

Sippi Permit System Walkthrough

Customer and Client Portals

Version 1.0

User Registration Letter

Once the Permit System is fully set up, we will send **letters** to all users inviting them to register for a Permit



sippi

340A

Resident or Occupier
5 SureStore Staples Close (Atria)
Redhill Industrial Estate
Redhill
Staff ord
ST16 1WQ

You have been invited to ePermit - the platform that makes creating and managing permits easier than ever. To apply for your parking permits, sign up using the QR code.

Parking location:

Demo Crescent
Staples Close
Redhill
ST16 1WQ

See our FAQ page for how to sign up, apply for a permit and other common queries at https://faq.sippi.com/

Get in touch

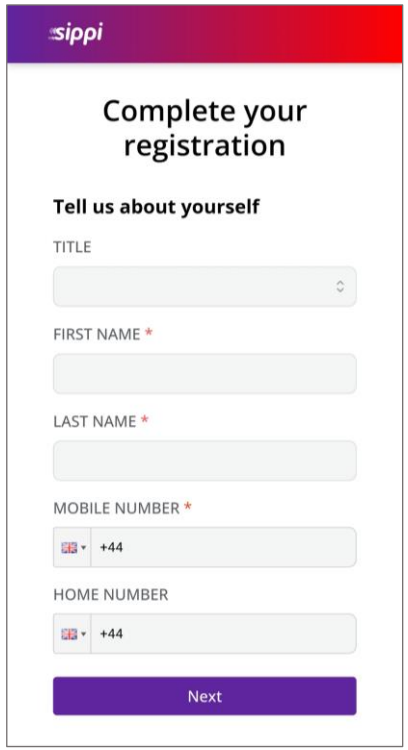
E: permitssupport@sippi.com
Ph: 4403454635050

Each letter contains a **unique QR code** linking the user details to the system

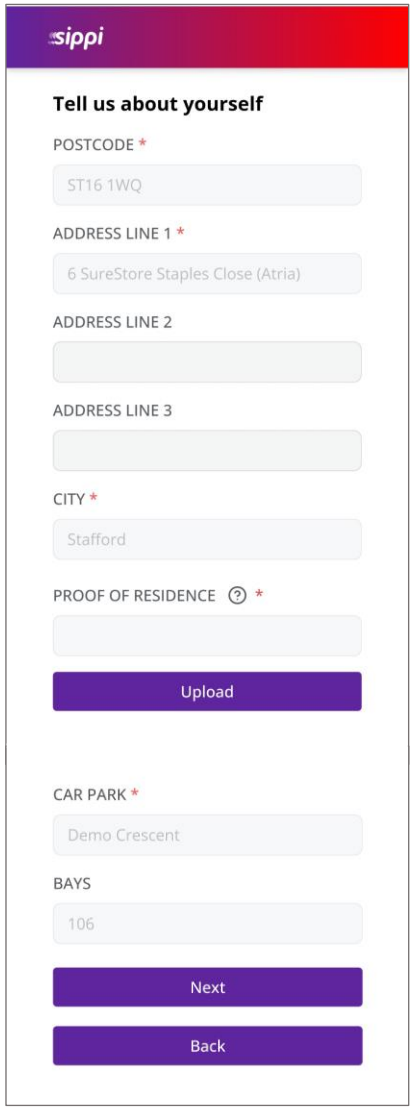
Scanning the QR code with a mobile device provides a link that takes the User to a **Registration Landing Page**…….

