

## **NEW FREQUENT PARKER PROGRAM INFORMATION & TRANSITION DETAILS**

### **What are the changes to the JAX PASSPORT Frequent Parker Program and how does it affect my account?**

Current and new **JAX PASSPORT** members will be able to enjoy all the same parking and Frequent Parker Program benefits from the previous system. The only changes are the website in which the Frequent Parker Program functions, and the type of pass needed to enter and exit.

Previously, all **JAX PASSPORT** members used an electronic Hang Tag to enter and exit the on-airport parking facilities (excluding Valet and Premier Parking). The new **JAX PASSPORT** Frequent Parker Program system will allow members to use a **JAX PASSPORT** Automated Pass or up to 2 different license plates to enter and exit.

### **How to transition into the new system.**

All active members received a transition email. If you did not receive the email and want to register in the new program, please visit <https://www.jaxpassport.com> to set-up a new account by:

- Completing the online form and providing information such as name, billing address, license plate, credit or debit card information, email address, password, etc.
- Your email address will be your username

The information provided will be used to allow you to enter and exit the JAX on-airport parking lots and garages (excluding Valet and Premier Parking) without having to pull a ticket or pay through a cashier/attendant. The credit or debit card on file will automatically be charged each time you exit the parking facility and you will automatically earn points for the parking stay. The program website is completely secure and member information will not be shared or sold to any third-party companies.

**Members are awarded 10 points per dollar spent** on parking in the JAX Airport parking lots or garages. Valet and Premier Parking are NOT included in the program.

**Transitioning JAX PASSPORT customers: your points will automatically carry over and you will continue to earn 10 points per dollar spent.**

## 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 to earn points for FREE parking as well as special discounts from many vendors inside Jacksonville International Airport.

### **How do I sign up?**

You must enroll, online, by visiting: [www.jaxpassport.com](http://www.jaxpassport.com). You will be mailed a free **JAX PASSPORT Automated Pass** in five to seven business days. You can add up to two (2) license plates on file that can also be used to enter and exit the parking location.

### **Can my JAX PASSPORT Automated Pass be mailed to a different address than what I entered when I registered?**

The address listed on Address Line 1 should be your credit/debit card billing address. If the billing address is different from the location you wish your **JAX PASSPORT Automated Pass** to be sent to, please call the **JAX PASSPORT Administration Office** at **877-735-9280** (Monday – Friday, 8am-5pm EST), or send an email to: [info@jaxpassport.com](mailto:info@jaxpassport.com).

### **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 Automated Pass**. However, if your pass is lost or stolen there is a \$20 charge or 200-point replacement fee. If applicable, the lost pass fee will be charged to your credit or debit card on-file. A replacement **JAX PASSPORT Automated Pass** 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 earn towards free parking. (Valet and Premier Parking are excluded from the **JAX PASSPORT Frequent Parker Program**.)

### **How does the JAX PASSPORT Frequent Parker Program work?**

Members are assigned a **JAX PASSPORT Automated Pass**, which is securely linked to the credit or debit card on file. Members can also enter up to two (2) license plates when registering for the program. All members will receive a **JAX PASSPORT Automated Pass** even if they have provided a license plate number during the registration process. If you chose not to enter a license plate number, please use the **JAX PASSPORT Automated Pass** that will be mailed to you. PLEASE KEEP THE AUTOMATED PASS IN YOUR VEHICLE AS YOU WILL NEED TO USE IT IN CASE THERE IS AN ISSUE WITH YOUR LICENSE PLATE BEING READ BY THE CAMERA.

Upon entering the parking facility, the license plate (if entered in the online account) will automatically be read and the gate will raise. Pull up to the gate so that the back-license plate can be viewed by the cameras. If the license plate is not on file, please use the **JAX PASSPORT** Automated Pass that was issued to the account. Upon exiting, the license plate (or **JAX PASSPORT** Automated Pass) is read, the exit date and time recorded, and the credit or debit card is charged the correct amount due for the length of the parking stay.

The **JAX PASSPORT** online account will also be credited with points from the parking stay and a receipt will be emailed.

All Entry and Exit Lanes at each Parking Facility will have an **JAX PASSPORT** Automated Pass Reader. Simply hold your **JAX PASSPORT** Automated Pass in front of the reader to raise the gate.

**Members are awarded 10 points per dollar spent** on parking in the JAX Airport parking lots or garages. Valet and Premier Parking are NOT included in the program.



Entry reader

Exit reader

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

Unfortunately, no. The **JAX PASSPORT Program** is set-up so that points can only be accumulated from the day a member receives their **JAX PASSPORT** Automated Pass. 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** Discount Card in your place of business, contact us at [info@jaxpassport.com](mailto:info@jaxpassport.com) for more information on this free opportunity.

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



**How do I redeem points for FREE parking?**

First, login to your **JAX PASSPORT** account, select “Redemptions” and then checkmark the box “Redeem Points on next visit”. You will then click the gray box that says, “Create Redemption”. The system will default by showing the date that you selected the redemption. The date and time will adjust after you exit the parking location.

**Note:** The system will use the total available points in your account and adjust how many are used based on the location you park in. If you park for more days than you have points, the balance will be charged to your credit or debit card on file. You will receive points for the cash portion of his transaction.

Upon arriving at the airport, simply enter and exit your preferred parking location, as usual, with your **JAX PASSPORT** Automated Pass or license plate in order to have the points credit applied to your account.

