RingGo Corporate

Service Definition Document

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G-Cloud 15

Version: 1.0

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1. About Us

The UK's leading cashless parking solution, RingGo currently processes **nearly 160 million UK parking transactions** every year equating to a **total annual value of cashless parking transactions of around £500 million**.

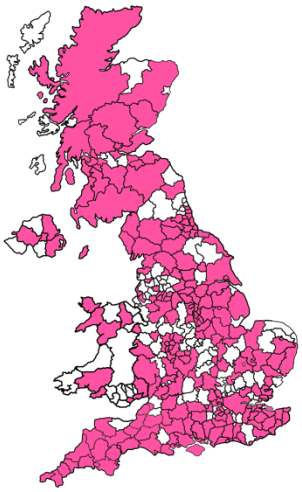
RingGo is part of the **Arrive** group, a global company of industry leading mobility solutions. Arrive unites the expertise of brands including RingGo, Flowbird and Parkopedia under one mission: "Together, we make cities more livable." With more than 3,000 employees operating in 4,000 cities across over 80 countries, Arrive brings decades of experience delivering parking and mobility solutions that enhance convenience, efficiency, and sustainability for communities worldwide.

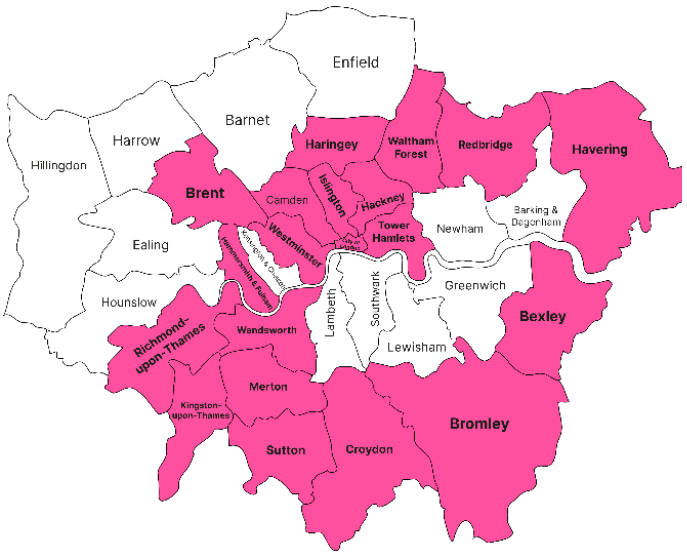
With a UK registered active end-user base of **over 16 million motorists**, RingGo is offered by a wide range of customers including Local Authorities, NHS trusts, universities, agencies such as Natural England, Lake District, Peak District and South Downs National Park Authorities, and Forestry England, train operators such as South Western Railway, East Midlands Railway, Chiltern Railways, ScotRail and Northern Trains, and private operators such as Q-Park, Smart Parking, Premier Park and Total Parking Solutions.

RingGo is operational in more than **500 UK towns and cities at nearly 22,000 locations** and has been the choice of **more than 70% of UK authorities that have deployed cashless parking**. This offers customers tremendous benefits in terms of interoperability, a well-established end-user base and higher adoption rates as evidenced by the RingGo coverage in London and across the UK shown below.

On a national level, **RingGo offers customers unrivalled interoperability across over 190 Local Authorities.** In London more than half of the local authorities, including the UK's largest (in terms of parking revenue), Westminster City Council, offer the RingGo service. Elsewhere, **RingGo is provided in most of the UK's major cities** such as Edinburgh, Glasgow, Birmingham, Bristol, Bradford, Sunderland, Nottingham, Milton Keynes, Oxford, Reading, Southend, Portsmouth, Bournemouth, Plymouth, and Exeter as well as numerous District and County Councils around the country.

RingGo provides parking in Liverpool, Manchester, Cheshire West and Chester, Oxfordshire, Buckinghamshire, Coventry, Peterborough, Hertfordshire, and various other areas in Open Market arrangements, fully engaged and integrated with the **National Parking Platform (NPP)** which is further increasing the availability and accessibility of cashless parking across the UK with end-users able to use the service of their choice in these places.





Because RingGo has been the choice of the majority of UK authorities that have deployed cashless parking, the product has become highly featured to accommodate a correspondingly wide breadth of needs and a number of unique features. For a similar reason the tariff engine that lies at the heart of the RingGo product is extremely flexible and highly configurable. This has resulted in RingGo successfully accommodating every type of tariff across our broad range of customers, **this includes tariffs linked with vehicle emissions.**

2. RingGo Corporate

Enhancing our service offering, RingGo operates a Business to Business (B2B) division specialising in creating and managing business parking accounts for all types of organisations, from sole traders through to public and private sector national operators.

