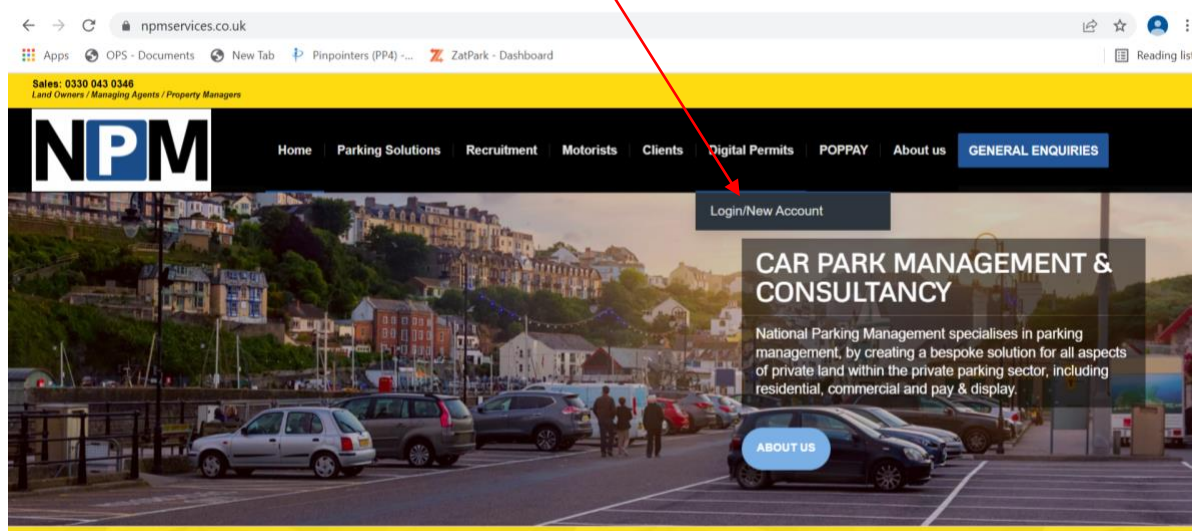


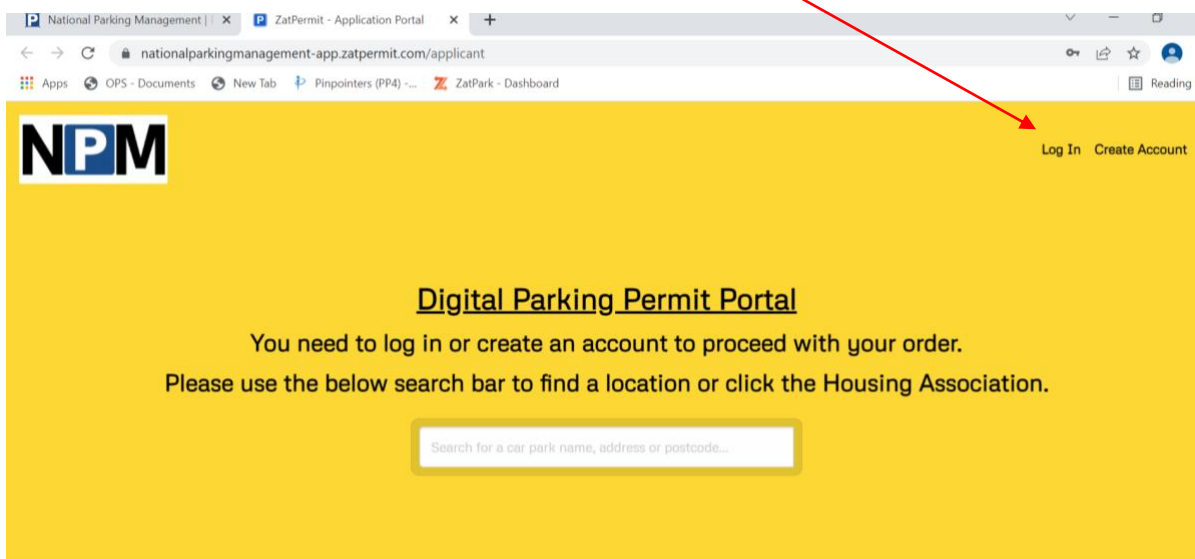
HOW TO CREATE A NPM DIGITAL PERMIT ACCOUNT

Create an Account

- Log in to: <https://npmservices.co.uk/>
- Go to: **Digital Permits – Log In/New Account.**



- Click on **Create Account** if this is the first time you are using this service.
- Click on **Log In** if you have previously set up an account.



- To create an account: click on **Create account** and then click – **Personal** or **Business**.
- Complete the form with all relevant information, making sure you select your property address from the drop down and then click **Find**.
- When entering **Vehicle type**, this will produce a **VRM** (Vehicle Registration Mark) box.

The screenshot shows the 'Create account' form. The 'Vehicle' section has a 'Vehicle Type' dropdown menu with options: Car, Van, LGV, Coach, Motorcycle, Boat. A red arrow points from this dropdown to the 'VRM' box, which is labeled 'ENTER REG'.

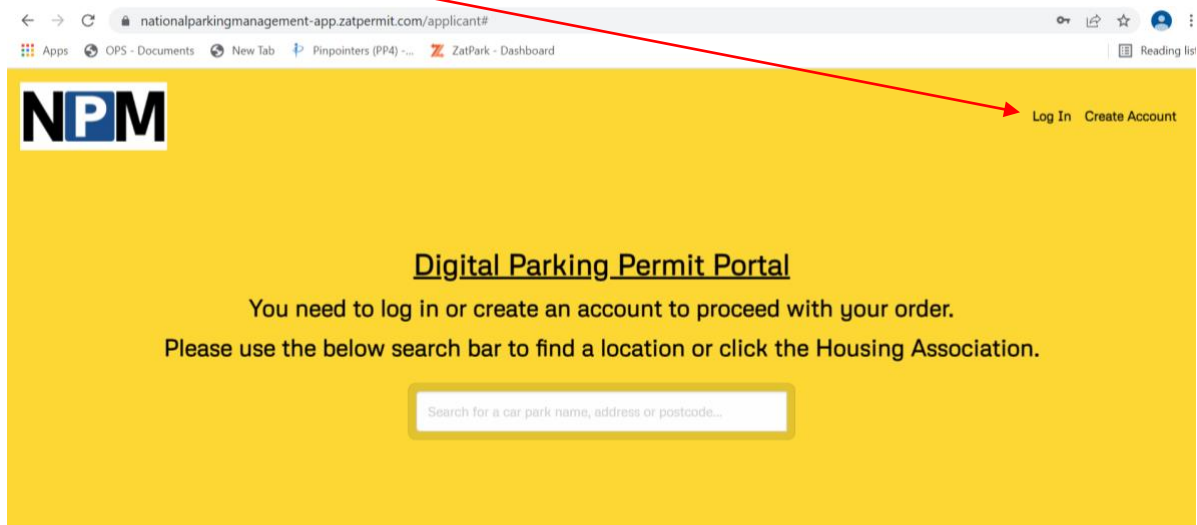
- This needs to be filled in **without** spaces and the correct characters used.

The screenshot shows the 'Create account' form. The 'VRM' box is labeled 'ENTER REG'. A red arrow points from this box to the 'Confirm VRM' box, which is also labeled 'ENTER REG'.

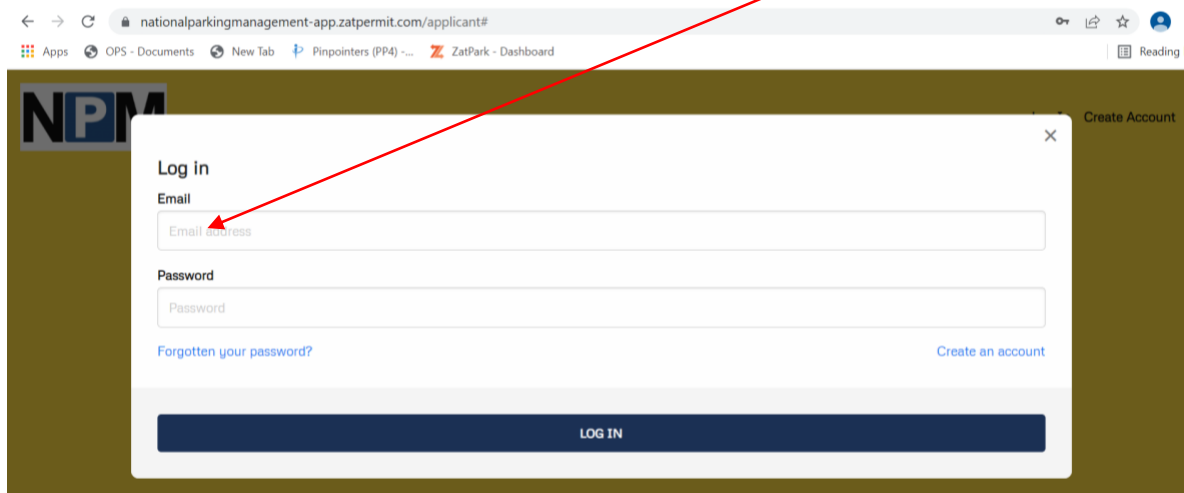
- Once completed click **to accept terms** and then **submit**.
- You will now be redirected to **Your Account**. If this does not happen, please follow the directions on the screen.
- You are now ready to apply for your digital permit.
-

Logging In to Your Account

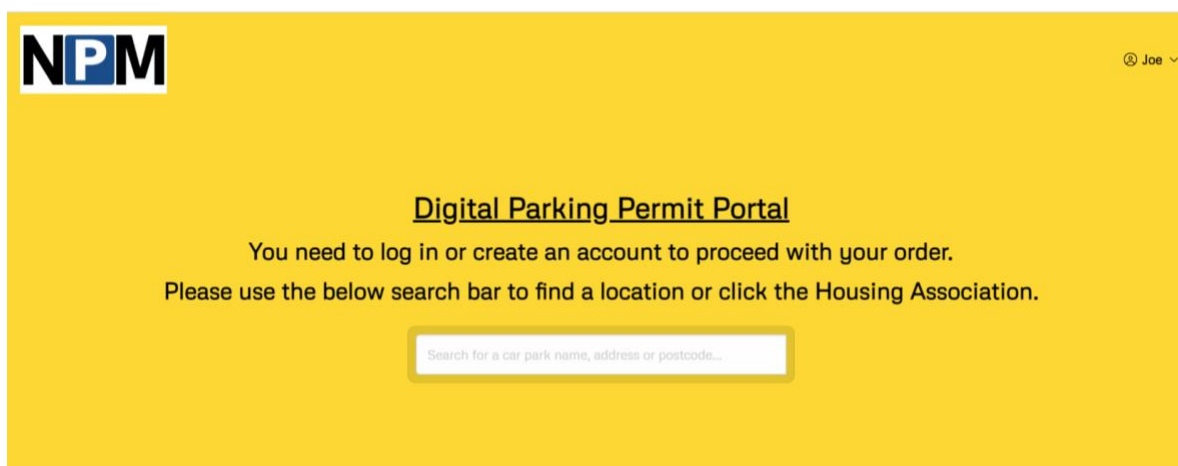
- Click on **Log In**.



