



## SBN Tap 'N Fly FAQs

1. Where do I register my license plate?
  - a. QR codes are located throughout the parking lot and terminal to scan and register, or
  - b. Once you have entered the lot, you can visit this link to register your vehicle: [Tap n Fly Registration at SBN](#)
2. Can I register my LP before entering the airport parking lot?
  - a. No, you cannot. The vehicle must enter the parking lots prior to registration to ensure the rate is correctly calculated upon exit.
3. Do I have to register my vehicle every time I come into the airport parking lot?
  - a. No. You can enroll in SwiftPass™ to speed up the exit process! It is a completely free and optional service through the Tap 'N Fly registration process. After opting in and on your next visit to SBN, you will receive a text message confirming your payment details and you can bypass scanning the QR code.
4. What is SwiftPass™
  - a. This feature offers a fast, seamless, and fully automated entry and exit process that eliminates the need for physical interaction with parking equipment, payment systems or ambassadors. The SwiftPass™ Program is a fast and seamless way to park for frequent travelers who prefer the ultimate in speed and convenience each time they visit SBN. Once enrolled by creating an account, a user parking at South Bend International Airport can provide confirmation of arrival with one click on the text message received upon arrival. See one of our friendly ambassadors for more information.
5. What do I do once I park my vehicle?
  - a. Scan the QR Code, register your vehicle, and enjoy your flight.
6. Will my vehicle be towed if I do not register my license plate?
  - a. No, just make sure to register before proceeding to the exit.
7. Do I have to create a profile to park my vehicle in the airport parking lot?
  - a. No, you are not obligated to enroll in SwiftPass™ or create an account. Simply enter your license plate, mobile number, and method of payment to register your vehicle and you are all done!
8. Can I pay cash?
  - a. Yes, our ambassadors are able to accept cash. When you approach the exit lanes, you can call for an attendant by pressing the intercom button at the bottom of the exit terminal.
9. Do I have to use a credit card?



## SBN Tap 'N Fly FAQs

- a. To use Tap 'N fly you can use credit card, Apple Pay, and Google pay. Cash is accepted by a Customer Service Ambassador.
10. What happens if I don't register my license plate before I proceed to exit the parking lot?
- a. There will be a QR code on the exit terminal which you can scan to enter your payment information, or
  - b. You can press the intercom to ask one of our ambassadors for assistance.
11. Can you help me register my vehicle/s?
- a. Yes! We have friendly Customer Service Ambassadors for support and we will gladly assist you.
12. Can you send me the receipt from Tap N' Fly?
- a. A receipt will be sent directly to the phone number or email you registered your vehicle with, however if you need to have it sent again, please contact us at [parksbns@interstateparking.com](mailto:parksbns@interstateparking.com)
13. Can I register several vehicles on my Tap N' Fly account?
- a. Yes, when you enroll in Swift Pass you can register as many vehicles (and payment types!) as you wish.
14. Why don't I get a ticket anymore?
- a. You don't get a ticket because your session is tracked through our license plate recognition cameras which opens your parking session upon entering the parking lot. When you exit, your license plate is read again to calculate your parking fee. No more ticket jams or lost tickets!
15. The exit gate will not open for me what do I do?
- a. Scan QR code on the screen. If additional information is requested touch screen and enter phone number or confirmation code requested. If gate still does not open push assistance button to contact our Customer Service Ambassadors.
16. The screen on the entrance is asking for additional information. What do I do?
- a. Enter your phone number as requested on the screen. If you are exiting, you can enter your phone number or confirmation code. This will happen if we are unable to read your license plate for any reason.
17. I don't want to put my card information on this website, what else can I do?
- a. You can pay by credit card by pushing the assistance button for a customer service ambassador upon exit.
18. Will my information be safe once I or you input my info on the website?
- a. Yes. Tap 'N Fly has been created with consumer privacy in mind. We are fully committed to protecting consumer data and privacy in strict compliance



## SBN Tap 'N Fly FAQs

with all applicable state and federal laws, while meeting or exceeding industry best practices. Customer information will never be sold to third parties, and we will continue to invest in updates and safeguards to ensure all collected data remains secure.

19. Once I exit the parking lot will you have access to my account or credit card information through Tap N' Fly?
  - a. No, we do not store any credit card data in our software and only have an encrypted data set for any payment method you use.
20. Can someone see my credit card information if I use this website?
  - a. No. Your information is not visible to anyone. We only store encrypted payment information.
21. What does Tap N' Fly mean?
  - a. Tap N' fly means a modern and seamless parking experience. Park, Scan, Register, and enjoy your flight. No Lines. No ticket jams. Just Drive In. Fly. Drive Out.
22. Do you have to use a smart phone to access this website?
  - a. No. The website is accessible from any device with an internet connection
23. Can I register my vehicle from my computer?
  - a. Yes, you may. After your vehicle is parked, you can register your vehicle from any smartphone, tablet or computer using this link [Tap n Fly Registration at SBN](#)
24. Is there a link for Tap N' Fly on the SBN website?
  - a. Yes! Click here to register [Tap n Fly Registration at SBN](#)
25. Do I have to do anything else once I register my license plate?
  - a. Just drive out upon returning from your trip!
26. Why is Tap N' Fly sending me a text message when I enter the parking lot?
  - a. Tap 'N Fly is asking you to confirm your payment method because you have opted into our SwiftPass™ membership. Just confirm your payment method and you are on your way!
27. Why did Tap N' Fly send me a confirmation code?
  - a. This confirmation code is for your records to demonstrate that you registered your vehicle. If asked to provide additional information upon exiting the parking lot, you can enter the confirmation code to process payment and exit.
28. I have already registered a while ago can I use the same confirmation code?
  - a. No. You will get a new confirmation code for every parking session you register.



## SBN Tap 'N Fly FAQs

29. Can I look up any previous receipts on my Tap N' Fly account?
  - a. Not currently, This is a work in progress, but you can send an email to [parksbn@interstateparking.com](mailto:parksbn@interstateparking.com) and our team will provide you a receipt for your previous parking sessions.
30. How many credit cards can I store in my Tap N' Fly account?
  - a. As many as you would like.
31. Where can I find more information on Tap 'n Fly?
  - a. Visit <https://flysbn.com/parking-transportation/parking/> or contact us at [parksbn@interstateparking.com](mailto:parksbn@interstateparking.com)