

## Welcome to KRAVAG Truck Parking!

We would like to make it as easy as possible for you to get started and present the most important functions of the web app and the smartphone app:

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If we have not described individual steps precisely enough or if you have suggestions or change requests, please write to: [team@kravag-truck-parking.de](mailto:team@kravag-truck-parking.de)

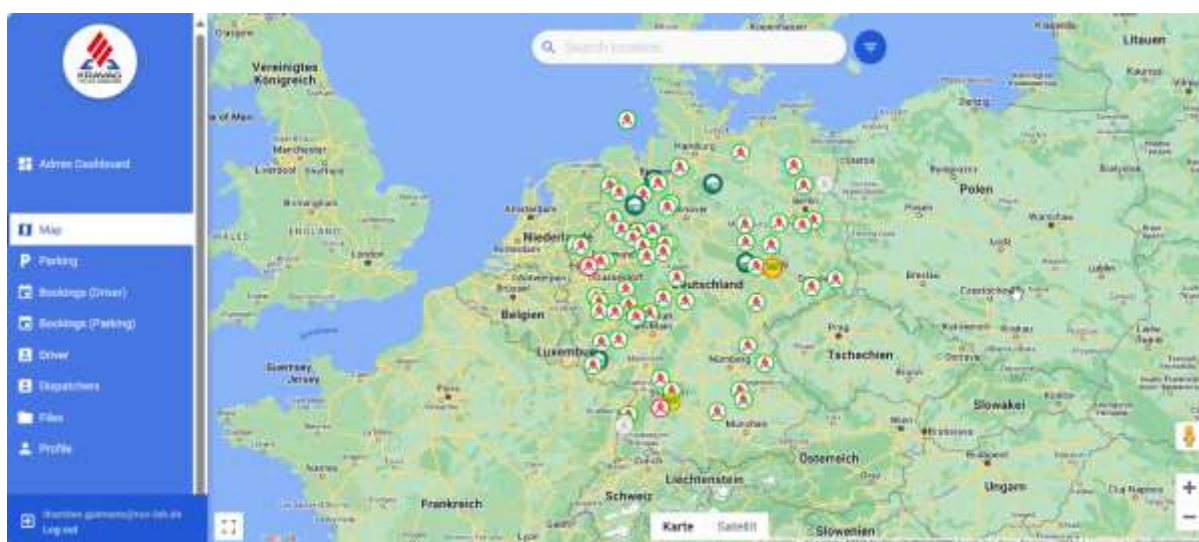
## 1. Invite Drivers (Web App)

You and your drivers can use KRAVAG Truck Parking in just a few steps.

You have already received an e-mail from us with your access data to our web app (<https://web.kravag-truck-parking.de/>). Follow the link, create your personal password, and log in.

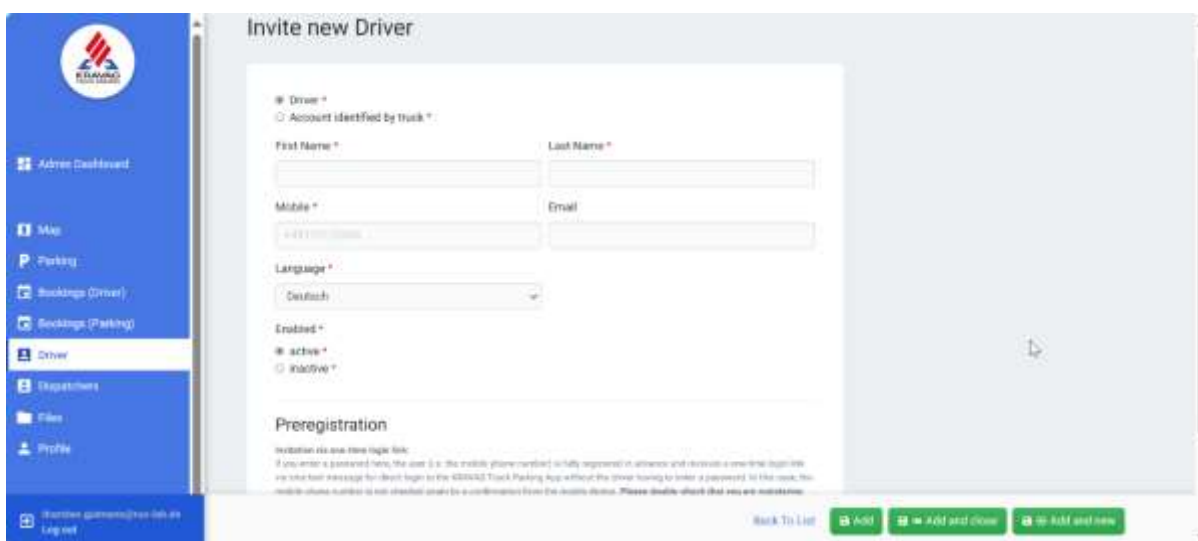
**Tip: Add the page to your favorites right away to find it quickly in the future.**

You can see all bookable parking spaces in the overview on the map – right after login.



