



SOUTH COAST PLAZA – OFFICE DIVISION PARKING

625 Sunflower Street

Costa Mesa, California 92626

Office: Center & Park Tower (714) 435-8508 / Plaza Tower (714) 435-2188

Maria.Zavala@abm.com Rafael.Martinez@abm.com

Welcome to South Coast Plaza Parking Division. We have prepared this guideline to assist in answering the most common parking questions. Please contact us anytime by phone or email. If you would like an electronic version of this form, please visit [Scp-parking \(scpod-parking.com\)](http://Scp-parking (scpod-parking.com))

Parking Check List

- Access Card Request Form: Complete the form for each employee who requires a Parking access card, RFID Tag & Building access.

[South Coast Plaza -Office Division Parking \(wufoo.com\)](http://South Coast Plaza -Office Division Parking (wufoo.com))

- Email parking office to set up OnLine Validations account.

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Complete Validation Request Form: we recommend you use this method as back up in case your guests forget to take their ticket to be validated via Online.

[South Coast Plaza- Office Division Parking \(wufoo.com\)](http://South Coast Plaza- Office Division Parking (wufoo.com))

- Overnight Form: This form needs to be filled and submitted prior to leaving the vehicle at the property, maximum of 3 days. Please send direct email to: Rafael.Martinez@abm.com

- Reserved Spaces: If your company requires Reserved spaces, please contact the parking office for availability (714) 435-8508. Or email Rafael.Martinez@abm.com

- You can also find all the forms at [Scp-parking \(scpod-parking.com\)](http://Scp-parking (scpod-parking.com))



ACCESS CARD, RFID TAG REQUESTS, DATA CHANGES AND TERMINATIONS:

- New & Data changes – Complete all fields requested on the form. Vehicle information is mandatory. Please make sure to update parking for all vehicle changes (i.e., new vehicle, license plate change, additional vehicles you may occasionally use, name change, etc.)
- **Terminations** – Include the company, employee name, access card & RFID tag number. If you have an employee who was terminated and needs to exit without an access card, please notify the parking office before they get to the exit.
- The link below will direct you to the card access forms:
[Scp-parking \(scpod-parking.com\)](http://scp-parking (scpod-parking.com))

Note: We prefer one point of contact to avoid duplicated requests and charges.

VALIDATIONS:

Validation vouchers are sold on a C.O.D. basis only. Please use the link below to complete your request. Your validations will typically be delivered to your office within 24 hours of your request Monday through Friday between the hours of 8:00am – 6:00pm except holidays. Please have your check ready upon delivery. You may also pay your validation through our online payments site referenced below.

- The link below will direct you to the validation form:
[South Coast Plaza- Office Division Parking \(wufoo.com\)](http://South Coast Plaza- Office Division Parking (wufoo.com))

ONLINE VALIDATION (TVS ELECTRONIC VALIDATION):

This process allows you to provide validations online, without the use of validation vouchers. We encourage all tenants to set up online validation. Online validation set up will allow your visitors to exit the facility by only using their entry ticket. Guests will not need to insert multiple validation vouchers at the exit.

Please contact our parking office to set up your account. Once we create your account, this is the link to save on your computer desktop to validate your tickets.

[South Coast Plaza- Office Division Parking \(wufoo.com\)](http://South Coast Plaza- Office Division Parking (wufoo.com))

OVERNIGHT PARKING:

Vehicle storage is prohibited in the parking structure. However, as an amenity to our tenants only, overnight parking for a maximum of three (3) days for business trips only. A maximum of three (3) days will incur charges or will be subject to tow at the vehicle owner's expense. The overnight form can be request by emailing.

