

# PAY BY PHONE



Introducing the City of Sacramento's improved Pay by Phone service powered by Verrus.

This improved service is currently available at :

- Sacramento Valley Station (Lot 293) located at 5th & I Streets
- Jury Lot (Lot 297) located at 7th & G Streets



This new system:

- Allows you to use your cell phone to pay or add time to your parking space
- Securely stores your credit card information and automatically retrieves it when you make a transaction
- Only requires that you enter the location you are at, your space number, and the length of time you wish to pay for.



**(916) SAC-PARK**

Call 916-SAC-PARK (916-722-7275) or visit the Verrus website at: [www.paybyphone.com](http://www.paybyphone.com) to set up your free Verrus account. For your convenience, your transactions are also available online.

There is a \$0.35 service charge for each payment transaction

[FAQ](#)

[www.paybyphone.com](http://www.paybyphone.com)

# Frequently Asked Questions

## ACCOUNT MANAGEMENT

[How do I set up my Verrus Pay by Phone account?](#)

[What will the system require of me when I set up my account?](#)

[How may I view my transactions or access my account online?](#)

[If there is an error on my credit card statement, who do I call to resolve it?](#)

[I entered the wrong location code or space number, how do I change it?](#)

[How do I add or remove the text message reminder on my account?](#)

[How do I get a receipt e-mailed to me after each transaction?](#)

## GENERAL QUESTIONS

[Why the new system?](#)

[What are the advantages of the new Pay by Phone system?](#)

[What parking lots accept payment through the Verrus Pay by Phone system?](#)

[I paid using the Verrus Pay by Phone system and still received a citation for non-payment. What should I do?](#)

## PAYMENT QUESTIONS

[How do I make a payment using the Verrus Pay by Phone option?](#)

[Why is there a \\$0.35 convenience fee?](#)

[How do I verify the system is charging me the correct amount?](#)

[I entered the wrong location code, how do I change it?](#)

[My cell phone is not working or I forgot it. How do I pay for parking?](#)

[May I still call the old Pay by Phone number to make a payment?](#)

# Frequently Asked Questions

## 1. Why the new system?

*The current Pay by Phone system requires customers to verbally relay their credit card and contact information each time they call. The new automated system allows the customer to do a one-time account set up either online or over the phone, stores the customer's information and automatically retrieves it each time the customer calls to process a transaction.*

## 2. What are the advantages of the new Verrus Pay by Phone system?

- *Account set up and management available online or over the phone*
- *All transaction information is available online at [www.paybyphone.com](http://www.paybyphone.com)*
- *Reminder text messages are sent when the parking space is going to expire*
- *Time extensions are processed faster because the system stores previous transactions (if space is not yet expired)*
- *Automatic retrieval of account information, no more verbalizing information over the phone*
- *The entire transaction simply requires use of the phone keypad*

## 3. How do I set up my Verrus Pay by Phone account ?

*Visit the Verrus website at: [www.paybyphone.com](http://www.paybyphone.com) or call 916-SAC-PARK (916-722-7275). There is no charge to set up your account.*

## 4. What will the system require of me when I set up my account?

*An easy-to-use online form is available if setting up via the website. To set-up an account via phone:*

- *Call 916-SAC-PARK and press \* on the phone keypad to set up a new account*
- *Press 1 on the phone keypad to start the set-up process*
- *Enter the 10-digit cell phone number you wish to use for Pay by Phone transactions. This will be your account number*
- *Enter the 16-digit credit card number you wish Verrus to charge each time you make a transaction (Visa or MasterCard)*

## 5. How may I view my transactions or access my account online?

*Visit [www.paybyphone.com](http://www.paybyphone.com). Login using your 10-digit cell phone number and your 4-digit PIN.*