If, for any reason, the QR Code doesn't work, the user can request a weblink using the 'Get in touch' details at the foot of the letter

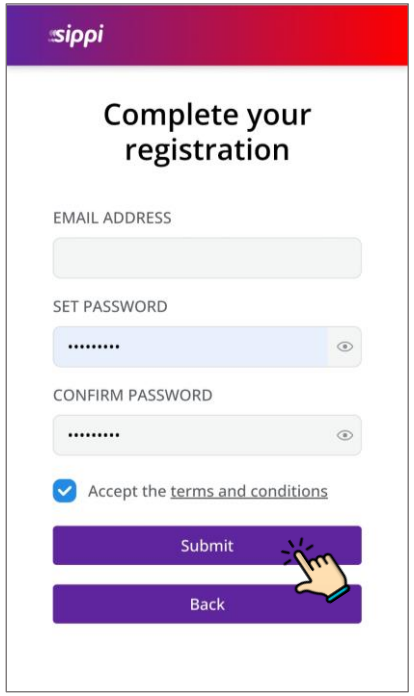
User Registration **Landing Page**



To register on to the system, the User is asked to complete a short **Registration Form**



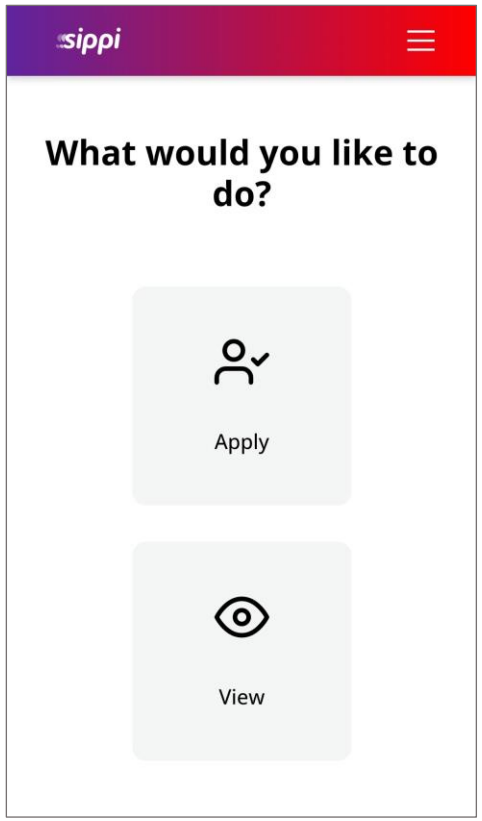
Some details will be **pre-populated – Address details**



The User completes the process by setting up their own **password** and submitting

Once registration is complete, the user is automatically taken to the **Home page**…..