Our specially tailored, sustainable cashless parking solution - **RingGo Corporate** is currently provided for numerous enterprises including BT, Virgin Media, NHS Greater Glasgow and Clyde, Northeast London NHS Foundation Trust, Stockport NHS Trust, and Sky. The solution operates quickly and easily via a pre-paid account, meaning that once registered, employees using the service pay to park in a matter of seconds without the hassle of either carrying coins or wasting time paying and claiming for expenses relating to parking for business. **The companies using this service have reported that they've saved between £500,000 and £3 million each year due to utilising our service.**

RingGo Corporate has been specially developed for enterprises that have employees who drive and park for business. RingGo Corporate works like a digital wallet. The account is pre-paid, operating on a declining balance basis. **The account is 'topped up' manually or automatically with parking funds by an authorised administrator, and employees can park and pay quickly using the RingGo cashless parking service wherever it is available throughout the UK, charging it to the Corporate account with no need to use a payment card or claim expenses**.

RingGo Corporate provides business parking solutions in more locations around the UK than anyone else. With RingGo Corporate your employees won't have to worry about carrying the right change or rushing back to feed the meter – they quickly pay for and extend parking from their phone.

Employers take advantage of the centralised billing systems that significantly reduces expenses admin and can easily access the **RingGo Corporate Management Dashboard** including a suite of reporting tools to gain insights into the efficiency of their fleet. The risk of employees being issued with parking Penalty Charge Notices (PCNs) is also greatly reduced.

RingGo Corporate currently has approximately 500,000 users and over 8,000 corporate accounts.

3. How it works for Employees – Paying for Parking

The RingGo Corporate Account facility can be used by employees to book and pay for parking in any RingGo location across the UK and utilising all RingGo channels, including app, web and IVR.

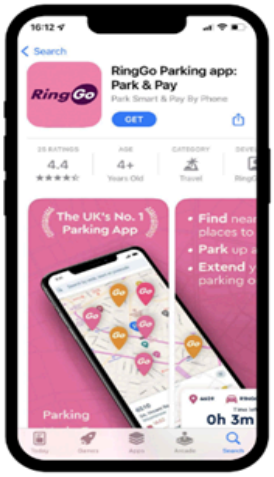
Booking Parking

Operational 24 hours a day, 7 days a week, and 365 days a year, RingGo provides an interactive, self-service cashless parking service that offers multiple secure, safe payment methods, more than any other cashless parking provider. This includes smartphone app (including iOS and Android), text, web, mobile web,local-number phone call to Interactive Voice Response (IVR), in-car (Apple CarPlay / Google Android Auto), and retail (cash option utilising PayPoint).



Taking under 10 seconds on average, booking parking is swift and straightforward using any of the available methods outlined above. The end-user selects the correct parking location, duration, and their vehicle.

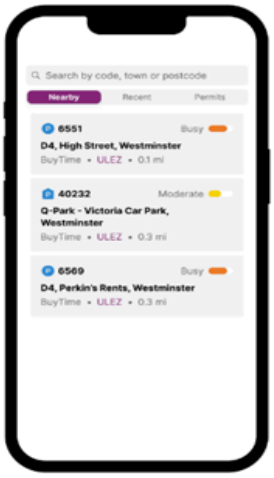
From an end-user point of view, once their vehicle or mobile phone is registered for RingGo Corporate, they just download and use the RingGo app, or another RingGo payment option such as web or IVR, and when they come to pay for a parking session, they are recognised and asked if they wish to use RingGo Corporate instead. This could be to purchase a short stay session, long stay session or season ticket.



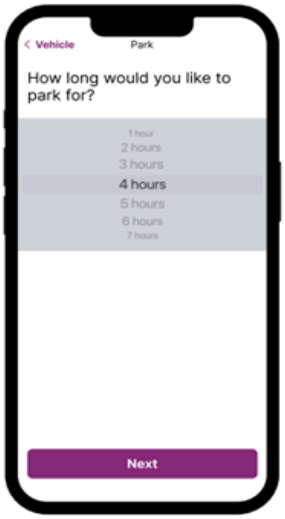
1 **Download RingGo**, the UK's no.1 parking app. You can find us in the App Store or Google Play Store.



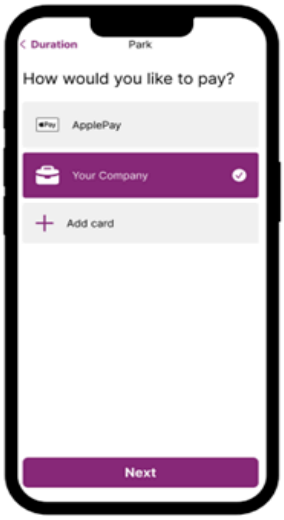
2 **Register** with your email address, phone number and a password. Don't forget to match your phone number to the one your company has registered on the Corporate account.