**There are no certificates to present or reservations required prior to entering the lot.** The transaction will be handled through the automated system.

**Please Note:** If you are already parked and you forgot to create the redemption, you can do so after you have entered the parking garage or lot. However, the redemption must be created prior to exiting.

**JAX PASSPORT points will not be earned on days when free parking redemptions are used. Points are only earned on days of PAID parking.**

A FREE parking redemption does **not** reserve a space in any of the airport's on-site parking lots. If you arrive and your chosen parking location is full, you must park in an alternate on-airport parking location.

**The chart below illustrates how many points are needed for one day of FREE parking in each facility:**

Parking Facility	Points Earned
Hourly Garage	2,200 points
Daily Garage	1,800 Points
Daily Surface Lot	1,100 Points
Economy Lot 1 & 2	600 Points
Economy Lot 3	500 points

Effective 7/1/19

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

First, login to your **JAX PASSPORT** account and select “Redemptions”. To cancel a pending redemption, click the ‘Cancel Pending Redemptions’ checkbox, then, select the ‘Cancel Redemption’ button.

**I am having trouble logging in to my account. Who can I contact for help?**

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

- Username error – Your username is the registered email address used when you set up your account. If you have forgotten your registered email address and need it sent to you, simply send an email to [info@jaxpassport.com](mailto:info@jaxpassport.com) with your request and your name.
- Password – Passwords are case sensitive. If you have forgotten your password, use the “Forgot your Password” function on the member login screen to have it emailed to you.

If you are still having trouble logging in using the correct email and password, close out of the page and enter the login page through [www.jaxpassport.com](http://www.jaxpassport.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 entered in the login fields. These extra characters (like spaces) happen from copying and pasting items we cannot see, but the computer recognizes. You can also put your cursor in the email or password fields and hit the delete button a few times to make sure it has been completely cleared.

**My JAX PASSPORT Automated Pass or License Plate was denied when trying to enter/exit. What do I do?**

First, check to make sure the credit or debit card on file with your **JAX PASSPORT** account has not expired. If you used your license plate to enter and exit the parking lot, please make sure that the correct license plate number is on file.

Occasionally there may be an equipment malfunction. Please contact the **JAX PASSPORT** Administration Office at **877-735-9280** (Monday – Friday, 8am-5pm EST) or [info@jaxpassport.com](mailto:info@jaxpassport.com) to ensure your account is updated with correct information and properly activated.

To receive points for this parking stay, simply send in a copy of your parking receipt to the **JAX PASSPORT** Administration Office via fax to **440-542-1810** or email [info@jaxpassport.com](mailto:info@jaxpassport.com). Please be sure to include your full name and a short description of why you are seeking credit.

**What do I do if I lost my JAX PASSPORT Automated Pass?**

Email the administration office at [info@jaxpassport.com](mailto:info@jaxpassport.com) or call **877-735-9280** (Monday – Friday, 8am-5pm EST) to deactivate your lost **JAX PASSPORT** Automated Pass and order a replacement. There is a \$20 replacement fee. Members also have the option to have 200 points deducted from their account instead of incurring the \$20 charge.



### How can I update my information?

To update your information, such as a credit or debit card, email, name or address on file, please visit <https://www.jaxpassport.com> login to your account and select “My Profile”. After your information has been updated, you will need to answer the math question at the bottom of the page and click “Save”. Your account information will be updated immediately in the system.

*Note: If you want to confirm that your information was successfully updated you can email the **JAX PASSPORT** Administration at: [info@jaxpassport.com](mailto:info@jaxpassport.com) or call **877-735-9280** (Monday – Friday, 8am-5pm EST). It is a good idea to periodically check your account information to be sure it is correct. This will eliminate any issue when you enter and exit an on-airport parking facility.*

### Can family members share an account?

**The JAX PASSPORT** Frequent Parker Program provides one **JAX PASSPORT** Automated Pass and you can add up to two license plates on your account to allow up to three people on one account. **However, only one license plate or Automated Pass can be used to park at a time.**

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

No, points are not transferrable.

### How many JAX PASSPORT Automated Passes can I have in my account?

You will receive one Automated Pass that will be your primary account number and you can have up to two license plates on file.

### Can I use the JAX PASSPORT Automated Pass for Valet and Premier Parking?

No. Valet and Premier Parking are not part of the **JAX PASSPORT** Frequent Parker Program.

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

If the email you entered on your account is correct, all receipts will automatically be emailed. You can also access your receipt by doing the following:

- 1) Login to your online account and select “Visits”. This screen will show all your activity.
- 2) Select the “[Email Receipt](#)” link next to the transaction you wish to access, and the receipt will be emailed to you.
- 3) Check your email for your parking receipt.

### Still have a JAX PASSPORT Frequent Parker Program question?

Contact us at [info@jaxpassport.com](mailto:info@jaxpassport.com) or call **877-735-9280** (Monday - Friday, 8am – 5pm EST)



## **TERMS & CONDITIONS**

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 credit or debit 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.

A lost **JAX PASSPORT** Automated Pass will incur a \$20.00 replacement charge or a 200-point deduction.

**\*A JAX PASSPORT Frequent Parker Program account that has not had parking activity for 18 months will be considered inactive and the member will be requested to return the JAX PASSPORT Automated Pass to JAX PASSPORT Headquarters, PO Box 39125, Cleveland, OH 44139. If the JAX PASSPORT Automated Pass 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 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.