In order to be able to book these parking spaces for your drivers, you must invite your drivers first:

1. To add and manage drivers, first click on "Driver" in the menu.
2. If you are on the "Driver"-page for the first time, the list is still empty. Click on "Invite Driver" in the upper right corner of the page.
3. Fill in the form and click "Add" at the bottom to send the invitation by SMS (free of charge for you).



**Invite new Driver**

Driver \*  
 Account identified by truck \*

First Name \*  Last Name \*

Middle \*  Email

Language \*  
 Default

Enabled \*  
 active \*  
 inactive \*

**Preregistration**  
Invitation via sms, sms registration link  
 If you enter a password here, the user (i.e. the mobile phone number) is fully registered in advance and receives a one-time login code. If you enter a password here, the user (i.e. the mobile phone number) is fully registered in advance and receives a one-time login code. If you enter a password here, the user (i.e. the mobile phone number) is fully registered in advance and receives a one-time login code. If you enter a password here, the user (i.e. the mobile phone number) is fully registered in advance and receives a one-time login code. Please double-check that you are not mistaken.

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4. The driver will receive an SMS with the download link to the app (Apple or Android) and can then register himself in the app.
5. Your drivers can book parking spots from now on – or you can book the parking spaces for your drivers. Read more about this in the next chapter.

Note on the "Enabled" item

The status of drivers is normally set to "active". If, for example, drivers have entered the wrong password several times when logging into the app, the status is automatically set to "inactive". You can change the status at any time. If a driver is set to "inactive", he cannot make any bookings.

## 2. Booking a parking spot (web app and smartphone app).

Tip: To test the process, we have created a "test parking lot" on Helgoland. Please do not test using real parking spaces, as these bookings may be subject to charges.

Driver books a parking spot (smartphone app)

1. After drivers have installed the app via the forwarding company's invitation and registered, they can book parking spots themselves.

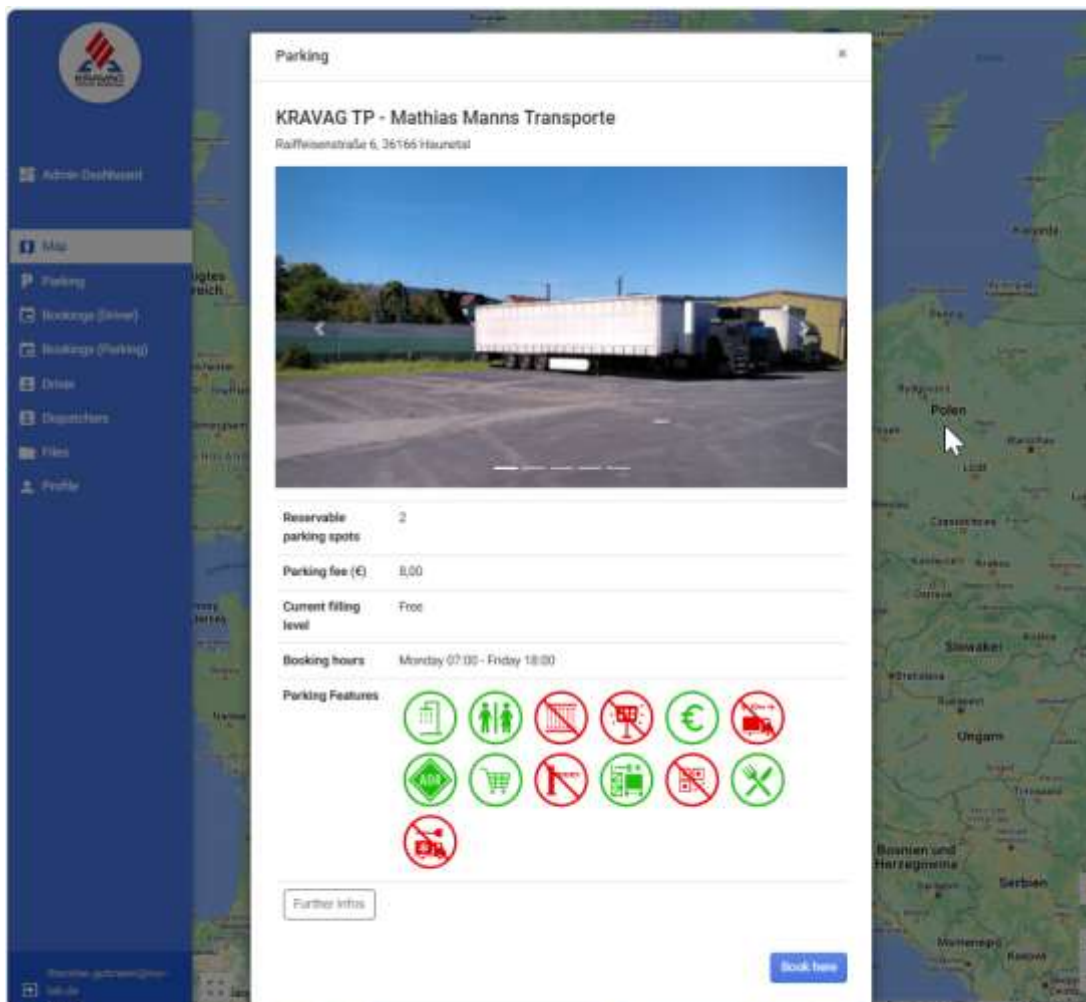
**Important note:** Please fulfill all requests for permissions on the app for location, Bluetooth, etc. Otherwise, the access to the parking lots will not work. Also please make sure to update the app regularly.

