



FREQUENTLY ASKED QUESTIONS

CURRENT KCI REWARDS MEMBER TRANSITION DETAILS

What are the changes to the program and how does it affect my account?

Current (and new) program members will be able to enjoy the same benefits as before with online account management, dedicated ticketless entry and exit, and FREE membership.

NEW PROGRAM BENEFIT: Now you can **earn and redeem** points at **Park Air Express**

Your current **KCI Rewards** Automated Card will still work with the new, upgraded technology, but **you must first move/transition to this new system.**

How to move/transition to the new system.

All active **KCI REWARDS** members received a transition email. If you did not receive the email, please contact us at: fppinfo@FlyKCrewards.com, or call **877-735-9280** (M-F, 8am – 5pm EST).

- We will provide you with a personalized transition link, so you can create your new online account.
- You'll start by establishing your account log in
- Your Username is already set up as your email address
- Create a new password
- Verify your information, **including** your old **KCI Rewards** automated card number.
- **Add a valid credit or debit card to your new online account.** *The program website is completely secure and member information will not be shared or sold to any third-party companies.*
- Your previous point balance will be transferred into your account after your new account has been created.
- You can begin using your KCI Rewards Card or *Mobile Phone Number immediately

PLEASE NOTE: *Your mobile number will ONLY be used when parking at **Valet** or **Park Air Express**.



FREQUENTLY ASKED QUESTIONS

What is the FLY KC REWARDS Frequent Parker Program?

FLY KC REWARDS is Kansas City International Airport's rewards program that allows users to earn points that can be redeemed for FREE airport parking in **Valet**, the **Parking Garage**, **Surface Lot**, **Economy Lot** and **Park Air Express**.

How do I sign up for FLY KC REWARDS?

To sign up for **FLY KC REWARDS** visit [FlyKCrewards.com](https://www.flykc.com) and create an account. You must add a valid credit or debit card to your new online account. The program website is completely secure and member information will not be shared or sold to any third-party companies.

How does FLY KC REWARDS work?

Members use their **FLY KC REWARDS** Automated Card to enter and exit the **Parking Garage**, **Surface Lot**, and **Economy Lot**. Your mobile phone number will be used when parking at **Valet** or **Park Air Express**. **FLY KC REWARDS** automatically records your time in and out and calculates the appropriate charge to your payment card on file. Your receipt will be e-mailed to the address on file.

Is there a charge to join FLY KC REWARDS?

No, membership is free, and we will send you a **FLY KC REWARDS** Automated Card free of charge.

How do I log in to my account?

Visit [www.FLYKCrewards.com](https://www.flykc.com) and enter your Username (your email address) and password.

How do I start earning points for FLY KC REWARDS?

FLY KC REWARDS members will automatically earn one point for every dollar spent in the **Parking Garage**, **Surface Lot**, **Economy Lot**, **Valet** and **Park Air Express**.



FREQUENTLY ASKED QUESTIONS

What is the point value?

Members earn one point for every dollar spent in each of the parking locations.

How many points do I need to earn for FREE parking?

Parking Facility	Daily Rate	Points Needed for 1 Day Free Parking
Valet	\$35	350 Points
Parking Garage	\$28	280 Points
Surface Lot	\$20	200 Points
Park Air Express (Covered/Indoor)	\$20	200 Points
Park Air Express (Outdoor)	\$10	100 Points
Economy Lot	\$9	90 Points

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.

Can I transfer my points to another FLY KC REWARDS member?

No, points cannot be transferred or given to other members.

Can I share my FLY KC REWARDS account?

Yes. You will be responsible for any parking fees from the use of the **FLY KC REWARDS** Automated Pass that is associated with your account. Only one **FLY KC REWARDS** Automated Pass can be used at a time to enter and exit the parking locations.

How do I redeem points for FREE parking?

First, log in to your **FLY KC REWARDS** 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 facility.



FREQUENTLY ASKED QUESTIONS

Note: The system will use the total available points in your account. 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 this transaction.

Upon arriving at the airport, simply enter and exit as usual, with your **FLY KC REWARDS** Automated Pass at the **Parking Garage, Surface Lot, and Economy Lot**. Your mobile phone number will be used when parking at **Valet or Park Air Express**. Your available **FLY KC REWARDS** points will be 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 but forgot to create the redemption, you can do so after you have entered. **However, the redemption must be created prior to exiting.**

FLY KC REWARDS points will not be earned on days when a FREE parking redemption is used. Points are only earned on days of PAID parking. A FREE parking redemption does not reserve a space in a specific parking location. If your desired parking location is full, you will need to park in an alternate location, and your parking redemption will still be valid.

How do I cancel a pending parking redemption?

Log in to your **FLY KC REWARDS** account and select “Redemptions.” Click the ‘Cancel Pending Redemptions’ checkbox, then, select the ‘Cancel Redemption’ button.

How can I access a receipt from my account?

All receipts are automatically emailed. You can also access your receipt by doing the following:

- 1) Log in 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. The receipt will be emailed to you.
- 3) Check your email for your parking receipt. Be sure to check your junk folder.

I am having trouble logging in to my account.

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



FREQUENTLY ASKED QUESTIONS

- Username error – Your username is the registered email address used when you set up your online account. If you have forgotten your registered email address and need it sent to you, simply send an email to fppinfo@FlyKCRewards.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 the address on the account.

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.FlyKCRewards.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.

What if I forget my FLY KC REWARDS Automated Card when I come to the airport? Can I still earn points?

Yes. To receive points for a parking stay, simply send in a copy of your parking receipt to the **FLY KC REWARDS** Administration Office via fax to 440-542-1810, or email to fppinfo@FlyKCRewards.com. Please be sure to include your full name and a brief description of why you are seeking credit.

Can I pay with a different credit or debit card?

Yes, you can keep more than one (1) credit or debit card on file in your account. **NOTE:** 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.

Who can I contact if I have questions about FLY KC REWARDS?

Contact us at fppinfo@FlyKCRewards.com or call 877-735-9280 (M-F, 8am – 5pm EST).



FREQUENTLY ASKED QUESTIONS

TERMS & CONDITIONS

FLY KC REWARDS has no predetermined termination date and may continue until such time as Kansas City International Airport 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.

FLY KC REWARDS members can log in to their account at any time to update their profile, update credit/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 **FLY KC REWARDS** Automated Card will incur a \$10.00 replacement charge or a 100-point deduction.

A FLY KC REWARDS account that has not had parking activity for 24 months will be considered inactive and the member will be requested to return the FLY KC REWARDS Automated Pass to FLY KC REWARDS Headquarters, PO Box 39125, Cleveland, OH 44139. If the FLY KC REWARDS Automated Pass is not received back, or the account does not show activity within 30 days, the credit card on file will be charged \$10.00, the online account will be deactivated, and any point balance will be removed.

Kansas City International Airport reserves the right to add, modify, cancel, or otherwise change any of the rules, procedures, conditions, or benefits pertaining to the **FLY KC REWARDS** program at its sole discretion, with or without notice, even though changes may affect the value of points already accumulated.

Parking operator employees, airport employees, taxicabs, rideshare services, courtesy vehicles, limited & public motor vehicles, and motor vehicles for hire are prohibited from participation in **FLY KC REWARDS**.