

Frequently Asked Questions

How does the program work?

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

When you exit, hold your KCI Rewards Pass in front of the logo on the reader on the outside of the exit booth. Your KCI Rewards Pass will automatically record your time in and out, charge the credit on file and credit you with Frequent Parker Program points.



Members are awarded 1 point for each dollar spent on parking in any of the Kansas City International Airport On-Airport Parking Facilities. When you are ready to redeem for FREE parking, simply login to your Frequent Parker Program account and select the day(s) and garage or lot for which you would like to redeem.

The chart below illustrates how many points are needed for one day of free parking in each lot or garage.

Parking Facility	Daily Rate	Points Needed for 1 Day Free Parking
Economy	\$7.50	50 Points
Circle	\$15.50	200 Points
Garage	\$23.00	300 Points
Curbside Valet	\$27.00	450 points

**Corporate Parker Program Members receive 10% off the Daily Rate.*

How do I sign up?

You must enroll, online, by visiting: www.kcirewards.com. You will be mailed a free KCI Rewards Pass in 5 to 7 days.

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

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

I have punch cards and free parking certificates from the previous frequent parker program. Can I still use these or do I need to convert my punch cards and unused free parking certificates into online points?

The deadline to submit all punch cards and parking certificates to have them converted to online points or redeem for gifts from the catalog has passed (**as of October 31, 2014**). Outstanding parking certificates can still be used until their expiry date as noted on the bottom of the certificate, however, they cannot be used in conjunction with the New Automated System and must be used as a manual transaction. (i.e. pull a ticket and pay through a cashier)

How do I redeem my points for Free Parking?

First, login to your KCI Rewards Frequent Parker Program account and select “Rewards”. Next, select the garage or lot you would like to park in. Then, follow the step-by-step guide to redeem for the number of days you would like to park with your available amount of points. *Note: the system will not allow you to redeem for a lot/garage or a select number of days that you do not have enough points for.*

Upon parking, simply hold your KCI Rewards Pass in front of the reader when you enter and exit the garage or lot in order to have the credit applied to your account. Your KCI Rewards Pass will automatically credit your stay and your credit card will not be charged for the days you have redeemed for free parking. **There are no certificates to present.**

NOTE: You must enter on the day that you redeemed for or the system will not recognize your redemption and credit your account. If you return later than the date selected, you will still be credited for your parking stay and the system will automatically charge the credit card on file for the difference.

KCI Rewards Frequent Parker Program 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 and the free parking redemption must be used on another day.

Please contact us at fpinfo@kcirewards.com to have the redemption points added back into your account.

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

First, login to your KCI Rewards Frequent Parker Program account and select “Activity”.

Under the View Activity box at the top, select the arrow for the drop down under “Activity”.

Highlight Parking Redemption.

Click on the Green arrow to the right of the box.

You will then be able to see a list of current and previous parking redemptions.

Parking redemptions can only be canceled or modified PRIOR to entering parking facility for your scheduled parking redemption. Once you are parked, you cannot modify the parking redemption (i.e. add additional days)

If your parking redemption has not yet occurred and you wish to cancel it, simply select “Cancel” next to the redemption. In order to modify an existing redemption, you must first cancel the redemption and then go back to the Rewards tab to make a new parking redemption.

Start Date	End Date	Points	Redeemed	
04/29/2014	04/29/2014	50	Thu, April 29, 2014, 8:44 AM	
04/25/2014	04/25/2014	50	Fri, April 25, 2014, 4:05 PM	
04/23/2014	04/23/2014	300	Mon, April 21, 2014, 12:57 PM	
04/17/2014	04/17/2014	300	Thu, April 17, 2014, 1:16 PM	

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Start Date	End Date	Points	Redeemed	
04/29/2014	04/29/2014	50	Thu, April 29, 2014, 8:44 AM	Cancel
04/25/2014	04/25/2014	50	Fri, April 25, 2014, 4:05 PM	
04/23/2014	04/23/2014	300	Mon, April 21, 2014, 12:57 PM	
04/17/2014	04/17/2014	300	Thu, April 17, 2014, 1:16 PM	

I forgot my username? Where can I find it?

If you have forgotten your username and need it sent to you, simply send an e-mail to fppinfo@kcirewards.com with your request and your name. Please note that username's are case sensitive.

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 – note that usernames are case sensitive. If you are still unsuccessful, e-mail fppinfo@kcirewards.com with your request and first and last name and a representative will e-mail you with the correct user name on file.
2. Password – Passwords are also case sensitive. If you have forgotten your password, use the “Forgot Password” function on the login screen to have it e-mailed to you. Your password will be reset to a computer generated code that you will be able to use to login. Once you have logged in to your account, you can reset your password.
3. If you are still having trouble logging in using the correct username and a new computer generated password, close out of the page and enter to the login page through www.kcirewards.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 put into the login fields. These are extra characters like spaces that happen from copying and pasting and that we can't always see but the computer recognizes. You can also put your cursor in the user name or password fields and hit the delete button a few times to make sure it has been completely cleared.