- Enter email address and password used when setting up the account.

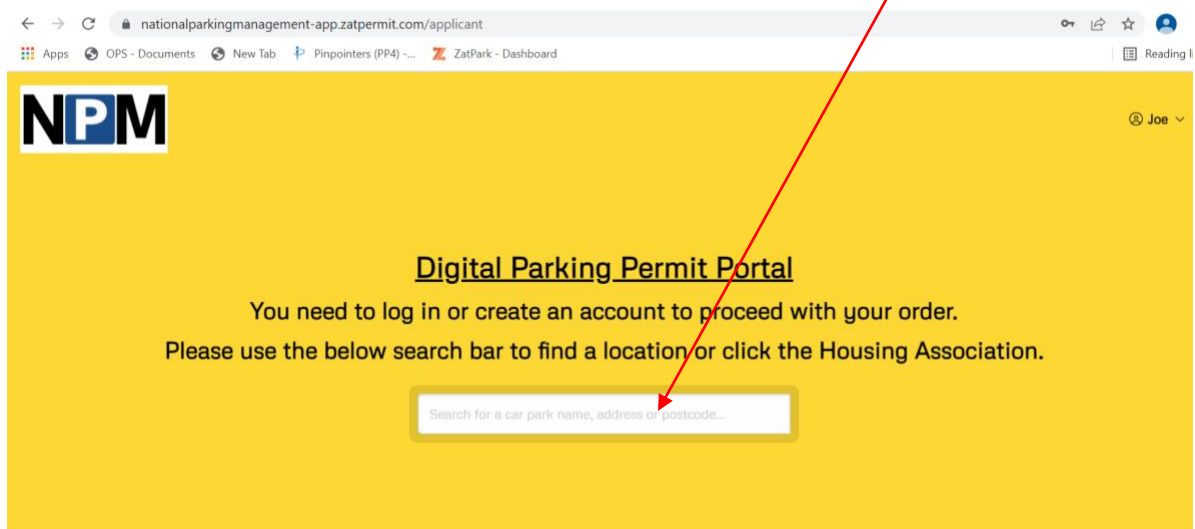


- This will then take you to the main site page.

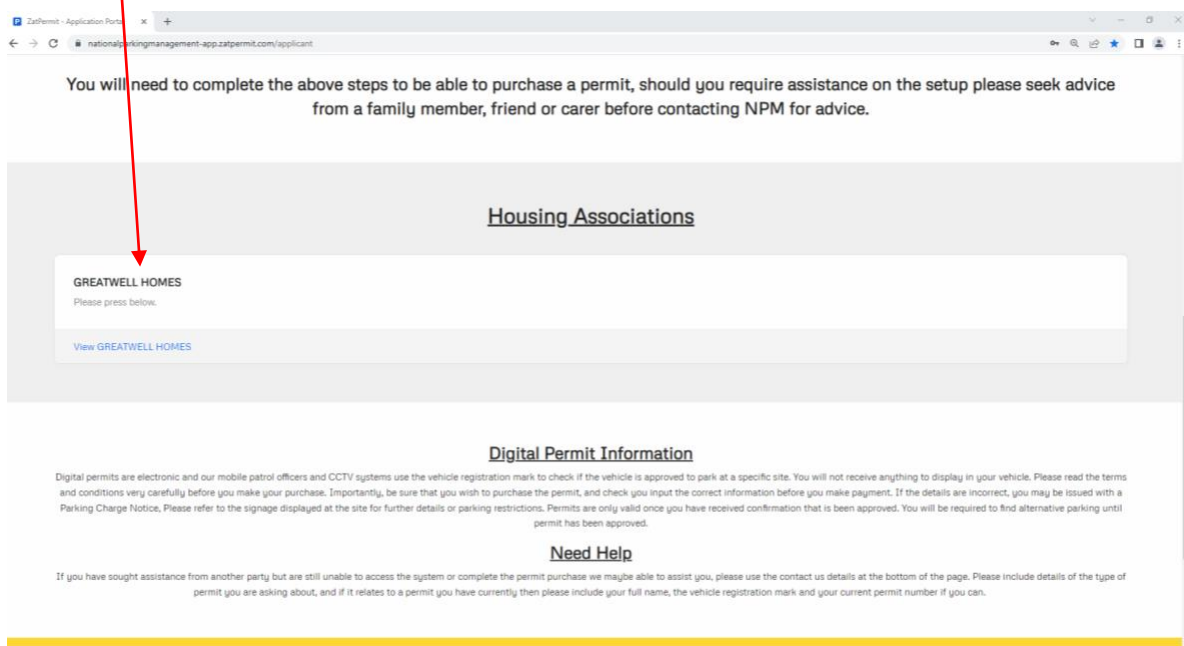


Purchasing Your Digital Permit

- To purchase your digital permit you can use the **search box** to find a location.

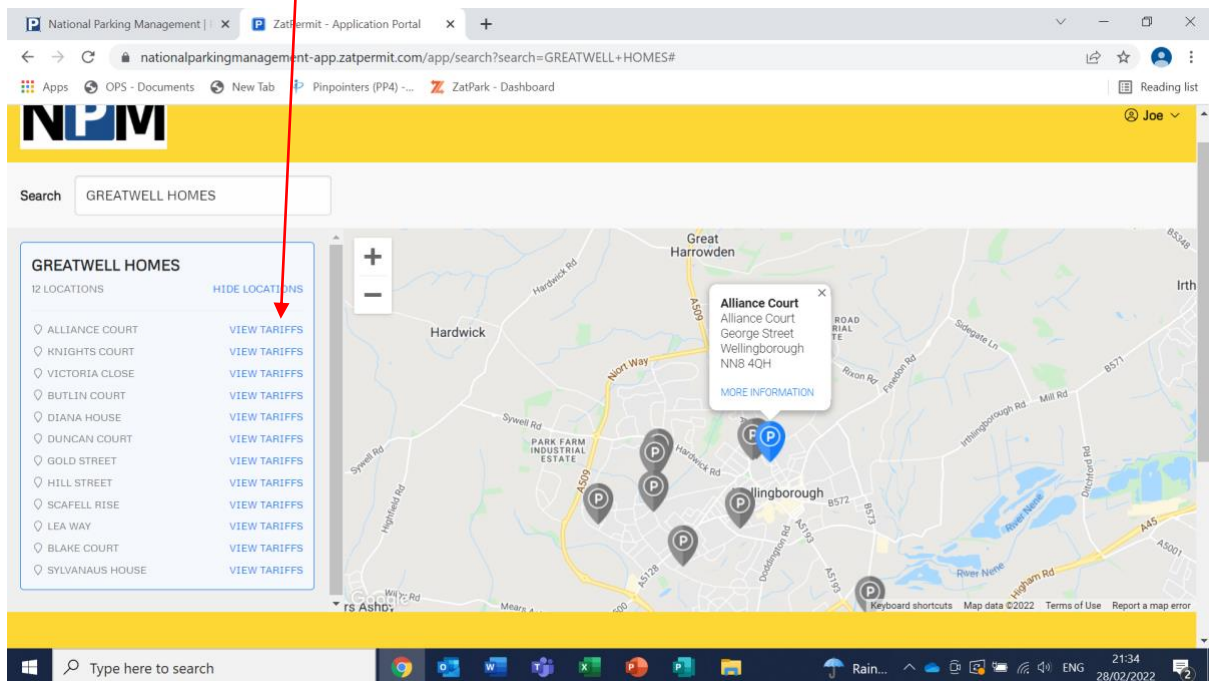


- Or scroll down the screen to the **Housing Association box**. Click on the relevant housing association you require.

