



**Frequently Asked Questions**

**What is the JAX Passport Frequent Parker Program?**

The JAX Passport Frequent Parker Program is a fully automated rewards program for on-airport parking. Park on-site for business and leisure trips will earn you points for FREE parking as well as special discounts from many vendors inside Jacksonville International Airport.

**Is there a charge to join the JAX Passport Frequent Parker Program?**

No, membership is free and there is no charge for the initial JAX Passport. However, if your pass is lost or stolen there is a \$20 charge or 200 point deduction replacement fee. If applicable, the lost pass fee will be charged to your credit card on-file. A replacement JAX Passport will then be mailed to you.

**Who is eligible to join the JAX Passport Frequent Parker Program?**

Any individual that parks on-site at the Jacksonville International Airport (JAX) can join the JAX Passport Frequent Parker Program. Membership is FREE. The more you park on-airport, the more points you will accrue for free parking. (Valet is excluded from the JAX Passport Frequent Parker Program)

**How does the JAX Passport Frequent Parker Program work?**

Members are assigned an electronic JAX Passport, which is securely linked to your credit card. Simply enter and exit through one of the designated lanes with an automated reader.



**NOTE: Only selected exit lanes have automated readers. Please look for the reader directly above the gate at the following exits:**

<b>HOURLY GARAGE</b>	EXIT LANES 19 & 20 OR TOLL PLAZA ON LEFT SIDE LANE SHOWING "JAX PASSPORT"
<b>DAILY GARAGE</b>	EXIT LANES 19 & 20 OR TOLL PLAZA ON LEFT SIDE LANE SHOWING "JAX PASSPORT"
<b>DAILY SURFACE LOT</b>	TOLL PLAZA ON LEFT SIDE LANE SHOWING "JAX PASSPORT"
<b>ECONOMY LOT 1</b>	ALL EXIT LANES
<b>ECONOMY LOT 2</b>	LEFT LANE ONLY FOR ENTRY AND EXIT

**The JAX Passport should be displayed by hanging from your rearview mirror.**

The system will automatically record your total time parked, charge the credit card on-file, credit you with Frequent Parker points and email you a receipt notification. **Members are awarded 10 points per dollar spent** on parking in any of the JAX Airport parking lots or garages. Valet parking is NOT included in the program. When you are ready to redeem for FREE parking, simply login to your JAX Passport account and select the day(s) and lot or garage for which you would like to redeem.

The chart below illustrates how many points are needed for one day of free parking in each lot or garage.

Parking Facility	Daily Rate	Points Needed for 1 Day Free Parking
<b>Economy Lot 1 &amp; 2</b>	<b>\$6.00</b>	<b>600 Points</b>
<b>Daily Surface Lot</b>	<b>\$11.00</b>	<b>1,100 Points</b>
<b>Daily Garage</b>	<b>\$17.00</b>	<b>1,700 Points</b>
<b>Hourly Garage</b>	<b>\$20.00</b>	<b>2,000 points</b>

### How do I sign up?

You must enroll, online, by visiting: <https://fpp.flyjacksonville.com/fpp/createacct.aspx>. You will be mailed a free JAX Passport in five to seven days.

### I've been parking at JAX Airport for a long time and just became aware of the Frequent Parker Program. Can I receive credit for past parking stays?

Unfortunately, no. The JAX Passport Frequent Parker Program is set-up so that points can only be accumulated from the day a member receives their JAX Passport. No retroactive points can be given.

### Where can I use my discount savings card?

The discount savings card is recognized by many vendors inside Jacksonville International Airport. Visit [www.flyjax.com](http://www.flyjax.com) to find out more about the discounts and offerings for card carrying members.

If you are interested in being a participating partner in our discount program, and honoring the JAX Passport card in your place of business, contact us at [fppinfo@flyjax.com](mailto:fppinfo@flyjax.com) for more information on this free opportunity.

For a list of participating businesses please: [click here](#).

### How do I redeem my points for free parking?

First, login to your JAX Passport account and select "Rewards". Next, select the garage or lot you would like to park. Then, follow the step-by-step guide to redeem for the number of days you would like to park with your available points. **Note: the system will not allow you to redeem for a lot/garage or a select number of days when you do not have enough points.**

Upon parking, simply enter and exit the garage or lot in order to have the credit applied to your account. Your JAX Passport will automatically credit your stay and your credit card will not be charged for the days you have redeemed for free parking. **There are no certificates to present.**

**NOTE: You must enter on the day that you redeemed for or the system will not recognize your redemption and credit your account. If you return later than the date selected, you will still be**

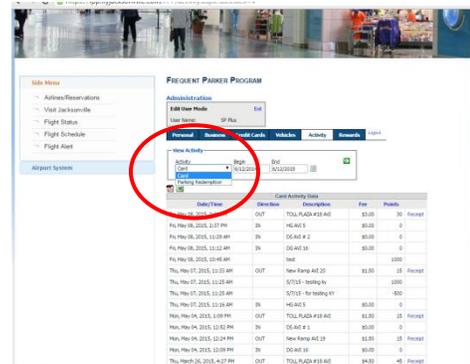
credited for your parking stay and the system will automatically charge the credit card on file for the difference.

