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Vend Park's FAQ

Vend Park - How it Works

- Please watch this video: [Vend Park - How it Works](#)

How do I enter the garage as a Returning Parker or Monthly Parker:?

- Just drive up! Our cameras recognize your plate and the **gate opens automatically**.

How do I enter the garage as a first-time parker?

- Pull slowly toward the entry kiosk. Our cameras will **automatically scan your license plate**.
- **Type your mobile number** into the kiosk screen. This links your car to your digital parking session.
- **Tap "Open Gate"**: Hit the button on the screen to lift the gate and enter.



How do I pay?

- **Check Your Phone:** Check your phone for a text message with your "Digital Ticket" link or go to app.vendpark.io and login using your phone number.
- Under **Quick Action** tap **Manage Payment** then **+Add Payment**. When you're ready to leave, just drive toward the exit gate. The system recognizes your plate and opens automatically once paid.

Tip: No paper tickets! Your phone and your license plate are all you need.

How do I sign up for monthly parking?

For individual or business monthly parking, the process is handled directly by our support team to ensure your profile is set up correctly for automatic access.

How to get started:

1. **Contact Vend:** Reach out to us at support@vendpark.io or call **+1 (888) 965-3793**.
2. **Provide your details:** Please have the following information ready:
 - **Full Name**
 - **Cell Number**
 - **License Plate & State**
 - **Email Address**
 - **Payment Preference:** (Individual or Company?)
3. **Profile Setup:** Once we receive this information, we will promptly set up your monthly parking profile.
4. **Payment & Auto-Charge:** When you receive your invoice, click **"Pay Online."** We will securely store your payment method and automatically charge it moving forward.

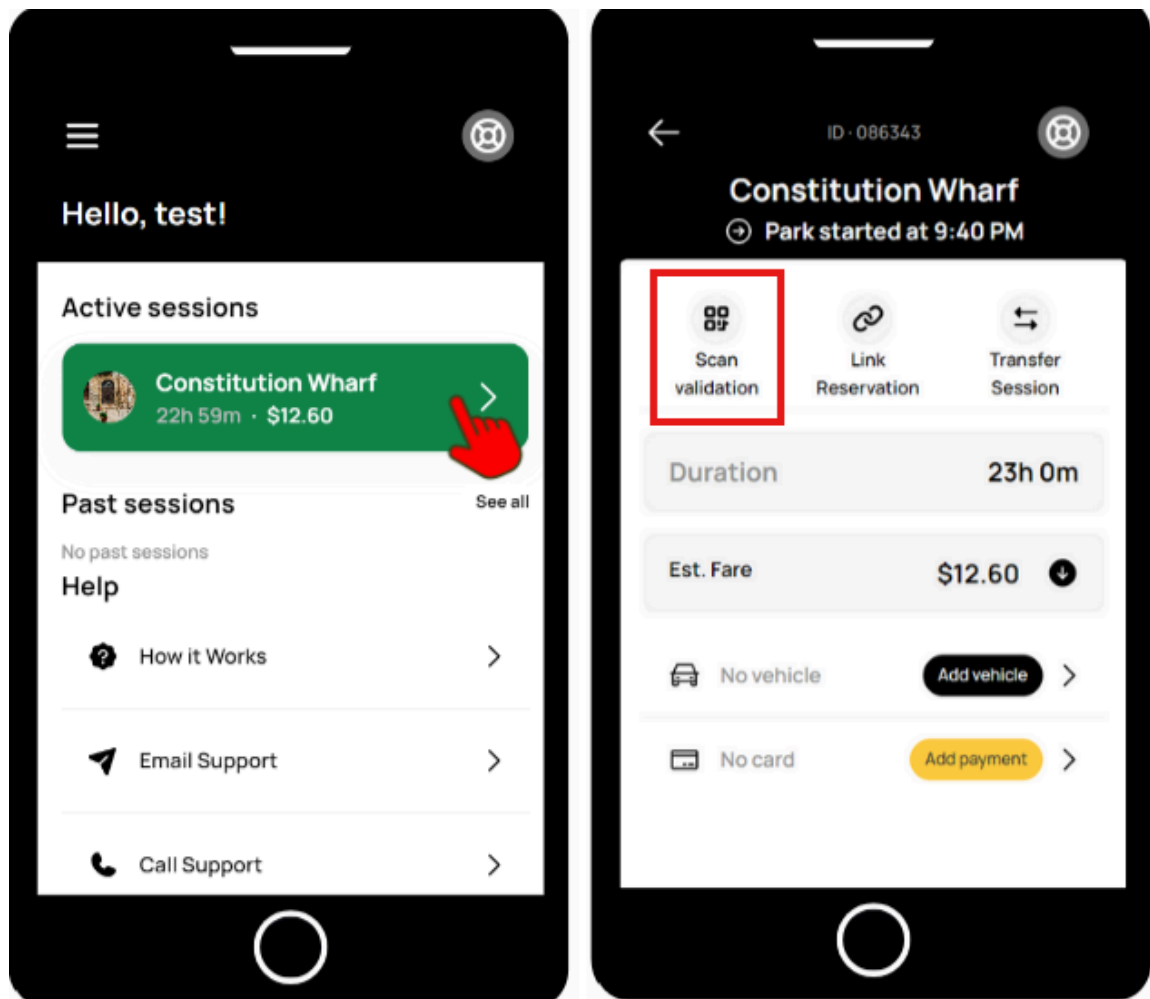
How do I apply a validation to my session?

