

[DRAFT]



Get ready for Automated Entry at Flemington

USER GUIDE

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SYDNEY MARKETS PARKING ACCESS

<https://hub.sydneymarkets.com.au/>

Login to SML HUB and click on Entry & Parking Passes to access Prime Park










- Once on Prime Park, open the Sydney Markets locations webpage
- Select Register or Login if already registered
- Casual customers can select a Daily Entry Pass or Quarterly Parking Pass

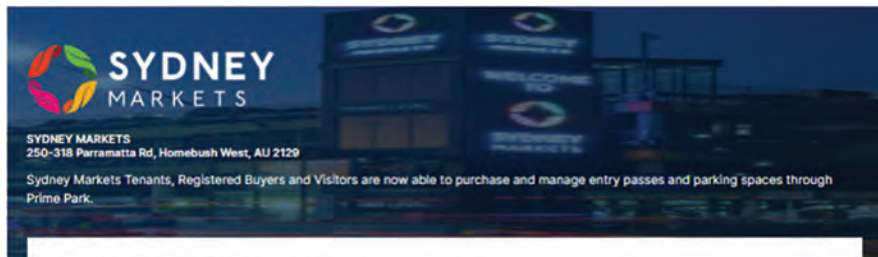
Amy Smith - Marketing
Fresh Fruit Co

Total equity: 428,824
Total properties: 6
Total financial accounts: 1

LEASES TO BE RENEWED IN 60 DAYS	TOTAL APPLICATIONS IN PROGRESS	TOTAL OPEN ENQUIRIES
0	7	7
UPCOMING LEASE REVIEW IS ON	PROPERTIES WITH RENT REVIEW IN 60 DAYS	UPCOMING RENT REVIEW IS ON
None coming up	0	None coming up
WASTE OVERTAGE CHARGES THIS WEEK	WASTE STANDARD CHARGES THIS WEEK	
\$0.00	\$0.00	

SML HUB

 My Property	 My Applications	 My Finance
 Warning & Comply Notice	 Shareholder Engagement	 General Enquiries
 Waste Management	 My Site Services	 Entry & Parking Passes



SYDNEY MARKETS TENANTS AND WORKERS

Register for access using the button below. Please note and save your login and password credentials for future use, these details are separate to your SML Hub logins and passwords

REGISTER	LOGIN
--------------------------	-----------------------

CASUAL PARKING

Entry passes for registered buyers, other users and general public. You can only complete one pass at a time, but you can add multiple vehicles to a pass.

DAILY ENTRY PASS <input type="checkbox"/>	QUARTERLY PARKING PASS <input type="checkbox"/>
CONTINUE	

SYDNEY MARKETS

250-318 Parramatta Rd, Homebush West NSW 2140

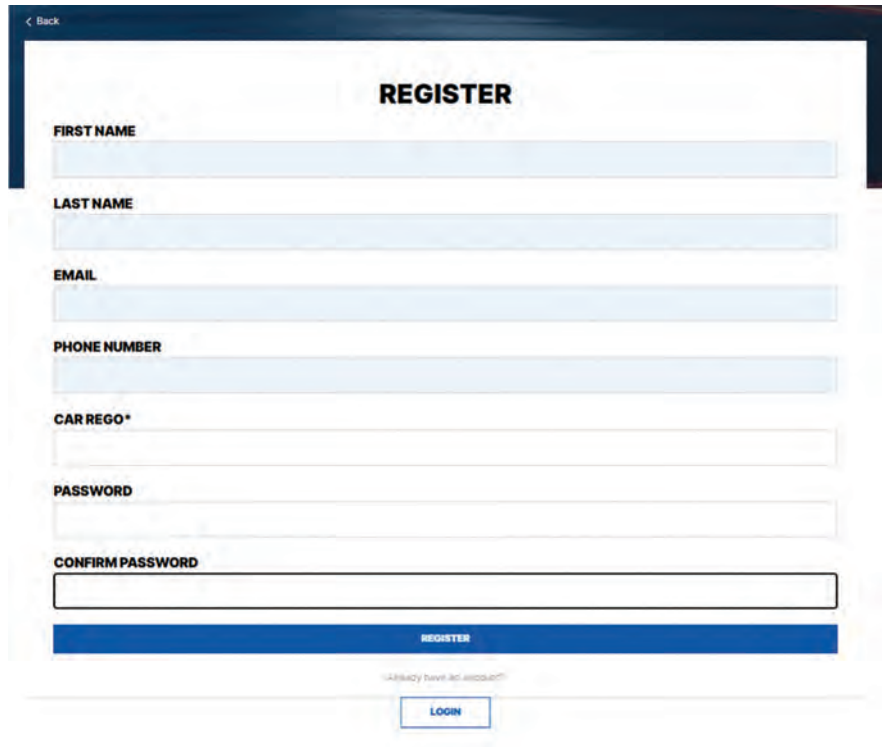
[DIRECTIONS](#)