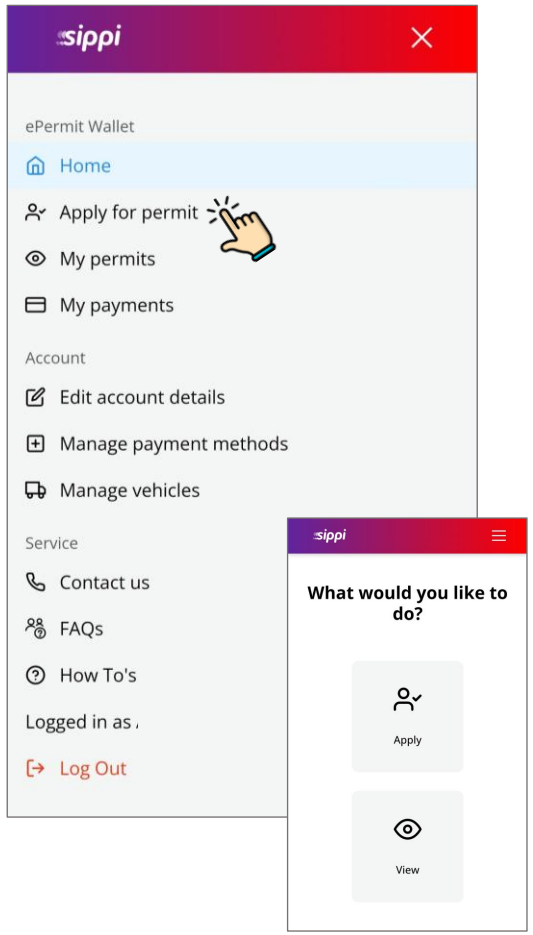
Home Page and Main Menu



Home page

The Home Page (and all other pages) includes a **Hamburger** menu button

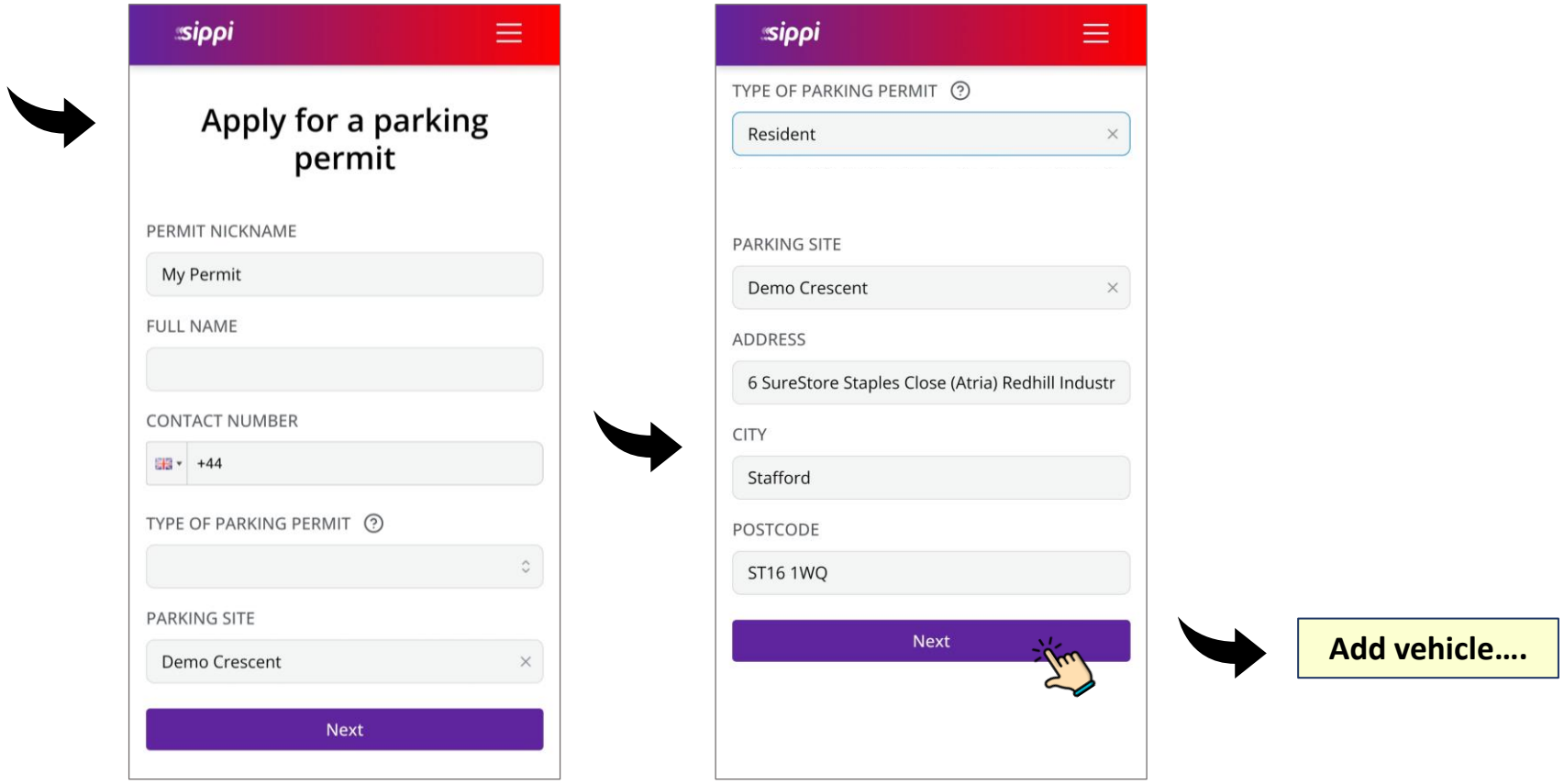
Select the **Hamburger icon** to go to the User Main Menu page



The Main Menu provides a **range of functions** for the **User** to view and manage their account

We will look at how to **'Apply for Permit'** first.

