day

4. Press the **Left Arrow** to decrease the set hour or the **Right Arrow** to increase the set hour.
5. When the hour is set correctly, press the **OK** button to set the next date/ time element.
6. Repeat the above process until all values are set. After pressing **OK** to set the last element (DD), the date and time will reset to the new set value.

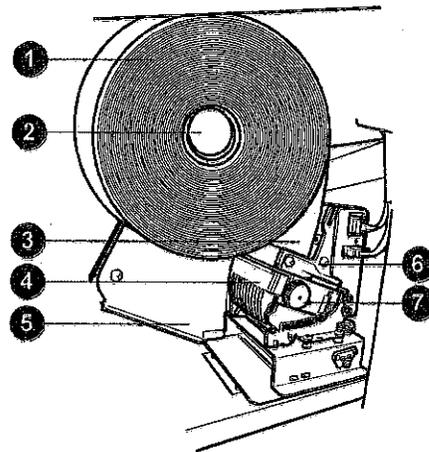
## Set the Location

If the location name, which is printed on tickets, will differ for Metropolis in different areas, edit this parameter. Follow the same method used when setting the device ID, but select **Set Location** in the **Install Menu**.

## Load the Ticket Roll

The ticket roll is normally in the cash tin when a Metropolis is shipped, but during installation it should have been positioned on the support in the printer bracket.

1. Select **Test Menu > Production Menu > Build Test 2 > Load Printer Paper** and press **OK**. This will provide 24 V power to the printer.



1. Ticket roll
2. Ticket roll support
3. Ticket roll feeding into the printer
4. Anti-jam printer cover
5. Printer bracket
6. Printer
7. Green feed knob

2. Remove the ticket roll from the support.
3. Remove the tape securing the end of the ticket roll.
4. Cut a clean, straight end on the ticket roll, removing any sticky residue.
5. Fit the new ticket roll onto the support on the printer bracket.
6. Feed the leading end of the ticket roll into the entry guide of the printer. The printer should detect it and start feeding it through.

Alternatively you can use the green feed knob to manually feed the ticket roll through the printer. Before using the feed knob ensure that the power to the printer is switched OFF so that the automatic feed and manual feed are not working against each other.

7. The ticket roll support can move forwards and backwards. Ensure that it is in the position closest to the printer.
8. Press **OK** or **Cancel** to switch off the power to the printer.

## Print a Test Ticket

1. Select **Test Menu** and press **OK**.
2. Select **Production Menu** and press **OK**.
3. Select **Build Test 2** and press **OK**.
4. Select **Print Test Ticket** and press **OK**.

Check that the ticket prints correctly - with the correct details, clearly printed, and cut to the correct length. **The expiry time on the ticket should be the current time.** If it does not print correctly, repeat.

5. If required, print several tickets to ensure that each ticket prints with the same length.

Selecting **Print Valid Ticket** and pressing **OK** prints a ticket valid for one hour.

## Test the Remote Connection

If wireless communication is enabled, test the remote connection as follows:

1. Select **Test Menu** and press **OK**.
2. Select **Production Menu** and press **OK**.
3. Select **Build Test 2** and press **OK**.
4. Select **Test Modem** and press **OK**.
5. The machine will send a message to the server and report the current connection status.

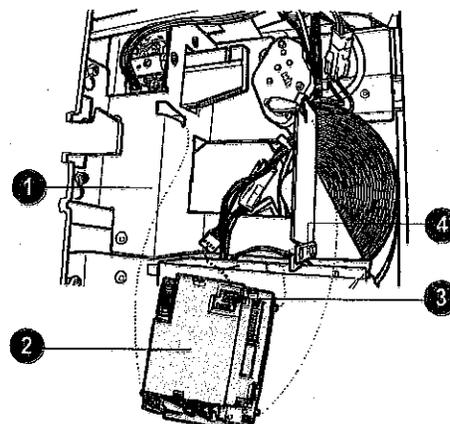
## Set the Coin Acceptor DIP Switches

Changing the coin acceptor DIP switch settings determines which coins are accepted by the Metropolis.