IMPORTANT INFORMATION	▼
AVAILABLE SERVICES	▼

REGISTRATION

- Enter your contact details and create a password to register
- Enter your vehicle plate number



The screenshot shows a mobile application interface for registration. At the top left, there is a back arrow and the text '< Back'. The main heading is 'REGISTER' in bold black text. Below the heading are seven input fields, each with a label above it: 'FIRST NAME', 'LAST NAME', 'EMAIL', 'PHONE NUMBER', 'CAR REGO*', 'PASSWORD', and 'CONFIRM PASSWORD'. The 'CONFIRM PASSWORD' field is a single wide box. At the bottom of the form is a blue button with the text 'REGISTER'. Below the button is a small, faint text string '148942y bevti 3c1 48826407'. At the very bottom of the page is a white button with the text 'LOGIN'.

VERIFICATION

Once registered **SML TENANTS** will be requested to Verify Your Account. This step is required before you can view and purchase your SML parking pass.

- Enter your SML hub account number then select verify

SYDNEY MARKETS
250-318 Parramatta Rd, Homebush West, AU 2129

Sydney Markets Tenants, Registered Buyers and Visitors are now able to purchase and manage entry passes and parking spaces through Prime Park.

SYDNEY MARKETS TENANTS AND WORKERS
Register for access using the button below. Please note and save your login and password credentials for future use, these details are separate to your SML Hub login and passwords

VERIFY YOUR ACCOUNT

CASUAL PARKING
Entry passes for registered buyers, other users and general public. You can only complete one pass at a time, but you can add multiple vehicles to a pass.

DAILY ENTRY PASS

QUARTERLY PARKING PASS

CONTINUE

SYDNEY MARKETS
250-318 Parramatta Rd, Homebush West NSW 2140

DIRECTIONS

Map Satellite

IMPORTANT INFORMATION ▼

AVAILABLE SERVICES ▼

SYDNEY MARKETS
250-316 Parramatta Rd, Homebush West, AU 2129

Sydney Markets Tenants, Registered Buyers and Visitors are now able to purchase and manage entry passes and parking spaces through Prima Park.

SYDNEY MARKETS TENANTS AND WORKERS

Register for access using the button below. Please note and save your login and password credentials for future use, these details are separate to your SML Hub logins and passwords

VERIFY YOUR ACCOUNT

VERIFY YOUR ACCOUNT

To access the Sydney Markets Entry Passes and Parking spaces applicable to your category, please enter your Sydney Markets Account Number. You can find your account number on your Statement

Account Number

VERIFY

WHERE CAN I FIND MY SML ACCOUNT NUMBER?
You can find your SML Account number on your Sydney Markets statement

SYDNEY MARKETS

STATEMENT

P.O. Box 2, Sydney Markets 2129
Ph: 9333 6200 Fax: 9333 6286
Web: 11 077 119290

476

Use this account number when registering.

