

Wilmington Pay By Phone Information

How Does It Work?

No more coins! No longer will you have to hunt for the right change or run back to your car to top up the time left on your parking meter. Instead, simply park your car, make one short phone call and then head for your destination. You will receive a text message reminder before your time expires. You have the option of calling back and extending your parking session from anywhere. Pay by phone parking is convenient, easy and safe. Here's how it works...

1. Call 1-888-380-7275 (PARK)
2. Enter Location # (posted on parking meters)
3. Enter Number of Minutes

How Do I Sign Up?

First time users simply need to set up a FREE account. You can do this by calling our parking line **1-888-380-7275 (PARK)** or online by [clicking here](#). To set up an account you will need:

1. Mobile phone number
2. Credit card (we accept VISA, MasterCard)
3. The license plate of your car(s)



The next time you call, your details will be automatically recognized and all you have to enter is the location # on the meter and the amount of time you wish to park for.

What are the benefits?

- No need for cash or credit cards at the meter
- Text message reminders when parking time is almost up
- Extend parking time remotely from any phone to avoid tickets
- Save money by only paying for the exact time you park
- Pay for parking from the comfort and safety of your vehicle
- View & print parking receipts online

How do I add an additional vehicle to my account?

[Click here](#) and log into your account. You may add up to nine vehicles.

Or

Call the parking line at 1-888-380-7275 (PARK) and follow the instructions

How does the parking officer know I've paid by phone?

When you pay for your parking by phone, your license plate and parking time are automatically displayed on a handheld device used by the parking officer.



Does Pay By Phone Parking cost extra?

Normal parking charges apply plus a 35-cent service charge including the text message reminder fee, will be charged to your credit card.

Is it safe to do a credit card transaction on a mobile phone?

Yes. Your credit card number is encrypted when you sign up and is never entered, displayed, or spoken during a transaction.

When will I see the transactions on my credit card statement?

Each time you pay for your parking by cell phone the payment is processed in real-time. The amount of time that elapses before it shows up on your statement will vary depending on your credit card company.

Do I get a receipt?

You can view all your transactions by logging into your account at paybyphone.com. All parking charges can be printed off in the form of a receipt if required.

Where can I park and use pay by phone?

City's on-street meters allow the Pay by Phone service.