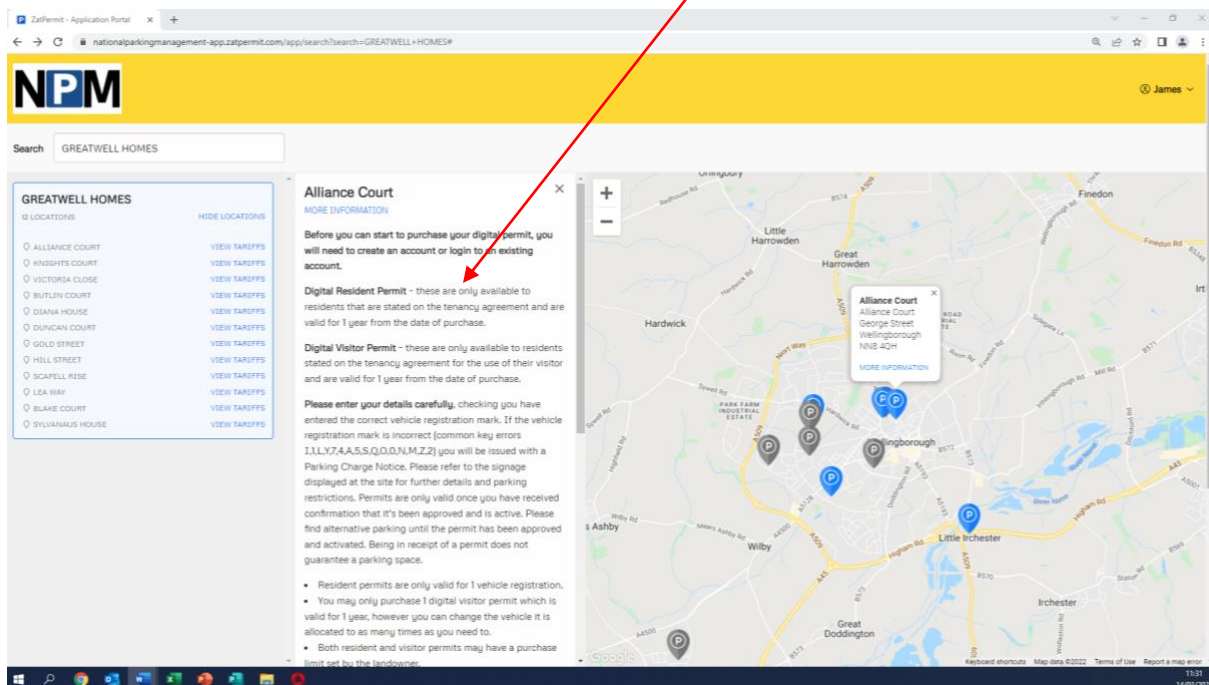


Continued ...

- This will take you to a second screen where you will need to select the correct site and click on the **View Tariffs** option (in blue).



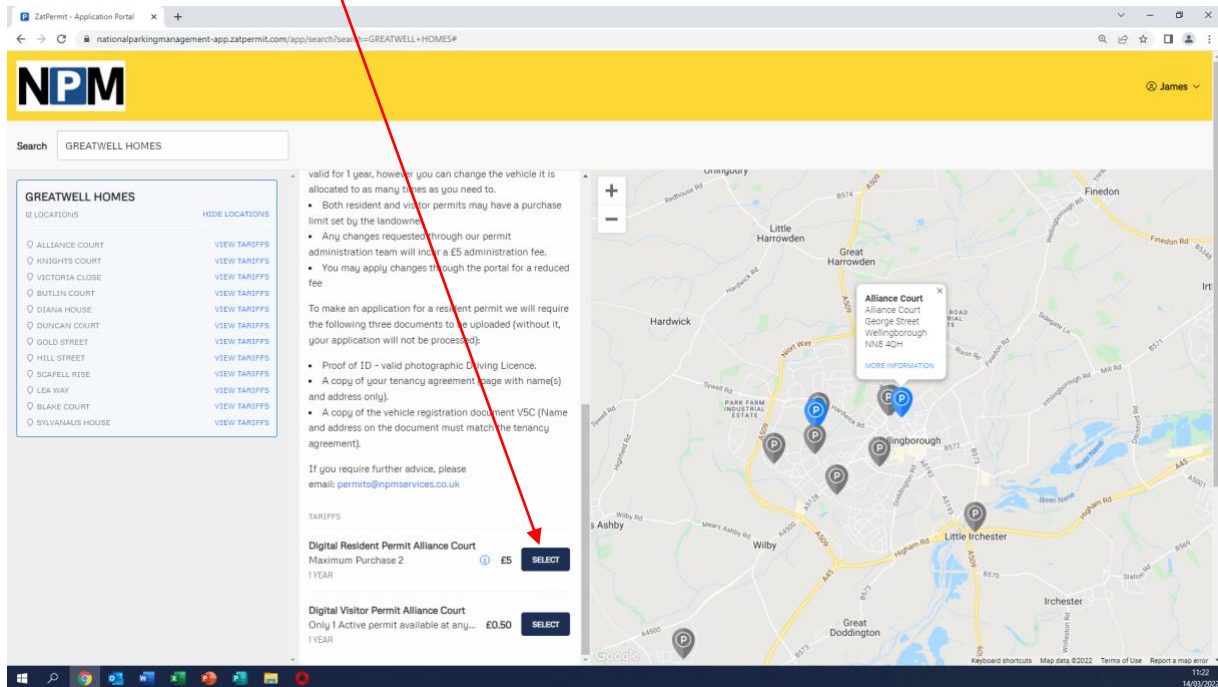
- Once you have clicked on the site required, further site information will appear. Scroll down on this box to locate the tariffs required to purchase your digital permit.



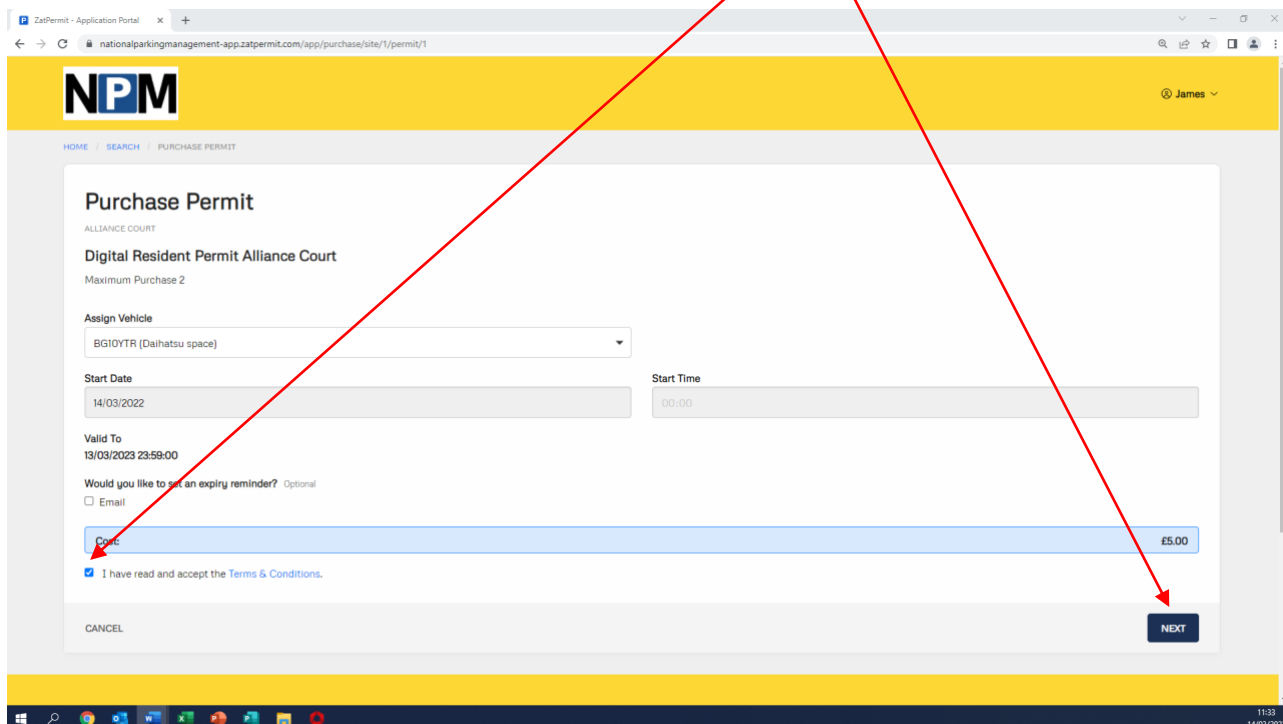
- Select relevant digital **resident permit**

How to Purchase a Digital Residential Permit

- Click on the **Select** button



- This will take you to the **Purchase Permit** page.
- This should pre-populate the original VRM that was entered when setting up the account. You need to select the vehicle you wish to purchase the permit for.
- Select a **start date** using the calendar pop up. **NB: You will need to leave at least three working days to allow the resident permit to be activated and approved. This also applies to permit renewals.**
- Optional – you can set up an expiry reminder by clicking on the box and adjusting the details to suit your needs.
- Click on **I have read and accept the Terms & Conditions.**
- Click **Next** to proceed.



- Complete the questionnaire with all the requested information (some sites may not require a questionnaire to be completed or documents to be uploaded and this page may not appear)
- Upload documents using the **Drag and Drop, or Select File** link. NB – If documentation is not attached then you will not be able to proceed with the application and a notification will appear at the top of the screen.

Drag and drop, or select file link

Purchase Permit

Digital Resident Permit Alliance Court Questionnaire

Is the Tenancy/Lease agreement in your name?
Please confirm one of the options below.

☐ Yes
☐ No

Does the name and address on the vehicle registration certificate VSC match the tenancy agreement?
Please confirm one of the options below.

☐ Yes
☐ No

Please upload a copy of your Vehicle Registration Certificate VSC
Please upload the Vehicle Registration Certificate VSC, which must show it is registered to the same address. No other document, including an insurance certificate will be accepted. If you have a company vehicle, instead of the VSC please supply a letter from your employer on headed paper confirming the drivers name, vehicle registration and that it is a works vehicle.

Drag and Drop or [Select File](#)

Accepted formats: pdf, doc, docx, jpg, jpeg or png
Max filesize: 20.00 MB

Please upload a copy of your driving licence

Drag and Drop or [Select File](#)

Accepted formats: pdf, doc, docx, jpg, jpeg or png
Max filesize: 20.00 MB

Please Upload a copy of your Tenancy or Lease agreement

Drag and Drop or [Select File](#)

Accepted formats: pdf, doc, docx, jpg, jpeg or png
Max filesize: 20.00 MB

- Once your documentation has been attached it will show on the screen next to the boxes. Check here

Purchase Permit

Digital Resident Permit Alliance Court Questionnaire

Is the Tenancy/Lease agreement in your name?
Please confirm one of the options below.

☐ Yes
☐ No

Does the name and address on the vehicle registration certificate VSC match the tenancy agreement?
Please confirm one of the options below.