1. Release the locating tags and carefully remove the coin acceptor from the bracket.

**The exact alignment of the coin acceptor in the bracket is critical. Do not to bend the bracket.**

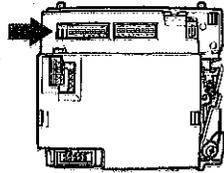
**Take care not to damage the electrical connection to the coin acceptor.**



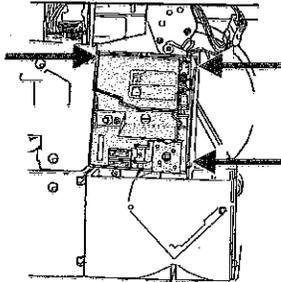
1. Coin acceptor bracket
2. Coin acceptor (removed)
3. Locating tag
4. Electrical plug socket

2. Set the DIP switches to exclude all coins except the the local currency denominations that are acceptable.

The coin acceptor is shipped with all switches off. Coin sets are inhibited by switching certain switches on. The chart stuck to the coin acceptor will assist you to select the correct settings. Contact Global Integrated Solutions for more information.



3. Carefully insert the coin acceptor into place in the bracket.



4. Make sure that the three locating pins (shown by arrows in the above picture) are all fully in the slots and the locating tag is over the lower right locating pin.

### Close the Service Door

1. Press the door all the way closed.
2. Select **Test Menu** and press **OK**.
3. Select **Lock Tech Door** and press **OK**.
4. Hold the door closed while the lock bars lock.
5. Check that the door is securely locked.



To prevent injury, keep your fingers out of the gap when closing the door.



**Jam hazard!** The lock bars are driven by a motor. Keep your hands well out the way of the lock bars when operating the motor to open or close the door.

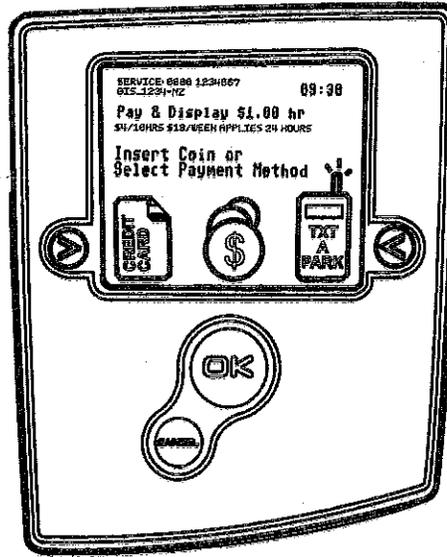
**When the door is closed, the machine should automatically go back into service and the customer payment screen should display if available at the time of day.**

If a message appears indicating that the machine is not in service, clear any errors and try again. If the problem persists, troubleshoot to correct the problem.

If you need to put the machine back in service while keeping the door open for further testing, manually press in the switch on the inner side of the door. This switch is automatically pressed in when the upper door is closed.

## Check Payment Options

When you close the doors and the machine is in service you can do the following checks:



1. Check that the Metropolis accepts coins:
  - Insert a coin into the coin slot.
  - Check that the correct amount and time are displayed.
  - Press **Cancel** to return the money to the reject tray.

If customer payment is not accepted at this time of day, you cannot use this method to test coin acceptance. Instead, use the test menu to test the coin acceptor/coin mechanism.
2. Check that the Metropolis accepts notes:
  - Select the **Test Menu > Peripheral Test Menu > Note Reader** and press **OK**.
  - Insert a note. Check that the correct value is displayed.
  - The note will be returned.
3. Check the wireless connection and card reader (if enabled):
  - Select the credit card payment option.
  - If the Metropolis connects successfully to the payment server, you will be prompted to insert a credit card. If there is a problem with the connection you will be prompted to pay with an alternative method.
  - Swipe a test credit card.
  - Check that a message appears stating that the transaction has been declined. This will indicate that the card has been read. If the card cannot be read, you will be prompted to reinsert it.
  - Press the **Cancel** button.

If the meter is not in service, or customer payment is not accepted at this time of day, test the remote connection by selecting **Test Menu > Production Menu > Build Test 2 > Test Modem**.
4. Check mobile phone payment (if enabled):
  - Select the text payment option.

- If the Metropolis connects successfully to the payment server, you will be prompted to select the required time period. If there is a problem with the connection you will be prompted to pay with the an alternative method.

**If the machine is not functioning as expected, consult the Operating and Servicing Manual for further information.**

### **Fit Decals if Required**

If you are required to fit customised decals to the exterior surface of the Metropolis, apply them in the correct locations. Ensure that they are correctly aligned.