2. Drivers choose and open the desired parking lot – and then select "Book here". In the following dialog, drivers select the arrival time and the departure time. When booking for the first time, drivers must also enter their vehicle's license plate number – in later bookings, drivers should check the details (especially important if they are traveling with changing vehicles) to see if this information is still correct. Then drivers confirm the selection by selecting "Book now".
3. The booking is checked and confirmed by SMS – congratulations, your driver has booked a parking spot!

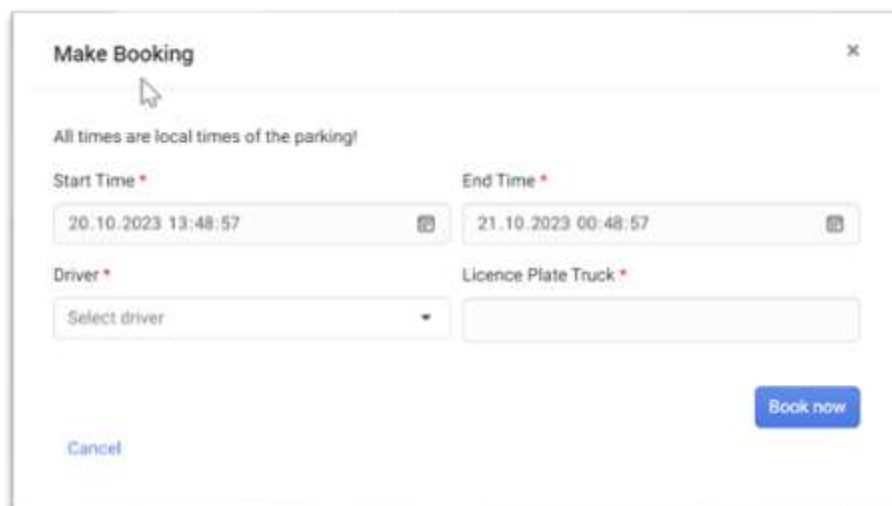
By the way: If your drivers are stuck in traffic and can no longer reach a booked parking spot, they can **cancel free of charge until shortly before the booking** – and simply book a new parking spot.

Booking a parking spot for a driver (web app).

1. Select a desired parking location in the map view, check the properties and then click "Book here".



2. In the following dialog box "Make booking" you now select start and end time as well as the driver and add the license plate of the tractor. After confirmation, you will see a confirmation field and your driver will receive an SMS with the booking confirmation.



3. You will now see the booking under "Bookings (Driver)". You may cancel it by clicking on "Detail" if necessary. Your driver will be informed about the cancellation via SMS, in the list it will be noted with the status "Cancelled".

### 3. Arrived at the parking lot (smartphone app).

Please always read the description of parking lot. In exceptional cases, the situation on site is different from the one described, e.g. there are parking lots where use the owner's access technology

1. If you are in front of the barrier or gate, you will surely already see the KRAVAG Truck Parking logo. **Open the current booking in the app.**
2. To open the gate or barrier, simply click the corresponding green button in your booking.

