AltitudeReservation

ADVAM
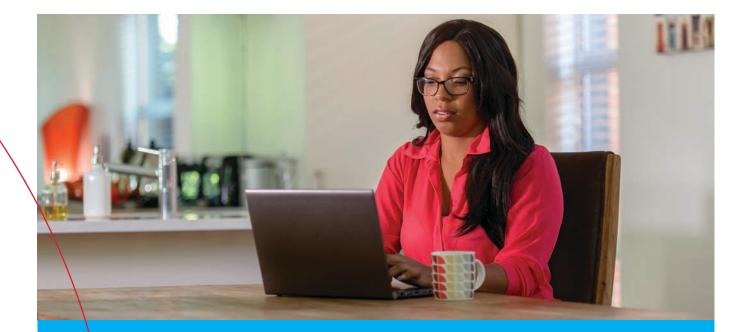the way to pay
A **TNS** Company

Improve your customers' experience by making parking easier for them

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Build insights
Secure loyalty
Improve experience

Transform your customer experience and loyalty with AltitudeReservation — ADVAM's online prebooking and prepayment platform for parking, ancillary services and more

Secure the benefits with the way to pay

The simple online experience that makes parking easier. Easy to find, easy to pay.

AltitudeReservation removes the hassle of finding a parking space and queuing to pay for your customers. It makes the experience even better with the option to add more services and be rewarded for loyalty.

It is a powerful online prebooking and prepayment platform, but what sets it apart is its flexibility and functionality.

AltitudeReservation's extensive features, many of which are included as standard, allow you to deliver a great customer experience and create customer loyalty.

Tailored booking journey

- Optimum user experience via minimum click to purchase navigation
- Align with your branding
- Option to integrate analytics to boost sales and cut shopping cart abandonment

Product & pricing management

- Tailor your products and pricing to create products that meet your customer needs and car park capacity
- Offer additional products to boost customer experience and drive upsell
- Set pricing ladders and schedule price variations

Promotions & customer engagement

- Maintain engagement and enable upsell
- Create special offers and promotions to drive sales or reward members
- Communicate via SMS and email
- Improve customer experience and keep them engaged

Seamless entry & exit

- Link to payment cards, ANPR /LPR, membership cards, QR or bar codes

Loyalty module*

- Reward loyal customers and create customer advocacy
- Enable your customers to earn points for future visits
- Set your own points to credit ratio
- Offer a tiered system to reward the most loyal customers

Third party channels

- Expand your sales channel and reach more customers
- Offer the option to book car parking when buying flights, concerts or sports tickets on third party sites
- Enable third party sales partners to connect into your customer booking journey
- Option to provide seamless transfers with third parties via Dynamic Display Widget*

Valet check-in / check-out*

- Offer valet service at point of car park pre booking
- Record the arrival and departure of guests
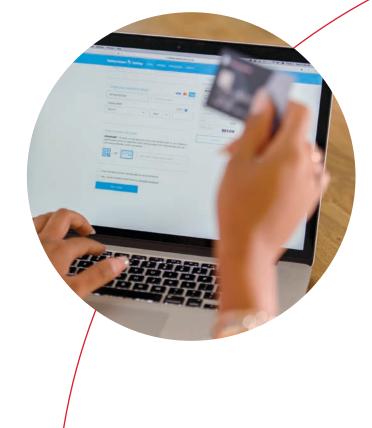- Offer additional services and encourage service upgrades
- Enable flexibility with extra cost automatically added

Digital wallet integration*

- Add your access pass into a customer's digital wallet
- Capability includes Apple Wallet and Passbook

The way to pay

- Easy payment via ADVAM's multi-channel payment gateway
- Enable payment by major cards
- Option to accept payment wallets including PayPal, Apple Pay, Google Pay and Samsung Pay*

*Premium feature/module

Transform relationships with AltitudeReservation

In a competitive world, consumer demand for choice, convenience and flexibility continues to grow. At ADVAM we're focusing on better ways to help you exceed your customers' expectations – transform their experience and loyalty.

Benefits for you...

Powerful data
Learn more about your customers, create solutions to meet their needs

Stronger engagement
Secure better relationships with customers, secure long-term loyalty

Enhanced efficiency
Deliver a seamless experience – booking, registration, entry and exit

Higher yields
Manage capacity pricing, tailor products and improve yield management

Comprehensive integration
Link to CRM, financial and retail systems; connect to back end services and third party affiliates

Customer experience
Deliver an exceptional experience to drive customer loyalty and advocacy

Benefits for your customers...

