**Mobile Phone Parking - Frequently Asked Questions**

**How does PayStay work?**

PayStay allows motorists to pay for parking without having to purchase and display a ticket from a meter. Simply set up an account by downloading the free PayStay app or register at paystay.com.au

Watch this [short video](#) for a quick guide.

**Where can I use PayStay?**

You can pay by mobile phone in all metered parking areas of Waverley. Just look for the PayStay details on the parking meter and on the parking signs; and remember to input your correct zone number.

**Do I have to be registered to use PayStay?**

Yes, you must be registered before you can use PayStay, using one of these options:

1. Download the free PayStay app from AppStore (iPhone) or Playstore (Android)
2. Register online at [paystay.com.au](http://paystay.com.au) and complete the registration process as prompted
3. Call PayStay on 1300 322 111 (Monday to Friday, 9am – 5pm).

**How do I know what my zone is?**

Your zone number will be an 8 digit number directly beneath the parking signs where you parked.

**How do I pay for parking if I don’t have a smart phone?**

You can continue to pay by cash or credit card at the meter. You can also call 1300 322 111 (Monday to Friday, 9am – 5pm) to pay for parking using your phone. All you have to do is provide the same details you would provide on the app via the phone.

**What credit cards can I use to set up my PayStay account?**

Visa and MasterCard. You can also use a Visa/Mastercard Prepaid Gift Card.
How do I start and stop a parking session?

How to start parking?
1. Open the PayStay app and enter the Zone number.
2. Confirm the vehicle registration and tap ‘Next’.
3. Review the electronic ticket and tap ‘Start Parking’.
4. Check that the ‘Start Parking Success’ notification displays. This is confirmation that you have successfully started a parking session.

How to stop parking?
1. Open the PayStay app and from the home screen tap ‘Stop’.
2. Tap ‘OK’ to confirm that you wish to stop your parking session.
3. Check that the ‘Stop Parking Success’ notification displays. This is confirmation that you have successfully ended your parking session.

Are there any fees or charges that apply in addition to the Parking Fees?

Yes, there is a $0.15c transaction fee per parking session. Additional fees may apply for other app functions.

Further information is available in the Terms of Use at paystay.com.au or by calling 1300 322 111 (Monday to Friday, 9am – 5pm).

Can I pre-set the duration of my parking session using PayStay?

Yes you can. While PayStay offers the ability to Start and Stop parking sessions and only pay for the time used, it also provides the ability to pre-select a duration of time you wish to park for.

On the ‘Create Ticket’ screen simply slide the time selection bar to choose the amount of time you wish to park. When your parking session expires PayStay will send a notification to your phone. If you would like to stay longer (without overstaying the sign-posted time restriction) you can simply start another session.
Why can't I start my parking session?

This is generally due to insufficient funds or expiry of the credit card associated with your PayStay account. Please contact PayStay on 1300 322 111 (Monday to Friday, 9am – 5pm).

What if I forget to stop my parking session?

You will be charged the maximum amount for the sign-posted area. For example, if you are in an area with 4P signs you will be charged 4 hours x the hourly fee.

You may consider using the reminder message service for a small fee.

How does the PayStay parking reminder message work?

The PayStay reminder is an opt in/opt out option and is sent 10 minutes prior to the expiry of the parking session. You can change the reminder settings on the app in the account settings to:

- Always send
- Never send
- Ask each time

There is a $0.29c per transaction charge for using this service.

Can I get a refund for an overcharged amount if I forgot to stop the session?
You can request a review by contacting Waverley Council at info@waverley.nsw.gov.au. You should provide any evidence which supports you leaving the area prior to the length of time charged.

**What if I receive a parking fine when I have paid for parking?**

It is your responsibility to ensure that you have parked in accordance with any parking restrictions and have successfully paid via PayStay or by purchasing and displaying a meter ticket.

You can request a review of a parking infringement by contacting Revenue NSW at revenue.nsw.gov.au or on 1300 138 118.

**What if the app isn’t working? Do I still need to pay for parking?**

By law, you are required to pay for the metered parking. If the app is not working then go to paystay.com.au or call 1300 322 111 (Monday to Friday, 9am – 5pm).

A parking meter ticket can also be purchased using cash or credit card at the parking meters. This ticket must be displayed on the vehicle.

**How will the Parking Officers know that I have paid if there is no ticket on the vehicle?**

Parking Officers can enter a vehicle registration into their portable device and the system will let them know that the parking session has been paid using PayStay. Officers do not have access to customers' personal information.

**How are my payments deducted?**

When you register for an account with PayStay you will be prompted to enter your credit card details. Your credit card will be debited by the amount that you specify when you register (the “Top Up Amount”). This same amount will be automatically debited from your credit card each time your PayStay account falls below the minimum account balance. This minimum balance is nominated by you when you register (the “Low Balance Threshold”).

**How do I know that my payment has gone through?**

If you use the PayStay app, a message will let you know that you have paid.

If you pay by calling 1300 322 111 (Monday to Friday, 9am – 5pm) the automated response system will confirm the transaction by relaying the details back to you.

If you use the PayStay website paystay.com.au, log into your PayStay account and select “Recent Transactions” from the user menu.

**How will I know if my account is running low?**
Your PayStay account will automatically top up from your credit card with your nominated amount when your account balance falls below the threshold amount that you selected during registration.

You can check your account balance by logging into your PayStay account at paystay.com.au and selecting “Payment & Balance details” from the user menu.

Can I change my account settings to a different amount?

Yes, you can change your “Low Balance Threshold” and your “Top Up Amount” at any time, by logging into your PayStay account at paystay.com.au and selecting “Payment & Balance Details” from the user menu.

Can I register additional vehicles to the one account?

Yes, up to 10 vehicles can be registered to one account. Just log into your PayStay account on the app or at paystay.com.au and follow the prompts.

How do I update vehicle registration details when I change vehicles?

Log into your account at paystay.com.au (or by using the PayStay app) and select “delete vehicle” from the user menu to remove the previous registration.

How do I close my account?

Please call PayStay on 1300 322 111 (Monday to Friday, 9am – 5pm).

I’m having difficulty downloading the PayStay app and/or logging into paystay.com.au?

Please call PayStay on 1300 322 111 (Monday to Friday, 9am – 5pm) or email customerservice@paystay.com.au.

I’ve forgotten my log in username or password?

Please call PayStay on 1300 322 111 (Monday to Friday, 9am – 5pm).

Is paying with PayStay secure?

All information displayed on the PayStay website and app is protected by digital certificate which can be verified by viewing the certificate details in your browser. Mobile applications are secured in the same manner. For further information please contact PayStay on 1300 322 111 (Monday to Friday, 9am – 5pm).

Is my personal information safe?
Yes, personal information including account details can only be accessed by securely logging in with your username and password. In addition, all personal information including account details are stored in an encrypted secure database and handled in accordance with the current industry standards.

**Can transactions be printed for audit purposes?**

Yes, a history of all transactions is available at [paystay.com.au](http://paystay.com.au)

**Can records be split for private and work-related parking expenses?**

No, tax invoices are generated via the app or website for each vehicle. They are unable to be split between private and work-related use.

**What if I have a Mobility Parking Scheme (MPS) Permit?**

Vehicles displaying an MPS pass and an Australian Disability Parking permit are not required to pay for parking in metered areas. Motorists displaying an MPS pass must abide by the RMS Conditions of Use.

**What if I don’t want to use PayStay?**

You can continue to pay at parking meters using cash and credit cards.