**Note:** If your cell phone does not have a network connection at your current location, the offline mode will activate. Through this, you can also open the gate or barrier via the

displayed buttons or via the provided QR code.

**IMPORTANT:** A Bluetooth signal is always used to access the site. Make sure Bluetooth is turned on and all permissions have been given.... Now follow the signs to the KRAVAG Truck Parking spots and please park your vehicle within the markings (if there are any) in front of the parking sign.

3. With our app you also have access to the social areas (e.g. toilet or shower). Just push the corresponding green button while in front of the door.

**By the way:** You can leave and re-enter the grounds as often as you like within the booked parking time. However, remember to take your smartphone with you in any case.

#### 4. Leaving the parking lot (smartphone app)

1. Please **leave the premises before the end of the booked parking time** and make sure that you leave the parking lot as you found it.
2. The **gate does not always open automatically** when you leave. You may have to open the gate with the button in the app. However, drive up to just before the gate.
3. **Parking fees** will be calculated in the collective invoice at the end of the month. We wish you a pleasant drive!
4. We try to keep the technology always up to date and ask the parking lot owners to pay attention to cleanliness in the sanitary rooms. **If something was not in order, we ask you to inform us via the app (menu item "Info").**

**By the way:** If you rate our app in the Google Play Store or the Apple App Store and give it five stars, others will also become aware of KRAVAG Truck Parking and the network of parking spaces will become even larger.

## 5. Operating the Web App (Dispatchers)

In the web app, you can not only manage authorized drivers, but also make bookings for drivers directly in the browser and view them. If you offer your own parking spaces, you can also manage them here.

### Manage dispatchers

1. Select the menu item "Dispatchers" and click on "Add Dispatcher" in the top right corner



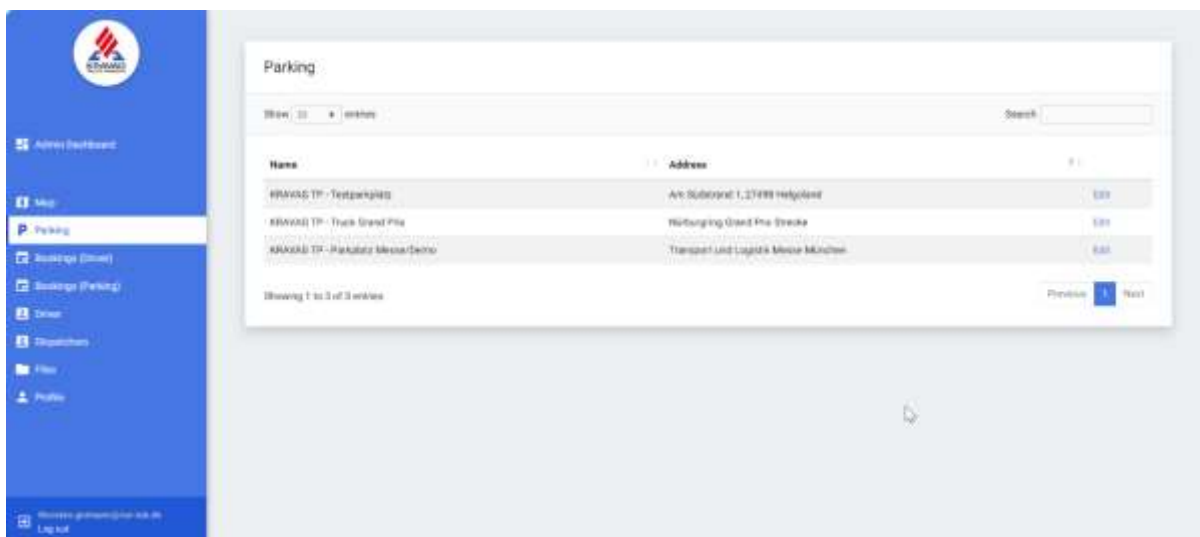
2. Fill in the "Invite new dispatcher" mask.
  - a. First name, last name and e-mail address as well as the selection of the communication language are mandatory fields.
  - b. Please enter a mobile phone number – this simplifies communication in case of problems
3. If you do not want to activate the dispatcher immediately, change the selection under "Enabled" to inactive. You can change the status at any time – as long as a dispatcher is set to inactive, he cannot make bookings or invite drivers.