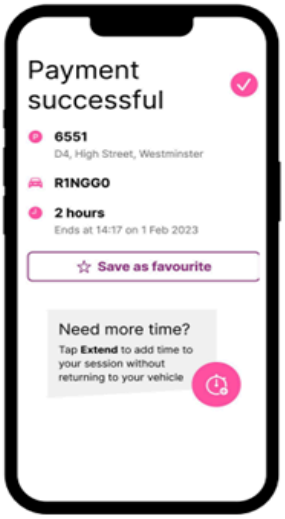
3 **Select your location** by entering the 3-6 digit number shown on nearby signs.



4 **Enter your number plate** and choose how long you'd like to park for. Remember, you can extend this later.



5 **Tap to pay**. Make sure you have selected the **"Corporate"** option instead of your card and hit confirm.



6 And that's it! You're all parked and we've saved your details, so you can park even faster next time.

Extending Parking from Anywhere

End-users can easily add time to an existing parking session from anywhere, remotely.

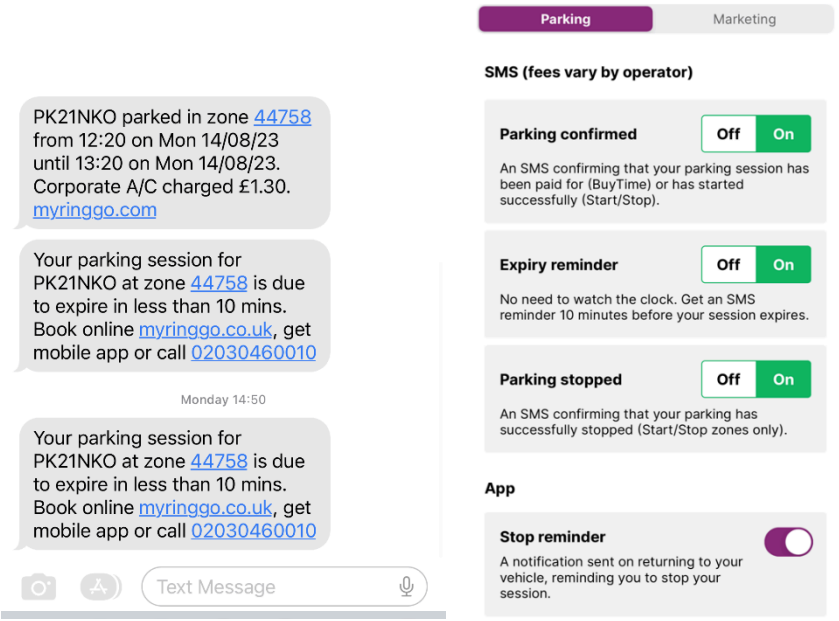
The RingGo system will recognise end-users who have a live session. When they call back/log-in, the system will allow them to extend should parking restrictions allow it.

RingGo shows the end-user their parking session time remaining, and they simply enter a new duration and are presented with a revised total parking cost. They then select their payment method and pay for their parking session using RingGo Corporate.

RingGo will prevent end-users booking more time than the maximum stay allowed or where restrictions are in place.

SMS Notifications and Receipts

End-users receive text (SMS) notifications such as parking confirmations and expiry reminders, and email parking summaries. Currently, reminders are sent 10 minutes before the expiry of a session.



The end-user can also be sent a free RingGo parking confirmation by email.