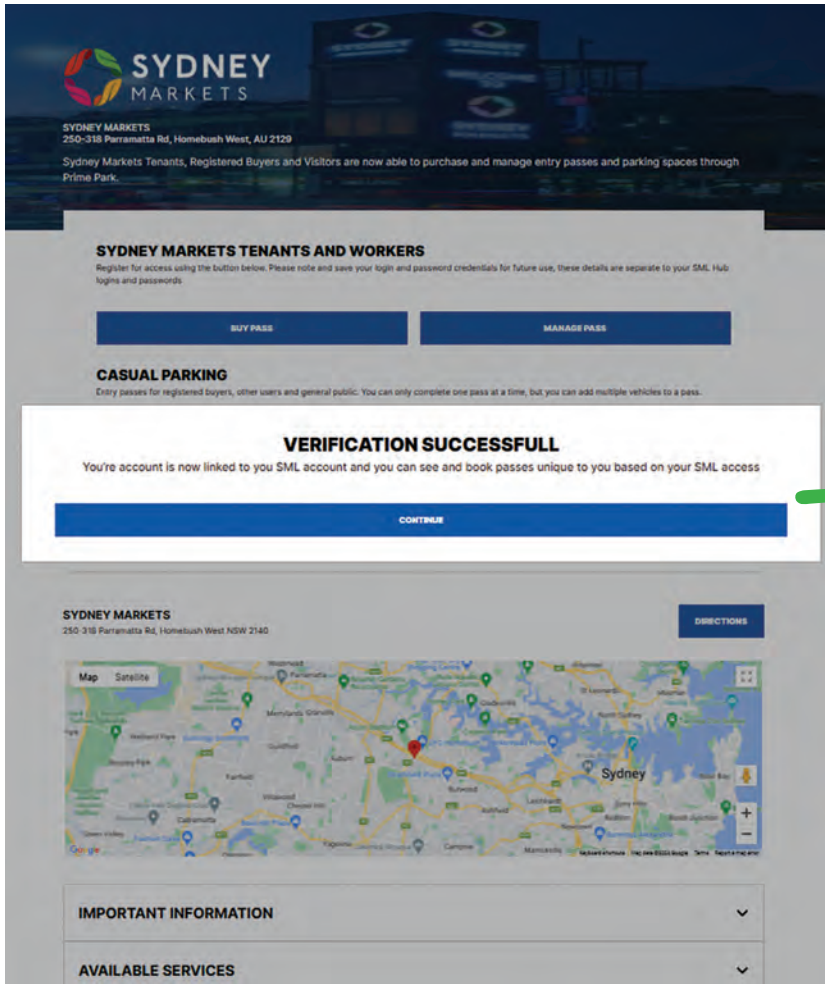
250-316 Parramatta Rd, Homebush West NSW 2140

IMPORTANT INFORMATION

AVAILABLE SERVICES

VERIFICATION SUCCESSFUL - YOU CAN NOW BUY A PASS

- 1 Select your Pass and add the Vehicle details for the Pass Holder.
- 2 Select Start Date, the start date is set as 1st July and is fixed for 3 months (1 quarter)
To add additional vehicles select "Do you require more than one pass" then add the vehicle details.
- 3 Select Pay to pay for the pass.



[Back](#)

BUY PASS

CHOOSE A LOCATION

SYDNEY MARKETS
250-318 Parramatta Rd, Homebush West, AU 2120

CHOOSE A PASS

BUILDING R PREMIUM PARKING
\$475.20 PER QTR

BUILDING R SECURE PARKING
\$632.50 PER QTR

VEHICLE DETAILS

Do you require more than one?

[Use my details](#)

CAR REGO
ABC123

FIRST NAME
Jack

LAST NAME
Jones

EMAIL
jackjones3603@gmail.com

PHONE NUMBER
0417239583

WHEN DO YOU NEED IT?