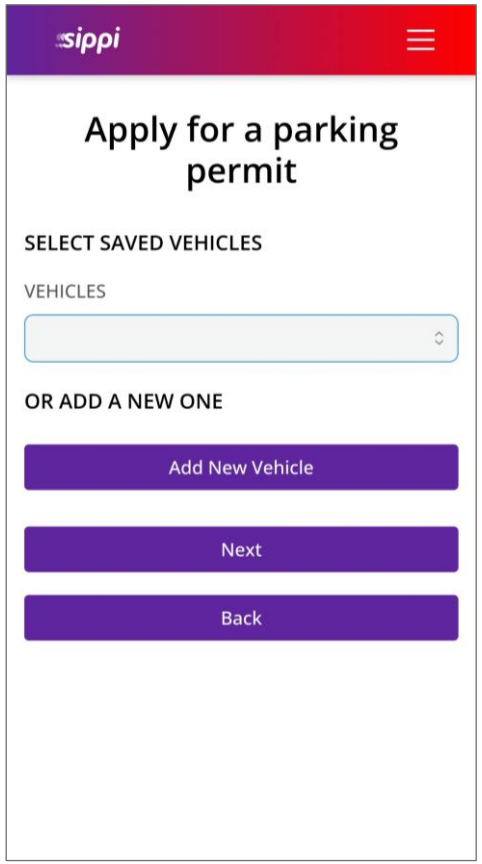
This can be selected from either the Home page **or** the Menu page



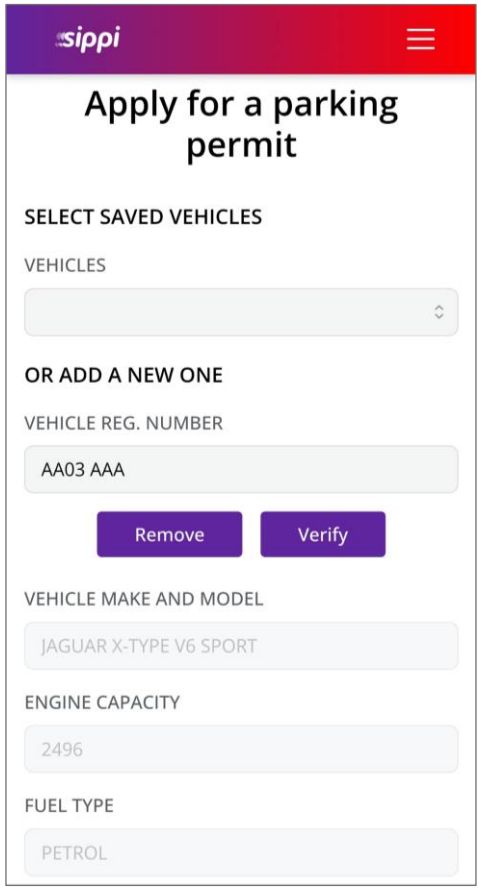
Add vehicle….