# Appendix

## Technical Specifications

<b>Cabinet</b>	Construction material and finish	Cabinet: extruded solid aluminium. Doors: 4 mm 304 stainless steel. Non-corrosive, powder coated finish.
	Dimensions	Height: 1,480 mm. Width: 340 mm. Depth: 257 mm.
	Weight	90 kg.
<b>Power supply</b>	Batteries (standard)	2 x 17 Ah 12 V. With 3 V battery memory back up.
	Solar panel supplied (standard)	Top integrated panel.
	Fuses at batteries	3 A slow blow.
	Mains power (optional)	220-240 V for New Zealand & Australia. 110 V for USA.
<b>Locking systems and vault</b>	Cabinet and vault	Upper door 6 point locking. Lower door 6 point locking. Abloy executive and iButton electronic locking. Cash vault has an additional gravity operated lock.
	Cash storage	Abloy executive stainless steel self-locking container. Capacity: 4.5 litres.
<b>Customer payment methods</b>	Coin acceptor	Up to 12 coins/ tokens. Rejects foreign, counterfeit and damaged coins.
	Credit card payment (optional)	Available if wireless communications modem fitted. True real time, on line, pre authorized transactions.
	Mobile phone payment (optional)	Available if communications modem fitted and if this service is available in the specific country or region.
<b>Screen display</b>	LCD	160 x 128 pixel backlit graphical display.
<b>Printer</b>	Thermal	24 V DC, 3.5 A, 60 mA standby.
<b>Ticket rolls</b>	Thermal ticket rolls	Ticket width: 60 mm. Max. ticket roll diameter: 130/150 mm - capacity approx. 2,000 tickets per ticket roll. Low sensitivity paper rolls and polypropylene available.
<b>Audit facilities</b>	Audit data and cash clearance reporting	On site: via machine generated reports (standard). Remote: all data available via wireless modem and EZiCom management system (optional).
<b>Installation</b>	Foundation cradle (standard)	4 x zinc coated bolts/washers (M16) bolted into cradle which is cast into a concrete footing.
	Alternative installation	4 anchor bolts directly into a concrete foundation/ surface.
<b>Communications and management software (optional)</b>		EZiCom communications and management software when modem fitted.
<b>Communications modem</b>		GPRS dual modem.

<b>Maintenance diagnostics and warnings</b>	On-site self testing diagnostics (standard). Remote warnings when modem and EZiCom are installed (optional).
<b>Warranty</b>	Standard 12 months - excluding vandalism, willful damage, accidents, acts of God.

## Service Menu

The table on the next page lists all available items in the service menu. A technician's key will allow access to all menu items except for items followed by the word "Supervisor", which can only be accessed with a supervisor's key.

Any menu items that you do not have access rights to will show as "<NOT AVAILABLE>" on the Metropolis screen.

1st Level	2nd Level	3rd Level	4th Level
Test Menu	1. Unlock Tech Door 2. Lock Tech Door 3. Unlock Cash Door (Supervisor) 4. Lock Cash Door (Supervisor) 5. Peripheral Test Menu	1. Test Coin Mech	
		2. Notereader	1. Test Notereader 2. Show Notereader Config 3. Turn Off
		3. Test iButton	
		4. Test Card Reader	
		5. LCD Backlight	
		6. Test Printer	
	6. Dev Tool Menu	1. Dataflash Tools	1. Dump DF Contents 2. Dump Configs 3. Test DF Reset
		2. 1-Wire Debug	
		3. Keyboard Test	
		4. Test 4 Button UI LEDs	
		5. Live Switch Status	
		6. Power Tests	1. All (Serial) 2. Security Board
	6. Production Menu	1. Build Test 1	
			1. Load Printer Paper 2. Print Test Ticket 3. Test I Button 4. Test Card Reader 5. Test Modem
			1. Update Config By SD Card 2. Update FW By SD Card 3. Enable Modem 4. Change Modem 5. Set Date & Time 6. Set Device ID
			1. Clear Errors & Warnings
2. Build Test 2			
3. Config			
4. Status			
Audit Menu	1. Recent Transactions		
	2. Transaction Summary		