JAX Passport points cannot be earned on days free parking redemptions are used. Points are only earned on days of paid parking. This free parking redemption does not reserve a space in the parking garage or lot. If you arrive and the garage or lot is full, you must park in an alternate lot and the free parking redemption must be used on another day. Please contact us at [fppinfo@flyjax.com](mailto:fppinfo@flyjax.com) to have the redemption points added back into your account.

### How do I cancel a parking redemption or view previous parking redemptions made?

First, login to your JAX Passport account and select “Activity”.

Under the View Activity box at the top, select the arrow for the drop down under “Activity”.



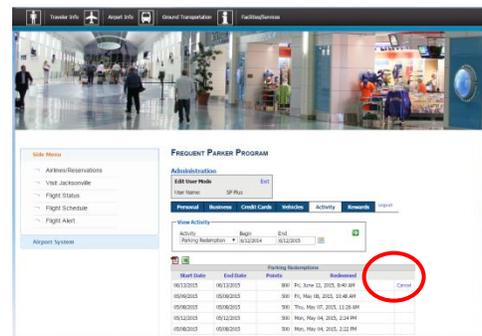
### Highlight Parking Redemption.

Click on the Green arrow to the right of the box.

You will then be able to see a list of current and previous parking redemptions.

*Parking redemptions can only be canceled or modified PRIOR to entering the parking facility for your scheduled parking redemption. Once you are parked, you cannot modify the parking redemption (i.e. add additional days)*

If your parking redemption has not yet occurred and you wish to cancel it, simply select “Cancel” next to the redemption. In order to modify an existing redemption, you must first cancel the redemption and then go back to the Rewards tab to make a new parking redemption.



### I am having trouble logging into my account. Who can I contact for help?

If you are unable to login to your account due to a forgotten user name or password, please try the following:

1. User name error – note that usernames are case sensitive. If you are still unsuccessful, email [fppinfo@flyjax.com](mailto:fppinfo@flyjax.com) with your request and first and last name. A representative will email you with the correct user name on file.
2. Password – Passwords are also case sensitive. If you have forgotten your password, use the “Forgot Password” function on the login screen to have it emailed to you. Your password will be

reset to a computer generated code that you will be able to use to login. Once you have logged in to your account, you can reset your password.

3. If you are still having trouble logging in using the correct username and a new computer generated password, close out the page and enter the login page through [www.flyjax.com](http://www.flyjax.com) (do not use a bookmark to re-access the page). By doing this you will clear out any extra characters that may have been put into the login fields. These are extra characters like spaces that happen from copying and pasting and that we can't always see but the computer recognizes. You can also put your cursor in the user name or password fields and hit the delete button a few times to make sure it has been completely cleared.

**Please note that usernames and passwords are case sensitive.**

**Can family members share an account?**

JAX Passport is transferrable, however points are not. There is only one JAX Passport issued per account.

**Can I transfer my points to someone else?**

No, points are not transferrable.

**How many passes can I have?**

Only one pass per account.

**Can I use my JAX Passport for Valet Parking?**

No. The JAX Passport Frequent Parker Program is not accepted at Valet Parking.

**What do I do if I lost my JAX Passport Pass?**

Email us at [fppinfo@flyjax.com](mailto:fppinfo@flyjax.com) or call **1-877-735-9280** (Monday through Friday, 8:00 am – 5:00 pm EST) to deactivate your old pass and order a replacement. Lost JAX Passport will incur a \$20.00 replacement charge. Members also have the option to have 200 points deducted from their account, instead of incurring the \$20.00 charge.

**How can I update my information?**

If your credit card expires, or incorrect information was provided, your JAX Passport will not be valid upon parking. To update your credit card, as well as other information such as name, address or car model, please login to your account and click "Edit".

