



## **FREQUENTLY ASKED QUESTIONS**

### **How does RSW Rewards work?**

Members register using their existing active Sunpass or Leeway Pass transponder, which is securely linked to the credit card in the member's **RSW Rewards** account. Upon entering the parking facility, the transponder is read via radio signal by a computer antenna in the entry lane. The transponder information is verified instantly, and the entry day and time is stored. Upon exiting, the transponder is read, the exit date and time recorded, and the credit card is charged the correct amount due for the length of the parking stay. As you enter and exit through the parking lanes with your transponder, the parking gate will activate, allowing your vehicle to pass freely.

**NOTE: Only selected entrance/exit lanes have RSW Rewards readers. Please look for the RSW Rewards reader directly above the gate. Do NOT pull a ticket. The transponder needs to be mounted inside your vehicle in the center of your windshield below the rearview mirror. If you have tint on your windshield, please make sure the transponder is below the tint.**

The system will calculate your time in and out and the credit card on file will automatically be charged for the parking stay. Your **RSW Rewards** account will also be credited with points from your stay. Points will appear in your account within one day of your parking exit.

**Members are awarded one point per dollar spent** for parking in any on-site Southwest Florida International Airport parking lot. When you are ready to redeem your FREE parking, simply log in to your **RSW Rewards** account, access the Redemptions Tab and follow the simple instructions to redeem your points on your next visit to RSW.

The chart below illustrates how many points are needed for free parking in each parking location.

Location	Daily Rate	Weekly Rate	Points Needed Per Day	Points Needed Per Week
Short-term Parking Garage	\$24	N/A	240/day	N/A
Long-term Parking Lot	\$11	\$60	110/day	600/week

### **Can I have more than one credit or debit card on file?**

Yes, you may have as many credit or debit cards on file as you prefer. It is your responsibility to make sure that the proper credit or debit card on file is selected as your default to be charged at the time of exit.

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

First, log in to your **RSW Rewards** account and select “Redemptions”. Then, follow the step-by-step guide to redeem your points on your next visit to RSW. **Note:** The system will allow you to redeem points in the parking location you choose based on the number of points accrued to date. If you park for more days than you have points, the balance will be charged to your credit card on file. You will receive points for the cash portion of this transaction. Upon arriving at the airport, simply enter and exit your preferred parking location, as usual, with your transponder in order to have the points credit applied to your account. Your credit card will not be charged for the day(s) you have redeemed for FREE parking. **There are no certificates to present.** The transaction will be handled through the automated system.

**Please Note:** If you are already parked and you forgot to place the redemption, you can do so after you have entered the parking lot. However, the redemption must be placed prior to exiting the parking lot. The system will automatically charge the credit card on file for any remaining amount that was not covered by points. RSW Rewards 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.

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

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

### **I forgot my username. Where can I find it?**

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 [fppinfo@rswrewards.com](mailto:fppinfo@rswrewards.com) with your request and your name.

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

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

1. Username error – Email [fppinfo@rswrewards.com](mailto:fppinfo@rswrewards.com) with your request and first and last name and a representative will email you with the correct username on file.
2. Password – Passwords are case sensitive. If you have forgotten your password, use the “Forgot Password” function on the login screen to have it emailed to you.
3. If you are still having trouble logging in using the correct username and password, close out of the page and enter the login page through [www.rswrewards.com](http://www.rswrewards.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 into the login fields. These extra characters (like spaces) happen from copying and pasting that we can’t always see, but the computer recognizes. You can also put your cursor in the username email or password fields and hit the delete button a few times to make sure it has been completely cleared.

