



IMPORTANT When you enter a parking lot and have a sticker scan error, it means something is wrong with your parking record. Most scan errors involve a payment matter that needs to be resolved. However, sticker scan errors can be caused by some other data mismatch such as the license plate of your vehicle not matching the sticker #, or some inaccurate or missing information in your parking portal. You need to [contact us](#) to resolve your parking record and make your future lot entry smoother.

Payment issues: A Monthly Parking account is automatically cancelled due to non-payment effective close of business on the 15th day of the month, and you will no longer have monthly parking lot access. Your ACTION is needed to [contact us](#) . **If you did make payment**, include your payment details so we can properly find it and credit your parking account.

- **If you know you have NOT made payment, you need to pay it ASAP** on your online Monthly Parking Customer Portal Account or make cash payment at University Bookstore, then [contact us](#) to restore your monthly parking portal.
- If you have submitted a request for lot transfer, your continued patience is necessary. Transfers can not be accommodated until other monthly customers at your desired lot(s) decline/cancel their monthly parking, making space available for transfers. **YOU MUST maintain monthly payment of your current assigned lot until a successful transfer can be achieved.**

If your non-payment was intentional because you no longer want your assigned monthly parking, then you need to [contact us](#). You must cancel before the start of next monthly cycle (1st of each month) so that your monthly parking privilege can be offered to the next wait list customer. You remain responsible to pay your current monthly fee and will be reinstated upon payment through end of current month. Once paid, you will be eligible to use the [DAILY Parking](#) option at 324 Winthrop St. currently @ \$11./day (subject to daily lot capacity). Should you desire future monthly parking, you will need to send an eMail to: ParkingWaitList@downstate.edu to add your name to the bottom of the parking waiting list.