Seamless payments
Much more convenient to book and pay — and hassle-free at the car park

Membership accounts
Store details and purchase history in one place to make repeat bookings easy

A better experience
Drive up, drive in, park and walk — it's as simple as that

Parking Plus
Offer other services, such as car wash and fast track security as part of their booking journey

Loyalty rewarded
Reward them for their repeat business. Use ADVAM's Loyalty Module or connect to third party schemes

AltitudeReservation —
the perfect solution for...

Parking Operators

Shopping Centres

Airports

Leisure & Entertainment

Local Government

Health

Education

ADVAM —
it's _the_ way to pay.

Standard features and premium options at a glance

Feature	Standard	Premium
Seamless entry & exit		
Access control hardware Supports multiple access control methods – credit card, barcode, QR code, pass card, ANPR/LPR	●	–
Connect to digital wallet Enable consumer to add digital access pass to Apple Wallet or Passbook	–	●
Look & feel		
Standard website design Manage your front-end and call centre application branding, look and feel	●	–
Dynamic form fields & styling Provide additional content enhancements for products to update page styling, layouts, affiliate links and banners via back-end widget displays	–	●
Social sign on Customers can log in using social credentials including Facebook and Google	–	●
Custom designed website Integrate your own front-end design. Includes the ability to add multiple languages within the booking journey	–	●
Product & pricing management		
Standard pricing management Manage pricing across a car park or at product level, including tariff ladder, hourly pricing and pricing calendar	●	–
Advanced pricing management Includes movement pricing, price per day tariff, monetary and percentage pricing based on lead time, urgency, occupancy and membership status	–	●
Create & manage products Create products, including product hierarchy, lead time, occupancy levels, arrival dates and time restrictions	●	–
Product enhancements Offer add-on products as standalone; include images to enhance selling messages	–	●
Valet check-in / check-out Manage pre-booked valet customers, sell additional features and apply promotional offers	–	●
Promotion management		
Create & manage car park promotions Create and manage promotions and upsell activity including discounts, pricing, timeframes, included products and customer availability	●	–
Customer engagement		
Email communications Email templates and tools to better engage with customers, including reminders and notifications scheduling	●	–
Send via SMS Send messages for booking confirmations, reminders and notifications	–	●
Reporting		
Reporting suite Create your own reports using filters and custom report templates	●	–
Enhanced reports Define additional and expanded reporting fields and data sets	–	●
Site administration		
Manage customer bookings Search for bookings, link bookings to members, apply account credits, update entry method and customer details	●	–
Configure car parks & sites Define car park and site rules, including amendments, cancellations and special terms. Apply car park administration features including hours, transfers and bay capacity	●	–
Payment reconciliation Auto detect double payments to cut admin time in applying credits for existing customers	●	–
Manage multiple location time zones Enable different time zones across car parks and sites	●	–
Multi language system administration Allow different languages within system administration	–	●
Payment types		
Major credit cards accepted	●	–
Digital wallets Including Apple Pay, PayPal, Google Pay and Samsung Pay	–	●
Call centre administration		
Manage, edit, search & view customer information Enable customer support by contact centre agents. Includes the ability to merge a user's current and new contact details, update details and apply credits	●	–
Business tool integration		
Integrate to third party business tools Data feed or API integration to tools including BI or CRM	–	●
Third party sales channels		
Connect to additional sales channels Integrate your booking journey and promotions with airlines, tour operators, hotels, venue ticket merchants and more. Provide seamless transfers via Dynamic Display Widget. *NB client is responsible for third party channel relationships	–	●
Loyalty rewards		
AltitudeReservation loyalty module Points based loyalty program integrated directly with AltitudeReservation	–	●
Connect to third party loyalty programs Connect to external loyalty programs	–	●

ADVAM — we're transforming payments around the world

Easier for consumers, better for you

ADVAM solutions make it easier for consumers to buy the things they need — reliably, efficiently and securely. That means our clients secure the benefits that flow from providing their customers with better payment experiences.

Truly multi-channel

Our product suite is truly multi-channel — online, mobile, unattended and via digital wallets. It's a user-centric approach that's right for everyone — wherever they are, and whichever way they want to pay.

Seamless transactions

Our secure and compliant solutions not only deliver powerful and positive consumer experiences, they also ensure our clients get real business benefits from seamless transaction processing.

Global strength

From our offices in Australia, the US, and the UK, and with customers and acquirer links in over 20 countries, our client portfolio includes globally leading enterprises and public sector departments. We provide our clients with 24/7 local support, and we meet the industry's highest standards of security and compliance.

Broad expertise

Our sector expertise includes airports, parking operators, shopping centres, local government, health, education, entertainment and self-service organisations. Our experience means ADVAM clients benefit from our in-depth industry knowledge.

Part of a worldwide business

ADVAM is a TNS Company. TNS provides global data communication networks enabling clients to interact and transact with other businesses simply and securely.

Request a demonstration — go to **advam.com/demo**

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