4. How it works for Administrators – RingGo Corporate Management Dashboard

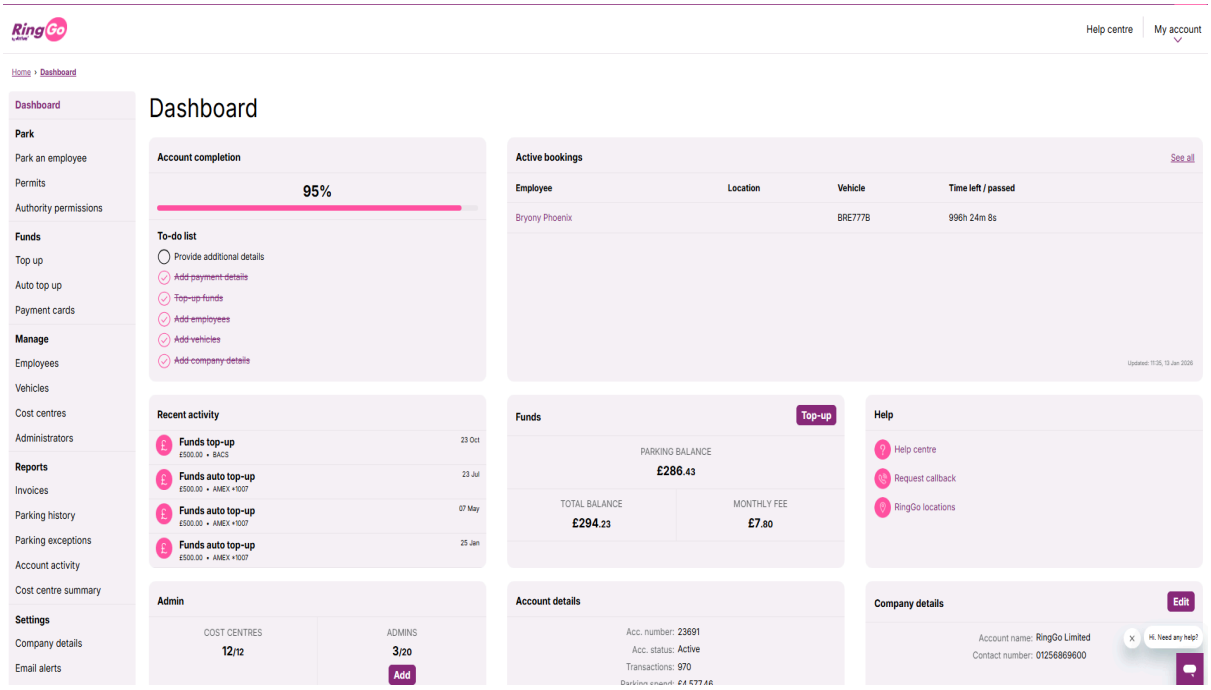
RingGo Corporate accounts are controlled and managed by authorised 'Master Administrators' who have access to a secure on-line **RingGo Corporate Management Dashboard**.

Each business account is linked to a specific telephone number, and each account is user-name and password protected, with only the account user knowing the phone number and password combination. For additional security, multi-factor authentication is also in place.

To help the Master Administrator manage their Corporate account, they can set up email notifications that will automatically trigger when an event occurs. This can happen every time someone parks on the account or indeed just a cost centre on the account. They can also receive a notification should the parking funds drop below a defined level.

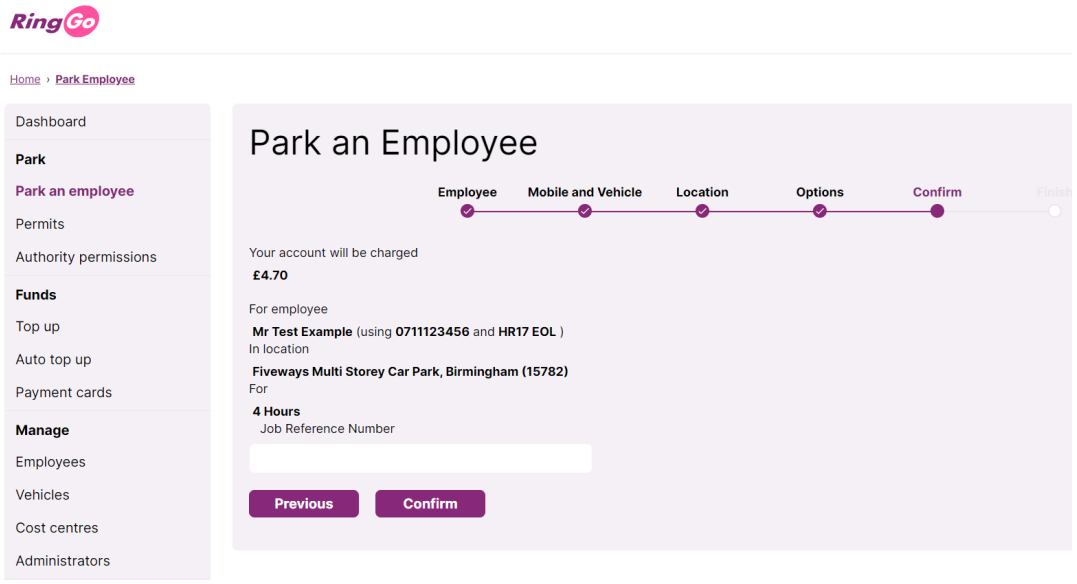
RingGo Corporate Management Dashboard

The Master Administrator manages the account through the secure RingGo Corporate Management Dashboard. The functionality provided from the dashboard includes the administration of employees, vehicles, parking funds, cost centres, company details and reporting.