☐ Yes
☐ No

Please upload a copy of your Vehicle Registration Certificate VSC
Please upload the Vehicle Registration Certificate VSC, which must show it is registered to the same address. No other document, including an insurance certificate will be accepted. If you have a company vehicle, instead of the VSC please supply a letter from your employer on headed paper confirming the drivers name, vehicle registration and that it is a works vehicle.

Drag and Drop or [Select File](#) vehicle registration certificate.docx

Accepted formats: pdf, doc, docx, jpg, jpeg or png
Max filesize: 20.00 MB

Please upload a copy of your driving licence

Drag and Drop or [Select File](#) licence.docx

Accepted formats: pdf, doc, docx, jpg, jpeg or png
Max filesize: 20.00 MB

Please Upload a copy of your Tenancy or Lease agreement

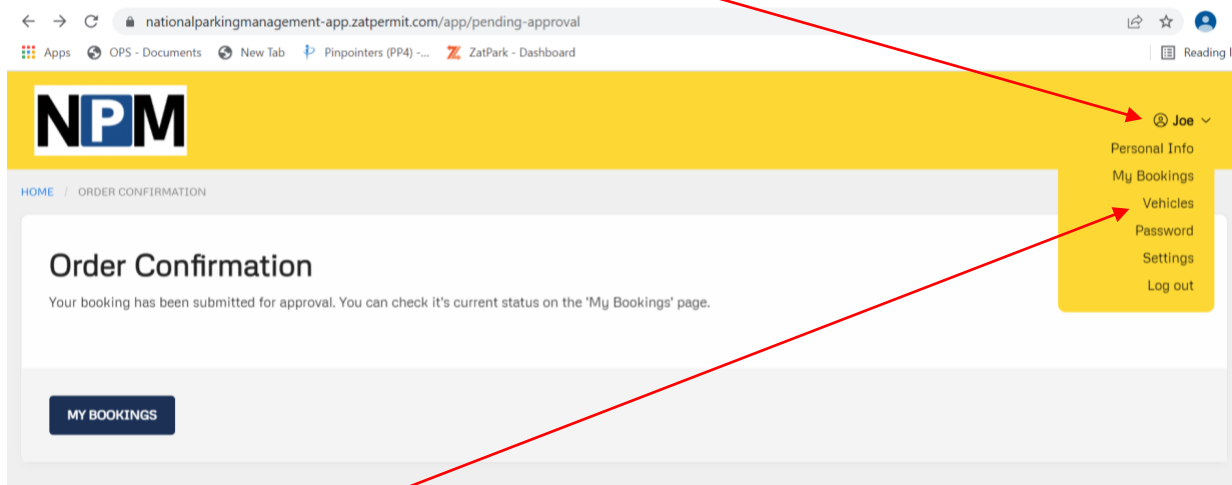
Drag and Drop or [Select File](#) Tenancy agreement.docx

Accepted formats: pdf, doc, docx, jpg, jpeg or png
Max filesize: 20.00 MB

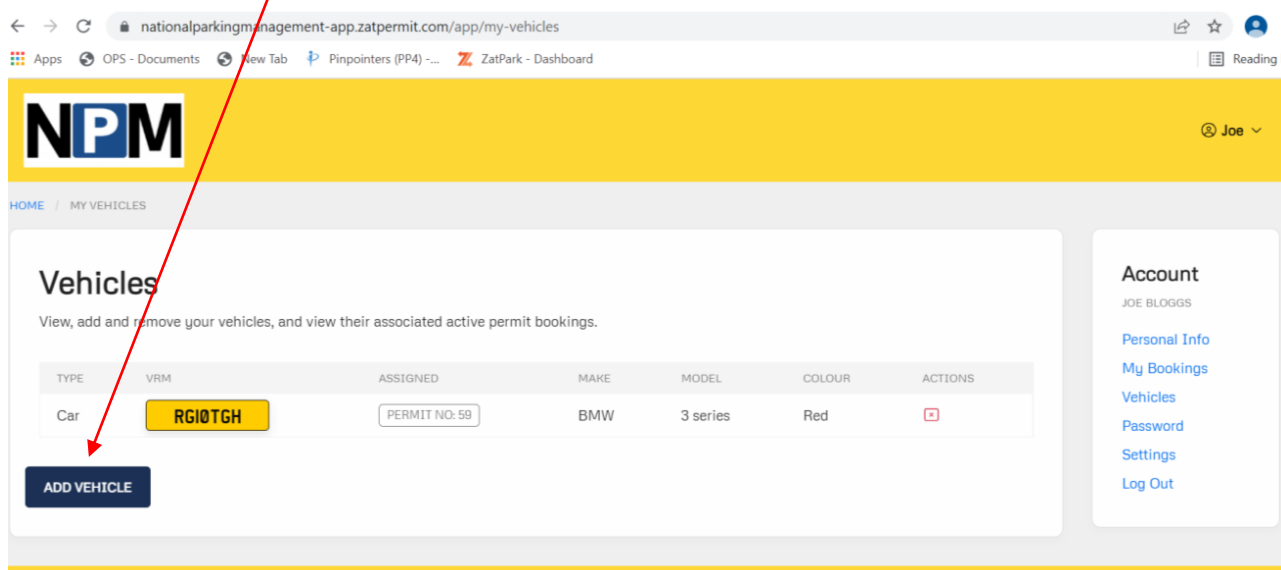
- Click on **Next** to proceed to the summary screen.
- Make sure all information on the screen is correct and then click on **Apply**.
- You have completed the process for applying for a digital residential permit. You will now need to wait for approval.

How to Purchase a Second Digital Residential Permit (if permitted)

- To purchase a second digital residential permit – go to the top of the screen and hover over your name. This will show a drop down of options.



- Click on **Vehicles**.
- This page will show the original vehicle entered when creating your account. To add a second vehicle – click on **Add Vehicle**.



- You will then see the following screen.

Add Vehicle

Please enter the details of your vehicle below.

Vehicle Type

Select

VRM

ENTER REG

Confirm Vehicle Registration

ENTER REG

Make

Select

Model Optional

Vehicle model

Colour Optional

Select

- Using the drop down for **Vehicle Type** – select the relevant option.
- Enter the **VRM** (as before – enter the details with no spaces).
- Select the **Make** of the vehicle (Model and Colour are optional).

Add Vehicle

Please enter the details of your vehicle below.

Vehicle Type

Car

VRM

BGI0GHF

Confirm Vehicle Registration

BGI0GHF

Make

Ferrari

Model Optional

Enzo

Colour Optional

Bronze

- Scroll down to the bottom of the screen and then click on **Confirm**.

The screenshot shows the 'Add Vehicle' form in the National Parking Management app. The form includes the following fields:

- Vehicle Type:** Car
- VRM:** BG10GHF
- Confirm Vehicle Registration:** BG10GHF
- Make:** Ferrari
- Model:** Enzo
- Colour:** Bronze

At the bottom of the form, there are two buttons: **CONFIRM** and **CANCEL**. A red arrow points from the **CONFIRM** button to the instruction above.

- Once confirmed, both vehicles will show under the **Vehicle** tab on your account.

The screenshot shows the 'My Vehicles' page in the National Parking Management app. The page displays a table of vehicles and an 'Account' sidebar on the right.

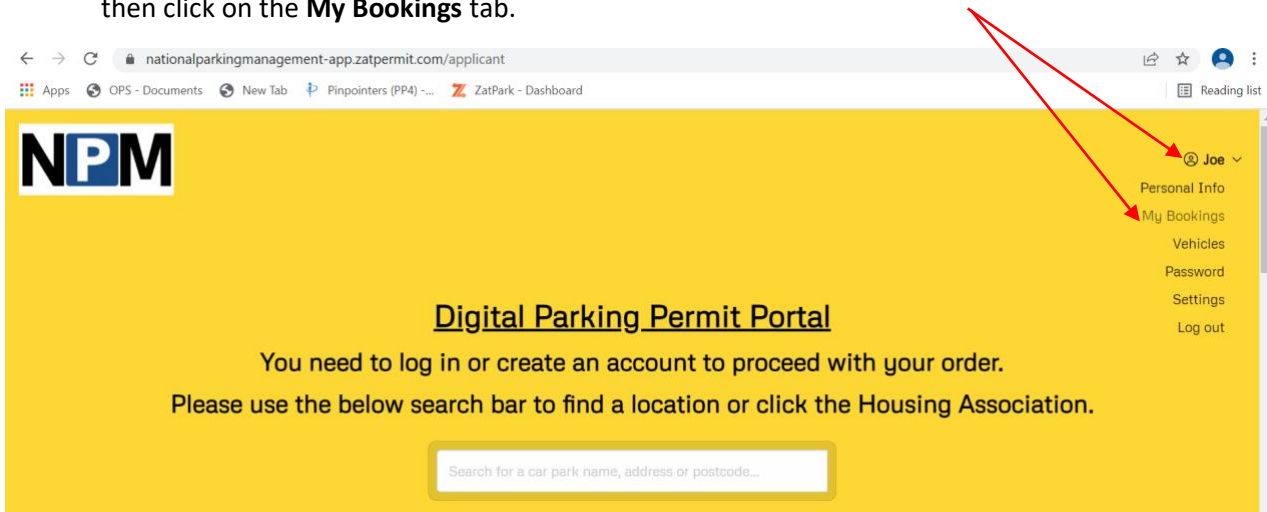
TYPE	VRM	ASSIGNED	MAKE	MODEL	COLOUR	ACTIONS
Car	BG10GHF		Ferrari	Enzo	Bronze	
Car	RG10TGH	PERMIT NO: 59	BMW	3 series	Red	

Below the table is an **ADD VEHICLE** button. The 'Account' sidebar on the right includes links for **Personal Info**, **My Bookings**, **Vehicles**, **Password**, **Settings**, and **Log Out**. A red arrow points from the **Vehicles** link in the sidebar to the instruction above.