Check pre-populated information is correct; permit type, site, address

Permit Application – Assign a Vehicle to Permit

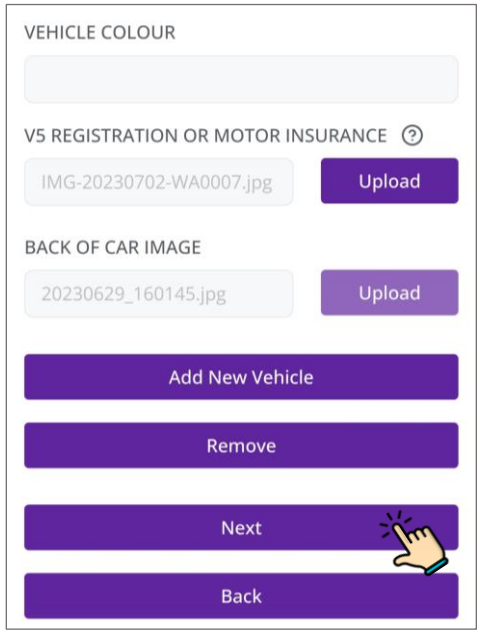


Assign Vehicle to Permit

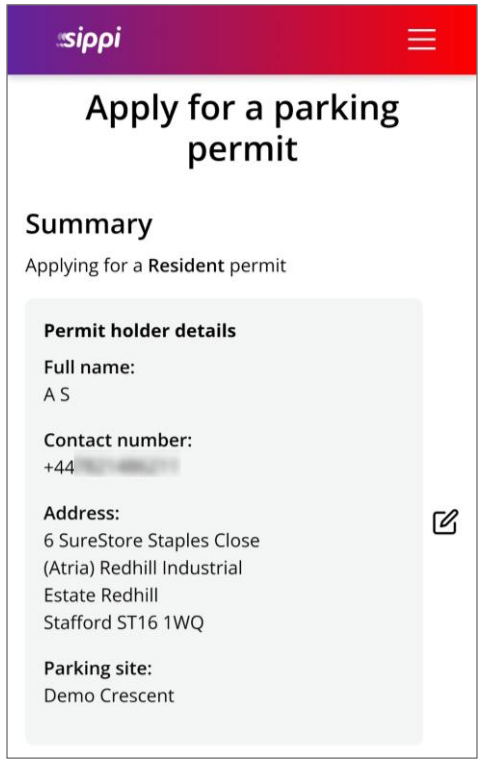


If User has previously set up a vehicle for another permit this can be selected from the **Saved Vehicles** drop down

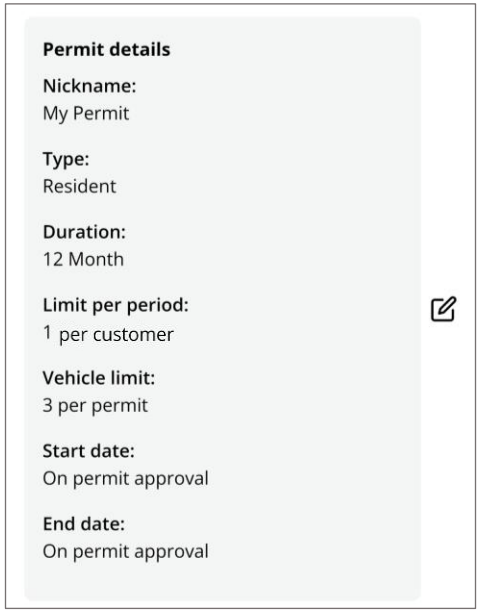
Otherwise **enter VRM and 'Verify'** to auto-populate vehicle details directly from the **DVLA database**



