

FREQUENTLY ASKED QUESTIONS

Remember, you must be a SunPass Plus customer to use this option!

- **How do I know if I am a SunPass Plus Member?**

If your SunPass account is automatically replenished either through a credit or debit card, then you are a SunPass Plus member. If your account does not automatically replenish your SunPass, log onto SunPass.com and make the necessary changes to your account before coming out to the airport.

- **How does it work?**

When you arrive at the airport, use the lane designated for SunPass Plus. The computer will read your SunPass transponder (this may take a few seconds) and the gate arm will open. When you are ready to exit the garage, be sure to use the SunPass Plus lane at the toll plaza. The computer will again read the transponder, calculate the charges, immediately access your available funds, replenish your account if necessary to withdraw the full amount, and allow you to exit the garage.

- **What if I don't want to use my SunPass Plus to pay for Airport Parking?**

If you do not want to use SunPass Plus for airport parking, please use an alternate entry lane to access the garage. You can also log on to your account at SunPass.com and under "Transponder Modifications" click on airport parking and opt OUT.

- **How do I obtain a parking receipt?**

If SunPass has your email address, a parking receipt will immediately be sent to you. If you do not have an email address on file, you can access your SunPass Plus transaction by logging on to your account at SunPass.com

- **Still have questions?**

For more information call USA Parking at: **561-471-7459** or log on to: **www.SunPass.com** or **www.PBIA.org**