***For your protection and with PCI compliance laws (credit cards), we are unable to take your credit card information over the phone or through email. Members must login to their account and update credit card information.***

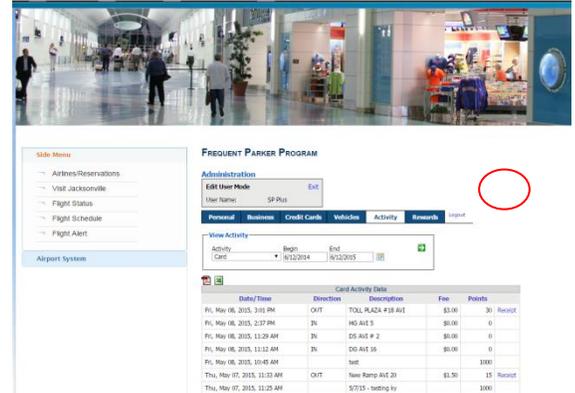
**My JAX Passport was denied access when trying to exit, what do I do?**

Please check to make sure that the credit card information on file is up-to-date. If not, update the information immediately.

A representative from SP Plus will contact you to rectify the account. Once the account is cleared, the points from that stay will be added to your account.

## How can I print a receipt from my account?

- 1) Log into your online account and select "Activity". This report will show all of your parking activity.
- 2) Select the "Receipt" link next to the transaction you wish to print. A pop-up window will come up with your detailed transaction. If this window does not appear, double check to make sure your computer setting is set to "Allow Pop-Ups".
- 3) Select Print
  - a. If the print button doesn't work you may try the following options:
    - i. Select CTRL + P on your keyboard
    - ii. Go to the top of the web browser page and select File then Print
    - iii. Highlight the text in the Receipt window, copy and then paste into a Word document. Select Print.
    - iv. At the top of your keyboard to the far right of the "F" keys there is a button "Print Screen". Press this button, open a blank word document, right click on the document and select "Paste". Select Print.



The screenshot shows the 'FREQUENT PARKER PROGRAM' interface. On the left is a 'Side Menu' with options like 'Address/Reservations', 'Visit Jacksonville', 'Flight Status', 'Flight Schedule', and 'Flight Alert'. The main content area has tabs for 'Personal', 'Business', 'Credit Cards', 'Vehicles', 'Activity', and 'Receipts'. The 'Activity' tab is selected, showing a table of parking transactions. A red circle highlights the 'Receipt' link in the 'Receipt' column of the table.

Date/Time	Direction	Description	Fee	Points	Receipt
Fri, May 06, 2015, 3:05 PM	OUT	TOLL PLAZA #18 AVE	\$3.00	30	
Fri, May 06, 2015, 2:57 PM	IN	HQ AVE 5	\$0.00	0	
Fri, May 06, 2015, 11:29 AM	IN	DS AVE # 2	\$0.00	0	
Fri, May 06, 2015, 11:22 AM	IN	DS AVE 30	\$0.00	0	
Fri, May 06, 2015, 10:45 AM		SEP		1000	
Thu, May 07, 2015, 11:33 AM	OUT	Ham Ramp AVE 20	\$1.50	15	Receipt
Thu, May 07, 2015, 11:25 AM		5/7/15 - testing ty		1000	

## Still have a JAX Passport question?

Contact us at [fppinfo@flyjax.com](mailto:fppinfo@flyjax.com) or call 1-877-735-9280 (Monday - Friday, 8am - 5pm EST)

## **TERMS & CONDITIONS OF THE JAX PASSPORT FREQUENT PARKER PROGRAM**

The program has no predetermined termination date and may continue until such time as Jacksonville Aviation Authority (JAA) decides to terminate it, with or without notice. Members will have six months from the termination date is announced to use any accumulated points. This means that regardless of the amount you participate in the program, your right to accumulate points and claim rewards can be terminated.

JAX Passport Frequent Parker Program members can login to their account at any time to update their profile, update debit/credit card information, check point balances or redeem for free parking. Retro-active credit (credit for parking stays prior to enrollment date) will not be issued to new or existing program participants.

Lost JAX Passport will incur a \$20.00 replacement charge or a 200 point deduction.

**\*A JAX Passport account that has remained inactive (no parking activity on the account) for 18 months will be considered inactive and the member will be requested to return the JAX Passport to JAX Passport Headquarters, PO Box 39125, Cleveland, OH 44139. If the JAX Passport is not received back or the account does not show activity within 30 days, the account will be deactivated and any point balance will be removed.**

The JAA reserves the right to add, modify, delete or otherwise change any of the rules, procedures, conditions, parking rates or benefits pertaining to the program at its sole discretion, with or without notice, even though changes may affect the value of points already accumulated.

Parking Operator Employees are strictly prohibited from participation in the JAX Passport Frequent Parker Program.