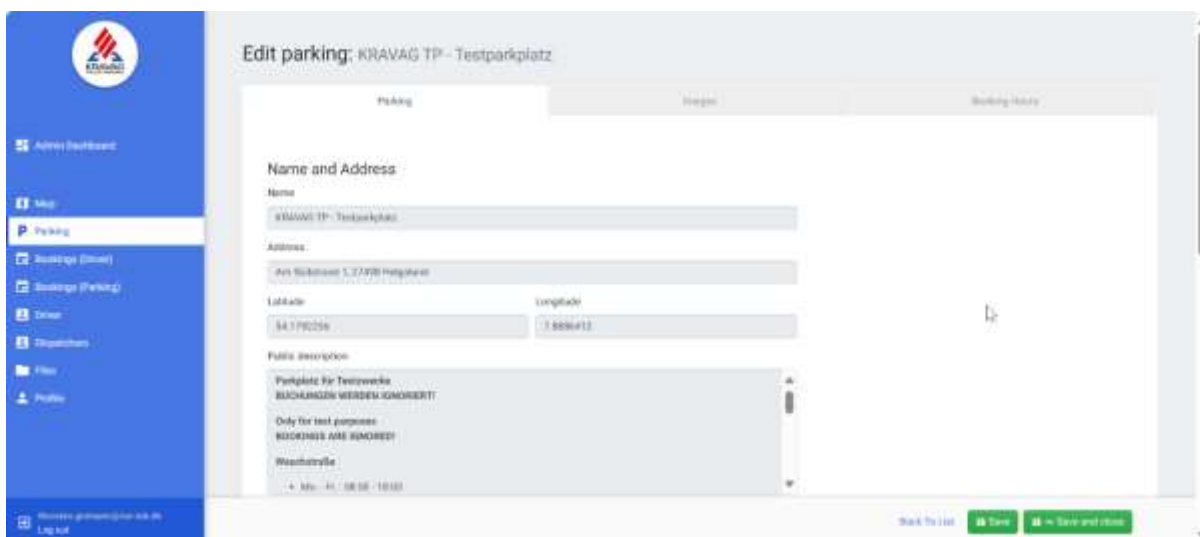
## Manage parking lots (for parking hosts only)

If you offer one or more parking lots, you can easily manage the properties and details of these lots and the parking spots.

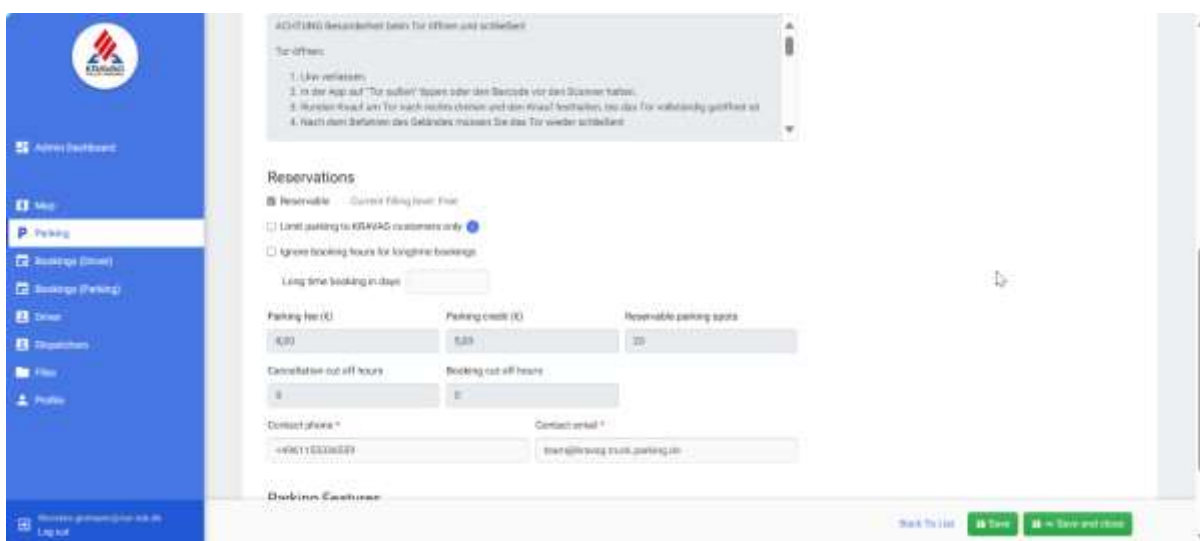
1. Select the menu item "**Parking**" and select the site you want to edit. To do this, click on "edit".



