

FREQUENTLY ASKED QUESTIONS

Below are some frequently asked questions regarding the new ParkSYR program

Q – Can I still use my EZ Pass Plus with this system?

A- No, you will need to establish a new account that will then work with your existing toll tag.

Q – How do I sign up for a new account?

A –Click on the ParkSYR “Apply Now” on www.flysyracuse.com or visit our parking page.

Q- What are the benefits of ParkSYR?

A –

- 1. Participants get automatic entry/exit into the parking facilities at the airport without needing to get a ticket.**
- 2. Using special lanes, ParkSYR participants can exit the parking facility without having to stop and pay. Parking costs are automatically charged to a credit card on file.**
- 3. You are automatically enrolled in our frequent parker program that lets you earn points for every dollar spent. For every 100 points, you will receive a gift certificate good at all airport food and merchandise concessions! If you enroll before March 1, 2017, you will receive a \$5.00 gift certificate as a bonus.**

Q- Once my account has been created, when will I be able start using Park SYR?

A – You will receive an email notifying you that your account has been approved, after that you may use your registered EZ Pass tag to enter and exit the parking facility.

Q – What if I am not an EZ Pass customer, but want to enroll in ParkSYR?

A – ParkSYR is open to everyone. If you do not have an existing EZ Pass tag to register you will be provided a ParkSYR tag. This tag will allow you access into the parking lots after you have enrolled in the system.

Q – Do I have to use a specific entrance?

A- No, all entrances will have the readers.

Q- Do I have to use a specific exit?

A- Yes, when exiting the parking facility, you need to use the two right lanes to exit. These lanes will be identified with ParkSYR signage.

Q- What if I do not want to use the program on a specific trip?

A –Just remove either your EZ Pass Tag or your ParkSYR tag and get a ticket from the entrance machine.