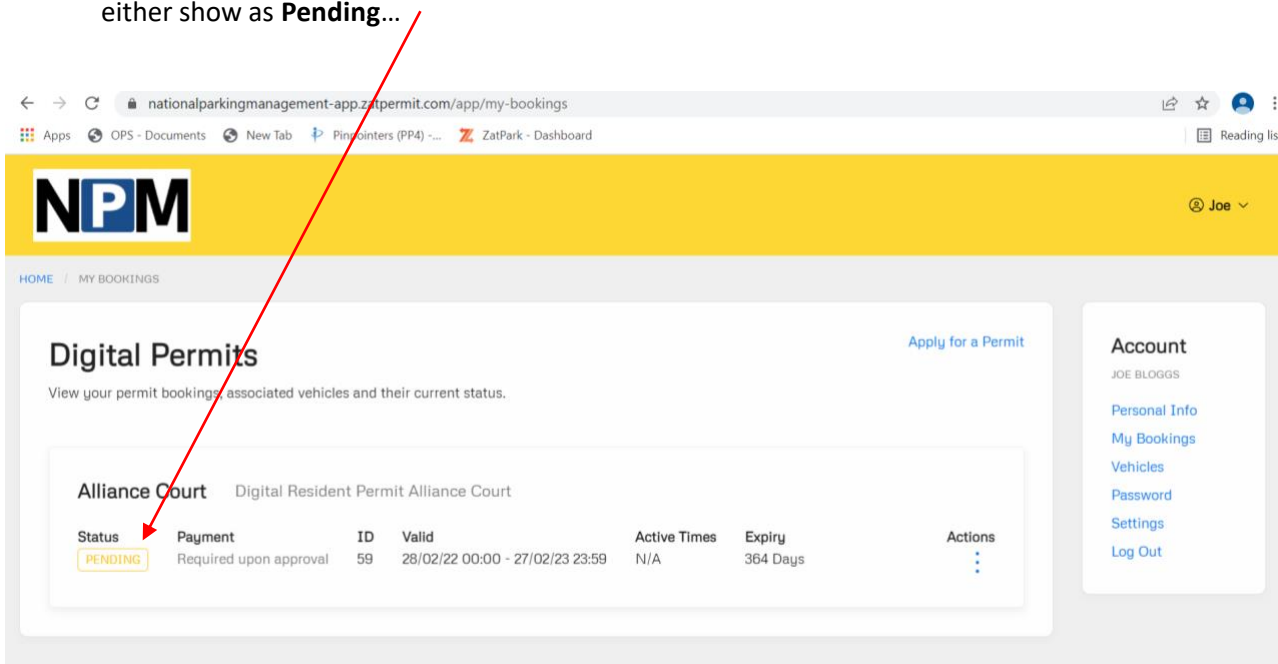
- To purchase your second digital residential permit – please follow the steps in the **How to Purchase a Digital Residential Permit** process using the new VRM added in the above steps.

My Bookings

- If you have submitted a request for a digital permit, these can be found under your **My Bookings** tab on the main drop down. To find this you will need to once again hover over your name on the top right corner and then click on the **My Bookings** tab.



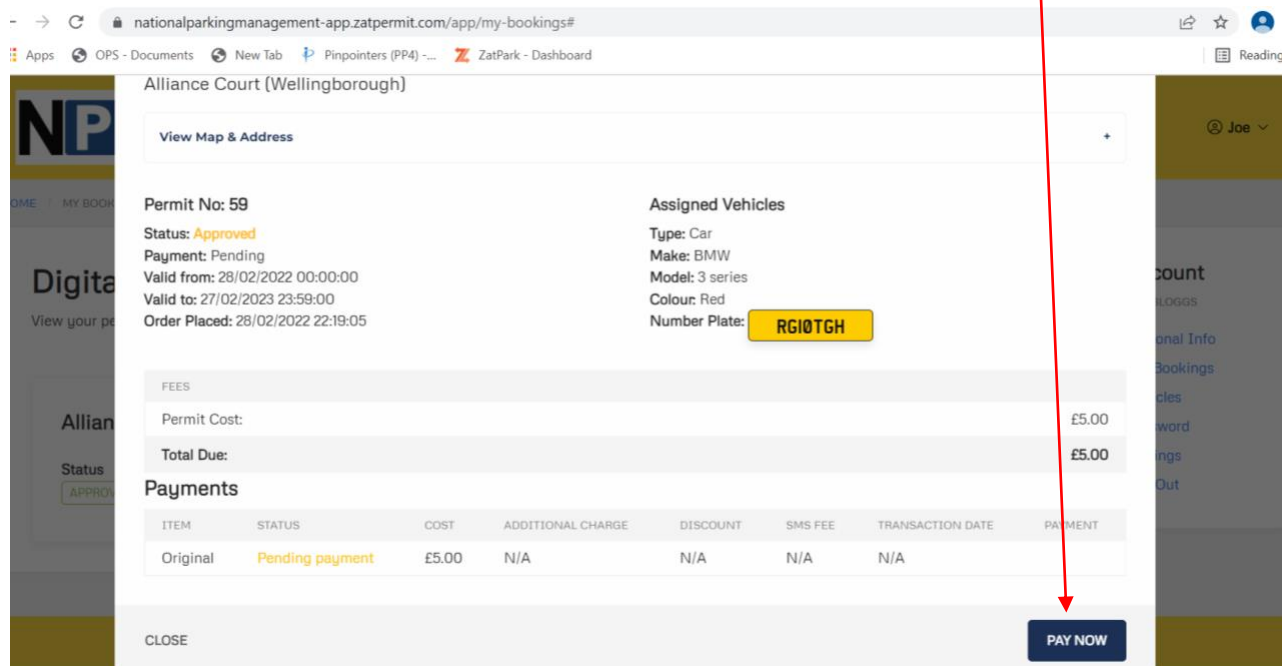
- This will then take you to the page where you can review your **Digital Permit** application. The status will either show as **Pending...**



The screenshot shows the NPM portal interface. At the top, there's a navigation bar with 'HOME' and 'MY BOOKINGS'. Below this, the main heading is 'Digital Permit'. Underneath, it says 'View your permit booking details'. A table lists permit details, including 'Alliance Co'. A red arrow points to the 'Status' field for this permit, which shows 'APPROVED'.



- [illegible]



- Alternatively, you can submit a payment from the **My Bookings** screen once the digital permit shows as approved by clicking on the three blue dots and then **Pay Now**.

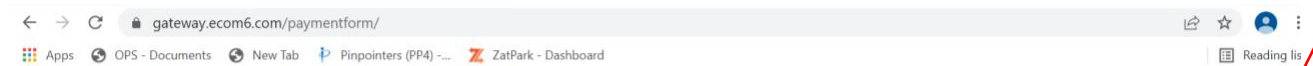
The screenshot shows the 'My Bookings' page in the NPM app. The header is yellow with the NPM logo and a user profile 'Joe'. The main content area is titled 'Digital Permits' and shows a list of permits. One permit is highlighted: 'Alliance Court' with status 'APPROVED', payment 'Payment required', ID '59', valid from '28/02/22 00:00' to '27/02/23 23:59', and active times 'N/A'. A dropdown menu is open for this permit, showing options: 'Pay Now', 'View Permit Detail', and 'Cancel'. A red arrow points from the 'Pay Now' button in the dropdown to the 'Pay Now' text in the list item.

- This will take you to the **Your Permit Details – Permit Payment** screen.

The screenshot shows the 'Your Permit Details' page in the NPM app. The header is yellow with the NPM logo and a user profile 'Joe'. The main content area is titled 'Your Permit Details' and shows a table with permit information. The table has columns: PRODUCT, DETAILS, LOCATION, VEHICLE, and PRICE. The first row shows 'Digital Permit' with details 'Valid from: 28/02/2022 00:00:00' and 'Expires: 27/02/2023 23:59:00', location 'Alliance Court', vehicle 'RG10TGH BMW 3 series Red', and price '£5.00'. A second row shows 'Total' and '£5.00'. At the bottom right, there are two buttons: 'MY BOOKINGS' and 'PAY NOW'. A red arrow points from the 'PAY NOW' button to the 'Pay Now' text in the list item.

- Click on **Pay Now**.

- Complete the form with your card details. At the bottom of the screen - click on **Securely Submit Payment**.



Secure Payment to: **National Parking Management Limited**

Order Reference: **Digital Permits: 59**

Purchase Amount: **GBP 5.00**

Card Details Verified by VISA Mastercard SecureCode

Cardholder's Name *

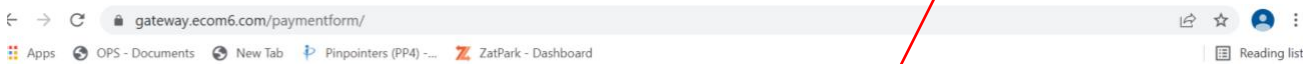
Card Number *

Expiry Date * /

Card Verification Number *

Billing Details

Address * (Registered billing address)



Expiry Date * /

Card Verification Number *

Billing Details

Address * (Registered billing address)

