



Durham, North Carolina

# Virtual Payment Instructions for Employee Parking

## Garage A, Durham VA Medical Center

### Introduction

Given the current situation with the COVID-19 pandemic, Federal Parking, in concert with Durham VAMC administration, has modified and enhanced the payment procedure for employees wishing to park in Garage A to make this process safer for all parties. Our new procedures will also save you time in the future and will help avoid late fees from being assessed.

You now will have the ability to complete a payment authorization form one time, and you will no longer need to handle payments in person again as all payments can now be automatically transacted. Please review below the options available for you.

Please note that if you are one of almost 800 employees currently paying monthly via ACH and do not want to convert to Annual Payments or Periodic Advance Payments, you do not have to read any further nor complete any new authorization forms at this time as your payments are automatically deducted each month and are done so on a recurring basis.

### Overview

1. Acceptable forms of payment are:
  - a. Check or Money Order
  - b. ACH Direct Debit from bank account
  - c. Credit/Debit Card
  - d. Cash

We encourage patrons to use ACH (bank account debit), who will be provided various discounts from our marketing partners each quarter.

2. There are different categories of payment:
  - a. Annual Drive Payment for 12 months, paid once a year
  - b. Periodic Advance Payment for 2 to 11 month periods, paid periodically
  - c. Monthly Payment for 1-month periods, paid monthly
3. There are three different timing options for making payments:
  - a. For Annual Drive, payments are made once a year by October 1
  - b. For Periodic Advance Payments, number of payments per year varies depending on period chosen
  - c. Monthly payments are due on the 1<sup>st</sup> of each month but no later than the 5<sup>th</sup> of each month
4. There are two types of payment options:
  - a. One-time payment (using ACH, check, money order, cash, credit card, debit card)
  - b. Automatic recurring payment (using ACH, credit card, debit card)
5. There are three locations to submit payments or payment authorization forms until further notice:
  - a. The payment box in the VA lobby near the ATM
  - b. The front parking booth using the visitor exit lane
  - c. The Parking Office (following social distancing guidelines and after requesting an appointment)

### **Instructions (varies by situation)**

1. If you are currently a **12-month** Annual Payment patron who usually pays in September, October or November, please download the [Annual Drive Advance Payment Authorization Form](#) here or from the home page of the Federal Parking website at [www.federalparking.net](http://www.federalparking.net). Submit the completed form by October 1, 2020, but no later than October 5, 2020 to avoid a late fee. (If you already paid in September, you will receive a separate communication regarding adding an autopay option for 2021 and beyond.)
2. All other employees desiring to pay annually can make an advanced payment for **12 months** of parking commencing October 1, 2020 by downloading the [Annual Drive Advance Payment Authorization Form](#) here or from the home page of the Federal Parking website at [www.federalparking.net](http://www.federalparking.net). Submit the completed form by October 1, 2020, but no later than October 5, 2020 to avoid a late fee.
3. Employees currently making **2 to 11 months** Periodic Advance Payments who wish continue may do so when your current Periodic Advance Payment ends by downloading the [2-11 Months Advance Payment Authorization Form](#) here or from the Federal Parking website home page at [www.federalparking.net](http://www.federalparking.net).
4. Employees currently paying monthly who wish to pay **2 to 11 months** of parking in advance may do so any time by downloading the [2-11 Months Advance Payment Authorization Form](#) here or from the Federal Parking website home page at [www.federalparking.net](http://www.federalparking.net).
5. Employees currently paying **monthly** via ACH who do *not* want to convert to 12-month annual payments or 2-11 month periodic advance payments do not have to complete any new authorization forms at this time as your payments are automatically deducted each month on a recurring basis.
6. Employees currently paying **monthly** via cash, check or money order may convert to 12 months annual pay (see #2 above), 2-11 months advance pay (see #4 above), or monthly autopay via ACH or credit/debit card (download the [Monthly Advance Payment Authorization Form](#) here or from the Federal Parking website home page at [www.federalparking.net](http://www.federalparking.net)).
7. If paying by *ACH or credit/debit card*, download, fill out and print the appropriate payment authorization form. If paying by *check or money order*, attach a note that includes your name, address, phone number and both VA and personal emails. Then place the authorization form or check/money order in the payment box on the ground floor near the ATM in the hospital or give to the front parking booth attendant. *Cash* should not be placed in the payment box, but rather delivered to the parking office after making an appointment and wearing a mask and maintaining social distancing.
8. If you require a receipt, drop off payment at the parking office after making an appointment. Masks must be worn and social distancing maintained.
9. Once payment is received, your parking registration information will be updated electronically.

If you have any questions or would like to make an appointment, please contact the Federal Parking office by dialing extension 177088, calling 919-286-1414, or emailing Dena Kendall at [dkendall@federalparking.net](mailto:dkendall@federalparking.net).

Thank you for your patronage, and continue to stay safe over the coming months.