



FREQUENTLY ASKED QUESTIONS OF THE MEMPERKS FREQUENT PARKER PROGRAM

How does the program work?

Members are assigned a **MEMPERKS Pass**, which is linked to any major credit or debit card kept on file in a secured account. Simply hold your **MEMPERKS Pass** in front of the logo on the ticket issue machine at the entry of the parking facility and the gate will go up.

DO NOT PULL A TICKET.

When you exit, hold your **MEMPERKS Pass** in front of the reader on the outside of the exit booth and the gate will go up. Your **MEMPERKS Pass** will automatically record your time in and out, charge the credit or debit card on file and credit your account with Frequent Parker Program points that can be redeemed for FREE parking.

Members are awarded one point for each dollar spent on parking in any of the Memphis International Airport On-Airport Parking Facilities.

	<u>Daily Rate</u>	<u>Points Required for 1 FREE Day</u>
ECONOMY	\$ 6	60 points
OVERSIZE VEHICLE	\$12	120 points
LONG TERM	\$15	150 points
SHORT TERM	\$24	240 points

How do I sign up?

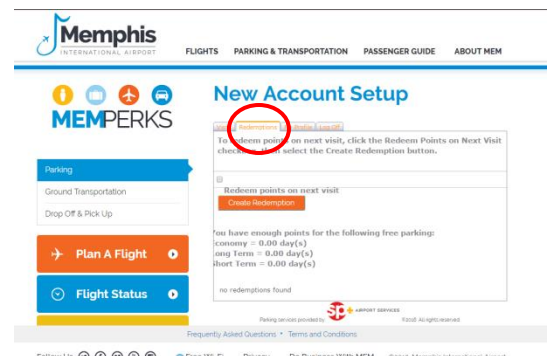
You must enroll online by visiting: MEMPERKS.com. A **MEMPERKS Pass** will be mailed to you in 5 to 7 days.

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

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

How do I redeem my points for Free Parking?

First, log in to your **MEMPERKS** account and select "Redemptions." Then, follow the step-by-step guide to redeem your points on your next visit to MEM.



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.

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 this transaction.

Upon arriving at the airport, simply enter and exit your preferred parking location, as usual, with your **MEMPERKS 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.

Note: At exit, the reader on the outside of the exit booth will display the total dollar amount of your parking stay when a parking redemption is used. Please disregard the displayed amount and check your online account for the correct charge activity (if any).

MEMPERKS 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.

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

First, log in to your **MEMPERKS** 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 **info@memperks.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 user name or password, please try the following:

1. User Name error – Email info@memperks.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.memperks.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.

Can I share the MEMPERKS Pass?

Yes. You will be responsible for any parking fees associated with the use of the **MEMPERKS Pass**. The **MEMPERKS Pass** will only work for one vehicle to enter and exit at a time.

What if my MEMPERKS Pass is lost, damaged or stolen?

If your **MEMPERKS Pass** is lost, stolen or damaged, call 877-735-9280. We will deactivate your pass and issue you a new pass at a replacement charge of \$10.00 or 100 points.

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 **MEMPERKS Pass** will not be recognized when you park. To update your information, such as a credit card, name or address on file, please visit **MEMPERKS.com** and log in to your account. After your information has been updated, click "Save" and your account information will be changed immediately in the system.

Note: 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.

My MEMPERKS Pass was denied access when trying to exit, what do I do?

Please see a cashier--an alternate method of payment will be required. Then, email a copy of your receipt along with your name to info@memperks.com to receive **MEMPERKS** points for the stay. You can also fax this information to (440) 542-1810.

How can I access a receipt from my account?

MEMPERKS will email parking receipts at approximately 4:30 AM CST and 6:30 PM CST. If you need a duplicate receipt, log in to your MEMPERKS account and select "Resend Email Receipts" under the "Visits" tab.

- 1) Log in to your online account and 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.

Still have a MEMPERKS question?

Contact us at info@memperks.com or call 1-877-735-9280, Monday through Friday, 7:00 am – 4:00 pm CST.



TERMS & CONDITIONS OF THE MEMPERKS FREQUENT PARKER PROGRAM

MEMPERKS members can log in to their account at anytime 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 **MEMPERKS** Passes will incur a \$10.00 replacement charge or a 100 point deduction.

Memphis International Airport reserves the right to modify, change or cancel the **MEMPERKS** Frequent Parker Program at any time.

Parking Operator Employees are strictly prohibited from participation in the **MEMPERKS** Frequent Parker Program.