eParkElite
Frequently Asked Questions

1. **What is the eParkElite program at Minneapolis-St. Paul International Airport?**

   The eParkElite program offers parkers at MSP Airport a guaranteed parking space no matter the availability status of other airport parking facilities.

   The program uses a ZipPass unit placed on a vehicle's dashboard that grants access to the eParkElite parking facility. There is no need to use a credit card or to pull a parking ticket. Your monthly fees are automatically calculated and billed based on your entry and exit times.

2. **How do I sign up for the eParkElite program at MSP Airport?**

   Fill out an application, available online or by contacting an eParkElite representative at 612-726-5650 or at eParkElite@mspmac.org. Fax the completed form to 612-726-5728; e-mail your signed and scanned form to eParkElite@mspmac.org; or mail your completed form to:

   eParkElite
   Minneapolis-St. Paul International Airport
   4300 Glumack Drive, Ste. 3129B
   St. Paul, MN 55111

3. **What are the costs of the program?**

   - $65 per month
   - $20 one-time activation fee
   - The eParkElite rate charged for time parked is the same as the Terminal 1 General ePark rate

   There is a $20 fee to replace lost a ZipPass

4. **Should I include my bank card information if I send my application via e-mail?**

   Never send your bank card information as part of an e-mail message. eParkElite Customer Service recommends that you provide your bank card information in person, via US Mail, or via telephone, but only when you initiate the telephone call.

5. **What is a "ZipPass"?**

   A ZipPass is the device that is used to activate the entry arms in the eParkElite facilities. It is placed on your vehicle's dashboard. When you pull into an entry lane it communicates with an overhead receiver, which then activates the entry arm.

6. **Where are the eParkElite parking facilities at Terminal 1? Terminal 2?**

   Look for the eParkElite logo on the overhead roadway signage at both terminals.

   At **Terminal 1-Lindbergh** remain in the center lane of the inbound roadway and, just prior to Valet parking, angle left and continue to the designated area.

   At **Terminal 2- Humphrey** enter through the Short Term entry lanes; park in any space.

7. **How close to the terminal will I be after I park my vehicle?**

   It will take you approximately one minute or less to walk from your vehicle to the terminal.

8. **Can I move the ZipPass between vehicles?**

   Yes. However, you can park only one vehicle per ZipPass at a time.

9. **Can I share the ZipPass with another person?**

   Yes. You may allow another person to park their passenger vehicle using your ZipPass. However, only one vehicle per ZipPass can be parked at any one time. You are responsible for all parking fees that accrue when your ZipPass is used to access an eParkElite parking area.

10. **Is assistance available 24/7?**

    Yes. For assistance while at the facility, press the "help" button located at all entry and exit lanes. You can also use the "Call for Assistance" stations (look for the blue light) located throughout the parking facility. Both the help buttons and stations are answered 24 hours a day, seven days a week.

11. **What can I do if I forget my ZipPass?**

    Your ZipPass is the "key" that allows you access to eParkElite parking areas. Without your ZipPass you will not be able to access eParkElite parking areas.

12. **What happens if my bank card is declined and/or cannot be processed?**

    Billing is processed on the 1st of every month. If for any reason your bank card is declined during this process you will receive an e-mail notification requesting that you contact Customer Service and provide us with a replacement bank card number. You will need to respond before the 15th of the month or your Account will be deactivated. As an additional courtesy, you wbill receive a reminder email one month prior to the expiration date on your bank card.

13. How do I receive my eParkElite statement and/or receipts?

To activate Internet access on your eParkElite account you must first contact Customer Service at 612-726-5650 or eParkElite@mspmac.org. Then you will be able to access your Account information via the Internet at: https://zippass.mspairport.com/Login.aspx

14. What do I do if my statement is incorrect?

Contact Customer Service at 612-726-5650 or eParkElite@mspmac.org as soon as possible after you notice the error. Provide an explanation why you think the statement is wrong and what you think the correct figures should be.

15. What if the entrance lane is out of service?

If the access lane at Terminal 1-Lindbergh is closed due to maintenance you may park in the Terminal 1-Lindbergh Valet facility. Notify the Valet attendant that your are an eParkElite customer and that the eParkElite entrance lane is out of service. Your Valet parking visit will be expensed to your eParkElite account at the eParkElite rate.

If for some reason the access lane at Terminal 2-Humphrey is closed, park in the MSP Value parking facility and contact Customer Service (612-726-5650) for a rate adjustment.

16. Is there a limit to how long I can park?

If your vehicle will be parked in the lot for more than 45 continuous days please contact Customer Service. Typically vehicles left longer than this are thought to be abandoned and are subject to possible towing. So it is very important that you let us know if this will be the case.

17. What should I do if my ZipPass is lost or stolen?

Contact Customer Service at 612-726-5650 as soon as you become aware that your ZipPass has been lost or stolen. You will not be responsible for any parking fees that occur after you have notified us. Customer Service will make arrangements to issue you a replacement ZipPass. There is a $20 fee for a replacement ZipPass.

18. What type of security is in place?

eParkElite parking lots are patrolled by police and are under camera surveillance 24 hours a day. The Airport Police Department provides parking ramp escorts upon request. Please call **612-726-5577** for assistance or press one of the red Call for Assistance buttons located under a blue light.

19. Who else parks in the eParkElite area?

At Terminal 1–Lindbergh only eParkElite customers park in this area. At Terminal 2-Humphrey the eParkElite parking area is also used by Terminal 2 Short Term parking customers. Other vehicles may access the areas to perform maintenance or system and lot monitoring.

20. Should the ZipPass remain on the dashboard while the vehicle is parked or can it be stowed elsewhere?

The ZipPass should be left on the dashboard while it is parked in the lot.

21. How do I keep my ZipPass in the best working order?

TheZipPass can withstand temperatures ranging from -40 degrees F to 185 degrees F. Protect your ZipPass from exposure to water. Never use the pass as a windshield scraper.

22. What should I do if my ZipPass doesn't seem to be working?

If you are in the eParkElite lane when this occurs, press the "help" button located next to the driver's window as you pull up to the access gate. If you are at home or your office, weekdays from 8:00 a.m. to 04:30 p.m., call Customer Service at 612-726-5650.

23. Will the ZipPass work if it is not placed on the dashboard (i.e. in pocket or purse)?

The ZipPass will not work properly if not placed on the dashboard. For the best possible experience the ZipPass must be on the dashboard with the arrow pointing toward the front of the vehicle. There should also be no metal (auto's roof or rearview mirror, etc.) between the ZipPass and the overhead ZipPass reader.