PermitSmarti

Permit Application
Once the customer has created their account, they are then able to apply for permits. The permit application screen is configured in line with the information required for each permit type, so the fields seen in this guide are for demonstration purposes. Where date boxes, drop down lists and free text boxes appear in this guide will be agreed and configured with you during your discovery meeting, the purpose of this guide is to show the online application process.

- Click on permit application
- Select the Permit Category, the relevant permit categories will display for the account type. In this case we have selected permit Category “Resident”

- Click ‘Next’
- Select a Permit Type, only those applicable to the account address will be shown
• Click ‘Next’
• Complete all the fields on the form, remembering that your form may ask for different information to the given example
• Some permit applications may allow you to change the start date, select the permit length, allow multiple VRMS, and have answerable questions
• Click ‘Next’
• An information confirmation page will load so the customer can check what they have entered
• They will now have to read and agree to the ‘Terms and Conditions’, the hyperlink will navigate the user to a static internet page which contains all Terms and Conditions
• Click ‘Proceed’
• The ‘Permit Application Confirmation’ Page will load, here the user can attach supporting documentation, if applicable to the permit type

For a “Kettering Residents Permit” both proof of vehicle ownership and proof of residency will need to be provided. To upload this evidence please click “Upload supporting documents” and the following page will appear
- Guidance is given as to the accepted document types and sizes
- Customers using mobile device or tablet also have the functionality to take photos instead of uploading documents
- Click on ‘Add Document’

You will then need to select the “Document type” you wish to upload, we selected “Log book (V5 Registration Document)” in this example.
• Click “Browse”
• This will then prompt the user to locate the document on their device or computer

Once you have located your document from your computer, click “Add”

Users will have to load the correct number of documents to the appropriate document category or the system will not let then proceed

If you require to upload another form of evidence, repeat the process until all necessary documents have been added
• Click "Upload Documents"
• Depending upon the permit the user will either receive a message stating that the permit team are going to review the application, or they will be prompted to pay now, if it’s a direct issue permit

Permit application confirmation

Application number: 22109
Application date: 19/03/2020
Permit type: Kettering Residents Permit - Virtual
Start date: 19/03/2020
Period: 12 months
Price: £35.00

Your supporting documents have been saved together with your permit application. Your application will be reviewed and you will be contacted shortly.

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• Click “Finish”
• For a Kettering Residents Permit, the application will be reviewed by the parking team and “offered” if all evidence provided is sufficient
• An email will be sent to notify you when the permit has been “offered” or if “more information” is required (further instructions will be provided within the email)
• Once the permit has been offered, sign into your account

My details
View or change your details

My permit application
Apply for a permit

My permit applications
View your applications

My permits
View and renew your permits

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• Click on “My Permit Applications”
• This will show a list of all the applications you have made

My permit applications

<table>
<thead>
<tr>
<th>Permit type</th>
<th>Vehicles</th>
<th>Application number</th>
<th>Application date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kettering Residents Permit - Virtual</td>
<td>TEST222</td>
<td>22109</td>
<td>19/03/2020</td>
<td>Under offer since 19/03/2020</td>
</tr>
</tbody>
</table>

• Click on “Accept Offer”
• This will take you to the following page

Accept offer

Application number: 22109
Permit type: Kettering Residents Permit - Virtual
Start date: 19/03/2020
Expiry date: 18/03/2021
Price: £35.00

Further to your permit application you have been offered a permit. Please accept or decline this offer.
• As long as you are happy with the permit that was offered, click “Accept”
• This will take you to the following page

Offer accepted

- Application number: 22109
- Permit type: Kettering Residents Permit - Virtual
- Start date: 19/03/2020
- Expiry date: 18/03/2021
- Price: £35.00

Your permit will be issued once your payment has been taken. Please use the payment button.

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• Click “Make Payment”
• You will be directed to the payment webpage; were you will need to fill out your card details

Payment details

- Payment reference: APP 22109 1584624547
- Amount: 35.00 GBP
- Card number:
- Expiry date: MM / YYYY
- Card Security Code:

[Buttons: Cancel | Continue]

• Once payment is made confirmation will be given on screen, the permit is now live

Payment successful and permit issued

- Permit number: NGARP5
- Start date: 19/03/2020
- Period: 12 months
- Price: £35.00

Thank you for your payment.
Your new permit has been issued.
Please keep a note of your permit number.

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• Click “Finish” to complete the process
• For a virtual permit there are no other steps to complete
• A physical permit will need to be printed (by the parking team) and either sent in the post to the address you had resisted with (when making the account) or sent for collection at Kettering Borough Councils offices on Bowling Green Road.

• (Please note if you wish to collect your permit you will need to contact us on 01536 410333 or email ParkingPermits@kettering.gov.uk to arrange collection, otherwise they will be posted royal mail 2nd class which can take up to two weeks)

• For “Kettering Residents Permit – Physical” holders they are not to park within the residential zone unless they are displaying a visitor’s scratch card or a valid permit. Failing to do so may result in a penalty charge notice being issued against your vehicle.