1st Level	2nd Level	3rd Level	4th Level
	3. Interim Audit Report		
	4. Clear Audit Totals		
	5. Clear All Totals (Supervisor)		
Status Menu	1. View Error Status		
	2. View Error Log		
	3. Clear all Errors		
	4. Clear all Warnings		
	5. Power Status		
	6. Check Printer Status		
	7 Modem Signal Strength		
Config Menu	1. View Config File Names		
	2. Update Config From SD Card		
	3. Update Firmware from SD Card		
	4. Reset to Defaults		
	5. Operation Menu	1. Enable Credit	
		2. Enable Text-a-Park	
		3. Disable OTA firmware	
		4. Disable OTA config	
	6. Hardware Menu	1. Enable Modem	
		2. Change Modem	
		3. Modem Settings	
		4. Force Modem Restart	
	7. Install Menu	1. Set Date and Time	
		2. Set Device ID	
		3. Set Location	
		4. Show Version Info	
Diagnostic Menu	1. DPS Download Check		
	2. Force Upgrade Marker		
	3. Diag Settings Menu	1. Manual Time Set Only	
		2. Pay & Display Mode	
		3. Disable Self Check	
		4. Enable Remote Reset	
		5. Use Motor Cash Door	
		6. Enable Info Logging	
	4. Security Board	1. Show Status	
		2. Turn 24v On	
		3. Turn 24v Off	
	5. Re-Init LCD		



**Metropolis Commissioning Checklist**

Device ID: \_\_\_\_\_

Step	Action	Done	Comments
1.	Install the SIM card (if required)	<input type="checkbox"/>	
2.	Connect the batteries	<input type="checkbox"/>	
3.	Ensure the correct firmware is loaded	<input type="checkbox"/>	
4.	Reset to the default configuration (ONLY if you have updated the firmware)	<input type="checkbox"/>	
5.	Update the configuration (if required)	<input type="checkbox"/>	
6.	Set the device ID	<input type="checkbox"/>	
7.	Set the date and time (if required)	<input type="checkbox"/>	
8.	Set the location (if required)	<input type="checkbox"/>	
9.	Load the ticket roll	<input type="checkbox"/>	
10.	Print test tickets	<input type="checkbox"/>	
11.	Set the Coin Acceptor DIP Switches	<input type="checkbox"/>	
12.	Close the door	<input type="checkbox"/>	
13.	Check payments options (if required)	<input type="checkbox"/>	
14.	Fit the decals (if required)	<input type="checkbox"/>	

# Index

## A

- abbreviations • 3
- access • 10, 40
- ambient light sensor • 3
- anchor bolts • 17, 25
- arrow button • 3
- auditing • 12
  - audit menu • 44
  - audit totals • 12, 13
  - interim audit report • 10, 13
  - transaction summary • 12
- authorisation • See security

## B

- backlight • 3
- batteries • 5, 18, 21, 27, 32
- BNA • 3, 8, See BNA
- bolt • 17, 19, 24, 25

## C

- cabinet • 4
- cable ties • See ties
- cam • 21, 22, 23
- cancel • 3, 10
- care of the Metropolis • 2, 16, 17
- cash collection
  - cash collection report • See interim audit report
  - cash tin • 8, 12, 13, 21, 22
  - cash tin key • 22
- cash vault • 8, 12
- check • See testing
- cleaning • 2
- clear errors • See errors
- clear warnings • See warnings
- coins
  - coin acceptance • 15
  - coin acceptor • 5
  - coin denominations • See coin acceptance
  - coin escrow • See escrow
  - coin shutter • 5
  - coin slot • 4
- commissioning checklist • 48
- commissioning equipment • 29
- components • 3, 4, 5, 6, 7, 8
- config menu • 44
- configuration • 9, 10, 14, 34
- cradle • See foundation cradle
- credit card

- card reader • 41
- credit card • 14, 15
- credit card payment • 4
- credit card transactions • 12, 13
- testing credit card payment • 39, 40

## D

- date • 14, 37
- decals • 29, 42
- device ID • 9, 37
- diagnostic LEDs • See LEDs (light emitting diodes)
- diagnostic menu • 44
- display • 3
- door
  - fit the lower door • 26
  - iButton access • 10
  - latch • 21, 26
  - lock bars • 21, 23
  - lower door (cash door) • 8, 10, 11, 21, 27
  - manual key access • 11, 21
  - remove lower door • 21
  - service menu • 44
  - ties • 21
  - top door • 5, 10, 21, 27, 40

