



FREQUENTLY ASKED QUESTIONS

What is RSW Rewards?

The RSW Rewards program is a fully automated Frequent Parker Program. You can park on-airport for your business and leisure trips and receive points for FREE parking.

Is there a charge to join RSW Rewards?

No, membership is free and there is no charge for the initial request of an RSW Rewards Automated Pass. You can request up to four per account. If your Automated Pass is lost or stolen, there is a \$10 replacement fee. This fee will be assessed to your credit card on file. You also have the option to have 100 points deducted from your account instead of paying the fee. A replacement RSW Rewards Automated Pass will then be mailed to you.

What if I already have an existing SunPass or LeeWay Pass on my windshield?

The RSW Rewards automated readers are compatible with pre-existing LeeWay Pass and SunPass accounts. When you sign-up for the RSW Rewards program, simply enter your transponder number in the Automated Pass field and your pass will become active 24 hours after entering it. You can enter up to four passes per account. Your SunPass or LeeWay Pass account will NOT be charged. The credit card you put on file when you sign-up for the RSW Rewards Program **will** be charged. **Please Note: Only ONE Automated Pass can be used per vehicle.**

If you already have a pass on your windshield from a program other than SunPass or LeeWay Pass, please call the RSW Rewards Administration at 877-735-9280, or send an email to: fppinfo@rswrewards.com

Who is eligible to join RSW Rewards?

Any individual who parks at Southwest Florida International Airport can join RSW Rewards. Membership is FREE. The more you park on-airport, the more points you will earn toward FREE parking.

How does RSW Rewards work?

Members are assigned an RSW Rewards Automated Pass, which is securely linked to your credit card. Upon entering the parking facility, your Automated Pass is read via radio signal by a computer antenna in the entry lane. The Automated Pass information is verified instantly and your entry day and time is stored. Upon exiting, your pass is read, your exit date and time recorded and your credit card is charged the correct amount due for the length of your parking stay.

As you enter and exit through the parking lanes with your Automated Pass, the parking gate will activate, allowing your vehicle to pass freely.

NOTE: Only selected entrance/exit lanes have Automated Pass readers. Please look for the Automated Pass reader directly above the gate. Do NOT pull a ticket. The Automated Pass should 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 pass 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	\$18	N/A	180/day	N/A
Long-term Parking Lot	\$11	\$60	110/day	600/week

How do I sign up?

You must enroll online by visiting www.rswrewards.com. Please allow five to seven business days to receive your RSW Rewards Automated Pass. It will be ready to use immediately upon receipt.

Can my Automated Pass be sent to a different address than what I entered when I registered?

The address listed on Address Line 1 should be your credit card billing address. If the billing address is different from the location you wish your pass to be sent to, please call the RSW Rewards Administration at 877-735-9280, or send an email to: fppinfo@rswrewards.com

I've been parking at Southwest Florida International Airport for a long time. Can I receive credit for those past stays?

Unfortunately, no. RSW Rewards is a new program. Points can be accumulated from the day a member receives their RSW Rewards Automated Pass. No retroactive points will be given.

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 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 his transaction.

Upon arriving at the airport, simply enter and exit your preferred parking location, as usual, with your RSW Rewards Automated Pass 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 has to be placed prior to exiting the parking lot. If you return later than the date selected, the system will automatically charge the credit card on file for the difference.

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** 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 login to your account due to a forgotten user name or password, please try the following:

1. User Name error – Email **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 (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 RSW Rewards Automated Pass was denied, what do I do?

First, check to make sure the credit card on file with your RSW Rewards account has not expired.

Occasionally there may be an equipment malfunction. Please contact the RSW Rewards Administration Office at 877-735-9280 or 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. 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 RSW Rewards Automated Pass?

Email the administration office at fppinfo@rswrewards.com or call 877-735-9280 (between the hours of 8am-5pm EST, Monday to Friday) to deactivate your lost Automated Pass and order a replacement. There is a \$10 replacement fee. Members also have the option to have 100 points deducted from their account instead of incurring the \$10 charge.

How can I update my information?

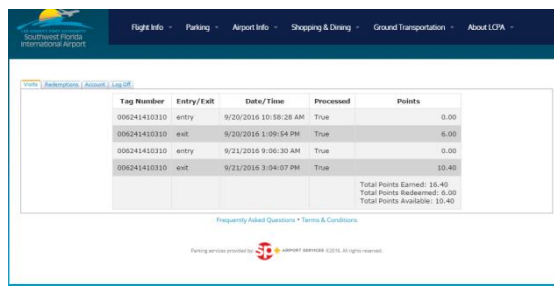
If your credit card has expired, you want to enter a different credit card or incorrect information was provided, your RSW Rewards Automated Pass will not be recognized when you park. To update your information, such as a credit card, name or address on file, please visit rswrewards.com and login to 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 at: fppinfo@rswrewards.com or call 877-735-9280. 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.

How can I access a receipt from my account?

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

- 1) Login to your online account, select “Visits”. This screen will show all of 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' page of the RSW Rewards account. It features a table with columns for Tag Number, Entry/Exit, Date/Time, Processed, and Points. Below the table, there are summary statistics for Total Points Earned, Total Points Redeemed, and Total Points Available. The interface also includes navigation links for Home, Reservations, Account, and Log Off, and a footer with the text 'Parking services provided by' and a logo.

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 1:05:54 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: 6.00
Total Points Available: 10.40

Still have an RSW Rewards question?

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