## My transponder was denied at entry or exit, what do I do?

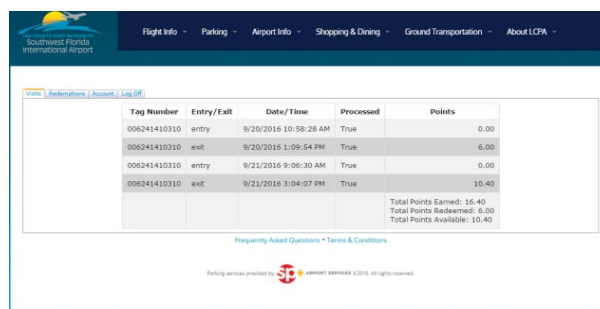
First, check to make sure the credit card on file with your **RSW Rewards** on-line account has not expired. Occasionally there may be an equipment malfunction. Please contact the **RSW Rewards** Administration Office at 877-735-9280 (between the hours of 8am-5pm EST, Monday to Friday) or send an email to: [fppinfo@rswrewards.com](mailto:fppinfo@rswrewards.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 **RSW Rewards** Administration Office via fax to 440-542-1810 or email [fppinfo@rswrewards.com](mailto:fppinfo@rswrewards.com). Please be sure to include your full name and a short description of why you are seeking credit.

## How can I update my information?

If your credit card has expired, or you want to enter an additional or different credit card, or incorrect information was provided during the registration process, please visit [rswrewards.com](http://rswrewards.com) and login to your account. After your information has been updated, you will need to answer the math question on the bottom left corner and click “Save”. Your account information will be changed immediately in the system.

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



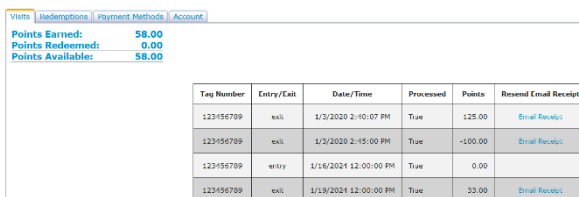
The screenshot shows the 'Visits' tab of the RSW Rewards account. It displays a table with columns: Tag Number, Entry/Exit, Date/Time, Processed, and Points. The table lists four transactions for tag 006241410310. The first two are exits on 9/20/2016, and the next two are entries on 9/21/2016. The total points earned are 16.40, and the total points redeemed are 0.00, leaving 16.40 points available.

Tag Number	Entry/Exit	Date/Time	Processed	Points
006241410310	entry	9/20/2016 10:58:28 AM	True	0.00
006241410310	exit	9/20/2016 1:09:54 PM	True	6.00
006241410310	entry	9/21/2016 9:06:30 AM	True	0.00
006241410310	exit	9/21/2016 3:04:07 PM	True	10.40
				Total Points Earned: 16.40
				Total Points Redeemed: 0.00
				Total Points Available: 16.40

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

All transactions are processed at approximately 3:00AM EST and approximately 6:30PM EST. If the email you entered on your **RSW Rewards** account is correct, all receipts will be automatically emailed to you. You can also access any receipt by doing the following:

- 1) Log in to your **RSW Rewards** on-line account, select “Visits”. This screen will show all your activity.
- 2) Select the “Receipt” link next to the exit you wish to access, and the receipt will be emailed to you.
- 3) Check your email for your parking receipt.



The screenshot shows the 'Visits' tab of the RSW Rewards account. It displays a table with columns: Tag Number, Entry/Exit, Date/Time, Processed, Points, and a 'Receipt' link. The table lists four transactions for tag 123196709. The first two are exits on 1/3/2020, and the next two are entries on 1/16/2021. The total points earned are 125.00, and the total points redeemed are 100.00, leaving 25.00 points available.

Tag Number	Entry/Exit	Date/Time	Processed	Points	Receipt
123196709	exit	1/3/2020 2:10:07 PM	True	125.00	<a href="#">Email Receipt</a>
123196709	exit	1/3/2020 2:15:00 PM	True	-100.00	<a href="#">Email Receipt</a>
123196709	entry	1/16/2021 12:00:00 PM	True	0.00	
123196709	exit	1/19/2021 12:00:00 PM	True	33.00	<a href="#">Email Receipt</a>

## Still have an RSW Rewards question?

Contact us at [fppinfo@rswrewards.com](mailto:fppinfo@rswrewards.com) or call 877-735-9280 (between the hours of 8am-5pm EST, Monday to Friday).