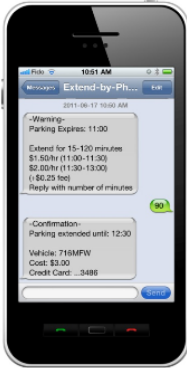


# Extend-by-Phone – How the Consumer Works it

by DigitalElena 3 years ago by, Extend, Overview, paystation, Phone

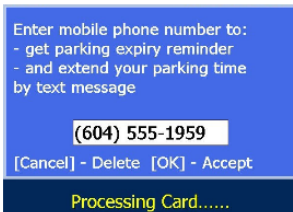
Extend-by-Phone is an easy and convenient way for the consumer to add time to their parking using mobile phone text messaging. Through a series of texts, the service sends reminders to consumers that their parking time is expiring and in turn receives notification from the consumer to add time on. It's designed with speed in mind so that the parking interaction between the consumer and the technology is seamless. No pre-registration's required; just a credit card to pay and a mobile phone to text.



All the back-end configuration is done by you. Digital Iris does the rest once the consumer opts in to pay for Pay-by-License Plate or Pay-by-Space parking.

It works like this ...

The consumer enters their space or license plate number and pays for their parking with their credit card. As the transaction begins to complete, the pay station prompts the consumer to enter their credit card number. The credit card number is needed to bill the consumer against the card should they opt to extend time by phone.



As the parking time begins to count down to expiry, Digital Iris texts the consumer to remind them their parking time is about to end. The text message will go out 10 minutes before expiry, although you can control the time span through a simple configuration in Digital Iris. The option to extend time is available only if a rate is in effect. If a policy restricts extending beyond a configured time frame, then no text message reminder will be sent. Read up on [policies](#) and [rates](#).



The consumer texts back the extra time to tag onto their parking ...



and receives a confirmation text message a few seconds later. The parking time is successfully extended remotely.