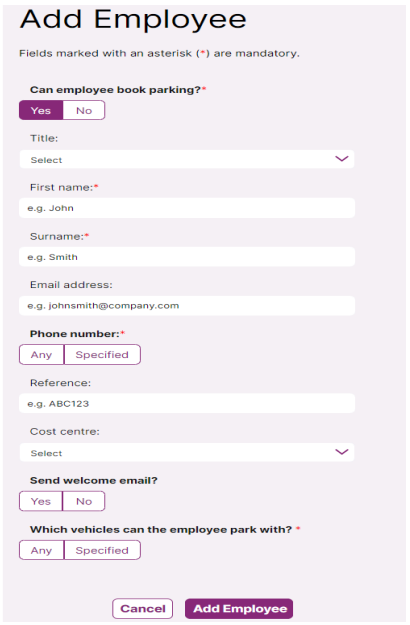
Through the dashboard, the administrator can also select an employee and create a parking session for them using the RingGo cashless parking service. This functionality

is very useful in circumstances such as where an employee might be stuck in traffic on their way to an appointment. Job references can also be added to align parking costs to specific projects or works.



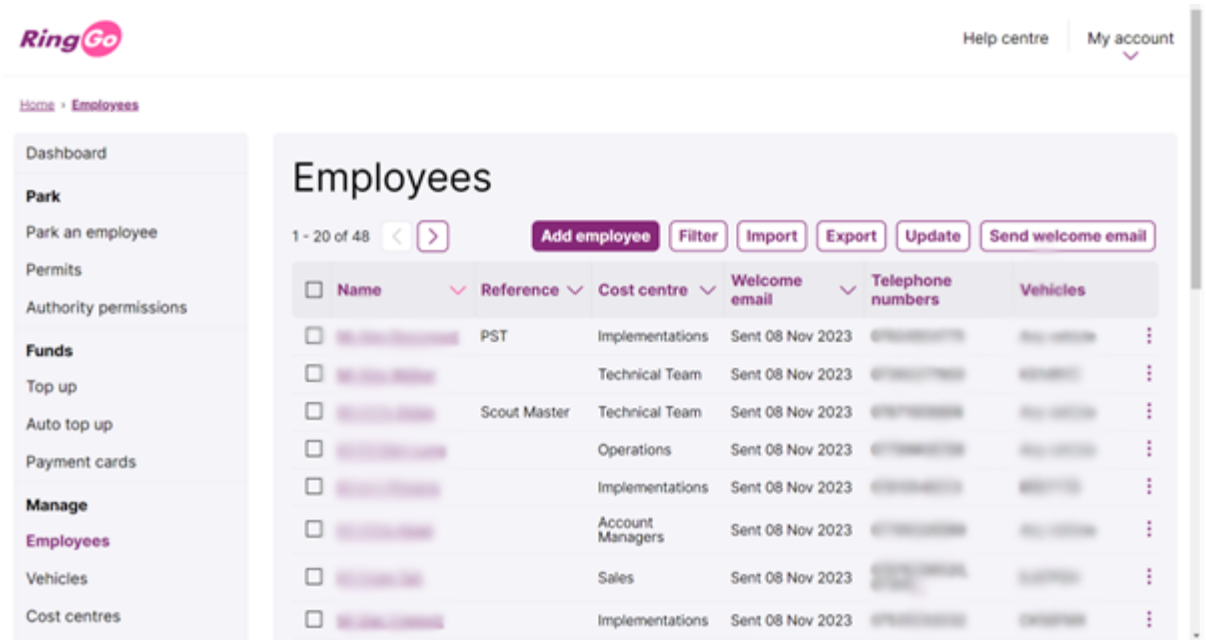
Adding and Removing Employees

The Master Administrator adds and removes employees from the RingGo Corporate account. There is no limit on the number of users. A .CSV file can be used to import the details of multiple employees. An employee can receive a 'Welcome Email' when they are added providing instructions and information about the service.



To avoid abuse of the facility, if needed the Master Administrator can add a vehicle to an employee's details so they are restricted on which vehicle they can use for RingGo Corporate.

Employees can have one or more vehicle registrations allocated to them.



When an employee is removed, they can continue to use their personal account for the RingGo cashless parking service throughout the UK but will no longer have access to the RingGo Corporate payment option.