## E

- electric shock • 2
- electrical cables • 7
- electrical connectors • 7, 32
- enforcement • 10
- equipment • 20, 29
- errors • 14, 41
- escrow • 5
- events • 14, 15
- EZiCom • 15

## F

- features • 1
- feed button • 6
- feed knob • 6, 38
- file • 9, 33, 34
- firmware • 9, 14, 33
- foundation • 16, 17, 19
- foundation cradle • 17, 19, 20

## G

- gas strut • 8, 26
- grand totals • 12
- guard • 10, 12, 13
- guard's key • 10

## H

- hardware file • 9, 34

## I

- iButton
  - iButton keys • 10, 13, 33, See access
  - iButton sensor • 4
- in service • 40

information messages • 14  
 installation  
   foundations • See foundation  
   cradle, See foundation  
   installation file • 9, 34  
   installation locations • 17  
   installation planning • 16  
   installation safety • 18

**L**

latch • 21, 26  
 LEDs (light emitting diodes) • 7  
 Left Arrow button • 3, 10  
 limiting cam • 23  
 load printer paper • See ticket  
 location • 38  
 lock • 11, 20, 21, 22, 23, 31  
 lock bar • 21, 31  
 log • 14  
 low ticket roll sensor • 6

**M**

mains power • 18, 19, 32  
 manual key • 11, 23, 27, 31  
 menu • 10, 33, 34, 41, 44  
 mid plate lock • 20, 23  
 mobile phone payment • 1, 12,  
 13, 14, 15, 39, 41  
 modem • 7, 29  
   modem aerial • 7  
   modem testing • 39  
 mounting • 20, 24  
 MRU (motorised reject unit) • 5

**O**

OK button • 3, 10  
 online communication • See  
   wireless communication  
 operation file • 9, 34

**P**

packaging • 21  
 pallet • 24, 25  
 parking enforcement • See  
   enforcement  
 payment service • 14, 15, 39  
 PCA • 7, 31, 33, 34  
 power supply • 18, 32, 43  
 power switch • 7, 32, 33, 34  
 printer • 6, 38, 39, 41  
   anti-jam printer cover • 6  
   print a test ticket • 39  
   print and feed buttons • 6  
   printer bracket • 6, 38  
   tickets • See ticket

**R**

rails • 5, 21, 26  
 reject chute • 5  
 reject tray • 4, 5  
 remote connection • See  
   wireless communication

**S**

safety • 2, 18, 27, 40  
 scheduled report • 15  
 screen (LCD) • 3, 4  
 SD card • 7, 9, 33, 34  
 security • 9, 10, 11, 34  
 security file • 9, 34  
 security plate • 23  
 SIM card • 7, 29, 31  
 software • 9  
 software administrator • 9, 33,  
 34  
 solar panel • 4  
 solenoid • 8  
 spacers • 20, 24, 25  
 spirit level • 20, 24, 25  
 status menu • 44  
 supervisor • 10, 12, 44

**T**

tariffs • 9, 34  
 technical specifications • 43  
 technician • 10, 12, 13  
 test coin payment • 41  
 test menu • 44  
 testing • 39, 41  
   customer payment • 41  
   printing • 39  
   remote connection/ modem •  
   39, 41  
 text payment • See mobile  
   phone payment  
 thread lock • 20, 23  
 ticket • See printer  
   ticket chute • 4  
   ticket roll • 6, 21, 27, 38  
   ticket roll support • 6, 21, 38  
 ties • 21  
 time • 14, 37  
 tools • See equipment  
 Torx • 20, 23  
 transactions • See auditing  
 txt-a-park payment • See  
   mobile phone payment

**U**

user interface • 3, 4

**V**

view error status • See errors

**W**

warnings • 14  
 washers • See spacers  
 wireless communication • 14,  
 31, 39

[WWW.GISLONLINE.COM](http://WWW.GISLONLINE.COM)

## **Tab 16: Warranties, Extended Maintenance and Software Support**

*Refer also to attached GPS draft "Maintenance and Services Agreement".*

### *Warranty:*

*Metro Pay Station is offered with a two (2) year warranty (supply of parts, exchange and/or replacement) and excludes on-site labor. Acts of vandalism, abuse, neglect or force majeure are not covered. Warranty period commences date of delivery to store/installation on site.*