Validating your parking is a quick, paperless process handled directly through your smartphone. Follow these simple steps:

1. **Access the link:** Open the text message you received when you entered the lot, or go to app.vendpark.io and log in using your phone number.
2. **Select your session:** Tap your **active session** on the home screen.

3. **Scan Validation:** Tap the "Scan Validation" button.
4. **Use your camera:** Use your phone's camera to scan the **QR code** provided by the business you are visiting.
5. **Check the total:** The price should update to **\$0.00** (or the discounted rate) immediately

Video Tutorial: [GUEST - How to apply a validation to a parking session.](#)

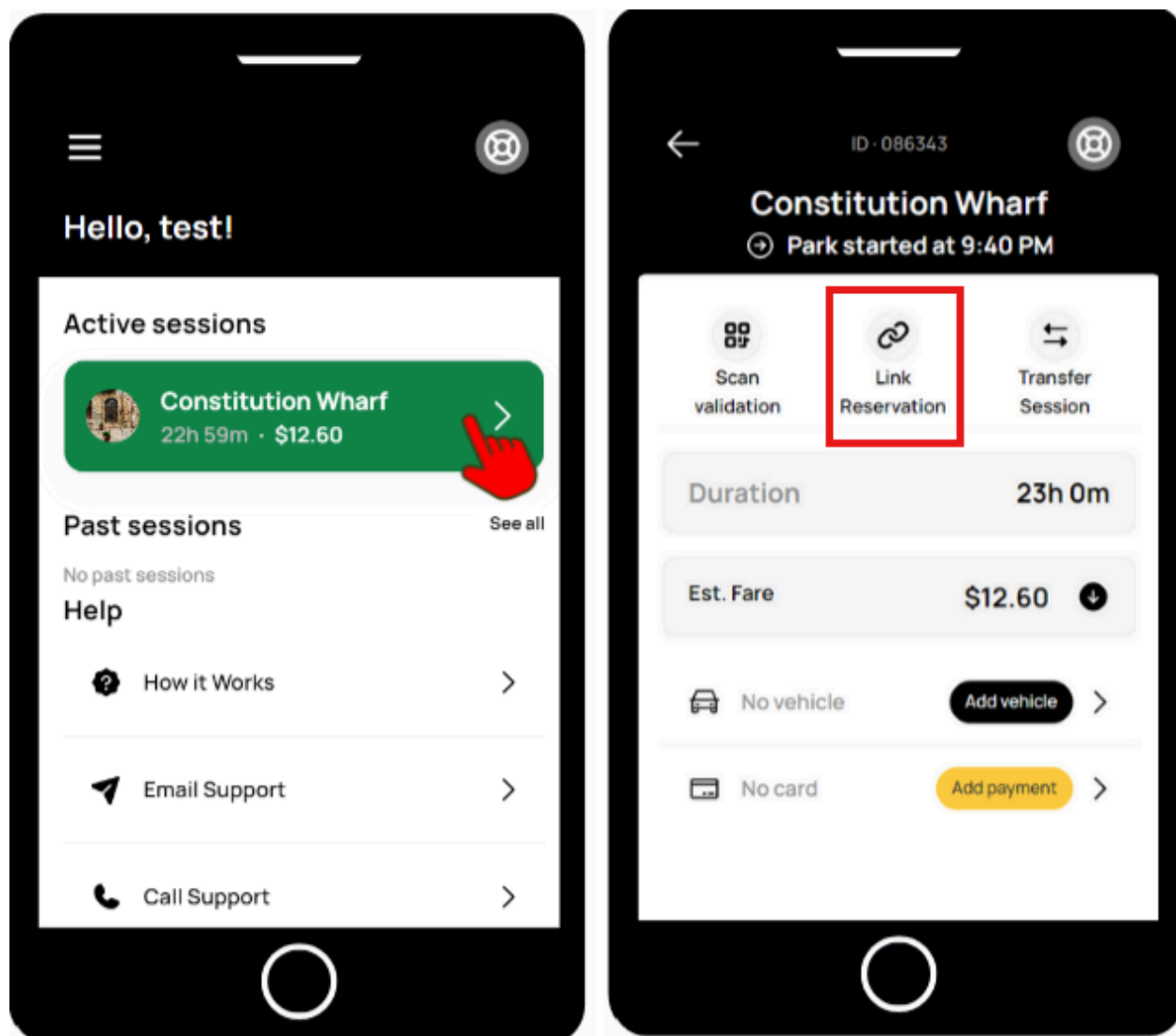


I prepaid using SpotHero, why do I need to pay again at the exit?

Our system may not automatically recognize your prepaid reservation at the exit gate. To ensure a seamless exit experience, you'll need to link your SpotHero reservation to your parking session within the Vend Park system.

How to link your reservation:

1. **Access the Vend Park Web App:** Visit <https://app.vendpark.io> and log in with your phone number.
2. **Find your session:** Once logged in, go to the **"Active Parks"** section in the app, which shows your current parking sessions.
3. **Select 3rd Party:** Tap **Link Reservation**
4. **Upload the QR Code:** Follow the on-screen instructions to upload the QR code from your SpotHero or ParkWhiz reservation.
5. **Exit smoothly:** With your reservation now linked, you can exit the parking facility without the need to pay again.



Don't see an answer to your question? Please contact our support team at **support@vendpark.io** or **+1 (888) 965-3793** or visit us here <https://vendpark.io/faqs>