Digital Wallet – Topping up the Parking Balance

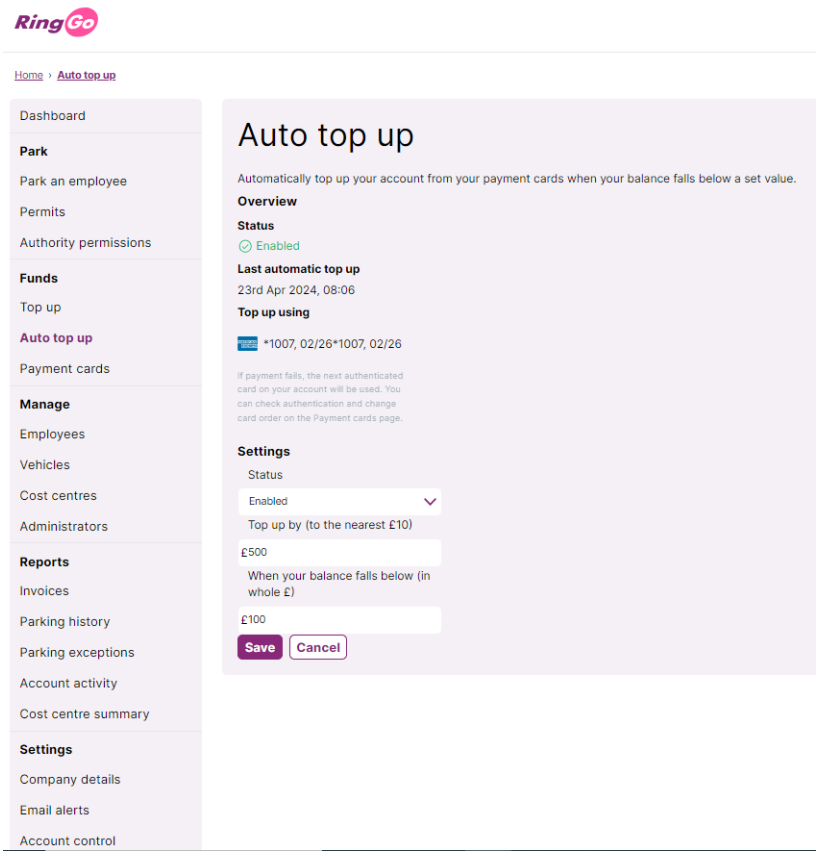
RingGo Corporate works like a digital wallet. The account is topped up with parking funds by the Master Administrator, and employees can park and pay easily using the RingGo cashless parking service, charging it to the Corporate account with no need to use a payment card or claim expenses.

RingGo Corporate offers an efficient ledger-based solution where virtual charges can be allocated on a cost centre basis enabling the company's parking costs to be allocated and RingGo Corporate usage reported and cross-charged internally.

Automatic top-up can be scheduled for when the parking balance drops below a certain amount.

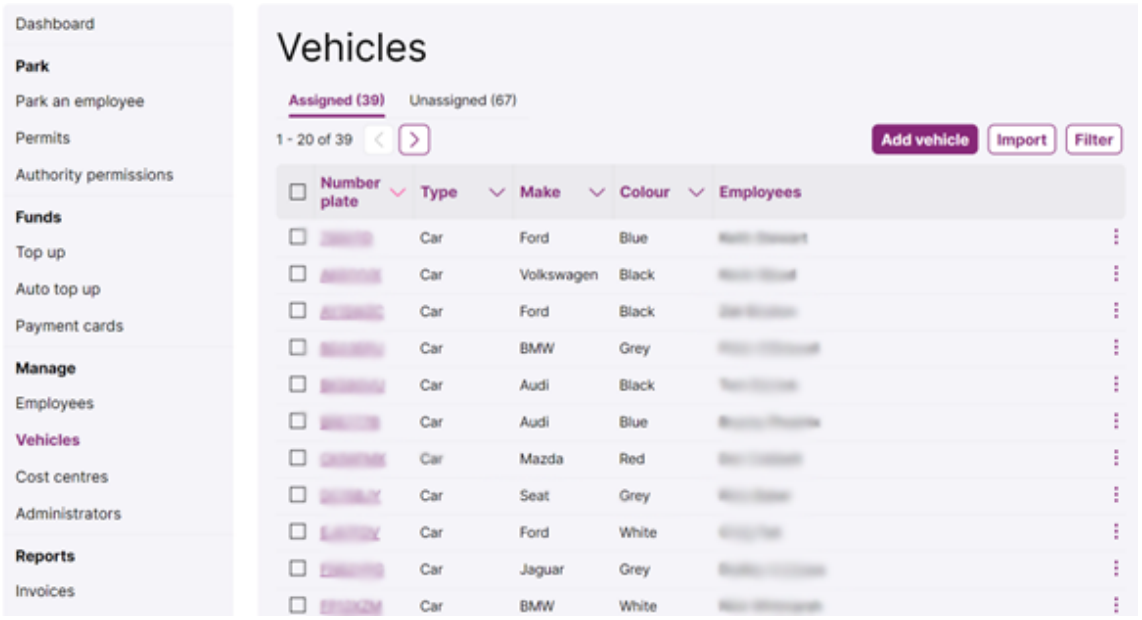
The parking balance can also be topped up manually by the Master Administrator using BACs or a stored payment card. Up to three cards can be securely stored on the account at any one time. Cards are displayed in a changeable priority order.

