



University of Colorado at Boulder

Parking and Transportation Services

Main Campus Office:
1050 Regent Drive, 502 UCB
Boulder, Colorado 80309-0502
303-492-7384
<http://ucbparking.colorado.edu>

Pay by Phone FAQ

What are the advantages of paying by phone?

- No coins needed.
- Less chance of parking fines. We can send reminders by text message to your cellular phone – just check the box in your profile to receive reminder messages.
- Receive consolidated parking expense reports online.
- Get parking receipts by email.

How do I pay by phone? First you will need to create an account. Go to the pay by phone web site <https://www.verrus.com> and click on the “Sign Up For Verrus” button. Once you have created your account, all you need to do is call 1-866-234-PARK(7275), enter the location number and the number of minutes you wish to park. That’s it!

What number do I call to pay? 1-866-234-PARK(7275)

How do I extend my time by phone? Call 1-866-234-PARK(7275) before your time has expired and follow the instructions.

How does the parking officer know I've paid by phone? When you pay for your parking by phone, your vehicle license plate number and parking time are automatically displayed on a handheld device used by the parking officer.

How do I add an additional vehicle to my account? Go to the Verrus website (<https://www.verrus.com>), log in and click on ‘my account’. You may add up to nine vehicles. You can also call the Verrus parking line at 1-866-234-PARK(7275) and follow the instructions.

What should I do if I forget my secret PIN? You can request your PIN to be sent to you by email - You will then be required to submit your account number and your PIN will be sent to the email address listed in your parking profile.

What happens if I get a parking violation? If you've used the Verrus parking system correctly, the violation will be cancelled by the CU parking office. You can call them at 303-492-7384 or visit them at 1050 Regent Drive (don't call Verrus -- the CU parking office looks after violations and collections). Be prepared to give the parking office your license plate and the citation number.

There's a sign in the parking lot that says I need to display a paper receipt on my dashboard or I will be fined! What do I do? Using pay by phone means you don't need to walk back to your car to leave a receipt on your dash. As long as you use the pay by phone system correctly, you should not be fined. See the question above regarding parking officers.

Is it safe to do a credit card transaction on a cellular phone like this? Yes. Your credit card number is encrypted when you sign up and is never entered, displayed, or spoken during a transaction.

Why do you require my phone number? I don't want people to call me. Your phone number becomes your parking account number. It's easy for you to remember and it's unique to you. Your personal information is locked behind a secret PIN that you choose. And don't worry, nobody will call you! Please see Verrus' Privacy Policy at <https://www.verrus.com/default.asp?ctState=mnPrivacy>.

How much does it cost to pay for parking by phone? In addition to normal parking charges, a \$0.35 fee is charged per transaction.

How much does it cost to receive a reminder text? No additional charge for the service. (Check your cell phone plan. Some cell phone providers may charge you to receive text messages.)

When will I see the transactions on my credit card statement? Each time you pay for your parking by phone the payment is processed in real-time. The amount of time that elapses before it shows up on your statement will vary depending on your credit card company. On your statement the transaction will appear as University of Colorado at Boulder Verrus Parking.

Do I get a receipt? You can view all your transactions by logging into your account at <https://www.verrus.com>. All parking charges can be printed off in the form of a receipt if required. You can also choose to receive email receipts for each transaction by checking the request on your profile.

Where can I park and use pay by phone? During the trial period, your Pay by Phone account can be used only in lots 201, 309 and 394.

I'm an existing Verrus user – do I have to sign up again? No – your existing Verrus account automatically will work.