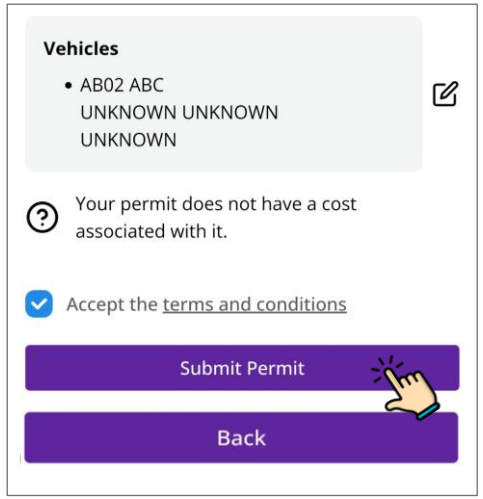
Go to **Permit Summary**



The User checks the **Summary** and (if applicable) any payment request details

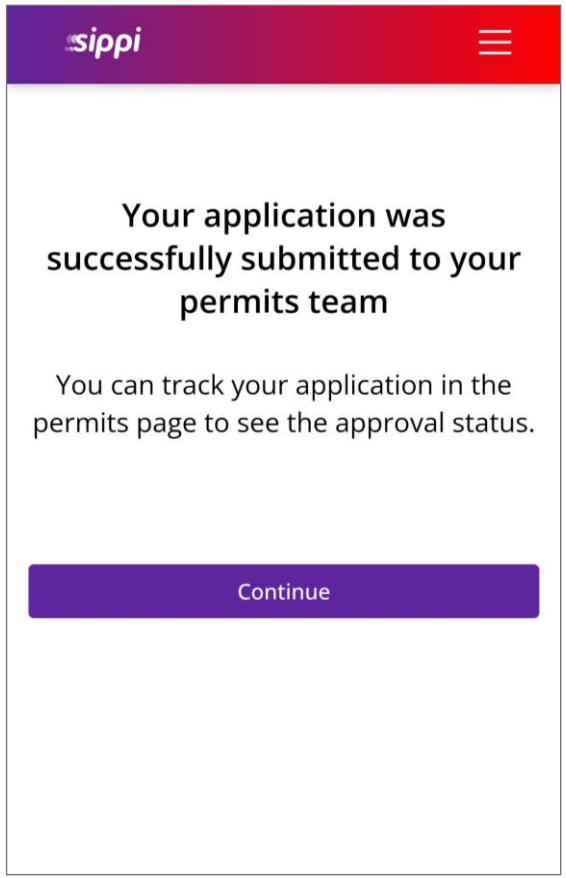


The User can **edit entered details** via the edit buttons



Once the User is happy, the permit request can be **submitted**

Permit Application – Confirmation of Submission



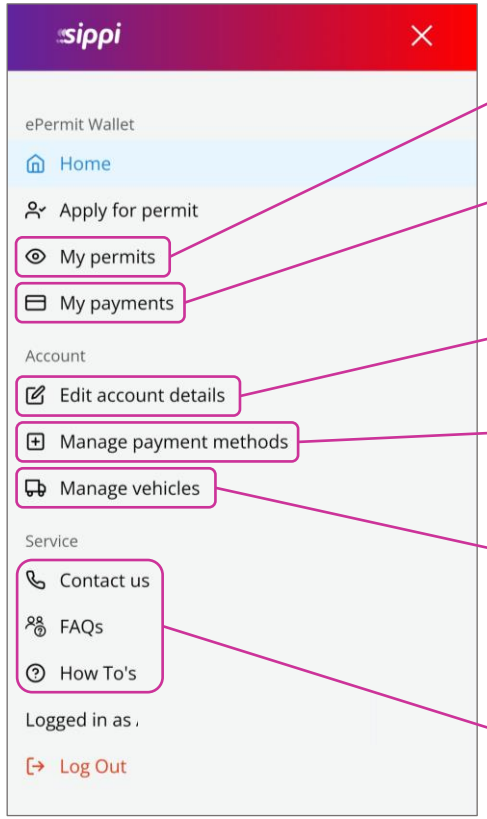
The User receives an **acknowledgement** that the application has been sent

Other User Functions

This following provides an **overview** of other **functions** available to the user for managing their account.



Also accessible via the **View** option from the Home page



The user can view both a summary and specific details of **all permits** (pending**,** current and expired) linked to their account.

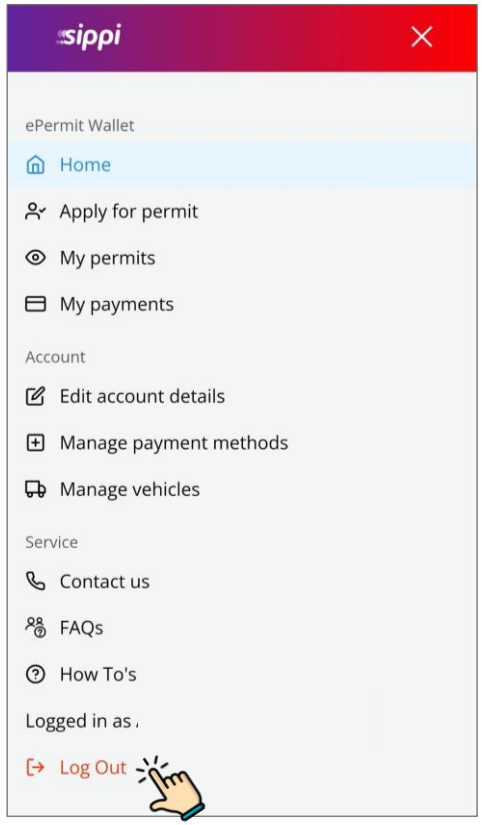
The user can view both a summary and specific details of **all payments** made under the account.

