



QUICKPARKING

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Troubleshooting Made Easy

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Troubleshooting Made Easy - What Information to Gather when asking for Support

At Valcon we aim to provide you with the best possible service regarding your application and this includes the Support and Maintenance.

We know as well as you, that issues do happen from time to time. But, to allow us to help you as quickly as possible and keep your business moving, we need you as the user to provide us with as much information as possible about the issue or incident you are reporting.

To make this as easy as possible, we have created this template. Although you may not need every option included, most are relevant.

And, you can copy/paste this into your support ticket description.

General reporting:

Troubleshooting Information Required:

Specific time and date that the issue was first observed.

When was the last time the process in question worked correctly?

Where did the issue happen? (Include Country, Specific Location).

What is the hardware/software type? (Terminal, Mobile Device, Desktop). Include equipment ID/Serial numbers where available.

Specific error messages or visual identifiers. (These can be screenshots, screencasts, copy/paste errors and/or photographs).

Specific steps taken that appeared to trigger the issue. (Bullet pointed steps - can you re-create the issue again?).

Any other relevant information. (Even small details can be helpful and speed up troubleshooting).

Payment reporting:

If you are reporting an issue relating specifically to the payment process (either in the back office or a customer attempting to create a payment), the following information would normally be needed to aid troubleshooting:

Troubleshooting Information Required: PAYMENTS:

Booking/Voucher Number (if multiple, please provide as many as possible or all numbers).

Who identified the issue (customer/customer care staff/driver)?

What device was being used/how was access gained (PC/tablet/mobile device)?

What language was used?

What currency?

What location (country/town/airport and specific location ID)?

Payment method used (iDeal/Mastercard/Visa/PayPal)?

Bank associated with payment method?

Error message received.

Was the user redirected when making payment or before seeing error?

If for any reason you are seeing a large number of payment issues (with the same presentation), you may want to add the above into an Excel Spreadsheet and attach it to your support ticket when reporting it to us.

Our support team can assist you with the spreadsheet if needed, please let us know as soon as possible.

Terminal/Payment and Access related reporting:

Troubleshooting Information Required: TERMINALS.

The booking/voucher number.

If possible, a photo of the voucher in question.

The exact location of the issue.

The date and time of the issue.

If available - how the booking was made?

Was the booking prepaid online or at the PAY terminal?

Did the same issue happen at any other locations? Which?

Booking numbers for other affected customers.

Thanks and regards,

The Quick Parking Support & Assistance Team



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