*Replacement/exchange parts are supplied ex-works (greater Fort Lauderdale, FL or Philadelphia, PA). Freight and/or delivery costs are the responsibility of GPS.*

### *Extended Warranty:*

*An Extended Warranty (EW) for year 3-7 is offered. EW covers all major electronic components but excludes batteries and consumable items. The warranty extension is contingent upon; 1) warranty payments (if any) are current; 2) the equipment is not abused or damaged in any way and maintained according to the manufacturer's requirements; 3) only GPS supplied or approved consumable items such as receipt paper are used AND 4) routine preventative maintenance has been performed and documented for the life of the machine.*

*Warranty extension allows for supply of parts, exchange and/or replacement and excludes on-site labor. Acts of vandalism, abuse, neglect or force majeure are not covered.*

*Replacement/exchange parts are supplied ex-works (greater Fort Lauderdale, FL or Philadelphia, PA) or other location as may be required. Any freight and/or delivery costs are the responsibility of the Customer.*

### *Spare Parts:*

*Spare parts are available for purchase per the attached spare parts price list. Price list will be updated from time-to-time as may be required and advance notification will be given when possible.*

*Spare parts pricing will be held firm for the first 2 years of the contract. Pricing may be subject to a maximum 5% increase per annum for years 3 to 5.*

*Parts will be shipped ex-works (greater Fort Lauderdale, FL or Philadelphia, PA) or other location as may be required to fill parts orders. Freight and/or delivery costs are the responsibility of the Customer.*

### *Maintenance and Support:*

*First-line support and maintenance will be the responsibility of Customer. GPS will train Customer nominated personnel in the support and maintenance of the parking pay stations. Help*

# Maintenance & Services Agreement

## Statement of Work

THIS STATEMENT OF WORK is made this *[insert day of insert month of insert year]*.

**BETWEEN** City of XXXXXXX  
of XXX XXXX XXXXX,  
Florida, 33XXX (Customer)

**AND** **Global Parking Solutions USA LLC**  
of 200 West Washington Square, Suite 200,  
Philadelphia, Pennsylvania, 19106 (GPS)

This is a Statement of Work pursuant to the Parking Meter Purchase Agreement *[insert title]*  
between Customer and GPS dated *[insert date]*.

### Section

1. Customer Details
2. Contract Term and Termination
3. Contract Obligations
4. Contract Summary
5. Routine Corrective Maintenance
6. Preventative Maintenance
7. Reactive Maintenance
8. Spare Parts, Consumables and Extended Warranty
9. Tariff and Security Programming
10. Customer Training Services
11. Communications, Credit Card Transactions, EZiCom and Reporting
12. GPS Help Desk Support
13. Public Hotline
14. Alterations to Equipment covered under Contract
15. Contract Exclusions, Limitation of Liability
16. Invoices and Payments
17. Attachments:
  - A Site Details and Equipment Listing
  - B Response Obligations
  - C Other Obligations
  - D Schedule of Fees

## 1. Customer Details

Customer Name: Insert details

Postal Address:

Physical Address:

Phone No:

Fax No:

## 2. Contract Term and Condition of Execution

- 2.1 Term: 7 years
- 2.2 Commencing: [insert date].
- 2.3 Expiring: [insert date].
- 2.4 Conditions: [e.g. renewal options]
- 2.5 Termination:

(a) Rights of Termination by Either Party

Either party may terminate this Agreement immediately by written notice to the other party (Defaulting Party), and without liability, if:

- (i) an Insolvency Event occurs in respect of the Defaulting Party;
- (ii) the Defaulting Party fails to perform any of its material obligations or otherwise breaches any material provision of this Agreement and such failure or breach, if capable of remedy, is not remedied within 10 Business Days of being notified to the Defaulting Party by the non-Defaulting Party; or
- (iii) the Defaulting Party fails to commence or continue to take remedial action in accordance with a process or program agreed in writing by the parties in relation to a breach of the Defaulting Parties material obligations or a material provision of this Agreement, which is not otherwise capable of being remedied.