Mon 1st Jul 2024 - Mon 30th Sep 2024

CHECK THIS BOX TO HAVE YOUR SUBSCRIPTION AUTO-RENEW

Product	Price	Quantity	Subtotal
BUILDING R PREMIUM PARKING	\$475.20	1	\$475.20

Product Fee of \$475.20
Security Fee of \$0.00

TOTAL: \$475.20
Incl GST

BUY NOW



PAYMENT

- 1 Enter CC / EFT / direct debit card details into Stripe checkout and hit Pay button.
- 2 Booking Success means your payment has been made and your booking is confirmed. An email confirmation has been sent with the booking details.
- 3 Select View Booking to see the booking details.
- 4 Select View Receipt to see the receipt details.

PRIME PARK AUST PTY LTD **TEST MODE**

Sydney Markets Parking
A\$475.20

Pay with link

Or pay with card

Email jackjones3603@gmail.com

Card information
4242 4242 4242 4242

12 / 26 123

Cardholder name
JACK

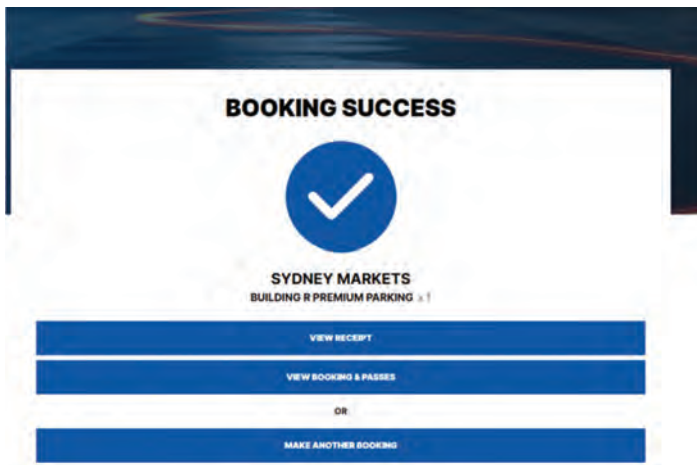
Country or region
Australia

Securely save my information for 1-click checkout
Pay faster on PRIME PARK AUST PTY LTD and everywhere Link is accepted.

Pay

Notwithstanding the logo displayed above, when paying with a co-branded eflpos debit card, your payment may be processed through either card network.

Powered by Terms Privacy



YOUR BOOKING DETAILS

The booking details are shown. Select Pass or Receipts to view details.

The screenshot shows a mobile application interface for a parking booking. At the top, there is a 'Back' button and the title 'BOOKING SML-1100050'. Below this, the page is divided into two main sections: 'BOOKING DETAILS' and 'PAYMENT DETAILS'. The 'BOOKING DETAILS' section lists: Location (Sydney Markets), Product (Building R Premium Parking), Date Purchased (02/05/24), Valid From (30/06/24), and Valid to (30/06/24). The 'PAYMENT DETAILS' section lists: Auto Renew (YES), Payment Interval (Quarterly), Next Payment Date (14/05/24), and Next Payment Amount (\$xxxx). Below these sections is a 'VIEW BOOKING CONTENTS' link and two buttons: 'PASSES' and 'RECEIPTS'. At the bottom, there is a table with columns for Car Rego, Name, Email, and Phone. The table contains one row of data: ABC123, Jack Jones, jackjones3603@gmail.com, and 0417239583. There are also two circular icons on the right side of the table.

Car Rego	Name	Email	Phone
ABC123	Jack Jones	jackjones3603@gmail.com	0417239583

YOUR PASS

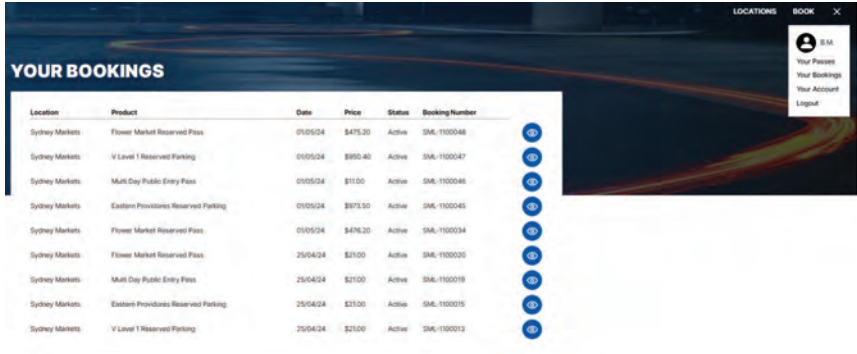
The Pass details are shown including QR which can be scanned at the car park entry terminals for access.