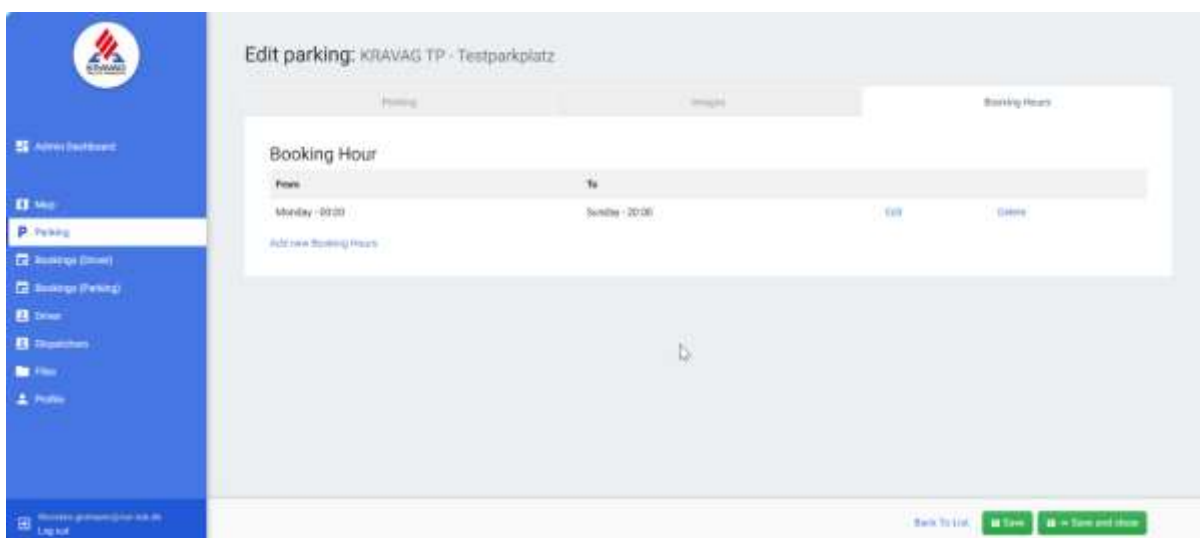
2. You now see **three tabs**: "Parking" (selected), Images and Booking Hours.



3. In the "**Parking**" tab, you **manage the information about the area**, e.g. the description, the parking fee, the contact data for this parking area and the setting whether this area may only be used by KRAVAG customers or also by others.



- In the "**Booking Hours**" tab, you can adjust the period during which bookings are possible. If you do not enter anything here, bookings can be made around the clock on all weekdays and on weekends.



**Note:** Images and fields with a gray background can only be edited by us. Feel free to contact us if you have any change requests: [team@kravag-truck-parking.de](mailto:team@kravag-truck-parking.de)

## Frequently asked questions:

### How do drivers get access to the parking lot?

Drivers see their bookings in the app. When they reach the gate, they open the current booking and then can open the gate by pressing a green button in our app – or they open the gate at our access box by scanning the QR code from the app (some locations only).

### How can drivers leave the parking lot?

Either an induction loop is installed in front of the gate, which opens the gate automatically, or they use the app analogously to the entry and press the green button in the booking to open the gate. Please note that gates can only be opened until 1 hour after the end of the booking period.

### How do drivers get to the social rooms, i.e. bathroom or shower?

The door to the social rooms can also be opened via the app. To do this, simply open the booking and press the corresponding green button when you are near the door. This also works in offline mode.

### What access technology is installed?

Our next gen access technology is installed by an electrician commissioned by us. Of course, we make sure that we only intervene minimally in the electrical system on site. All measures are discussed with you in advance. If a door cylinder needs to be replaced, we will discuss this with you – so that your employees can continue to have access without any problems.

### Access Chips for Hosts

If we replace lock cylinders with an electronic cylinder, we provide hosts with access chips. If necessary, all drivers can be equipped with chips if they previously had a key.

### Where do I see details of bookings? (Parking hosts only)

For bookings, click "Detail" at the end of the row to find all booking details, including guest name, license plate number, and booking period.

Where can I see the past and upcoming bookings? (Parking hosts only)

You can find all bookings under the menu item "Bookings (parking area)" – switch between "Show Active and Upcoming" and "Show Past" at the top.

Where can I download these instructions?

We are constantly working on our system. Therefore, there may be features that are not yet described in this guide. You can find the current version of this file at: <http://www.kravag-truck-parking.de/anleitung> (scroll down for English version).