Recently, I received a new credit card that contains a chip. I have updated my credit card information but my pass still does not work. What do I do?

New credit cards contain a chip for security purposes. We recommend that you enter your updated credit card as a NEW card in your account in order for the system to recognize your new credit card that contains a chip. To make this update, simply add your new credit card as a “new card” and once it is saved, delete the previous card on file. You cannot edit the existing card or delete the current card without first entering your new credit card as a “new” card.

Can family members link or share an account?

No. KCI Rewards Passes are non-transferable and for each member's sole use. Family members must sign-up for their own account. There is only one KCI Rewards Pass issued per account.

Can I use my Automated Pass at the Curbside Valet?

Yes. Simply present your card to the valet attendant when entering and your stay will be charged to the credit card on file and points will be earned for the stay.

What do I do if I lost my KCI Rewards Pass?

E-mail us at fppinfo@kcirewards.com or call 1-877-735-9280 (Monday through Friday, 8:00 am – 5:00 pm EST) to deactivate your old Pass and order a replacement. Lost KCI Rewards Passes will incur a \$10.00 replacement charge, which will be charged to the credit card linked with the Frequent Parker Program. Members also have the option to have 100 points deducted from their account, instead of incurring the \$10.00 charge.

How can I update my information?

If your credit card becomes expired, or incorrect information was provided, your KCI Rewards Pass will not be valid upon parking. To update your credit card, as well as other information such as name, address or car model, please login to your account and click the “Credit Card” navigation tab to update your information.

Can I use a coupon with my automated pass?

The KCI parking coupons available at www.flykci.com can be applied to a **manual** parking transaction only. You must pull a ticket upon entry and present your coupon to the cashier upon exiting with payment for the stay.

If you are a member of the New Automated Program and wish to receive the points for a manual parking transaction, you may submit a copy of the receipt for the points to be credited to your account. Points will only be granted for days of PAID parking.

Can I use parking certificates I accumulated in the manual program with my automated pass?

The KCI parking certificates accumulated with the manual program cannot be used with your automated pass.

The KCI parking certificates can only be used for a **manual** parking transaction. You must pull a ticket upon entry and present your certificate(s) to the cashier upon exiting with payment for the stay.

If you are a member of the New KCI Rewards Automated Program and wish to receive points for your stay, please submit a copy of your parking receipt for the points to be credited to your automated account. Points will only be granted for days of PAID parking.

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

Please see cashier, an alternate method of payment will be required. Then, e-mail a copy of your receipt along with your name to fpinfo@kcirewards.com to receive KCI Rewards Points for the stay. You can also fax this information to (440) 542-1810.

How can I print a receipt from my account?

- 1) Login to your online account and select “Activity”. This report will show all of your parking activity.
- 2) Select the “Receipt” link next to the transaction you wish to print. A pop-up window will come up with your detailed transaction. If this window does not appear, double check to make sure your computer setting is set to “Allow Pop-Ups”.
- 3) Select Print
 - a. If the print button doesn’t work you may try the following options:
 - i. Select CTRL P on your keyboard
 - ii. Go to the top of the web browser page and select File then Print
 - iii. Highlight the text in the Receipt window, copy and then paste into a Word document. Select Print.

The screenshot shows the flykci.com website interface. The user is logged in as 'JanMK'. The 'Activity' tab is selected, showing a table of parking transactions. The table has columns for Date/Time, Direction, Description, Fee, and Points. The last transaction is highlighted with a red circle, and a 'Receipt' link is visible next to it.

Date/Time	Direction	Description	Fee	Points
Fri, April 18, 2014, 11:36 AM	OUT	Economy X6 Exit 16	\$0.00	0
Thu, April 17, 2014, 2:37 PM	IN	C4 Entry	\$0.00	
Thu, April 17, 2014, 10:52 AM	OUT	CX4 Exit 0	\$22.00	
Wed, April 16, 2014, 4:20 PM	IN	C4 Entry	\$0.00	

- iv. At the top of your keyboard to the far right of the “F” keys there is a button “Print Screen”. Press this button, open a blank word document, right click on the document and select “Paste”. Select Print.

Still have a KCI Rewards question?

Contact us at fppinfo@kcirewards.com or call 1-877-735-9280, Monday through Friday, 8:00 am – 5:00 pm EST.



TERMS & CONDITIONS OF THE KCI REWARDS FREQUENT PARKER PROGRAM

KCI Rewards Frequent Parker Program members can login 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 KCI Rewards Passes will incur a \$10.00 replacement charge or a 100 point deduction.

***A KCI Rewards account that has remained inactive (no parking activity on the account) for 18 months will be considered inactive and the member will be requested to return the Pass to KCI Rewards Headquarters, PO Box 39125, Cleveland, OH 44139. If the 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.**

Kansas City International Airport reserves the right to modify, change or cancel the KCI Rewards Frequent Parker Program at any time.

Parking Operator Employees are strictly prohibited from participation in the KCI Rewards Frequent Parker Program.