The screenshot shows a mobile application interface for a parking pass. At the top, there is a 'Back' button and the title 'YOUR PASS'. Below this, there is a QR code with the text 'SML-1100050-1' above it and 'SCAN TO ACCESS' below it. Below the QR code, there is a section for 'SYDNEY MARKETS' with the address '250-258 PARAMATTA RD, HORNSEA WEST, AU 2139'. Below this, there is a table with columns for PRODUCT NAME, CAR REGO, NAME, EMAIL, PHONE, VALID FROM, VALID TO, PARKING ZONE, and SPACE NO. The table contains one row of data: Building R Premium Parking, ABC123, Jack Jones, jackjones3603@gmail.com, 0417239583, JUNE 30, 2024, JUNE 30, 2024, -, and -. Below the table, there are three buttons: 'SHARE THIS PASS', 'SAVE THIS PASS', and 'OR', followed by a 'SHARE THIS PASS' button.

PRODUCT NAME	CAR REGO	NAME	EMAIL	PHONE	VALID FROM	VALID TO	PARKING ZONE	SPACE NO.
Building R Premium Parking	ABC123	Jack Jones	jackjones3603@gmail.com	0417239583	JUNE 30, 2024	JUNE 30, 2024	-	-

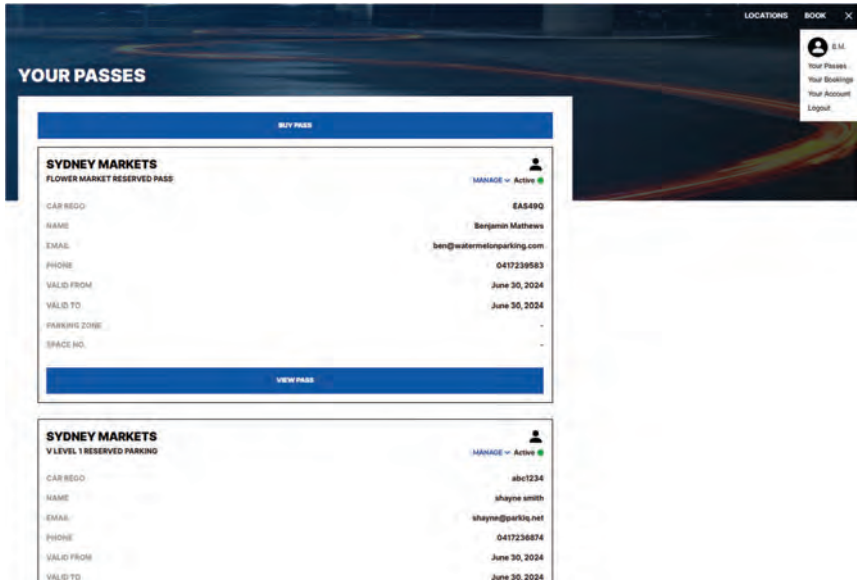
YOUR BOOKINGS

A list of your bookings is available from the menu bar on right side.



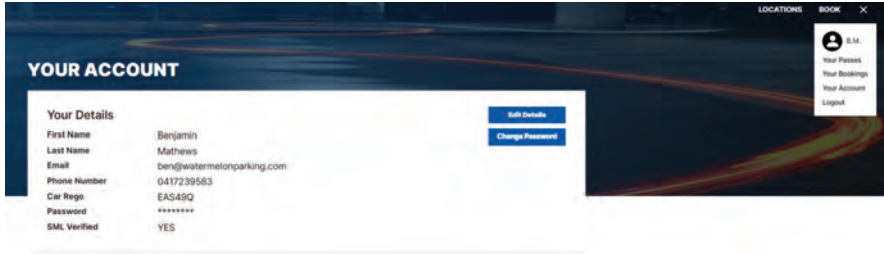
YOUR PASSES

A list of your Passes is available from the menu bar on right side.