Auto top ups will be taken from the first authenticated card on the list. If payment fails, RingGo will attempt payment from the next authenticated card and so on.



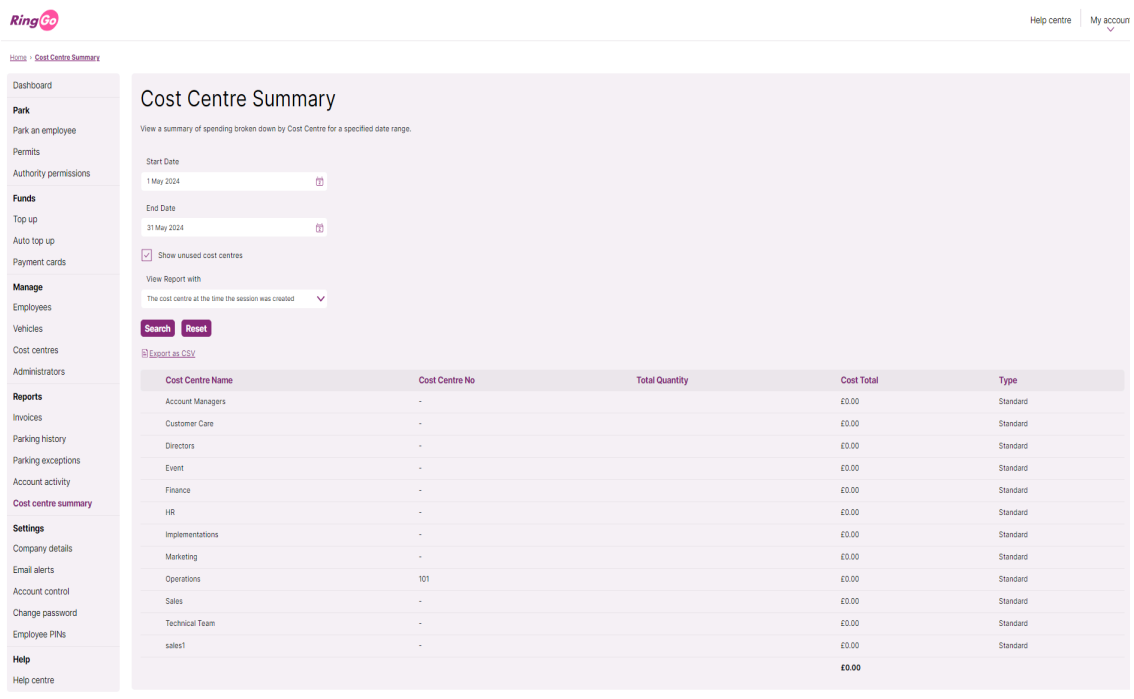
Vehicle Management

The Master Administrator can also add and remove vehicles from the RingGo Corporate account. Vehicles can be assigned to specific employees or can be left unassigned. This is useful if shared vehicles or company cars are used by a company. A .CSV file can be used to import the details of multiple vehicles.



Cost Centre Management

Cost Centres can also be administered using the RingGo Corporate Management Dashboard. Cost Centres can be given a name, number and owner. A cost centre can only be deleted if it has no employees and no associated parking sessions.



5. RingGo Corporate Reporting and VAT

Using the secure RingGo Corporate Management Dashboard, the 'Master Administrator' can see all transactions and activity relating to each vehicle and user, both in real-time and historically but only for their business account.

Reporting

A set of reports is provided via the Management Dashboard that include the following:

- Parking Transactions History
    - View a particular parking transaction or subset of transactions utilising search filters such as employee name, cost centre, vehicle, payment channel, as well as a specific date or date range.
- Parking Exceptions
    - Search for parking sessions that have occurred in a given day or certain time period. This may highlight sessions that have happened outside of normal working hours.
    - Filters on this report can be used to find any regular parking sessions that are happening on the same vehicle, employer or location.
    - This can also be used to search for and view any irregular length parking sessions.
- Account Activity
    - This report shows all the activity (credits and debits) on a RingGo Corporate account a month at a time, or between a specified start and end date.
- Cost Centre Summary
    - This provides a summary of spending broken down by Cost Centre for a specified date range.
- Employees, Vehicles, Costs Centres and Master Administrators
    - Filterable lists that can be viewed and exported.

All reports can be exported as a .CSV file for further analysis and refinement, typically using Excel.

Hyperlink text such as the 'Total Quantity' number in the example above acts as a link and can be clicked to access transactional information.

The use of filters with user friendly drop-down menus are available throughout the reporting suite on all reports.

VAT

The RingGo Corporate facility is fully HMRC compliant and enables companies to reclaim VAT through the use of the fully integrated Corporate reporting suite.

