

# State of Michigan Electronic Parking Payment System

## Frequently Asked Questions (FAQ)

### Frequently Asked Questions (FAQ) – Attachment C

#### **Q: Can I pay my bill in advance?**

**A:** The online payment system is set up to receive payments only if there is a balance due. You may submit an online payment for more than your amount due if the balance is greater than zero. If the balance is zero, an advance payment should be mailed to:

DTMB – Financial Services Cashiering  
Lewis Cass Bldg., 4<sup>th</sup> Floor  
P.O. Box 30681  
Lansing, MI 48909

#### **Q: Can I pay less than the amount due?**

**A:** The amount due must be paid in full. Failure to pay this invoice will only suspend your access; it will not cancel your agreement. Payments made will be applied to previously unpaid balances before being applied to the current amount due.

#### **Q: How do I cancel my parking agreement?**

**A:** To cancel your parking agreement, you will need to contact the DTMB Building and Parking Services by phone, fax, E-mail, or in person. If parking permits were issued, the permits would need to be returned to the DTMB Building and Parking Services upon cancellation.

#### **DTMB Building and Parking Services**

State Facilities Administration  
3111 W. St. Joseph St.  
Lansing, Michigan 48917

**Phone:** (517) 284-7943

**Fax:** (517) 284-7971

**Email:** [DTMB-Building-Parking-Services@michigan.gov](mailto:DTMB-Building-Parking-Services@michigan.gov)

**Q: How do I locate my account number?**

**A:** Your account number is located on your invoice for contractor parking. The account number begins with 'GN.'

**Q: How soon will my account reflect a payment submitted by credit card/debit card or e- check?**

**A:** Please allow 2 business days for your payment to be reflected on your account.

**Q: How will refunds be processed?**

**A:** All payments must be refunded in the manner in which they were paid. A payment made via credit card will be refunded to that same credit card. A payment made via echeck will be refunded to that same banking information.

**Q: How will this payment appear on my credit/debit, or banking statement?**

**A:** Payments made using either credit, debit card, or e-check will appear as "State of MI Parking" on your statement.

**Q: Why are you asking for my CVV2 code?**

**A:** In order to ensure the highest standards in fraud prevention are being used, the Card Verification Value (CVV2) code is also required.

**Q: How do I obtain a receipt?**

**A:** A receipt will be sent to the email address provided in the billing address section of this site. You may also print a receipt on the payment summary screen.

**Q: Will I be charged a fee to make my parking payment online?**

**A:** No additional fees are being charged to make an online payment via e-check or credit card at this time.

**Q: I received the error “Verification Failed” when I attempted to make a payment, what does that mean?**

**A:** The error “verification failed” will appear when the CVV2 code entered does not match or the billing zip code does not match.

**Q: What does payment success mean?**

**A:** Payment success is indication that you have successfully submitted your payment for approval. The status of payment success does not indicate that funds have been pulled from your credit/debit or banking account.