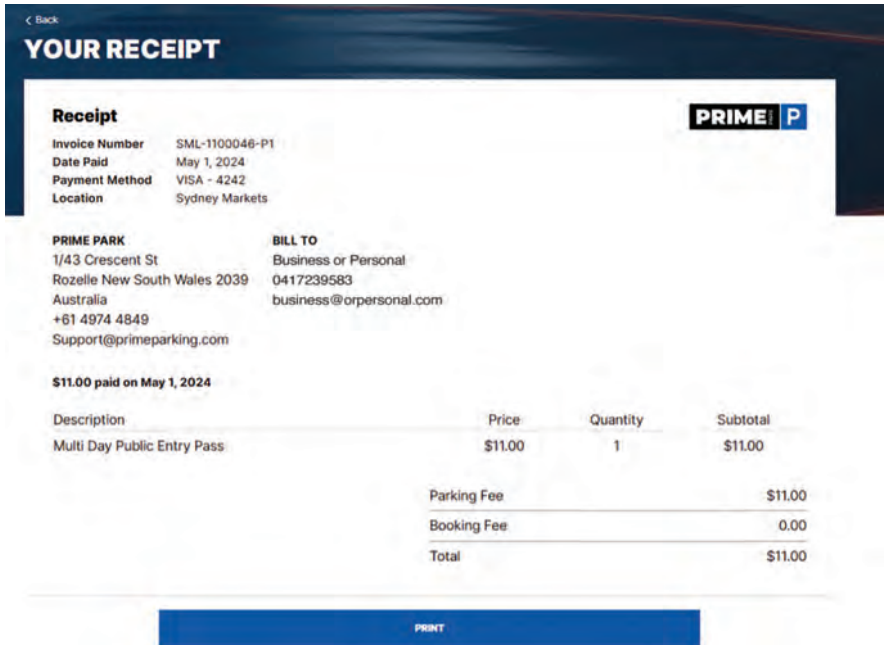
YOUR ACCOUNT

Your account details is available from the menu bar on right side.



