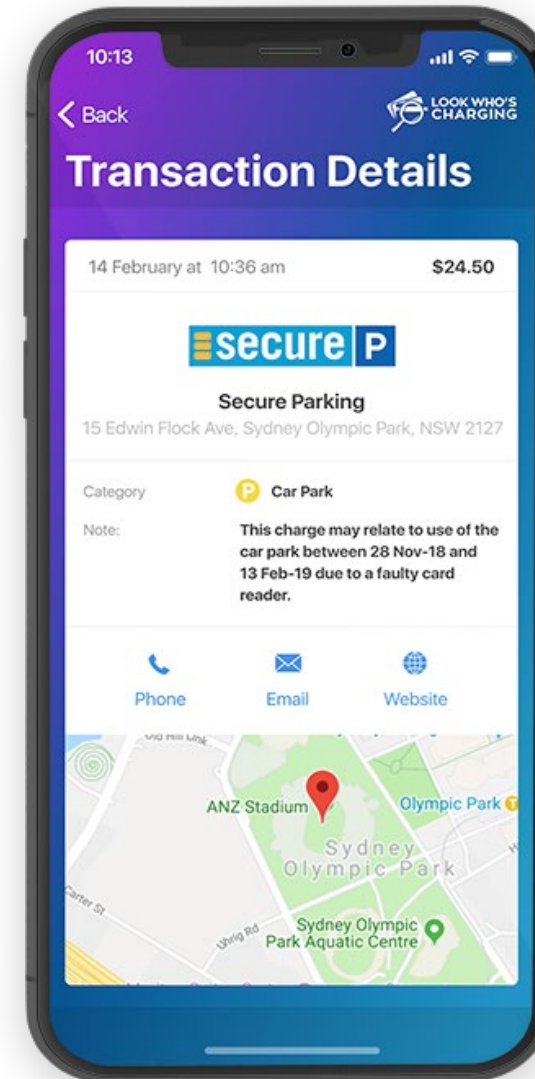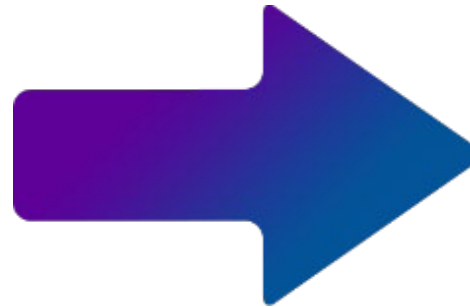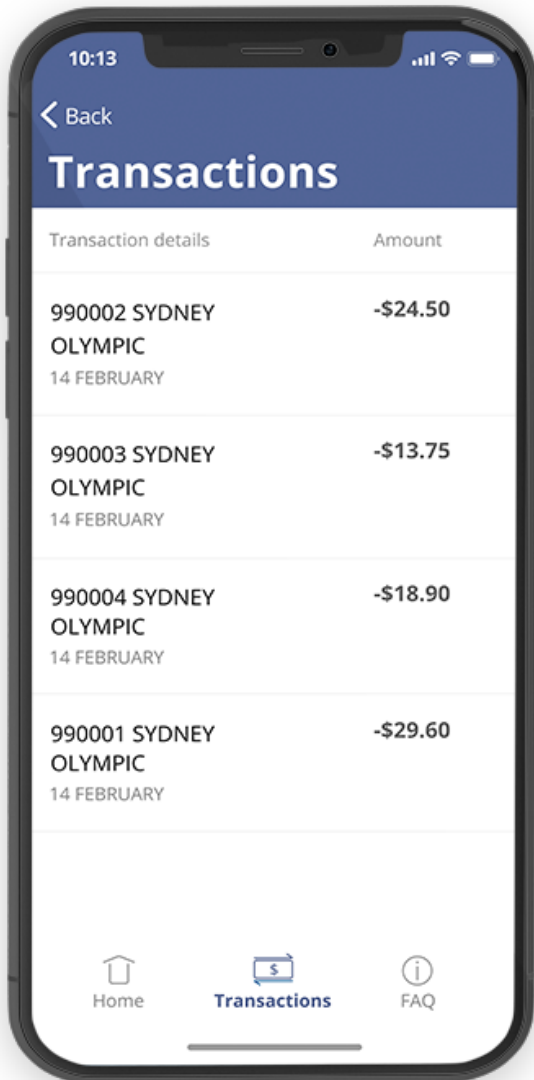# Secure Parking Case Study

The above transactions started appearing in the payment system at 930am on 14 Feb-19

They relate to a series of Secure Parking transactions from 28 Nov-18 to 13 Feb-19 that were batch processed on 14 Feb-19. We had them indexed by 1030am on 14 Feb-19

Secure Parking Case Study

09:30 am

At around 930am on 14 February 2019 the following transactions started appearing in the payment system:
- 990002 SYDNEY OLYMPIC;
- 990003 SYDNEY OLYMPIC;
- 990004 SYDNEY OLYMPIC; and
- 990001 SYDNEY OLYMPIC.

10:00 am

By 10am the number of queries on these patterns had become significant enough that they were at the top of our queue for manual investigation.

10:15 am

By 1015am we had confirmation that the transactions related to Secure Parking processing thousands of failed transactions for their car park at Homebush dating as far back as 28 November 2018.

This was causing a great deal of confusion for consumers as 1) the transaction description made no sense and 2) even if a consumer recognized the transaction as Secure Parking they may not have visited the car park for a number of months.

10:30 am

By 1030am we indexed these transactions in our system to 1) return the details of Secure Parking including a direct dial phone number to their head office and 2) to return a message to consumers informing them that the charge could date back as far as 28 Nov-18.

This single example alone demonstrates the power of our network effect and would have saved banks using our technology tens of thousands of dollars in reduced call volumes and disputes.

This is just one of many confusing transactions that Look Who's Charging interprets every single day.