# Frequently Asked Questions

## 6. How do I make a payment using the Verrus Pay by Phone option?

- Call 916-SAC-PARK
- Enter your 10-digit cell phone number
- Enter your 4-digit PIN number (or the last four digits of the credit card number on record)
- Press **1** for **initial payment** or **2** to **add time** to a current space  
(For adding time: If you made your initial payment at a meter in the lot, the system will ask for the extension code on your original receipt. If your initial payment was over the phone, the system will automatically pull up the previous transaction)
- Enter the **location number** (Sacramento Valley Station = **293** ; Jury Parking Lot = **297**)
- Enter your **space number**
- Enter the **number of hours** you wish to pay for to cover your parking space
- System will calculate the parking charge, including the \$0.35 convenience fee.
- Press **1** to **confirm** and complete the call or **2** to **start over**

## 7. Why is there a \$0.35 convenience fee?

This is a charge from Verrus, our third-party vendor, who offers the convenience of Pay by Phone . You may learn more information about Verrus and the services they provide at: [www.paybyphone.com](http://www.paybyphone.com).

## 8. How do I verify the system is charging me the correct amount?

Prior to the completion of the transaction, the system will repeat the information back to you. The system will then relay the total charge amount. You will then need to press **1** to confirm the payment or **2** to start the transaction over. Your card will not be charged and your space will not be covered until payment is confirmed.

## 9. What parking lots accept payment through the Verrus Pay by Phone system?

This service is currently available for City of Sacramento-owned Pay by Space parking at the Sacramento Valley Station (**Lot 293**) located at 5th & I Streets and the Jury Parking Lot (**Lot 297**) located on 7th & G Streets. We hope to expand this service into other lots in the future.

## 10. May I still call the old Pay by Phone number (916-808-5011) to make a payment?

All Pay by Phone access is now transferred to Verrus. The former number will no longer have the capability to process any transactions for Lot 293 or Lot 297.

# Frequently Asked Questions

**11. If there is an error on my credit card statement, who do I call to resolve it?**

To inquire about a discrepancy on your account, you may choose to: (1) e-mail Verrus at: [support@verrus.com](mailto:support@verrus.com), (2) call 916-SAC-PARK and press \* for assistance, or (3) call Verrus Customer Care: 1-866-783-7787.

**12. I entered the wrong location code or space number, how do I change it?**

Once you have confirmed a transaction you cannot go back into the system to change the location code. Please make another transaction for the correct location code then call Verrus Customer Care at 1-877-987-3648 to have the initial transaction reversed.

**13. I paid using the Verrus system and still received a citation for non-payment. What should I do?**

You may [contest the citation](#) by doing the following:

(1) Download the contest form and follow the instructions

(2) When submitting your contest form, please remember to also submit a copy of your credit card statement **and** a print-out from the Verrus transaction page reflecting evidence of payment made on the citation date.

**14. My cell phone is not working or I forgot it. How do I pay for parking?**

Any touch-tone phone may be used to access the system. You will be prompted to enter your 10-digit cell phone number and your PIN. Your account will then be automatically retrieved in the same manner as if you were calling from your cell phone. If your cell phone fails mid-transaction, your payment will not have been confirmed and you will have to try calling from a landline to start the transaction over.

**15. How do I add or remove the text message reminder on my account?**

**ONLINE:** When you sign-up for your account online at [www.paybyphone.com](http://www.paybyphone.com), click on the “Wireless Carrier” tab to choose your desired text message option.

**BY PHONE:** Call 916-SAC-PARK. After entering your cell phone number, PIN and location number: Press **1**, then press \* for More Options, and finally press **3** for text message options.

**\*Any additional text messaging fees vary depending on the plan you have with your wireless carrier. \***

# Frequently Asked Questions

**16. How do I get a receipt e-mailed to me after each transaction?**

*If you wish to have receipts e-mailed to you, it is recommended that you do your initial account sign up online at [www.paybyphone.com](http://www.paybyphone.com) . On the account sign up page, click on the “Send me a receipt by e-mail for each transaction” option.*