(b) Consequences of Termination

On termination or expiry of this Agreement:

- (i) The Customer must pay GPS all amounts that are the subject of correctly rendered and undisputed invoices issued for work performed up to and including the termination date; and
- (ii) The Customer must:
  - a. deliver to GPS (and not retain any copies of) Confidential information of GPS and other property of the GPS identifiable or

designated as GPS property (including documents, records, registers, files, security packets, stationary, checks and agreements) relating to the Services, in the possession or control of the Customer; and

- b. return the ITS/GPS IP to GPS (or if requested by GPS, destroy it so that it is irretrievable) in the electronic format, magnetic media, paper or other form as specified by GPS.

(c) Survival

Termination or expiry of this Agreement for any reason does not extinguish or otherwise affect any rights of either party against the other which accrued prior to the time of the termination or expiry, or otherwise relate to or arise from any breach or non-observance of obligations under this Agreement which arose prior to the time of the termination or expiry, or the provisions of the Agreement which by their nature survive termination.

### 3. Contract Obligations

- 3.1 GPS is the sole authorized distributor of the Parking Meter System manufactured by Integrated Technology Solutions Ltd (ITS).
- 3.2 Maintenance, Support and Services will be provided in accordance with the details provided in this document.
- 3.3 GPS shall ensure at all times it has an adequate stock of spare parts and consumables in order to ensure that the agreed terms of the Contract are met. The provision of parts includes parts and consumables required to operate the Equipment excepting those as scheduled in **Section 15 Contract Exclusions**.
- 3.4 The customer agrees, to give full and free access including the necessary keys, and ibuttons to GPS and its approved representatives to carry out the necessary maintenance work.
- 3.5 GPS shall be responsible for the services as tabled in **Section 4** for the Equipment listed in **Section 16 Attachment A** and other activities reasonably undertaken to ensure the maximum operating availability of the Equipment.

## 4. Contract Summary

For the purposes of clarification the Maintenance, Support and Services obligations provided shall include:

Service	See Section	Select one and insert below <ul style="list-style-type: none"> <li>• YES</li> <li>• NO</li> <li>• N/A</li> </ul>
Routine Corrective Maintenance	5	NO
Preventative Maintenance	6	NO
Reactive Maintenance	7	YES
Spare Parts, Consumables & Extended Warranty (unless otherwise excluded as per Section 15)	8	YES
Tariff and Security Reprogramming	9	YES
Customer Training Services	10	YES
Communications, Credit Card Transactions, EZiCom and Reporting	11	YES
GPS Help Desk Support	12	YES
Public Hot line (direct to GPS)	13	N/A

## 5. Routine Corrective Maintenance

5.1 Routine Corrective services are the day to day support services required for simple machine rectifications and first-line response to machine warnings and errors. This includes:

- a. Periodic clearance of any operational jams in:
  - i. coin mechanism
  - ii. bill validator
  - iii. card reader
  - iv. ticket printer
- b. Replacement of new ticket rolls from GPS stock and ticket printer testing after replacement. The ticket rolls will be invoiced separately as they are used.
- c. Daily check on communications connectivity on EZiCom2 Central Management System.
- d. Responding to machine errors and warnings identified by EZiCom2.
- e. Logging Call outs with GPS Help Desk for faults other than Corrective Services.
- f. Reapplication of any damaged or missing decals. (Customer Stock)
- g. Cleaning exterior of machines and removal of any graffiti/posters.
- h. Periodic paint touch up or repainting of machines.

To be undertaken by City of Miami Beach.

## 6. Preventative Maintenance Services

6.1 Preventative Maintenance is a regime to maintain machine reliability, ensure warranty obligations are met and ensure that all assets are fully operational, in good condition and compliant at all times.

This includes:

- a. Operational testing of machines.
  - i. Coin / Bill acceptance
  - ii. Printing of Tickets
  - iii. Credit Card payment functionality
  - iv. Communications Connectivity
  - v. Locking System – Service Door
- b. Internal cleaning.
  - i. Printer head
  - ii. Coin mechanism / Bill Validator
  - iii. Credit Card Reader
  - iv. Service Cabinet internals
- c. Testing and checking of machine service diagnostics and error code logs.
- d. Check and test all components.
- e. Replacement of faulty components still under warranty.
- f. Replacement components and spare parts are provided as part of the contract when due to fair wear and tear.
- g. Advise Client of any components that are out of warranty that will soon require future replacement due to excessive wear and tear.
- h. Check labeling and overall appearance of machines and advise Customer if replacements are required.
- i. Check and update the version of the machine operating software / firmware as instructed by the manufacturer
- j. Check machine is firmly secured to the footing

### 6.2 Hours of Work

GPS is to undertake preventative maintenance services generally during the hours of 0830 to 1700 daily Monday to Friday (excluding Public Holidays)

### 6.3 Frequency

The preventive maintenance will be performed quarterly (every 3 months) on each machine.