Post / Zip Code *

Contact Details

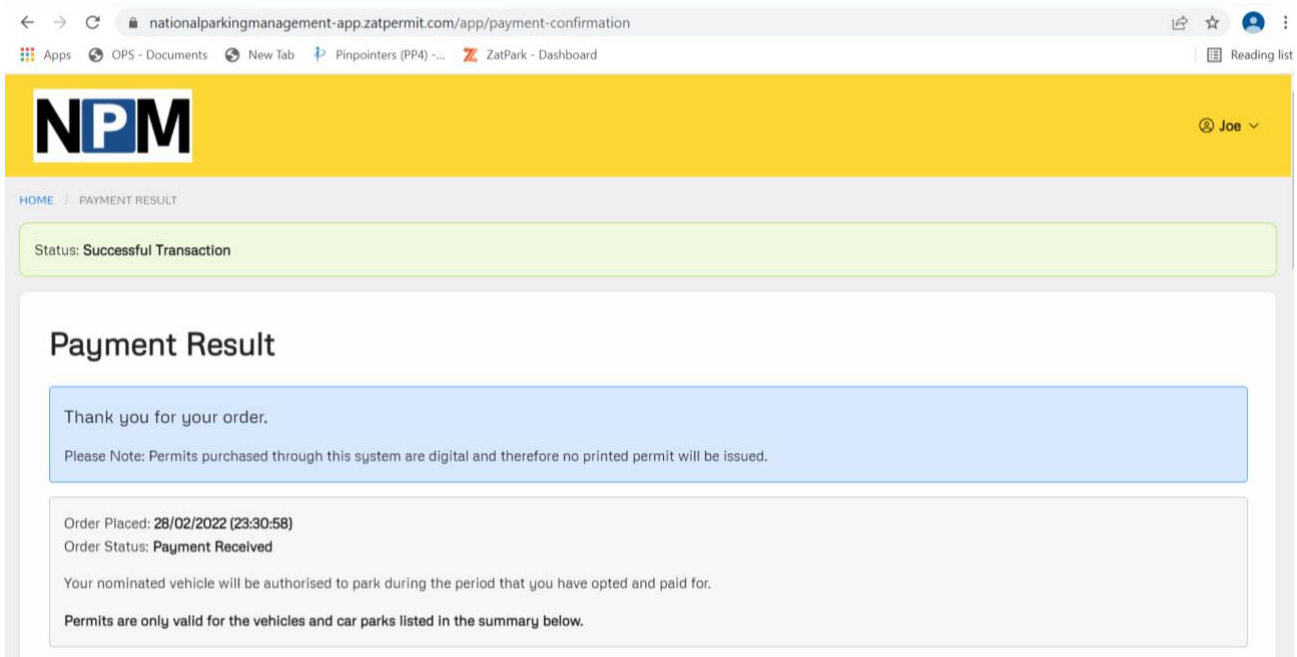
Contact Email Address *

Phone Number

Securely Submit Payment

The next screen you see may be payment card verification through your card issuer.

- Once your payment has been made and is successful you will see the following screen. This is a printable receipt and will have the Debit Card Authorisation code on it. You can view this by scrolling down the page.



nationalparkingmanagement-app.zatpermit.com/app/payment-confirmation

Apps OPS - Documents New Tab Pinpointers (PP4) -... ZatPark - Dashboard Reading list

NPM Joe

HOME / PAYMENT RESULT

Status: **Successful Transaction**

Payment Result

Thank you for your order.

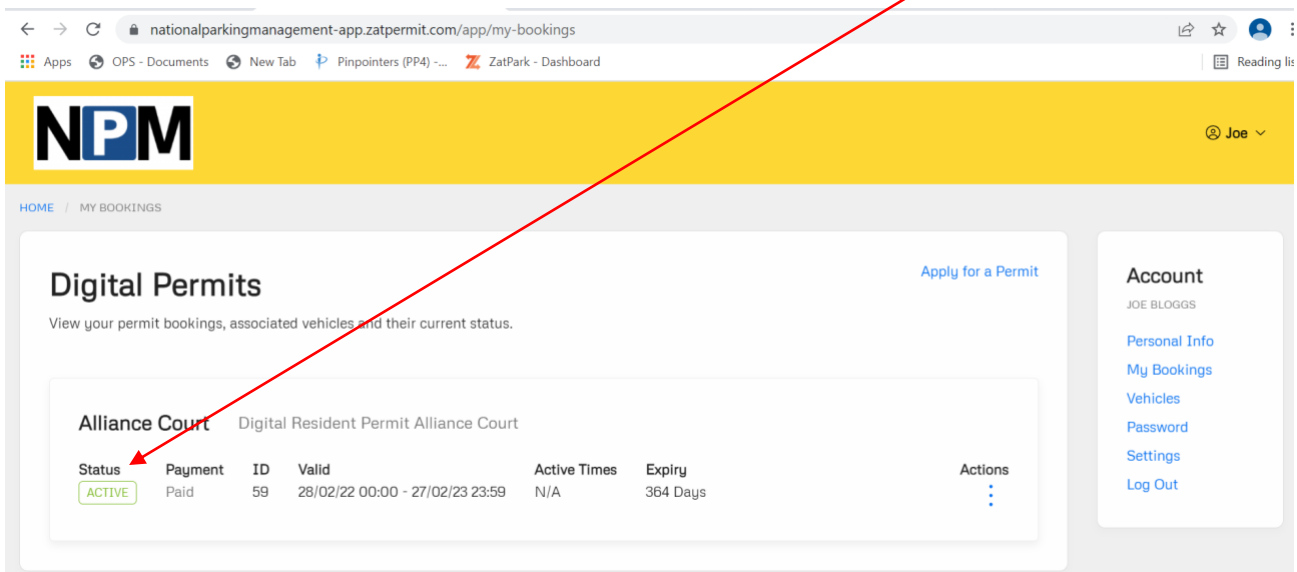
Please Note: Permits purchased through this system are digital and therefore no printed permit will be issued.

Order Placed: **28/02/2022 (23:30:58)**
Order Status: **Payment Received**

Your nominated vehicle will be authorised to park during the period that you have opted and paid for.

Permits are only valid for the vehicles and car parks listed in the summary below.

- If you go back to your **My Bookings** page. The permit will now show as **Active**. This now means that your vehicle is permitted to park at the designated site stipulated on the permit.



nationalparkingmanagement-app.zatpermit.com/app/my-bookings

Apps OPS - Documents New Tab Pinpointers (PP4) -... ZatPark - Dashboard Reading list

NPM Joe

HOME / MY BOOKINGS

Digital Permits

View your permit bookings, associated vehicles and their current status.

[Apply for a Permit](#)

Alliance Court

Digital Resident Permit Alliance Court

Status	Payment	ID	Valid	Active Times	Expiry	Actions
ACTIVE	Paid	59	28/02/22 00:00 - 27/02/23 23:59	N/A	364 Days	

