

## vPermit FAQs

### 1. Will there be a sticker for my windscreen?

No. The new system uses licence plate recognition technology to check whether vehicles have a permit.

### 2. Will purchasing a vPermit guarantee me a car space?

No, for most permit types.

Yes, for East 2 and Reserved (East 3 and West 3).

The dynamic signage on campus shows which carparks have availability and live carpark bay availability online here:

<https://vpermit.com.au/parkavail/mq>

### 3. Can I register for vPermit and PAYG?

You can however you will only use one method when paying for parking on campus. Be sure to check the rates and options for both types to decide which will work best.

### 4. How can I get a vPermit?

It's easy to register, just have your staff email, MQ OneID and car registration number/s handy and follow the online registration process from **23 April onwards**. Please note that online sessions time out so it's important to have all information available when registering. If you get stuck, email [parking@mq.edu.au](mailto:parking@mq.edu.au) or pop in to ask for help at the parking desk in MUSE, 18 Wally's Walk: 11:00am-2:00pm Tuesdays 23 and 30 April. Our friendly team will answer your queries and help you to register online if needed.

### 5. When can I purchase a vPermit?

Staff can purchase their vPermit in advance, online **from 23 April 2019** although this not essential because vPermits are available for purchase at any time until end November 2109. The current windscreen-display permits are valid until 30 April and vPermits will start (at the earliest) on 1 May

### 6. What types of vPermit are available for staff?

Select from one-month, six-month and eight-month vPermits during the period 1 May to 31 December 2019. Salary sacrifice is only available for vPermits six months and longer.

### 7. Can I salary sacrifice my vPermit?

Yes, salary sacrifice is an option for permanent employees who purchase a minimum six-month vPermit. Follow the prompts online when registering, select 'salary sacrifice' in payment options and have your details ready. Deductions will be made on a fortnightly basis.

### 8. When do 2019 permits expire?

Vpermits expire at the end of the term that is purchased. If you purchase the maximum term (eight months) vPermit on or prior to 1 May 2019, it will expire on 31 December 2019. After one vPermit expires, another can be purchased.

#### 9. What type of permit can I purchase June or August, for example?

The online vPermit cost is calculated each day, so depending on when a vPermit is purchased and for how long, (30-day, 90-day or longer) the cost will vary. The maximum expiry date for all permit types is 31 December 2109.

#### 10. Who can help?

If you have any issues when purchasing a vPermit online, please email [parking@mq.edu.au](mailto:parking@mq.edu.au) for help or pop in, on campus between 11:00am-2:00pm MUSE (18 Wally's Walk) 23 and 30 April.

#### 11. Other information

- 12-month, calendar year vPermits will be available from December 2019 for 2020. More details and pricing will be released later this year.
- A \$50.00 administration fee may be deducted from any refund owed when processing staff vPermit cancellations (non-salary-sacrifice permits).
- Online sessions time out so it's important to have all information available when registering.

More FAQs from THIS WEEK can be found here: <https://www.mq.edu.au/thisweek/2019/03/25/your-parking-queries-answered/#.XJhhiS1L1Bw>