The user can edit personal details including their **phone number, email address** and **password.**

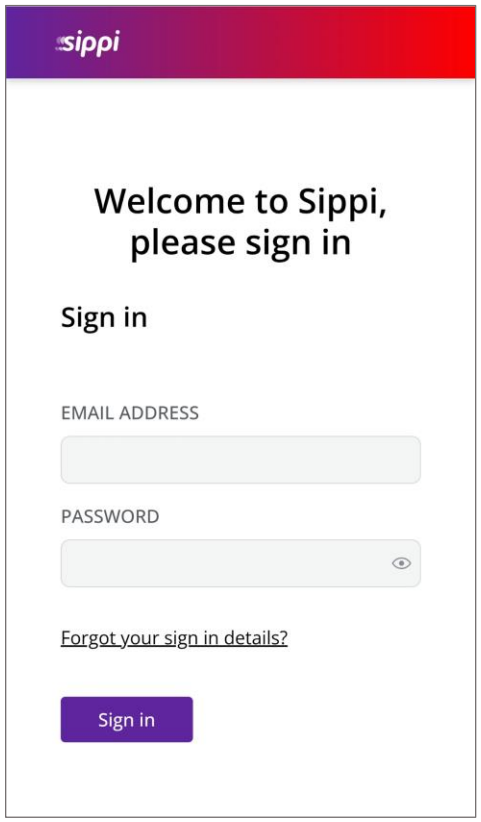
If there is a fee associated with a permit, the user will need to set up a payment method. The user can view, edit, add and delete **payment methods** through their debit or credit card.

Vehicles are assigned to each permit during the application process. The user can view, edit, add and delete their **vehicle details** as necessary according to use.

The user can call up a series of help functions including an extensive list of **FAQs**, '**How To**' videos as well as the use of a '**Contact Us**' form.



The User can **Log Out** of their account at any time



Log back in using **saved weblink**

Email Notifications to Resident

Following processing of the application, the User will receive an **email notification** advising them of the outcome

If the Application is **Rejected** a **reason** will be given - the User has the option to **appeal**



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Permit Application Approved

Hi A,

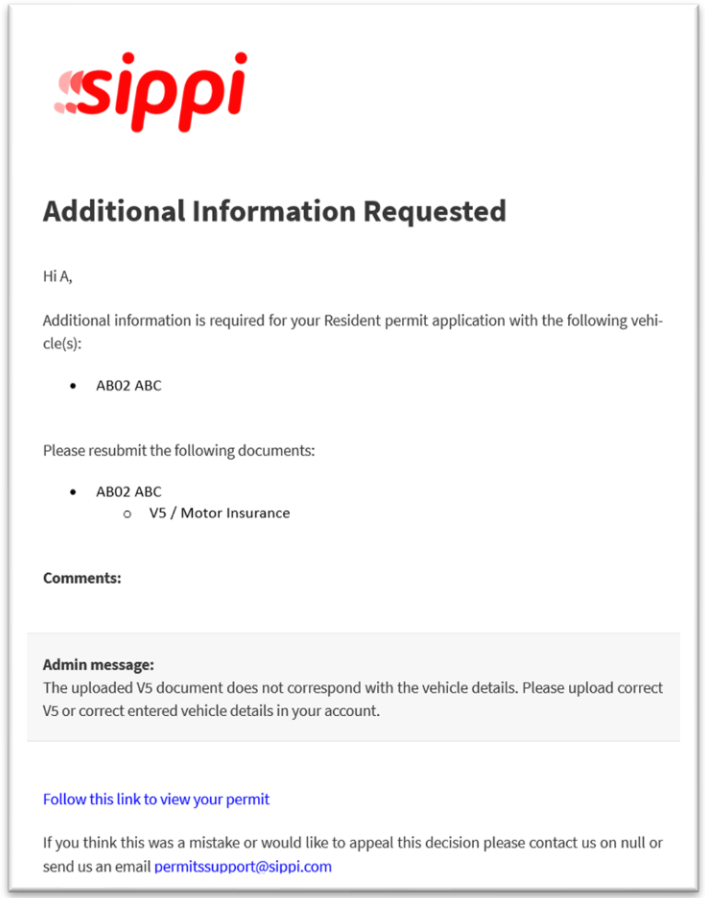
Your Resident permit application, My Permit , with the following vehicle(s), has been approved:

- AB02 ABC

Your permit will be active from 05 Jul 2023 to 31 May 2024.

Follow this link to view your permit

If you have any issues or queries please contact us on null or send us an email permitssup-port@sippi.com



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Additional Information Requested

Hi A,

Additional information is required for your Resident permit application with the following vehi-cle(s):

- AB02 ABC

Please resubmit the following documents:

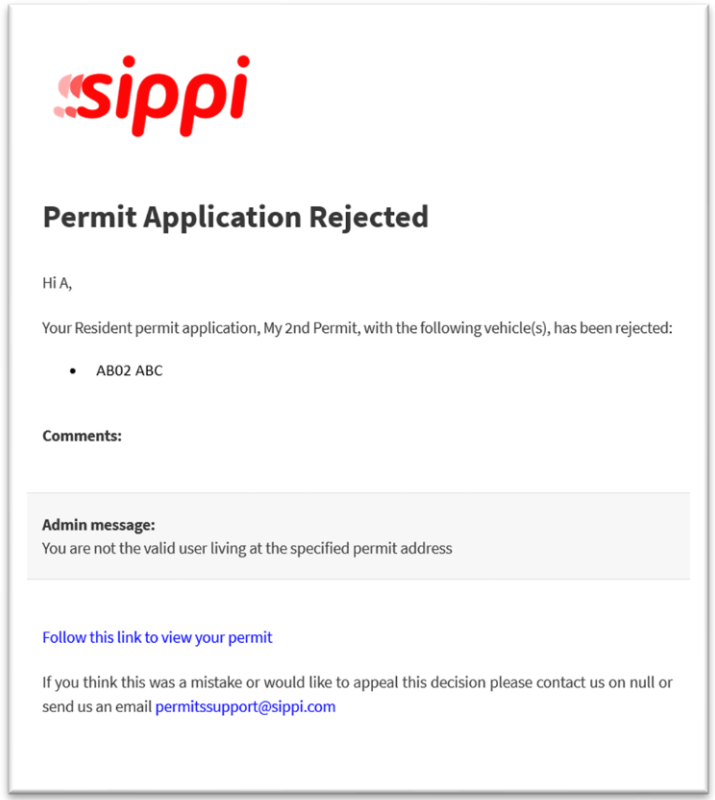
- AB02 ABC
  - V5 / Motor Insurance

Comments:

Admin message:
The uploaded V5 document does not correspond with the vehicle details. Please upload correct V5 or correct entered vehicle details in your account.

Follow this link to view your permit

If you think this was a mistake or would like to appeal this decision please contact us on null or send us an email permitssupport@sippi.com



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Permit Application Rejected

Hi A,

Your Resident permit application, My 2nd Permit, with the following vehicle(s), has been rejected:

- AB02 ABC

Comments:

Admin message:
You are not the valid user living at the specified permit address

Follow this link to view your permit

If you think this was a mistake or would like to appeal this decision please contact us on null or send us an email permitssupport@sippi.com

If **further information** is required, the User will be asked to **re-submit** their application with corrected or additional information