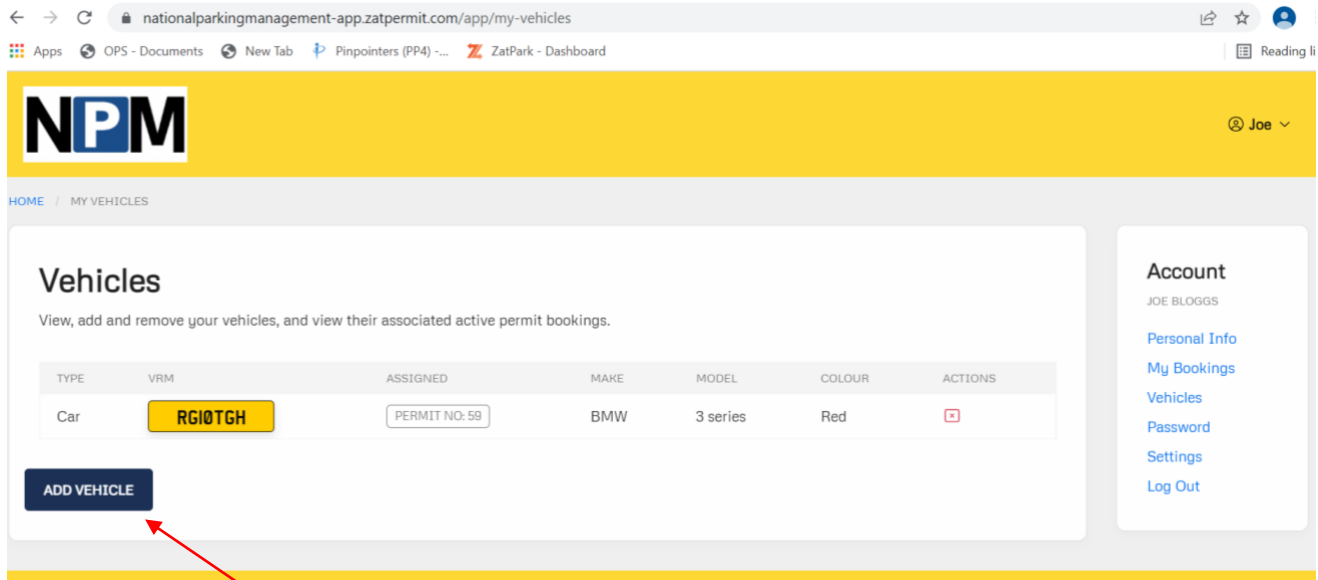
Account

JOE BLOGGS

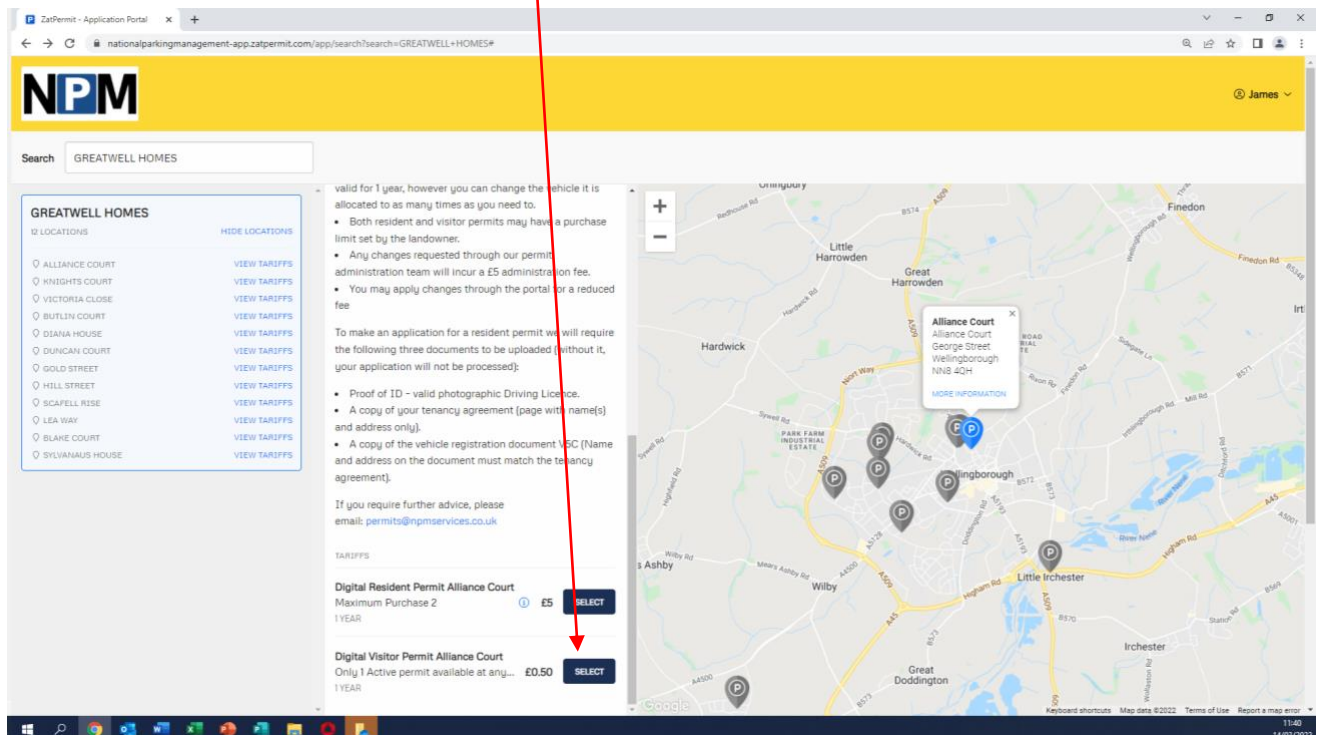
- [Personal Info](#)
- [My Bookings](#)
- [Vehicles](#)
- [Password](#)
- [Settings](#)
- [Log Out](#)

How to Purchase a Digital Visitor Permit

- To purchase a digital visitor permit – go to the top of the screen and hover over your name. This will show a drop down of options.
- Some sites will only allow 1 visitors permit at a time, if this is the case you will need to change the vehicle registration mark to a new visitors vehicle registration mark (this will delete the previous visitors)
- Click on **Vehicles** and follow the process for adding a vehicle as described above.



- Click on **Add Vehicle** and then input the vehicle registration details of the visitor.
- Once the visitor vehicle registration details have been logged, go to **Home Screen** and then follow the process for applying for a digital permit by clicking on the **Housing Association** you require, selecting the correct **site** and then scroll down the screen to the **Tariffs** section.
- Click on **Digital Visitors Permit**.



- Click on the visiting vehicle's registration mark.
- Select a **start date** using the calendar pop up.
- Select a **Start Time** – Visitor permits must be pre-booked with a specific time allocation. Visitor permits can be applied for in advance of the visit. This means that you can select a future date or time but in the event of a last-minute visit there will need to be a minimum of 2 minutes for the permit to be processed and activated. An error message will appear on the screen if the time/date is incorrect. In this case you will need to input a time/date that is at least 2 minutes in the future.

nationalparkingmanagement-app.zatpermit.com/app/purchase/site/1/permit/42

Only 1 Active permit available at any time. You can use the permit for a different visitor by changing the registration in your booking (please note the vehicle must be listed in vehicles).

The Start Time cannot be in the past.

Assign Vehicle
 RGI0TGH (BMW 3 series)

Start Date
 01/03/2022

Start Time
 00:26

Valid To
 01/03/2023 00:26:00

Would you like to set an expiry reminder? Optional
☐ Email

Cost: £0.50

☒ I have read and accept the [Terms & Conditions](#).

CANCEL **NEXT**

- Optional – you can set up an expiry reminder by clicking on the box and adjusting the details to suit your needs.
- Click on **I have read and accept the Terms & Conditions**.
- Click **Next** to proceed.
- This will then take you to the **Summary** screen – click **Apply**.
- Once completed you will be taken to the **Order Confirmation** screen – click on **Pay Now**.
- Enter the card details and submit payment.
- Once the payment has been processed and accepted – go to the **My Bookings** tab in the menu.
- On the **My Bookings** screen, the visitor permit will show as **Active**.

nationalparkingmanagement-app.zatpermit.com/app/my-bookings

Digital Permits

View your permit bookings, associated vehicles and their current status.

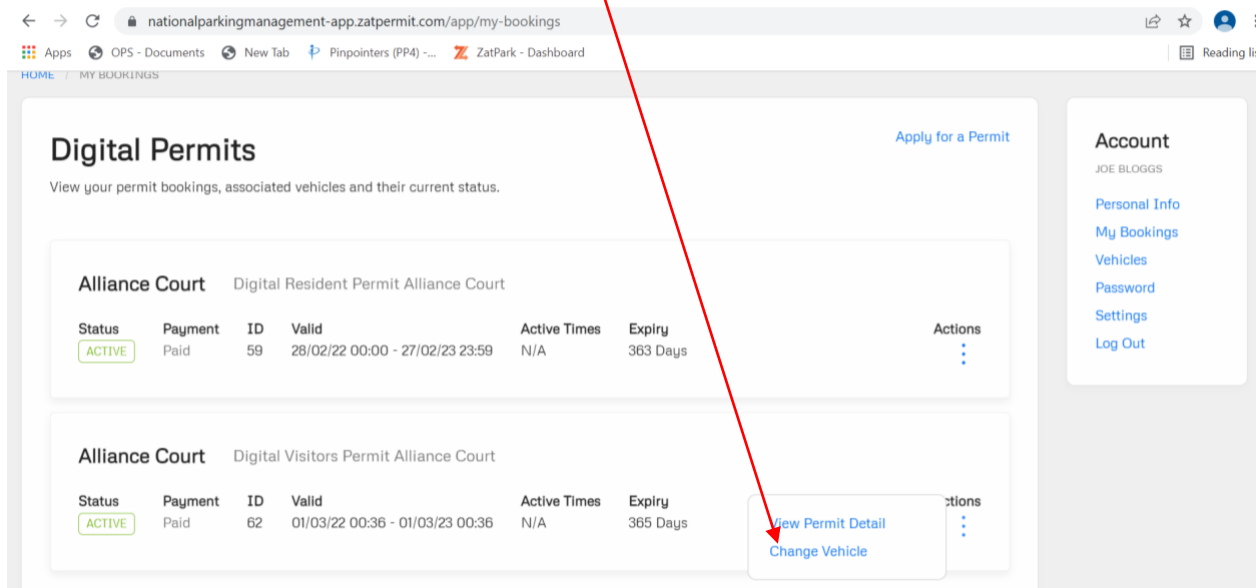
[Apply for a Permit](#)

Account
 JOE BLOGGS

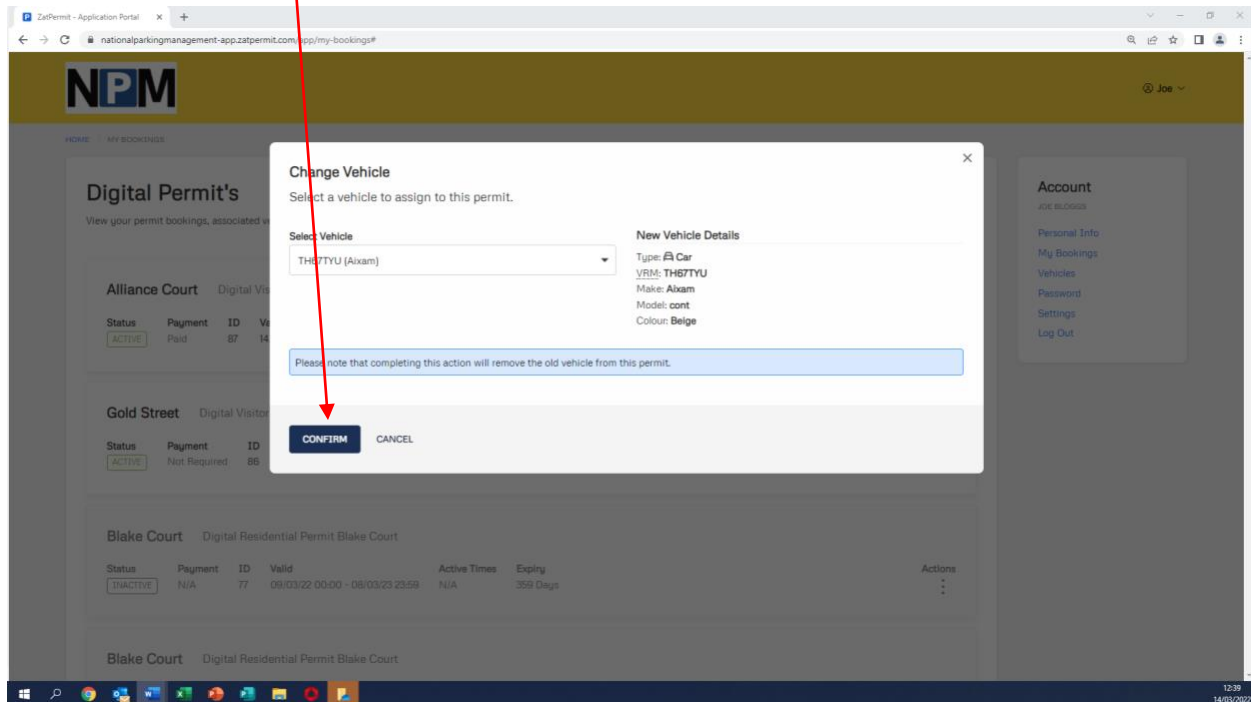
- [Personal Info](#)
- [My Bookings](#)
- [Vehicles](#)
- [Password](#)
- [Settings](#)
- [Log Out](#)