Rafael.Martinez@abm.com



MONTHLY PARKING PAYMENTS ONLINE:

We are part of the Green Parking Council. We encourage tenants to go paperless by signing up for your parking invoices online. Setting up this account will enable you to print, pay, and view invoices, past and present, anytime. Contact the parking office if you need further assistance or go online to:

[Online Payments - ABM Industries Incorporated](#)

PAYMENT DUE DATE:

Monthly Parking: Your parking rights and associated payments are a requirement of your lease agreement. Payment is due by the first (1st) day of the current month and shall be considered late if not received by the tenth (10th) and a late fee will be assessed. Payments not received by the 10th of the month will be subject to late fees and will result in the deactivation of all parking access cards & RFID Tags. As such, please contact us immediately if you have any questions or concerns regarding your parking invoice.

VALIDATIONS (Vouchers) Payment Required Upon Delivery.

Current Rates, increments of 15 minutes.

15 Minutes: \$1.75 per ticket

1 Hour: \$7.00 per ticket

All Day: \$20.00 per ticket

To cover "all day" using 15 minutes or 1 Hour validations validate for a maximum of 3 hours and 16 minutes, which is the equivalent of all day.

MK-500 VALIDATION KIOSK

MK-500 Validator machines are available for purchase for \$3,500.00. This form of validation does not require a computer and is a small device that can be placed on a desk, mostly recommended for retail businesses that issue a high volume of validations. You simply scanned the parking ticket and it is validated. The MK-500 Validator will benefit your guests when exiting by using the same entry ticket that was issued to them.



BILLING PROCEDURE:

Invoices are generated on or before the 17th of the month for the following month's parking charges. Please submit any changes to your account on or before the 15th of the month otherwise, changes requested after this date will be updated on the invoice for your next billing cycle. For any cancellations requested after the 15th, you may request for a revised Invoice and / or short pay your monthly invoice. We will adjust your account accordingly.

Note: Payments are due by the 1st of the current month and considered late on the 10th and subject to late fee. There are no pro-rations. Access cards & RFID Tags added at any date during the month will be charged the full monthly fee. Cancellations must be made prior to the first (1st) business day to receive credit for the month. Please mail payment to 650 Town Center Drive, Unit #60 Costa Mesa CA 92626.

ANTI-PASSBACK:

This common feature in our parking control system does not allow for cards & RFID Tags to be used in the same direction consecutively. If you are assigned a parking access card or RFID Tag, you must always use it to enter and exit. Access cards & RFID Tags are linked together. If the card or RFID Tag is used to let a visitor to exit, it will not work the second time to exit. Passback violators will need to pay the maximum daily-posted rate. Please do not share your parking card with others.

FORGOTTEN CARD:

If you do not have your access card (i.e., left it in another car, misplaced it), please pull a parking ticket and either validate from your office or stop by the parking elevator lobbies to pay the posted rates at the pay station. A one-time exit exception is offered if reported to the parking office on-time. Lost cards should be replaced immediately. The lost and new card or RFID Tag charge is \$25.00 non-refundable fee. If purchase both access card & RFID Tag \$35 fee.

PAY STATIONS:

Pay stations are located on the first floor of each of the parking elevator lobbies. Please encourage all your visitors to stop at the pay station to process their ticket to avoid delays and hold up traffic at the exit lanes. Center Tower and Park Tower pay stations accept cash & credit; Plaza Tower accepts credit cards only. If you have a visitor who lost their ticket, they will need to stop by any of the pay stations and push "lost ticket" button and then pay the lost ticket fee, which is currently \$20.00, once paid must wait for stations to spit the ticket-receipt for use at the exit lanes.

PARKING AGREEMENT:

For the most recent set of rules related to the Parking Structure, please refer to the Parking Access Request Form link below. [Scp-parking \(scpod-parking.com\)](http://Scp-parking (scpod-parking.com))



AMMENITIES:

- Gym
- Carwash
- EV Charging Stations
- Umbrella Service Program during rainy days

LOST AND FOUND:

Items lost and found in the parking structure will be turned in to our Security Department, Contact information below.

24 Hour - South Coast Plaza Security Center - (714) 435-2121



**AUTOMATED
PARKING FACILITY**

Please Take Your Parking Ticket
With You And Pay At Automated
Pay Station Before Returning To
Your Vehicle

Automated Pay Station Located
On The Ground Level

This is a 24 Hour Facility