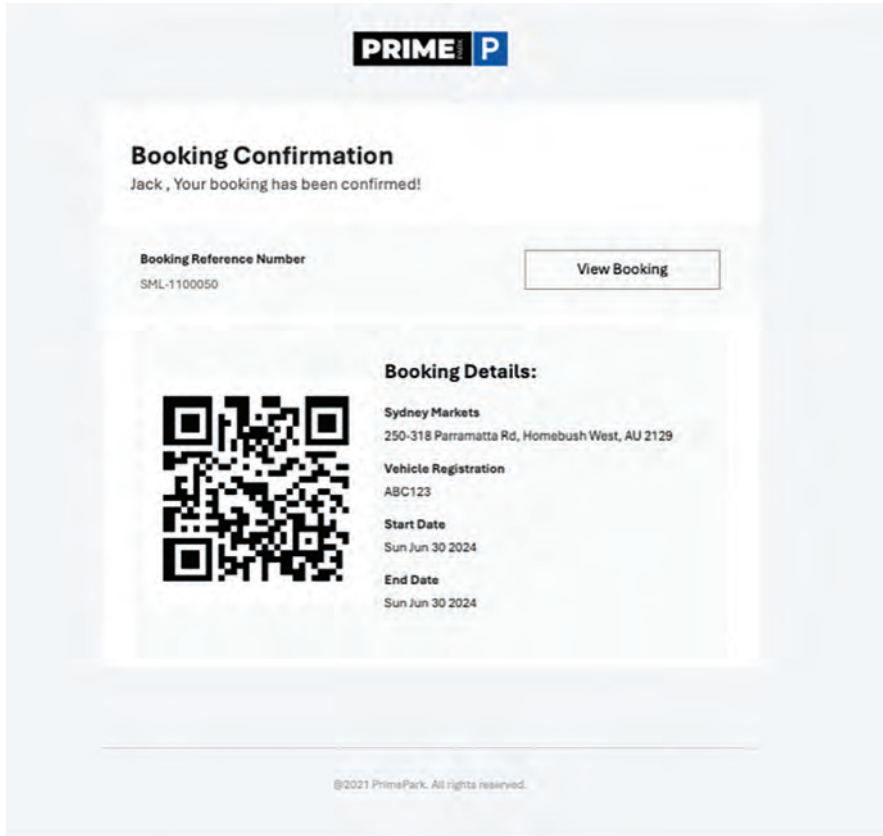
YOUR RECEIPT

Your receipt details are available from your bookings.



BOOKING CONFIRMATION EMAIL

Your booking will be sent when via email including the Pass details and QR code.



INTRODUCTION

Sydney Markets Limited is set to enhance customer experience with the introduction of Automated Vehicle Entry, Parking, and Access Control at Flemington. This system will phase out manual processes for vehicle entry, ensuring a smoother, more efficient operation across the markets.

Who will manage parking at Sydney Markets?

Company Name: Park IQ will manage Parking and Entry at Sydney Markets.

Hardware / Parking System: Watermelon Parking System & Hardware

Parking & Entry Portal/Website: PRIME PARK

What is Park IQ responsible for?

Park IQ is responsible for the following;

Hardware and Installation

Park IQ will install and maintain the Watermelon Parking System Hardware and Software throughout Sydney Markets, which includes

- License Plate Recognition (LPR) Cameras
- Boom Gates
- QR Code Readers
- Turnstile Readers
- Access Control Hardware
- PRIME PARK Online Booking System

Ongoing Maintenance and support

Park IQ will be responsible for the upkeep, maintenance and repair of all Watermelon Parking hardware / software at Sydney Markets including 24/7 parking and entry monitoring.

Sales and Customer Service

Park IQ will be responsible for the sale, support and customer service relating to all entry, parking and turnstile access required at Sydney Markets.

All sales will be conducted online using Park IQ's PRIME PARK Online booking system.

GETTING YOUR BUSINESS READY

During the transition from manual to automated entry we ask tenants to be mindful that there will be a period of adjustment while we phase out the old physical vehicle entry passes currently in use.



How will Sydney Markets Customers Access the PRIME PARKING App and Website?

Sydney markets Customers will access PRIME PARK through

- SML Hub and
- SML Hub Buyers Dashboard

What do I have to do to get ready for the new system?

SML Hub for Sydney Markets Tenants

Access to the PRIME PARK Online booking system will be through SML Hub.

You can register for SML Hub by;

1. Requesting a sign up link from po@sydneymarkets.com
- Or
2. If you need assistance, request a visit from the SML Hub team by emailing smlhub@sydneymarkets.com

Sydney Markets Registered Buyers

Sydney Markets Registered Buyers will be able to access PRIME PARK through the SML Hub Buyers Dashboard or the SML web site at the time of renewing their passes or anytime thereafter.

Accessing the PRIME PARKING System

SML will send you an email once the PRIME PARK online booking system is accessible through the SML Hub by the end of May.

All Stakeholders will be required to register themselves to the system as soon as possible.

You will be required to enter the following information;

- Name
- SML Account No (SML tenants only)
- Email address
- Mobile Number
- Vehicle Registration Plate Numbers for all vehicles

Once the registration is completed, you will be required to make payment using EFT, bank/ credit card or Apple Pay or Google Pay. Note EFT need to clear before pass is active.

Once payment is made a confirmation email will be sent to you with the invoice, payment and permit details.