Status	Payment	ID	Valid	Active Times	Expiry	Actions
ACTIVE	Paid	59	28/02/22 00:00 - 27/02/23 23:59	N/A	363 Days	⋮
ACTIVE	Paid	62	01/03/22 00:36 - 01/03/23 00:36	N/A	Not Yet Started	⋮

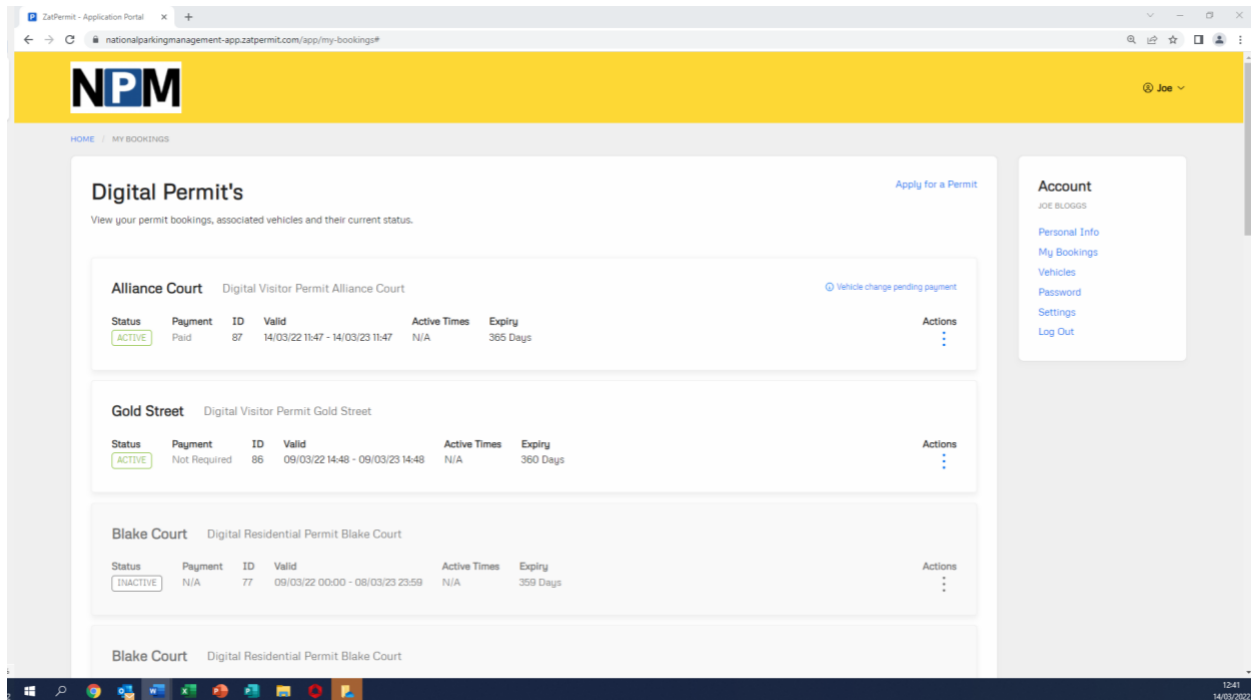
- To select or request a **New** Digital Visitor Permit you will need to make sure you have added the new vehicle registration via the **Vehicles** tab on the options.
- Once you have done this, go to **My Bookings** – click on the three blue dots under **Actions** on the **Digital Visitor Permit** and click on **Change Vehicle**.



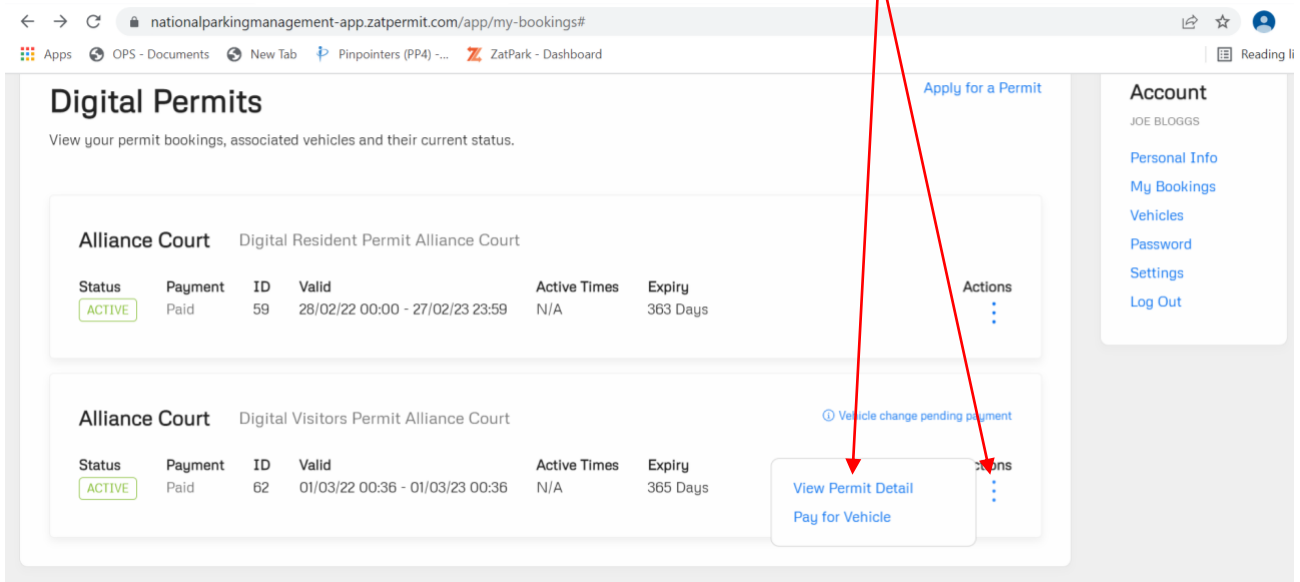
- This will take you to a screen with a drop-down box called **change Vehicle**.
- Click on the vehicle you wish to purchase a visitor permit for and then proceed to the next page.
- Then press confirm



- This will then show you that the **vehicle change is pending payment**



- Now go to the three blue dots and click on **View Permit Detail**.



- This screen will then show you which permits are **active** or **pending**.

NPM | Joe

[HOME](#) / [MY BOOKINGS](#)

Digital Permit's

View your permit bookings, associated vehicles and their current status.

[Apply for a Permit](#)

Alliance Court

Digital Visitor Permit Alliance Court

Status	Payment	ID	Valid	Active Times	Expiry	Actions
APPROVED	Payment required	87	14/03/22 11:47 - 14/03/23 11:47	N/A	Not Yet Started	⋮

Gold Street

Digital Visitor Permit Gold Street

Status	Payment	ID	Valid	Active Times	Expiry	Actions
ACTIVE	Not Required	86	09/03/22 14:48 - 09/03/23 14:48	N/A	360 Days	⋮

Blake Court

Digital Residential Permit Blake Court

Status	Payment	ID	Valid	Active Times	Expiry	Actions
INACTIVE	N/A	77	09/03/22 00:00 - 08/03/23 23:59	N/A	359 Days	⋮

Blake Court

Digital Residential Permit Blake Court

Account

JOE BLOGGS

- [Personal Info](#)
- [My Bookings](#)
- [Vehicles](#)
- [Password](#)
- [Settings](#)
- [Log Out](#)

[nationalparkingmanagement-app.zatpermit.com/app/my-bookings#](#)

Apps OPS - Documents New Tab Pinpointers (PP4) -... Z ZatPark - Dashboard Reading li

Digital Permits

View your permit bookings, associated vehicles and their current status.

[Apply for a Permit](#)

Alliance Court

Digital Resident Permit Alliance Court

Status	Payment	ID	Valid	Active Times	Expiry	Actions
ACTIVE	Paid	59	28/02/22 00:00 - 27/02/23 23:59	N/A	363 Days	⋮

Alliance Court

Digital Visitors Permit Alliance Court

[Vehicle change pending payment](#)

Status	Payment	ID	Valid	Active Times	Expiry	Actions
ACTIVE	Paid	62	01/03/22 00:36 - 01/03/23 00:36	N/A	365 Days	⋮

[View Permit Detail](#)
[Pay for Vehicle](#)

- Click on **Pay for Vehicle**.
- Click on **Pay Now**.

- Once your payment has been processed and accepted – go to **My Bookings** on the menu and check that the permit has been activated.

The screenshot shows the 'Digital Permits' section of the app. It lists two permits for 'Alliance Court'. The first permit is a 'Digital Resident Permit' with ID 59, valid from 28/02/22 00:00 to 27/02/23 23:59, and its status is 'ACTIVE'. The second permit is a 'Digital Visitors Permit' with ID 62, valid from 01/03/22 00:36 to 01/03/23 00:36, and its status is also 'ACTIVE'. A red arrow points from the text above to the 'ACTIVE' status of the first permit.

Status	Payment	ID	Valid	Active Times	Expiry	Actions
ACTIVE	Paid	59	28/02/22 00:00 - 27/02/23 23:59	N/A	363 Days	⋮
ACTIVE	Paid	62	01/03/22 00:36 - 01/03/23 00:36	N/A	365 Days	⋮

- NB – by applying for a New Digital Visitor Permit for a different vehicle, this will cancel the previous visitor permit and therefore will no longer be valid**
- Once the initial digital visitor permit for the calendar year has been activated, you will not be required to input the date/time again until the original permit term has expired, and you are applying to renew your visitor permit.

Useful Information

- Clicking on the NPM logo will return you to the **Home Page**.

Important Information

- When submitting your Vehicle Registration Mark - **please enter your details carefully**, checking you have entered the correct vehicle registration. If the vehicle registration details are incorrect (**common key errors I,1,L,Y,7,4,A,5,S,Q,O,0,N,M,Z,2**), you will be issued with a Parking Charge Notice. Please refer to the signage displayed at the site for further details and parking restrictions. Permits are only valid after the application has been approved and you have received confirmation that the permit has been activated. Please find alternative parking until the permit has been activated. Being in receipt of an active digital permit **does not** guarantee a parking space.