Consolidated monthly VAT invoices are sent to the client and are also available for download from the Management Dashboard in which all the VAT payable is rolled-up in accordance with rules agreed with HMRC which allow all the VAT that is incurred in the process of business parking to be consolidated and claimed back as a whole.

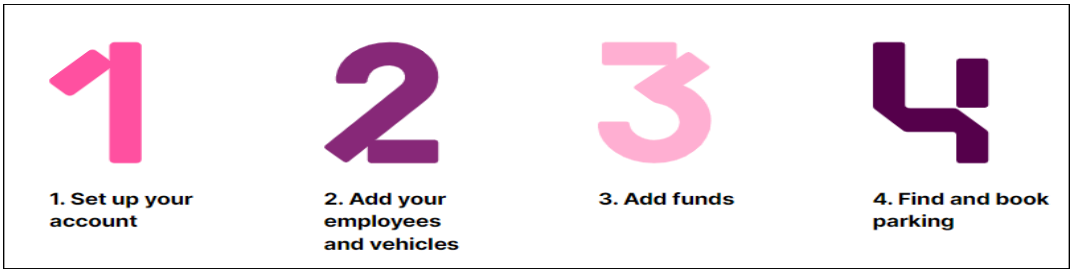
The invoices include a breakdown of parking sessions, parking operator and parking fees and associated VAT.

6. Implementation and Account Management

Following the contract award, RingGo can support getting the Corporate service up and running immediately.

There is no lead-time, and no requirement to install any software or equipment.

From the outset of the engagement, a dedicated RingGo Corporate Account Manager will fully support your organisation and be the primary point of contact. They will work with a named contact (usually a Master Administrator) to make sure the account is set up correctly, and that they have the necessary secure access and can use the web-based Management Dashboard. This includes providing a training session and documentation. Master Administrators will be fully trained on the Management Dashboard and their access and reporting will be reviewed and set-up for them.



Initially, RingGo Corporate customers can choose to set up their account and register vehicles and employees online via a simple self-sign-up journey, or work with their RingGo Corporate Account Manager to organise their vehicles, employees, phone numbers and cost centres in a bespoke format that satisfies their operational needs. There is no limit to the number of users on a RingGo Corporate account.

Moving forward, your Account Manager will be available whenever needed via telephone and email contact, and to undertake onsite or virtual review meetings, and make site visits to customer offices. There are 8 dedicated RingGo Corporate Account Managers who work out of the RingGo Head Office in Basingstoke, Hampshire.

RingGo Corporate operates under a subscription-based model receipted monthly, paying a fee per employee that is registered to use the RingGo Corporate service. Reports are updated automatically as employees are added to or removed from usage and reflect what is on the Management Dashboard.

RingGo is accredited to PCI-DSS Level 1 standard and is directly certified with the ISO 9001 quality management system standard and ISO 27001 standard for Information Security Management systems. A G-Cloud and ESPO approved supplier, RingGo operates fully in compliance with GDPR and the Data Protection Act, and meets the Government's Cloud principles, with all confidential data encrypted at source.

7. RingGo Customer Care

As above, RingGo Corporate customers are fully supported by a dedicated Account Manager who is available whenever needed. The RingGo Corporate Account Manager's role will be to provide day-to-day support for the relationship, service provision and commercial engagement, ensuring you get the best use of RingGo Corporate.

Useful information is also provided through a RingGo Corporate Help Centre, https://corporate.myringgo.com/helpcentre

RingGo Corporate customers and their employees using RingGo can also engage with Customer Care. RingGo has the most accessible Customer Care team in the cashless parking industry, utilising a number of features such as webchat, app-chat and a virtual assistant.

RingGo's Customer Care Team acts as the central point for all enquiries and is the 'voice of our customer', ensuring they are listened to within the business and influence RingGo development.

The helpdesk provision is UK based (in our Basingstoke head-office) and the team are native English speakers. The team work across all of our contact channels (Interactive Voice Response (IVR) break-out, webchat, email, social media, app chat, chatbot), providing a consistent and measurable approach towards customer care 24/7.



In support of our aims of inclusion and accessibility, we offer several additional ways end-users can interact with our Customer Care agents including:

- Social media.

- Live Chats (web and app) so end-users can interact with a Customer Care agent without having to speak to them – helpful for those where English is not the first language or for the hard of hearing.
- Contact us/web forms for those who want to put things in writing and receive a documented response from one of our Customer Care agents.
- RingGo Virtual Assistant (automated chatbot) has been implemented using natural language processing to offer immediate, tailored, and accurate pre-prepared responses. If the question is complex or no suitable response exists, the bot diverts to a Customer Care agent.



Contact Details

If you have any questions on any of the information provided in this document, please do not hesitate to contact me.

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