To be undertaken by City of XXXXXXX.

GPS will provide training to allow City of XXXXXXX staff to perform Preventative Maintenance according to manufacturer requirements.

## 7. Reactive Maintenance Services

7.1 Reactive maintenance is required to correct machine malfunction or failure to minimize the impacts of any loss of service, inconvenience to users and to protect the asset and goes beyond the level 1 support provided by Customer technicians.

### 7.2 Call Out Methods

There are several methods for Reactive Service to be instigated.

a	Logged by the Customer to GPS Help Desk Support.
b	Prompted by EZiCom2 On-Line Monitoring System Alerts and Warnings.

Under the terms of this Contract the Call Out Methods are scheduled in:

#### **Section 17 Attachment B Response Obligations**

### 7.3 Hours of Response

GPS is to respond to and rectify machine faults within the agreed response times.

Under the terms of this Contract the Hours of Response are scheduled in:

#### **Section 17 Attachment B Response Obligations**

7.4 Where on-site works has commenced during the agreed Hours of Response that may result in work outside of business hours, and that work cannot reasonably be held over to the next business day, such work will fall within the provision of this contract and will not attract additional fees/costs.

### 7.5 Outside of Hours of Response for Emergencies

Where Customer Call Outs are requested outside the Hours of Response and attendance on site is required this service is available at the rates set out in:

#### **Section 17 Attachment D Schedule of Fees**

GPS support provided on an "as needed" basis or as an Optional Extended On-Site Maintenance/Software Support fee.

## 8. Spare Parts & Consumables Management

- 8.1 GPS is to ensure the availability of replacement components and spare parts (exchange and/or replacement) within the agreed response time when required.
- 8.2 When parts and components are replaced in the remedy of machine faults the removed parts and component will be sent to a GPS facility.  
Customer will be responsible for cost of freight unless part is covered under the initial 2-year warranty in which case GPS will be responsible for all freight costs.  
Should a faulty part be considered to be uneconomical to repair the part will be replaced with either a new part or a part of equal age and quality.  
Replacement components and spare parts are provided as part of the contract when:
- a. Faulty components are under warranty or extended warranty plan; and
  - b. Due to fair wear and tear
- 8.3 Ordering and purchasing and stock management of Machine Decals is the responsibility of the Customer.
- 8.4 Ordering and purchasing and stock management of Ticket Rolls is the responsibility of Customer / GPS [delete as appropriate].
- 8.5 Supply of spare parts (either purchased or under an extended warranty plan), consumables such as replacement ticket rolls, keys, ibuttons and new batteries are chargeable at the rates set out in:

### Section 17 Attachment D Schedule of Fees

## 9. Tariff and Security Programming

- 9.1 Tariff Programming is normally managed by GPS. As part of GPS' obligations pursuant to this Agreement it shall provide Tariff Programming if required by the Customer. Unless specifically included in the contract, tariff changes will be charged at rates detailed in

### Section 17 Attachment D Schedule of Fees

All tariff program changes are included in the Ezicom2 Contract Fee.

- 9.2 For ibuttons and keys under GPS care, the reprogramming of ibuttons and ibutton and key replacements due to loss or theft is the responsibility of GPS.

For ibuttons and keys under Customer care, the reprogramming of ibuttons and ibutton and key replacements due to loss or theft is chargeable.

Additional ibuttons and keys for Customer use are also chargeable.

All ibutton reprogramming is included in the Ezicom2 Contract Fee.

- 9.3 Under the terms of this Contract any Tariff and Security Programming Obligations are scheduled in:

### Section 17 Attachment C Other Obligations

## 10. Customer Training Services

- 10.1 Under the terms of this Contract any Refresher Training Obligations are scheduled in: **Section 17 Attachment C Other Obligations**