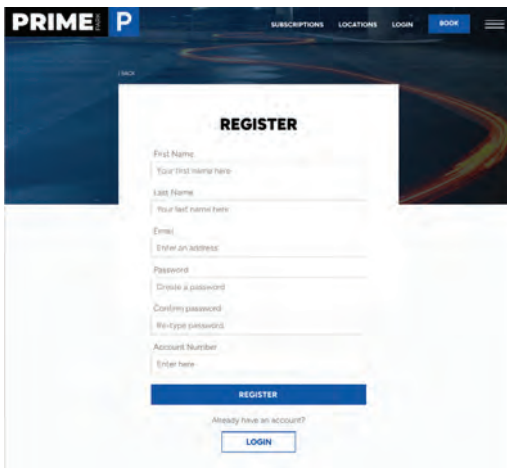
Registering your business and vehicles in the Prime Parking System

The Prime Parking online booking system is currently being developed. Once live an email will be sent to all Stakeholders to commence registration in preparation for a July GO Live date.

What is the Prime Parking online booking system?

The Prime Parking online booking system allows Markets Stakeholders to

- Register vehicles and registration details for automated entry into the Markets
- Purchase and Renew all vehicle entry passes and reserved parking spots
 - o Includes Standard, Premium, Warehouse & Growers
- Purchase Casual or Daily pre-paid entry passes



The image shows a screenshot of the PRIME PARKING online booking system's registration page. The page has a dark blue header with the PRIME PARKING logo and navigation links for SUBSCRIPTIONS, LOCATIONS, LOGIN, and BOOK. The main content area is white and features a 'REGISTER' form. The form includes fields for First Name, Last Name, Email, Address, Password, Confirm password, and Account Number. A blue 'REGISTER' button is at the bottom of the form, and a 'LOGIN' button is below it. A link for 'Already have an account?' is also visible.

Will I still be able to purchase and pay for passes in-person

No.

All counter-based services relating to the issue of physical passes including registration and payment will be phased out once the system is fully operational.

All transactions relating to parking, entry and access to the Markets will be conducted online and administered by the parking provider.

Assistance for Stakeholders having issues with the online system

Park IQ will provide help and assistance to Markets Stakeholders experiencing issues with the new online process, SML will publish the various methods for contacting the provider in time for registration.

SML staff will be available to assist Stakeholders with the registration process at Markets Central during our hours of operation.

The SML Hub team will be visiting tenants during March and April to help them get registered onto the system.

Billing and Payments

All billing and payments for the new system will be conducted online using the Prime Park online booking system.

The system will accept EFT, Bank/Credit Card, Apple Pay and Google Pay.

Will I be able to pay for passes through an invoice?

All payments and invoicing will be through Prime Park using the Stripe payment system. Payments can be made at the time of registration/purchase online using EFT,

Will I be able to pay for passes in person, at SML

No.

Can I enter the Markets without registering?

For convenience daily entry to the Markets can be prepaid using the Prime parking online booking system. This will allow you to register your vehicle license details for recognition at entry.

How will the system recognise my vehicle is registered?

In most circumstances, your vehicle will be recognised by its Licence Plate details. If for some reason the system cannot recognise your licence plate you will be able to use your personal QR Code to scan and enter the Markets.

How will I receive my QR Code?

Your QR Code will be emailed to you at the time of registration. If indoubt use the intercom at the terminal.

GTA Passes

All current SML GTA Passes, which are used to access the 9 turnstiles around the GTA, will be updated to the new system.

All old passes will be replaced with new-style QR Code passes.

GTA Pass Audit and Replacement

SML staff are conducting an audit of all passes over the coming months. Stakeholders will be asked to identify all staff currently allocated to a GTA pass to ensure correct contact details are recorded.

Any pass no-longer allocated to a current employee will be cancelled and deleted from the system.

Any new staff who require a GTA pass will be required to apply using the existing system, fees will apply.



SYDNEY

MARKETS

SYDNEY MARKETS LIMITED

Postal Address:

PO Box 2, Sydney Markets NSW 2129

Registered Office:

Level 3, Sydney Markets Plaza
Sydney Markets NSW 2129

Tel: 02 9325 6200 Fax: 02 9325 6288

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